



Getting started

Quick tips about your new phone



ALCATEL
onetouch® Firefox OS





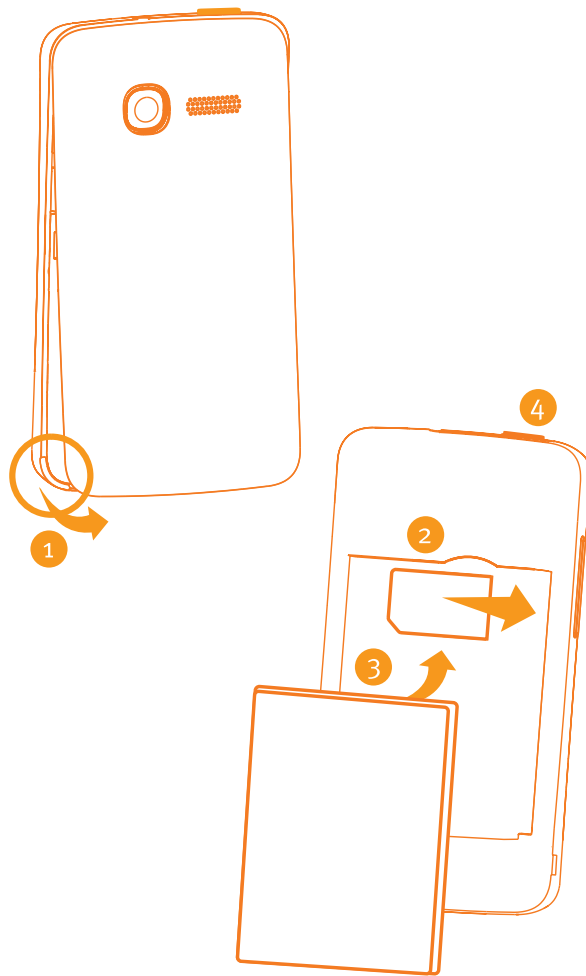
Welcome

Firefox OS was created to free you from the rules and restrictions imposed by other mobile phones and give you control over the information you store and share. It's made by Mozilla as part of our mission to put the power of the Web in everyone's hands.





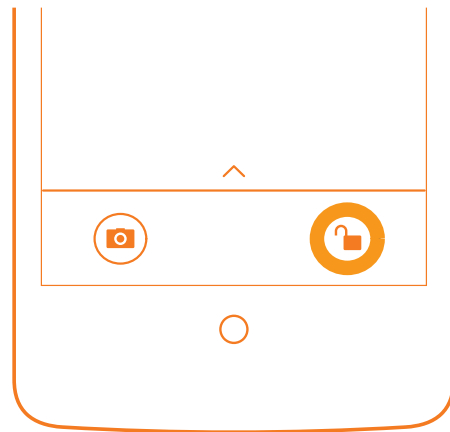
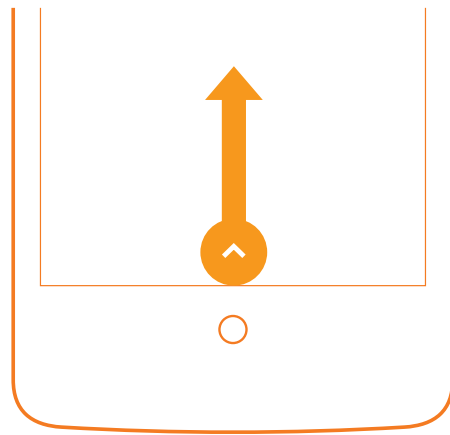
Power on





