one touch | 902A
one touch | 902S

Quick Start Guide

For more information about how to use the phone, please go to www.alcatelonetouch.com to download complete user manual. Also on our website you can find helpful FAQs, software upgrade, etc.

ALCATEL onetouch

English - CJB3281ALAAB

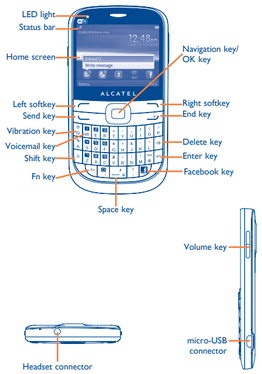
Table of contents

1 Your mobile 3
2 Getting started 8
3 Making a call 9
4 Menu arrange 10
5 Messaging 10
6 Email 11
7 Contacts 12
8 Call log 12
9 Media applications 13
10 Internet 14
11 Apps 15
12 Facebook 15
13 Entertainment 15
14 Camera 16
15 Profiles 16
16 File manager 17
17 Bluetooth ™ 17
18 Wi-Fi 17
19 Tethering 18
20 Others 18
21 Settings 20
22 Making the most of your mobile 20
23 Input mode 22

⚠ Prolonged exposure to music at full volume on the music player may damage the listener's hearing. Set your phone volume safely. Use only headphones recommended by TCT Mobile Limited and its affiliates.

1 Your mobile

1.1 Keys and connectors



- Press to go left/right/up/down
- Press to confirm an option

- Answer/Send a call
- Enter Call log

- Press: End a call
  Return to the Home screen
- Press and hold: Power on/off

- Vibrate alert

- Press and hold: Access your voicemail

- Press to input capitalized characters

- Press once: Input a top-half character
- Press twice: Lock the keyboard in top-half key input mode
- Press and hold: Input top-half characters only until key is released

  Fn+ B: Access Bluetooth
  Fn+ M: Access Music
  Fn + P: Access Profiles
  Fn + J: Access Java applications

- Press: Enter a space (on edit mode)
  Confirm an option (on edit mode)
  Unlock the keypad (on Home screen)
- Press and hold: Access language list (on edit mode)
  Lock the keypad (on Home screen)

- Press to enter Facebook main menu.

- Press: Confirm an option
  Enter the next line (on edit mode)

1.2 Status bar icons (1)

Battery charge level.

Vibrate alert: Your phone vibrates, but does not ring or beep with the exception of the alarm.

Bluetooth status (Activated).

Bluetooth status (Connected to an audio device).

Java status (Activated).

Headset connected.

Call forwarding activated: Your calls are forwarded.

Alarm or appointments programmed.

Level of network reception.

Voicemail message arrived.

Missed calls.

(1) The icons and illustrations in this guide are provided for informational purposes only.

Call in progress.

Stopwatch is active.

Radio is on.

Email unread.

WAP messages (1).

Roaming.

SD card scanning completed.

Line switching (1): Indicates the selected line.

GPRS connection status (Activated).

GPRS connecting.

EDGE connecting.

EDGE attached.

2G network available.

3G network available.

Music active.

(1) Depending on your network operator.

MMS receipt in progress.

Sending an SMS.

Sending a MMS.

Silence mode: your phone does not ring, beep or vibrate with the exception of the alarm.

SMS unread.

MMS unread.

(Flickering) Message list is full: Your phone cannot accept any new messages. You must access the message list and delete at least one message on your SIM card.

Flight mode.

1.3 Home screen

You can customize your Home screen by selecting "**Personalize**" through Right softkey.

1.3.1 Widget bar

Widgets are convenient shortcuts for quick access from the Home screen.

1.3.2 Change wallpaper

You can select a folder to choose one image as favorite wallpaper by selecting "**Change wallpaper**".

2 Getting started

2.1 Set-up

Removing or installing the back cover

Inserting or removing the SIM card

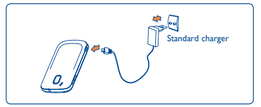
You must insert your SIM card to make phone calls. Please power off your phone and remove battery before inserting or removing the SIM card.

Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press and slide it out.

Installing or removing the battery

Insert and click the battery into place, then close the telephone cover. Unclip the cover, then remove the battery.

Charging the battery



Connect the battery charger to your phone and outlet respectively.

To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; switch off Wi-Fi, Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

2.2 Power on your phone

Hold down the key until the telephone powers on.

2.3 Power off your phone

Hold down the key from the Home screen.

3 Making a call

Dial the desired number then press the key to place the call. The number you entered can be saved to Contacts by selecting "**Save**". If you make a mistake, you may press Right softkey to delete the incorrect digits one by one, or you may press and hold Right softkey to delete all.

