enjoy.now

alcatel 1

Note:

This is a user manual for Alcatel 1 5033XR.

Help

The following resources will provide you with answers to more FAQs along with additional software, and service information.

Consulting FAQ

Go to

https://www.alcatelmobile.com/support/

Updating your phone's software

Update through the **System Update** menu on your device.

To download the software update tool onto your PC, go to

https://www.alcatelmobile.com/support/software-drivers/

Finding your serial number or IMEI

You can find your serial number or International Mobile Equipment Identity (IMEI) on the packaging materials. Alternatively, go to **Settings > System > About phone > Status** on your phone.

Obtaining warranty service

First follow the advice in this guide. Then check hotlines and repair centre information through

https://www.alcatelmobile.com/contact-us/

Viewing legal information

On the phone, go to **Settings > System > About phone > Legal information**.

Using ONETOUCH Cloud

Open Support Centre, then touch More info. For an online User Centre tutorial (may not be available in all areas), go to

https://www.alcatelmobile.com/support/faq/

Using other alcatel apps

Go to

https://www.alcatelmobile.com/support/app-services/

Table of Contents

Safety and use ....

Please 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.

Do not use your phone when the vehicle is not safely parked. Using a hand-held phone while driving is illegal in many countries.

Comply with restrictions on use specific to certain places (hospitals, planes, gas stations, schools, etc.).

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas.

Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere when operate your phone.

Please consult your doctor and the device manufacturer to determine if operation of your phone may interfere with the operation of your medical device. 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 an insulin pump, etc.

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

To reduce exposure to radio waves, it is recommended:

- To use the phone under good signal reception conditions as indicated on its screen (four or five bars);
- To use a hands-free kit;
- To make reasonable use of the phone, particularly for children and adolescents, for example by avoiding night calls and limiting the frequency and duration of calls;
- Keep the phone away from the belly of pregnant women or the lower abdomen of adolescents.

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 0°C (32°F) to 40°C (104°F). At over 40°C (104°F) the legibility of the phone's display may be impaired, though this is temporary and not serious.

PROTECT YOUR HEARING

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

Use only batteries, battery chargers, and accessories which are compatible with your phone model.

Regulatory information

CE Hereby, TCL Communication Ltd. declares that the radio equipment of type Alcatel 5033XR is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: https://www.alcatelmobile.com/eu_doc/.

UKCA Hereby, TCL Communication Ltd. declares that the radio equipment of type Alcatel 5033XR is in compliance with the Radio Equipment Regulations 2017. The full text of the UK declaration of conformity is available at the following internet address: https://www.alcatelmobile.com/eu_doc/.

SAR and radio waves

Proof of compliance with international standards (ICNIRP) or with European Directive 2014/53/EU (RED) is required of all 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 phone 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 organisation (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 for Head SAR and Body-worn SAR, and 4 W/kg for Limb SAR.

Maximum SAR for this model and conditions under which it was recorded		
Head SAR	UMTS 900MHz + Wi-Fi 2.4GHz	0.82 W/kg
Body-worn SAR (5 mm)	LTE Band 1 + Wi-Fi 2.4GHz	1.51 W/kg

For more information, you can go to www.alcatelmobile.com.

Frequency bands and maximum radio-frequency power

This radio equipment operates with the following frequency bands and maximum radio-frequency power:

GSM 900MHz: 33.3 dBm

GSM 1800MHz: 30.3 dBm

UMTS B1/8 (2100/900MHz): 24 dBm

LTE FDD B1 (2100MHz): 24.5 dBm

LTE FDD B3/8/20 (1800/900/800MHz): 24 dBm

LTE FDD B7 (2600MHz): 22.7 dBm

Bluetooth 2.4GHz band: 7.81 dBm

Bluetooth LE 2.4GHz band: 0.02 dBm

802.11 b/g/n 2.4GHz band: 17.58 dBm

This device may be operated without restrictions in any EU member state.

Licences

microSD logo is a trademark.

Bluetooth SIG, Inc. licensed and certificated **Alcatel 5033XR** Bluetooth Declaration ID D038401

Wi-Fi Alliance certificated

Battery

In accordance with air regulations, the battery of your product is not fully charged. Please charge it first.

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- For a device with a non-removable battery, do not attempt to eject or replace the battery.
- Do not puncture, disassemble, or cause a short circuit in a battery.
- For a unibody device, do not attempt to open or puncture the back cover.

- Do not burn or dispose of a used battery or phone in household rubbish or store it at temperatures above 60°C (140°F), this can result in an explosion or the leakage of flammable liquid or gas. Similarly, subjecting the battery to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas. Only use the battery for the purpose for which it was designed and recommended. Never use damaged batteries.

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

Charger

Mains powered chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. They are also compliant with 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 the purpose of charging only.

Alcatel 5033XR is compatible with the charger, which complies with the following standards relating to the Common Mobile Phone Charger:

- EN301 489-34 V2.1.1 (2019-04)

- EN 62684:2018

Model: PA-5V550mA-006/ PA-5V550mA-012/ PA-5V550mA-015/ PA-5V550mA-017/ PA-5V550mA-029/ PA-5V550mA-028/ PA-5V550mA-005/ PA-5V550mA-011	Input Voltage: 100~240V	Input AC Frequency: 50/60Hz
Output Voltage: 5.0V	Output Current: 0.55A	Output Power: 2.75W
Average active efficiency: 69.0%	No-load power consumption: 0.08W	

Waste disposal and recycling

Phone, accessory and battery must be disposed of in accordance with locally applicable environmental regulations.

This symbol on your phone, the battery, and the accessories means that these products must be taken to:

 - Municipal waste disposal centres with specific bins.

 - Collection bins at points of sale.

They will then be recycled, 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.

General information

- **Internet address:** www.alcatelmobile.com
- **Service Hotline and Repair Center:** Go to our website www.alcatelmobile.com/contact-us/, or open Support Center application on your mobile to find your local hotline number and authorized repair center for your country.
- **Full User Manual:** Please go to www.alcatelmobile.com/support/product-support/ to download the full user manual of your device.

    On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by email to ask any questions you may have.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labelling path:** Touch **Settings > Regulatory & safety** or press *#07#, to find more information about labelling [(1)].

[(1)] Depending on country.

Software update

The connection costs associated with finding, downloading and installing software updates for your mobile phone's operating system will vary depending on the offer you have subscribed to from your telecommunications operator.

This update procedure involves the handling of your personal data: unique product identifier (IMEI), IP address, product reference (CU reference), product version and network identifier of your telecommunications operator (PLMN).

Updates will be downloaded automatically but their installation will require your approval. Once accepted, the update is installed automatically.