Unlock phone

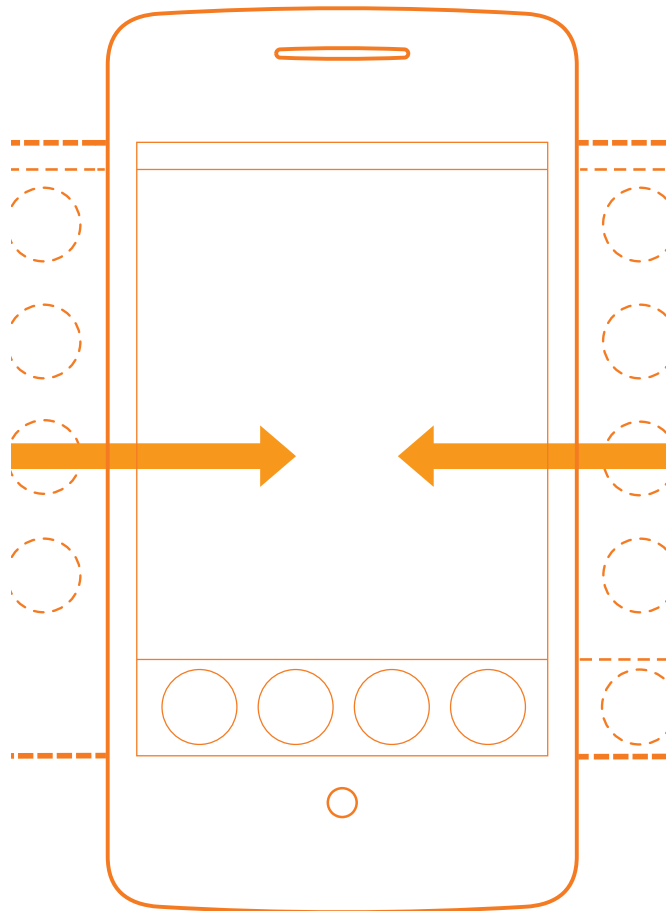
Drag the arrow upwards and tap on the lock to unlock your phone.





Browse Home

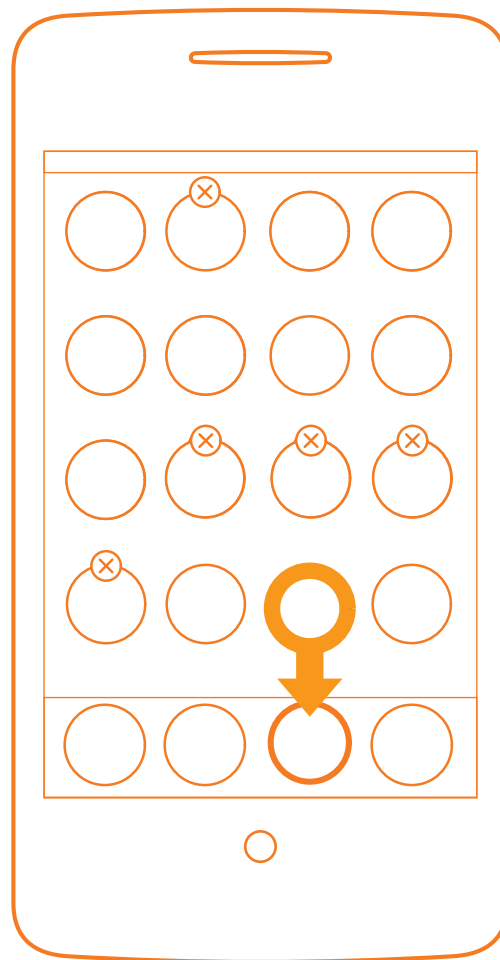
Swipe right for Everything and left for all your apps.

