

one touch | 536

Quick Start Guide

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 27 of this user guide.

When carrying the product, or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 1.5 cm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

Prolonged exposure to music at full volume on the music player may damage the listener's hearing. Set your phone volume safely. Use only headphones recommended by TCT Mobile Limited and its affiliates.

ALCATELone touch.

5 Call Centre.....

5.1 Missed calls

This menu displays received calls that you did not answer. In the missed calls list, you can view the details of the record by pressing the Ok key or soft key (left). In the view screen, you can Call, Delete, Send SMS, Send MMS, Edit before call, Edit the number, or you can execute other functions, such as view the detail information of the call. Delete all the Missed Calls.

5.2 Received calls

This menu displays the most recent 20 calls you have received. In the list of received calls, you can view the details of the record by pressing the Ok key or soft key (left). In the view screen, you can Call, Delete, Send SMS, Send MMS, Edit before call, or you can execute other functions, such as view the detail information of the call. Delete all the Received calls.

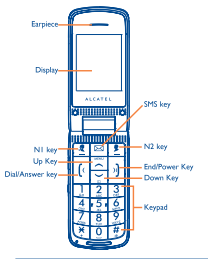
5.3 Dialed calls

This menu displays that you have dialed. In the dialed calls list, you can view the details of the record by pressing the Ok key or soft key (left). In the view screen, you can Call, Delete, Send SMS, Send MMS, Edit before call, Edit the number, or you can execute other functions, such as view the detail information of the call. Delete all the Received calls.

English - CJB2410ALAAA

1 Introduction

1.1 Phone Display



We continuously strive to improve our products. Therefore, we reserve the rights to revise this user manual or withdraw it at any time without prior notice.

Key	Functions
	- Standby mode: Press this key to call defined NAME1; - Operating: enter selected menu.
	- Standby mode: Press this key to call defined NAME2; - Operating: Press to go back to previous menu.
	- Press this key to enter Inbox under standby mode.
	- Press to call out: press to pick up phone when there is incoming call; - Press to enter Call history under standby mode; - Move cursor left in need.
	- Power Off: Long press to switch on; - Power On: Long press to switch off; - Operating: Short press it to go back to standby mode; End a call or reject a call; - Move cursor right in need.
	- Press this key to enter main menu; - Press this key to move up the cursor; - FM Increase frequency on 0.1MHz;
	- Press this key to move down the cursor; - FM Decrease frequency on 0.1MHz;
	- Standby mode: press to type in *+, #, w; - FM Decrease frequency on 0.1MHz; - Editing mode: Press to select symbol.
	- Standby mode: Input #; - Long press Switching to silent mode; - Editing mode: Press to switch inputting method.

Numeric key	Functions
	- Press corresponding key to select corresponding item of the menu; - Input numbers of 0-9 under standby mode.
	- FM ON/OFF;
	- Torch light ON/OFF;
	- Alarm Clock ON/OFF;
	- Volume control;
	- Long press for 3 sec to activate SOS function.

Note: "Press" in this manual, means to press and release the key. "press and hold" means to press and hold the key for at least 2 seconds.

Icons	Introductions
	Signal
	Battery
	New Message
	MMS
	Headset
	Alarm
	Ring only
	Vibrate and Ring
	Vibrate then Ring
	Bluetooth

2 Getting Started.....

Please read the safety instructions in the "Safety Information and Notices" section before use.

2.1 Inserting the SIM Card

2.1.1 Insert the SIM card



2.1.2 Install the battery and back cover



2.2 Turning the phone on

To turn the phone on, press and hold the End/Power Key. Enter the PIN code if required.

2.3 Charging the Battery

1. Ensure the battery is inserted in the handset. To charge the battery, plug in the charger connector at the bottom of your phone (USB interface) and then plug the other end into an AC power socket.
 2. The battery symbol indicates the charging status. While charging, the charge indicators will scroll. When all the scroll bars are steady, the battery is fully charged.
 3. Disconnect the charger from the phone.
 4. Disconnect the charger from the AC power socket.
- Note: If the battery is powerless, the battery icon will disappear after a few minutes of charging.

2.4 Inserting a microSD Card

1. Lift up the microSD card cover under the SIM card slot. Pull the cover to the right. If it is locked and then lift it.
2. With the metal contacts facing down, gently insert the microSD card into the cover, then press the cover down.
3. Press and pull the cover to the down to lock it.



2.5 Important Password

Phone lock password is 0000.

