



2003

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

Table of contents

Safety and use	3
General information	7
1 Your mobile.....	8
1.1 Keys.....	8
1.2 Status bar icons	11
2 Getting started.....	12
2.1 Set up	12
2.2 Power on your phone	14
2.3 Power off your phone.....	14
3 Calls	14
3.1 Making a call	14
3.2 Calling your Voice mail	14
3.3 Receiving a call	14
3.4 Available functions during the call.....	15
4 FM radio	15
5 Call logs	15
6 Music.....	15
7 Tools	16
7.1 Alarm.....	16
7.2 Calculator.....	16
7.3 Calendar.....	16
7.4 Bluetooth.....	16
7.5 Convert	16
7.6 Fake call.....	17
7.7 Call filter.....	17
7.8 Torch	17
7.9 World clock	17
7.10 Voice alarm.....	17
7.11 STK.....	17
8 Message.....	18
8.1 Create message.....	18
9 Multimedia.....	18
9.1 Camera	18
9.2 Gallery	18
9.3 Sound recorder.....	19
9.4 Video.....	19

10 My files	19
11 Contacts	19
11.1 Consulting your contacts	19
11.2 Adding a contact.....	19
12 Settings.....	20
13 Input mode	20
14 Telephone warranty.....	20
15 Troubleshooting.....	21



This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 5 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 5 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

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 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 0°C (32°F) to +40°C (104°F).

At over 40°C (104°F) the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all mobile network. 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.

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

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

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, 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, take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

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



PROTECT YOUR HEARING

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

● PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

● BATTERY:

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

Before removing the battery from your phone, 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 (140°F).

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

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

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

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

In European Union countries:

These collection points are accessible free of charge.

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

In non European Union jurisdictions:

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

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 (32°F) to +40°C (104°F).. 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 2014/53/EU (RED) is required of all 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 organisation (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 2.0 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:

2003G/2003D

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900 + Bluetooth	0.81 W/kg
Body-worn SAR	GSM 1800 + Bluetooth	1.12 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 5 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

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

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

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

Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 5 mm away from the body.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorised devices or third party devices connected to yours. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product..Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organisational measures to protect all personal data, for example against unauthorised or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

- (i) the technical possibilities available,
- (ii) the costs for implementing the measures,
- (iii) the risks involved with the processing of the personal data, and
- (iv) the sensitivity of the personal data processed.

LICENCES



.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 TCL Communication Ltd. and its affiliates is under licence. Other trademarks and trade names are those of their respective owners.

alcatel 2003 Bluetooth Declaration ID D023491

General information

Internet address: www.alcatelmobile.com

Hot Line Number: see "TCL Communication" leaflet or go to our Internet site.

Manufacturer: TCL Communication Ltd.

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

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by email to ask any questions you may have.

This radio equipment operates with the following frequency bands and maximum radio-frequency power:

GSM 850/900: 33 dBm

GSM 1800/1900: 30 dBm

Bluetooth: < 4.3 dBm

Hereby, TCL Communication Ltd. declares that the radio equipment type Alcatel 2003G/2003D is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: http://www.alcatel-mobile.com/EU_doc.

The description of accessories and components, including software, which allow the radio equipment to operate as intended, can be obtained in the full text of the EU declaration of conformity at the following internet address: http://www.alcatel-mobile.com/EU_doc.

Protection against theft⁽¹⁾

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

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services. TCL Communication shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

⁽¹⁾ Contact your network operator to check service availability.

1 Your mobile

1.1 Keys



- | | | | |
|---|--------------------------------------|---|--|
| ① | Left soft key | ⑦ | Vibrate alert (Vibrate mode activated) |
| ② | Call logs (idle screen)
Send call | ⑧ | Navigation key:
Browser/Confirm an option |
| ③ | Voice mail (long key-press) | | Volume up ▲ |
| ④ | Lock Key (long press * oa key) | | Volume down ▼ |
| ⑤ | Right soft key | | Contacts ◀ |
| ⑥ | Power on/Power off
End call | | Alarm ▶ |



Navigation key

Confirm an option (press the middle of the key)



Send call

Access to call log (idle screen)



Power on/off the handset (long press)

End call

Return to idle



Left soft key

- Unlock keypad

- Access to main menu



Right soft key

Access contacts



On the Home screen

- Input "1"

- Dial voice mail number (long press)

In edit mode

- Input most frequently used symbols

- Input "1" (long press)



On the Home screen

- Enter "0"

- Input "+" (long press). "+" is used for dialling an international call.

