



Quick Start Guide

Thank you for buying ALCATEL ONETOUCH Fire C 4020A.
We hope you will enjoy your high-quality mobile communication experience.

For more information about how to use the cellphone, please go to www.alcatelonetouch.com to download the complete user manual. From the website you can also consult the FAQ.



English - CJB3491ALAAA

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www.sar-tick.com

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found on page 21 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.

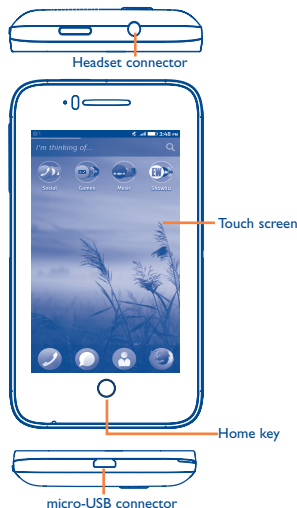


PROTECT YOUR HEARING

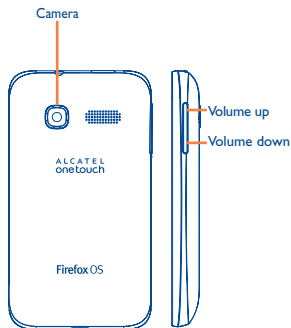
To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

Your mobile

1.1 Keys and connectors



The phone contains magnets which may interfere with other devices and items (such as credit cards, pacemakers, defibrillators, etc.). Please maintain at least 15 cm of separation between your phone and the devices/items mentioned above.



Home key

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



Power key

- Press: Lock the screen/Light up the screen
- Press and hold: Power on or generate a pop up menu providing more options, such as **Restart**, **Airplane mode**, etc.
- Press and hold **Power** key and **Home** key to capture a screenshot.
- Press to mute the ringtone when there's an incoming call.



Volume keys

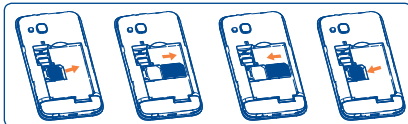
- In call mode, adjust the earpiece or headset volume.
- In Music/Video/Streaming mode, adjust the media volume.
- Mute the ringtone of an incoming call.
- Press to light up the screen when it dims during a call.

1.2 Getting started

1.2.1 Set-up

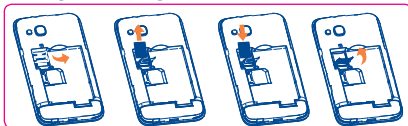
Inserting or removing the SIM card

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



Insert the SIM card into the slot with the gold contact facing down until it's locked. To remove the SIM card, gently push it until it's unlocked.

Installing and removing the microSD card



Insert the external microSD card into the slot with the gold contact facing down until it's locked. To remove the external microSD card, gently push it until it's unlocked.



Before removing the microSD card, you should ensure the phone is off, to protect it from corruption or damage. In addition, regularly removing or inserting the SD card may cause the phone to restart.

Charging the battery



Connect the battery charger to your phone and mains socket respectively.



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

1.2.2 Power on your phone

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

Set up your phone for the first time

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

1.2.3 Power off your phone

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

1.3 Home screen

You can bring all the 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 view all the applications. Touch the **Home** key to switch to Home screen.



Status bar

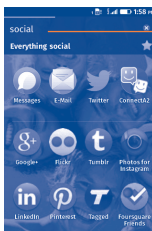
- Status/Notification indicators

Adaptive app search

- Enter a single word and search for related mobile apps.

Favourite applications tray

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



- Enter a single word like "Social".
- Search for available apps.

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 change the wallpaper.

Drag



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

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 to have a better view.

1.3.2 Status bar

From status bar, you can view both phone status and notification information.

Status icons

	GPRS connected		Vibrate mode
	GPRS in use		Ringer is silenced
	EDGE connected		Battery is very low
	EDGE in use		Battery is low
	Connected to a Wi-Fi network		Battery is partially drained
	Bluetooth is on		Battery is full
	Connected to a Bluetooth device		Battery is charging
	Airplane mode		Headset connected
	Alarm is set		No signal (gray)
	Roaming		Signal strength (white)
	No SIM card inserted		

Notification icons

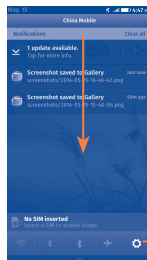
	New text or multimedia message		Missed call
	Song is playing		Phone is connected via USB cable
	Screenshot captured		Radio is on
	Call in progress		

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 to access Quick setting panel directly.

Quick setting panel/Notification panel

Touch and drag down the Status bar to open Quick setting panel, where you can enable or disable functions or change modes by touching the icons.

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



Touch to clear all event-based notifications (other ongoing notifications will remain)

Touch to access **Settings**, where you can set more items

1.3.3 Lock/Unlock your screen

Press the Power key and then drag the icon  to the right to unlock your phone. To protect your phone and privacy, you can unlock the phone screen by a password.

1.3.4 Personalize your Home screen

Add

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

Reposition

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

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 and hold any space on the screen, and then touch **Change 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

Keyboard

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

Touch to switch to symbol and numeric keyboard.

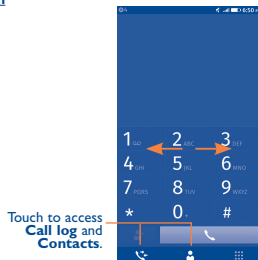


3 Phone call

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** by touching tabs, then touch  to place the call.

The number you entered can be saved to **Contacts** by touching the number and **Create new contact**.

3.2 Answering or rejecting a call

When you receive a call, drag the icon  rightward to answer the call, leftward to reject the call.



