

Consumer Cellular

alcatel



KORA™



Help

Refer to the following resources to get more FAQ, software, and service information.

To learn about	Do this
Consulting FAQ	Go to ConsumerCellular.com/Help for FAQ's, manuals and How-To videos.
Updating your phone's software	Update through FOTA or System updates app on your phone. To download the software update tool onto your PC, go to https://www.alcatelonetouch.us/product-support
Finding your serial number or IMEI	You can find your serial number or International Mobile Equipment Identity (IMEI) on the packaging materials. Or, on the phone, choose Settings > About phone > Status .
Obtaining warranty service	First, try to troubleshoot the device using information from this guide. If you are unable to solve the issue, call Consumer Cellular customer support at (800) 686-4460
Viewing legal information	On the phone, go to Settings > About phone > Legal information .

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This product meets applicable national SAR limits of 1.6W/kg. The specific maximum SAR values can be found on page 9 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

www.sar-tick.com

alcatel



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.

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 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 phone when the vehicle is not parked. Check the laws and regulations on the use of wireless phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

● CONDITIONS OF USE:

- You are advised to switch off the phone from time to time to optimize its performance.
- Remember to abide by local authority rules of mobile phone use on aircrafts.
- If your phone is a unibody device, where the back cover and battery are not removable, disassembling the phone will void your warranty. Disassembling the phone can cause bodily injury if the battery is punctured.
- 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, such as moisture, humidity, rain, infiltration of liquids, dust, sea air, etc. The manufacturer's recommended operating temperature range is -20°C (-4°F) to +60°C (140°F).
- At over 55°C (131°F), the legibility of the phone's display may be impaired, though this is temporary and not serious.
- Do not open, dismantle, or attempt to repair your phone yourself.
- Do not drop, throw, or bend your phone.
- 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.
- Your phone should not be disposed of in a municipal waste.
- Please check local regulations for disposal of electronic products.

- Remember to make backup 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 never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.
- Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, orientation, or movements.

● PRIVACY:

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

● BATTERY:

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

For non-unibody device:

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 the garbage or store it at temperatures above 60°C (140°F).

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.

For unibody device:

Please note your phone is a unibody device, and that the back cover and battery are not removable. Observe the following precautions:

- Do not attempt to open the back cover;
- Do not attempt to eject, replace, or open the battery;
- Do not puncture the back cover of your phone;
- Do not burn or dispose of your phone in the garbage or store it at temperatures above 60°C (140°F).

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.



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

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

They will then be recycled, 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 (32°F) to 55°C (131°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. 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. Characteristics of power supply (depending on the country):

Travel charger Input: 100-240 V, 50/60 Hz, 200 mA

Output: 5V, 1A

Battery: Lithium 2400 mAh

Radio waves

THIS PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), or by Innovation, Science and Economic Development Canada (ISED), is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest certified power level in all tested frequency bands.

This device is complied with SAR for general population/uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: 2ACCB075.

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the phone. Before a phone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for this model phone when tested is 0.81 W/Kg for use at the ear and 1.11 W/Kg for use close to the body.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for RF exposure.

For body-worn operation, the phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 15 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: <http://www.ctia.org/>

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep phones away from the head and body. Additional WHO information about electromagnetic fields and public health are available on the following website: <http://www.who.int/peh-emf>.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer for help.

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

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This phone complies with Part 15 of the FCC Rules and Innovation, Science and Economic Development Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions:

- This device may not cause harmful interference;
- This device must accept any interference received, including interference that may cause undesired operation.

Your phone 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 a headset or USB data cable.

If you are using another accessory, ensure that whatever product used is free of any metal and that it positions the phone at least 15 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, and to not share it with any unauthorized devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. When using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your device can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your 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 organizational measures to protect all personal data, such as unauthorized or unlawful processing, Accidental loss, destruction, and/or damage to such personal data in which these measures shall provide an appropriate level of security depends on:

- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and;
- 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.

Innovation, Science and Economic Development Canada (ISED) Notice

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- This device may not cause interference, and;
- This device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

Innovation, Science and Economic Development Canada (ISED) Radiation Exposure Statement

This EUT is compliance with SAR for general population/uncontrolled exposure limits in ISED RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance 15 mm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Licenses.....



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 A576CC Bluetooth Declaration ID D032965



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

This phone can operate in 5150-5350 MHz band. It is restricted for indoor use only.

Google, the Google logo, Android, the Android logo, Google Search™, Google Maps™, Gmail™, YouTube, Google Play Store, Google Latitude™, and Hangouts™ are trademarks of Google Inc.

The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch **Google legal in Settings > About phone > Legal information**)⁽¹⁾.

You have purchased a product which uses the open source (<http://opensource.org/>) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public License and Apache License.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communication Ltd.

You may download the source codes from <http://sourceforge.net/projects/alcatel/files/>. The provision of the source code is free of charge from the Internet.

⁽¹⁾ May not be available in all countries.

Hearing Aid Compatibility

Your phone is rated: «For Hearing Aid», to assist hearing device users in finding phones that may be compatible with their hearing devices.

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

For more information please visit our website

<http://www.alcatelonetouch.us/hearing-aid-compatibility>

FCC ID: 2ACCJB075

General information

- **Website:** www.alcatelonetouch.us
- **Facebook:** <http://www.facebook.com/alcatelonetouchusa>
- **Twitter:** <https://twitter.com/ALCATEL1TOUCH>
- **Instagram:** <https://www.instagram.com/alcatelonetouchusa/>
- **Hotline:** In the United States, call 855-368-0829 for technical support. In Canada, call 855-844-6058 for technical support.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong.
- **Electronic labeling path:** Touch **Settings** > **Regulatory & Safety** or press *#07#, you can find more information about labeling⁽¹⁾.

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by email to ask any questions you may have.

Your phone is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz), UMTS in tri-band (B2/4/5), or LTE in quad-band B2/4/5/12.

⁽¹⁾ Information will vary by country.

Protection against theft⁽¹⁾

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

Disclaimer

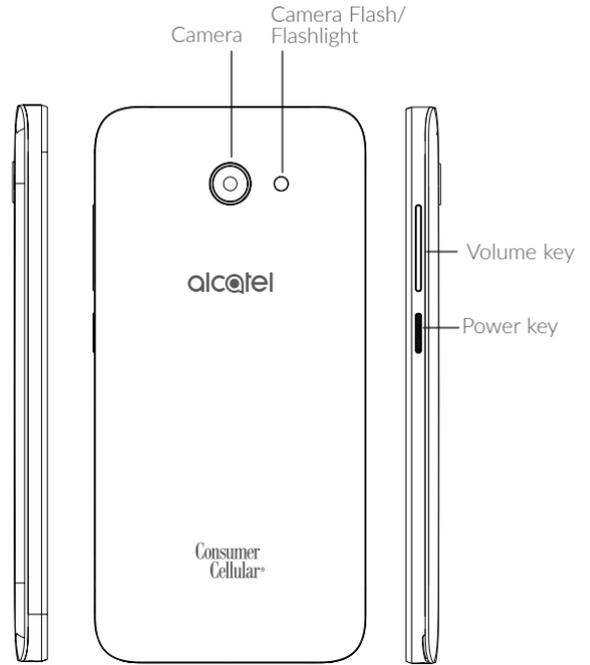
There may be some differences between the user manual description and the phone's operation, depending on the software release of your phone or specific carrier services.

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

⁽¹⁾ Contact your network carrier to check service availability.

1 Your phone.....

1.1 Keys and connectors





Back button

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



Home button

- From any application or screen, touch to return to the Home screen.
- Long press to turn on Google Now. You can get help such as getting directions and restaurant information based on the content detected on the screen.



Recent apps button

- Touch to switch between individual app activities and documents.



Power key

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



Volume Keys

- In call mode, adjusts the earpiece or headset volume.
- In Music/Video/Streaming mode, adjusts the media volume.
- In general mode, adjusts the ringtone volume.
- Mutes the ringtone of an incoming call.
- In camera preview mode, press **Volume up** or **down** key to take a photo or press and hold to capture multiple photos quickly (burst shoot).

1.2 Getting started

1.2.1 Setting up

Inserting or removing the SIM/microSD card

You must insert your SIM card to make phone calls. You do not need to power off your phone before inserting or removing the SIM card as this phone supports hot swap.



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

Charging the battery

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



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

1.2.2 Powering on your phone

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

If you do not know your PIN code or forgot it, contact your network carrier. Be sure to keep your PIN code in a secure and accessible place for future reference.

1.2.3 Powering off your phone

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

1.3 Home screen

You can bring frequently used items (applications, shortcuts, folders, and widgets) to your Home screen for quick access.

Pressing the **Home**  always takes you back to the main Home screen.



Status bar

- Status/Notification indicators
- Touch and drag down to open the notification panel.

Search bar

- ① Enter text search screen.
- ② Enter voice search screen.

