FAQ for SMARTFLIP - ATT

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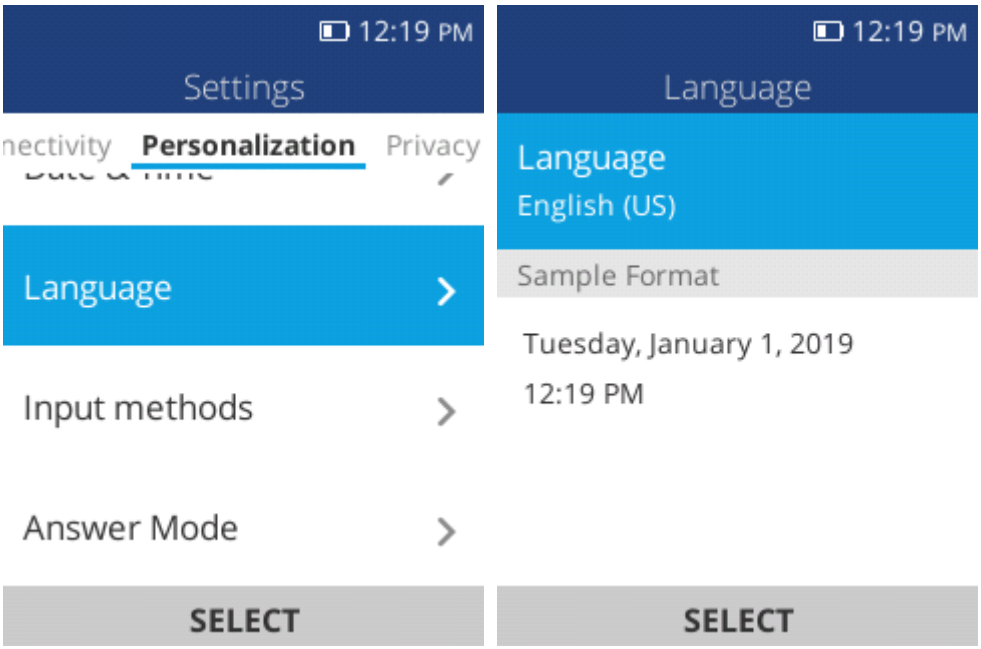
i. Basic Setting

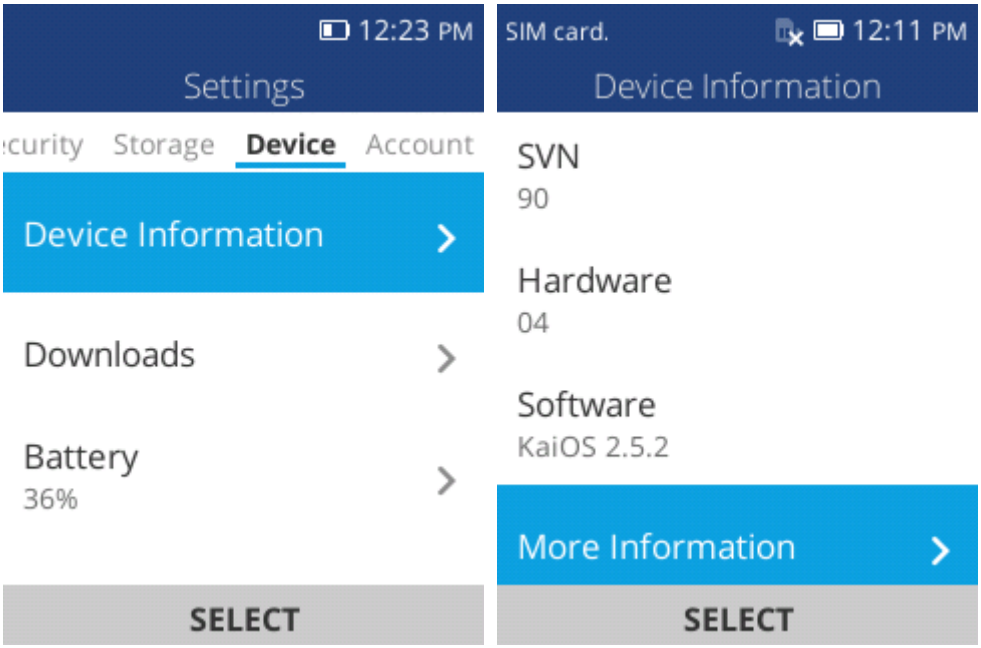
1. How can I change the language of the device?

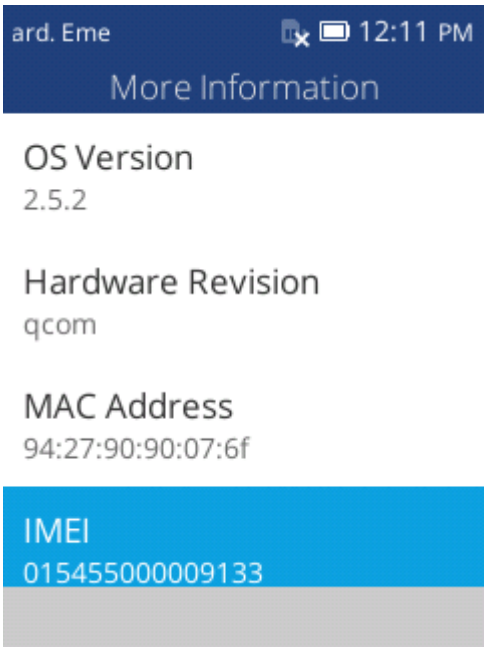
Change language of your phone by accessing into main menu -> “Settings” -> “Personalization” -> “Language” -> choose the language you want.



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

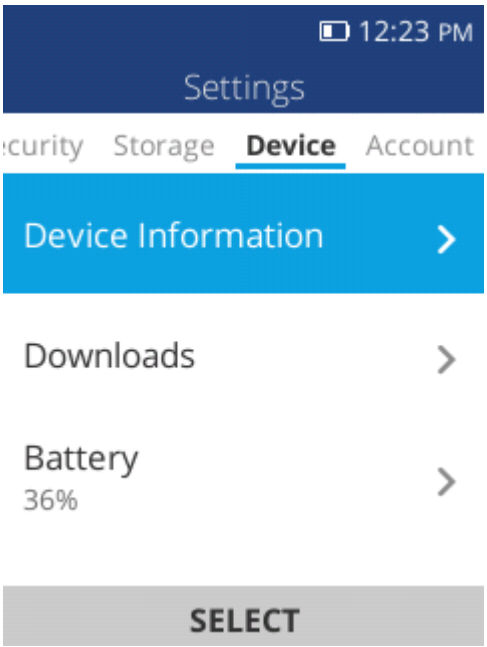
You can check the IMEI information from the IMEI label which was stuck to the battery jar or battery cover, or by touching *#06# in dial keypad, or by going to main menu -> “Settings” -> “Device” -> “Device information” -> “More information” -> “IMEI”.

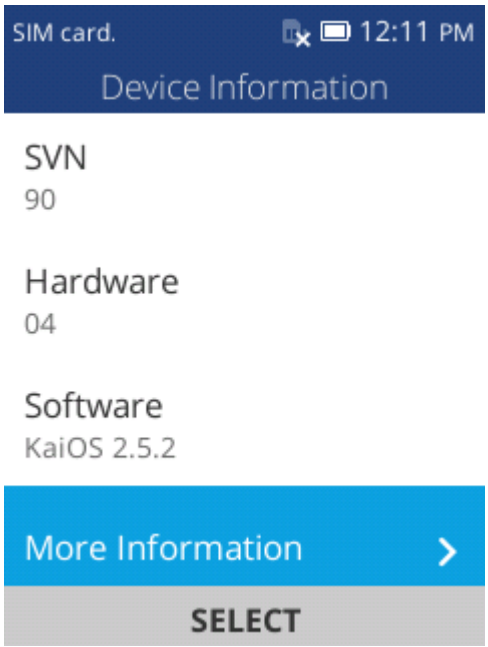




3. How can I check the device's system version, model number, Platform version, and Build Number?

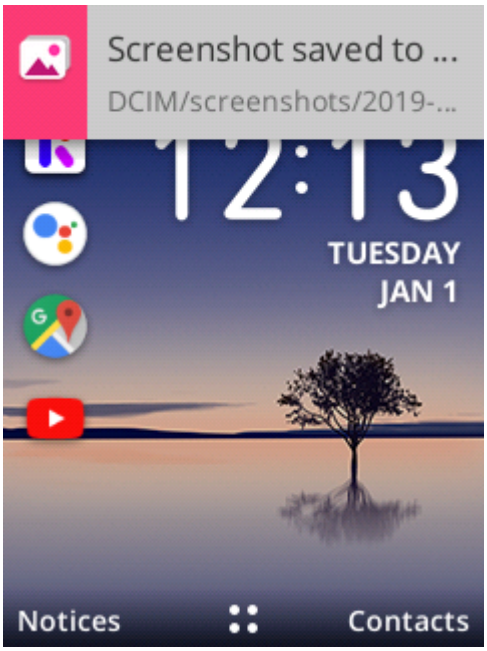
You can check the information by accessing into menu "Settings" -> "Device" -> "Device information" -> "More information".





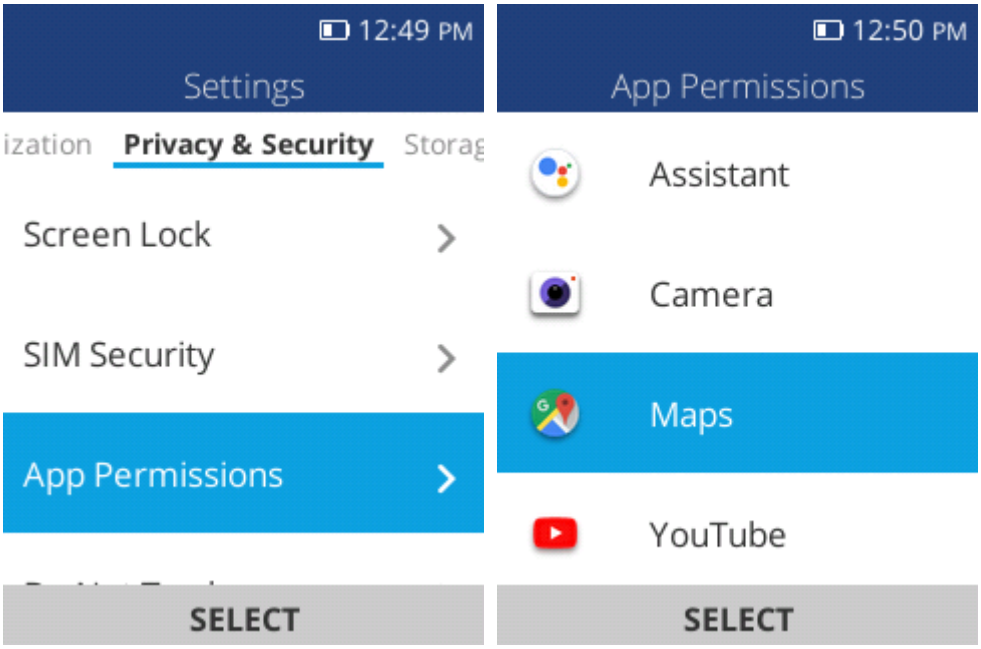
4. How can I make a screenshot?

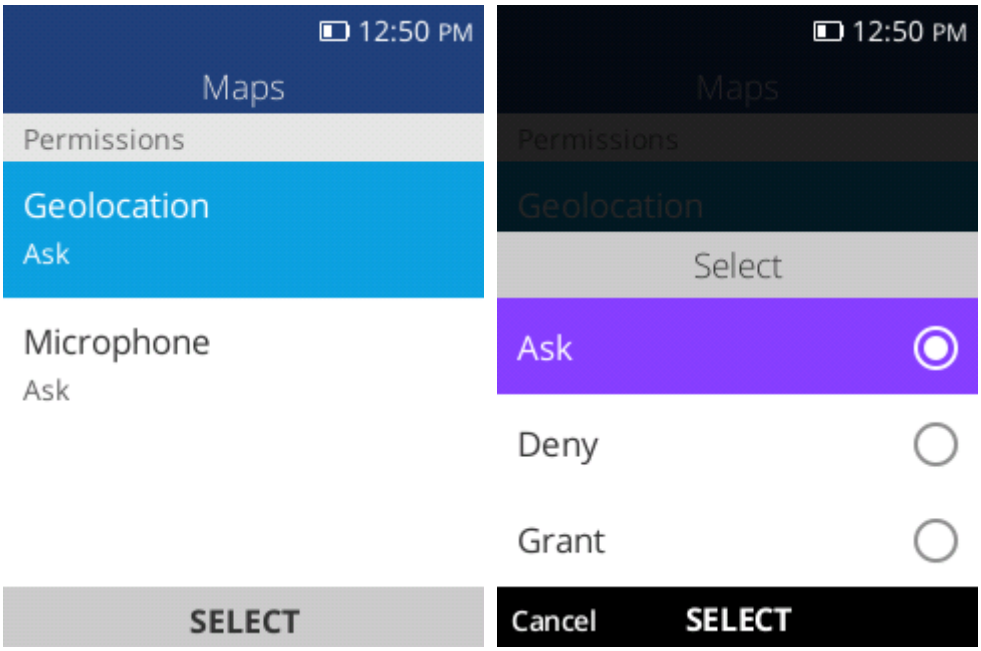
Push * button and # button at the same time for a couple of seconds. You should then see an animation showing you the screenshot, and view the screenshot by visiting Notices or Gallery application.



