Tribe 30·03G

www.alcatelonetouch.com

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Introduction ....

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

Home screen

• Convenient at-a-glance view of Widget applications

• Menu shortcuts for quick access

Power media applications

• Music & Radio

• Video

Bluetooth

With Bluetooth 3.0 supporting A2DP profiles, enjoy handsfree conversations.

Apps

Apps store is an online software store, where you can download and install applications and games to your phone.

Table of contents

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 9 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

www.sar-tick.com

Safety and use.............................

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY:
Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

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

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:
- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

• CONDITIONS OF USE:
You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

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

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

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

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

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

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

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.

At over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your phone model (see Accessories List, page 68). TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

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

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

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

PROTECT YOUR HEARING

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

• PRIVACY:

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

• BATTERY:

Before removing the battery from your phone, please make sure that the phone is switched off. Observe the following precautions for battery use:

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

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

This symbol on your telephone, the battery and the accessories means that these phones must be taken to collection points at the end of their life:
- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

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

In European Union countries:

These collection points are accessible free of charge.

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

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

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

• CHARGERS

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

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

• RADIO WAVES:

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

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

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

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM900 + Bluetooth	0.862 W/kg
Body-worn SAR	GSM900 + Bluetooth	0.811 W/kg

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

Body-worn SAR testing has been carried out at a separation distance of 10 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 phone the indicated distance away from the body.

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

For more information you can go to www.alcatelonetouch.com

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

Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 10 mm away from the body.

• LICENCES

Obigo®   is a registered trademark of Obigo AB.

microSD   microSD Logo is a trademark.

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ALCATLE 3003G Bluetooth QD ID B020475

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General information ....

- **Internet address**: www.alcatelonetouch.com

- **Hot Line Number**: see "TCT Mobile Services" leaflet or go to our Internet site.

- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

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

An electronic version of this user guide is available in English and other languages according to availability on our server:

www.alcatelonetouch.com

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

CE1588

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

Protection against theft [1]

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

Disclaimer

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

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

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

• Regulatory information

The following approvals and notices apply in specific regions as noted.

I Getting started ....

1.1   Set-up

Removing or installing the back cover
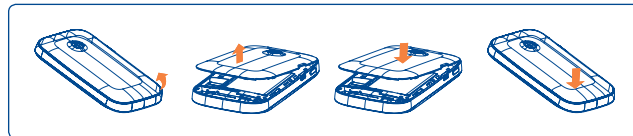
Removing and inserting SIM card [(1)]
You must insert your SIM card to make phone calls. Please power off your phone and remove battery before inserting or removing the SIM card.
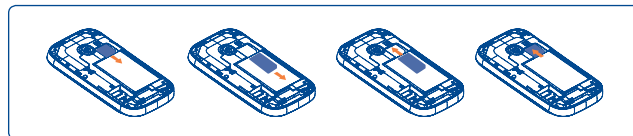
Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press and slide it out.

[(1)] Check with your network operator to make sure that your SIM card is 3V or 1.8V compatible. The old 5 Volt cards can no longer be used. Please contact your operator.

Removing and installing the battery
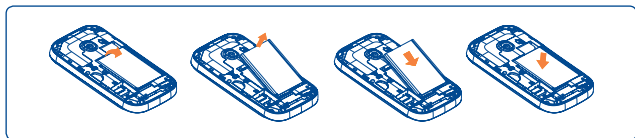
Insert and click the battery into place, then close the telephone cover. Unclip the cover, then remove the battery.

Charging the battery
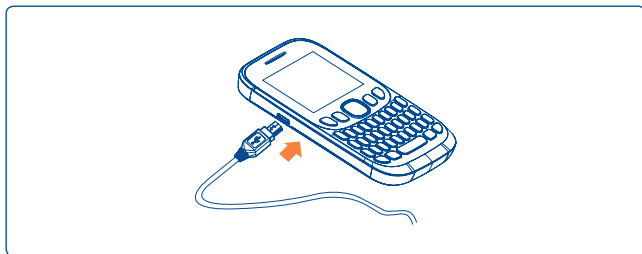
Connect the battery charger to your phone and mains socket respectively.
- LED light will be on when it is charging, and be off when battery is fully charged.
- Charging may take about 20 minutes to start if the battery is flat.
- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).

• When using your telephone for the first time, charge the battery fully (approximately 3 hours). You are advised to fully charge the battery (▢).

> To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; switch off Bluetooth when not in use; reduce the backlight time, etc.

1.2 Power on your phone

Hold down the ⊝ key until the telephone powers on, type in your PIN code if necessary and then confirm with the ◯ key. The Home screen is displayed.

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

If Broadcast SMS are displayed, use the ◯ key to browse through them or press the ⊝ to return to the Home screen.

