

alcatel

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For more information on how to use the phone, please go to [www.alcatel-mobile.com](http://www.alcatel-mobile.com) and download the complete user manual. Moreover, on the website, you can also find answers to frequently asked questions, upgrade the software via Mobile Upgrade, and so much more.



2038

2.4"

3G



32 GB



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www.sar-tick.com

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 6 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 5 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.

## Safety and use .....

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

### • TRAFFIC SAFETY:

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

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

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

### • CONDITIONS OF USE:

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

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

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

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

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

Do not let children use the phone and/or play with the telephone and accessories without supervision. When replacing the cover, please note that your phone may contain substances that could create an allergic reaction.

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

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

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 mobile network. 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 screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.



Only use batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your phone model. (see Accessories List, page 37). TCL Communication Ltd. 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 on 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 has never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, 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, take the following safety precautions:

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

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

• **PRIVACY:**

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

• **BATTERY:**

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

Before removing the battery from your phone, 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 TCL Communication Ltd. and/or its affiliates.

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

- Municipal waste disposal centres with specific bins for these items of equipment

- Collection bins at points of sale.

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

In European Union countries:

These collection points are accessible free of charge.

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

In non-European Union jurisdictions:

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

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

• **CHARGERS**

Mains powered chargers will operate within the temperature range of: 0°C to 45°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 2014/53/EU (RED) 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 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 2.0 W/kg.

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

**2038M:**

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900 + Bluetooth	1.31 W/kg
Body-worn SAR	GSM 900 + Bluetooth	1.62 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 5 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.



Organisations such as the World Health Organisation 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.alcatel-mobile.com](http://www.alcatel-mobile.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 5 mm away from the body.

Please note by using the device some of your personal data may be shared with the main device. 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), use network security. These precautions will help prevent unauthorised access to your device. 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. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organisational measures to protect all personal data, for example against unauthorised or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to:

- (i) the technical possibilities available,
- (ii) the costs for implementing the measures,
- (iii) the risks involved with the processing of the personal data, and
- (iv) the sensitivity of the personal data processed.

You can access, review and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

#### • LICENCES



microSD logo is a trademark.



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

#### **alcatel 2038M Bluetooth Declaration ID D024874**

This equipment may be operated in all European countries.

AT	BE	BG	CH	HR	CY	CZ	DK	EE	FI	FR	DE
GR	HU	IE	IT	LI	LV	LT	LU	MT	NO	NL	PL
PT	RO	SK	SI	ES	SE	GB	IS	ME	RS	TR	MK

We hereby point out that the end user warranty for infringement IPR is solely limited to the EU. If and to the extent that the Product is exported, taken with or used by end customer or end user outside the EU any responsibility, warranty or indemnification of manufacturer and its suppliers in regard to the Product expires (including any indemnification in regard to infringement IPR).

# General information .....

- **Internet address:** [www.alcatel-mobile.com](http://www.alcatel-mobile.com)
  - **Hot Line Number:** see "TCL Communication" leaflet or go to our Internet site.
  - **Manufacturer:** TCL Communication Ltd.
  - **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, 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.
- This radio equipment operates with the following frequency bands and maximum radio-frequency power:
- GSM900: 33.5dBm
  - GSM1800: 30.5dBm
  - UMTS900/850/2100: 23.5dBm

Bluetooth: <2dBm

Hereby, TCL Communication Ltd. declares that the radio equipment type Alcatel 2038M is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: [http://www.alcatel-mobile.com/EU\\_doc](http://www.alcatel-mobile.com/EU_doc).

The description of accessories and components, including software, which allow the radio equipment to operate as intended, can be obtained in the full text of the EU declaration of conformity at the following internet address: [http://www.alcatel-mobile.com/EU\\_doc](http://www.alcatel-mobile.com/EU_doc).

