

OPTUS

PHONE & SIM QUICK START GUIDE

Optus X Lite

For more information about how to use your phone, please visit **optus.com.au/xlite** to download the complete user manual.



SAR

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 **Radio waves** section.

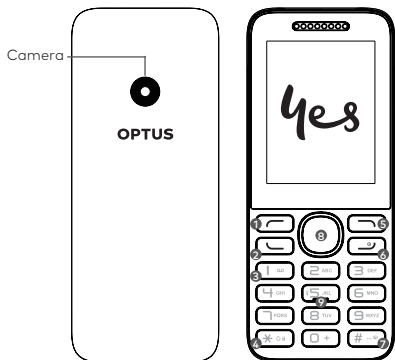
When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 5 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.




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.

1 Your phone



- ❶ Left soft key
- ❷ Vibrate alert (Vibrate mode activated)
- ❸ Call logs (idle screen)
Send call
- ❹ Navigation key:
Confirm an option 
Increase volume ▲
Decrease volume ▼
Scroll to the left function ◀
Scroll to the right function ▶
- ❺ Voicemail (long press)
- ❻ Torch
- ❼ Lock Key (long press
✱ key)
- ❽ Right soft key
- ❾ Power on/off
End call

1.1 Keys and connectors



Navigation key

Confirm an option (press the centre of the key)



Left soft key

- Unlock keypad
- Access to main menu



Send call

Access to call log (on Home screen)



Right soft key

Access contacts



Power key

- Power on/off the phone (long press)
- End call
- Return to the Home screen



On the Home screen

- Input "1" (long press)
- Dial voicemail number (long press)

In edit mode

- Input most frequently used symbols
- Input "1" (long press)



On the Home screen

- Enter "0"
- Input "+" (long press). "+" is used for dialing an international call.

In edit mode:

- Input "0" (long press)



On the Home screen
Input "*"
Lock keypad (long press)

In Edit mode
Change input language
Access input method list



On the home screen
Input "#"
Activate/deactivate the vibrate mode

In edit mode
Add space
Input symbols (long press)



On the home screen
Input "5"
Turn on/off the torch

1.2 Status bar icons⁽¹⁾



Battery charge level



Level of network reception



Meeting mode: your phone vibrates, but neither rings nor beeps.



Silent mode: your phone neither rings, beeps nor vibrates



Bluetooth status (Activated)



Flight mode



Headset connected



Alarm clock programmed



Missed calls



GPRS connection status



Roaming



Unread SMS



Message full



Call divert

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

2 Getting started

2.1 Set up

Removing and installing the back cover



Removing and installing the battery



Inserting and removing microSD card

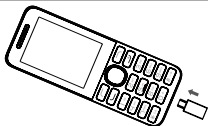


Inserting and removing the SIM card



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

Charging the battery



- Connect battery charger to your phone and plug into the socket.
- Charging may take about 20 minutes to start if the battery is out of power.
- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).
- You are advised to charge the battery to its maximum when using the phone for the first time (approximately 3 hours).
- To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.



The charge is complete when the animation stops.

2.2 Power on your phone




Hold down the  key until the phone powers on.

2.3 Power off your phone


Hold down the  key from the idle screen.

3 Calls

3.1 Making a call

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

Making an emergency call

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

3.2 Calling your Voicemail⁽¹⁾

To access your Voicemail, hold down the  key.

3.3 Answering a call




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

3.4 Available functions during the call

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

4 Contacts

4.1 Consulting your contacts

You can access your call memory by pressing  from the idle screen, or press the  key and select the  icon from the Menu. In this menu, you will see all call contacts.

⁽¹⁾ Contact Optus to check service availability.

4.2 Adding a contact

Select the menu **Add to**, then save it to your phone or SIM card as you please.

5 Call logs


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

6 Settings

From the main menu, select the menu  and select the function of your choice in order to customise your phone: **Phone settings, Display, Security, Call settings, Connections and Regulatory&Safety.**

7 Message

Create message

You can select **Message** from the main menu or access from widget  to creat text/multimedia messages. You can type a message and send it to a recipient in the SIM card directory and you are also able to insert a pre-defined message from "**Insert template**". While writing a message, select "**Options**" to access all of the messaging options.



An SMS message of more than a certain number of characters (the number of characters depends on your language) will be charged as several SMS. Specific letters (accented) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

8 Profiles

Your phone provides multiple user profiles, you can customise some settings to adapt to the specific events and environments.

