alcatel

2051X
2051D

Quick Start Guide

For more information about how to use your phone, please visit www.alcatel-mobile.com to download the complete user manual. Moreover, from the website you can also consult FAQ.

SAR

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 23 of this user guide.

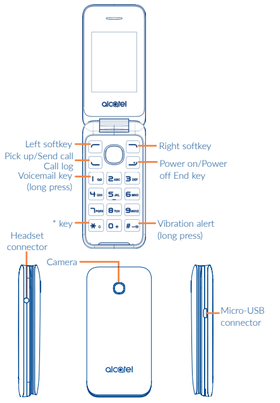
When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 5 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

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.

English - CJB1FM0ALAAA

1 Your mobile



1.1 Keys

Navigation key
- Press to confirm an option
- Press to go left/right/up/down

- Access main menu

- Pick up/Send a call
- Press: Enter Call log

- Access contacts

- Press: End a call
  Return to the Home screen
- Long press: Power on/off

- Long press: Access your voicemail

From Idle screen
- Press: enter 0
- Long press: "0/+" and"0/+/P/W" when in Dial screen.

In Edit mode
- Press: Access symbols table
- Long press: 0

From Idle screen
- Press: *

In Edit mode:
- Press: Change input methods

From Idle screen
- Press: #
- Long press: Vibration alert

In Edit mode
- Press: ␣ (space)

1.2 Status bar icons [1]

In 2051X:

Battery charge level.

Level of network reception.

Bluetooth status (Activated).

Missed calls.

Call forwarding activated: your calls are forwarded.

SD card scanning completed.

Roaming.

Flight mode.

GPRS connection status (Activated).

Music activated.

Radio is on.

Headset connected.

Alarm or appointments programmed.

Receiving an MMS.

Sending an MMS.

SMS unread.

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

MMS unread.

Voicemail message arrived.

(Flickering) Message is full: your phone can't accept any new message. You must access the message list and delete at least one message on your SIM card or on your phone memory.

Vibrate alert: your phone vibrates, but does not ring or beep with the exception of the alarm.

Silence mode: your phone does not ring, beep or vibrate with the exception of the alarm.

In 2051D:

Level of network reception.

Call forwarding activated: your calls are forwarded.

GPRS connection status (Activated).

Roaming.

1.3 Home screen

1.3.1 Widget bar

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

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

1.3.2 Change wallpaper

You can select a folder to choose one image as favourite wallpaper by selecting "**Options**/**Set as /Wallpaper**" in **My files** or open the picture in **Image** and press ⌐ to choose **Set as wallpaper**.

2 Getting started

2.1 Set up

Removing and installing the back cover

Removing and installing the battery

Inserting and removing the SIM card

SIM1

SIM2

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.

For dual SIM models, SIM1 supports mini SIM card and micro-SIM for SIM2. [1] As to Single SIM model [2], 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 battery charger to your phone and plug 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; switch off Bluetooth when not in use; reduce the backlight time, etc.

The charge is complete when the animation stops.

2.2 Power on your phone

Hold down the key until the phone powers on.

2.3 Power off your phone

Hold down the key from the Home screen.

[1] 2051D only.
[2] 2051X

3 Making 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 right softkey.

To hang up the call, press the key.

Making an emergency call

If your phone is covered by the network, 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.

3.1 Calling your voicemail [1]

To access your voicemail, hold down the 1 key.

3.2 Receiving a call

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

3.3 Available functions during the call

During a call, you can access your Contacts, Call log, short messages, etc. without hanging up the phone.

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

4 Messages

4.1 Create message

You can select "**Messages****New chat**" from the main menu or access from the widget bar and select icon to create text/multimedia message. You can type a message and you can also modify a predefined message in **Insert template** or customise your message by adding pictures, records, videos, etc (only available while editing a MMS). While writing a message, select "**Options**" to access all the messaging options.

For dual SIM model, you can type a message and select to send it to a recipient in either the SIM1 or SIM2 directory [1]. One or more recipients can be added from contact list. Press "**Contacts**" through key to multi-select recipients from Contacts.

4.2 Create MMS

An SMS will be converted to MMS automatically when images, videos, audio, slides or attachments are inserted.

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.

[1] 2051D only.

5 Contacts

5.1 Consulting your contacts

To access the **contacts** from the Home screen, press the key and select the icon from the menu.

For dual SIM model, the complete contacts of both SIM1 and SIM2 are available in this menu [1].

