



# Quick Start Guide

Thanks for choosing ALCATEL ONETOUCH. This Quick Start Guide is designed to help you set up and use your new ALCATEL ONETOUCH POP ICON.

For more information about how to use your POP ICON, please go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com) to download the complete user manual. For additional support, please refer to the Frequently Asked Questions section of the website.



ALCATEL  
onetouch.®

English-CJBI97001AAA

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

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found in **RADIO WAVES** part of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise, maintain a distance of 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.



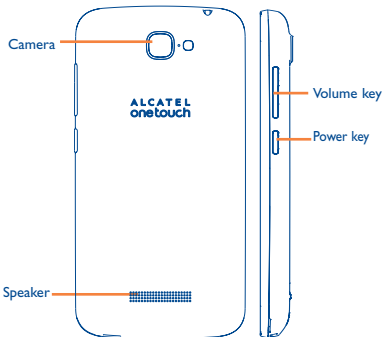
## PROTECT YOUR HEARING

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

# Your mobile .....

## 1.1 Keys and connectors





#### **Menu key**

- Touch to access **Wallpaper, Manage applications** or **Settings**.
- Touch and hold: Touch and hold to open a list of recent apps.



#### **Home key**

- While on any application or screen, touch to return to the Home screen.



#### **Back key**

- Touch to go back to the previous screen, or to close a dialog box, options menu, notification panel, etc.

#### **Power key**

- Press: Lock the screen/Turn on the screen
- Press and hold: Power on or generate a pop up menu providing more options, such as **Power off, Restart, Airplane mode**, etc.
- Press and hold **Power key** and **Volume down key** to capture a screenshot.
- Press to light up the screen when it dims during a call.
- Mute the ringtone of an incoming call.

#### **Volume keys**

- In call mode: adjusts the earpiece or headset volume.
- In **Music/Video/Streaming mode**: adjusts the media volume.
- In general mode: adjusts the ringtone volume.
- Mute the ringtone of an incoming call.
- In **Camera mode**: use as capture key to take a photo and start or stop video recording.
- Press to light up the screen when it dims during a call.

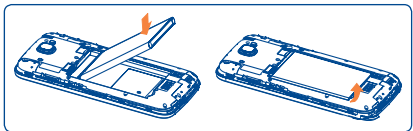
## 1.2 Getting started

### 1.2.1 Set-up

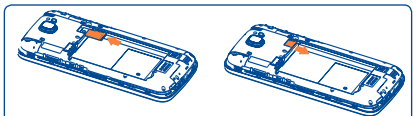
#### Installing or removing the back cover



#### Inserting or removing the battery



#### Inserting or removing the MicroSD card



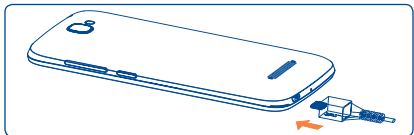
To install a microSD card, Place the microSD card into the slot with the gold contacts facing downward and gently insert the SD card until it locks into the slot. Insert battery into slot until locked in position, then close the battery cover.

To remove it, remove the battery cover and battery, slide the microSD card from slot gently.



Before inserting/removing the MicroSD card, you should ensure the phone is off, to protect it from data corruption or damage. Regularly removing or inserting the MicroSD card may cause the smartphone to restart.

#### Charging the battery



Connect the battery charger to your smartphone and wall outlet.



If the battery is very low, there will be no indication that power is being received until the charge is sufficient to show the charging status bar. It may take up to 20 minutes to display the battery charger indicator on the screen. To reduce power consumption and energy waste, once the 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.

### 1.2.2 Power on your smartphone

Hold down the **Power** key until the phone powers on. It will take a few seconds before the screen lights up.

#### Setting up your smartphone for the first time

The first time you power on the smartphone, you should set the following options: language, date & time, Google account, etc.

### 1.2.3 Power off your smartphone

Hold down the **Power** key until the Phone options appear, select **Power off**.

## 1.3 Home screen

You can bring items (applications, shortcuts, folders and widgets) you love or use most frequently to your Home screen for quick access. Slide the Home screen horizontally left and right to get a complete view of the home screen. Touch the **Home** key to switch to Home screen.



