

one touch | 815



[www.alcatelonetouch.com](http://www.alcatelonetouch.com)

For more information on how to use the phone, please go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com). Moreover, on the website, you can also find answers to frequently asked questions, upgrade the software via PC suite, and so much more.

ALCATEL **onetouch.**

ALCATEL **onetouch.**

# Introduction.....

TCT Mobile Limited would like to thank you for purchasing this mobile phone.

## Home screen

- Convenient at-a-glance view of Widget applications
- Menu shortcuts for quick access

## Power media applications

- Music & Radio
- Video
- Webcam

The 2.0 Megapixel camera is a good companion for PC instant messaging.

## Bluetooth

With Bluetooth 3.0 supporting A2DP profiles, enjoy handsfree conversations.

## Apps

Apps store is an online software store, where you can download and install applications and games to your phone.

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This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 10 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 1.5 cm 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.

# 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 to 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.

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

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

Do not allow your phone to be exposed to adverse weather or environmental conditions (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 cellular 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 TCT Mobile Limited and its affiliates and are compatible with your phone model (see Accessories List, page 89). TCT Mobile Limited 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:

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

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery,
- Do not burn or dispose of a used battery in 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 TCT Mobile Limited and/or its affiliates.



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

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

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

### In European Union countries:

These collection points are accessible free of charge.

All phones 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

Mains 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:

**one touch 815:**

| Maximum SAR for this model and conditions under which it was recorded. |                            |            |
|--|----------------------------|------------|
| Head SAR   | GSM900 + Wi-Fi + Bluetooth | 0.648 W/kg |
| Body-worn SAR  | GSM900 + Wi-Fi + Bluetooth | 0.847 W/kg |

**one touch 815D:**

| Maximum SAR for this model and conditions under which it was recorded. |                            |            |
|--|----------------------------|------------|
| Head SAR   | GSM900 + Wi-Fi + Bluetooth | 0.648 W/kg |
| Body-worn SAR  | GSM900 + Wi-Fi + Bluetooth | 0.847 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 1.5 cm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the 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.alcatelonetouch.com](http://www.alcatelonetouch.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 1.5 cm away from the body.

## • LICENCES

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microSD Logo is a trademark.



The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCT Mobile Limited and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

## ONE TOUCH 815/815D Bluetooth QD ID B020195



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twitter

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

Your device uses non-harmonised frequency and is intended for use in all European countries. The WLAN can be operated in the EU without restriction indoors, but cannot be operated outdoors in France.

## General information .....

- **Internet address:** [www.alcatelonetouch.com](http://www.alcatelonetouch.com)
- **Hot Line Number:** see "TCT Mobile Services" leaflet or go to our Internet site.
- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server:

[www.alcatelonetouch.com](http://www.alcatelonetouch.com)

Your telephone is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz) or UMTS in dual-band (900/2100 MHz).

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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.alcatelonetouch.com](http://www.alcatelonetouch.com).

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

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 \* # 0 6 # 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.

## 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.

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

# Regulatory information .....

The following approvals and notices apply in specific regions as noted. **one touch 815:**

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

EC declaration of conformity / Déclaration de conformité CE  
Product / Produit : GSM quad bands handheld station with Bluetooth technology, WFi and FM radio /  
Portatif GSM quadbandes avec technologie Bluetooth, WFi et radio FM  
Product Identification / Identification du produit : ALCATEL ONE TOUCH 815 type Conet 151M  
We / Nous : TCT Mobile Europe SAS  
55, avenue des Champs Fleuries  
92000 Nanterre  
France  
Declare under our sole responsibility that the product above mentioned is conform to the applicable essential requirements of the directive 1990/516/EEC and that all essential radio test suites have been carried out. Conformity assessment procedure : annex IV of the directive / Déclaration sous notre seule responsabilité que le produit ci-dessus est en conformité avec les exigences essentielles applicables de la directive 1990/516/EEC 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  
- EN 62300-1 (2006)  
- EN 62300-2 (2010)  
- EN 50 365:2004/AC:2006, Council recommendation 1999/018/EC (July 99)  
- 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 v.1.8.1 (2008-04), EN 301 489-7 v.1.3.1 (2005-11), EN 301 489-17 v.2.1.1 (2008-05)  
- 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 v.9.0.2 (2005-03), EN 300 328 v.1.7.1 (2006-10)  
- This product also conforms to the applicable requirements of the directive 2004/104/EC (electromagnetic compatibility). / Ce produit est en conformité avec la directive 2004/104/EC (compatibilité électromagnétique)  
- EN 55013:2001 - AG-2009  
- EN 55020:2007  
- 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 v.1.1.1 (2010-10)  
- EN 62368:2010  
Conformity of this product has been reviewed by the following Notified body. / La conformité de ce produit a été vérifiée par l'organisme de certification (notified body) suivant:  
American Certification Body, Inc.  
Suite C110, Mobile Avenue #731, 22101 McLean, Virginia, United States  
Identification number: 1588  
Date 2012-11-30  
Signature  
TCT Mobile Europe SAS / Deputy General Manager, SASA  
CE 1588

TCT Mobile Europe SAS - Siège social : 55 Avenue des Champs Fleuries, Immeuble Le CapSile 92000 Nanterre France  
SAS au capital de 23 031 672 euros - RCS Nanterre B 449 038 232 - Siret 440 038 232 000 38 APE 4652Z

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

TCT Mobile

TCT Mobile Europe SAS  
88 Avenue des Champs Plemoux,  
Immeuble Le Capilote 82000 Nanteco, France  
+33 1 48 52 81 00

EC declaration of conformity / Déclaration de conformité CE

Product / Produit: GSM quad band handset station with Bluetooth technology, WAP and FM radio / Produit GSM quadbandes avec technologie Bluetooth, WAP et radio FM

Product identification / Identification du produit: ALCATEL ONE TOUCH 815D type Conet ZISM

We / Nous: TCT Mobile Europe SAS  
88, avenue des Champs Plemoux  
82000 Nanteco  
France

Declares under our sole responsibility that the product above mentioned is conforms 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. / déclare 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 applicables:

- 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 50360-1 (2006/11/2009)
  - EN 62209-1 (2006)
  - EN 62209-2 (2010)
  - EN 50 360-2007/AC:2008, Council recommendation 1999/519/EC (July 99)
- 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 v.1.1.1 (2008-04), EN 301 489-7 v.1.1.1 (2008-10), EN 301 489-17 v.2.1.1 (2008-05)
  - 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 v.8.0.2 (2003-03), EN 300 328 v.1.1.1 (2008-10)
- This product also conforms to the applicable requirements of the directive 2004/108/EC (electromagnetic compatibility) / Ce produit est en conformité avec la directive 2004/108/EC (compatibilité électromagnétique)
  - EN 55013:2001, A2:2006
  - EN 55020:2007

- 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 v.1.1 (2010-10)
- EN 60984:2010

Conformity of this product has been reviewed by the following notified body. / La conformité de ce produit a été vérifiée par l'organisme de certification (notified body) suivant

American Certification Body, Inc.  
Suite C110, Whitler Avenue 8733, 22101 McLean, Virginia, United States  
TCT Mobile Europe SAS

CE 1588

Date: 2012-11-30

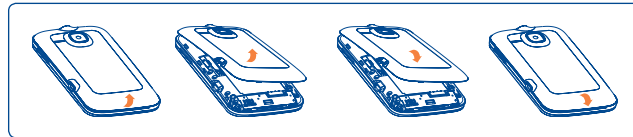
Signature  
E5, avenue des Champs Plemoux,  
Immeuble Le Capilote  
Château de Nanteco FRANCE  
TCT Mobile Europe SAS / Deputy General Manager/EMEA.