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

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the product's memory. We recommend that you note the number the first time you use your telephone by entering \*#06# and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

## Disclaimer

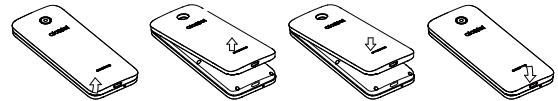
There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services. TCL Communication shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

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

# 1 Getting started .....

## 1.1 Set up

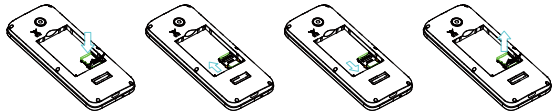
### Removing and installing the back cover



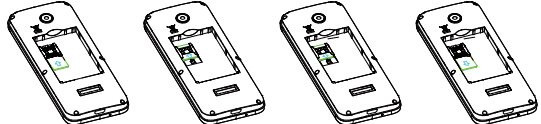
### Removing and installing the battery



### Inserting and removing TF card



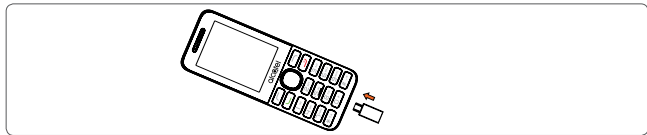
### Inserting and removing the SIM card



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 it and slide it out.

 As to Single SIM model, which only supports mini SIM card. Do not attempt to insert other SIM types like micro and nano cards, otherwise this may cause damage to your phone.

## Charging the battery




Connect the battery charger to your phone and plug it into the socket.

- Charging may take about 20 minutes to start if the battery is out of power.
- 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).
- You are advised to charge the battery to its maximum when using the phone for the first time (approximately 3 hours).
- To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug, reduce the backlight time, etc.



The charge is complete when the animation stops.

## 1.2 Power on your phone

Long press the  key until the telephone powers on, type in your PIN code if necessary and then confirm. The main screen will be displayed.

- If you do not know your PIN code or forget it, contact your network operator. Store this information in a safe place when it is not in use.

If cell broadcast messages are displayed, browse through them or press the  key to return to the Home screen.

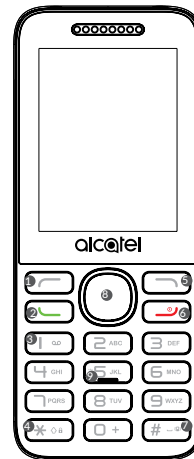
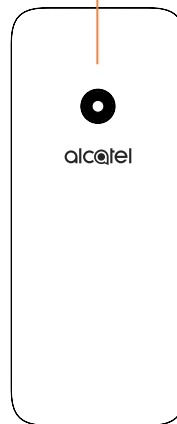
While the phone is searching for a network, it will display "Searching network/Emergency call".

## 1.3 Power off your phone






Long press the  key to power off your phone.

# 2 Your mobile .....

Camera



- 1 Left key
- 2 Call logs (Home screen) Send call
- 3 Voice mail (long press)
- 4 Lock key (long press \*00#key)
- 5 Right key
- 6 Power on/off, End call
- 7 Vibration alert (Meeting mode activated)

- 8 Navigation key :  
Menu/Confirm an option   
Increase volume   
Decrease volume   
Scroll left   
Scroll right 
- 9 Torch

## 2.1 Keys



Navigation key  
Confirm an option (press the middle of the key)



Send call  
Access call log (Home screen)



long press: Power on/off the handset  
End call  
Return to Home



Left key



Right key



long press: Dial the voice mail number



From the Home screen  
- Press: Enter zero  
- Long press: input +, "+" are used for dialing an international call.  
In Edit mode:  
- Press: Access symbols table  
- Long press: 0 (add numbers).



From the Home screen  
- Press: input \*  
- Long press: lock keypad  
In Edit mode:  
- Press: change input methods



From the Home screen  
- Press: input #  
- Long press: Turn on/off vibration mode  
In Edit mode:  
- Press: input space



From the Home screen:  
- Press: input 'S'  
- Long press: turn on/off torch

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



Battery charge level.



Level of network reception.



Vibrate mode: phone vibrates, but neither rings nor beeps.



Silent mode: phone neither rings, beeps nor vibrates.



Bluetooth status (Activated).



Flight mode.



Headset connected.



Alarm clock programmed.



Missed calls.



GPRS connection status.



Roaming.



Unread SMS.



Message full.





Call divert.

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

# 3 Calls .....


## 3.1 Making a call

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

### Making an emergency call

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

## 3.2 Accessing voicemail<sup>(1)</sup>

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



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 answer and end by pressing the  key.

If the  icon is displayed, the phone will not ring or vibrate.



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

### Muting the ringtone

Mute the ringtone of current incoming calls by pressing the  key.

Answer the call by pressing the  key.

### Rejecting a call

Press the  key to reject a call.

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

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

### In-call options:

During a call, you can access your contacts, calendar, short messages, etc., without ending the call.

