

20-04C

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



For more information on how to use the phone, please go to [www.alcatelonetouch.com](http://www.alcatelonetouch.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.

**ALCATEL**  
onetouch.

smart move.

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[www.sar-tick.com](http://www.sar-tick.com)

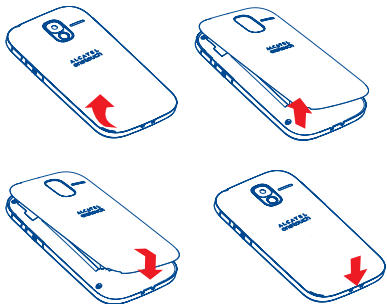
This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 78 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 1.0 cm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

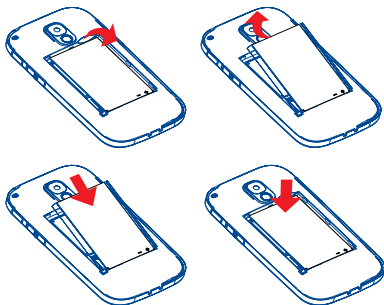
# Getting started...

## 1.1 Setup

### Removing or installing the back cover



### Installing or removing the battery

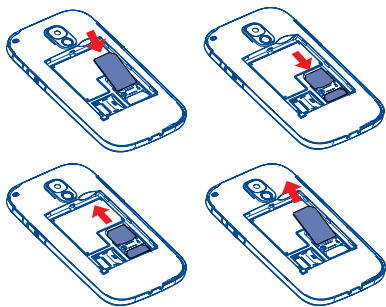


Insert and click the battery into its place and close the telephone cover.

Remove the cover and take the battery out.

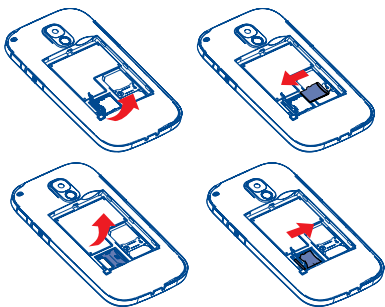
## Inserting or removing the SIM card

You must insert your SIM card to make phone calls.



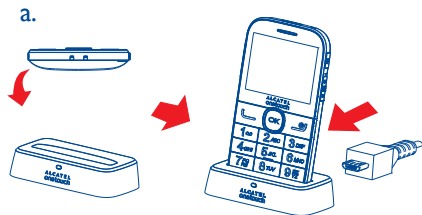
Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press and slide it out.

## Inserting or removing the SD card

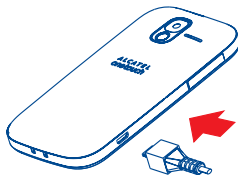


## Charging the battery

The phone can be charged in the following ways:



b.




Connect battery charger to your phone and plug into the socket

- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).



To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.

## 1.2 Power on your phone

Hold down the  key until the telephone powers on, type in your PIN code if necessary.

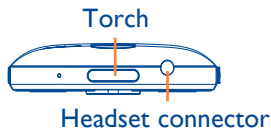
If you do not know your PIN code or if you have forgotten it, contact your network operator. Do not leave your PIN code with your telephone. Store this information in a safe place when not in use.

## 1.3 Power off your phone

Hold down the  key from the Home screen.

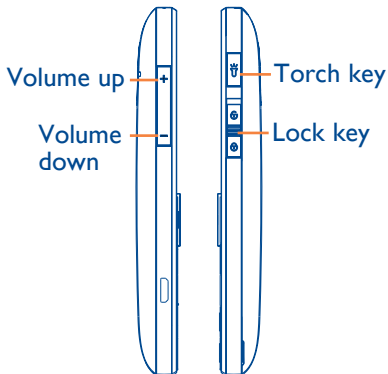
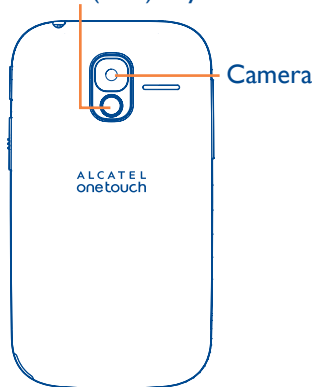
# 2 Your mobile....