### Status bar

- Status/Notification indicators

### Favorite application tray

- Touch to open the application.
- Touch and hold to move or change applications.

### Application tab

- Touch to open main menu.

## 1.3.1 Using the touchscreen

### Touch



To access an application, touch it with your finger.

### Touch and Hold



Touch and hold the home screen to choose wallpaper.

### Drag



Place your finger on any item to drag it to another location.

### Slide/Swipe



Slide the screen to scroll up and down the web pages; slide left and right to view applications, images.

### Flick



Similar to swiping, but flicking makes screens move quicker.

### Pinch/Spread



Place your fingers of one hand on the screen surface and draw them apart or together to scale an element on the screen.

### Rotate























Automatically change the screen orientation from portrait to landscape by turning the phone sideways.

























### 1.3.2 Status bar

From status bar, you can view both phone status (to the right side) and notification information (to the left side).

#### Status icons

 3G connected	 Vibrate mode
 4x connected	 Alarm is set
 No signal	 Speakerphone is on
 Signal strength	 Phone microphone is mute
 Airplane mode	 Battery is very low
 Roaming	 Battery is low
 Bluetooth connected (White)	 Battery is partially drained
 Wi-Fi is on	 Battery is full
 Connected to a Wi-Fi network	 Battery is charging
 Bluetooth is on (Gray)	 Headset connected

### Notification icons

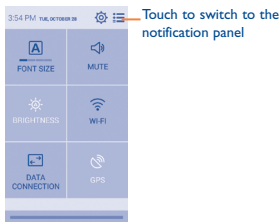
 New Gmail message	 Missed call
 New Email message	 Call forwarding is on
 New text or multimedia message	 Song is playing
 Problem with SMS or MMS delivery	 Connected to VPN
 New Google Hangouts message	 Disconnected from VPN
 New voicemail	 Radio is on
 Upcoming event	 Uploading data
 Screenshot error	 Downloading data
 Screenshot captured	 Download finished
 microSD card is full	 Select input method
 An open Wi-Fi network is available	 Phone is connected via USB cable
 GPS is on	 System update available

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

When there are notifications, you may touch and drag the Status bar with two fingers to access Quick setting panel directly.

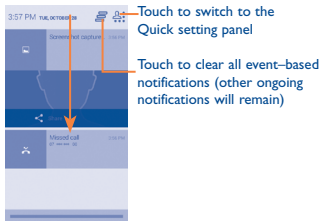
### Quick setting panel

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



### Notification panel

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



### 1.3.3 Lock/Unlock your screen

To protect your phone and privacy, you can lock the phone screen by creating a variety of patterns, PIN, password, etc.

### 1.3.4 Personalize your Home screen

#### Add

You can touch and hold a folder, an application or a widget to activate the Move mode, and drag the item to any Home screen as you prefer.

#### Reposition

Touch and hold items to activate the Move mode, drag the item to the desired position and then release. You can move items both on the Home screen and the Favorite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

#### Remove

Touch and hold the item you wish to remove, this will activate Move mode, drag the item to the top of the screen and release after the item turns red.

#### Create folders

To improve the organization of items (shortcuts or applications) on the Home screen, you can add them to a folder by stacking one item on top of another.

#### Wallpaper customization

Touch Menu key  then touch Wallpaper to customize wallpaper.


### 1.3.5 Volume adjustment

You can set ringer, media and phone ringtone volume to your preference by pressing **Volume up/down** key or touching **Settings\ Sound**.

## 2 Text input .....

### 2.1 Using Onscreen Keyboard

#### Onscreen Keyboard settings

From the application list screen, select **Settings\Language & input**, touch the Settings icon  on the right of **Android keyboard**, and then a series of settings are available for your selection.

#### Adjust the Onscreen Keyboard orientation

Turn the phone sideways or upright to adjust the Onscreen Keyboard orientation. You can also adjust it by changing the settings (Touch **Settings\Display\Auto-rotate screen**).