To end the call, press the key.

4 Menu arrange

It is designed to vary according to your preference.

Change the order

Access the main menu, focus on the main menu item you want to move, select "**Options\Move**", and tick "√" will be shown on the item you selected, then release it to your favorite destination.

Show/Hide

Access the main menu, select "**Options\Add and remove menu**", and select the left check box of the selected menu once to show/hide, and then select "**Done**" to save the operation.

5 Messaging

5.1 Access

You may access this menu using the following options:

- Access from the main menu by selecting "**Messaging**".
- Select from widget bar, and then enter the sub-menu you require.

5.2 Conversational On (Off) mode

In conversational on mode, you can view chat history in chronological order. In conversational off mode, you may have access to the following folders: **Inbox, Outbox, Sent, Drafts, Voicemail, Broadcast SMS, Empty folder, Archive, Templates, Settings.** Conversational view mode is set as default. You may switch to conventional mode by selecting "**Options\Settings\Switch view mode**".

5.3 Write message

You can select "**Messaging\Write new SMS/MMS**" from the main menu or access from widget to write text/multimedia message. One or more recipients can be added from contact list and you can remove a recipient by pressing Delete key. Press "**Contacts**" through key to multi-select recipients from Contacts.

An SMS will be converted to MMS automatically when images, videos, audio, slides or attachments are inserted; Subject, CC/BCC/email address is added; or the message contains more than 8 pages of text.

An SMS message of more than a certain number of characters (the number of characters depends on your language) will be charged as several SMS. An MMS message containing photos and/or sounds may also be billed as more than one message. Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

6 Email

Your phone has an email client with the settings pre-defined for a few popular email services like – Gmail, Yahoo, AOL, etc. Besides this, you can set up other POP3 or IMAP4 email accounts that you may be using.

7 Contacts

7.1 Accessing your contacts

You can access this function by selecting "**Contacts**" from the main menu.

7.2 Adding a contact

You can add a new contact to phone or SIM card by selecting "**Create new**".

8 Call log

8.1 Access

You can access the function using the following options:

- Select from main menu
- Press key from Home screen
- Select from widget bar, and then enter the sub-menu you require.

8.2 Available options

When you press "**Options**", you can have access to **Send message, Dial, Missed calls, Call settings, Edit before call, Delete**, etc.

9 Media applications

9.1 Music

You can access this feature from the main menu by selecting "**Music**". You will have full flexibility of managing music both on your mobile and SD card.

9.2 Images

A library links to the images both in phone and SD card to be shown in list, slide, multi-mark, set as wallpaper, power on/off display and incoming call image or sent by MMS, Email, Bluetooth, to Facebook.

9.3 Video

Contains all video clips both in phone and SD card and enables you to play, send, set as power on/off display, delete, rename, sort, etc.

9.4 Radio

Your phone is equipped with a radio (1) with RDS (2) functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display, if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.

(1) The quality of the radio depends on the coverage of the radio station in that particular area.
(2) Depending on your network operator and market.

10 Internet (1)

10.1 WEB

WEB not only gives you the full Web experience where you stay in touch with your friends, obtain information, do your online banking etc., but also saves time by using compressed web pages.

10.2 WAP

Access WAP options: **Homepage**, **Bookmarks**, **Go to URL**, **Open file, Last web address**, **Recent pages**, **Offline pages**, **Service inbox**, **Settings**.

10.3 News

It is a huge time saver providing news updates from a website in a simple form.

Once subscribed to a channel, it gives you the ability to track and manage all your favorite RSS content on your mobile phone at anytime, anywhere!

10.4 Weather

Your phone is equipped with a weather function for consulting up to 3-day forecast of favorite cities.

10.5 mTweet

Twitter is a social networking and microblogging service that has gained notability and popularity worldwide. This feature enables phone users to exchange news updates and ideas with a community in the form of messages or posts. Posts are displayed on the author's profile page and delivered to the author's subscribers or followers.

To open an account online, please go to: http://m.twitter.com.

(1) Depending on your network operator. May cause additional network charges for data flow to provide this service. Extra fees might also be charged in roaming states.

11 Apps

Apps store is an online software store, where you can download and install applications and games to your phone.

12 Facebook

Facebook is a social utility that connects people with friends and others who work, study and live around them. You can select "**Facebook**" in main menu or press key on the keypad to enter the Facebook page, then you can access to **NewsFeed, Me, Messages, Friends, Photos, Events, Search, Notification** and **Settings**.