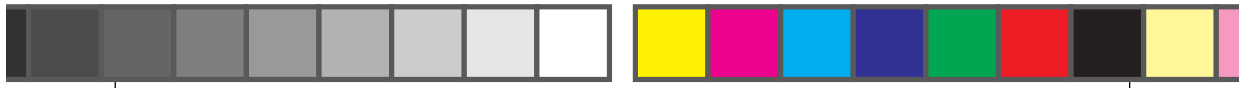




Personalize Home

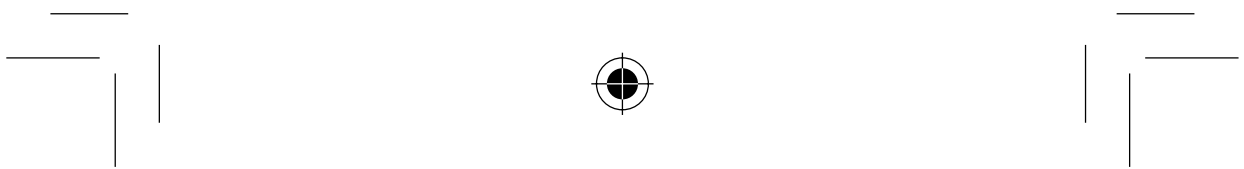
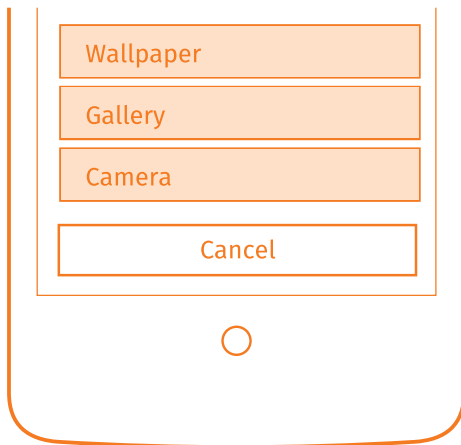
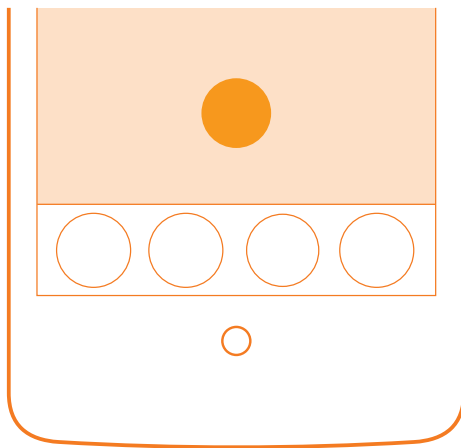
Tap and hold an icon to move or delete it. Drag icons in and out of the Dock for quick access from the Home.





Customize wallpaper

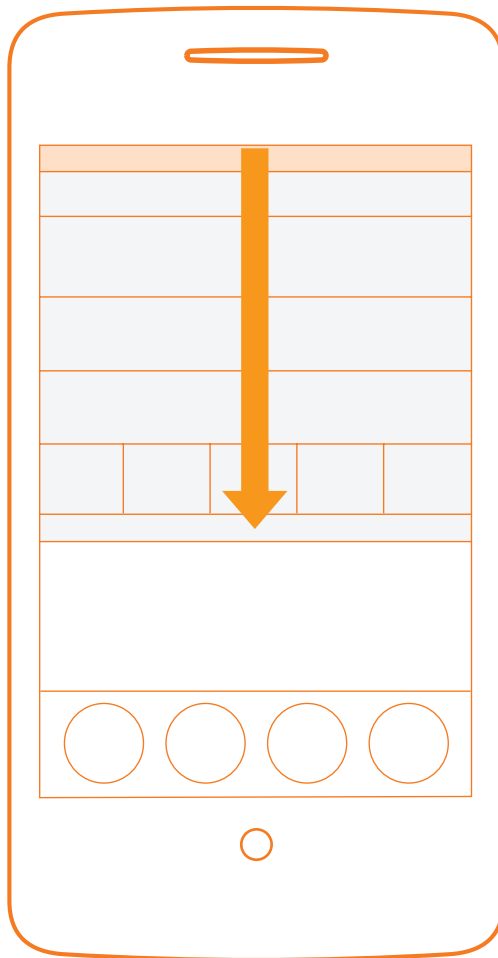
Tap and hold the wallpaper to select a new one.