Refusing or forgetting to install an update can affect your phone's performance and, in the event of a security update, expose your phone to security vulnerabilities.

Privacy statement of device usage

If you connect your device to networks or other devices (like for example Wi-Fi, Bluetooth, NFC, or any other method), please note that some of your personal data may be shared with them. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorised devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), ensure your network security. These precautions will help prevent unauthorised access to your phone. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only, for that some third party apps can impact your product's performance and/or have access to private information including account details, call data, location details, and network resources. We are not responsible for such third party provider's privacy or security practices.
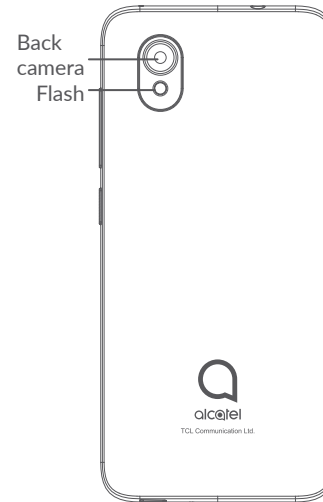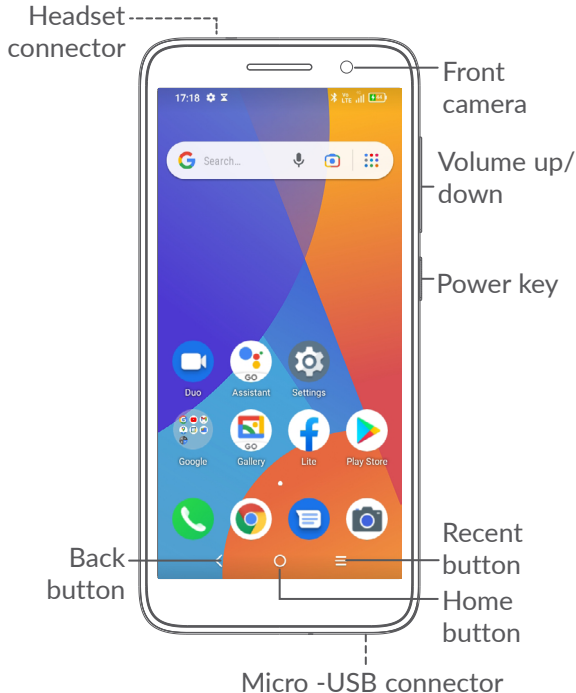
Any personal data you shared with TCL Communication Ltd. will be handled in accordance with our Privacy Notice. You can check our Privacy Notice by visiting our website: https://www.alcatelmobile.com/privacy/.

Privacy

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

1 Your mobile ....

1.1 Keys and connectors

Headset connector

Front camera

Volume up/down

Power key

Back button

Recent button

Home button

Micro -USB connector

Back camera

Flash

alcatel

TCL Communication Ltd.

$<$ **Back button**

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

$\bigcirc$ **Home button**

- From any application or screen, touch to return to the Home screen.

- Touch and hold to turn on Google Assistant. You can get help such as getting directions and restaurant information based on the content detected on the screen.

Recent Apps button

• Touch to view applications you've recently accessed.

Power key

• Press: Lock the screen/Light up the screen.
• Press and hold: Show the popup menu to select from **Power off/Restart/Aeroplane mode**.
• Press and hold the **Power** key and **Volume down** key to take a screenshot.
• Press and hold the **Power** key for at least 10 seconds to force reboot.

Volume keys

• In call mode, adjusts the earpiece or headset volume.
• In Music/Video/Streaming mode, adjusts the media volume.
• In general mode, adjusts the ringtone volume.
• Mutes the ringtone of an incoming call.
• In camera preview mode, press the **Volume up** or **down** key to take a photo or press and hold to take burst shots.
• Double-press the **Power** key to open the camera.
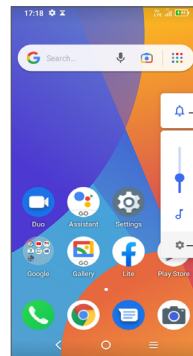
Touch to switch between **Sound, vibrate** and **Mute**

Touch to adjust the volume of media, calls, ringtones, alarms or notifications
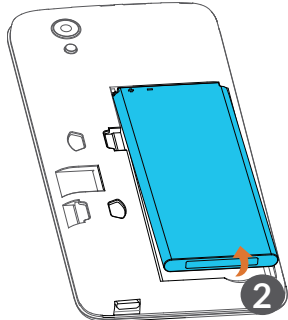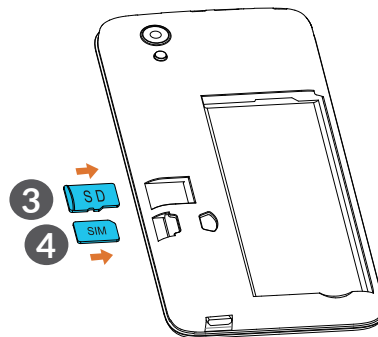
1.2 Getting started

1.2.1 Setting up

1 Removing or installing the back cover.
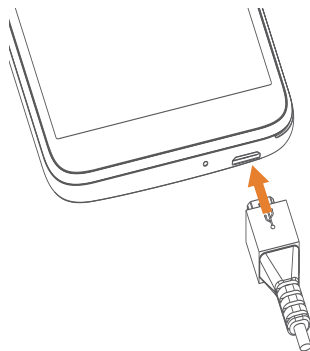

2 Installing or removing the battery.

3 Insert or remove the microSD card.

4 Insert or remove the SIM card.

Your phone only supports nano-SIM cards. Do not attempt to insert other SIM types like mini and micro cards as these may cause damage to your phone.

Charging the battery

You are advised to fully charge the battery (▬). Charging status is indicated by a percentage displayed on screen. The percentage increases as the phone is charged.

> ☼ To reduce power consumption and energy waste when the battery is fully charged, disconnect your charger from the plug; switch off Wi-Fi, GPS, Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

1.2.2 Powering on your phone

Hold down the **Power** key until the phone powers on, unlock your phone (Swipe, Pattern, PIN or Password) if necessary and confirm. The Home screen is displayed.

1.2.3 Powering off your phone

Press and hold the **Power** key until options appear, then select **Power off**.

1.3 Home screen

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

① Status bar
- Status/Notification indicators
- Swipe down to open the Notification panel

④ Search bar

- Touch **②** to enter text search screen
- Touch **③** to enter voice search screen

⑤ Favourites tray applications

- Enter the application
- Touch and hold to move or remove applications

Auto-rotate screen

From the app list, touch **Settings > Display > Auto-rotate screen** to enable the function.

1.3.1 Using the touchscreen

Touch

To access an application, touch it with your finger.

