30·74A

Quick Start Guide

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

ALCATEL onetouch

English - CJB33BAALAAA

Table of contents

1 Your mobile 3
2 Getting started 8
3 Making a call 9
4 Menu arrange 10
5 Messaging 10
6 Email 11
7 Contacts 12
8 Call log 12
9 Media 13
10 File manager 14
11 Internet 15
12 Entertainment 16
13 Tools 17
14 Apps 18
15 Profile 19
16 Settings 19
17 Making the most of your mobile 19
Safety and use 20
General information 28
TCT Mobile (US), Inc. Warranty 29
Troubleshooting 31

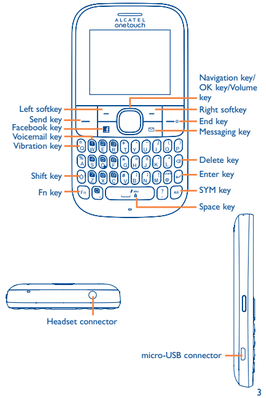
BC

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.

1 Your mobile

1.1 Keys and connectors



- Navigation key Press to go left/right/up/down
  Press to access function
- OK key Press to confirm an option
- Volume key Press to adjust volume up/down

- Answer/Send a call
- Enter Call log

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

- Press and hold: Access your voicemail

- Press once: Input a capitalized character
- Press twice: Lock the keyboard in capital letter input mode

- Press once: Input a top-half character
- Press twice: Lock the keyboard in top-half key input mode
  Fn+ M: Access Music
  Fn + P: Access Profiles

- Short key press: Enter a space (on edit mode)
  Unlock the keypad (on Home screen)
- Press and hold: Access language list (on edit mode)
  Lock the keypad (on Home screen)
- Hold down Fn key, then press Space key to select input method

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

- Confirm an option
- Enter the next line

- Press and hold: Turn on/off vibration alert

1.2 Status bar icons(1)

Battery charge level

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

Headset connected.

Call forwarding activated: your calls are forwarded.

Alarm or appointments programmed.

Level of network reception.

Voicemail message arrived.

Missed calls.

Call in progress.

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

Stopwatch is active.

Radio is on.

Email unread.

WAP messages.

Roaming.

microSD card scanning completed.

GPRS connecting.

GPRS attached.

EDGE connecting.

EDGE attached.

3G network connecting.

3G network attached.

Music active.

MMS receipt in progress.

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

Message unread.

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

Airplane mode.

1.3 Home screen

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

1.3.1 Widget bar

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

1.3.2 Change wallpaper

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

2 Getting started

2.1 Set-up

Removing or installing the back cover

Inserting or removing the SIM card

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

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

Installing or removing the battery

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

Charging the battery

Connect the battery charger to your phone and outlet respectively.

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

2.2 Power on your phone

Hold down the key until the telephone powers on.

2.3 Power off your phone

Hold down the key from the Home screen.

3 Making a call

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

To hang up the call, press the key.

4 Menu arrange

It is designed to vary according to your preference.

Change the order

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

Show/Hide

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

5 Messaging

5.1 Access

You may access this menu using the following options:

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

When you access "**Messaging**", you can switch between SMS/MMS and Email by navigation key.

5.2 Conversational On (Off) mode

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

5.3 Write message

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

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

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

6 Email

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

7 Contacts

7.1 Accessing your contacts

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

7.2 Adding a contact

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

8 Call log

8.1 Access

You can access the function using the following options:

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

8.2 Available options

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

9 Media

9.1 Camera

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

9.2 Music

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

9.3 Image

A library links to the pictures both shown in list, slide, sent, set as wallpaper, by MMS and Email.

9.4 Video

Contains all video clips both in phone and microSD card and enables you to play, send, delete, rename, sort, etc.

9.5 Radio

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

9.6 Sound recorder

Accessing this feature from the main menu by selecting "**Media\Voice recorder**", allows you to make voice or sound recordings.

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

10 File manager

You will have access to all audio and visual files stored in phone or microSD card in File manager.

