

alcatel

POP4

alcatel



For more information on how to use the phone, please go to www.alcatel-mobile.com and download the complete user manual. Moreover, on the website, you can also find answers to frequently asked questions, upgrade the software via Mobile Upgrade, and so much more.

5.0" 5.5"

This manual describes OS Android M for:

- POP 4 (5) (5051X, 5051D)
- POP 4 (5.5C) (5056X, 5056D)

Help

Refer to the following resources to get more FAQ, software, and service information.

To learn about	Do this
Consulting FAQ	Go to http://www.alcate-mobile.com/global-en/support/topFaq.json .
Updating your phone's software	Update through FOTA or Updates on your phone. To download the software update tool onto your PC, go to http://www.alcatel-mobile.com/global-en/support/softwareUpgrade/list .
Finding your serial number or IMEI	You can find your serial number or International Mobile Equipment Identity (IMEI) on the packaging materials. Or, on the phone, choose Settings > About phone > Status .
Obtaining warranty service	First follow the advice in this guide. Then check hotlines and repair centres information through http://www.alcatel-mobile.com/global-en/support/repairResult .
Viewing legal information	On the phone, go to Settings > About phone > Legal information .
Using ONETOUCH Cloud	Open User Centre, then touch More info . For an online User Centre tutorial (may not be available in all areas), go to http://my.alcatel-mobile.com/personalcloud/loginPage?reqUrl=/dashboard/index .
Using other alcatel apps	Go to http://www.alcatel-mobile.com/global-en/apps/appsList .

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www.sar-tick.com

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found in **RADIO WAVES** of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.



PROTECT YOUR HEARING

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

Safety and use

We recommend that you read this chapter carefully before using your 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 when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

● **CONDITIONS OF USE:**

You are advised to switch off the telephone from time to time to optimise 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.

Please note the battery of your phone is not removable. If you disassemble your phone the warranty will not apply. Disassembling the phone may damage the battery, and may cause leakage of 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 (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is -10°C to +55°C. At over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

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

Do not open, 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 glass made 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.

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 phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature 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.

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



PROTECT YOUR HEARING

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

• 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 authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• BATTERY:

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

For non-unibody device:

Observe the following precautions for battery use:

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

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

For unibody device:

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

- Do not attempt to open the back cover,
- Do not attempt to eject, replace and open battery,
- Do not punctuate the back cover of your phone,
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C.

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

For hybrid design device with removable back cover and not removable battery:

Observe the following precautions:

- Do not attempt to eject, replace and open battery,
- Do not punctuate the back cover of your phone,
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C.

Phone and battery as a hybrid design must be disposed of in accordance with locally applicable environmental regulations.



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

- Municipal waste disposal centres with specific bins for these types 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.

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

• CHARGERS:

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

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

• RADIO WAVES:

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

5051X/5051D

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	LTE Band 8+Wi-Fi	0.901 W/kg
Body-worn SAR	LTE Band 7+Wi-Fi	0.830 W/kg

5056X/5056D

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900+Wi-Fi	0.495 W/kg
Body-worn SAR	GSM 1800+Wi-Fi	0.877 W/kg

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 mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 10 mm. 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 phone the indicated distance away from the body.

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

For more information you can go to www.alcatel-mobile.com

Additional information about electromagnetic fields and public health are available on the following site: <http://www.who.int/peh-emf>.

Your telephone 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 phone at least 10 mm away from the body.

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 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.

• LICENCES



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alcatel POP 4 Bluetooth Declaration ID D026715

alcatel POP 4 PLUS Bluetooth Declaration ID D026715



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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 phone\Legal information**).⁽¹⁾

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

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

You may download the source codes from <http://sourceforge.net/projects/alcatel/files/>. The provision of the source code is free of charge from internet.

We hereby point out that the end user warranty for infringement IPR is solely limited to the EU.

If and to the extent that the Product is exported, taken with or used by end customer or end user outside the EU any responsibility, warranty or indemnification of manufacturer and its suppliers in regard to the Product expires (including any indemnification in regard to infringement IPR).

⁽¹⁾ May not be available in all countries.

Regulatory information

The following approvals and notices apply in specific regions as noted.

5051X

TCT Mobile

TCT Mobile Europe SAS
55 Avenue des Champs Pierreux,
Immeuble Le Capitole 92000 Nanterre, France
+33 1 46 52 61 00

EC declaration of conformity

Product identification:

5010X type Ptk4-5 3G

We

TCT Mobile Europe SAS
55, avenue des Champs Pierreux
92000 Nanterre
France

Declare under our sole responsibility that the product above mentioned is conform to the applicable essential requirements of the directive 1999/5/EC and that all essential radio test suites have been carried out. Conformity assessment procedure : annex IV of the directive.

Applied standards :

- Item 3.1.a (protection of the health and of the safety of the user) :
 - EN 60950-1:2006 + A11:2009 + A12:2010 + A12:2011 + A2: 2013
 - EN 50 960: 2001 + A1:2012, EN 50 966: 2013 + AC: 2014, EN 62479 :2010
- Item 3.1.b (protection requirements with respect to electromagnetic compatibility) :
 - EN 301 489-1 V1.9.2 (2011-09), EN 301 489-3 V1.6.1 (2013-08), EN 301 489-7 V1.3.1 (2005-11), EN 301 489-17 V2.2.1 (2012-09), EN 301 489-24 V1.5.1 (2010-10), EN 55013:2013, EN 55020:2007+ A11:2011
- Item 3.2 (effective use of spectrum so as to avoid harmful interferences) :
 - EN 301 511 V9.0.2 (2003-03), EN 301 908-1 V7.1.1 (2015-03), EN 301 908-2 V6.2.1 (2013-10), EN 300 328 V1.9.1 (2015-02), EN 300 440-2 V1.4.1(2010-08)

This product also conforms to the applicable requirements of following directives:
- directive 2011/65/EU (RoHS - restriction of the use of certain hazardous substances)

The chargers delivered with this product (When included into the box) also conform to the applicable requirements of the relevant Union harmonisation legislations :

- Directive2006/95/EC (until April 19th, 2016) / Directive 2014/35/EU (from April20th, 2016) (LVD)
- Directive2004/108/EC (until April 19th, 2016) / Directive 2014/30/EU (from April20th, 2016) (EMC)
- Directive 2006/125/EC(Energy Related Product)

This product can connect with a Common Mobile Phone Charger which complies with below standards:

- EN301 489-34 v1.4.1 (2013-05)
- EN 62584-2010

Conformity of this product with the essential requirements of the R&TTE Directive 1999/5/EC has been reviewed by the following Notified Body:

American Certification Body, Inc.
Suite C110, Whittier Avenue 6731, 22101 McLean, Virginia, United States
Identification number: 1588

CE I588

Date :2016-04-13

Signature

Alain Pakry
TCT Mobile Europe SAS / General Manager, Europe

TCT Mobile Europe SAS
Immeuble Le Capitole
55, avenue des Champs Pierreux
92000 Nanterre - FRANCE
RCS Nanterre 440 038 222

TCT Mobile Europe SAS - Siège social : 55 Avenue des Champs Pierreux, Immeuble Le Capitole 92000 Nanterre France SAS au capital de 23 031 072 euros - RCS Nanterre B 440 038 222 - Siret 440 038 222 000 38 APE 4652Z

TCT Mobile Europe SAS - Siège social : 55 Avenue des Champs Pierreux, Immeuble Le Capitole 92000 Nanterre France SAS au capital de 23 031 072 euros - RCS Nanterre B 440 038 222 - Siret 440 038 222 000 38 APE 4652Z

5051D

TCT Mobile

TCT Mobile Europe SAS
55 Avenue des Champs Pierreux,
Immeuble Le Capitole 92000 Nanterre, France
+33 1 46 52 61 00

EC declaration of conformity

Product identification:

ALCATEL 5051D type POP4-5

We

TCT Mobile Europe SAS
55, avenue des Champs Pierreux
92000 Nanterre
France

Declare under our sole responsibility that the product above mentioned is conform to the applicable essential requirements of the directive 1999/5/EC and that all essential radio test suites have been carried out. Conformity assessment procedure : annex IV of the directive.

Applied standards :

- Item 3.1.a (protection of the health and of the safety of the user) :
 - EN 60950-1:2006 + A11:2009 + A12:2010 + A12:2011 + A2: 2013
 - EN 50 960: 2001 + A1:2012, EN 50 966: 2013 + AC: 2014, EN 62479 :2010
- Item 3.1.b (protection requirements with respect to electromagnetic compatibility) :
 - EN 301 489-1 V1.9.2 (2011-09), EN 301 489-3 V1.6.1 (2013-08), EN 301 489-7 V1.3.1 (2005-11), EN 301 489-17 V2.2.1 (2012-09), EN 301 489-24 V1.5.1 (2010-10), EN 55013:2013, EN 55020:2007+ A11:2011
- Item 3.2 (effective use of spectrum so as to avoid harmful interferences) :
 - EN 301 511 V9.0.2 (2003-03), EN 301 908-1 V7.1.1 (2015-03), EN 301 908-2 V6.2.1 (2013-10), EN 301 908-13 V6.2.1 (2013-10), EN 300 328 V1.9.1 (2015-02), EN 300 440-2 V1.4.1(2010-08).

This product also conforms to the applicable requirements of following directives:
- directive 2011/65/EU (RoHS - restriction of the use of certain hazardous substances)

The chargers delivered with this product (When included into the box) also conform to the applicable requirements of the relevant Union harmonisation legislations :

- Directive2006/95/EC (until April 19th, 2016) / Directive 2014/35/EU (from April20th, 2016) (LVD)
- Directive2004/108/EC (until April 19th, 2016) / Directive 2014/30/EU (from April20th, 2016) (EMC)
- Directive 2006/125/EC(Energy Related Product)

This product can connect with a Common Mobile Phone Charger which complies with below standards:

- EN301 489-34 v1.4.1 (2013-05)
- EN 62584-2010

Conformity of this product with the essential requirements of the R&TTE Directive 1999/5/EC has been reviewed by the following Notified Body:

American Certification Body, Inc.
Suite C110, Whittier Avenue 6731, 22101 McLean, Virginia, United States
Identification number: 1588

CE I588

Date :2016-04-13

Signature

Alain Pakry
TCT Mobile Europe SAS / General Manager, Europe

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92000 Nanterre - FRANCE
RCS Nanterre 440 038 222

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TCT Mobile

TCT Mobile Europe SAS
55 Avenue des Champs Piereux,
Immeuble Le Capitole 92000 Nanterre, France
+33 1 46 52 61 00

EC declaration of conformity / Déclaration de conformité CE

Product / Produit : LTE / UMTS / GSM handheld station with Bluetooth technology, WIFI, FM radio / Portail LTE/UMTS / GSM avec technologie Bluetooth, WiF, radio FM

Product identification / Identification du produit :
ALCATEL 5056X type POP4-5.5C
We / Nous : TCT Mobile Europe SAS
55, avenue des Champs Piereux
92000 Nanterre
France

Declare under our sole responsibility that the product above mentioned is conform to the applicable essential requirements of the directive 1999/5/CE and that all essential radio test suites have been carried out. Conformity assessment procedure : annexe IV of the directive. / Déclarons sous notre entière responsabilité que le produit ci-dessus est en conformité avec les exigences essentielles applicables de la directive 1999/5/CE et que toutes les séries d'essais radio essentielles ont été effectuées. Procédure d'évaluation de conformité : annexe IV de la directive.

Applied standards / Normes appliquées :

- Item 3.1.a (protection of the health and of the safety of the user) / Article 3.1.a (protection de la santé et de la sécurité de l'utilisateur)
 - EN 60950-1:2006 + A11:2009 + A12:2010 + A2:2013
 - EN 50 360-2001 + A1:2012, EN 50 566-2013 + AC:2014, EN 62479-2010
- Item 3.1.b (protection requirements with respect to electromagnetic compatibility) / Article 3.1.b (exigences de protection en ce qui concerne la compatibilité électromagnétique)
 - EN 301 489-1 V1.9.2 (2011-09), EN 301 489-3 V1.6.1 (2013-08), EN 301 489-7 V1.3.1 (2005-11), EN 301 489-17 V2.2.1 (2012-09), EN 301 489-24 V1.5.1 (2010-10), EN 50013:2013, EN 50520:2007 + A11:2011
- Item 3.2 (effective use of spectrum so as to avoid harmful interferences) / Article 3.2 (utilisation efficace du spectre radioélectrique de façon à éviter les interférences dommageables)
 - EN 301 511 V9.0.2 (2003-03), EN 301 908-1 V7.1.1 (2010-03), EN 301 908-2 V6.2.1 (2013-10), EN 301 908-13 V6.2.1 (2013-10), EN 300 328 V1.9.1 (2015-02), EN 300 440-2 V1.4 (2010-08)

This product also conforms to the applicable requirements of following directives, / Ce produit est en conformité avec la directive.