## 2.1 Keys



- 1 Menu/ Direction key
- 2 Select/Call key
- 3 Back/End call key
- 4 Voicemail key

Assistance (SOS) key





From Idle screen

- Press: Access Main menu



Call key

- Pick up/Send a call
- Press: Enter Call log (From Idle screen)
- Press: End a call  
Return to the Idle screen  
Delete character (In Edit mode)
- Press and hold: Power on/off



From Idle screen

- Press: 0
- Press and hold: “+/p/w”

In Edit mode

- Press: Access symbols table
- Press: 0 (when input mode is **Add numbers**)
- Press and hold: 0



From Idle screen

- Press: \*

In Edit mode:

- Press: Change input methods
- Press and hold: Access language list



From Idle screen











- Press: #
- Press and hold: Access speed dial





In Edit mode

- Press: (space)





## 2.2 Status bar icons <sup>(1)</sup>

-  **Battery charge level**
-  **Call forwarding activated**
-  **Alarm or appointments programmed**
-  **Level of network reception**
-  **Radio is on**
-  **Roaming**
-  **SMS unread**
-  **Silence mode**
-  **Missed calls**
-  **Vibrate alert**

-  **Headset mode**
-  **Flight mode.**
-  **Bluetooth status**
-  **GPRS connection status**

## 3 Making a call...


### 3.1 Placing a call

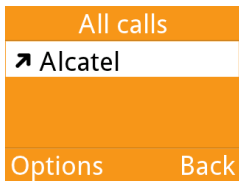
Dial the desired number then press  key to place the call. If you make a mistake, press  key to delete the incorrect digits.



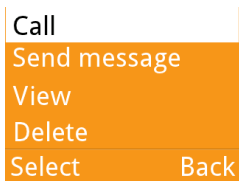
<sup>(1)</sup> The icons and illustrations in this guide are provided for informational purposes only.

You can also make a call from your call log:

First, press  key from Idle screen to access the call log and choose the contact you want to dial, then select **Options**.

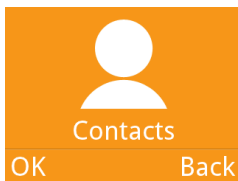


Then select **Call**.

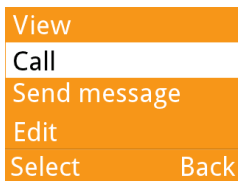
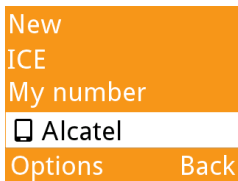



If you want to make a call from phonebook, please select **Contacts**\**Options**\**Call**.

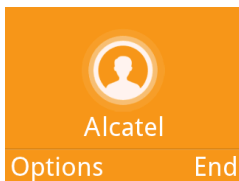
Select **Contacts** from main menu:



Choose the contact you want to dial, then select **Options**; finally, select **Call**.




To hang up the call, press the  key (Select **End**).

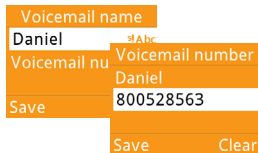
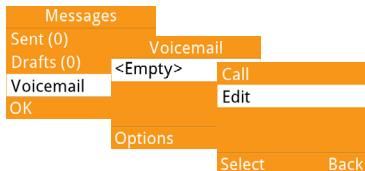


## Making an emergency call

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



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

To access your voicemail, hold down the  key. To edit your voicemail, select **Messages\Voicemail\Options\Edit**, then you can edit the voicemail name and number. Finally, select **Save**.

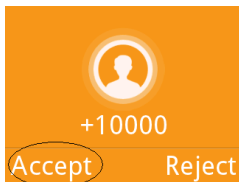


<sup>(1)</sup> Contact your network operator to check service availability.

### 3.3 Receiving a call

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

Select **Accept** to pick up the call.



If the icon  is displayed, vibration is activated and no ringtone will play.