While the phone is searching for a network, "**Searching/Emergency**" will be displayed.

1.3 Power off your phone

Hold down the ⊝ key from the Home screen.

2 Your mobile ....
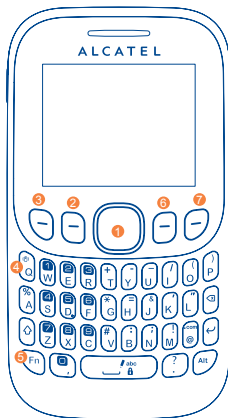
① Navigation key:
  Menu/Confirm an option ⬜
② Left softkey
③ Pick up/Send call
  Call log (Idle screen)
④ Vibration alert
  (press and hold)

⑤ Fn key
⑥ Right softkey
⑦ Switch on/
  Switch off
  End call

2.1 Keys

⬜	Navigation key Confirm an option (press the middle of the key)
	Pick up Send a call In idle screen: Access call log (Redial) (press)
	Switch on/Switch off the telephone (press and hold) End call Return to idle screen
	Left softkey
	Right softkey
1 W	Access your voicemail (press and hold)
⏎ abc	In idle screen: Press and hold: Lock the keypad In edit mode: Press: input space Press and hold: switch language

Fn

In idle screen:
Press to access shortcuts
Fn + B: Access to Bluetooth
Fn + P: Access to Profiles
Fn + S: Access to Settings

In edit mode:
Press once: Input a top-half character
Press twice: Lock the keyboard in top-half key input mode, then press again to unlock top-half character input mode

Delete one by one (press)
Delete one by one quickly (press and hold)

Move cursor to the next line

In edit screen:
Press: Switch the uppercase and lowercase

2.2 Status bar icons [(1)]

Battery charge level.

Vibrate alert: your phone vibrates, but does not ring or beep with the exception of the alarm (see page 45).

Bluetooth status (Activated).

Bluetooth status (Connected to an audio device).

Keypad locked.

Headset connected.

Call forwarding activated: your calls are forwarded (see page 59).

Alarm or appointments programmed (see page 54).

Level of network reception.

Voicemail message arrived.

Missed calls.

Stopwatch is active.

Radio is on.

[(1)] The icons and illustrations in this guide are provided for informational purposes only.

Roaming.

SD card scanning completed.

GPRS connection status (Activated).

GPRS connecting.

Music active.

MMS receipt in progress.

Sending a MMS.

Silence mode: your phone does not ring, beep or vibrate with the exception of the alarm (see page 45).

SMS unread.

MMS unread.

(Flickering) Message list is full: your phone cannot accept any new messages. You must access the message list and delete at least one message on your SIM card.

Flight mode.

2.3 Home screen

2.3.1 Widget bar

Widgets are convenient shortcuts for quick access from the Home screen.

You can customize widget bar by "**Settings\Phone settings\Widget bar**".

To add/remove a widget, select "**Edit widgets**" and use ⬜ key to **On/Off**, and then confirm by pressing "**Save**".

To reorder widgets, select "**Reorder widgets**" and choose one item by pressing ⬜ key, scroll up or down to the required position, place it by pressing ⬜ key, and then confirm by selecting "**Done**" with Right softkey.

> You aren't allowed to add more than five widgets. Two widgets cannot be removed: Messages, Calls.

2.3.2 Change wallpaper

You can select a folder to choose one image as favourite wallpaper by selecting "**Options\Set as\Wallpaper**".

3 Making a call ....

3.1 Placing a call

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

To hang up the call, press the ⌐ key.

Making an emergency call

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

3.2 Calling your voicemail [1]

Your voicemail is provided by your network to avoid missing calls. It works like an answering machine that you can consult at any time. To access your voicemail, hold down the 1W key.

If the access number for your operator's voicemail service does not work, dial the number that you were given. To change this number at a later date, refer to "**Voicemail**" (see page 59).

> To use your voicemail service from abroad, contact your network operator before leaving.

3.3 Receiving a call

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

If the ▓ icon is displayed, the vibrator is activated and there is no ringtone. If the ◣ icon is displayed, the phone neither rings nor vibrates.

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

Muting the ringtone

To mute ringtone of current incoming call, press Right softkey once.

Rejecting a call

Press the ⌐ key once, or reject it by SMS (**Options\Reject call with SMS**).

