



One Touch 316A

ALCATEL onetouch.

Safety and use ...

We recommend that you read this chapter carefully before using your cellphone. 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 cellphone 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 cellphone when the vehicle is not parked. Check the laws and regulations on the use of wireless cellphones 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 cellphone 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 cellphone 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 cellphone 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 cellphone RF energy.

• CONDITIONS OF USE:

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

Remember to abide by local authority rules of cellphone 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 cellphone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, cellphones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the cellphone 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 cellphone 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 cellphone 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 cellphone 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 cellphone.

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

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

Do not allow your cellphone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is -10°C (14°F) to +55°C (131°F) (the max value depends on device, materials and housing paint/texture).

Over 55°C (131°F) the legibility of the cellphone's display may be impaired, though this is

temporary and not serious.

Do not open or attempt to repair your cellphone yourself.

Do not drop, throw or try to bend your cellphone.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your cellphone model. TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Your cellphone 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 cellphone.

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 cellphone or enabling a flashing-lights feature on your cellphone. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the cellphones. 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 cellphone, 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.

 Prolonged exposure to music at full volume using the music player may damage your hearing. Set your cellphone's volume to its lowest setting prior to inserting headphones in your ears and adjust the volume to your preference. Only use headphones that are recommended by TCT Mobile Limited and its affiliates.

- **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 cellphone regarding taking photographs and recording sounds with your cellphone. 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 cellphone (including the operator) disclaim any liability which may result from the improper use of the cellphone.

- **BATTERY AND ACCESSORIES:**

Before removing the battery from your cellphone, please make sure that the cellphone is switched off.

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).

- Do not puncture, disassemble or cause a short-circuit in a battery,

- Do not burn or dispose of a used battery in the garbage or store it at temperatures above 60°C (140°F).

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only

use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCT Mobile Limited and/or its affiliates.

This symbol on your cellphone, 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 40°C (104°F).

The chargers designed for your cellphone 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: Input: 90~264V, 47~63Hz, 150mA
	Output: 4.75~5.8V, 400mA
	Battery: Lithium 500 mAh/650 mAh/750 mAh

• **RADIO WAVES:**

THIS CELLPHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your cellphone 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 cellphones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), or by Industry Canada, is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the cellphone 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 cellphone while operating can be well below the maximum value. This is because the cellphone 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 cellphone. Before a cellphone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for this model cellphone when tested is 1.39 W/Kg for use at the ear and 1.44 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 1.5 cm 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 cellphones. 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 cellphones 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 cellphone 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 cellphone at least 1.5 cm away from the body.

General information

- Website: www.alcatelonetouch.com
- Facebook: <http://www.facebook.com/alcatelonetouchtribe>
- Twitter: <http://www.twitter.com/Alcateltribeus>
- Hot Line Number: In the United States, call 877-702-3444 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

Your cellphone is a transceiver that operates on GSM networks with 850 and 1900 MHz bands.

Protection against theft⁽¹⁾

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

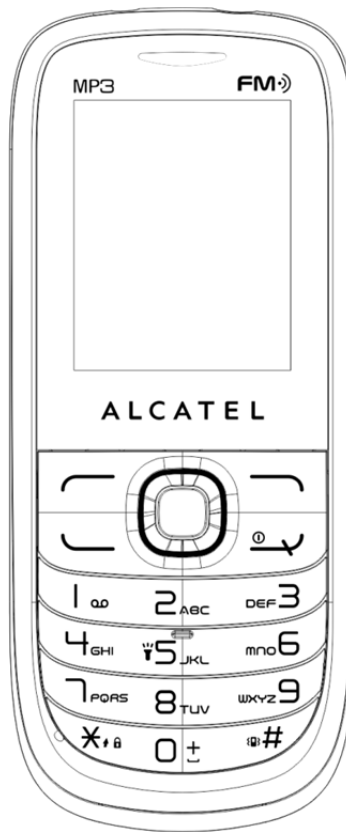
Disclaimer

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










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

Contact your network operator for service availability.

