



USER MANUAL

alcatel
AXEL™



Alcatel 5004R

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This device meets applicable national SAR limits of 1.6 W/kg. When carrying the device or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not using it.

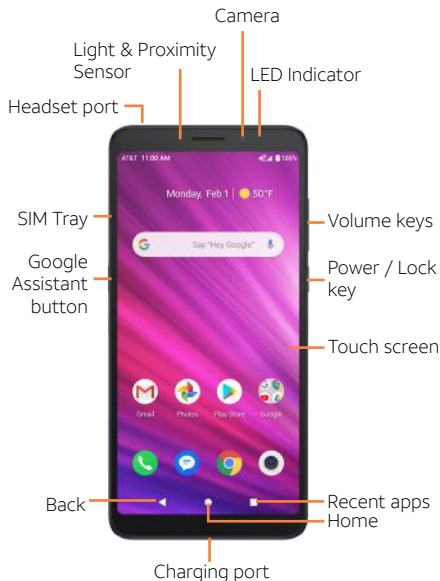
To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.



The device contains magnets which may interfere with other devices and items (such as credit card, pacemakers, defibrillators, etc.). Please maintain at least 150 mm of separation between your phone and the devices/items mentioned above.

1 Your device.....

1.1 Keys and connectors.....





Recent apps

- Tap to view applications you've recently accessed.

Home

- While on any application or screen, tap to return to the home screen.
- Press and hold to open Google Assistant.

Back

- Tap to go back to the previous screen, or to close a dialog box, options menu, the Notifications Panel, etc.

Power/Lock

- Press: Lock the screen or light up the screen.
- Press and hold: Show the popup menu to select from **Power off/Restart/Screenshot/Airplane mode**.
- Press and hold the **Power/Lock** key for at least 8 seconds to force restart.
- Press and hold the **Power/Lock** key and Volume down key to capture a screenshot.

Volume up/down

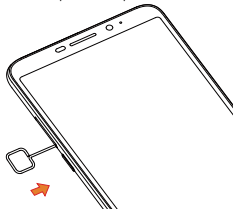
- Adjust the earpiece or headset volume during a phone call
- Adjusts the media volume while listening to music or a video, or streaming content
- Adjust the ringtone volume.
- Mute the ringtone of an incoming call.
- While using the Camera app, press Volume up or down key to take a photo or press and hold to take several photos.

1.2 Getting started.....

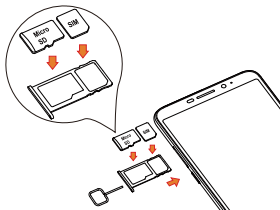
1.2.1 Setup

Inserting or removing the NANO SIM card/microSD™ card

1. Use the provided SIM pin to open the SIM tray.



2. Place the SIM card and/or the microSD™ * card in the correct slot as shown.



3. Carefully close the SIM tray.

A **NANO SIM card** is required to make phone calls and use cellular networks. If you have a **NANO SIM card**, insert it before setting up the phone. Do not attempt to insert other SIM types like mini or micro SIM cards, as you may damage your phone.

NOTE: microSD™ card sold separately.

Charging the battery

You are advised to fully charge the battery. Charging status is indicated by a percentage displayed on screen while the phone is powered off. The percentage increases as the phone is charged.



To reduce power consumption and energy waste, disconnect your charger when the battery is fully charged, and switch off Wi-Fi, GPS, Bluetooth or apps running in the background when not needed. In Settings you can also lower the brightness of the screen, and shorten the length of time before the screen goes to sleep.

1.2.2 Power on your phone

To turn your phone on, hold down the **Power/Lock** key. It will take a few seconds before the screen lights up. If you've set a screen lock in Settings, unlock your phone (Swipe, Pattern, PIN, Password, Fingerprint or Face) and display the Home screen.

If you do not know or have forgotten your unlock PIN/pattern, contact your service provider. Do not store your PIN or pattern with your phone. Store this information in a safe place when not in use.

1.2.3 Power off your phone

To turn your phone off, hold down the **Power/Lock** key until the phone options appear, then select **Power off**.

1.3 Home screen.....

You can bring all your favorite icons (applications, shortcuts, folders and widgets) to your home screen for quick access. Tap the **Home** key to switch to home screen.



Status bar

- Status/Notification indicators.

Favorite applications tray

- Tap to open the application.
- Press and hold to remove applications.

The home screen extends on the right side of the screen to allow more space for adding applications, shortcuts, folders and widgets. Slide the home screen horizontally left to get a complete view of the home screen. The white dot at the lower part of the screen indicates which screen you are viewing.

1.3.1 Using the touchscreen

Tap



To access an application, tap it with your finger.

Press and hold



Press and hold any item to view available actions or to move the item. For example, select a contact in **Contacts**, press and hold this contact, an option list will appear.

Drag



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

Slide/Swipe



Slide the screen to scroll up and down on applications, images, web pages, and more.

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 *



Change the screen orientation from portrait to landscape by turning the device sideways.

* To turn on/turn off auto-rotate, go to **Settings > Display**.

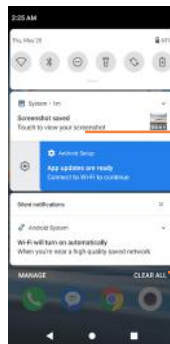
1.3.2 Status bar

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

Swipe down the status bar to view notifications and swipe down again to enter the Quick settings panel. Swipe up to close it.

Notification panel

Swipe down the Status bar to open the Notification panel to read the detailed information.

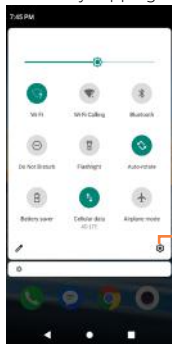


Tap on the notification to view it in the app.

Tap **CLEAR ALL** to remove all event-based notifications (other ongoing notifications will remain)

Quick settings panel

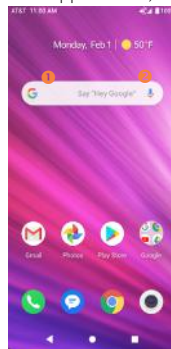
Swipe down the Status bar twice to access the Quick Settings panel where you may enable or disable functions or change modes by tapping the icons.



Tap to access the full Settings menu, where you can manage other items.

1.3.3 Search bar

The device provides a Search function which can be used to locate information within applications, the device or the web.



1 Search by text

- Tap the Search bar from the home screen.
- Enter the text or phrase you want to find, then tap  on the keyboard to search.

2 Search by voice

- Tap  from Search bar to display a dialog screen.
- Say the text or phrase you want to find. A list of search results will display for you to select.

1.3.4 Personalize your Home screen

Add

To add an app to your home screen, swipe up on the home screen to access all the applications on the phone. Press and hold the desired app, and drag it to the home screen. To add an item to the extended home screen, drag and hold the icon on the left or right edge of the screen.

To add a widget to your home screen, press and hold an empty place on the home screen, then tap Shortcuts.

Reposition

Press and hold the item, drag to the desired position, and then release. You can move items both on the home screen and the Favorite applications tray.

Remove

Press and hold the item you want to delete until **X Remove** appears at the top of the screen. Drag the item to **X Remove** and release your finger when the item turns red.

Create folders

To improve the organization of shortcuts and applications on the home screen, you can add them to a folder by stacking one item on top of another.

Wallpaper customization

Press and hold the empty area in the home screen, then tap **Wallpapers** to customize wallpaper.

1.3.5 Widgets and recently-used applications

View widgets

Press and hold the empty area in the home screen, then tap  to display all widgets.

Press and hold the selected widget and drag it to your preferred screen.

View recently-used applications

To view recently-used applications, tap the **Recent apps** key. Tap a thumbnail in the window to open the application.

To close the recently-used application, slide the thumbnail up.

1.3.6 Volume adjustment

Using volume key

Press Volume key, up or down, to open Volume quick settings and to adjust the volume.

Tap  to quickly change sound setting to Vibrate  or Silent . Tap  to open the full Volume menu..

Using Settings menu

Swipe up on the Home screen to access the app tray, then tap **Settings**  > **Sound** to set volume of media, notification, and more.

