

ALCATEL  
20.10

2010  
2010D



[www.alcatelonetouch.com](http://www.alcatelonetouch.com)

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



ALCATEL **onetouch.**

ALCATEL **onetouch.**

# Introduction.....

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

## Desktop

- Convenient at-a-glance view of Widget applications
- Menu shortcuts for quick access

## Power media applications

- Music player & Radio
- Webcam

The 2.0 Megapixel camera is the best companion for PC instant messaging.

## Bluetooth

With Bluetooth 3.0 supporting A2DP profiles, enjoy handsfree conversations.

## Two SIM Card Two Standby <sup>(1)</sup>

With two SIM cards in one phone, users have the option to use either one or both at the same time.

<sup>(1)</sup> Depending on your model.

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This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 8 of this user guide.

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

# Safety and use.....

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

## • TRAFFIC SAFETY:

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

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

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

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

## • CONDITIONS OF USE:

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

Switch the phone off before boarding an aircraft.

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

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

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

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

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

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

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

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

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

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

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

Do not drop, throw or bend your mobile phone.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your phone model (see Accessories List, page 70). TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

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

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

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

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

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

## PROTECT YOUR HEARING



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

## • PRIVACY:

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

## • BATTERY:

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

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

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



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

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

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

### In European Union countries:

These collection points are accessible free of charge.

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

### In non European Union jurisdictions:

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

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

## • CHARGERS

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

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

## • RADIO WAVES:

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

### THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

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

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg.

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

#### 2010X:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900 + Bluetooth	0.634 W/kg
Body-worn SAR	DCS 1800 + Bluetooth	0.944 W/kg

#### 2010D:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900 + Bluetooth	0.634 W/kg
Body-worn SAR	DCS 1800 + Bluetooth	0.944 W/kg

During use, the actual SAR values for this device are usually well below the values stated above.

This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 10 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They recommend that if you are interested in further reducing your exposure then you can easily do so by limiting your usage or simply using a hands-free kit to keep the device away from the head and body.

For more information you can go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com)  
 Additional information about electromagnetic fields and public health are available on the following site: <http://www.who.int/peh-efm/>.  
 Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.  
 As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 10 mm away from the body.

## • Regulatory information

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

### 2010X:





## • LICENCES

Obigo®

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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 TCT Mobile Limited and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

## ALCATEL 2010X/2010D Bluetooth QD ID B020475



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## General information .....

- **Internet address:** [www.alcatelonetouch.com](http://www.alcatelonetouch.com)
- **Hot Line Number:** see "TCT Mobile Services" leaflet or go to our Internet site.
- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

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

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

[www.alcatelonetouch.com](http://www.alcatelonetouch.com)

Your telephone is a transceiver that operates on GSM networks with 850/900/1800/1900 MHz bands.

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

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

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

## Disclaimer

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

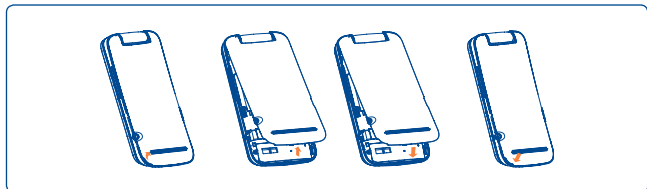
TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

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

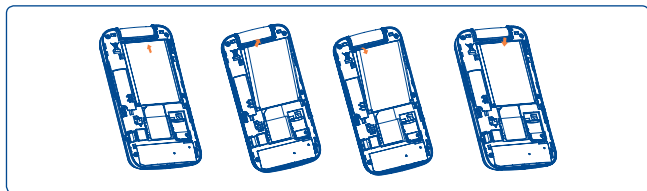
# Getting started .....

## 1.1 Set-up

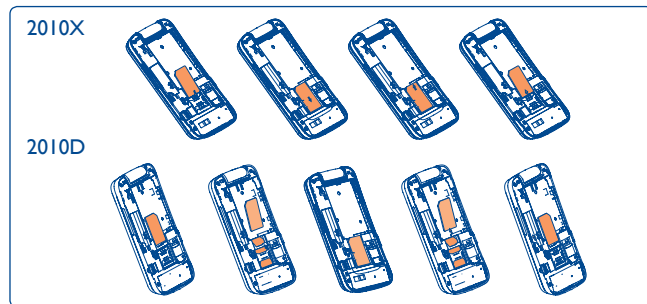
### Removing and installing the back cover



### Removing and installing the battery

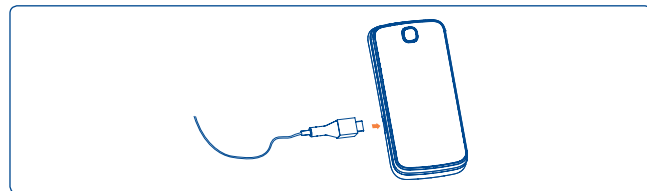


### Inserting and removing the SIM card <sup>(1)</sup>



Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press it and slide it out.