1 Your mobile


















1.1 Keys

	Navigation key Confirm an option (press the middle of the key) Send call
	Access to call log (idle screen)
	Power on/off the handset (long key -press) End call Return to idle
	Left soft key
	Right soft key
	Dial the voicemail number (long key -press)
	From Idle screen - Short key-press: enter zero -Long key-press: +, "+" are used for dialing an international call. In Edit mode: - Short key-press: (space) (text edit mode) 0 (Add numbers)
	From Idle screen - Short key-press: 

	<ul style="list-style-type: none"> -Press for twice: Input P/W, "P" and "W" are used for calling the extension In Edit mode: <ul style="list-style-type: none"> - Short key-press: access the Symbols table -Press * then press : lock keypad
##	<ul style="list-style-type: none"> From Idle screen <ul style="list-style-type: none"> - Short key-press: ## - Long key-press: activate/deactivate the vibrator In Edit mode: <ul style="list-style-type: none"> - Short key-press: change input methods
5	<ul style="list-style-type: none"> From Idle screen <ul style="list-style-type: none"> - Short key-press: dial '5' - Long key-press: switch on/off the torch

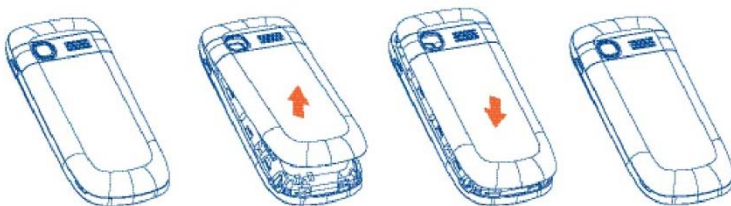
1.2 Idle screen icons

	Battery charge level.
	Meeting mode: your phone vibrates, but neither rings nor beeps.
	Headset connected.
	Indoor mode: your phone rings, but neither vibrates nor beeps.
	Normal mode: your phone rings, but neither vibrates nor beeps.
	Silence mode: your phone neither rings, beeps nor vibrates.
	Outdoor mode: your phone vibrates then rings
	Alarm clock programmed.
	Missed calls.
	Roaming.
	Level of network reception.
	Message unread.
	Call divert
	Message full
	MMS unread

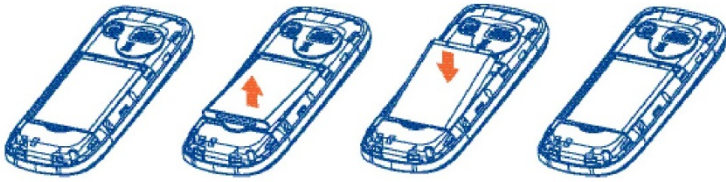
2 Getting started.....

2.1 Set-up

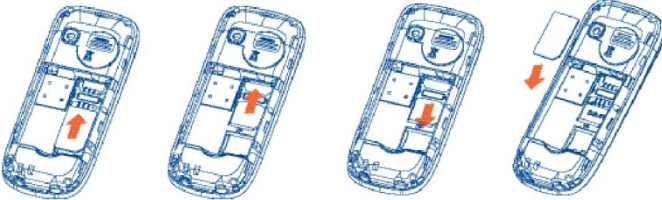
Removing and installing the back cover



Removing and installing the battery



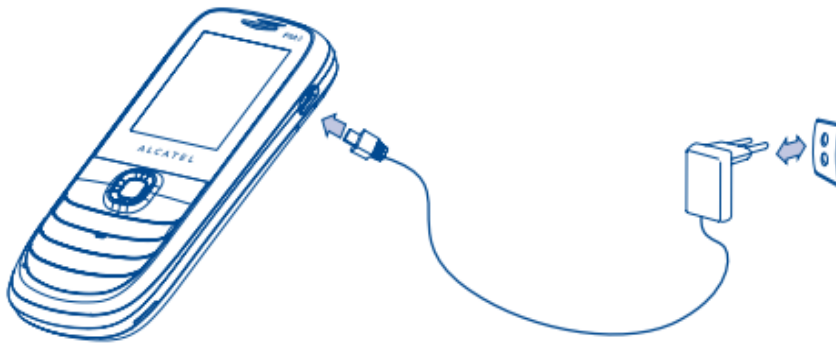
Inserting and removing the SIM card



Inserting and removing the TF card



Charging the battery



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


The charging may take about 20 minutes to start if the battery is flat.