- directive 2011/65/EU (RoHS - restriction of the use of certain hazardous substances)
This product can connect with a Common Mobile Phone Charger which complies with below standards: (Ce produit peut être utilisé avec un chargeur universel pour téléphone portable conforme aux standards suivants.)

- EN301 489-34 V1.4.1 (2013-05)
- EN 62284:2010

The chargers delivered with this product (When included into the box) also conform to the applicable requirements of the directive 2009/125/EC (Energy Related Product) / Les chargeurs livrés (le cas échéant) avec ce produit sont en conformité avec la directive 2009/125/EC (économie des produits)
Conformity of this product with the essential requirements of the RPTTE Directive 1999/5/CE has been reviewed by the following notified body. / La conformité de ce produit a été vérifiée par l'organisme de certification (notify body) suivant.

American Certification Body, Inc.
Suite C110, Whittier Avenue 6731, 22101 McLean, Virginia, United States
Identification number: 1588

Date :2016-03-14

Signature

Emmanuel Lambert

TCT Mobile Europe SAS / Technical Director, Europe

TCT Mobile Europe SAS
Immeuble Le Capitole
55, avenue des Champs Piereux
92000 Nanterre - FRANCE
RCS Nanterre 440 038 222

CE 1588

TCT Mobile Europe SAS - Siège social : 55 Avenue des Champs Piereux, Immeuble Le Capitole 92000 Nanterre France
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TCT Mobile Europe SAS
55 Avenue des Champs Piereux,
Immeuble Le Capitole 92000 Nanterre, France
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EC declaration of conformity / Déclaration de conformité CE

Product / Produit : LTE / UMTS / GSM handheld station with Bluetooth technology, WIFI, FM radio / Portail LTE/UMTS / GSM avec technologie Bluetooth, WiF, radio FM

Product identification / Identification du produit :
ALCATEL 5056D type POP4-5.5C
We / Nous : TCT Mobile Europe SAS
55, avenue des Champs Piereux
92000 Nanterre
France

Declare under our sole responsibility that the product above mentioned is conform to the applicable essential requirements of the directive 1999/5/CE and that all essential radio test suites have been carried out. Conformity assessment procedure : annexe IV of the directive. / Déclarons sous notre entière responsabilité que le produit ci-dessus est en conformité avec les exigences essentielles applicables de la directive 1999/5/CE et que toutes les séries d'essais radio essentielles ont été effectuées. Procédure d'évaluation de conformité : annexe IV de la directive.

Applied standards / Normes appliquées :

- Item 3.1.a (protection of the health and of the safety of the user) / Article 3.1.a (protection de la santé et de la sécurité de l'utilisateur)
 - EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2010 + A2:2013
 - EN 50 360-2001 + A1:2012, EN 50 566-2013 + AC:2014, EN 62479-2010
- Item 3.1.b (protection requirements with respect to electromagnetic compatibility) / Article 3.1.b (exigences de protection en ce qui concerne la compatibilité électromagnétique)
 - EN 301 489-1 V1.9.2 (2011-09), EN 301 489-3 V1.6.1 (2013-08), EN 301 489-7 V1.3.1 (2005-11), EN 301 489-17 V2.2.1 (2012-09), EN 301 489-24 V1.5.1 (2010-10), EN 50013:2013, EN 50520:2007 + A11:2011
- Item 3.2 (effective use of spectrum so as to avoid harmful interferences) / Article 3.2 (utilisation efficace du spectre radioélectrique de façon à éviter les interférences dommageables)
 - EN 301 511 V9.0.2 (2003-03), EN 301 908-1 V7.1.1 (2010-03), EN 301 908-2 V6.2.1 (2013-10), EN 301 908-13 V6.2.1 (2013-10), EN 300 328 V1.9.1 (2015-02), EN 300 440-2 V1.4 (2010-08)

This product also conforms to the applicable requirements of following directives, / Ce produit est en conformité avec la directive.

- directive 2011/65/EU (RoHS - restriction of the use of certain hazardous substances)
This product can connect with a Common Mobile Phone Charger which complies with below standards: (Ce produit peut être utilisé avec un chargeur universel pour téléphone portable conforme aux standards suivants.)

- EN301 489-34 V1.4.1 (2013-05)
- EN 62284:2010

The chargers delivered with this product (When included into the box) also conform to the applicable requirements of the (Energy Related Product) / Les chargeurs livrés (le cas échéant) avec ce produit sont en conformité avec la directive 2009/125/EC (économie des produits)
Conformity of this product with the essential requirements of the RPTTE Directive 1999/5/CE has been reviewed by the following notified body. / La conformité de ce produit a été vérifiée par l'organisme de certification (notify body) suivant.

American Certification Body, Inc.
Suite C110, Whittier Avenue 6731, 22101 McLean, Virginia, United States
Identification number: 1588

Date :2016-03-14

Signature

Emmanuel Lambert

TCT Mobile Europe SAS / Technical Director, Europe

TCT Mobile Europe SAS
Immeuble Le Capitole
55, avenue des Champs Piereux
92000 Nanterre - FRANCE
RCS Nanterre 440 038 222

CE 1588

TCT Mobile Europe SAS - Siège social : 55 Avenue des Champs Piereux, Immeuble Le Capitole 92000 Nanterre France
SAS au capital de 23 031 072 euros - RCS Nanterre B 440 038 222 - Siret 440 038 222 000 38 APE 4652Z

General information.....

- **Internet address:** www.alcatel-mobile.com
- **Hot Line Number:** see "TCL Communication Services" leaflet or go to our website.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** Flat/RM 1910-12A, Block 3, China HongKong City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong
- **Electronic labeling (Elabel) path:** Touch **Settings/Regulatory & safety** or input **"*#07#"**, you can find more information about labeling.⁽¹⁾

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.alcatel-mobile.com

Your device is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz) or UMTS in quad-band (B1/2/5/8), LTE in six-band (B1/3/7/8/20/28A).

CE | 588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: www.alcatel-mobile.com.

Protection against theft ⁽²⁾

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your telephone by entering ***#06#** and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

⁽¹⁾ It depends on countries.

⁽²⁾ Contact your network operator to check service availability.

Disclaimer

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

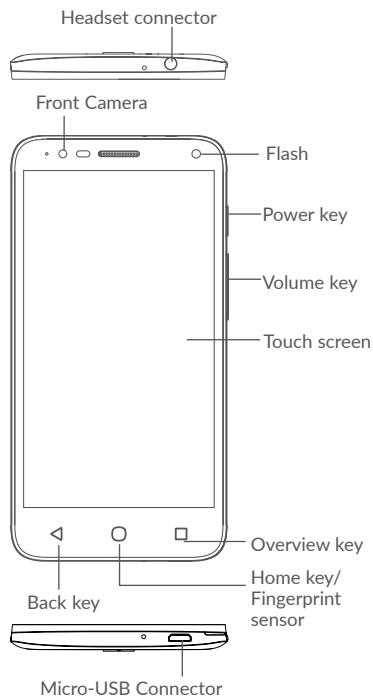
TCL Communication shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

This handset may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this handset ("Third Party Materials"). All third party materials in this handset 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 handsets 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 handset 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 handset is used; in no event shall the list of possible applications and software provided with the handsets 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 handsets 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.

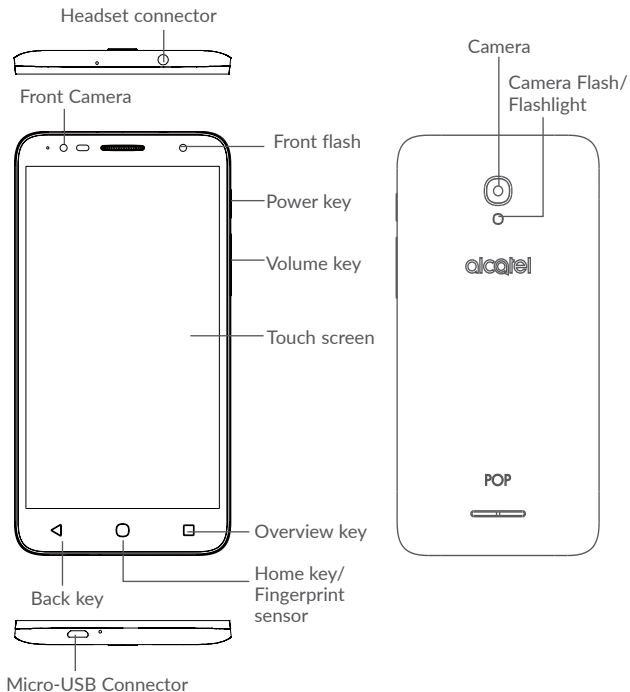
1 Your mobile

1.1 Keys and connectors

5051X/5051D



5056X/5056D





Overview key

- Touch to open a card view of applications you've worked with recently.
- Long press to access manage Home screen, **WIDGETS**, **WALLPAPER** and **SETTINGS**.



Home key

- From any application or screen, touch to return to the Home screen.
- Long press to turn on **Google**.



Back key

- Touch to go back to the previous screen, or close a dialog box, options menu, the notification panel, etc.



Power key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from **Restart**, **Power off**, and **Aeroplane mode**.
- Press and hold the **Power** key for at least 8 seconds to power off or hold it longer to reboot
- Press and hold the **Power** key and **Volume up** key under power off mode to enter recovery mode.
- Press and hold the **Power** key and **Volume down** key to make a screenshot.



Volume Keys

- During a call, adjusts the earpiece or headset volume.
- In Music/Video/Streaming mode, adjusts the media volume.
- In general mode, adjusts the ringtone volume.
- Mutes the ringtone of an incoming call.

1.2 Getting started

1.2.1 Set up

Inserting or removing the SIM/microSD card

A micro-SIM card is required to make phone calls and use mobile networks. If you have a SIM card, insert it before setting up the phone. Do not attempt to insert other SIM types like mini or nano cards, as you may damage your phone.

Power off your phone before inserting or removing the SIM/microSD card.

Charging the battery

You are advised to fully charge the battery. Charging status is indicated by a percentage displayed on screen while the phone is powered off. The percentage increases as the phone is charged.



To reduce power consumption and energy waste, disconnect your charger when the battery is fully charged; switch off Wi-Fi, GPS, Bluetooth or apps running in the background when not needed. In Settings you can also lower the brightness of the screen, and shorten the length of time before the screen goes to sleep.

1.2.2 Power on your phone

To turn your phone on, hold down the **Power** key until the phone powers on. It will take a few seconds before the screen lights up. Unlock your phone with a swipe, PIN, password or pattern before the Home screen can display if you've set a screen lock in Settings.

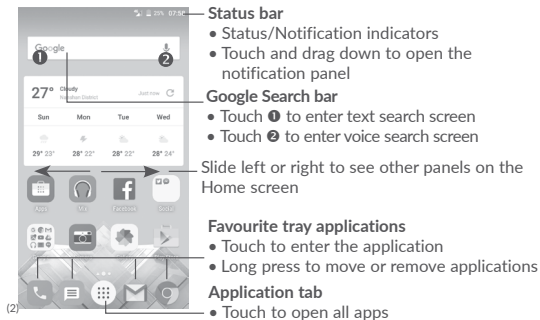
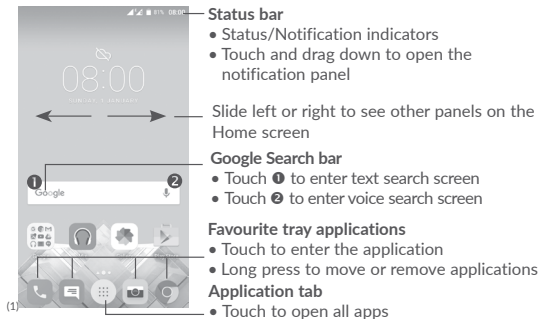
If you do not know your PIN code or if you have forgotten it, contact your network operator. Do not leave your PIN code with your phone. Store this information in a safe place when not in use.