Swipe left or right to view more screens

Touch an icon to open an application, folder, etc.

Favorites tray applications

- Enter the application.
- Long press to move or remove applications.

Enter the applications list.

1.3.1 Using the touchscreen



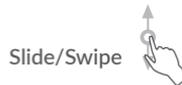
To access an application, touch it with your finger.



To enter the available options for an item, long press the item. For example, select a contact in Contacts, long press this contact, an option list will appear.



Long press an item and drag it to another location.



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



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



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

The phone also supports one finger zooming in **Camera** and **Gallery**. Double touch the screen to zoom in/out.



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

1.3.2 Status bar

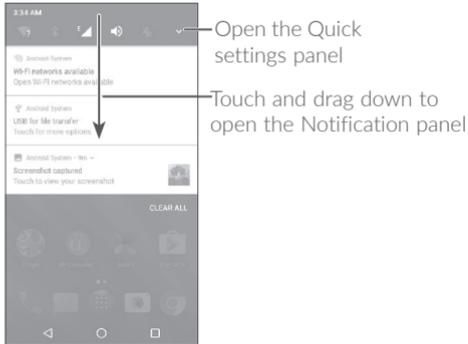
From the status bar, you can view both phone status (on the right side) and notification information (on the left side).

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

Touch and drag up to close it. When there are notifications, you can touch them to access notifications.

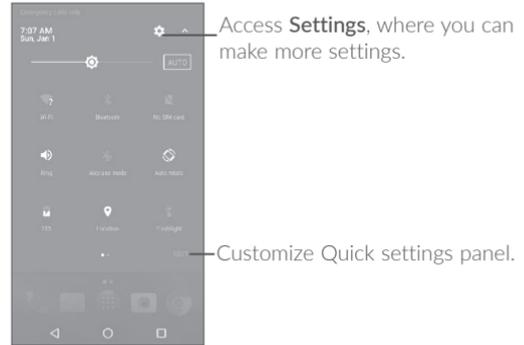
Notification panel

When there are notifications, touch and drag down the Status bar to open the Notification panel to read more detailed information.



Quick settings panel

Touch and drag down the Notification panel or touch  to open the Quick settings panel. You can enable or disable functions or change modes by touching the icons. Touch **EDIT** to customize your Quick settings panel.



1.3.3 Search bar

The phone provides a search function which can be used to locate information within applications, the phone or the web.



1 Search by text

- Touch the search bar from the Home screen.
- Enter the text/phrase you want to search for.
- Touch  on the keyboard if you want to search on the web.

2 Search by voice

- Touch  from the search bar to display a dialog screen.
- Speak the word/phrase you want to search for. A list of search results will display for you to select from.

1.3.4 Locking and unlocking your screen

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

To create a screen unlock pattern

- From the Home screen, touch  to open the applications list, then touch **Settings** > **Lock screen** > **Screen lock** > **Pattern**.
- Draw your own pattern.

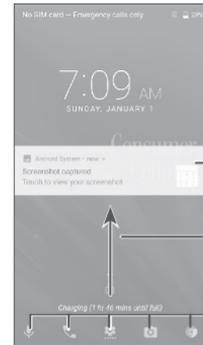
To lock phone screen

Press the **Power** key once to lock the screen.

To unlock the phone screen

Press the **Power** key once to light up the screen, slide to draw the unlock pattern you have created or enter your PIN or password, etc.

If you have chosen **Swipe** as the screen lock, you can press the **Power** key to light up the screen, then swipe up to unlock the screen.



Double touch to enter the detailed screen

Swipe up to unlock the screen

Double touch to Enter the application.

1.3.5 Personalizing your Home screen

Add

You can long press a folder, an application or a widget to activate the Move mode, and drag the item to your preferred Home screen.

Reposition

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

Remove

Long press an item and drag it up to the top of the **X** icon, and release after the item turns red.

Create folders

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

Wallpaper customization

Long press an empty area on the Home screen, then touch **WALLPAPERS** to customize wallpaper.

1.3.6 Widgets and recently-used applications

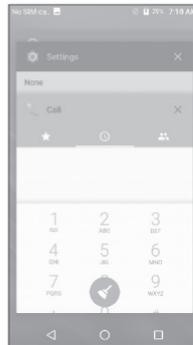
Accessing widgets

Long press the empty area on the Home screen, then touch **WIDGETS** to display all widgets.

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

Accessing recently-used applications

To access recently-used applications, touch the **Recent apps**  button. Touch a thumbnail in the window to open the application.



To close an application, slide the application to the right or left and touch **X**.

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

1.3.7 Volume adjustment

Using the volume key

Press the **Volume** key to adjust the volume. To activate the vibrate mode, press the **Volume down** key until the phone vibrates.

Using the settings menu

From the Home screen, touch  to open the applications list, then touch **Settings** > **Sound** to set the volume of media, ringtone, alarm, etc. to your preference.

2 Text input

2.1 Using the onscreen keyboard

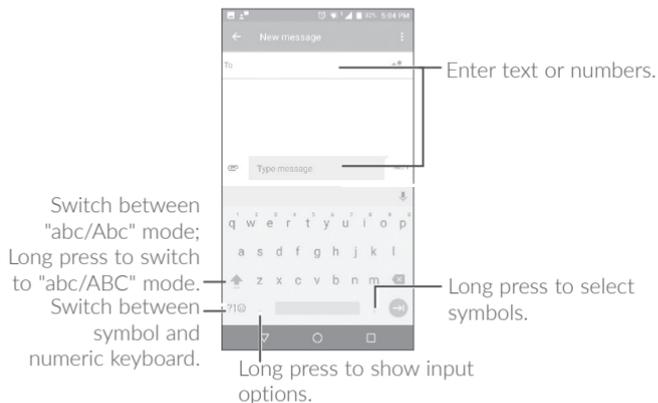
Onscreen keyboard settings

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

Adjust the onscreen keyboard orientation

Turn the phone sideways or upright to adjust the onscreen keyboard orientation. You can adjust it by changing the settings (Touch **Settings** > **Display** > **When device is rotated**).

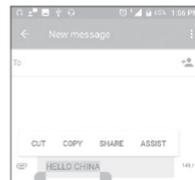
2.1.1 Android keyboard



2.2 Text editing

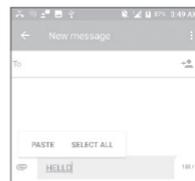
You can edit the text message you entered.

- Long press or double touch within the text you want to edit.
- Drag the tabs to change the selected text.
- The following options will show: **SELECT ALL**, **CUT**, **COPY**, **SHARE** and **ASSIST**.



You can also insert new text if preferred

- Touch where you want to type, or long press a blank space, and the cursor will blink and the tab will show. Drag the tab to move the cursor.
- If you have cut or copied any text, touch the tab to show **PASTE** which allows you to paste any text you have previously copied.



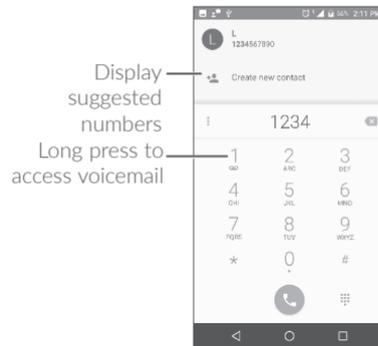
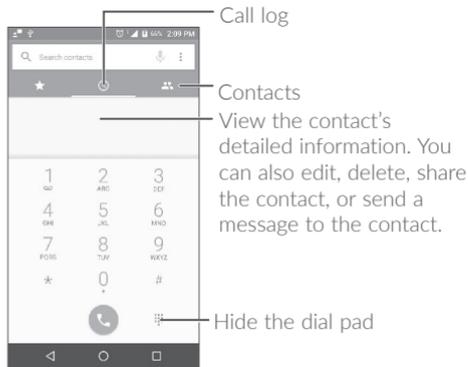
3 Call, Call log and Contacts

3.1 Call.....



3.1.1 Place a call

To make a call, touch .



Enter the desired number from the dial pad and press the Call icon  to place the call or select a contact from **CONTACTS**  or **CALL LOG**  by sliding or touching tabs, then to make the call.

The number you entered can be saved to **Contacts** by touching  and then touching **Create new contact**.

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

To hang up a call, touch .

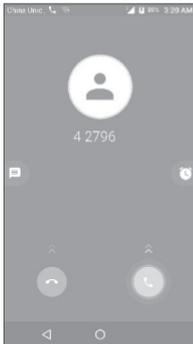
International call

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

Emergency call

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

3.1.2 Answer or reject a call



When you receive a call, you can touch **DISMISS** to reject the call, or touch **ANSWER** to connect the call. For more options, you can select the incoming call to see the available choices below:

- Slide the  icon up to answer;
- Slide the  icon up to reject;
- Touch the  icon to reject the call by sending a preset message.
- Touch the  icon to reject the call with a reminder.