Be careful not to force the plug into the socket.

Make sure the battery is correctly inserted before connecting the charger.

The mains socket must be near to the phone and easily accessible (avoid electric extension cables).

When using your telephone for the first time, charge the battery fully (approximately 3 hours).


You are advised to fully charge the battery ().

To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.



The charge is complete when the animation stops.

2.2 Power on your phone



Hold down the  key until the phone powers on.


2.3 Power off your phone

Hold down the  key from the idle screen.


3 Calls

3.1 Making a call

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

To hang up the call, press the  key.



Making an emergency call

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

3.2 Calling your voicemail ¹

You can see SIM voice mail in this menu.

3.3 Receiving a call

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

3.4 Available functions during the call

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

Contact your network operator to check service availability.

4 STK.....





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


5 Contacts.....



5.1 Consulting your contacts

To access the directory from the idle screen, press the  key and select the  icon from the menu.

5.2 Adding a contact

Select the directory in which you wish to create a file, press the  "Options", select "New" then

¹ Contact your network operator to check service availability.










6 Multimedia.....



6.1 Image browser

You can view the pictures or images through this function.

6.2 Video player

Use this function to play video files. You can press  to play/pause the video player, press  and  to tune volume; short press  or  to last or next video.

6.3 FM radio


Your phone is equipped with a radio with RDS functionality. You can use the application as a traditional radio with saved channels. In FM radio interface, press  and  to tune volume.

7 Tools.....



7.1 Calculator

Press the up, down, left, right and OK key to select +, -, ×, ÷ and = respectively.

Press  to delete the figure.

7.2 Recorder

Use this function to record audio files. The phone support WAV. The recording file you stopped will be stored in record file list automatically.

7.3 World clock

Access this menu to view time of main cities in various time zones.

7.4 Timer

Set a time, and the timer will remind you as soon as the time run out.

7.5 File management

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

7.6 Alarm

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

8 Message.....



8.1 Create SMS

From the main menu select "Messaging" to create text message. You can type a message send it to a recipient in the SIM card directory. You can type a message, and you're also able to insert a pre-defined message from "Templates". While writing a message, select "Options" to access all the messaging options.








Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS

to be sent to your recipient.

8.2 Create MMS

Your phone can send and receive MMS in the SIM card which enables you to send message containing picture, ring and text.


9 Audio player.....

Use this function to play audio files. Press  to play/pause the audio player, short press  or  to last or next audio, in audio player interface, press  and  to tune volume.




10 Profiles.....

With this menu, you may personalize ringtones for different events

11 Settings.....

From the main menu, select the menu icon  and select the function of your choice in order to customize your telephone: Call settings, Phone settings, Display settings, Security settings and Connection management.

12 Call log.....


You can access your call memory by pressing  from the idle screen, or press the  key and select the  icon from the menu.

In this menu, you will see Dialed call(s), Received call(s), Missed call(s), Rejected call(s) n, etc.

13 Calendar.....

Once you enter this menu, there is a monthly-view calendar for you to view the date; you can go to any day you want.


14 Camera.....

The phone is provided with a camera, which supports the photographing functions. Roll the phone to align the camera to the picture and then press  key to capture photos. Pictures will be saved in the file system of the phone or the memory card. You can access the options after entering the camera mode.

15 Torch.....

To light in darkness, you may activate "Torch" by below operations:

Select to turn on/off the torch light through in this interface;

In idle screen, press and hold  key to activate or deactivate the Torch light.



16 Input mode

To write messages, there are two writing methods:


-

Normal: this mode allows you to type a text by choosing a letter or a sequence of characters associated with a key. Press the key several times until the desired letter is highlighted. When you release the key the highlight character is inserted into the text.