#### 2.1.1 Android keyboard

Touch to switch between "abc/Abc" mode; Touch & hold to switch between "abc/ABC" mode.

Touch to switch between symbol and numeric keyboard.






Touch & hold to show input options;  
Touch to enter voice input.



Touch & hold, then select to enter symbols/emoticons.

#### 2.1.2 Text editing

You can edit the text you have inputted.

- Touch and hold or double-tap within the text you would like to edit.
- Drag the cursor to change the highlighted selection.
- The following options will appear: **Select all** , **Cut** , **Copy**  and **Paste** .
- Touch the icon  to confirm.

## 3 Phone call .....





### 3.1 Placing a call


Touch  on the home screen to access **Phone** application.

#### Dial screen



Enter the desired number from the keyboard directly or select a contact from **Contacts** or **Call log**, then touch  to place the call.

The number you entered can be saved to **Contacts** by touching  and then touch **Add to Contacts**.

To end a call, touch .

### 3.2 Answering or rejecting a call

When you receive a call, touch **Answer** to answer the call, touch **Hang up** to reject the call.

To mute incoming calls, press the **Volume up/down** key.





### 3.3 Call History

You can access your call memory by touching  from the Dial screen to view call history in categories of Incoming calls, Outgoing calls, and Missed calls.

### 3.4 Speed dial settings


From the Dial screen, touch , select **Speed Dial** and choose your desired contacts for numbers 2 – 9.

### 3.5 Adding a contact

From the Home screen, select **Phone**  app, then touch the icon  in the contact list to create a new contact.


### 3.6 Importing, exporting and sharing contacts

From Contacts screen, touch  to open the options menu, touch **Import/Export**, then choose **Import from storage**, **Export to storage**, **Share visible contacts**.

To import/export a single contact from/to storage or account, choose a target storage device, select the contact you want to import/export, touch  to confirm.

To import/export all contacts from/to storage or account, choose a target storage device, touch **Select all** and  to confirm.

You can share a single contact or contacts with others by sending the contact's vCard to them via Bluetooth, SMS or Email.

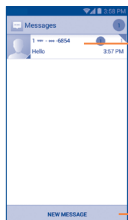
Touch a contact you want to share, touch  and **Share** from the contact details screen, then select the application to perform this action.

### 3.7 Synchronizing contacts in multiple accounts

Contacts, data or other information can be synchronized from multiple accounts, depending on the applications installed on your phone.

## 4 Messaging.....



You can create, edit and receive SMS and MMS with this smartphone. To access this feature, touch  from the Home screen.



- Touch to view the whole message thread
- Touch and hold to **Delete thread**.

• Touch to create a new message

#### Sending a text message

Enter the mobile phone number of the recipient or touch  to add recipients, touch **Type message** bar to enter the text of the message. When finished, touch  to send the text message.



An SMS of more than 160 characters will be charged as several SMS. Specific (accented) letters will also increase the size of the SMS; this may cause multiple SMS to be sent to your recipient.

#### Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides and audio to other compatible phones and e-mail addresses.


An SMS will be converted to MMS automatically when media files (image, video, audio, slides, etc.) are attached or Subject or email addresses are added.

## 5 Email .....






In addition to your Gmail account, you can also set-up external POP3, IMAP, or Exchange email accounts to your phone.

To access this function, touch  from the Home screen and then touch **Email**.

An email wizard will guide you through the steps to set-up an email account.

- Enter the email address and password of the account you want to set-up.
- Touch **Next**. If the account you entered is not provided by your service provider in the phone, you will be prompted to go to the email account settings screen to enter settings manually. Alternatively, you can touch **Manual setup** to directly enter the incoming and outgoing settings for the email account you are setting up.
- Enter the account name and display name in outgoing emails.
- To add another email account, you can touch **Menu** key  and **Settings**, and finally touch **ADD ACCOUNT** on the right of the title to create the account.