To mute an incoming call, press the **Volume up/down** key, or turn the phone over (when the **Settings > Gestures > Turn over to mute** option is activated).



For your convenience, your phone features a unique reversible UI. This ensures normal functionality, including phone calls, even when the phone is held in reverse (upside-down) position.

3.1.3 Calling your voicemail

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

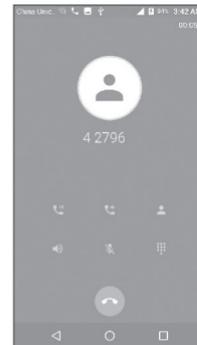
To access your voicemail, long press .

To set your voicemail number: Long press , then touch **ADD NUMBER > Voicemail > Setup > Voicemail number**.

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

3.1.4 During a call

To adjust the volume during a call, press the **Volume up/down** key.



End the current call.



Touch once to activate the speaker during the current call. Touch this icon again to deactivate the speaker.



Touch once to mute the current call. Touch this icon again to unmute the call.



Display the dial pad.



Touch once to hold the current call. Touch this icon again to retrieve the call.



Touch to add a call.



Touch to view the contact list and details.



To avoid accidental operation of the touchscreen during a call, the screen will be locked automatically when you put the phone close to your ear; it will be unlocked when the phone is taken away from your ear.

3.1.5 Managing multiple calls

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

Swap calls

When you accept two calls, touch , you can now switch between two lines. The current call will be put on hold and you are able to join the other call.

Conference calls⁽¹⁾

You can set up a conference call as follows.

- Place a call to the first participant of the conference call.
- Touch  and select **Add participant**.
- Enter the phone number of the person you want to add to conference and touch . You can also add participants from **Call log** or **Contacts**.
- Touch  to start the conference.
- Touch  to end the conference call and disconnect all callers.

⁽¹⁾ Depending on your network carrier.

3.1.6 Call settings

Touch  from the **Call** screen, then touch **Settings**. The following options are available:

Sounds and vibrate

- **Phone ringtone:** Touch to select phone ringtone.
- **Also vibrate for calls:** Mark the checkbox to vibrate when ringing.
- **Dialpad tones:** Mark the checkbox to enable playing tones when using the dial pad.

Quick responses

Touch to edit quick responses which will be used when you reject a call with messages.

Accessibility

- **TTY mode:** TTY mode enables people who are deaf, hard of hearing, or speech-impaired to use the telephone to communicate. After connecting the phone and TTY devices that includes a keyboard and a text display mechanism, calls are linked to a relay service, which converts incoming speech to text and converts outgoing text to a spoken voice.
- **Hearing aids:** Mark the checkbox to enable hearing aid compatibility.

Manage Accounts

Touch to enter the main menu. You can add, remove, and setup your Google and other supported accounts.

Display options

- **Sort by:** To set the contacts display by First name or Last name.
- **Name format:** To set the name format by First name first or Last name first.

3.2 Call log

You can access your call log by touching  from the **Call** screen to view Missed calls, Outgoing calls and Incoming calls.

Touch a contact or number to view information or other operations. You can launch a new call, send SMS to the contact or number, view detailed information of the call, or clear the call.

Touch **View full call history** to view the all call log, touch  and **Clear call log** to clear the entire call memory.

3.3 Contacts.....

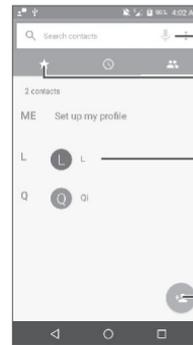


Contacts enables quick and easy access to the contact you want to reach.

Contacts are stored in your phone with the Contacts app. It allows you to add, delete, or edit your contacts. You can also import or export your contacts from different locations such as a SIM card, an external storage, your Gmail or other email account.

3.3.1 Access your Contacts

To see your contacts, touch .



Search in **Contacts**

View your favorites

Open the Quick contact panel
Long press to select contact(s)
to delete

Add new contact

Delete a contact

Long press the contact you want to delete, then touch  and confirm to delete. Touch  to select all contacts, then touch  and confirm to delete all contacts.



The contact you have deleted will also be removed from other applications on the phone or web the next time you synchronize your phone.

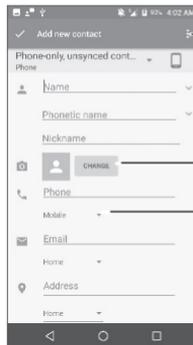
Touch  to display the contacts list option menu. The following actions are enabled:

- **Contacts to display** Choose contacts to display.
- **Merge contacts** Select duplicate contacts to merge.
- **Import/Export** Import or export contacts between phone, SIM card, microSD card and phone storage, etc.
- **Blocked contacts** Touch to view your blocked contacts. You can also unblock them.
- **Accounts** Manage the synchronization settings for different accounts.
- **Settings** Touch to change the display of the sort list and contact names.

3.3.2 Adding a contact

Touch  in the contact list to create a new contact.

You are required to enter the contact's name and other contact information. By scrolling up and down the screen, you can move from one field to another.



When finished, touch the icon to save

Select a picture or take a photo for the contact

Touch to open available labels

When finished, touch  to save.

To exit without saving, you can touch  and then touch **Discard changes**.

Add to/remove from Favorites⁽¹⁾

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

To remove a contact from favorites, touch the star  on the contact details screen.

3.3.3 Editing your contacts

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

When finished, touch  to save.

⁽¹⁾ Only phone contacts can be added to Favorites.

Change a contact's default phone number

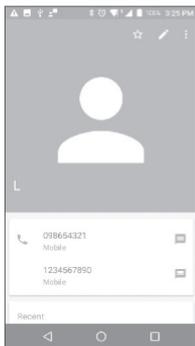
You can set the default phone number for a contact with more than one number.

The default phone number (the number which has priority when making a call or sending a message) will always be displayed under the contact name.

To change the default phone number, long press the desired number, and select **Set default**. Then  will appear ahead of the number.

3.3.4 Use Quick contact for Android

Touch a contact to open Quick contact for Android. Then, you can touch  or the number to make a call or touch  to send a message.



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

3.3.5 Importing, exporting and sharing contacts

This phone enables you to import or export contacts between your phone, SIM card and phone storage.

From the Contacts screen, touch  to open the options menu. Touch **Import/Export**, then select to import/export contacts from/to your accounts, SIM card, Phone, internal storage, micro SD card, etc.

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

Touch the contact you want to share, touch  and **Share** from the contact details screen. Select the number you want to share and touch , and then select the application to perform this action.

3.3.6 Displaying contacts

You can configure which list of contacts, for each account, you want to display in the Contacts list. Touch  and touch **Contacts to display** from the contacts list screen. Then, you can choose which contacts to display.

Touch  and **Settings** to sort the list by touching **First name** or **Last name**, as well as viewing contact names by touching **First name first** or **Last name first**.

3.3.7 Joining/Separating contacts⁽¹⁾

To avoid duplication, you can add any new contact information to existing contacts in a single action.

Touch the contact that you want to add information to. Then, touch  to enter the edit contact screen. Touch  again and touch **Join**.

⁽¹⁾ Only applicable for phone contacts.

At this time, you are required to select the contact whose information you want to join with the first contact. The information from the second contact is added to the first one, and the second contact will no longer be displayed in the Contacts list.

To separate contact information, touch the contact whose information you want to separate. Touch  to enter the edit contact screen, then touch  again and touch **Separate**, touch **OK** to confirm.

3.3.8 Synchronizing contacts in multiple accounts

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

To add an account, touch  from the contacts list and touch **Accounts > Add account**. Or, from the home screen, touch  then **Settings > Accounts > Add account**.

You are required to select the kind of account you are adding, such as Google, Corporate, etc.

You will need to enter your account information, such as your username, password, etc.

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

Auto-sync

On the **Accounts** screen, touch  and mark the **Auto-sync data** checkbox. When activated, all changes to information on the phone or online will be automatically synchronized with each other.

4 Messaging and Email

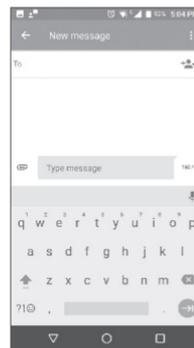
4.1 Messaging.....

This phone comes with a pre-installed Messaging app that allows you to send and receive SMS (Short Message Service) or MMS (Multimedia Messaging Service) with your cellular service provider.

To send a message, touch .

4.1.1 Write a new message

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



 Add recipients

 Send the text message



For saved contacts, touch the photo to open the Quick contact panel to communicate with the contact. For unsaved contacts, touch  to add the number to your **Contacts**.

Sending a text message

Enter the name or the phone number of the recipient in the **To** bar or touch  to add recipients. Touch the **Send message** bar to enter the text of the message. Touch  to insert emoticons. When finished, touch  to send the text message.