1.2.3 Power off your phone

To turn your phone off, hold down the **Power** key until the Phone options appear, then select **Power off**.

1.3 Home screen

Touching the Home key always takes you to your main Home screen, and you can personalise all your Home screens by adding your favourite apps, shortcuts and widgets to them. On the Home screen the bottom set of icons is always visible, whichever of your Home pages you are on. This also includes the Application tab, which will show all your available apps.



The Home screen extends to allow more space for adding applications, shortcuts, etc. Slide the Home screen horizontally left and right to get a complete view of the Home screen. The white spot in the lower part of the screen indicates which screen you are viewing.

(1) POP 4 (5051X, 5051D) only.

(2) POP 4 PLUS (5056X, 5056D) only.

1.3.1 Using the touchscreen



To open an application, touch it with your finger.



To enter the available options for an item, long press the item. For example, select a contact in Contacts, long press this contact, an options list will appear.



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



Slide the screen to scroll up and down the applications, images, and web pages. You can slide the screen horizontally too.

The device also supports one finger zooming in the Messaging, Gmail, Camera and Gallery functions. Double touch the screen to zoom in/out.



Similar to swiping, but flicking makes it moves quicker.



Place two fingers on the screen surface and draw them apart or together to scale an element on the screen.



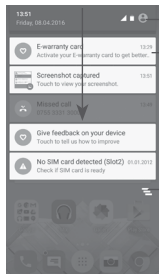
Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better screen view.

1.3.2 Status bar

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

Notification panel

Drag down the status bar to view notifications and drag down again to open the Quick settings panel. Touch and drag up to close it. From the Notification panel, you can open items and other reminders indicated by notification icons or view wireless service information.




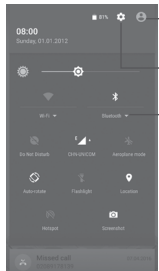
Touch to open the Quick settings panel

Touch a notification and slide it sideways to delete it

Touch to clear all event-based notifications (other ongoing notifications will remain).

Quick settings panel

Touch and drag the Notification panel downwards twice or touch  to open the Quick settings panel.



The customised picture will show if you set up your profile in the Contacts application ⁽¹⁾

Touch to open **Settings**

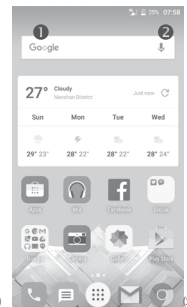
Quick settings panel

- Touch icons to enable/disable functions or to change modes
- Long press to show the settings



⁽¹⁾ See "3.3.1 View your contacts"

1.3.3 Search bar


The phone provides a search function which can be used to find the information you want on your phone, in your applications or on the web.



1 Search by text

- Touch the Search bar from the Home screen.
- Enter the text/phrase you want to search for.
- Touch  on the Swiftkey Keyboard, or touch  on Google Keyboard if you want to search on the web.

2 Search by voice

- Touch  from the Search bar to display a dialog screen.
- Speak the word/phrase you want to search for. A list of search results will display for you to select from.

⁽¹⁾ POP 4 (5051X, 5051D) only.

⁽²⁾ POP 4 PLUS (5056X, 5056D) only.

1.3.4 Lock/Unlock your screen

To protect your phone and privacy, you can lock your phone screen with a variety of patterns, PIN or password, etc. through **Settings > Lock screen > Screen lock**.

To create a screen unlock pattern, PIN, or password (Follow onscreen instructions)



- Go to **Settings > Lock screen > Screen lock > Pattern/PIN/Password**.
- Set up your own pattern, PIN, or password.

To lock phone screen

Press the **Power** key once to lock the screen.

To unlock the phone screen

Press the **Power** key once to light up the screen, slide to draw the unlock pattern you have created or enter your PIN or password to unlock the screen.

If you have chosen **Swipe** as the screen lock, swipe the lock icon upward to unlock the screen, swipe  left to open **Camera**, swipe  right to open **Voice search**.

1.3.5 Personalise your Home screen

Add an app or widget

You can long press a folder, an application or a widget to activate the Move mode, and drag the item to your preferred Home screen.

Reposition an app or widget

Long press the item to be repositioned to activate the Move mode, drag the item to the desired position and then release. You can move items both on the Home screen and the Favourite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

Remove

Long press the item to be removed to activate the Move mode, drag the item up to the top of the **Remove** icon, and release after the item turns red.

Create folders

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

Wallpaper customisation

Long press an empty area on the Home screen, then touch **WALLPAPERS**, or go to **Settings > Display > Wallpaper** to customise your wallpaper.

1.3.6 Widgets and recently-used applications

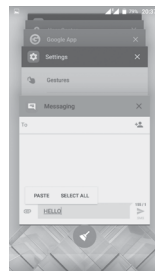
Consult widgets

Long press an empty area on the Home screen, then touch **WIDGETS** to display all widgets.

Touch your selected widget and drag it to the desired position.

Consult recently-used applications

Touch the **Overview** key to show your recently-used apps. Touch a thumbnail to open the app, or swipe it left or right to remove it from the list.




Touch  at the bottom of the screen to close all running applications.

1.3.7 Volume adjustment

Using the volume key

Press the **Volume** key to adjust the volume. To activate the vibrate mode, press the **Volume down** key until the phone vibrates. Press the **Volume down** key once more to activate the **Do Not Disturb** mode.

Using the settings menu

Touch  from the Home screen to open the applications list, then go to **Settings > Sound & notification**. You can set the volume of media, alarm, calls, notifications, etc. to your preference.

2 Text input

2.1 Using the Onscreen Keyboard

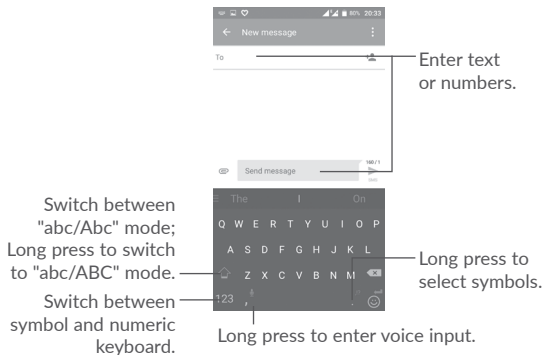
Onscreen keyboard settings

Go to **Settings > Language & input**, select the keyboard you want to set up and a series of settings will become available.

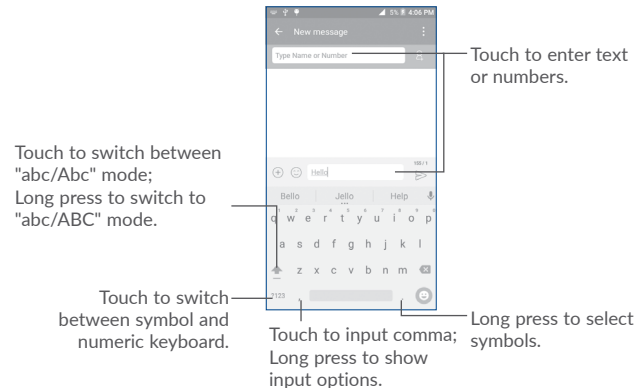
Adjust the onscreen keyboard orientation

Turn the phone sideways or upright to adjust the onscreen keyboard orientation. You can also adjust it by changing the settings (go to **Settings > Display > Auto-rotate screen > Rotate screen contents.**)

2.1.1 Swiftkey keyboard



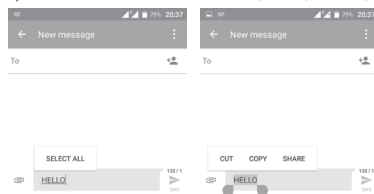
2.1.2 Google Keyboard



2.2 Text editing

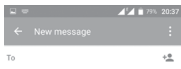
You can edit the texts you entered.

- Long press the text you want to edit.
- Drag the tabs to change the highlighted selection.
- The following options will show: **SELECT ALL**, **CUT**, **COPY**, and **SHARE**.



You can also insert new text


- Touch where you want to type, or long press a blank space, the cursor will blink and the tab will show. Drag the tab to move the cursor.
- If you have cut or copied any text, touch the tab to show the **PASTE** icon which allows you to paste any text you have previously copied.

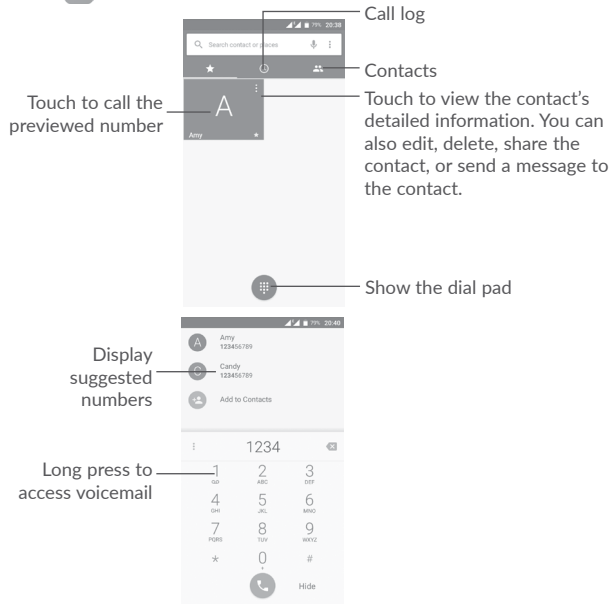



3 Call, Call log and Contacts.....


3.1 Phone call.....

3.1.1 Making a call


To make a call when the phone is on, go to the Home screen and touch the Phone  icon in the Favourites tray.




Enter the number you want from the dial pad or select a contact from **Call log** or **Contacts** by touching tabs, then touch  to place the call.

The number you entered can be saved to **Contacts** by touching **Add to contacts** icon .


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

To hang up a call, touch .

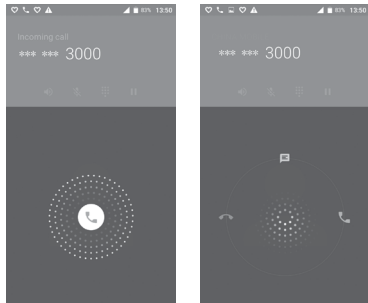
International call

To dial an international call, long press **0** to enter "+", then enter the international country prefix followed by the full phone number and touch .




Emergency call

If your phone has network coverage, dial the emergency number and touch  to make an emergency call. This works even without a SIM card and without typing the PIN code.

3.1.2 Answering or rejecting a call



When you receive a call:


- Swipe the  icon right to answer;
- Swipe the  icon left to reject;
- Swipe the  icon upwards to reject the call by sending a preset message.

To mute incoming calls, press the **Volume up/down** key, or turn the phone over (when the **Settings\Gestures\Turn over to mute** option is activated).

3.1.3 Calling your voicemail

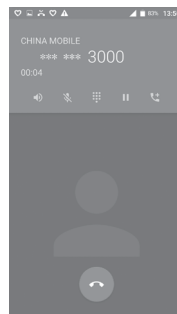
Your voicemail is provided by your network to avoid missing calls. It works like an answering machine that you can consult at any time.

To listen to your voicemail, long press **1** on the dial pad.

When you receive a voicemail, a new voicemail icon  appears on the Status bar. Drag down the Notification panel and touch **New voicemail** to open it.

3.1.4 During a call

To adjust the volume during a call, press the **Volume up/down** key.



End the current call.



Touch once to activate the speaker during the current call. Touch this icon again to deactivate the speaker.



Touch once to mute the current call. Touch this icon again to unmute the call.



Display the dial pad.



Touch once to hold the current call. Touch this icon again to retrieve the call.



Touch to add a call.







To avoid accidentally pressing the touchscreen during a call, screen will be locked automatically when you put your phone close to your ear; and it will be unlocked when the phone is taken away from your ear.

3.1.5 Managing multiple calls


With this phone you can handle multiple calls at the same time.

Conference calls ⁽¹⁾

You can set up a conference call as follows:

- Place a call to the first participant of the conference call.
- Touch  to add a call.
- Enter the phone number of the person you want to add to conference and touch . You can also add participants from **Call log** or **Contacts**.
- Touch  to start a conference call.
- Touch  to end the conference call and disconnect all callers.

