

[www.alcatelonetouch.com](http://www.alcatelonetouch.com)



# Introduction.....

TCT Mobile Limited would like to thank you for purchasing this mobile phone.

## **Outline**

- Easy and comfortable press big keypad and font
- Press SOS key to get help
- Clear voice powered by noise cancellation solution
- Enjoy favorite channels with FM out loud
- Speech helper provides voice dialing, voice calendar
- Easy find your phone at home with fixed charging cradle

## **Side key**

- Adjust volume
- Access FM radio
- Switch on/off torch
- Switch lock and unlock status

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www.sar-tick.com

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 10 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 1.5 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.



Prolonged exposure to music at full volume on the music player may damage the listener's hearing. Set your phone volume safely. Use only headphones recommended by TCT Mobile Limited and its affiliates.

## 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 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 to 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 frequencies.

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.

When replacing the cover please note that your phone may contain 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 +55°C.

Over 55°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 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, 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, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please 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.

## • **PRIVACY:**

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

## • **BATTERY:**

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

Observe the following precautions for battery use:

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

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



This symbol on your 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 items of equipment
- Collection bins at points of sale.

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

### **In European Union countries:**

These collection points are accessible free of charge.

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

### **In non European Union jurisdictions:**

Items of equipment with this symbol are not 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**

Mains powered chargers will operate within the temperature range of: 0°C to 40°C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

- **RADIO WAVES:**

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

#### THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900	0.557 W/kg
Body-worn SAR	GSM 900	0.671 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 1.5 cm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

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

For more information you can go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com)

Additional information about electromagnetic fields and public health are available on the following site: <http://www.who.int/peh-emf>.

Your telephone 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 phone at least 1.5 cm away from the body.

## Hearing Aid Compatibility

Your cellphone is rated: "For Hearing Aid", to assist hearing device users in finding cellphones that may be compatible with their hearing devices.

This device is HAC M3/T4 compatible.

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

## General information .....

- **Internet address:** [www.alcatelonetouch.com](http://www.alcatelonetouch.com)
- **Hot Line Number:** see "TCT Mobile Services" leaflet or go to our Internet site.

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

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

Your telephone is a transceiver that operates on GSM networks with 900 and 1800 MHz bands.

# CE1588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: [www.alcatelonetouch.com](http://www.alcatelonetouch.com)

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

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the product's memory. We recommend that you note the number the first time you use your telephone by entering \*#06# 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.

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



## 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 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.

# I Getting started .....

## I.I Set up your phone

### 1 Remove the back cover



### 2 Insert the SIM Card



**3 Install the battery**



**4 Attach the back cover**



**Remove the battery**



**Remove the SIM Card**



## Charging the battery <sup>(1)</sup>




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



You can also put your phone in cradle for charging. Once the light is blue, the battery starts charging.

- The charging may take about 20 minutes to start if the battery is flat.
- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.


<sup>(1)</sup> Depending on your country.

- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).
- When using your telephone for the first time, charge the battery fully (approximately 3 hours). You are advised to fully charge the battery (  ).
- To reduce power consumption and energy waste, when the battery is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.



The charge is complete when the animation stops.

### 1.2 Power on your phone

Hold down the  key until the phone powers on.

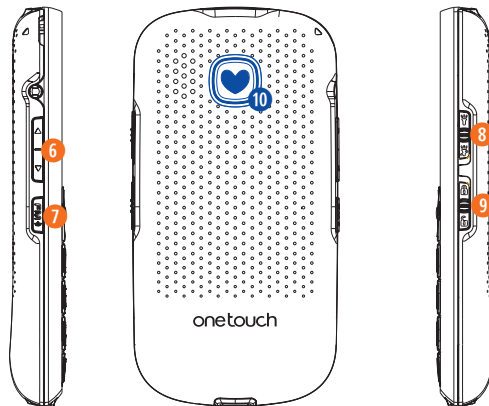
### 1.3 Power off your phone

Hold down the  key from the idle screen.