5.2 Adding a contact

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

6 Call log

6. 1 Access

You can access the function using the following options:
- Select from main menu
- Press the send key from main screen
- For dual SIM model, the contacts of both SIM1 and SIM2 are available in this menu [1].

6.2 Available options

When you press Options, you can have access to **Details**, **Call**, **Write message**, **Add to Contacts**, **Add to blacklist**, **Delete**, **Delete all**, **Call timers**, **GPRS counter**, etc.

[1] 2051D only.

7 Games

Three games named **Ninja Up**, **Sky Gift** and **Danger Dash** were embedded in the phone, for more information refers to "help" in the game.

8 Camera

Your mobile phone is fitted with a camera for taking photos and shooting videos that you can use in different ways:
- store them in your "**My files**".
- send them in a multimedia message (MMS) to a mobile phone.
- send them directly by MMS or Bluetooth.
- customise your Home screen.
- select them as contact icon to a contact in your **Contacts**.
- transfer them by data cable or microSD card to your computer.

9 Media applications

9.1 Music

Access this feature from the main menu by selecting "**Music**". You will have full flexibility of managing music both on your mobile and memory card.

Use this function to play audio files. Press to play/pause the audio player, short press or to last or next audio, in audio player interface, press up or down to tune volume.

9.2 Image

A library links to the images in "**Image**" in phone or SD card to mark, set as wallpaper, set as contact icon, or sent by MMS, Bluetooth.

9.3 Videos

Use this funtion to play video files. Press to play/pause the video player, short press up or down to tune volume.

9.4 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 use this feature you must plug in your headset, headset works as antenna when connected to your phone.

10 Recorder

Accessing **Recorder** allows you to make voice or sound recordings. The phone support AMR and WAV. The recording file you stopped will be stored in record file list automatically.

[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.

11 My files

You will have access to all audio and visual files stored in phone or memory card in **My files**. You can access a number of items in **Phone** or **Memory card** with this option: **Alarm**, **Audio**, **Photos**, **Others**, **Video**, etc.

Inserting and removing the memory card:

2051X:

2051D:

Place the microSD 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.

12 Alarm

Your mobile phone has a built-in alarm clock with snooze feature.

13 Calculator

Press the up, down, left, right and OK key to select +, - ×, ÷ and = respectively.Press to delete the figure.

14 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.

15 Notes

You can create a note in text format by accessing "**Notes**" from the main menu.

16 Bluetooth

You can transfer data, such as music to other device using Bluetooth. Search the device and accept/transfer data. The received data is automatically stored in the directory.

17 Convertor

When select **weight**, You can have a quick check the difference between kg, pound and kg, ounce. Under **length**, you can convert among km and mile, m-yard, m-foot, etc.

18 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.

19 Call filter

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

20 Wap

Access WAP options: Input URL, Bookmarks, History, Offline pages.

21 Profiles

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

22 Settings

From the main menu, select the menu icon and select the function of your choice in order to customise your telephone: **Phone settings**, **Call settings**, **Connections**, **Security**, **Restore factory settings** [1] , **Main SIM settings** [2].

23 Services

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.
Contact your network operator first to check service availability.

[1] Make the phone's settings recover to its default value. End-user data will not be erased. Enter its default password 1234 to confirm to restore and reboot.
[2] 2051D only.

24 Input mode

This mode allows you to type a text by choosing a letter or a sequence of characters associated with a key. Press the key several times until the desired letter is highlighted. When you release the key the highlight character is inserted into the text.

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 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.
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 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 TCL Communication Ltd. and its affiliates and are compatible with your phone model. 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 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, 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 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:**

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 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 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:

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Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900	0,249 W/kg
Body-worn SAR	GSM 900	0,583 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.
Organisation 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
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 2051 Bluetooth Declaration ID B020196

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
- **Hot Line Number:** see "TCL Communication" leaflet or go to our Internet site.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** Flat/RM 1910-12A, Block 3, China HongKong 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.alcatel-mobile.com**
Your telephone is a transceiver that operates on GSM networks in quad-band with 850/900/1800/1900 MHz.

CE 1588

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.alcatel-mobile.com.

Protection against theft [1]

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.

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

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.

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 [1] warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

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

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

1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,
2) Connection to any equipment not supplied or not recommended by TCL Communication Ltd.,

[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.

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 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.

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 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 dialed 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 dialed
- 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

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

The 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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