An SMS message of more than 160 characters will be charged as several SMS. A counter will be on the right of the text box to remind you how many characters are allowed to be entered in one message.



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

Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides and sounds to other compatible phones and e-mail addresses.

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

To send a multimedia message, enter the recipient's phone number in the **To** bar and touch the **Send message** bar to enter the text of the message.

Touch  to open the options menu, and touch **Add subject** to insert a subject. Touch  to attach a picture, video, audio or contact.

When finished, touch  to send the multimedia message.

4.1.2 Manage messages

When receiving a message,  will appear on the status bar as a notification. Drag down the status bar to open the Notification panel, then touch the new message to open and read it. You can also access the Messaging application and touch the message to open it.

Messages are displayed as a conversation.

Touch a message to enter the message composing screen:

- Touch  to call the number;
- Touch  to save the number to contacts or view the contact details if the number has been saved;
- To reply to a message, enter the text, or touch  to insert quick text, contact etc. When finished, touch .
- If you long press a message, the following options will be available: copy text , forward , view details , delete  etc. Touch  to save the message to SIM card.

4.1.3 Adjust message settings

On the message list screen, touch  and select **Settings**.

GENERAL

- **SMS enabled** Open the options dialog or touch **SMS app** to change your default SMS app.
- **Quick text** Touch to edit quick response text.

Storage

- **Delete old messages** Select to delete old messages when the maximum number of stored messages is reached.
- **Text message limit** Touch to set the maximum number of text messages to be saved per conversation.
- **Multimedia message limit** Touch to set the maximum number of multimedia messages to be saved per conversation.

Notifications

- **Notifications** Select to display message notifications in the status bar.
- **Select ringtone** Touch to select a ringtone as a new message notification tone.
- **Vibrate** Select to have phone vibrate as a notification when receiving a new message.
- **Beep when on an active call** Mark the checkbox to have the phone beep when a new message is received on an active call.

WAP message settings

- **WAP message enable** Touch to enable receipt of push messages from network.

Cell Broadcast settings

- **Cell broadcast** Mark the checkbox to enable receipt of cell broadcast messages.
- **Select CB ringtone** Touch to select CB ringtone when receiving cell broadcast messages.
- **Enable CB LED indicator** Mark the checkbox to enable CB LED indicator.
- **Enable light up screen** Mark the checkbox to light up the screen when receiving new cell broadcast.
- **Vibrate** Select to have phone vibrate as a notification when receiving a new message.
- **Cell broadcast settings** Touch to select channels and configure languages.
- **Emergency alerts** Touch to enter emergency alert settings, which includes options to show threats and alert tones.

ADVANCED

Text message (SMS) settings

- **Manage SIM messages** Touch to manage text messages stored in your SIM card.
- **SMS Service Center** Touch to edit or view the service center number.
- **Character code** Touch to set SMS character code.
- **SMS signature** Mark the checkbox to enable a signature for the message you send.
- **Edit SMS signature** Touch to edit SMS signature.

Multimedia message (MMS) settings

- **Group messaging** Touch to enable the use of MMS to send a single message when there are multiple recipients.
- **Auto-retrieve** Select to download the full MMS message (including message body and attachment) automatically to your phone. Otherwise, the phone will only download the MMS message header.
- **Roaming auto-retrieve** Select to download the full MMS message (including message body and attachment) automatically when roaming. Otherwise, the phone will only download the MMS message header to avoid extra charges.
- **Creation mode** Select to change creation mode.
- **Maximum message size** Select to input the maximum message size.

4.2 Email



When you first set up your phone, you can select to use an existing Email or to create a new Email account.

You can also set up external POP3 or IMAP email accounts in your phone.

To set up your email account, touch  from the Home screen, then select **Email**.

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

- Enter the email address and password of the account you want to set up.
- Touch **Next**. If the account you entered is not provided by your service provider in the phone, you will be prompted to go to the email account settings screen to enter settings manually. Alternatively, you can touch **Manual setup** to directly enter the incoming and outgoing settings for the email account you are setting up.
- Enter the account name and display name in outgoing emails.
- To add another email account, you can touch  on the upper left corner and select **Settings**. Then touch **Add account**.

To create and send emails

- Touch  from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field.
- If necessary, touch **Cc/Bcc** to add a copy or a blind carbon copy to the message.
- Enter the subject and the content of the message.
- Touch  to add an attachment.
- If you do not want to send the email right away, you can touch  and **Save draft** or touch the **Back** key to save a copy.

- Touch  to send.

If you do not want to send or save the email, you can touch  and then select **Discard**.

To add a signature to your emails, touch  and select **Settings**, then choose the account where you want to create or modify the signature. Touch **Signature** to edit.

5 Calendar, Clock, and Calculator

5.1 Calendar

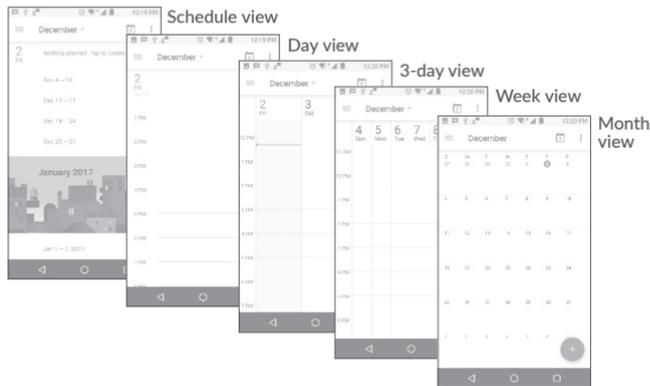


You can use **Calendar** to keep track of important meetings, appointments, etc.

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

5.1.1 Multimode view

You can display the Calendar by **Schedule**, **Day**, **3-day**, **Week**, or **Month**.



⁽¹⁾ The icon changes depending on the date.

5.1.2 To create new events

You can add new events from any Calendar view.

- Touch .
- Fill in all required information for this new event. If it is a whole-day event, you can select **All-day**.
- Invite guests to the event. Enter the email addresses of the guests you want to invite with commas to separate. The guests will receive an invitation from Calendar and Email.
- When finished, touch **SAVE** from the top of the screen.

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

Before you can add an event, you must add at least one Calendar account and make a calendar visible.

5.1.3 To delete or edit an event

To delete or edit an event, touch the event to enter its details screen, touch  to edit the event, and touch **DELETE** to delete.

5.1.4 Event reminder

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

Touch and drag down the status bar to open the notification panel, and touch an event name to view the Calendar notification list.

Touch the **Back** button to keep the reminders pending in the status bar and the notification panel.

5.2 Clock

Your phone has a built-in clock.

To view the current time, touch  from the Home screen, then touch **Clock**.

5.2.1 World clock

To view the world clock, touch  on the Time screen.

Touch  to add a time zone.

5.2.2 Alarm

From the Time screen, touch  to enter the **Alarm** screen.

Turn on  to enable the alarm.

Touch  to add a new alarm. The following options will appear:

- **Time** Touch to set the alarm time.
- **Repeat** Touch to select the days when you want the alarm to work.
- **Ringtone** Touch to select a ringtone for the alarm.
- **Vibrate** Select to activate vibration.
- **Label** Touch to set a name for the alarm.

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

Touch  then touch  to delete the selected alarm.

5.2.3 Countdown

From the Time screen, touch  to enter the **Countdown** screen.

- Enter the time. The time should be typed in second, minute and hour number sequence.
- Touch  to activate Countdown.
- Touch  to set the countdown time in panel.
- Touch  to deactivate Countdown.
- Touch  to delete current countdown label.

5.2.4 Timer

From the Time screen, touch  to enter the **Timer** screen.

- Touch  to start the timer.
- Touch  to show a list of records according to the updated time.
- Touch  to halt the total and lap times. These will only restart after  is touched.
- Touch  to delete the record.
- Touch  to share.

5.2.5 Adjust Clock settings

Touch  and then **Settings**. The following options can now be adjusted:

Clock

- **Style** Touch to set the clock style to analog or digital.
- **Automatic home clock** Mark the checkbox to enable the function to add a clock for your home time zone, when traveling in an area where the time is different.
- **Home time zone** Touch to set Home time zone.
- **Change date & time** Touch to enable automatic date & time, or change time manually.

Alarms

- **Silence after** Touch to set a temporary turn off time for an alarm.
- **Snooze length** Touch to set the duration of alarms.
- **Alarm volume** Touch to set alarm volume.
- **Gradually increase volume** Touch to select the duration after which the alarm volume increases, or disable this function.
- **Volume buttons** Touch to set side **Volume up/down** key behaviors when alarm sounds: **None**, **Snooze** or **Dismiss**.
- **Start week on** Touch to choose the start of a week.

Timers

- **Timer ringtone** Touch to select the timer ringtone.

5.3 Calculator.....



With the Calculator, you can solve many mathematical problems.