4 Contacts.....

Adding a contact

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

5 Messaging.....

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



Touch to create a new message

Touch to view the whole message thread

Sending a text message

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

6 Email



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

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.

7 Getting connected.....

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

7.1 Connecting to the Internet

7.1.1 GPRS/EDGE

The first time you turn on your phone with a SIM card inserted, it will automatically configure network service: GPRS or EDGE. If the network is not connected, you can touch  on Quick setting panel.

7.1.2 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 SIM card inserted.

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

- Touch **Settings**.
- Touch the switch beside Wi-Fi to turn on/off Wi-Fi.
- Touch 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**.

7.2 Browser.....



Using Browser, you can enjoy surfing the Web.

To access this function, touch the Browser icon  on the Home screen.

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.

7.3 Connecting to a computer

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

Before using MTP or PTP, first mark **USB storage**. Touch **Settings** | **USB storage** to enable USB storage

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.

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 phone, etc.

8 Applications & Internal storage

8.1 Applications

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

8.2 Internal storage

Touch **Settings** | **Application 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.



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.

Please note that your phone is a unibody device, the back cover and battery are not removable. Do not attempt to disassemble your phone. If you disassemble your phone the warranty will not apply. Also disassembling the phone may damage the battery, and may cause leakage of 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 main 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 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 15-minute break for 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 telephone. 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 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 authorisation 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:

Please note your phone is a unibody device, the back cover and battery are not removable. Observe the following precautions:

- Do not attempt to open the back cover,
- Do not attempt to eject, replace and open battery,
- Do not punctuate 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.

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



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

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

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

In European Union countries:

These collection points are accessible free of charge. All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

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

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

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

• CHARGERS

Home A.C./Travel chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240 V, 50/60 Hz, 200 mA
Output: 5 V, 1 A

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 0.82 W/kg for use at the ear and 0.93 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 body-worn operation, the mobile phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 10 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

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

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. 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 and Industry Canada licence-exempt RSS standard(s). 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 and Industry Canada licence-exempt RSS standard(s). 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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Other trademarks and trade names are those of their respective owners.

ALCATEL ONETOUCH Fire C 4020A Bluetooth Declaration ID D023490



The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance. 5 GHz Wi-Fi operation is for indoor use only.

Google, the Google logo, Android, the Android logo, Google Search™, Google Maps™, Gmail™, YouTube, Google Play Store, Google Latitude™ and Hangouts™ are trademarks of Google Inc.

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**) ⁽¹⁾.

You have purchased a product which uses the open source (<http://opensource.org/>) programs mtd, mtdofs, 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.

⁽¹⁾ It depends on 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/T3** compatible. Reference ANSI C63.19-2007

For more information please visit our website <http://www.alcatelonetouch.com>

FCC ID: **RAD493**

General information

- **Website:** www.alcatelonetouch.com
- **Facebook:**
<http://www.facebook.com/ALCATELONETOUCHCanada>
- **Twitter:** <http://www.twitter.com/alcatel1touch>
- **Hot Line Number:** In North America, call 877-702-3444 for technical support. In Canada, please call 888-841-5371 prior to December 12, 2014. After December 12, 2014, please call 855-844-6058.

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server: www.alcatelonetouch.com
Your telephone is a transceiver that operates on GSM/GPRS/EDGE in quad-band with 850/900/1800/1900 MHz or UMTS in dual-band with 850/1900 MHz.

Protection against theft (1)

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

Disclaimer

There may be certain differences between the user manual description and the mobile phone's operation, depending on the software release of your mobile phone or specific operator services. TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

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

LIMITED WARRANTY

TCT Mobile (US), 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 twenty-four (24) 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 twelve (12) 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 (US), Inc.;
- Modification or repair performed by individuals not authorized by TCT Mobile (US), Inc. or its affiliates;
- Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, 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;
- Defects in appearance, cosmetic, decorative or structural items such as structural damage;



- Damage as result of physical abuse regardless of cause.
- If the device is Rooted devices.

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 (US), 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 locations 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.

Troubleshooting.....

Before contacting the service centre, you are advised to follow the instructions below:

- Fully charge () the battery.
- Avoid storing large amounts of data on your phone as this may affect its performance.
- Use **Factory data reset** and the upgrade tool to perform 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 Smart Suite before doing formatting and upgrading.

My phone cannot be switched on or is frozen

- When the smartphone 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 smartphone 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 smartphone has not responded for several minutes

- Restart your smartphone 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 smartphone, and make sure the **Power** key is not accidentally contacted while the screen is unlocked.
- Check the battery charge level.

My smartphone cannot charge properly

- Make sure that your battery is not completely discharged; if the battery power has been empty for a long period of 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 smartphone cannot connect to a network or “No service” is displayed

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

My phone cannot connect to the Internet

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

Invalid SIM card

- Make sure the SIM card has been correctly inserted (see “Inserting or removing the SIM card”).
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls

- Make sure you have 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, SIM card valid, 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, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in 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.

I cannot find my contacts

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

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the **Volume Up/Down** key.
- Check the network strength, .
- Make sure that the receiver, connector or speaker on your smartphone 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 dialled

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

I am unable to add a contact in my contacts

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

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability.

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "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 centre number or your MMS profile with your operator.
- The server centre may be swamped, try again later.

SIM card PIN locked

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

I am unable to connect my smartphone to my computer

- Install ALCATEL Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent 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/Developer options/USB debugging**.
- Check that your computer meets the requirements for ALCATEL Smart Suite Installation.
- Make sure that you're using the correct 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 smartphone cannot be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your smartphone 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, Wi-Fi, or GPS when not in use.



The smartphone 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 smartphone return to normal temperatures.

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