If the icon  is displayed, the phone neither rings nor vibrates.

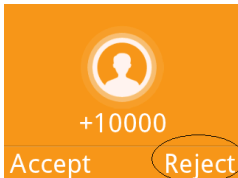


The caller's number is displayed if it is transmitted by the network (contact your network operator to check service availability).

### Rejecting a call

Press the  key once.

Select **Reject** to reject the call.



### 3.4 During a call <sup>(1)</sup>

During a call, following options are available:

- Handfree (Options\Handfree)
- HAC (Hearing Aid Compatibility)

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

You can adjust the sound level during a call by using the up/down or side key.



Move the handset away from your ear while using the "H-free" option because the amplified volume might cause hearing damage.

### Handling two calls

- Answering a second call (ensure that "**Call waiting**" is activated, see page 59).

## 4 Assistance (SOS).....

### 4.1 SOS contacts

To add an SOS number to your SOS contacts, please select **Settings\Assistance\Contact** list and press **Edit**, then you can edit your SOS numbers.


### 4.2 SOS message

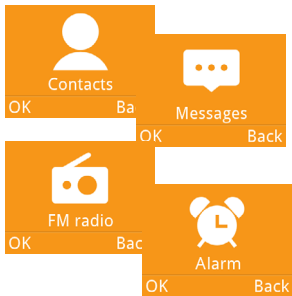
From the main menu select **Settings\Assistance\Message** to create an SOS message.

# 5 Menu screen ...


## 5.1 Access main menu

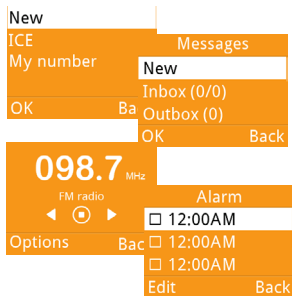
Press  from the Idle screen to enter the main menu.

The main menu can be used to select your favourites by pressing  in the left or right direction.



## 5.2 Access submenu

To access the submenu, press  upwards or downwards from main menu.



# 6 Contacts.....

## 6.1 Consulting your contacts

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

### Searching for a contact


You can search for a contact by typing the initial of their name. Subsequent letters may be added to refine the search.

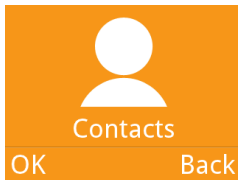
### Viewing a contact

Select a name from your contacts to read the contact information.

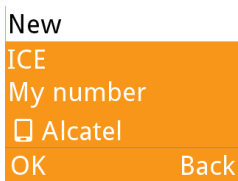
## 6.2 Adding a contact

You can add a new contact to phone or SIM card by pressing **OK**, and select **New** to enter the "Add contact" screen.

First, press  from Idle screen to access **Contact** and select **OK**.



Secondly, select **New**.



Thirdly, you can choose to add the new contact to phone or SIM card.

Add contact	
To Phone	
To SIM	
Select	Back

Finally, edit the name and numbers and save them.

Name	
Alcatel	stAbc
<input type="checkbox"/> Mobile	
<input type="radio"/> Home	
Options	Clear

Mobile	
Alcatel	
<input type="checkbox"/> 123456	
<input type="radio"/> Home	
Save	Clear

### 6.3 Delete a contact

Please select the contact you want to delete and press  to select **Options**.

New	
ICE	
My number	
<input type="checkbox"/> Alcatel	
Options	Back

Then select **Delete** to remove the contact.

Call	
Send message	
Edit	
Delete	
Select	Back



## 6.4 Available options

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

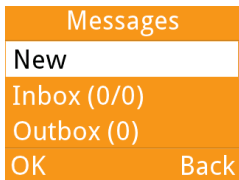
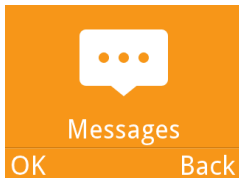
- View** View the selected contact.
- Call** Make a call to the selected contact.
- Send message** Send an SMS/MMS to a contact you selected from Contacts.
- Edit** Modify the contents of a file: name, etc.
- Delete** Delete the selected contact.
- Copy** Copy the selected contact to phone, SIM card.