13 Entertainment

13.1 Stopwatch

The stopwatch is a simple application for measuring time with the possibility to register several results and suspend/resume measurement.

13.2 Ebook

A bookshelf contains the electronic books (.txt and .pdb file only). While reading the book, you may add bookmark, or reach the text by searching words, phrases (**Options\Find, Options\Jump to**).

13.3 Java

Your ALCATEL ONE TOUCH phone may include (1) some Java™ applications and games. You can also download new applications and games to your phone.

14 Camera

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

- store them as your creations in SD card or phone.
- send them in a multimedia message (MMS) to a mobile phone or an email address.
- send them directly by MMS, Email, Bluetooth, to Facebook.
- customize your Home screen.
- select them as incoming call image to a contact in your Contacts.
- transfer them by data cable or microSD card to your computer.

15 Profiles

With this menu, you may personalize ringtones for different events and environments.

(1) Depending on your country or your operator.

16 File manager

You will have an access to all audio and visual files stored in phone or SD card in File manager. You can access a number of items with this option: **Audios**, **Images**, **Videos**, **Ebook, Creations**, etc.

Inserting the SD card:

Firstly, release the microSD card holder. Then insert the microSD card with the golden contact downward. Finally, turn down the microSD holder.

17 Bluetooth™

Access this feature by pressing "**Menu**" through Left softkey from the Home screen to enter the main menu, then selecting "**Bluetooth**".

18 Wi-Fi

To access this function, press "**Menu**" to enter the main menu, and select .

19 Tethering

Tethering is a method for connecting a computer or other devices to the internet via an internet-capable mobile phone.

Access this feature by pressing "**Menu**" through Left softkey from the Home Screen to enter the main menu, then selecting "**Tethering**".

20 Others

20.1 Calendar

Once you enter this menu from main menu, 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.

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⚠ Prolonged exposure to music at full volume on the music player may damage the listener's hearing. Set your phone volume safely. Use only headphones recommended by TCT Mobile Limited and its affiliates.

IP4208_902A_902S_QG_Eng_USA_12_130507.indd 1
2013-5-7 18:22:32

20.2 Calculator

Access this feature by selecting "**Calculator**" from the main menu.

Enter a number, select the type of operation to be performed using the navigation keys, and enter the second number, then select "=" to display the result.

20.3 Notes

You can create a note in text format by accessing "**Notes**" from the main menu.

20.4 Memo

Accessing "**Voice memo**" from the main menu allows you to make voice or sound recordings.

20.5 Tasks

Enables you to easily manage and track the progress of a task with priorities. All the tasks will be sorted by due date.

20.6 Alarm

Your mobile phone has a built-in alarm clock with a snooze feature.

20.7 World clock

The World clock shows current local time and the time zone in different cities.

20.8 Converter

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

21 Settings

From the main menu, select the menu icon and select the function of your choice in order to customize your telephone: **Phone settings**, **Call settings**, **Flight mode**, **Security settings**, **Networks**, **Connectivity**, **Check software update**.

22 Making the most of your mobile

PC suite

You can download PC Suite for free by visiting www.alcatelonetouch.com. The PC suite includes:

- **Backup/restore**

You can backup the important data in your mobile and restore them when needed.

- **GPRS modem**

Use your mobile phone to connect PC to the internet.

- **Multimedia Personalization**

Customize your mobile with images, animations and melodies.

- **Messages**

You can compose SMS/MMS easily on your PC and transfer them to your phone.

Supported Operating Systems

Windows XP/Vista/Windows 7.

ONE TOUCH Upgrade

Using ONE TOUCH Upgrade tool you can update your phone's software from your PC.

Download ONE TOUCH Upgrade from ALCATEL ONE TOUCH website (www.alcatelonetouch.com) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool).

Your phone's software will now have the latest software.

All personal information will be permanently lost following the update process. We recommend you backup your personal data using PC Suite before upgrading.

Supported Operating Systems

Windows XP/Vista/Windows 7.

Webcam(1)

You can use your phone as a webcam for instant messaging on your PC.

- Connect your phone to PC via USB cable.
- Go to "**My computer**" folder on your PC and find USB video device (Under Scanners & Cameras).

(1) Webcam functionality may vary depending on the opearting system of your PC.

23 Input mode

There are two text entry methods that can be used to write messages:

- Normal: This mode allows you to type a text by choosing a letter or a sequence of characters.

