

Quick Start Guide

Thank you for purchasing the ALCATEL ONETOUCH GO PLAY™. We hope you will enjoy your high-quality mobile communication experience.

Important:

Your phone is a unibody device, so the back cover and battery are not removable. Unauthorized personnel are strictly prohibited from disassembling the phone.

For more information about how to use your cellphone, please visit www.alcatelonetouch.us to download the complete user manual and for answers to frequently asked questions.

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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 27 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 1.0 cm 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.

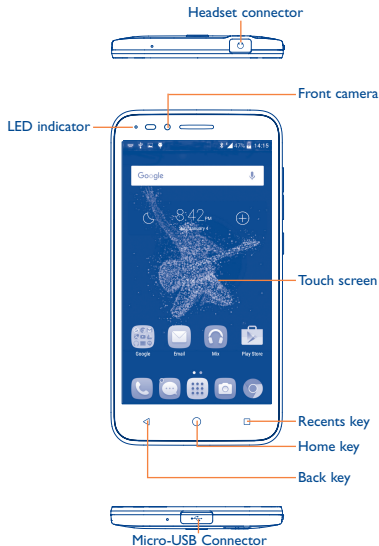


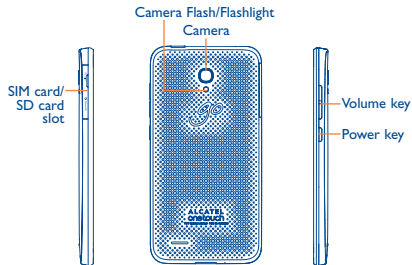
PROTECT YOUR HEARING

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





Recent key

- Touch to view recently used applications.



Home key

- From any application or screen, touch to return to the Home screen.
- Long press to pop up Google search icon. Slide your finger to the icon to open Google search.



Back key

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

These keys are visible when the phone is unlocked.



Power key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from Power off/Restart/Aeroplane mode.
- Press and hold the **Power** key and **Volume up** key to reset.
- Press and hold the **Power** key and **Volume down** key to capture a screenshot.
- Press and hold the **Power** key for at least 8 seconds to force reboot or hold it longer to power off.



Volume Keys

- In call mode, adjusts the earpiece or headset volume.
- In Music/Video/Streaming mode, adjusts the media volume.
- In general mode, adjusts the ringtone volume.
- Mutes the ringtone of an incoming call.
- In camera preview mode, press **Volume up** or **down** key to enter burst shoot.
- When underwater, press the **Power** key to unlock the phone and hold the **Volume key (up or down)** to enter the underwater camera mode.
- In underwater camera mode, press the **Volume key (up or down)** to take pictures.
- In underwater camera mode, long press the **Volume down** to enter burst mode.
- In underwater camera mode, long press the **Volume up** to record videos. Long press the **Volume up** again to stop recording.
- In underwater camera mode, press the **Volume down** to take a picture while recording.

1.2 Getting started

1.2.1 Set up

Inserting or removing the SIM card/SD card

You must insert your SIM card to make phone calls. You do not need to power off your phone before inserting or removing the SIM card as this phone can support hot swap.



Before you install or remove the SIM card or microSD card, use a pin to press the small cavity until the SIM/microSD cassette pops out.



Your phone only supports nano-SIM cards. Do not attempt to insert other SIM types like mini and micro cards; otherwise this may cause damage to your phone. To avoid data loss and SD card damage, before removing the SD card, ensure that the SD card is unmounted (**Settings** > **Storage** > **Unmount SD card**).

Charging the battery



Connect the battery charger to your phone and power source respectively, the LED indicator will light while charging.



To reduce power consumption and energy waste, when the battery is fully charged, disconnect your charger; switch off Wi-Fi, GPS, 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, Google account, etc.

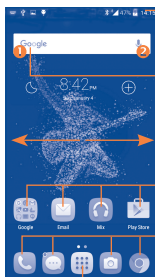
Even if no SIM card is installed, your phone will still power on and you will be able to connect to a Wi-Fi network, sign in to your Google account and use some of the phone's features.