1.4 Lock screen.....

1.4.1 Enable lock screen method

Enable an unlock method to keep your phone secure. Select Swipe, Pattern, PIN, Password, Fingerprint or Face Unlock. *

1. Swipe up on the home screen > **Settings** > **Security** > **Screen lock**.

2. Tap Swipe, Pattern, PIN, or Password.

- Tap **None** to disable screen lock.
- Tap **Swipe** to enable screen lock.

NOTE: you will not need a pattern, PIN, password to access the phone

- Tap **Pattern** to create a pattern you must draw to unlock the screen.
- Tap **PIN** or **Password** to set a numeric PIN or an alphanumeric password that you must enter to unlock your screen.
- **Fingerprint will unlock your phone by registering your fingerprints on the sensor on the back of your phone.**
 1. For the best result, begin with the index finger on your dominant hand.
 2. Put your finger on the sensor and left after you feel a vibration. Keep lifting your finger to add the different parts of your fingerprint.
 3. Follow theses steps until all fingerprints are fully registered.
- **Face Unlock will unlock your phone by using the front camera to register your face.**
 1. For the best result, start the setup in a bright, indoor environment away from direct sunlight.

* Fingerprint and Face unlock may not be as secure as Pattern, PIN, or Password locks. We may use Fingerprint and Face unlock methods only for the purpose to unlock the phone. The data collected from you through such methods will be stored in your device and will not be disclosed to any third-party. You may delete your data anytime.

2. Hold your phone about 20-50 cm from your face.

3. Position your face in the square shown on the screen, then select **Continue** when registration is complete.

- **Settings > Security > Face unlock > Remove face data > Confirm**
- **Settings > Security > Fingerprint >  > Confirm**

1.4.2 Lock/unlock your screen.

Lock: Press the **Power/Lock** key once to lock the screen..

Unlock: Press the **Power/Lock** key once to light up the screen, then swipe up. Enter your Screen unlock key (Pattern, PIN, Password, Fingerprint, Face unlock), if applicable.

1.4.3 Lock screen shortcuts *

- View notifications on your lock screen by double tapping the notification. Your device will then open that application with the notification.
- Access the applications Google Assistant, Messages, Camera, Flashlight or Settings by double tapping on the icons.

NOTE: Before opening the notification or application, your phone will prompt the unlock method, if enabled.



Double tap to enter the detailed screen

Double tap to enter Camera

* Modify how notifications appear on your lock screen: **Settings > Apps & notifications > Notifications > Notifications on lockscreen.**

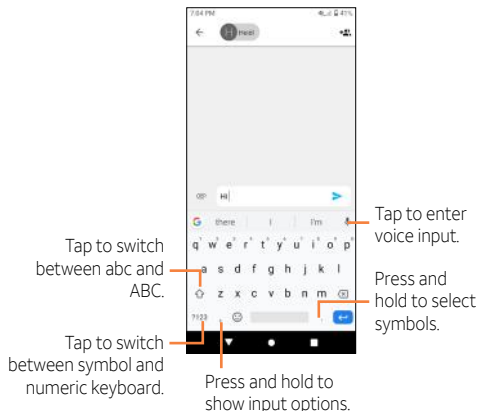
2 Text input.....

2.1 Using onscreen keyboard.....

Onscreen Keyboard settings

From the home screen, swipe up to view app tray, and then tap **Settings > System > Languages & input > Virtual keyboard**, tap the keyboard you want to set up and a series of settings will become available.

2.2 Google keyboard.....



2.3 Text editing

- Press and hold or double-tap within the text you would like to edit.
- Drag the tabs to change the selection.
- The following options will show: **Cut, Copy, Paste, Share**.



- To exit from the selection and editing without making changes, tap an empty place in entry bar or words that haven't been selected.

You can also insert new text

- Tap where you want to type, or press and hold a blank space in the entry bar. The cursor will blink and the tab will show. Drag the tab to move the cursor.
- If you have used **Cut** or **Copy** on any selected text, tap the tab to show **Paste**.

3 AT&T Services

3.1 AT&T services



AT&T Visual Voicemail

Receive voicemail messages in an email-like inbox. You can easily play and delete messages, return calls, and manage voicemail features.



AT&T Smart Wi-Fi

Helps make your data plan last longer. Remembers and connects to your favorite hotspots and finds more Wi-Fi options when you're on the go.



myAT&T

Keep track of your wireless and Internet data usage, upgrade your phone or plan, and view/pay your bill in the app.



HBO Max

Stream the HBO you love, with even more great TV and movies, plus new Max Originals you can't wait to see.

4 Phone and Contacts.....

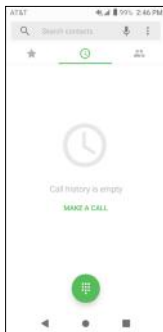
4.1 Phone.....

4.1.1 Making a call

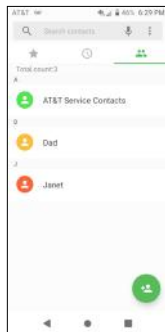
Tap **Phone**  on the home screen to access the **Phone** application. Slide left and right to access **Favorites**, **Recent Calls**, and **Contacts**. Tap  to view keypad for number search or entry.



Favorites



Recent Calls



Contacts

Tap to display information about the contact.

Press and hold to access voicemail.



- Open the keypad and dial the number to call, select a saved number from **Contacts**, or select a contact or number from **Recent**.
- Tap  to delete any incorrect digits.
- Tap  **Create new contact** to save the dialed number to **Contacts**.
- Tap  to place the call.
- Tap  to end a call.

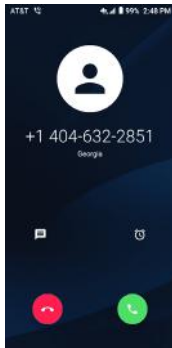
International call

To dial an international call, press and hold to enter + then enter the international country prefix, followed by the full phone number, and tap .

Emergency call

If your phone has network coverage, dial the emergency number and tap  to make an emergency call. This works even without a SIM card and without unlocking the phone.

4.1.2 Answering or rejecting a call



When you receive a call

- Tap  or **ANSWER** to answer
- Tap  or **DECLINE** to reject
- Tap  to reject the call and send a preset text message.
- Tap  to set a reminder to return the call.

To mute the ringtone volume of an incoming call, press the **Volume up/down** key.

4.1.3 Calling your voicemail

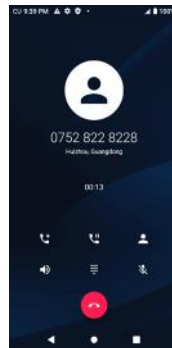
Your voicemail is provided by your network to avoid missing calls. It works like an answering machine that you can consult at any time.

To access your voicemail, press and hold 1.

If you receive a voicemail, a voicemail icon  appears on the Status bar. Open the Notification panel and tap **New voicemail**.

4.1.4 Using options during a call

To adjust the volume during a call, press the **Volume up/down** key.



- Tap  to place a second call, separate from the first call, which is put on hold. You can then merge  the calls to create a conference call.
- Tap  to put the call on hold.
- Tap  to open **Contacts**.
- Tap  to turn the speaker on or off.
- Tap  to open the dial pad.
- Tap  to mute or unmute your microphone.
- Tap  to end the current call.



To avoid accidental operation of the screen during a call, the screen will be locked automatically when you put the phone close to your ear; and it will be unlocked when the phone is taken away from your ear.

4.1.5 Managing multiple calls

When call waiting and three-way calling features are available, you can switch between two calls or set up a conference call.

Swap calls

When you accept two calls, tap the  icon to switch between the two lines. The current call will be put on hold and you are able to join the other call.

Conference calls *

You can set up a conference call as follows.

- Place a call to the first participant of the conference call.
- Tap  to add a call, then dial the number or choose from Contacts or Recent.
- Tap  to place the call.
- Tap  to join the calls and start the conference.
- Tap  to end the conference call and disconnect all callers.

4.1.6 Adjusting your phone settings

Tap  from the Phone screen, then tap **Settings**. The following options are available:

PHONE SETTINGS

Quick responses: Tap to edit quick responses which will be used when you reject a call with a text message.

Dial pad tones: Enable tones when using the dial pad.

Call settings

• Voicemail

Tap to access voicemail service and number settings.