### Charging the battery




Connect the battery charger to your phone and mains socket respectively.


- The charging may take about 20 minutes to start if the battery is flat.
- Be careful not to force the plug into the socket.

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


- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).
- When using your telephone for the first time, charge the battery fully (approximately 3 hours). You are advised to fully charge the battery (  ).
- To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; switch off Bluetooth when not in use; reduce the backlight time, etc.

 The charge is complete when the animation stops.

## 1.2 Power on your phone

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

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

If cell broadcast messages are displayed, you can browse through them or press  to return to the main screen.

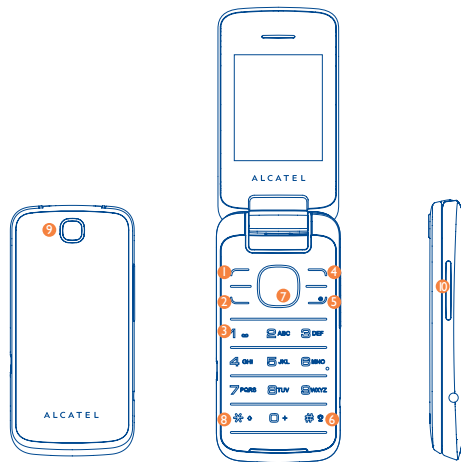
While the phone is searching for a network, "**Searching**" will be displayed.

In the power on screen, you also have access to the functions of "**FM radio**", "**Camera**", "**Music**", etc. even if there is no SIM card inserted.






## 1.3 Power off your phone

Hold down the  key from the main screen.

# 2 Your mobile .....



- 1 Left softkey
- 2 Pick up/Send call  
Call log
- 3 Voicemail  
(press and hold)
- 4 Right softkey
- 5 Switch on/Switch off  
End call
- 6 Vibrate alert  
(press and hold)

- 7 Navigation key:  
Menu/Confirm an option   
if widget bar is hide:  
Create message   
Contacts   
FM radio   
Calendar 
- 8 \* key
- 9 Camera
- 10 Volume key

## 2.1 Keys



Navigation key  
Confirm an option (press the middle of the key)  
Activate music player (press and hold the middle of key)  
Scroll widget bar (press the right or left of the key)



Pick up  
Send a call  
In idle screen:  
Access call log (Redial) (press)  
Activate fake call (press and hold)



Switch on/Switch off the telephone (press and hold)  
End call  
Return to idle screen



Left softkey



Right softkey



Access your voicemail (press and hold)



From Idle screen:  
- Press: input "0"  
- Press and hold: input the symbol "+/P/W"  
In Edit mode:  
- Press: access the symbols table  
- Press and hold: input "0"



From Idle screen:  
- Press: input "\*"#"  
In Edit mode:  
- Press: change input methods  
- Press and hold: access the language list



From idle screen:  
- Press: #  
- Press and hold: activate/deactivate the vibrate mode  
In Edit mode:  
- Press: insert a space  
Volume key (side key)  
- Adjust general volume



## 2.2 Main screen icons <sup>(1)</sup>

In 2010X:



**Battery charge level.**



**Vibrate alert:** your phone vibrates, but does not ring or beep (see page 59).



**Bluetooth status** (Activated).



**Bluetooth status** (Connected to an audio device).



**Headset connected.**



**Call forwarding activated:** your calls are forwarded (see page 47).



**Alarm or appointments programmed** (see page 51).



**Level of network reception.**



**SD card scanning completed.**



**Line switching** <sup>(2)</sup>: indicates the selected line.



**EDGE attached.**

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

<sup>(2)</sup> Depending on your network operator.



**EDGE connecting.**



**Music activated.**



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



**Voicemail message arrived.**



**Missed calls.**



**Radio is on.**



**WAP alerts** <sup>(1)</sup>.



**Roaming.**



**GPRS connection status** (Activated).



**GPRS connecting.**



**Sending a MMS.**



**MMS receiving.**



**Silence mode:** your phone does not ring, beep or vibrate with the exception of the alarm (see page 59).



**SMS unread.**



**MMS unread.**



**Flight mode.**

**In 2010D:**



**Level of network reception.**



**Call forwarding activated:** your calls are forwarded.



**GPRS connection status** (Activated).



**GPRS connecting.**



**EDGE attached.**



**EDGE connecting.**


## 2.3 Widget bar

Widget bar with menu items as a shortcut for quick access.