3.1.6 Call settings

Touch  and select **Settings** from the **Phone** screen, the following options are available:

General settings

- **Sort by** To set the contacts display by First name or Last name.
- **Name format** To set the name format by First name first or Last name first.
- **Quick responses** To edit quick responses which will be used when you reject a call with messages.

Sounds and vibrate

- **Phone ringtone** Select a ringtone for incoming calls.
- **Also vibrate for calls** Mark the checkbox to activate vibration when there's an incoming call.
- **Dial pad tones** Mark the checkbox to enable dial pad tones.

Calling accounts

- **Vibrating after connected** Mark the checkbox to enable vibrating when answer incoming call.

⁽¹⁾ Depending on your network operator.


Call settings⁽¹⁾

- **Voicemail** Enter voicemail settings.
- **Fixed Dialing Numbers** Enter FDN settings.
- **Service Dialing Numbers** Place a call from SDN list.
- **GSM call settings** Enter GSM call settings.
- **Dual mic noise reduction** Mark the checkbox to activate/deactivate dual mic.

Accessibility

- **TTY mode:** TTY mode can be used by people who are deaf, have poor hearing or speech impairments.
- **Hearing aids:** Hearing aid mode can be used by people who are deaf, have poor hearing or speech impairments. After connecting the phone and hearing aid device, calls are linked to a relay service, which converts incoming speech to text for the person using the hearing aid and converts outgoing text from the hearing aid device to a spoken voice for the person on the other end of the conversation.

3.2 Call log

You can open your call history by touching  from the Phone screen.

Touch a contact or number for further operations.

You can view detailed information of a call, redial or call back to a contact or number, etc.

To view the entire call memory, touch **View full call history** at the screen bottom.

Touch  and select **Clear call log** to erase any unwanted call logs.

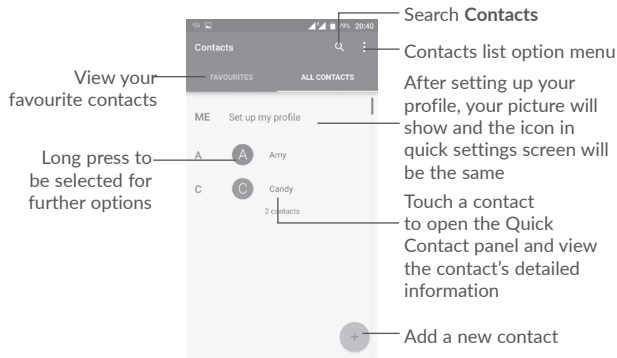
3.3 Contacts.....

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



3.3.1 Consult your Contacts



To see your contacts, touch the Application tab  on the Home screen, then select **Contacts**.

⁽¹⁾ POP 4 PLUS (5056X, 5056D) only.



Delete contacts

Long press the contact you want to delete until the contact photo turns to , then touch  and confirm to delete.

Touch  to select all contacts, then touch  and confirm to delete all contacts.




The contact you have deleted will also be removed from other applications on the phone or web the next time you synchronise your phone.

Touch  to display the contacts list option menu.

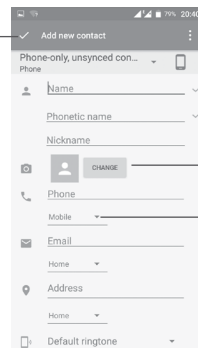
Following options are available:

- **Contacts to display** Choose which contacts to be displayed.
- **Import/Export** Import or export contacts between accounts, phone, SIM card, internal storage, and SD card.
- **Block contacts** Show your blocked contacts. You can also unblock desired contact by touching the corresponding app icon.
- **Accounts** Manage the synchronisation settings for different accounts.
- **Settings** Open the contacts display settings.

3.3.2 Adding a contact


Touch  in the contact list to create a new contact.


When finished, touch the icon to save




Scroll up and down the screen to move from one field to another.


Add to/remove from Favourites ⁽¹⁾

To add a contact to favourites, you can touch a contact to open contact details screen and then touch  to add the contact to favourites.

To remove a contact from favourites, touch  on the contact details screen.

3.3.3 Editing your contacts

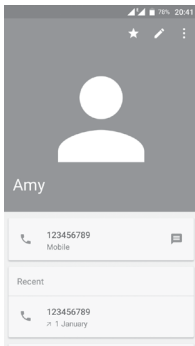
To edit contact information, touch  on the contact details screen.

When finished, touch  to save.

3.3.4 Use Quick contact for Android

Touch a contact to open Quick contact for Android, then you can touch  or the number to make a call, or touch  to send a message.

⁽¹⁾ Only phone and account contacts can be added to Favourites.



The icons available on the Quick contact panel depend on the information you have for the contact and the applications and accounts on your phone.

3.3.5 Importing, exporting and sharing contacts

From the Contacts screen, touch to open the options menu, touch **Import/Export**, then choose to import/export contacts from/to your accounts, SIM card, Phone storage, internal storage, SD storage, etc.

To import/export a single contact from/to your SIM card, select the contact you want to import/export, and touch to import, and touch to export.

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

To do this, touch a contact you want to share, touch the icon and **Share** from the contact details screen, then select an application to perform this action.

3.3.6 Displaying contacts

You can configure which group of contacts you want to display in the Contacts list. Touch and then **Contacts to display** from the contacts list screen, then you can choose which contacts to display.

Touch and then **Settings** to sort the list by **First name** or **Last name**, and to set name format by **First name first** or **Last name first**.

3.3.7 Joining/Separating contacts ⁽¹⁾

To avoid duplication, you can add a new contact's details to an existing contact.

Touch the contact which you want to add information to, touch to enter the contact editing screen, then touch and select **Join**.

Then you'll be asked to select the contact whose information you want to join with the first contact.

When finished, the information from the second contact will be added to the first one, and the second contact will no longer be displayed in the contacts list.

To separate contact information, touch the contact whose information you want to separate, touch to enter the contact editing screen, then touch and select **Separate**, touch **OK** to confirm.

3.3.8 Synchronising contacts in multiple accounts

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

To add an account, touch from the contacts list screen and then select **Accounts > Add account**.

You'll be asked to select the kind of account you are adding, like Google, Personal (IMAP), etc.

As with other account setups, you need to enter detailed information, like username, password, etc.

You can remove an account and all associated information from the phone. Touch the account you want to delete, touch and select **Remove account**, then confirm.

Auto-sync

On the **Accounts** screen, touch and mark the **Auto-sync data** checkbox to activate.

⁽¹⁾ Only applicable for phone contacts.

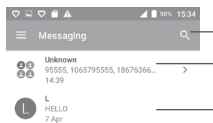
4 Messaging

Your phone can create, edit and receive SMS and MMS messages.

Go to the Home screen and touch the Messaging icon  in the Favourites tray.

4.1 Write a new message


On the message list screen, touch the new message icon  to write new text/multimedia messages.





Search in all messages



Touch to view the whole message in category Unknown.


- Touch to view the whole message thread.
- Long press message threads to open other options available with this contact


 Touch to create a new message.

 For saved contacts, touch the contact photo to open the Quick contact panel to communicate with the contact. For unsaved contacts, touch  to add the number to your **Contacts**.

Sending a text message

Enter the name or mobile phone number of the recipient on the recipients bar or touch  to add recipients, then touch the content bar to enter the text of the message. When finished, touch  to send the text message.

An SMS message of more than 160 characters will be charged as several SMS. A counter above the sending icon  will remind you of the number of remaining characters can be entered in one message.

 Specific letters (like accents, for example) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

Sending a multimedia message


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

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




To send a multimedia message, enter the recipient's phone number or name in the recipients bar, touch content bar to enter the text of the message.

Touch  to open the options menu, then touch **Add subject** to insert a subject.

Touch  to attach a picture, video, audio, etc.

When finished, touch  to send the multimedia message.

Attach options:

-  Open the **Camera** to make a new picture to attach, or record a new video to attach.
-  Open **Gallery**, **Photos** or **Files** to select a picture or a file as an attachment.
-  Enter the voice message recorder to record a voice message to attach.
- **Contacts** Enter Contacts to select a contact as an attachment.



Open options menu




View other slides

Delete the slide










Edit the slide

4.2 Manage messages


When a new message comes, an icon  will appear on the status bar as a notification. Drag down the status bar to open the Notification panel, touch the new message to open and read it. You can also open the Messaging application and touch the message to open it.

Messages are displayed as a conversation.

Touch a message to enter the message composing screen:

- Touch  to call the number;
- Touch  to save the number to **Contacts** or to see contact details if the number has been saved;
- To reply to a message, type your text, or touch  and select to insert quick text, contact, etc. touch 
- If you long press a message, the following options will be available: copy text , forward , view details , delete , touch  to save the message to SIM card, etc.

4.3 Adjust message settings

In the message list screen, touch  and select **Settings**.

GENERAL

- **SMS enabled** Open the options dialog to change your default SMS app.
- **Quick text** Touch to add or edit message templates.

Storage

- **Delete old messages** Will delete old messages when maximum number of stored messages is reached. To enable the function, mark the checkbox.

- **Text message limit** Touch to set the number of text messages to be saved per conversation.

- **Multimedia message limit** Touch to set the number of multimedia messages to be saved per conversation.

Notifications

- **Notifications** Mark the checkbox to enable notification when new message received.
- **Select ringtone** Touch to select a ringtone as a new message notification tone.
- **Vibrate** Select to have phone vibrate as a notification when receiving a new message.

WAP Message settings

- **WAP message enable** Touch to enable receipt of push messages from network.

Cell broadcast settings

- **Cell broadcast** To enable or disable cell broadcast service or to choose language and channel for it.
- **Select CB ringtone** Select a ringtone for cell broadcast.

- **Enable CB LED indicator** Mark the checkbox to enable CB LED indicator.
- **Enable light up screen** Mark the checkbox to light up the screen when receiving new cell broadcast.
- **Vibrate** Select to have phone vibrate as a notification when receiving a new message.
- **Cell broadcast settings** Touch to select channels and configure languages.
- **Emergency alerts** Touch to enter emergency alert settings, including whether to show threats and alert tones.

ADVANCED

Text message (SMS) settings

- **Delivery reports** Mark the checkbox to request a delivery report for each text message you send.
- **Manage SIM card messages** Touch to manage text messages stored on your SIM card.
- **SMS service centre** Opens a popup to show the service centre number.
- **Validity period** Select a validity period, during which the network provider will continue to resend the message if not immediately deliverable.
- **Alphabet management** Select an Alphabet mode.
- **SMS signature** Touch to enable add signature when sending a message.
- **Edit SMS signature** Touch to edit SMS signature.


Multimedia message (MMS) settings

- **Group messaging** When enabled, you will be able to send a single message to multiple recipients.
- **Delivery reports** Will request a delivery report for each multimedia message you send.
- **Read reports** Will request a report on whether each recipient has read a multimedia message sent by you.
- **Auto-retrieve** Will automatically download the whole MMS message (including message body and attachment) to your phone. To download only the MMS message header, unmark the checkbox.
- **Roaming auto-retrieve** Mark the checkbox to enable auto-retrieve when roaming.
- **Creation mode** Select a creation mode.
- **Maximum message limit** Touch to change the maximum message size.
- **Priority** To set the priority.




5 Calendar & Alarm clock & Calculator

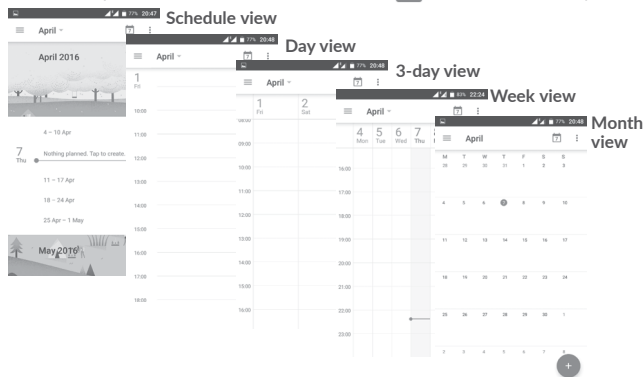
5.1 Calendar..... 31

Use Calendar to keep track of important meetings, appointments, etc.

To open Calendar, touch the Application tab  from the Home screen, then touch **Calendar**.

5.1.1 Multimode view


To change your Calendar view, touch the  icon besides the month title to open the month view, or touch  and select **Schedule, Day, 3-Day, Week** or **Month** to open different views. Touch the icon  ⁽¹⁾ to return to Today's view.



⁽¹⁾ The number indicates the date.