1.2.3 Power off your phone

Hold down the **Power** key from the Home screen until the phone options appear; select **Power off**.

1.3 Home screen

You can move all of the items (applications, shortcuts, folders and widgets) you use most frequently to your Home screen for quick access. Touch the **Home** key to switch to the Home screen.



Status bar

- Status/Notification indicators
- Touch and drag down to open the notification panel.

Search bar

- Touch ① to enter text search screen.
- Touch ② to enter voice search screen.

Touch an icon to open an application, folder, etc.

Favourite tray applications

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

Touch to enter application list.

The Home screen is provided in an extended format to allow more space for adding applications, shortcuts etc. Slide the Home screen horizontally left and right to get a complete view.

1.3.1 Using the touchscreen

Touch



To access an application, touch it with your finger.

Long press



Long press the item to enter the available options.



Drag

Place your finger on the screen to drag an object to another location.



Slide/Swipe

Slide the screen up and down to scroll through the applications, images, web pages, etc.



Flick

Similar to swiping, but flicking makes it move quicker.



Pinch/Spread

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



Rotate

Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better view.

1.3.2 Status bar

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

Status icons

	GPRS connected		No signal
	GPRS in use		Alarm is set
	EDGE connected		Bluetooth is on
	EDGE in use		Headset connected
	3G connected		Speakerphone is on
	3G in use		Phone microphone muted
	HSPA (3G+) connected		Roaming
	HSPA (3G+) in use		No SIM card installed
	HSPA+ connected		Vibrate mode
	HSPA+ in use		Battery is very low
	4G LTE connected		Battery is low
	4G LTE in use		Battery is partially drained
	Signal strength		Battery is full
	Wi-Fi is on		Battery is charging
	Connected to a Wi-Fi network		GPS is on
	Aeroplane mode		

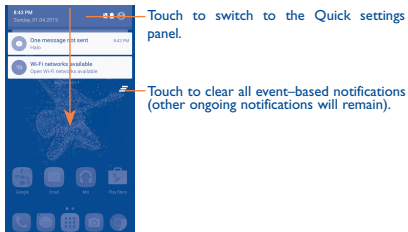
Notification icons

	New Gmail message		Missed call
	New Email message		Call forwarding is on
	New text or multimedia message		Song is playing
	Problem with SMS or MMS delivery		Connected to VPN
	New Google Hangouts message		Radio is on
	New voicemail		Uploading data
	Upcoming event		Download finished
	Screenshot captured		Select input method
	Both USB tethering and portable hotspot are on		An open Wi-Fi network is available
	USB tethering is on		Phone is connected via USB cable
	Portable Wi-Fi hotspot is on		System update available
	Operator data use threshold approaching or exceeded		More notifications are hidden

Touch and drag down the Status bar to open the Quick settings panel or Notification panel. Touch and drag up to close it. When there are notifications, you can touch them to access notifications directly.

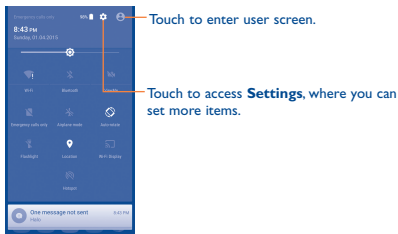
Notification panel

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



Quick settings panel

Touch Notification panel to open the Quick settings panel. You can enable or disable functions or change modes by touching the icons.



1.3.3 Lock/Unlock your screen

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

1.3.4 Personalise your Home screen

Add

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

Reposition

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

Remove

Long press the item to be removed to activate the Move mode, drag the item up to the top of the **X** icon, and release after the item turns red.

Create folders

To improve the organisation of items (shortcuts or applications) on the Home screen, you can add them to a folder by stacking one item on top of another. To rename a folder, open it and touch the folder's title bar to input the new name.