Touch and hold

To enter the available options for an item, touch and hold the item. For example. Select a contact in Contacts and touch and hold it. An options list will then appear.

Drag

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

Slide/Swipe

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

Flick

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

Pinch/Spread

Place two fingers on the screen surface and draw them apart or together to scale an element on the screen.

Rotate

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

1.3.2 Status bar

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

Drag down the status bar to view notifications and drag again to enter the quick settings panel.

Touch and drag up to close it. When there are notifications, they can be accessed by touching them.

Notification panel

When there are notifications, touch and drag down the Status bar to open the Notification panel to read more detailed information.
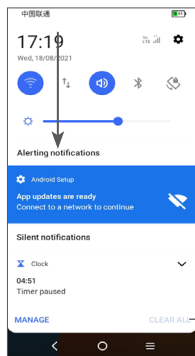
Clear all notifications (ongoing notifications will remain)

Quick Settings panel

Touch and drag down from the top of the screen twice to open the Quick settings panel.

You can enable or disable functions or change modes by touching the icons.

Open **Settings**, to view the full list of settings

Touch to customise your Quick settings panel

1.3.3 Lock and unlock your screen

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

To create a screen unlock pattern, touch **Settings > Security > Screen lock.**

To lock phone screen

If your phone remains inactive for a period of time, it will automatically lock the screen and enter sleep mode to save power. Go to **Settings > Display > Sleep** and select a screen timeout period.

You can also manually lock the screen by pressing the **Power** key once.

To unlock the phone screen

Press the **Power** key once to light up the screen, swipe up and unlock the screen with the method you have set.
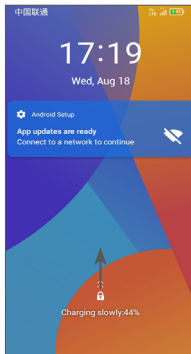
Enter a Password to Unlock the Screen

Once the screen is turned on, swipe up from any position on the screen to display the password input panel. Then enter your lock screen password.

Use Pattern Unlock

Draw the same pattern you have set to unlock the screen.

1.3.4 Personalising your Home screen

Add

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

Reposition

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

Remove

Touch and hold an item and drag it up to the top of the **Remove** icon, then release.

Create folders

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

Wallpaper customization

Touch and hold an empty area on the Home screen, then touch **Wallpapers** to customise wallpaper.

1.3.5 Widgets and recently used applications

Consult widgets

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

Touch the selected widget and slide it to move to your preferred screen.

Consult recently used applications

To consult recently used applications, touch the **Recent Apps** button ≡. Touch a thumbnail in the window to open the application.
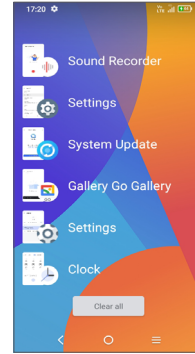
Touch one thumbnail and slide it right to close an application.

Touch **Clear all** at the bottom of the screen to close all the running applications.

1.3.6 Volume adjustment

Using the volume key

Press the **Volume** key to adjust the volume. To activate silent mode, press the **Volume down** key until the phone is silent. To activate vibration mode, press the **Volume** key and touch 🔔 to show this icon 📳.

Using the settings menu

From the app list, touch **Settings > Sound & vibration** to set the volume for media, ringtones, alarms, etc.

2 Text input.............................

2.1 Using the onscreen keyboard

Onscreen keyboard settings

Go to **Settings > System > Languages & input > Virtual keyboard,** touch the keyboard you want to set up and a series of settings will become available.

Adjust the onscreen keyboard orientation

Turn the phone sideways or upright to adjust the onscreen keyboard orientation. You can adjust this by changing the settings (Touch **Settings > Display > Auto-rotate screen**).

2.1.1 Gboard

1 Enter text or numbers

2 Touch and hold to select symbols

3 Switch between "abc/Abc" mode; Touch and hold to switch to "abc/ABC" mode

4 Switch between symbol and numeric keyboard

5 Touch and hold to show input options

2.2 Text editing

You can edit texts which you have entered.

- Touch and hold or double tap within the text that you want to edit.
- Drag the tabs to change the area of the selected text.
- The following options will appear: **Cut, Copy, Share** and **Select all.**
- If you have previously cut or copied any text, touch the tab to show **Paste** which allows you then paste the text at the current location.
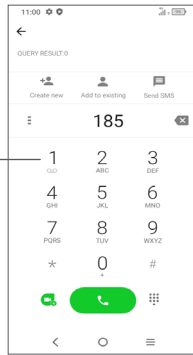
3 Phone, Call logs and Contacts......................................

3.1 Phone ....

3.1.1 Making a call

To make a call, touch 📞 in the Favourites tray.
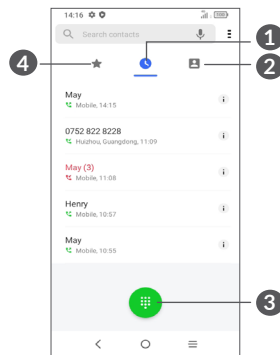
① Call logs
② Contacts
③ Show the dial pad
④ Favourites

Long press to access voicemail

Enter the desired number from the dial pad and touch to place the call, or select a contact from **Contacts** or **Call logs** by sliding or touching tabs and then make the call.

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

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

To hang up a call, touch .

International call

To dial an international call, long press 0 to enter "+", then enter the international country prefix followed by the full phone number and touch .

Emergency call

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

3.1.2 Answering or rejecting a call
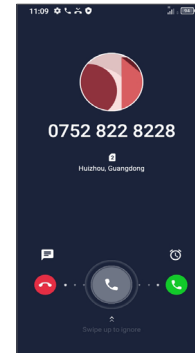
When you receive a call:

- Swipe right to answer;
- Swipe left to reject;
- Touch to reject the call by sending a preset message.

3.1.3 Calling your voicemail

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

To access your voicemail, long press $\underset{\infty}{1}$.

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

3.1.4 During a call
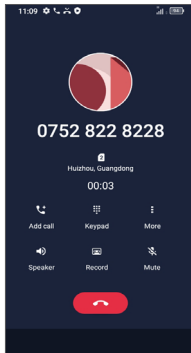
To adjust the volume during a call, press the **Volume** key.

> To avoid accidental operation of the touchscreen during a call, the screen will automatically darken when you put the phone close to your ear, the screen will re-illuminate when it is removed from your ear.

3.1.5 Managing multiple calls

With this phone you can handle multiple calls at the same time.

Swap calls

When you accept two calls, touch ⤮ to switch between two lines. The current call will be put on hold.

Conference calls [(1)]

You can set up a conference call as follows.