Inserting the microSD card:

Insert the microSD card with golden contact facing downwards into the slot until it is locked. Gently push the memory card until it is unlocked.

11 Internet(1)

11.1 WAP

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

11.2 WEB

Not only does Opera Mini give you the full Web experience where you stay in touch with your friends, obtain information, do your online banking etc., but it is also designed to save time by using compressed web pages.

11.3 News

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

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

11.4 Weather

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

You can access this feature from the main menu by selecting "**Weather**".

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

11.5 Facebook

Facebook is a social utility that connects people with friends and others who work, study and live around them. It provides a number of features with which users may interact: Wall, a space on every user's profile page that allows friends to post messages for the user to see;

Pokes, which allow users to send a virtual "poke" to each other; Gifts, a feature allowing users to send virtual gifts which appear on the recipient's profile; Market places, which lets users post free classified goods, etc.

To open an account online, please go to: http://www.facebook.com/.

11.6 Twitter

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

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

12 Entertainment

12.1 Ebook

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

12.2 Games

Your ALCATEL ONETOUCH phone may include(1) some games.

(1) Depending on your country or your operator.

13 Tools

13.1 Alarm

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

13.2 Calculator

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

13.3 Calendar

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

13.4 Call filter

You can create Blacklist and Whitelist for incoming call.

13.5 Notes

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

13.6 Tethering

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

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

13.7 World clock

The World clock shows current local time and the time zone in different cities. You may view up to 3 cities.

13.8 Stopwatch

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

13.9 Unit converter

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

13.10 Currency converter

You can use currency conversion by selecting exchange rate. Finally confirm with "OK".

14 Apps

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

Tigris 3G Lite(3074) USA QG_20140303.indd 1
2014/3/3 15:24:17

15 Profile.....

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

16 Settings .....

From the main menu, select the menu icon ⚙ and select the function of your choice in order to customize your telephone: **Profiles, Phone settings, Call settings, Flight mode, Security settings, Networks, etc.**

17 Making the most of your mobile .....

Webcam (1)

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

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

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

Safety and use.....

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

• **TRAFFIC SAFETY:**

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile phone when the vehicle is not parked. Check the laws and regulations on the use of wireless mobile phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

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

When switched on, your mobile phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your mobile phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the car's electronic devices are shielded from mobile phone RF energy.

• **CONDITIONS OF USE:**

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

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

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

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

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

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

When the mobile phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump. In particular when using the mobile phone you should hold it against the ear on the opposite side to the device, if any.

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

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

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

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

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

Do not allow your mobile phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is -10°C (14°F) to +55°C (131°F) (the max value depends on device, materials and housing paint/texture).

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

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

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

Do not paint it.

Use only batteries, battery chargers, and accessories which are

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

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

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

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

- Play at the farthest distance possible from the screen.

When you play games on your mobile phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow these instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders:

- Take a minimum of a 15-minute break every hour of game playing.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

PROTECT YOUR HEARING

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

• **PRIVACY:**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy.

It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• **BATTERY AND ACCESSORIES:**

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

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery,
- Do not burn or dispose of a used battery in the garbage or store it at temperatures above 60°C (140°F).

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

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

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

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

In European Union countries:

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

In non European Union jurisdictions:

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

In the United States you may learn more about CTIA's Recycling Program at www.recyclewirelessphones.com

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

• **CHARGERS**

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

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

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240 V, 50/60 Hz, 0.15 A

Output: 5V, 550 mA

Battery: Lithium 850 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 0.81W/Kg for use at the ear and 1.11W/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 1.0 cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

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

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and body. (fact sheet n°193). Additional WHO information about electromagnetic fields and public health are available on the following website: http://www.who.int/peh-emf.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

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

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

For other devices, they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference

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

Your mobile phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the mobile phone at least 1,0 cm away from the body..

• **LICENCES**

Obigo® is a registered trademark of Obigo AB.

microSD Logo is a trademark.