3.4 During a call [1]

During a call, following options are available:
• **Mute** (Turn the Mute function on/off during a call)
• **Hold** (Hold the current call)
• **End single call** (End the current call)
• **New call** (Hold the current call and dial another number)
• **Contacts** (Enter Contacts)
• **Messages** (Enter Message)
• **Sound recorder** (Record your current call)
• **DTMF** (Enable/Disable sending DTMF during the call)
• **Switch audio path** (Switch current audio path)

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

- **Calendar** (Enter Calendar)
- **Services** (Enter Services)
- **Volume** (Adjust volume by pressing up/down key)

You can use H-free function by pressing Navigation key during a call.

You may also adjust sound level by using Volume key directly during a call.

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

You can switch the audio speech from handset to Bluetooth device when connected.

Handling two calls

- Answering a second call (ensure that "**Call waiting**" is activated, see page 59).
- To call a second party during a call, you can select "**Options\New call**".

3.5   Conference calls [1]

Your phone allows you to talk to several people at the same time (up to five). If you are on a double call, press "**Options**" and select "**Conference**". If a third call comes in, answer it by pressing the send key and speak with your new caller.

This caller becomes a member of the conference if you press "**Options**" and select "**Conference call**". Pressing ⬠ disconnects the current call.

4   Menu arrange.......................

It is designed to vary according to your preference.

Change the order

Access the main menu, focus on the main menu item you want to move, select "**Options\Select to move**", and tick "√" will be shown on the item you selected, then release it to your favourite destination.

Show/Hide

Access the main menu, select "**Options\Add and remove menu**", and select the left check box of the selected menu once to show/hide, and then select "**Done**" to save the operation.

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

5 Messages ....

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

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

The MMS function can only be used if the service is provided by your operator, and if your contract includes the MMS option and if all the parameters for MMS have been entered (see page 30).

5.1 Access

You may access this menu using the following options:
• Access from the main menu by selecting "**Messages**".
• Select from widget bar, and then enter the sub-menu you require.

5.2 Conversational On (Off) mode

In conversational on mode, you can view chat history in chronological order. In conversational off mode, you may have access to the following folders: **Create message**, **Inbox, Drafts, Outbox, Sent, Broadcast message, Voicemail, Empty folder, Templates, Settings**. Conversational view mode is set as default. You may switch to conventional mode by selecting "**Options\Settings\Switch view mode**". The following instructions are based on conversational mode.

5.3 Write message

You can select "**Messages\Write new SMS/MMS**" from the main menu or access from widget to write text/multimedia message. One or more recipients can be added from contact list and you can remove a recipient by pressing Delete key. Press "**Contacts**" through ⬤ key to multi-select recipients from Contacts.

An SMS will be converted to MMS automatically when images, videos are inserted; or CC/Bcc/Subject is added.

Timer send

Schedule a SMS/MMS to be sent out at predefined time ("**Options\Timer send**").

An SMS message of more than a certain number of characters (the number of characters depends on your language) will be charged as several SMS. An MMS message containing photos and/or sounds may also be billed as more than one message. Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

5.4 Available options

5.4.1 Delete

To delete a thread (containing all chat history), select "**Options\Delete**", and then confirm with ⬤ key.

5.4.2 Delete all

You can delete all threads with this option.

5.4.3 Search

To search for a thread, you may input the initial of a contact name. Subsequent letters may be added to refine the search.

5.4.4 Alerts

WAP alerts

Store WAP push messages.

Setting messages

Store provisioning messages.

Broadcast message

Store received Broadcast SMS.

Voicemail

View and edit the voicemail number.

5.4.5 Settings

5.4.5.1 Text message

SIM	• You can set SC address, validity period, message type, sent on/off, reply path, preferred bearer etc.
Memory status	• Show memory used on the phone and SIM card.
SMS counter	• Show the sent and received SMS number.
Save sent message	• Save all your sent messages.
Preferred storage	• Select default message storage, SIM or phone.
Alphabet management	• Enables the definition of SMS data coding for management SMS sending.

5.4.5.2 MMS

Data account	• Select your data account for multimedia messages.	
Common settings	• **Edit**	Set slide timing, edit mode, picture resize, max size, signature, etc.
	• **Sending**	Set the values for validity period, Read report, etc.
	• **Retrieve**	Set the values for Home network, Roaming network, etc.
	• **Preferred storage**	Select default MMS storage, phone or memory card.
	• **Memory status**	Show memory used on the phone or memory card.

5.4.5.3 Switch view mode

You can switch message view mode between conversational on and off modes.

5.4.6 Memory status

Memory used on the phone and SIM card.

6 Contacts ....

6.1 Consulting your contacts

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

Searching for a contact

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

Viewing a contact

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

Making the call

Press the send key once the name is selected. If several numbers are associated with that name and none has been set as a default, first choose the required number from the list (Mobile, Home, Work, etc.), and then press the send key to make the call.

6.2 Adding a contact

You can add a new contact to phone or SIM card by selecting "**Add contact**".