TCT Mobile Europe SAS - Siège social : 88 Avenue des Champs Plemoux, Immeuble Le Capilote 82000 Nanteco France SAS au capital de 23 011 072 euros - RCS Nanteco B 440 038 222 - Siret 440 038 222 000 38 APE 4652Z

# Getting started .....

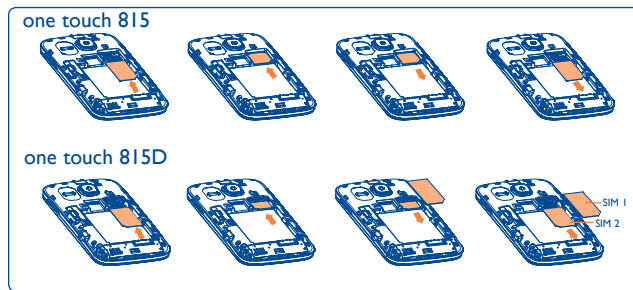
## 1.1 Set-up

### Removing or installing the back cover



### Inserting or removing the SIM card <sup>(1)</sup>

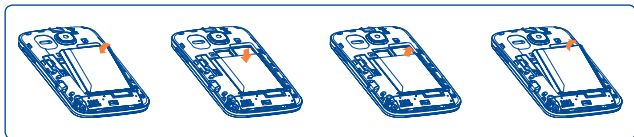
You must insert your SIM card to make phone calls. Please power off your phone and remove battery before inserting or removing the SIM card.



Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press and slide it out.

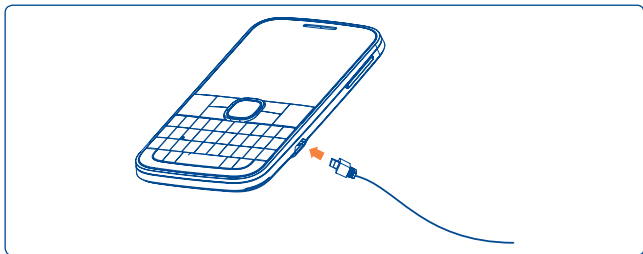
<sup>(1)</sup> Check with your network operator to make sure that your SIM card is 3V or 1.8V compatible. The old 5 Volt cards can no longer be used. Please contact your operator.

## Installing or removing the battery



Insert and click the battery into place, then close the telephone cover. Unclip the cover, then remove the battery.

## Charging the battery



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



- LED light will be on when it is charging, and be off when battery is fully charged.
- Charging may take about 20 minutes to start if the battery is flat.
- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).

- When using your telephone for the first time, charge the battery fully (approximately 3 hours). You are advised to fully charge the battery (🔋).





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

## 1.2 Power on your phone

Hold down the  key until the telephone powers on, type in your PIN code if necessary and then confirm with the  key. The Home screen is displayed.

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 telephone. Store this information in a safe place when not in use.

If Broadcast SMS are displayed, use the  key to browse through them or press the  to return to the Home screen.

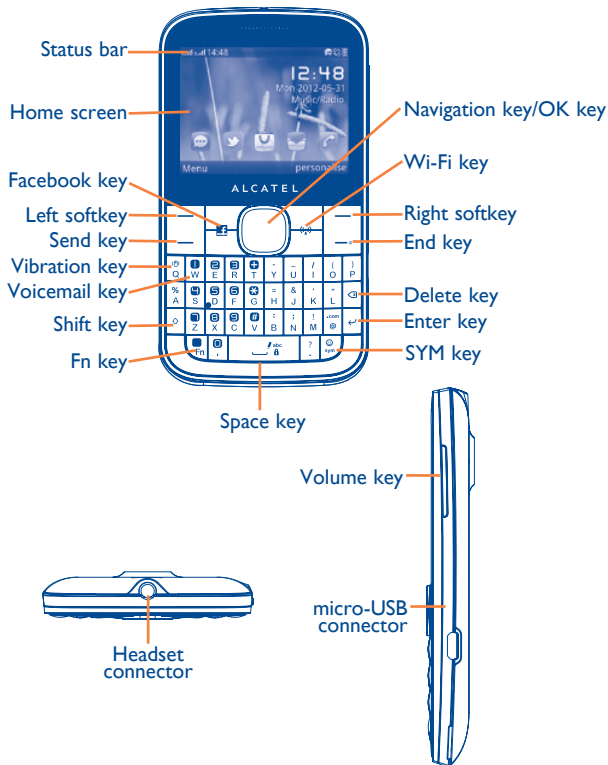
While the phone is searching for a network, "**Searching/Emergency**" will be displayed.

## 1.3 Power off your phone

Hold down the  key from the Home screen.

# 2 Your mobile .....

## 2.1 Keys and connectors



- Press to go left/right/up/down
- Press to confirm an option
- Press and hold to enter Music player



Left softkey

- Access main menu



Send key

- Pick up/Send a call

- Press: Enter Call log

- Press and hold: Enter Fake call



Right softkey

- Access contacts



- Press: End a call

Return to the Home screen

- Press and hold: Power on/off

- Vibration alert



- Press and hold: Access your voicemail



- Press to input capitalized characters



- Press once: Input a top-half character



- Press twice: Lock the keyboard in top-half key input mode



- Press and hold: Input top-half characters only until key is released



- Fn + B: Access Bluetooth

- Fn + M: Access Music

- Fn + P: Access Profiles

- Fn + J: Access Java applications



- Press: Enter a space (on edit mode)  
Confirm an option (on edit mode)  
Unlock the keypad (on Home screen)
- Press and hold: Access language list (on edit mode)  
Lock the keypad (on Home screen)
- Press to enter Facebook main menu.
- Enter Wi-Fi list and refresh
- Press: Confirm an option  
Enter the next line (on edit mode)



## 2.2 Status bar icons <sup>(1)</sup>

### In one touch 815:



**Battery charge level.**



**Vibrate alert:** your phone vibrates, but does not ring or beep with the exception of the alarm (see page 64).



**Bluetooth status** (Activated).



**Bluetooth status** (Connected to an audio device).



**Java status** (Activated).



**Headset connected.**



**Call forwarding activated:** your calls are forwarded (see page 42).



**Alarm or appointments programmed** (see page 75, 78).



**Level of network reception.**



**Voicemail message arrived.**



**Missed calls.**



**Call in progress.**





















**Stopwatch is active.**



**Radio is on.**

<sup>(1)</sup> The icons and illustrations in this guide are provided for informational purposes only.

-  **Email unread.**
-  **Wap messages <sup>(1)</sup>.**
-  **Roaming.**
-  **SD card scanning completed.**
-  **Line switching <sup>(1)</sup>:** indicates the selected line.
-  **GPRS connection status (Activated).**
-  **GPRS connecting.**
-  **EDGE connecting.**
-  **EDGE attached.**
-  **Music active.**
-  **Wi-Fi activated.**
-  **MMS receipt in progress.**
-  **Sending a MMS.**
-  **Silence mode:** your phone does not ring, beep or vibrate with the exception of the alarm (see page 64).
-  **SMS unread.**
-  **MMS unread.**
-  **(Flickering) Message list is full:** your phone cannot accept any new messages. You must access the message list and delete at least one message on your SIM card.
-  **Flight mode.**

<sup>(1)</sup> Depending on your network operator.

## In one touch 815D:



**Level of network reception.**

**Call forwarding activated:** your calls are forwarded.

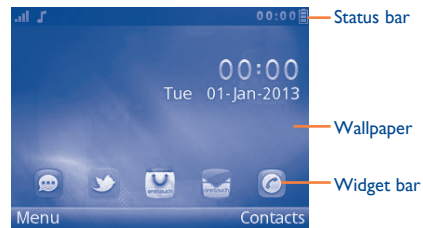
**GPRS connection status (Activated).**

**GPRS connecting.**

**EDGE connecting.**

**EDGE attached.**

## 2.3 Home screen





### 2.3.1 Widget bar

Widgets are convenient shortcuts for quick access from the Home screen.

You can customize widget bar by "**Settings/Phone settings/Widget bar**".

To add/remove a widget, select "**Edit widgets**" and use  key to **On/Off**, and then confirm by pressing "**Save**".

To reorder widgets, select "**Reorder widgets**" and choose one item by pressing  key, scroll up or down to the required position, place it by pressing  key, and then confirm by selecting "**Done**" with Right softkey.



You aren't allowed to add more than five widgets. Two widgets cannot be removed: Messages, Calls.

