USER MANUAL

alcatel
SMARTFLIP™

Table of Contents

This device meets applicable national SAR limits of 1.6 W/kg. When carrying the device 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 using it.

www.sar-tick.com

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.

The device contains magnets which may interfere with other devices and items (such as credit card, pacemakers, defibrillators, etc.). Please maintain at least 150 mm of separation between your phone and the devices/items mentioned above.

1 Your phone..

1.1 Keys and connectors

Internal screen

OK/Press and hold for the Google Assistant

Left Menu

Right Menu

Place/Answer Call

Power/Back/Hang Up

Navigation (Up, Down, Left, Right)

Headset Jack　　　　　Camera　　　　　Volume

External screen

Charging Port　　　　　Mic
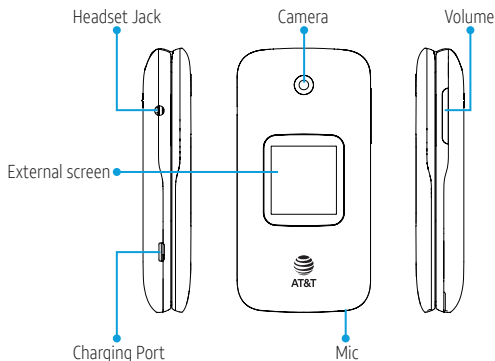
Left Menu
- Press to access Notifications from the home screen.
- Commands will show on screen. Press to select.

Right Menu
- Press to access Contacts from the Home screen.
- Commands will show on screen. Press to select.

OK/Google Assistant
- Confirm an option.
- Press to access app list (from the Home screen).
- Press and hold to launch the Google Assistant.

Navigation Key

Shortcuts accessible from the Home screen

- **Navigate up** ⬆ to access Quick Settings, such as Camera, Bluetooth, Wi-Fi, and more.
- **Navigate down** ⬇ to access Camera and quickly capture photos and videos.
- **Navigate left** ⬅ to access the Apps on the Home screen (Store, Google Assistant, Google Maps, and YouTube).
- **Navigate right** ➡ to access Messages and quickly send and read text messages.

Place/Answer Call Key

- Place/Answer a call.
- Press: enter call log (from the Home screen).

Power/Back/Hang Up Key

- Press to hang up a call, move backwards through menus and apps, return to the Home screen.
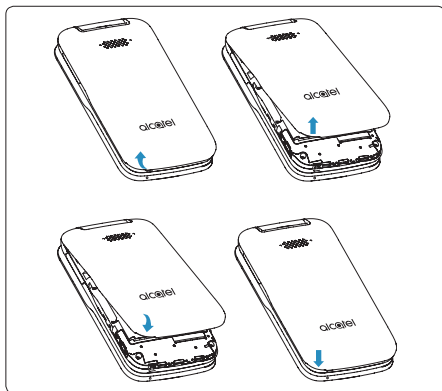- Press and hold to Lock, Clean Up Memory, Restart and Power On/Off.

Volume Keys

- Adjusts the speaker or headset volume during a call.
- Adjusts media volume while listening to music, video, or streaming.
- Adjusts the ringtone volume.
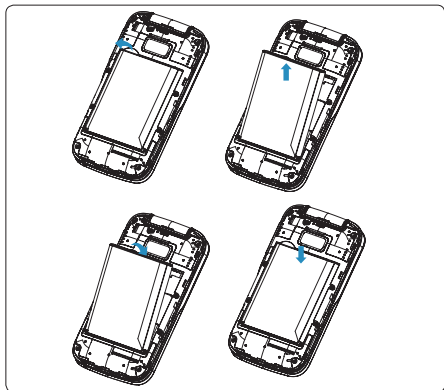- Mutes the ringtone of an incoming call.

1.2   Getting started

1.2.1   Set-up

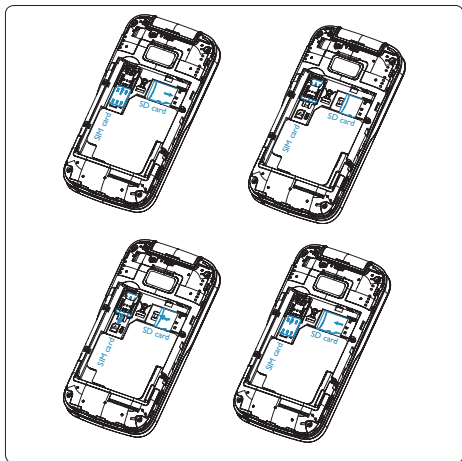**Removing and attaching back cover**

Removing or installing battery

Inserting or removing the Nano SIM and microSD™ card

You must insert your Nano SIM card to make phone calls using your network.
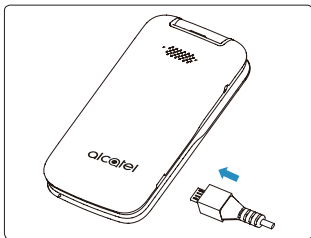

- Insert a SIM or microSD™ card into the card slot with the gold-colored contacts facing down.
- To remove the SIM or microSD™ card, push down on the plastic spring and pull the SIM or microSD™ card out.

> Your phone only supports Nano SIM card. Do not attempt to insert Mini or Micro SIM card sizes, or you may damage your phone.

Charting battery

Insert the small end of the charging cable into the charge port as shown and connect the charger to a power outlet.

To reduce power consumption and energy waste, disconnect your charger when the battery is fully charged, and switch off Wi-Fi, Bluetooth and other wireless connections when they are not in use.

1.2.2 *Power on your phone*

Press and hold **Power/Back/Hang Up** until the phone powers on. Type in your PIN code if necessary. Once unlocked, Home screen is displayed.

If you don't know your PIN code or if you have forgotten it, contact your service provider. Do not store your PIN code within your phone, instead store your PIN in a location that is accessible without using phone.

Set up your phone for the first time

The first time you power on the phone, you will be guided through the following steps:

- Select the phone's language, then press **Right Menu** ⌐ to go to the next step.