Following fields are accessible when you create a new contact in the Contacts: Name, Number, Ringtone, ect.

You can move from one field to another using the navigation key.

 If you use your phone abroad, store the numbers in your Contacts in international format "**+**" followed by the country code.

6.3 Available options

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

Add contacts	Add a contact (name, ringtone, etc.) in the Contacts.
Send message	Send an SMS/MMS to a contact you selected from Contacts.
Edit	Modify the contents of a file: name, number, ringtone, etc.
Edit before call	Edit the phone number before placing a call.
Delete	Delete the selected contact.
Dial	Make a call to the selected contact.
To phone	Copy the selected contact to phone.
To SIM	Copy the selected contact to SIM card.
Send vCard	Exchange data by SMS, MMS, Bluetooth.
Add to Blacklist	Add the selected contact to blacklist.
Add to Whitelist	Add the selected contact to whitelist.
Multi-mark	Mark/Unmark a tick on a contact for further operation.

Settings	• **My number**	Type in or modify user's own name, number.
	• **My vCard**	Add user's info, such as name, mobile, home, company, etc.
	• **Memory status**	View used and available space in phone and SIM card.
	• **Display mode**	Select contact to display in the mode of SIM, phone or phone and SIM.
	• **Copy all**	Copy all contacts to phone or SIM card.
	• **Delete all**	Delete all contacts from SIM or phone.

7 Call log............................

7.1 Access

You can access the function using the following options:
• Select from main menu
• Press key from Home screen
• Select from widget bar, and then enter the sub-menu you require.

 Missed calls

 Outgoing calls (Redial)

 Answered calls/Rejected calls

7.2 Available options

When you press "**Options**", you can have access to **View, Send message, Save to Contacts, Edit before call, Add to Blacklist, Add to Whitelist, Delete** etc.

8 Music ....

You can access this feature from the main menu by selecting "**Music**".

You will have full flexibility of managing music both on your mobile and SD card.

8.1 Music playing mode

Your Smile
Unknown

00:00:02   1/1   00:02:52

Option

Back
(press the right softkey)

Previous song   Play/pause   Next song
(press ◯ key)   (press ◯ key)

To adjust the volume, use the up/down key.

You can have access to your music files through one of the following:

All songs	Contains all songs both on phone and SD card.
Albums/Artists/ Genres	Music files are categorized by Albums, Artists or Genres based on information stored in the tags.
Refresh library	Refresh the information of songs saved in phone or SD card.

Settings

Access by pressing the Left softkey for following options:

• **Music playing** Enable you to switch among **Shuffle, Repeat, Background play**.

• **Audio playing** Display style can be set as you want.

9 Images............................

A library links to the images (stored in "**My images**") in phone or SD card, set as wallpaper, power on/off display, and incoming call image or sent by MMS, Bluetooth.

Press an image once to view it in full screen.

10 Videos ....

Contains all video clips (stored in "**My videos**") in phone or SD card and enables you to play, send, set as power on/off display, delete, rename, etc.

11 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. You can listen to it while running other applications.

To access volume interface, please press and hold the ▲ key.

Then you can adjust the volume by pressing the ▲ key.

Available options:

Channel list	Open the list of saved stations.
Save channel	Save the current tuned station to the "**Channel list**".
Enter frequency	Enter the frequency manually.
Auto search	Start auto search and stations will be automatically saved to "**Channel list**".
Settings	Use ○ key to manage such settings: Audio quality, Record storage, RDS settings.
Record	Record the radio: files will be automatically saved to "**File list**".

[(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.

12 WAP ....

12.1 Homepage

Launch the Wap browser with the preset homepage.

12.2 Bookmarks

Access your favourite sites.

12.3 Go to URL

Enter the URL of Wap site.

12.4 Last wap address

Last visited URL.

12.5 Recent pages

Pages which you recently browsed.

12.6 Offline pages

Pages available for offline viewing.

12.7 Service inbox

Store Wap push messages.

12.8 Settings

Customise your browser preferences.

13 Apps [1] ....

Apps store is an online software store, where you can download and install applications and games to your phone.

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

13.1 Locate the item you want to download

The Apps store home page offers several ways to find applications. It showcases different kinds of applications in **Featured** and **Categories**.

Featured: This shows pictures of recommended applications. You can select one to view its details.

Categories: This arranges applications under Feature, New, App and Game headings. Select a category to choose the application you require.

Also, you can press the Search tab, enter the name of an application, and then press **Go** to find the result.

13.2 Download, install and manage applications

• Navigate to the item you want to download and select it to enter the details screen from which you can read its overall rating or comments, view developer's information, etc.

• To download an application, you can press **Options\Download** or press **Download** from the application details screen.