### 2.3.2 Change wallpaper

You can select a folder to choose one image as favourite wallpaper by selecting "**Options/Set as/Wallpaper**".

## 3 Making a call.....

### 3.1 Placing a call


Dial the desired number then press the send key to place the call. The number you entered can be saved to Contacts by selecting "**Save**". If you make a mistake, you may press Right softkey or Delete key to delete the incorrect digits.

To hang up the call, press the  key.

#### Making an emergency call

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

### 3.2 Calling your voicemail <sup>(1)</sup>

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 access your voicemail, hold down the  key.


If the access number for your operator's voicemail service does not work, dial the number that you were given. To change this number at a later date, refer to "**Voicemail**" (see page 42).





To use your voicemail service from abroad, contact your network operator before leaving.

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

### 3.3 Receiving a call

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

If the  icon is displayed, the vibrator is activated and there is no ringtone. If the  icon is displayed, the phone neither rings nor vibrates.




The caller's number is displayed if it is transmitted by the network (contact your network operator to check service availability).

#### Muting the ringtone

To mute ringtone of current incoming call, press Right softkey once.

#### Rejecting a call

Press the  key once, or reject it by SMS (**Options\Reject call with SMS**).

### 3.4 During a call <sup>(1)</sup>

#### During a call, following options are available:

- Mute (Turn the Mute function on/off during a call)
- Hold (Hold the current call)
- End single call (End the current call)
- New call (Hold the current call and dial another number)
- Contacts (Enter **Contacts**)
- Call Log (Enter Call Log) call log
- Messages (Enter Message)
- Sound recorder (record your current call)
- DTMF (Enable/Disable sending DTMF during the call)
- Switch audio path (Switch current audio path)

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

You can use **H-free** function by pressing Navigation key during a call.

You may also adjust sound level by using Volume key directly during a call.



Move the handset away from your ear while using the "H-free" option because the amplified volume might cause hearing damage.


You can switch the audio speech from handset to Bluetooth device when connected.

#### Handling two calls

- Answering a second call (ensure that "**Call waiting**" is activated, see page 42).
- To call a second party during a call, you can select "**Options\New call**".

### 3.5 Conference calls <sup>(1)</sup>

Your phone allows you to talk to several people at the same time (up to five). If you are on a double call, press "**Options**" and select "**Conference**". If a third call comes in, answer it by pressing the send key and speak with your new caller.

This caller becomes a member of the conference if you press "**Options**" and select "**Conference call**". Pressing  disconnects the current call.

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

## 4 Menu arrange.....

It is designed to vary according to your preference.

### Change the order

Access the main menu, focus on the main menu item you want to move, select "**Options>Select to move**", and tick "√" will be shown on the item you selected, then release it to your favourite destination.

### Show/Hide

Access the main menu, select "**Options>Add and remove menu**", and select the left check box of the selected menu once to show/hide, and then select "**Done**" to save the operation.

## 5 Messages.....

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


MMS enables you to send video clips, images, photos, animations and sounds to other compatible mobiles and e-mail addresses.



The MMS function can only be used if the service is provided by your operator, and if your contract includes the MMS option and if all the parameters for MMS have been entered (see page 33).

### 5.1 Access



You may access this menu using the following options:

- Access from the main menu by selecting "**Messages**".
- Select  from widget bar, and then enter the sub-menu you require.

### 5.2 Conversational On (Off) mode

In conversational on mode, you can view chat history in chronological order. In conversational off mode, you may have access to the following folders: **Write msg, Inbox, Draft, Outbox, Sent, Archive, Broadcast SMS, Voicemail, Empty folder, Templates, Settings**. Conversational view mode is set as default. You may switch to conventional mode by selecting "**Options\Settings\Switch view mode**". The following instructions are based on conversational mode.

## 5.3 Write message

You can select "**Messages\Write new SMS/MMS**" from the main menu or access from widget  to write text/multimedia message. For dual SIM model, you can type a message and select to send it to a recipient in either the SIM1 or SIM2 directory <sup>(1)</sup>. One or more recipients can be added from contact list and you can remove a recipient by pressing Delete key. Press "**Contacts**" through  key to multi-select recipients from Contacts.

An SMS will be converted to MMS automatically when images, videos, audio, slides or attachments are inserted; Subject, CC/BCC/email address is added; or the message contains more than 8 pages of text.

### Timer send


Schedule a SMS/MMS to be sent out at predefined time ("**Options\Timer send**").



An SMS message of more than a certain number of characters (the number of characters depends on your language) will be charged as several SMS. An MMS message containing photos and/or sounds may also be billed as more than one message. Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

## 5.4 Available options

### 5.4.1 Delete

To delete a thread (containing all chat history), select "**Options\Delete**", and then confirm with  key.

<sup>(1)</sup> one touch 815D only.

### 5.4.2 Delete all

You can delete all threads with this option.

### 5.4.3 Search

To search for a thread, you may input the initial of a contact name. Subsequent letters may be added to refine the search.

### 5.4.4 Alerts

#### WAP alerts

Store WAP push messages.

#### Setting messages

Store provisioning messages.

#### Broadcast SMS

Store received Broadcast SMS.

#### Voicemail

View and edit the voicemail number.

### 5.4.5 Settings

#### 5.4.5.1 Text message

##### SIM

- You can set profile, validity period, message type, sent on/off, reply path, preferred bearer etc.

##### Memory status

- Show memory used on the phone and SIM card.

##### Save sent message

- Save all your sent messages.

##### Pref. storage

- Select default message storage, SIM or phone.

##### Alphabet management

- Enables the definition of SMS data coding for management SMS sending.

### 5.4.5.2 MMS

- Data account**
- Select your data account for multimedia messages.
- Common settings**
- **Edit** Set slide timing, edit mode, picture resize, max size, signature, etc.
  - **Sending** Set the values for validity period, Read report, etc.
  - **Retrieve** Set the values for Home network, Roaming network, etc.
  - **Preferred storage** Select default MMS storage, phone or memory card.
  - **Memory status** Show memory used on the phone or memory card.

### 5.4.5.3 Switch view mode

You can switch message view mode between conversational on and off modes.

### 5.4.6 Memory status

Memory used on the phone.

## 6 Email

Your phone has an email client with the settings pre-defined for a few popular email services like – GoogleMail, Yahoo, AOL, etc. Besides this, you can set up other POP3 or IMAP4 email accounts that you may be using.

### 6.1 Access

You may access this menu using the following options:

- Access from the main menu by selecting "Email".

### 6.2 Email account set-up

#### Pre-defined email service

If you own an email account of predefined services, you can install it to your phone by selecting the service (GoogleMail, yahoo, etc.), entering the Email address and password, and then confirming with "OK".

#### New email service

To set up a new email account other than the predefined email services, select "Other Email accounts".

You are required to enter your Email address, select protocol <sup>(1)</sup> (POP3 or IMAP4) and data account, then enter your incoming server address, outgoing server address, username, password and account name, finally confirm with "Done".

<sup>(1)</sup> Consult your email service provider for more information about protocol.

### 6.3 Write email

Select "**Email\Options\Create email**" to enter write email interface. You can add a recipient by entering their Email address from the enter bar or by just adding it from Contacts.

### 6.4 Inbox

Folder of all received Emails.

### 6.5 Outbox

Folder of all unsent Emails.

### 6.6 Sent

Folder of all sent Emails.

### 6.7 Drafts

Folder of all draft Emails.

### 6.8 Available options

**View**

Select to enter the menu.

**Refresh**

To connect the email server in order to receive/send mails.

**Create email**

To create a new email.

**Email accounts**

To edit the detailed configuration information of the selected account.

**Delete**

To delete the current selected account.

**New account**

To create a new email account.

**Signature**

To attach your signature when sending emails.

**Select storage**

Select email to store in phone or SD card.

# 7 Contacts .....



## 7.1 Consulting your contacts

You can access to this function by selecting "**Contacts**" from the main menu.

For dual SIM model, the available in this menu <sup>(1)</sup>.

 Contacts stored both in phone and SIM card

 Contacts stored in phone

 Contacts stored in SIM card

### Searching for a contact

You can search for a contact by inputting the initial of their name. Subsequent letters may be added to refine the search.