**WARNING:** move the handset away from your ear while turning on the speaker to avoid the amplified volume causing hearing damage.

### Adjusting the volume

You can adjust the sound level during a call by pressing the up/down key.

### Handling two calls

- Answering a second call (ensure **"Call waiting"** is activated, see page 22).
- To call a second party during a call, press **"Options"** and select **"Add new call"**.




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

# 4

## Contacts .....



### 4.1 Consulting your contacts

Access your call history by pressing the  key from the the Home screen, or press the  key and select the  icon from the Menu. In this menu, you can view all call contacts.

#### Searching for a contact

Search for a contact by inputting the initial of their name, and input subsequent letters to refine the searching. Or scroll up/down the contact list (A-Z) to find the contact.

#### Viewing a contact

Select a name from your directory to read their contact information. Select "Options" to send messages, edit the contact, etc.

### 4.2 Adding a contact

Add a new contact to your phone or SIM card by selecting "Add to".

The following fields are accessible when you create a new contact Name, Number, etc.

Move from one field to another by scrolling up and down.



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

### 4.3 Available options

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


<b>Add to</b>	Add a contact (name, numbers, etc.) in the Contacts.
<b>New message</b>	Send an SMS/MMS to a contact selected from the directory.
<b>Edit</b>	Modify the contents of a file: name, number, etc.
<b>Edit before dialling</b>	Edit the phone number before placing a call.
<b>Delete</b>	Delete the selected contact.
<b>Delete multiple</b>	Delete the selected contacts.
<b>Copy</b>	Copy the selected contact to phone, SIM card.
<b>Import contacts</b>	Import contacts from phone or memory card.
<b>Export contacts</b>	Export contacts from phone or memory card.
<b>Send vCard</b>	Exchange data by SMS, MMS, Bluetooth.

<b>Settings</b>	<ul style="list-style-type: none"><li>• <b>Own number</b></li></ul>	View and edit the user's own name and number.
	<ul style="list-style-type: none"><li>• <b>Service number</b></li></ul>	Check your service number. Depending on your network operator and market.
	<ul style="list-style-type: none"><li>• <b>Memory status</b></li></ul>	See used and available space in phone and SIM card.

# 5 Call logs.....

## 5.1 Access

Access the call log function by following options:

- Select  from the main menu.
- Press the send key from the Home screen.

Following list in this menu:



Missed calls (red arrows)


Outgoing calls (green arrows)

Incoming calls (blue arrows)

## 5.2 Available options

In this menu, Access **Details, New message, Add to contacts, Edit before dialing, Add to blacklist, Add to whitelist, Missed calls, Delete, Delete all, etc.**

# 6 Settings.....

From the main menu, select  to access or change any of the following settings; **Phone settings, Display, Security, Call settings, Connections and Regulatory&Safety.**

## 6.1 Phone settings

### Time & date

You can enter the settings of date and time, including 12/24h format.

### Languages settings

You can choose the display and input language of your phone. The "Auto" option under "Display language" selects the language according to the home network (if available).

### Keypad

Choose the shortcut for up/down scroll key on navigation key and number keys.

### Auto power on/off

Set the time and frequency of power on/off.

### Restore factory settings

Restore the current phone settings to its default status after entering the correct password. User data will be cleared and the initial password is 0000.

## 6.2 Display

### Animation effect

Set animation for power on/off.

### Wallpaper settings

The wallpaper is displayed when you switch on your telephone.

By selecting "**More pictures**" you can customise it by replacing the default image displayed on your phone.

### Idle display settings

Choose the items showed on the Home screen.

### Contrast

Adjust the display brightness by the Navigation key.

### Backlight

You can adjust the length of time that the backlight remains on to enhance battery performance and to save power during periods of expected inactivity.

## Keypad backlight time

Turn on/off the keypad backlight and choose the backlight time when the phone is idle.

## 6.3 Security

**PIN** Activate/deactivate and modify your PIN. The PIN is requested each time the SIM card is activated.

**Change PIN 2** A protection code for certain SIM card features will be requested if you attempt to access it, if the code is activated. Select to update it with a new one (between 4 and 8 digits).

**Phone lock** Lock/unlock the phone by entering the correct password. The initial password is 0000.

**Modify the cellphone password** Modify the cellphone password after entering the correct password. The initial password is 0000.