Open notifications

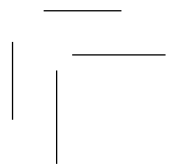
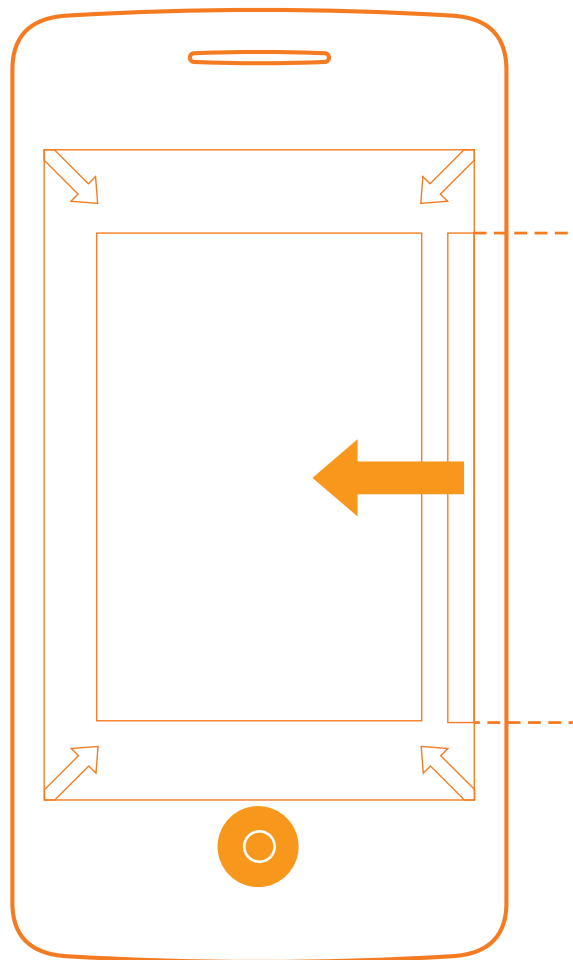
Drag the Status Bar down to see notifications, quick settings, and your phone account info.





Switch applications

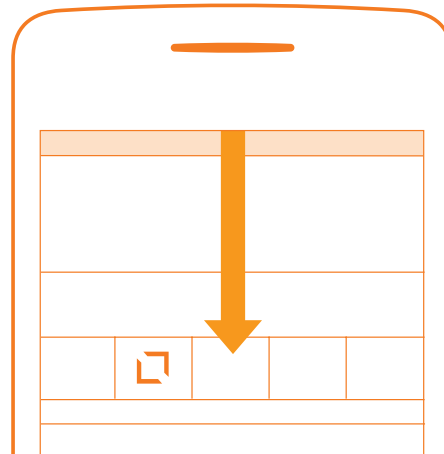
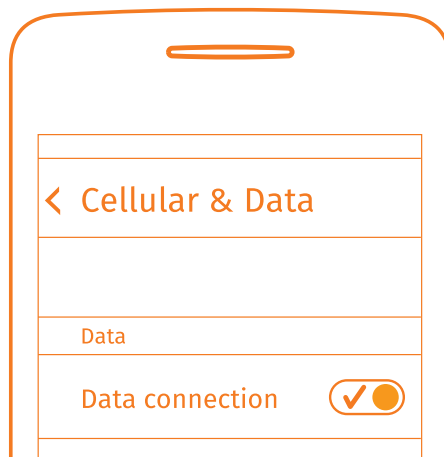
Hold down the Home button and then swipe to other open applications.





Manage mobile data

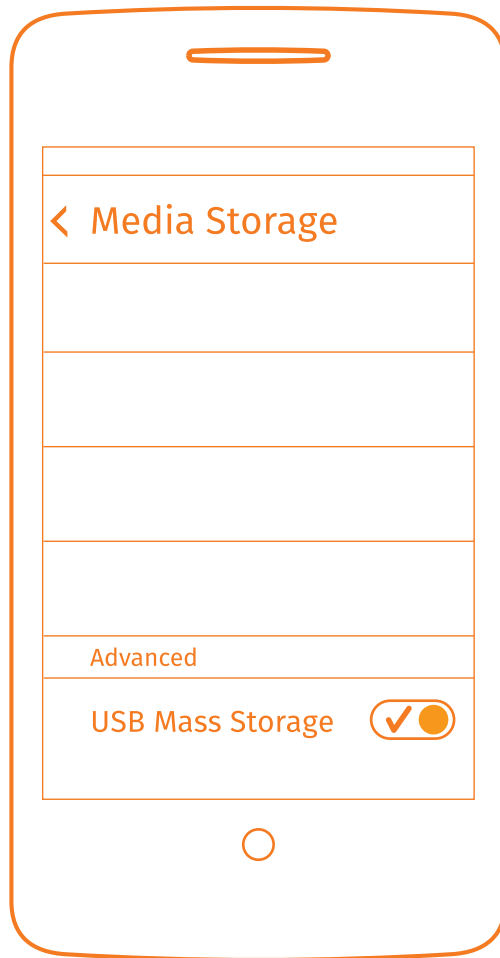
Turn your Internet connection on and off from the phone settings or quick settings.