### Viewing a contact

Select a name from your contacts to read the contact information.

<sup>(1)</sup> one touch 815D only.

## Making the call

Press the send key once the name is selected. If several numbers are associated with that name and none has been set as a default, first choose the required number from the list (Mobile, Home, Work, etc.), and then press the send key to make the call.

## 7.2 Adding a contact

You can add a new contact to phone or SIM card by selecting "**Add contact**".

Following fields are accessible when you create a new contact in the Contacts: Name, Number, Email, Incoming call image, Ringtone.

You can move from one field to another using the navigation key.



If you use your phone abroad, store the numbers in your Contacts in international format "+" followed by the country code.

## 7.3 Available options

From the contact list, you can access the following options:

|                          |   |
|--------------------------|---|
| <b>Add</b>               | Add a contact (name, numbers, e-mail, etc.) in the Contacts.                                      |
| <b>Send msg</b>          | Send an SMS/MMS to a contact you selected from Contacts.  |
| <b>Edit</b>              | Modify the contents of a file: name, number, ringtone, image, etc.                                |
| <b>Edit before call</b>  | Edit the phone number before placing a call.  |
| <b>Delete</b>            | Delete the selected contact.  |
| <b>Delete more</b>       | Delete marked contacts in the current Contacts.   |
| <b>Dial</b>              | Make a call to the selected contact.  |
| <b>Copy to phone/SIM</b> | Copy the selected contact to phone, SIM card.   |
| <b>Send vCard</b>        | Exchange data by SMS, MMS, Email, Bluetooth.  |
| <b>Group</b>             | You can view, send messages to the group you select or you can create, delete groups as you want. |
| <b>Add to blacklist</b>  | Add the selected contact to blacklist.  |
| <b>Add to whitelist</b>  | Add the selected contact to whitelist.  |



## Settings




- **My number** Type in or modify user's own name, number.
- **My vCard** Add user's info, such as name, mobile, home, company, email, etc.
- **Memory status** View used and available space in phone and SIM card.
- **Pref. storage** Select contact to store in SIM, phone or phone and SIM.
- **Copy all** Copy all contacts to phone or SIM card.
- **Delete all** Delete all contacts from SIM or phone.
- **ICE contact** Set 3 numbers as emergency call and save health information.

# 8 Call log.....

## 8.1 Access

You can access the function using the following options:

- Select  from main menu
- Press send key from Home screen
- Select  from widget bar, and then enter the sub-menu you require.

-  Missed calls
-  Outgoing calls (Redial)
-  Answered calls/Rejected calls

## 8.2 Available options

When you press "Options", you can have access to **Dial, Send msg, Save to Contacts, Edit before call, Add to blacklist, Add to whitelist, Delete** etc.

### 8.2.1 Call settings <sup>(1)</sup>

You can access a number of items with this option:

#### Voicemail

Dial or edit your voicemail.

#### Billing

You can access different items with this option:


- You can view the last, max or total cost of charged calls, modify it or reset it and enter the cost of a call in the currency of your choice.
- You can view the total duration of last call, dialled calls, received calls or reset duration.

#### Call waiting

Activate/deactivate the notification of a second incoming call by a beep.

#### Call forwarding

You can activate, cancel or verify the status of the call forwarding to the voicemail or to a specified number. The following configurations are possible:

- Unconditional: systematic forwarding of all your calls. The  icon is displayed.
- Conditional: if your line is busy, if you don't answer or if you are outside the network range.

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

## Call barring

You can activate or deactivate the call barring for outgoing and incoming calls. The various options are:

### Outgoing calls

The following configurations are possible:

- **All calls** All outgoing calls are barred.
- **International calls** Outgoing international calls are barred.
- **International except home** Outgoing international calls except those to your country of subscription are barred.

### Incoming calls

The following configurations are possible:

- **All calls** All incoming calls are barred.
- **Roaming** Incoming calls are barred when you are abroad.

### Cancel all

Deactivate all call barring.

### Change password

Change the original password for activating call barring.

## Caller ID

Set by network or hide, send number.

## Auto redial

You can activate or deactivate the automatic callback of your party for calls that do not get through the first time.

# 9 Media applications.....

## 9.1 Music .....

You can access this feature from the main menu by selecting "**Music**".

You will have full flexibility of managing music both on your mobile and SD card.

You can have access to your music files through one of the following:

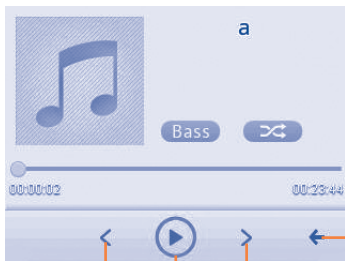
**All songs** Contains all songs both on phone and SD card.

**Albums/Artists/Genres** Music files are categorized by Albums, Artists or Genres based on information stored in the tags.

### 9.1.1 Refresh library

Refresh the information of songs saved in phone or SD card.

### 9.1.2 Music playing mode



Previous song  
(press  key)

Play/pause

Next song  
(press  key)

Back  
(press the right softkey)

To adjust the volume, use the volume key.

### 9.1.3 Settings

Access by pressing the Left softkey for following options:

**Player settings** Enable you to switch among **Shuffle, Repeat, Sound effects**.

**Audio settings** Audio play speed and display style can be set as you want.

### 9.2 Images.....

A library links to the images (stored in "**My images**") in phone or SD card to be shown in list, slide, multi-mark, set as wallpaper, power on/off display and incoming call image or sent by MMS, Email, Bluetooth.

Press an image once to view it in full screen.

### 9.3 Videos .....

Contains all video clips (stored in "**My videos**") in phone or SD card and enables you to play, send, set as power on/off display, delete, rename, sort, etc.


## 9.4 FM Radio.....

Your phone is equipped with a radio<sup>(1)</sup> with RDS<sup>(2)</sup> functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.



To use it, you must plug in your headset, which works as an antenna connected with your phone.

### Available options:

- Channel list** Open the list of saved stations.
- Save channel** Save the current tuned station to the "**Channel list**".
- Enter frequency** Enter the frequency manually.
- Auto search** Start auto search and stations will be automatically saved to "**Channel list**".
- Settings** Use  key to manage such settings: Loudspeaker, Audio quality, Record storage, RDS.
- Record** Record the radio: files will be automatically saved to "**File list**".

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

<sup>(2)</sup> Depending on your network operator and market.

## 10 Internet<sup>(1)</sup>.....

### 10.1 Web.....

**Web** not only gives you the full Web experience where you stay in touch with your friends, obtain information, do your online banking etc., but also saves time by using compressed web pages.

### 10.2 Wap.....

#### 10.2.1 Homepage

Launch the Wap browser with the preset homepage.

#### 10.2.2 Bookmarks

Access your favourite sites.

#### 10.2.3 Go to URL

Enter the URL of Wap site.

#### 10.2.4 Open file

Open web pages stored on your phone.

#### 10.2.5 Last wap address

Last visited URL.

#### 10.2.6 Recent pages

Pages which you recently browsed.

<sup>(1)</sup> Depending on your network operator. May cause additional network charges for data flow to provide this service. Extra fees might also be charged in roaming states.

### 10.2.7 Offline pages

Pages available for offline viewing.

### 10.2.8 Service inbox

Store Wap push messages.

### 10.2.9 Settings

Customise your browser preferences.

## 10.3 News .....



It is a huge time saver providing news updates from a website in a simple form.

Once subscribed to a channel, it gives you the ability to track and manage all your favourite RSS content on your mobile phone at anytime, anywhere!

#### Available options:

|                       |   |
|-----------------------|---|
| <b>Update</b>         | Refresh the content of a channel.       |
| <b>Create channel</b> | Create a new channel with name and URL. |
| <b>Delete</b>         | Delete the channel.                     |
| <b>Edit</b>           | Edit the name or URL of a channel.      |
| <b>Update all</b>     | Refresh all channels.                   |

#### Enable/Disable auto-update

Activate auto-update or not.

#### Enable/Disable all auto-update

Activate auto-update or not to all channels.