9 Games




Seven games named **Bubble Bash 2, Ninja Up, Sky Gift, Danger Dash, Nitro Racing, Block Breaker** and **Air Strike** are preset in your phone. For more information, refer to the "Help" menu in each game.

10 Camera

Your mobile phone is equipped with a camera for taking photos and shooting videos:

- Store them as your creations on micro 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.
- Transfer them by data cable or microSD card to your computer.

11 Video

You can enter the DV recording interface through this menu straight away. Press the  key to start recording and press the  key for more options and settings. You can switch between Camera mode and Video mode through **Options/More Option**. or just press the left or the right on the  key.




12 Files

Your phone provides a certain space for you to manage files and it supports the microSD card. The capacity of the microSD card is selectable. You can create new folder and delete, edit, search for, mark and view the details of the existed folder or files.



13 Music

Access this feature from the main menu by selecting **"Music"**.

You have full flexibility in managing music both on your phone and microSD card.

Use this function to play audio files. Press the  key to play/pause the audio; short press the left or right on the  key for previous or next audio, press up or down on the  key to adjust the volume.

14 Video gallery

Use this function to play video files. Press the  key to play/pause the video, short press the up or down on the  key to adjust the volume.

15 Photo gallery

Your images are stored in the **"Photo gallery"** library on your phone or microSD card. Here, you can **Set as wallpaper**, **Delete**, **Share** by MMS and bluetooth, **Mark**, **Rename** and **Slideshow**.

16 Calculator

Enter numbers and select the type of function using the Navigation key just as you would with a standard calculator.

Press the Left softkey to restart the calculation.

17 FM radio

Your phone is equipped with a radio⁽¹⁾ functionality. You can use the application as a traditional radio and record the currently turned channel. You can listen to it while running other applications.

18 Browser

This function enables you to surf the Internet with your phone and customise your preference.

19 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 voice alarm entered will be marked.

20 Ebook

You can read and manage the text digital document here.

21 Bluetooth

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

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

22 Recorder

Accessing **Recorder** allows you to make voice or sound recordings. Your phone supports AMR, MP3 and WAV format files. A stopped recorded file will be automatically stored in **Record file list**

23 Convert

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

24 Notes

You can create notes in text format and manage them by accessing "**Notes**" from the main menu.

25 Alarm

Your phone has a built-in alarm clock with snooze feature. You can set five alarms with wake-up time and other customised options.

26 Fake call

This program enables you to call yourself by simulating a caller

number/name, 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 End key.


27 Voice alarm

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

28 World Clock


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

29 Timer

You can use **Timer** to count down from a specified time interval. Press the  key to start the counting.

30 Torch

Your phone has a built-in flashlight. You can turn on/off it via "**Torch**" in the main menu.

On the Home screen, press and hold the  **S** ^{JKL} key can turn on/off the flashlight as well.

31 Call filter

Enable the blacklist to automatically block all callers listed on the blacklist. Enabling the whitelist will only allow calls from the numbers listed on the whitelist.

32 STK

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

Contact Optus first to check service availability.

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 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 phone when the vehicle is not parked.

When driving, do not use your phone and headset to listen to music or to the radio. Using a headset 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 phone RF energy.

• CONDITIONS OF USE:

You are advised to switch off the phone 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, phones 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 an 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 phone 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 phone and accessories without supervision.

If your phone has a removable cover, note that your phone may contain substances that could create an allergic reaction.

If your phone is a unibody device, the back cover and battery are not removable. If you disassemble your phone the warranty will not apply. Disassembling the phone may damage the battery, and may cause leakage of 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 (14°F) to +55°C (131°F).

At over 55°C (131°F) the legibility of the phone's display may be impaired, though this is temporary and not serious.

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

Do not drop, throw, or bend your 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 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 backup copies or keep a written record of all important information stored on 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.

• **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 phone regarding taking photographs and recording sounds with your phone. 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 reproduce 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 has been 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 phone (including Optus) disclaim any liability which may result from improper use of the phone.

• **BATTERY:**

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

For non-unibody device:

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns);

- Do not puncture, disassemble, or cause a short circuit in a battery;

- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C (140°F).

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

For unibody device:

Please note your phone is a unibody device, the back cover and battery are not removable. Observe the following precautions:

- Do not attempt to open the back cover;
- Do not attempt to eject, replace, or open battery;
- Do not puncture the back cover of your phone;
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F).

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.



This symbol on your phone, 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.