- Settings**
  - Copy all** Copy all contacts to phone or SIM card.
  - Delete all** Delete all contacts to phone or SIM card.
  - Display mode** Select to display contacts in "**SIM**", "**Phone**" or "**Phone and SIM**".
  - Memory status** View used and available space in phone and SIM card.

# 7 Messages .....

## 7.1 Write message

From the Message screen select **OK\New** to create a text/multimedia message.



## How to type a message:

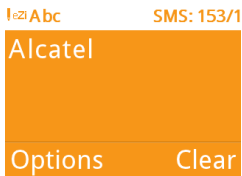
You can enter text using normal or predictive text input. To set your desired text input, please select **Options\Input mode**.

For normal text input, press a number key, 2-9, repeatedly until the desired character is displayed. If the next letter you want is located on the same key as the present one, please wait until the cursor is displayed.

For predictive text input, start entering a word by using the 2-9 keys and press the key once and the word will be modified each time you press a key. As you go on, the word will keep changing.

Example: For “**ALCATEL**”, press on the following keys:

**2** ABC, **5** JKLM, **2** ABC, **2** ABC, **8** TUV -->  
**ALCATEL.**



To insert a punctuation mark or special character, please press the **0+** key.

If you want to delete the already typed letters or symbols please press **↵** to delete them one by one.

## 7.2 Read message

From the Message screen select **OK\Inbox** to read the text/multimedia message.

### How to read a message:

If a message comes, a notification will be shown in the idle screen. Press **Read** to view it or press **Back** to keep it unread.

If you want to view all the messages received or sent, please select **Messages\Inbox\Outbox\Sent**.

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

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

## 7.3 Settings

### Text message

- **SIM** You can set validity period, message type, sent on/off, etc.
- **Memory status** Show memory used on the phone and SIM card.
- **Alphabet management** Enables the definition of SMS data coding for management SMS sending.

## MMS

- **Data account** Select your data account for multimedia messages.
- **Common settings** You can set the slide timing, validity period, home network; select preferred storage way, and check memory status, etc.

## 8 FM Radio .....

Your phone is equipped with a radio <sup>(1)</sup> with RDS <sup>(2)</sup> functionality. You can use the application as a traditional radio with saved channels. You can listen to it while running other applications.

First, to turn on the radio, please select **FM Radio** from main menu.



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

<sup>(2)</sup> Depending on your network operator and market.

Then, search the channel by selecting **OK\Options\Auto search** (when using this function for the first time). Stations will be automatically saved to **Channel list**, and you can select one.



### How to choose the existed channel:

a. From the FM radio main screen:

Scroll **up/down** key to change the channel.

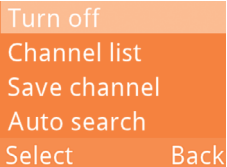
b. From the channel list:

Select **Options\Channel list** after entering FM Radio, and choose the channel you like. You can **Play/Delete/Edit** the selected channel.

## How to add a new channel:

Select **Options\Channel list\<Empty>\Edit** after entering **FM Radio**, and edit the **Channel name** and **Frequency**, then select **Save**.

Finally, to turn off the radio, please select "**Options\Turn off**".

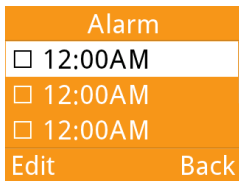
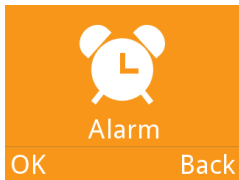


## Available options:

- Turn off** Turn off the FM radio
- Channel list** Open the list of saved stations.
- Save channel** Save the current tuned station to the "**Channel list**".
- Auto search** Start auto search and stations will be automatically saved to "**Channel list**".
- Enter frequency** Enter the frequency manually.

## 9 Alarm .....

Your mobile phone has a built-in alarm clock with a snooze feature. You can set up your alarm by selecting **Alarm\OK\Edit** from main menu.