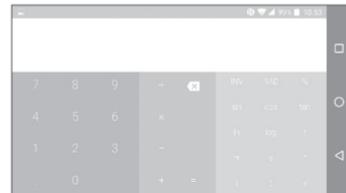
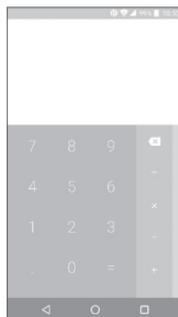
To use the calculator, touch  from the Home screen, then touch **Calculator**.

There are two panels available: Basic panel and Advanced panel.

To switch between panels, select one of the following two ways:

- Swipe the basic calculation screen to the left to open the scientific calculator.

Or turn the phone sideways for landscape mode from the basic panel to open the scientific calculator. This option only available if **Settings** > **Display** > **When device is rotated** > **Rotate the contents of the screen** is on.



Enter a number and the arithmetic operation to be performed, enter the second number, then touch "=" to display the result. Touch  to delete digits one by one or long press  to delete all at once.

6 Getting connected

To connect to the Internet with this phone, you can use GPRS/EDGE/3G/4G networks or Wi-Fi, whichever is most convenient.

6.1 Connecting to the Internet

6.1.1 GPRS/EDGE/3G/4G

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

If the network is not connected, you can turn on phone data in **Settings > Data usage**.

To check the network connection you are using, touch **Settings > More > Cellular networks > Access Point Names** or **Network carriers**.

If you are experiencing issues while connecting to the network or while using data, please call customer service for assistance.

6.1.2 Wi-Fi

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

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

- Touch **Settings > Wi-Fi**.
- Turn on .
- Once Wi-Fi is turned on, detected Wi-Fi networks are listed.

- Touch a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials. When finished, touch **CONNECT**.

To activate notification when a new network is detected

When Wi-Fi is on and the network notification is activated, the Wi-Fi icon will appear on the status bar whenever the phone detects an available wireless network within range. The following steps activate the notification function when Wi-Fi is on:

- Touch **Settings > Wi-Fi**.
- Touch  from Wi-Fi screen.
- Turn on  beside **Network notification**.

To add a Wi-Fi network

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

- Touch **Settings > Wi-Fi**.
- Touch then touch **+ Add network** at the bottom of the Wi-Fi screen.
- Enter the name of the network and any required network information.
- Touch **SAVE**.

To forget a Wi-Fi network

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

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

6.2 Connecting to a Bluetooth device⁽¹⁾

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

To turn on Bluetooth, touch **Settings** > **Bluetooth**. Your phone and other available devices will show on the screen.

To turn on Bluetooth

- Touch **Settings**.
- Switch the toggle  to activate this function.

To make your phone more recognizable, you can rename your phone which is visible to others.

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

To pair/connect your phone with a Bluetooth device

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

- Touch **Settings** > **Bluetooth**.
- Touch  and **Refresh**.
- Touch a Bluetooth device you want to pair your phone with in the list.
- In the dialog that pops up, touch **PAIR** to confirm.
- If the pairing is successful, your phone connects to the device.

⁽¹⁾ You are recommended to use alcatel Bluetooth headsets, which have been tested and proved compatible with your phone. You can go to www.alcatelonetouch.us for more information about the alcatel Bluetooth headset.

To disconnect/unpair from a Bluetooth device

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

6.3 Connecting to a computer via USB

With a USB cable, you can transfer media files and other files between your phone and a computer.

To connect your phone to the computer

Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification of **USB for file transfer**.

The first time you connect the phone via USB, a debugging dialog box pops up. Touch **OK** to allow data exchange between your phone and computer; otherwise, you can use USB for charging only.

Touch **USB for file transfer** and choose the way in which you want to transfer files. By default, **Transfer files (MTP)** is selected.



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

To locate the data you have transferred or downloaded to your phone, touch **Files**. All data you have downloaded is stored in **Files** where you can view media files (videos, photos, music and more), rename files, install applications on your phone, etc.

6.4 Sharing your phone's data connection

You can share your phone's data connection with a single computer via a USB cable (USB tethering) or with up to eight devices at once by turning your phone into a portable Wi-Fi hotspot or via Bluetooth.



The functions below may incur additional network charges from your network carrier. Extra fees may also be charged in roaming areas. This feature is locked by default. To unlock it, contact a Consumer Cellular customer support representative at (800) 686-4460

To share your phone's data connection via USB

Use the USB cable that come with your phone to connect the phone to a USB port on your computer.

- Touch **Settings > More > Tethering & portable hotspot**.
- Turn on  beside **USB tethering** to activate this function.

To share your phone's data connection as a portable Wi-Fi hotspot

- Touch **Settings > More > Tethering & portable hotspot**.
- Turn on  beside **Portable Wi-Fi hotspot** to activate this function.

To share your phone's data connection via Bluetooth

- Touch  on the Quick settings panel.
- Go to **More > Tethering & portable hotspot**.
- Turn on  after **Bluetooth tethering** to activate this function.

To rename or secure your portable hotspot

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

- Touch **Settings > More > Tethering & portable hotspot**.
- Touch **Set up Wi-Fi hotspot** to rename the network SSID or set your network security.
- Touch **SAVE**.

To play media files on a device with the Wi-Fi Display feature

You can share your phone's data such as music and video files with your TV via Wi-Fi display.

- Touch **Settings > Display > Cast Screen**.
- To use Wi-Fi display, you must turn on Wi-Fi.

6.5 Connecting to virtual private networks

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

To add a VPN

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

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



Before adding a VPN, you should set a PIN code or password for your phone.

To connect/disconnect to/from VPN

To connect to a VPN:

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

To disconnect from a VPN:

- Open the Notification panel and touch the notification for the VPN disconnection.

To edit/delete a VPN

To edit a VPN:

- Touch **Settings**\More...\VPN.
- VPNs you have added are listed; touch  and touch **Edit profile** to edit.
- After editing, touch **SAVE**.

To delete:

- Touch  and touch **Delete profile**.

7 Multimedia applications

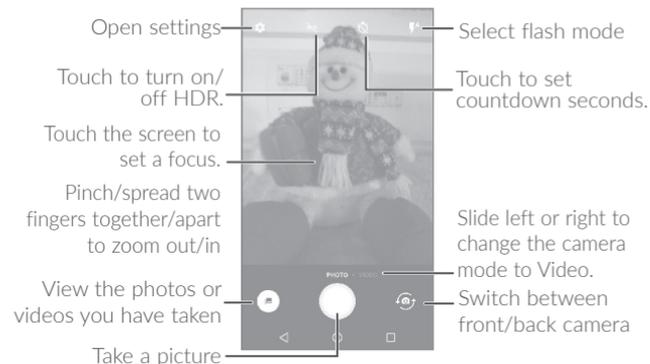
7.1 Camera



Your phone is fitted with a Camera and a Camcorder for taking photos and shooting videos.

To take a photo or video, touch  from the Home screen and then touch **Camera**.

If the phone is locked, press the Power key and then touch the camera icon to open the camera.



To take a picture

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

To shoot a video

Slide the screen to the left to enter Video mode. Touch  on the screen to start video recording. You can also touch  to take a picture during video recording.

Touch  to stop recording. The video will be automatically saved.

Further operations when viewing a picture/video you have taken

- Touch  from the camera screen to view the photos or videos you have taken.
- Touch  then Gmail, Bluetooth, MMS, etc. to share the photo or video.
- Touch  to return to **Camera**.

7.1.1 Settings

Before taking a photo/shooting a video, touch  to adjust a number of settings in framing mode.

Photo

- **Size** Touch to select picture size.
- **Low light enhancement** Touch the switch to turn on/off enhance the light sensitivity when light is low.

Video

- **Video quality** Touch to select the video recording quality.
- **Video stabilization** Switch the toggle to enable/disable video stabilization.

General

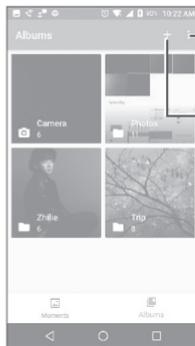
- **Manage modes** Touch to manage favorite camera modes.
- **Grid** Turn on  to enable grid view. It divides the screen into equal parts and helps you take better photos by making it simple to align compositional elements to the grid, such as the horizon or buildings to the lines in the grid.
- **Volume button function** Touch to set volume button function in camera mode.
- **Media storage** Touch to set up default storage location of pictures and videos captured.
- **Save location information** Turn on  to activate the function of tagging photos and videos with your location. This option is available when GPS location services and wireless network are switched on.
- **Shutter sound** Turn on  to enable shutter sound when taking a photo.
- **Reset settings** Touch and confirm to reset the camera settings.

7.2 Gallery



Gallery acts as a media player for you to view photos and play videos. In addition, a set of further operations to pictures and videos are available.

To view the photos you have taken, touch  from the Home screen, then touch **Gallery**.



Touch to setup display of albums.

Create album.

