

alcatel

2051D

2051X



alcatel

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

Introduction

TCL Communication Ltd. would like to thank you for purchasing this mobile phone.

Note:

This is a shared user manual for 2015X/2051D specifying Dual SIM information where relevant.

Home screen

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

Power media applications

- Music & Radio

Bluetooth

With Bluetooth 3.0 supporting A2DP profiles, enjoy handsfree conversations.

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www.sar-tick.com

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 8 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 frequencies.

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 -10°C to +55°C.

Over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

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

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 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 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:

2051X/2051D:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900	0.249 W/kg
Body-worn SAR	GSM 900	0.583 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.

Organisations 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 the 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. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorised access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and 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.

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

• LICENCES



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 license. Other trademarks and trade names are those of their respective owners.

alcatel 2051 Bluetooth Declaration ID B020196

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

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

General information

- **Internet address:** www.alcatel-mobile.com
- **Hot Line Number:** see "TCL Communication" leaflet or go to our Internet site.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** Flat/RM 1910-12A, Block 3, China HongKong 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.alcatel-mobile.com

Your telephone is a transceiver that operates on GSM networks in quad-band with 850/900/1800/1900 MHz.

CEI588

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

Protection against theft ⁽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.

Regulatory information.....

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

2051X:

TCT Mobile
TCT Mobile Europe SAS
55 Avenue des Champs Pierreux,
Immeuble Le Capitole 92000 Nanterre, France
+33 1 45 52 51 00

EC declaration of conformity

Product identification: ALCATEL 2051X type Ginger XL2

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

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

Applied standards :

- Item 3.1.a (protection of the health and of the safety of the user) :
 - EN 60950-1:2006 + A11:2009 + A12:2010 + A12:2011 + A2 :2013
 - EN 50 360: 2001 + A1:2012, EN 50 568: 2013 + AC :2014, EN 62479 :2010
- Item 3.1.b (protection requirements with respect to electromagnetic compatibility) :
 - EN 301 489-1 V1.9.2 (2011-09), EN 301 489-7 V1.3.1 (2005-11) , EN 301 489-17 V2.2.1 (2012-09), EN 55013:2013, EN 55020:2007+ A11:2011
- Item 3.2 (effective use of spectrum so as to avoid harmful interferences) :
 - EN 301 511 V9.0.2 (2003-03) , EN 300 328 V1.9.1 (2015-02)

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

The chargers delivered with this product (When included into the box) also conform to the applicable requirements of the relevant Union harmonisation legislations :
- Directive 2014/35/EU (LVD)
- Directive 2014/30/EU (EMC)
- Directive 2009/125/EC(Energy Related Product)

This product can connect with a Common Mobile Phone Charger which complies with below standards:
- EN301 489-34 v1.4.1 (2013-05)
- EN 62684:2010

Conformity of this product with the essential requirements of the R&TTE Directive 1999/5/EC has been reviewed by the following Notified Body:
American Certification Body, Inc.
Suite C110, Whittier Avenue 6731, 22101 McLean, Virginia, United States
Identification number: 1588

CEI588

Date :2016-06-03
Signature 
Alain Pakiry
TCT Mobile Europe SAS / General Manager, Europe

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

2051D:

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

EC declaration of conformity

Product identification:
ALCATEL 2051D type Ginger XL2

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

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

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CE 1588

Date :2016-06-02
Signature

Alain Pakiry
TCT Mobile Europe SAS / General Manager, Europe

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

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

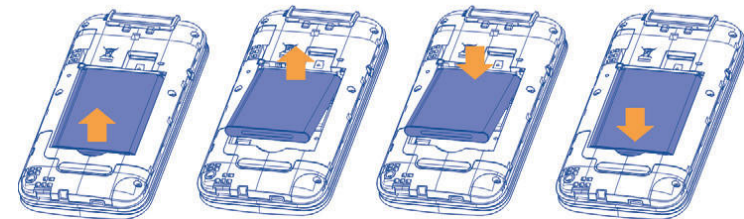
1 Getting started.....

1.1 Set up

Removing and installing the back cover

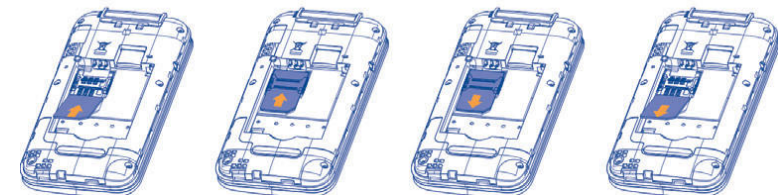


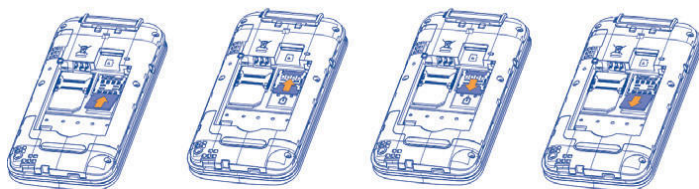
Removing and installing the battery



Inserting and removing the SIM card

SIM1





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.



