A30 FIERCE™ | 5049Z

Quick Start Guide

Alcatel would like to thank you for your purchase. We hope you will enjoy your high-quality mobile communication experience.

For more information about your phone or to download the complete user manual version, please visit www.alcatelonetouch.us.

BC

alcatel

English - CJB29MATBAAA

Table of Contents

SAR

www.sar-tick.com

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found on page 37 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.
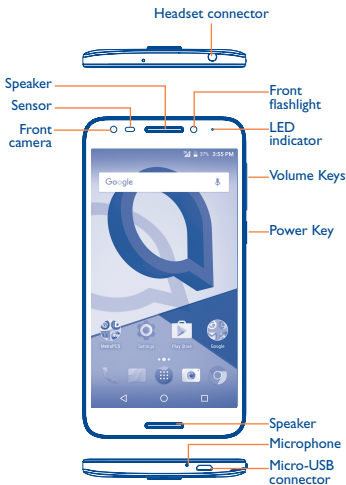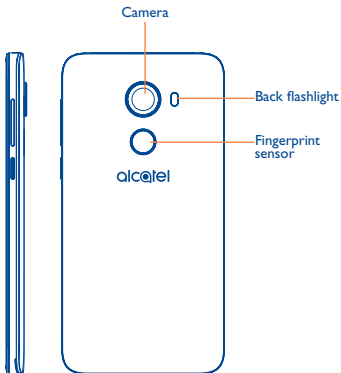
PROTECT YOUR HEARING
To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

Your mobile ....

1.1   Keys nnectors

Headset connector

Speaker

Sensor

Front camera

Front flashlight

LED indicator

Volume Keys

Power Key

Speaker

Microphone

Micro-USB connector

Camera

Back flashlight

Fingerprint sensor

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Back key
* Touch to go back to the previous screen, or to close a dialog box, options menu, the notifications panel, etc.

Home key
* From any application or screen, touch to return to the Home screen.
* Touch and hold to open **Google Now**.

Menu key
* Touch to view recently used applications.
* Touch ╳ to close any application.
* Touch the brush icon ⊘ at the bottom of the screen to close all applications.

Power key
* Press: Lock the screen/Light up the screen.
* Press and hold: Show the pop-up menu to select from Restart/Power Off/Airplane mode.
* Press and hold the **Power** key and **Volume down** key to capture a screenshot.
* Press and hold the Power key for 8 seconds to power off or hold it for 10 seconds or more to force reboot.
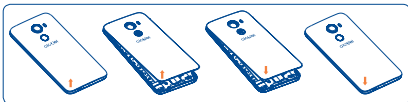
Volume Keys
* In call mode, adjusts the earpiece or headset volume.
* In Music/Video/Streaming mode, adjusts the media volume.
* In general mode, adjusts the ringtone volume.
* Mutes the ringtone of an incoming call.
* In camera mode, press **Volume up** or **down** key to take a photo.

1.2   Getting started

1.2.1   Set up

__Attaching or removing back cover__

__Inserting or removing Nano SIM card__

You must insert your Nano SIM card to make phone calls using your network.

Insert SIM card into Nano-SIM compartment shown above with gold contacts facing down. Ensure SIM is correctly inserted. To remove SIM card, push the top of SIM card from opening and pull out card.

 Your phone only supports Nano-SIM card. Do not attempt to insert other SIM types like mini and Micro cards, otherwise you may damage your phone.

Inserting or removing microSD card

Insert microSD card into microSD compartment shown above with gold contacts facing down. Ensure SIM is correctly inserted. To remove microSD card, pull bottom of card out of compartment.

Charging battery

Connect your phone to charger and charger to electrical outlet.

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

1.2.2 Power on your phone

Hold down the **Power** key until the phone powers on, unlock your phone (Slide, PIN, password, pattern) if necessary, once unlocked, Home screen is displayed.

If you don't know your PIN code or if you have forgotten it, contact your service provider. Do not store PIN code within your phone, instead store PIN in a location that is accessible without using phone.

Set up your phone for the first time

The first time you power on the phone, you should set the following options:

- Touch ▼ to select the phone's language, then touch **GET STARTED**.
- Touch to enable Cellular data, then touch **NEXT**.
- Set up your 5049Z phone: Keep your apps & data from a device, or set up as new.
- Select an enabled Wi-Fi, then touch ›, otherwise touch **Don't use any network for setup**.
- Read Google services and then touch ∨ and **NEXT**.
- Enter name then touch **NEXT**.
- Touch **Add fingerprint** to set screen lock, touch **Skip** to enter next.
- You can also add email account or review additional apps etc. Touch **Set up later** and **Finish** to enter Home screen.

Even if no SIM card is installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

1.2.3 Power off your phone

Hold down the **Power** key from the Home screen until the phone options appear, select **Power off**.

1.3 Home screen

You can move all of the items (applications, shortcuts, folders and widgets) you use most frequently to your Home screen for quick access. Touch the **Home** key to switch to the Home screen.

