

# User guide.

alcatel  
AVALON™ V

For more information on how to use the phone, please go to <http://us.alcatelmobile.com> and download the complete user manual. Moreover, on the website, you can also find answers to frequently asked questions, upgrade the software via Mobile Upgrade, and so much more.

verizon✓

**Note:**

This is a user manual for Alcatel AVALON V (5059S).

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www.sar-tick.com  
alcatel

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found in the **Radio waves** section.

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 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.



**PROTECT YOUR HEARING**

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

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

## 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.

## TRAFFIC SAFETY:

Given that studies show that using a phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (for example a car kit or headset), drivers are requested to refrain from using their phone when the vehicle is not parked. Check the laws and regulations on the use of wireless 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.

## CONDITIONS OF USE:

- You are advised to switch off the phone from time to time to optimize its performance.
- Remember to abide by local authority rules of mobile phone use on aircrafts.
- This phone is a unibody device, where the back cover and battery are not removable. Disassembling the phone will void your warranty and can cause bodily injury if the battery is punctured.
- 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, such as 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). At over 55°C (131°F), the legibility of the phone's display may be temporarily impaired.
- Do not open, dismantle, or attempt to repair your phone yourself.
- Do not drop, throw, or bend your phone.
- Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Inc.,<sup>(1)</sup> and its affiliates and are compatible with your phone model. TCT and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.
- Your phone should not be disposed of in a municipal waste. Please check local regulations for disposal of electronic products.
- Remember to make backup copies or keep a written record of all important information stored on 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, please 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, orientation, or movements.

<sup>(1)</sup> Alcatel is a trademark of Nokia used under license by TCT Mobile Inc.

## 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 phone regarding taking photographs and recording sounds with your 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 has been 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 phone (including the carrier) disclaim any liability which may result from improper use of the phone.

## BATTERY:

**This is a unibody device.**

Observe the following precautions:

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

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



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

- Municipal waste disposal centers with specific bins for these types of equipment, or
- 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.

### **Battery Recycling**

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

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

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



**WARNING:** Cancer and Reproduction Harm-[www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

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

Characteristics of power supply (depending on the country):

Travel charger: 100-240VAC,50/60Hz,200mA

## Radio waves.....

THIS PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your 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 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 Innovation, Science and Economic Development Canada (ISED), is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest certified power level in all tested frequency bands.

This device is complied with SAR for general population / uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID : 2ACCJH102

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the 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 phone. Before a 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 phone when tested is 1.07 W/Kg for use at the ear and 1.38 W/Kg for use close to the body.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for RF exposure.

For body-worn operation, the phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 15 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 phones. If individuals are concerned, they may choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep 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 phone complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- This device may not cause harmful interference;
- This device must accept any interference received, including interference that may cause undesired operation.

Your phone is equipped with a built-in antenna. For optimal operation, you should avoid tapping 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 a 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 phone at least 15 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 Inc., is stored in accordance with applicable data protection legislation. For these purposes TCT Mobile Inc., 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:

- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and;
- 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.

## Licenses.....



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**Alcatel 5059S** Bluetooth Declaration ID D043601



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

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

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

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

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

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

<sup>(1)</sup> May not be available in all countries.

## General information .....

- **Alcatel website:** <http://us.alcatelmobile.com>
- **Manufacturer:** TCT Mobile Inc.,
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labeling<sup>(1)</sup> :** Tap **Settings > System > Regulatory & safety** or dial **\*#07#** to find more information about labeling, such as FCC ID.

Your phone is a transceiver that operates on 2G (GSM 850/900/1800/1900 MHz, 3G (UMTS Band 2/5) and 4G LTE (Band 2/4/5/13/66).

<sup>(1)</sup> This may vary depending on country.

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

Your phone 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 phone by dialing \*#06# and keep it in a safe place. It may be requested by the police or your carrier if your phone is stolen. This number is unique and will identify your phone..

## Disclaimer

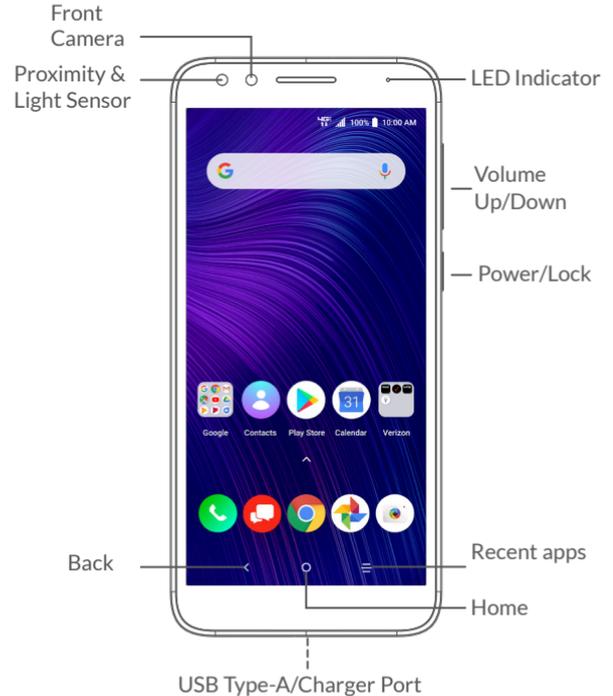
There may be certain differences between the user manual description and the phone's operation, depending on the software release of your phone or specific carrier services.

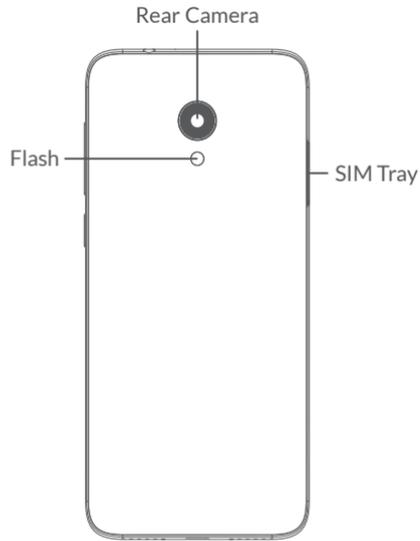
TCT Mobile Inc., shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the carrier exclusively.

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

# 1 Your mobile .....

## 1.1 Keys and connectors





### Back

- Tap once to return to the previous screen, or to close a dialog box, options menu, or notification panel.



### Home

- From any application or screen, tap to return to the Home screen. Touch and hold to turn on Google Assistant, a program that provides detailed information based on the content detected on the screen.



### Recent Apps

- Tap to view the applications you have open.



### Power/Lock button

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the pop-up menu to select from **Restart** or **Power off**.
- Press and hold the **Power** key and **Volume down** key at the same time to capture a screenshot.
- Press and hold the **Power** key for at least 10 seconds to force reboot.