You can set up your time when you access above Alarm screen, select **Edit** to set the repeat time, snooze intervals, ring mode, and alarm ringtone;

**Repeat** You may select **Once (default)/Everyday/ Days** to your preference.

**Snooze** The alarm will repeat at regular intervals.


**Mode** You may select the mode of Ringtone: **Ring only, Vibrate only, Vib.** and **ring.**

**Tone** You may choose one tone as the alarm ringtone.

# 10 Camera.....

## 10.1 Camera

### 10.1.1 Take a photo, save or delete

The screen acts as the viewfinder. Position the object or landscape in the viewfinder and press  to take the image and the images will be automatically saved. If you don't want it, you may directly delete it.

### 10.1.2 Settings in framing mode

Before taking the photo, you can adjust a number of settings:

- Access video** • Access video recording mode.
- My creations** • View the images you have taken.
- Camera settings** • Set **Banding, Timer,** and the **Night mode.**
- Image setting** • You can set image size and quality.

**White balance**

- Select your preferred filter to capture scenes.

**Storage**

- You may choose saving location if microSD card is inserted.

**Restore default**

- Return all settings to default values.

### 10.1.3 Options available after taking the photo

Once you have taken a photo, you can go to "Images" to view it, send it by Bluetooth or MMS, or set it as a wallpaper or power on/off image.




## 10.2 Video

### 10.2.1 Framing mode

When you enter the **"Video"** function through **"Camera\Options\Access video"**, you are in Framing mode. Use the mobile screen as a viewfinder and press **"Options"** for the settings of **Quality, Night mode, Record audio, Color mode, EV, Storage,** to **Access camera** and **"Videos"**.

### 10.2.2 Recording mode

Once you have chosen your settings, you can launch the recording of your video-clip by pressing the  key.



If you receive a call in recording mode, video recording will stop and save automatically.

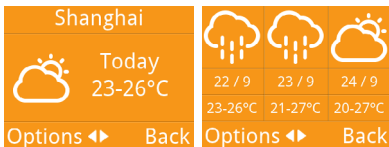
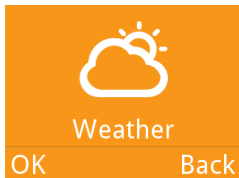
### 10.2.3 Further operations after shooting a video

After shooting a video, you can choose to send your video by MMS, Bluetooth or go to **"Tools\Videos"** to view it.

In the list of **"My videos"**, press **"Options"** to rename the video, set as power on/off screen, etc.

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

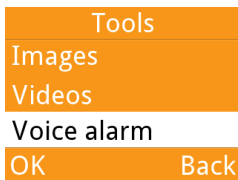
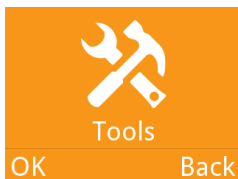
Your phone is equipped with a weather function for consulting up to 3-day forecast of favourite cities.



From above screen, select **OK/Options/Forecast** to view specific information.

# 12 Tools .....

When you enter this menu, press **OK** to select your preferences in the following features: **Calculator, Calendar, Images, Videos, Voice alarm, My files, Bluetooth** and **Services**.



<sup>(1)</sup> It may not be available.

## 12.1 Calculator

Enter a number, select the type of operation and enter the second number, press **Equal** to display the result.

## 12.2 Calendar

Once you enter this menu, there is a monthly-view calendar for you to check date.


## 12.3 Images

You can select an image or a photo as wallpaper, power on/off screen.

## 12.4 Videos

When accessing this feature, you can play, send, rename, delete and store the video according to your preference.

## 12.5 Voice alarm

With this function, you can create a voice file and set it as an alarm. Select **New** and start to record your voice. Press  and select **Yes** to save it.

## 12.6 My files

You will have access to all audio and visual files stored in phone or Memory card in **My files**.

## 12.7 Bluetooth

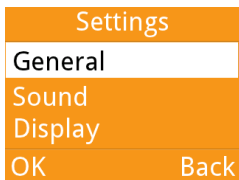
You can activate/deactivate the bluetooth, check device list, edit phone's name, etc.