## 2 Your mobile.....



- ① Send key
- ② End key
- ③ OK key
- ④ Up/Down
- ⑤ Voicemail  
(long keypress)



- ⑥ Volume key
- ⑦ FM Radio
- ⑧ Torch  
Switch on/off
- ⑨ Lock key  
Switch locked/unlocked
- ⑩ SOS key  
Access SOS

## 2.1 keys



Key:

Navigation (up/down)  
Confirm an option (OK key)  
In idle screen:  
Enter main menu (OK key)



Key:

Send call  
Confirm a selection  
In idle screen:  
Access call log (short keypress)



Key:

Switch on/Switch off the telephone  
(long keypress)  
End call  
Return to idle screen  
In idle screen:  
Access contacts (short keypress)  
In edit mode:  
Delete character



Key:

Dial a voicemail number (long keypress)

0 ± Key:

In idle screen:  
Input 0 (short keypress)  
Input '+'/'P'/'W' (long keypress)  
In edit mode:  
Input space (short keypress)











's ✕ Key:





In idle screen:  
Access pre-set number (Son's phone number) (long keypress)  
Input \* (short keypress)  
In edit mode:  
Change input mode

# 📞 Key:

In idle screen:  
Access pre-set number (Daughter's phone number) (long keypress)  
Input # (short keypress)  
In edit mode:  
Change symbol



## 2.2 Idle screen icons

-  **Battery charge level.**
-  **Vibration alert:** your phone vibrates, but doesn't ring or beep.
-  **Headset connected.**
-  **Call forwarding activated:** your calls are forwarded.
-  **Alarm clock programmed.**
-  **Voicemail message received.**
-  **FM radio is on.**
-  **Unanswered calls.**
-  **Roaming.**
-  **Level of network reception.**

-  **Light only:** your phone neither rings, beeps nor vibrates.
-  **Message unread.**
-  **Keypad locked.**
-  **Ringtone alert.**


## 3 Calls.....

### 3.1 Making a call

Dial the desired number then press the  key to place the call. If you make a mistake, you can delete the incorrect digits by pressing the  key.


To hang up the call, press the  key.

#### Making an emergency call



If your phone is covered by the network, dial emergency number and press the  key to make an emergency call. This works even without a SIM card and without typing the PIN code or unlocking the keypad.


### 3.2 Calling your voicemail <sup>(1)</sup>

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, hold down the  key.

### 3.3 Receiving a call





When you receive an incoming call, press the  key to talk and then hang up using the  key.

To use the hands-free option, please press  during the call.

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

## 4 Call log.....

### 4.1 Access



You can access your call memory by pressing  from the idle screen, and you will see Outgoing call(s) , Missed call(s)  and Answered call(s) .

### 4.2 Available options

When you press "**Options**", you may have access to **View, Create SMS, Save number**, etc.

## 5 Contacts .....

### 5.1 Consulting your contacts

To access the **Contacts** from the main screen, press the  key and select the  icon from the menu.

You can quickly find a contact by inputting their initial letter in the search bar.

#### Viewing a contact

Select a name from your directory to read the contact information. Select "**Options**" to create SMS, edit the contact, etc.

### 5.2 Adding a contact

Select the directory in which you wish to add a contact, press the "**Options**" softkey, select "**Add**".

Following fields are accessible when you create a new contact in the directory: Name, Mobile, Home, Work, etc.



## 5.3 Available options

From the contact list, you can access the following options:

- |                   |  |
|-------------------|--|
| <b>Create SMS</b> | Create an SMS to a contact you selected from the directory.                              |
| <b>Edit</b>       | Edit the name and number of the selected contact.  |
| <b>Delete</b>     | Delete the selected contact.   |
| <b>Copy</b>       | Copy the directory from phone to SIM or from SIM to phone if there is sufficient memory. |
| <b>Move</b>       | Move the directory from phone to SIM or from SIM to phone if there is sufficient memory. |

## Contacts Setting

- |                          |   |
|--------------------------|---|
| <b>Copy all</b>          | Copy the whole directory from phone to SIM or from SIM to phone only if there is sufficient memory. |
| <b>Delete all</b>        | Delete all the contacts from SIM or phone.  |
| <b>Default directory</b> | Choose SIM, Phone or SIM & Phone as default storage.  |
| <b>Memory status</b>     | View used and available space in SIM and Phone directory.   |

## 6 Messaging .....

### 6.1 Create message

From the main menu select "**Messaging**" to create a text message.

While writing a message, select "**Options**" to access all the messaging options.

You can type a message, or you're also able to insert a pre-defined message from "**Templates**".

You can save any messages that you send often to "**Drafts**".



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

## Settings

### Profiles

Profiles can be retrieved directly from SIM card. Alternatively, you can create your own profile.

### General

Delivery report, request for acknowledgement of delivery report On/Off. Reply path <sup>(1)</sup>: show reply path.

### Alphabet mgmt.

Enables the definition of SMS data coding for SMS sending.

### Memory status


Memory used on the phone.

### Pref. storage

Select default message storage, SIM or phone.

<sup>(1)</sup> Depending on your network operator.

## 7 Settings.....

From the main menu, select the menu icon  and select the function of your choice in order to customize your telephone: **Sound, Phone settings, Call settings, Security, Restore default set., Network.**

### 7.1 Sound

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

#### 7.1.1 Volume

Adjust the volume level for your ring tone and key tone.