### Volume buttons

- In call mode, adjusts the call volume.
- In Music/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** to take a photo or press and hold to take a burst shot.

**NOTE:** Devices and software are constantly evolving—the screen images and icons you see here are for reference only.

## 1.2 Setting up your phone

Your phone already has a NANO SIM card installed.

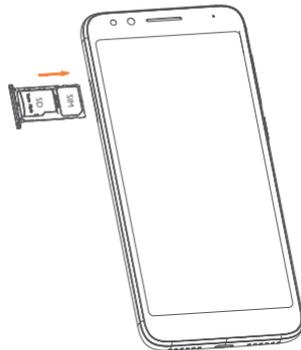
MicroSD cards (up to 32GB) may be purchased separately.

**NOTE:** Power off the device before opening the SIM tray to remove or insert the NANO SIM card and/or microSD card.

**Step 1.** If you need to replace the NANO SIM card and/or insert an optional microSD card, use the SIM tool provided in the box to open the SIM tray.



**Step 2.** Remove the SIM tray.

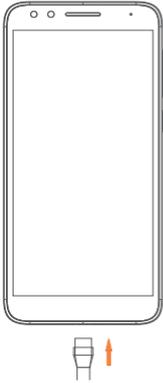


**Step 3.** Position the NANO SIM card or microSD card in the tray correctly, aligning the cutout tab, and gently snap into place. Be sure the edges are aligned.

**Step 4.** Slide the tray slowly into the SIM tray slot. It only fits one direction. Do not force into place. Keep the SIM tool in a safe place for future use.

**Step 5.** Charge your phone by inserting the small end of the charging cable into the charge port as shown on the next page.

Charge your phone fully before turning it on and starting the set up process. Insert the other end of the USB cable into your wall charger and plug it into a wall outlet.



**WARNING:** Only use approved chargers with your device. Incompatible chargers or tampering with the charger port could damage your device and void the warranty.

### 1.2.1 Powering on your phone

To turn your phone on, press and hold the **Power/Lock** button.

To turn on your screen, press the **Power/Lock** button. Then enter PIN, password or draw your unlock pattern, if necessary.

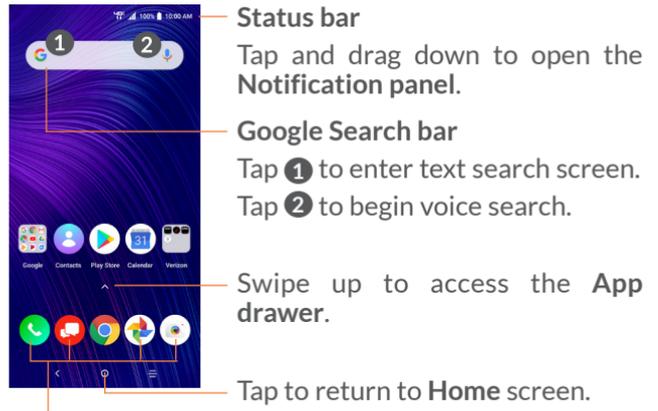
If you do not know or forget your unlock setting, contact your network operator.

### 1.2.2 Powering off your phone

Press and hold the **Power/Lock** button until options appear, then select **Power off**.

## 1.3 Home screen

The Home screen provides quick access to all the items (applications, shortcuts, folders and widgets) you like to use most frequently. Tap the **Home** symbol to get instant access to the Home screen.



### Favorite applications tray

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

## Auto-rotate screen



The auto-rotate functions allows the screen to be displayed horizontally or vertically, depending on how you hold the phone. Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better screen view.

From the Home screen, Swipe up to open the App drawer, then tap **Settings > Display > Advanced > Auto-rotate screen** to enable or disable the function.

### 1.3.1 Using the touchscreen

#### Tap



To access an application, tap it with your finger.

#### Touch & hold



Touch and hold an item on the screen to open available options. For example, select a contact in Contacts, touch and hold this contact, and an option list will appear.

#### Drag



Touch and hold an item and drag it to another location.

#### Slide/Swipe



Touch and slide the screen to scroll up and down the applications, images, and web pages. You can slide the screen horizontally too.

#### Flick



Similar to swiping, flicking is a lighter and quicker stroke.

#### Multi-touch



Pinch or spread your thumb and index finger to zoom in or out.

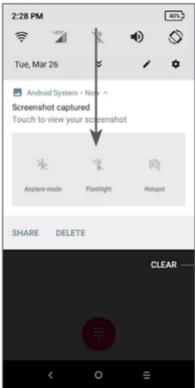
The phone also supports one finger zooming in **Camera** and **Gallery**. Double tap the screen to zoom in/out.

### 1.3.2 Status bar

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

Slide down the status bar to view notifications and slide down again to enter the Quick Settings Panel.

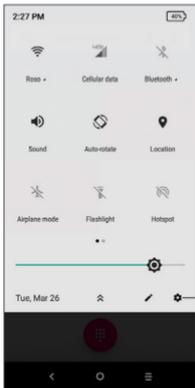
Swipe up to close it the Quick Settings Panel.



## Notification panel

When there are notifications, slide down the **Status bar** to open the **Notification panel** to read more detailed information.

Clear all notifications (ongoing notifications will remain)



## Quick Settings panel

Slide down the notification panel to open the **Quick Settings Panel**. You can enable or disable functions or change modes by taping the icons.

Touch the **Settings** icon, to view the full list of settings.

## 1.3.3 Locking and unlocking your screen

To protect your phone and privacy, you can lock the phone with a pattern, PIN, or password.

### Creating a screen lock/unlock setting

- From the Home screen, Swipe up to open the App drawer, then tap **Settings > Security & location > Screen lock**.
- Choose your lock preference and follow the prompts.

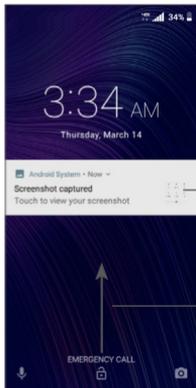
### To lock phone screen

Press the **Power/Lock** button once to lock the screen.

### To unlock the phone screen

Press the **Power/Lock** button once to light up the screen. If applicable, draw the unlock pattern you have created, or enter your PIN or password.

If you have chosen **Swipe** as the screen lock, you can press the **Power/Lock** key to light up the screen, then swipe up to unlock the screen.



Double tap to enter the detailed screen

Swipe up to unlock the screen

### 1.3.4 Personalizing your Home screen

#### Add

You can tap and hold a folder, an application or a widget and drag the item to your preferred Home screen.