In edit mode:

- Input "0" (long press)



From Idle screen

- Press: input *

- Long press: lock keypad

In Edit mode:

- Press: change input methods



On the home screen

Input "#"

Activate/deactivate the vibrate mode

In edit mode

Add space

1.2 Status bar icons ⁽¹⁾

In 2003G

-  Battery charge level.
-  Level of network reception.
-  Silence mode: your phone neither rings, beeps nor vibrates.
-  Aeroplane mode.
-  Headset connected.
-  Alarm clock programmed.
-  Missed calls.
-  Meeting mode: your phone vibrates, but neither rings nor beeps.
-  Roaming.
-  Unread SMS.
-  Message full.
-  Call divert.
-  Music activated.

In 2003D:

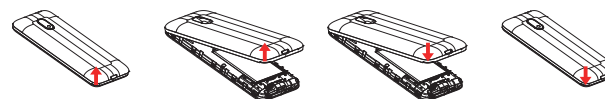
-  Level of network reception.
-  Call divert.
-  GPRS connection status .

 Roaming.

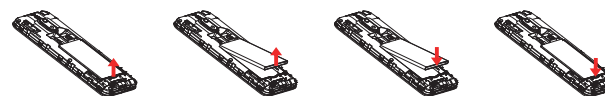
2 Getting started

2.1 Set up

Removing and installing the back cover



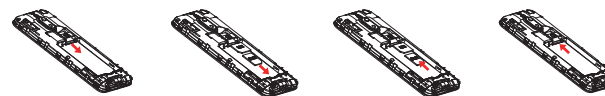
Removing and installing the battery



Inserting and removing SD card



Inserting and removing the SIM card



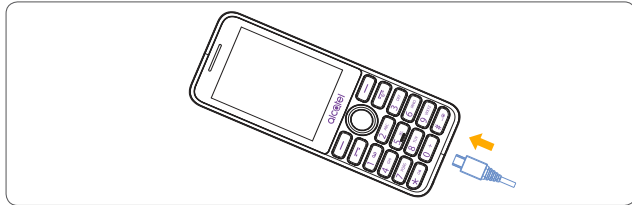
Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press it and slide it out.

⁽¹⁾ The icons and illustrations in this guide are provided for information purposes only.



For dual SIM models⁽¹⁾ and single SIM model⁽²⁾, which only support mini SIM card. Do not attempt to insert other SIM types like micro and nano cards, otherwise this may cause damage to your phone. .

Charging the battery



Connect battery charger to your phone and plug into the socket.

Charging may take about 20 minutes to start if the battery is out of power.

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). You are advised to charge the battery to its maximum when using the phone for the first time (approximately 3 hours) ().

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



The charge is complete when the animation stops.

⁽¹⁾ 2003D

⁽²⁾ 2003G

2.2 Power on your phone

Hold down the  key until the phone powers on.

2.3 Power off your phone

Hold down the  key from the idle screen.

3 Calls

3.1 Making a call

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

Making an emergency call

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

3.2 Calling your Voice mail⁽¹⁾

To access your voicemail, hold down the  key.

3.3 Receiving a call

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

3.4 Available functions during the call

During a call, you can access your directory, calendar, short messages, etc. without hanging up the phone.

⁽¹⁾ Contact your network operator to check service availability.

4 FM radio.....

Your phone is equipped with a radio. You can use the application as a traditional radio with saved channels. In FM radio interface, press  to play/pause the playing process of the current channel, press  and  to tune volume. You can listen to it while running other applications.

To use this feature you must plug in your headset, headset works as antenna when connected to your phone.

5 Call logs.....

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

6 Music

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

7 Tools

7.1 Alarm

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

7.2 Calculator

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

Press  to delete the figure.

7.3 Calendar

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

You can create a note in text format by accessing “Add a new event” from the Options.