**Privacy** Activate/deactivate the privacy security by password for certain functions, such as "Call logs" "Messages".

**Auto keyboard lock** You can set the time for the automatic keyboard lock to turn off, 15 secs, 30 secs, 1 min and so on.

**Lock screen by end-key** Enable/disable the option of locking the screen using the end-key.

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

## 6.4 Call settings


### 6.4.1 Billing

Call timers: View and reset the times of last call, received calls and dialed calls.

GPRS counter: View and reset the GPRS counter.

### 6.4.2 Call forwarding

You can activate or cancel the status of call diverts to the voicemail or to a specified number under several different conditions. 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.

### 6.4.3 Call waiting

Activate/deactivate the second incoming call notification beep.

### 6.4.4 Call barred

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

**All outgoing calls** Activate/deactivate (by entering password) and check the status of all outgoing call barring.

**All incoming calls** Activate/deactivate (by entering password) and check the status of all incoming call barring.

**Incoming calls when roaming** Incoming calls are barred when roaming.

**ISD calling** Activate/deactivate (by entering password) and check the status of ISD call barring.

**Outgoing calls when roaming** Activate/deactivate (by entering password) and check the status of INTL call barring when INTL roaming.

**Cancel all barring** Deactivate all call barring by entering password.

**Change password** Change the original password for call barring function.

### 6.4.5 Others

Call time minute reminder: To set single or periodic tone in a call to make you know the time.

Auto redial: Activate or deactivate the automatic callback of any calls that do not get through the first time.

Reply SMS after reject: This function enables you to send a SMS when you reject the coming call.

Auto record voice call: This function enables you to automatically record the call voice.



## 6.5 Connections

### 6.5.1 Network account

Choose one of your local network accounts.

### 6.5.2 GPRS Service

Activate/deactivate GPRS data services.

### 6.5.3 Data Roaming

Activate/deactivate data roaming.

### 6.5.4 Data connection settings

You can decide to connect when needed or always be connected when the GPRS service is activated.

### 6.5.5 Network selection

Network connection can be switched between "Auto select" and "Manual select".

## 6.6 Regulatory&Safety




View some detailed information about the phone.



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

### 7.1 Access

You can open this menu using the following options:

- Press  to enter the main menu screen, and then select .
- Access via  in standby interface.

## 7.2 Create message

From the main menu select **"Message"** to create a text or a multimedia message. You can type a message and you can also modify a predefined message in Templates. While writing a message, select **"Options"** to open all of the messaging options. You can save your messages that you often send to **Drafts**.

When in edit mode, the default input method is English, you can press **\*0\*** to change the input method to access numbers 1, 2, 3... or long press the corresponding key to get the number you want.



An SMS message of more than a certain number of characters (the number of accented characters depends on your language) will be charged as several SMS. Specific letters (accented) will increase the size of the SMS, this may cause multiple SMS messages to be sent to your recipient.

### 7.3 Inbox

All received messages (read and unread) are stored in the same Inbox.

**Available options:** Reply, Delete, Delete all, Call, Move, Copy, Mark, Sort, Export SMS, Add sender to, Delete repeated numbers, Add to blacklist, Add to whitelist, etc.

### 7.4 Drafts

All draft messages.

### 7.5 Outbox

All messages failed to be sent.

### 7.6 Sentbox

All sent messages.

### 7.7 Private messaging

All messages moved to private message.

### 7.8 Templates

A list of predefined messages is available. Select one, edit it if needed, and then send it.

## 7.9 Cell Broadcast message<sup>(1)</sup>

View cell broadcast list and access options.

<b>Forward</b>	• Forward the chosen broadcast message.
<b>Delete</b>	• Delete the chosen broadcast message.
<b>Settings</b>	<ul style="list-style-type: none"><li>• <b>On/Off</b> Enable/disable broadcast message reception.</li><li>• <b>Select language</b> Language selection.</li><li>• <b>Channel settings</b> Add/Edit/Delete channels.</li></ul>

## 7.10 Voicemail

View or edit the number to open your voicemail and confirm by pressing "OK". Your telephone number is usually written on your SIM card.

## 7.11 Settings

Go to common settings for SMS/MMS/WAP PUSH.