Connect to a computer

Turn on USB Media Storage in the phone settings to transfer all your photos and music.





FOTA Upgrade

Using FOTA Upgrade tool you can update your phone's software. To access **System Updates**, touch **Check for updates**, and the phone will search for the latest software. If you want to update the system, please touch the button **Download**, after it's done please touch **Install** to complete the upgrade. Now your phone's software will have the latest version.

You should turn on data connection before searching for updates.

Settings for auto-check intervals and reminders about upgrades are also available once you restart the phone.

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 "handsfree" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and accessories without supervision.

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

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

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of





liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.

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

Emergency call numbers may not be reachable on all cellular networks.

You should never rely only on your phone for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

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

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

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

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

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

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



PROTECT YOUR HEARING

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

• PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and





duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• **BATTERY:**

Observe the following precautions for battery use:

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

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



This symbol on your telephone, the battery and the accessories means that these 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 organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

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

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

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	UMTS 2100 + Bluetooth + Wi-Fi	1.16 W/kg
Body-worn SAR	UMTS 2100 + Bluetooth + Wi-Fi	1.18 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 10 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

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

For more information you can go to www.alcatelonetouch.com

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

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

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable.

If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 10 mm away from the body.





• Regulatory information

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

TCTMobile

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 / Déclaration de conformité CE

Product / Produit : HSDPA/HSUPA/UMTS dual band / GSM quad bands handheld station with bluetooth technology, WIFI and FM radio / Portatif HSDPA/HSUPA/UMTS bibande / GSM quadribandes avec technologie Bluetooth, Wifi et radio FM

Product identification / Identification du produit :
ALCATELONE TOUCH 4012X type Beetle Lite FF

We / Nous 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. / *déclarons sous notre entière responsabilité que le produit ci-dessus est en conformité avec les exigences essentielles applicables de la directive 1999/5/CE et que toutes les séries d'essais radio essentielles ont été effectuées. Procédure d'évaluation de conformité : annexe IV de la directive.*

Applied standards / Normes appliquées :

- Item 3.1.a (protection of the health and of the safety of the user) / Article 3.1.a (*protection de la santé et de la sécurité de l'utilisateur*)
 - EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011
 - EN 62209-1 (2006)
 - EN 62209-2 (2010)
 - EN 50 360: 2001/AC:2006, Council recommendation 1999/519/EC (July 99)
- Item 3.1.b (protection requirements with respect to electromagnetic compatibility) / Article 3.1.b (*exigences de protection en ce qui concerne la compatibilité électromagnétique*)
 - EN 301 489-1 v.1.9.2 (2011-09), EN 301 489-3 .1.4.1 (2002-08), EN 301 489-7 v.1.3.1 (2005-11) , EN 301 489-17 v.2.1.1 (2009-05), EN 301 489-24 V1.5.1 (2010-10)
- Item 3.2 (effective use of spectrum so as to avoid harmful interferences) / Article 3.2 (*utilisation efficace du spectre radioélectrique de façon à éviter les interférences dommageables*)
 - EN 301 511 v.9.0.2 (2003-03), EN 301 908-1 v.5.2.1 (2011-05), EN 301 908-2 v.5.2.1 (2011-07) , EN 300 328 v.1.7.1 (2006-10), EN 300 440-1 v1.6.1 (2010-08), EN 300 440-2 v1.4.1(2010-08)

