

Ouick Start Guide



This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found on page 19 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.



PROTECT YOUR HEARING

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



English - CJB1GC005AAA

2.2 Power on your phone

Hold down the ___ key until the phone powers on.

2.3 Power off your phone

Hold down the ___ key from the idle screen.

3.1 Making a call

Dial the desired number, press the key to place the call. If you make a mistake, you can delete the incorrect digits by pressing the \to key. 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 or unlocking the keypad.

3.2 Calling your Voice mail (1)

To access your voicemail, hold down the 1 w key.

3.3 Receiving a call

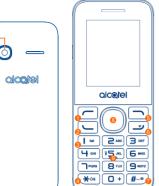
When you receive an incoming call, press the $\$ key to talk and then hang up using the ___ key.

3.4 Available functions during the call

During a call, you can access your directory, calendar, short messages, etc. without hanging up the phone.

(1) Contact your network operator to check service availability

Your mobile



- Left soft kev
- Call logs (idle screen) Send call
- Voice mail (long key-press) 4 Lock Key (long press ★ 00
- 6 Right soft key 6 Power on/Power off Fnd call
- Vibration alert (Meeting mode activated)
- Navigation key: Menu/Confirm an option Increase volume Decrease volume -New SMS
- Alarm O Torch

-M radio......

Your phone is equipped with a radio. You can use the application

press to play/pause the playing process of the current channel,

press A and v to tune volume. You can listen to it while running

Call logs..... 🔃

You can access your call memory by pressing __ from the idle

Music

Use this function to play audio files. Press O to play/pause the

audio player, short press or b to last or next audio, in audio player

Tools.....

screen, or press the key and select the local icon from the menu.

antenna when connected to your phone.

In this menu, you will see all call history.

interface, press A and T to tune volume.

7.1 Alarm

as a traditional radio with saved channels. In FM radio interface.

Navigation key

Confirm an option (press the middle of the key)

Access to call log (idle screen)

Power on/off the handset (long press) End call

Return to idle

Left soft key Right soft key

Dial the voice mail number (long press)

From Idle screen

Press: enter zero Long press: input +, "+" are used for dialing an international call.

In Edit mode:

Press: access the Symbols table 0 (add numbers)

From Idle screen

- Press: input * Long press; lock keypad In Edit mode:

Press: change input methods

From Idle screen

Long press: activate/deactivate the vibrator In Edit mode:

Press: input space

Press: input #

From Idle screen:

Calculator

Press ___ to delete the figure

schedules" from the Options.

Bluetooth

Unit conversion

7.6 Fake call

7.7 Call filter

7.8 Torch

= respectively

To use this feature you must plug in your headset, headset works as

You can create a note in text format by accessing "Add new

Press: dial '5'

Long press: turn the Torch on/off

Once you enter this menu, there is a monthly-view calendar for you

You can transfer data, such as music to other device using

Bluetooth. Search the device and accept/transfer data. The

Unit conversion support weight conversion and length conversion.

You can create fake call through this function. It helps you to

Turn on/off the torch as per your need. In idle screen, long key

politely escape from social situations at any time you wish.

You can create Blacklist and Whitelist through this function.

press 5 key to activate/deactivate the torch light.

to view the date; you can go to any day you want.

received data is automatically stored in the directory.

1.2 Status bar icons (1)

In 1054X:

Battery charge level.

Level of network reception

Meeting mode; your phone vibrates, but neither rings nor beens.

Silence mode: your phone neither rings, beeps nor vihrates

Bluetooth status (Activated).

Headset connected

Missed calls

GPRS connection status

Unread SMS

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

Press the up, down, left, right and OK key to select +, - ×, ÷ and This function enables you to surf the Internet using the mobile

specific setup.

7.10 Service

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

Message



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8.1 Create SMS

can type a message send it to a recipient in the SIM card directory. You can type a message, and you're also able to insert a predefined message from "Templates". While writing a message, select "Options" to access all the messaging options.

to a recipient in either the SIM1 or SIM2 directory (1).



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

Music activated

நூரி நூரி Level of network reception.

GPRS connection status

Call divert

In 1054D

This function enables you to take pictures. Press 0 to take the You can access your call memory by pressing up from the idle picture. You send them directly by Bluetooth, set as wallpaper or screen, or press the (key and select the 🖪 icon from the menu.

9 2 Image

You can view images through this function.

9.3 Recorder

and AMR. The recording file you stopped will be stored in audio file automatically.