- Select an available Wi-Fi network, or press **Right Menu** ⌐ to **Skip** to the next step.

- Confirm your Date & Time settings as automatic or manual, then press **Right Menu** ⌐ to go to the next step.

- Learn more about KaiOS features Remote Lock or Remote Erase, then press **OK** (ᴏᴋ) to go to the next step.

- Read and accept KaiOS License Terms, then press **Right Menu** ⌐ to go to the next step.

- Create or sign in KaiOS Account if necessary, then press **Right Menu** ⌐ to go to the next step.

- You will then be taken to the Home screen and advised of quick access shortcuts on the Navigation ring.

Note: If SIM card is not installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

1.2.3   Power off your phone

Press and hold **Power/Back/Hang Up** ⌐ᴜ until the phone display shuts off.

1.3 Home screen

Status/Notifications Bar
• Displays Status and Notification indicators

Time

Date

Notices
• Displays all notifications

Contacts
• Access to Contacts

Navigation Ring
• Shortcuts accessible from the Home screen

OK/your Goggle Assistant
• Press to access the main menu
• Press and hold to launch the Google Assistant

1.3.1 Status bar

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

📧	New text or multimedia message	📵	Missed call
✉️	New Email message	🔲	Upcoming event
4G LTE	4G LTE connected	⏰	Alarm set
E	EDGE connected	✳️	Bluetooth® active
🔇	Silent mode	▣	No SIM card installed
📶	Wi-Fi® active	🎧	Headset connected
📶	Signal strength	📍	GPS is on
📶	No signal	⠶	Vibrate mode
✈️	Airplane mode	▪	Battery is very low (red bar)
📶	Roaming	▫	Battery is low
▶	Song is playing	▭	Battery fully charged
📟	New voicemail	⚡	Battery charging

1.3.2 Change the Home screen wallpaper

- From the Home screen, press **OK** (ok) , select **Settings** icon 🔘 and then **Navigate left** ← or **right** → to select **Personalization**.

- **Navigate** ⭕ to **Display > Wallpaper**. Select **Camera**, **Wallpaper** or **Gallery** and press **OK** (ok) to enter option.

- When browsing **Wallpaper** or **Gallery** options, select image and press **Right Menu** ⌐ to **Save**.

- When using **Camera** option, press **OK** (ok) to take a photo, then press **Right Menu** ⌐ to select **Done**, or press **Left Menu** ⌐ to retake the photo.

- The selected image will be displayed on Home screen.

2 Phone ....

2.1 Making a call

- From the Home screen, use the keypad to dial the phone number then press **Place/Answer Call** ⌐ to place the call. If you make a mistake, press **Power/Back/Hang Up** ⮌ to delete the incorrect digits.

- If you want to make a call from your call log, press **Place/Answer Call** ⌐ from the Home screen to access the call log, and choose the contact you want to dial, press **OK** (ok) to make the call.

- If you want to make a call from **Contacts**, select **Contacts** from app list. Choose the contact you want to dial, press **OK** (ok) twice or **Place/Answer Call** ⌐ to make the call.

International call

To dial an international call, press ⊠ key twice to enter "+", then enter the international country prefix followed by the full phone number and finally press **Place/Answer Call** ⌣ .

Emergency call

Dial emergency number and press **Place/Answer Call** ⌣ to make an emergency call. Emergency calls work without a SIM card, but still require network coverage.

2.2   Answer or decline a call
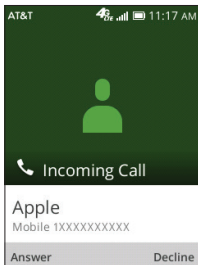
When you receive a call:

- Press **Left Menu** ⌐ or **Place/Answer Call** ⌣ to answer.
- Press **Right Menu** ⌐ or **Power/Back/Hang Up** ⌐ to decline.

To mute the ringtone volume of an incoming call, press the **Volume key**.

2.3   *Calling your voicemail [1]*

Press and hold [1 ∞] key to call and listen to your voicemail.

3   Contacts.....................................

3.1   *View your Contacts*

Contacts app provides quick and easy access to your stored contacts.
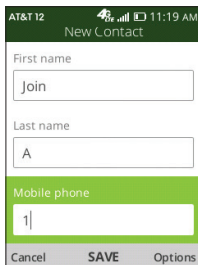
You can access this app by pressing **OK** (OK) from the Home screen, then selecting the **Contacts** app and pressing **OK** (OK).

Press **Left Menu** to create a new contact

Press **Right Menu** to access more Contacts options

Press **OK** (OK) to view a contact's details

New   **SELECT**   Options

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[1]   Contact your network operator to check service availability.

3.2   Adding a contact

On the contacts list screen, press **Left Menu** ⬚ to access **New Contact** and input the contact information. **Navigate down** ⬇ to access next contact information category.

When finished, press **OK** (ᴏᴋ) to save.

3.3   Editing a contact

In contacts list screen, select contact and press **Right Menu** ⬚ to access **Options**, select **Edit contact**, and press **OK** (ᴏᴋ) to edit.
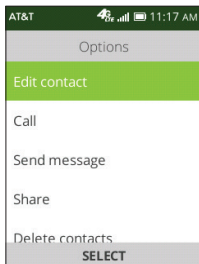
When finished editing, press **OK** (OK) to save.

To cancel edit mode, press **Left Menu** ⌐ to cancel, then **Right Menu** ⌐ to confirm discard.

3.4   Deleting a contact

In contacts list screen, press **Right Menu** ⌐ to access **Options**, then select **Delete contacts**, and press **OK** (OK) to select the contact to be deleted.
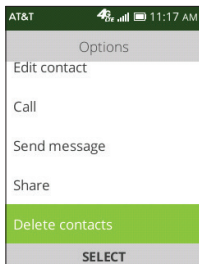
Navigate up 🔼 or **down** 🔽 and **OK** ⓞⓚ to select, and then press **Right Menu** ⌐. A confirmation page will display, press **Right Menu** ⌐ to delete.