#### Reposition

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

#### Remove

Touch and hold a folder, application, or widget, and drag it up to the top of the screen to **Remove** icon, then release.

#### Create folders

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

#### Wallpaper customization

Touch and hold an empty area on the Home screen, then tap **Wallpaper** to customize the wallpaper.

### 1.3.5 Widgets and recently used applications

#### Widgets

Touch and hold the empty area on the Home screen, then tap **Widgets** to display all widgets.

Move the selected widget by dragging it to your preferred screen.

## Recently used applications

To review recently used applications, tap the **Recent Apps**  icon. Tap a thumbnail window to open the application to full screen.



Tap one thumbnail and slide it right/left or tap **X** to close an application.

Tap  at the bottom of the screen to close all the running applications.

## 1.3.6 Adjusting the volume

### Using the volume button

To adjust the volume, press the top of the Volume button to increase volume, or press the bottom of the Volume button to decrease the volume. To activate vibrate mode, hold the bottom of the Volume button until the phone vibrates.

### Using the settings menu

From the Home screen, Swipe up to open the App Drawer, then select **Settings > Sound** to set the volume for media, ringtones, alarms and more.

## 2 Text input .....

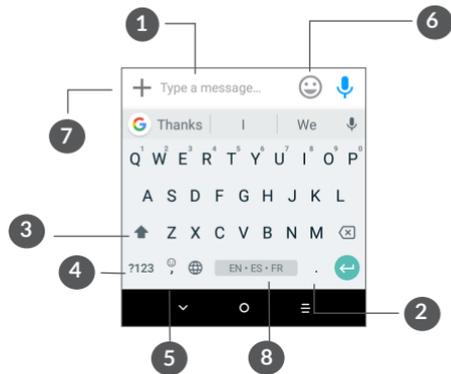
### 2.1 Using the onscreen keyboard

#### 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. Go to **Settings > Display > Advanced > Auto-rotate screen**

#### Onscreen keyboard settings

Other keyboards are available on your phone. Go to **Settings > System > Languages & input > Virtual keyboard**, select the keyboard you want to set up and a series of settings will become available.



- 1 Enter text or numbers.
- 2 Tap to insert a period. Touch and hold to select different punctuation symbols.
- 3 Tap to capitalize a letter. Touch and hold to CAPS Lock (to type in all capital letters) and tap again to turn off CAPS Lock.
- 4 Tap to switch to symbol and numeric keyboard.
- 5 Tap to insert a comma. Touch and hold to open keyboard settings.
- 6 Tap to open an emoji list.
- 7 Tap to attach media.
- 8 Tap to insert a space. Touch and hold to change the keyboard language.

## 2.2 Text editing

You can edit the text you enter.

- Touch and hold or double tap within the text you want to edit.
- Drag the tabs to change the selected text.
- The following options will show: **Cut**, **Copy**, **Share** and **Select All**.

You can also insert new text if preferred

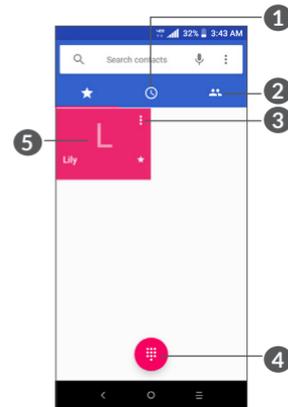
- Tap where you want to type, or touch and hold a blank space, the cursor will blink and a tab will show. Drag the tab to move the cursor.
- If you have cut or copied any text, tap the tab to show **Paste** which allows you to paste any text you have previously copied.

## 3 Call, Call log and Contacts....

### 3.1 Call .....

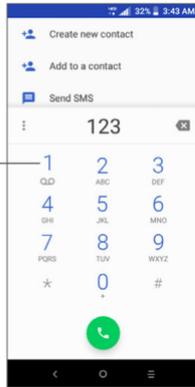
#### 3.1.1 Making a call

To make a call, tap  in the Favorite applications tray.



- 1 Call log
- 2 Contacts
- 3 View the contact's detailed information. You can also edit, delete, share the contact, or send a message to the contact.
- 4 Show the keypad
- 5 Call the previewed number.

Touch and hold to access voicemail



Enter the desired number from the keypad and tap to place the call or select a contact from **Contacts** or **Call Log** by sliding or tapping tabs, then tap to make the call.

The number you entered can be saved to **Contacts** by tapping the **Create new contact** icon or the **Add to a contact** icon .

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

To hang up a call, tap .

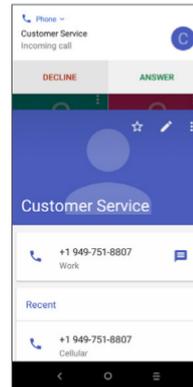
## International call

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

## Emergency call

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

### 3.1.2 Answering or rejecting a call



If phone is unlocked



If phone is locked

When you receive a call, a call window will be presented on top of the screen. Tap **Decline** to dismiss a call or **Answer** to answer a call. Tap the call window to open the Phone call screen.

On the Phone call screen:

- Tap  to answer the call;
- Tap  to reject the call;
- Tap  to reject the call by sending a preset message.

### 3.1.3 Calling your voicemail

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

To access your voicemail, touch and hold .

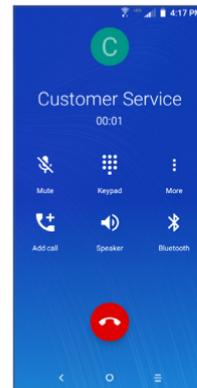
If you receive a voicemail,  appears on the Status bar. Open the Notification panel and tap **New voicemail**.

### 3.1.4 Setting up Voicemail

Follow the instructions provided by your mobile phone service provider.

### 3.1.5 During a call

To adjust the volume during a call, press the **Volume** button.



-  End the current call.
-  Tap once to activate the speaker during the current call. Tap this icon again to deactivate the speaker.
-  Tap to mute sound input and turn off the microphone on the phone (you may hear the caller, but the caller will not hear you). Tap this icon again to turn the microphone back on and unmute.
-  Display the keypad.

 Tap to place the call on hold (you will not hear the caller and the caller will not hear you). Tap this icon again to resume the call.

 Tap to dial another phone number. You will have the option to add the new call to your current call or place the original call on hold.

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

### 3.1.6 Managing multiple calls

This phone can handle multiple calls at once.

#### Swap calls

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

#### Conference calls <sup>(1)</sup>

You can set up a conference call as follows.

- Place a call to the first participant of the conference call.

<sup>(1)</sup> Number of calls dependent upon your network operator.

- Tap  to add another call.
- Enter the phone number of the person you want to add to conference and tap . You can also add participants from **Call log** or **Contacts**.
- Tap  to merge the calls and start the conference.
- Tap  to end the conference call and disconnect all callers.