Keypad inputting:

Press to input capitalized characters

Press once: Input a top-half character
Press twice: Lock the keyboard in top-half key input mode
Press and hold: Input top-half characters only until key is released

Press: Delete one by one
Press and hold: Delete all

Press: Enter a space
Confirm an option
Press and hold: Access language list

Press: Confirm an option
Enter the next line

Hold down Fn key, then press SYM key to enter symbol table

Safety and use

We recommend that you read this chapter carefully before using your mobile 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 mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile phone when the vehicle is not parked. Check the laws and regulations on the use of wireless mobile 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.

When driving, do not use your mobile phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your mobile phone 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 mobile phone 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 car's electronic devices are shielded from mobile phone RF energy.

- **CONDITIONS OF USE:**

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

Remember to abide by local authority rules of mobile phone use on aircrafts.

Operational Warnings: Obey all posted signs when using mobile devices in public areas.

Follow Instructions to Avoid Interference Problems: Turn off your mobile device in any location where posted notices instruct you to do so. In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

Switch the mobile phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile phones can interfere with other electrical or electronic devices, or equipment using radio frequency.

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

When the mobile phone 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. In particular when using the mobile phone you should hold it against the ear on the opposite side to the device, if any.

Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.

To avoid hearing impairment, answer the call before holding your mobile phone to your ear. Also move the handset away from your ear while using the "hands-free" option because the amplified volume might cause hearing damage.

It is recommended to have proper supervision while small children use your mobile phone.

When replacing the cover please note that your mobile phone may contain substances that could create an allergic reaction.

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

Do not allow your mobile phone 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 -10°C (14°F) to +55°C (131°F) (the max value depends on device, materials and housing paint/texture).

Over 55°C (131°F) the legibility of the mobile phone's display may be impaired, though this is temporary and not serious.

Do not open or attempt to repair your mobile phone yourself.

Do not drop, throw or try to bend your mobile phone.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your mobile phone model.TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Your mobile phone should not be disposed of in a municipal waste. Please check local regulations for disposal of electronic products.

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

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your mobile phone or enabling a flashing-lights feature on your mobile phone. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the mobile phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Play at the farthest distance possible from the screen.
- When you play games on your mobile phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow these instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders:
- Take a minimum of a 15-minute break every hour of game playing.
- 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.

Prolonged exposure to music at full volume using the music player may damage your hearing. Set your mobile phone's volume to it's lowest setting prior to inserting headphones in your ears and adjust the volume to your preference. Only use headphones that are recommended by TCT Mobile Limited and it's affiliates.

- **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 mobile phone regarding taking photographs and recording sounds with your mobile 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 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 mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

- **BATTERY AND ACCESSORIES:**

Before removing the battery from your mobile phone, please make sure that the mobile phone is switched off.

Observe the following precautions for battery use:

- 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 the 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 TCT Mobile Limited and/or its affiliates.

This symbol on your mobile 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 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 www.recyclewirelessphones.com

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 mobile phone 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, 0.15 A
Output: 5V, 550 mA & 5V, 1A

Battery: Lithium 1000 mAh

- **RADIO WAVES:**

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

Your mobile 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 mobile 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 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 mobile phone 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 mobile phone while operating can be well below the maximum value. This is because the mobile 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 mobile phone.

Before a mobile 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 cellphone when tested is 1.16W/Kg (one touch 902A), 1.087 W/Kg (one touch 902S) for use at the ear and 1.1 W/Kg (one touch 902A), 1.416 W/kg (one touch 902S) for use close to the body. While there may be differences between the SAR levels of various mobile phones and at various positions, they all meet the government requirement for RF exposure. For body-worn operation, the mobile phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 10 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: http://www.phonefacts.net

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of mobile 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 mobile phones 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.

Your mobile 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 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 mobile phone at least 10 mm away from the body..

- **LICENCES**

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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 TCT Mobile Limited and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

ONE TOUCH 902A/902S Bluetooth QD ID B018931

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Twitter and the T Logo are trademarks of Twitter, Inc., and are used under license.

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

Hearing Aid Compatibility

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

This device is HAC M3/T3 compatible. Reference ANSI C63.19-2007

For more information please refer to «Hearing Aid Compatibility with Mobile Phones» leaflet or visit our website http://www.alcatelonetouch.com

902A FCC ID: RAD243
902S FCC ID: RAD244

General information

- **Website:** www.alcatelonetouch.com
- **Facebook:** http://www.facebook.com/alcatelonetouchusa
- **Twitter:** http://www.twitter.com/alcatel1touch
- **Hot Line Number:** In the United States, call 877-702-3444 for technical support.

On our Internet site, 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 mobile phone is a transceiver that operates on GSM Quadband with 850/900/1800/1900 MHz or UMTS Triband 850/1900/2100 (ONE TOUCH 902A); 850/AWS/2100(ONE TOUCH 902S).