• Fixed Dialing Numbers

Fixed dialing numbers restrict outgoing calls to a set of phone numbers. These numbers are added to the FDN list. The most common practical application of FDN is for parents to restrict the phone numbers to which their children can dial. For security reasons, you'll be prompted to enable FDN by entering SIM PIN2 which is usually acquired from your service provider or SIM maker.

• Wi-Fi calling

Enable Wi-Fi calling to allow your device to make calls over a Wi-Fi network.

• Call forwarding

Configure how unanswered calls are forwarded.

• Call barring

Select calls to be barred, cancel call barring, or change barring password.

• Additional settings

Configure how your number displays for outgoing calls and your call waiting settings.

Accessibility

• TTY (Teletype) mode

TTY assists callers who are deaf, hard of hearing, have a speech disability, or need more than voice alone. Incoming/outgoing speech can be converted to real-time text messaging when TTY call has been established.

• Hearing aids

Tap to enable hearing aid compatibility.

• Noise reduction

Tap to enable reduced background noise during calls.

Quick dial: Assign phone numbers or contacts to keypad numbers for quick calling.

Incoming call Full-screen: Enable Full-screen when a call is coming.

* Depending on your network carrier.

Video call: Tap  to enable video call.

CONTACTS SETTINGS

Import/Export: Import or export contacts between phone, SIM card, microSD card and phone storage.

Merge contacts: Select duplicate contacts to merge.

Manage account: Manage the synchronization settings for different accounts.

Display options

- **Sort by**

Set the contacts display by First name or Last name.

- **Name format**

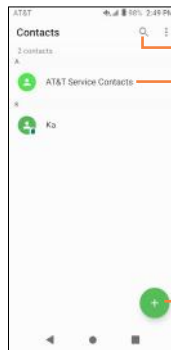
Set the name format by First name first or Last name first.

4.2 Contacts.....

Add contacts on your phone and synchronize them with the contacts in your Google account or other accounts that support contact syncing. Swipe up on the home screen >

Contacts

4.2.1 Consult your contacts



Tap to search in **Contacts**.

Tap to open Quick Contact panel.

Tap to add a new contact.

Delete a contact

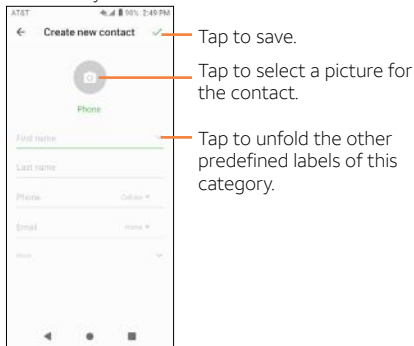
To delete a contact, tap and hold the icon on the left of contact you want to delete. When the icon changes to , tap  and confirm to delete. Select multiple contacts to delete multiple contacts, or tap  to select all contacts, then tap  and confirm to delete selected contacts.



Contacts deleted will also be removed from other applications on the phone or web the next time you synchronize your phone.

4.2.2 Adding a contact

Tap  in the contact list to create a new contact. Enter the contact's name and other contact information. By scrolling up and down the screen, you can move from one field to another easily.



When finished, tap  to save.
To exit without saving, tap **Back** and select **DISCARD**.

Add to/remove from Favorites

To add a contact to Favorites, tap a contact to view details then tap  (the star will turn ).
To remove a contact from favorites, tap  on contact details screen.

4.2.3 Editing your contacts

To edit contact information, tap on the contact to open contact details. Tap  on top of the screen. When finished editing, tap  to save the edits.

4.2.4 Communicating with your contacts

From the contacts list, you can communicate with your contacts by making a call or exchanging messages.
To place a call to a contact, tap the contact to enter the detail screen, then tap the number.
To send a message to a contact, tap the contact to enter the detail screen, then tap the  icon on the right side of the number.

4.2.5 Import, export, and share Contacts

This device enables you to import or export contacts between phone, SIM card, and microSD™ card storage.
From the Contacts screen, tap the Menu icon to open the Settings menu. Tap **Import/Export**, then select the location to copy contacts from. Tap **NEXT**, then select the location to copy contacts to and tap **NEXT**.
To import/export a single contact from/to your SIM card, select the contact you want to import/export, and tap  to confirm.
Share a single contact or contacts with others by sending the contact's vCard via Bluetooth, Gmail, and more.
Tap a contact you want to share, tap  from Contact details screen and select **Share**, then tap  and select the application to perform this action.

4.2.6 Accounts

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

To add an account, swipe up on the home screen then **Settings > Accounts > Add account**.

Select the kind of account you are adding, such as Google. Enter the username and password, and follow the remaining prompts to continue setup.

You can remove an account to delete it and all associated information from the phone. Tap the account you want to delete, then tap **Remove Account** to remove it.

4.2.7 Turn on/off auto-sync

In the **Accounts** screen, turn on/off the **Automatically sync data** to activate/deactivate this function. When activated, all changes to information on the phone or online will be automatically synchronized with each other.

4.2.8 More options

Tap  to display the contacts list option menu.

Group: Add and manage contact group.

Contacts to display: Choose contacts to display.

Settings

- **My info**

Create my local profile.

- **Accounts**

Create a profile with your information.

- **Merge contacts**

Merge duplicate contacts.

- **Display options**

Select how contact names are sorted and displayed.

- **Import/Export**

Import or export contacts between SIM card, microSD™ card and phone storage.

- **Blocked numbers**

Manage the blocked numbers. You won't receive calls or texts from blocked numbers.

- **Default account for new contacts**

Choose Phone or SIM card as default storage for new contacts.

5 Messaging

Create, edit, send and receive text and multimedia messages with Messaging.

From the home screen, tap 

5.1 Create a message

- Tap to view the message thread.
- Press and hold to delete.



Tap to
create a new
message.

5.2 Sending a text message

1. From the home screen > **Messaging** 
2. Tap  to begin a new message.
3. In the **To** field, enter a number or a contact name, or tap **FAVORITES** or **ALL CONTACTS** to select a contact from the address book.
4. Tap **Add text** field and enter your text.
5. Tap  to insert emojis and graphics.
6. Tap  to send the message

An SMS message of more than 160 characters will be sent as several SMS. A character counter is displayed on the right of the text box.



Specific letters (accented) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

5.3 Sending a multimedia message

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

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

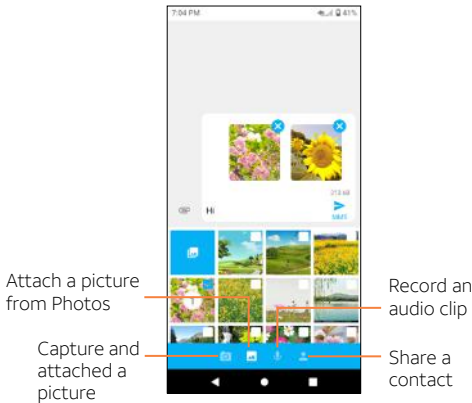
To send a multimedia message, enter the recipient's phone number or email address in the **To** bar and tap the **Add text** bar to enter text. Tap  to attach a picture, video, audio and more.

When finished, tap  to send the multimedia message.

- Delete 
- More options 

5.5 Adjust message settings

You can adjust a range of message settings. From the Messaging application screen, tap  and tap **Settings**.



5.4 Manage messages

When you receive a new message,  will appear in the Status bar advising of the notification. Swipe down from the status bar to open the Notification panel, tap the new message to open and read it. You can also access the Messaging application and tap the message to open it.

Messages are displayed as conversations in the order received. Tap a message thread to open the conversation.

- Tap  to call the number
- To reply to a message, enter text in the **Add text** bar. Tap  to attach a media file. Tap  for more options.
- Press and hold a message to access the following actions:
 - Copy text 
 - Forward 

6 Calendar, Clock & Calculator....

6.1 Calendar



Use Calendar to keep track of important meetings, appointments, and more.

Multimode view

To change your Calendar view, tap ▼ next to the month title to open the month view, or tap ≡ and select Schedule, Day, 3 days, Week or Month to open different views.

Schedule view



Day view



3 days view



Week view



Month view



To create new events

- Tap + then select **Event** to access new event edit screen.
- Fill in all required information for this new event. If it is a whole-day event, you can select **All-day**.
- If applicable, enter the email addresses of the guests and separate with commas. All guests will receive an invitation from Calendar and Email.
- When finished, tap **Save** from the top of the screen.