For dual SIM models, SIM1 supports a mini SIM card and SIM2 supports a micro-SIM card. ⁽¹⁾
The single SIM model⁽²⁾, only supports a mini SIM card, which only supports mini SIM card.
Do not attempt to insert other SIM types like micro and nano cards as this may cause damage to your phone.

Charging the battery



Connect the battery charger to your phone and plug it 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; switch off Bluetooth when not in use; reduce the backlight time, etc.



The charge is complete when the animation stops.

⁽¹⁾ 2051D only.

⁽²⁾ 2051X

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.

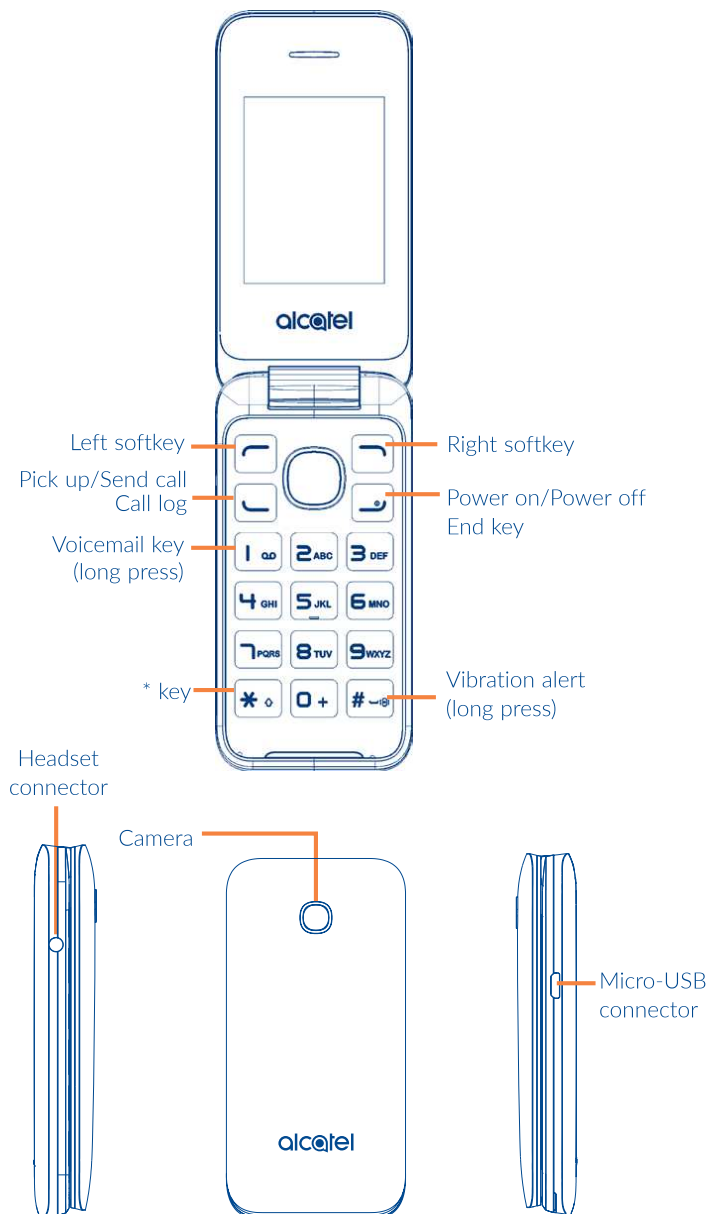
If you do not know your PIN code or if you have forgotten it, contact your network operator. Do not leave your PIN code with your telephone. Store this information in a safe place when not in use.

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

1.3 Power off your phone

Hold down the  key.

2 Your mobile



2.1 Keys



- Navigation key
- Press to confirm an option
- Press to go left/right/up/down



- Access main menu



- Pick up/Send a call
- Press: Enter Call log



- Access contacts



- Press: End a call
- Return to the Home screen
- Long press: Power on/off



- Long press: Access your voicemail



- From Idle screen
- Press: Enter 0
- Long press: "0/+" and "0/+P/W" when in Dial screen.