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

- directive 2004/108/EC (electromagnetic compatibility). / *Ce produit est en conformité avec la directive 2004/108/EC (compatibilité électromagnétique)*
 - EN 55013:2001 +A2:2006
 - EN 55020:2007
- directive 2011/65/EU (RoHS - restriction of the use of certain hazardous substances)

This product can connect with a Common Mobile Phone Charger which complies with below standards:
(Ce produit peut être utilisé avec un chargeur universel pour téléphone portable conforme aux standards suivants :)

- EN301 489-34 v1.1.1 (2010-10)
- EN 62684:2010

Conformity of this product has been reviewed by the following Notified body of directive 1999/5/EC / *La conformité de ce produit a été vérifiée par l'organisme de certification (notify body) suivant.*

American Certification Body, Inc.
Suite C110, Whittier Avenue 6731, 22101 McLean, Virginia, United States
Identification number: 1588
Date :2013-06-20
Signature
55, avenue des Champs Pierreux
Immeuble Le Capitole
92000 Nanterre - FRANCE
Christophe Bédier

TCT Mobile Europe SAS, Deputy General Manager, EMEA

CE 1588

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

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



• LICENCES



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

ONE TOUCH 4012X Bluetooth QD ID B020131



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

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

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

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

General information

- **Internet address:** www.alcatelonetouch.com
 - **Hot Line Number:** see "TCT Mobile Services" leaflet or go to our website.
 - **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong
- On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have. An electronic version of this user guide is available in English and other languages according to availability on our server:

www.alcatelonetouch.com

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

CE 1588

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

Protection against theft ⁽¹⁾

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your telephone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

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





Disclaimer

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

TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This handset may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this handset ("Third Party Materials"). All third party materials in this handset are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that TCT Mobile has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and handsets in complying with Intellectual Property rights. TCT Mobile will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this handset or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCT Mobile disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCT Mobile, may be subject to paid updates and upgrades in the future; TCT Mobile waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the handset is used; in no event shall the list of possible applications and software provided with the handsets be considered as an undertaking from TCT Mobile; it shall remain merely as information for the purchaser. Therefore, TCT Mobile shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. TCT mobile reserves the right at any time to add or remove Third Party Materials from its handsets without prior notice; in no event shall TCT Mobile be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

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⁾

⁽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.





from the date of purchase as shown on your original invoice.

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

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs. This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

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

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

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

In no event shall TCT Mobile Limited 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.

Troubleshooting

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

- You are advised to fully charge () the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use **Factory data reset** and the upgrade tool to perform phone formatting or software upgrading (to reset factory data, hold down the **Power** key and the **Volume up** key at the same time).

and carry out the following checks:

My phone is frozen or cannot be switched on

- Check the battery power level, charge for at least 20 minutes.
- If it still does not work, please reset the phone using the **Power** key and the **Volume up** key.

My phone has not responded for several minutes

- Restart your phone by pressing and holding the **Power** key.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure the **Power** key is not mis-contacted due to unlocked screen.





- Check the battery charge level.

My phone cannot charge properly

- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C to +40°C).
- When abroad, check that the voltage input is compatible.

My phone cannot connect to a network or "No service" is displayed

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

My phone cannot connect to the Internet

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

Invalid SIM card

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

Unable to make outgoing calls

- Make sure you have dialed a valid number and have touched .
- 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 airplane 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 airplane mode.

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

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

I cannot find my contacts

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

The sound quality of the calls is poor

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





I am unable to use the features described in the manual

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

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

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

I am unable to add a contact in my contacts

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

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability.

I cannot access my voicemail

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

I am unable to send and receive MMS

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

SIM card PIN locked

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

I am unable to download new files

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

The phone cannot be detected by others via Bluetooth

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

The phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.

- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperatures.

* Please note that to avoid distractions, while the headphone jack is being used, the vibration mechanism is temporarily disabled.





Go to www.alcatelonetouch.com for more information about cellphone use.

Go to support.mozilla.org/en-US/products/firefox-os for more information about Firefox OS.

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