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

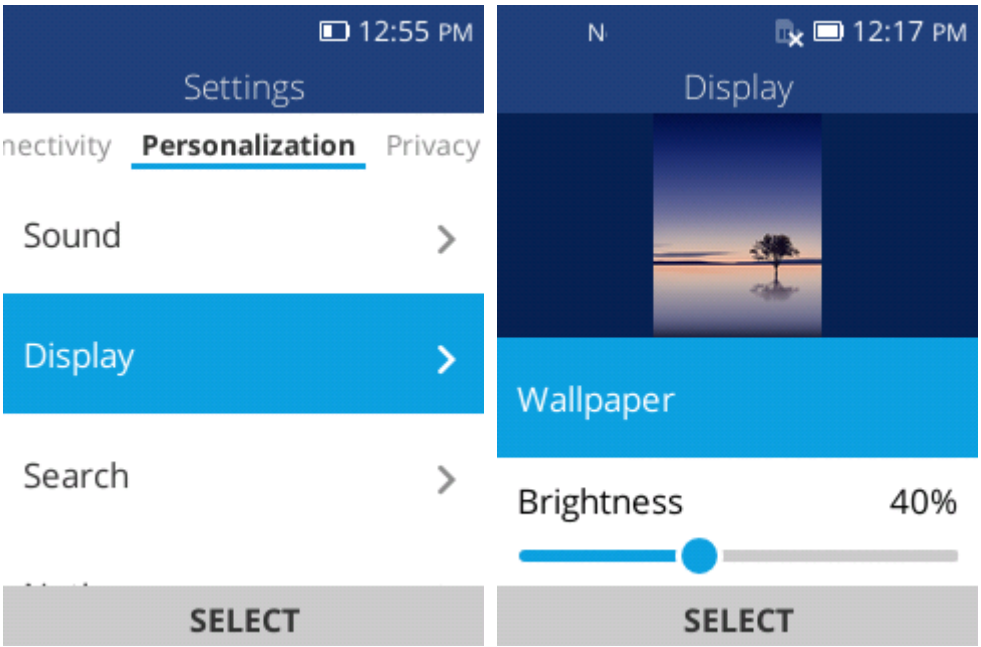
If an app supports the new permissions model, you don't have to grant any permission when you install or update the app. Instead, the app requests permissions when needed. You can change the app permissions in the "Settings" > "Privacy & Security" > "App Permissions" > Select an app > Select individual permissions.

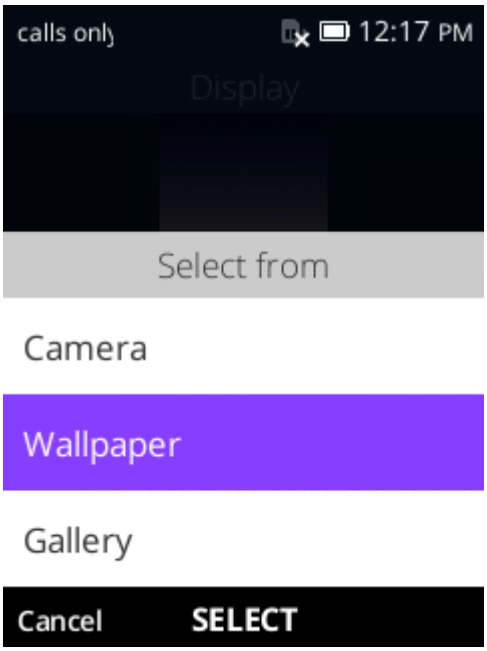




6. How do I change the wallpaper?

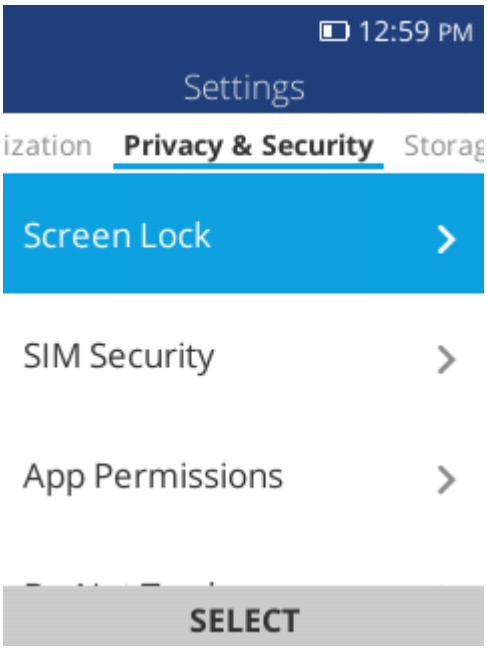
You can set wallpaper by accessing menu-> “Settings” -> “Personalization” -> “Display” -> “Wallpaper”. Select a wallpaper source from “Camera/Wallpaper/Gallery”, select wallpaper as you like and save.

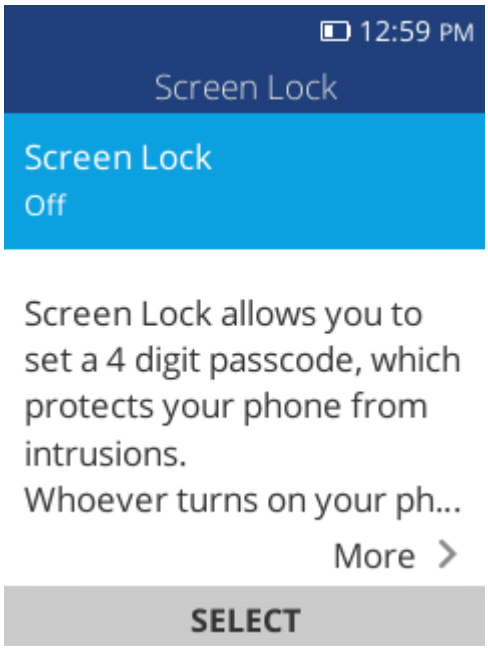


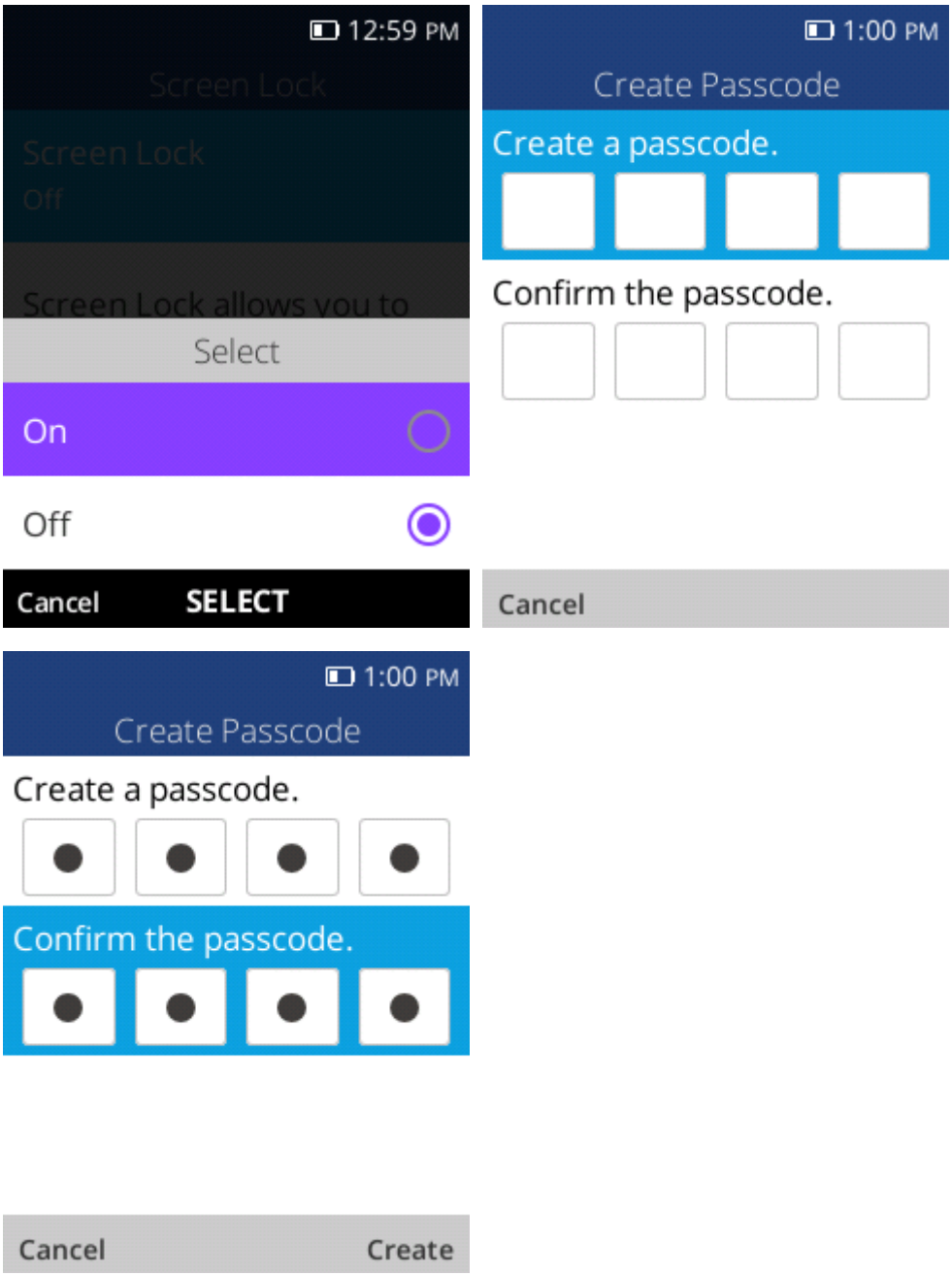


7. How do I set screen lock?

In order to protect your personal information, you can set screen lock by accessing menu-> “Settings” -> “Privacy & Security” > “Screen Lock” -> Select “Screen Lock” -> Select “On” -> Create Password.

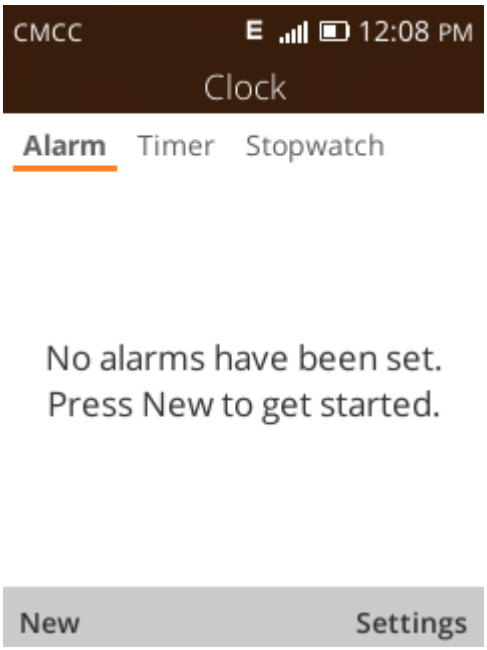


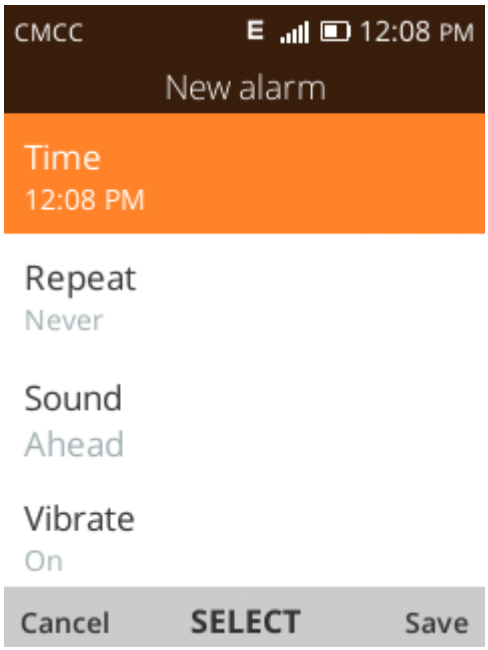


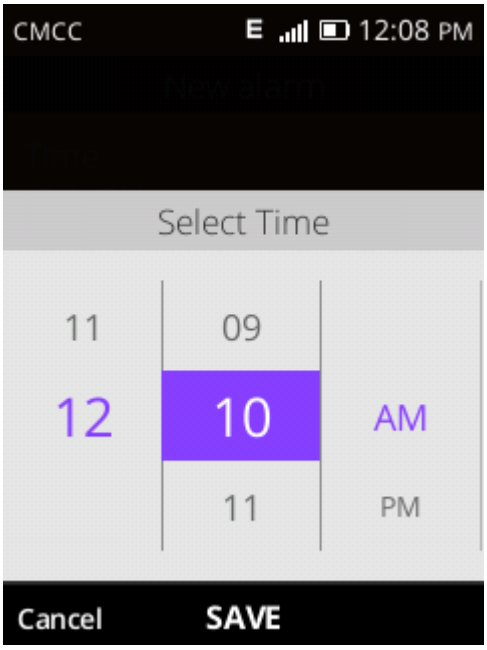


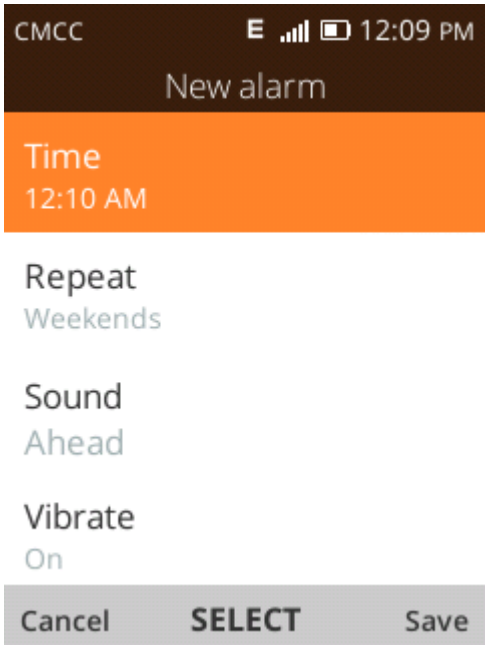
8. How to set an alarm?

You can set an alarm by accessing menu -> “Clock” -> Select “New” in “Alarm” -> “Time” -> Select time -> “SAVE” -> Select “Repeat/Sound/Vibrate/Alarm name” to set according to your need -> Select “Save”.