Status bar
• Status/Notification indicators
• Touch and drag down to open the notifications panel.

Search bar
• Touch ❶ to enter text search screen.
• Touch ❷ to enter voice search screen.

Favorite applications tray
• Touch to enter the application.
• Touch and hold to move or change applications.

Applications tab
Touch to enter applications menu.

The Home screen is provided in an extended format to allow more space for adding applications, shortcuts etc. Slide the Home screen horizontally left and right to get a complete view.

1.3.1 Using the touchscreen

Touch

To access an application, touch it with your finger.

Touch and Hold

Touch and hold the item to enter the available options.

Drag

Place and hold your finger on the screen to drag an object to another location.

Slide/Swipe

Slide the screen up and down to scroll through the applications, images, web pages, etc.

Flick

Flick to scroll/move through screens or lists faster.

Pinch/Spread

Place your fingers of one hand on the screen surface and draw them apart or together to scale an element on the screen.

Rotate

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

1.3.2 Status bar

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

Status icons

Icon	Description	Icon	Description
	2G connected		Connected to a Bluetooth device
	2G in use		Speakerphone is on
	4G connected		Roaming
	4G in use		Headset connected
	4G LTE connected		No SIM card installed
	4G LTE in use		Vibrate mode
	Signal strength		Battery is very low
	Wi-Fi is on		Battery is low
	Connected to a Wi-Fi network		Battery is partially drained
	Airplane mode		Battery is full
	No signal		Battery is charging
	Alarm is set		GPS is on
	Bluetooth is on		

Notification icons

Icon	Description	Icon	Description
	New Gmail message		Missed call
	New Email message		Call forwarding is on
	New text or multimedia message		Connected to VPN
	Problem with SMS or MMS delivery		Radio is on
	New Google Hangouts message		Uploading data
	New voicemail		Download finished
	Upcoming event		Select input method
	Screenshot captured		An open Wi-Fi network is available
	Both USB tethering and portable hotspot are on		Phone is connected via USB cable
	USB tethering is on		System update available
	Portable Wi-Fi hotspot is on		Carrier data use threshold approaching or exceeded
	More notifications are hidden		Wi-Fi Calling

Touch and drag down the Status bar to open the Quick Settings panel or Notifications panel. Touch and drag up to close it. When there are notifications, you can touch them to access notifications directly.

Notifications panel

Touch and drag down the Status bar to open the Notifications panel. Touch and drag up to close it. From the Notifications panel, you can open items and other reminders indicated by notification icons.

Touch to switch to the quick settings panel.

Touch to clear all event–based notifications (other ongoing notifications will remain).
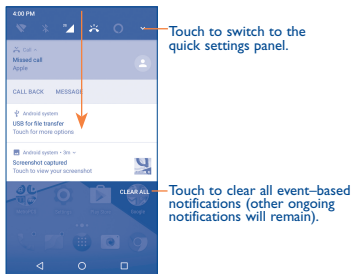
Quick Settings panel

Drag down and touch the Notifications panel to open the Quick Settings panel. Enable or disable settings or change modes by touching the icons.

Touch to enter user screen.

Touch to access all **Settings**.
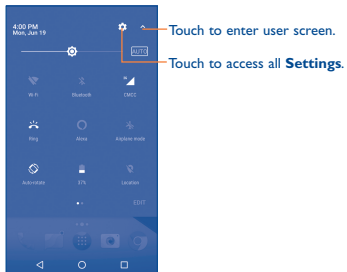
1.3.3   Lock/Unlock your screen

To protect your phone and privacy, you can lock the phone screen by creating a variety of patterns, PIN, password or Fingerprint etc.

Note: If you have forgotten your lock screen Pattern, Password or PIN you will need to do a factory reset by holding down the power and up-volume button at the same time and follow the prompts. This process takes at least 10 minutes and you will lose all your personal data. Contact **Alcatel** Customer Care if you need assistance, see General Information section for contact information.

1.3.4   Lock screen quick launch icons

The phone has quick access to five apps from lock screen, by default: **Voice assist**, **Call**, **Yahoo search**, **Func shortcuts**, **Camera**. You can customize these lock screen quick launch icons by following steps below.
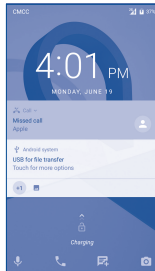
To use quick launch icons on lock screen:

1. Press the **Power** key to light the screen.

2. Double tap the desired quick launch icon to explore the function or app.

To enable/disable quick launch function on lock screen:

1. Touch **Settings/Lock screen**.

2. Find **Func shortcuts** option, toggle the switch to ON position to enable or OFF to disable.

To customize quick launch icons on lock screen:

1. Touch **Settings/Lock screen**.

2. Then touch **Func shortcuts**.

3. A list of shortcuts will be displayed, the five displayed at top of list are selected by default. Touch ⠿ and drag the shortcut to change the order, touch ⊖ to remove the shortcuts, touch ⊕ to add the shortcuts.
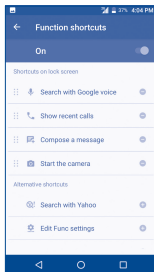
1.3.5 Personalize your Home screen

Add

You can touch and hold a folder, an application, or a widget to activate the Move mode and drag the item to any Home screen you prefer.