#### Settings

Select a regular interval to retrieve updates automatically, set to show images or not, as well as a Wap account to connect to.

#### Send

Share a channel with your friend by sending it by SMS, MMS or Email.

## 10.4 Weather .....



Your phone is equipped with a weather function for consulting up to 3-day forecasts of favourite cities.

To access the function, you can press "**Menu**" through Left softkey to access the main menu and select the .



Select "**AccuWeather.com**" to access online website, which may charge extra fee.

#### Available options:

**More information** Search more weather information online.

**Forecast** Display 3-day weather forecast.

**Update** Refresh weather information.

**My cities** List all my cities, you can add new city, set default city, delete the selected city, etc. via "**My cities\Options**".

**Settings** Set unit, update mode and network.

## 10.5 mTweet .....



Twitter is a social networking and microblogging service that has gained notability and popularity worldwide. This feature enables phone users to exchange news updates and ideas with a community in the form of messages or posts. Posts are displayed on the author's profile page and delivered to the author's subscribers or followers.

To open an account online, please go to: <http://m.twitter.com>.

## || Apps.....



Apps store is an online software store, where you can download and install applications and games to your phone.

You can access this function by selecting "**Apps**" from the main menu.

### ||.1 Locate the item you want to download

The Apps store home page offers several ways to find applications. It showcases different kinds of applications in **Featured** and **Categories**.

**Featured:** This shows pictures of recommended applications. You can select one to view its details.

**Categories:** This arranges applications under Feature, New, App and Game headings. Select a category to choose the application you require.

Also, you can press the Search tab, enter the name of an application, and then press **Go** to find the result.

## 11.2 Download, install and manage applications

- Navigate to the item you want to download and select it to enter the details screen from which you can read its overall rating or comments, view developer's information, etc.
- To download an application, you can press **Options\Download** or press **Download** from the application details screen.
- You can check the status of any application that is currently being downloaded using the Download tab. This enables you to delete, pause or resume downloading.
- When downloading has finished, you can manage your application using the Manager tab. You can select an application, and then press **Options\Run** to install it or **Options\Delete** to delete it.



Be particularly cautious with applications that can access many functions or a significant amount of your data. You are responsible for the results of using this item on your phone.


## 11.3 Update and settings

In the Apps store home page, you can press **Options\Update** to check for and install any updates for your applications. You can also press **Options\Setting** to automatically check for updates at either weekly or monthly intervals.

## 12 Facebook.....

Facebook is a social utility that connects people with friends and others who work, study and live around them. It provides a number of features with which users may interact: Wall, a space on every user's profile page that allows friends to post messages for the user to see; Pokes, which allow users to send a virtual "poke" to each other, etc.

To get a Facebook account, please visit <http://m.facebook.com>.

You can access this menu from the main menu by selecting "**Facebook**". You can also press  key on the keypad to enter the Facebook page.

Before accessing Facebook page, you must log in by selecting "**Facebook update status**" bar in home screen, then input your facebook account and password.

### 12.1 News feed.....

To access this feature, select "**Facebook\News Feed**" from the main menu screen.

This menu enables users to view a constantly updated list of their Facebook friends' activity, profile changes, upcoming events, birthdays, conversations taking place between the walls of their friends, etc.

This menu displays the following tabs when accessed:

- |                   |  |
|-------------------|--|
| <b>News Feed</b>  | Displays latest news or status update of your Facebook friends.        |
| <b>Favourites</b> | Displays the News Feeds of all friends selected as favourite contacts. |

## 12.2 Messages

From this menu, you can exchange messages with your Facebook friends.

Select **"Write new Facebook message"** to enter the message editing screen, enter your friend's name or select one or more friends from your friends list by pressing the  key, then enter your message text. When finished, press the  key to send it.

Press **"View"** using the  key to view all the message threads of the Facebook friends you selected.

### Available options:

|                        |  |
|------------------------|--|
| <b>View recipients</b> | View recipients' profiles if there are two or more recipients. |
| <b>Delete</b>          | Delete the current conversation thread.                        |
| <b>Delete all</b>      | Delete all threads.  |
| <b>Refresh</b>         | Data refresh.  |

## 12.3 Friends

You can access this function from the main menu screen by selecting **"Friends"**.

When accessing this menu, you will see a list of all contacts.

### Available options:

|   |   |
|---|---|
| <b>Set as favourite/<br/>Remove from<br/>favourites</b> | Select (or deselect) a contact as a favourite.    |
| <b>Merge to local<br/>contact</b>                       | Merge a Facebook contact with your local contact. |
| <b>Copy to phone</b>                                    | Copy the selected contact.                        |

## 12.4 Photos

This menu displays photos downloaded from Facebook.

Select **"Create new album"** to enter a caption and description, then press  key to finish creating the album.

Your Facebook gallery is displayed in albums. The first album will be **"Fan photos"** which is generated automatically and contains all photos where you have been tagged.

## 12.5 Events

To access this feature, select **"Facebook\Search"** from the main menu screen.

This menu displays the list of all events and the list of birthdays of all Facebook friends.

## 12.6 Search

To access this feature, select "**Facebook\Search**" from the main menu screen.

This menu enables users to search for a friend they want to connect with, or locate a page they want to view, etc.

## 12.7 Notification

To access this feature, select "**Facebook\Notification**" from the main menu screen.

This menu displays all notifications from your Facebook friends.

## 12.8 Settings

As your phone supports Facebook, you can access settings for this feature by selecting "**Facebook\Settings**" from the main menu screen.

### Background updates

Select to set the Background updates mode for updating Facebook features.

### Logout

Select to log out the facebook.

# 13 Entertainment.....

## 13.1 Stopwatch

The stopwatch is a simple application for measuring time with the possibility to register several results and suspend/resume measurement.

## 13.2 Ebook

A bookshelf contains the electronic books (.txt file only). While reading the book, you may add bookmark, or reach the text by searching words, phrases (**Options\Find**, **Options\Jump to**).

### Available options:

|                         |   |
|-------------------------|---|
| <b>Book information</b> | Display the detailed information (title, size and format) about the book. |
| <b>Delete</b>           | Delete the current book.  |
| <b>Delete all</b>       | Delete all books.   |
| <b>Sort</b>             | Sort the books by name, type, time or size.                               |
| <b>Global settings</b>  | Set the font, scroll mode, display format, etc.                           |
| <b>Help</b>             | List all hotkeys.   |



To avoid character corruption, please ensure that the encoding format is correct (**Global settings** or **Settings\Encoding format**).

### 13.3 Java .....

#### 13.3.1 Launch an application

Select "**Java applications**" to launch applications.

#### 13.3.2 Download application

Download Java applications from [ALCATEL ONE TOUCH website](http://ALCATELONE TOUCH website).

#### 13.3.3 Java settings

The "**Java**" menu allows you to manage Java settings, in which you may set Java audio, backlight, vibration, network and identify how much Heap size is available.

#### 13.3.4 Trusted certificates

View detailed information of the trusted certificates supported by your phone.

### Disclaimer

Downloading or running applications will not damage or alter any software already in your mobile telephone designed to support Java™ technology. TCT Mobile Limited and its affiliates waive any responsibility and refuse to guarantee applications that are subsequently used, as well as for all applications not embedded in the handset upon purchase.

The purchaser alone bears the risk of loss, damage or defect of the handset, or of applications/software, and generally of any damage or consequence resulting from the use of the said applications/software. In the event that the said applications/software, or the subsequent setup of any function are lost due to technical reasons resulting from the handset being replaced/repared, the mobile phone owner should repeat the operation and download or set up again. TCT Mobile Limited and its affiliates grant no guarantee and disclaim any responsibility if the operation cannot be repeated or cannot be performed without incurring some cost.

# 14 Camera.....

Your mobile phone is fitted with a camera for taking photos and shooting videos that you can use in different ways:


- store them in your "My files\Memory card\My images" or "My files\Phone\My images".
- send them in a multimedia message (MMS) to a mobile phone or an email address.
- send them directly by MMS, Email, Bluetooth.
- customise your Home screen (see page 79).
- select them as incoming call image to a contact in your Contacts.
- transfer them by data cable or microSD card to your computer.