• You can check the status of any application that is currently being downloaded using the Download tab. This enables you to delete, pause or resume downloading.

• When downloading has finished, you can manage your application using the Manager tab. You can select an application, and then press **Options\ Run** to install it or **Options\Delete** to delete it.

> Be particularly cautious with applications that can access many functions or a significant amount of your data. You are responsible for the results of using this item on your phone.

13.3 Update and settings

In the Apps store home page, you can press **Options\Update** to check for and install any updates for your applications. You can also press **Options\Setting** to automatically check for updates at either weekly or monthly intervals.

14 Stopwatch ....

The stopwatch is a simple application for measuring time with the possibility to register several results and suspend/resume measurement.

15 Camera.........................

Your mobile phone is fitted with a camera for taking photos and shooting videos that you can use in different ways:

• store them as your creations in SD card or phone.
• send them in a multimedia message (MMS) to a mobile phone.
• send them directly by MMS, Bluetooth.
• customise your Home screen (see page 56).
• select them as incoming call image to a contact in your Contacts.

15.1 Access

Select from the main menu to access this function.

15.2 Camera

15.2.1 Take a photo, save or delete

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

15.2.2　Settings in framing mode

Before taking the photo, you can adjust a number of settings:
From the photo shot screen, press "**Options**" through Left softkey not only to access: "**Image size**", "**Capture mode**", "**Quality**", "**Timer**", "**Night mode**", "**Banding**", "**EV**", "**White balance**", "**Color mode**", but also following ones:

My images	• Go to "**My files\Phone**" or "**My files\Memory card**" to view the photos you have taken.
Storage	• You may choose saving location if microSD card is inserted.
Access video	• Access video recording mode.
Restore default	• Return all settings to default values.

⬚	Capture mode	⬚	Image size
⬚	Quality	⬚	Access video
⬚	Timer	⬚	Restore default
⬚	Banding	⬚	Night mode
⬚	My images	⬚	EV
⬚	Storage	⬚	White balance
⬚	Color mode		

15.2.3　Options available after taking the photo

Once you have taken a photo, you can send your photo by Bluetooth, and MMS, assign it to a contact, set as wallpaper, or go to "**My images**" to view it.

15.3　Video

15.3.1　Framing mode

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

15.3.2　Recording mode

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

If you receive a call in recording mode, video recording will stop and will pop up a hint to ask that if you want to save the video or not.

15.3.3　Further operations after shooting a video

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

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

16 Profiles ....

With this menu, you may personalise ringtones for different events and environments.

16.1 General

To modify the sound settings, press "**Options\Customize**" and you will see the functions below using the navigation key:

Alert type   You may set your phone ringtone to Ring only, Vibrate only, Vib. and ring, Silence (no sounds except for alarms, the icon will be displayed).

Incoming call   Select a melody from the list by scolling up/down.

Ringtone volume   Adjust the volume by up/down key.

Message   Select a melody for a new incoming message.

Keypad   Select silence or the type of keybeep.

Power On   Select a Power on melody for your phone.

Power Off   Select a Power off melody for your phone.

16.2 Vibrate

All sounds are replaced by vibrations except for alarms.

16.3 Silent

This profile will turn off all ringtones, even notification sounds.

16.4 Flight mode

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

17 My files..........................

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

17.1 Phone

An entry to access all files in all folders stored in phone.

17.1.1 My images

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

> The images will be displayed in alphabetical order.

17.1.2 My videos

"**My videos**" album contains video clips recorded, received.

17.2 Memory card

You can access all files stored in the Memory card here.

> When a Memory card is inserted for the first time, it will be scanned and the default folders will be created.

Inserting and removing the memory card:
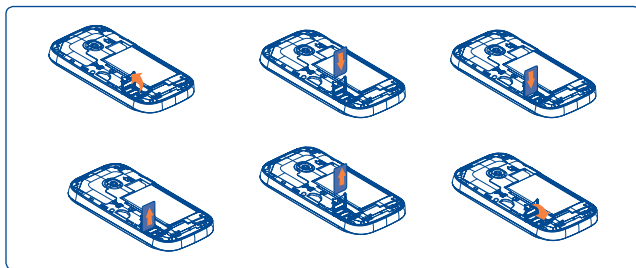
To release the microSD card holder, slide it in the direction of the arrow and lift it. Then insert the microSD card with the golden contact downward. Finally, turn down the microSD holder and slide it in the opposite direction to lock it.

> Do not support hot plugging for microSD card.