## 12.8 Services

Contact your network operator to check service availability.

# 13 Settings.....

From the main menu, select **Settings** **OK** and access the function of your choice in order to customise your telephone.



## 13.1 General

To modify the General settings, select **General** and you can set **Flight mode**, **Time and date**, **Languages**, and **Input mode**;

### Flight mode

Voice calls, Bluetooth and messaging functions are barred. Can be used to increase standby duration.

### Time and date

Allows you to have settings of local city, date and time, including 12/24h format. You can also set the daylight saving adjustment and activate auto update if needed.

**Languages** <sup>(1)</sup>Display language for messages. The "**Auto**" option selects the language according to the home network (if available).

**Input mode** <sup>(2)</sup> Please see chapter "**Latin input mode**", page 56. 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.

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

<sup>(2)</sup> Depending on the language.

## 13.2 Sound

With this menu, you can set up the sound mode from **Normal mode**, **Vibrate mode**, and **Silent mode**.

## 13.3 Display

This function allows you to select phone theme, customise wallpaper, adjust brightness level of LCD display, and set backlight time;

### Theme

The theme provides **Yellow**, **Blue**, **Green**, **Red**, and **Black** colour for you. You can select one as your phone theme.

### 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.

## Brightness

You may adjust black level with respect to LCD display by using the up/down key.

## Backlight

Allows you to reduce brightness for enhanced battery performance and to save power during periods of expected inactivity.

### 13.4 Call settings

You can activate/deactivate **Speed dial**, **Auto redial**, **Voice Assist Dialing**, and **Noise cancellation**, etc;

## Speed dial

Access "**Speed dial**" from "**Settings\Phone settings**", Select **\*2**, or **#1** any number key from **2<sub>ABC</sub>** to **9<sub>WXYZ</sub>** to set the speed dial key.

## Auto redial

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

## Voice Assist Dialing

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

## 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.

## Other

### Billing

You can access different items with this option:

**Call cost** • You can view the last, max or total cost of charged calls, modify it or reset it and enter the cost of a call in the currency of your choice.


**Duration** • You can view the total duration of last call, dialled calls, received calls or reset duration.

### Call waiting

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

### Call forwarding

You can activate, cancel or verify the status of the call forwarding to the voicemail or to a specified number. The following configurations are possible:

- **Unconditional:** systematic forwarding of all your calls. The  icon is displayed.
- **Conditional:** if your line is busy, if you don't answer or if you are outside the network range.

### 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** Deactivate all call barring.
- Change barring password** Change the original barring password for activating call barring.

## Caller ID

Set by network or hide, send number.

### 13.5 Assistance

please refer to "**Assistance (SOS)**", page 24.

### 13.6 Network

You can access this feature to set and select your preferred network and search mode.



### 13.6.1 Network selection

- Preferred network** • List of networks to which you wish to be connected in order of priority.
- Select network** • The choice of network connection is left up to the user.
- Search mode** • Network connection can be switched between "**Manual**" and "**Auto**".

### 13.6.2 GPRS connection <sup>(1)</sup>

- When needed** • GPRS mode active depending on requirements.
- Always** • GPRS mode continuously active.

### 13.6.3 GPRS international roaming

GPRS data services can be used while roaming overseas.

### 13.7 Connectivity

A set of profile settings for data account, multimedia message and weather.

### 13.8 Security

You can protect your phone by activating and changing the PIN and password, its initial one is 1234. The feature also allows you to lock your phone by activating the PIN2 of **Fixed dial number**;

### SIM

#### Activate PIN

The SIM card protection code is requested each time the phone is powered on.

<sup>(1)</sup> Depending on network availability.

## 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.

## Change PIN

Change PIN code.

## Change PIN2

A protection code for certain SIM card features (Billing/Cost/FDN, etc.) will be requested if you attempt to access it, if the code is activated. Select to update it with a new one (between 4 and 8 digits).

## Phone

### Activate password

It is requested each time the phone is powered on.