## 14.1 Access

Select  from the main menu to access this function.

## 14.2 Camera

### 14.2.1 Take a photo, save or delete

The screen acts as the viewfinder. Position the object or landscape in the viewfinder and press  to take the image and the images will be automatically saved. If you don't want it, you may directly delete it.

### 14.2.2 Settings in framing mode

Before taking the photo, you can adjust a number of settings: From the photo shot screen, press "Settings" through Left softkey not only to access: "Image size", "Capture mode", "Image quality", "Timer", "Night mode", "Banding", "EV", "White balance", "Color mode", but also following ones:

#### My images

- Go to "My files\Phone" or "My files\Memory card" to view the photos you have taken.

#### Storage

- You may choose saving location if microSD card is inserted.

#### Access video

- Access video recording mode.

#### Restore default

- Return all settings to default values.

|   |               |   |                 |
|---|---------------|---|-----------------|
|  | Capture mode  |  | Image size      |
|  | Image quality |  | Access video    |
|  | Timer         |  | Restore default |
|  | Banding       |  | Night mode      |
|  | My images     |  | EV              |
|  | Storage       |  | White balance   |
|  | Color mode    |   |                 |

### 14.2.3 Options available after taking the photo


Once you have taken a photo, you can send your photo by Bluetooth, MMS and Email, assign it to a contact, set as wallpaper, or go to "My images" to view it.

## 14.3 Video

### 14.3.1 Framing mode

When you enter the "Video" function, you are in Framing mode. Use the mobile screen as a viewfinder and press "Settings" for the settings of **Video quality**, **Night mode**, **Record audio**, **Color mode**, **EV**, **Record limit** and **Storage**, to **Access camera** and "My videos".

### 14.3.2 Recording mode

Once you have chosen your settings, you can launch the recording of your video-clip by pressing the  key.



If you receive a call in recording mode, video recording will stop and save automatically.

### 14.3.3 Further operations after shooting a video

After shooting a video, you can choose to send your video by Email, MMS, Bluetooth or go to "My videos" to view it.

In the list of "My videos", press "Options" to rename the video, set as power on/off screen, etc.

## 15 Profiles.....




With this menu, you may personalise ringtones for different events and environments.

### 15.1 General

To modify the sound settings, press "Options\Customize" and you will see the functions below using the navigation key:

#### Mode

You may set your phone ringtone to Ring only, Vibration only, Vib. and ring, Ascending, Silence (no sounds except for alarms, the icon  will be displayed).

#### Ringtone

Select a melody from the list by scrolling up/down.

#### Ringtone

Adjust the volume by  key.

#### volume

#### Message

Select a melody for a new incoming message.

#### Keypad

Select silence or the type of keybeep.

#### Power on

Select a Power on melody for your phone.

#### Power off

Select a Power off melody for your phone.

## 15.2 Vibration

All sounds are replaced by vibrations except for alarms.

## 15.3 Silent

This profile will turn off all ringtones, even notification sounds.

## 15.4 Flight mode

Voice calls, Bluetooth and messaging functions are barred. Can be used to increase standby duration.

# 16 My files.....

You will have access to all audio and visual files stored in phone or Memory card in File manager.

## 16.1 Phone

An entry to access all files in all folders stored in phone.

### 16.1.1 Ebook

A bookshelf containing the electronic books (.txt file only).

### 16.1.2 My audios

Choose an audio for an incoming call ringtone, a message alert beep, power on/off ringtone, incoming call ringtone, etc.



DRM: Digital Rights Management feature allows sounds and images to be played while protecting the associated copyright. DRM counter-based files and files with expired rights will not be automatically played when scrolling the list.

### 16.1.3 My images

You can select an image or a photo as wallpaper, power on/off screen, or assign it as incoming call image.



The images will be displayed in alphabetical order.

### 16.1.4 My videos

"My videos" album contains video clips recorded, received or downloaded.

### 16.1.5 Received

This feature stores all received files by Bluetooth.

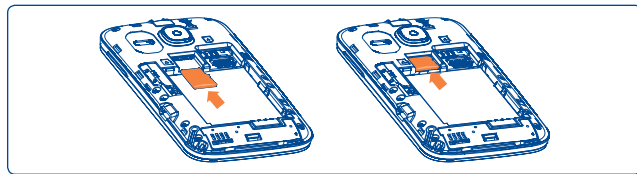
## 16.2 Memory card

You can access all files stored in the Memory card here.



When a Memory card is inserted for the first time, it will be scanned and the default folders will be created.

### Inserting the Memory card:



Firstly, release the Memory card holder. Then insert the Memory card with the golden contact downward. Finally, turn down the Memory holder.

## 16.3 Managing audios, images, videos and others

According to the item chosen, you can access some of the functions below:

|                            |  |
|----------------------------|--|
| <b>Send</b> <sup>(1)</sup> | Send the audio/image/video/Java.   |
| <b>Delete</b>              | Delete the audio/image/video selected (not applicable for embedded items).   |
| <b>Set as</b>              | <ul style="list-style-type: none"><li>• Image→wallpaper, power on/off, assign it to a contact.</li><li>• Sound→ringtone, message beep, power on/off, assign it to a contact.</li><li>• Video→power on/off.</li></ul> |
| <b>Multi-mark</b>          | Mark/Unmark a tick on a file for further operation. Press Left softkey to mark all directly.   |
| <b>Download</b>            | Download new items.  |
| <b>Rename</b>              | Rename the audio/image/video.  |
| <b>Sort</b>                | Sort the files by name, type, time and size.   |
| <b>Move</b>                | Move a file from the phone memory to the SD card and vice-versa.   |
| <b>Activate Copy</b>       | DRM file option.<br>Copy a file to the phone memory or the SD card.  |
| <b>Delete all</b>          | Delete all the files except the embedded ones.   |
| <b>Details</b>             | View details of the file.  |

<sup>(1)</sup> Files marked with  cannot be sent.

## 16.4 Formats and compatibility <sup>(1)</sup>

- Sounds: mp3, m4a, aac, midi, wav, amr, wma
- Images: jpg, gif, wbmp, bmp
- Videos: 3gp, H.263, MPEG4 (may vary on specific product)

## 16.5 Memory status

Indicates how much space is used and how much is currently free on your phone and memory card (if any).

### 16.5.1 Phone

View available memory space.

Your phone's memory is shared among several functions: contacts, calendar, messages, images, melodies, games and video clips.

### 16.5.2 Memory card

View the memory available on your memory card.

You are advised to save large files (like songs) on your memory card.

<sup>(1)</sup> Depending on product and market.

# 17 Bluetooth™ <sup>(1)</sup> .....



Access this feature by pressing "**Menu**" through Left softkey from the Home screen to enter the main menu, then selecting "**Bluetooth**".

To use your phone with a Bluetooth device, you need to proceed in two steps:

- Pair and register the device to your phone,
- Select it to use hands-free communication. Only one Bluetooth audio device (your Bluetooth headset or your Bluetooth car kit) can be connected during the communication.

## Pair and register your Bluetooth device

Activate the Bluetooth feature by selecting the "**Bluetooth\Activation\On**" option. Then enter the "**Device list**" menu to search for connectable Bluetooth devices. From the list, select the device you want to pair directly. If the bluetooth device has no keyboard, enter its default password to register it with your phone. If the Bluetooth device has keyboard/keypad, enter the same set of password on both handset and the device to get it registered.

Press the "**Options**" to show service, rename, authorization, delete and delete all from the connected list.



Don't forget to turn on your Bluetooth device and activate the pairing mode while pairing it with your phone.

<sup>(1)</sup> You are recommended to use ALCATEL ONE TOUCH Bluetooth headsets, which have been tested and proved compatible with phone. You can go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com) for more information about ALCATEL ONE TOUCH Bluetooth headset.

## Visibility

Select whether you want to hide or show to all.

## My phone's name

You may change your phone name, which is visible to the others.

## Available functions

### Activation

Select On or Off.

