

# alcatel GO FLIP™ 3

## 40520

### Safety and Warranty Information



English - CQF671001AAB

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[www.sar-tick.com](http://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 **Radio waves** section.

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



## **PROTECT YOUR HEARING**

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

# 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 headset to listen to music or to the radio. Using a headset 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 phone from time to time to optimize its performance.
- Switch the phone off before boarding an aircraft.
- Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.
- Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.
- When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

- To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.
- Do not let children use the phone and/or play with the telephone and accessories without supervision.
- If your phone has a removable cover, note that your phone may contain substances that could create an allergic reaction.
- Always handle your phone with care and keep it in a clean and dust-free place.
- Do not allow your phone to be exposed to adverse weather or environmental conditions, such as moisture, humidity, rain, infiltration of liquids, dust, sea air, etc. The manufacturer's recommended operating temperature range is 0°C (32°F) to 50°C (122°F).
- At over 50°C (122°F), the legibility of the phone's display may be impaired, though this is temporary and not serious.
- Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.
- Do not dismantle or attempt to repair your mobile phone yourself.
- Do not drop, throw or bend your mobile phone.
- Do not use the phone if the screen is damaged, cracked or broken to avoid any injury.
- Do not paint it.
- Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.
- Remember to make back-up copies or keep a written record of all important information stored in your phone.
- All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:
  - Do not play if you are tired or need sleep.
  - Take a minimum of a 15-minute break hourly.
  - Play in a room in which all lights are on.
  - Play at the farthest distance possible from the screen.
  - If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
  - If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

## **PRIVACY:**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior 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 carrier) disclaim any liability which may result from the improper use of the mobile phone.

## **BATTERY AND ACCESSORIES:**

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

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 the battery.
- Do not burn or dispose of a used battery in household garbage 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 from 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 symbol must be brought to these collection points.

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

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 can learn more about how to recycle your mobile device by visiting the CTIA website at [www.ctia.org/news/how-to-recycle-your-mobile-device](http://www.ctia.org/news/how-to-recycle-your-mobile-device)

**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 45°C (113°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, 150mA

Output: 5.0 V, 550mA

Battery: Lithium 1350mAh

**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 radiofrequency (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.

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

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID: 2ACCJN035.

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 1.17 W/kg for use at the ear and 1.26 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.

SAR compliance for body-worn operation is based on a separation distance of 15 mm between the unit and the human body. Carry this device at least 15 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 15 mm between this device and your body.

RF exposure compliance with any body-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.

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

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of 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 and Industry Canada licence-exempt RSS standard(s). 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 and Industry Canada licence-exempt RSS standard(s). 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.



Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any 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 Technology Holdings Limited. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Technology Holdings Limited. 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

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

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

## **Innovation, Science and Economic Development Canada (ISED) Notice**

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

- (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.

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

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

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

IC: 9238A-0098

## **Licenses .....**



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### **Alcatel 4052O Bluetooth Declaration ID D044935**



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

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

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

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 phone has a HAC rating of M4/T4. Reference ANSI C63.19 (2011).

FCC ID: 2ACCJN035

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:**

(USA): <https://us.alcatelmobile.com>

(Canada): <https://ca.alcatelmobile.com>

- **Facebook:**

(USA): <https://www.facebook.com/alcatelmobileus>

(Canada): <https://www.facebook.com/alcatelmobileca>

- **Twitter:**

(USA): <https://twitter.com/alcatelmobileus>

(Canada): <https://twitter.com/alcatelotcanada>

- **Instagram:**

(USA): <https://www.instagram.com/alcatelmobileus>

(Canada): <https://www.instagram.com/alcatelmobileca>

- **Hot Line Number:** In the United States, call 855-368-0829 for technical support. In Canada, call 855-844-6058 for technical support.

- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong

- **Electronic labeling path:** Touch **Settings > Regulatory & Safety** or press \*#07#, you can find more information about labeling <sup>(1)</sup>, such as FCC ID.

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 website: <https://us.alcatelmobile.com>

<sup>(1)</sup> May not be available in all countries.

Your telephone is a transceiver that operates on GSM in quad-band with 850/900/1800/1900 MHz, UMTS in tri-band with B2/4/5, LTE in eight-band with B2/4/5/7/12/13/17/66.

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

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. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

## Disclaimer

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

TCL Communication Technology Holdings Limited 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.

## Warranty.....

For information on warranty of your device, visit the USA and Canada websites at <https://us.alcatelmobile.com/warranty/> and <https://ca.alcatelmobile.com/warranty/>



**WARNING:** Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

## Electronic Information .....

For more information on Electronic Recycling:

- 1) Visit Alcatel Electronic Recycling Program website at <https://us.alcatelmobile.com/accessibility-compliance/electronic-recycling-program/>, or
- 2) Call Alcatel US Customer Support at 1-855-368-0829.


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

Battery Recycling (USA & Canada):

Alcatel partners with Call2Recycle® to offer a safe and convenient battery recycling program. For more information on our Battery Recycling Program, please visit the USA and Canada website at <https://us.alcatelmobile.com/accessibility-compliance/battery-recycling/> and <https://ca.alcatelmobile.com/accessibility-compliance/battery-recycling/>.


## Troubleshooting.....

Before contacting the service center, 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 the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access Update phone, press **Settings > Device > Device Information > Software Update > Check for Updates**.

The following are the most asked questions:

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

- Restart your phone by pressing and holding the **End/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 **End/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 has been 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 45°C (113°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 the label on your 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.
- 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 pressed the **Call Key** .
- For international calls, check the country and area codes.
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your 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 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 3.2 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 off the backlight upon request.
- Extend the email auto-check interval for as long as possible.
- 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.



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TCL Communication Technology Holdings Limited reserves  
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or technical specification without prior notice.

All "Signature" ringtones embedded in this phone have been  
composed, arranged, and mixed by NU TROPIC (Amar Kabouche).