### 3.1.7 Call settings

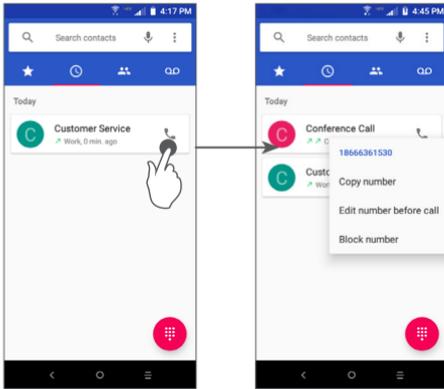
From the **Call** screen, tap  and then tap **Settings** to edit your **Phone Settings**, such as quick responses, accessibility and quick dial. You can also change your **Contacts Settings** to import/export, merge contacts, display options, and manage account.

Tap any option and follow the instructions.

## 3.2 Call log

View a call log of missed, outgoing and incoming calls by tapping  on the **Call** Screen.

Tap one of the contacts or phone numbers in the call log to copy the number, call the number again, or block the number.



Tap  to Delete all history.

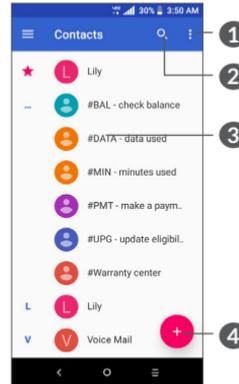
### 3.3 Contacts.....

**Contacts** enables quick and easy access to the contact you want to reach.

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

### 3.3.1 View your Contacts

To see your search contacts, tap  from the App drawer.

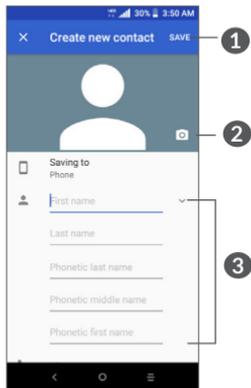


- 1 Display the contacts list option menu
  - 2 Tap to search contacts
  - 3 Tap a contact to open the Quick Contact Panel. Touch and hold to to select multiple contacts.
  - 4 Add new contact
-  Deleted contacts will also be removed from other applications on the phone or web the next time you synchronize your phone.

### 3.3.2 Adding a contact

Tap  in the contact list to create a new contact.

Enter the contact's name and other contact information.



- 1 When finished, tap **Save** to save the contact information.
- 2 Select a picture or take a photo for the contact.
- 3 Enter the contact information. Scroll down to enter details for additional fields, such as address and nickname.

### Add to/Remove from Favorites <sup>(1)</sup>

To add a contact to favorites, you can tap a contact to view details then tap  to add the contact to favorites. The contact will now appear on your favorites list within the Phone application.

To remove a contact from favorites, tap the star  on the contact details screen.

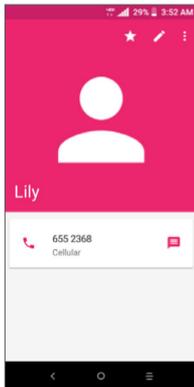
### 3.3.3 Editing your contacts

To edit contact information, tap  in the contact details screen.

### 3.3.4 Use Quick contact for Android

Tap a contact in your contacts list to open Quick Contact Information. You can then tap  or the number to make a call. To send a message, tap .

<sup>(1)</sup> Only phone contacts and account contacts can be added to Favorites.



The icons available on the Quick contact panel depend on the information you have for the contact and the applications and accounts on your phone.

### 3.3.5 Importing, exporting and sharing contacts

This phone enables you to import or export contacts between your phone, NANO SIM card and phone storage.

From the Contacts screen, tap  to open the options menu. To import/export contacts to/from NANO SIM Card, phone or microSD card storage, go to **Settings > Import/Export**.

You can share a single contact or several contacts by sharing the contact's vCard via Bluetooth, email or message.

Tap the contact you want to share, tap  and **Share** from the contact details screen. Select the application to perform this action.

### 3.3.6 Displaying contacts

You can configure which list of contacts, for each account, you want to display in the Contacts list. From **Contacts** tap  > **Settings > Contacts to display** then you can choose which contacts to display.

You can also choose your display preference. From the **Contacts** list, tap  **Settings > Sort by** to sort the list by **First name** or **Last name**, as well as viewing contact names by **First name first** or **Last name first**.

### 3.3.7 Merging/Separating contacts

To avoid duplication, you can add any new contact information to existing contacts in a single action.

Tap the contact which you want to add information to, tap  to enter the edit contact screen.

Select the contact whose information you want to merge with the first contact. The information from the second contact is added to the first one, and the second contact will no longer be displayed in the **Contacts** list.

### 3.3.8 Synchronizing contacts in multiple accounts

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

To add an account, tap  from the contacts list and tap **Settings > Accounts**, or from the Home screen, Swipe up the screen, then **Settings > Users & accounts > Add account**.

Select the type of account you are adding; for example, personal, corporate, Gmail or cloud.

As with other account setups, you need to enter detailed information, such as username and password.

#### Auto-sync

On the **Accounts** screen, tap **Auto-sync data**, when activated, all changes to information on the phone or online will be automatically synchronized.

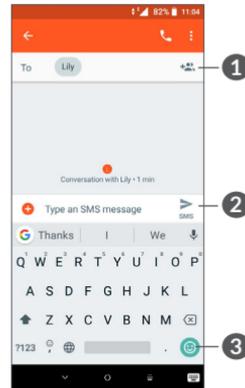
## 4 Messaging

### 4.1 Write a new message

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

To access Messaging, tap .

On the message list screen, tap  to create text/multimedia messages.



- 1 Choose contacts
- 2 Send the text message
- 3 Insert emojis

## Sending a text message

To add recipients, enter the name or phone number of the recipient in the **To** bar. Tap the **Type message** bar to enter the text of the message. When finished, tap ➤ to send the text message.



Specific letters (accented) 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 mobiles and email addresses.

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

To send a multimedia message, enter the recipient's phone number in the **To** bar. Tap the **Type message** bar to enter the text of the message.

Tap + to attach a picture, video or audio file.

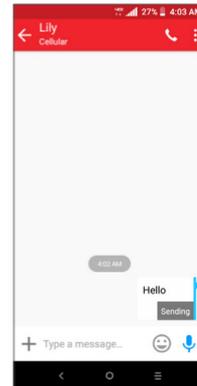
When finished, tap ➤ to send the multimedia message.

## 4.2 Manage messages

When receiving a message, 📬 will appear on the Status bar as a notification. Drag down the Status bar to open the Notification panel. Tap the new message to open and read it. You can also access the Messaging application and tap the message to open it.