To delete or edit an event

Tap an event to open details, then tap ✎ to change the event or tap ⋮ > **Delete** to remove the event.

Event reminder

If a reminder is set for an event, the upcoming event icon 📅 will appear on Status bar as a notification when the reminder time arrives.

Swipe down from the Status bar to open the notification panel, tap event name to view detailed information.

6.2 Clock

Swipe up from the home screen and select **Clock** from the app tray.

To adjust **Clock settings**, tap  from the clock screen.

6.2.1 Alarm

To set an alarm

From the Clock screen, tap  to enter the Alarm screen, then tap  to add a new alarm. The following options will show:

- **Time**
Tap numbers to set the time for your alarm.
- **Repeat**
Mark the checkbox of Repeat and then select the days you want your alarm to go off.
- **Ringtone**
Select an alarm ringtone.
- **Vibrate**
Mark the checkbox to activate/deactivate vibration.
- **Label**
Set a name for the alarm.
- **Delete**
Tap  to delete the alarm.

6.2.2 World clock

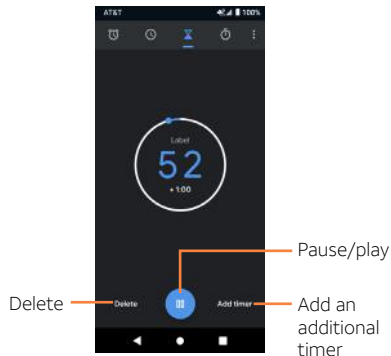
To view the world clock, tap  on the **Clock** screen. Tap  to add a time zone from list.

6.2.3 Timer

From the **Clock** screen, tap  to enter the **Timer** screen.

Tap the digits to set the countdown time. Type the time in hour, minute and second number sequence.

Tap  to start the countdown.



6.2.4 Stopwatch

From the **Clock** screen, tap  to enter the **Stopwatch** screen. Tap  to start the timer.

- Tap **Lap** to save a lap time.
- Tap  to pause the stopwatch.
- Tap **Share** to share the time through Bluetooth, Gmail, and more.

6.3 Calculator

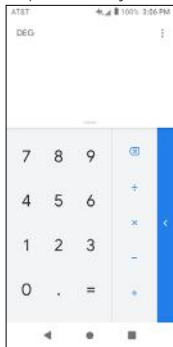


To solve mathematical problems with **Calculator**, swipe up from the home screen, then tap **Calculator** .

There are two panels available: Basic calculation and Scientific calculation.

To switch between panels, select one of the following two ways:

- Swipe the basic calculation screen to the left to open the scientific calculation.
- Turn the device to the landscape mode from the basic calculation screen to open the scientific calculation. This option is only available if **Auto-rotate screen** is on *.



Enter the number(s) and arithmetic operation(s) to be performed. Tap  to delete digits one by one, or tap and hold  to delete all at once.

* To access Auto-rotate screen, swipe down twice from the home screen to access **Quick Settings** and tap  or go to **Settings > Display > Advanced > Auto-rotate screen**.

7 Getting connected.....

To connect to the internet with this device, you can use your cellular network or Wi-Fi, whichever is most convenient.

7.1 Connecting to the Internet.....

7.1.1 Cellular network

Your mobile data connection can be enabled/disabled manually. Swipe up on the home screen, tap **Settings > Network & internet > Cellular network** and enable/disable Cellular data.

To activate/deactivate data roaming

Connect/disconnect to a data service while roaming *.

Swipe up on the home screen, tap **Settings > Network & internet > Cellular network** and enable/disable International Data Roaming. When roaming is disabled, you can still perform data exchange via a Wi-Fi connection.

7.1.2 Wi-Fi

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

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

- Swipe up on the home screen, tap **Settings > Network & internet > Wi-Fi**.
- Wi-Fi is turned on by default—tap  to turn off Wi-Fi. Available Wi-Fi networks are displayed in the Wi-Fi networks section.
- Tap a Wi-Fi network to connect. If the network you select is secured, you are required to enter a password or other credentials. When finished, tap **CONNECT**.

* Additional rates may apply.

To add a Wi-Fi network

When Wi-Fi is on, you may add new Wi-Fi networks according to your preference.

- Swipe up on the home screen, tap **Settings > Network & internet > Wi-Fi > + Add network**.
- Enter the network SSID and required network information.
- Tap **SAVE**.

When successfully connected, your device will be connected automatically the next time you are within range of this network.

To forget a Wi-Fi network

Prevent automatic connections to networks which you no longer wish to use.

- Turn on Wi-Fi, if it's not already on.
- In the Wi-Fi screen, press and hold the name of the saved network.
- Tap **Forget** in the dialog box that opens.

7.2 Connecting with Bluetooth *

To turn on Bluetooth

To exchange data or connect with a Bluetooth device, you need to enable Bluetooth and pair your phone with the preferred device.

1. Swipe up on the home screen, tap **Settings > Connected devices > Connection preferences > Bluetooth**.
2. Tap  to enable Bluetooth. Your device and **Pair new device** will show on the screen once your Bluetooth is activated.
3. To make your phone more recognizable, tap **Device name** to change your device name.

* You are recommended to use Bluetooth devices and accessories tested and proved compatible with your phone.

To exchange data/connect with a device

To exchange data with another device

1. Swipe up on the home screen, tap **Settings > Connected devices > Connection preferences > Bluetooth**.
2. Tap  to enable Bluetooth. Your device and **Pair new device** will show on the screen once your Bluetooth is activated.
3. Tap on the name of the device to initiate pairing. Tap **Pair** to confirm.
4. If the pairing is successful, your phone will connect to the device.

To disconnect/unpair from a device

1. Tap  after the device name you want to unpair.
2. Tap **FORGET** to confirm.

7.3 Connecting to a computer.....

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

To connect/disconnect your device to/from the computer:

- Use the USB cable that came with your device to connect the device to a USB port on your computer. You will receive a notification that the USB is connected.
- When transfer is complete, use the eject action on your computer to disconnect your device.

7.4 Sharing your cellular data connection

You can share your device's cellular data connection with other devices by turning your device into a portable Wi-Fi hotspot.

To share your device's data connection as a portable Wi-Fi hotspot

- Swipe up on the home screen, tap **Settings**  > **Network & internet** > **Tethering & portable hotspot** > **Mobile hotspot**.
- Tap  to turn on/off your device's mobile hotspot.
- Follow the instructions on your device to share your device's internet connection with other devices.

7.5 Connecting to virtual private networks.....

Virtual private networks (VPNs) allow you to connect to the resources inside a secured local network from outside that network. VPNs are commonly deployed by corporations, schools, and other institutions so that their users can access local network resources when not inside that network, or when connected to a wireless network.

To add a VPN

- Swipe up on the home screen, tap **Settings**  > **Network & internet** > **VPN** and tap .
- Follow the instructions from your network administrator to configure each component of the VPN settings.

The VPN is added to the list on the VPN settings screen.

To connect/disconnect to/from a VPN

- Swipe up on the home screen, tap **Settings**  > **Network & internet** > **VPN**.
- Tap the VPN you want to connect with.

Note: VPNs previously added are listed as options.

- Enter any requested credentials and tap **Connect**.
- To disconnect from the VPN, tap on the connected VPN and then select **Disconnect**.

To edit/delete a VPN

- Swipe up on the home screen, tap **Settings**  > **Network & internet** > **VPN**.
- Tap  > **Edit VPN profile**. When finished editing, tap **Save**.
- Tap  > **Delete profile**.

8 Multimedia applications.....

8.1 Camera.....



Your mobile phone is fitted with a camera for taking photos and videos.

To access Camera, tap the icon in the Favorite apps tray, or swipe up on the home screen and tap Camera.



- 1 Camera settings
- 2 Change photo size
- 3 HDR mode
- 4 Enable flash
- 5 Enable a timer
- 6 Open Photos
- 7 Take a photo
- 8 Switch between front/back camera

To take a photo

Tap the **Shutter button** or press the **Volume Key** to take a photo. The photo will be automatically saved. You can also press and hold to take burst shots.