### To create and send emails

- Touch the icon  from Inbox screen.
- Enter recipient(s) email address(es) in **To** field.
- If necessary, touch **Menu** icon  and touch **Add Cc/Bcc** to add a copy or a blind carbon copy to the message.
- Enter the subject and the content of the message.
- Touch **Menu** icon  touch **Attach file** to add an attachment.
- Finally, touch  to send.
- If you do not want to send the mail right away, you can touch **Menu** key  and **Save draft** or touch **Back** key and your message will be automatically saved in the same thread.


## 6 Getting connected.....

To connect to the Internet with this phone, you can use EvDo/Ix networks or Wi-Fi, whichever is most convenient.

### 6.1 Connecting to the Internet

#### 6.1.1 EvDo/Ix



The first time you turn on your phone, it will automatically configure your network service: EvDo, Ix.

To check the network connection you are using, touch  from the Home screen, then touch **Settings** **More...** **Mobile networks**, and touch **Access Point Names**.

#### 6.1.2 Wi-Fi

Using Wi-Fi, you can connect to the Internet when your phone is within range of a wireless network. Wi-Fi can be used on the phone even without a service.

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

- Touch  on Quick setting panel to get to **Settings**.
- Touch the switch  beside Wi-Fi to turn on/off Wi-Fi.
- Touch **Wi-Fi**, detailed information of all detected Wi-Fi networks is displayed in the Wi-Fi networks section.
- Select a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials (contact network operator for details). When finished, touch **Connect**.

### 6.2 Chrome.....

Using Chrome, you can enjoy surfing the Web.

To access this function, touch Application tab from the Home screen, then touch **Chrome**.

#### To go to a web page

On Browser screen, touch the URL box at the top, enter the address of the web page, then touch  to confirm. If the URL box has contents, please touch clear button 'X' to clear the contents at first.

## 6.3 Connecting to a computer

With the USB cable, you can transfer media files and other files between internal storage and a computer.

### To connect your phone to the computer:

- Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification that the USB is connected.
- If you use MTP or PTP, your phone will be automatically connected.




For Windows XP or lower operating systems, you should download and install Windows Media Player 11 on your computer.

All data you have downloaded is stored in **File Manager**, where you can view media files (videos, photos, music and others), rename files, install applications on your smartphone, etc.

## 6.4 WiFi Hotspot and USB Tethering

You can share your smartphone's mobile data connection with a single computer via a USB cable (USB tethering) or with up to eight devices at once by turning your phone into a portable Wi-Fi hotspot.

### To turn on USB tethering or Portable Wi-Fi hotspot

- Connect your phone to the computer via USB cable.
- Touch  on Quick setting panel to get to **Settings**.
- Touch **More...** \ **Tethering & portable hotspot**.
- Select checkbox for **USB tethering** or turn on **Portable Wi-Fi hotspot** to activate this function.




These functions may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas. You can check data usage by touching **Settings** \ **Data usage**.

# 7 Google Maps™ .....




## 7.1 Get My Location

### 7.1.1 Choose a data source to decide My Location

Drag down Notifications panel and touch  to access **Settings**, then touch **Location access**.

Touch the switch  beside **Location** to turn on Location.

### 7.1.2 Open Google Maps and view My Location

Touch Applications icon  from the Home screen, then touch **Maps**.

Touch  icon on the map to view **My Location**.

The map will then center on a blue dot with a blue circle around. Your actual position is within the blue circle.




To move the map, drag the map with your finger.


To zoom in and out of a map, pinch or spread your fingers, or you can also zoom in by double-tapping a location on screen.

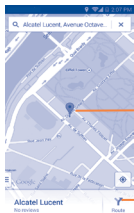
To clear the map history, touch Menu icon  and then touch **Settings** \ **Maps history**, touch .

## 7.2 Search for a location

While viewing a map, touch the search icon  to activate search function.

In the search box, enter an address, a city or a local business.

Touch the icon  to search, and in a while your search results will appear on the map as red dots. You can touch one to show a label.



Touch to show more information.

Touch to show detail information.

## 7.3 Star a location

Just like bookmarking a web address on the Internet, you can star any position on the map for later use.

### 7.3.1 How to star (or unstar) a location

Touch & hold a location on a map.

Touch the address rectangle that opens.

Touch the gray star at the top of the screen to star the location. (Or touch a gold star to unstar that location).