5.1.2 To create new events

You can add new events from any Calendar view.

- Touch .
- Fill in all required information for this new event. If it is a whole-day event, you can turn on the **ALL DAY** switch.
- Invite people to the event. Enter the email addresses of the guests and separate with commas. Then all guests will receive an invitation from Calendar and Email.
- When finished, touch or **SAVE** from the top of the screen.

Before you can add an event, you must add at least one Calendar account and make a calendar visible.

5.1.3 To delete or edit an event

- Touch an event to open its details screen, then touch  to edit the event, or touch **DELETE** to delete.


5.1.4 Event reminder

If a reminder is set for an event, the upcoming event icon  will appear on the Status bar as a notification when the reminder time arrives.

Touch and drag down the status bar to open the notification panel, touch an event name to view the Calendar notification list.



Touch the Back key to keep the reminders pending in the status bar and the notification panel.


5.2 Clock

Your mobile phone has a built-in clock. To open it, touch the Application tab  from the Home screen, then touch **Clock**.


5.2.1 Alarm

To set an alarm

From the **Clock** screen, touch  to enter the **Alarms** screen, then touch  to add a new alarm. Following options will show:

- **Time** Touch numbers to set the time for your alarm.
- **Repeat** Mark the checkbox of Repeat and then select the days you want your alarm to go off.
- **Ringtone** Select an alarm ringtone.
- **Vibrate** Mark the checkbox to activate/deactivate vibration.
- **Label** Touch to set a name for the alarm.
- **Delete** Touch  to delete the alarm.

To adjust alarm settings

Touch  from the **Alarms** screen. The following options will be available under **Settings**:

Clock

- **Style** Touch to set **Analog** or **Digital** style.
- **Automatic home clock** Will automatically add a home clock while travelling outside. To disable it, unmark the checkbox.
- **Home time zone** Touch to set Home time zone.
- **Change Date & time** Touch to set up date and time.

Alarms

- **Silence after** Select a silence time.
- **Snooze length** Touch to choose length of snooze.
- **Alarm volume** Touch to set alarm volume.
- **Gradually increase volume** Touch to set up a time, and then the volume of alarm ringtone will increase gradually after seconds you set up.
- **Volume buttons** Preset volume up/down buttons' behaviours when alarm sounds: **Snooze**, **Dismiss**, or **Do nothing**.
- **Start week on** Select to start week on **Saturday**, **Sunday**, or **Monday**.

Timer

- **Timer ring tone** Touch to select a timer ringtone.
- **Gradually increase volume** Touch to set up a time, and then the volume of timer ringtone will increase gradually after seconds you set up.

5.2.2 World clock

To view the world clock, touch  on the **Clock** screen.

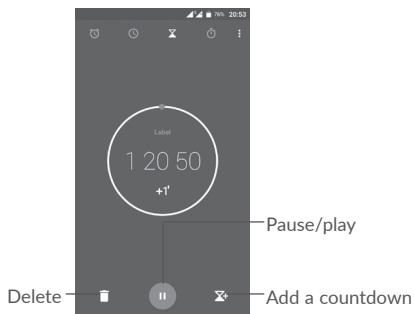
- Touch  to add a time zone from list.

5.2.3 Countdown

From the **Clock** screen, touch  to enter the **Countdown** screen.

Touch the digits to set the countdown time. Type the time in hour, minute and second number sequence.


Touch  to start the countdown.



5.2.4 Timer

From the **Time** screen, touch  to enter the **Timer** screen.

Touch  to start the timer.

Show a list of records according to the updated time: Touch .

Pause: Touch .

Share the timer through Bluetooth, Gmail, etc.: Touch .

Delete the record: Touch .

5.3 Calculator

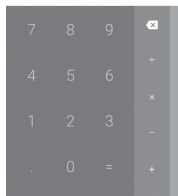




To solve mathematical problems with **Calculator**, touch the Application tab  from the Home screen, then touch **Calculator**.

There are two panels available: Basic calculation and Scientific calculation.

To switch between panels, select one of the following two ways:

- Swipe the basic calculation screen to the left to open the scientific calculation.
- Or turn the device to the landscape mode from the basic panel to open the scientific calculation. This option only available if **Settings** > **Display** > **Auto-rotate screen** > **Rotate screen contents** is on.



Enter a number and the arithmetic operation to be performed, enter the second number, then touch "=" to display the result. Touch  to delete digits one by one, or long press  to delete all at once.

6 Getting connected.....

Your phone can connect to the Internet using either GPRS/EDGE/3G/4G or Wi-Fi.

6.1 Connecting to the Internet




6.1.1 GPRS/EDGE/3G/4G

The first time you turn on your phone with your SIM card inserted, it will automatically configure a mobile network service: GPRS, EDGE, 3G or 4G. If the network is not connected, you can turn on mobile data in **Settings > Data usage**.

To check the network connection you are using, touch the Application tab on the Home screen, then go to **Settings > More > Mobile networks > Access Point Names or Network operators**.


To create a new access point

A new mobile network connection can be added to your phone with the following steps:


- 1 Touch  on the Quick settings bar to get to **Settings**.
- 2 Touch **More > Mobile networks > Access Point Names**.
- 3 Then touch  to add new APN.
- 4 Enter the required APN information.
- 5 When finished, touch  and **Save**.

To activate/deactivate Data roaming

You can connect or disconnect to a data service according to your needs when roaming:

- 1 Touch  on the Quick settings bar to get to **Settings**.
- 2 Touch **More > Mobile networks > Data roaming**, choose a roaming mode, to disable it.
3. When data roaming is disabled, you can still perform data exchange with a Wi-Fi connection (see “6.1..2 Wi-Fi”).



To set preferred network mode

- 1 Touch  on the Quick settings bar to get to **Settings**.
- 2 Touch **More > Mobile networks > Preferred network mode**.
- 3 Select **LTE/WCDMA/GSM** as your preferred network mode.

6.1.2 Wi-Fi




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

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

- 1 Touch  on the Quick settings bar to get to **Settings**, then touch **Wi-Fi**.
2. Touch the switch  to turn on/off Wi-Fi.
3. Turn on Wi-Fi: detailed information of all detected Wi-Fi networks is displayed. in the Wi-Fi networks section.
4. Touch a Wi-Fi network to connect to it. If the network you selected is secured, you'll need to enter a password or other credentials (contact network operator for details). When finished, touch **CONNECT**.



To activate notification when a new network is detected

When Wi-Fi is on and the network notification is activated, the Wi-Fi icon will appear on the status bar whenever the phone detects an available wireless network within range. The following steps activate the notification function when Wi-Fi is on:

- 1 Touch  on the Quick settings bar to get to **Settings**.
2. Touch **Wi-Fi**, then touch  and select **Advanced**.
3. Touch the **Network notification** switch  to activate/deactivate this function.

To add a Wi-Fi network

When Wi-Fi is on, you may add new Wi-Fi networks according to your preference.

- 1 Touch  on the Quick settings bar to get to **Settings**.
- 2 Touch **Wi-Fi**, then touch  and select **Add network**.
3. Enter the name of the network and any required network information.
4. Touch **SAVE**.


To forget a Wi-Fi network

The following steps prevent automatic connections to networks which you no longer wish to use.

1. Turn on Wi-Fi, if it's not already on.
2. In the Wi-Fi screen, long press the name of the saved network.
3. Select **Forget network** in the dialog that opens.

6.2 Connecting to Bluetooth devices ⁽¹⁾


Bluetooth is a short-range wireless communication technology that you can use to exchange data, or connect to other Bluetooth devices for various uses.

To exchange data, touch  on the Quick settings bar to get to **Settings**, then touch **Bluetooth**. Your device and other available ones will show on the screen.

To turn on Bluetooth


Touch  to turn this function on or off.

To make your phone more recognisable, you can change your phone's name which is visible to others.


1. Go to **Settings > Bluetooth**.
2. Touch  and select **Rename this device**.
3. Enter a name, and touch **RENAME** to confirm.

To pair/connect your phone with a Bluetooth device

To exchange data with another device, you need to turn Bluetooth on and pair your phone with the Bluetooth device with which you want to exchange data.

1. Go to **Settings > Bluetooth**.
2. Touch  and select **Refresh**.
3. Touch a desired Bluetooth device in the list.
4. A dialog will pop up, touch **PAIR** to confirm.
5. If the pairing is successful, your phone connects to the device.

To disconnect/unpair from a Bluetooth device

1. Touch  after the device name you want to unpair.
2. Touch **FORGET** to confirm.

⁽¹⁾ You are recommended to use **alcatel** Bluetooth headsets, which have been tested and proved compatible with your phone. You can go to www.alcatel-mobile.com for more information about the **alcatel** Bluetooth headset.

6.3 Connecting to a computer via USB

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


To connect:

1. Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification "Connected as a media device".
2. Touch to open the notification, then choose the way in which you want to transfer files.



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

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

1. Touch the Application tab  from the Home screen to open the apps list.
2. Open **Files**.

All data you have downloaded is stored in **Files**, where you can view media files (videos, pictures, music and others), rename files, install apps on to your phone, etc.

6.4 Sharing your phone's mobile data connection



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





Sharing data may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas.

To share your phone's data connection via USB



Use the USB cable that come along with your phone to connect the phone to a USB port on your computer.

1. Touch  on the Quick settings bar to get to **Settings**.
2. Go to **More > Tethering & portable hotspot**.
3. Touch the switch  after **USB tethering** to activate/deactivate this function.

To share your phone's data connection as a portable Wi-Fi hotspot


1. Touch  on the Quick settings bar to get to **Settings**.
2. Go to **More > Tethering & portable hotspot > Portable Wi-Fi hotspot**.
3. Touch the switch  to activate/deactivate this function.

To share your phone's data connection via Bluetooth

1. Touch  on the Quick settings bar to go to **Settings**.
2. Go to **More > Tethering & portable hotspot**.
3. Turn on the switch  after **Bluetooth tethering** to activate this function.

To rename or secure your portable hotspot



When a Portable Wi-Fi hotspot is activated, you can change the name of your phone's Wi-Fi network (SSID) and secure its Wi-Fi network.

1. Touch  on the Quick settings bar to get to **Settings**.
2. Go to **More > Tethering & portable hotspot**.
3. Touch **Set up Wi-Fi hotspot** to change the network SSID or set your network security.
4. Touch **SAVE**.

6.5 Connecting to virtual private networks

Virtual private networks (VPNs) allow you to connect to the resources inside a secured local network from outside that network. VPNs are commonly deployed by corporations, schools, and other institutions so that their users can access local network resources when not inside that network, or when connected to a wireless network.

To add a VPN

1. Touch  on the Quick settings bar to get to **Settings**.
2. Go to **More > VPN** and then touch .
3. In the screen that opens, follow the instructions from your network administrator to configure each component of the VPN settings.
4. Touch **SAVE**.


The VPN is added to the list on the VPN settings screen.



Before adding a VPN, you should set a lock screen pattern, PIN code or password for your phone.

To connect/disconnect to a VPN

To connect to a VPN:


1. Touch  on the Quick settings bar to get to **Settings**.
2. Go to **More > VPN**.
3. VPNs you have added are listed; touch the VPN you want to connect with.
4. In the dialog that opens, enter any requested credentials and touch **CONNECT**.

To disconnect:

Open the Notification panel and touch resulting notification for VPN disconnection.

To edit/delete a VPN

To edit a VPN:

1. Touch  on the Quick settings bar to get to **Settings**.
2. Go to **More > VPN**.
3. VPNs you have added are listed; long press the VPN you want to edit.
4. Select **Edit profile** in the dialog that opens.
5. After editing, touch **SAVE**.

To delete:

Long press the VPN you want to delete, in the dialog that opens, select **Delete profile**.

7 Multimedia applications

7.1 Camera.....

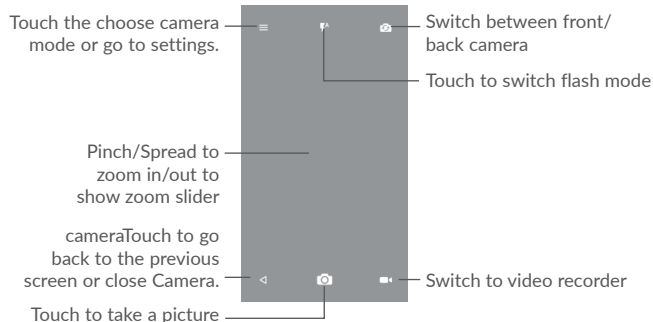


Your mobile phone is fitted with a Camera for taking photos and shooting videos.