Reposition

Touch and hold the item to be repositioned to activate the Move mode, drag the item to the desired position and then release. You can move items both on the Home screen and in the Favorites tray. When in move mode, hold the icon on the left or right edge of the screen to drag the item to another Home screen.

Remove

Touch and hold the item to be removed to activate the Move mode, drag the item up to the top of the ⊗ icon, and release after the item turns red.

Create folders

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

Wallpaper customization

Touch **Settings** on the applications screen then touch **Display/Wallpaper** to customize wallpaper.

To change your wallpaper, touch and hold a blank area on the Home screen, touch **WALLPAPERS**. To use a picture as your wallpaper, touch a picture and touch **Set wallpaper**.

1.3.6 Volume adjustment

You can set the ringer, media and phone ringtone volumes to your preference by pressing the **Volume up/down** key, or touching **Settings/Sound & notification/ Media volume** to set the volume.

2 Text input......................

2.1 Using Onscreen Keyboard

Onscreen Keyboard settings

Touch **Settings/Language & input**, touch **Current Keyboard** to view available keyboards and change default keyboard.

To view individual keyboard settings, touch keyboard name in **Language & input** menu to access options.

Adjust the Onscreen Keyboard orientation

Turn the phone sideways or upright to adjust the Onscreen Keyboard orientation. To disable this function touch **Settings/Display/When device is rotated** and select **Stay in portrait view**.

2.1.1 Swype keyboard

Touch to enter phone number or contact.

Touch to view messaging options.

Touch to add a contact from saved Groups, Contacts.

Touch to enter text.

Touch to switch between abc/Abc/ABC.

Touch to switch between symbol and numeric keyboard.

Touch to add emotion.
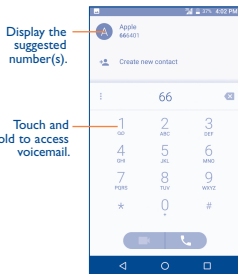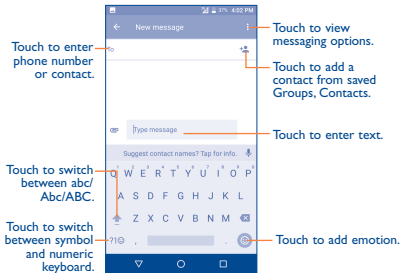
2.2 Text editing

You can edit the text you have entered.

• Touch and hold or double-tap within the text you would like to edit.

• Drag the tabs to change the highlighted selection.

• The following options will show: **Select all**, **Cut**, **Copy** and **Paste**.

• Touch the ← icon to go back without any action.

3 Phone call.................

3.1 Placing a call

You can easily place a call using **Call** app. **Call** app is on Home screen by default, touch to make a call.

Display the suggested number(s).

Touch and hold to access voicemail.

Enter the desired number from the keyboard directly and touch to place the call or select a contact from favorite ⭐, recent 🕐 or contacts 👥 by sliding page or touching tabs, then choose your preferred contact to make the call.

Touch to call the previewed number.

Slide to access the **RECENT** and **CONTACTS**.

Touch to hide/display dial pad.
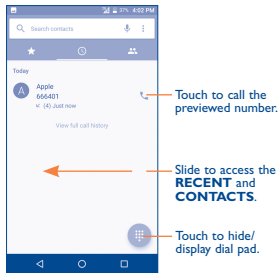
The number you entered can be saved to **Contacts** by touching **Create new contact** or **Add to a contact**.

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

To hang up a call, touch 📞.

3.2 Answering or rejecting a call
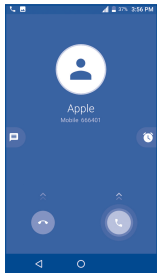
When you receive a call:

- Slide up the icon or touch **ANSWER** to answer.
- Slide up the icon or touch **DISMISS** to reject;
- Touch the icon to reject the call by sending a preset message.
- Touch the icon to reject the call and set reminder to call back in 10 or 5 min.

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

4 Contacts ....

You can view and create contacts on your phone and synchronize these with your Gmail contacts or other applications on the web or on your phone.

4.1 Adding a contact

Touch on the Home screen, then touch the icon in the contacts list to create a new contact.

4.2 Importing, exporting and sharing contacts

From the **Contacts** screen, touch the icon to open the options menu, touch **Import/Export**, then:

- Select Copy contacts from Phone, SIM card or Phone storage, touch **NEXT**.
- Select Copy contacts to then touch **NEXT**.
- Select contacts then touch ✓ .