### 7.3.2 View a list of starred items

Touch  at the upper-right corner, and touch **Saved places**.

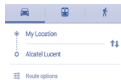
The list of your starred items and their addresses opens.


Touch a location in the list to view it.

## 7.4 Get driving, public transportation or walking directions

### 7.4.1 Get suggested routes for your trip

Touch icon  from Maps screen.



- Touch enter bar or the triangle to edit your start point by one of the following methods: entering an address, using My Location, selecting a start point on a map, selecting a starred item, selecting an address from your contacts or using search history.
- Do likewise for your end point.
- To reverse directions, touch .
- Then select a transport mode: driving by car, using public transportation, or walking directions.
- Finally touch **GET DIRECTIONS**.
- A couple of suggested routes will appear in a list. Touch any routes to view their respective detailed directions.

To get reverse directions for a route you've already made, simply open that route's directions window and touch Menu key and **Reverse**. No need to enter your start point and end point again.

## 8 Data backup .....

This phone enables you to back up your phone's settings and other application data to Google Servers, with your Google Account.

If you replace your phone, the settings and data you've backed up are restored onto the new phone the first time you sign in with your Google Account.


To activate this function:

- Touch  on Quick setting panel to get to **Settings**.
- Touch **Backup & reset**|**Back up my data** to mark the checkbox.

Once activated, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary using the onscreen keyboard, and most of the settings configured within the Settings application. If you deactivated this option, settings are no longer backed up, and any existing backups are deleted from Google Servers.

## 9 Factory data reset .....

To perform factory data reset:

- Touch  on Quick setting panel to get to **Settings**.
- Touch **Backup & reset**|**Factory data reset**
- Touch **Reset phone**|**Erase everything**

Phone reset will erase all of your personal data from internal phone storage, including your Google Account information, any other accounts, your system and application settings, and any downloaded applications.

When you are unable to power on your cellphone, there is another way to perform a factory data reset by pressing the **Volume up** key and the **Power** key simultaneously until the screen lights up.

## 10 Applications & Internal storage ....

### 10.1 Applications

With this phone, some built-in Google applications and other third party applications are available for your convenience.

With the built-in applications, you can:

- Communicate with friends
- Exchange messages or emails with friends
- Track your location, view traffic situations, search for locations and get navigation information to your destination
- Download more applications from Google Play Store and more.

For more information about these applications, please check the online user manual at: [www.alcatelonetouch.com](http://www.alcatelonetouch.com).

### 10.2 Internal storage

Touch **Settings**|**Storage** to display the amount of internal phone storage used by the operating system, its components, applications (including those you downloaded), permanent and temporary data.

All personal music, pictures, applications, and files will be saved in internal phone storage.

If a warning message comes up saying that phone memory is limited, you are required to free up space by deleting some unwanted applications, downloaded files, etc.

# 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 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 use the mobile phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

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.



### PROTECT YOUR HEARING

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

### • 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 phone, please make sure that the 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 household rubbish or store

it at temperatures above 60°C. 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 telephone, 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](http://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: 100-240 V, 50/60 Hz, 150 mA  
Output: 5 V, 1000 mA

Battery: Lithium 2000 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 mobile phone when tested is 0.73 W/Kg for use at the ear and 1.387 W/Kg 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 bodyworn 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.

#### • LICENSES



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### ALCATEL ONETOUCH A564R Bluetooth Declaration ID D022419

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



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The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch and hold **Google legal in Settings | About phone | Legal information**)<sup>(1)</sup>.

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

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

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

<sup>(1)</sup> It may not be available according to the countries.

#### • Hearing Aid Compatibility

Your mobile phone is rated: «For Hearing Aid», to assist hearing device users in finding mobile 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.com>  
FCC ID: RAD 476

## General information.....

- **Website:** [www.alcatelonetouch.com](http://www.alcatelonetouch.com)
- **Facebook:** <http://www.facebook.com/alcateletonetouchusa>
- **Twitter:** <http://www.twitter.com/alcatel1touch>
- **Hot Line Number:**

In North America, call 855-368-0829 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](http://www.alcatelonetouch.com)  
Your telephone is a transceiver that operates on 1X and EVDO.