ONETOUCH 3074A Bluetooth QD ID B018931

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

• **Commercial Mobile Alert System (CMAS)**

Your mobile phone is CMAS capable and allows you to receive automatic alerts in times of crisis (e.g. earthquake, hurricanes, etc.)

Hearing Aid Compatibility

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

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

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

FCC ID: RAD480

General information .....

- **Website:** www.alcatelonetouch.com
- **Hot Line Number**: In the United States, call 877-702-3444 for technical support.

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

An electronic version of this user guide is available in English and other languages according to availability on our server: www.alcatelonetouch.com

Your mobile phone is a transceiver that operates on GSM Quadband (850/900/1800/1900 MHz) or UMTS Triband (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 for service availability.

TCT Mobile (US), Inc. 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 twelve (12) months from the date of purchase as shown on your original sales receipt from an authorized sales agent. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s).

Batteries, power adapters, and other accessories sold as in box items are also warranted against defects and workmanship that results in product failure within the first six (6) months period from the date of purchase as shown on your original sales receipt. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s).

The limited warranty for your wireless device will be voided if any of the following conditions occur:

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used;
- Connection to any equipment not supplied or not recommended by TCT Mobile (US), Inc.;
- Modification or repair performed by individuals not authorized by TCT Mobile (US), Inc. or its affiliates;
- Changes to the device operating system by the user or third party applications;
- Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- Removal or altering of the wireless device's event labels or serial numbers (IMEI);

- Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;
- Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts;
- Damage as result of physical abuse regardless of cause.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your jurisdiction. In no event shall TCT Mobile (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 states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

How to obtain Support: Contact the customer care center by calling (877-702-3444) or going to (http://www.alcatelonetouch.com/usa/). We have placed many self-help tools that may help you to isolate the problem and eliminate the need to send your wireless device in for service. In the case that your wireless device is no longer covered by this limited warranty due to time or condition, you may utilize our out of warranty repair options.

How to obtain Hardware Service within the terms of this warranty: Create a user profile (alcatel.finetw.com) and then create an RMA for the defective device. Ship the device with a copy of the original proof of purchase (e.g. original copy of the dated bill of sale, invoice) with the owner's return address (No PO Boxes accepted), wireless carrier's name, alternate daytime phone number, and email address with a complete problem description. Only ship the device. Do not ship the SIM card, memory cards, or any other accessories such as the power adapter. You must properly package and ship the wireless device to the repair center. TCT Mobile (US), Inc. is not responsible for devices that do not arrive at the service center or are damaged in transit. Insurance is recommended with proof of delivery. Upon receipt, the service center will verify the warranty conditions, repair, and return your device to the address provided in the RMA. Check the warranty repair status by going online with the RMA number on web portal.

Troubleshooting.....

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

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

and carry out the following checks:

My phone is frozen or cannot switch on

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

My phone has not responded for several minutes

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

My phone turns off by itself

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

My phone cannot charge properly

- Make sure you are using an ALCATEL ONETOUCH battery and the charger from the box
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger

- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C (32°F) to +40°C (104°F))
- When abroad, check that the voltage input is compatible

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

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

My phone cannot connect to the Internet

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

Invalid SIM card

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

Unable to make outgoing calls

- Make sure you have dialed a valid number and press key
- For international calls, check the country and area codes

- Make sure your phone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls
- Make sure that your phone is not in flight mode

Unable to receive incoming calls

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

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

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

I cannot find my contacts

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

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the navigation key
- Check the network strength
- Make sure that the receiver, connector or speaker on your phone is clean

I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service
- Make sure this feature does not require an ALCATEL ONETOUCH accessory

When I select a number from my contacts, the number cannot be dialed

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

I am unable to add a contact in my contacts

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

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability

I cannot access my voicemail

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

I am unable to send and receive MMS

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

The flickering icon is displayed on my standby screen

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

SIM card PIN locked

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

I am unable to download new files

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

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
- Switch on the backlight upon request
- Extend the email auto-check interval for as long as possible
- Update news and weather information on manual demand, or increase their auto-check interval

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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.

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