

# Safety and Warranty Information



[www.sar-tick.com](http://www.sar-tick.com)

alcatel

This device meets applicable national SAR limits of 1.6 W/kg. SAR values can be found on page 8 of this user guide. When carrying the device or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 9 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not using it.



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.



The tablet contains magnets which may interfere with other devices and items (such as credit card, pacemakers, defibrillators, etc.). Please maintain at least 15 cm of separation between your tablet and the devices/items mentioned above.

# Safety information

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

## • TRAFFIC SAFETY

Given that studies show that using a device 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 device when the vehicle is not parked.

When driving, do not use your device or headphones to listen to music. Using a headphones can be dangerous and forbidden in some areas. When switched on, your device 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 device on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from device RF energy.

## • CONDITIONS OF USE

You are advised to switch off the device from time to time to optimize its performance.

The product shall only be connected to a USB interface of version USB2.0 or 1.1.

Switch the device off before boarding an aircraft.

Switch the device off when you are in healthcare facilities, except in designated areas. As with many other types of equipment now in regular use, these devices can interfere with other electrical or electronic devices, or equipment using radio frequencies.

Switch the device 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 device 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 device, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, move the device away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

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

Please note that your device is a unibody device, the back cover and battery are not removable. Do not attempt to disassemble your device. If you disassemble your device the warranty will not apply. Also, disassembling the device may damage the battery, and may cause leakage of substances that could create an allergic reaction.

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

Do not allow your device 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 -0°C to +45°C.

At over 45°C the legibility of the device's display may be impaired, though this is temporary and not serious.

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

Do not drop, throw or bend your device.

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

Do not paint it.

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

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

Some people may suffer epileptic seizures or blackouts 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 device.

Parents should monitor their children's use of video games on the device. 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:

- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your device, 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.

#### • **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 device regarding taking photographs and recording sounds with your device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior 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 device (including the operator) disclaim any liability which may result from the improper use of the device.

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

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes, TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized 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.

#### • BATTERY

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

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

- Do not attempt to open the back cover and replace the inner rechargeable Li-polymer battery. Please contact the dealer to replace it.
- Do not attempt to eject, replace, or open battery.
- Do not puncture the back cover of your device.
- Do not burn or dispose of your device in household garbage or store it at temperature above 50°C.
- Dispose of used batteries according to the instructions



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

- Municipal waste disposal centers with specific bins for these items of equipment.

- Collection bins at points of sale.

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

### **In European Union countries:**

These collection points are accessible free of charge.

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

### **In non-European Union jurisdictions:**

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

### **• CHARGERS**

Chargers will operate within the temperature range of: 0°C to 40°C.

The chargers designed for your device meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the eco design 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.

The charger shall be installed near the device and shall be easily accessible.

### **• Federal Communications Commission (FCC) Declaration of Conformity**

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital , 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 radiated 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 will not occur in a particular installation. If this equipment does cause harmful 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.

#### **FCC Caution:**

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

#### **FCC RF Exposure Information (SAR):**

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this is set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage near the body with the separation of 9 mm.

Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device 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.

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of [HYPERLINK "http://www.fcc.gov/oet/ea/fccid"](http://www.fcc.gov/oet/ea/fccid) [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID: 2ACCJB066

For this device, the highest reported SAR value for usage near the body is:

Maximum SAR for this model and conditions under which it was recorded:	
9015B (Body)	1.36 W/kg

SAR compliance for body operation is based on a separation distance of 0.9 cm between the device and the human body. During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your device is automatically decreased when full power is not needed. The lower the power output of the device, the lower its SAR value.

Body SAR testing has been carried out at a separation distance of 0.9 cm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the device the indicated distance away from the body.



Organizations such as the World Health Organization and the US Food and Drug Administration have suggested that if people are concerned and want to reduce their exposure they could use a hands-free accessory to keep the wireless device away from the head or body during use, or reduce the amount of time spent on the device

#### • **ISED Notice**

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

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada (ISED) applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en

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

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

IC: 9238A-0067

#### • **ISED Radiation Exposure Statement**

This EUT is compliance with SAR for general population/uncontrolled exposure limits in ISED RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance 0.9 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition DAS incontrôlée pour la population générale de la norme CNR-102 d'Innovation, Sciences et Développement économique Canada (ISED) et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEEE 1528 et IEC 62209.

Cet appareil doit être installé et utilisé avec une distance minimale de 0.9 cm entre l'émetteur et votre corps. Cet appareil et sa ou ses antennes ne doivent pas être co-localisés ou fonctionner en conjonction avec tout autre antenne ou transmetteur.

## • LICENCES



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The Bluetooth word mark and logos are owned by the Bluetooth SIG,

Inc. and any use of such marks by TCL Communication Ltd. and its affiliates are under license. Other trademarks and trade names are those of their respective owners.

### 9015B Bluetooth DID D028888



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

Your device uses non-harmonized frequency and is intended for use in all European countries.

The WLAN can be operated in the EU without restriction indoors, but cannot be operated outdoors in France.

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

<sup>(1)</sup> It may not be available according to the countries.

# General information

- **Internet address:** [www.alcatelonetouch.ca](http://www.alcatelonetouch.ca)
- **Hotline Number:** In United States please call, (855) 368-0829 for technical support. In Canada please call, (855) 844-6058 for technical support.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** Flat/RM 1910-12A, Block 3, China HongKong City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

On our website, 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.ca](http://www.alcatelonetouch.ca)

Your device is a transceiver that operates on Wi-Fi with 2.4GHz and 5GHz, Bluetooth with 2.4GHz.