In Edit mode

- Press: Access symbols table
- Long press: 0



From Idle screen

- Press: *

In Edit mode:

- Press: Change input methods



From Idle screen

- Press: #
- Long press: Vibration alert

In Edit mode

- Press: (space)

2.2 Status bar icons ⁽¹⁾

In 2051X:

	Battery charge level.
	Level of network reception.
	Bluetooth status (Activated).
	Missed calls.
	Call forwarding activated: your calls will be forwarded.
	SD card scanning completed.
	Roaming.
	Flight mode.
	GPRS connection status (Activated).
	Music activated.
	Radio is on.
	Headset connected.
	Alarm or appointments programmed.
	Receiving an MMS.
	Sending an MMS.
	SMS unread.
	MMS unread.

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



Voicemail message received.



(Flickering) message box is full: your phone can't accept any new messages. You must access the message list and delete at least one message on your SIM card or on your phone memory.



Vibration alert: your phone vibrates, but does not ring or beep with the exception of the alarm.

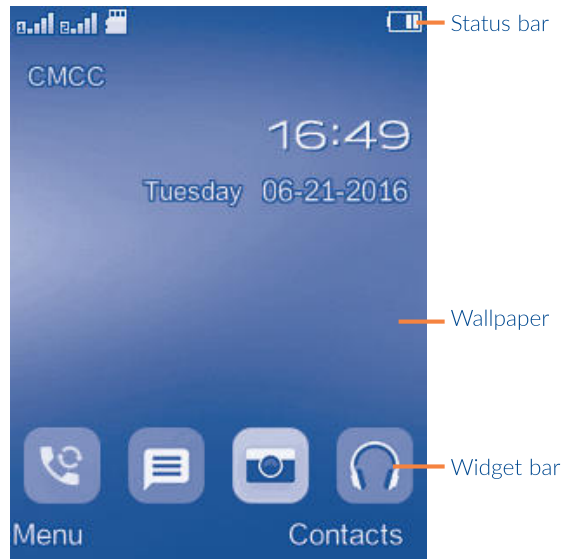


Silent mode: your phone does not ring, beep or vibrate with the exception of the alarm.

In 2051D:

	Level of network reception.
	Call forwarding activated: your calls will be forwarded.
	GPRS connection status (Activated).
	Roaming.

2.3 Home screen



2.3.1 Widget bar

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

You can edit the widget bar by going to: "Settings/Phone settings/Widget bar".

To add/remove a widget, select "Edit widgets" and use the  key to choose a widget, and then press the Right softkey to confirm.

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



You aren't allowed to add more than four widgets to the bar. Two widgets can't be removed: Messages, All calls.

2.3.2 Change wallpaper

You can select a folder to choose an image as a favourite wallpaper by selecting "Options/Set as/ Wallpaper" in **My files** or open the picture in **Image** and press  to choose **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 "Options/Add to Contacts". If you make a mistake, you can press the Right softkey to delete the incorrect digits.

To end the call, press the  key.

Making an emergency call

If your phone has network coverage, dial the 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 ⁽¹⁾

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, see "Voicemail" (see page 27).



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

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 vibration mode 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 the ringtone of current incoming calls, press the Navigation key once.

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

Rejecting a call

Press the  key or the Right softkey to reject calls.

3.4 During a call ⁽¹⁾

During a call, the following options are available:

- Add new call (Hold the current call and dial another number)
- Hold (Hold the current call)
- Start recording (record your current call)
- Mute (Turn the Mute function on/off during a call)
- Adjust volume (Increase or decrease volume)
- Contacts (Enter **Contacts**)
- Call log (Enter **Call log**)
- Messages (Enter **Messages**)

You may also adjust the sound level by scrolling the Navigation key up or down during a call.

Handling two calls

- Answering a second call (ensure that "**Call waiting**" is activated, see page 49).
- To call a second party during a call, you can select "**Menu/Add new call**".

3.5 Conference calls ⁽¹⁾

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.

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

4 Messages

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

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

4.1 Access

You can access this menu using the following options:

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

4.2 Write message

You can select "**Messages\New chat**" from the main menu or access from widget  to write text/multimedia messages. For the dual SIM model, you can type a message and select to send it to a recipient in either the SIM1 or SIM2 directory ⁽¹⁾. One or more recipients can be added from contact list. Press "**Contacts**" through the  key to multi-select recipients from Contacts.

When in edit mode, the default input method is English, you can press Keypad  to change the input method to access numbers 1,2,3... or long press the corresponding key to get the number you want.