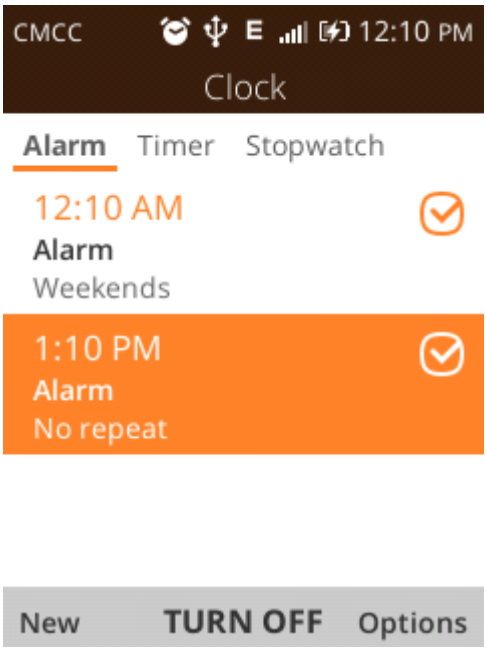




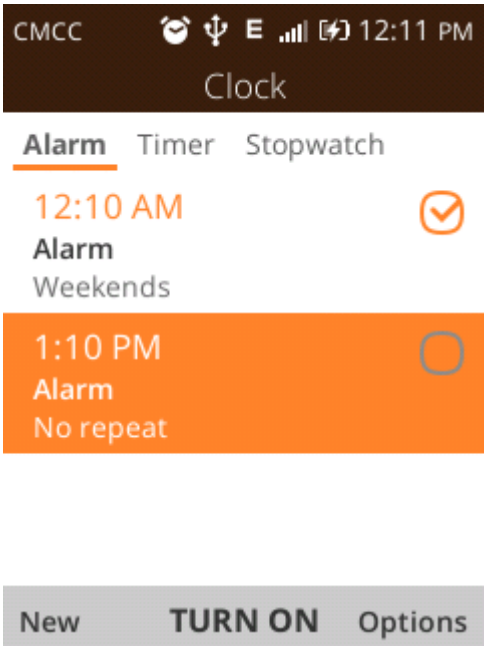


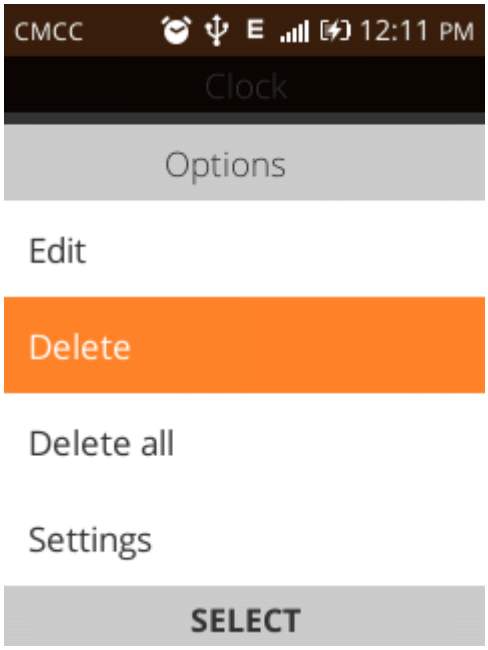


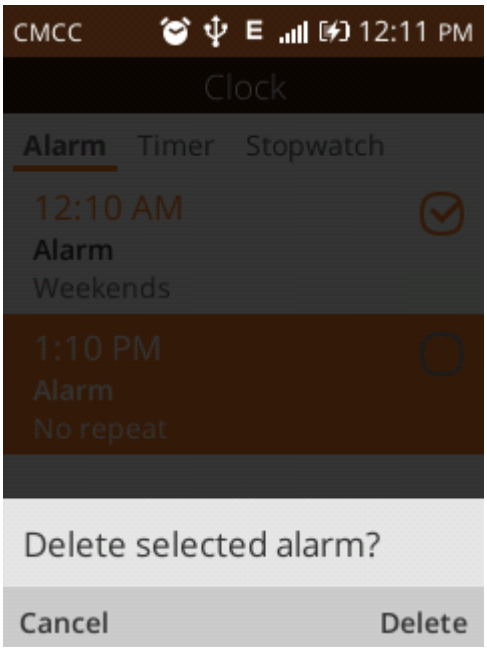
You can turn off the alarm by accessing menu -> “Clock” -> Choose the alarm that you want to turn off -> “TURN OFF”.



You can also delete the alarm by accessing menu -> “Clock” -> Choose the alarm that you want to delete -> “Options” -> “Delete” -> “Delete”.

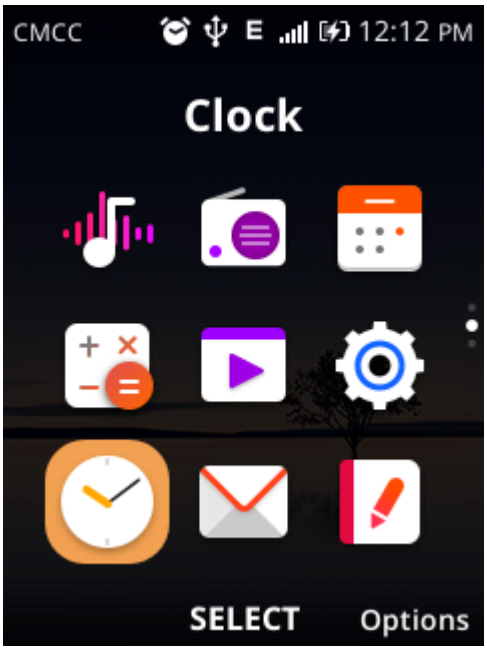


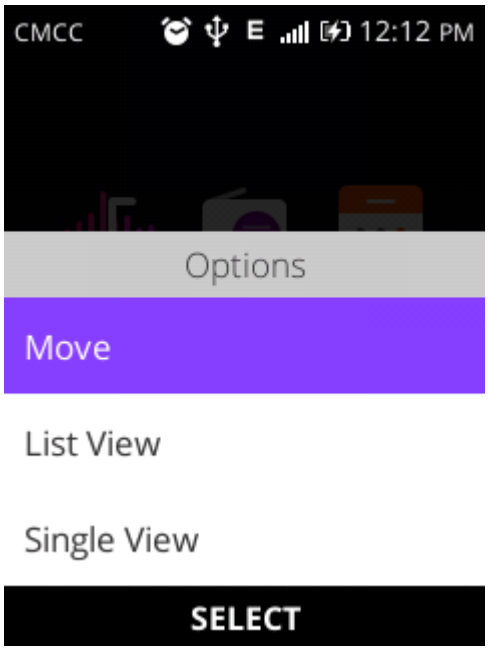


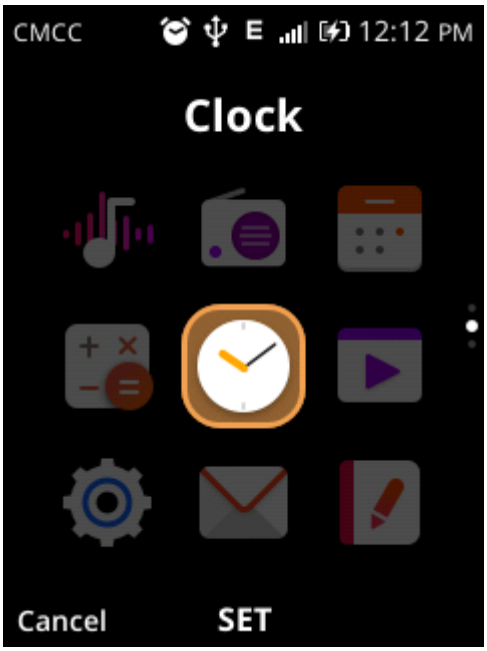


9. How to move the locations of my apps?

You can move the locations of your apps by accessing menu -> Choose the app that you want to move -> “Options” -> “Move” -> Move the app by pressing the Up/Down/Left/Right key -> “SET”.





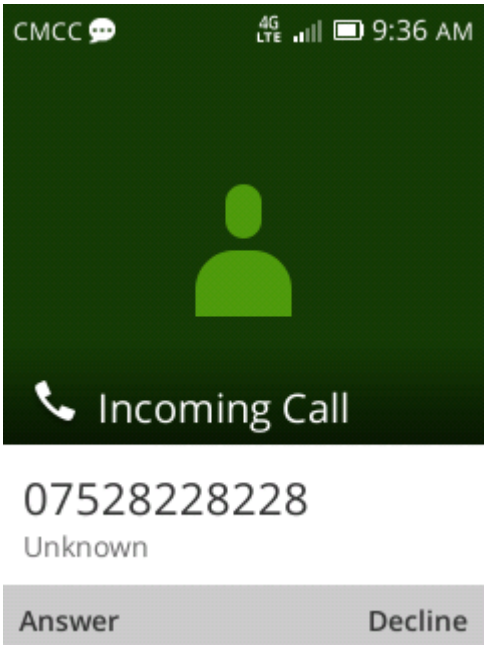


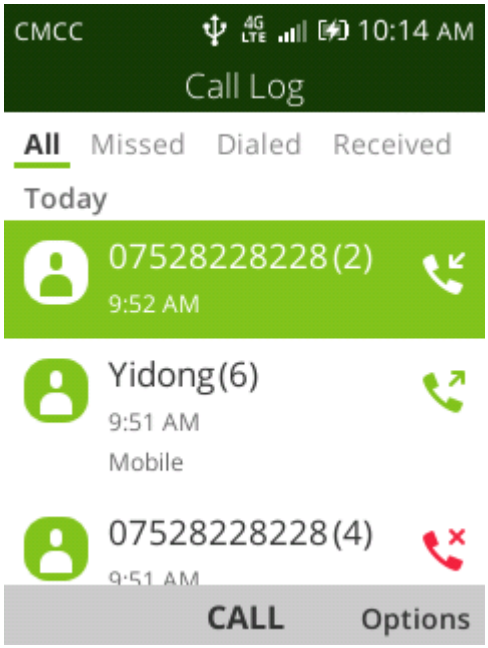
ii. Phone & Contact

10. How can I answer 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 Call Log app.





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

Press the Volume Down or Volume Up button on the side of your device.

12. How can I make a three way calling?

1) Call the first person.
2) Touch “Options” -> “Add call”, then you can choose the second person you want to call.
3) When you get though the second person, Touch “Options” -> “Merge call” to make a conference call.

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

13. Where can I check recent call records?

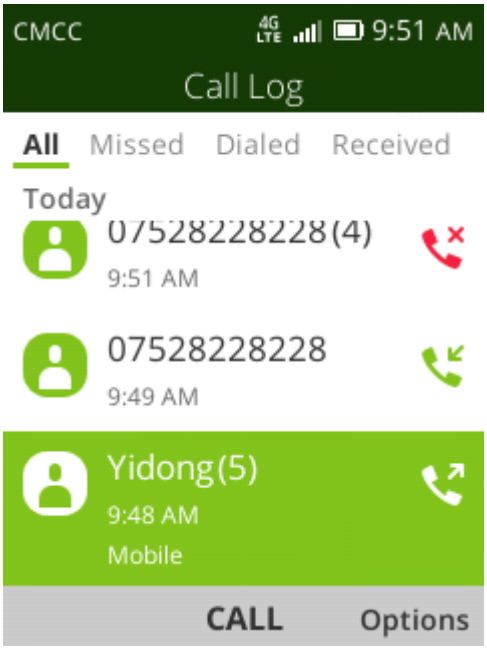
Access into menu -> Call Log, you can check recent call records.

There’re 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

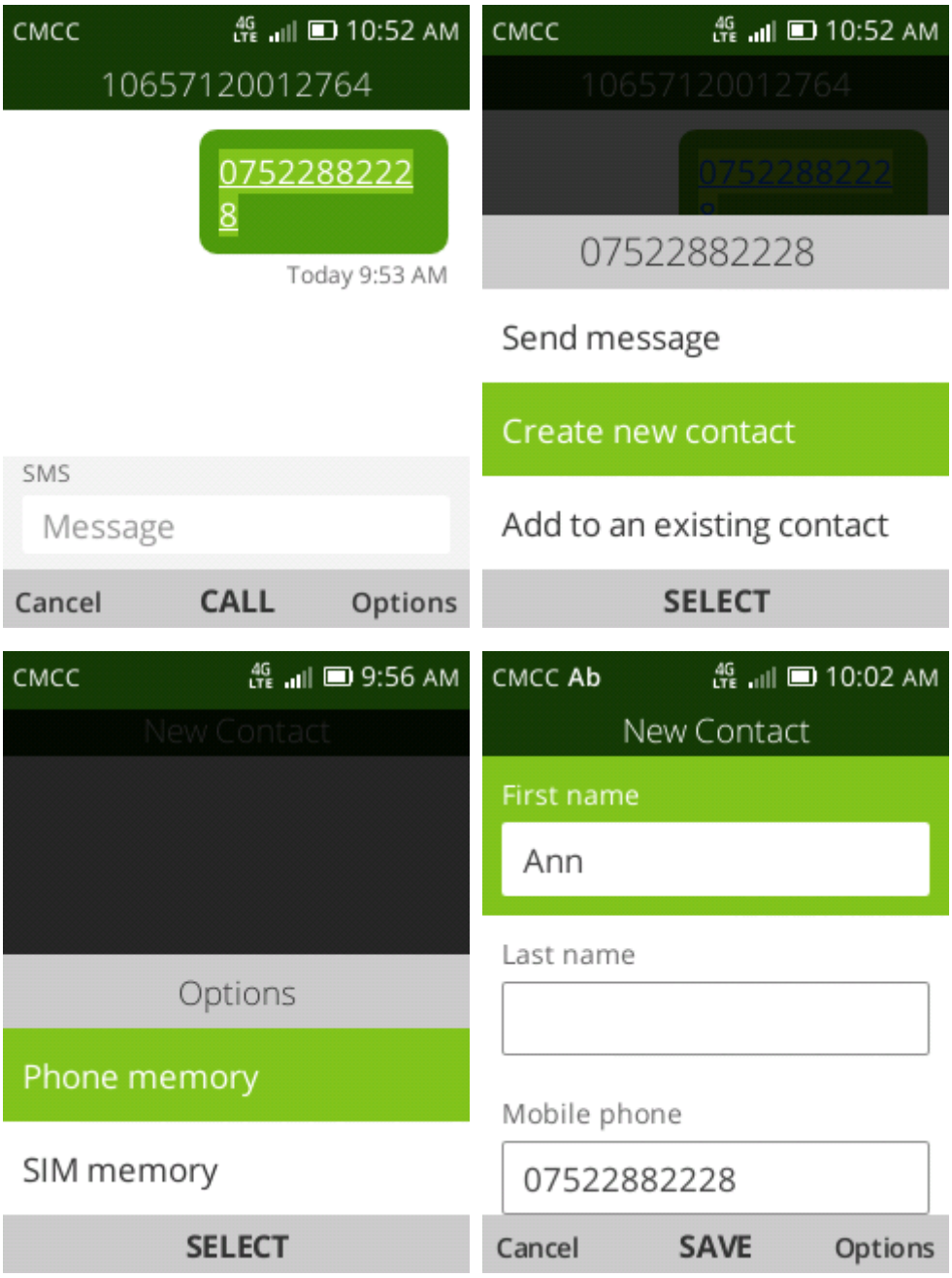


14. How can I switch to mute mode during a call?

You can select “Mute” to mute your microphone.

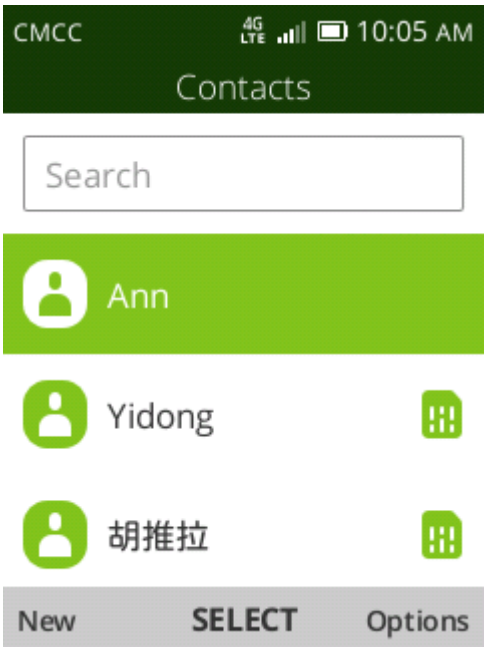
15. How can I add the number in a message to the contacts?

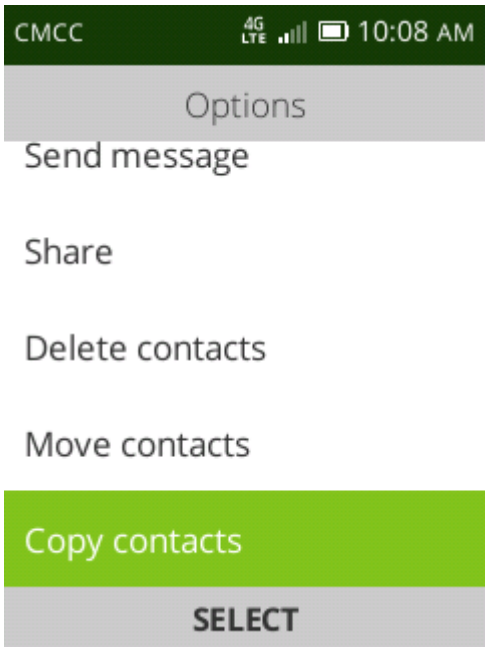
You can follow below steps to add numbers in a message to contacts by opening the message -> Select the number-> Press “Options” -> Select “Create new contact” -> Choose “Phone memory”/ “SIM memory” -> Enter the name and related information -> Press “SAVE”.

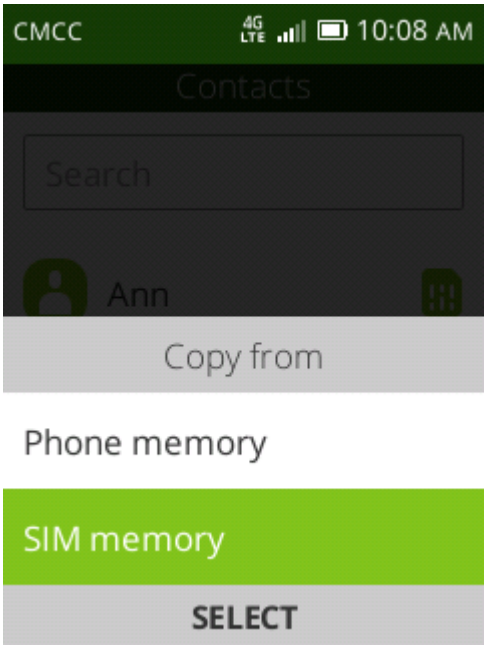


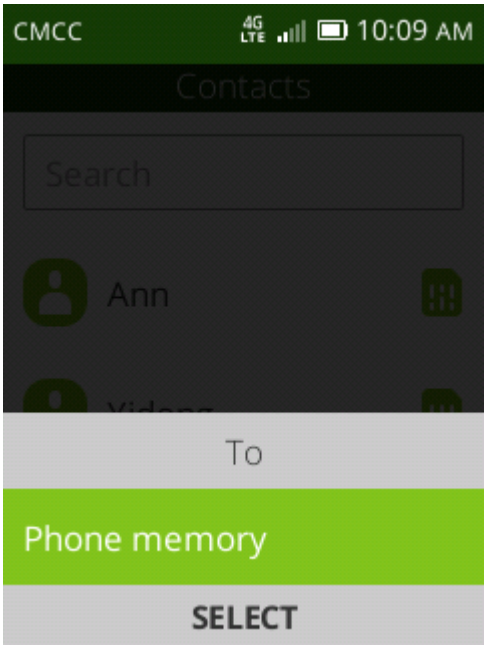
16. How can I import contacts from SIM card?

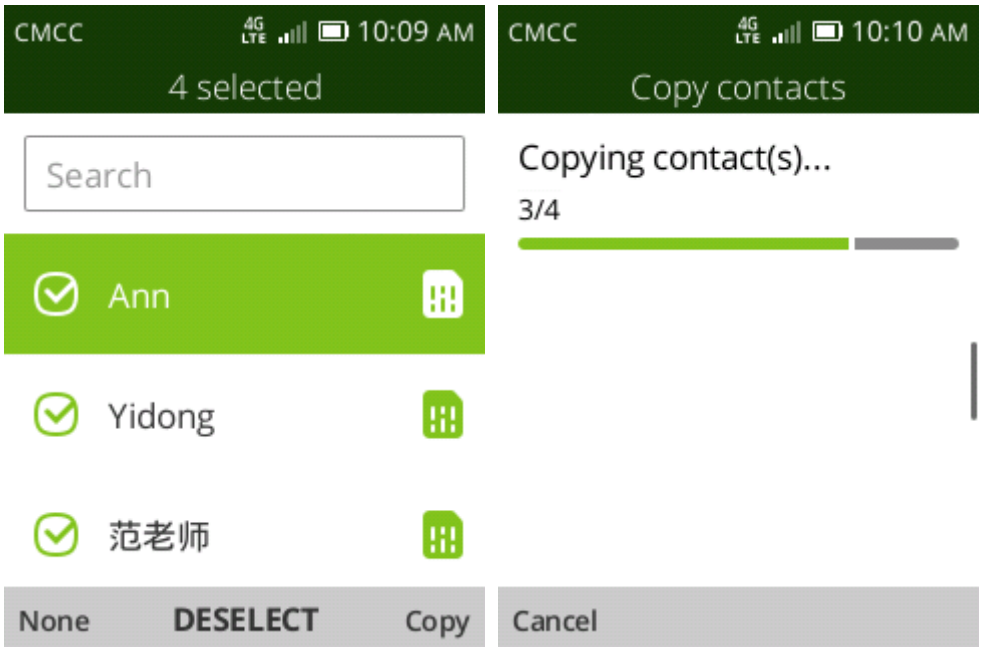
You can import contacts from SIM card by accessing Menu -> “Contacts” -> “Options” -> “Copy contacts”/ “Move contacts” -> “SIM memory” -> “Phone memory” -> Select the contacts you want to copy/move -> “Copy”/ “Move”..


CMCC
10:05 AM
Contacts
Search
Ann
Yidong
胡推拉
New
SELECT
Options


CMCC
10:08 AM
Options
Send message
Share
Delete contacts
Move contacts
Copy contacts
SELECT


CMCC
10:08 AM
Contacts
Search
Ann
Copy from
Phone memory
SIM memory
SELECT

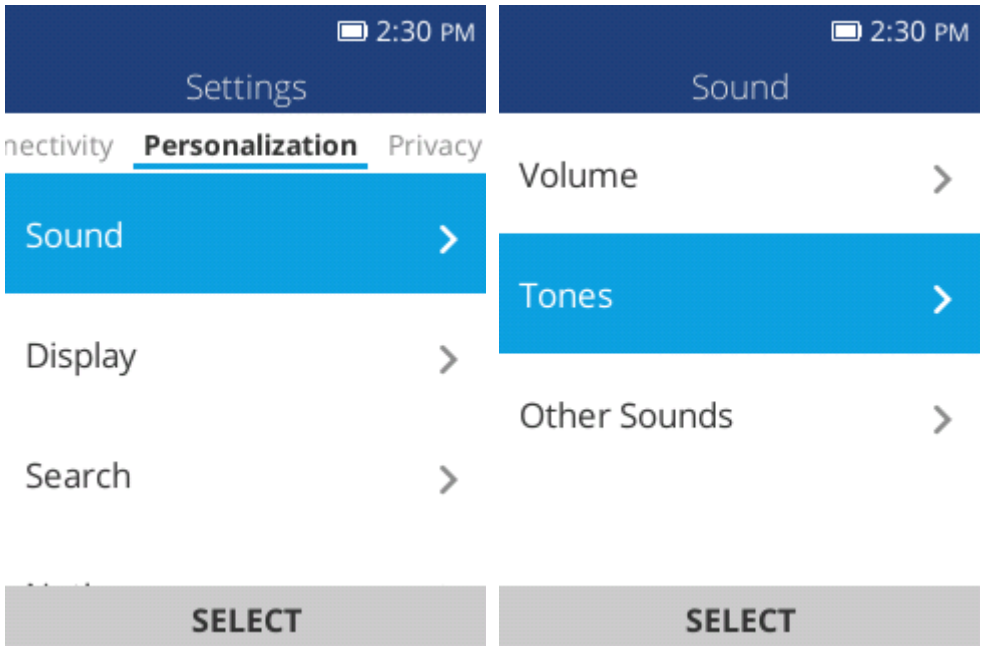

CMCC
10:09 AM
Contacts
Search
Ann
To
Phone memory
SELECT

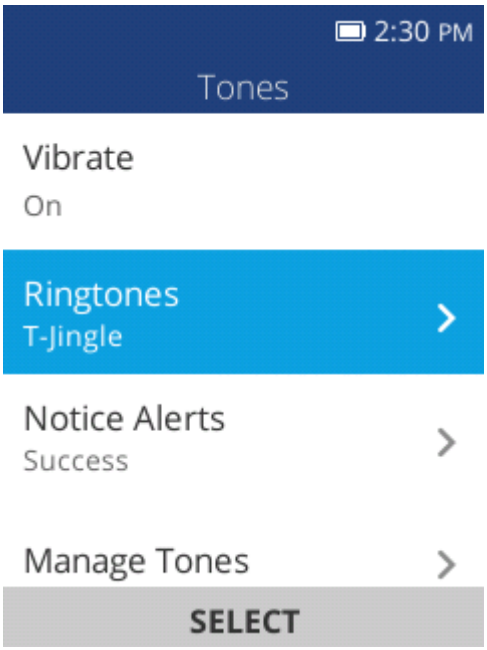


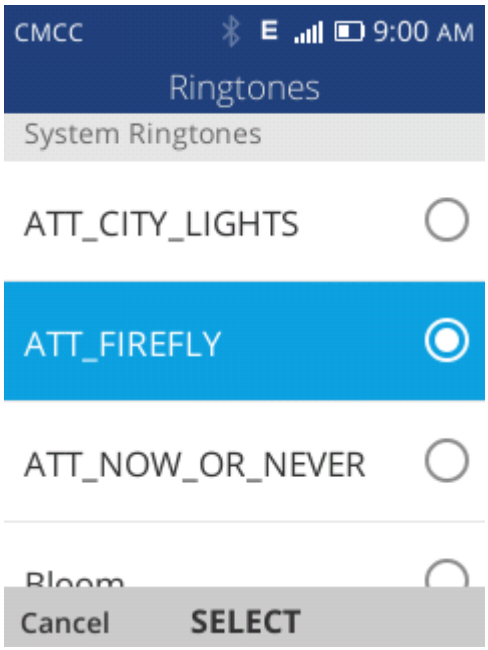
iii. Ringtone & Sounds

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

a. Change default ringtone for incoming calls “Settings” -> “Personalization” -> “Sound” -> “Tones” -> “Ringtones” -> Select a ringtone.



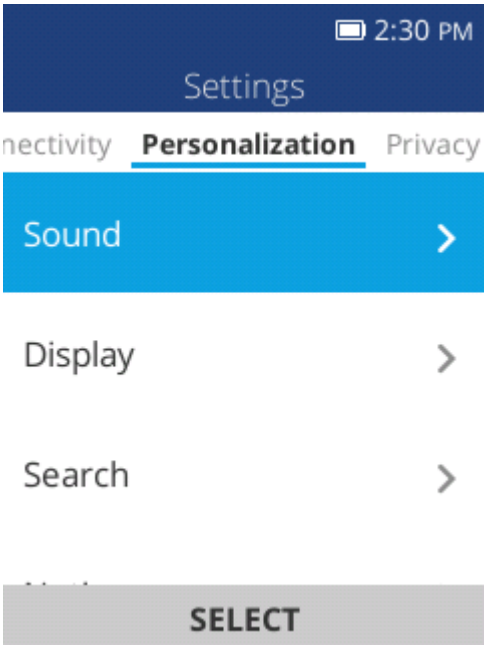


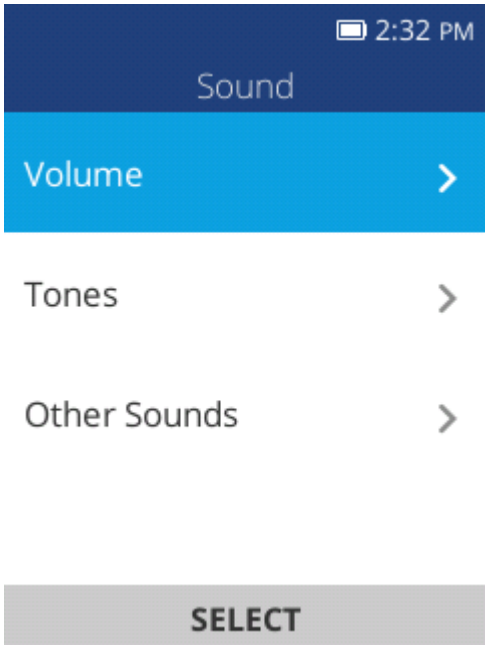


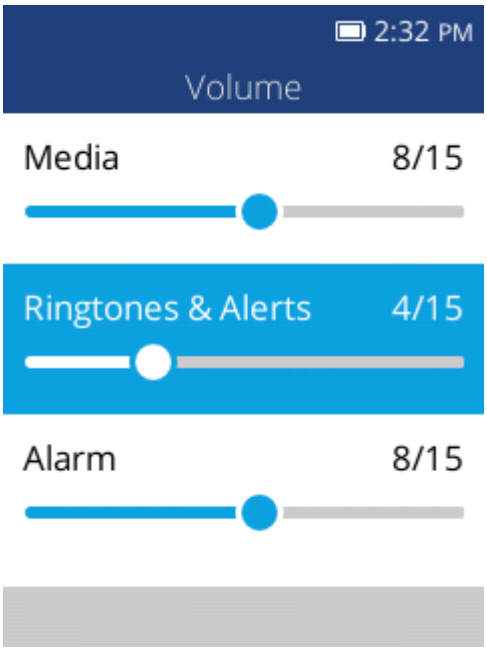
b. Change volume for incoming calls

"Settings" -> "Personalization" -> "Sound" -> "Volume" -> "Ringtones & Alerts"

You will see a Volume Bar. Press left and right key to adjust the volume.



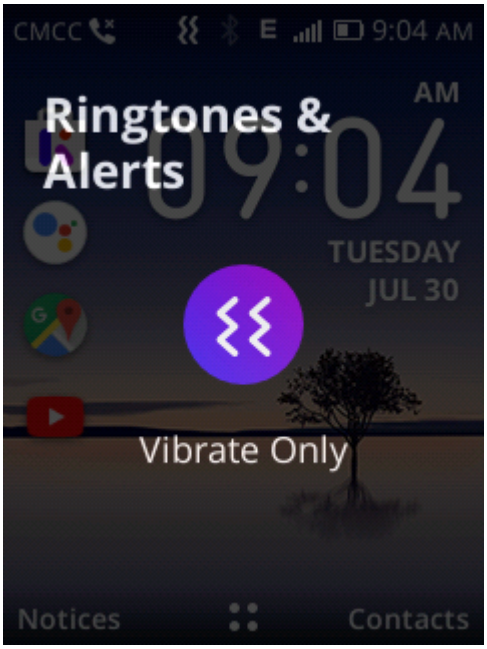




18. How can I change ringtone to vibration?

To activate Vibrate, press the down volume key until you feel the phone vibrate.

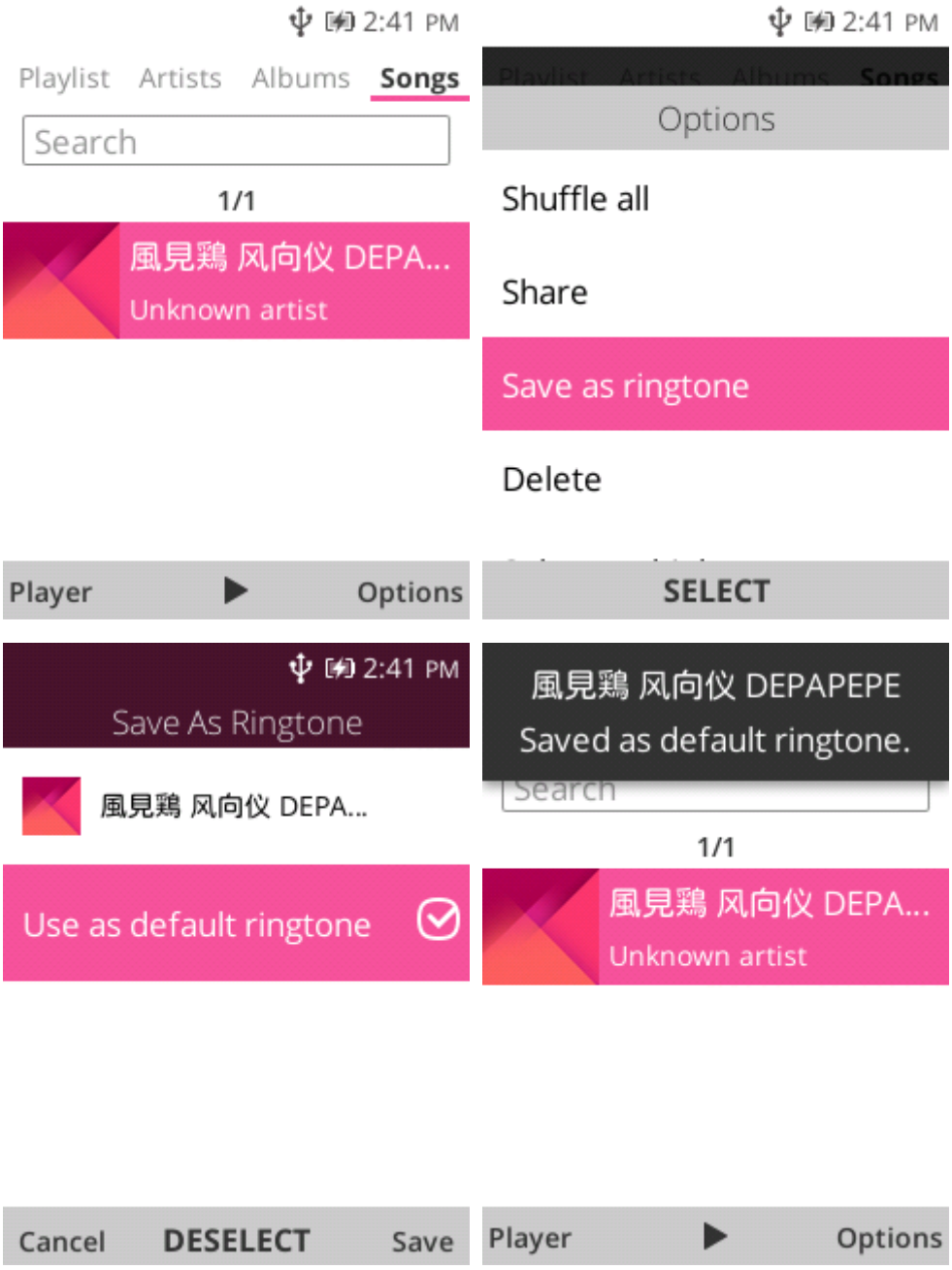
To resume normal ringtone, press the up volume key.



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

Follow below steps to set an MP3 as phone ringtone.

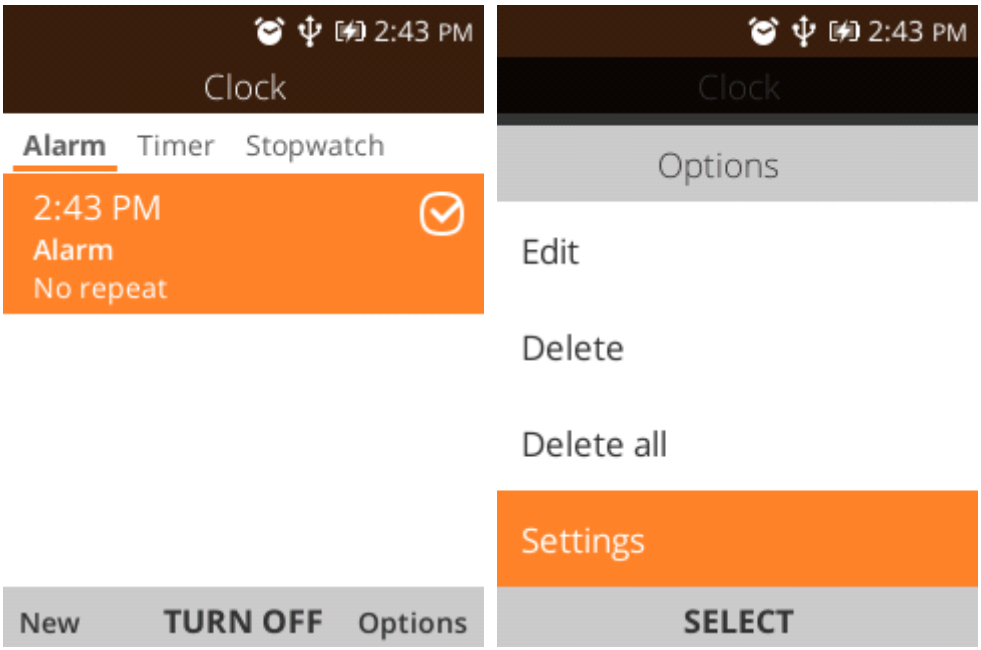
1) Open the “Music” app -> Select “Songs”, you will see the music list
2) Select the music that you want to set as ringtone. Select “Options”. Then a list of options appears.
3) Select “Save as ringtone” -> Select “Use as default ringtone”-> “Save”. Your ringtone will be changed.

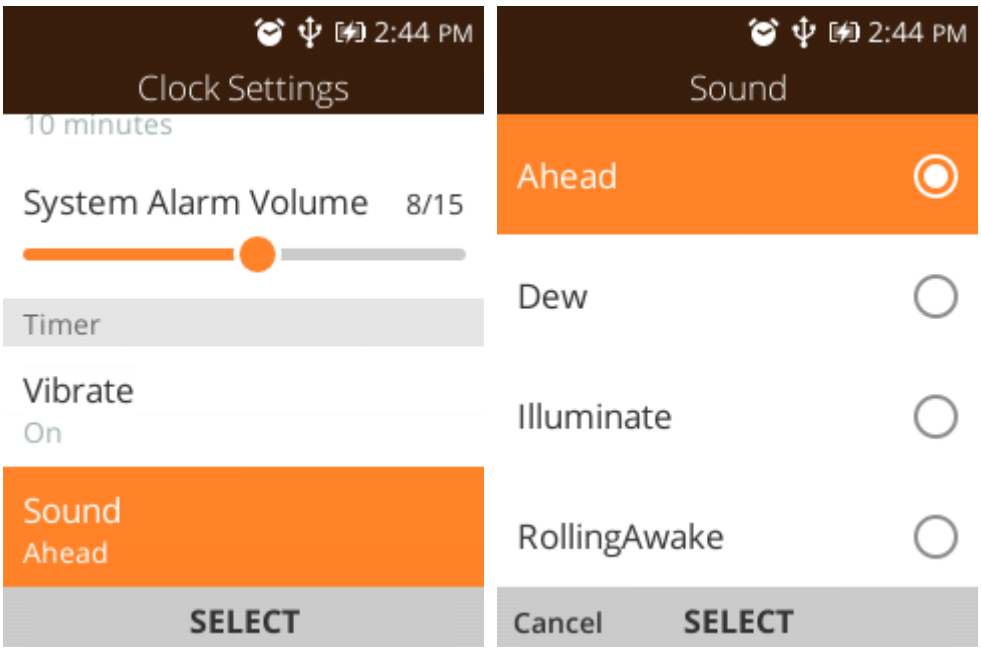


20. How can I change the ringtone of the alarm?

Follow below steps to change the ringtone of alarm.

1) Open “Clock” app.
2) Select related alarm to get further setting.
3) Select “Options”-> “Settings” -> “Sound”, then a list of ringtone appears.
4) Press up & down key to select and hear a ringtone, press “SELECT” to save changes.

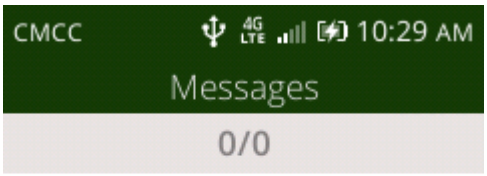


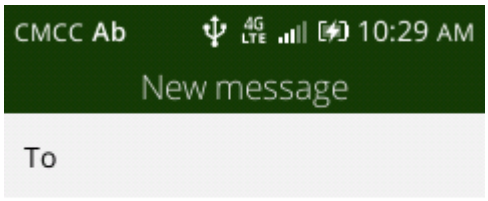


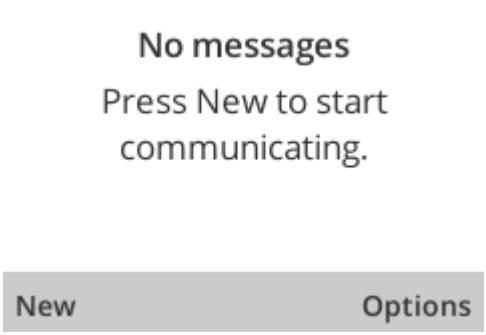
iv. Message

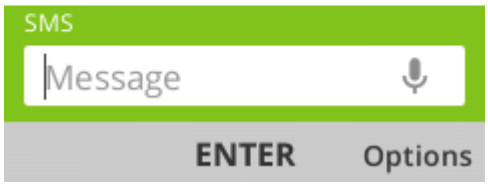
21. How can I add an attachment in an MMS?

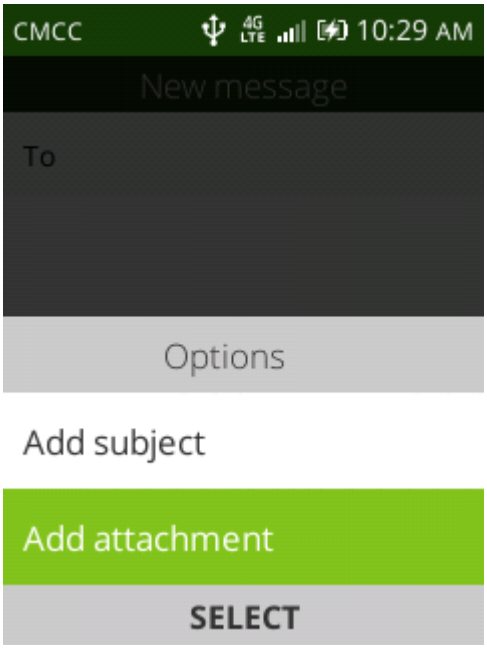
1) Press “Messages” icon to open it.
2) Select “New” to create a new message.
3) Select “Options” -> “Add Attachment”.
4) Select what you want to attach in the new message.

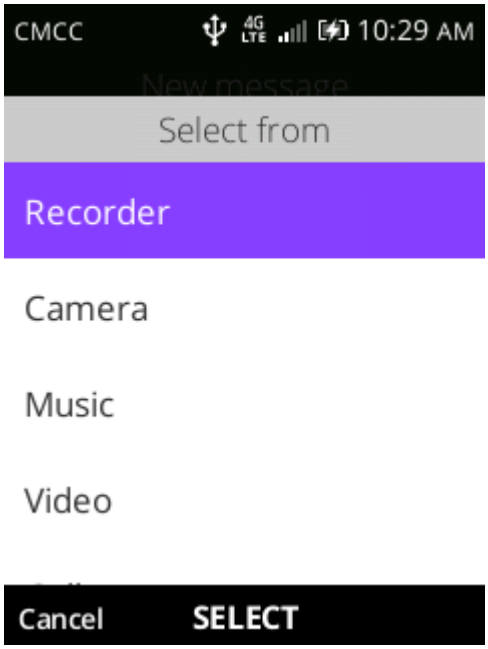






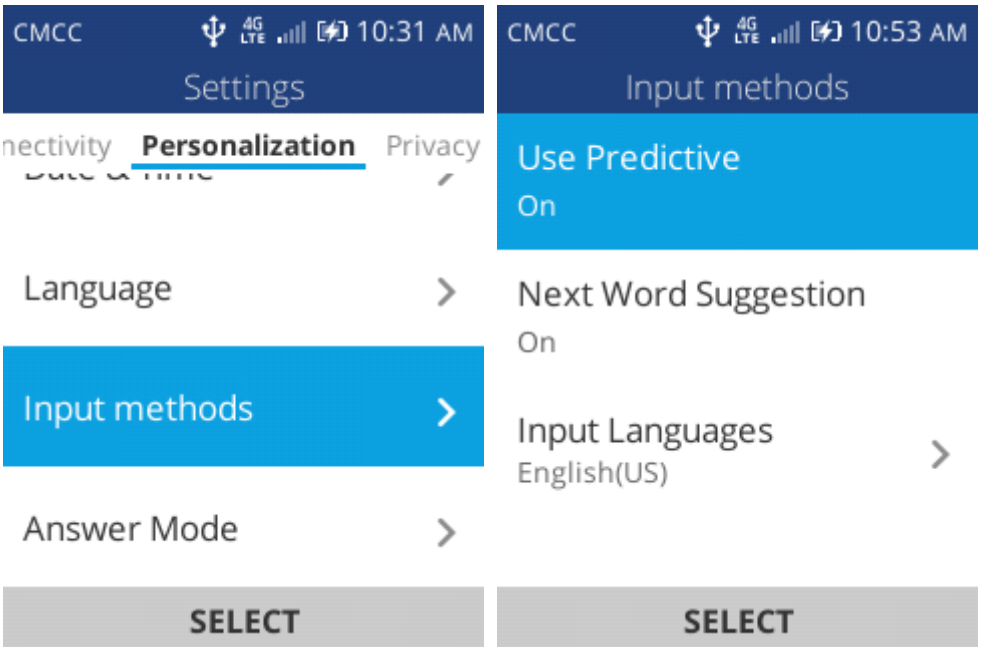






22. How can I change the input method?

Change input method of your phone by accessing into menu -> “Settings” -> “Personalization” -> “Input methods” -> choose the Input method and language you want.

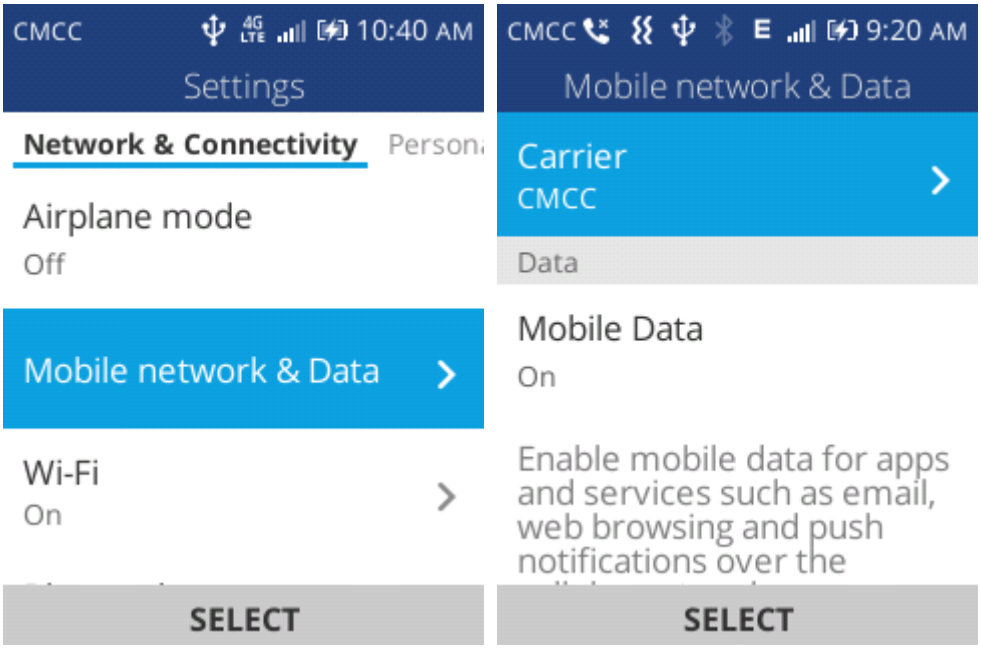


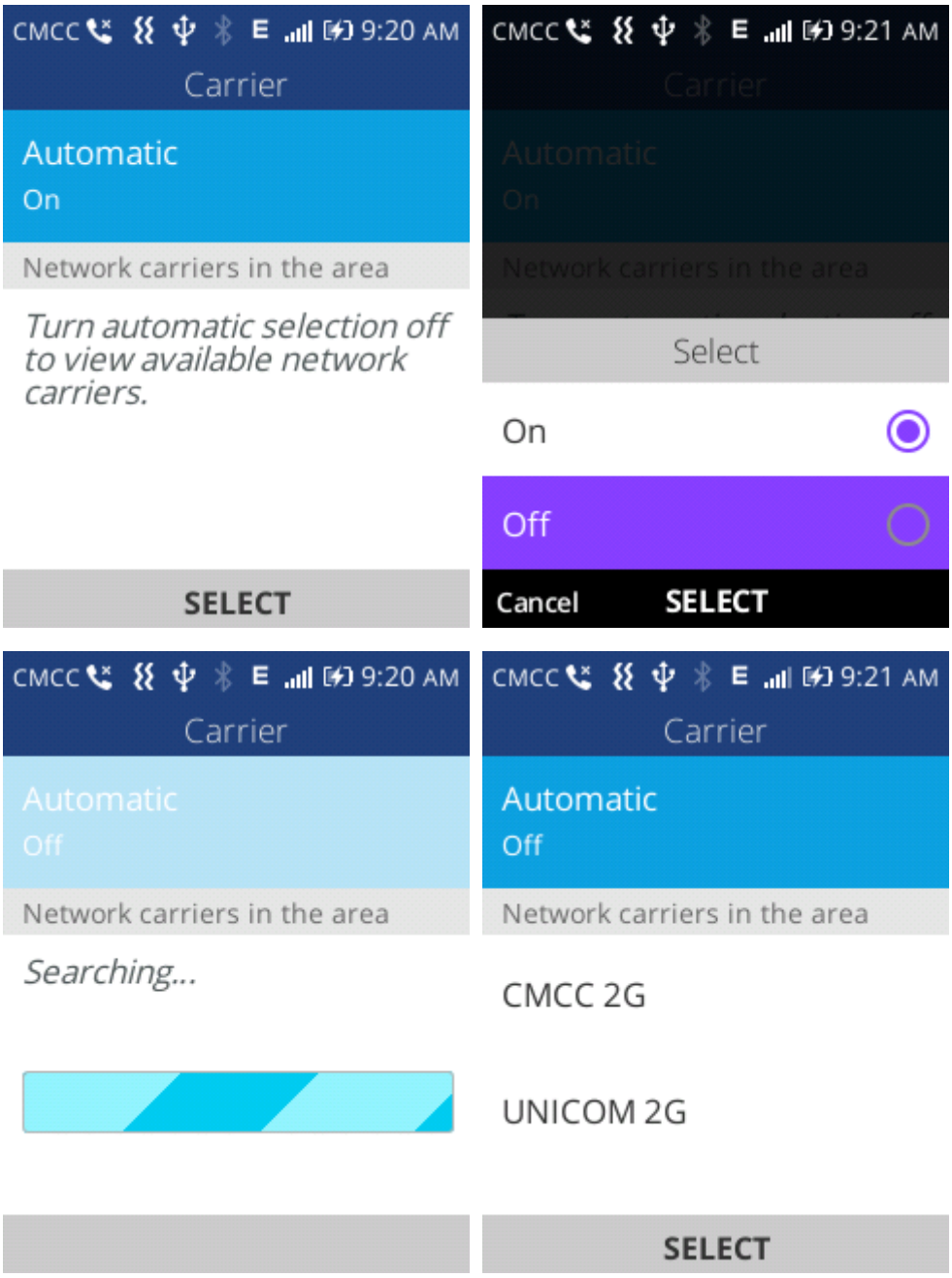
v. Network & Connectivity

23. How can I connect to a mobile network?

You can adjust mobile network settings by accessing into menu -> “Settings” -> “Network & Connectivity” -> “Mobile network & Data” -> “Carrier” -> “Automatic” -> Select “Off” -> It will search for the network carriers in the area and display them in the list -> Choose the network.

If you select “Automatic” -> “On”, it will connect to a mobile network automatically.





24. How can I connect to a 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.

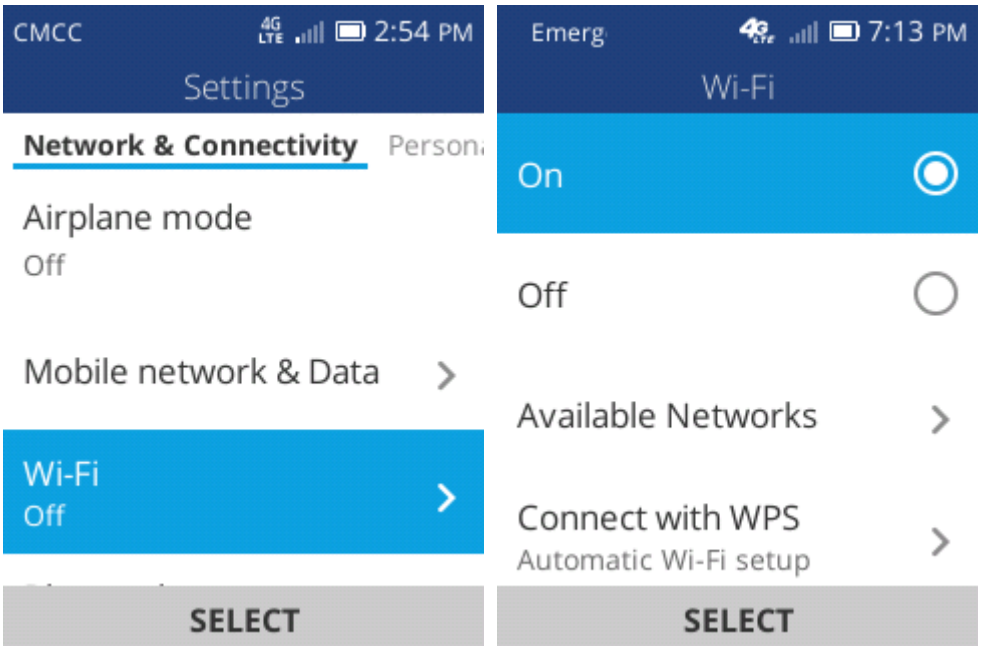
Turn on Wi-Fi by accessing into menu -> “Settings” -> “Network & Connectivity” -> “Wi-Fi” -> Select “On”, the device will scan for available networks -> Select “Available Networks” to see details.

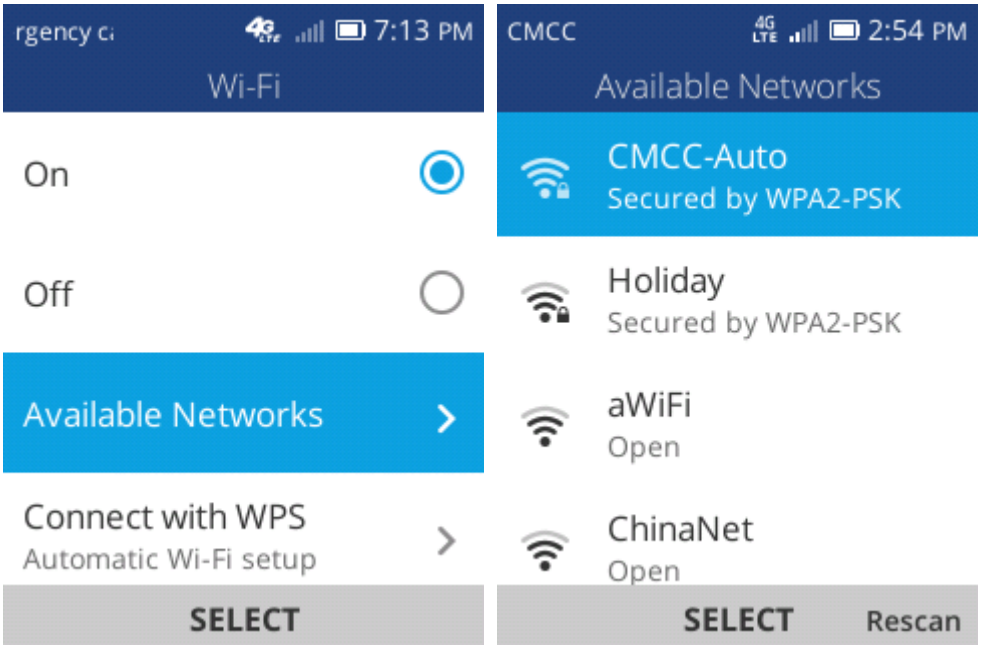
*Secured networks are indicated with a lock icon.

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

1) Press up & down key to select a network name to see more details or connect to it.

2) Enter a password or other credentials to connect network.





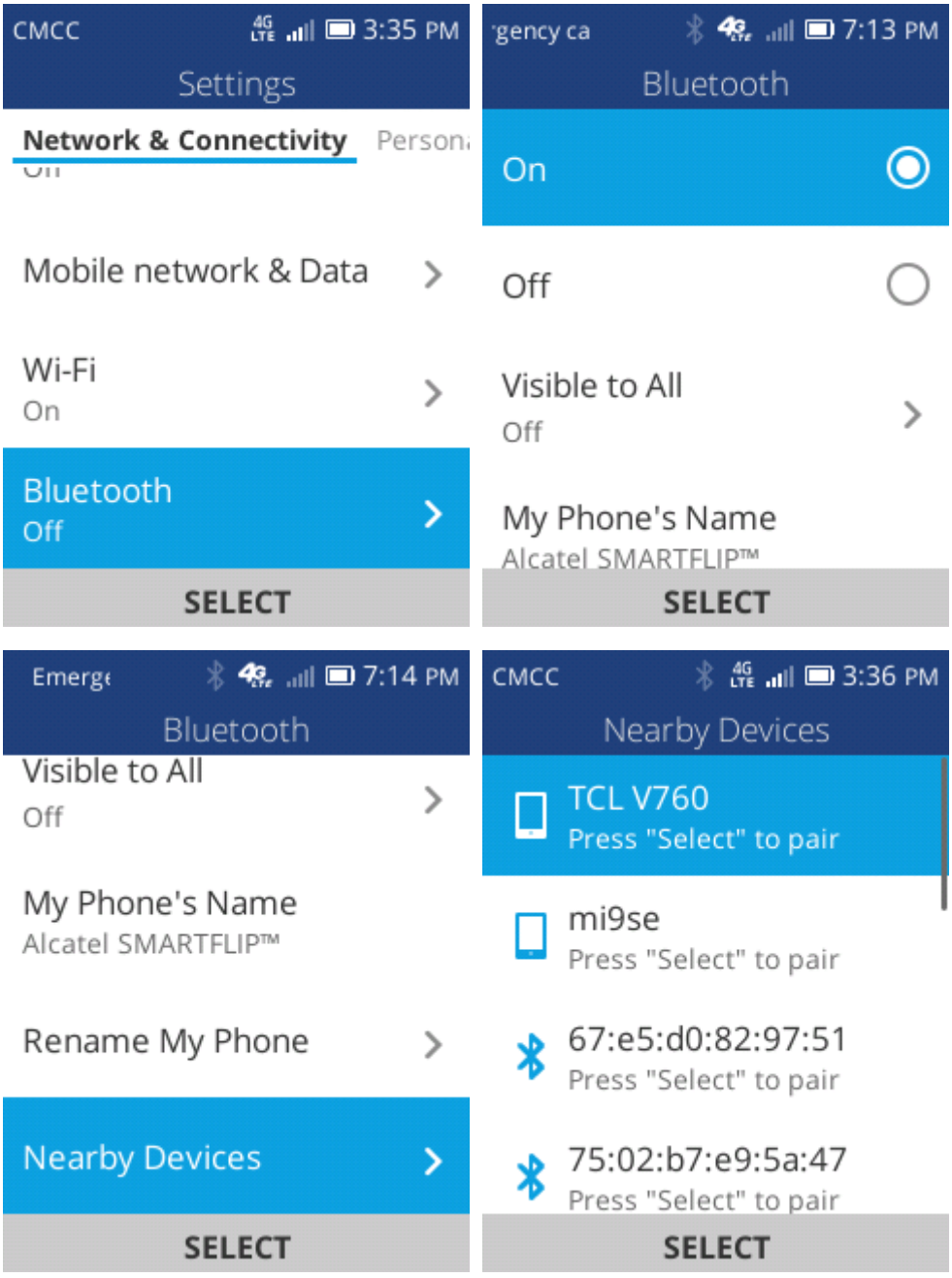
25. How can I turn on Bluetooth and pair with another Bluetooth device?

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.

Turn on Bluetooth by accessing into menu -> “Settings” -> “Network & Connectivity” -> “Bluetooth”.

1) Select “On” for searching the device.
2) The device will scan for available devices, select “Nearby Devices” to see details and select the device that you want to pair with.



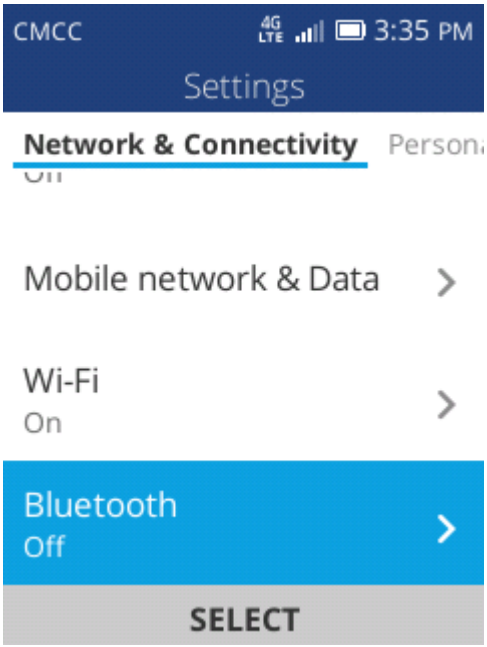
26. How can I change the name of my Bluetooth?

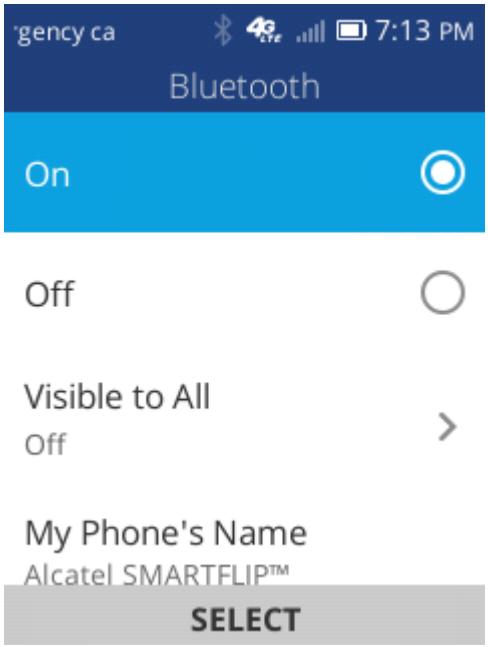
You can follow below steps to rename the Bluetooth.

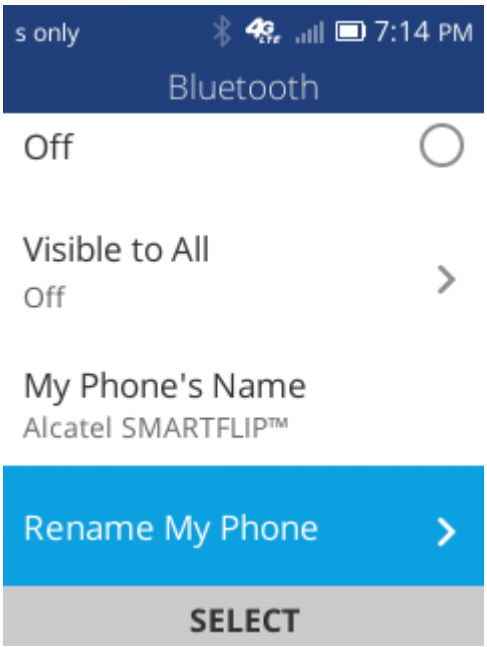
Turn on Bluetooth by accessing into menu -> “Settings” -> “Network & Connectivity” -> “Bluetooth”.

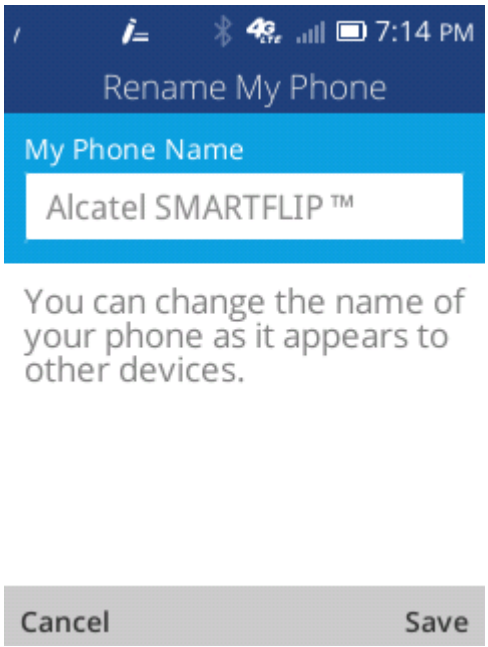
1) Select “On” for searching the device
2) Select “Rename My Phone”, type the new phone name you want in the textbox and

press save.









vi. Camera

27. 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.

1) Open “Camera” app in menu.
2) Press “OK” to take a photo.

28. Where can I check my photos?

You can check your photos by visiting the Gallery app.

vii. Music

29. How can I play music?

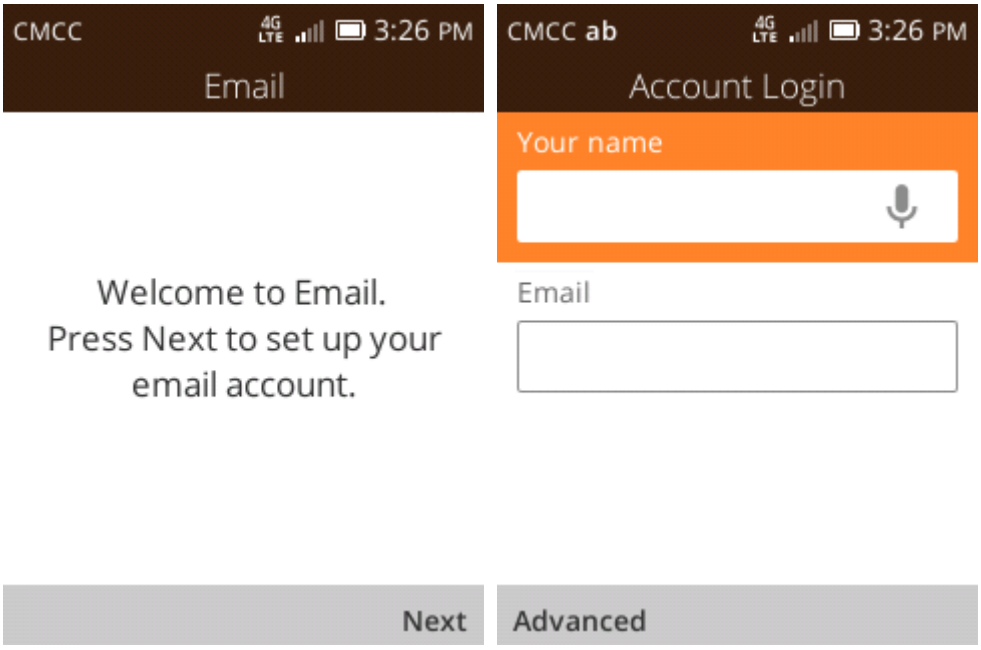
Open the “Music” app under main menu. You will find four libraries in which all songs are classified: Playlist, Artists, Albums and Songs. Choose the music you want to listen to and press OK to play.

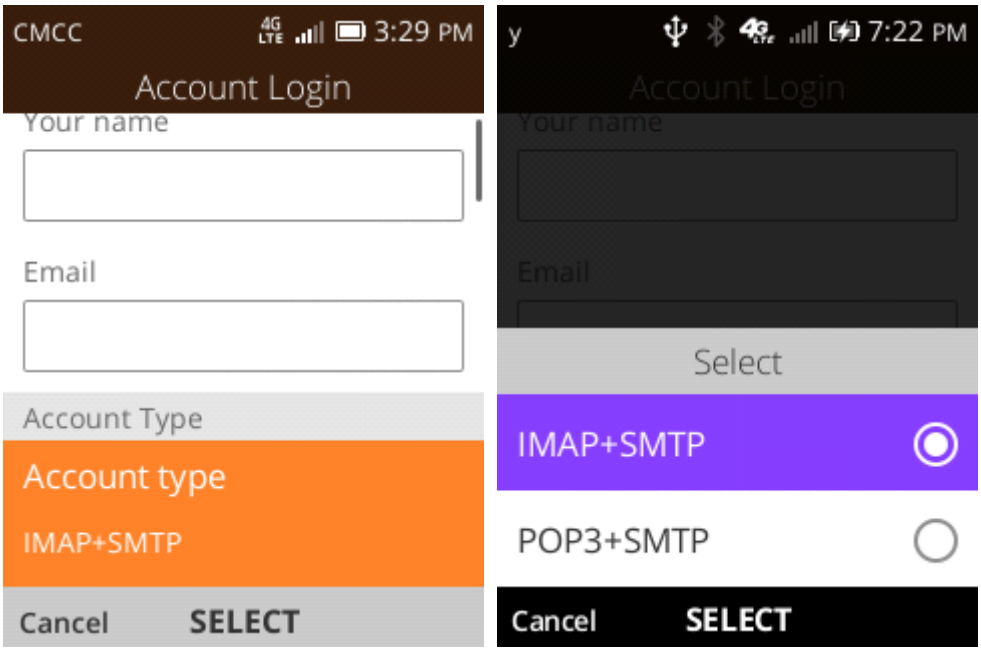
viii. Email

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

You can set up external POP3 or IMAP email accounts in your phone.

1) Open “E-Mail” App, an email setup wizard will guide you through the steps to set up an email account.
2) Enter the email address -> select “Advanced” -> select “Account type” -> choose the type of your account -> enter your password to sign in.



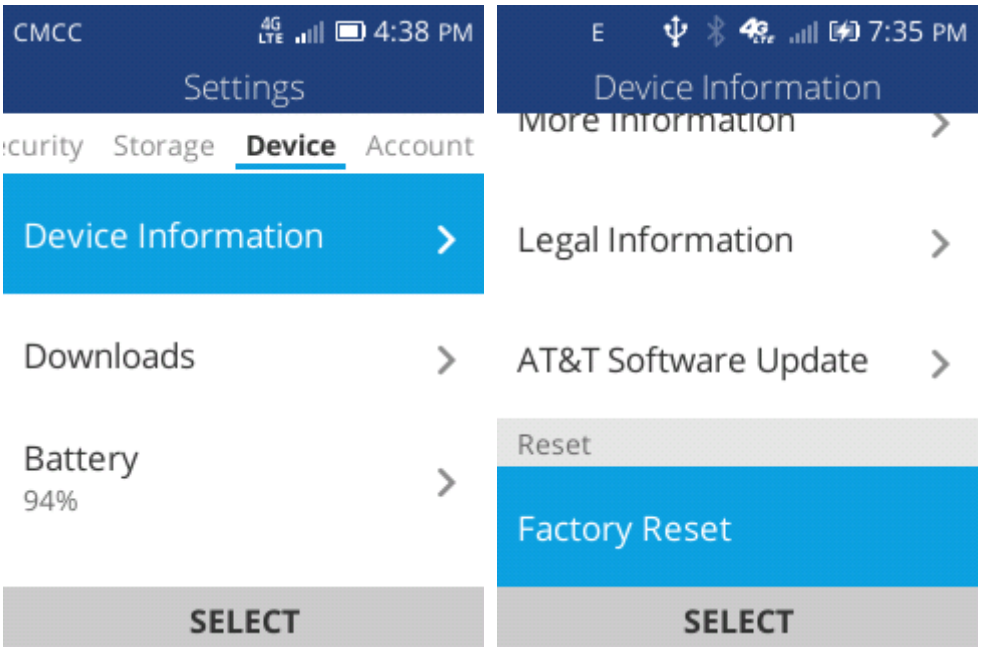


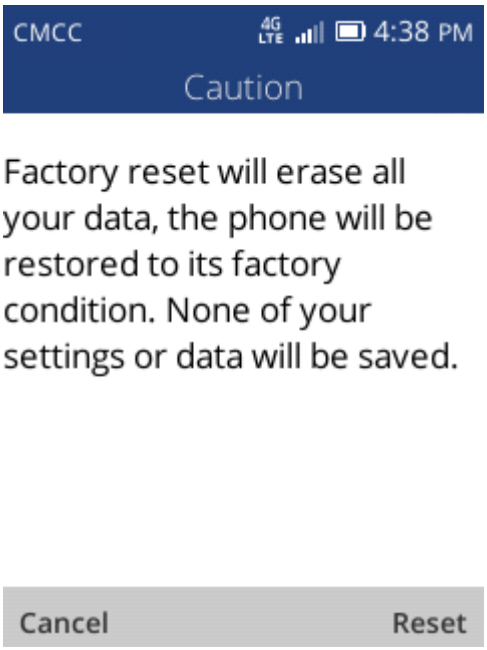
ix. Reset

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

You can reset your device by accessing into menu -> “Settings” -> “Device” -> “Device Information” -> “Factory Reset” -> “Reset”.

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

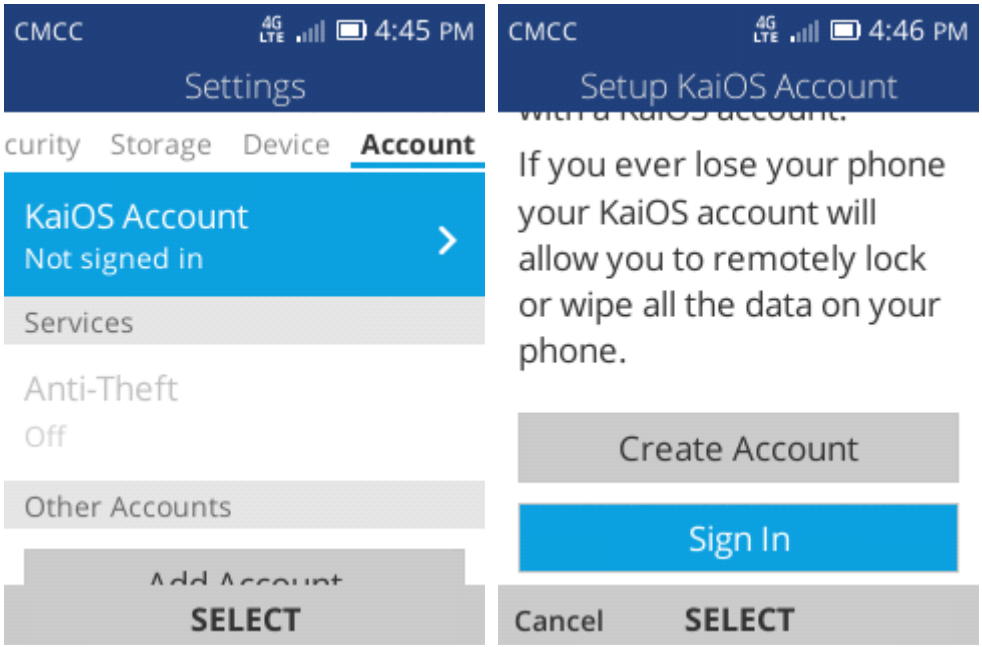


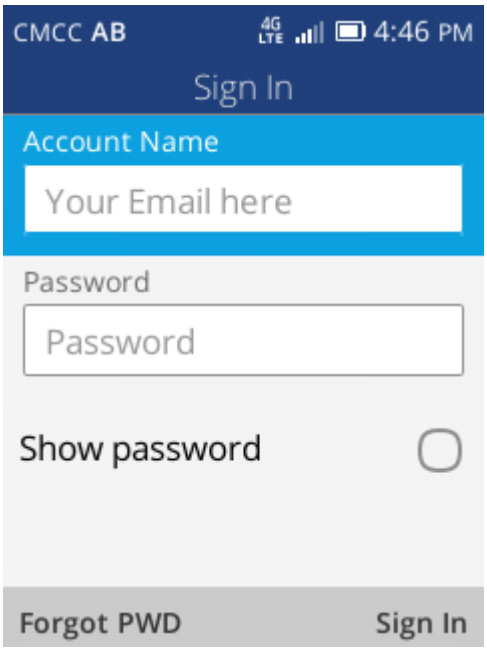


x. Anti-Theft

32. How can I Login account for Anti-Theft function?

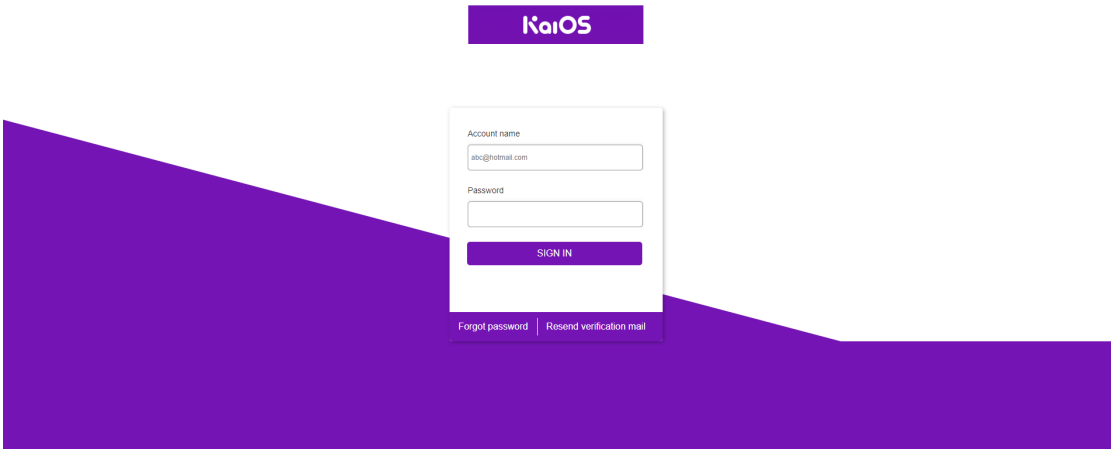
"Settings" -> "Account" -> "KaiOS Account" -> "Sign In" -> Login created account.





33. How can I operate in servers?

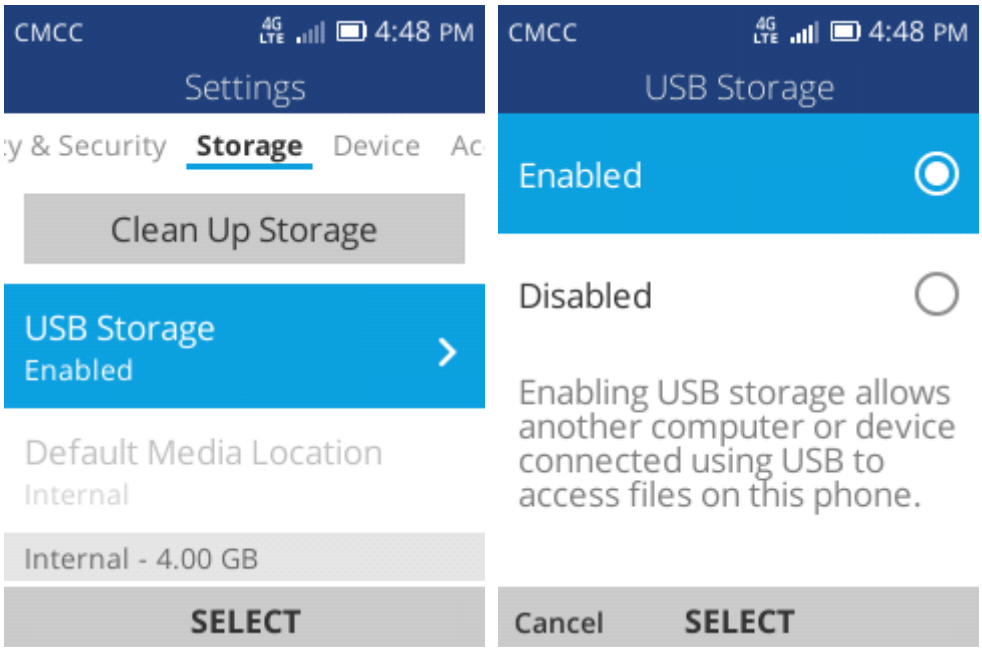
1) Enter URL: https://services.kaiostech.com/antitheft/ in web.
2) Login your account which is the same account that login in your phone.
3) You can make ring (Make ring to your phone) & Remote Lock (Send an anti-theft lock to your phone) & Remote wipe (Reset your phone).



xi. USB storage

34. How to allow another computer or device connected using USB to access files on my phone?

You can enable USB storage by accessing into menu -> “Settings” -> “Storage” -> “USB Storage”-> “Enabled”.



xii. Troubleshooting

35. 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 isn’t suggested to expose your phone in the sunshine for long time;
2. Close large power consumption applications, such as music, chatting applications, GPS application, video streaming etc.;
3. Reduce the brightness of screen to lower the temperature

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

The warning is a normal recommendation message and it isn’t harmful for battery or phone. Phone will start recharging once returning to normal temperature.

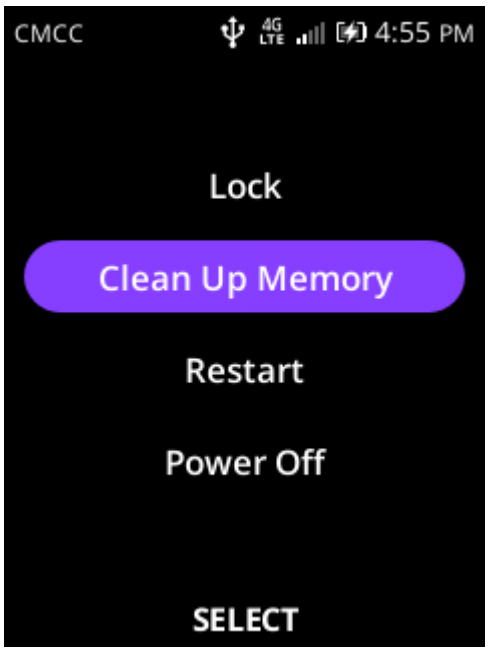
You can follow below actions to make phone return to normal temperature:

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

37. What kinds of inappropriate phone using habit may cause battery potential risk?

1) Not use the ALCATEL ONETOUCH charger.
2) Use your phone near heat source.

38. How to clear the cache?

You can follow bellow steps to clear the cache:

1) Long press Power Off button.
2) Choose “Clean up memory”.