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

Touch a contact you want to share, touch the icon and **Share** from the contact details screen, and touch ✓ to select the application to perform this action.

4.3 Synchronizing contacts in multiple accounts

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

5 Messaging ....

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

To access this feature, touch the Messaging app from the Home screen.

 To check messages stored in your SIM card, touch the icon from the Messaging screen, then touch **Settings > ADVANCED > Manage SIM messages**.

5.1 Write message

On the message list screen, touch the new message icon to write text/multimedia messages.
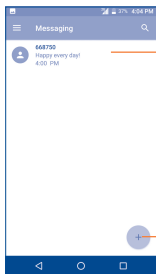
• Touch to view the whole message thread.
• Touch & hold to activate delete mode.

Touch to create a new message.

Sending a text message

Enter the mobile phone number of the recipient in the **To** bar or touch ⁺👤 to add recipients and touch the **Type message** bar to enter text message. When finished, touch ➤ to send the text message.

> An SMS of more than 160 characters will be charged as several SMS. Specific letters (accent) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

Sending a multimedia message

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

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

6 Email ....

Besides your Gmail account, you can also set-up external POP3 or IMAP email accounts in your phone.

To access this feature, touch the Application tab ⊞ from the Home screen, then select **Email** ✉.

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

• Enter the email address and password of the account you want to set up.

• Touch **Next**. If the account you entered is not provided by your service provider in the phone, you will be prompted to go to the email account settings screen to enter settings manually. Alternatively, you can touch **Manual setup** to directly enter the incoming and outgoing settings for the email account you are setting up.

• Enter the account name and display name in outgoing emails.

To create and send emails

• Touch the ⊕ icon from the Inbox screen.

• Enter recipient(s) email address (es) in the **To** field.

• If necessary, touch the ⌄ icon beside **To** field to add **Cc/Bcc** to add a copy or a blind carbon copy to the message.

• Enter the subject and the content of the message.

• Touch 📎 to add an attachment.

• Finally, touch ➤ to send.

• If you do not want to send the mail right away, you can touch the ⋮ icon and **Save draft** keys or touch the **Back** key to save a copy.

7 Getting connected ....

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

7.1 Connecting to the Internet

7.1.1 GPRS/EDGE/3G/4G

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

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

7.1.2 Wi-Fi

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

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

- Touch **Settings > Wi-Fi**.
- Touch the switch ⬤ to turn Wi-Fi ON/OFF.
- The detailed information of detected Wi-Fi networks is displayed in the Wi-Fi networks section.
- Touch a Wi-Fi network to connect. If the network you selected is secured, you are required to enter a password or other credentials (you can contact the network operator for details). When finished, touch **CONNECT**.

7.1.3 Wi-Fi Calling

Wi-Fi Calling allows you to make and receive phone calls and messages over a Wi-Fi connection.

Important! You must have an E911 address registered with your account in order to use Wi-Fi Calling. You can register an E911 address via the myMetro® Android™ app that is either preinstalled on your phone, or available for download from the Google Play™ Store. If you do not have an Android smartphone, you can call 611 to update the address.

7.2 Chrome™ Browser.................. 🔵

To launch Internet browser, touch 🔵 located on home screen.

To go to a web page

Touch the URL box at the top of Chrome browser and enter preferred web address.

7.3 Connecting to a computer

With the USB cable, you can transfer media files and other files between your phone's internal storage and the computer.

To connect your phone to the computer:

- Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification that the USB is connected.
- If you use MTP or PTP, your phone will be automatically connected.

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

To locate data you have transferred or downloaded in your internal storage:

- Touch the Application tab ⬛ from the Home screen.
- Touch **Files**.

All data you have downloaded is stored in the **Files** 📁. Here you can view media files (videos, photos, music and others), rename files, install applications into your phone, etc.

7.4 Sharing your phone's mobile data connection

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

To turn on USB tethering or Wi-Fi hotspot

- Touch **Settings > More > Mobile hotspot and tethering**.
- Touch **Wi-Fi Hotspot** and touch the switch ⬤ to activate.
- Touch the switch ⬤ of **USB tethering** to activate.

💡 These functions may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas.

8 Google Maps™ ....

8.1 Get My Location

8.1.1 Choose a data source to identify My Location

Touch **Settings > Location** and then touch the switch to turn on.

There are 3 modes to choose from to determine the location: High accuracy, Battery saving and Device only.

8.1.2 Open Google Maps and view My Location

Touch the Application tab from the Home screen, then touch **Maps** .

Touch the icon on the map to view **My Location**.

The map will then center on a blue dot surrounded by a blue circle. Your actual position is within the blue circle.
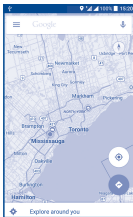
To move the map, drag it with your finger.

To zoom in and out of a map, pinch or spread your fingers, or you can also zoom in by double-tapping a location on screen.