An SMS will be converted to an MMS automatically when images, videos, audio, slides or attachments are inserted; or the message contains more than 8 pages of text.



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 (accented) will increase the size of the SMS, this may cause multiple SMS messages to be sent to your recipient.

⁽¹⁾ 2051D only.

4.3 Drafts

You can view all draft messages by selecting "**Options/Draft**".

4.4 Delete

Delete the chosen message.

4.5 Call

Call the number that sent you the message.

4.6 Mark

Mark (all) or unmark (all) the messages.

4.7 Sort

Organize the messages by Time or Contacts.

4.8 Templates

A list of predefined messages is available. Select one, edit it if needed, and then send it.

4.9 Settings

4.9.1 SMS

SIM message centre ⁽¹⁾

- You can read and change the message centre number.

Message validity period

- Set message validity period.

Status report

- Enable/disable the status report function.

Coding Management

- Select message coding method.

Preferred storage

- Select default message storage, SIM or phone.

Export SMS

- You can export SMS messages from different boxes and export them by default or customizing.

⁽¹⁾ 2051D has two message centre numbers when two SIM card are inserted.

4.9.2 MMS

MMS account

- Select your data account for multimedia messages.

Receive options

- Select local receive mode and roaming receiving mode; enable/disable to receive advertisements and message received report.

Send options

- Select a value for the message validity period and priority; enable/disable the reception of delivery reports; request read reports; and the anonymous sending option.

File storage

- Select default MMS storage: phone or memory card.

Play audio

- Enable/disable to play audio in MMS messages.

Restore default

- Restore the current MMS settings to the default status.

4.9.3 Push message

Enable/disable to receive push messages.

4.10 Push message

You can view, mark/unmark and delete received push messages.

4.11 Security inbox

You can access the security mailbox when you input the correct password.

4.12 Delete all

Delete all messages by type, SMS or MMS etc.

4.13 Broadcast message⁽¹⁾

View cell broadcast list and access options.

- | | |
|-----------------|--|
| Forward | <ul style="list-style-type: none">• Forward the chosen broadcast message. |
| Delete | <ul style="list-style-type: none">• Delete the chosen broadcast message. |
| Settings | <ul style="list-style-type: none">• On/Off Enable /disable broadcast message reception.• Select language Language selection.• Channel settings View/Add/Edit/Delete channels. |
| Silent | <ul style="list-style-type: none">• Turn on/off the silent function. |

4.14 Voice mail server

View and edit the number to access your voice mail and confirm by pressing "OK". Your telephone number is usually written on your SIM card.

4.15 Memory Capacity

View message memory status on the your SIM card and phone.

⁽¹⁾ Depending on your network operator.

5 Contacts.....

5.1 Consulting your contacts

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

For the dual SIM model, the complete contacts of both SIM1 and SIM2 are available in this menu ⁽¹⁾.

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 their contact information.

Making a call

Select the contact by moving the Navigation key up and down, then press the send key to make a call.

5.2 Adding a contact

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

The following fields are accessible when you create a new contact: Name, Number, etc.



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

⁽¹⁾ 2051D only.

5.3 Available options

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

New	Add a contact (name, numbers, etc.) in the Contacts.
Write message	Send an SMS/MMS to a contact selected from Contacts.
Call	Call the selected number.
Delete	Delete the selected contact.
Delete multiple	Delete the selected contacts.
Import/Export	Copy the selected contact from/to phone or SIM card; import contact from or export contact to phone or memory card.
Send vCard	Exchange data by SMS, MMS, Bluetooth.
Others	• Speed dial Set up to 8 speed dial numbers. • Own number View and edit the user's own name and number. • Service number Check your service number. Depending on your network operator and market. • Memory status View used and available space in phone and SIM card.

6 Call log.....

6.1 Access

You can access the call log function using the following options:

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

-  Missed calls (red arrows)
-  Outgoing calls (green arrows)
-  Answered calls/Rejected calls (blue arrows)

6.2 Available options

When you press "Options", you can access **Details**, **Call**, **Write message**, **Add to Contacts**, **Add to blacklist**, **Delete**, **Delete all**, **Call timers**, **GPRS counter** etc.

7 Games.....

Three games named **Ninja Up**, **Sky Gift** and **Danger Dash** were embedded in the phone, for more information refer to "help" in the game.

8 Camera.....

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

- store them as your creations on SD card or phone.
- send them in a multimedia message (MMS) to a mobile phone.
- send them directly by MMS, Bluetooth.
- customise your Home screen.
- select them as incoming call images for contacts in your Contacts.
- transfer them by data cable or microSD card to your computer.