3.5 Sharing a contact

You can share a single contact with others by sending the contact's vCard to them via E-Mail, Messages, and Bluetooth.

Select a contact you want to share, press **Right Menu** ⌐ to access **Options**, and then select **Share**.

3.6 Additional options

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

Call

Make a call to the selected contact.

Send message

Send an SMS/MMS to a contact you selected from Contacts.

Settings

- **Memory:** Display contacts saved on your Phone, SIM card, or both Phone and SIM card.
- **Sort Contacts:** Sort your contacts by first or last name.
- **Set speed dial contacts:** Assign a contact to a keypad number, 2-9.
- **Set ICE Contacts:** Add up to five contacts for "In Case of Emergency" calls.

- **Create group:** Press **OK** (ok) to create a new group. You can select contacts to add to the new group from the Contacts list.

- **Block contacts:** Press **OK** (ok) and **Left Menu** ⌐ to add blocked number.

- **Import Contacts:** Import contacts from memory card, Gmail, and Outlook.

- **Export Contacts:** Export contacts to memory card, and Bluetooth.

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

4 Messages ....

Use the **Messages** app to send and receive text (SMS) and multimedia (MMS) messages.

4.1 Write a message

You can access this app by pressing **OK** (ok) from the Home screen, then selecting the **Messages** app 🗩 and pressing **OK** (ok).

- Press **Left Menu** ⌐ to create a new message.

- Enter the phone number of the recipient in the **To:** bar, or press **Right Menu** ⌐ > **Add Contact**.

- **Navigate down** (↓) to access SMS bar to type in the message.

- Press **Left Menu** ⌐ to send.
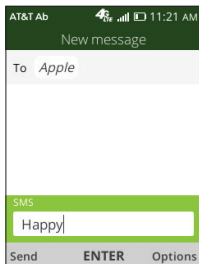
An SMS of more than 160 characters will be counted as an additional SMS. Specific letters or characters will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

4.2   Send a multimedia message

MMS enables you to send video clips, images, photos, contacts and sounds by pressing **Right Menu** ➞ to access **Options**. Next select **Add Attachment**, press **OK** (ᴏᴋ) and select from Video, Music, Gallery, Contacts and Camera. Select file and follow prompts on screen to attach to message. Press **Left Menu** ➞ to send message.

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

4.3　How to type a message

Inputting Text

There are different ways to enter text to create contacts, write emails or send messages.

You may choose from the different methods by pressing [#] key and alternate between:

- **Abc** (sentence case), **abc** (lower case), or **ABC** (caps lock)**:** with this mode you must press each key multiple times to create each letter. For example, an 'S' is created by pressing the '7' key four times. An 'e' is created by pressing '3' twice, and so on.

- **Predictive:** predictive text mode is a feature that allows you to type faster, as the phone tries to predict what you are writing. To type "Hello":
  press the "4" key once, press the "3" key once,
  press the "5" key once, press the "5" key once,
  press the "6" key once
  As you type, word suggestions will appear at the bottom of the screen. If you use the word you are trying to type, select it by **Navigating** ◯ to the word and press **OK** (OK) .

- **123:** this mode generates only numbers. You may type '1' by pressing the '1' key just once, '2' by pressing '2' and so on. Switch back to **ABC**, **Abc**, **abc**, or **Predictive** mode to continue writing words.

- **Symbols:** Symbols, such as punctuation and special characters, may be accessed by pressing [*] key. Find the right symbol by **Navigating** ◯. When the cursor highlights a symbol you want to add, press **OK** (OK) to select it.

- If you want to delete the already typed letters or symbols press **Power/Back/Hang Up** ⤶ to delete them one by one or press and hold to delete all at once.

Using your Google Assistant

Use the Google Assistant to enter a text message using your voice.

• With the cursor in the text bar, press and hold **OK** (ок) to launch the Google Assistant.

• Once the "Listening..." screen appears, you can say the words you would like to enter.

• Once you are finished speaking, your message will display on the screen. Press **OK** (ок) to send the message.

4.4 Settings

In the Messages app screen, press **Right Menu** to access **Options** > select **Settings** and press **OK** (ок) to view the following options:

• **Auto Retrieve Messages:** Select this option to automatically retrieve all your multimedia messages. When On without roaming is selected, the multimedia message header plus the message body and attachments will automatically download to your phone when not in roaming mode, this is default option. When On with roaming option is selected, the multimedia message header plus the message body and attachments will automatically download to your phone when in roaming mode. When you select Off, only the multimedia message header will be retrieved and shown in your Messaging screen.

• **WAP Push:** Turn WAP push messages On/Off.

• **Wireless emergency alerts:** View alert inbox or access messaging emergency alert settings.

5 Email ....

You can access the Email app by pressing **OK** ⊙ from the Home screen, select **Email** app ✉ and press **OK** ⊙.

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

- Welcome screen will display. Enter your name and email address of the account you want to setup.
- Press **Right Menu** ⌐ to access **Next**, enter password of the account and press **Right Menu** ⌐. If your email provider is not listed, then you will be prompted to manually setup your email by pressing **Left Menu** ⌐ to access **Manual setup**.
- To add another email account, you can press **Right Menu** ⌐ to access **Options** > **Settings**. And then select **Add account**.

To create and send emails

- Press **Left Menu** ⌐ to compose a new email from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field. Press **OK** ⊙ to confirm and add new recipient(s).
- If necessary, press **Right Menu** ⌐ to add **Cc/Bcc** or an attachment to the message.
- Enter the subject and the content of the message. You may use voice input to enter the subject and content of your emails by pressing and holding **OK** ⊙. This will launch the Google Assistant.
- Press **Left Menu** ⌐ to send.

- If you do not want to send the email right away, you can press **Right Menu** ⌐ and select **Save as draft** to save a copy.