Messages are displayed as a conversation.

Tap a message to enter the message composing screen:



- Tap 📞 to call the number.

To adjust message settings, tap ⋮ and select **Settings** on the message list screen.

# 5 Calendar and Clock .....

## 5.1 Calendar.....

You can use **Calendar** to keep track of important meetings, appointments, etc.

To view the calendar and create events, Swipe up from the Home screen, then tap **Calendar**.

### 5.1.1 Multimode view

You can display the Calendar by **Schedule, Day, 3-day, Week, or Month**, tap  to change your view.

### 5.1.2 To create new events

You can add new events from any Calendar view.

- Tap .
- Fill in all required information for this new event. If it is a whole-day event, you can select **All-day**.
- To add invitees to an event, enter email addresses separated by commas. Invitees will receive a calendar invitation by email.
- When finished, tap **Save** from the top of the screen.

To quickly create an event from the Week view screens, tap an empty spot to select a target area which will then turn , then tap the icon to create the new event.

### 5.1.3 To delete or edit an event

To delete or edit an event, tap the event to enter the details screen. Tap  to edit the event, or tap  and then **Delete** to delete.

### 5.1.4 Event reminder

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

Touch, hold and drag down the Status bar to open the Notification panel and tap an event name to view the Calendar notification list.

Tap the **Back** button to keep the reminders pending in the Status bar and the Notification panel.

## 5.2 Clock.....

Your mobile phone has a built-in clock.

To view the current time, world clock, alarm, countdown and stopwatch, swipe up from the Home screen, then open the **Clock** app by tapping the icon.

### 5.2.1 World clock

To view the world clock, tap  within the Clock app.

Tap  to add a time zone.

### 5.2.2 Alarm

From the Time screen, tap  to enter the **Alarm** screen.

Turn on  to enable the alarm.

Tap  to add a new alarm:

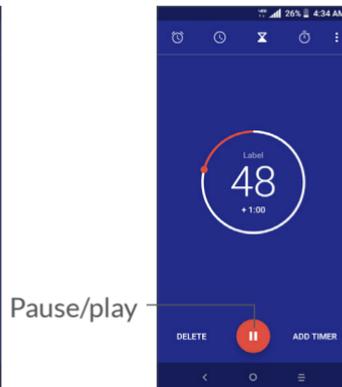
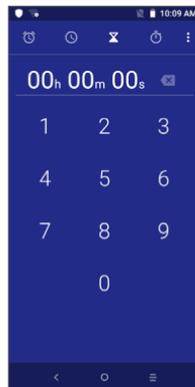
Tap an existing alarm to enter the alarm editing screen.

Tap  to delete the selected alarm.

## 5.2.3 Timer

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

- Enter the time. The time should be typed in second, minute and hour number sequence.
- Tap  to start the countdown.



## 5.2.4 Stopwatch

From the Time screen, tap  to enter the **Stopwatch** screen.

- Tap  to start the Stopwatch.
- Tap **Lap** to show a list of records according to the updated time.
- Tap  to halt the total and lap times. These will only restart after  is tapped.
- Tap **Reset** to delete the record.
- Tap **Share** to share lap times via message, Bluetooth, email and more.

## 5.2.5 Adjust Clock settings

Tap  and then **Settings** to access **Clock** and **Alarms** settings.

# 6 Getting connected .....

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

## 6.1 Connecting to the internet

### 6.1.1 Network connection

The first time you turn on your phone with your SIM card inserted, it will automatically configure your network service.

If the phone is not connected to the network, you may connect to a Wi-Fi network. In the phone menu, tap **Settings > Network & internet > Wi-Fi**.

To check the network connection you are using, tap **Settings > Network & internet > Mobile network > Cellular data**.

#### To create a new access point

A new network connection can be added to your phone with the following steps:

- Tap **Settings > Network & internet > Mobile network > Access Point Names**.
- Tap **+** and enter the required APN information.

- When finished, tap  and then **Save**.

### To enable data roaming

- Tap **Settings > Network & internet > Mobile network > Show roaming reminder**.
- When data roaming is disabled, you can still perform data exchange with a Wi-Fi connection (refer to "6.1.2 Wi-Fi").

### To set preferred network mode

- Tap **Settings > Network & internet > Mobile network > Preferred network type**.

## 6.1.2 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

- Tap **Settings > Network & internet > Wi-Fi**.
- Turn on .
- Once Wi-Fi is turned on, detected Wi-Fi networks are listed.

- Tap a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials (you may contact the network operator for details). When finished, tap **Connect**.

### To enable notification when a new network is detected

When Wi-Fi is on and the network notification is activated, the Wi-Fi icon will appear on the Status Bar whenever the phone detects an available wireless network within range. The following steps activate the notification function when Wi-Fi is on:

- Tap **Settings > Network & internet > Wi-Fi > Wi-Fi Preferences > Advanced > Wi-Fi Notification**
- Turn on **Wi-Fi Notification** .

### To add a Wi-Fi network

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

- Tap **Settings > Network & internet > Wi-Fi > Saved Networks > Add network**
- Enter the name of the network you want to use and any required password.
- Tap **Save**.

## To forget a Wi-Fi network

The following steps prevent automatic connections to networks which you no longer wish to use.

- Turn on Wi-Fi, if it's not already on.
- On the Wi-Fi screen, tap the name of the saved network.
- Tap **Forget** in the dialog that opens.

## 6.2 Connecting to a Bluetooth device

Bluetooth is a short-range wireless communication technology that you can use to exchange data, or connect to other Bluetooth devices for various uses.

### To turn on Bluetooth

- Tap **Settings > Connected devices > Bluetooth**.
- Turn on **Bluetooth** .

Your device name and other available devices will appear on screen.

## To rename your device

- Tap **Settings > Connected devices > Bluetooth**.
- Tap Device name.
- Enter a name, and tap **Rename** to confirm.

## To pair/connect your phone with a Bluetooth device

To exchange data with another device, you need to turn Bluetooth on and pair your phone with the Bluetooth device with which you want to exchange data.

- Tap **Settings > Connected devices > Bluetooth**.
- Tap + **Pair new device**.
- Tap a Bluetooth device you want to pair your phone with in the list.
- In the dialog that pops up, tap **Pair** to confirm.
- If the pairing is successful, your phone will be connected to the device.

## To disconnect/unpair from a Bluetooth device

- Tap  beside the device you want to unpair.
- Tap **Forget** to confirm.

## 6.3 Connecting to a computer via USB

With a USB cable, you can transfer media files and other files between your phone and a computer.

### To connect your phone to the computer

Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification that the USB is connected.