8.1 Access

Select  from the main menu to access this function.

8.2 Camera

8.2.1 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 picture. The images will be automatically saved if you activate "**Auto save**" under "**settings**". If you don't want the image, you can delete it straight away.

8.2.2 Settings in framing mode

Before taking a photo, you can adjust a number of settings:

From the main camera screen, access "**More Options**" by double pressing the Left softkey for the settings of: "**Shoot mode**", "**Size**", "**Night mode**", "**Brightness**", "**Contrast**", "**Exposure bias**", "**Frame**", "**Cont.shot**", "**White balance**", "**Delay**", "**Effect**". You can also access the following functions:

DV mode

- Access video recording mode.

Image viewer

- Access "**My files\Phone**" or "**My files\Memory Card**" to view the photos you have taken.

Settings

- You can set the photo quality, banding values storage location etc.

Help

- Access the instructions to shortcuts in framing mode.

	Size		Frame
	Shoot mode		Cont.shot
	Night mode		White balance
	Brightness		Delay
	Contrast		Effect
	Exposure bias		

8.2.3 Options available after taking the photo

Once you have taken a photo, you can send it by Bluetooth, MMS, delete it, set as wallpaper, or go to "**Image viewer**" to view it.

8.3 Video

8.3.1 Framing mode

When you enter the **"Record"** function through "Camera\More Options\DV mode", you are in framing mode. Use the mobile screen as a viewfinder and double press the Left softkey to access "More Options" for the selection of "Size", "Brightness", "Contrast" and "Effect". You can also access the following functions:

- DC mode**
 - Access picture capturing mode.
- View video directory**
 - Access **"My files\Phone"** or **"My files\Memory Card"** to view the list of videos you have shot.
- Settings**
 - You can set the video quality, banding values, storage location etc.
- Help**
 - Access the instructions to shortcuts in framing mode.

8.3.2 Recording mode

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

8.3.3 Further operations after shooting a video

After shooting a video, you can play it directly, delete it; send it by MMS, Bluetooth; view your video directory or go to **"My file"** to play it.

In the **"Video"** list, press **"Options"** to rename the video, copy to phone or memory card, etc.

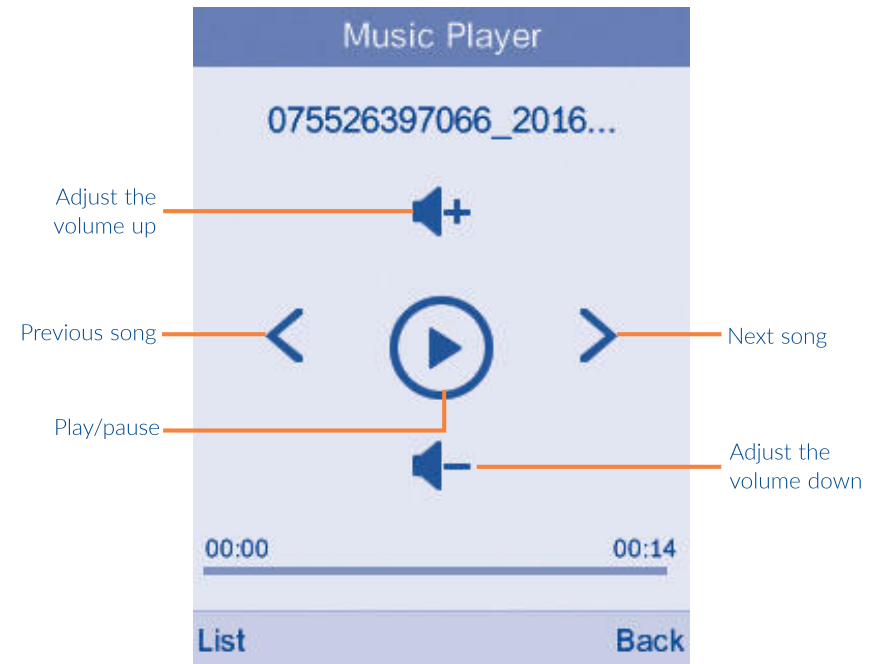
9 Media applications.....

9.1 Music

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

You have full flexibility in managing music on your mobile and SD card.

9.1.1 Music playing mode



9.1.2 Available options

Press the Left softkey for the following options: **Music list**, **Set as ringtone**, **Shuffle**, **Repeat**, **Settings**, **Exit** etc. **Settings** enables you to select the equalizer, turn on/off BT stereo output etc.