Before using the Camera, make sure that you removed the protective lens cover to avoid it affecting your picture quality.

To take a photo when your phone is active, touch **Camera** on your Home screen.

If the phone is locked, press the Power button and then swipe the camera icon to the left to open the camera.



To take a picture

The screen acts as the viewfinder. First position the object or landscape in the viewfinder, touch to take the picture which will be automatically saved. You can also long press to take burst shots.

To shoot a video

Touch on the bottom right of the screen to start video recording. You can also touch the large central to take a picture during video recording.

Touch to stop recording. The video will be automatically saved.



7.1.1 Shooting mode

Before taking a photo/shooting a video, touch the icon to choose camera mode.

Back camera shooting mode

- **Auto mode** Auto mode is turned on.
- **HDR** HDR (high-dynamic range) photos can better reflect the visual effects people have in the real environment by synthesizing images under different exposure time.
- **Pano** Turn on the panorama function. Touch the shutter button to start taking panoramic photo and move the phone steadily along the direction indicated by the onscreen line. Once the preview frame is filled, the phone will automatically save the photo.
- **Scanner** Touch to scan QR code.
- **Face beauty** In Face beauty mode, the camera will beauty the face automatically when capture a picture.

7.1.2 Settings

Before taking a photo/shooting a video, touch the icon  touch  to adjust a number of settings in framing mode.

Photo

- **Size** Touch to select picture size.
- **Timer** Touch to set the camera timer.
- **GPS tagging** Touch to turn on/off the GPS tagging when taking a picture.
- **Shutter sound** Switch the toggle to enable/disable shutter sound when taking a photo.
- **Grid** Switch the toggle to enable/disable grid view. It divides the screen into equal parts and helps you take better photos by making it simple to align compositional elements to the grid, such as the horizon or buildings to the lines in the grid.
- **Exposure** Touch to set exposure value.
- **ZSL** Touch to turn on/off ZSL (Zero Second Later). When this function enabled, you will captured the view in your camera frame without any delay.
- **Anti Banding** Touch to set up the banding in order to adapt different light frequencies.

Video


- **Video quality** Touch to select video progressive scan output and definition.
- **Sound recording** Switch the toggle to enable/disable recording videos with sound.

Camera Setting

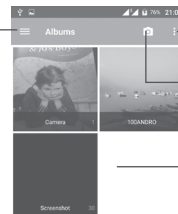
- **Storage** Touch to set up default storage location of pictures and videos captured.

7.2 Gallery.....

Gallery acts as a media player for you to view photos and play videos.

To open your Gallery, touch the Application tab  from the Home screen, then touch **Gallery**.

Touch to select categories:
Camera roll, Albums, Locations, Time, Videos.



Touch to enter **Slideshow** or **Select item**.

Touch to open **Camera**.

Swipe up or down to view more pictures or albums




To view a picture/play a video

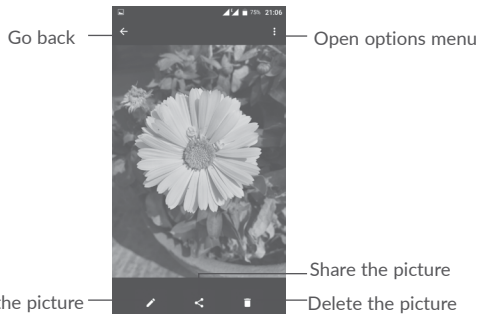
Pictures and videos are displayed by albums in the **Gallery**.

- Touch an album. All pictures or videos will spread across the screen.
- Touch the picture/video to view or play it.
- Swipe left or right to view previous or next pictures/videos.

Working with pictures

You can work with pictures by rotating or cropping them, sharing them with friends, setting them as a contact photo or wallpaper, etc.





Locate the picture you want to work on, and touch the picture in the full-screen picture view. Touch the  icon to share the picture, or edit icon  to edit the picture. Touch  and select **Set as...** to set the picture as Contact photo, WhatsApp photo or Wallpaper.



Touch  in the full-screen picture view to edit a picture through **Editor**.




Editor



-  Set effects such as **Punch, Vintage, B/W, Bleach**, etc.
-  Add a border.
-  **Crop, Straighten, Rotate, Mirror** or **Draw** the picture.
-  Adjust the picture colour.


Batch operation

Gallery provides a multi-select function, you can work with albums/pictures/videos in batches.

On albums, pictures and videos list screen, touch  and then **Select item** to activate batch operation mode (you can also long press one album/picture/video), then touch videos/pictures you want to work on. Touch  to share (only for pictures and videos), or  to delete selected items.

7.3 Mix.....

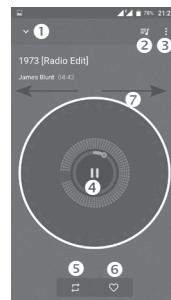
You can play music files stored on your phone or microSD card. Music files can be downloaded from your computer to the phone or microSD card using a USB cable.

To play your music, touch **Mix** from the Home screen. Touch  to expand the Music screen.

You will find five categories in which all songs are classified: **SONGS, ALBUMS, ARTISTS, PLAYLISTS, GENRES**. Touch their tabs to open the lists.


7.3.1 Playing music

Touch a song to play it.




- ❶ Hide the play screen.
- ❷ Open the playing list.
- ❸ Open options menu.

- ④ Play/pause.
- ⑤ Touch the icon to switch repeat modes: **Repeating all songs**, **Repeating current song**, **Repeat is off**.
- ⑥ Set as favourites.
- ⑦ Swipe to right or left to skip to next or previous track in the album, playlist, or shuffle.

 While playing songs with Mix you can still Pause, Play or Skip your music even if the screen is locked.

8 Others.....

8.1 Files.....

To manage files on your phone, touch the Application tab  from the Home screen, then select **Files**.


Files works with both external SD card and phone storage.

Files displays all data stored on both microSD card and phone storage, including applications, media files; videos, pictures or audios you have captured; other data transferred via Bluetooth, USB cable, etc.

When you download an application from PC to phone, you can locate the application on File Manager, then touch it to install it on your phone.

Files allows you to perform and be really efficient with the following common operations: create (sub) folder, open folder/file, view, rename, move, copy, delete, play, share, etc.

8.2 Sound Recorder

To record a sound or voice memo, touch the Application tab  from the Home screen, then select **Sound Recorder**.


Sound Recorder allows you to record voice or sound for seconds/hours.

8.3 Radio.....

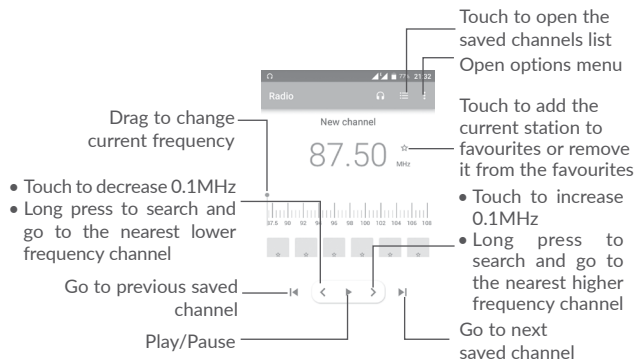
Your phone is equipped with a radio ⁽¹⁾ with RDS ⁽²⁾ functionality. You can use the application as a traditional radio with saved channels or with visual information related to the radio programme displayed if you turn to stations that offer Visual Radio service.

⁽¹⁾ The quality of the radio depends on the coverage of the radio station in that particular area.

⁽²⁾ Depending on your network operator and market.

To listen to the radio, touch the Application tab  from the Home screen, then select **Radio**.

Insert a headset to listen to the radio. The headset is used as an antenna for the radio.




Available options:

- **Save channels** Save the current station to the channel list.
- **Scan channels** Scan for all channels available.
- **Delete** Delete current channel.
- **Enter frequency** Enter the frequency manually to turn to the channel.
- **Station info** Mark the checkbox to display station information.
- **Exit** Turn off the radio.

8.4 Onetouch Launcher.....

Onetouch Launcher supports unread notifications from **Phone** calls, **Messaging**, **Calendar**, etc. but it requires their app permissions first.

In the setup wizard when you first start up your phone, touch **Allow** button in the dialogs that open on **Onetouch Launcher** screen . Or go to **Settings > Apps > Onetouch Launcher > Permissions**, turn on those switches to allow access permissions, or touch  and then **All permissions** for details.

8.5 User Centre.....

With a OneTouch account, you can use **User Centre** to get almost all services and supports you need, including consulting FAQ, downloading user manual, storing your content in the Cloud, etc.

Enter your account name and password to log in. If you don't have an account, touch **Sign up** and follow the phone instructions to create one.

8.6 User Care.....

User Care helps you to learn more about Hot FAQs, operation instructions, troubleshooting, etc. You can also feedback your comments to us through it.

8.7 Smart Suite.....

Smart Suite helps you to manage your Android device from PC with a USB or Wi-Fi connection.

• **Contacts**

Allows you to back up contact entries so that you don't have to worry about losing, breaking, switching phones or changing service providers.

• **Messages**

Frees you from painstakingly inputting text on the keypads. All of your messages are easily accessible and well-organised.

- **Calendar**

Allows you to sync events freely between your phone and Outlook and create and edit new events from a PC.

- **Photos**

Allows you to easily import photos from your PC or the handset and organise them in different albums for better management.

- **Videos**

Allows you to insert video files from your PC for playback and then upload them to a handset folder.

- **Music**

Allows you to quickly search for your favourites in your PC, manage the ultimate Library, and enjoy the easiest digital jukebox in your own mobile way.

- **Application**

Allows you to import downloaded mobile applications and have them installed into your handset upon synchronisation.

- **Backup**

Allows you to back up your contacts, messages, calendar, photos and applications, then import the backup files to your phone.

Supported Operating Systems

Windows XP/Vista/Windows 7/Windows 8.

9 Google applications ⁽¹⁾

Google apps are preinstalled on your phone to improve work efficiency and help you enjoy life.

This manual briefly introduces the apps. For detailed features and user guides, refer to related websites or the introduction provided in the apps.

You are recommended to register with a Google account to enjoy all the functions.


9.1 Play Store

Serves as the official app store for the Android operating system, allowing users to browse and download applications and games. Applications are either free of charge or at a cost.



In the Play Store, search for the app you need, download it and then follow the installation guide to install the app. You can also uninstall, update an app, and manage your downloads.

9.2 Chrome

Using the Chrome browser you can enjoy surfing the Web. Your bookmarks, browsing history, and settings across all devices with the browser installed can be synchronised with your Google account.

To get onto the Web, go to the Home screen and touch the Chrome icon  in the Favourites tray.

To go to a web page

On the Chrome browser screen, touch the URL box at the top, enter the address of the web page, then touch  on Swiftkey keyboard, or touch  on Google keyboard to confirm.

⁽¹⁾ Availability depends on phone variants.



Delete all contents



During web page surfing, touch  for settings or more options.

9.3 Gmail





As the Google's web-based email service, Gmail is configured when you first set up your phone. Gmail on your phone can be automatically synchronised with your Gmail account on the web. With this application, you can receive and send mails, manage mails by labels, and archive mails, etc.


To open Gmail

From the Home screen, touch the **Gmail** icon  in the Favourites tray.


Gmail displays messages and conversations from one single Gmail account at a time. If you own more than one account, you can add an account by touching the icon  and then  after your account name from the Inbox screen, then touch **Add account**. When finished, you can switch to another account by touching the name of the account you want to view.

To create and send emails


- 1 Touch  from the Inbox screen.
- 2 Enter the recipient(s)'s email address in **To** field.
- 3 If necessary, touch the **Add Cc/Bcc** menu icon  to add a copy or a blind copy to the message.
- 4 Enter the subject and the content of the message.
- 5 Touch  icon and select **Attach file** to add an attachment.
- 6 Finally, touch the icon  to send.

7 If you do not want to send the mail out right away, you can touch the  icon and then **Save draft** or touch the **Back** key to save a copy. To view the draft, touch your account name to display all labels, then select **Drafts**.

If you do not want to send or save the mail, you can touch the  icon and then touch **Discard**.



To add a signature to emails, touch the  icon and then touch **Settings** from inbox screen, choose an account, then touch **Signature**.