To view a picture/play a video

Pictures and videos are displayed by moments and albums in **Gallery**.

- All pictures and videos are divided by moments, and by albums. Touch an album to view pictures and videos on the screen.
- Touch the picture/video directly to view or play.
- Slide left/right to view previous or next pictures/videos.

Working with pictures

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

Locate the picture you want to work on, and touch the picture in the full-screen picture view. Touch  to share the picture, or  to delete the picture. Touch  and select **Set as...** to set the picture as Contact photo or Wallpaper.

Touch  to set the picture to **Favorites**. The picture can also be found in the **Favorites** album. Touch the icon again to remove from **Favorites**.

Touching the  icon from the full-screen picture view will display more options that you can choose from.



-  Set effects such as **Punch, Vintage, B/W, Bleach**, etc.
-  Add a **Frame**.
-  **Crop, Straighten, Rotate, Mirror** or **Draw** the picture.
-  Adjust the picture color, such as Autocolor, Exposure, Contrast, Shadows, etc.

Batch operation

The Gallery provides a multi-select function, so that you can work with pictures/videos in batches.

On the **MOMENTS** or **ALBUMS** screen, touch  and touch **Select items/Select albums** to activate batch operation mode (you can also long press one album/picture), then touch the videos/pictures you want to work with. Touch  to delete selected files. Touch  to share selected files.

7.3 Music

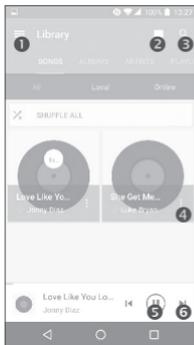


You can play music files stored on your phone or microSD card. Music files can be downloaded from your computer to the phone using a USB cable.

To play a music file, touch  from the Home screen, then touch **Music**.

7.3.1 Playing music

Touch a song to play.



- 1 Access the menu.
- 2 Change the song display.
- 3 Search for a song.
- 4 Access more functions.
- 5 Play or pause.
- 6 Play the next song.



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

8 Others

8.1 Files



To manage the files in your phone, touch  from the Home screen, then touch **Files**.

Files works with both external SD card and internal storage.

Files displays all data stored on the phone, including applications, media files downloaded from the Google Play Store, YouTube or other locations; videos, pictures or audio you have captured; other data transferred via Bluetooth, USB cable, etc.

When you download an application from PC to phone, you can locate the application using Files, then touch it to install it in your phone.

Files allows you to efficiently perform the following common operations: create (sub) folder, open folder/file, view, rename, move, copy, delete, play, share, etc.

8.2 Sound Recorder



To record voice, touch  from the Home screen, then touch **Sound Recorder**.

Sound Recorder allows you to record voice/sound for seconds/hours.

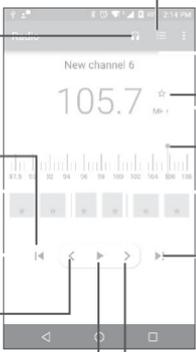
8.3 Radio.....



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 visual information related to the radio program displayed if you turn to stations that offer Visual Radio service.

To listen to a radio program, touch  from the Home screen, then touch **Radio**.

 To use it, you must plug in your headset, which works as an antenna connected with your phone.



Touch to enable/disable the loudspeaker.

Touch to open and view the saved channels list.

Touch to add the current station to favorites.

Drag to change current frequency.

Touch to go to previous saved channel.

Touch to go to next saved channel.

Touch to decrease by 0.1MHz. Long press to search and go to the nearest lower frequency channel.

Touch to increase by 0.1MHz. Long press to search and go to the nearest higher frequency channel.

Touch to play/stop.

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

⁽²⁾ Depending on your network carrier and market.

Available options:

- **Save channel** Save the current station to the channel list.
- **Edit name** Edit the channel name.
- **Scan channels** Touch to search for channels.
- **Delete** Delete the channel.
- **Enter frequency** Enter the frequency manually to turn to the channel.
- **Exit** Turn off the radio.

8.4 Other applications⁽¹⁾.....

The previous applications in this section are preinstalled on your phone. To read a brief introduction of the preinstalled 3rd party applications, refer to the leaflet provided with the phone. You can also download thousands of 3rd party applications by going to the Google Play Store on your phone.

⁽¹⁾ Application availability depends on country and carrier.

9 Google applications.....

Google apps are preinstalled on the device to improve work efficiency and help you get the most out of your phone.

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

In order to enjoy all the functions of the following Google applications, we recommend signing up for a Google account.

9.1 Chrome

A web browser you can use to surf the Internet.

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

9.2 Gmail

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

9.3 Maps

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

9.4 YouTube

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

9.5 Play Store

The Google Play Store serves as the official app store for the Android operating system, allowing users to browse and download applications and games. Applications are either free to use or cost money.

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

9.6 Drive

A file storage and synchronization service created by Google, which allows users to store files in the cloud, share and edit files.

Files in Drive are well kept and you can reach your files from any device by logging in to your Google account. Files or folders can be shared privately with any user who has a Google account.

9.7 Play Music

A music streaming service and online music source operated by Google.

You can upload your own music, as well as listen to a large number of songs for free. In addition to offering music streaming for Internet-connected devices, the Google Play Music app allows music to be stored and listened to offline. Songs purchased through the Play Music are automatically added to the user's account.

9.8 Play Movies & TV

Movies and television shows can be viewed online via Google Play Movies & TV. You can also download movies and TV shows for offline viewing. Some content is only available for rental or purchase.

9.9 Photos

Google Photos stores and backs up your photos and videos. It also automatically analyzes photos and organizes them into groups, so that you can quickly locate the photos you need.

10 Settings

To go to Settings, touch  from the Home screen, then touch **Settings**.

10.1 Suggestions

There are several frequently used functions displayed here. Default items are **Screen lock** and **Add another email account**.

10.2 Wireless & networks

10.2.1 Wi-Fi

With Wi-Fi, you can surf the Internet, without using your SIM card whenever you are in range of a wireless network. The only thing you have to do is to enter the **Wi-Fi** screen and configure an access point to connect your phone to the wireless network.

For detailed instructions on using Wi-Fi, refer to “**6.1.2 Wi-Fi**”.

10.2.2 Bluetooth

Bluetooth allows your phone to exchange data (videos, images, music, etc.) within a small range with another Bluetooth supported device (phone, computer, printer, headset, car kit, etc.).

For more information on Bluetooth, refer to “**6.2 Connecting to Bluetooth devices**”.

10.2.3 Data usage

Data saver

By enabling **Data saver**, you can reduce data usage by preventing some apps from sending or receiving data in the background. A total of 3 apps allowed to use unrestricted data when data saver is on.



The data usage monitored by your device may not match your carrier's usage data.

10.2.4 More > Airplane mode

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

10.2.5 More > Tethering & portable hotspot

This function allows you to share your phone's data connection via USB or as a portable Wi-Fi access point (refer to "**6.4 Sharing your phone's data connection**").

10.2.6 More > VPN

A virtual private network (mobile VPN or mVPN) provides devices access to network resources and software applications on their home network when they connect via other wireless or wired networks. Mobile VPNs allow you to connect to the resources inside a secured local network from outside that network. They are commonly deployed by corporations, schools, and other institutions so that their users can access local network resources when not inside that network, or when connected to a wireless network.

For more information on VPN, refer to "**6.5 Connecting to virtual private networks**".

10.3 Device

10.3.1 Gestures

The following gestures can be used for quick operations:

- **Turn over to mute** Turn on  to mute ringtones of incoming calls by turning the phone over.
- **Turn over to activate** Touch to set whether to activate the snooze feature or dismiss a ringtone when the device is turned over.
- **Double touch screen** Turn on  to enable the function that allows you to turn the screen on or off by a double tap.
- **Three finger screenshot** Turn on  to enable the function that allows you to drag 3 fingers down the screen to take a screenshot.

10.3.2 Lock screen

Func

Touch to customize the application shortcuts displayed on your lock screen.

Screen lock

Touch to set your screen unlock method. For example, you can unlock your phone by sliding the screen, entering a password, or drawing a pattern, etc. Touch  beside a screen lock item to see the following available options:

- **Make pattern visible**

This option is visible when you select Pattern to unlock your phone. Touch  to make pattern visible.

- **Automatically lock**

Touch to select the duration to lock the phone after the screen is off.

- **Lock screen message**

Touch to display owner information on the locked screen.

Smart lock

You must set a screen lock first when you enable this function. Smart lock can recognize signals like your device's proximity to your home or your car's Bluetooth system, and keep your device unlocked when it's safe with you.

10.3.3 Display

In this menu, you can adjust your screen brightness, wallpaper, font size, color temperature of your screen, etc.