To take a video

Tap **VIDEO** above, then tap the **Record** button to start video recording. You can also tap to the left of the Record button to take a picture during video recording.

Tap to pause video recording and tap again to continue. Tap to stop recording. The video will be automatically saved.

Using your photos

Opening your photos

From the home screen, tap Photos to view your pictures and videos.

Sharing pictures, or videos

1. Press and hold a picture or a video.
2. Tap and select how you want to share the items.

Working with pictures

Tap a picture in an album to view the picture in full screen. Tap the screen to view the following features.



- ❶ Return to the album
- ❷ Tap to access more options, such as **Slideshow**, **Use as**, **Print**, **Delete from device**, etc
- ❸ Share the photo
- ❹ Tap to edit
- ❺ View detailed information of the photo
- ❻ Tap to delete

8.1.1 Modes and settings

Slide left or right on the camera screen to switch between modes, tap **SETTINGS** for more options.

- **Pro**
Manually adjust the light sensitivity, shutter speed, contrast, brightness, and focus while capturing a photo.
- **Video**
Shoot and record videos.
- **Auto**
The default camera mode will automatically adjust the focus, lighting, and more.
- **Filter**
Apply real-time filters to your photos. Filters automatically adjust photo settings like brightness, saturation, color hues, and more.
- **Pano**
Use pano to capture a panoramic photo, an image with a horizontally elongated field of view. Tap the shutter button and move the phone steadily along in the direction indicated on the screen. The photo will be saved when all the slots are filled, or when pressing the shutter button again.
- **Stop Motion**
Create a stop motion animation by splicing frames together.

Settings

Tap  to access Camera settings:

- **Photo size**

Set the photo MP size and screen ratio. You can quickly change this setting by tapping  from Camera screen.

- **Video quality**

Set the video FPS (frames per second) and screen size ratio.

- **Video stabilization (EIS)**

Switch the toggle to enable/disable the Electronic Image Stabilization (EIS) feature, which helps to reduce blurring associated with the motion of a camera during exposure.

- **Volume button function**

Select function of pressing Volume key while using Camera: Shutter, Zoom or Change volume.

- **Grid**

Tap the switch to enable/disable grid view. It divides the screen into equal parts and helps you take better photos by making it simple to align compositional elements to the grid, such as the horizon or buildings to the lines in the grid.

- **Storage**

Save photos to your phone or microSD™ card.

- **Save location information**

Tap the switch to activate/deactivate the function of tagging photos and videos with your location. This option is available when GPS location services and wireless network are enabled and permission is granted.

- **Shutter sound**

Tap the switch to enable/disable shutter sound when taking a photo or video.

- **Reset settings**

Reset camera to factory default settings.

9 Others

9.1 Other applications *

The previous applications in this section are preinstalled on your device. To read a brief introduction of the preinstalled 3rd party applications, please refer to the leaflet provided with the device. You can also download thousands of 3rd party applications by going to Google Play Store on your device.

* Application availability depends on country and carrier.

10 Google applications *

Google apps are preinstalled on your phone to improve work efficiency and help you enjoy life.

This manual briefly introduces these apps. For detailed features and user guides, refer to related websites or the introduction provided in the apps.

You are recommended to register with a Google account to enjoy all the functions.

10.1 Play Store



Serves as the official app store for the Android operating system, allowing users to browse and download applications and games. Applications are either free of charge or available for purchase.

In the Play Store, search for the app you need, download it and then follow the installation guide to install the app. You can also uninstall, update an app, and manage your downloads.

10.2 Chrome



Using the Chrome browser you can enjoy surfing the Web. Your bookmarks, browsing history, and settings across all devices with the browser installed can be synchronized with your Google account.

To get onto the Web, go to the home screen and tap the Chrome  in the Favorites tray.

While browsing, tap  for settings or more options.

10.3 Gmail



As Google's web-based email service, Gmail is configured when you first set up your phone. Gmail on your phone can be automatically synchronized with your Gmail account on the web. With this application, you can receive and send emails, manage emails by labels, archive emails, and more.

10.3.1 To open Gmail

From the home screen, tap **Gmail**  in the Google apps folder. Gmail displays emails from accounts you've synced to your phone.

To add an account

1. From the home screen, tap **Gmail** .
2. Select **Got It > Add an email address**, then select an email provider.
3. Enter your account credentials, such as email address and password. Tap **NEXT** to continue.
4. Confirm email account settings, tap **NEXT**.
5. Enter your name which will be displayed on outgoing emails, tap **NEXT**.
6. Tap **Finish** when setup is complete. To add additional accounts, repeat the above steps.

To create and send emails

1. Tap  from the Inbox screen.
2. Enter the recipient's email address in **To** field.
3. If necessary, tap **Add Cc/Bcc**  to copy or blind copy a recipient to the message.
4. Enter the subject and the content of the message.
5. Tap  and select **Attach file** to add an attachment.
6. Tap  to send.

* Availability depends on phone variants.

If you do not want to send the email right away, tap  and then **Save draft** or tap the **Back** key to save a draft. To view the draft, tap your account name to display all labels, then select **Drafts**.

If you do not want to send or save the mail, tap  and then tap **Discard**.

To add a signature to emails, tap  > **Settings** > **Select account** > **Mobile signature**. This signature will be added to your outgoing emails for the selected account.

10.3.2 To receive and read your emails

When a new email arrives, you will be notified by a ringtone or vibration, and an icon  will appear on the Status bar.

Swipe down on the screen to display the Notification panel and tap the new email to view it. Or open the Gmail app  and tap the new mail to read it.

10.4 Maps.....

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning for traveling by foot, car, or public transportation. By using this application, you can get your own location, search for a place, and get suggested route planning for your trips.

10.5 YouTube

YouTube is an online video-sharing application where users can upload, view, and share videos. Available content includes video clips, TV clips, music videos, and other content such as video blogging, short original videos, and educational videos. It supports a streaming function that allows you to start watching videos almost as soon as they begin downloading from the Internet.

10.6 Drive.....

Store, share, and edit files in the cloud.

10.7 YT Music.....

Play music on your phone or stream from YouTube.

10.8 Play Movies & TV.....

Watch movies and TV shows purchased or rented on Google Play.

10.9 Duo



A video chat mobile app.

With phone numbers verified, users can easily video call people from their contact list.

10.10 Photos



Automatically back up your photos and videos to your Google account.

10.11 Assistant.....



Press your phone's dedicated Google Assistant button to quickly ask for help, check the news, make a phone call, and more.

10.12 Google Pay



Google Pay is a simple and fast secure payment service that provides the necessary functions for checkout, allowing you to settle your bills online and in stores with ease.

11 Settings.....



To access this function, swipe up from home screen and then tap the **Settings** .

11.1 Network & internet.....

11.1.1 Wi-Fi

Use Wi-Fi to surf the Internet without using your SIM card whenever you are in range of a wireless network. The only thing you have to do is to enter the **Wi-Fi** screen and configure an access point to connect your device to the wireless network.

11.1.2 Cellular network

Enable or disable **Cellular Data**, allow cellular data when roaming, or set access point names for data access.

Note: International Data Roaming and always-on Cellular Data may incur significant roaming charges.

11.1.3 Data usage

View settings and usage related to your data. Select **Data warning & limit** > **Set data limit** and then type in the desired amount under Data limit to set cellular data limit. Your cellular data connection will be disabled when the specified limit is reached. You can also choose a data usage cycle to view the statistics and related applications of used data by your phone.



Data usage is measured by your phone and your provider may count differently. You can set conservative limit to control data usage.

11.1.4 Tethering & portable hotspot

This function allows you to share your phone's cellular data connection via USB or as a portable Wi-Fi access point (refer to **"7.4 Sharing your cellular data connection"**).

11.1.5 Airplane mode

Tap the switch  to turn on **Airplane mode** to simultaneously disable all wireless connections including Wi-Fi, Bluetooth and more.

11.1.6 Wi-Fi Calling

Turn on/off Wi-Fi Calling to allow your device to make calls over a Wi-Fi network.