### Visibility

Select whether you want to hide ("**off**") or show to all ("**on**") your phone.

### Device list

You can search new device.

### My phone's name

You may change your phone name, which is visible to the others.

### Device address

You can see the address.



Always activate Bluetooth in your phone first before connecting it to a Bluetooth device. Be aware that Bluetooth activation will slightly affect battery life of your phone.

Bluetooth technology allows free wireless connections between all Bluetooth-compliant devices within short range. Please make sure that the Bluetooth headset or the Bluetooth car kit and your mobile phone are in this range and set as visible.

# 8 Wi-Fi.....



Using Wi-Fi, you can connect to the Internet when your phone is within range of a wireless network. Wi-Fi can be used on phone even when no SIM card is inserted.

To access this function, press "**Menu**" to enter the main menu, and select  or press (i) directly.

## To connect and disconnect to a wireless network

To connect a Wi-Fi network, select one of the following two ways:

- Press "**Connect**"
- Select "**Options\Connect**"

If the network you selected is secured, you are required to enter a password or other credentials (contact network operator for details). When finished, select "**Options\Done**".

To disconnect a Wi-Fi network, select "**Options\Disconnect**".

## Available options:

|                            |   |
|----------------------------|---|
| <b>Add</b>                 | Press to add new Wi-Fi networks of your choice when Wi-Fi is on |
| <b>Refresh</b>             | Press to refresh all the available Wi-Fi networks               |
| <b>Wi-Fi status</b>        | Press to check the status of Wireless Local Area Networks       |
| <b>Disable Wi-Fi</b>       | Press to deactivate Wireless Local Area Networks                |
| <b>Define access point</b> | Press to define access point                                    |

# 9 Tethering.....



Tethering is a method for connecting a computer or other devices to the internet via an internet-capable mobile phone. They will then be able to share your phone's internet connection.

Access this feature by pressing "**Menu**" through Left softkey from the Home Screen to enter the main menu, then selecting "**Tethering**".



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

## To share your home data connection via a USB cable

Use the USB cable that came along with your phone to connect the phone to a USB port on your computer, and then press USB tethering.

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

Your phone will become a Wi-Fi hotspot when you turn it on by selecting the "**Tethering\Wi-Fi hotspot\Switch\On**" option.

Additionally, if you want to save power when there is no Wi-Fi client, you can select "**Tethering\Wi-Fi hotspot\Switch\On\Auto turn off\On**".

## To rename or secure your portable hotspot

When 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 by using a password.

Access this feature by selecting the "**Tethering\Wi-Fi hotspot\Switch\On**" to set or rename the SSID and when you activate the Wi-Fi hotspot, please enter a password to secure your portable hotspot.

## 20 Others .....

### 20.1 Calendar .....

Once you enter this menu from the main menu, there is a monthly-view calendar for you to keep track of important meetings, appointments, etc. Days with events entered will be marked in color.

#### Available options:

|                     |   |
|---------------------|---|
| <b>View</b>         | See today's appointments.                                       |
| <b>View all</b>     | See all the created appointments.                               |
| <b>Add event</b>    | Create " <b>New voice alarm</b> " and " <b>Add ToDoList</b> ".  |
| <b>Jump to date</b> | Input the required date and it will be immediately highlighted. |
| <b>Go to today</b>  | Focus on today's date.  |
| <b>Settings</b>     | Set the first day of the week and the first week of the year.   |

### 20.2 Calculator .....

Access this feature by selecting "**Calculator**" from the main menu.

Enter a number, select the type of operation to be performed using the navigation keys, and enter the second number, then select "=" to display the result.

Once an operation is complete, you can select "**Clear**" to clear numbers and carry out a new operation.

To return to the main menu, select "**Back**".

To return to the Home screen, press the  key.

### 20.3 Notes .....

You can create a note in text format by accessing "**Notes**" from the main menu.

#### Available options:

|                         |                    |
|-------------------------|--------------------|
| <b>Create text note</b> | Add new text note. |
| <b>Delete</b>           | Delete note.       |
| <b>Edit</b>             | Edit note.         |

## 20.4 Recorder

Accessing "Recorder" from the main menu allows you to make voice or sound recordings.

### Available options:

|                   |   |
|-------------------|---|
| <b>New record</b> | Create new record.                                  |
| <b>Play</b>       | Play the record.                                    |
| <b>Rename</b>     | Rename a recorded file.                             |
| <b>Delete</b>     | Delete the selected voice/sound recording.          |
| <b>List</b>       | List the recorded file.                             |
| <b>Settings</b>   | Set the record file.                                |
| <b>Set as</b>     | Set the record file as Incoming Call, Message, etc. |
| <b>Send</b>       | Send by MMS, Email or Bluetooth.                    |

## 20.5 Tasks

Enables you to easily manage and track the progress of a task with priorities. All the tasks will be sorted by due date.

### Available options:

|                                      |                         |
|--------------------------------------|-------------------------|
| <b>View</b>                          | View current task       |
| <b>Create</b>                        | Add new task            |
| <b>Delete</b>                        | Delete the current task |
| <b>Mark as done/Mark as not done</b> | Change task's status    |

## 20.6 Alarm

Your mobile phone has a built-in alarm clock with a snooze feature. You can set up to seven separate alarms and choose whether or not the alarm should repeat.

|                   |   |
|-------------------|---|
| <b>Repeat</b>     | You may select <b>Once</b> (default)/ <b>Everyday/Work day</b> or <b>Custom</b> to your desire. |
| <b>Snooze</b>     | The alarm will repeat at regular intervals.   |
| <b>Alert type</b> | You may select the mode of Ringtone: <b>Ring only, Vibration only, Silence, Vib. and ring.</b>  |
| <b>Alarm beep</b> | You may choose one tone or FM radio as the alarm ringtone.                                      |


## 20.7 World clock

The World clock shows current local time and the time zone in different cities. You may view up to 3 cities at one time.

## 20.8 Converter

You can use the Weight and Length conversion by selecting the unit you wish to convert, then press to input the digits. Finally confirm with "OK".

# 2 | Settings .....

From the main menu, select the menu icon  and select the function of your choice in order to customise your telephone.

## 21.1 Phone settings

### 21.1.1 Time and date

Allows you to have settings of home city, date and time, including 12/24h format.

You can also set the daylight saving adjustment and activate auto update if needed.

### 21.1.2 Display

#### Wallpaper

The wallpaper is displayed when you switch on your telephone.

By selecting "**Wallpaper**" you can customise it by replacing the default image or animation displayed on your telephone.

#### Power On/Off

You can customise your welcome animation or image that appears when you switch on your phone.

You can also customise your ON/OFF screen with an image or animation.

#### Brightness

You may adjust black level with respect to LCD display by using the navigation key.

## Backlight

- **Screen** Allows you to reduce brightness for enhanced battery performance and to save power during periods of expected inactivity.

### 21.1.3 Languages <sup>(1)</sup>

Display language for messages. The "**Auto**" option selects the language according to the home network (if available).

### 21.1.4 Fake call

This program enables you to call yourself by simulating a caller number/name, ringtone, contact photo at a scheduled time. It helps you to politely escape from social situations at any time you wish.

### 21.1.5 Headset mode

Switch audio play (incoming call, message beep, alarm beep...) between **Headset only** and **Phone and headset**.

### 21.1.6 Keypad

#### Navigation keys

These keys have predefined functions, which vary from one model to another (operator services, games access, or Games & Applications...). You can customise <sup>(2)</sup> them, assigning the functions, numbers from contacts and URL you wish to each key.

#### Combined Fn keys

By pressing Fn key and other keys, you can access some function accordingly. Followings are default combinations:

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

<sup>(2)</sup> Depending on your network operator.

Fn + B: Access Bluetooth  
Fn + M: Access Music  
Fn + P: Access Profiles  
Fn + J: Access Java applications

## Numeric keys

By customising your keys, you can access any function directly from the Home screen.

### 21.1.7 Auto keylock

Set specific time for phone's auto lock.

### 21.1.8 Input mode <sup>(1)</sup>

Please see chapter "**Latin input mode**", page 86. In addition to the specific characters table for Cyrillic, Chinese, other data input modes are also available in your telephone. This feature allows you to write short messages and add names with special characters to your contacts.