This symbol on your phone, 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 non-European Union jurisdictions:

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

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

• **CHARGERS:**

Mains powered chargers will operate within the temperature range of: 0°C (32°F) to 45°C (113°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. They are also compliant with the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Radio waves

Proof of compliance with international standards (ICNIRP) or with European Directive 2014/53/EU (RED) is required of all phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your phone 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 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:

Optus X Lite

Maximum SAR for this model and conditions under which it was recorded		
Head SAR	GSM 900 + Bluetooth	1.77 W/kg
Body-worn SAR	UMTS 2100 + Bluetooth	1.68 W/kg

During use, the actual SAR values for this phone are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your phone is automatically decreased when full power is not needed for the call. The lower the power output of the phone, 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 phone 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 phone 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 phone will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 5 mm away from the body.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorised devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), ensure your network security. These precautions will help prevent unauthorised access to your phone. 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

- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and;
- 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 TCL directly. Should you require TCL to edit or delete your personal data, TCL may ask you to provide evidence of your identity before TCL 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 licence. Other trademarks and trade names are those of their respective owners.

Optus X Lite Bluetooth Declaration ID D033125

This equipment may be operated in all European countries.

BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR	HR	IT	CY	LV
LT	LU	HU	MT	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK

Nothing in this Safety and Warranty information removes or limits any rights that you have under existing laws or regulations.

General information

- **Internet address:** optus.com.au/xlite
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building22E, Science Park West Avenue, Hong Kong Science Park, Pak Shek Kok, Hong Kong.

On our website, you will find our FAQ (Frequently Asked Questions) section.

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

GSM900: 33.5dBm

GSM1800: 30.5 dBm

UMTS 900/2100: 24 dBm

Bluetooth: < 2 dBm

Hereby, TCL Communication Ltd. declares that the radio equipment type Optus X Lite is in compliance with Directive 2014/53/EU.

Protection against theft⁽¹⁾

Your phone 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 phone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or Optus if your phone is stolen. This number allows your phone 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 phone or Optus specific services.

⁽¹⁾ Contact Optus to check service availability.

TCL Communication Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by Optus exclusively. This phone may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this phone ("Third Party Materials"). All Third Party Materials in this phone are provided "as is", without warranty of any kind, whether express or implied. The purchaser undertakes that TCL Communication Ltd. has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and phones in complying with Intellectual Property rights. TCL Communication Ltd. will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this phone or in interaction with any other device. To the maximum extent permitted by law, TCL Communication Ltd. 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 TCL Communication Ltd., may be subject to paid updates and upgrades in the future; TCL Communication Ltd. waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. TCL Communication Ltd. shall not be held responsible for the lack of availability of any application, as its availability depends on the country and the Optus. TCL Communication Ltd. reserves the right at any time to add or remove Third Party Materials from its phones without prior notice; in no event shall TCL Communication Ltd. be held responsible by the purchaser for any consequences of such removal.

Warranty

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twenty four (24)⁽¹⁾ months 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.

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

- 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;
- Connection to any equipment not supplied or not recommended by TCL Communication Ltd.;
- Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor;
- Modification, adjustment or alteration of software or hardware performed by individuals not authorised by TCL Communication Ltd.;

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

⁽²⁾ The life of a rechargeable 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.

- 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 TCL Communication Ltd. or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited to 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.

Nothing in this Safety and Warranty information removes or limits any rights that you have under existing laws or regulations. Your statutory rights as a consumer under the Australian Consumer Law, mean that consumer guarantees apply regardless of any express warranties to which you may be entitled in this Safety and Warranty information.

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 be switched on or is frozen

- 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, please reset the phone using the power key and the # key

My phone 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, please reset the phone using the power key and the # key

My phone turns off by itself

- Make sure power off key is not mis-contacted
- Check the battery charge level
- If it still does not work, please 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 +45°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 Optus
- Check with Optus that your SIM card is valid
- Try selecting the available network(s) manually

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 dialed 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 Optus (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 Optus (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 Optus
- 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 Optus 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 dialed
- 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 Optus to check service availability

I can't access my Voicemail

- Make sure Optus' Voicemail number (321) is correctly entered in "Messages/Voicemail 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 Optus to check service availability and check MMS parameters
- Verify the server centre number or your MMS profile with Optus

The flickering icon is displayed on my standby screen

- You have saved too many short messages on your SIM card; delete some

SIM card PUK locked

- Contact Optus 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 Optus

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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