9.4 Video

Use this funtion to play video files. Press O to play/pause the video player, short press up or down direction key to tune volume, press left and right direction key to last or next video.

The phone provides a certain space for users to manage files and support the memory card. The capacity of the memory card is selectable. You can use the file manager to conveniently manage various directories and files on the phone and the memory card.

Getting started

2.1 Set up

Removing and installing the back cover



Removing and installing the battery



Inserting and removing TF card



Inserting and removing the SIM card 1054X



the card, press it and slide it out.

For dual SIM models, SIM1 supports mini SIM card and micro-SIM for SIM2. (1) As to Single SIM model (2) which only supports mini SIM card. Do not attempt to insert other SIM types like micro and nano cards,

Place the SIM card with the chip facing downwards and slide it

into its housing. Make sure that it is correctly inserted. To remove



. Charging may take about 20 minutes to start if the battery is

- · 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).
- using the phone for the first time (approximately 3 hours) ([).

The charge is complete when the animation stops.

is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.



(1) 1054D only.

11.1 Consulting your contacts

In this menu, you will see all call contacts.

Contacts

11.2 Adding a contact

Select the menu "Add contracts" then save it to "Phone", "SIM" as you like.

Settings.....

From the main menu, select the menu and select the function of your choice in order to customize your telephone: Profiles, Phone setting, Call settings, Network selection, Connections, Security,

This mode allows you to type a text by choosing a letter or a

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(1) Make the phone's settings recover to its default value. End-user data will not be erased. Enter its default password 0000 to confirm to



otherwise this may cause damage to your phone.



Charging the battery



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

- · Be careful not to force the plug into the socket.
- · You are advised to charge the battery to its maximum when
- To reduce power consumption and energy waste, when battery



(2) 1054X

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

1054D only.

Flight mode.

Alarm clock programmed.

Message full

Note: Consulting the local network operator for related fee and 9.1 Camera

From the main menu select "Message" to create text message. You

For dual SIM model, you can type a message and select to send it



Media

select them as incoming call image to a contact in your Contacts.

Use this function to record audio files. The phone support WAV

Restore factory settings (1) etc.

sequence of characters associated with a key. Press the key several times until the desired letter is highlighted. When you release the

key the highlight character is inserted into the text.

Safety and use

We recommend that you read this chapter carefully before using your nhone. 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:

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 airhag denloyment 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:

LICENCES

You are advised to switch off the telephone from time to time to ontimise 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,

microSD Logo is a trademark.

their respective owners

ID B020196

limited to the EU

General information.....

Facebook: http://www.facebook.com/alcatelonetouchusa /

• Hot Line Number: In the United States, call 855-368-0829 for

On our Internet site you will find our EAO (Frequently Asked

Questions) section. You can also contact us by e-mail to ask any

An electronic version of this user guide is available in English and

other languages according to availability on our server.

technical support. In Canada, call 855-844-6058 for technical

Website: www.alcatelonetouchus

support.

questions you may have.

www.facebook.com/alcatelonetouchcanada

Twitter: http://www.twitter.com/alcatelonetouch

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owned by the Bluetooth SIG, Inc. and any

use of such marks by TCL Communication

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trademarks and trade names are those of

We hereby point out that the end user

warranty for infringement IPR is solely

If and to the extent that the Product is

exported, taken with or used by end

customer or end user outside the EU any

responsibility, warranty or indemnification

of manufacturer and its suppliers in regard

to the Product expires (including any

indemnification in regard to infringement

alcatel 1054 Bluetooth Declaration

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

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

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

Always handle your phone with care and keep it in a clean and dustfree place.

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

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

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

Do not drop, throw or bend your mobile phone.

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

Do not paint it

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 hatteries

important information stored in your phone.

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 Do not puncture, disassemble or cause a short-circuit in a battery. likelihood of such symptoms, take the following safety precautions: Do not burn or dispose of a used battery in household rubbish or

Do not play or use a flashing-lights feature if you are tired or need

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 plaving,

stop and rest for several hours before playing again.

If you continue to have sore hands, wrists, or arms during or after nlaving ston 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.