<sup>(1)</sup> Depending on your network operator.


## 3 Calls.....

### 3.1 Making a call


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

To hang up the call, press the  key.

#### Making an emergency call

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

### 3.2 Calling your voicemail <sup>(1)</sup>

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



If the access number for your operator's voicemail service does not work, dial the number that you were given. To change this number, refer to "Voicemail" (see page 47).




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

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

### 3.3 Receiving a call

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

If the  icon is displayed, the vibrator is activated and there is no ringtone.

If the  icon is displayed, the phone neither rings nor vibrates.




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

#### Muting the ringtone

You may mute ringtone of current incoming call by pressing  .

Answer the call by pressing the  key.

#### Rejecting a call

Press the  key once to reject the call, or reject call with SMS (**Options** **Reject call with SMS**).

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

#### Available functions

During a call, you can use your contacts, calendar, short messages, etc. without losing your correspondent.

**WARNING:** move the handset away from your ear while turn on the speaker because the amplified volume might cause hearing damage.

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


## Adjusting the volume

You can adjust the sound level during a call using the volume key.

## Handling two calls

- Answering a second call (ensure that "Call waiting" is activated, see page 47).
- To call a second party during a call, you may press "Options" and select "New call".

## 3.5 Conference calls <sup>(1)</sup>


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

This caller becomes a member of the conference if you press "Options" and select "Conference call".

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

# 4 Contacts

## 4.1 Consulting your contacts

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

### Searching for a contact

You can search for a contact by inputting the initial of their name. Subsequent letters may be added to refine the search. Or you may scroll up/down to find the contact you need when reaches the initial letter among contact list part (A-Z).

### Viewing a contact

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

### Sending vCard

In this menu, you may send the vCard you wish by SMS, MMS and Bluetooth.

## 4.2 Adding a contact

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

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

You can move from one field to another by scrolling up and down.



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

### 4.3 Available options

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

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

### Settings Display mode

You may view contacts stored in phone only, SIM only or both in SIM and phone.

#### My number

Type in or modify user's own name, number.

#### My vCard

Add user's info, such as name, mobile, home, etc.

#### Memory status

View used and available space in phone and SIM card.

#### Copy all

Copy all contacts to phone or SIM card.

#### Delete all

Delete all contacts from SIM or phone.

# 5 Messages.....

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




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



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

## 5.1 Access

You may access this menu using the following options:

- Press  to enter the main menu screen, and then select .
- Access from , when widget bar is hide.

For dual SIM model, select "**SIM1**" or "**SIM2**" to complete message operation<sup>(1)</sup>.

## 5.2 Conversational mode and conventional mode

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

<sup>(1)</sup> 2010D only.

## 5.3 Create message

From the main menu select "**Messages**" to create text/multimedia message. You can type a message and you can also modify a predefined message in **Templates** or customise your message by adding pictures, sounds, videos, etc (only available while editing a MMS). While writing a message, select "**Options**" to access all the messaging options. You can save your messages that you send often to **Drafts** or **Templates** (MMS only).

For dual SIM model, you can select recipients in either SIM1 or SIM2 contacts and select the number you wish to send from<sup>(1)</sup>.



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

### Timer send

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

## 5.4 Search

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

## 5.5 Alerts

### 5.5.1 WAP alerts

Store WAP push messages.

### 5.5.2 Setting messages

The storage of provisioning messages.

<sup>(1)</sup> 2010D only.

### 5.5.3 Voicemail

View and edit the voicemail number.

### 5.5.4 Broadcast SMS

Store the received Broadcast SMS.

## 5.6 Available options

### 5.6.1 View

With this option, you can view details of the selected thread.

### 5.6.2 Delete

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

### 5.6.3 Settings

#### Text message

**SIM** You can set profile, validity period, message type, sent on/off, reply path, preferred bearer etc.

**Alphabet management** Enables the definition of SMS data coding for SMS sending.

**Memory status** Memory used on the phone.

**Save sent message** Save all your sent messages.

**Preferred storage** Select default message storage, SIM or phone.

#### Multimedia message (MMS)

**Data account** Select your data account for multimedia messages.

**Common settings Edit** Set slide timing, edit mode, picture resize, max size, signature, etc.

**Sending** Set the values for validity period, Read report, etc.

**Retrieve** Set the values for Home network, Roaming network, etc.

**Preferred storage** Select default MMS storage, phone or memory card.

**Memory status** Show memory used on the phone or memory card.

#### Push msg. set

Enable push and service loading.