6 Camera..

Your mobile phone features a Camera app to take photos and shoot videos.

6.1 Photo mode

To access the Camera app, press **OK** (ᵒᵏ) from the Home screen, select the **Camera** app 🔘 and press **OK** (ᵒᵏ).

App Permission

Upon first use of Camera, the App Permission screen will display, asking for permission to know your location[1]. Press **Right Menu** ⌐ to Allow or **Left Menu** ⌐ to Deny.

To take a picture

Position the object or landscape in the screen, and press **OK** (ᵒᵏ) to take the photo. Photos will be automatically saved to **Gallery** app.

After taking photo, press **Left Menu** ⌐ to preview.

[1] This setting can be changed anytime. Go to **Settings** > **Privacy & Security** > **App Permissions** > **Camera** > **Geolocation**.

Zoom in/out

Navigate up ⊕ or **down** ⊕ to zoom lens in and out.

Options

Press **Right Menu** ⌐ to access:

- **Self Timer:** Sets the time a photo is taken after pressing **OK** ⊙.
- **Grid:** Adds grid lines to photo screen to help take better photos by using grid lines to align photo image.
- **Gallery:** Select Go to Gallery Application to view photos previously taken.
- **Modes:** Select to switch between Photo and Video Mode.

6.2 Video mode

To shoot a video

- **Navigate right** ⊙ to switch to Video mode from Camera mode.
- Press **OK** ⊙ to record a video.
- **Zoom in/out: Navigate up** ⊕ or **down** ⊕ to zoom lens in and out.
- Videos will be automatically saved to **Video** app.

7 Gallery..

The **Gallery** app provides you with one location to view and organize all your saved photos[1]. The **Gallery** app also offers additional photo options.

To access the Gallery app, press **OK** (ok) from the Home screen, select **Gallery** app and press **OK** (ok).

Press **Left Menu** to take photo

Press **Right Menu** to access more options

Press **OK** (ok) to view the selected photo
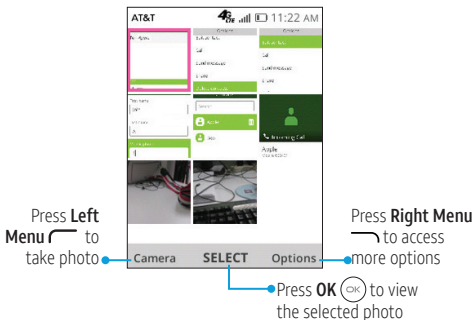
Gallery app photo options

When viewing photos in Gallery app, select an image and press **Right Menu** to access:

• **Delete:** Delete the selected photo.
• **Edit:** Select this option to adjust exposure value, rotate the photo, crop, add filters, and auto-correction.

[1] Gallery stores photos only. Videos are saved in the Video app.

- **Share:** Share the photo via Email, Messages and Bluetooth.
- **Select Multiple:** Allows you to select more than one photo in the Gallery.
- **File Info:** Displays file name, size, image type, date taken and resolution.
- **Lock:** Select to lock photo from being deleted, edited, or renamed. Unlock photo to gain access to options again.
- **Sort and group:** Sorts photo by date and time or groups by date.

Individual photo view options

When previewing an individual image in Gallery app, the options above are also available by pressing **Right Menu** ⌐ with the one additional option below:

- **Set As:** Choose selected picture to set as wallpaper or existing contact image.

8 Video

To access the Video app, press **OK** (ok) from the Home screen, select the **Video** app and press **OK** (ok).

When accessing this application, you can share, delete and obtain file information for your saved videos.

9 Music

Use the Music app to play music files stored on your phone. Music files can be downloaded from your computer to your phone using a USB cable.

To access the Music app, press **OK** (ok) from the Home screen, select **Music** app and press **OK** (ok).

10 Browser

Use the Browser app to navigate the Web.

To access the Browser app, press **OK** (ok) from the Home screen, select **Browser** app and press **OK** (ok).

To search the internet, press **Left Menu** ⌐ to enter the website and press **OK** (ok).

Use **Navigation** ○ to move cursor on the screen.

Pin a web address

To easily navigate to your favorite sites, you can pin a web address to the Browser app or to your app screen. With the browser open on the website, press **Right Menu** ⌐ to access Options:

• Select **Pin to Top Sites** to add a bookmark to your Top Sites section on the Browser app.

• Select **Pin to Apps Menu** to add an icon and link in your app screen.

11 Calendar.............................

Use the Calendar app, to keep track of important meetings, appointments, etc.

To access the Calendar app, press **OK** (ok) from the Home screen, select **Calendar** app 📅 and press **OK** (ok).

11.1 Multimode view

You can display the Calendar in Day, Weekly, or Month view. Press **Right Menu** ⌐ to change your Calendar view.

Day view

AT&T 📶 🔋 📶 💬 11:25 AM

Tuesday, June 18

24H	
AM	
9 AM	
10 AM	
11 AM	Test 🔔
12 PM	

Add   **SELECT**   Options

Weekly view

AT&T 📶 🔋 📶 💬 11:25 AM

Week 25, June 2019

	S 16	M 17	T 18	W 19	T 20	F 21	S 22
24H							
9 AM							
10 AM							
11 AM		Tes t					
12							

Add   **SELECT**   Options

Month view

AT&T 📶 🔋 📶 💬 11:25 AM

June 2019

S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

1 event

Add   **SELECT**   Options
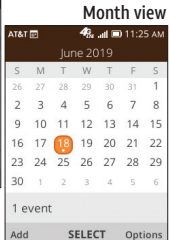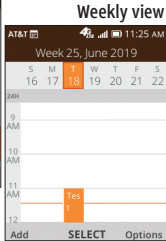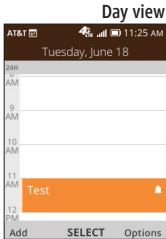
11.2 Creating new events

Press **Left Menu** ⌐ to add new events from any Calendar view.