Bluetooth menu	
Power	Turn Bluetooth feature On or Off.
Visibility	Choose to show or hide your device by selecting On or Off.
My device	Displays the Bluetooth devices that you have paired successfully and can connect to.
Search audio device	Search for the audio devices that you can connect with such as BT headset.
My name	Show the name of your device and also you can edit your device's name.
Advanced	Audio: Path: Select "Leave in Phone" or "Forward to BT Headset". Storage: you can set your preferred storage. Sharing permission: Select "Full control" or "Read only". My address: you can view your handset address here.

Establish Bluetooth connection

If the devices are paired successfully, they will be shown in the My Device menu.

Before the connection is established, you can select files, such as pictures and sound, press the Ni key [Options] and select Send Via Bluetooth, then select the established device. The received files will be saved in File manager > Received.

Battery saving

Features using Bluetooth technology increase the demand on battery power and reduce the battery life.

If you do not intend to use the Bluetooth feature for some time, you should deactivate it in order to conserve battery power.

3 User Profiles

3.1 General

3.1.1 Activate: Open the selected mode.

3.2 Customize

Tone Settings: Includes Incoming Call, Power on, Power off, Cover open, Cover close, Message, Alarm and Keypad. You can select built-in ring tones, or the tones composed by yourself.

Volume: Includes the volume setting of Ringtone and Key Tone. The volume degree is from 1 to 7.

3.3 Silent

Volume, Alert type may not set. Please refer to "general" for more details.

3.4 Haptic

Please refer to "general" for more details.

3 Text Entry

3.1 Input method

During text editing mode, you can press the # Key to switch input modes or press the Ni key [Options] and select Input Method to select different input modes.

Entering Symbols: In any input mode, press the * Key to open the symbols input screen.

3.2 English Input Mode

In English input mode, you may have to press a key several times to enter a letter from the keyboard. Press a key continuously to select the English letter represented by the key. Press once to enter the first letter and press twice to enter the second letter. The English input mode includes several input methods: Smart ABC, Smart abc, ABC, abc etc.

3.3 Numeral input mode

Press corresponding number with Numeric keys 0-9.

4 Calling

4.1 Making a Call

Note: You can make a call only when the network name appears on the screen.

1. In idle mode, enter the phone number.
2. Press the Dial/Answer key to end the number.
3. Press the End/Power Key to end the call.

Note: During a call, press the Volume key to adjust the volume.

Note: In most countries, recording telephone conversations is subject to legislation. We advise you to notify the caller if you intend to record your conversation and only do so if they agree.

4.2 Making an International Call

1. Press the * Key twice quickly until "*" appears on the screen.
2. Enter the country code.
3. Enter the area code (normally without the 0 before it) followed by the phone number.
4. Press the Dial/Answer key to end the call.

Press End Key or Right soft key to reject an incoming call.

4.3 Making a call from the phonebook

Access the Phone Book List, scroll to search the desired number, press [to call the number.

1. In the standby mode, press [to access the Call logs.

2. Press the Up/Down key to reach the desired number or name and press [to call the number.

3. Press the End/Power Key to end the call.

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8.8 Security settings
You can set safety options for phone, SIM card to prevent your SIM cards from misoperation.
SIM lock: SIM lock can prevent your SIM card's. After active SIM lock protection, you need to input correct pin code when you want to change the SIM lock's status.
Phone lock: phone lock can prevent your phone from misoperation. After active phone lock protection, you need to input correct phone lock code when you use it next time. If you select close, you can close this function.
Change password: you can change the Pin's number or the phone's password.

8.9 Network settings
Network selection: You can choose Automatic or Manual to select the network. (Auto is recommended). When you select Automatic, the phone will make the preferred selection according to the network where the SIM card belongs. When you select Manual, you are required to select the same network as the registered network with the network operator by SIM card for your use.
Preferences: Select the Preferred Networks. The default network is the network where the SIM card belongs.
GPS connection: you can set the GPS connection status.

8.10 Restore factory settings
Access Settings to select Restore Factory Settings and press OK. All settings can be restored to factory settings with this function. The default password is 0000.

9 File manager

Select **Menu > File**.
Press the **N1 key** [Options] and select Open to view different folders.
Note: If you have inserted a micro-SD card (external memory card), here you can view its files.

10 Music Player

Key	Description
N1 Key	Use the audio file from the storage you set.
UP key	Press to stop the music.
+ or - key	Short press to select the previous/next song Press and hold to rewind/fast forward the track during playback.
Volume key	Adjust volume.
N2 Key [Back]	Return to previous menu.

In the music file screen, you can press **N1 key** [Options] and select **Settings > Player settings** > **Pre. playback** to change the storage.