Open the Notification panel and tap **USB charging this device**, then, in the next dialogue, choose the way in which you want to transfer files. By default, **Charge this device** is selected.



Before transferring media to a computer, ensure the phone and computer have the most up-to-date version of media player installed.

## 6.4 Sharing a mobile data connection

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



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

To share your phone's data connection via USB and Bluetooth, or as a mobile hotspot

Go to **Settings > Network & internet > Tethering & Mobile Hotspot** to activate these functions.

### To rename or secure your mobile hotspot

When mobile hotspot is activated, you can rename your phone's Wi-Fi network (SSID) and secure it.

- Tap **Settings > Network & internet > Tethering & Mobile Hotspot > Mobile hotspot**.
- Tap **Set up mobile hotspot** to rename the network SSID or set your network security.
- Tap **Save**.

## 6.5 Connecting to virtual private networks

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

## To add a VPN

- Tap **Settings** > **Network & internet** > **VPN** and then tap **+**.
- On the screen that opens, follow your network administrator's instructions to configure each component of the VPN settings.
- Tap **Save**.

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



Before adding a VPN, you should set a screen lock for your phone.

## To connect/disconnect to/from VPN

To connect to a VPN:

- Tap **Settings** > **Network & internet** > **VPN**.
- The VPNs you have added are listed. Tap the VPN you want to connect with.
- In the dialog that opens, enter any requested credentials and tap **Connect**.

To disconnect from a VPN:

- Tap the VPN you want to disconnect from. In the dialog that opens, tap **Disconnect**.

## To edit/delete a VPN

To edit a VPN:

- Tap **Settings** > **Network & internet** > **VPN**.
- The VPNs you have added are listed. Tap the  icon next to the VPN you want to edit.
- After editing, tap **Save**.

To delete a VPN:

- Tap the  icon next to the selected VPN, then tap **Forget** to delete it.

# 7 Multimedia applications.....

## 7.1 Camera .....



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

Before using the camera, make sure that you remove the protective lens cover to avoid affecting your picture quality.

To take a photo or video, tap the **Camera app** in your **Favorite applications tray** or open the Camera App within the **App Drawer**, by swiping up from the Home screen, or double click the **Power Button** to quick launch the Camera App.



- 1 Tap to turn on/off the **camera flash**.
- 2 Switch between **front/back camera**.
- 3 To **zoom in/out**, tap the magnifying glass then slide the indicator, or tap **+** or **-** to zoom. You may also zoom in/out by pinching together/spreading apart two fingers across the screen.
- 4 **View** the photos or videos you have taken.
- 5 **Capture** a photo.
- 6 Choose Photo, Video, Panorama and more via the **Camera Mode carousel**.

## To take a photo

The screen acts as the viewfinder. First, position the object or landscape within the viewfinder, tap the screen to adjust the image focus to a specific point or object, and tap the Capture button . The photo will be automatically saved. You can also touch and hold  to take burst shots.

## To take a video

Swipe to the right on the **Camera Mode carousel** to enter **Video Mode**, then tap the **Record Button**  to start video recording. You can also tap the **Camera Shutter** icon  to take a picture during video recording.

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

## Further operations when viewing a picture/video you have taken

- Slide left or right to view the photos or videos you have taken.
- Tap , then Gmail/Bluetooth/MMS/etc. to share the photo or video.
- Tap  to return to **Camera**.

## 7.1.1 Modes and settings

Slide left or right to switch between modes.

- **PANO**  
Tap to enter **Panorama mode**. Tap the Capture button to start taking panoramic photo and move the phone steadily along the direction indicated by the onscreen line. Once the photo is complete, it will save automatically.
- **TIME-LAPSE**  
Capture a series of photos and convert them into a sped up time-lapse video.
- **INSTANT COLLAGE**  
Choose from different layouts. Instant Collage will automatically fill the layout with the next photo as you capture. Once the layout is filled, approve or reject the collage.

## Settings

- **Grid**  
Turn on  to enable grid view. It divides the screen into equal parts and helps you take better photos by making it simple to align elements, such as the horizon or buildings, to the lines in the grid.

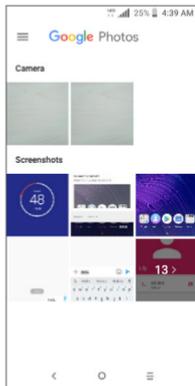
- **Save location information**

Turn on  to tag photos and videos with your location. This option is available when the GPS location service is enabled.

## 7.2 Viewing Photos or Videos.....

Google Photos acts as a media player for you to view photos and play videos. In addition, a set of further operations to pictures and videos are available for your choice.

To view the photos you have taken, swipe up from the Home screen to access the App Drawer and select **Google Photos**.



Album view in Google Photos



Full-screen picture view

Pictures and videos are displayed by **albums** in Google Photos.

### Working with pictures

You can work with pictures by rotating or cropping them, sharing them with friends, and setting them as a contact photo or wallpaper.

Find the picture you want to work on, and tap the picture to enter the full-screen picture view.

Tap  to **Share** the picture via messaging, email, and more.

Tap  to **Edit** the picture. You can add a **filter**, adjust the **picture color**, and **crop**, **straighten** or **rotate** the picture.

Tap  for **Information** on the date, location the photo was taken, MB size and camera settings.

Tap  to **Delete** the picture.

Tap  to **Print** or set the picture as a **contact photo** or **wallpaper**.

While in album view, touch and hold a picture for additional features and options in Google Photos.

## 8 Others .....

### 8.1 Other applications <sup>(1)</sup>

The previous applications in this section are preinstalled on your phone. To read a brief introduction of the preinstalled 3rd party applications, refer to the leaflet provided with the phone. To download and install more 3rd party applications, use the Google Play Store application.

<sup>(1)</sup> Application availability depends on country and operator.

## 9 Google applications .....

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

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

We recommend you register with a Google account to enjoy all the functions.

### 9.1 Chrome

A web browser with which you can surf the internet.

Your bookmarks, browsing history, and settings across all devices with the browser installed can be synchronized with your Google account.

### 9.2 Gmail

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

## 9.3 Maps

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

## 9.4 YouTube

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

## 9.5 Play Store

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

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

## 9.6 Play Music

A music streaming service and online music locker operated by Google.

You can download and listen to a large number of songs for a monthly fee. In addition to offering music streaming for internet-connected devices, the Google Play Music app allows music to be stored and listened to offline. Songs purchased through Play Music are automatically added to the user's account.

## 9.7 Play Movies & TV

With Google Play Movies & TV you can rent or purchase on demand videos and TV shows to watch instantly on your phone. All purchases can also be downloaded to your phone to watch without streaming.