-

Predictive with the C-Star mode: this mode speeds up the writing of your text. Write the word by pressing a key between  and . Press the key once and the word will be modified each time you press a key. As you go on, the word will keep changing. Example: For "Yesterday", press on the following keys:

9, 3,7,8,3,7->Yester-> 3,2,9->Yesterday

-  key in edit mode

Press:

"" (space) (text edit mode)

0 (Add numbers)

Alcatel Mobile Phones Limited Warranty

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

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

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

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your cellphone is used;
- Connection to any equipment not supplied or not recommended by TCT Mobile;
- Modification or repair performed by individuals not authorized by TCT Mobile or its affiliates;
- Acts of god such as Inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- Removal or altering of the wireless devices event labels or serial numbers (IMEI);
- Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;
- Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your jurisdiction. In no event shall TCT Mobile or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to commercial loss, to the full extent those damages can be disclaimed by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

How to obtain Support: Contact the customer care center by calling (877-702-3444) or going to www.alcatelonetouch.com. We have placed many self-help tools that may help you to isolate the problem and eliminate the need to send your wireless device in for service. In the case that your wireless device is no longer covered by this limited warranty due to time or condition we have other options that you may utilize our out of warranty repair options.

To obtain hardware repairs or replacement within the terms of this warranty, contact TCT Mobile to get an RMA number, include a copy of the original proof of warranty coverage (e.g. original copy of the dated bill of sale, invoice), the consumer's return address, your wireless carrier's name, alternate daytime cellphone number, and email address with a complete problem description. Only ship the wireless device. Do not ship the SIM card, memory cards, or any other accessories such as the power adapter. You must properly package and ship the wireless device to the repair center.

TCT Mobile is not responsible for wireless devices that do not arrive at the service center. Upon receipt, the service center will verify the warranty conditions, repair, and return your wireless device to the address provided.


Troubleshooting.

Before contacting the aftersales department, you are advised to follow the instructions below:

- You are advised to switch off the cellphone from time to time to optimize its performance.
- You are advised to fully charge (🔋) the battery for optimal operation.
- Avoid storing large amounts of data in your cellphone as this may affect the performance of your cellphone.


and carry out the following checks:

My cellphone will not switch on

- Press  until the screen comes on
- Check the battery charge level

- Check the battery contacts, remove and reinstall your battery, then turn your cellphone back on

My cellphone has not responded for several minutes

- Press the  key
- Remove the battery and re-insert it, then switch the cellphone back on

My screen is difficult to read

- Clean your screen
- Use your cellphone in accordance with the recommended conditions of use

My cellphone turns off by itself

- Check that your keypad is locked when you are not using your cellphone
- Check the battery charge level

My cellphone has a low level of autonomy

- Make sure you respected the complete charge timing (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication

My cellphone will not charge properly

- Make sure that your battery is not completely discharged; If the battery is flat, 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 - + 40°C)
- Make sure your battery is inserted. It must be inserted before plugging in the charger
- Make sure you are using an Alcatel battery and charger in the box
- When abroad, check that the electrical current is compatible


My cellphone will not connect to a network

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

SIM card error

- Make sure the SIM card has been correctly inserted
- Verify with your operator that your SIM card is 3V or 1.8V compatible; the old 5V SIM cards cannot be used
- Make sure the chip on your SIM card is not damaged or scratched

Unable to make outgoing calls

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



Unable to receive incoming calls

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

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

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

The sound quality of the calls is not optimal

- You can adjust the volume during a call by means of the  key
- Check the network strength 

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

When I select a number from my directory, the number is not dialled

- 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 contact in my directory

- Make sure that your SIM card directory is not full; delete some files or save the files in the product directory (i.e. your professional or personal directories)---

My callers are unable to leave messages on my voicemail


- Contact your network operator to check service availability

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "My number"
- Try later if the network is busy

I am unable to send and receive MMS

- Check your cellphone memory available as it might be full
- Contact your network operator to check service availability and check MMS parameters
- Verify the server center number or your MMS profile with your operator
- The server center may be saturated; try again later

The  icon is displayed on my standby screen

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

"No service" is displayed

- You are outside of the network coverage area

I have already entered 3 incorrect PIN codes

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

I am unable to download new files

- Check for free space
- Delete some files
- Check your subscription status with your operator

My cellphone is frozen, can't power on

- Make sure your battery is not completely used up or damaged
- Remove your battery, remove your SIM card then reinstall them to power on again, if still does not work
- Hold down # key and press Power on/off key for a while to reset the cellphone



ALL User cellphone data: contacts, photos, messages and files, downloaded applications like Java games will be lost permanently.

How to make your battery last longer

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

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