Wallpaper customisation

Long press the empty space in the Home screen and choose **WALLPAPERS** to customise wallpaper or you could access this function by **Settings\Display\Wallpaper** to customise wallpaper.

1.3.5 Volume adjustment

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

2 Text input.....

2.1 Using Onscreen Keyboard

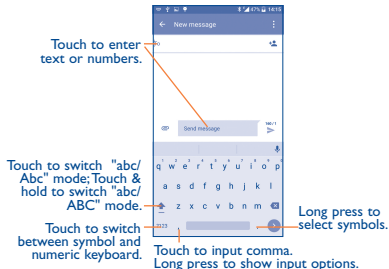
Onscreen Keyboard settings

Touch **Settings\Language & input**, touch the keyboard you want to set up and a series of settings will become available for your selection.

Adjust the Onscreen Keyboard orientation

Turn the phone sideways or upright to adjust the Onscreen Keyboard orientation. You can adjust it by changing the settings (Touch **Settings\Display\When device is rotated\Rotate screen contents**).

2.1.1 Keyboard



2.2 Text editing

You can edit the text you have entered.

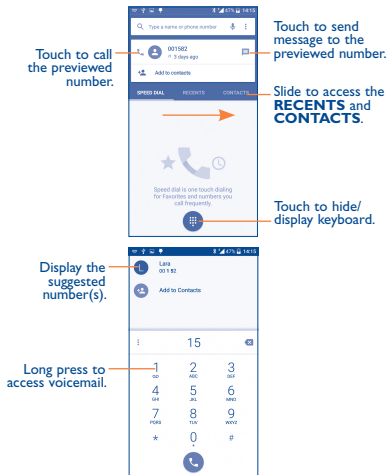
- Long press or double touch within the text you would like to edit.
- Drag the tabs to change the highlighted selection.
- The following options will show: **Select all** , **Cut** , **Copy**  and **Paste** .
- Touch the  icon to go back without any action.

3 Phone call.....



3.1 Placing a call

You can easily place a call using **Call**. Touch the Application tab from the Home screen and select **Call**.



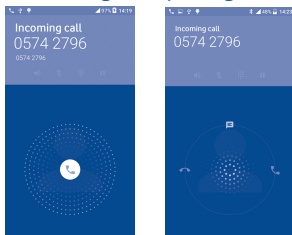
Enter the desired number from the keyboard directly and touch to place the call, or select a contact from **CONTACTS** or **RECENTS** by sliding or touching tabs to make the call.

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

If you make a mistake, you can delete the incorrect digits by touching .

To hang up a call, touch .

3.2 Answering or rejecting a call



When you receive a call:

- Slide the icon to the right to answer;
- Slide the icon to the left to reject;
- Slide the icon upwards to reject the call by sending a preset message.

To mute the ringtone volume of an incoming call, press the **Volume up/down** key or turn the phone over (when the **Settings\ Gestures\ Turn over to mute** option is activated).

3.3 Consulting your call memory

You can access your call memory by touching **RECENTS** tab from the Phone screen to view Missed calls, Outgoing calls and Incoming calls.

4 Contacts

You can view and create contacts on your phone and synchronise these with your Gmail contacts or other applications on the web or on your phone.

4.1 Adding a contact

Touch the Application tab from the Home screen, select **Contacts**, then touch the  icon in the contacts list to create a new contact.

4.2 Importing, exporting and sharing contacts

From the **Contacts** screen, touch the  icon to open the options menu, touch **Import/Export**, then select **Import from SIM card**, **Export to SIM card**, **Import from SD storage/phone storage**, **Export to SD storage/phone storage** or **Share visible contacts**.

To import/export a single contact from/to your SIM card, select the contact you want to import/export, and touch the  icon to confirm.

To import/export all contacts from/to your SIM card, touch the  icon and then the  icon to confirm.

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

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

4.3 Synchronising contacts in multiple accounts

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

5 Messaging

You can create, edit and receive SMS and MMS with this phone.