#### Switch view mode

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

### 5.6.4 Delete all

You may delete all threads with this option.

# 6 Music .....



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

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

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

**All songs** Contains all songs both on phone memory and memory card.

**Albums/Artists/Genres** Music files are categorized by Album, Artist or Genre based on information stored in the tags.

**Refresh library** Refresh the information of songs saved in phone or SD card.

## 6.1 Music playing mode



To adjust the volume, use the volume key.

## 6.2 Settings

Access by pressing the Left softkey for following options:

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

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

## 7 Videos .....

"My videos" album contains video clips recorded, received or downloaded. All video clips in this folder can be played, set as Power on/off, sent, deleted, renamed, sorted.

Useful icons/keys:



Switch between Normal screen and Full screen display.



Set as play/pause.



Set the volume level.



Back to previous menu.

## 8 FM radio .....

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



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

**Available options:**

<b>Channel list</b>	Open the list of saved stations.
<b>Save channel</b>	Save the current tuned station to the " <b>Channel list</b> ".
<b>Auto search</b>	Start auto search and stations will be automatically saved to " <b>Channel list</b> ".
<b>Enter frequency</b>	Enter the frequency manually.
<b>Record</b>	Record the radio: files will be automatically saved to " <b>My files\Phone\My audios\Recorded</b> ".
<b>Settings</b>	Scroll up and down to manage settings.
<b>File list</b>	You can view the record files.

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

# 9 My files.....

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

## 9.1 Phone

An access point for all files in all folders stored in phone.

### 9.1.1 My audios

Choose an audio file for an incoming call ringtone, a message alert beep, power on/off ringtone, contact ID tone.

The "My audios" album contains the following folders <sup>(1)</sup>:

- Music: full track music.
- Melodies: melodies that can be set as ringtone.
- Recorded: all recorded sounds.



DRM: Digital Rights Management feature allows sounds and images to be played while protecting the associated copyright. DRM files with expired rights will not be automatically played when scrolling the list.

<sup>(1)</sup> The embedded folder names cannot be modified. However, in certain cases, you can modify, delete and add items included in these folders.

## 9.1.2 My images

You can select an image or a photo as wallpaper, ON/OFF screen, or assign it to a contact in the directory.



The images will be displayed in alphabetical order.

## 9.1.3 My videos

"My videos" album contains video clips recorded, received or downloaded

## 9.1.4 Received

This feature stores all received files by Bluetooth.

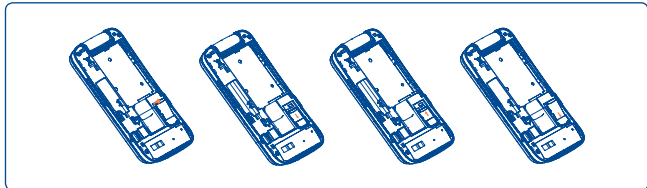
## 9.2 Memory card

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



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

## Inserting and removing the memory card:



Place the microSD card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press and slide it out.

### Available options

<b>Open</b>	Open a folder.
<b>Create folder</b>	Create more folders.
<b>Empty folder</b>	Delete all files in one folder.
<b>Sort</b>	Sort the files by name, type, time and size.
<b>Multi-mark</b>	Mark/Unmark a tick on a folder for further operation. Select " <b>Mark all</b> " on Mark menu to mark all directly.
<b>Copy</b>	Copy a file to the phone memory or the memory card.
<b>Details</b>	View details of the file.
<b>Rename</b>	Edit folder's name.
<b>Delete</b>	Remove folders.
<b>Move</b>	Move a file to phone or memory card.

## 9.3 Memory status

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

### Phone

View available memory space.

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

### Memory card (microSD card)

View the memory available on your microSD card.

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

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

- Sounds: mp3, midi, wav, amr
- Images: jpg, gif, wbmp, bmp
- Videos: 3gp, mp4

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

# 10 Camera.....



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

- store them in your **"My files"**.
- send them in a multimedia message (MMS) to a mobile phone.
- send them directly by Bluetooth.
- customise your main screen (see page 44).
- select them as incoming call image to a contact in your contacts.

## 10.1 Access

To access the function from the main screen, press  to access the main menu and select the  icon.