BATTERY-

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

Before removing the battery from your phone, make sure that the nhone is switched off

store it at temperatures above 60°C Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for

which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd, and/or its affiliates. This symbol on your telephone, the battery and the

accessories means that these products must be taken to collection points at the end of their life: - Municipal waste disposal centres with specific bins for these items of equipmen

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

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

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

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

Characteristics of power supply (depending on the country): Travel charger:

Input: 100-240 V, 50/60 Hz, 100 mA Output: 5 V, 200 mA Battery: Lithium 800 mAh

ship the SIM card, memory cards, or any other accessories such as the power adapter. You must properly package and ship the wireless device to the repair center TCI Communication Ltd is not responsible for devices that do not arrive at the service center or are damaged in transit. Insurance is recommended with proof of

http://www.phonefacts.net

RADIO WAVES:

THIS MORILE PHONE MEETS THE GOVERNMENT'S

Your mobile 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 RE 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 exposure standard for mobile phones employs a unit of

The SAR limit set by public authorities such as the Federal

Communications Commission of the US Government (FCC), or by

Industry Canada, is 1.6 W/kg averaged over 1 gram of body tissue.

Tests for SAR are conducted using standard operating positions

with the mobile phone transmitting at its highest certified power

Although the SAR is determined at the highest certified power level,

the actual SAR level of the mobile phone while operating can be

well below the maximum value. This is because the mobile 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

Before a mobile phone model is available for sale to the public,

compliance with national regulations and standards must be shown.

While there may be differences between the SAR levels of various

mobile phones and at various positions, they all meet the

government requirement for RF exposure. For body-worn

operation, the mobile phone meets ECC 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

Additional information on SAR can be found on the Cellular

may not ensure compliance with FCC RF exposure guidelines.

My phone is frozen or has not responded for several minutes

. Remove the battery and re-insert it, then restart the phone

Restart your phone by pressing and holding the <u></u> key

ne highest SAR value for this model mobile phone when tested is

measurement known as the Specific Absorption Rate, or SAR.

REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

the safety of all persons, regardless of age and health.

level in all tested frequency bands.

the mobile phone.

· Make sure you are using an alcatel battery and the charger from

Make sure your battery is inserted properly before plugging in the

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)

My phone can't connect to a network or "No service" is displayed Try connecting in another location

Check with your operator that your SIM card is valid.

 Try selecting the available network(s) manually . Try connecting at a later time if the network is overloaded

Check that the IMEL 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

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 service of your SIM card is available

scientific information does not indicate the need for any special precautions for use of mobile 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 mobile phones away from the head and hody (fact sheet nº193) Additional WHO information about electromagnetic fields and public health are available on the following website: http://www. Note: This equipment has been tested and found to comply with

The World Health Organization (WHO) considers that present

the limits for a Class R digital device pursuant to part 15 of the ECC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This quipment 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. that to which the receiver is connected

onerate the equipment

Unable to make outgoing calls

Unable to receive incoming calls

card valid, etc.)

card valid etc.)

operator

is clean

dialed

I can't find my contacts

Increase the senaration between the equipment and receiver Connect the equipment into an outlet on a circuit different from

Consult the dealer or an experienced radio/ TV technician for help. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement: This device complies with Part 15 of the FCC Rules. Operation is .29 W/kg for use at the ear and 1.31 W/kg for use close to the subject to the condition that this device does not cause harmful.

> For other devices, they bear the following statement: This device complies with Part 15 of the ECC Rules. Operation is

subject to the following two conditions: (1) this device may not cause harmful interference

(2) this device must accept any interference received, including interference that may cause undesired operation. Your mobile phone is equipped with a built-in antenna. For optimal

operation, you should avoid touching it or degrading it. Telecommunications & Internet Association (CTIA) Web site: As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the

Make sure you have dialed a valid number and press the key

Make sure your phone is connected to a network, and the

· Check your subscription status with your operator (credit, SIM

Make sure your phone is switched on and connected to a

. Check your subscription status with your operator (credit, SIM

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

· Check that you have subscribed to this service with your

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

Make sure that the receiver, connector or speaker on your phone

Check with your operator to make sure that your subscription

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

· Make sure this feature does not require an alcatel accessory

I am unable to use the features described in the manual

network (check for overloaded or unavailable network)

For international calls, check the country and area codes.

network is not overloaded or unavailable

· Make sure you have not barred outgoing calls

Make sure that your phone is not in flight mode

· Make sure you have not forwarded incoming calls

• Make sure that you have not barred certain calls

Make sure that your phone is not in flight mode

Your caller has concealed his/her name or number

Make sure your SIM card is not broken

The sound quality of the calls is poor

Check the network strength

· Make sure your SIM card is inserted properly

Import all contacts stored in SIM card to phone

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 mobile phone at least 15 mm away from the body. FCC ID: 2ACCJB074 (1054X)

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any nauthorised devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorised access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network

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

(i) the technical possibilities available,

(ii) the costs for implementing the measures,

(iii) the risks involved with the processing of the personal data, and

(iv) the sensitivity of the personal data processed.