#### 7.1.2 Ringtone

Select a melody from the list by scrolling up and down for incoming call, alarm, power on/off, message beep, keypad.

#### 7.1.3 Voice Assist Dialing

Switch On/Off to choose if activate the Voice Assist Dialing.

#### 7.1.4 Mode

You may set your phone ringtone to Ring,Vibration only, Vibration and Ring,Vibration then Ring, Light only.

#### 7.1.5 Ring type

Select Repeat or Ascending as your ring type.

### 7.2 Phone settings

You can set **Time and date, Display, Speed dial, Languages, Input mode** according to your choice.

#### 7.2.1 Time and date

Allows you to have settings of date and time, including 12/24h format.

## 7.2.2 Display

### Wallpaper

The wallpaper is displayed when you switch on your telephone.

By selecting "**Wallpaper**" you can customise it by replacing the default image or animation displayed on your telephone.


### Backlight

Allows you to set backlight time for enhanced battery performance and to save power during periods of expected inactivity.

### Brightness

You may adjust black level with respect to LCD display by pressing the Navigation (up/down) key.

## 7.2.3 Speed dial settings

Access "**Speed dial**" from "**Settings\Phone settings**", Select **#A**, **'sX** or any number key from **2<sup>ABC</sup>** to **9<sup>WXYZ</sup>** to set the speed dial key, add the contact number and press .

## 7.2.4 Languages <sup>(1)</sup>

Display language for phone display. The "**Automatic**" option selects the language according to the home network (if available).

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

### 7.2.5 Input mode

Please see chapter "**Latin input mode**", page 49. In addition to the specific characters table for Cyrillic, Chinese, other data input modes are also available in your telephone. This feature allows you to write short messages and add names with special characters to your contacts.

## 7.3 Network

**Network selection** The choice of network connection is left up to the user.

**Preferred network** List of networks to which you wish to be connected in order of priority.

## 7.4 Call settings

You can access a number of items with this option: **My number, Billing, Call waiting, Call forwarding, Call barring, Caller ID, Auto redial, Noise cancellation.**

### 7.4.1 My number

Type in or modify your telephone number. Your telephone number is usually written on your SIM card.

### 7.4.2 Billing <sup>(1)</sup>

You can access different items with this option:

<b>Amount</b>	You can view the total cost of charged calls, modify it or reset it and enter the cost of a call in the currency of your choice.
<b>Duration</b>	You can view the total duration of all Last call time, Outgoing calls, Answered calls or reset it.
<b>Beep duration</b>	You can activate or cancel the beep emitted during a call with a specified frequency.

### 7.4.3 Call waiting

Activate/Deactivate the notification of a second incoming call by a beep.

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

### 7.4.4 Call forwarding

You can activate, cancel or verify the status of the call forwarding to the voicemail or to a specified number.

### 7.4.5 Call barring

You can activate or deactivate the call barring for outgoing and incoming calls. The various options are:

#### Outgoing calls

The following configurations are possible:

- **All calls** All outgoing calls are barred.
- **International calls** Outgoing international calls are barred.
- **International except home** Outgoing international calls except those to your country of subscription are barred.

## Incoming calls

The following configurations are possible:

- **All calls** All incoming calls are barred.
- **Roaming** Incoming calls are barred when you are abroad.

## Cancel all barring

Deactivate all call barring.

## Change barring Password

Change the original Password for activating call barring.

## 7.4.6 Caller ID

Activate/deactivate CLIR.

## 7.4.7 Auto redial

You can activate or deactivate the automatic callback of your party for calls that do not get through the first time

## 7.4.8 Noise cancellation

With this feature, others can hear you clearly even when you're in a noisy environment. We suggest that you keep it on permanently.

## 7.5 Security

**Activate PIN** The SIM card protection code is requested each time the phone is powered on if this code is activated.

**Change PIN** Change PIN code.

**Change PIN2** A protection code for certain SIM card features (Billing/Cost, etc.) will be requested if you attempt to access it, if the code is activated. Select to update it with a new one.

**Activate phone code** Code is requested each time the phone is powered on.

**Change phone code** Change phone password, its initial one is 1234.

**Fixed dial number** Allows the phone to be "locked" so that it can only dial certain numbers, or numbers with certain prefixes. To activate this function, PIN2 code is mandatory.

## 8 Tools .....

### 8.1 Voice reminder

Just record a reminder using your voice, then you will be reminded by hearing your message played back at the time/date you choose!