8.2 Search for a location

While viewing a map, touch Google at the top search box to activate the search function.

In the search box, enter an address, a city or a local business.

Touch and in a while your search results will appear on the map as red dots. You can touch one to show a label.
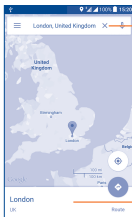
Touch to enter the search place

Touch to show more information

8.3 Get driving, public transport or walking directions

8.3.1 Get suggested routes for your trip

Touch the icon from the Maps screen.
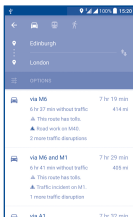
• Touch the enter bar to edit your start point by one of the following methods: entering an address or using My Location.

- Do likewise for your end point.
- To reverse directions, touch **Reverse**.
- Then select a transport mode: driving by car, using public transport, riding a bike, or walking directions.
- A couple of suggested routes will appear in a list. Touch any routes to view their respective detailed directions.
- Touch the ⊥ icon for route options to avoid motorways and tolls when choosing to drive by car or for editing the departure and arrival time when using public transport.

8.4   Share a location

- Long press a location on a map.
- Touch the information at the bottom then touch the icon ➤ to share the location.
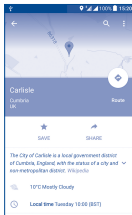
9 Google Play™ Store ▶

Google Play Store is an online software store, where you can download and install applications and games to your Android Powered Phone.

To open Google Play Store:

- Touch the Application tab ⚬ from the Home screen, then touch **Play Store** ▶ .
- The first time you access Google Play Store, a screen with terms of service pops up for your attention.

Touch the Menu key then touch Help to enter the Google Play Store help page for more information on this function.

9.1   Locate the item you want to download and install

The Google Play Store home page provides several ways to find applications. It showcases applications and games in categorized listings.

Touch the ☰ icon at the top left corner and **My Apps** to see all your downloads.
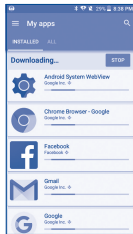
Touch a category on Google Play Store screen to browse its contents. You can also select a subcategory if there is any. Within each category you can select to view items sorted by Top free, Top new free and Trending, etc.
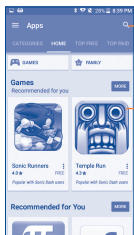
Touch to search in **Play Store**.

Slide left and right to see all categories.

Touch the Google Play Store icon on the top left of the screen or touch the **Back** key to return to the previous screen.

9.2   Download and install

To download & install:

• Navigate to the item you want to download, and select to enter the details screen from which you can read its description, overall rating or comments, view developer's information, etc.

• Touch **Install** to preview the functions and data the application can access on your phone if you install it.

• Touch **Accept**.

• The progress of the download will show on the details screen, touch to stop downloading the item. You can also access this screen through the Notification panel.

• After download and installation have finished, you will see a notification icon ↓ on the status bar.

 Be especially cautious with applications that have access to many functions or to a significant amount of your data. Once you accept, you are responsible for the results of using this item on your phone.

To open the application you have downloaded:

• On the Google Play Store screen, touch and **My Apps**.

• Touch the installed application in the list, then touch **Open**.

To buy an application[1]

On Google Play Store, some applications are labelled as free, while some of them are to be paid for before downloading and installing.

• Touch the application you want to buy.

• Touch the price on the upper-right of the screen to preview the functions and data the application can access on your phone if you install it.

• Touch **Continue** to confirm.

• When making your first purchase, you are required to input your credit card information and to log into the Google payment and billing service.

• If your account has multiple credit card accounts, select one to proceed.

• Select the Terms of service link and read the document. When finished, touch the **Back** key.

• Mark the checkbox if you agree with the terms of service.

• Touch the **Buy now** at the bottom of the screen.

When finished, Android downloads the application.

To request a refund

If you are not satisfied with the application, you can ask for a refund within 15 minutes of the purchase. Your credit card will not be charged and the application will be removed. If you change your mind, you can install the application again, but you will not be able to request a refund.

• Touch and **My apps** from the Google Play Store screen.

• Touch the application that you want to uninstall and refund.

• Touch **Refund** to uninstall the application and refund. If the button becomes **Uninstall**, your trial period has expired.

• In the survey form, select the answer that best matches your reason, and touch **OK**.

9.3   Manage your downloads

After you have downloaded and installed an application, the following further operations are available for your selection.

[1]   Google Paid applications may not be available to users in some countries.

View

On the Google Play Store screen, touch ▤ and **My Apps**.

Uninstall

On the Google Play Store screen, touch ▤ and **My Apps**. Touch the application you want to uninstall to enter the details screen, touch **Uninstall**, and finally touch **OK** to confirm.

Refund

On the Google Play Store screen, touch ▤ and **My Apps**. Touch the application you want to uninstall for a refund, touch **Refund**, and finally touch **OK** to confirm.