17.3 Managing audios, images, videos and others

According to the item chosen, you can access some of the functions below:

Send	Send the audio/image/video.
Delete	Delete the audio/image/video selected (not applicable for embedded items).
Set as	• Image→wallpaper, power on/off, assign it to a contact. • Sound→ringtone, message beep, power on/off, assign it to a contact. • Video→power on/off.
Multi-mark	Mark/Unmark a tick on a file for further operation. Press Left softkey to mark all diretly.
Rename	Rename the audio/image/video.
Sort by	Sort the files by name, type, time and size.
Move	Move a file from the phone memory to the SD card and vice-versa.
Copy	Copy a file to the phone memory or the SD card.
Details	View details of the file.
Create folder	Create a folder for the audio/image/video.

17.4 Formats and compatibility [1]

• Sounds: mp3, aac, midi, wav, amr

• Images: jpg, gif, bmp, wbmp

• Videos: 3gp, mp4 (may vary on specific product)

17.5 Memory status

Indicates how much space is used and how much is currently free on your phone and memory card (if any).

17.5.1 Phone

View available memory space.

Your phone's memory is shared among several functions: contacts, calendar, messages, images, melodies, games and video clips.

17.5.2 Memory card

View the memory available on your memory card.

You are advised to save large files (like songs) on your memory card.

[1] Depending on product and market.

18 Bluetooth™ (1) ....

Access this feature by pressing "**Menu**" through Left softkey from the Home screen to enter the main menu, then selecting "**Bluetooth**".
To use your phone with a Bluetooth device, you need to proceed in two steps:
• Pair and register the device to your phone,
• Select it to use hands-free communication. Only one Bluetooth audio device (your Bluetooth headset or your Bluetooth car kit) can be connected during the communication.

Pair and register your Bluetooth device
Activate the Bluetooth feature by selecting the "**Bluetooth\Activation\On**" option. Then enter the "**Device list**" menu to search for connectable Bluetooth devices. From the list, select the device you want to pair directly. If the bluetooth device has no keyboard, enter its default password to register it with your phone. If the Bluetooth device has keyboard/keypad, enter the same set of password on both handset and the device to get it registered.

Press the "**Options**" to show service, rename, authorization, delete and delete all from the connected list.

Don't forget to turn on your Bluetooth device and activate the pairing mode while pairing it with your phone.

Visibility

Select whether you want to hide or show to all.

My phone's name

You may change your phone name,which is visible to the others.

Available functions

Activation	Select On or Off.
Visibility	Select whether you want to hide ("**off**") or show to all ("**on**") your phone.
Device list	You can search new device.
My phone's name	You may change your phone name, which is visible to the others.
Device address	You can see the address.

Always activate Bluetooth in your phone first before connecting it to a Bluetooth device. Be aware that Bluetooth activation will slightly affect battery life of your phone.

Bluetooth technology allows free wireless connections between all Bluetooth-compliant devices within short range. Please make sure that the Bluetooth headset or the Bluetooth car kit and your mobile phone are in this range and set as visible.

19 Calendar .... 🗓

Once you enter this menu from the main menu, there is a monthly-view calendar for you to keep track of important meetings, appointments, etc. Days with events entered will be marked in color.

Available options:

View	See today's appointments.
View all	See all the created appointments.
Add event	Create "**New voice alarm**" and "**Add ToDoList**" .
Jump to date	Input the required date and it will be immediately highlighted.
Go to today	Focus on today's date.
First day of one week	Set the first day of the week.

20 Calculator .... ➗

Access this feature by selecting "**Calculator**" from the main menu.

Enter a number, select the type of operation to be performed using the navigation keys, and enter the second number, then select "=" to display the result.

Once an operation is complete, you can select "**Clear**" to clear numbers and carry out a new operation.

To return to the main menu, select "**Back**".

To return to the Home screen, press the ⌐ key.

21 Recorder .... 🔘

Accessing "**Recorder**" from the main menu allows you to make voice or sound recordings.

Available options:

New record	Create new record.
Play	Play the record.
Rename	Rename a recorded file.
Delete	Delete the selected voice/sound recording.
List	List the recorded file.
Settings	Set the record file.
Set as	Set the record file as Ringtone, Message beep, etc.
Send	Send by MMS or Bluetooth.

22 Alarm .... ⏰

Your mobile phone has a built-in alarm clock with a snooze feature. You can set up to five separate alarms and choose whether or not the alarm should repeat.

Repeat	You may select **Once** (default)/**Everyday**/**Days** or **Customize** to your desire.
Snooze	The alarm will repeat at regular intervals.
Alert type	You may select the mode of Ringtone: **Ring only**, **Vibrate only**, **Radio, Vib. and ring.**
Tone	You may Select a melody from the list by scolling up/down.

23 Voice alarm ....

With this menu, you may create the voice file and set it as the alarm.