11.1.7 VPN

A mobile virtual private network (mobile VPN or mVPN) provides mobile devices with access to network resources and software applications on their home network, when they connect via other wireless or wired networks. Mobile VPNs are used in environments where workers need to keep application sessions open at all times, throughout the working day, as the user connects via various wireless networks, encounters gaps in coverage, or suspends-and-resumes their devices to preserve battery life. A conventional VPN can't survive such events because the network tunnel is disrupted, causing applications to disconnect, time out, fail, or even the computing device itself to crash.

For more information on VPN, refer to **"7.5 Connecting to virtual private networks"**.

11.1.8 Private DNS

Tap to select private DNS mode.

11.2 Connected devices.....

11.2.1 Bluetooth

Bluetooth allows your device to exchange data (videos, images, music, and more.) in a small range with another Bluetooth supported device (phone, computer, printer, headset, car kit, etc.).

For more information on Bluetooth, please refer to **"7.2 Connecting with Bluetooth"**.

11.3 Apps & notifications.....

11.3.1 Recently opened apps

View details about the applications installed on your phone, to manage their data usage and force them to stop.

Within an app's settings menu:

- **Permissions:** Grant permissions for the app, such as allowing the app to access your Camera, Contacts, Location, etc.
- **Notifications:** Configure how this app will display notifications.

11.4 Battery.....

On the Battery screen you can select whether to display battery percentage in the status bar or to enable intelligent power saving.

You can also view the battery usage data since your last full charge. The screen also shows your battery status and how long it can still be used before your next charge. Tap one category to learn its specific power consumption.

11.5 Display.....

- **Brightness level**
Adjust screen brightness manually.
- **Night Light**
Night light tints your screen amber. This makes it easier to look at your screen or read in dim light, and may help you fall asleep more easily.
- **Adaptive brightness**
Optimize brightness level for available light.

- **Wallpaper**
Select a background image for the home screen and lock screen.
- **Dark theme**
Set the display to dark colors for easier viewing at in dim light, or per your preference.
- **Sleep**
Set the inactivity duration before the screen turns off automatically.
- **Auto-rotate screen**
Select whether the screen rotates automatically or not.
- **Font size**
Set the font size of the text on the screen.
- **Display size**
Set the display size of the items on the screen.
- **Network name**
Select to whether display network name in status bar.
- **Screen saver**
Set your screen saver and when to start.
- **Lock screen display**
Select what content, such as notifications, will appear on your lock screen.

11.6 Sound

Use the Sound settings to configure many aspects of call ringtones, music, and other audio settings.

- **Media volume**

Volume for media, such as music, videos, sound recordings, and more.

- **Call volume**

Volume during a phone call. You can also adjust call volume by pressing the Volume keys during a phone call.

- **Ring volume**

Ringtone volume for incoming phone calls.

- **Alarm volume**

Set volume for alarm.

- **Also vibrate for calls**

Tap the switch to enable vibration for incoming calls.

- **Do Not Disturb**

Set the behavior of calls and notifications while Do Not Disturb is turned on.

- **Shortcut to prevent ringing**

Create a shortcut to silence the ringtone volume during an incoming call.

- **Phone ringtone**

Set your incoming call ringtone.

- **Default alarm sound**

Set your alarm ringtone.

- **Other sounds and vibrations**

Set dial pad tones, screen locking sounds, charging sounds, touch sounds and vibrate on touch.

- **Sound enhancement**

Enable amplified volume when your phone is connected to an external sound device.

11.7 Storage

This menu displays the amount of internal phone storage. It shows the amount of internal phone storage used by applications (including those you downloaded), images, videos, etc. Tap the items to view details and tap  in the details screen to access more available options.

11.8 Security & location

11.8.1 Security status

- **Google Play Protect**

Google Play Protect regularly checks your apps and device for harmful behavior. You'll be notified of any security risks found.

- **Find My Device**

Find My Device helps you locate this device remotely. It also helps you keep your data safe if the device is lost.

- **Security Update**

Security updates are shared when available via Wi-Fi or cellular data. Tap to check for pending updates.

- **Function shortcuts**

Customize the application shortcuts displayed on your lock screen.

- **Screen lock**

Enable an unlock method to keep your phone secure. Select Swipe, Pattern, PIN, Password, Fingerprint, or Face Unlock.

- Fingerprint will unlock your phone using fingerprints registered with the sensor on the back of your phone.
- Face Unlock will unlock your phone by using the front camera to register your face.

For more information, review section “1.4 Lock screen”.

NOTE: Fingerprint Facial Recognition may not be as secure as Pattern, PIN, or Password locks. We may use Facial Recognition methods only for the purpose to unlock the phone. The data collected from you through such methods will be stored in your device and will not be disclosed to any third-party.

- **Lock screen preferences**

Make screen unlock pattern visible, select notification content to display, and more.

- **Smart Lock**

With a Screen lock method enabled, your phone will detect when it's safe with you, such as is your pocket or at your home.

- **Device administrators**

View, activate, or deactivate device administrators.

- **Encryption & credentials**

Encrypt your accounts, settings, apps and their data, media and other files. View and modify encryption credentials.

- **Trust agents**

Activate or deactivate trust agents.

- **Screen pinning**

Enable to keep a current screen in view until unpinned. In this case, the user cannot go to any other window or open any other app. To stop pinning a window in view, press and hold both the Back key and Recent apps key together, then enter your screen unlock method.

- **Data protection**

Secures media files with a pattern unlock method.

11.9 Accounts.....

Manage your accounts and synchronization. Tap Accounts to sign in to or create accounts on your phone.

Tap an account to see what type of accounts you have added and adjust the settings.

You can remove an account to delete it and all associated information from the phone. Tap the account you want to delete, tap **Remove account**, then confirm.

In the **Accounts** screen, tap the switch to activate **Automatically sync data**. When activated, all changes to information on the phone or online will be automatically synchronized with each other.

11.10 Accessibility.....

Configure the system accessibility options and accessibility plug-ins on your phone.

- Configure Volume key shortcuts and Google Assistant button controls.
- Enable audio screen readers for on-screen text.
- Set your phone display for easier viewing.

11.11 Privacy.....

- **Permission manager**

Set individual app permissions to Location, Storage, and more.

- **Make passwords visible**

Tap the switch to show passwords as you type.

- **Lock screen**

Choose how notification content is displayed on your lock screen

- **Autofill service from Google**

Enable your device and Google account to store data for autofill entries, search history, location history, and more.

- **Google location history**

Enable Google to save where you go with your device.

- **Activity controls**

Choose the activities and info you allow Google to save.

- **Ads**

Configure personalized ads from Google.

- **Usage & diagnostics**

Share your data to help improve Android.

11.12 Location.....

Tap the switch to enable the use of information from Wi-Fi and cellular networks to determine your approximate location, for use in Google Maps, when you search, and more. When you select this option, you're asked whether you consent to share your location anonymously with Google's location service.

11.13 Digital Wellbeing & parental controls.....

- **Digital Wellbeing**

Use app timers and other tools to keep track of your screen time and unplug more easily.

- **Parental controls**

Add content restrictions and set other limitations to help your child balance their screen time.

11.14 Google

Tap to modify your Google Account settings.

11.15 Smart Manager

Smart Manager ensures your phone is operating in top form by automatically scanning and optimizing data usage to preserve battery levels, manage storage and protect against security threats.

11.16 System.....

11.16.1 Languages & input

Use the Languages & input settings to select the language for the text on your phone and for configuring the onscreen keyboard. You can also configure voice input settings and the pointer speed.

Languages

Select your preferred language and region.

Virtual keyboard

- **Gboard**

The Gboard settings apply to the on-screen keyboard that is included with your phone. The correction and capitalization features affect only the English version of the keyboard.

- **Google voice typing**

Google voice typing is free speech-to-text capabilities which can let you input words by talking instead of typing by hand. Tap the microphone icon on the on-screen keyboard to start Voice Typing.

Physical keyboard

- **Show virtual keyboard**

Tap the switch to enable virtual keyboard on screen while physical keyboard is active.

- **Keyboard shortcuts helper**

View the available keyboard shortcuts.

Spell checker

Mark the checkbox to enable the system to show suggested words.

Autofill service

Select an app which uses what's on your screen to determine what can be autofilled.

Personal dictionary

Open a list of the words you've added to the dictionary. Tap a word to edit or delete it. Tap the add button (+) to add a word.

