

Troubleshooting

Before contacting the service center, here are some instructions to help you troubleshoot your device:

- For optimal operation, fully charge the battery.
- To improve the phone's performance, remove unnecessary files or apps on your phone.
- Update your phone's software via the Updates application. Or you can touch Settings > System >

About phone > Updates. to update software.

- Reset your phone via Erase all data (factory reset). Touch Settings > System > Reset options > Erase all data (factory reset). Another method is to hold down the Power key and the Volume up key at the same time when your phone is powered off. All your phone data will be lost permanently. It is strongly advised to fully back up your phone data before resetting. and carry out the following checks:

My phone can't be switched on or is frozen

- When the phone can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed. Then switch it on again. When the phone falls into a loop during power on animation and the user interface can't be accessed, press and hold the Power key to reset. This eliminates any abnormal OS booting issues caused by third party applications.
- If neither method is effective, reset the phone by pressing the Power key and the Volume up key at the same time, selecting a language, and then selecting Wipe data /Factory reset. Press the Volume key to select, and press the Power key to confirm each selection.

My phone has not responded for several minutes

- If your phone doesn't respond, turn off your phone by pressing and holding the Power key until it turns off and then restart it again.
- If your phone has a removable battery, remove the battery and reinsert it, then restart the phone.
- If it still doesn't work, reset the phone.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure that the Power key is not accidentally pressed while the screen is unlocked.
- Check the battery charge level.
- If it still doesn't work, reset the phone or update software.

My phone can't charge properly

- Make sure that you are using the Alcatel charger that comes with the phone.

- If your phone has a removable battery, make sure that your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 20 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 40°C (104°F)).
- When abroad, check that the voltage input is compatible.

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

- Try connecting to the network by moving to another physical location.
- Verify the network coverage with your operator.
- Check with your operator that your SIM card is valid.
- Try connecting at a later time if the network is overloaded. My phone can't connect to the internet
- Make sure that the internet access service of your SIM card is available.
- Check your phone's internet connection settings.
- Make sure that you are in a place with network coverage.
- Try connecting at a later time or another location. Invalid SIM card
- Make sure that the SIM card has been correctly inserted.
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card is available.

My phone can't make outgoing calls

- Make sure that you have dialled a valid number and have touched Call.
- For international calls, check the country and area codes.
- Make sure that 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 that you have not barred outgoing calls.
- Make sure that your phone is not in aeroplane mode.

My phone can't receive incoming calls

- Make sure that 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 that you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in aeroplane mode.

The caller's name/number doesn't appear when a call is received

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

I can't find my contacts

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

The sound quality of the calls is poor

- Adjust the volume during a call by pressing the Volume key. Check the network strength. Move to a location with stronger signal strength.
- Make sure that the receiver, connector and speaker on your phone are clean.

I can't use the features described in the manual

- Check with your operator to make sure that your subscription includes this service.
- Make sure that this feature doesn't 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 selected the country code when calling an international number.

I can't add a contact

- Make sure that your SIM card contacts are not full; delete some files or save the files to the phone.

My callers can't leave messages on my voicemail

- Contact your network operator to check service availability.

I can't access my voicemail

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

I can't send and receive MMS

- Check your phone storage as it might be full.
- Contact your network operator to check service availability and 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 (Personal Unblocking Key) code.

I can't connect my phone to my computer

- Check to make sure the USB port is not broken. If it's not working, try another USB port on your computer.
- Make sure USB drivers are properly installed.
- If you are using a Windows computer, make sure it supports MTP mode. If you are using a Mac, make sure to install Android File Transfer from www.android.com/filetransfer/.

I can't download new files

- Make sure that there is sufficient phone storage space 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.

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 150 minutes).
- 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.
- 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 extended periods of time.
- Turn off Bluetooth, Wi-Fi, or GPS when not in use.

The phone becomes 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 the above actions will make your phone return to normal temperature.

After a factory data reset is performed, I can't use my phone without entering Google account credentials

- After a reset is performed, you must enter the original Google account credentials that were used on this phone.
- If you don't remember your Google account credentials, complete Google account recovery procedures.
- If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as warranty case.

I forget some passwords/codes/keys on phone

- Perform a factory data reset.
- If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as a warranty case.