To receive and read your emails




When a new email arrives, you will be notified by a ringtone or vibration, and an icon  will appear on the Status bar.

Touch and drag down the Status bar to display the Notification panel, touch the new email to view it. Or you can also open the Gmail Inbox label and touch the new mail to read it.

You can search for an email by sender, recipient, subject, etc.

- 1 Touch the icon  from Inbox screen.
- 2 Enter the keyword you want to search for in the searching box and touch  on the software keyboard.

To reply or forward emails

- **Reply** When viewing an email, touch  to reply to it.
- **Reply all** Touch  and select **Reply all** to send a message to all people in a mail loop.
- **Forward** Touch  and select **Forward** to forward the received mail to other people.

9.4 Maps

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning for traveling by foot, car, or public transportation. By using this application, you can get your own location, search for a place, and get suggested route planning for your trips.

9.5 YouTube

YouTube is an online video-sharing application where users can upload, view, and share videos. Available content includes video clips, TV clips, music videos, and other content such as video blogging, short original videos, and educational videos. It supports a streaming function that allows you to start watching videos almost as soon as they begin downloading from the Internet.

9.6 Drive

A file storage and synchronisation service created by Google, which allows users to store files in the cloud, share and edit files.

Files in Drive are well kept and you can reach your files from any device by logging in to your Google account. Files or folders can be shared privately with particular users having a Google account.

9.7 Play Music

A music streaming service and online music locker operated by Google.

You can upload and listen to a large number of songs for free. In addition to offering music streaming for Internet-connected devices, the Google Play Music app allows music to be stored and listened to offline. Songs purchased through the Play Music are automatically added to the user's account.

9.8 Play Movies & TV

Movies and television shows can be viewed online via Google Play Movies & TV. You can also download movies and TV shows for offline viewing. Some content are only available for rental or purchase.

9.9 Hangouts

Google Hangouts is a communication platform developed by Google which includes instant messaging, video chat, SMS and VOIP features. You should add a friend and then start chatting. All friends added via Hangouts from the Web or device will be displayed in your friend list.

9.10 Photos

Google Photos stores and backs up your photos and videos. It also automatically analyses photos and organises them into groups, so that you can quickly locate the photos you need.

9.11 Keep

A note taking application developed by Google.


You can insert images, lists, and record voice in your notes, and set time or location-based reminders for notes. Google Keep allows you to categorise notes by labels, and notes are searchable based on their colour, whether they have reminders, audio, images, or are lists.

9.12 Translate

A free multilingual statistical machine translation service provided by Google to translate text, speech, images, or real-time video from one language into another.

It offers mobile interfaces for Android that you can use to instantly translate your printed text or automatically detected spoken languages.

10 Settings.....

To go to **Settings**, touch the Application tab  from the Home screen, then select **Settings**.

10.1 Wireless & networks

10.1.1 Wi-Fi

While using Wi-Fi, you can surf the Internet without using your SIM card whenever you are in the range of a wireless network. The only thing you have to do is to enter the **Wi-Fi** screen and configure an access point to connect your phone to the wireless network.

For detailed instructions on using Wi-Fi, refer to “6.1.2 Wi-Fi”.

10.1.2 Bluetooth

Bluetooth allows your phone to exchange data (videos, images, music, etc.) within a small range with another Bluetooth supported device (phone, computer, printer, headset, car kit, etc.).

For more information on Bluetooth, refer to “6.2 Connecting to Bluetooth devices”.

10.1.3 SIM cards

Touch to choose SIM 1 or SIM 2 for connecting to the network, making calls and sending SMS messages.


10.1.4 Data usage

Mobile data

To enable/disable mobile data by touching the switch .

If you do not need to transmit data on mobile networks, turn off **Mobile data** to avoid significant charges for data use on local operator mobile networks, particularly if you do not have a mobile data agreement.

Set mobile data limit

When mobile data enabled, touch the switch  to turn on mobile data limit. Then drag the limit and warning lines to set the maximum amount of mobile data that you want to use.

By enabling **Set mobile data limit**, your mobile data connection will be disabled when the specified limit is reached. You can also choose a data usage cycle to view the statistics and applications related to the data use of your phone.

Touch , and you can view more settings related to your data usage.



Data usage is measured by your phone, and your operator may count differently.

10.1.5 More\Aeroplane mode

Turn on **Aeroplane mode** switch  to simultaneously disable all wireless connections including Wi-Fi, Bluetooth and more.

You can also select **Aeroplane mode** in the phone options when pressing **Power** key.

10.1.6 More\Tethering & portable hotspot

This function allows you to share your phone's mobile data connection via USB or as a portable Wi-Fi access point (refer to “6.4 Sharing your phone's mobile data connection”).

10.1.7 More\VPN

A mobile virtual private network (mobile VPN or mVPN) provides mobile devices with access to network resources and software applications on their home network, when they connect via other wireless or wired networks. Mobile VPNs are used in environments where workers need to keep application sessions open at all times, throughout the working day, as the user connects via various wireless networks, encounters gaps in coverage, or suspends-and-resumes their devices to preserve battery life. A conventional VPN can't survive such events because the network tunnel is disrupted, causing applications to disconnect, time out, fail, or even the computing device itself to crash.

For more information on VPN, go to “6.5 Connecting to virtual private networks”.

10.1.8 More\Mobile networks

Data roaming

Turn on the switch  to enable data connection when roaming.

If you don't need data services when roaming, turn off **Data roaming** to avoid significant roaming charges.

Show roaming reminder

Touch to select the frequency of roaming reminder.

Preferred network mode

Touch to select your preferred mobile network.

Enhanced 4G LTE mode⁽¹⁾

Switch to turn on this function to improve voice and other communications.

Access Point Names

You can select your preferred APN network with this menu.

Network operators

You can select a network operator.

10.1.9 More...\Emergency alerts

Emergency alerts settings

- **Presidential:** Presidential alerts are always displayed.
- **Show extreme threats:** Mark the checkbox to display alerts for extreme threats to life and property.
- **Show severe threats:** Mark the checkbox to display alerts for severe threats to life and property.
- **Show AMBER Alerts:** Mark the checkbox to display child abduction emergency bulletins.
- **Turn on notifications:** Mark the checkbox to display emergency alert broadcasts.
- **Alert sound duration:** Touch to set the alerting duration.
- **Alert reminder:** Touch to select the alerting interval.

- **Vibrate:** Mark the checkbox to activate vibration when an alert is reported.
- **Audio:** Mark the checkbox to activate audio when an alert is reported.
- **Speak alert message:** Mark the checkbox to enable speaking of alert messages.

ETWS settings

- **Show ETWS test broadcasts:** Mark the checkbox to display test broadcasts for Earthquake Tsunami Warning System.

10.2 Device

10.2.1 Display

In this menu, you can customise your screen brightness, wallpaper, phone sleep time, font size, etc.

If you want to rotate the contents of the screen when rotate the device: touch **Auto-rotate screen > Rotate screen contents**.

10.2.2 Lock screen

Func shortcuts

Touch to customise the application shortcuts displayed on your lock screen.

Screen lock

Touch to set your screen unlock method. For example, you can unlock your phone by sliding the screen, entering a password, or drawing a pattern, etc.

Make pattern visible

Turn on the switch to make the pattern picture visible. You must set a screen lock pattern first when you enable this function.

Automatically lock

Touch to select the duration to lock the phone after the screen is off. You must set a screen lock first when you enable this function.

Power button instantly locks

When this function enabled, press the power key will lock the screen. You must set a screen lock first when you enable this function.

⁽¹⁾ POP 4 PLUS (5056X, 5056D) only.

Lock screen message

Touch to input owner information which will display on the locked screen. This function will not be available when no screen lock is set.




Smart unlock


With **Smart lock**, you can set your trusted devices, places, face, voice, etc.. The phone can recognise signals you set up like your device's proximity to your home, your car's Bluetooth system, when the signals are recognised, your phone will keep unlocked when it's safe with you.

You must set a screen lock first when you enable this function.

10.2.3 Sound & notification

Use the Sound settings to configure ringtones for different events and environments.

- **Sound** Slide to adjust volume for media, alarm, ringtone, etc.
- **Headset mode** Mark the checkbox to enable headset mode. Ringtones will only be heard from the headset if it is plugged in.
- **Also vibrate for calls** Turn on the switch  to vibrate the phone from incoming calls.
- **Do Not Disturb** Touch to set how calls and notifications interrupt whatever you are doing on your phone.
- **Phone ringtone** Touch to set your incoming call ringtone.
- **Default notification ringtone** Touch to set your default notification ringtone.
- **Other sounds** Turn on the switches  to enable dial pad tones, screen locking sounds, touch sounds and vibrate on touch. You can also set your **Haptic feedback vibration duration** here.
- **Arkamys audio effect activated** Turn on the switch  to enable Arkamys audio effect.

- **When device is locked** Touch to select whether to show all notifications content, or don't show notifications at all when device is locked.
- **App notifications** Touch to block, set priority, or allow peeking for app notifications.
- **Notification access** Touch to view the notification listeners.
- **Do Not Disturb access** Touch to view installed apps that have requested **Do Not Disturb access**.
- **Power on/off ringtone** Turn on the switch  to enable ringtone when you switch on or off your phone.

10.2.4 Apps

You use the Apps settings to view details about the applications installed on your phone, to manage their data and force them to stop, to set whether you want to permit installation of applications that you obtain from websites and emails, etc.

10.2.5 Storage & USB

Use these settings to monitor the total and available space on your phone and microSD card; and to manage your microSD card.

10.2.6 Battery

In the Battery screen you can select whether to display battery percentage in the status bar or to enable intelligent power saving.

You can also view the battery usage data since your last full charge. The screen also shows your battery status and how long it can still be used before your next charge. Touch one category, then you can learn its specific power consumption.


You can adjust power use via the screen brightness or screen timeout in the **Display** settings.

10.2.7 Memory

Open this setting to monitor your total memory, available space, and memory usage data.

10.3 Personal

10.3.1 Gestures

- **Turn over to mute** Turn on the switch  to mute ringtones such as alarms, incoming calls etc. by turning the phone over.
- **Unlock** When enabled, you can light the screen on or off by double-touching the screen.

10.3.2 Flip cover⁽¹⁾


Flip cover

Mark/unmark the checkbox to turn on/off flip cover.

Skip keyguard

Mark/unmark the checkbox to turn on/off keyguard function.

10.3.3 Location

Turn on the switch  to enable location information from Wi-Fi and mobile networks, the use of Google Maps, etc.

Mode

Choose a mode for location access.

- **High accuracy:** Use GPS, Wi-Fi and mobile network to determine location.
- **Battery saving:** Use Wi-Fi, Bluetooth, and mobile networks to determine location.
- **Device only:** Use GPS to determine location.

Recent location requests

This list shows apps that have requested location recently.

Location services


- **Google location history:** Touch to view Google location history.

10.3.4 Security

Encrypt phone

Requires a numeric PIN, pattern, or password to decrypt your phone each time you power it on.

Find my phone

Turn of the switch  to protect your privacy in case of a theft or loss.

Set up SIM card lock

Choose a SIM card you want to configure if your phone has two SIM cards.

Turn on **Lock SIM card** switch  to lock the SIM card with PIN code.

Touch **Change SIM PIN** to change the PIN code.


Make passwords visible

Turn on the switch to show passwords as you type.

Device administrators

Touch to view or deactivate device administrators.

Unknown sources

Turn of the switch  to permit installation of applications that you obtain from websites, emails, or other locations other than Google Play Store.

To protect your phone and personal data, download applications only from trusted sources, such as Google Play Store.

Storage type

Your storage type set to **Software only** by default.

Trusted credentials

Touch to display trusted CA certificates.

Install from storage

Touch to install certificates from the storage.

Clear credentials



Touch to remove all certificates.

⁽¹⁾ POP 4 PLUS (5056X, 5056D) only.

Trusted agents

Open the setting to view and deactivate trusted agents. You must set a screen lock first when you enable this function.

Screen pinning

Turn on the switch , you can always keep a screen in view until you unpin. Open the screen you want to pin, touch the **Overview** key, swipe up the screen and then touch the pin icon . To unpin it, long press the **Back** key.


App with usage access

Open the menu to view or reset your app usage access.

10.3.5 Accounts

Use the settings to add, remove, and manage your email and other supported accounts. You can also use these settings to control how and whether all applications send, receive, and synchronise data on their own schedules, and whether all applications can synchronise user data automatically.