Protection against theft(1)

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

Disclaimer

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

TCT Mobile 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) Contact your network operator for service availability.

Alcatel Mobile Phones Limited Warranty

TCT Mobile North America 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. 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 six (6) months period from the date of purchase as shown on your original sales receipt. Such defect(s) will be repaired or replaced (with new or rebuilt parts) and the company's option without charge for parts or labor directly related to the defect(s).

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 mobile phone is used;
- Connection to any equipment not supplied or not recommended by TCT Mobile;
- Modification or repair performed by individuals not authorized by TCT Mobile or its affiliates;
- 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 devices 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;
- Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts.

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 TCT Mobile 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 (877-702-3444) or going to www.alcatelonetouch.com. 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 we have other options that you may utilize our out of warranty repair options.

To obtain hardware repairs or replacement within the terms of this warranty, contact TCT Mobile to get an RMA number, include a copy of the original proof of warranty coverage (e.g. original copy of the dated bill of sale, invoice), the consumer's return address, your wireless carrier's name, alternate daytime mobile phone number, and email address with a complete problem description. Only ship the wireless 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.

TCT Mobile is not responsible for wireless devices that do not arrive at the service center. Upon receipt, the service center will verify the warranty conditions, repair, and return your wireless device to the address provided.

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 User Data Format and the ONE TOUCH Upgrade tool to perform phone formatting or software upgrading, (to reset User Data format, hold down # while simultaneously pressing the power on/off key). ALL User phone data; contacts, photos, messages and files, downloaded applications like Java games will be lost permanently. It is strongly advised to fully backup the phone data and profile via PC suite before doing formatting and upgrading.

and carry out the following checks:

My phone is frozen or cannot switch on

- Check the battery contacts, remove and reinstall your battery, then turn your phone on
- Check the battery power level, charge for at least 20 minutes
- If it still does not work, please use User Data Format to reset the phone

My phone has not responded for several minutes

- Restart your phone by pressing and holding the key
- Remove the battery and re-insert it, then restart the phone

My phone turns off by itself

- Check whether your phone is locked when not in use, and make sure you don't accidentally turn off your phone when locking it by pressing the power key.
- Check the battery charge level

My phone cannot charge properly

- Make sure you are using an ALCATEL ONE TOUCH battery and the charger from the box
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger
- Make sure that your battery is not completely discharged: if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C (32°F) to +40°C (104°F))
- When abroad, check that the voltage input is compatible

My phone cannot connect to a network or "No service" is displayed

- 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
- Try connecting at a later time if the network is overloaded

My phone cannot connect to the Internet

- Check that the IMEI number (press "#06#) is the same as the one printed on your warranty card or box
- Make sure that the internet access service of your SIM card is available
- Check your phone's Internet connecting settings
- Make sure you are in a place with network coverage
- Try connecting at a later time or another location

Invalid SIM card

- Make sure the SIM card has been correctly inserted
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

Unable to make outgoing calls

- Make sure you have dialed a valid number and press key
- For international calls, check the country and area codes
- Make sure your phone is connected to a network, and 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
- Make sure that your phone is not in flight mode

Unable to receive incoming calls

- Make sure your phone 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
- Make sure that you have not barred certain calls
- Make sure that your phone is not in flight mode

The caller's name/number 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 name or number

I cannot find my contacts

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

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the navigation key
- Check the network strength

- Make sure that the receiver, connector or speaker on your phone is clean

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 ONE TOUCH accessory

When I select a number from my contacts, the number cannot be 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 add a contact in my contacts

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts (i.e. your professional or personal directories)

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 MMS

- Check your phone memory availability as it might be full
- Contact your network operator to check service availability and check MMS parameters
- Verify the server center number or your MMS profile with your operator
- The server center may be swamped, try again later

The flickering 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 phone memory

SIM card PIN locked

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

I am unable to connect my phone to my computer

- Install ALCATEL ONE TOUCH PC suite first of all
- Check that your computer meets the requirements for ALCATEL ONE TOUCH PC Suite installation
- Make sure that you're using the right cable from the box

I am unable to download new files

- Make sure there is sufficient phone memory for your download
- Select the microSD card as the location to store downloaded files
- Check your subscription status with your operator

The phone cannot 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

How to make your battery last longer

- Make sure you follow the complete charge time (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
- Switch on the backlight upon request
- Extend the email auto-check interval for as long as possible
- Update news and weather information on manual demand, or increase their auto-check interval
- Exit background-running Java applications if they are not being used for a long time
- Deactivate Bluetooth when not in use

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