### 21.1.9 Default browser setting

With this option, you can select either Wap or Web as the default browser.

### 21.1.10 Widget bar

From Widget bar, you can quickly access the features that you use the most. When activated, pressing left/right to access application shortcuts one by one, and pressing up/down to access a list of available actions of the selected applications. You can choose to display, hide or edit the widget bar (see page 25).

<sup>(1)</sup> Depending on the language.

## 21.2 Call settings

See page 42.

## 21.3 Security

### Activate PIN

The SIM card protection code is requested each time the phone is powered on.

### Change PIN

Change PIN code.

### Change PIN2

A protection code for certain SIM card features (Billing/Cost/FDN, etc.) will be requested if you attempt to access it, if the code is activated. Select to update it with a new one (between 4 and 8 digits).

### Activate password

It is requested each time the phone is powered on.

### Change password

Change phone password, its initial one is 1234.

### Fixed dialed number

Allows the phone to be "locked" so that it can only dial certain numbers, or numbers with certain prefixes. To activate this function, PIN2 code is mandatory.

## 21.4 Network

### 21.4.1 Network selection

- Preferred network** • List of networks to which you wish to be connected in order of priority.
- Select network** • The choice of network connection is left up to the user.
- Search mode** • Network connection can be switched between "Manual" and "Auto".

### 21.4.2 GPRS connection <sup>(1)</sup>

- When needed** • GPRS mode active depending on connection requirements.
- Always** • GPRS mode continuously active.

### 21.4.3 GPRS international roaming

GPRS data services can be used while roaming overseas.

## 21.5 Connectivity

A set of profile settings for messaging (MMS, Email...) and Web connection.

<sup>(1)</sup> Depending on network availability.

# 22 Making the most of your mobile .....

## 22.1 PC suite

You can download PC Suite for free from the website ([www.alcatelonetouch.com](http://www.alcatelonetouch.com)). The PC suite includes:

- **Backup/restore**

You can backup the important data in your mobile and restore them when needed.

- **GPRS modem**

Use your mobile phone to connect PC to the internet.

- **Multimedia Personalization**

Customize your mobile with images, animations and melodies.

- **Messages**

You can compose SMS/MMS easily on your PC and transfer them to your phone.

### Supported Operating Systems

Windows XP/Vista/Windows 7.

## 22.2 ONE TOUCH Upgrade

Using ONE TOUCH Upgrade tool you can update your phone's software from your PC.

Download ONE TOUCH Upgrade from ALCATEL ONE TOUCH website ([www.alcatelonetouch.com](http://www.alcatelonetouch.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 backup your personal data using PC Suite before upgrading.

### Supported Operating Systems

Windows XP/Vista/Windows 7.

## 22.3 Webcam <sup>(1)</sup>

You can use your phone as a webcam for instant messaging on your PC.

- Connect your phone to PC via USB cable.
- Go to "**My computer**" folder on your PC and find USB video device (Under Scanners & Cameras).







<sup>(1)</sup> The using of webcam may vary according to the operating system of your PC.

# 23 Latin input mode .....

There are two text entry methods that can be used to write messages:

- Normal: this mode allows you to type a text by choosing a letter or a sequence of characters.
- CooTek mode: this mode can perform predictive input in hardware keypad and supports multi-language input.

### Keypad inputting:

-  : Press to input capitalized characters
-  : Press once: Input a top-half character  
Press twice: Lock the keyboard in top-half key input mode  
Press and hold: Input top-half characters only until key is released
-  : Press: Delete one by one  
Press and hold: Delete all
-  : Press: Enter a space  
Confirm an option  
Press and hold: Access language list
-  : Press: Confirm an option  
Enter the next line
-  : Hold down Fn key, then press SYM key to enter symbol table

## 24 Telephone 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 <sup>(1)</sup> from the date of purchase as shown on your original invoice.

Batteries <sup>(2)</sup> and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months <sup>(1)</sup> 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.

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

<sup>(2)</sup> 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.

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 TCT Mobile Limited,
- 3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,
- 4) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical phones, 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.

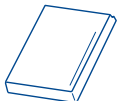
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## 25 Accessories <sup>(1)</sup> .....

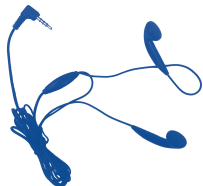
The latest generation of ALCATEL ONE TOUCH GSM mobile phones offers a built-in handsfree feature that allows you to use the telephone from a distance, placed on a table for example. For those who prefer to keep their conversations confidential, an earpiece is also available known as the headset.



Battery



USB cable




Stereo headset



Only use your telephone with ALCATEL ONE TOUCH batteries, chargers and accessories in your box.

## 26 Troubleshooting .....

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


- You are advised to fully charge (  ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use User Data Format and the ONE TOUCH Upgrade tool to perform phone formatting or software upgrading, (to reset User Data format, hold down # while simultaneously pressing the power on/off key). ALL User phone data: contacts, photos, messages and files, downloaded applications like Java games will be lost permanently. It is strongly advised to fully backup the phone data and profile via PC suite before doing formatting and upgrading.

and carry out the following checks:

### My phone is frozen or cannot switch on

- Check the battery contacts, remove and reinstall your battery, then turn your phone on
- Check the battery power level, charge for at least 20 minutes
- If it still does not work, please use User Data Format to reset the phone or One Touch Upgrade to upgrade software

### My phone has not responded for several minutes

- Restart your phone by pressing and holding the  key
- Remove the battery and re-insert it, then restart the phone
- If it still does not work, please use User Data Format to reset the phone or One Touch Upgrade to upgrade software

### My phone turns off by itself

- Check whether your phone is locked when not in use, and make sure you don't accidentally turn off your phone when locking it by pressing the power key.
- Check the battery charge level
- If it still does not work, please use User Data Format to reset the phone or One Touch Upgrade to upgrade software

<sup>(1)</sup> Images for reference only.

### **My phone cannot charge properly**

- Make sure you are using an ALCATEL ONE TOUCH battery and the charger from the box
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger
- 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 cannot 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 (see page 83)
- Try connecting at a later time if the network is overloaded

### **My phone cannot connect to the Internet**

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

### **Invalid SIM card**

- Make sure the SIM card has been correctly inserted (see page 16)
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

### **Unable to make outgoing calls**

- Make sure you have dialed a valid number and press the send key
- For international calls, check the country and area codes
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls (see page 43)
- Make sure that your phone is not in flight 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 (see page 42)
- Make sure that you have not barred certain calls
- Make sure that your phone is not in flight 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 cannot find my contacts**

- Make sure your SIM card is not broken
- Make sure your SIM card is inserted properly
- Import all contacts stored in SIM card to phone

### **The sound quality of the calls is poor**

- You can adjust the volume during a call by pressing the navigation key
- Check the network strength 
- Make sure that the receiver, connector or speaker on your phone is clean

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

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

### **When I select a number from my contacts, the number cannot be dialed**

- Make sure that you have correctly recorded the number in your file
- Make sure that you have selected the country prefix when calling a foreign country

### **I am unable to add a contact in my contacts**

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

### **My callers are unable to leave messages on my voicemail**

- Contact your network operator to check service availability

### **I cannot access my voicemail**

- Make sure your operator's voicemail number is correctly entered in "My numbers"
- 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 (see page 33)
- Verify the server centre number or your MMS profile with your operator
- The server centre may be swamped, try again later

### **The flickering icon is displayed on my standby screen**

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

### **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 ALCATEL ONE TOUCH PC suite first of all
- Check that your computer meets the requirements for ALCATEL ONE TOUCH PC 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 cannot be detected by others via Bluetooth**

- Make sure that Bluetooth is turned on and your phone is visible to other users (see page 71)
- 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 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
- Switch on the backlight upon request
- Extend the email auto-check interval for as long as possible
- Update news and weather information on manual demand, or increase their auto-check interval
- Exit background-running Java applications if they are not being used for a long time
- Deactivate Bluetooth when not in use

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