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

· Make sure that you have inputted the country prefix when calling a foreign country

I am unable to add a contact in my contacts

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

My callers are unable to leave messages on my voicemail

· Contact your network operator to check service availability

I can't access my voicemail

 Make sure your operator's voicemail number is correctly entered in "Messages\Voice mail server"

· Try later if the network is busy

The flickering per icon is displayed on my standby screen · You have saved too many short messages on your SIM card;

delete some

SIM card PIN locked · Contact your network operator to obtain the PUK code

(Personal Unblocking Key) I am unable to download new files

 Make sure there is sufficient phone memory for your download. Select the microSD card as the location to store downloaded

· Check your subscription status with your operator

The phone can't be detected by others via Bluetooth

Make sure that Bluetooth is turned on and your phone is visible

to other users

· Make sure that the two phones are within Bluetooth's detection range

How to make your battery last longer · Make sure you follow the complete charge time (minimum

After a partial charge, the battery level indicator may not be

exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication

· Adjust the brightness of screen as appropriate · Deactivate Bluetooth when not in use

Your telephone is a transceiver that operates on GSM networks in guad -band with 850/900/1800/1900 MHz. Contact your network operator to check service availability.

Protection against theft (1

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

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

TCL Communication Ltd. Warranty.....

TCL Communication Ltd. warrants to the original retail nurchaser of this wireless device that should this product or part thereof during normal consumer usage and condition be proven to be defective in material or workmanship that results in product failure within the first twelve (12) months from the date of purchase as shown on your original sales receipt from an authorized sales agent. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s).

Batteries, power adapters, and other accessories sold as in box items are also warranted against defects and workmanship that results in product failure within the first six (6) months period from the date of purchase as shown on your original sales receipt. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s).

The limited warranty for your wireless device will be voided if any of the following conditions occur:

area where your phone is used; Connection to any equipment not supplied or not recommended by TCL Communication Ltd.:

TCL Communication Ltd. or its affiliates: Changes to the device operating system by the user or third party

download of files, crash, high voltage, corrosion, oxidation;

numbers (IMFI): · Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the

Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts;

Damage as result of physical abuse regardless of cause.

0829 or go to www.alcatelonetouch.us for technical support. In Canada please call, (855) 844-6058 or go to www.alcatelonetouch. ca for technical support. We have placed many self-help tools that may help you to isolate the problem and eliminate the need to send your wireless device in for service. In the case that your wireless device is no longer covered by this limited warranty due to time or condition, you may utilize our out of warranty repair options.

How to obtain Hardware Service within the terms of this warranty: Create a user profile (alcatel.finetw.com) and then create an RMA for the defective device. Ship the device with a copy of the original proof of purchase (e.g., original copy of the dated bill of sale, invoice) with the owner's return address (No PO Boxes accepted), wireless carrier's name, alternate daytime phone number, and email address with a complete problem description. Only ship the device. Do not delivery. Upon receipt, the service center will verify the warranty conditions, repair, and return your device to the address provided in the RMA. Check the warranty repair status by going online with the

Troubleshooting

• You are advised to fully charge () the battery for optimal

Avoid storing large amounts of data in your phone as this may affect its performance

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

and carry out the following checks My phone can't switch on

· Check the battery contacts, remove and reinstall your battery, then turn your phone on Check the battery power level, charge for at least 20 minutes

· Make sure the SIM card has been correctly inserted

includes this service

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

Only use batteries, battery chargers, and accessories which are

Remember to make back-up copies or keep a written record of all

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

DDIV/ACV

Observe the following precautions for battery use: Do not attempt to open the battery (due to the risk of toxic fumes and

. Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical

Modification or repair performed by individuals not authorized by

 Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products,

Removal or altering of the wireless device's event labels or serial

operating guidelines:

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RMA number on web portal.

Before contacting the service centre, you are advised to follow the

· If it still does not work, please reset the phone using the power key and the # key.

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My phone turns off by itself Make sure power off key is not mis-contacted.

· Check the battery charge level · If it still does not work, please reset the phone using the power key and the # key.

My phone can't charge properly

· Clean the battery contact if it's dirty

 Make sure that your battery is not completely discharged: if the battery power is empty for a long time, it may take around

When ahroad, check that the voltage input is compatible

Verify the network coverage with your operator

My phone can't connect to the Internet

Make sure the chip on your SIM card is not damaged or scratched.

· Make sure that you have correctly recorded the number in your