Auto update

Touch ▤ and **Settings/Auto-update apps** to enable this function. To auto update one specific application, mark the checkbox of **Do not auto-update apps, Auto-Update apps at any time**, or **Auto-update apps over Wi-Fi only** from the details screen.

Rate and review

Open the details screen for an application, touch the stars ★ ★ ★ ★ ★ under **Rate this app** to award and input comments, touch **OK** to confirm.

Flag

You can report an inappropriate application to the Google Play Store by flagging it. Open the details screen for the application, scroll to the bottom and touch **Flag as inappropriate**, enter the reason and finally touch **Submit**.

10 Data backup ....

This phone enables you to back up your phone's settings and other application data to Google Servers, with your Google Account.

If you replace your phone, the settings and data you've backed up are restored onto the new phone the first time you sign in with your Google Account.

To activate this function:

• Touch **Settings > Backup and reset**.

• Touch **Back up my data** and then touch the switch ▬●.

When this function is activated, a wide variety of settings and data is backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure with the Settings application. If you deactivate this option, you stop backing up your settings, and any existing backups are deleted from Google Servers.

11 Factory data reset

To activate factory data reset:

• Touch **Settings > Backup and reset > Factory data reset.**

• Touch the **RESET PHONE**.

Resetting the phone will erase all of your personal data from internal phone storage, including information about your Google Account, any other accounts, your system and application settings, and any downloaded applications. If you reset the phone in this way, you're prompted to re-enter the same kind of information as when you first started Android.

When you are unable to power on your cellphone, you can perform a factory data reset by pressing the **Power** key and the **Volume up** key at the same time until the screen lights up.

12 Applications & Internal storage ......

12.1 Applications

With this phone, some built-in Google applications and other third party applications are available for your convenience.

With the built-in applications, you can

• Communicate with friends.

• Exchange messages or emails with friends.

- Track your location, view traffic situations, search for locations and get navigation information to your destination.
- Download more applications from the Google Play Store and more.

For more information about these applications, please check the online user manual at: www.alcatelonetouch.us.

12.2 Internal storage

Touch **Settings/Storage** to display the amount of internal phone storage used by the operating system, its components, applications (including those you downloaded), permanent and temporary data.

If a warning message comes up saying that phone memory is limited, you are required to free up space by deleting some unwanted applications, downloaded files, etc.

Safety and use......................

We recommend that you read this chapter carefully before using your mobile 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 phone when the vehicle is not parked. Check the laws and regulations on the use of wireless mobile phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas. When driving, do not use your mobile 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 mobile 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 mobile 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 car's electronic devices are shielded from mobile phone RF energy.

- **CONDITIONS OF USE:**
You are advised to switch off the mobile phone from time to time to optimize its performance.
Remember to abide by local authority rules of mobile phone use on aircrafts.
Operational Warnings: Obey all posted signs when using mobile devices in public areas.
Follow Instructions to Avoid Interference Problems: Turn off your mobile device in any location where posted notices instruct you to do so. In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.
Switch the mobile 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 phones can interfere with other electrical or electronic devices, or equipment using radio frequency.
Switch the mobile phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, gas station, or chemical plant, or in any potentially explosive atmosphere.
When the mobile 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. In particular when using the mobile phone you should hold it against the ear on the opposite side to the device, if any.
Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.
To avoid hearing impairment, answer the call before holding your mobile phone to your ear. Also move the handset away from your ear while using the "hands-free" option because the amplified volume might cause hearing damage.
It is recommended to have proper supervision while small children use your mobile phone.
When replacing the cover please note that your mobile phone may contain substances that could create an allergic reaction.
Always handle your mobile phone with care and keep it in a clean and dust-free place.

Do not allow your mobile 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 -20°C (-4°F) to +60°C (140°F) (the max value depends on device, materials and housing paint/texture).

Over 60°C (140°F) the legibility of the mobile phone's display may be impaired, though this is temporary and not serious.

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

Do not drop, throw or try to bend your mobile phone.

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

Do not paint it.

Use only battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your mobile phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Your mobile phone should not be disposed of in a municipal waste. Please check local regulations for disposal of electronic products.

Remember to make back-up copies or keep a written record of all important information stored in your mobile 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 mobile phone or enabling a flashing-lights feature on your mobile phone. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the mobile 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:

- Play at the farthest distance possible from the screen.

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

- Take a minimum of a 15-minute break every hour of game playing.

- 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.

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 phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy.

It is the user's sole responsibility to ensure that prior authorization 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 AND ACCESSORIES:**

Observe the following precautions for battery use:

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

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

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

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

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

In European Union countries:
These collection points are accessible free of charge. All products with this sign must be brought to these collection points.

In non European Union jurisdictions:
Items of equipment with this symbol are not 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.

In the United States you may learn more about CTIA's Recycling Program at www.recyclewirelessphones.com

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

• CHARGERS
Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 50°C (122°F).

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.