- Place a call to the first participant of the conference call.
- Touch ⭠⁺ to add another call.
- Enter the phone number of the person you want to add to conference and touch ⓒ . You can also add participants from **Call logs** or **Contacts**.
- Touch �ʎ to start the conference.
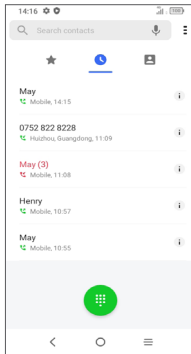- Touch ⊙ to end the conference call and disconnect all callers.

3.1.6 Phone settings

Touch ⋮ from the **Phone** screen, then touch **Settings** to set phone and contacts.

[(1)] Depending on your network operator.

3.2 Call logs

You can access your call logs by touching 🕐 from the **Phone** screen to view missed calls, outgoing calls and incoming calls.

To delete the call history of a selected contact or number, touch and hold the contact and choose **Delete**.

3.3 Contacts.. 👤
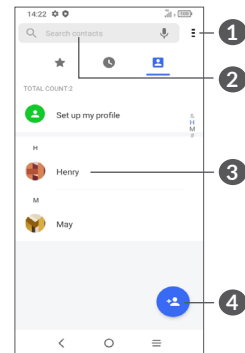
Contacts enables quick and easy access to the people you want to reach.

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

3.3.1 Consult your Contacts

To see your contacts, swipe up on the Home screen, then touch 👤.

1 Touch for more options.

2 Touch to search contacts.

③ Touch to open the Quick contact panel.

Touch and hold to share or delete the selected contact.

④ Add a new contact.

💡 Deleted contacts will also be removed from other applications on the phone or web the next time you synchronise your phone.

3.3.2 Adding a contact

Touch 🔵 in the contact list to create a new contact.

You are required to enter the contact's name and other contact information. By scrolling up and down the screen, you can move from one field to another.
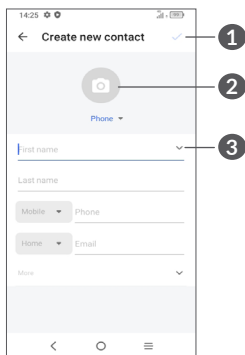
① When finished, touch this icon to save.

② Select a picture or take a photo for the phone contact.

③ Touch to open available labels

Add to/Remove from favourites [(1)]

To add a contact to favourites, you can touch a contact to view details then touch ☆ to add the contact to favourites.

To remove a contact from favourites, touch ★ on the contact details screen.

3.3.3 Editing your contacts

To edit contact information, touch ✏ in the contact details screen.

When finished, touch ✓.

[(1)] Only phone contacts and account contacts can be added to favourites.

3.3.4 Use Quick contact for Android

Touch a contact to open the Quick contact panel for Android.
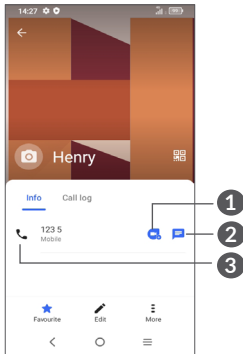
① Touch to make a video call

② Touch to send a message

③ Touch to make a call

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

3.3.5 Sharing contacts

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

• From the Contacts screen, touch and hold a contact and touch **Share**.

• Select the application to perform this action.

3.3.6 Accounts

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

To add an account, touch **⋮** from the contacts list and touch **Settings > Manage accounts > Add account**, or from the home screen, touch **Settings > Accounts > Add account**.

You are required to select the kind of account you are adding, like Google, etc.

As with any other account setup, you need to enter detailed information, like username, password, etc.

You can remove an account and all associated information from the phone. Touch the account you want to delete, touch **Remove account**, then confirm.

Auto-sync

On the **Accounts** screen, turn on **Automatically sync data** ⚪. When activated, all changes to information on the phone or online will be automatically synchronised with each other.

4 Messages ....💬

4.1 Write a new message

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

To access Messages, touch 💬.

On the message list screen, touch 🔲 Start chat to write text/multimedia messages.

1 More options

2 Send the message

Sending a text message

• To add recipients, enter a mobile phone number or select a contact in the **To** bar.

• Touch the **Text** bar to enter the text of the message.

• When finished, touch ⊳ to send the text message.
SMS

💡 Specific letters (accented) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides and sounds to other compatible mobiles and email addresses.

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

• To send a multimedia message, enter the recipient's phone number in the **To** bar.

• Write the text of the message in the **Text** bar.

• Touch ⊕ to attach emojis, picture, video,etc.

• Touch and hold 🎤 to record audio.
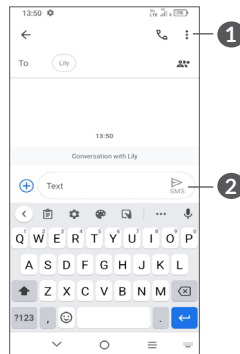
• When finished, touch ⊳ to send the multimedia message.
MMS

4.2 Manage messages

When a message is received, 📧 will appear on the Status bar as a notification. Swipe down the Status bar to open the Notification panel. Touch the new message to open and read it. You can also access the **Messages** application and touch the message to open it.

Messages are displayed as a conversation.

Touch a message to enter the message composing screen:
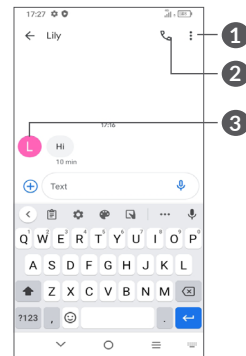
❶ Tap for more options

❷ Tap to call the number

❸ Tap to save the number to Contacts or view the contact details if the number has been saved.

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

5 Multimedia applications.......

5.1 Camera.. 📷

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

To take a photo or video, touch Camera 📷 from the Home screen.

Using shortcut key

Simply double-press the **Power** key to open the camera.

1 **Flash mode**

Touch to turn on/off the camera flash

WARNING: Keep a safe distance when using the flash. Do not point the flash toward people's or animals' eyes.

2 Take a timed photo

3 Picture size

4 Zoom in/out

5 Switch between front and rear camera

6 Touch to access settings

7 Pinch fingers together to zoom out, or spread fingers apart to zoom in

8 View the photos or videos you have taken

9 Take a photo

To take a photo

The screen acts as the viewfinder. First, position the object or landscape in the viewfinder, touch the screen to focus if necessary and touch 📷 or press the **Volume key** to take a photo. The photo will be automatically saved. You can also long press 📷 to take burst shots.

To take a video

Touch **VIDEO** to change the camera mode to video. Touch 🔴 to start video recording. Touch the left part of this icon ⬜🔴⬜ to take a picture during video recording. Touch the right part of this icon ⬜🔴⬜ to pause video recording and touch 🔴 to continue. Touch 🔲 to stop recording. The video will be automatically saved.