### Protection against theft <sup>(1)</sup>

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.

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

# TCT Mobile Inc. Warranty . .

TCT Mobile Inc. warrants to the original retail purchaser of this wireless device that should this product or part thereof during normal consumer usage and condition be proven to be defective in material or workmanship that results in product failure within the first twelve (12) months from the date of purchase as shown on your original sales receipt from an authorized sales agent. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s).

Batteries, power adapters, and other accessories sold as in box items are also warranted against defects and workmanship that results in product failure within the first 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) at 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 phone is used;
- Connection to any equipment not supplied or not recommended by TCT Mobile Inc.;
- Modification or repair performed by individuals not authorized by TCT Mobile Inc. or its affiliates;
- Changes to the device operating system by the user or third party applications;
- Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- Removal or altering of the wireless device's event labels or serial numbers (IMEI);
- Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;
- Rooted devices.
- Damage as result of physical abuse regardless of cause.


There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your jurisdiction. In no event shall TCT Mobile Inc. or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to commercial loss, to the full extent those damages can be disclaimed by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

**How to obtain Support:** Contact the customer care center by calling 855-368-0829 or going to (<http://www.alcatelonetouch.com/usa/>). We have placed many self-help tools that may help you to isolate the problem and eliminate the need to send your wireless device in for service. In the case that your wireless device is no longer covered by this limited warranty due to time or condition, you may utilize our out of warranty repair options.

**How to obtain Hardware Service** within the terms of this warranty: Create a user profile ([alcatel.finetw.com](http://alcatel.finetw.com)) and then create an RMA for the defective device. Ship the device with a copy of the original proof of purchase (e.g. original copy of the dated bill of sale, invoice) with the owner's return address (No PO Boxes accepted), wireless carrier's name, alternate daytime phone number, and email address with a complete problem description. Only ship the device. Do not ship the 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 Inc. is not responsible for devices that do not arrive at the service center or are damaged in transit. Insurance is recommended with proof of delivery. Upon receipt, the service center will verify the warranty conditions, repair, and return your device to the address provided in the RMA.

# 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 **Factory data reset** and the upgrade tool to perform phone formatting or software upgrading (to reset factory data, hold down the **power** key and the **Volume up** key at the same time). ALL User phone data: contacts, photos, messages and files, downloaded applications will be lost permanently. It is strongly advised to fully backup the phone data and profile via Android Manager before doing formatting and upgrading.

and carry out the following checks:

## My phone cannot be switched on or is frozen

- When the phone cannot be switched on, charge for at least 20 minutes to ensure the minimum battery power needed, then try to switch on again.
- When the phone falls into a loop during power on-off animation and the user interface cannot be accessed, press and hold the Volume down key to enter Safe Mode. This eliminates any abnormal OS booting issues caused by 3rd party APKs.
- If neither method is effective, please reset the phone using the Power key and the Volume up key, (holding both together).

## My phone has not responded for several minutes

- Restart your phone by pressing and holding the **Power** key.

## My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure the **Power** key is not accidentally contacted while the screen is unlocked.
- Check the battery charge level.

## My phone cannot charge properly

- 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 to +40°C).
- 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.
- 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.
- 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.

## Unable to make outgoing calls

- Make sure you have dialled a valid number and have touched **Call**.
- 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, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in airplane 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, 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 airplane 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.

## The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the **Volume Up/Down** 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 ONETOUCH 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.

**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 "Voicemail number".
- 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.

**I am unable to connect my phone to my computer**

- Install ALCATEL Smart suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the ALCATEL Smart suite has been activated.
- Check that you have marked the checkbox of USB debugging. To access this function, touch **Settings>About phone**, then touch **Build number** 7 times. Then touch **Settings\Development\USB debugging**.
- Check that your computer meets the requirements for ALCATEL Smart 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.
- 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 2.5 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.
- Adjust the brightness of screen as appropriate
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth or Wi-Fi when not in use.

**The phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.**

- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperatures.

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