Characteristics of power supply (depending on the country):
Travel charger: 100-240V, 50/60Hz, 0.2A
Output: 5.0 V, 1A
Battery: Lithium 3000mAh

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

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 RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communication 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 level in all tested frequency bands.

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 the mobile phone. Before a mobile phone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for this model mobile phone when tested is 1.18 W/kg for use at the ear and 1.28 W/kg for use close to the body. While there may be differences between the SAR levels of various cellphones and at various positions, they all meet the government requirement for RF exposure. For body-worn operation, the cellphone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 10 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: http://www.phonefacts.net

The World Health Organization (WHO) considers that present 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 body. (fact sheet n°193). Additional WHO information about electromagnetic fields and public health are available on the following website: http://www.who.int/peh-emf.

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

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer 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 operate the equipment.

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement: This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

For other devices, they bear the following statement: This device complies with Part 15 of the FCC 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.

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 mobile phone at least 10 mm away from the body.

• LICENSES

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Alcatel 5049Z Bluetooth Declaration ID D034867

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

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

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

You may download the source codes from: http://sourceforge.net/projects/alcatel/files/

The provision of the source code is free of charge from internet.

• Hearing Aid Compatibility

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

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

For more information please visit our website: http://www.alcatelonetouch.com.us

FCC ID: 2ACCJB089

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

General information ....

- **Website:** www.alcatelonetouch.us
- **Facebook:** http://www.facebook.com/alcatelonetouchusa
- **Twitter:** http://www.twitter.com/alcatel11touch
- **Hotline Number**: In the United States, call 855-368-0829 for technical support.

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.us

Your telephone is a transceiver that operates on GSM/GPRS/2G in quad-band with 850/900/1800/1900 MHz or UMTS in tri-band with 2/4/5 MHz and LTE FDD B2/4/5/12/66.

Protection against theft[1]

Your mobile phone is identified by an IMEI (mobile 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 mobile phone by entering *#06# and keep it in a safe place. It may be requested by the police or your operator if your mobile phone is stolen.

Disclaimer

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

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

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

MetroPCS Information.......

Service
You will need the following information when activating service:
- Your name, address and an eight-digit number that you will use to access your account (your personal identification number "PIN").
- Your serial number (IMEI) and SIM card number. If your phone has a removable battery, to locate the serial number, remove the phone from the box and remove the battery cover from the phone. The serial number is located near the bar code. It will be either 14 or 18 digits. If your phone does not have a removable battery, check the box label or phone settings to locate the serial number. The SIM card number can be located below the bottom bar code on the back of the SIM card holder.
- Your choice of MetroPCS plan and services including unlimited data, talk and text plans.
- Install the battery, if applicable, and SIM card in your new phone by following the step by step instructions in this phone's User Guide.
- Once your phone is powered up, dial 1.888.8metro8 (1.888.863.8768) to connect with an activation representative who will assist you in activating your phone. You can also activate your phone online by visiting metropcs.com. (As soon as your service is activated, be sure to fully charge the phone's battery before using it again.)

Don't hesitate to ask your MetroPCS representative for more information on additional features and services or visit metropcs.com.

Account Detail:
- **Text Message Reminder.** MetroPCS provides a text message reminder on your phone before payment is due.
- **E-statement.** View your statement summary online. (Only available in select states.)
- **Call Detail.** View your call detail online for a listing of all local calls made during the service cycle. (Additional charge applies.)

Payment Options:
There are several ways to pay for your MetroPCS service.

- **Auto Pay.** Your credit or debit card is automatically debited five days before payment is due.
- **Express Pay.** Pay by credit or debit card online at metropcs.com.
- **Drop Box.**[1] Drop a check made payable to MetroPCS or money order in a MetroPCS store drop box.
- **By Mail.** Include your account number and phone number on your check or money order and mail to: MetroPCS, P.O. Box 5119, Carol Stream, IL 60197-5119.
- **By Phone via Automated System.** Pay by credit or debit card from your MetroPCS phone by dialing 1.888.8metro8. (Convenience fee applies.)
- **Store Payment Machine.**[1] Accepts cash, debit or credit card (with PIN). (Convenience fee applies.)
- **Over the Counter.**[1] Pay at an Authorized Payment Location with cash, check, credit or debit card. (Fees vary based on location.)
- **eWallet.** Sign up for MyAccount through metropcs.com and create your own secure eWallet where you can safely store cards for quick payment and set up auto pay.
- **Text to Pay.** The secure and easy way to pay your monthly MetroPCS service. Register your credit or debit card with the MetroPCS eWallet service and simply respond to a text from PAYNOW (729699) to pay.

MyMetro®
- Manage your MetroPCS account right on your phone.

By dialing any of the customer service numbers you can change your rate plan, change your features and pay for service. Just follow the instructions on your phone.