To access this feature, touch the Application tab from the Home screen, then select **Messaging**.



To check messages stored in your SIM card, touch the  icon from the Messaging screen, then touch **Settings** | **Manage SIM messages**.

5.1 Write message

On the message list screen, touch the new message icon  to write text/multimedia messages.



- Touch to view the whole message thread.
- Long press to activate delete mode.

• Touch to create a new message.

Sending a text message

Enter the mobile phone number of the recipient in the **To** bar or touch  to add recipients and touch the **Send message** bar to enter the text of the message. Touch the  icon to insert emotions or icons. When finished, touch  to send the text message.



An SMS of more than 160 characters will be charged as several SMS. Specific letters (accent) 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 sounds to other compatible phones and email addresses.

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

6 Email.....

Besides your Gmail account, you can also set up external POP3 or IMAP email accounts in your phone.

To access this feature, touch the Application tab from the Home screen, then select **Email**.

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

- Enter the email address and password of the account you want to set up.
- Touch **Next**. If the account you entered is not provided by your service provider in the phone, you will be prompted to go to the email account settings screen to enter settings manually. Alternatively, you can touch **MANUAL SETUP** to directly enter the incoming and outgoing settings for the email account you are setting up.
- Enter the account name and display name in outgoing emails.
- To add another email account, you can touch the  icon and **Settings**. Touch **Add account** to create.

To create and send emails

- Touch the  icon from the Inbox screen.
- Enter recipient(s) email address (es) in the **To** field.
- If necessary, touch the  icon beside **To** field to add **Cc/Bcc** to add a copy or a blind carbon copy to the message.
- Enter the subject and the content of the message.
- Touch  to add an attachment.
- Finally, touch  to send.

- If you do not want to send the mail right away, you can touch the  icon and **Save draft** keys or touch the **Back** key to save a copy.

7 Getting connected

To connect to the Internet with this phone, you can use GPRS/EDGE/3G/4G networks or Wi-Fi, whichever is most convenient.

7.1 Connecting to the Internet

7.1.1 GPRS/EDGE/3G/4G

The first time you turn on your phone with your SIM card inserted, it will automatically configure your network service: GPRS, EDGE, 3G or 4G.

To check the network connection you are using, touch **Settings****More...****Mobile networks**, and touch **Access Point Names** or **Network operators**.

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 your phone even without a SIM card inserted.

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

- Touch **Settings****Wi-Fi**.
- Touch the switch  to turn on/off Wi-Fi.
- The detailed information of detected Wi-Fi networks is displayed in the Wi-Fi networks section.
- Touch a Wi-Fi network to connect. If the network you selected is secured, you are required to enter a password or other credentials (you can contact the network operator for details). When finished, touch **CONNECT**.

7.2 Chrome.....

Using the **Chrome**, you can enjoy surfing the Web.

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

To go to a web page

On the Browser screen, touch the URL box at the top, enter the address of the web page, and then confirm.

7.3 Connecting to a computer⁽¹⁾

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

To connect your phone to the computer:

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



Before using MTP, make sure that the driver (Windows Media Player 11 or higher version) has been installed.

To locate data you have transferred or downloaded in your microSD card/internal storage:

- Touch  to open the applications list.
- Touch **File Manager**.

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

7.4 Sharing your phone's mobile data connection

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

⁽¹⁾ You can change your default connection mode via **Settings\Storage** touch the  **USB computer connection**.

To turn on USB tethering or Portable Wi-Fi hotspot

- Touch **Settings\More...\Tethering & portable hotspot**.
- Touch the switch  of **USB tethering** or **Portable Wi-Fi hotspot** to activate this function.



These functions may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas.

8 Find my location using GPS satellites.....

To activate your phone's global positioning system (GPS) satellite receiver:

- Touch **Settings\Location**.
- Touch the switch  to turn on Google's location service.