## 10.2 Take a photo, save or delete














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

## 10.3 Settings in framing mode

Before taking the photo, you can adjust a number of settings by using the following shortcuts:

From the photo shot screen, press **"Options"** to access: **"Image size"**, **"Capture mode"**, **"Quality"**, **"Timer"**, **"Banding"**, **"Night mode"**, **"EV"**, **"White balance"**, **"Color mode"**, **"My images"**, **"Storage"**, **"Access video"**, **"Restore default"**.

Press  to access **My images** to view the photos you have taken.

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

## 10.4 Options available after taking the photo

Once you have taken a photo, you can choose to send your photo by Bluetooth or MMS, set it as wallpaper, incoming call image, etc.


## 10.5 Shoot a video

You can record a video clip of unlimited length, as long as the battery sustains and there is sufficient memory.



We strongly advise you to change the default folder to "**Memory card**" to store your photos and videos.

## 10.6 Recording mode

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



If you receive a call in recording mode, video recording will be stopped and a pop up message will inquire if you want to save it after the call ends.

## 10.7 Further operations after shooting a video


After shooting a video, three icons will appear on the screen so you can choose to send your video by MMS or Bluetooth.

In the list of "**My videos**", press "**Options**" to play the video, set as Power on/off, Rename, etc.



## Settings.....



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

### 11.1 Phone settings

#### 11.1.1 Display

##### Wallpaper

The wallpaper is displayed when you switch on your telephone.

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

##### Power On/Off<sup>(1)</sup>

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

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

<sup>(1)</sup> Depending on the model.

## Brightness

You may adjust black level with respect to LCD display by pressing the key .

## Backlight

You can set the backlight time of phone: Immediately/10s/30s/1 minute.

### 11.1.2 Time and date

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

You can also set the daylight saving adjustment.

### 11.1.3 Clamshell

#### Open to answer

In this menu, you can select open clamshell to answer a call or not.

#### Close options

In this menu, you can select close clamshell to stop or continue application.


## Sound

In this menu, you can choose to have sound or not when open and close clamshell.

### 11.1.4 Headset mode

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

### 11.1.5 Languages <sup>(1)</sup>

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

### 11.1.6 Keypad

By customising your keypad, you can access any function directly from the idle screen.

### 11.1.7 Widget bar

You can customise your widget bar that appears at the bottom of screen. When display option is on, you can edit widgets and reorder them.

### 11.1.8 Input mode

Please see chapter "**Latin input mode**", page 67. In addition to the specific characters table for Cyrillic, Chinese, other data input modes are also available in your telephone. This feature allows you to write short messages and add names with special characters to your directory.

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

## 11.2 Call settings

You can access a number of items with this option:

### 11.2.1 Voicemail

Dial or edit your voicemail.

### 11.2.2 Billing <sup>(1)</sup>

You can access different items with this option:


<b>Call cost</b>	You can view the total cost of charged calls, modify it or reset it and enter the cost of a call in the currency of your choice.
<b>Duration</b>	You can view the total duration of all outgoing calls or reset it.

### 11.2.3 Call waiting

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

### 11.2.4 Call forwarding

You can activate, cancel or verify the status of the call forwarding to the voicemail or to a specified number. The following configurations are possible:

- Unconditional: systematic forwarding of all your calls. The  icon is displayed.
- Conditional: if your line is busy, if you don't answer or if you are outside the network range.

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

## 11.2.5 Call barring

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

### Outgoing calls

The following configurations are possible:

- **All calls** All outgoing calls are barred.
- **International calls** Outgoing international calls are barred.
- **International except home** Outgoing international calls except those to your country of subscription are barred.

### Incoming calls

The following configurations are possible:

- **All calls** All incoming calls are barred.
- **Roaming** Incoming calls are barred when you are abroad.

### Cancel all

Deactivate all call barring.

### Change barring Password

Change the original Password for activating call barring.

### 11.2.6 Caller ID

Set by network or hide, send number.

### 11.2.7 Auto redial

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

## 11.3 Security

### SIM

**Activate PIN** The SIM card protection code is requested each time the phone is powered on if this code is activated.

**Change PIN** Change PIN code.

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

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

### Phone

**Activate password** Code is requested each time the phone is powered on.

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

## 11.4 Network

### **Network selection**

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

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

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

### **GPRS connection** <sup>(1)</sup>

**When needed** GPRS mode active depending on connection requirements.

**Always** GPRS mode continuously active.

### **GPRS international roaming**

GPRS data services can be used while roaming overseas.

## 11.5 Connectivity

A set of profile settings for messaging (MMS) and WAP connection.

### 11.6 Restore default

Make all settings recover as default value. End-user data will not be erased. Enter its default password 1234 to confirm to restore and reboot.