### 7.11.1 SMS settings

<b>Message center</b> <sup>(1)</sup>	You can read and change the message centre number.
<b>Message validity period</b>	A value for the message validity period.
<b>Status report</b>	Enable/disable the status report function.
<b>Reply path</b>	Enable/disable the reply path function.
<b>Save sent messages</b>	You can choose to save/don't save sent message or prompt user.
<b>Preferred storage</b>	Select default message storage: SIM or phone.
<b>Export SMS</b>	Set the SMS import and export path.

(1) Depending on your network operator.

## 7.11.2 MMS Settings

Set the SMS import and export path

<b>MMS Account</b>	You can read and change the MMS account.
<b>Receive options</b>	You can change MMS receive setting.
<b>Send options</b>	You can change MMS send setting.
<b>File storage</b>	Select default file storage: phone or SD card.
<b>Play audio</b>	Select to play audio or not when MMS is playing.
<b>Restore default</b>	Restore all settings to default

### 7.11.3 WAP Push Settings

<b>WAP Push messages</b>	Enable/disable receive wap push messages.
<b>Service loading operation</b>	Select always/alert/never for service loading operation.

## 7.12 Delete all messages

You can delete all SMS/MMS/WAP Push messages.

## 7.13 Message capacity

View the capacity of SMS/MMS/WAP Push messages.

# 8

## Profiles.....



Your phone provides multiple user profiles, you can customize some settings to adapt to the specific events and environments.

## 8.1 General

To modify the sound settings, press "Options\Customise" and you will see the functions below using the Navigation key:

<b>Ring type</b>	Set the call alert, message alert and alarm tone type.
<b>Ring settings</b>	Set ringtones for Callers or Messages.
<b>Adjust volume</b>	Adjust the sound level of Ringtone/Message tone/Alarm ringtone/ Call volume/Power on/off tone.
<b>Other alert rings</b>	Set other phone alert ringtones including "Key tone", "Battery low alert", "Power on/off ringtone" and "Dial tone".

## 8.2 Silent

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

## 8.3 Vibrate

All alert sounds are replaced by vibrations except for alarms.

## 8.4 Flight mode

All voice calls, Bluetooth, and messaging functions are blocked. This mode can be used to increase standby duration.

# 9 Games .....



Seven games named **Bubble Bash 2**, **Ninja Up**, **Sky Gift**, **Danger Dash**, **Nitro Racing**, **Block Breaker** and **Air Strike** are preset in your phone.

For more information, refer to the "Help" menu in each game.


# 10 Camera .....



Take photos and capture videos. These photos and videos can then be:

- Stored on your phone or microSD card.
- Send them in a multimedia message (MMS) to a mobile phone.
- Shared via Bluetooth.
- Customise your Home screen.
- Transferred via a USB cable or SD card to your computer.

## 10.1 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 picture. The images will be automatically saved if you activate "Auto save" under "settings". If you don't want the image, you can delete it straight away.

## 10.2 Available options in framing mode

### 10.2.1 More options

<b>Shoot mode</b>	<ul style="list-style-type: none"><li>You can switch the camera mode and recording mode.</li></ul>
<b>Size</b>	<ul style="list-style-type: none"><li>You can set the resolution of the photo and video.</li></ul>
<b>Night mode</b>	<ul style="list-style-type: none"><li>You can activate or turn off night mode.</li></ul>
<b>Brightness</b>	<ul style="list-style-type: none"><li>You can adjust the brightness.</li></ul>
<b>Contrast</b>	Adjust the contrast.
<b>Exposure bias</b>	Adjust the Exposure bias.
<b>White balance</b>	Adjust the White balance.
<b>Delay</b>	Set the delay time for taking pictures.
<b>Effect</b>	Choose the effect you want to produce when taking a photo.

### 10.2.2 Image gallery

Access "My files\Phone" or "My files\Memory Card" to view the photos you have taken.

### 10.2.3 Settings

You can set the photo quality, banding values, shutter sound, storage location etc.

### 10.2.4 Help

View the help information

## 10.3 Options available after taking the photo

Once you have taken a photo, you can send it by Bluetooth / MMS, delete it, set as wallpaper, or go to "Image gallery" to view it.

# 11 Video.....



You can enter the DV recording interface through this menu straight away. Press the **O** key to start recording and press the **↶** key for more options and settings. You can switch between Camera mode and Video mode through **Options/More Option**, or just press the left or the right on the **O** key.

# 12 Files.....



Manage your files, folders and storage space. Create new folders and delete, edit, search for, mark and view the details of the existed folder or files.