## Change password

Change phone password, its initial one is 1234.

## 13.9 Regulatory & Safety

View your phone information, such as **Product model**, **Manufacturer name**, **Manufacturer address**, **IMEI**, **CU Reference**, etc.

### 13.10 Restore default

Make the phone's settings recover to its default value. End-user data will not be erased. Enter its default password 1234 to confirm to restore and reboot.

# 4 Making the most of your mobile.....

## Mobile Upgrade

Using Mobile Upgrade tool you can update your phone's software from your PC.

Download Mobile Upgrade from ALCATEL ONE TOUCH website ([www.alcatelonetouch.com](http://www.alcatelonetouch.com)) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool).

Your phone's software will now have the latest software.



All personal information will be permanently lost following the update process.

## **Supported Operating Systems**

Windows XP/Vista/Windows 7.

# 15 Latin input mode .....

There are two text entry methods that can be used to write messages:

- Normal: this mode allows you to type a text by choosing a letter or a sequence of characters.
- Predictive with the eZi mode: this mode speeds up the writing of your text.

## Keypad inputting:

**0 +** : Press: Access symbols table

**\*' #** : Press: Change input methods

**#** : Press: Enter a space

## 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 frequency.

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

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

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

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

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.

At 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 use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

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

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

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, 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 with or use flashing-light features if you are tired or need sleep.
- Take a minimum 15-minute break per hour.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

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



### **PROTECT YOUR HEARING**

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

## • **PRIVACY:**

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 phones 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 phones 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 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:

<b>Maximum SAR for this model and conditions under which it was recorded.</b>		
<b>Head SAR</b>	GSM 900+Bluetooth	0.657 W/kg
<b>Body-worn SAR</b>	GSM 900+Bluetooth	0.882 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.





## • LICENCES



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**ALCATEL  
ONETOUCH  
2004C Bluetooth  
Declaration ID  
D022118**

## Hearing Aid Compatibility

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

This device is HAC M3/T4 compatible. Reference ANSI C63.19-2007

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

# 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.
- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong
- **Electronic labeling path:** Touch Settings\Regulatory & Safety or press \* # 07 #, you can find more information about labeling.<sup>(1)</sup>

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 850/900/1800/1900 MHz bands.

CE | 588

<sup>(1)</sup> It depends on countries.

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 phone's memory. We recommend that you note the number the first time you use your telephone by entering \* # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

## Disclaimer

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

TCT Mobile 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.

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

# 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.

<sup>(1)</sup> The warranty period may vary depending on your country.

<sup>(2)</sup> 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.

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 labor but excludes any other costs.

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

- 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) Modification, adjustment or alteration of software or hardware performed by individuals not authorized by TCT Mobile Limited,

- 5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical phones, download of files, crash, high voltage, corrosion, oxidation...

Your phone will not be repaired in case 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.

## 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 and the Mobile Upgrade tool to perform phone formatting or software upgrading, (to reset User Data format, hold down # while simultaneously pressing the power on/off key under power off mode). ALL User phone data: contacts, photos, messages and files will be lost permanently.

and carry out the following checks:

### **My phone is frozen or cannot switch on**

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

### **My phone has not responded for several minutes**

- Restart your phone by pressing and holding the  key

- Remove the battery and re-insert it, then restart the phone
- If it still does not work, please use User Data Format to reset the phone or Mobile Upgrade to upgrade software

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

- Check whether your phone is locked when not in use, and make sure you don't accidentally turn off your phone when locking it by pressing the power key.
- Check the battery charge level
- If it still does not work, please use User Data Format to reset the phone or Mobile Upgrade to upgrade software

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

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

- Make sure that your phone is not in flight mode

### **Unable to receive incoming calls**

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

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


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

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

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

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

- You can adjust the volume during a call by pressing the navigation key

- Check the network strength 
- Make sure that the receiver, connector or speaker on your phone is clean

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

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

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

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

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

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts

### **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 "Messages\Voicemail"
- 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

### **I am unable to send and receive MMS**

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

### **The phone cannot be detected by others via Bluetooth**

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

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