24 World clock ....

The World clock shows current local time and the time zone in different cities. You may view up to 3 cities at one time.

25 Settings ....

From the main menu, select the menu icon ⚙ and select the function of your choice in order to customise your telephone.

25.1 Phone settings

25.1.1 Time and date

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

You can also set the daylight saving adjustment and activate auto update if needed.

25.1.2 Display

Wallpaper

The wallpaper is displayed when you switch on your telephone.

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

Power On/Off

You can customise your welcome animation or image that appears when you switch on your phone.

You can also customise your ON/OFF screen with an image or animation.

Brightness

You may adjust black level with respect to LCD display by using the ◀ ▶ key.

Backlight

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

You may customise your keypad light by selecting **5s/10s/30s/1min**.

25.1.3 Languages [1]

Display language for messages. The "**Auto**" option selects the language according to the home network (if available).

25.1.4 Headset mode

Switch audio play (incoming call, message beep, alarm beep...) between **Headset only** and **Phone and headset**.

25.1.5 Keypad

Combined Fn keys

By pressing Fn key and other keys, you can access some function accordingly. Followings are default combinations:

Fn + B: Access Bluetooth
Fn + P: Access Profiles
Fn + S: Access Settings

Numeric keys

By customising your keys, you can access any function directly from the Home screen.

25.1.6 Auto lock

Set specific time for phone's auto lock.

25.1.7 Input mode [1]

Please see chapter "**Latin input mode**", page 65. In addition to the specific characters table for Cyrillic, Chinese, other data input modes are also available in your telephone. This feature allows you to write short messages and add names with special characters to your contacts.

25.1.8 Widget bar

From Widget bar, you can quickly access the features that you use the most. When activated, pressing left/right to access application shortcuts one by one, and pressing up/down to access a list of available actions of the selected applications. You can choose to display, hide or edit the widget bar (see page 22).

---

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

[1]   Depending on the language.

25.2 Call settings

You can access a number of items with this option:

Voicemail [(1)]

Dial or edit your voicemail.

Billing

You can access different items with this option:
- You can view the last, max or total cost of charged calls, modify it or reset it and enter the cost of a call in the currency of your choice.
- You can view the total duration of last call, dialled calls, received calls or reset duration.

Call waiting

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

Call forwarding

You can activate, cancel or verify the status of the call forwarding to the voicemail or to a specified number. The following configurations are possible:
- Unconditional: systematic forwarding of all your calls. The 🔄 icon is displayed.
- Conditional: if your line is busy, if you don't answer or if you are outside the network range.

Call barring

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

Outgoing calls	The following configurations are possible:	
	• **All calls**	All outgoing calls are barred.
	• **International calls**	Outgoing international calls are barred.
	• **International except home**	Outgoing international calls except those to your country of subscription are barred.
Incoming calls	The following configurations are possible:	
	• **All calls**	All incoming calls are barred.
	• **Roaming**	Incoming calls are barred when you are abroad.
Cancel all	Deactivate all call barring.	
Change barring password	Change the original password for activating call barring.	

Caller ID

Set by network or hide, send number.

Auto redial

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

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

25.3 Security

• **SIM Settings**

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

Change PIN   Change PIN code.

Change PIN2   A protection code for certain SIM card features (Billing/Cost/FDN, etc.) will be requested if you attempt to access it, if the code is activated. Select to update it with a new one (between 4 and 8 digits).

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

• **Phone**

Activate password   It is requested each time the phone is powered on.

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

25.4 Network

25.4.1 Network selection

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

Select network • The choice of network connection is left up to the user.

Search mode • Network connection can be switched between "**Manual**" and "**Auto**".

25.4.2 GPRS connection [(1)]

When needed • GPRS mode active depending on connection requirements.

Always • GPRS mode continuously active.

25.4.3 GPRS international roaming

GPRS data services can be used while roaming overseas.

25.5 Connectivity

A set of profile settings for Multimedia message and Wap connection.

[(1)]   Depending on network availability.

26 Fake call......................

This program enables you to call yourself by simulating a caller number/ name, ringtone at a scheduled time. It helps you to politely escape from social situations at any time you wish. This call can be rejected by key 🔻. Activate a fake call by "**Fake call mode\Enable**".

27 Call filter......................

Enable blacklist, all callers in the list will be automatically blocked. Enable whitelist, only callers in the list can be connected.

28 Games.........................

Your phone includes a game. Select "**Game settings**", it allows you to manage settings, in which you may set background audio and vibration alert.

29 Services.......................

Contact your network operator to check service availability.

30 Facebook [1].................

Facebook is a social utility that connects people with friends and others who work, study and live around them. It provides a number of features with which users interact, such as Wall, Pokes, etc.