9.2 Image.....

A library links to the images (stored in "Image") in your phone or SD card to multi-mark, set as wallpaper, set as contact icon or send by MMS, Bluetooth etc.

Press an image once to view it in full screen.

9.3 Videos.....

Directly access your most recently played video. Press the Navigation key to play/pause/fast-forward/rewind the video and adjust volume. Access other options by pressing the Left softkey.

You can also play other videos stored in your phone and memory card.

9.4 FM radio

Your phone is equipped with a radio⁽¹⁾ with RDS⁽²⁾ functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio programme 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.

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

⁽²⁾ Depending on your network operator and market.

Available options:

Auto search and save	Automatically search for FM stations and save them to the "Channel list".
Channel list	Open the list of saved channels.
Save	Save the current tuned station to the "Channel list".
Manual search	Search for channels by entering their frequency (MHz).
Open/ close speaker	Open/close speaker.
Record	Record the current tuned radio: files will be automatically saved to "Record file list".
Record file list	View the recorded file list.
Storage	Select the storage location, phone or memory card
Help	Access an introduction to FM radio

10 Recorder.....

Accessing **Recorder** allows you to make voice or sound recordings. The phone supports AMR and WAV filetypes. A stopped recorded file will be automatically stored in the record file list.

11 My files.....

You can access all audio and visual files stored in your phone or Memory card in **My files**.

11.1 Phone

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

11.1.1 Alarm

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

11.1.2 Audio

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



DRM: The 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.

11.1.3 Others

Access other files which do not have specially assigned storage locations in your phone.

11.1.4 Photos

You can create new folders for your images or pictures, preview them, set them as wallpaper or power on/off displays, or assign them as a contact icon etc.



The images will be displayed in alphabetical order.

11.1.5 Video

"Videos" album contains video clips recorded, received or downloaded.

11.1.6 vCard

Access exported contact information files.

11.2 Memory card

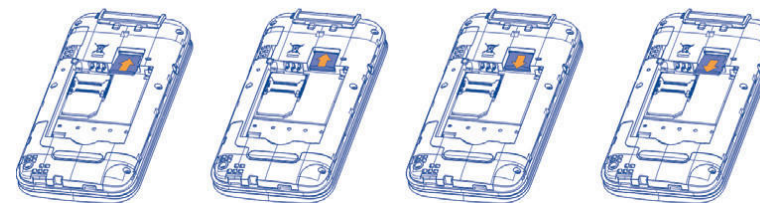
You can access all files stored in the Memory card here.



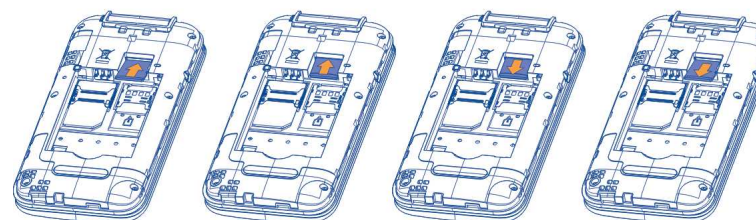
When a Memory card is inserted for the first time, it will be scanned and default folders will be created.

Inserting and removing the memory card:

2051X:



2051D:



Place the microSD 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.

11.3 Managing audios, images, videos and others

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

Send	Send the audio/image/video.
Set as	• Wallpaper, contact icon, power on/on display. • incoming call ringtone, alarm ringtone.
New folder	Create new folders.
Rename	Rename the audio/image/video.
Delete	Delete the audio/image/video selected (not applicable for embedded items).
Copy	Copy a file to the phone memory or the SD card.
Cut	Move a file from the phone memory to the SD card and vice-versa.
Details	View details of the file.

11.4 Formats and compatibility ⁽¹⁾

- Sounds: MIDI, MP3, AMR-NB
- Images: jpg, gif, wbmp, bmp, PNG.
- Videos: H.263, MPEG4 (may vary depending on specific product), 3gp, avi.

11.5 Memory status

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

11.5.1 Phone

View available memory space.

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

11.5.2 Memory card

View the memory available on your memory card.

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

⁽¹⁾ Depending on product and market.

12 Alarm.....

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

Time	set the required time for the alarm.
Ring	You can choose one tone from Fixed ringtones, More ringtones, FM radio ring, Recording ringtone as the alarm ringtone.
Repeat mode	You may select Once (default)/ Daily/Working days according to your needs.

13 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 key, and enter the second number, then select "=" to display the result.

Once an operation is complete, you can select "**Delete**" 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.

14 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.