11 Messages

11.1 SMS
This phone can support enhancement SMS (EMS), you can insert templates, names and so on.
Enter SMS menu, you can see options for Write message, Inbox, Drafts, outbox, Templates, SMS setting.
Write message: Create a new message; press left soft key or OK key to enter options for Send to, Input method, Insert template, Insert number and name, and also Save to drafts.
Inbox: Read received SMS in SIM card and phone; Under reading SMS mode, you can select to Reply, Call sender, Save to Phonebook, Forward, Delete, Delete all.
Drafts: After you have edit a message, you can store it in the drafts, and next time you can send it.
Outbox: You can save SMS failed to send. You can Resend, Edit, Delete, Delete all, Advanced Use number, Use URL, Use Email, Use USSD, Copy to phone, Move to phone, Copy all, Move all).
Templates: There are 10 useful phrases in the phone, you can use, edit or remove them.
SMS settings: you can set SMS Profile settings, Voicemail server, Common settings, and also you can switch the Memory status, and select the Preferred storage on.

Note: Make sure the SMS Center Address in the activated profile is correct; otherwise, you cannot send or receive the messages.

11.2 MMS
MMS means multimedia message service, it can support multimedia and transfer text, pictures, sound or information with various multimedia formats.
MMS need support from network operator. Please check with the network operator to ensure that your SIM card can support such service.
Your phone can support MMS function, after setting MMS, you can send or receive MMS. Enter MMS menu, you can find the options: Write message, Inbox, Outbox, Drafts, MMS setting.
Write message: Create MMS. After editing, you can select **Send** options: Edit, Forward, Delete, Delete all, Properties, Use details.
Outbox: You can save MMS failed to send. You can View, Forward, Edit, Delete, Delete all, Properties, Use details.
Drafts: You can save MMS draft. You can View, Send, Edit, Delete, Delete all, Properties, Use details.
MMS settings: You can set up for functions: Compose, Send, Receive, Filter, Memory status, and also you edit the Profiles.
All function can be operated normally only if all settings are correct, you can also check for storage status.

Note: Make sure the activated profile is correct; otherwise, you cannot send or receive the multimedia messages.

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 (for its function, it drivers are requested to refrain from using their mobile when the vehicle is not parked).
When driving, do not use your phone and headphones 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 manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.
- CONDITIONS OF USE:
You are advised to switch the telephone from time to time to optimize 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 hot deposit, petrol station, or chemical plant, or in any potentially explosive atmosphere.
When the phone is recharged, 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, more the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and accessories without supervision.
When replacing the cover, please read the cover 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 severe weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, etc.) and fire. The manufacturer's recommended operating temperature range is 0°C to +55°C. Over 55°C, the legibility of the phone's display may be impaired, though this is temporary and no 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 park 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 phone. 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 as far from the device as 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 use 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.
- 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 telephones. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs prior to record the voice 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 authorization 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) disclaims any liability which may result from the improper use of the mobile phone.
- BATTERY:
Before removing the battery from your phone, please make sure that the battery 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 40°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.
- SAFETY:
The 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 center 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.

- European Union countries:
These collection points are accessible free of charge.
All products with this sign must be brought to these collection points.
In non-European Union jurisdictions:
Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.
CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.
- CHARGERS
Main powered chargers will operate within the temperature range of 0°C to 40°C. The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. 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.
- PROLONGED EXPOSURE TO MOISTURE
Prolonged exposure to moisture at full volume on the music player may damage the battery's hearing. Set your phone volume safely. Use only headphones recommended by TCT Mobile Limited and its affiliates.
- RADIO WAVES:
Proof of compliance with international standards (ICNIRP) or with European Directive (1998/518/EC) 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 organizations. 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.
This device meets specific guidelines for use of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg.

Maximum SAR values for this model and conditions under which it was measured		
Head SAR	GP8000	1.09 W/kg
Body-worn SAR	GP8000	1.06 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.
Body-worn SAR testing has been carried out at a separation distance of 1.5 cm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure the whatever product is used is at least 15 cm apart and that it positions the phone the indicated distance away from the body.
The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They recommend that if you are concerned in further reducing your exposure then you can easily do so by limiting your usage or simply using a hands-free kit to keep the device away from the head and body.

For more information you can go to www.alcatelone-touch.com.
Additional information about electromagnetic fields and public health are available on the following site: <http://www.who.int/ehp/efm/>.
Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching or dragging it.
As mobile devices offer a range of functions, they can be used in positions other than against your ear or in this circumstances the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 1.5 cm away from the body.