Pointer speed

Select how fast the pointer/mouse should scroll when you connect the phone to a trackpad or mouse accessory.

Text-to-speech settings

- **Preferred engine**

Choose a preferred text-to-speech engine - tap the settings icon to show more choices for each engine.

- **Language**

This will show status of your default language.

- **Speech rate**

Open a dialog where you can select how quickly you want the synthesiser to speak.

- **Pitch**

Adjust the tone of the spoken text.

11.16.2 Gestures

Jump to camera

Press the power button twice to open Camera.

System navigation

Select to use gesture, 2-button or 3-button navigation.

Prevent ringing

Press power & volume up together to silence the incoming call ringtone.

11.16.3 Date & time

Set date, time, time zone, and how date and time are displayed. You can also use network-provided data.

11.16.4 Regulatory & Safety

Check regulatory and safety information, such as IMEI, CU reference, Bluetooth declaration ID, etc.

11.16.5 Backup

Tap the switch to back up your device's settings and other application data to Google Servers, with your Google account. If you replace your device, the settings and data you've backed up are restored onto the new device for the first time you sign in with your Google account. If you mark this option, 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 used by the onscreen keyboard, and most of the settings that you configure with the Settings application. If you unmark this option, you stop backing up your settings, and any existing backups are deleted from Google Servers.

11.16.6 Reset options

- **Reset Wi-Fi, cellular & Bluetooth:** Reset all network settings including Wi-Fi, Bluetooth and other network settings to factory defaults.

- **Reset app preferences:** Reset your personal settings; no data or media will be deleted

- **Erase all data (factory reset):** Reset your phone to factory default settings. All of your personal data from the phone's internal storage will be erased.

When you are unable to power on your device, there is another way to perform a factory data reset by using hardware keys. Press the Volume up key and the **Power/Lock** key at same time until the screen lights up.

11.16.7 Multiple users

Add new users to share your phone.

11.16.8 AT&T Software Update

Tap **AT&T Software Update > Check for Updates**, and the phone will search for the latest software. Your phone will automatically download the update package. You can choose to install or ignore the updates.

Note: All personal information will be saved following the update process. We recommend you back up your personal data using Smart Suite before updating.

11.17 About phone.....

This contains information such as, Device name, Phone number, Emergency information, Legal information, SIM status, Model & hardware, IMEI, Android version, IP address, Wi-Fi MAC address, Bluetooth address, Build number, etc.

12 Accessories.....

Included accessories:

1. Charger
2. USB Type C cable
3. Pre-installed SIM card
4. SIM pin tool
5. Safety and warranty information
6. Quick Start Guide

Only use your device with the charger and accessories in your box.

13 Safety information

We recommend that you read this chapter carefully before using your device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY

Given that studies show that using a device while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their device when the vehicle is not parked.

When driving, do not use your device or headphones to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas. When switched on, your device emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your device on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from device RF energy.

• CONDITIONS OF USE

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

Switch the device off before boarding an aircraft.

Switch the device off when you are in healthcare facilities, except in designated areas. As with many other types of equipment now in regular use, these devices can interfere with other electrical or electronic devices, or equipment using radio frequencies.

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

When the device is switched on, it should be kept at least 150 mm from any medical device such as a pacemaker, a hearing aid, or insulin pump, etc. In particular when using the device, you should hold it against the ear on the opposite side of the device, if applicable.

To avoid hearing impairment, move the device away from your ear while using the hands-free mode because the amplified volume might cause hearing damage.

Do not let children use the device and/or play with the device and accessories without supervision.

When replacing the cover, note that your device may contain substances that could create an allergic reaction.

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

Do not allow your device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C(32°F) to 50°C(122°F).

At over 50°C(122°F) the legibility of the device's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

Do not open, dismantle, or attempt to repair your device yourself.

Do not drop, throw, or bend your device.

To avoid any injury, do not use the device if the screen is damaged, cracked, or broken.

Do not paint the device.

Only use batteries, battery chargers, and accessories which

are recommended by TCL Communication Ltd. and its affiliates and are compatible with your device model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

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

• **PRIVACY**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your device regarding taking photographs and recording sounds with your device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person. The manufacturer, the seller, vendor, and/or service provider of your device disclaim any liability which may result from the improper use of the device.

• **BATTERY**

Following air regulation, the battery of your product is not charged. Please charge it first.

Observe the following precautions:

- Do not attempt to open the back cover.
- Do not attempt to eject, replace, or open battery.
- Do not puncture the back cover of your phone.
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F).

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.



This symbol on your device, the battery, and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these items of equipment.
- Collection bins at points of sale.

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

In European Union countries:

These collection points are accessible free of charge.

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

In non-European Union jurisdictions:

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

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

- **CHARGERS**

Main powered chargers will operate within the temperature range of 0°C(32°F) to 45°C(113°F).

The chargers designed for your device meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the eco design directive 2009/125/EC. 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.

- **ELECTRONIC RECYCLING**

For more information on Electronic Recycling:

Visit Alcatel Electronic Recycling Program website at <https://us.alcatelmobile.com/accessibility-compliance/electronicrecycling-program/>

- **BATTERY RECYCLING (USA & CANADA):**

Alcatel partners with Call2Recycle® to offer a safe and convenient battery recycling program.

For more information on our Battery Recycling Program, please visit the USA website at <https://us.alcatelmobile.com/accessibility-compliance/batteryrecycling/> and Canada website at <https://ca.alcatelmobile.com/accessibility-compliance/battery-recycling/>.



- **Federal Communications Commission (FCC) Declaration of Conformity**

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

This device has been tested and found to comply with the limits for a Class B digital 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 will not occur in a particular installation if this equipment does cause harmful 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.

FCC Caution:

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

FCC RF Exposure Information (SAR):

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this is set to transmit at its highest certified power level in all tested frequency bands, and

placed in positions that simulate RF exposure in usage near the body with the separation of 15 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on:

FCC ID: 2ACCJH129

This device is HAC M4/T3 compatible. Reference ANSI C63.19 (2011).

FCC Hearing Aid Compatibility (HAC)

On product, go to **Settings > About phone > Legal information > Hearing Aid Compatibility (HAC)**.

Or go to <https://us.alcatelmobile.com/accessibility-compliance/hearing-aid-compatibility/> and search for FCC ID 2ACCJH129.

Exposure to radio frequency

On product, go to **Settings > About phone > Legal information > RF Exposure**.

Or go to <https://us.alcatelmobile.com/accessibility-compliance/mobile-and-health/> and search for model 5004R.

SAR compliance for body operation is based on a separation distance of 15 mm between the device and the human body. During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your device is automatically decreased when full power is not needed. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 15 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the device the indicated distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have suggested that if people are concerned and want to reduce their exposure they could use a hands-free accessory to keep the wireless device away from the head or body during use, or reduce the amount of time spent on the device.

Please note by using the device some of your personal data may be shared with the main device. It is under your responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For devices with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your device as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your device can store personal information in various locations, including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your device. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your device's performance and/or have access to private information, including account details, call data, location details, and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, for example, against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to:

- (i) the technical possibilities available,
- (ii) the costs for implementing the measures,
- (iii) the risks involved with the processing of the personal data, and
- (iv) the sensitivity of the personal data processed.

You can access, review, and edit your personal information at any time by logging into your user account, visiting your user profile, or contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

US Information Concerning the Federal Communications Commission ("FCC") Requirements for Hearing Aid Compatibility with Wireless Devices

When wireless devices are used near hearing devices (such as hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference, and wireless devices also vary in the amount of interference that they generate.

The wireless telephone industry has developed ratings to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that are rated will have the rating displayed on the box together with other relevant approval markings.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device is vulnerable to interference, you may not be able to use a rated wireless device successfully. Consulting with your hearing health professional and testing the wireless device with your hearing device is the best way to evaluate it for your personal needs.

This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return and exchange policies, and for information about hearing aid compatibility.

Hearing aid compatibility rating for this smartphone: M4/T3

How the ratings work

M-Ratings: Wireless devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than wireless devices that are not labeled. M4 is the better or higher of the two ratings.

T-Ratings: Wireless devices rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated wireless devices. T4 is the better or higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from wireless devices.