## Company Address:

Room1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

## Disclaimer

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

This device may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this device ("Third Party Materials").

All third party materials in this device are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright.

The purchaser undertakes that TCL Communication has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and devices in complying with Intellectual Property rights. TCL Communication will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this device or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCL Communication disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication, may be subject to paid updates and upgrades in the future; TCL Communication waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the device is used; in no event shall the list of possible applications and software provided with the devices be considered as an undertaking from TCL Communication; it shall remain merely as information for the purchaser. Therefore, TCL Communication shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. TCL Communication reserves the right at any time to add or remove Third Party Materials from its devices without prior notice; in no event shall TCL Communication be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

### **Accessory**

- ◆ Charger, 5.0VDC/2.0A
- ◆ USB cable, 5pins micro-USB

# Warranty

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

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

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

If the defect is confirmed, your device or part thereof will be either replaced or repaired, as appropriate. Repaired device and accessories are entitled to a 30 days warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

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

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

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

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

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

- 3) Modification or repair performed by individuals not authorized by TCL Communication Ltd. or its affiliates or your vendor;
- 4) Modification, adjustment or alteration of software or hardware performed by individuals not authorized by TCL Communication Ltd. ;
- 5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

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

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

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

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


### **Electronic Recycling:**

For more information on Electronic Recycling, please:

- 1) Visit alcatel Electronic Recycling Program website at <http://www.alcatelonetouch.us/Electronic-Recycling-Program-Accessibility-and-Compliance/b/11522543011>, or
- 2) Call alcatel US Customer Support at 1-855-368-0829.

# Troubleshooting

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

- You are advised to fully charge (  ) the battery for optimal operation.
- Avoid storing large amounts of data in your tablet as this may affect its performance.
- Use Factory data reset and the upgrade tool to perform tablet formatting or software upgrading. All user tablet data: contacts, photos, and files, downloaded applications will be lost permanently. It is strongly advised to fully back up the tablet data and profile before doing formatting and upgrading.

**Please pay attention that after Factory data reset is performed you may be requested to enter Google account credentials<sup>(1)</sup> that were used on this device before Factory reset. Otherwise you will not be able to use the device. If you don't remember your Google account credentials please complete Google account recovery procedure. In case you don't succeed in it**

- Please apply to authorized repair center, but remember that it will not be regarded as warranty case.

## **My tablet cannot be switched on or is frozen**

- When the tablet cannot be switched on, charge for at least 20 minutes to ensure the minimum battery power needed, then try to switch on again.
- When the tablet falls into a loop during power on-off animation and the user interface cannot be accessed, press the Power key to Pop up the options, then long press "Power Off" to enter Safe Mode. This eliminates any abnormal OS booting issues caused by 3rd party APKs.

## **My tablet has not responded for several minutes**

- Restart your tablet by long pressing the Power key for about 10 seconds.

## **My tablet turns off by itself**

- Check that your screen is locked when you are not using your tablet, and make sure the Power key is not mis-contacted due to unlocked screen.
- Check the battery charge level.

<sup>(1)</sup> Applicable for Android OS versions starting from 5.1.

### **My tablet can't 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 to +40°C).
- When abroad, check that the voltage input is compatible.

### **My tablet can't connect to the Internet**

- Check your tablet's Internet connection settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

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

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

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

- Install Alcatel Centre.
- Check that your USB driver is installed properly.
- Check that you have marked the checkbox of USB debugging. To access this function, touch Settings\About tablet, then touch Build number for 7 times. Now you may touch Settings\Developer options\USB debugging.
- Check that your computer meets the requirements for Alcatel Centre Installation.
- Make sure that you're using the right cable from the box.

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

- Make sure there is sufficient tablet memory for your download.
- Check your subscription status with your operator.

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

- Make sure that Bluetooth is turned on and your tablet is visible to other users.
- Make sure that the two tablets 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.
- Adjust the brightness of screen as appropriate.
- 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 tablet will become warm following prolonged game playing, internet surfing or running other complex applications.**



- This heating is a normal consequence of the CPU handling excessive data such as game playing, internet surfing or running other complex applications. Ending above actions will make your tablet return to normal temperature.

## **After Factory reset is performed my device asks to enter Google account credentials and I can't use it avoiding this action<sup>(1)</sup>.**

- After Factory reset is performed you need to enter the original Google account credentials that were used on this device before Factory data reset. Otherwise you will not be able to use the device. If you don't remember your Google account credentials please complete Google account recovery procedure. In case you don't succeed in it - please apply to authorized repair center, but remember that it will not be regarded as warranty case.

<sup>(1)</sup> Applicable for Android OS versions starting from 5.1.

**I don't hear when somebody calls/message me, I just see missed calls/messages notifications on display.**

- Please check if Interruptions/Do not disturb mode is activated on your device. If it is activated you can see a "Star" symbol  (for Android OS 5.X version) or  icon (for Android OS 6.X version) displayed on notification panel. In this case you need deactivate Interruptions/Do not disturb mode. To do it just press volume up or down key and select "All" (on Android 5.X) → or modify → it in Settings "Sound & notifications" Interruptions ( for Android 5.X) or Do not disturb ( for Android 6.X).

**My device asks me to enter some password/code/key that I don't remember or don't know due to this device has been used by another person before and I can't get this password/code/key from him/her.**

- Password/code/key request could be caused by same security feature activated on this device. You can try to perform Factory data reset, but remember that if it doesn't help you need to apply authorized repair center and it will not be regarded as warranty case.

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