5.1.1 Settings

Touch 🔘 to set more options:

- **Photo size:** Touch to select photo size.
- **Video quality:** Touch to select video quality.
- **Volume button function:** Touch to set volume button function in camera mode.
- **Touch to capture:** Touch to turn on/off. When activated, the image will be captured by simply touching the viewfinder screen.
- **Grid:** Touch to turn on/off. It divides the screen into equal parts and helps you take better photos by making it simple to align elements such as the horizon or buildings, to the lines in the grid.
- **Storage:** Touch to choose between phone and SD card storage when an SD card is inserted. The default is phone storage.

- **Save location information:** Turn on 🔘 to tag photos and videos with your location. This option is available when the GPS location service is enabled.
- **Shutter sound:** Touch to turn on/off shutter sound when capturing.
- **Spirit level:** Enable Spirit level to display a guiding line on the viewfinder to help you take better photos.

- **Reset settings:** Touch to reset the camera to its factory default settings.

5.2 Gallery ....

Gallery acts as a media player for you to view photos and play videos. It also automatically analyses photos and organises them into groups, so that you can quickly locate the photos you need.

To view, edit or share the photos/videos, touch **Gallery** from the Home screen.

1 Tap to access more options

2 **Photos**

   View the photos/videos you have just taken

3 **Folders**

   Photos, videos, screenshots, etc. are all automatically grouped in Folders

Working with pictures and videos

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

Find the picture you want to work on, and touch the picture in the full-screen picture view.

Touch to edit.

1 Rotate

2 Crop

3 Discard changes

4 Save changes.

• *To edit a video*

Touch the video in the full-screen view and touch .

Drag the slider at both ends of the video crop area, select the video you want to keep, touch ▶ to preview. Once done, touch **Save copy**.

Folders management

When there are many pictures and videos, you can manage your albums for convenient viewing.

• Create a folder
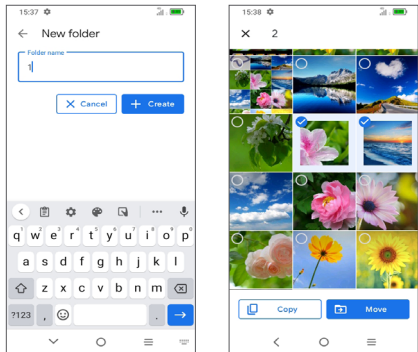
Tap ⋮ **> New Folder** to create and name a new folder. Select the pictures or videos you want to include in it by tapping ✓ to copy or move them.

• Move/copy pictures or videos

Touch and hold the picture(s) or Video(s) you want to move/copy, Touch ⋮ **> Move to folder/Copy to folder**, then select the folder that you want to move to/copy to.

• Delete pictures or videos

Touch and hold the picture(s) or Video(s) you want to delete, touch ⋮ **> Move to trash**.

5.3 Music...

You can play music files stored on your phone or microSD card.

To play a music file, swipe up on the Home screen, then touch Music .
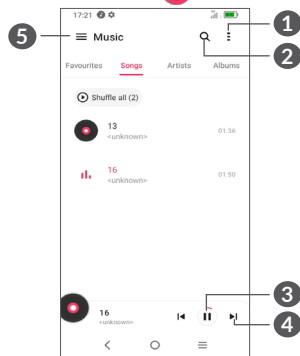
① More options
② Search for a song
③ Play or pause
④ Play the next song
⑤ Music settings

💡 While playing songs with Music, the operation of pause, play or skip is still available even if the screen is locked.

6 Calendar, Clock, and Calculator ....

6.1 Calendar .... 📅

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

To view the calendar and create events, open Google apps folder from Home screen, then touch **Calendar**.

6.1.1 Multimode view

You can display the Calendar by **Schedule, Day, 3 days, Week,** or **Month,** touch ☰ to select.
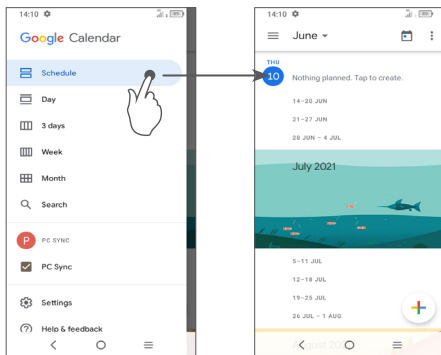
6.1.2 To create new events

You can add new events from any Calendar view.

- Touch +.
- Fill in all required information for this new event. If it is a whole-day event, you can select **All-day**.
- When finished, touch **Save** from the top of the screen.

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

6.1.3 To delete or edit an event

To delete or edit an event, touch the event to enter its details screen. Touch 🖊 to edit the event, or touch ⋮ and then touch **Delete** to delete the event.

6.1.4 Event reminder

If a reminder is set for an event, the upcoming event icon 31 will appear on the Status bar as a notification when the reminder time arrives.

Swipe down the Status bar to open the Notification panel and touch an event name to view the Calendar notification list.

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

6.2 Clock..

Your mobile phone has a built-in clock, swipe up the Home screen, then touch **Clock**.
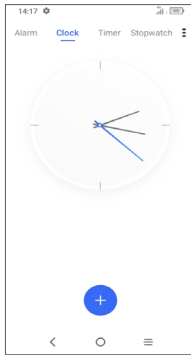
Tap ⊕ to add a time zone from the list.

6.2.1 Alarm

From the Clock screen, touch **Alarm**.

Turn on 🔵 to enable the alarm.

Touch ⊕ to add a new alarm.

Touch a currently existing alarm to enter the alarm editing screen.

Touch **DELETE** to delete the selected alarm.

6.2.2 Timer

From the Clock screen, touch **Timer**.

• Touch the digits to set the countdown time. Type the time in hour, minute and second number sequence.

• Touch ▶ to start the countdown.

Reset — Pause/play
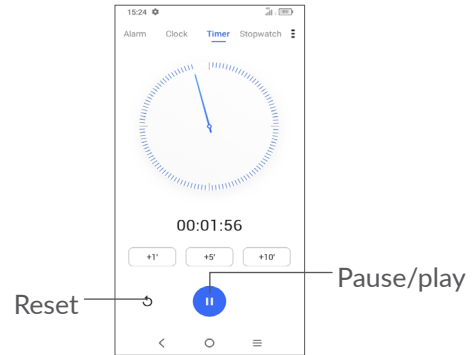
6.2.3 Stopwatch

From the Clock screen, touch **Stopwatch**.