For Assistance:
Please visit your local MetroPCS store or refer to the following options if you need additional assistance.
- Sign up for MyAccount to view account details, check your balance, make a payment, manage eWallet and more.
- MetroPCS automated customer service
  from any phone.....................................1.888.8metro8
  and follow the prompts (1.888.863.8768)
- Online information..................................metropcs.com

Please follow us at:

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Your device may not work if you alter its original software. This device will only operate with firmware versions that have been approved for use by MetroPCS and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

Hearing aid compatibility: This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Your phone's GPS system is enabled by default in order to permit use of planned future services; see your phone's manual for instructions should you wish to disable your GPS for non-911 purposes.

MetroPCS Terms and Conditions of Service

For the most recent and up-to-date version of the MetroPCS Terms and Conditions of Service to which you agree and will be bound when you activate, use, change or pay for your MetroPCS service, please visit metropcs.com/terms.

Welcome to MetroPCS. We are pleased that you have selected us as your wireless carrier. Our Terms and Conditions of Service are available at https://www.metropcs.com/terms-conditions/terms-conditions-service.html. These Terms and Conditions of Service apply to all devices and wireless services provided by us to you and consist of several parts, which may be amended from time to time.

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflict with the MetroPCS Terms and Conditions of Service, the MetroPCS Terms and Conditions of Service shall control.

[1]   Not available at all locations.

By: (a) giving us a written or electronic signature or telling us orally that you accept the MetroPCS Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the purchase of your wireless device, unless you return your wireless device within MetroPCS' applicable return period, you agree to the MetroPCS Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:

- You waive your right to a jury trial in disputes with MetroPCS;
- Your disputes with MetroPCS will be decided by an arbitrator;
- You waive your right to institute or participate in class action litigation against MetroPCS;
- You will provide MetroPCS with accurate information about yourself;
- MetroPCS may communicate with you from time to time about your Service;
- You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
- MetroPCS may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

Customer Service. If you have any questions regarding your Service or information in this Agreement, you may call our activation center at 1-888-8metro8 (1.888.863.8768).

Billing for Premium and Third-Party Services

California Residents Only

Certain parties besides MetroPCS have the ability to place charges on your bill for premium services. You may access these services and authorize the placement of charges on your bill through your phone or online account. MetroPCS also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium and third-party services on your account. Contact customer care or go to www.metropcs.com/blocking for more information.

12 Month Limited Warranty

For Warranty information and support, please visit http://www.alcatelonetouch.us/product-support. You can also call **Alcatel** [US] Customer Support at 1-855-368-0829 to request a hard copy of the warranty.

Electronic Information

For more information on Electronic Recycling:

1) Visit **Alcatel** Electronic Recycling Program website at http://www.alcatelonetouch.us/electronic-recycling-program, or

2) Call **Alcatel** US Customer Support at 1-855-368-0829.

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

Troubleshooting...................

Before contacting the service center, you are advised to follow the instructions below:
- You are advised to fully charge ( ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use **Factory data reset** and the upgrade tool to perform phone formatting or software upgrading. ALL User phone data: contacts, photos, messages and files, downloaded applications will be lost permanently. It is strongly advised to fully backup the phone data and profile before doing formatting and upgrading.

Carry out the following checks:

My phone is frozen or cannot be switched on
- Check the battery power level, charge for at least 20 minutes.
- If it still does not work, please reset the phone using the **Power** key and the **Volume up** key.

My phone has not responded for several minutes
- Restart your phone by pressing and holding the **Power** key.

My phone turns off by itself
- Check that your screen is locked when you are not using your phone, and make sure the **Power** key is not mis-contacted due to unlocked screen.
- Check the battery charge level.

My phone cannot charge properly
- 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 (32°F) to +50°C (122°F)).
- 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 service provider.
- Check with your service provider that your SIM card is valid.
- Try selecting the available network(s) manually.
- Try connecting at a later time if the network is overloaded.

My phone 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 "Inserting or removing Nano SIM card").
- 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 have touched .
- 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 service provider (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in airplane 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 service provider (credit, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

The caller's name/number does not appear when a call is received
- Check that you have subscribed to this service with your service provider.
- 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 Up/Down** 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 service provider to make sure that your subscription includes this service.
- Make sure this feature does not require an **Alcatel** accessory.

When I select a number from my contacts, the number cannot be dialed
- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected 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 or save the files in the phone contacts.

My callers are unable to leave messages on my voicemail
- Contact your service provider to check service availability.

I cannot access my voicemail
- Make sure your service provider's voicemail number is correctly entered in "Voicemail number".
- 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 service provider to check service availability and check MMS parameters.
- Verify the server center number or your MMS profile with your service provider.
- The server center may be swamped, try again later.

SIM card PIN locked
- Contact your service provider to obtain the PUK code (Personal Unblocking Key).

I am unable to connect my phone to my computer
- Check that your USB driver is installed properly.
- Check that you have marked the checkbox of USB debugging in USB connection options.
- 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.
- Check your subscription status with your service provider.

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 2.5 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.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.
- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperatures.