

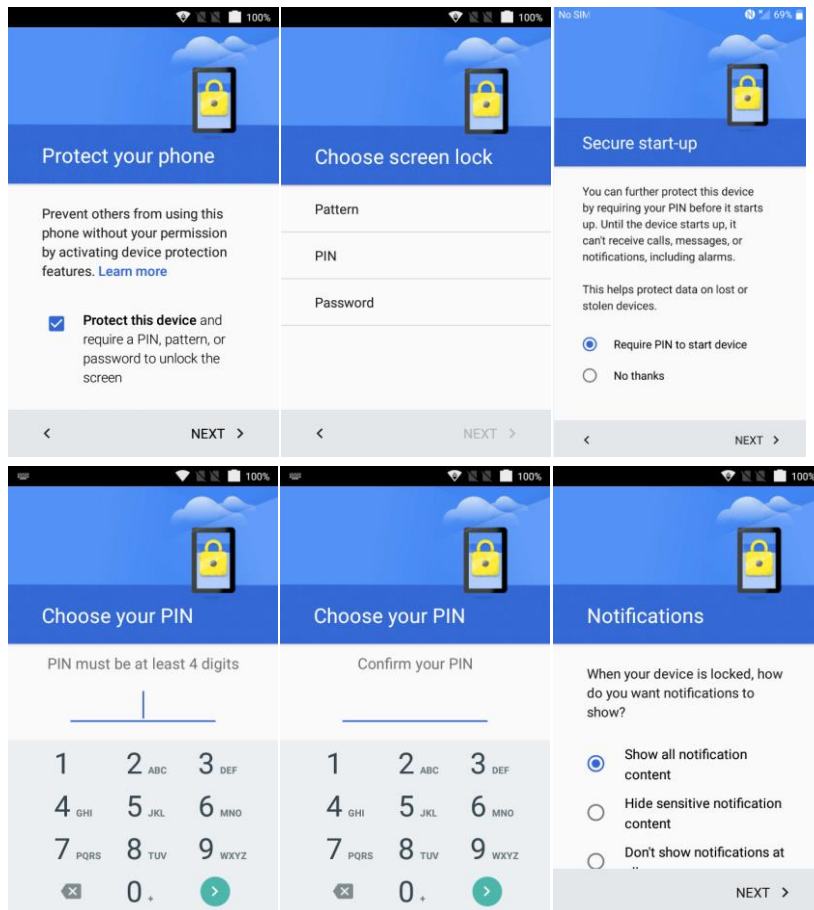
i. **Basic Setting**

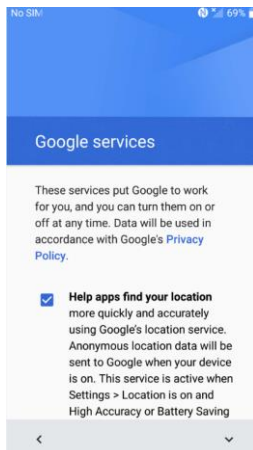
1. How can I set up my Alcatel device when I turn it on for the first time?

The first time you turn on the phone, you will see a welcome screen. You can start to set up your phone by following the instructions.

A series of screens will lead you through the setup process. You also have the option to skip some steps during the process.

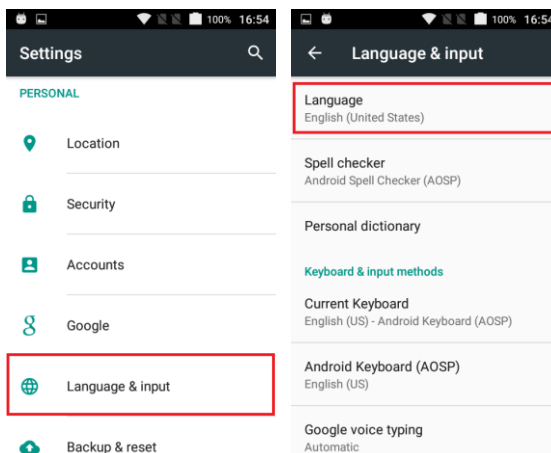
You can set screen lock to prevent others from using this phone without your permission.





2. How can I change the language of the device?

Change language of your phone by accessing into main menu -> "Settings" -> "Language & input" -> "Language" -> choose the language you want.

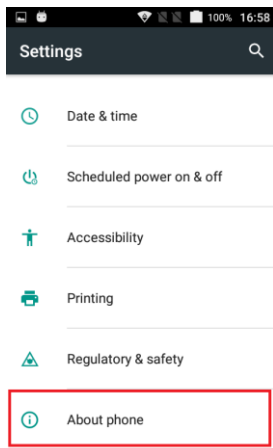


3. How can I check the IMEI number of my Alcatel device?

You can check the IMEI information by touching *#06# in dial keypad, or by going to main menu -> "Settings" -> "About phone" -> "Status" -> "IMEI information".

4. How can I check the device's model number, Android version, Baseband version and Kernel version?

You can check the information by accessing into menu -> "Settings" -> "About phone".



5. How can I make a screenshot?

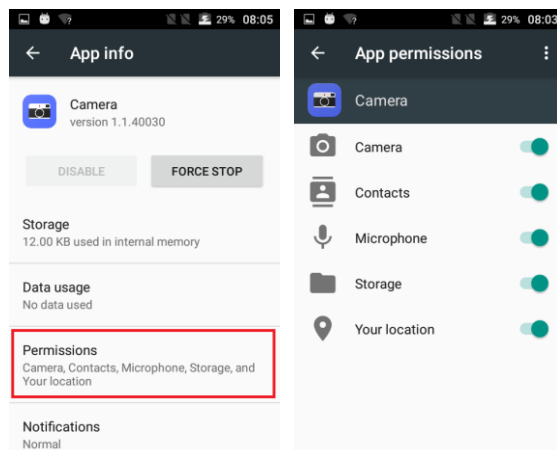
Users can share what's on their screens more easily by taking screenshots. Hardware buttons let them snap a **screenshot** and store it locally. Afterward, they can view, edit, and share the screen shot in Gallery or a similar app.

Push power button and Volume down button at the same time for a couple of seconds. You should then see an animation showing you the screenshot, and view the screenshot by tapping on the thumbnail in the notification tray or by visiting your Gallery application.

6. How can I change the permission for my apps?

If an app supports the new permissions model on Android M, you don't have to grant any permission when you install or update the app. Instead, the app requests permissions when needed.

You can change the "app permission" in the **Settings > Apps** menu>selecting an app and then clicking **Permissions**. Use the toggles to switch individual permissions on or off.



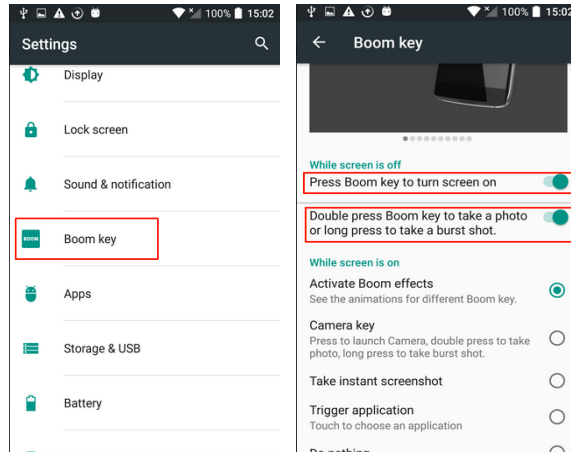
7. What can I do with BOOM key?

Boom key is a multifunction lateral key for IDOL 4.

You can find the setting of BOOM key through below path: setting->Boom key

a. While your phone screen is off

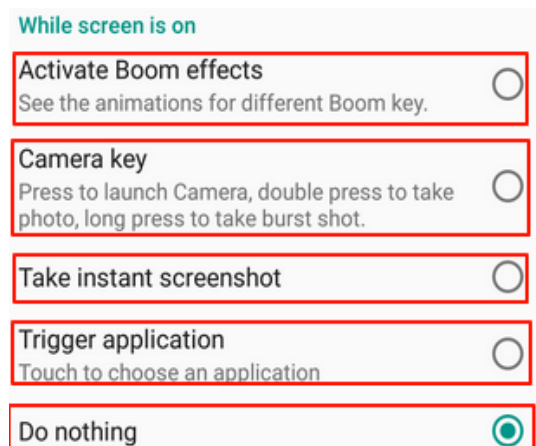
You can turn on the screen on by press Boom key, double press Boom key to take a photo or long press to take a burst shot (10 shootings).



b. While your phone screen is on

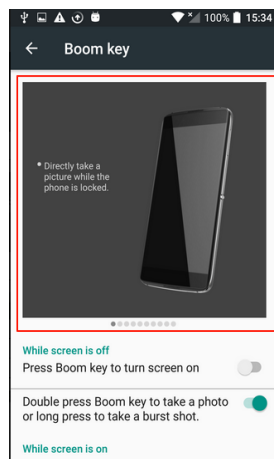
You can choose 5 options for the Boom key. If you set 1 option for Boom key, you will access into the function directly while you press the Boom key in screen on mode.

You can just choose one option once time:



Activate Boom effects

You can read the instructions and preview the effect in the flash, swipe the flash to see the next:




- 1) Experience live weather animations after pressing Boom key



- 2) Boost the loudness and bass sound of the speaker while listening to music

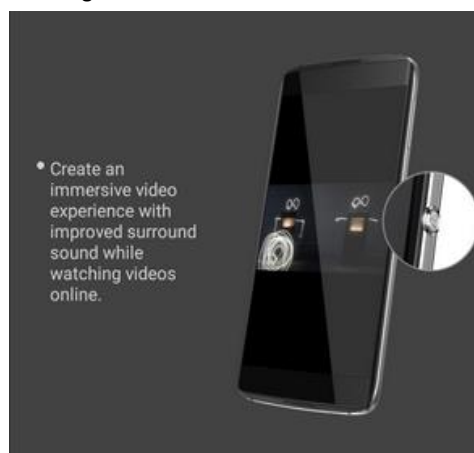


- 3) Apply fun effects to interesting moments of your video while watching it. Press Boom key again to try different effects. Just for the video shoot by camera auto

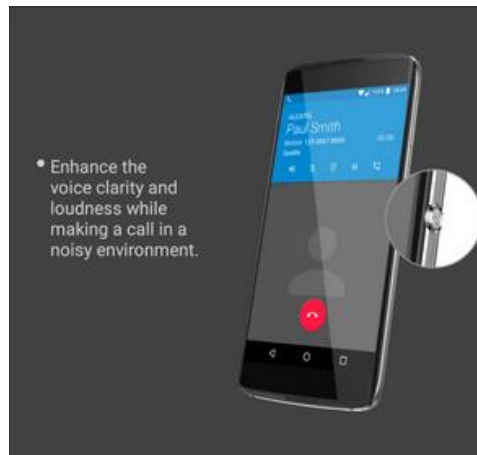
mode (outsourcing videos cannot). And you can touch  to record the video with fun effects.



- 4) Create an immersive video experience with improved surround sound while watching videos online.



- 5) Enhance the voice clarity and loudness while making a call in a noisy environment.



- 6) Create a photo collage after pressing Boom key in Gallery moments. Press again to change the collage template.

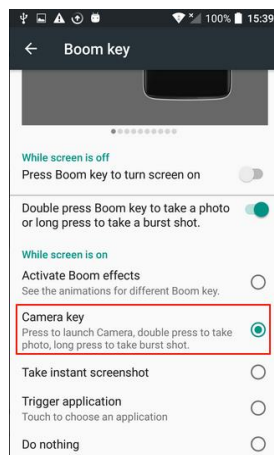


- 7) Boost up your speed when playing Asphalt overdrive and overtake your competition



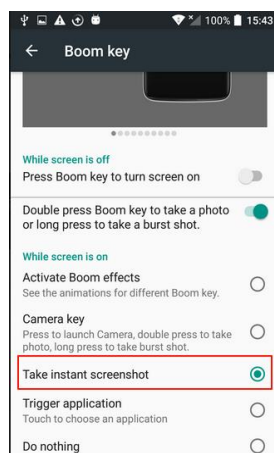
Camera key

Press to launch camera, double press to take photo, long press to take burst shot



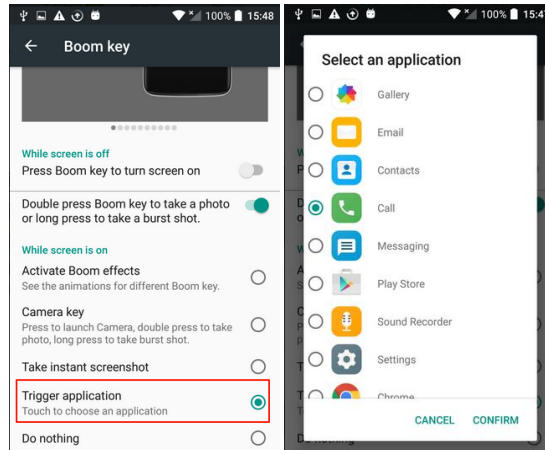
Take instant screenshot

You can take an instant screenshot after pressing Boom key



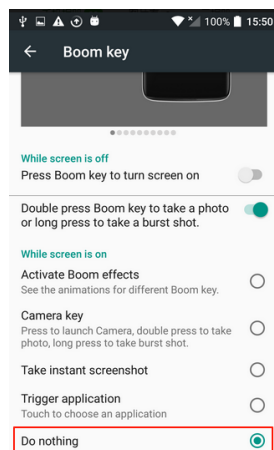
Trigger application

You can set up a short up for an application, which can be triggered by pressing Boom key



Do nothing

No any function will related with Boom key after select this option



ii. Home screen



8. How can I fast wake-up the screen?

You can double tap on home screen to fast light up or turn off the screen by accessing menu-> "Settings"->"Gestures"->Active "Double tap screen"

9. How do I interact with status bar?

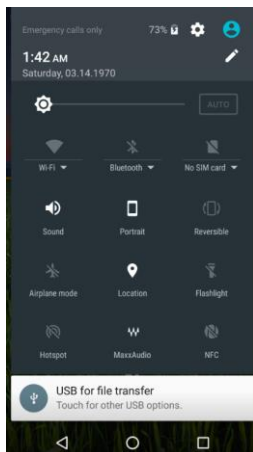
Notifications report the arrival of new messages, calendar events, and alarms, as well as on-going events, For example, when you have configured your phone as a Wi-Fi hotspot.

When you receive a notification, its icon appears in the top left corner of the screen. You may also hear a sound notice depending on your sound setting. With the notification bar, you can:


- 1) See your notifications by swiping your finger down from the top of the screen.
- 2) Respond to a notification by touching it.
- 3) Dismiss a notification bar by swiping it sideways.
- 4) Dismiss all event-based notifications by touching the  at the bottom right corner of screen. Some on-going notifications may remain.
- 5) Access to quick settings by dragging the Status Bar down again in the Notification Panel or drag the Status Bar down with two fingers and then you can access more settings by touching the  at the top right corner of the screen.
- 6) Expand or collapse the notifications with a finger gesture to pull the notification down like a curtain. Then news with photos and headlines can be displayed completely in the notification. So more new information can be shown in the new notification.
- 7) Call or SMS back directly from notification, and even hang up the call.
- 8) Gmail notifications with new emails display.
- 9) Calendar notification and email to all attendees with an embedded quick response to notify them something.

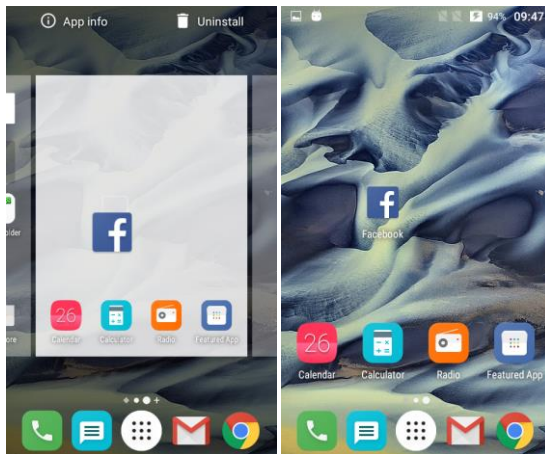
10. How do I use quick settings?

You can access to quick settings by dragging the Status Bar down again in the Notification Panel or drag the Status Bar down with two fingers.

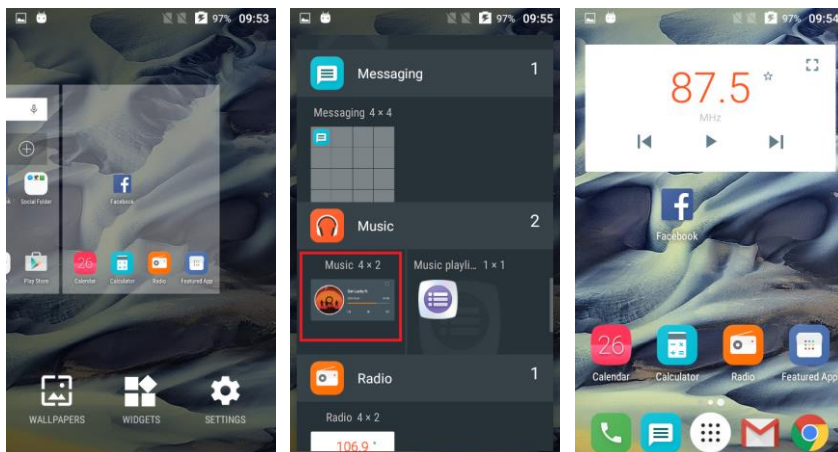


11. How do I add new apps or widgets on the Home screen?(same as android M Q11)

To add new applications on the Home screen, touch the menu icon , you will see all the applications. Long-press and drag an application to your desired screen.



To add new widgets to the Home screen, long press the Home screen that's not occupied, touch icon "WIDGETS", you will see all the widgets at the bottom. Touch and drag a widget to your desired screen.



12. How do I change the wallpaper?

You can set wallpaper by accessing menu-> "Settings" -> "Display" -> "Wallpaper". Select a wallpaper source from "Gallery/Live wallpapers/Photos/Wallpaper gallery", select wallpaper as you like and touch "Set wallpaper".

You also can set wallpaper by long press the home screen that's not occupied, touch icon "WALLPAPERS", select wallpaper as you like and touch "Set wallpaper".

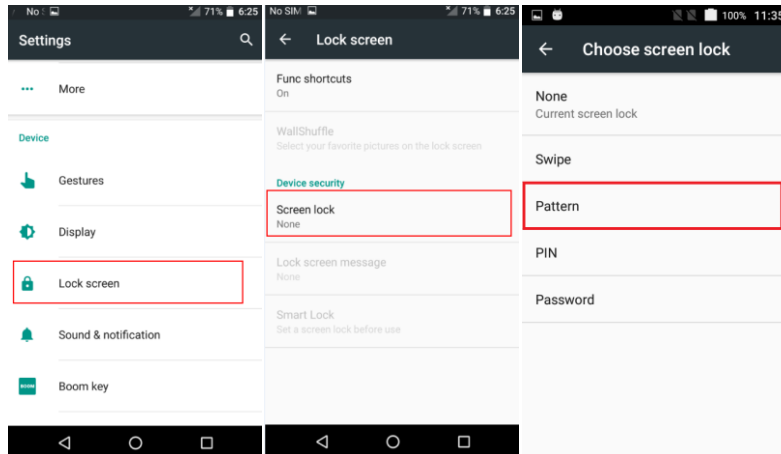
13. How do I set screen lock?

In order to protect your personal information, you can adjust your phone's lock settings by pressing "Menu" key at Home screen -> "Settings" -> "Lock screen" -> "Screen lock"

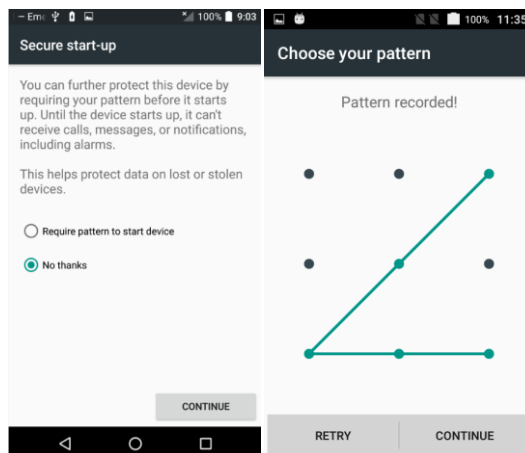
->Touch the type of lock you would like to use.

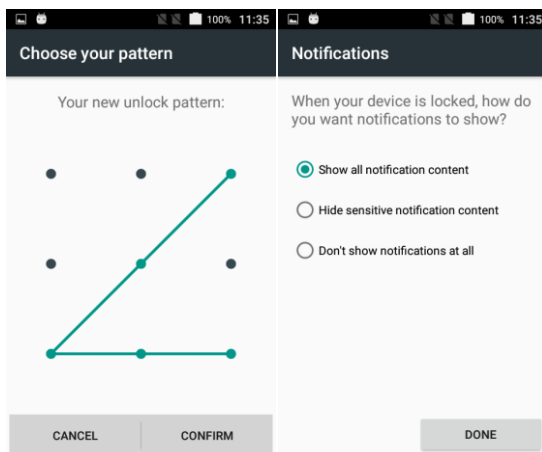
After you set a lock, a lock screen displays whenever your screen is woken up, requesting pattern, PIN, or other specified key.

Take pattern for example.



Draw a pattern, and then touch "Confirm" to finish the setting.






Notes:

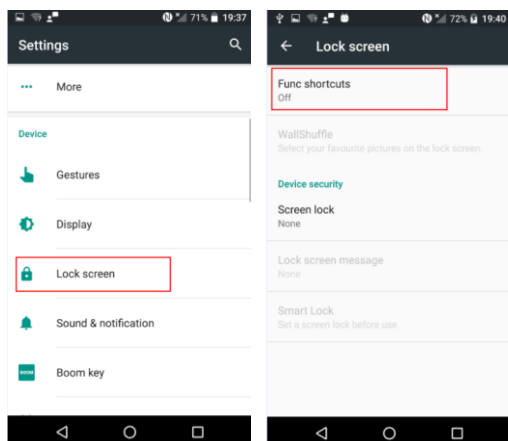
Screen lock options are listed in the approximate order of the strength of their security, starting with **“None”** and **“Swipe”**, which provide no security.

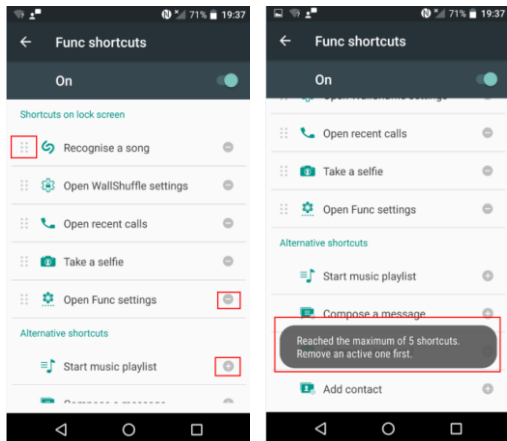
14. How can I use Func shortcuts on your lock screen?

You can follow below steps to customize the application shortcuts display on your lock screen.

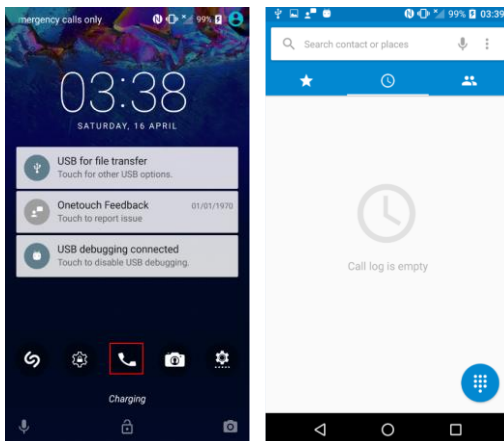
- 1) Touch “Setting”
- 2) Touch “Lock screen”
- 3) Touch “Func shortcuts”, turn the switch to “On” position.
- 4) Touch “+” “-” to add or remove application shortcuts on lock screen
- 5) Long-press the  icon and drag an application to your desired position.

*Note: Up to 5 shortcuts can be display on lock screen





Then you can double touch the shortcuts on lock screen to open it.



iii. Phone call

15. How can I answer or divert a call?

When you receive a phone call, the incoming call screen opens. It shows caller ID and any additional information about the caller that you have saved in People app.

If there is any call missed, you will get a notice in notification bar or you can check all incoming call records in the call log tab of Phone app.



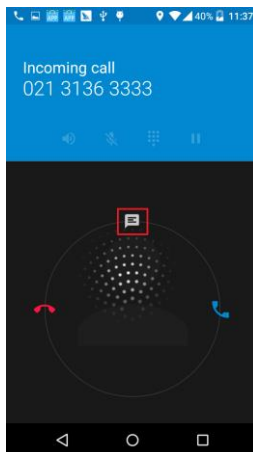
Slide to answer




Slide to reject



Slide to send messages



You can edit text quick response in the “Call” app-> press the menu key  in the top right corner of screen -> “Settings” ->“Quick responses”.

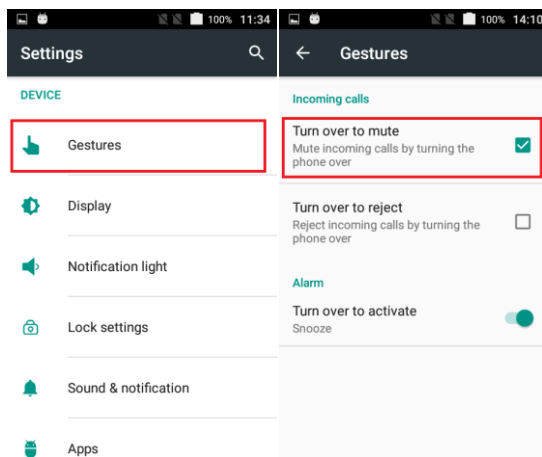
16. How can I silence the ringer of incoming calls?

There are 3 ways to silence the ringer before answering the call.

Way 1: Press the Volume Up/Down button on the side of your device.

Way 2: Press Power button on the top or side of your device.

Way 3: Enable Gesture function by going to menu-> “Settings”-> “ Gestures” -> activate “Turn over to mute”, then you can mute incoming calls by turning the phone over when a call is coming.



17. How can I hold and answer another call?


During a call, you can use some buttons near the bottom of the screen





Switch to the dialer.





Control the audio output

 Mute your microphone


 Put the other party on hold

 Switch to another call in process

 Add another call

 combine two or more calls


How to hold and answer another call?


- 1) If there is another call coming in, you will get a notice in the screen and ring notice.
- 2) You can answer it directly, and at the same time the other call will be on hold.
- 3) You can touch  to switch to another call in process.


Note: please make sure you have held the third way calling service with your SIM card.


18. How can I make a three way calling?


During a call, you can use some buttons near the bottom of the screen.


 Switch to the dialer.


 Control the audio output

 Mute your microphone



 Put the other party on hold

 Switch to another call in process

 Add another call



 Combine two or more calls


How to make a three way calling/ conference call? You can do like this,

- 1) Call the first person
- 2) Touch **"Add call"**  **(this function may under menu according to the different phones),** then you can choose the third person you want to call.
- 3) When you get through the second person or the third person (It depends how many calls you want to merge), you can touch **"Merge calls"**  to make a conference call.

*Notes: Three ways calling also need network/simcard support.

19. Where can I check recent call records?

Access into menu, touch "Phone" , and then touch  to check recent call records.

 it is call log tab which shows recent calls. There are three different color arrow icons beside a call to indicate the type of calls.



Means missed incoming call




Means received incoming call



Means outgoing call

20. How can I switch to mute mode during a call?

You can touch  to mute your microphone.

During a call, you can use some buttons near the bottom of the screen



Switch to the dialer.



Control the audio output



Mute your microphone



Put the other party on hold



Switch to another call in process




Add another call




Combine two or more calls

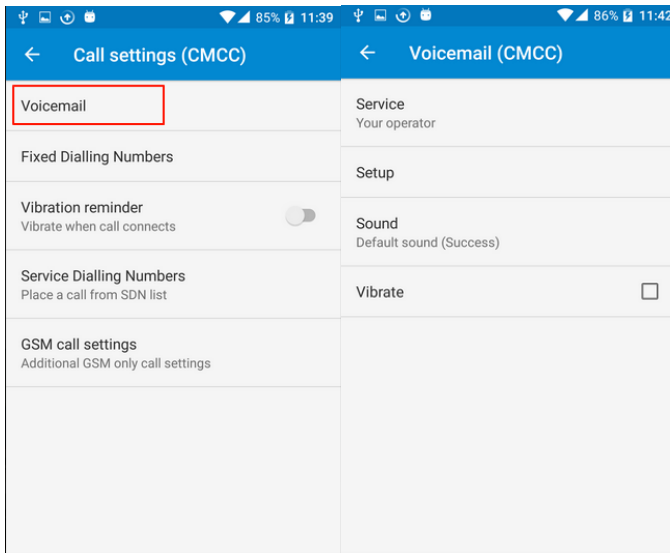
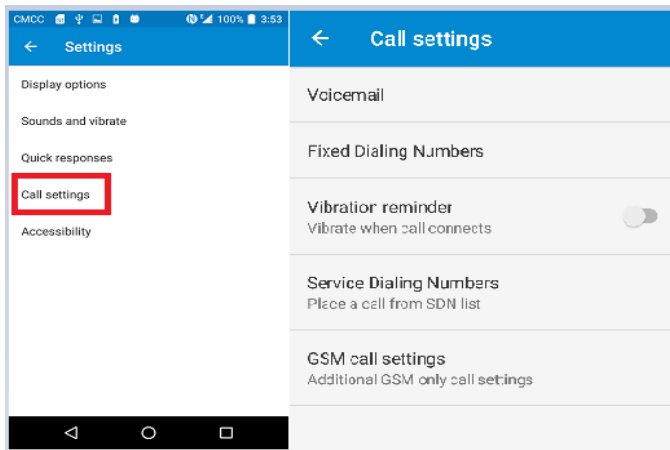
21. How can I listen to voicemail?

When you have a new voicemail message, the voicemail icon  appears in the notification bar. Swipe down the status bar and touch it to view your notifications.

You can also change you voicemail settings by accessing into menu->Touch "Phone"

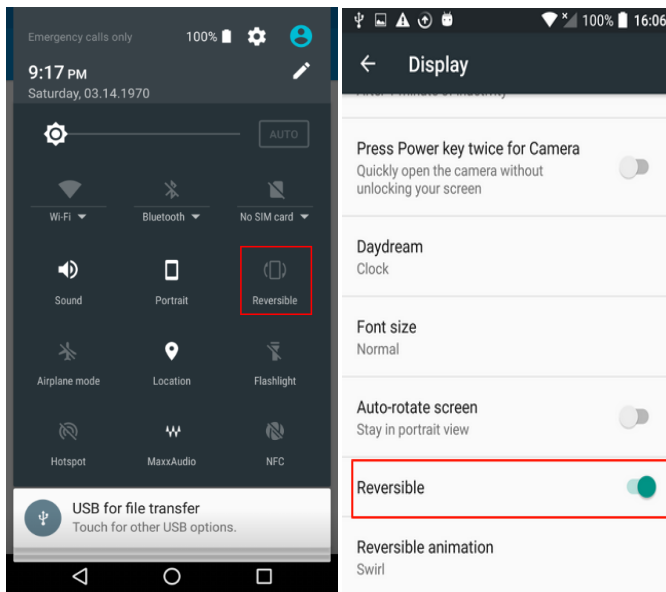


-> press the menu key  in the top right corner of screen -> "Settings" -> Call setting->change voicemail setting.



22. How can I set the device reversible?



You can set up this function in the spinner or by the path: setting->Display->Reversible

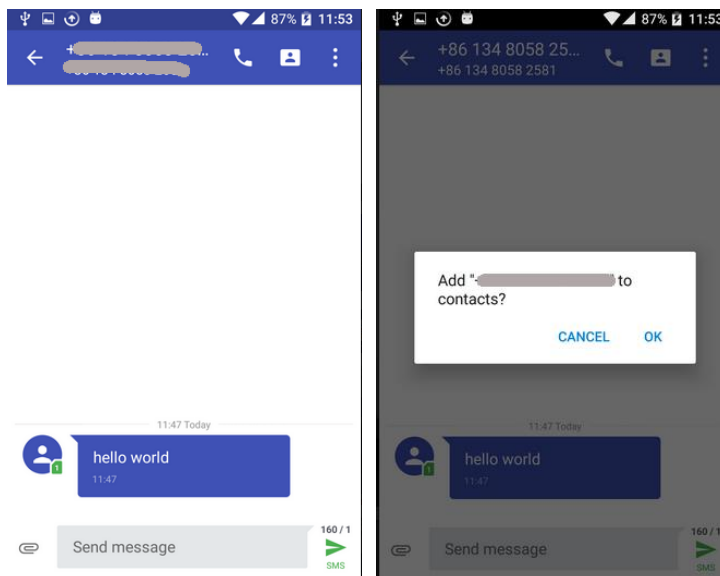


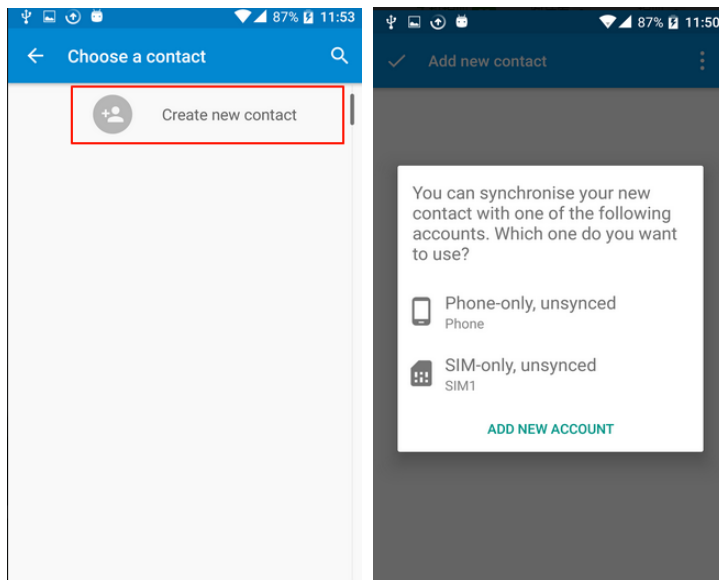
You can answer the phone on either side of device after activating the Reversible, but cannot change it during the call ongoing.

iv. Contact

23. How can I add the number in a message to the contacts?



You can follow below steps to add numbers in a message to contacts by opening the message-> press "  " -> Touch "OK" to add the number to the contact--> Choose the place you want to store the contact to (SIM / Phone) ->Enter the name and related information ->Touch icon  to save.





24. How can I import contacts from SIM card?

You can follow below steps to import contacts.

- 1) Touch "Contacts" app to open contact screen
- 2) Touch menu key  in the top right corner of screen, then a menu appears
- 3) Touch "Import/Export"
- 4) Choose the "from SIM card".
- 5) Select the contacts you want to Import/Export.
- 6) Touch "  " in the top to finish the contacts import.
- 7) Tap "IMPORT" to import contacts


25. How can I back up my phone number and contacts to my Google account?

If you have a Google Account, any contacts associated with that account are automatically backed up by Google. This means all of your contacts are always available on the web and can be synced to any Android phone which's set up with the same account.

It means your contacts are always available even if you lose your phone, switch to a new phone or use a desktop computer.

To get your phone numbers and contacts information to your Google Account, you have several options.

a. Import your contacts directly into your Google Account.

- 1) Install the SIM card with your contacts on it in your new phone
- 2) Touch "Contacts" app
- 3) Touch Menu (Menu key  is in the top right corner of screen), then a menu

appears

- 4) Touch **"Accounts"**.
- 5) Touch **"Add account"**
- 6) Touch Google
- 7) Touch to choose an account
- 8) Touch **"Contacts"** in the open window. Then all contact lists will be synchronized to your account.

b. You can also follow below steps to finish contacts back up

- 1) Touch **"Settings"** from Home screen or under main menu.
- 2) Touch **"Accounts"**.
- 3) Touch **"Add account"**
- 4) Touch Google
- 5) Touch to choose an account
- 6) Touch **"Contacts"** in the open window. Then all contact lists will be synchronized to your account.

v. Ringtone & Sounds

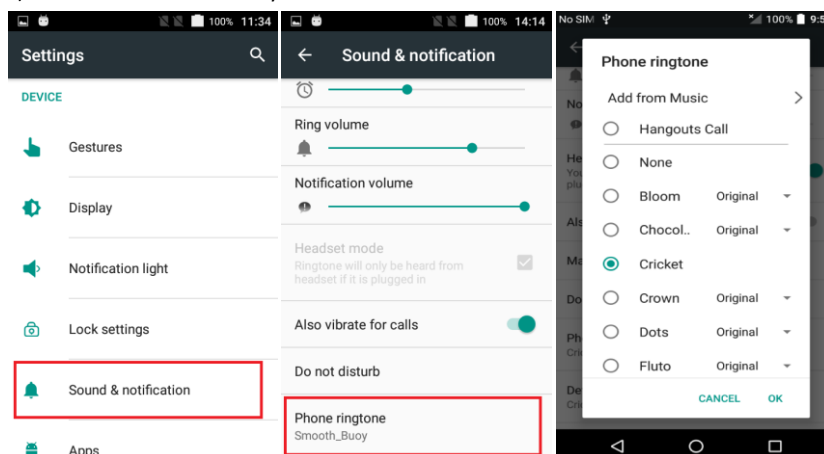
26. How can I change default ringtone and volume for incoming calls?

Your phone uses sounds and vibrations to note you for some news, including ringtones, notifications, alarms and navigation feedback. You can customize any of these sounds, as well as control their volumes.

a. There are 2 ways to Change default ringtone for incoming calls

Way 1:

- 1) Touch **"Settings"** icon from Home screen or under main menu.
- 2) Touch **"Sound & notification"**.
- 3) Touch **"Phone ringtone"**, you will see a list of ringtones
- 4) Touch a ringtone to select and hear it.
- 5) Touch **"OK"** to confirm your final selection.



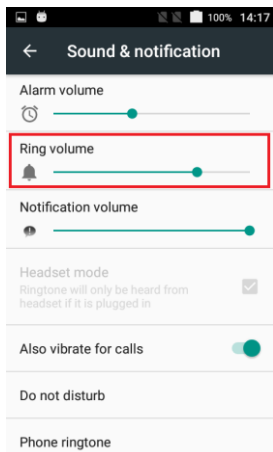
Way 2:

Touch **"Call"** app->touch setting icon at the top right corner on the screen->touch

"Settings"->touch "Sounds and vibrate"->touch "Phone ringtone"-> Touch a ringtone to select and hear it-> Touch "**OK**" to confirm your final selection.

b. Change volume for incoming calls

- 1) Touch "Settings" icon from Home screen or under main menu.
- 2) Touch "**Sound & notification**".
- 3) You will see a Volume Bar. Please drag to adjust the volume.




27. How can I change ringtone to vibration?

To activate Vibrate, there are two ways to change ringtone to vibration:

Way1: press the down volume key until you feel the phone vibrate.

To resume normal ringtone, press the up volume key.


Way 2: go to "settings"->"sound & notification"->adjust volume bar of "Ring volume"

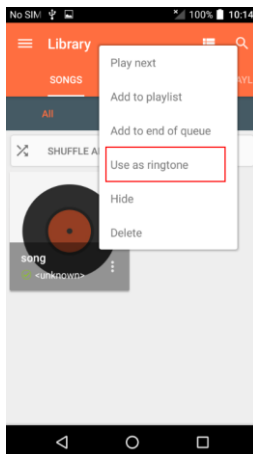
to left until you see vibration icon  .

28. How can I set an MP3 as a ringtone?

Follow below steps to set an MP3 as phone ringtone.

Way1:

- 1) Open the "Music" app, you will see the music list
- 2) Touch the  on the right bottom . Then a list of options appears
- 3) Touch "**Use as ringtone**". Your ringtone will be changed.



Way 2: Go to “Settings”->”Sound & notification”->” Ringtone” ->”Add from Music”, then you can choose the MP3 music as Ringtone;

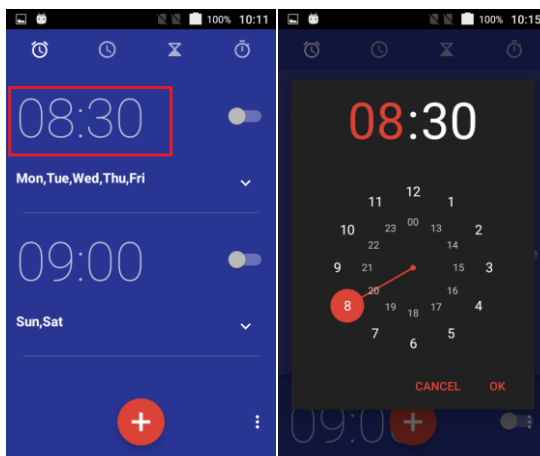
29. How can I change the ringtone of the alarm?

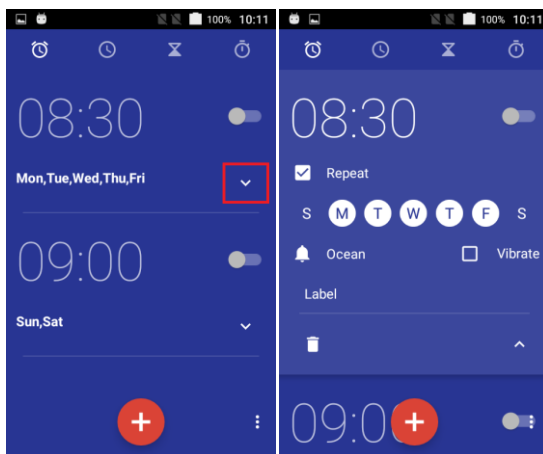
Follow below steps to change the ringtone of alarm.

Touch and open “Clock” app.

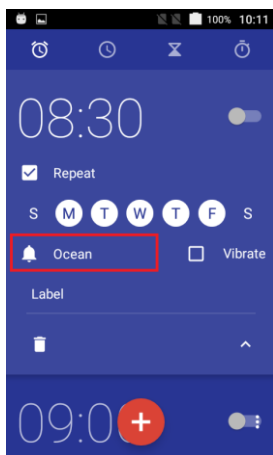
Touch alarm icon  at the top

Touch related alarm to get further setting

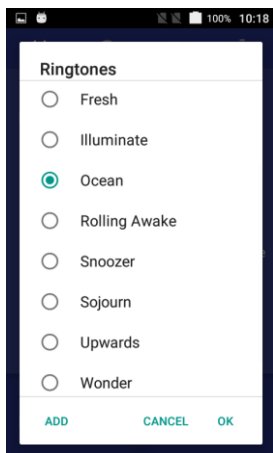




Touch ringtone, then a list of ringtone appears.



Touch a ringtone to select and hear it.



Note: the alarm is inactive when your phone is power off, even if you have set the alarm before.

30. How can I adjust the volume of media, alarm, notifications and ring quickly?

Press the volume up/down key and touch the arrow.

You will see the Volume bar of each sound. Drag the slider to your preferred volume.

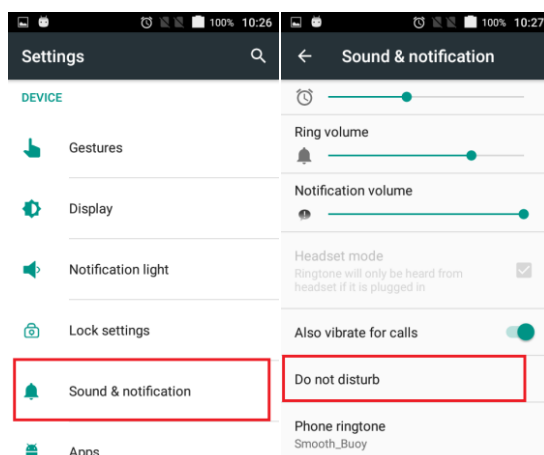


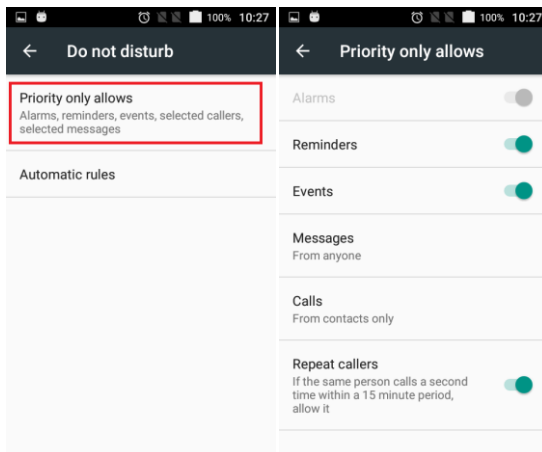
31. How can I set priority interruptions?

- 1) Touch “Settings” icon from Home screen or under main menu.
- 2) Touch “**Sound & notification**”.
- 3) Touch “Do not disturb”
- 4) Touch “Priority only allows”

You can set priority interruptions by checking **Events and reminders/Calls/Messages**.

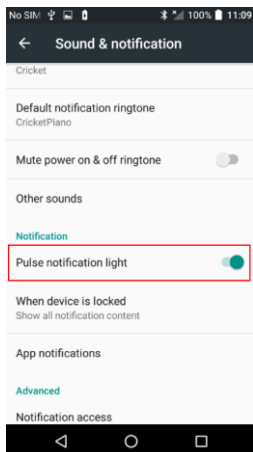
You can also set interruptions mode **when calls and notifications arrive**.





32. Why does my phone notification led light not flash when receive a notification? (new add)

Active pulse notification light by accessing “Settings”->“Sound & notification”-> active “Pulse notification light”

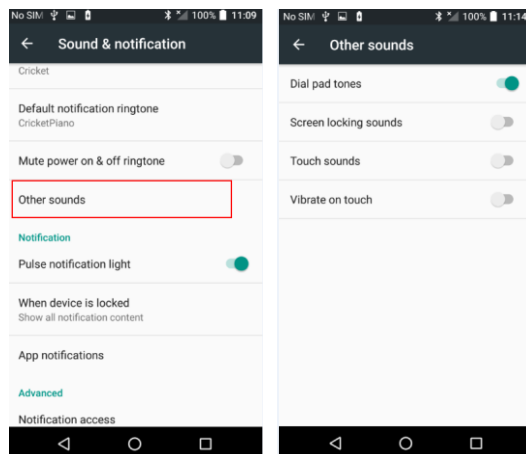


33. How can I turn off dial pad tones?

There're 2 ways to turn off dial pad tones:

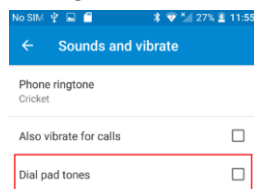
Way 1:

Touch “Settings”->touch “Sound & notification”->touch “Other sounds”->disable “Dial pad tones”.



Way 2:

Touch "Call" app->touch setting icon at the top right corner on the screen->touch "Settings"->touch "Sounds and vibrate"->unmark the checkbox of "Dial pad tones"





vi. Message

34. How can I add an attachment in an MMS?

There's a size limitation for MMS. You can follow below steps to check the limitation.

- 1) Open "Messaging" app.
- 2) Touch "Menu" key.
- 3) Touch "Settings".
- 4) Touch "ADVANCED"
- 5) Touch "Maximum message size"
- 6) Modify the limitation and touch "Ok".


You can attach any attachment within this size according to the following steps:

- 1) Touch "Messaging" icon to open it
- 2) Touch  to create a new message
- 3) Touch  to add pictures, videos, audios...

4) Touch to select what you want to attach in the new message.

35. How can I forward a message to other contacts?


Follow below steps to forward messages.

- 1) Touch to open the message
- 2) Touch and hold the message that you want to forward.
- 3) Touch Forward icon  at the top of the screen.
- 4) Enter the recipient number or select from the contacts



36. How can I delete messages?

You can follow these steps to delete a message.

Way1:

- 1) Touch to open the message
- 2) Touch and hold for seconds on the message that you want to delete.
- 3) Touch Delete icon  at the top of the screen
- 4) Touch **"DELETE"** in the warning window

You can follow below steps to delete a conversation.

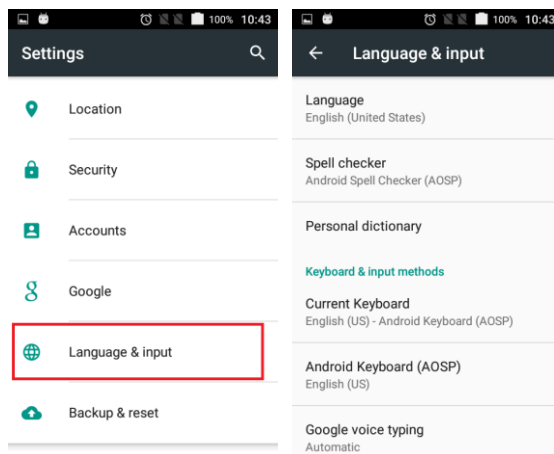
- 1) Touch to open the "Messaging" app, you will see all the conversation list
- 2) Touch and hold a conversation that you want to delete until a trash can icon  appears at the top of screen.
- 3) If you want to delete more conversations, you can touch them to choose
- 4) Touch the trash can icon  at the top of screen to delete all checked conversations.

37. How can I change the input method?


There're 2 ways to change the input methods.

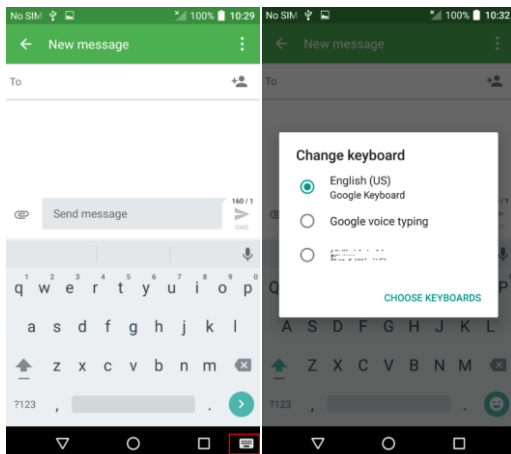
Way1:

- 1) Touch "Settings" icon from Home screen.
- 2) Touch **"Language & input"**
- 3) Touch to choose the input method you want.




Way 2:

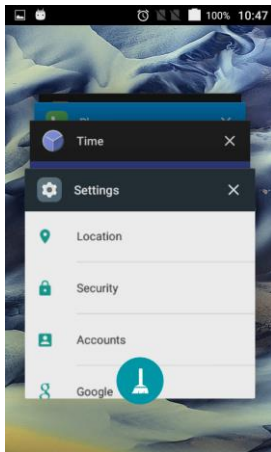
In message editing screen, you will see keyboard icon  in the bottom right corner on the screen. Touch this icon, then a list of input method appear, choose the one you want.




vii. Internet & Applications

38. How can I switch to recently-used apps?

You can check recently used applications very easily. Just touch the Menu key  in the bottom right corner of screen, the recent used applications will appear.




- 1) You can easily switch among different apps that are running with just a tap of your finger when you open up the app draw
- 2) Also ,you can drag left or right with your finger to kill the task
- 3) You can touch  to kill all tasks at the same time

39. How can I connect to a mobile network?

It depends on your carrier and service plan; your phone may connect automatically to your carrier's available data network. Or you may need to insert a SIM card or configure details for a specific carrier.

Usually, your mobile network settings allow you to adjust several aspects of your phone uses mobile data.

- 1) Touch "Settings" icon from Home screen or under main menu
- 2) Touch "More"
- 3) Then touch "Mobile Networks"
- 4) Touch Network operators and select manually to choose an available network
- 5) After this, user should create/select a correct APN from "Access Point Names".

Note: Please swipe down the notification bar and touch  and activate cellular data to turn on the data access; you can't adjust mobile network settings when Airplane mode is selected.

40. How can I connect to Wi-Fi networks?

Wi-Fi is a wireless networking technology that can provide internet access at distances of up to 100 meters, depending on the Wi-Fi router and your surroundings.

To use Wi-Fi, you need to connect to a wireless access point, or "hotspot". Some hotspots are open and you can connect to them easily. But others implement security features which require more steps to set up, like, digital certifications, passwords or other ways to ensure that only authorized users can connect.

Turn on Wi-Fi by following these steps:

- 1) Touch “Settings” icon from Home screen or under main menu
- 2) Touch Wi-Fi
- 3) Turn the switch to “On” position, the device will scan for available networks and display the names.

*Secured networks are indicated with a lock icon.

*If the device finds a network that you connected to previously, it connects to it.

- 4) Touch a network name to see more details or connect to it.
- 5) Enter a password or other credentials to connect network.

41. How do I configure proxy settings for a Wi-Fi network?

Some network administrators require you to connect to internal or external network resources via a proxy server. By default, the Wi-Fi networks are not configured to connect via a proxy, but you can follow below steps to change that for each Wi-Fi network you’ve added.

- 1) Touch and hold a network with connected status in the list of Wi-Fi networks
- 2) Touch “**Modify network**” in the dialog that opens
- 3) Select “**Advanced options**”
- 4) If the network has no proxy settings, touch “**None**” under “Proxy”, then touch “**Manual**” in the pop-up menu
- 5) Type the proxy settings supplied by your network administrator.
- 6) Finally, touch “**Save**”

Note: all above steps only change the Wi-Fi setting. To change the proxy setting for others, you should modify them individually.

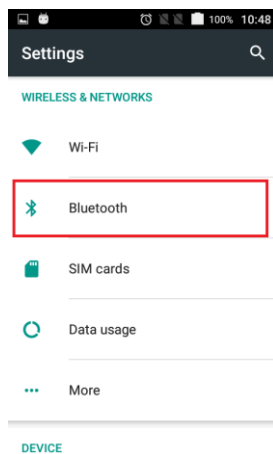
viii. **Bluetooth**

42. How can I turn on Bluetooth and pair with another Bluetooth device?

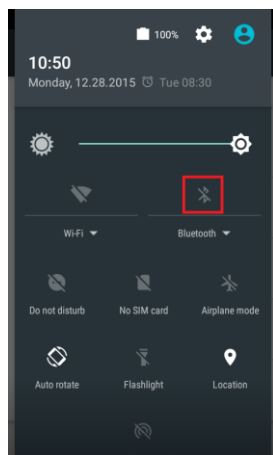
Bluetooth is a short-range wireless communications technology used to communicate between devices over a distance of about 8 meters.

To connect to a Bluetooth device, you must turn on your phone’s Bluetooth radio. The first time you use a new Bluetooth device, you must pair it with the one you want to connect. Then both devices know how to connect securely to each other. After that, they connect automatically.

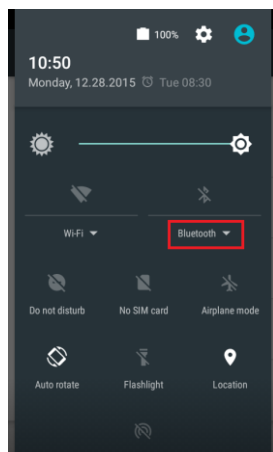
- 1) Touch “Settings”
- 2) Touch “Bluetooth”
- 3) Switch to “On” position for searching the device
- 4) Touch the device that you want to pair with.



You can also turn on Bluetooth from the Quick settings. Touch the indicator icon area and drag it downwards with **two fingers**. You can turn Bluetooth on or off.




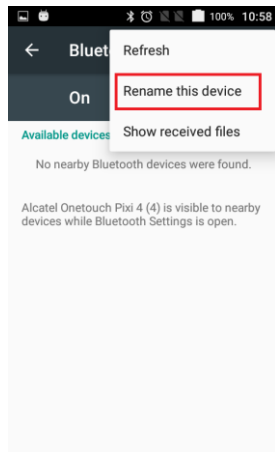
You can also touch the arrow to view and control pairing of saved Bluetooth devices.



43. How can I change the name of my Bluetooth?

You can follow below steps to rename the Bluetooth.


- 1) Touch “Settings”
- 2) Touch “Bluetooth”
*Make sure the Bluetooth is turned on
- 3) Touch Menu key  in the top right corner of screen
- 4) Touch “**Rename this device**”
Type the name you want and press “Rename” to save.

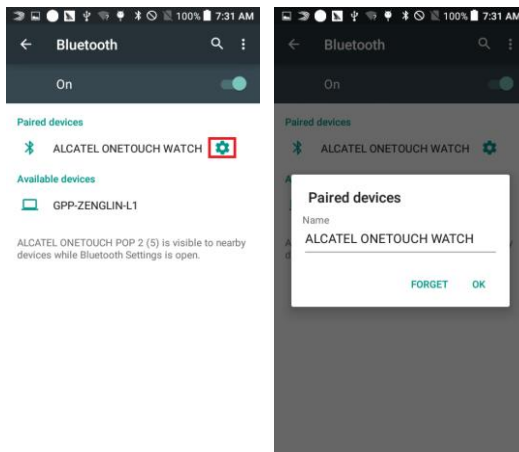


44. How can I configure or unpair a Bluetooth device?

Some Bluetooth devices have multiple profiles. Profiles can include the ability to transmit your conversations, play music in stereo, or transfer files or other data. You can select which profiles you want to use with your phone. You can also change the name of the Bluetooth device.

You can follow below steps to unpair a Bluetooth device.

- 1) Touch “Settings” icon from Home screen or under main menu
- 2) Touch “**Bluetooth**”
*Make sure the Bluetooth is turned on
- 3) Touch the Quick Settings icon  beside the connected Bluetooth device you want to configure
- 4) A screen opens that allows you to change the device’s name or unpair it.



ix. Camera

45. How can I take photos with camera?

Your Camera app is a combination of camera and camcorder.

You can follow below steps to take pictures and videos.

There're several ways to access the Camera:



Way 1: Touch Camera icon from Home screen or under main menu

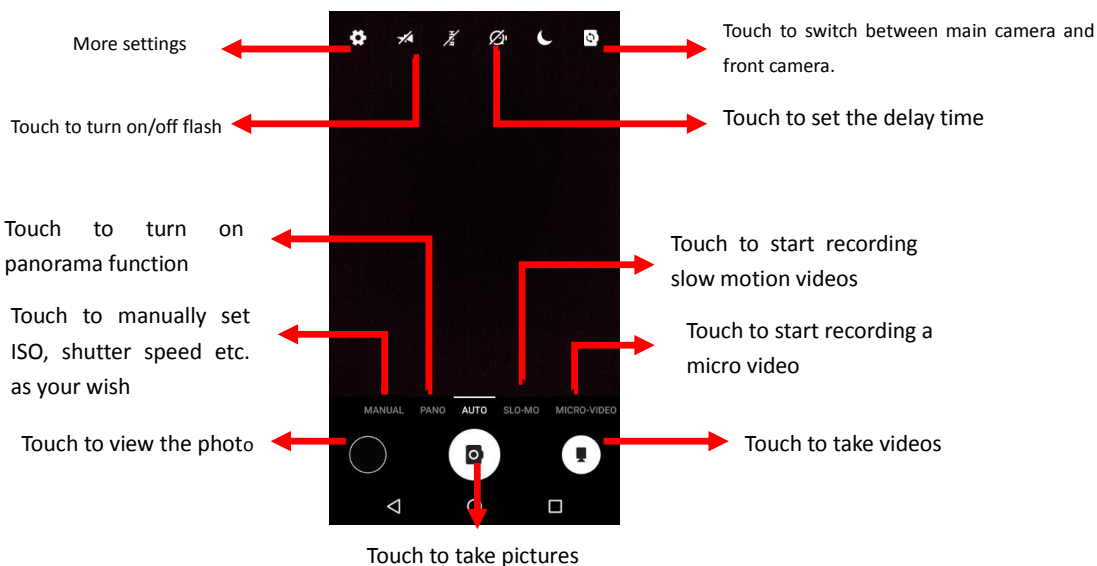
Way2: Open the Camera without unlocking your screen quickly

Access "Settings"->"Display"->switch on "Press Power key twice for Camera".

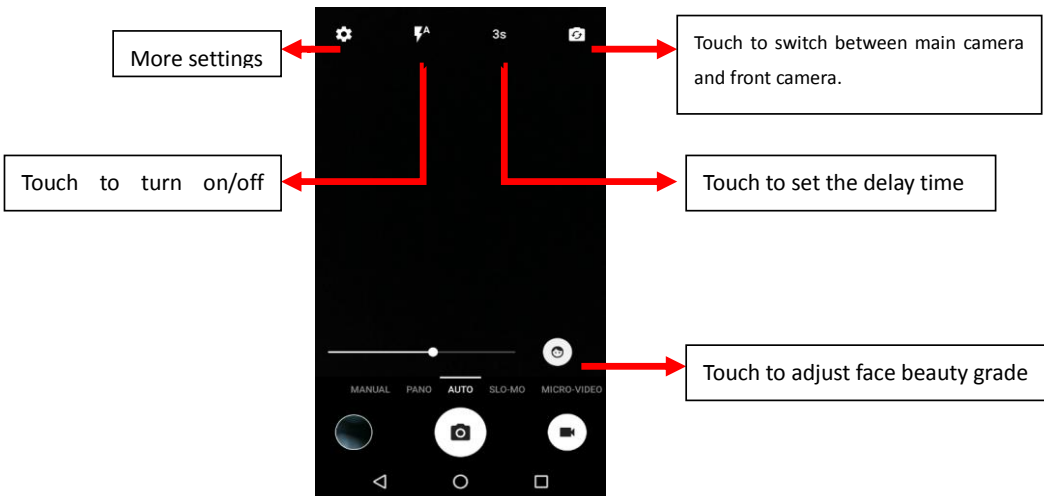
Way 3: Press Boom key to access Camera. (See Q7 what can I do with the Boom key)

You can follow below steps to take pictures and videos.

a. With the back Camera:




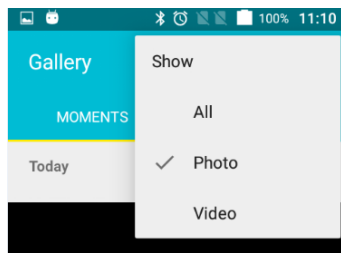
b. With the front Camera:



46. Where can I check my photos?


You can check your photos by visiting the Gallery app.

Touch  on the top right of the screen and select photo.



x. Music & Video

47. How can I stop the music that is playing?

You can stop the playing music by swiping down the notification bar, touch icon  to stop the music.


48. How can I play music?

Touch the "Music" app from home or under main menu. You will find four libraries in which all songs are classified: **Artists, Album, Songs, GENRES and Playlists**. Choose the music you want to listen to and touch it to play.

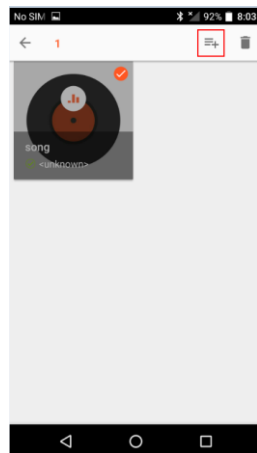
49. How can I create a new play list?


Follow these steps to create a new play list.

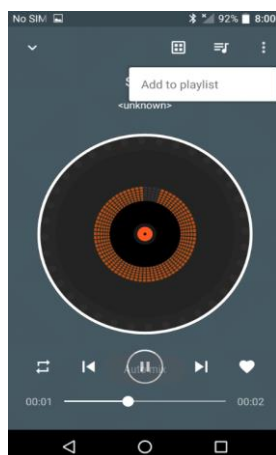
1) Touch "Music" app from home or under main menu.

2) Long press the music that you want to add to playlist. Then press " " to create

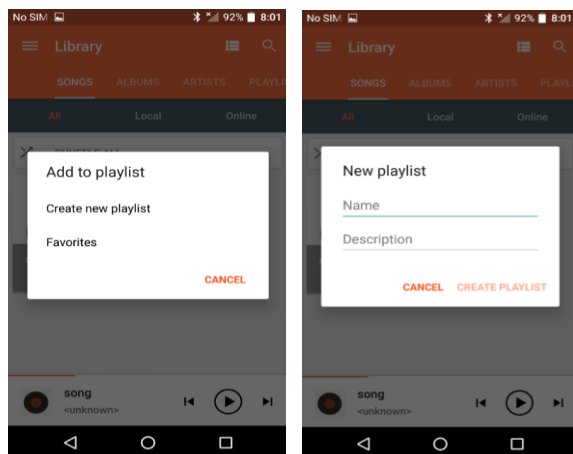
playlist



Or you can touch the music you want to add to playlist, touch Menu key  on the right top and touch **“Add to playlist”** in the open window.



- 3) You can choose to add in current playlist or to create a new one.
- 4) If you want to create a new playlist, enter the name in the open window and touch **“CREATE PLAYLIST”**.



xi. Email

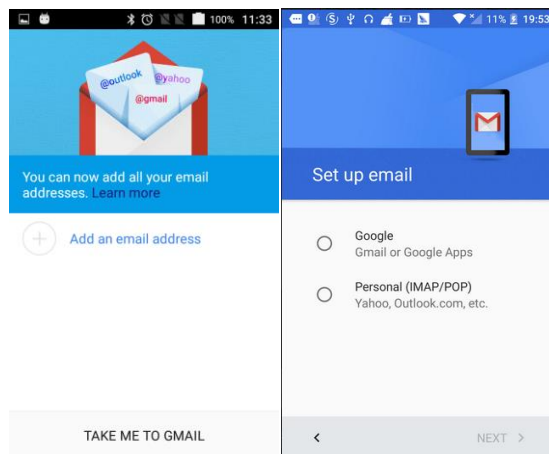
50. How can I create POP3/IMAP email account?

You can set up external POP3 or IMAP email accounts in your phone. Usually, that is very useful for work email. It means you can check your work email with your device. You never have to worry about missing any important emails.

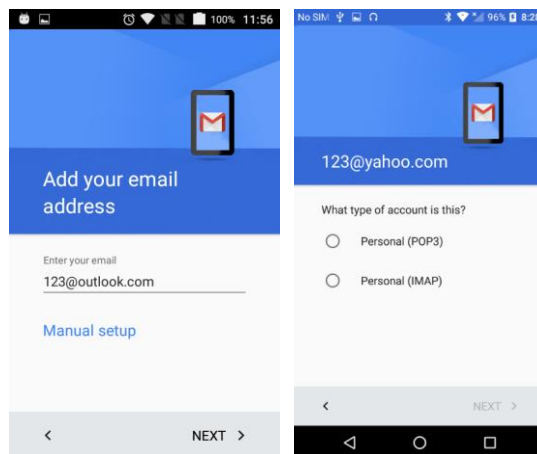
1) Touch "Gmail" App icon  to open it.



An email setup wizard will guide you through the steps to set up an email account.

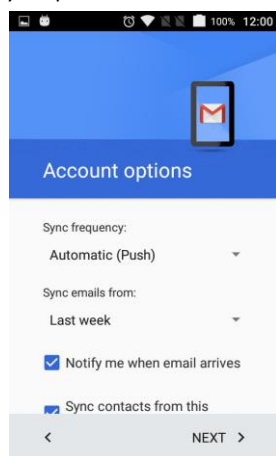
2) Touch "Add an email address"




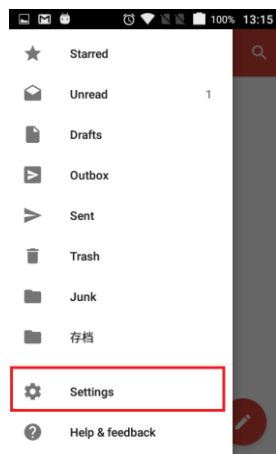
3) Enter the email address and touch **MANUAL SETUP** to choose the type of your account and then enter your password to sign in.



- 4) Or you can touch next icon  to enter the password of the account you want to set up.
- 5) Then an email account settings screen appears, you can set Sync frequency and download options. Touch Next icon , then the email account is created in your phone.



- 6) You can enter the settings by touching the menu icon  on the left top of the screen to change the account name and display name in outgoing emails.

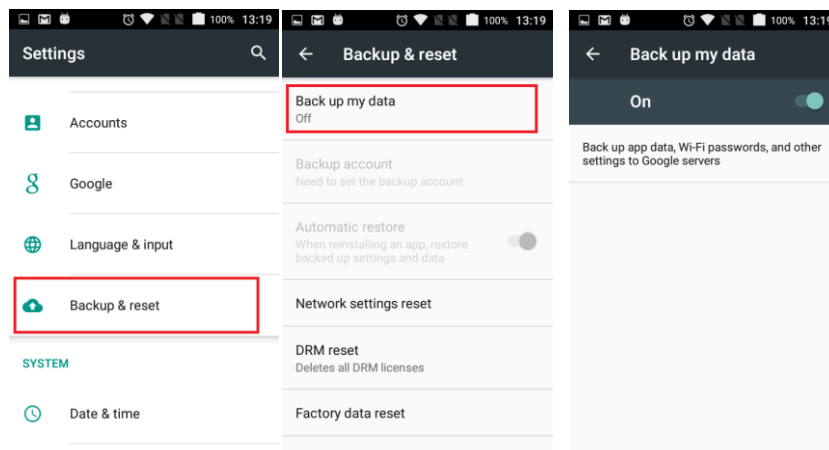


xii. Back up & Reset

51. How can I back up my data with phone?

Please back up data through the following steps.

- 1) Go "Settings"
- 2) touch "**Backup & reset**"
- 3) activate "**Back up my data**" in the open window



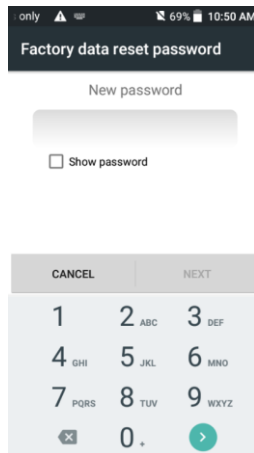
52. How can I perform a factory reset on my phone?

Follow below steps to reset your phone in the boot status.

- 1) Go to "Settings"
- 2) Touch "**Back up & reset**"
- 3) Touch "**Factory data reset**" to start.
- 4) Touch "**RESET PHONE**" in the open window
- 5) If there is no SIM card on your phone, it will request to input the factory data reset password.

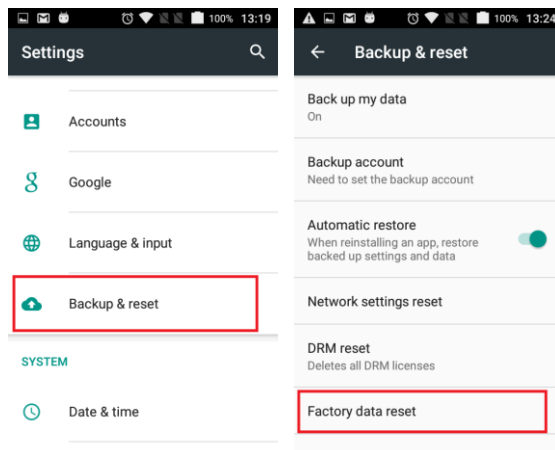
Note: the first time to do factory reset, you have to set a password and remember it.

It will request to input the factory password in the next time to do factory reset.



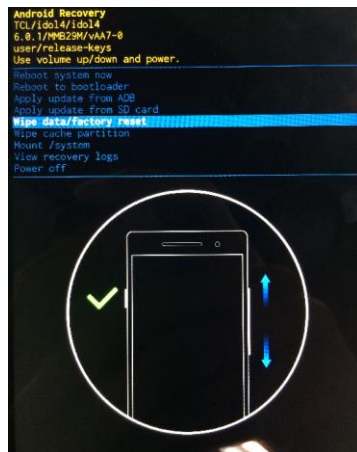
- 6) Touch **“ERASE EVERYTHING”** to start.

Warning: this action will erase all your personal information and downloaded apps.



Way 2: **Factory reset with your phone in Shutdown state**

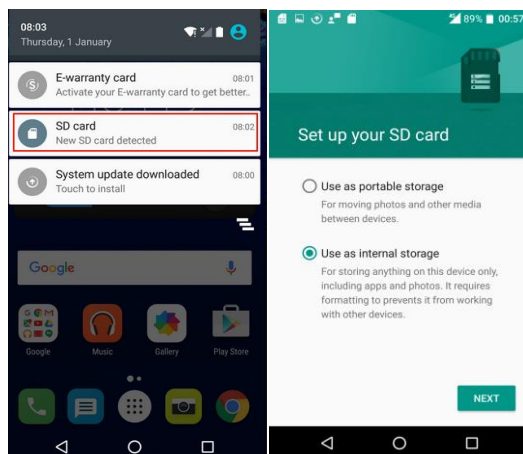
- 1) Press power and volume up button at the same time
 - 2) The device will boot in factory mode
 - 3) Press volume up/ down key to choose **“wipe data/factory reset”**
 - 4) Press power key to confirm
 - 5) Press volume up/ down key to choose **“Yes--delete all user data”**
 - 6) Press power key to confirm
 - 7) Choose **“reboot system now”** and press **“Power”** key to confirm
- Warning: this action will erase all your personal information and downloaded apps.



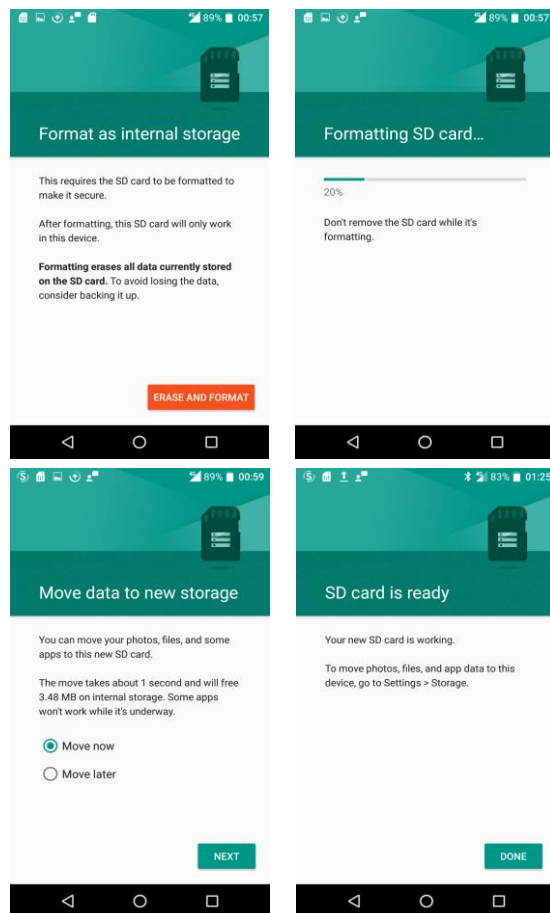
xiii. Storage


53. How can I set up my SD card?

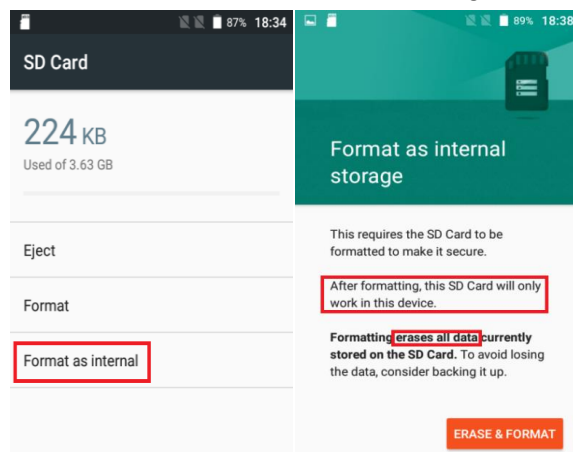
Android Marshmallow offers a new integration option for external memory cards. They can now also be used to increase the device's available internal storage. When you insert a new or formatted SD card in your device, touch the indicator icon area, drag it downwards and touch the SD card (New SD card detected) notification. You will be asked to set up your SD card.

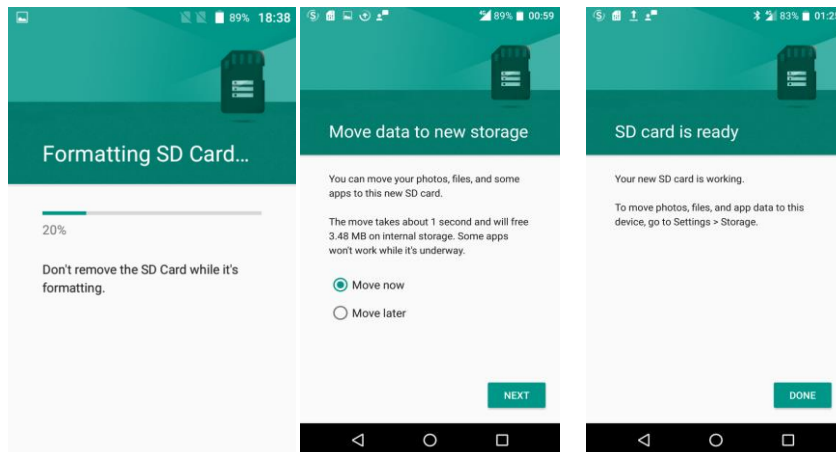


If you choose **Use as portable storage**, it can only be used for storing media or other files. If you choose **Use as internal storage**, the SD card will be formatted for security reasons. After formatting and moving data to the SD card, it will only work on your device and be used as internal storage.




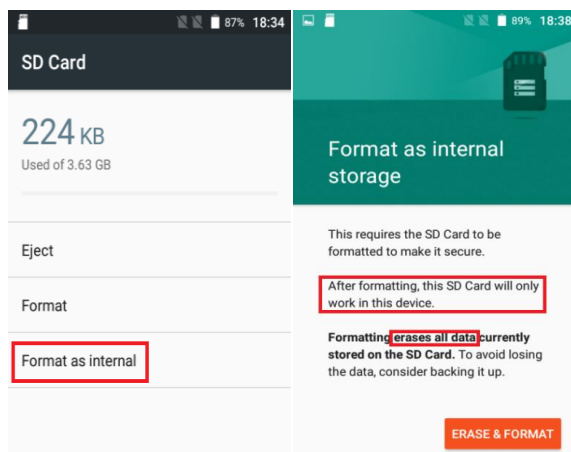
When you insert a used SD card in your device, go to Settings -> Storage & USB -> SD card -> touch menu key  at the top right corner on the screen -> touch "settings" and touch Format as internal to format the SD card. After formatting, it can only be used on your device.

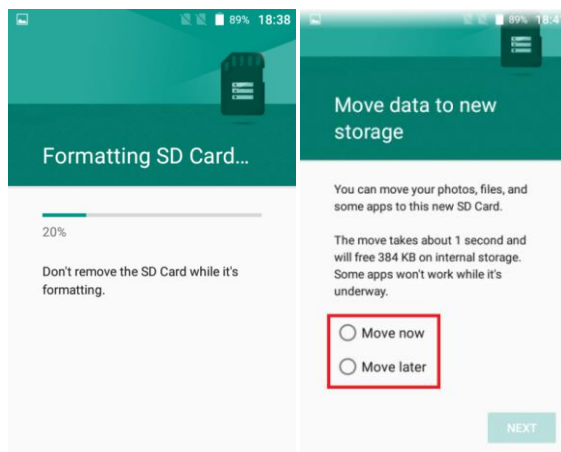




54. How can I migrate data from the internal storage to the SD card?

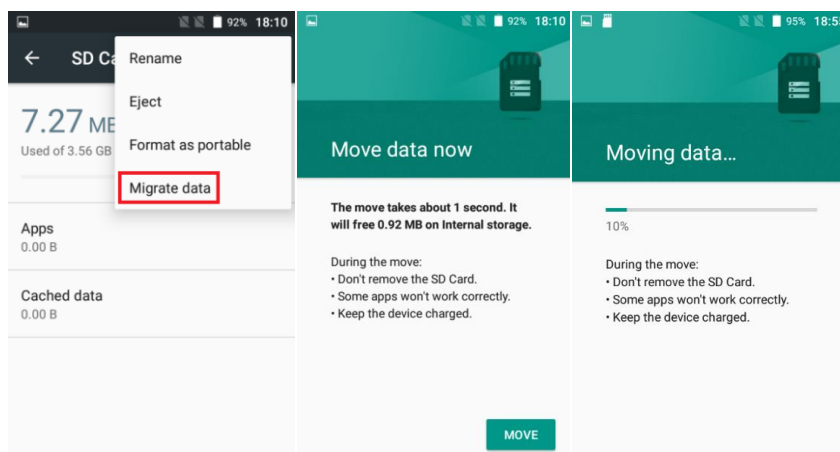
Go to **Settings** -> **Storage and USB** -> **SD Card** -> touch menu key  at the top right corner on the screen -> touch "settings", you can choose **Format as internal** to format this SD Card. After formatting, it can only be used on your device.

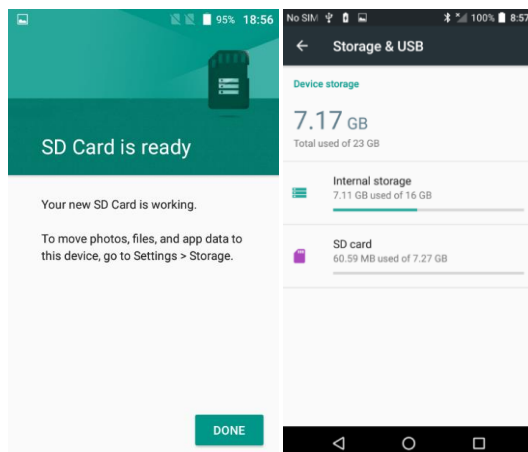




If you choose **Move now**, the data from the internal storage moves to the SD card immediately. If you choose **Move later**, you can move data by going to **Settings -> Storage & USB -> SD card -> Migrate data**.

After moving the data to the SD card, it will function as the device's internal storage. Data such as downloads, music, pictures, etc. will be stored on the SD card by default.





xiv. Security

55. What can I do if my phone asks to enter Google account data after Factory reset is done?

You may need to enter the original Google account that was used on this phone after you execute Factory data reset, otherwise you will not be able to use the phone. This is FRP (Factory Reset Protection) function.

If you don't remember your Google account data, please complete Google account recovery procedure. In case you can't recovery it, please apply to repair center.

xv. Device

56. How can I turn on USB debugging?

To turn on the USB debugging, you can follow below steps.

- 1) Go to "Settings" -> "About phone" -> "Build number"
- 2) Touch the Build number no less than 7 times.
- 3) When you see a warning that mentioned developer mode already turned on
- 4) Back to "Settings" again, you will find the "Developer options"
- 5) Touch "Developer options"
- 6) Check "USB debugging".

57. What should I do when I insert or remove SIM card?

As idol 4 support hot-plugging, it can detect the SIM card when the device is on the power on status.

xvi. VR

58. What is VR?

The VR is a head-mounted, a virtual reality device that provides an immersive experience for a wide range of users. When you connect an IDOL 4, IDOL 4S or other Alcatel handset which support this function to the VR, you can enjoy 2D or 3D content and play games by launching


APPs on the handset connected.

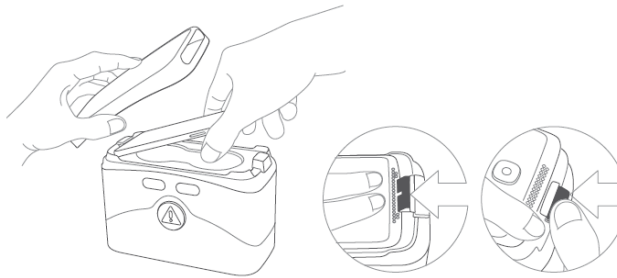
59. How can I insert handset into the VR BOX?

- 1) Put your fingertips into the hole slot and pull the top cover outward to open.



- 2) Prize the hook firmly and insert the handset into the VR BOX (Picture as below can be a

guidance). Power key should be at the same side with the  mark.




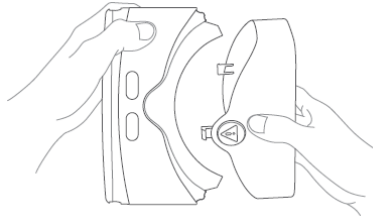
Note:

- a. Do not prize the hook forcefully; otherwise it may damage the hook. Make sure the handset is locked by the hooks; or it may separate from the VR and be damaged accidentally.
- b. It's suggested not to lid the black Front Cover Casing back after your phone is

installed in VR.

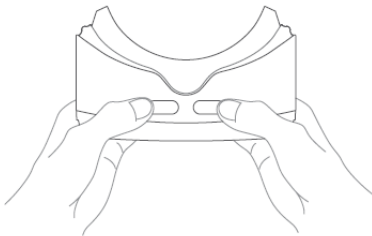
- c. We suggest you to use headphone instead of phone speaker in order to lower the temperature of your phone while using VR

- 3) Press  to open the bottom cover.



Note: Don't forget to tear up the protective layer on the lens.


- 4) Align two lenses and touch lightly according to your requirement while you are holding the main body with two hands. Touch the right button to enter the operation interface and touch the left button to return.

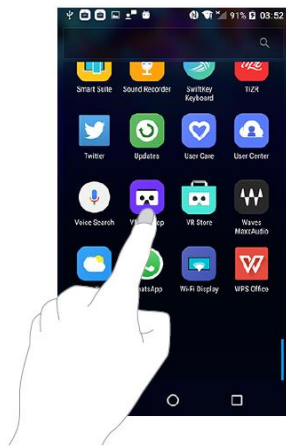


60. How can I set up the VR launcher?

The software VR Launcher has been installed in your handset already. You need to make sure that the VR Launcher has been set up and received the access before using the VR for your handset, especially for the first time using.

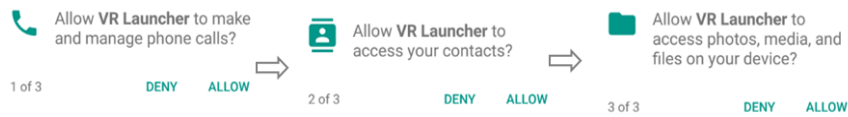


Step 1: Click  in the handset.



Step 2: Start to set the configuration.

- 1) Open the VR Launcher at the first time, a permission(s) will be asked. Select "ALLOW" to go next step, then it will operating on the handset manually.



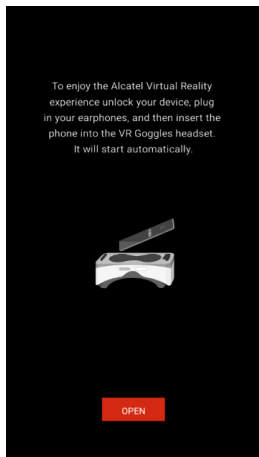
- 2) Click "GOT IT" and insert the handset into the VR Box when it pop-up to prompts that view in full screen.

Note: The VR recognizes your head movements. Move your head in any direction to move the pointer on the screen. Then touch the right button to confirm or left button to exit. The pointer is located in the center of the screen. Some apps may not display the pointer all the time.

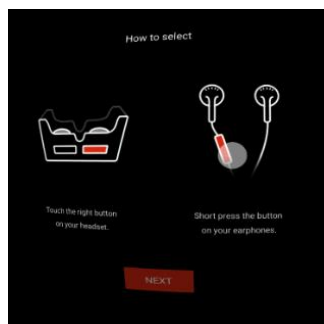
- 3) Health & safety warnings will displayed after the permissions. Read the following warnings before using: "Not for use by children under the age of 13." "Stop immediately if you fell any discomfort and only use under the safe environment." Click "GOT IT" to go next.



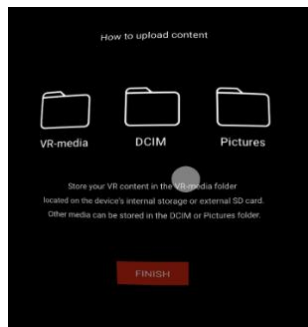
- 4) Insert the headset into the handset after closing the top cover. To enjoy the virtual reality experience, unlock your device and plug the earphones, it will start automatically. Click “OPEN” to go next.





- 5) You can short press the button on your headset when using a headset. There's the same function when you touch the right button on the VR. Click “NEXT” to go next.





- 6) Store your VR content in the VR-media folder located in the device's internal storage or external SD card. Other media can be stored in the DCIM or Pictures folder. Click “FINISH” to go next.




- 7) Following settings will be only displayed when the Launcher is opened for the first time. If you would like to change the settings, you can configure in the later Tutorial section.

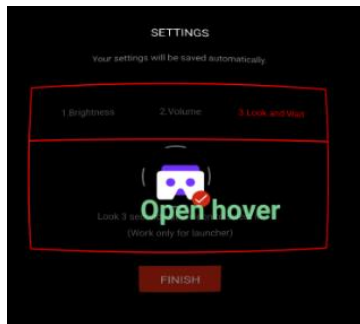
Brightness: Move the pointer to coincide with the  to darken and with the  to brighten.



Volume: Move the pointer to coincide with  icon to volume down and with  icon to volume up.



Look & Wait: Move the pointer to coincide with the  icon for 3 seconds to open (hover function). Then you can look at the icon for 3 seconds to select it. (It's only work launcher)



61. How can I Launching VR desktop APP?



Games

- 1) Move the pointer and touch the right button to enter the games interface.
- 2) Select the games that you want to play.

Note: Discover and download VR games from the VR Hub.



Photo

- 1) Move the pointer and touch the right button to enter the VR gallery interface.
- 2) Select the pictures that you want to view.

Note: Pictures taken with your camera or uploaded into the DCIM folder will be displayed on the photo wall.



360° Photo

- 1) Move the pointer and touch the right button to enter the 360 VR gallery interface.
- 2) Select the pictures that you want to view.
- 3) Turn your head and view a panorama of the image.



Video

- 1) Move the pointer and touch the right button to enter the VR Video interface.
- 2) Select the videos that you want to watch.

While watching videos, you can control the playback. Touch the button to use the following features:



Pause playback.



Go to the previous or next video.



Volume down



Volume up

360° Video



- 1) Move the pointer and touch the right button to enter the 360 VR Video interface.
- 2) Select the videos that you want to watch.

While watching videos, you can control the playback. Touch the button to use the following features:



Pause playback.



Go to the previous or next video.



View a list of 360 VR Videos



Volume down



Volume up

62. What can I do if my handset temperature is too hot in VR display?[\(same as android M Q58\)](#)

Usually, it's requiring a higher amount of power than normal when using APPs.

If you use apps on your VR for an extended period, the handset may feel hot when you touch. Stop using the VR until the handset cools down, then resume to use it. This's right thing to do and should not affect the handset s lifespan or performance.

63. What can I do if the image starts to shake on the screen?[\(same as android M Q59\)](#)

- 1) Disconnect your handset from the VR and then reconnect it.
- 2) Restart the handset.

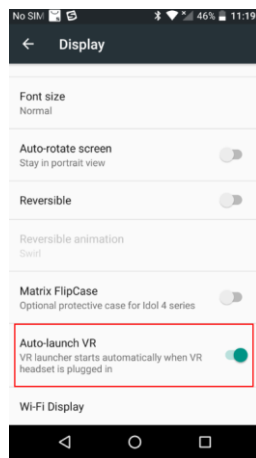
64. What can I do if the Home screen does not appear when putting the handset into the VR BOX?[\(same as android M Q60\)](#)

- 1) Ensure your handset's battery is fully charged.
- 2) Ensure your handset is turned on.
- 3) Ensure your handset is properly connected to the VR.
- 4) Ensure the software VR Launcher is installed for the VR on the handset.

65. What can I do if the VR interface sometimes doesn't exit when taking the handset out from VR BOX? [\(new add\)](#)

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Touch “Settings” icon from Home screen or under main menu->touch “Display”->switch “Auto-launch VR” to on position.



66. Where should I save my pictures and videos so that it can be checked by VR?



Photo

Pictures taken with your camera or uploaded into folders below will be displayed on the photo wall.

- a) \Internal storage\DCIM\
 - b) \Internal storage\Pictures\
 - c) \sdcard\DCIM\
 - d) \sdcard\Pictures\
- 1) Move the pointer and touch the right button to enter the VR gallery interface.
 - 2) Select the pictures that you want to view.



360° Photo

You can view panoramas pictures taken with your camera or uploaded into folders below in 360 VR Gallery.

- a) \Internal storage\Pictures\panoramas
 - b) \Internal storage\VR-media
 - c) \sdcard\VR-media (Note:Folder need to be created by users)
- 1) Move the pointer and touch the right button to enter the 360 VR gallery interface.
 - 2) Select the pictures that you want to view.
 - 3) Turn your head and view a panorama of the image.



Video

You can watch videos taken with your camera or uploaded into folders below in VR Video.

- a) \Internal storage\DCIM
 - b) \sdcard\DCIM
- 1) Move the pointer and touch the right button to enter the VR Video interface.

- 2) Select the videos that you want to watch.

360° Video

You can watch videos taken with your camera or uploaded into folders below in 360 VR Video.

- a) \Internal storage\VR-media
 - b) \sdcard\VR-media (Note: Folder need to be created by users)
- 1) Move the pointer and touch the right button to enter the 360 VR Video interface.
 - 2) Select the videos that you want to watch.

xvii. Troubleshooting

67. What can I do when my phone pops up a warning saying “high temperature”?

The warning is the normal consequence of the CPU handling excessive data, which makes battery warm. It is a recommendation message and not harmful to battery or phone even if the phone feels hot.

You can follow below actions to make phone return to normal temperature:

1. It is suggested not to expose your phone in the sunshine for long time;
2. Close large power consumption applications, such as music , chatting applications, GPS application, 3D gaming, video streaming etc.;
3. Reduce the brightness of screen to lower the temperature

68. What can I do when a warning “the phone stops charging” pops up?

The warning is a normal recommendation message and not harmful to battery or phone, phone will start recharging once returning to normal temperature.

You can follow below actions to make phone return to normal temperature:

1. It is suggested not to expose your phone in the sunshine for long time;
2. Close large power consumption applications, such as music , chatting applications, GPS application, 3D gaming, video streaming etc.;
3. Reduce the brightness of screen to lower the temperature

69. Why couldn't I use three ways calling / multi-conference call function? Why does it say “Unable to conference calls” when I use conference call function?

Three ways calling / multi-conference call function requires network/SIM card support. If your SIM card isn't activated such function by your service provider, the mobile will show a message “Unable to conference calls” when you try to use it. Please contact your service provider to enable multi-conference call service for your SIM card.

70. How can I connect my phone to a PC via USB cable?

The device will ask you which mode you want to use when your device connects to a PC.

To transfer data between the device and computer, select Transfer files (MTP) mode. This mode is used by default.

To transfer data to camera specific software on your PC, or when MTP mode is not supported, select Transfer photo (PTP) mode.

To disable all data and file transfer connection with computer and put device in charging only mode, select Charging only mode.

To use device for MIDI input, select MIDI mode.

Computers that use Windows XP might not connect properly, because they don't have the proper drivers installed by default. To fix this, download and install Windows Media Player 11 or higher which contains the proper drivers.

Computers that use **Mac** OS X 10.5 or later might not connect properly, because they don't have the proper drivers installed by default. To fix this, download and install Android File Transfer which contains the proper drivers.