You can then open Maps to find your location:



Use your phone's GPS satellite receiver to pinpoint your location within an accuracy as close as several meters ("street level"). The process of accessing the GPS satellite and setting your phone's precise location for the first time will require up to 5 minutes. You will need to stand in a place with a clear view of the sky and avoid moving. After this, GPS will only need 20-40 seconds to identify your precise location.

9 Data backup.....

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

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

To activate this function:

- Touch **Settings\Backup and reset**.
- Touch the switch  of **Back up my data**.

When this function is activated, a wide variety of settings and data is 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 deactivate this option, you stop backing up your settings, and any existing backups are deleted from Google servers.

10 Factory data reset..

To activate factory data reset:

- Touch **Settings\Backup and reset\Factory data reset**.
- Touch the **RESET PHONE**.

Resetting the phone will erase all of your personal data from internal phone storage, including information about your Google account, any other accounts, your system and application settings, and any downloaded applications. If you reset the phone in this way, you're prompted to re-enter the same kind of information as when you first started Android.

When you are unable to power on your cellphone, you can perform a factory data reset by pressing the **Power** key and the **Volume up** key at the same time until the screen lights up.

11 Applications & Internal storage.....

11.1 Applications

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

With the built-in applications, you can

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

For more information about these applications, check the online user manual at: www.alcatelonetouch.us.

11.2 Internal storage

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



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.

12 Making the most of your phone.....

You can download software upgrades for free from the website (www.alcatelonetouch.us).

12.1 Smart Suite

Smart Suite includes:

- **Contacts**

Allows you to back up contact entries so that you don't have to worry about losing, breaking, switching phones or changing service providers.

- **Messages**

Frees you from painstakingly inputting text on the keypads. All of your messages are easily accessible and well-organised.

- **Calendar**

Allows you to sync events freely between your phone and Outlook and create and edit new events from a PC.

- **Photos**

Allows you to easily import photos from your PC or the handset and organise them in different albums for better management.

- **Videos**

Allows you to insert video files from your PC for playback and then upload them to a handset folder.

- **Music**

Quickly search for your favourite songs on your PC, manage the ultimate Library, and enjoy the easiest digital jukebox in your own way.

- **Application**

Allows you to import downloaded mobile applications and have them installed into your handset upon synchronisation.

- **Backup**

Allows you to back up your contacts, messages, calendar, photos and applications, then import the backup files to your phone.

Supported Operating Systems

Windows XP/Vista/Windows 7/Windows 8.

12.2 Upgrade

12.2.1 FOTA Upgrade

Using the FOTA Upgrade tool you can update your phone's software.

To access **System updates**, touch  icon to open the applications list, then touch **Settings>About phone\System updates**. When there is a new version can be updated, one indicator will be shown on **System updates** menu. If you want to update the system, touch **System updates** and then the button **Download**, after it is done touch **Install** to complete the upgrade. Now your phone's software will be the latest version.

You should turn on data connection before searching for updates. Settings for auto-check intervals is also available once you restart the phone.

If you have chosen auto-check, when the system discovers the new version, dialog will pop up to choose download or ignore, the notification also will show in status bar.

Safety and use.....

We recommend that you read this chapter carefully before using your 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.

Your device has been tested in a controlled environment and certified to be water and dust-resistant in specific situations (meets requirements of classification IP67 as described by the international standard IEC 60529 - Degrees of Protection provided by Enclosures [IP Code]; test conditions: 15 - 35 °C, 86 - 106 kPa, 1 meter, 30 minutes). Despite this classification, your device is not impervious to water damage in any situation. Make sure SIM/SD cover is tightly closed for IP67 features. Otherwise, they may not provide protection from water and dust.

- **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 when the vehicle is not parked.

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

When switched on, your 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 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 dashboard is adequately shielded from mobile phone RF energy.

• CONDITIONS OF USE:

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the 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 telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

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

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

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

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 phone with care and keep it in a clean and dust-free place.

Do not allow your 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 to +45°C.

At over 45°C the legibility of the phone'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 mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your phone model. TCT Mobile Limited 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 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, consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the 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, take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- 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.

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



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:**

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:**

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 telephone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these types 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 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**

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, 0.2 A

Output: 5 V, 1 A

Battery:

Lithium 2500 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 1.01 W/kg for use at the ear and 1.01 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.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product 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 product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product'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 TCT Mobile Limited is stored in accordance with applicable data protection legislation. For these purposes TCT Mobile Limited 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 by 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.

• LICENCES



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ALCATEL ONETOUCH GO PLAY Bluetooth Declaration ID D025403



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You have purchased a product which uses the open source (<http://opensource.org/>) programmes mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programmes 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.

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 M3 and T3 compatible.

FCC ID: RAD558

⁽¹⁾ May not be available in all countries.

For more information please visit our Website
<http://www.alcatelonetouch.us>

General information

- **Website:** www.alcatelonetouch.us
- **Facebook:** www.facebook.com/alcatelonetouchusa
www.facebook.com/alcatelonetouchcanada
- **Twitter:** <http://m.twitter.com>
- **Hot Line Number:** In the United States, call 855-368-0829 for technical support. In Canada, call 855-844-6058 for technical support.

On our Website, 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.us

Your telephone is a transceiver that operates on GSM in quad-band (850/900/1800/1900MHz), WCDMA in tri-band (B2/4/5) and LTE FDD (B2/4/5/7/12/17).

Protection against theft⁽¹⁾

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your telephone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone 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 phone's operation, depending on the software release of your telephone or specific operator services.

TCT Mobile Limited 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.

12 MONTH LIMITED WARRANTY

TCT Mobile Limited 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 twelve (12) month period from the date of purchase. This warranty extends to products purchased and sold within the United States.

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

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used;
- Connection to any equipment not supplied or not recommended by TCT Mobile Inc.;
- Modification or repair performed by individuals not authorized by TCT Mobile Inc. or its affiliates;
- Changes to the device operating system by the user or third party applications;
- Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- Removal or altering of the wireless device's event labels or serial numbers (IMEI);
- Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;
- Rooted devices;
- Damage as result of physical abuse regardless of cause.

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

How to obtain Support: Contact the customer care center by calling (855-368-0829) or going to (<http://www.alcatelonetouch.us>). 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 Limited is not responsible for devices that do not arrive at the service center or are damaged in transit. Insurance is recommended with proof of delivery. Upon receipt, the service center will verify the warranty conditions, repair, and return your device to the address provided in the RMA.

Troubleshooting.....

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

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

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

and carry out the following checks:

My phone can't be switched on or is frozen

- When the phone can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed, and then try to switch on again.
- When the phone falls into a loop during power on-off animation and the user interface can't 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, reset the phone using the Power key and the Volume up key, (holding both together).

My phone has not responded for several minutes

- Restart your phone by pressing and holding the **Power** key for more than 8s.

My phone turns off by itself

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

My phone can't charge properly

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

My phone can't 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 can't 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 .
- 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 can't 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 phone is clean.
- Make sure that the microphone, receiver or speaker is clean and dry, if the device has been immersed in water.

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 can't 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 can't 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 busy, 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 phone to my computer

- Install Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has activated.
- Check that your computer meets the requirements for Smart Suite Installation.
- Make sure that you're using the cable included in the box.

I am unable to download new files

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

The phone can't be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users .
- Make sure that the two phones are within Bluetooth's detection range.

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 hours).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- 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 phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.

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

How to properly care for my phone for water resistance

The device may be damaged if water or dust enters the device. Follow these tips carefully to prevent damage to the device:

- Make sure SIM/SD cover and other covers are tightly closed.

- Do not immerse the device in water deeper than 1 meter and keep it submerged for more than 30 minutes.
- Do not immerse the device to water moving with force, such as ocean waves, or waterfalls.
- Do not open the device's covers when the device is in water or in very humid places, such as swimming pools or bathrooms.
- The touch screen and other functions may not work properly if the device is used in water.

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