Touch ▶ to start the **Stopwatch**.
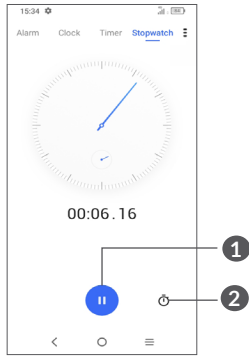
① Pause/play

② Touch to show a list of records according to the updated time

6.2.4 Adjust Clock settings

Touch ⋮ and then **Settings** to access **Clock** and **Alarms** settings.

6.3 Calculator ....

To solve mathematical problems with **Calculator**, swipe up from the home screen, then tap .
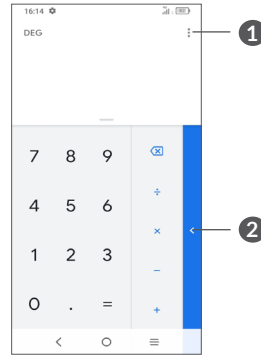
① More options

② Touch to switch between Basic calculation and Scientific calculation

7 Others ....

7.1 Sound Recorder .... ⏐⏐⏐

Use this function to record audio files. The phone support WAV, MP3, AMR, MIDI, Vorbis, AAC, AAC+ and FLAC. The recording file you stopped will be stored in audio file automatically.

8 Google applications ....

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

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

You are recommended to register with a Google account to enjoy full functionality.

8.1 Google Go

A web browser with which you can surf the internet.

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

8.2 Gmail

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

8.3 Maps Go

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

8.4 YouTube

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

8.5 Play Store

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

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

8.6 Duo

A video chat mobile app.

With phone numbers verified, users can easily video call people from their contact list.

8.7 Google Assistant Go

- **Default** — Single press to activate

  Default mode is the same as launching the Google Assistant Go by long-pressing on the home button.

8.8 Files

Files displays all data stored on the phone, including both external SD card and internal storage, such as applications, media files downloaded from Google Play Store, YouTube or other locations; Videos, pictures or audios you have captured; other data transferred via Bluetooth, USB cable, etc.

8.9 Chrome

A web browser with which you can surf the internet.

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

9 Settings..........................⚙

To go to **Settings**, touch **Settings** ⚙ from the Home screen or swipe up from the Home screen and then tap **Settings** ⚙.

You can also swipe down from the notification panel and touch ✿.

9.1 Wi-Fi

You can connect to the internet when your phone is within range of a wireless network. Wi-Fi can be used on your phone even without a SIM card inserted.

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

* Touch **Settings > Wi-Fi**.
* Turn on ⬤.
* Once Wi-Fi is turned on, detected Wi-Fi networks are listed.
* Touch a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials (you should contact the network operator for details). When finished, touch **Connect**.

To add a Wi-Fi network

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

* Touch **Settings > Wi-Fi > Add network**.
* Enter the name of the network and any required network information.
* Touch **Connect**.

To forget a Wi-Fi network

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

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

9.2 Bluetooth

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

To turn on Bluetooth

* Touch **Settings > Bluetooth**.
* Turn on ⬤.

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

To rename your device

- Touch **Settings > Bluetooth**.
- Touch **Device name**.
- Enter a name, and touch **RENAME** to confirm.

To pair/connect your phone with a Bluetooth device

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

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

To unpair from a Bluetooth device

- Touch ✿ beside the device you want to unpair from.
- Touch **FORGET** to confirm.

9.3 SIM card & mobile network

9.3.1 SIM card settings

In this menu, you can review your SIM card information, enable data roaming, select your preferred network type, check the network connection you are using or create a new access point, etc.

9.3.2 Data usage

The first time you turn on your phone with your SIM card inserted, it will automatically configure your network service: 2G, 3G or 4G

If the network is not connected, you can turn on mobile data in **Settings > SIM card & mobile network > Data usage**.

Data saver

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

Mobile data

If you do not need to transmit data on 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.

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

App data usage

Touch to review the data usage of each app.

Operator data accounting may differ from device accounting.

Billing cycle

Touch to set the mobile data usage cycle.

Wi-Fi data usage

Touch to review Wi-Fi data usage.

Network restrictions

You can set metered Wi-Fi networks.

Metered networks are treated like mobile networks when background data is restricted. Apps may warn before using these networks for large downloads.

9.3.3 Aeroplane mode

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

9.3.4 Hotspot & tethering

To share your phone's data connection via USB and Bluetooth, or as a mobile hotspot, go to **Settings > SIM card & mobile network > Hotspot & tethering** to activate these functions.

To rename or secure your mobile hotspot

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

- Touch **Settings > SIM card & mobile network > Hotspot & tethering > Mobile hotspot.**
- Touch **Hotspot name** to rename the network SSID and touch **Hotspot password** to set your network security.
- Touch **OK.**

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

9.3.5 Private DNS

Touch to select private DNS mode.

9.4 Connected devices

9.4.1 VPN

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

To add a VPN

• Touch **Settings > Connected devices > VPN** and then touch +.
• On the screen that opens, follow your network administrator's instructions to configure each component of the VPN settings.
• Touch **SAVE**.

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

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

To connect to/disconnect from VPN

To connect to a VPN:

• Touch **Settings > Connected devices > VPN**.
• The VPNs you have added are listed. Touch the VPN you want to connect with.
• In the dialog that opens, enter any requested credentials and touch **CONNECT**.

To disconnect from a VPN:

• Touch the VPN you want to disconnect from. In the dialog that opens, touch **DISCONNECT**.

To edit/delete a VPN

To edit a VPN:

• Touch **Settings > Connected devices > VPN**.
• The VPNs you have added are listed. Touch the ⚙ icon next to the VPN you want to edit.
• After editing, touch **SAVE**.

To delete a VPN:

• Touch the ⚙ icon next to the selected VPN, then touch **FORGET** to delete it.

9.4.2 USB

With a USB cable, you can charge your device, transfer files or photos (MTP/PTP) between your phone and a computer.

To connect your phone to the computer

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

• Open the Notification panel and choose the way which you want to transfer files or touch **Settings > Connected devices > USB** to select. By default, **Charge this device** is selected.

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

9.4.3 Printing

Touch **Printing** to activate **Print services**. You can select your **Default print service**.

9.4.4 Nearby Share

Share files with nearby devices.

9.5 Home screen & lock screen

With this menu, set your home apps, choose your favourite wallpapers and theme styles, etc.

9.6 Display

9.6.1 Brightness level

Adjust screen brightness manually.

9.6.2 Eye comfort mode

Eye comfort mode can effectively reduce blue light radiation and adjust the colour temperature to relieve eye fatigue. You can also create a custom schedule to turn on it.

9.6.3 Sleep

Set screen timeout.

9.6.4 Font size

Adjust font size manually.

9.6.5 Auto-rotate screen

Select whether the screen rotates automatically or not.