### 11.7 Dual SIM settings <sup>(2)</sup>

**Dual SIM activated** Keep both of your SIM cards active

**Only SIM1 activated** Only keep SIM1 active

**Only SIM2 activated** Only keep SIM2 active

<sup>(1)</sup> Depending on network availability.

<sup>(2)</sup> 2010D only.

## 12 Alarm.....


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

<b>Repeat</b>	You may select <b>Once</b> (default)/ <b>Every day/Days (Mon-Fri)</b> or customize to your desire.
<b>Snooze</b>	The alarm will repeat at regular intervals.
<b>Mode</b>	You may select the mode of Ringtone: <b>Ring only</b> , <b>Vibrate only</b> , <b>FM Radio</b> <sup>(1)</sup> or <b>Vib. and Ring</b> .
<b>Tone</b>	You can select silence or vibration mode of alarm, or the melody of Ringtone.

## 13 Calculator.....

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

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

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

To return to the main screen, press .

<sup>(1)</sup> In Radio mode, you are required to plug in headset first. Your phone will power on automatically before Radio is on.

## 14 Calendar.....

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

### Available options:

<b>View</b>	See today's appointments.
<b>View all</b>	See all the created appointments.
<b>Add event</b>	Create " <b>To do list</b> " and " <b>New voice alarm</b> ".
<b>Jump to date</b>	Input the required date and it will be immediately highlighted.
<b>Go to today</b>	Focus on today's date.
<b>First day of one week</b>	You can set Sunday or Monday as the first day of one week.

# 15 Bluetooth™ (1).....



Access this feature by pressing  to enter the main menu, then selecting "Bluetooth".

To use your phone with a Bluetooth device, you need to proceed in two steps:

- Pair and register the device to your phone,
- Select it to use hands-free communication. Only one Bluetooth audio device (your Bluetooth headset or your Bluetooth car kit) can be connected during the communication.

## Pair and register your Bluetooth device

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

From the list, search for new devices, press "Options" to show service, rename, authorization, delete and delete all from the list.



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

(1) You are recommended to use ALCATEL ONE TOUCH Bluetooth headsets, which have been tested and proved compatible with phone. You can go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com) for more information about ALCATEL ONE TOUCH Bluetooth headset.

## Available functions

<b>Data transmit</b>	Exchange files with another bluetooth device.
<b>Handle a call</b>	Initiate or receive a phone call with a Bluetooth headset.
<b>Listen to music</b>	Support A2DP profile.
<b>PBAP (Phonebook access profile)</b>	Make contacts in Contacts & Call log easily accessible and even directly operated on car kit or Bluetooth headset if PBAP supported.
<b>Visibility</b>	Select whether you want to hide ("off") or show to all ("on") your phone.
<b>My phone's name</b>	You may change your phone name, which is visible to the others.



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

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

## 16 Notes .....



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

### Available options:

<b>View</b>	Open and view note.
<b>Edit</b>	Edit the note.
<b>Create text note</b>	Add new text note.
<b>Delete</b>	Delete note.
<b>Multi-mark</b>	Mark/Unmark a tick on a note for further operation.

## 17 Converter.....



You can use the Weight and Length conversion by selecting the unit you wish to convert, then input the digits. Finally confirm with "**OK**".

## 18 Fake call.....



This program enables you to call yourself by simulating a caller number/name, ringtone, at a scheduled time. It helps you to politely escape from social situations at any time you wish. This call can be rejected by 🙅 key.

<b>Fake call mode</b>	Enable or disable a fake call.
<b>Set caller name/active time</b>	Predefine settings of a caller's name and active time.
<b>Mode</b>	You may select the mode of Ring, Vibration, Ring+Vibrate and Silence.

## 19 Call log.....



### 19.1 Access

You may access this function via "**Call log**" or by pressing 📞 from the idle screen. Once enter this menu, following list will be displayed:

- 📞 Missed calls
- ➡️ Outgoing calls
- 📞 Incoming calls

### 19.2 Available options

When you press "**Options**", you may have access to **Send message**, **Save to contacts**, **Edit before call**, **Delete**, **Delete all**, etc.

# 20 WAP <sup>(1)</sup> .....



## 20.1 Homepage

Launch the Wap browser with the preset homepage.

## 20.2 Bookmarks

Access your favourite sites.

## 20.3 Last wap address

Last visited URL.

## 20.4 Recent pages

Pages which you recently browsed.

## 20.5 Offline pages

Pages available for offline viewing.

## 20.6 Go to URL

Enter the URL of Wap site.

## 20.7 Service inbox

Store WAP push messages.

## 20.8 Settings

Customise your browser preferences.