Available options:

Add new schedule	Edit a new schedule by setting Subject, Date, Time, Ring and Type.
View schedules	See today's appointments.
All schedules	See all the created appointments.
Clear today's tasks	Clear today's appointments.
Clear all	Clear all appointments.
Go to date	Input the required date and it will be immediately highlighted.
Weekly	View or edit appointments by week.
Daily	View or edit appointments by day.

15 Notes.....

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

Available options:

New	Create memo.
Edit	Edit the selected note.
Delete	Delete selected note.
Mark	Mark/Unmark a tick on one/all notes in preparation for a further operation.

16 Bluetooth ⁽¹⁾.....

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

To use your phone with a Bluetooth device, you need to perform 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\Activate**" option. Then enter the "**Paired device**" 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 a keyboard/keypad, enter the same set of the password on both handset and the device to get it registered.



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

Visibility

Select whether you want to hide or show to all.

Device name

You can change the name of the phone that is visible to others.

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

Available functions

Data transmit	Exchange files with another Bluetooth device.
Handle a call	Initiate or receive a phone call with a Bluetooth headset.
Listen to music	Listen to music with the Bluetooth headset.
Dialup networking profile	Network connection can be activated via Bluetooth.



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

17 Convertor.....

When **weight** is selected, you can quickly check the difference between kg, pound and ounce values. When **length** is selected you can convert between km-mile, m-yard, m-foot and cm-inch values.

18 Fake call.....

This programme enables you to call yourself by simulating a caller number/name and ringtone at a scheduled time. It helps you to politely escape from social situations at any time you wish. This call can be rejected by .

Fake call mode	Deactivate or Activate a fake call by " Disable\Enable ".
Caller name	Predefine the caller name of the fake call.
Set active time	Predefine time for fake incoming call. The call will then be made at the predetermined time.
Mode	Select between Ring , Vibrate , Silent , Vibra before ring , Vibra and ring .
Ring	Predefine ringtone for fake call.

19 Call filter.....

To add numbers or contacts to the **Blacklist/Whitelist**, select "Options" and press  to add items from **Contacts**, you can also create them directly by pressing .

Blacklist	Enable blacklist: all callers in the list will be automatically blocked.
Whitelist	Enable whitelist: only callers in the list can be connected.
Settings	You are allowed to select between Enable blacklist , Enable whitelist and Disable call filter .

20 Wap.....

20.1 Input URL

Enter the URL of the Wap site.

20.2 Bookmarks

Quickly access a maximum of 20 of your favourite sites.

20.3 History

View a list of a maximum of 50 recently visited websites.

20.4 Offline pages

Pages available for offline viewing.

21 Profiles.....

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

21.1 General

To modify the sound settings, press "**Options\Settings**" and you can access the functions below using the Navigation key:

Ring settings	Set call ringtone and message ringtone
Adjust volume	Adjust the sound level of caller/message/alarm&calendar/power ringtone and call by the Navigation key
Ring type	Set your call/message alert ring type, ringtone, vibrate, silent (no sounds except for alarms.), ring and vibrate etc.
Other alert rings	Set other phone alert ringtones including "Key tone", "Battery low alert", "Power ringtone", "Dial tone", "Flip tone", "Flip on tone".

21.2 Silent

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

21.3 Vibrate

All sounds are replaced by vibrations except for alarms.

21.4 Flight mode

All voice calls, Bluetooth, and messaging functions are blocked. This mode can be used to increase standby duration.

22 Settings.....

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

22.1 Phone settings

22.1.1 Display

Animation effect

You can customise your power on/off display with a picture or animation that appears when you switch on your phone.

Wallpaper settings

The wallpaper is displayed when you switch on your telephone.

By selecting "More pictures" you can customise it by replacing the default image displayed on your telephone.

Brightness

You can adjust the black level of the LCD display by using the Navigation key.

Backlight

You can adjust the length of time that the backlight remains on to enhance battery performance and to save power during periods of expected inactivity.

Keypad backlight time

You can set your keypad backlight time.

22.1.2 Date & time

You can enter the settings for a local city, date and time, including 12/24h format.

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

22.1.3 Widget bar

From the Widget bar, you can quickly access the features that you use the most. When activated, press 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, edit or reorder the widget bar (see page 21).

22.1.4 Input method and settings

Please see chapter "Input mode", page 52. 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.

22.1.5 Auto power on/off

Set auto power on/off times with repeat modes according to your preference.

22.1.6 Language settings ⁽¹⁾

You can select the display/writing language of your phone. The "Auto" option selects the language according to the home network (if available).