9.6.6 Status bar

With this menu, you can set the style of the status bar, select whether notification icons are folded and how the battery percentage is displayed.

9.6.7 More display settings

• **Screen saver**

  To set **Colours** as your screen saver.

• **Full screen apps**

  Most applications installed on the phone will automatically adapt to the full screen display without setting them manually.

For the applications which do not automatically adapt to the full screen display, you can go to **Settings > Display > More display settings > Full screen apps** to set.

9.7 Sound & vibration

Use the Sound settings to configure many aspects of call ringtones, music, and other audio settings.

• **Silent mode**

  Touch ⬭ to turn on silent mode.

• **Phone ringtone & vibrate**

  Set your incoming call ringtone or opt for the phone to vibrate only.

• **Notification ringtone**

  Set your sound for notifications.

• **Alarm ringtone**

  Set your alarm ringtone.

• **Do Not Disturb**

  If you do not want to be disturbed by your phone or information ringtones during work or rest, you can set the **Do Not Disturb** mode.

  Swipe down the Status bar twice to access the Quick Settings panel and tap 🚫 to turn on Do Not Disturb.

• **Headset mode**

  Ringtone will only be heard from headset if it is plugged in.

• **More sound settings**

  Set dial pad tones, screen locking sounds, touch sounds, etc.

9.8 Notifications

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

9.9 Button & gestures

- **Gestures**

  Flip to mute

  Flip the device to mute the sounds and stop vibration from incoming calls or snooze the alarm.

- **Power key**

  Quick launch camera

  To quickly open camera, press the power button twice. It works from any screen.

  Power button ends call

  Touch 🔘 to enable/disable it.

9.10 Smart Manager

Smart Manager ensures your phone is operating in top form by automatically scanning and optimising data usage to preserve battery levels, manage storage and protect against security threats.

You can also do some manual settings for further optimisation.

9.11 Security

- **Screen lock**

  Select one method such as **Swipe, Pattern, PIN, Password** to unlock the screen.

- **Smart Lock**

  Smart Lock keeps your device unlocked when it's safe with you and locked when it detects that it's been put down.

NOTE: You need to set a pattern, PIN, or password before using Smart lock.

- **Others**

  You can also set **Device admin apps, Encryption & credentials**, etc. in **Settings > Security**.

9.12 Location

Tap to set whether to allow an app to access your device's location. You can set allowing continual access, or only while the app is in use.

9.13 Privacy

To protect your privacy, you can set an app to be allowed or forbidden to access your location, SMS, phone, etc. Also whether or not to show passwords or choose the activities and info that you want to Google to save.

9.14 Apps

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

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

9.15 Storage

Enter **Settings > Storage** to check the usage of storage space, and free up more when necessary.

9.16 Accounts

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

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

9.17 Digital Wellbeing & parental controls

In this menu you can find how much time you have spent on the phone and even on each app. You can customise the time limit for using the phone so that have a healthy and balanced life.

In addition, parents are able to restrict their children's usage time to manage their browsing habits.

9.18 Google

Touch to configure your Google account and service settings.

9.19 Accessibility

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

9.20 System

9.20.1 About phone

View basic information for your phone such as model name, CPU, camera, resolution, etc.

You can also check legal information, build number, status and other specs.

To read the user manual on your phone, tap **Settings > System > About phone > Other specs > User Manual**.

9.20.2 System Update

If you want to update the system, touch **CHECK FOR UPDATES** (refer to **"10.1 FOTA Upgrade"**).

9.20.3 Languages & input

Touch to configure language settings, the on-screen keyboard, voice input settings, pointer speed, etc.

9.20.4 Date & time

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

9.20.5 Backup

Turn on 🔘 to back up your phone's settings and other application data to Google servers. If you replace your phone, the settings and data you've backed up will be restored onto the new phone when you sign in with your Google account.

9.20.6 Developer options

To enable this function, go to **Settings > System > About phone**, then touch Build number 7 times. Now **Developer options** is available. The developer options contain settings that are useful for developing Android applications.

9.20.7 Reset

Tap to reset all network settings and app preferences, you won't lose your data with these settings.

If **Factory data reset** is selected, all data in your phone's internal storage will be erased, please back up your data before reset.

9.20.8 Regulatory & safety

Touch to view product information such as **Product model, Manufacturer name, Manufacturer address, IMEI, CU reference, Bluetooth Declaration ID**, etc.

9.20.9 User Experience Improvement Programme

Join the User Experience Improvement Programme so we can continue to improve our product design and overall user experience.

10 Making the most of your phone ....

10.1 FOTA Upgrade

Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access Updates, from the app list, touch **Settings > System > System Update**.

If you want to update the system, touch **CHECK FOR UPDATES** and when that's finished, your phone will have the latest version of the software.

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

11 Accessories ....

Standard accessories

1. Charger
2. Quick Start Guide
3. Product safety information leaflet
4. LCD sticker
5. Battery

- Accessories depend on country.
- Only use the Alcatel batteries, chargers, and accessories included along with your device.

12 Limited warranty ....

This section sets forth briefly the warranty responsibilities the Manufacturer offers to its distributors ("Customers") regarding Alcatel branded hardware and accessories manufactured by or on behalf of the Manufacturer.

Please notice that this Limited Warranty does not replace any of the consumer or end-user legal (statutory) rights relating to the Alcatel device.

As a general rule, the Manufacturer warrants its Customers that the Alcatel device will be free from defects in materials and workmanship under normal use for:

Alcatel Phone & Embedded battery [1]	24 months [2]
Alcatel accessories (USB cable, Charger, Earphone)	6 months [2]

Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty will notably not apply to defects due to:

[1] The life of a rechargeable phone battery in terms of conversation time, standby time and total service life, will depend on the conditions of use and network configuration.
[2] The Warranty period may vary depending on country of purchase and/or channel of purchase.

- Normal wear and tear, a shock or a fall.
- Non-compliance use with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your device is used;
- Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, intrusion or download of malicious files/software (malware), crash, high voltage, corrosion, oxidation.

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

You should regularly backup your data. During the servicing (repair or replacement) content on your device may be deleted, reformatted or configured as originally purchased (subject to then current updates and upgrades of software).

13 Troubleshooting..................

Before contacting the service centre. here are some instructions to help you troubleshoot your device:

- For optimal operation, fully charge the battery.
- To improve the phone's performance, remove unnecessary files or apps on your phone.
- Update your phone's software via the **System Update**. Alternatively you can touch **Settings > System > System Update** to update software.
- Reset your phone via **Factory data reset**. Touch **Settings > System > Reset > Factory data reset**. Another method is to hold down the **Power** key and the **Volume up** key at the same time when your phone is powered off and select **recovery mode > Wipe data/Factory reset**. All your phone data will be lost permanently. It is strongly advised to fully back up your phone data before resetting.

and carry out the following checks:

My phone can't be switched on or is frozen

- When the phone can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed. Then switch it on again.