<sup>(1)</sup> Depending on your network operator.

# 21 Profiles.....




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

## 21.1 General

To modify the sound settings within any profile, press "**Options**" and select "**Customize**" and you will see the functions below by scrolling up/down key:

### Alert type

You may set your phone ringtone to Ring only, Vibration (all sounds are replaced by vibrations), Vibration and ring, Vibration then ring, Silence (no sounds except for alarms, the  icon will be displayed).

### Ring type

You may set your ring type to Repeat, Ascending Beep once mode.

### Ringtone volume

Adjust the volume using the up/down key.

### Keypad

Select the type of key beep.

### Message

Select a melody for a new incoming message.

### Power on

Select a Power on melody for your phone.

### Power off

Select a Power off melody for your phone.

### Cover on

Select a Cover on melody for your phone.

### Cover off

Select a Cover off melody for your phone.

## 21.2 Vibrate

When this is selected the phone will not ring or beep unless an alarm has been set. Vibrate only.

## 21.3 Silent

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

## 21.4 Flight mode

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

# 22 Apps <sup>(1)</sup>.....

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

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

## 22.1 Locate the item you want to download

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

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

**Categories:** This arranges applications under **Top 10**, **Games**, **New**, etc. Select a category to choose the application you require.

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

<sup>(1)</sup> Depending on your network operator.

## 22.2 Download, install and manage applications

- Navigate to the item you want to download and select it to enter the details screen from which you can read its overall rating or comments, view developer's information, etc.
- To download an application, you can press **Options\Download** or press **Download** from the application details screen.
- You can check the status of any application that is currently being downloaded using the Download tab. This enables you to delete, pause or resume downloading.
- When downloading has finished, you can manage your application using the Manager tab. You can select an application, and then press **Options\Run** to install it or **Options\Delete** to delete it. Be particularly cautious with applications that can access many functions or a significant amount of your data. You are responsible for the results of using this item on your phone.

## 23 Apps mgr.....

You may manage your applications.

## 24 Images .....

A library links to the images in “**My images**” in phone, set as Wallpaper, Power on/off display, and Incoming call image, or sent by MMS, Bluetooth.

## 25 Voice alarm.....

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

## 26 Call filter

Your phone is equipped with a call filter function for filtering calls and messages.

To access the function from the main menu, select "**Call filter**".

- Blacklist** Enable blacklist, all callers in the list will be automatically blocked.
- Whitelist** Enable whitelist, only callers in the list can be connected.
- Settings** Enable/disable blacklist, whitelist and call filter.

## 27 Games

Enables you to download favorite games to your phone.

## 28 Services

Contact your network operator to check service availability.

<sup>(1)</sup> Depending on your network operator. You need to download the application to your phone for the first time. May cause additional network charges for data flow to download this application.

## 29 Facebook <sup>(1)</sup>

Facebook is a social utility that connects people with friends and others who work, study and live around them. It provides a number of features with which users may interact: Wall, a space on every user's profile page that allows friends to post messages for the user to see; Pokes, which allow users to send a virtual "poke" to each other, etc.

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

## 30 Twitter <sup>(1)</sup>

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

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

<sup>(1)</sup> Depending on your network operator. You need to download the application to your phone for the first time. May cause additional network charges for data flow to download this application.

# 3 | Making the most of your mobile.....

## 31.1 PC suite

You can download software upgrade for free from the website ([www.alcatelonetouch.com](http://www.alcatelonetouch.com)). The PC suite includes:

- **Backup/restore**

You can backup the important data in your mobile and restore them when needed.

- **GPRS Modem**

Use your mobile phone to connect PC to the internet.

- **Multimedia Personalization**

Customize your mobile with images, animations and melodies.

- **Messages**

You can compose SMS/MMS easily on your PC and transfer them to your phone.

## Supported Operating Systems

Windows XP/Vista/Windows 7.

## 31.2 ONE TOUCH Upgrade

Using ONE TOUCH Upgrade tool you can update your phone's software from your PC.

Download ONE TOUCH Upgrade from ALCATEL ONE TOUCH website ([www.alcatelonetouch.com](http://www.alcatelonetouch.com)) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool).

Your phone's software will now have the latest software.



All personal information will be permanently lost following the update process. We recommend you backup your personal data using PC Suite before upgrading.

## 31.3 Webcam <sup>(1)</sup>

You can use your phone as a webcam for instant messaging on your PC.

- Connect your phone to PC via USB cable.
- Go to "**My computer**" folder on your PC and find USB video device.

<sup>(1)</sup> The using of webcam may vary according to the operating system of your PC.