22.2 Call settings ⁽¹⁾

You can access a number of options under this menu:

22.2.1 Dual-SIM

- Standby mode** • Activate/deactivate the standby mode for SIM card.
- Reply by original SIM** • Select/cancel reply call and/or message by original SIM.
- Set SIM name** • Set SIM card name.

22.2.2 Call divert

You can activate, cancel and check the status of call diverts to voicemail or to a specified number under several different conditions.

22.2.3 Call waiting

Activate/deactivate and check the status of the second incoming call notification beep.

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

22.2.4 Call barring

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

<u>All outgoing calls</u>	Activate/deactivate and check the status of all outgoing call barring.
<u>All incoming calls</u>	Activate/deactivate and check the status of all incoming call barring.
<u>Income calls when roaming</u>	Activate/deactivate and check the status of incoming call when roaming.
<u>ISD calling</u>	Activate/deactivate and check the status of ISD call barring.
<u>Dial when INTL roaming</u>	Activate/deactivate and check the status of call barring when INTL roaming.
<u>Cancel all barring</u>	Deactivate all call barring by entering the correct password.
<u>Change password</u>	Change the original password for activating call barring.

22.2.5 Hide ID

You can select to hide ID, display own ID or display ID by network.

22.2.6 Others

Call time minute reminder

Customize the call time reminder.

Auto redial

Activate/deactivate the auto redial function.

Vibration when connected

Activate/deactivate the connection vibration alert.

Auto record voice call

Enable/disable automatic call recording.

22.3 Connections

22.3.1 Network account

Chose one of your local network accounts.

22.3.2 GPRS Service

Activate/deactivate GPRS data services.

22.3.3 Data roaming

Activate/deactivate data roaming.

22.3.4 Data connection settings

You can decide to connect when needed or always be connected when the GPRS service is activated.

22.3.5 Network selection

Network connection can be switched between "Auto select" and "Manual select"

22.4 Security

22.4.1 SIM settings

PIN	Activate/deactivate and modify your PIN. The PIN is requested each time the SIM card is activated.
Modify PIN2	A protection code for certain SIM card features 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).
Phone locked	Lock/unlock the phone by entering the correct password. The initial password is 0000.
Modify the cellphone password	Modify the cellphone password after entering the correct password. The initial password is 0000.
Auto keypad lock	Activate/deactivate the option to automatically lock the keyboard after a set period.
Lock screen by end-key	Enable/disable the option of locking the screen using the end-key.
Fixed dialing	Allow the phone to be "locked" so that it can only dial certain numbers, or numbers with certain prefixes. To activate this function, PIN2 is mandatory.

22.5 Restore factory settings

Restore the current phone settings to their default status after entering the correct password. User data will be cleared and the initial password is 0000.

22.6 Main SIM settings⁽¹⁾

Select SIM2 or SIM2 as the main SIM card.

23 Services



This phone supports the STK (SIM Tool Kit) function. The specific items depend on your SIM card and network. The Service menu will be automatically added to the phone menu when supported by your network and SIM card.

Contact your network operator first to check service availability.

24 Input mode

This mode⁽²⁾ allows you to type 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 highlighted character is inserted into the text.

Keypad inputting:

 : Press: Access symbols table

 : Press: Change input methods

 : Press: Enter a space

⁽¹⁾ 2051D only.

⁽²⁾ Both 2051X and 2051D.

25 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 cases where labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

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⁽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.

26 Accessories.....

The latest generation of **Alcatel** 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.

1. Charger
2. USB cable
3. Stereo headset



Only use your telephone with the **Alcatel** batteries, chargers and accessories in your box.

27 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.
- You can reset by long pressing the # key and the power on/off key under power off mode. ALL User phone data: contacts, messages and files will be lost permanently. It is strongly advised to fully back up the phone data and profile before doing formatting.

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
- If it still does not work, reset the phone using the power key and the # key

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
- If it still does not work, reset the phone using the power key and the # key

My phone turns off by itself

- Make sure the power off key is not mis-contacted
- Check the battery charge level
- If it still does not work, reset the phone using the power key and the # key

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 to +40°C)
- When abroad, check that the voltage input is compatible

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

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

My phone can't connect to the Internet

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

Invalid SIM card

- Make sure the SIM card has been correctly inserted
- 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

I am unable to send and receive MMS

- Check your phone memory availability as it might be full
- Contact your network operator to check service availability and check MMS parameters
- Verify the server centre number or your MMS profile with your operator
- The server centre may be swamped, try again later

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

The phone can't be detected by others via Bluetooth

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

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 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
- Deactivate Bluetooth when not in use

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