- **Brightness level** Touch to adjust screen brightness manually.
- **Adaptive brightness** When the function is turned on, the screen brightness level will optimize automatically based on available light.
- **Night mode** Touch to set up Night mode.
- **Wallpaper** Touch to set the wallpaper.
- **Sleep** Touch to set screen timeout.
- **Press Power key twice for Camera** Touch  to turn on/off the function. When the function is on, you can tap the **Power** key twice to access **Camera** when screen is off.

- **Screen saver** Touch to set a screen saver when the phone is docked and/or sleeping.
- **Ambient display** Touch  to enable wake screen when you receive a notification.
- **Font size** Touch to set the font size.
- **Display size** Touch to set the display size.
- **When device is rotated** Touch to select whether the screen rotates automatically or not.

10.3.4 Notification

Touch to manage apps notification. You can set permissions on whether app notifications can show on the locked screen, and more.

10.3.5 Sound

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

- **Silent mode** Switch the toggle to turn on/off silent mode.
- **Ring volume** Set volume for media, ringtone, and alarms.
- **Phone ringtone** Touch to set your incoming call ringtone.
- **Also vibrate for calls** Switch the toggle to enable vibration for incoming calls.
- **Do Not Disturb** When this option is turned on, you won't be disturbed by sounds and vibrations, except from alarms, reminders, events and callers you specify. The Do Not Disturb duration can also be modified.
- **Default notification ringtone** Touch to set the default sound for notifications.

- **Mute power on & off ringtone** Switch the toggle to enable/disable the power on & off ringtone.
- **Default alarm ringtone** Touch to set your alarm ringtone.
- **Emergency alerts** Touch to set emergency alerts.
- **Other sounds** Touch to set dial pad tones, screen locking sounds, touch sounds and vibrate on touch.

10.3.6 Apps

Touch to view options such as viewing details about the applications installed on your phone, managing their data usage and stopping them from running.

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

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

10.3.7 Battery

Touch any category in the battery management screen to view its power consumption.

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

10.3.8 Memory

Touch to view the total memory and the memory used by applications.

10.4 Personal

10.4.1 Location

On

Turn on  to enable location services. When turned on, this option uses information from Wi-Fi and cellular data to determine your approximate location. This is useful for apps such as Google Maps to get directions and locate nearby shops and businesses. When you select this option, you're asked whether you consent to share your location anonymously with Google's location service.

Mode

Touch to select High accuracy, Battery saving or Device only mode.

- **High accuracy:** Use GPS, Wi-Fi and cellular network to determine location.
- **Battery saving:** Use Wi-Fi to determine location.
- **Device only:** Use GPS to determine location.

Recent location requests

This list shows the recent location requests.

10.4.2 Security

Encrypt phone

Requires a numeric PIN, pattern, or password to decrypt your phone each time you power it on.

Make passwords visible

Turn on  to show passwords as you type.

Device administrators

Touch to view or deactivate device administrators.

Unknown sources

Turn on  to permit installation of applications that you obtain from websites, emails, or other locations other than Google Play Store.

To protect your phone and personal data, download applications only from trusted sources, such as Google Play Store.

Storage type

Show storage type.

Trusted credentials

Touch to display trusted CA certificates.

User credentials

Touch to check and manage stored credentials.

Install from storage

Touch to install encrypted certificates from internal storage or microSD card.

Clear credentials

Touch to remove all certificates.

Trusted agents

Open the setting to view and deactivate trusted agents. You must set a screen lock first when you enable this function.

Screen pinning

When this function is enabled, you can always keep a window in view by touching the **Overview** button and then the pin icon. In this case, the user cannot go to any other window or open any other app.

To stop pinning a window in view, long press both the **Back** and **Overview** keys together, then enter your screen unlock password or draw your unlock pattern.

Apps with usage access

Touch to display the apps that can track what apps you are using, and the usage frequency. Turn on  to allow permission.

10.4.3 Accounts

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

Add account

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

Touch an account to see all sync options. Mark the checkbox to permit applications to synchronize data on their own schedule. You can also touch  and **Sync now** to synchronize data for the chosen items of that account.

10.4.4 Google

Location

Touch to access Location (refer to section “10.4.1 Location”).

Security

Remotely locate this device: Turn on the switch , and the device location will appear on Android Device Manager.

Allow remote lock and erase: Turn on the switch , and you can remotely lock or factory reset the device with Android Device Manager if you lose the device.

Scan device for security threats: Turn on the switch , and Google will regularly check your device and prevent or warn about potential harm.

Improve harmful app detection: Turn on the switch , and the device will send unknown apps to Google for better detection. Turn on Scan device for security threats first before turning on this function.

Ads

Reset advertising ID: Touch to reset your advertising ID with a new random number.

Opt out of Ads Personalization: Turn on the switch , and apps will not use your advertising ID to build profiles or show you personalized ads.

Ads by Google: Touch to open the Ads with the Browser or Chrome.

Nearby

Nearby allows Google to recommend applications or websites for the user based on the user's location information. Your device must be online to show links to apps or websites from things nearby.

Touch **SCAN NOW** to scan available apps or website.

Search & Now

The phone provides a search function which can be used to find the information you want on your phone, in your applications or on the web.

Touch to access settings about accounts and privacy, language, voice search, etc.

Set up nearby device

This feature helps you restore your nearby device while you are in same Wi-Fi region and the device is close to you. When turning on your device for the first time, you will see the option Got another device during setup. Now select the option copy your Google accounts, apps, and data from your other device and click on **NEXT**. Follow the steps to finish the setup, the data will be copied from the nearby device to your new device.

10.4.5 Language & input

Use the Language & input settings to select the language for the text on your phone and for configuring the onscreen keyboard. You can also configure voice input settings and the pointer speed.

Language

First, touch **Add a language** to add available language to language list, then draw up a language to item 1, the language will be switched.

Spell checker

Turn on  to enable the system to show suggested words.

Personal dictionary

Touch to open a list of the words you've added to the dictionary. Touch a word to edit or delete it. Touch the add button (+) to add a word.

Virtual keyboard

Google keyboard: The Google keyboard settings apply to the onscreen keyboard that is included with your phone. The correction and capitalization features affect only the English version of the keyboard.

Google voice typing: Google voice typing is a free speech-to-text capability which allows you to input words by talking instead of typing by hand.

Tap the microphone icon on the on-screen keyboard to start Voice Typing.

Physical keyboard

Show virtual keyboard: Touch the switch  to enable the virtual keyboard on screen while a physical keyboard is active.

Keyboard shortcuts helper: Touch to view the available keyboard shortcuts.

Text-to-speech output

- **Preferred engine:** Touch to choose a preferred text-to-speech engine, then touch  to show more choices for each engine.
- **Speech rate:** Touch to open a dialog where you can select how quickly you want the synthesizer to speak.
- **Listen to an example:** Touch to play a brief sample of the speech synthesizer, using your current settings.

Pointer speed

Touch to open a dialog where you can change the pointer speed, then touch **OK** to confirm.

10.4.6 Backup & reset

Back up my data

Turn on  to back up your phone's settings and other application data to Google servers. If you replace your phone, the settings and data you've backed up will be restored onto the new phone for the first time you sign in with your Google account. If you mark this option, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure in the Settings application. If you unmark this option, the device will stop backing up your settings, and any existing backups are deleted from Google servers.

Backup account

Touch to set your backup account.

Automatic restore

Turn on  to restore your backed-up settings or other data when you reinstall an application.

Network settings reset

Touch to reset all network settings.

Factory data reset

Erase all of your personal data from internal phone storage, including information about your Google account, any other accounts, your system and application settings, and any downloaded applications. Resetting the phone does not erase any system software updates you've downloaded.

If you reset the phone in this way, you're prompted to re-enter the same kind of information as when you first setup your phone.

When you are unable to power on your phone, there is another way to perform a factory data reset by using hardware keys. Press and hold the **Volume up** key and the **Power** key at same time until the screen lights up.

10.5 System

10.5.1 Date & time

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

Automatic date & time

Turn on  to use the network-provided date and time.

Automatic time zone

Turn on  to use the network-provided time zone.

Set date

Touch to open a dialog where you can manually set the phone's date.

Set time

Touch to open a dialog where you can manually set the phone's time.

Select time zone

Touch to open a dialog where you can set the phone's time zone.

Use 24-hour format

Turn on  to display the time using the 24-hour clock format.

10.5.2 Accessibility

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

TalkBack

Touch to enable spoken feedback from your phone.

Switch Access

Turning on the Switch Access switch  allows you to control your phone with configurable key combinations. Touch **SETTINGS** on the top right of the screen to assign a key combination for listed behaviors.

Captions

Touch to activate/deactivate captions for the phone screen.

Magnification gestures

Touch to turn on/off to activate/deactivate zoom in/out function by triple-tapping the screen.

Font size

Touch to setup the on screen font size to default, larger and largest.

Display size

Touch to setup the display size of items, such as app icon, message, etc. Some apps on your screen may change position.