#### To Set-Up A Voice Reminder

1. Access this feature from the main menu by selecting "**Tools\Voice reminder**"
2. Select "**Create**" and press "**OK**"
3. Press "**Start**" to record the message
4. Press "**Stop**" to save the message (do not exceed 30 seconds)



## 8.2 SOS


When enter in SOS, press  will pop up help information.


### 8.2.1 SOS contacts

To add an SOS number to your SOS contacts, please Select "**Tools\SOS\SOS contacts\No contact**" and press "**Edit**", then you can edit your SOS numbers (4 numbers can be defined).


### 8.2.2 SOS message

From the main menu select "**SOS message**" to create an SOS message.

When required, a long press (2 seconds) of the  button will send out your pre-set SOS message automatically and emit a loud alert sound, the backlight will flash at the same time.

Once an SOS message is sent, the phone will dial the pre-set SOS numbers automatically. Press  again, SOS will be deactivated.

### 8.2.3 Activated

Press the  switch On/Off to activate the default SOS function.


## 8.3 Radio

Your phone comes with a radio<sup>(1)</sup> which support RDS, with an embedded FM internal antenna so you can listen to FM broadcasts without inserting headphones. You can use the application as a traditional radio with saved channels or with parallel visual information relating to the radio programme on the display if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.

<sup>(1)</sup> The quality of the radio depends on the coverage of the radio station in that particular area.

## 8.4 Alarm

Your mobile phone has a built-in alarm clock with a snooze feature.

- Select  and then access **Alarm** to set the time and date.
- When the alarm rings, you can choose stop or snooze. If snooze is chosen, it will ring again 4 minutes later.

## 8.5 Calculator

Enter a number, select the type of operation to be performed by using the up or down key, and enter the second number. Then press Equal to display the result.

## 8.6 Services

Contact your network operator to check service availability.

## 9 Latin input mode .....

This mode allows you to type text by choosing a letter or a sequence of characters associated with a key. Press the key several times until the desired letter is highlighted. When you release the key the highlighted character is inserted into the text.

## 10 Telephone warranty .....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months<sup>(1)</sup> from the date of purchase as shown on your original invoice.

Batteries<sup>(2)</sup> and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months<sup>(1)</sup> from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labour but excludes any other costs.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

- (1) The warranty period may vary depending on your country.
- (2) The life of a rechargeable mobile phone battery in terms of conversation time standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

- 1) 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,
- 2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited,
- 3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,
- 4) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your phone will not be repaired in cases where labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCT Mobile Limited or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

## 11 Accessories <sup>(1)</sup>.....

The latest generation of Alcatel GSM mobile phones offers a built-in handsfree feature that allows you to use the telephone from a distance, placed on a table for example. For those who prefer to keep their conversations confidential, an earpiece is also available known as the headset.



Standard charger



Battery



USB cable



Stereo headset




Only use your telephone with Alcatel batteries, chargers and accessories in your box.

<sup>(1)</sup> Images for reference only.

## 12 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 User Data Format to perform phone formatting, (to perform User Data format, hold down # while simultaneously pressing the power on/off key under the power off mode).
- and carry out the following checks:

### **My phone cannot switch on**

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

### **My phone is frozen or has not responded for several minutes**

- Restart your phone by pressing and holding the  key
- Remove the battery and re-insert it, then restart the phone
- If it still does not work, please use User Data Format to reset the phone

### **My phone turns off by itself**

- Check that your keypad is locked when you are not using your phone, and make sure power off key is not accidentally touched while unlocking keypad.
- Check the battery charge level
- If it still does not work, please use User Data Format to reset the phone

### **My phone cannot charge properly**

- Make sure you are using an Alcatel battery and the charger from the box
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger
- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen
- Make sure charging is carried out under normal conditions (0°C to +40°C)
- When abroad, check that the voltage input is compatible


### **My phone cannot connect to a network or “No service” is displayed**

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

### **Invalid SIM card**

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

### **Unable to make outgoing calls**

- Make sure you have dialled a valid number and press the  key
- For international calls, check the country and area codes
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls

### **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


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

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

### **I cannot find my contacts**

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

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

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

### **I am unable to use the features described in the manual**

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

### **When I select a number from my contacts, the number cannot be dialled**

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

### **I am unable to add a contact in my contacts**

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

### **My callers are unable to leave messages on my voicemail**

- Contact your network operator to check service availability

### **I cannot access my voicemail**

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

### **The flickering icon is displayed on my standby screen**

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

### **SIM card PIN locked**

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

## How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
- Switch on the backlight upon request



**User Data Format** ALL user phone data: Contacts, messages and files will be lost permanently. Please store phone data in SIM card before you want to format

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