## 32 Latin input mode/ character table .....

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

- Normal
- Predictive with the eZi mode

### Normal

This mode allows you to type text by choosing a letter or a sequence of characters associated with a key.

### Predictive eZi mode

This mode speeds up the writing of your text.

Press the key once and the word will be modified each time you press a key. As you go on, the word will keep changing.

## 33 Telephone warranty.....

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

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

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

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

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

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

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

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

- 1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,
- 2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited,
- 3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,
- 4) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

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

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

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

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

## 34 Accessories <sup>(1)</sup>.....

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

1. Charger
2. Battery
3. USB cable
4. Stereo headset




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

<sup>(1)</sup> Images for reference only.

# 35 Troubleshooting .....

Before contacting the service centre, you are advised to follow the instructions below:


- You are advised to fully charge (  ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use User Data Format and the ONE TOUCH Upgrade tool to perform phone formatting or software upgrading, (to perform User Data format, hold down # key while simultaneously pressing the power on/off key under power off mode). ALL User phone data: contacts, photos, messages and files, downloaded applications like MRE games will be lost permanently. It is strongly advised to fully backup the phone data and profile via PC suite before doing formatting and upgrading.

and carry out the following checks:

## **My phone cannot switch on**

- Check the battery contacts, remove and reinstall your battery, then turn your phone on
- Check the battery power level, charge for at least 20 minutes
- If it still does not work, please use User Data Format to reset the phone or ONE TOUCH Upgrade to upgrade software <sup>(1)</sup>

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

- Restart your phone by pressing and holding the  key
- Remove the battery and re-insert it, then restart the phone
- If it still does not work, please use User Data Format to reset the phone or ONE TOUCH Upgrade to upgrade software <sup>(1)</sup>

## **My phone turns off by itself**

- Make sure power off key is not mis-contacted
- Check the battery charge level
- If it still does not work, please use User Data Format to reset the phone or ONE TOUCH Upgrade to upgrade software <sup>(1)</sup>

## **My phone cannot charge properly**

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

## **My phone cannot connect to a network or “No service” is displayed**

- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually (see page 49)
- Try connecting at a later time if the network is overloaded


## **My phone cannot connect to the Internet**

- Check that the IMEI number (press \*#06# ) is the same as the one printed on your warranty card or box
- Make sure that the internet access service of your SIM card is available
- Check your phone's Internet connecting settings
- Make sure you are in a place with network coverage
- Try connecting at a later time or another location

## **Invalid SIM card**

- Make sure the SIM card has been correctly inserted (see page 16)
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

## **Unable to make outgoing calls**

- Make sure you have dialed a valid number and press the  key
- For international calls, check the country and area codes
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls (see page 48)
- Make sure that your phone is not in flight mode

### **Unable to receive incoming calls**

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network)
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls (see page 48)
- Make sure that you have not barred certain calls
- Make sure that your phone is not in flight mode


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

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

### **I cannot find my contacts**

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

### **The sound quality of the calls is poor**

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

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

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

### **When I select a number from my contacts, the number cannot be dialed**

- Make sure that you have correctly recorded the number in your file
- Make sure that you have inputted the country prefix when calling a foreign country

### **I am unable to add a contact in my contacts**

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

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

- Contact your network operator to check service availability

### **I cannot access my voicemail**

- Make sure your operator's voicemail number is correctly entered in "Messages\Options\Alerts\Voicemail"
- Try later if the network is busy

### **I am unable to send and receive MMS**

- Check your phone memory availability as it might be full
- Contact your network operator to check service availability and check MMS parameters (see page 32)
- Verify the server centre number or your MMS profile with your operator
- The server centre may be swamped, try again later

### **The flickering icon is displayed on my standby screen**

- You have saved too many short messages on your SIM card; delete some of them or archive them in the phone memory

### **SIM card PIN locked**

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

### **I am unable to connect my phone to my computer**

- Install ALCATEL ONE TOUCH PC suite first of all
- Check that your computer meets the requirements for ALCATEL ONE TOUCH PC Suite installation
- Make sure that you're using the right cable from the box

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

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

### **The phone cannot be detected by others via Bluetooth**

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


### How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
- Switch on the backlight upon request
- Deactivate Bluetooth when not in use

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All rights reserved © Copyright 2013  
TCT Mobile Limited.

TCT Mobile Limited reserves  
the right to alter material or technical  
specification without prior notice.

<sup>(1)</sup>  **User Data Format** ALL user phone data: Contacts, messages and files will be lost permanently. Please store phone data in SIM card before you want to format