# 10 Settings .....

Open Settings from the App Drawer by swiping up from the Home Screen and tapping the Settings Icon , or swipe down from the Notification Bar and tapping the Settings Icon .

## 10.1 Network & internet

### 10.1.1 Wi-Fi

Using Wi-Fi you can access the internet without using your network data or NANO SIM card whenever you are in range of a wireless network. The only thing you have to do is to enter the **Wi-Fi** screen and configure an access point to connect your phone to the wireless network.

For detailed instructions on using Wi-Fi, refer to "6.1.2 Wi-Fi".

### 10.1.2 Mobile network

You can set **Data roaming**, **Preferred networks**, **Preferred network type**, **Access Point Names**, and **Network operators** in this menu.

### 10.1.3 Tethering & Mobile Hotspot

Bluetooth or Wi-Fi allows your phone to exchange data (videos, images, music, and other media) within a small range with another Bluetooth supported device (phone, computer, printer, headset, car kit, and more).

For more information on Bluetooth, refer to "6.2 Connecting to a Bluetooth device".

### 10.1.4 VPN

For more information on VPN, refer to "6.5 Connecting to virtual private networks".

### 10.1.5 Airplane mode

Turn on **Airplane mode**  to simultaneously disable all wireless connections including Wi-Fi, Bluetooth and more.

### 10.1.6 Data usage

#### Data saver

By enabling Data saver, you can reduce data usage by preventing some apps from sending or receiving data in the background.

 Data usage is measured by your phone, and your operator may count differently.

## 10.2 Display

In this menu, you can adjust your screen brightness, wallpaper, sleep time, font size, and more.

To rotate screen contents when device is rotated, tap **Auto-rotate screen**.

## 10.3 Security & location

Tap to set **Device Security** such as **Screen lock**, **Lock screen preferences**, **Smart lock**, **Apps lock**, **Encrypt phone**, **SIM card lock**, and **Privacy**, **Device Administration**, **Credential Storage**, etc.

## 10.4 Battery

Tap any category in the battery management screen to view its power consumption.

## 10.5 Smart Manager

Turn on **Smart Manager**  to restrict auto-start apps can make system run faster and extend battery life.

## 10.6 Connected devices

Tap to set **Bluetooth** and **Wireless printing**.

## 10.7 Storage

Use these settings to monitor the total and available space on your phone and microSD card.

## 10.8 Apps & notifications

Tap to view details about the applications installed on your phone, to manage their data usage or force them to stop.

In the **Notifications** menu, you can configure whether to block the notifications from this app, hide sensitive content, etc.

In the **App Permissions** menu of an application, you can grant permissions for the app, such as allowing the app to access your **Camera**, **Contacts**, **Location**, etc.

## 10.9 Sound

Tap to adjust call and notification ringtones, music, and other audio settings.

## 10.10 Users & accounts

Tap to add, remove, and manage your email and other supported accounts. You can also use these settings to control how and whether all applications send, receive, and synchronize data on their own schedules, and whether all applications can synchronize user data automatically.

Tap **Add account** to add an account for the selected app.

## 10.11 Google

Tap to configure your Google account and services settings.

## 10.12 Accessibility

Use the Accessibility settings to configure any accessibility plug-ins you have installed on your phone.

## 10.13 System

### 10.13.1 Language & input

Tap to configure language settings, the onscreen keyboard, voice input settings, pointer speed, etc.

### 10.13.2 Date & time

Use Date & time settings to customize your preferences for how date and time are displayed.

### 10.13.3 Back up

Turn on  to back up your phone's settings and other application data to Google servers. If you replace your phone, the settings and data you've backed up will be restored onto the new phone when you sign in with your Google account. If you mark this option, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure in the Settings application. If you unmark this option, you stop backing up your settings, and any existing backups are deleted from Google servers.

### 10.13.4 Reset options

Tap to reset DRM, Wi-Fi, mobile & Bluetooth, Reset app preferences , or Erase all data.

### 10.13.5 Regulatory & safety

Tap to view product information.

### 10.13.6 About phone

This contains information such as Updates, Status, Legal information, Model number, Kernel version, Build number, User Manual, etc.

# 11 Making the most of your phone.....

## 11.1 FOTA Upgrade

Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access **Updates**, Swipe up the Home screen and select **Settings > System Updates**.

If you want to update the system, tap **Check for new system update** and when that's finished, your phone will have the latest version of the software. Turn on data connection or Wi-Fi before searching for updates. Settings for auto-check frequency are also available once you restart the phone. With auto-check selected, a dialog advising of a new system version will appear on the screen and a notification will appear in the status bar. You can choose to download the update, or ignore.

To avoid errors in locating the correct update packages, do not change your default storage location during FOTA downloading or updating.

## 12 Accessories.....

### Standard accessories

1. AC Charging Adapter
2. USB data cable
3. Quick Start Guide and warranty information
4. Product Safety Information
5. Preinstalled embedded battery and NANO SIM card



- Accessories depend on countries.
- Only use the Alcatel™ accessories included with your device.

## 13 1 Year Limited Warranty...

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

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

### General Terms and Conditions

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

Items and Conditions Not Covered:

- Damages resulting from normal wear and tear and/or the need for regular maintenance shall not constitute a defect under the terms of this warranty.
- Abuse or misuses, including but not solely limited to the failure to use this product for its normal purposes or in accordance with TCT's instructions on usage and maintenance.
- Defects resulting from usage of the product in conjunction with accessories that are not approved by TCT for use with this product.

- TCT will not be responsible for any repairs caused by third party component parts, or service that is found to be the cause for the defect or damage of the product.
- TCT will not be responsible for failure to use the battery in accordance with the specific instructions of core outlined in the product user manual. For example, do not attempt to open sealed devices, such as batteries. Opening of sealed devices may result in bodily injury and/or property damage.
- Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of TCT.
- This warranty does not affect the consumers' statutory rights nor the consumers' rights against the dealer related to their purchase/ sales agreement.

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

1. Repair the TCT product using new or previously used parts that are equivalent to new in performance and reliability.

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

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

### **Company Contact Information**

Customer Care may be contacted at:

#### USA

Phone: 855-368-0829

Web: <https://us.alcatelmobile.com>

#### Canada

Phone: 855-844-6058

Web: <https://ca.alcatelmobile.com>

#### BlackBerry Support

Phone: 1 855-223-4034 (USA and Canada)

Web: <https://blackberrymobile.com>

TCL Communication Technology Holdings Limited. reserves the right to alter material or technical specification without prior notice.

