# FAQs for Alcatel SMARTFLIP<sup>™</sup> - Cricket Wireless

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- 2. How can I check the IMEI number of my device?
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- 4. How can I make a screenshot?
- 5. How can I change the permissions for my apps?
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# i. Basic Setting

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

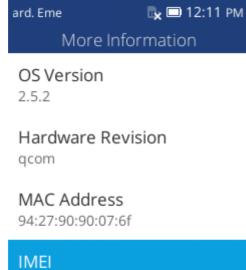
Change language of your phone by accessing into main menu -> "Settings" -> "Personalization" -> "Language" -> choose the language you want.

🗈 12:19 рм	🗈 12:19 рм
Settings	Language
nectivity <b>Personalization</b> Privacy	Language English (US)
Language >	Sample Format Tuesday, January 1, 2019
Input methods >	12:19 PM
Answer Mode >	
SELECT	SELECT

### 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".

C	12:23 PM	SIM card. 🛛 🙀 🗔 12:11 PM	
Settings		Device Information	
curity Storage <b>Device</b>	Account	SVN	
Device Information	>	90 Hardware	
Downloads	>	<sup>04</sup> Software	
Battery <sup>36%</sup>	>	KaiOS 2.5.2	
		More Information	
SELECT		SELECT	

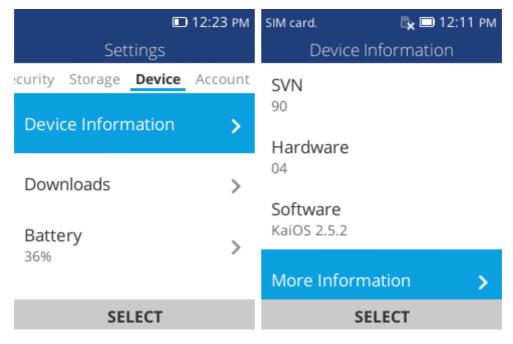


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# 3. How can I check the device's system version, model number, Platform version, and Build

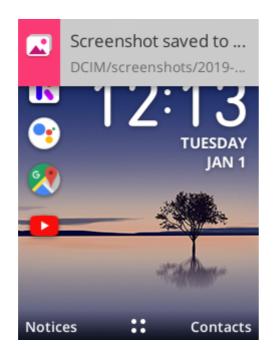
# Number?

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.

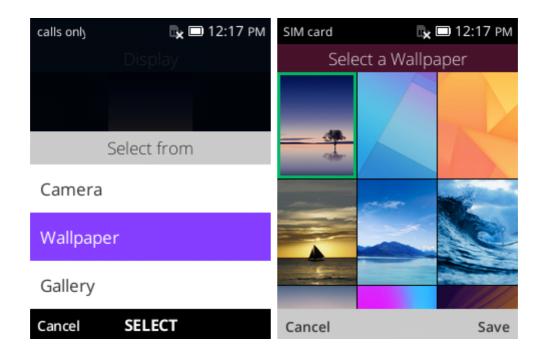
🗈 12:49 рм			🗈 12:50 РМ
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ization Privacy & Security	Storag	۲	Assistant
Screen Lock	>	۲	Camera
SIM Security	>	2	Maps
App Permissions	>		YouTube
SELECT			SELECT

🗖 12:50 рм	💷 12:50 рм
Maps	Maps
Permissions	Permissions
Geolocation	Geolocation
Ask	Select
Microphone <sub>Ask</sub>	Ask O
	Deny O
	Grant
SELECT	Cancel SELECT

# 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.

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nectivity Personalization	Privacy			
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SELECT			SELECT	



# 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.

🗈 12:59 РМ		🗈 12:59 рм
Settings		Screen Lock
ization Privacy & Security	Storag	Screen Lock
Screen Lock	>	Off
SIM Security	>	Screen Lock allows you to set a 4 digit passcode, which protects your phone from
App Permissions	>	intrusions. Whoever turns on your ph
		More >
SELECT		SELECT

💷 12:59 РМ	🗈 1:00 pm
Screen Lock	Create Passcode
Screen Lock Off	Create a passcode.
Screen Lock allows you to	Confirm the passcode.
Select	
On	
Off Off	
Cancel SELECT	Cancel
🗈 1:00 рм Create Passcode	
Create a passcode.	
Confirm the passcode.	
• • • •	

# Cancel

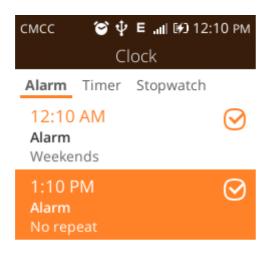
Create

# 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".

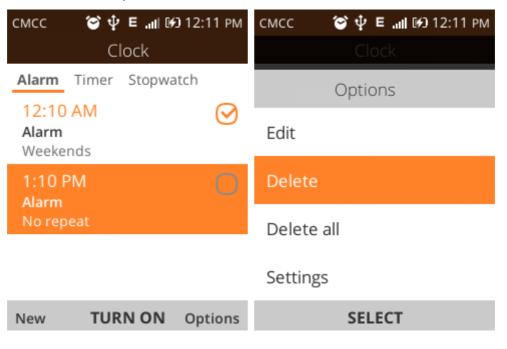
смсс	E ( Clock	🗈 12:08 рм	смсс	🗈 اس E الس New alarm	12:08 PM
Alarm Ti	mer Stopw	/atch	Time 12:08 PM		
No alarms have been set. Press New to get started.		<b>Repeat</b> Never			
		Sound Ahead			
		<b>Vibrate</b> On			
New		Settings	Cancel	SELECT	Save
смсс	E .111	🗊 12:08 рм	смсс		12:09 рм
Time	New Slarm		смсс Time 12:10 АМ	E .III 🗩	12:09 PM
Time	E .III ( Select Time 09		Time	New alarm	12:09 PM
	Select Time		Time 12:10 AM Repeat	New alarm	12:09 PM
11	Select Time	2	Time 12:10 AM Repeat Weekends Sound	New alarm	12:09 PM

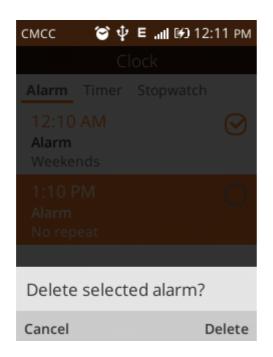
You can turn off the alarm by accessing menu -> "Clock" -> Choose the alarm that you want to turn off -> "TURN OFF".