• Fill in new event information.

• If it is a whole-day event, you can select **All-day Event**.

• When finished, press **Right Menu** ⌐ to save.

More Options are available by pressing **Right Menu** ⌐ from the Calendar main screen:

• **Go to date:** To go to whatever date you want.

• **Search:** Search scheduled events.

• **Calendar to Display:** To display phone calendar or another account if added.

• **Sync calendar:** To sync calendar.

• **Settings:** To set a series of Calendar settings.

32

11.3 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.

12 Clock ....

Your mobile phone features a Clock app with an Alarm, Timer
and Stopwatch function.

To access the Clock app, press **OK** from the Home screen,
select **Clock** app and press **OK** .

12.1 Alarm

To set an alarm

From the Alarm screen, press **Left Menu** to add a new
alarm. The following options will appear:

- **Time:** Set the alarm time.
- **Repeat:** Select the days you want your alarm active.
- **Sound:** Select a ringtone for the alarm.
- **Vibrate:** Activate vibration.
- **Alarm name:** Enter a name for the alarm.

Press **Right Menu** to save.

Press **OK** to turn on or off the selected alarm.

To adjust alarm settings

More options are available for saved alarms by selecting the alarm to be edited and pressing **Right Menu** ⌐ from the Alarm screen:

- **Edit:** Edit selected alarm.
- **Delete:** Delete selected alarm.
- **Delete all:** Delete all alarms.
- **Settings:** Set snooze duration, volume, vibration intensity, and alarm sound for the selected alarm.

12.2 Timer

From the Alarm screen, **Navigate right** ⊕ to enter the **Timer** screen.

Press **OK** (ᴏᴋ) and **Navigation** ◯ to edit hour, minute and second.

When finished, press **OK** (ᴏᴋ) to start the Timer.

- When the Timer is ongoing:

  Press **OK** (ᴏᴋ) to pause/resume the Timer.

  Press **Right Menu** ⌐ to add 1 minute.

- When the Timer is paused: Press **Left Menu** ⌐ to reset the Timer.

- When the Timer is reset: Press **Right Menu** ⌐ to enter Settings, allowing you to set Snooze time, System Alarm volume, activate vibrate and select sound.

12.3 *Stopwatch*

From the Timer screen, **Navigate right** ⊕ to enter the **Stopwatch** screen.

- Press **OK** (OK) to start the Stopwatch.
- When the Stopwatch is ongoing:

  Press **Right Menu** ⌐ to record the lap.

  Press **OK** (OK) to pause the time.

- When the Stopwatch is paused:

  Press **OK** (OK) to continue the total time.

  Press **Left Menu** ⌐ to reset the stopwatch and clear lap times.

13 Calculator ....

To access this app, press **OK** (OK) from the Home screen, select **Calculator** app and press **OK** (OK).

Press **OK** (OK) to calculate results

Push corresponding direction on **Navigation** ○ to enter in Calculator

Press ✱ to enter decimal

Press #.. key to enter negative or positive number value
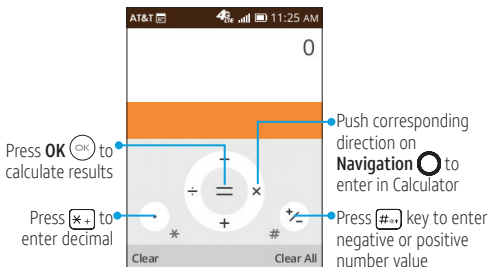
Enter the numbers using the keypad.

Select the mathematical operation to be performed using **Navigation** ○ , follow onscreen guide for each navigation direction and the corresponding mathematical operation.

Press **OK** ⊙ to select equals = and get results.

14　FM Radio.....................

Your phone is equipped with a radio[1] with RDS[2] functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display, if you tune to stations that offer Visual Radio service.

To access this app, press **OK** ⊙ from the Home screen, select **FM Radio** app 🔘 and press **OK** ⊙ .

> To use this feature, you must plug in a wired headset, sold separately, into the phone. The headset works as an antenna for your phone.

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[1]　The quality of the radio depends on the coverage of the radio station in that particular area.
[2]　Depending on your network operator and market.
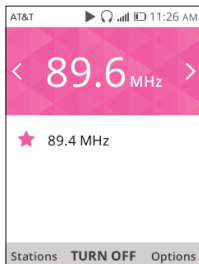
Navigate left ⊕ and **right** ⊕ to search radio stations.

Press and hold **Navigate left** ⊕ and **right** ⊕ to search and go to the nearest lower/higher frequency channel.

Press **Right Menu** ⌐ to access Options, select Add to favorites, Edit favorites or Switch to speaker/earphone.

Favorite channels will have red star added and will be displayed in channel list for easy access.

15 Settings ....

To access the Settings app, press **OK** (OK) from the Home screen, select **Settings** app ⚙ and press **OK** (OK).

15.1 Network & connectivity

15.1.1 Airplane mode

When Airplane mode is on, all wireless connections are disabled simultaneously, including Wi-Fi and Bluetooth.

15.1.2 Mobile network & Data

Carrier

Press **OK** (ㅇ) to select the Carrier automatically.

Mobile data

If you do not need to transmit data on all mobile networks, turn off **Mobile data** to avoid incurring significant charges for data use on local operator mobile networks, particularly if you do not have a mobile data agreement.

International Data Roaming

If you don't need to transmit data on other operators' mobile networks, disable Data roaming to avoid incurring significant roaming charges.

APN Settings

Press **Left Menu** ⌐ to add new APN.

Enter the required APN information, when finished, press **Right Menu** ⌐ to save.

15.1.3 Wi-Fi

Wi-Fi will allow you to surf the internet without using your mobile network when in range of a wireless network. To access Wi-Fi, open the settings to configure the access point and connect your phone. Be advised you may need to enter a password if applicable.

15.1.4　Bluetooth

Bluetooth allows your phone to exchange data (videos, images, music, etc.) with other Bluetooth devices within a close range such as another phone, computer, printer, headset, car kit, etc.

15.1.5　Geolocation

KaiOS uses GPS, and additional supplemental information such as Wi-Fi and mobile networks to approximate your location.

Location data may be used by KaiOS and service providers to improve accuracy and coverage of the location databases.

15.1.6　Calling Settings

Call Waiting

Enable or disable call waiting.

Caller ID

Select network default, hide number or show number.

Call Forwarding

Configure how your calls are forwarded when you are busy, unanswered or unreachable.

Fixed Dialing Numbers

Fixed dialing number (FDN) is a SIM service mode, where outgoing calls are restricted to a set of phone numbers. These numbers are added to the FDN list. The most common practical application of FDN is for parents to restrict the phone numbers to which their children can dial. For security reasons, you'll be prompted to enable FDN by entering SIM PIN2 which is usually acquired from your service provider or SIM maker.

DTMF Tones

Dual Tone Multi-Frequency, or DTMF is a method for instructing a telephone switching system of the telephone number to be dialed, or to issue commands to switching systems or related telephony equipment.

Press to set DTMF tones to normal or long.

15.1.7 Internet Sharing

USB tethering

USB tethering can share your phone's Internet connection with a single USB-connected device. Press to turn USB tethering On.

Note: Turning On USB tethering will automatically turn off Wi-Fi network.

15.1.8 Wireless Emergency Alerts

Alert Inbox

View Alert message in alert box.

WEA Sound

Mark the checkbox to enable emergency alert sound.

WEA Vibrate

Mark the checkbox to enable emergency alert vibrate.

Presidential alert

Presidential alert is enabled by default.

Extreme alert

Mark the checkbox to enable extreme alert.

Severe alert

Mark the checkbox to enable severe alert.

AMBER alert

Mark the checkbox to enable amber alert.

Public Safety alert

Mark the checkbox to enable public safety alert.

Spanish language

Mark the checkbox to enable Spanish language support.

State/Local Test alert

Mark the checkbox to enable state/local test alert.

WEA Ringtone

Preview WEA ringtone.

15.2 Personalization

15.2.1   Sound

Volume

Set volume for Media, Ringtones & Alerts and Alarm.

Tones

Set Vibrate, Ringtones, Notice Alerts, or Manage Tones. Manage Tones offers access to System Ringtones and Notice Alerts for reviewing or sharing, and My Ringtones to assign music in Music Library to Ringtones.

Other Sounds

Enable or disable the sound for Dial pad and Camera.

15.2.2   Display

Wallpaper

Select wallpaper from available wallpapers, gallery or to use camera to take image.

Brightness

Set the level of brightness.

Screen Timeout

Set screen timeout time.

15.2.3   Search

Search Engine

Select preferred default search engine. Select from: Yahoo, Google, Bing or DuckDuckGo.

Search Suggestions

Enable or disable search suggestions.

15.2.4   Notifications

Show on Lock Screen

Enable or disable having notifications shown on lock screen.

App Notices

Enable or disable having notifications when available Apps received new notifications, such as Bluetooth, Calendar, Call Log, E-Mail, KaiOS Pay etc.

15.2.5   Date & Time

Auto Sync

If selected On, the phone's date and time will sync automatically with the network. If selected Off, you can manually set the date, time, and time zone.

Date

Select to manually set the phone's date.

Time

Select to manually set the phone's time.

Time zone

Select to manually set the phone's time zone.

Format

Select 12-hour clock format or 24-hour clock format.

Clock

Select whether to show or hide clock on home screen.

15.2.6 Language

Select preferred language: English or Spanish.

15.2.7 Input methods

Use Predictive

Select to turn Predictive methods On or Off.

Next Word Suggestion

Select to turn next word suggestion On or Off.

Input Languages

Select input languages.

15.2.8 Answer mode

Enable flip open to answer the incoming call.

15.3 Privacy & Security

15.3.1 Screen Lock

Screen Lock

Screen lock allows you to set a 4-digit pass code which protects your phone information if lost or stolen. Your phone will ask for pass code entry in order to access device.

Change Passcode

Once Screen Lock is On, this option displays.

Change the screen lock passcode, enter the old code, then enter new code twice to confirm.

15.3.2 SIM Security

A SIM PIN prevents access to the SIM card cellular data networks. When it's enabled, any device containing the SIM card will request the PIN upon restart. A SIM PIN is not the same as the screen lock pass code used to unlock the device.

15.3.3 App Permission

Set Geolocation permission for Assistant, Camera, Maps etc. app as Ask, Deny or Grant.

15.3.4 Do Not Track

Select whether or not you want previously visited websites and apps to track your browsing history.

15.3.5 Browsing Privacy

Clear browsing history or clear cookies and stored data.

15.4 Storage

Clean Up Storage

Review and erase application data, such as from Messages, Contacts, Camera and more.

USB Storage

Enabling USB storage allows another computer or device connected using USB to access files on this phone.

Default Media Location

Select default media storage location on your phone.

Media/Application Data

Use these settings to monitor the total and used space on your phone.

15.5 Device

15.5.1 Device information

Contains information about Phone number, Model, SVN, Hardware, Software.

More Information

Contains information about OS version, Hardware Revision, MAC Address, IMEI, IMEI SV, Build Number, ICCID, Platform Version, Build Identifier, Bluetooth Address.

Legal Information

Contains information about KaiOS License Terms and Open Source Licenses.

AT&T Software Update

Check and Install new Software Updates.

Factory Reset

Erase all of your personal data from internal phone storage, including information about your accounts, your system and application settings, and any downloaded applications. Resetting the phone does not erase any system software updates you've downloaded or any files on your microSD™ card, such as music or photos. If you reset the phone in this way, you're prompted to re-enter the same kind of information as when you first started the device.

15.5.2 Downloads

View downloads.

15.5.3 Battery

View current battery level or set power saving mode.

Turning power saving mode on will turn off the phone's data, Bluetooth and geolocation connections to extend battery life.

You can select to turn on power saving mode automatically once there is 5, 10, or 15 percent battery remaining.

You can adjust power use via the screen brightness or screen timeout settings in the Display screen.

15.5.4 Accessibility

Invert Colors

Turn On/Off color inversion.

Backlight

Turn On/Off backlight.

Large text

Turn On/Off large text.

Captions

Turn On/Off captions for phone screen.

Readout

Readout mode function reads labels of interface elements and provides sound response.

Mono Audio

Turn On/Off mono audio.

Volume Balance

Set volume balance value.

Keypad Vibration

Turn On/Off keypad vibration.

Hearing Aid Compatibility (HAC)

Hearing aid mode can be used by people who are deaf, have poor hearing or speech impairments. After connecting the phone and hearing aid device, calls are linked to a relay service, which converts incoming speech to text for the person using the hearing aid and converts outgoing text from the hearing aid device to a spoken voice for the person on the other end of the conversation.

Real-Time-Text (RTT)

Set RTT (Real Time Text) visibility when during calls or Always visible.

15.5.5 Regulatory & Safety

Contains information about Bluetooth Declaration ID, FCC ID, Audio Warning, WEEE, SAR.

15.6 Account

Use the settings to add, remove, and manage your email and other supported accounts.

15.6.1 KaiOS Account

Setup a KaiOS Account to use Anti-Theft option that remotely locks device or wipes all personal information in event of loss or theft.

Note: You must have access to a valid email address and be over the age of 13 to create an account.

1. From the Home Screen, press **OK** (OK) > **Settings** > **Account** > **KaiOS Account**.

2. Select **Create Account** then follow the prompts to accept KaiOS Terms and create login credentials.

3. Verify your email address via the email sent on another device or computer.

4. Return to KaiOS Account setup on your phone and sign in.

15.6.2 Anti-Theft

To access Remote Lock or Device Wipe, please visit https://services.kaiostech.com/antitheft

16 Making the most out of your phone ....

16.1 Software updates

You can use the Over-the-air Upgrade tool to update your phone's software.

16.1.1 Over-the-air Upgrade

Using the Over-the-air Upgrade tool you can update your phone's software.

To access **Update phone,** select **Settings > Device > Device Information > AT&T Software Update > Check for Updates**. When there is a new mandatory software update version available, the phone will start downloading automatically, then select **Continue** to update your system.

If the software Update is not mandatory, you can select Remind me later to return, and update your system any time.

You should connect to a valid and secure Wi-Fi access point before checking for an update.

17 Safety information ....

We recommend that you read this chapter carefully before using your device. 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 device 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 device when the vehicle is not parked.

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

• CONDITIONS OF USE

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

Switch the device off before boarding an aircraft.

Switch the device off when you are in healthcare facilities, except in designated areas. As with many other types of equipment now in regular use, these devices can interfere with other electrical or electronic devices, or equipment using radio frequencies.

Switch the device 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 device is switched on, it should be kept at least 150 mm from any medical device such as a pacemaker, a hearing aid, or insulin pump, etc. In particular when using the device, you should hold it against the ear on the opposite side of the device, if applicable.

To avoid hearing impairment, move the device away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

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

When replacing the cover, note that your device may contain substances that could create an allergic reaction.

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

Do not allow your device 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 0°C (32°F) to 50°C (122°F).

At over 50°C (122°F) the legibility of the device'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 device yourself.

Do not drop, throw, or bend your device.

To avoid any injury, do not use the device if the screen is damaged, cracked, or broken.

Do not paint the device.

Only use batteries, battery chargers, and accessories which are recommended by TCL Communication Technology Holdings Limited and its affiliates and are compatible with your device model. TCL Communication Technology Holdings 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 device.

• 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 device regarding taking photographs and recording sounds with your device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or 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 authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person. The manufacturer, the seller, vendor, and/or service provider of your device. Disclaim any liability which may result from the improper use of the device.

• BATTERY

Following air regulation, the battery of your product is not charged. Please charge it first.

Before removing the battery from your device, make sure that the device 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 (140°F).
- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion, or other hazard.

Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

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 TCL Communication Technology Holdings Limited and/or its affiliates.

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

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

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

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

Main powered chargers will operate within the temperature range of: 0°C (32°F) to 45°C (113°F).

The chargers designed for your device meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the eco design 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.

• Electronic Recycling

For more information on Electronic Recycling:

Visit Alcatel Electronic Recycling Program website at https://us.alcatelmobile.com/accessibility-compliance/electronic-recycling-program/

• **Battery Recycling (USA & Canada):**

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 and Canada website at https://us.alcatelmobile.com/accessibility-compliance/battery-recycling/ and https://ca.alcatelmobile.com/accessibility-compliance/battery-recycling/.

• **Federal Communications Commission (FCC) Declaration of Conformity**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

This device has been tested and found to comply with the limits for a Class B digital, 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 will not occur in a particular installation if this equipment does cause harmful 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.

FCC Caution:

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

FCC RF Exposure Information (SAR):

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this is set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage near the body with the separation of 15 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device 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.

The exposure standard for wireless employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.

Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

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

FCC ID: 2ACCJN031

This device is HAC M4/T4 compatible. Reference ANSI C63.19 (2011).

FCC Hearing Aid Compatibility (HAC)

On product, go to **Settings** > **Device** > **Device Information** > **Legal information** > **Hearing Aid Compatibility (HAC)**

Or go to https://us.alcatelmobile.com/accessibility-compliance/hearing-aid-compatibility/ and search for FCC ID 2ACCJN031.

Exposure to radio frequency

On product, go to **Settings** > **Device** > **Device Information** > **Legal information** > **RF Exposure**

Or go to https://us.alcatelmobile.com/accessibility-compliance/mobile-and-health/ and search for model 4052R.