- When the phone falls into a loop during power on animation and the user interface can't be accessed, press and hold the **Power** key to reset. This eliminates any abnormal OS booting issues caused by third party applications.
- If neither method is effective, reset the phone by pressing the Power key and the Volume up key at the same time when your phone is powered off. And then select **recovery mode > Wipe data/Factory reset**. Press the **Volume** key to select, and press the **Power** key to confirm each selection.

My phone has not responded for several minutes

- If your phone doesn't respond, turn off your phone by pressing and holding the **Power** key until it turns off and then restart it again.
- If it still doesn't work, reset the phone.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure that the **Power** key is not accidentally pressed while the screen is unlocked.
- Check the battery charge level.
- If the issue occurs while using a certain third-party app, make sure the app is compatible with your device and Android version. Try uninstalling the third-party app.

- If it still doesn't work, reset the phone or update software.

My phone can't charge properly

- Make sure that you are using the **Alcatel** charger that comes with the phone.
- 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 charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 40°C (104°F)).
- When abroad, check that the voltage input is compatible.

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

- Try connecting to the network by moving to another physical location.
- Try to turn on "Airplane mode" for a few seconds, then turn airplane mode off.
- Verify the network coverage with your operator.
- Check with your operator that your SIM card is valid.
- Try connecting at a later time if the network is overloaded.

My phone can't connect to the internet

- Make sure that the internet access service of your SIM card is available.
- Try to turn on "Airplane mode" for a few seconds, then turn airplane mode off.
- Check your phone's internet connection settings.
- Make sure that you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

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

My phone can't make outgoing calls

- Make sure that you have dialed a valid number and have touched **call icon**.
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.

- Check your subscription status with your operator (credit, SIM card validity, etc.).
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in aeroplane mode.

My phone can't receive incoming calls

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

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

- Check that you have subscribed to this service with your operator.
- Your caller may have concealed his name or number.

I can't find my contacts

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

The sound quality of the calls is poor

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

I can't use the features described in the manual

- Check with your operator to make sure that your subscription includes this service.
- Make sure that this feature doesn't require an **Alcatel** accessory.

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

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country code when calling an international number.

I can't add a contact

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

My callers can't leave messages on my voicemail

- Contact your network operator to check service availability.

I can't access my voicemail

• Make sure that your operator's voicemail number is correctly entered in "Voicemail number".

• Try later if the network is busy.

I can't send and receive MMS

• Check your phone storage as it might be full.

• Contact your network operator to check service availability and MMS parameters.

• Verify the server centre number or your MMS profile with your operator.

• The server centre may be swamped. Try again later.

SIM card PIN locked

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

I can't connect my phone to my computer

• Check to make sure the USB port is not broken. If it's not working, try another USB port on your computer.

• Make sure USB drivers are properly installed.

• If you are using a Windows computer, make sure it supports MTP mode. If you are using a Mac, make sure to install Android File Transfer from www.android.com/filetransfer/.

I can't download new files

• Make sure that there is sufficient phone storage space for your download.

• Select the microSD card as the location to store downloaded files.

• Check your subscription status with your operator.

The phone can't be detected by others via Bluetooth

• Make sure that Bluetooth is turned on and your phone is visible to other users.

• Make sure that the two phones are within Bluetooth's detection range.

The battery drains too fast

• Make sure that you follow the complete charge time (minimum 150 minutes).

• After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.

• Adjust the screen brightness as appropriate.

• Extend the email auto-check interval for as long as possible.

• Update news and weather information on manual demand, or increase their auto-check interval.

• Exit background-running applications if they are not being used for extended periods of time.

• Turn off Bluetooth, Wi-Fi, or GPS when not in use.

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

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

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

• After a reset is performed, you must enter the original Google account credentials that were used on this phone.

• If you don't remember your Google account credentials, complete Google account recovery procedures.

• If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as warranty case.

I forgot some passwords/codes/keys on phone

• Perform a factory data reset.

• If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as a warranty case.

No action after touching the touch screen

• Check whether there is any damage to the screen. If yes, please back up your data and take your device and proof of purchase to our repair centre to get more professional technical assistance.

• If the issue occurs while using a third-party app, make sure the app is compatible with your device and Android version. Try uninstalling the third-party app.

• Check if the issue occurs during charging. If yes, we recommend trying the official charger and data cable.

  (Note: The voltage instability of non-standard chargers and data cables may cause the touchscreen to become unresponsive).

• Make sure the temperature where the device is being used is neither too hot nor too cold. The standard working temperature of the capacitive touchscreen is -10°C~60°C. Excessively high or low temperatures will cause the touchscreen to become unresponsive.

• If there is a screen protector on the screen, see if the touchscreen works after removing it.

  Make sure there are no stains such as water or sweat on the touchscreen. If there are, wipe the screen and try again.

• If it still doesn't work, reset the phone or update software

Cannot turn on camera flash mode

- Charge your device until the battery level is at least 30%. Camera flash cannot be used when the battery is running low.

- Clear the cache of the 'Camera' app.

  To clear an app's cache: go to the main menu **>** select "Settings" **>** "Apps" **>** select "View all apps" **>** select "Camera" **>** select "Storage" **>** select "CLEAR DATA" and "CLEAR CACHE".

- Drag down the quick settings bar in any interface, touch the flashlight icon to check whether the flash on your device works.

- Check whether the camera is set to the special shooting mode. In order to achieve a certain effect, the program will prohibit the use of the flash. Please revert to normal camera shooting mode.

14 Specifications ....

Processor:

MT6739

Platform:

Android R Go

Memory:

16GB ROM + 1GB RAM

Dimensions (LxWxT):

137.6 x 65.7 x 9.9 mm

Weight:

134g

Display:

5.0-inch touchscreen with FWVGA+ 18:9 (480*960)

Network:

GSM: 850/900/1800/1900

UMTS: B1/2/5/8 (2100/1900/850/900)

LTE: B1/3/7/8/20/40 (2100/1800/2600/900/800)

(Band frequency and data speed are operator dependent.)

GPS:

GPS

Connectivity:

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

Camera:

- Rear Camera: 5MP
- Front camera: 2MP

Audio supported formats:

- WAV, MP3, AAC, AMR, MIDI, Vorbis, AAC+, FLAC

Battery [(1)]:

Capacity: 2000 mAh

Expansion Slot:

microSD™ memory card
(Availability of microSD card depends on market)

Note: Specifications are subject to change without prior notice.

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

English - CJA2H6BALAAA