## 8 Troubleshooting.....

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

- To have optimal operation, fully charge the battery.
- To improve the phone's performance, remove unnecessary files or apps on your phone.
- To update your system software, use the System Updates command in your phone's settings.
- To set your phone to factory default, use the Backup & Reset in the phone's settings. All your phone data will be lost permanently. It is strongly advised to fully back up your phone before resetting.

### My phone can't be switched on

- When the phone can't be switched on, charge for at least 10 minutes to ensure the minimum battery power needed. Then switch it on again.

### My phone has not responded for several minutes

- If your phone doesn't respond, turn off your phone by pressing and holding the Power key until it turns off and then restart it again.
- If your phone has a removable battery, remove the battery and re-insert it, then restart the phone.

### My phone turns off by itself

- When your phone turns off by itself, make sure that the Power key is not accidentally pressed.
- Check the battery charge level.
- Check your phone's settings for turning off the phone at a certain time.
- If it still doesn't work, **Factory** reset the phone via the Backup & reset in the phone's Settings. Make sure you have backed up your data.

### My phone can't charge properly

- Make sure that you are using the proper charger that comes with the phone.
- If your phone has a removable battery, make sure that your battery is inserted properly and the battery terminal makes good contact with the phone. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if the battery power has been discharged for a long time, it may take around 10 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 55°C (131°F)).
- When abroad, check that the voltage input is compatible.
- Check that the charging port is secured and not damaged.

### **My phone can't connect to a network or "No service" is displayed**

- Try connecting to the network by moving to another physical location.
- Verify the network coverage with your carrier in your current area.
- Check with your carrier that your SIM card is valid.
- Make sure your phone's setting is not in airplane mode.
- If you are away from your carrier's network, you may need to enable roaming in the phone's settings to connect to another network. Roaming charges may apply.

### **My phone can't connect to the internet**

- Make sure that Cellular Data internet service is available in your wireless service plan.
- Check your phone's settings. Make sure **Cellular Data** is enabled or Wi-Fi connected.
- Make sure that you are in a place with network coverage for cellular data or Wi-Fi internet connection.
- Try connecting at a later time or another location.

### **Invalid SIM card**

- Make sure that the SIM card has been correctly inserted (see "Inserting or removing the SIM card").

- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card matches the network you're on.

### **My phone can't make outgoing calls**

- Make sure that you have dialed a valid number and have tapped Call on your phone.
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your carrier.
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

### **My phone can't receive incoming calls**

- Make sure that your phone is switched on and connected to a network.
- Check for overloaded or unavailable network.
- Check your subscription status with your carrier.
- Make sure that you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

### **The caller's name/number doesn't appear when a call is received**

- Check that you have subscribed **Caller ID** service with your carrier.
- Your caller may have concealed their name or number.

### **I can't find my contacts**

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

### **The sound quality of the calls is poor**

- Adjust the volume during a call by pressing the **Volume up/down** key.
- Check the network strength. Move to a location with stronger signal strength.
- Make sure that the receiver, connector or speaker on your phone is clean.

### **I can't use the features described in the manual**

- Check with your carrier to make sure that your subscription includes this service.
- Make sure that this feature doesn't require any additional accessory.

### **When I select a number from my contacts, the number can't be dialed**

- Make sure that you have correctly recorded the number in your file.

- Make sure that you have selected the country code when calling an international number.

### **I can't add a contact**

- Make sure that your SIM card contact list is not full; if full, delete some files or save the files to the phone.

### **My callers can't leave messages on my voicemail**

- Contact your network carrier to check service availability.
- Set up your voicemail with your carrier, so that your caller can leave a message.

### **I can't access my voicemail**

- Make sure that your carrier's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

### **I can't send/receive MMS**

- Check your phone memory as it might be full.
- Contact your network carrier to check service availability and MMS parameters.
- Verify the server center number or your MMS profile with your carrier.
- The server center may be swamped. Try again later.
- Start a new Messaging string. Your messaging string may have reached its limit.

### **SIM card PIN locked**

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

### **I can't connect my phone to my computer**

- Install Smart Suite on your phone via Google Play store.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has been activated.
- Check that you have marked the USB debugging checkbox.
- Check that your computer meets the requirements for Smart Suite installation.
- Make sure that you're using the right cable from the box.

### **I can't download new files**

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

### **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 the Bluetooth detection range.

### **The battery drains too fast**

- Make sure that you follow the complete charge time (minimum 200 minutes).
- After a partial charge, the battery level indicator may not be exact.
- Wait for at least 10 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 extended periods of time.
- Deactivate Bluetooth, Wi-Fi, and/or location when not in use.

### **The phone becomes 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 the above actions will make your phone return to normal temperature.

## After Factory data reset is performed, I can't use my phone without entering Google account credentials

- After reset is performed, you must enter the original Google account credentials that were used on this phone.
- If you don't remember your Google account credentials, complete Google account recovery procedures.
- If you still cannot access your phone, submit an inquiry to the authorized repair center. Please note: this will not be covered under the limited warranty.

## The phone doesn't ring when a call or message arrives

- Make sure that Do Not Disturb mode (go to Settings > Sound & notification > Do Not Disturb) is not activated.
- Press the **Volume up/down** key to adjust volume.

## I forget some passwords/codes/keys on phone

- Perform **Factory data reset**.
- If you still cannot access your phone, submit an inquiry to the authorized repair center. Please note: this will not be covered under the limited warranty.

# 9 Specifications.....

## Processor :

Qualcomm® Snapdragon™ 425, QC8917

## Platform :

Android

## Memory :

16GB ROM + 2GB RAM

## Dimensions (LxWxD) :

148.2×69.5×9.5mm

## Weight :

156g

## Display :

5.34-inch touchscreen with FWVGA+ 18:9 (480x960)

## Network :

GSM: 850/1900

UMTS: 2/5

LTE: 2/4/5/13/66

(Band frequency and data speed are operator dependent.)

**GPS :**

A-GPS

**Connectivity :**

- Bluetooth 4.2
- Wi-Fi 802.11b/g/n (2.4GHz)
- 3.5mm audio jack
- Micro-USB type A

**Camera :**

- 5MP rear camera with LED flash
- 2MP front camera with screen flash

**Audio supported formats :**

AAC, AAC ELD, AAC LC, AAC+, eAAC+, AC3, AMR-NB, AMR-WB, FLAC, MIDI, MP3, Opus, PCM, WAV

**Battery <sup>(1)</sup> :**

Capacity: 2460mAh

<sup>(1)</sup> The original battery has undergone rigorous safety inspections to meet qualification standards, the use of non-original batteries may be dangerous.

**Expansion Slot :**

microSD™ memory card  
(Sold separately)

**Special Features :**

- WEA Enabled
- TTY/TTD Enabled
- HAC Rating: M3/T3

**Note:** Specifications are subject to change without prior notice.