Click after pointer stops moving

If you use a mouse with your Android, you can set your device to click automatically when the mouse cursor stops moving for a certain amount of time. Touch  to turn on/off the delay before click. This setting controls the amount of time between when you stop moving the mouse and when the automatic click happens.

High contrast text

Turn on  to activate high contrast text.

Power key ends call

Turn on  to enable Power button ends call.

Auto-rotate screen

Turn on  to activate auto-rotate screen. Content on the screen or the keyboard will be automatically rotated when you rotate your phone.

Speak passwords

Turn on  to speak passwords while typing.

Mono audio

Touch  to enable/disable combine channels when playing audio.

Accessibility shortcut

Touch to enable/disable quick activation for accessibility features.

Text-to-speech output

Touch to update the settings for text-to-speech output, such as the speech rate.

Touch & hold delay

Touch to adjust the duration of touch and hold delay. This function enables your phone to differ touch and touch & hold, which may help prevent incorrect operations.

Color inversion

Turn on  to turn on color inversion.

Color correction

Touch to turn on/off color correction.

10.5.3 Regulatory & safety

Touch to view product information.

10.5.4 About phone

This contains information ranging from Legal information, Model number, Firmware version, Baseband version, Kernel version, Build number to those listed below:

System app updates

Touch to check for system updates.

Status

This contains the status of the Battery status, Battery level, My phone number, Network, Signal strength, etc.

11 Making the most of your phone.....

11.1 Upgrade

You can use the Mobile Upgrade tool or FOTA Upgrade tool to update your phone's software.

11.1.1 FOTA Upgrade

Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access **Updates**, touch the Application tab from the Home screen, then select **Updates** or touch **Settings > About phone > Updates**.

Touch  and the phone will search for the latest software. If you want to update the system, touch the  button, and when that's finished, touch  to complete the upgrade. Now your phone will have the latest version of the software. You should turn on Wi-Fi before searching for updates. Settings for auto-check frequency are also available once you restart the phone. If you have chosen auto-check, when the system discovers the new version, a dialog will pop up and you can choose to download or ignore. The notification will also appear in status bar.

In order to avoid errors in locating the correct update packages, do not change your default storage location while the device is downloading or updating FOTA.

12 Accessories

The latest generation of alcatel phones offer a built-in handsfree feature that allows you to use the telephone from short distance. For those who prefer to not use the speakerphone, headsets are also available.

1. Charger
2. USB cable



Only use the alcatel batteries, chargers, and accessories included along with your device.

13 Warranty.....

This product is guaranteed for a period of 12 months from the date of purchase. In the unlikely event of a fault occurring during this period, please contact the place of purchase. Proof of purchase is required for any service or support needed during the guarantee period.

This guarantee will not apply to a fault caused by an accident or a similar incident or damage, liquid ingress, negligence, abnormal usage, non-maintenance or any other circumstances on the user's part. Furthermore, this guarantee will not apply to any fault caused by a thunderstorm or any other voltage fluctuations. As a matter of precaution, we recommend disconnecting the charger during a thunderstorm. Batteries are consumables and are not included in any guarantee.

This guarantee does not apply if batteries other than ALCATEL original batteries are used.

Electronic Recycling (Within USA Only):

For more information on Electronic Recycling, please visit the Alcatel Electronic Recycling Program website at <http://www.alcatelonetouch.us/electronic-recycling-program>.



Battery Recycling (USA & Canada):

Alcatel partners with Call2Recycle® to offer a safe and convenient battery recycling program. For more information on our Battery Recycling Program, please visit the USA and Canada website at www.alcatelonetouch.us/battery-recycling and www.alcatelonetouch.ca/battery-recycling

14 Troubleshooting

Before contacting the service center, 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 on your phone as this may affect its performance.
- Update your phone's software via the **Updates** application. Or you can touch **Settings** > **About phone** > **System app updates**.
- Reset your phone via **Factory data reset**. You can touch **Settings** > **Backup & reset** > **Factory data reset**, and then touch **RESET PHONE**. Another method is to hold down the **Power** key and the **Volume up** key at the same time when your phone is powered off. **All your phone data will be lost permanently**. It is strongly advised to fully back up your phone data before formatting.

In addition to the steps above, the following section covers troubleshooting for the most common issues.

My phone can't be switched on or is frozen

- If the phone can't be switched on, try charging the device for at least 10 minutes to ensure it has the minimum amount of battery power needed to turn on. Then, try switching the phone on again.
- When the phone falls into a loop during the power on animation and the user interface can't be accessed, press and hold the **Volume down** key to enter Recovery mode. This eliminates any abnormal operating system booting issues that may be caused by third party applications.
- If neither method is effective, reset the phone using the **Power** key and the **Volume up** key (holding both together) or update software via the **Updates** application.

My phone has not responded for several minutes

- Restart your phone by pressing and holding the **Power** key.
- If your phone has a removable battery, remove the battery and re-insert it, then restart the phone.
- If it still doesn't work, use **Factory data reset** to reset the phone or use the **Updates** application to update software.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure that the **Power** key is not accidentally pressed while the screen is unlocked.
- Check the battery charge level.
- If it still doesn't work, use **Factory data reset** to reset the phone or the **Updates** application to update software.

My phone can't charge properly

- Make sure that you are using the **Alcatel** charger that comes with the phone.
- If your phone has a removable battery, make sure that your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 10 minutes to display the battery charger indicator on the screen.
- Make sure that charging is carried out under normal conditions 0°C (32°F) to 40°C (104°F).
- When abroad, check that the voltage input is compatible.

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

- Try connecting in another location.
- Verify the network coverage with your carrier.
- Check with your carrier that your SIM card is valid.
- Try connecting at a later time if the network is overloaded.

My phone can't connect to the Internet

- 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 connection settings.
- Make sure that you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

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

My phone can't make outgoing calls

- Make sure that you have dialed a valid number and pressed the Call icon.
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your carrier (credit card has not expired, SIM card is valid, etc.).
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

My phone can't receive incoming calls

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

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

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

I can't find my contacts

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

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the **Volume up/down** key.
- Check the network strength.
- Make sure that the receiver, connector or speaker on your phone is clean.

I can't use the features described in the manual

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

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

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

I can't add a contact

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

My callers can't leave messages on my voicemail

- Contact your network carrier to check service availability.

I can't access my voicemail

- Make sure that your carrier's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I can't send and receive MMS

- Check your phone memory as it might be full.
- Contact your network carrier to check service availability and MMS parameters.
- Verify the server center number or your MMS profile with your carrier.
- The server center may be busy. Try again later.

SIM card PIN locked

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

I can't connect my phone to my computer

- Check that your USB driver is installed properly.
- Open the Notification panel to check if the device is connected.
- Make sure that you're using the right cable from the box.

I can't download new files

- Make sure that there is sufficient phone storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your carrier.

The phone can't be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 3.5 hours).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 10 minutes after removing the charger to obtain an exact indication.
- Lower the screen brightness to reduce battery power consumption.

- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Deactivate Bluetooth or GPS when not in use.

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

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

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

- After a reset is performed, you must enter the original Google account credentials that were used on this phone.
- If you don't remember your Google account credentials, complete Google account recovery procedures.
- If you still cannot access your phone, contact Consumer Cellular support at (800) 686-4460.

The phone doesn't ring when a call or message arrives

- Make sure that Do Not Disturb mode (go to **Settings > Sound > Do Not Disturb**) is not activated.
- Press the **Volume up/down** key to adjust volume.

I forget some passwords/codes/keys on phone

- Perform **Factory data reset**.
- If you still cannot access your phone, contact Consumer Cellular support at (800) 686-4460.

15 Specifications

Processor	Qualcomm MSM 8909
Platform	Android N
Memory	8GB ROM + 1GB RAM
Dimensions (LxWxT)	142 x 70.5 x 8.35 mm
Weight	147g
Display	5.0 HD, full touch screen with 1280x720
Network	GSM 850/900/1800/1900 UMTS B2/4/5 LTE: B2/B4/B5/B12 MFBI (Band frequency and data speed are carrier dependent.)
GPS	A-GPS
Connectivity	<ul style="list-style-type: none"> • Bluetooth V4.1 • Wi-Fi 802.11b/g/n • 3.5 mm audio jack • micro-USB
Camera	<ul style="list-style-type: none"> • 5 megapixel back camera • 2 megapixel front camera

Audio supported formats	MP3, AAC, AAC+, eAAC+, MIDI, PCM, FLAC, Vorbis, Opus, AMR-NB, AMR-WB
Video supported formats	H.265, H.264, H.263, MPEG-4, XVID, VP8
Battery ⁽¹⁾	<ul style="list-style-type: none"> • Rechargeable Lithium-ion battery • Capacity: 2460 mAh
Expansion Slot	microSD™ memory card (Availability of microSD card depends on market)
Special Features	<ul style="list-style-type: none"> • GPS • G-sensor • Light Sensor • Proximity Sensor

Note: Specifications are subject to change without prior notice.

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

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