To open an account online, please go to: http://m.facebook.com/.

31 Twitter [1] ....

Twitter is a social networking and microblogging service that has gained notability and popularity worldwide. This feature enables phone users to exchange news updates and ideas with a community in the form of messages or posts. Posts are displayed on the author's profile page and delivered to the author's subscribers or followers.

To open an account online, please go to: http://m.twitter.com/.

[1]   You need to download the application to your phone for the first time. May cause additional network charges for data flow to download this application.

32 Latin input mode...............

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

- Normal: this mode allows you to type a text by choosing a letter or a sequence of characters.

- Predictive with the Zi mode: This mode speeds up the writing of your text.

Keypad inputting:

Fn key Fn : Press once: Input a top-half character
Press twice: Lock the keyboard in top-half key input mode, then press again to unlock top-half character input mode

Space key
⌴ : Press: input space
Fn+Space: switch input mode

Shift key
⇧ : In abc (Multitapabc) input mode:
Press once: only switch one character from minuscule to uppercase
Press twice: lock uppercase input mode
Press once: unlock the uppercase

In eZiabc (Smartabc) input mode:
Press once: to eZi Abc
Press twice: to eZi ABC

Del key ⌫ : Press: delete one by one
Press and hold: delete one by one quickly

33 Telephone warranty..........

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

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

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

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

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

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

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

1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,

2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited,

3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,

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

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

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

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

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

34 Accessories [1] ....

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

1. Charger

2. Battery

Only use your telephone with ALCATEL ONE TOUCH batteries, chargers and accessories in your box.

[1] Images for reference only.

35 Troubleshooting ....

Before contacting the service centre, you are advised to follow the instructions below:
- You are advised to fully charge (🔲) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use User Data Format to perform phone formatting, (to reset User Data format, hold down # while simultaneously pressing the power on/off key). ALL User phone data: contacts, photos, messages and files, downloaded applications like MRE games will be lost permanently.

and carry out the following checks:

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

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

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

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

My phone cannot connect to a network or "No service" is displayed
- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually (see page 62)
- 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 page 14)
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

Unable to make outgoing calls
• Make sure you have dialed a valid number and press the send key
• For international calls, check the country and area codes
• Make sure your phone is connected to a network, and the network is not overloaded or unavailable
• Check your subscription status with your operator (credit, SIM card valid, etc.)
• Make sure you have not barred outgoing calls (see page 60)
• Make sure that your phone is not in flight mode

Unable to receive incoming calls
• Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network)
• Check your subscription status with your operator (credit, SIM card valid, etc.)
• Make sure you have not forwarded incoming calls (see page 59)
• Make sure that you have not barred certain calls
• Make sure that your phone is not in flight mode

The caller's name/number does not appear when a call is received
• Check that you have subscribed to this service with your operator
• Your caller has concealed his/her name or number

I cannot find my contacts
• Make sure your SIM card is not broken
• Make sure your SIM card is inserted properly
• Import all contacts stored in SIM card to phone

The sound quality of the calls is poor
• You can adjust the volume during a call by pressing the navigation key
• Check the network strength
• Make sure that the receiver, connector or speaker on your phone is clean

I am unable to use the features described in the manual
• Check with your operator to make sure that your subscription includes this service
• Make sure this feature does not require an ALCATEL ONE TOUCH accessory

When I select a number from my contacts, the number cannot be dialed
• Make sure that you have correctly recorded the number in your file
• Make sure that you have selected the country prefix when calling a foreign country

I am unable to add a contact in my contacts
• Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts (i.e. your professional or personal directories)

My callers are unable to leave messages on my voicemail
• Contact your network operator to check service availability

I cannot access my voicemail
• Make sure your operator's voicemail number is correctly entered in "**Messages\Alerts\Voicemail**"
• 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 network operator to check service availability and check MMS parameters (see page 30)
• Verify the server centre number or your MMS profile with your operator
• The server centre may be swamped, try again later

The flickering icon is displayed on my standby screen
• You have saved too many short messages on your SIM card; delete some of them or archive them in the phone memory

SIM card PIN locked
• Contact your network operator to obtain the PUK code (Personal Unblocking Key)

I am unable to connect my phone to my computer
• Make sure that you're using the right cable from the box

I am unable to download new files
• Make sure there is sufficient phone memory for your download
• Select the microSD card as the location to store downloaded files
• Check your subscription status with your operator

The phone cannot be detected by others via Bluetooth
• Make sure that Bluetooth is turned on and your phone is visible to other users (see page 51)
• 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 hours)
• After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
• Switch on the backlight upon request
• Deactivate Bluetooth when not in use

English - CJA2715ALAAA