7.4 Bluetooth

You can exchange data, such as video, image and audio, with other Bluetooth supported devices within a limited range after pairing.

7.5 Convert

Convert support weight conversion and length conversion.

7.6 Fake call

You can create fake call through this function. It helps you to politely escape from social situations at any time you wish.

7.7 Call filter

You can create Blacklist and Whitelist through this function.

7.8 Torch

Turn on/off the torch as per your need. In idle screen, long key press 5 key to activate/deactivate the torch light.

7.9 World clock

The first clock displays the time based on your location when you set up your phone. You can add other cities to show the time in their time zones.

7.10 Voice alarm

With this menu, you may create the voice file and set it as the alarm.

7.11 STK

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

Note: Consulting the local network operator for related fee and specific setup..

8 Message

8.1 Create message

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

For dual SIM model, you can type a message and select to send it to a recipient in either the SIM1 or SIM2 directory ⁽¹⁾.

(1) 1066D only.



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. Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

9 Multimedia

9.1 Camera

This function enables you to take pictures. Press  to take the picture. You set them as wallpaper or select them as incoming call image to a contact in your **Contacts**.

9.2 Gallery

You can view images through this function.

9.3 Sound recorder

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

9.4 Video

Use this function to play video files. Press  to play/pause the video player, short press up or down direction key to tune volume, press left and right direction key to last or next video.

10 My files.....

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

11 Contacts

11.1 Consulting your contacts

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

Menu. In this menu, you will see all call contacts.

11.2 Adding a contact

Select the menu “New contact” then save it to “Phone”, “SIM” as you like.

12 Settings

From the main menu, select the menu  and select the function of your choice in order to customize your telephone: Profiles, Phone settings, Call settings, Network, Regulatory & safety, Security, Restore factory settings ⁽¹⁾ etc.

⁽¹⁾ Make the phone's settings recover to its default value. End-user data will be erased. Enter its default password 0000 to confirm to restore and reboot.

13 Input mode

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

14 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 ⁽¹⁾ from the date of purchase as shown on your original invoice.

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

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

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired Phone and accessories are entitled to a one (1) month ⁽¹⁾ 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 labour but excludes any other costs.

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

- 1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,
- 2) Connection to any equipment not supplied or not recommended by TCL Communication Ltd.,
- 3) Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor,
- 4) Modification, adjustment or alteration of software or hardware performed by individuals not authorised by TCL Communication Ltd.
- 5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered. There are no express warranties, whether written, oral or implied, other than this printed limited

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

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

warranty or the mandatory warranty provided by your country or jurisdiction.

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

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

15 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.

and carry out the following checks:

My phone can't 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
- My phone is frozen or 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

My phone turns off by itself

- Make sure power off key is not mis-contacted
- Check the battery charge level

My phone can't charge properly

- Make sure you are using an **alcatel** battery and the charger from the box
- Clean the battery contact if it's dirty
- Make sure your battery is inserted properly 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 (32°F) to 45°C (113°F)
- When abroad, check that the voltage input is compatible

My phone can't connect to a network or "No service" is displayed

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

My phone can't connect to the Internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box

- Make sure that the internet access service of your SIM card is available
- Check your phone's Internet connecting settings
- Make sure you are in a place with network coverage
- Try connecting at a later time or another location

Invalid SIM card

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

Unable to make outgoing calls

- Make sure you have dialled a valid number and press the  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
- 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
- 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 can't find my contacts

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

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the volume 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** accessory

When I select a number from my contacts, the number can't be dialled

- Make sure that you have correctly recorded the number in your file
- Make sure that you have inputted 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 from your SIM card or save the files in the phone contacts

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability

I can't access my voicemail

- Make sure your operator's voicemail number is correctly entered in "**Messages\Voice mail server**"
- Try later if the network is busy

The flickering icon is displayed on my standby screen

- You have saved too many short messages on your SIM card; delete some
- SIM card PIN locked
- Contact your network operator to obtain the PUK code (Personal Unblocking Key)

I am unable to download new files

- Make sure there is sufficient phone memory for your download
- Select the microSD card as the location to store downloaded files
- Check your subscription status with your operator

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
- Adjust the brightness of screen as appropriate