## 12.1 Managing audios, images, videos and others

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

<b>New folder</b>	Create new folders.
<b>Delete</b>	Delete the folder/audio/image/video selected.
<b>Details</b>	View details of the file.
<b>Edit</b>	This menu is used to rename and copy folders / files
<b>Search</b>	Search the file by entering the file name.
<b>Sort</b>	Organize the currently displayed files by name/time/size/type.
<b>Mark</b>	Mark/unmark (all) the chosen files for further options.
<b>Memory Status</b>	View phone/memory card capacity and format phone/memory card etc.

(1) After formatting, all your files in phone/memory card will be lost, it is strongly advised to fully back up your data and profile before doing formatting.

## 12.2 Formats and compatibility <sup>(1)</sup>

Sounds: MP3, AMR.




Images: jpg, gif, bmp.

Videos: avi, MPEG4 (may vary depending on specific product), 3gp.

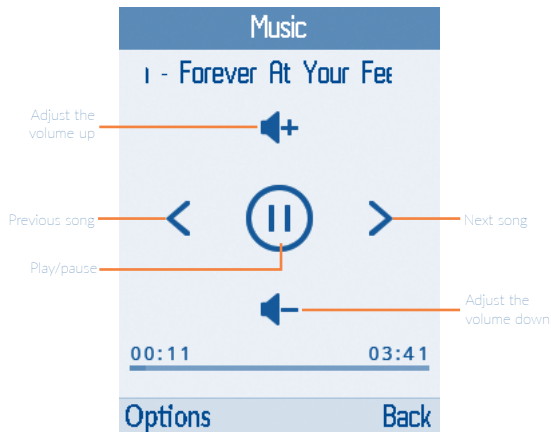
# 13 Music

Access this feature from the main menu by selecting "Music".

You have full flexibility in managing music both on your phone and microSD card.

Use this function to play audio files. Press the  key to play/pause the audio; short press the left or right on the  key for previous or next audio, press up or down on the  key to adjust the volume..

## 13.1 Music playing mode




# 14 Images

Your images are stored in the "Photo gallery" library on your phone or microSD card. Here, you can **Set as wallpaper**, **Delete**, **Share** by MMS and bluetooth, **Mark**, **Rename** and **Slideshow**.

# 15 Calculator

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

Enter a number, select the type of calculation to be performed using the Navigation key, and enter the second number, then press "=" to display the result.

Once an operation is complete, you can press  to clear numbers and carry out a new operation.

To return to the main screen, press .

## 16 FM radio.....

Your phone is equipped with radio<sup>(1)</sup>. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio programme on the display if you tune to stations that offer Visual Radio service. You can listen to the radio while running other applications.

### Available options:

<b>Auto search and save</b>	Automatically search FM stations and save them to "Channel list".
<b>Channel list</b>	Open the list of saved stations.
<b>Save</b>	Save the current tuned station to the "Channel list".
<b>Manual search</b>	Search for channels by entering their frequency (MHz)
<b>Open speaker</b>	Insert the headset to turn on / off the speaker..
<b>Background play</b>	Play the FM radio in background, then you can exit the FM radio interface for other options.
<b>Record</b>	Record the current tuned radio: files will be automatically saved to "Record file list".
<b>Record timing</b>	Enable/disable FM Record and set start time, time length, frequency etc. for automatically recording.
<b>Recordings</b>	View the recorded file list.
<b>Storage</b>	Select the recording file to be stored in the phone memory or SD card.
<b>Help</b>	View help information.

## 17 Internet .....

Access the internet using your phone's browser.

Note: Consult your local network operator for related fee and specific setups.

### 17.1 Input URL

Enter the URL of the Wap site.

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

## 17.2 Bookmarks

Quickly access your favourite sites.

## 17.3 History

View a list of recently visited websites.

## 17.4 Offline pages

Pages available for offline viewing.

## 17.5 Homepage

Open the Wap browser with the preset home page.

## 17.6 Settings

Customise your browser preferences.

# 18 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 voice alarm entered will be marked.

### Available options:

<b>Add voice alarm</b>	Edit a new voice alarm by setting Title, Date, Time, Voice and Repeat type.
<b>Go to date</b>	Input the required date and it will be immediately highlighted.
<b>Weekly</b>	View or edit appointments by week.
<b>Daily</b>	View or edit appointments by day.