For more information about the actions that the FCC has taken with regard to hearing aid compatibility with wireless devices and other steps that the FCC has taken to ensure that individuals with disabilities have access to telecommunications services, visit www.fcc.gov/cgb/dro.

• LICENCES



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Alcatel 5004R Bluetooth Declaration ID D048575



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14 General information.....

- **Website:** <https://us.alcatelmobile.com>
<https://ca.alcatelmobile.com>
- **Facebook:** <https://www.facebook.com/alcatelmobileus>
<https://www.facebook.com/alcatelmobileca>
- **Call support:** U.S.A.: 855-368-0829
Canada: 855-844-6058
- **Email support:** U.S.A.: <https://us.alcatelmobile.com/contact>
Canada: <https://ca.alcatelmobile.com/contact>
- **Manufacturer:** TCL Communication Ltd.
5/F, Building 22E, 22 Science Park East
Avenue, Hong Kong Science Park, Shatin,
NT, Hong Kong

An electronic version of the device user guide is available in English and other languages (according to availability) on our website: <https://us.alcatelmobile.com>

Your device is a transceiver that operates on Wi-Fi with 2.4GHz and Bluetooth with 2.4GHz.

Protection against theft *

Your device is identified by an IMEI (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 device by entering *#06# and keep it in a safe place. It may be requested by the police or your operator if your device is stolen. This number allows your device to be blocked, preventing a third person from using it, even with a different SIM card.

Disclaimer

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

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

This device may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this device ("Third Party Materials").

* Contact your network operator to check service availability.

All third party materials in this device are provided “as is”, without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that TCL Communication Ltd. has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and devices in complying with Intellectual Property rights. TCL Communication Ltd. will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this device or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCL Communication Ltd. disclaims all liability for any claims, demands, suits, or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication Ltd., may be subject to paid updates and upgrades in the future; TCL Communication Ltd. waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the device is used; in no event shall the list of possible applications and software provided with the devices be considered as an undertaking from TCL Communication Ltd.; it shall remain merely as information for the purchaser. Therefore, TCL Communication Ltd. shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. TCL Communication Ltd. reserves the right at any time to add or remove Third Party Materials from its devices without prior notice; in no event shall TCL Communication Ltd. be held responsible by the purchaser for any consequences that

such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

Accessory

- | | |
|--------------------------|-----------------------------------|
| ◆ Wall charger | ◆ USB cable |
| ◆ Quick Start Guide | ◆ Safety and warranty information |
| ◆ Pre-installed SIM card | ◆ SIM card pin |

15 1 YEAR LIMITED WARRANTY.....

TCT Mobile Inc., offers a 1 year limited warranty on all TCL, Alcatel, Alcatel One-Touch, BlackBerry devices that are found to be defective in materials or workmanship upon submission of the following items:

1. Proof of purchase – consisting of original invoice or sales slip indicating the date of purchase, dealer's name, model and serial number of the product.

General Terms and Conditions

This warranty is confined to the first purchaser of the product only and is not applicable to cases other than defects in material, design and workmanship.

Items and Conditions Not Covered:

- Damages resulting from normal wear and tear and/or the need for regular maintenance shall not constitute a defect under the terms of this warranty.
- Abuse or misuses, including but not solely limited to the failure to use this product for its normal purposes or in accordance with TCT's instructions on usage and maintenance.
- Defects resulting from usage of the product in conjunction with accessories that are not approved by TCT for use with this product.
- TCT will not be responsible for any repairs caused by third party component parts, or service that is found to be the cause for the defect or damage of the product.
- TCT will not be responsible for failure to use the battery in accordance with the specific instructions of core outlined in the product user manual. For example, do not attempt to open sealed devices, such as batteries. Opening of sealed devices may result in bodily injury and/or property damage.

- Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of TCT.
- This warranty does not affect the consumers' statutory rights nor the consumers' rights against the dealer related to their purchase/ sales agreement.

TCT's 1 Year Limited Warranty will abide by the following options regarding claims:

1. Repair the TCT product using new or previously used parts that are equivalent to new in performance and reliability.
2. Replace the TCT product with the same model (or with customer consent a product that has similar functionality) formed from new and/or previously used parts that are equivalent to new in performance and reliability.
 - a. When a TCT product or part is replaced or provided, any replacement item becomes the customer's property and the replaced or refunded item becomes TCT's property.
 - b. TCT will not provide any data transfer service. This is the customer's responsibility. TCT shall not be liable for the loss of any saved/stored data in products that are either repaired or replaced. Customer should maintain a separate backup copy of the contents of the device's data.
3. All refund requests shall be submitted to the retailer where the device(s) were originally purchased and shall subject to the retailer's refund policies. Customers may obtain the retailers return policies at the links provided below:
 - a. U.S. <https://us.alcatelmobile.com/return-policy/>
 - b. Canada <https://ca.alcatelmobile.com/return-policy/>
4. Repair or Replacement of any TCT product under the terms of this warranty does not provide right to extension or renewal of the warranty period.

5. Warranty repairs are available free of charge at TCT authorized repair centers for products that comply with the General Terms and Conditions of this warranty. Shipping cost of the defective product(s) to TCT authorized repair center is to be paid by the customer. The customer is responsible for any damage to the defective product during shipment to the authorized repair center.
6. This warranty is not transferrable. This warranty will be the purchasers' sole and exclusive remedy and neither TCT nor its service centers shall be liable for any incidental or consequential damages or breach of any express or implied warranty of this product.
7. This warranty extends to products purchased and sold within the United States and Canada. All products sold in United States will be subject to their respective state and federal laws. All products purchased in Canada will be subject to Canadian laws.

Company Contact Information

USA phone number 855-368-0829 or
<https://us.alcatelmobile.com/>

Canada phone number 855-844-6058 or
<https://ca.alcatelmobile.com/>

16 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 device as this may affect its performance.
- Use **Erase all data** and the upgrade tool to perform device formatting or software upgrading. ALL User device data: contacts, photos, messages and files, downloaded applications will be lost permanently. It is strongly advised to fully backup the device data and profile via Android Manager before doing formatting and upgrading.

My device cannot be switched on or is frozen

- When the device 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 device falls into a loop during power on-off animation and the user interface cannot be accessed, long press the **Power/Lock** key and then long press **Power off** option to enter Safe Mode. This eliminates any abnormal OS booting issues caused by 3rd party apps.
- If neither method is effective, please format the phone by pressing the **Power/Lock** key and **Volume up** key at the same time when device is powered off.

My device has not responded for several minutes

- Restart your device by pressing and holding the **Power/Lock** key.
- Remove the battery and reinsert it, then restart the phone.
- Long press the **Power/Lock** key for 10 seconds or more to reboot.

My device turns off by itself

- Check that your screen is locked when you are not using your device, and make sure the **Power/Lock** key is not mis-contacted due to unlocked screen.
- Check the battery charge level.
- My device 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 (32°F to +104°F).
- When abroad, check that the voltage input is compatible.

My device cannot connect to a network or “No service” is displayed

- Try connecting in another location.
- Verify the network coverage with your carrier.
- Check with your carrier 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 device cannot connect to the Internet

- Make sure that the internet access service of your SIM card is available.
- Check your device'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 (see “1.2.1 Setup”).
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

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 device.

I am unable to use the features described in the manual

- Check with your carrier to make sure that your subscription includes this service.

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 device contacts (i.e. your professional or personal directories).

SIM card PIN locked

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

I am unable to connect my device to my computer

- Install User Center.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Android Manager Agent has been activated.
- Check that you have marked the checkbox of USB debugging.
- To access this function, tap **Settings/System/About phone**, then tap Build number for 7 times. Now you may tap **Settings/System/Developer options/USB debugging**.
- Check that your computer meets the requirements for User Center 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 device memory for your download.
- Check your subscription status with your carrier.

The device cannot be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your device is visible to other users (see “6.3 Connecting to Bluetooth devices”).

- Make sure that the two devices are within Bluetooth's detection range.

My app cannot receive new notifications while running in the background.

- Swipe up on the home screen, tap **Settings > Apps & notifications > Notifications** and activate your desired apps.

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, Wi-Fi, or GPS when not in use.

The device will become warm following prolonged 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 device return to normal temperatures.