Add account

Touch the **Add account** icon  to add an account for selected app.

10.3.6 Language & input

Use the Language & input settings to select the language for the text on your phone and for configuring the onscreen keyboard. You can also configure voice input settings and the pointer speed.

Language

Select the language and the region you want.

Spell checker

Turn on the switch  to enable the system to show suggested words.

Personal dictionary

Open a list of the words you've added to the dictionary. Touch a word to edit or delete it. Touch the add button + to add a word.

Current Keyboard

Select a default input method.

Google Keyboard

Open the menus to set your Android language, typing preference, appearance & layouts, gesture typing, text correction, etc.


Google voice typing

Touch the menu header and finish Google voice typing settings in the screen that opens.

SwiftKey Keyboard

Touch to open SwiftKey Keyboard settings of languages, themes, typing, etc.

Text-to-speech output

- **Preferred engine:** Choose a preferred text-to-speech engine, Touch the settings icon  to show more choices for each engine.
- **Speech rate:** Touch to open a dialog where you can select how quickly you want the synthesiser to speak.
- **Pitch:** Adjust the tone of the spoken text.
- **Listen to an example:** Touch to play a brief sample of the speech synthesiser, using your current settings.
- **Default language status:** This will show status of your default language.

Pointer speed


Touch to open a dialog where you can change the pointer speed, touch **OK** to confirm.

10.3.7 Google

This phone offers you Google account and services setting options.

10.3.8 Backup & reset


Back up my data

Turn on the switch  to back up your phone's settings and other application data to Google servers, with your Google account. If you replace your phone, the settings and data you've backed up are restored onto the new phone for the first time you sign in with your Google account. When you activate this function, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure with the Settings application. If you unmark this option, you stop backing up your settings, and any existing backups are deleted from Google servers.

Backup account

Displays your backup account, you can also add one by touch **Add account** icon +.

Automatic restore

Turn on the switch  to restore your backed up settings or other data when you reinstall an application.

Network settings reset

Touch  button to reset all network settings.

Factory data reset

Erase all of your personal data from internal phone storage, including information about your Google account, any other accounts, your system and application settings, and any downloaded applications. Resetting the phone does not erase any system software updates you've downloaded or any files on your microSD card, such as music or photos. If you reset the phone in this way, you're prompted to re-enter the same kind of information as when you first started Android.

When you are unable to power on your phone, there is another way to perform a factory data reset by using hardware keys. Press the **Volume up** key and the **Power** key at same time until the screen lights up.

10.4 System


10.4.1 Date & time

Use **Date & time** settings to customise your preferences for how date and time are displayed.

Automatic date & time

Select **Use network-provided time**, **Use GPS-provided time** or **Off**.

Automatic time zone

Turn on the switch  to use network-provided time zone.

Set date

Touch to open a calendar where you can manually set the phone's date.


Set time

Touch to open a dialog where you can manually set the phone's time.

Select time zone

Select your phone's time zone from the list that opens.

Use 24-hour format

Turn on the switch  to display the time with 24-hour clock format.

NTP server

Change your NTP server in the dialog opens when you touch **NTP server**.

10.4.2 Accessibility

Use the Accessibility settings to configure any accessibility plug-ins you have installed on your phone.

TalkBack

Touch to turn on/off TalkBack. With TalkBack on, your device provides spoken feedback to help blind and low-vision users by describing what you touch, select and activate.


Switch Access

Turn on **Switch Access** switch  to allow you to control your phone with configurable key combinations. Touch **SETTINGS** on the top left of the screen to assign key combination for listed behaviours.

Clean Master

Turn on the switch  to enable **Clean Master**, which allows you to hibernate apps not in use for battery saving.

Auto-install

Turn on the switch  to enable **Auto-install**, which allows install replicated apps automatically.

Captions

Turn on the switch  to activate captions for phone screen.

Magnification gestures

Turn on/off the switch to activate/deactivate zoom in/out function by triple-touching the screen.

Large text

Turn on the switch  to enlarge the screen text.

High contrast text

Turn on the switch  to activate high contrast text.

Power button ends call

Turn on the switch  to allow **Power** button ends call.

Auto-rotate screen

With **Auto-rotate screen** turned on, contents on the screen or the keyboard will automatically rotate when you rotate your phone.

Speak passwords

Turn on the switch  to speak passwords while typing.

Accessibility shortcut

Turn on the switch  to enable quick activating for accessibility features.

Text-to-speech output

Please refer to [10.3.5 Language & input- Text-to-speech output](#) for detailed information.

Touch & hold delay

Touch to adjust the duration of touch and hold delay. This function enables your phone to set how long you need to hold your touch down before it registers.

Colour inversion

Touch the switch to turn on/off colour inversion.

Colour correction

Turn on the switch  to enable colour correction. You can also select your correction mode in this menu.

10.4.3 Printing

Your phone supports wireless printing to enabled printers and online services.

10.4.4 Regulatory & safety

Open to view Regulatory & safety information, including Product model, Manufacturer name, etc.

10.4.5 Developer options

To enable this function, go to **Settings > About phone**, then touch **Build number** 7 times. Now **Developer options** is available. The developer options screen contains settings that are useful for developing Android applications.

10.4.6 About phone

This contains information ranging from Legal information, Model number, Android version, Android security patch level, Baseband version, Kernel version, Build number, Custom build version, User manual to those listed below:

Updates

Touch to check for system updates.

Status

This contains the status of the Battery status, Battery level, SIM status, IMEI information, IP address, etc.

11 Update your phone's software

You can use Mobile Upgrade tool or FOTA Upgrade tool to update your phone's software.

11.1 Mobile Upgrade

Download Mobile Upgrade from the **alcatel** website (www.alcatel-mobile.com) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool). Your phone's software will now have the latest software.





All personal information will be permanently lost following the update process. We recommend you back up your personal data using Smart Suite before upgrading.


11.2 FOTA Upgrade

Using the FOTA (Firmware Over The Air) Upgrade tool you can update your phone's software.

To open **Updates**, go to **Settings > About phone > Updates**.

Touch  and the phone will search for the latest software. If you want to update the system, touch **DOWNLOAD**, and when that's finished, touch **INSTALL** to complete the upgrade. Now your phone will have the latest version of the software.

You should turn on data connection before searching for updates. Auto-check settings are also available when you touch  and then **Settings**.

If you have chosen auto-check, when the system discovers the new version, the icon  will appear in the status bar. Touch the notification to open the **Updates** directly.



Don't change your default storage location while FOTA is downloading or updating to avoid errors in locating the correct update packages.

12 Accessories.....

The latest generation of **alcatel** mobile phones offers a built-in handsfree feature that allows you to use the telephone from a distance, placed on a table for example. For those who prefer to keep their conversations confidential, an earpiece is also available known as the headset.

1. Headset
2. Battery
3. MOU Charger
4. Micro-USB Cable
5. Quick Start Guide
6. Product Safety Information leaflet
7. LCD sticker



Only use the **alcatel** batteries, chargers, and accessories included along with your device.

13 Warranty

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

Batteries ⁽²⁾ and accessories sold with your phone 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 phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phone and accessories are entitled to a one (1) month 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 phone 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 phone is used,
- 2) Connection to any equipment not supplied or not recommended by TCL Communication Ltd.,
- 3) Modification or repair performed by individuals not authorised 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.

⁽¹⁾ The warranty period may vary depending on your country.

⁽²⁾ The life of a rechargeable mobile phone 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 phone during the first six months after purchase and for approximately 200 more recharges.

5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your phone will not be repaired in case labels or serial numbers (IMEI) 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.

14 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 on your phone as this may affect its performance.
- Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To open **Updates**, go to **Settings > About phone > Updates**.

Touch  and the phone will search for the latest software. If you want to update the system, touch the  button, and when that's finished, touch  to complete the upgrade. Now your phone will have the latest software version. You should turn on data connection or Wi-Fi before searching for updates. Auto-check settings are also available. If you have chosen auto-check, when the system discovers the new version, a dialog will pop up to choose download or ignore, the notification will also appear in the status bar.

Don't change your default storage location while FOTA is downloading or updating to avoid errors in locating the correct update packages.

- Use **Factory data reset** and Mobile Upgrade tool to perform phone formatting or software upgrading (to reset factory data, hold down the **Power** key and the **Volume up** key at the same time under power off mode). ALL User phone data: contacts, photos, messages and files, downloaded applications will be lost permanently. It is strongly advised to fully back up the phone data and profile via Smart Suite before doing formatting and upgrading.
- Please pay attention that after Factory data reset is performed you may be requested to enter Google account credentials* 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.

* Applicable for Android OS versions starting from 5.1.

and carry out the following checks:

My phone can't be switched on or is frozen

- When the phone can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed, then try to switch on again.
- When the phone falls into a loop during power on-off animation and the user interface can't be accessed, press and hold the **Power** key to reset. This eliminates any abnormal OS booting issues caused by 3rd party APKs.
- If neither method is effective, reset the phone using the **Power** key and the **Volume up** key (holding both together) or upgrade software via Mobile Upgrade tool.

My phone has not responded for several minutes

- Restart your phone by pressing and holding the **Power** key.
- If it still does not work, use Factory data reset to reset the phone or Mobile Upgrade to upgrade software.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure the **Power** key is not accidentally contacted while the screen is unlocked.
- Check the battery charge level.
- If it still does not work, use Factory data reset to reset the phone or FOTA/ Mobile Upgrade to upgrade software.

My phone can't charge properly

- Make sure you are using an **alcatel** charger from the box.
- 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 phone can't connect to a network or "No service" is displayed

- 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.

My phone can't connect to the Internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your phone's Internet connecting settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

- Make sure the SIM card has been correctly inserted (see "Inserting or removing the SIM card").
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls

- Make sure you have dialled a valid number and have touched **Call**.
- 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 operator (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in Aeroplane 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 operator (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 Aeroplane mode.

The caller's name/number 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 name or number.

I can't 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.

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 contacts, the number can't be 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 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 (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 can't access my voicemail

- Make sure your operator'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 network operator to check service availability and check MMS parameters.
- Verify the server centre number or your MMS profile with your operator.
- The server centre may be swamped, try again later.

SIM card PIN locked

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

I am unable to connect my phone to my computer

- Install Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has been activated.
- Check that you have marked the checkbox of USB debugging.
- Check that your computer meets the requirements for Smart Suite 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 phone memory for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your operator.

The phone can't be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3.5 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 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.

After Factory reset is performed my device asks to enter Google account credentials and I can't use it avoiding this action*.

- 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.

* 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.

15 Specifications.....

Processor	MSM 8909, 4X1.1GHz
Platform	Android™ M
Memory	POP 4: 8 GB ROM + 1 GB RAM POP 4 PLUS: 16 GB ROM + 1.5 GB RAM
Dimensions (LxWxT)	POP 4: 140.7x71.4x7.99 mm POP 4 PLUS: 151x77x7.99 mm
Weight	POP 4: Around 134g with battery POP 4 PLUS: Around 156g with battery
Display	POP 4: 5-inch touchscreen with 1280×720 HD Capacity resolution POP 4 PLUS: 5.5-inch touchscreen with 1280×720 HD Capacity resolution
Network	GSM: 850/900/1800/1900 UMTS: 850/900/1900/2100 LTE: B1/3/7/8/20/28A (Band frequency and data speed are operator dependent.)
GPS	Assisted GPS
Connectivity	<ul style="list-style-type: none"> • Bluetooth: POP 4: V4.0; POP 4 PLUS: V4.1 • Wi-Fi IEEE 802.11 b/g/n • 3.5 mm audio jack • Micro-USB

Camera	<ul style="list-style-type: none"> • 8M Pixel AF back camera and 5M Pixel FF front camera
Audio supported formats	MP3, MP2, AMR, MIDI, AAC, AAC+, FLAC
Battery ⁽¹⁾	<ul style="list-style-type: none"> • Rechargeable Lithium-ion battery • Capacity: 2500 mAh
Expansion Slot	microSD™ memory card (Availability of microSD card depends on market)
Special Features	<ul style="list-style-type: none"> • G-sensor • Proximity • Light Sensor • E-Compass • Hall Switch

Note: Specifications are subject to change without prior notice.

⁽¹⁾ The original battery has undergone rigorous safety inspections to meet qualification standards, the use of non-original batteries may be dangerous.

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