# 19 Bluetooth

Transfer files to other devices using Bluetooth. Search for the device and accept/transfer data. If "Auto Connect" is turned on, the received data is automatically stored in the phone directory ; if the "Ask every time" is turned on, you need to click "Ok" before the received data automatically stored in the phone directory.

# 20 Recorder

Make voice or sound recordings. This phone supports AMR, MP3 and WAV format files. A stopped recording will be automatically stored in **Recordings**.

# 21 Converter

Convert weights and lengths from imperial units to metric units and visa versa.

# 22 Notes

You can create notes in text format and manage them by accessing "Notes" from the main menu.

## 23 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 End key.

<b>Status</b>	Activate or Deactivate a fake call by "Turn on \ Off".
<b>Set Call Name</b>	Predefine the caller name of the fake call.
<b>Set Active Time</b>	Predefine time for fake incoming calls, The calls will then be made at the predetermined time.
<b>Mode</b>	Select alert types between "Ringtone", "Vibrate", "Silent".
<b>Ringtone</b>	Predefine ringtone for fake call.

## 24 Voice alarm.....

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

## 25 Alarm.....

A built-in alarm clock with a snooze feature. You can set up to five separate alarms.

## 26 Torch .....

Activate 'Torch' to turn on/off flashlight in darkness with these instructions:

Select "**Torch On**" under Torch to turn on the flashlight and "**Torch Off**" to turn off it.

In the Home screen, long press **5 JKL** to turn on/off the torch.

## 27 Call Filter .....

Enable the blacklist to automatically block all callers listed on the blacklist. Enabling the whitelist will only allow calls from the numbers listed on the whitelist.

<b>Blacklist</b>	Enable blacklist: all callers in the list will be automatically blocked.
<b>Whitelist</b>	Enable whitelist: only callers in the list can be connected.
<b>Settings</b>	You are allowed to select between <b>Enable blacklist</b> , <b>Enable whitelist</b> and <b>Disable call filter</b> .

## 28 Service .....

STK service is the tool kit of SIM card. This phone supports the service function. The specific items depend on SIM card and network. Service menu will be automatically added to the phone menu when supported by network and SIM card.



## Telephone warranty.....

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

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

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

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

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

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

- 1) 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 TCL Communication Ltd.,
- 3) Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor,
- 4) Modification, adjustment or alteration of software or hardware performed by individuals not authorised by TCL Communication Ltd.
- 5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

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

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

In no event shall TCL Communication Ltd. 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.

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

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

## Accessories (1).....

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

1. Standard charger
2. Battery
3. Micro USB Cable
4. LCD sticker
5. Quick guide



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

<sup>(1)</sup> Depending on your product and market.

# 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.
  - You can reset by long pressing the # key and the power on/off key under power off mode. ALL User phone data: contacts, messages and files will be lost permanently. It is strongly advised to fully back up the phone data and profile before doing formatting.
- and carry out the following checks:

## My phone can't 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 reset the phone using the power key and the # key.

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

- Restart your phone by pressing and holding the  key
- Remove the battery and re-insert it, then restart the phone
- If it still does not work, please reset the phone using the power key and the # key.

## My phone turns off by itself

- Make sure the power off key is not mis-contacted
- Check the battery charge level
- If it still does not work, please reset the phone using the power key and the # key.

## My phone can't charge properly

- Make sure you are using an alcatel battery and the charger from the box
- Clean the battery contact if it's dirty
- Make sure your battery is inserted properly 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 can't connect to a network or "No service" is displayed

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

## My phone can't 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
- Make sure the chip on your SIM card is not damaged or scratched

- Make sure the service of your SIM card is available

## Unable to make outgoing calls

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

## Unable to receive incoming calls

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

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

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

## I can't find my contacts

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

## The sound quality of the calls is poor

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

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

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

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

## When I select a number from my contacts, the number can't be dialled.

- Make sure that you have correctly recorded the number in your file
- Make sure that you have inputted 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 from your SIM card or save the files in the phone contacts

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

- Contact your network operator to check service availability

## I can't access my voicemail

- Make sure your operator's voicemail number is correctly entered in "Messages\Voice mail server"
- Try later if the network is busy

## The flickering icon is displayed on my standby screen

- You have saved too many short messages on your SIM card; delete some

#### **SIM card PIN locked**

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

#### **I am unable to download new files**

- Make sure there is sufficient phone memory for your download
- 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

#### **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
- Adjust the brightness of screen as appropriate
- Deactivate Bluetooth when not in use

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