SAR compliance for body operation is based on a separation distance of 15 mm between the device and the human body. 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 device is automatically decreased when full power is not needed. 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 15 mm. 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 device the indicated distance away from the body.

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

Please note by using the device some of your personal data may be shared with the main device. It is under your responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For devices with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your device as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your device 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 device. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your device'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 TCL Communication Technology Holdings Limited is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Technology Holdings Limited implements and maintains appropriate technical and organizational measures to protect all personal data, for example, against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to:

(i) the technical possibilities available,

(ii) the costs for implementing the measures,

(iii) the risks involved with the processing of the personal data, and

(iv) the sensitivity of the personal data processed.

You can access, review, and edit your personal information at any time by logging into your user account, visiting your user profile, or 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.

US Information Concerning the Federal Communications Commission ("FCC") Requirements for Hearing Aid Compatibility with Wireless Devices

When wireless devices are used near hearing devices (such as hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference, and wireless devices also vary in the amount of interference that they generate.

The wireless telephone industry has developed ratings to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that are rated will have the rating displayed on the box together with other relevant approval markings.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device is vulnerable to interference, you may not be able to use a rated wireless device successfully. Consulting with your hearing health professional and testing the wireless device with your hearing device is the best way to evaluate it for your personal needs.

This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return and exchange policies, and for information about hearing aid compatibility.

Hearing aid compatibility rating for this smartphone: M4/T4

How the ratings work

M-Ratings: Wireless devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than wireless devices that are not labeled. M4 is the better or higher of the two ratings.

T-Ratings: Wireless devices rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated wireless devices. T4 is the better or higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from wireless devices.

For more information about the actions that the FCC has taken with regard to hearing aid compatibility with wireless devices and other steps that the FCC has taken to ensure that individuals with disabilities have access to telecommunications services, visit www.fcc.gov/cgb/dro.

• LICENCES

micro SD Logo is a trademark of SD-3C LLC.

The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCL Communication Technology Holdings Limited and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

Alcatel 4052R Bluetooth Declaration ID D044935

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

18 General information..................

- **Website:** http://us.alcatelmobile.com
  http://ca.alcatelmobile.com
- **Facebook:** http://www.facebook.com/alcatelmobileus/
  http://www.facebook.com/alcatelmobilecanada/
- **Call support:** U.S.A.: 855-368-0829
  Canada: 855-844-6058
- **Email support:** U.S.A.: http://us.alcatelmobile.com/contact/
  Canada: http://ca.alcatelmobile.com/contact/
- **Manufacturer:** TCL Communication Technology Holdings
  Limited

  5/F, Building 22E, 22 Science Park East Avenue,
  Hong Kong Science Park, Shatin, NT, Hong Kong

An electronic version of this product safety information is available in English and other languages according to availability on our website: http://us.alcatelmobile.com

Your device is a transceiver that operates on Wi-Fi with 2.4GHz and Bluetooth with 2.4GHz.

Protection against theft [1]

Your device 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 device by entering *#06# and keep it in a safe place. It may be requested by the police or your operator if your device is stolen. This number allows your device 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 device's operation, depending on the software release of your device or specific operator services.

TCL Communication Technology Holdings Limited shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

This device may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this device ("Third Party Materials"). All third party materials in this device are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that TCL Communication Technology Holdings Limited has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and devices in complying with Intellectual Property rights. TCL Communication Technology Holdings Limited will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this device or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCL Communication Technology Holdings Limited disclaims all liability for any claims, demands, suits, or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication Technology Holdings Limited,

may be subject to paid updates and upgrades in the future; TCL Communication Technology Holdings Limited waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the device is used; in no event shall the list of possible applications and software provided with the devices be considered as an undertaking from TCL Communication Technology Holdings Limited; it shall remain merely as information for the purchaser. Therefore, TCL Communication Technology Holdings Limited shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. TCL Communication Technology Holdings Limited reserves the right at any time to add or remove Third Party Materials from its devices without prior notice; in no event shall TCL Communication Technology Holdings Limited be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

19 1 YEAR LIMITED WARRANTY....

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

1. 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:

   a. U.S. https://us.alcatelmobile.com/return-policy/

   b. 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

USA phone number: 855-368-0829 or
https://us.alcatelmobile.com/

Canada phone number: 855-844-6058 or
https://ca.alcatelmobile.com/

20 Troubleshooting............................

Before contacting the service center, follow the instructions below:

- You are advised to fully charge ($\boxed{}$) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone›s software. To access **Update phone**, press **Settings > Device > Device Information > Software Update > Check for Updates**.

Carry out the following checks:

My phone has not responded for several minutes

- Restart your phone by pressing and holding **Power/Back/Hang Up** $\underline{}$.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure **Power/Back/Hang Up** $\underline{}$ is not mis-contacted due to unlocked screen.
- Check the battery charge level.

My phone cannot charge properly

- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions: 0°C (32°F) to 45°C (113°F).
- When abroad, check that the voltage input is compatible.

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

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

My phone cannot connect to the Internet

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

Invalid SIM card

- Make sure the SIM card has been correctly inserted (see "Inserting or removing the Nano SIM and microSDTM card").
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls

- Make sure you have dialed a valid number and have pressed **Place/Answer Call** .
- 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 service provider (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.

• Make sure that your phone is not in airplane 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 service provider (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 airplane mode.

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

• Check that you have subscribed to this service with your service provider.
• 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 Up/Down** key.
• Check the network strength .ıll.
• 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 service provider 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 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 service provider to check service availability.

I cannot access my voicemail

- Make sure your service provider's voicemail number is correctly entered in «Voicemail number».
- Try later if the network is busy.

I am unable to send and receive MMS

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

SIM card PIN locked

- Contact your service provider to obtain the PUK code (Personal Unblocking Key).

I am unable to download new files

- Make sure there is sufficient phone memory for your download.
- Check your subscription status with your service provider.

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.

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3.2 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 off the backlight upon request.
- Extend the email auto-check interval for as long as possible.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.

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