General information

Internet address: www.alcatelone-touch.com
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.alcatelone-touch.com
Your telephone is a transceiver that operates on GSM networks with 900 and 1800 MHz bands.
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.alcatelone-touch.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.

Telephone warranty

This phone is warranted against any defect which may occur in conditions of normal use during the warranty period of twelve (12) months⁽¹⁾ from the date of purchase as shown on your original invoice. Batteries⁽²⁾ and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months⁽¹⁾ from the date of purchase as shown on your original invoice.
In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.
If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired Phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.
This warranty covers the cost of parts and labor but excludes any other costs.
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 jurisdiction.
In no event shall TCT Mobile Limited or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited commercial loss, to the full extent those damages can be claimed by law. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

⁽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 specifically stated that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):
1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used.
2) Conception or use of any equipment not supplied or not recommended by TCT Mobile Limited.
3) Modification or repair performed by individuals not authorized by TCT Mobile Limited or its affiliates or your vendor.
4) Inclement weather, lightning, fire, humidity, infiltration of liquids or fumes, 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 jurisdiction.
In no event shall TCT Mobile Limited or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited commercial loss, to the full extent those damages can be claimed by law. Some jurisdictions do not allow the exclusion or limitation of 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 after sales department, you are advised to follow the instructions below:
- You are advised to switch off the telephone from time to time to optimize its performance.
- You are advised to fully charge () the battery for optimal operation.
- Avoid storing large amounts of data in your telephone as this may affect the performance of your telephone.
And carry out the following checks:
My mobile phone will not switch on
- Press  and the screen comes on.
- Check the battery charge level.
- Check the battery contacts, remove and reinsert your battery, then turn your telephone back on.
My phone has not responded for several minutes
- Press the  key.
- Remove the battery and re-insert it, then switch the phone back on.
My screen is difficult to read
- Clean your screen.
- Use your mobile phone in accordance with the recommended conditions of use.
My mobile phone turns off by itself
- Check that your keypad is locked when you are not using your mobile phone.
- Check the battery charge level.

My mobile phone has a low level of energy
- Make sure you respected the complete charge timing (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.
My mobile phone will not charge properly
- Make sure that your battery is not completely discharged; the battery charge indicator can take several minutes and may be accompanied by a gentle whistling sound.
- Make sure charging is carried out under normal conditions (0°C - +40°C).
- Make sure your battery is inserted. It must be inserted before plugging in the charger.
- Make sure you are using an Alcatel battery and charger.
- When abroad, check that the electrical current is compatible.
My mobile phone will not connect to a network
- 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.
SIM card error
- Make sure the SIM card has been correctly inserted.
- Verify with your operator that your SIM card is 3V compatible, the old SIM card cannot be used.
- Make sure the chip on your SIM card is not damaged or scratched.

Unable to make outgoing calls
- Make sure you have dialed a valid number and press the  key.
- For international calls, check the country and area codes.
- Make sure your mobile phone is connected to a network, and that the network is not overloaded or unavailable.
- Check your subscription status with your operator (valid, SIM card valid, etc.).
- Make sure you have not been barred outgoing calls.
Unable to receive incoming calls
- Make sure your mobile phone is switched on and connected to a network (check for overloaded or unavailable networks).
- Check your subscription status with your operator (valid, SIM card valid, etc.).
- Make sure you have not been forwarded incoming calls.
- Make sure that you have not been barred certain calls.
The caller's name does not appear when a call is received
- Check that you have subscribed to this service with your operator.
- Your caller has concealed their number.
The sound quality of the calls is not optimal
- Check that you have subscribed to this service with your operator.
- Check the radio reception icon .
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 directory, the number is not 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 create a file in my Phone Book
- Make sure that your SIM card directory is not full, delete some files or save the files in the product Phone Book (i.e. your professional or personal directories).
- Check the "Call barring" option for "incoming calls" to be sure that the "All calls except SIM directory" feature is not activated.
My calls are unable to leave messages on my voicemail
- Contact your network operator to check service availability.
- Cannot access my voicemail
- Make sure your operator's voicemail number is correctly entered in "My Numbers".
- To listen if the network is busy.
The  icon is displayed on my standby screen
- You have saved too many short messages on your SIM card; delete some of them or archive them in the product memory.
"No service" is displayed
- You are outside of the network coverage area.
I have already entered 3 incorrect PIN codes
- Contact your network operator to obtain the PUK code (Personal Unblocking Key).

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⁽¹⁾ Contact your network operator for service availability.