# New TURN OFF Options

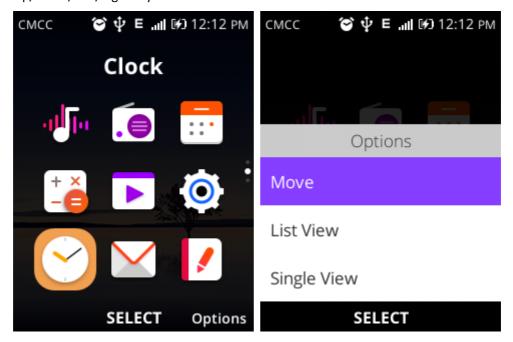
You can also delete the alarm by accessing menu -> "Clock" -> Choose the alarm that you want to delete -> "Options" -> "Delete" -> "Delete".

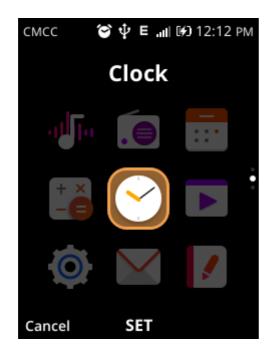




# 9. How to move the locations of my apps?

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".



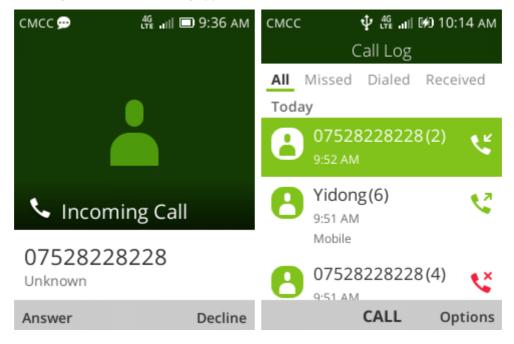


# ii. Phone & Contact

### 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.
- Touch "Options" -> "Add call", then you can choose the second person you want to call.
- 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.

S.	Means missed incoming call					
Ľ	Means received incoming call					
C.	Means outgoing call					
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	Call Log					
All Misse	d Dialed Received					
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<b>1075</b> 9:51	28228228(4) 💉					
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9:49	AM					
Yidd 9:48 / Mobi						
	CALL Options					

#### 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 -> "SELECT" -> Press "Options" -> Select "Create new contact" -> Choose "Phone memory"/ "SIM memory" -> Enter the name and related information -> Press "SAVE".

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106	57120012764	10657120012764	
	0752288222 <u>8</u> Today 9:53 AM	07522882228	
		Send message	
SMS		Create new contact	
Message	e	Add to an existing contact	
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	t <sup>e</sup> .ແ  🗩 9:56 AM lew Contact	смсс Ab ಚಿಕ್ಕೆ പി 🗖 10:02 New Contact	АМ
			АМ
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	lew Contact	New Contact First name Ann Last name	AM
	lew Contact Options emory	New Contact First name Ann	AM

# 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"..

смсс		10:05 AM	СМСС	46 LTE .11   🗖 10:08 AM
	Contacts			Options
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# 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.

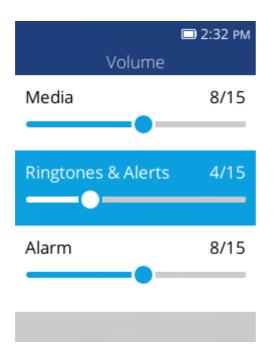
		2:30 рм		🔲 2:30 рм
	Settings		Sound	
nectivity	Personalization	Privacy	Volume	>
Sound		>		-
			Tones	>
Display	/	>	Other Sounds	
Search	1	>	Other Sounds	>
		2		
•• ••	SELECT		SELECT	

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Tones		Ringtones		
Vibrate		System Ringtones		
On		Bloom	0	
Ringtones Cricket_Ring	>	Blove	0	
Notice Alerts >		Cricket_Ring		
		Cheket_King		
Manage Tones	>	Fountain	$\cap$	
SELECT		Cancel SELECT		

# b. Change volume for incoming calls

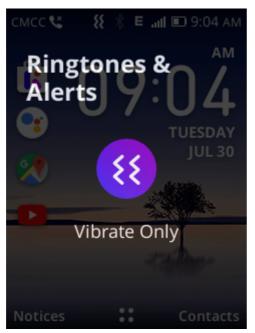
"Settings" -> "Personalization" -> "Sound" -> "Volume" -> "Ringtones & Alerts" You will see a Volume Bar. Press left and right key to adjust the volume.

	🔲 2:30 рм			🔲 2:32 РМ
	Settings		Sound	
nectivity	Personalization	Privacy	Volume	
Cound			volume	~
Sound		>	Tanaa	
Diala			Tones	>
Display	1	>		
			Other Sounds	>
Search		>		
•••••	SELECT		SELECT	



### 18. How can I change ringtone to vibration?

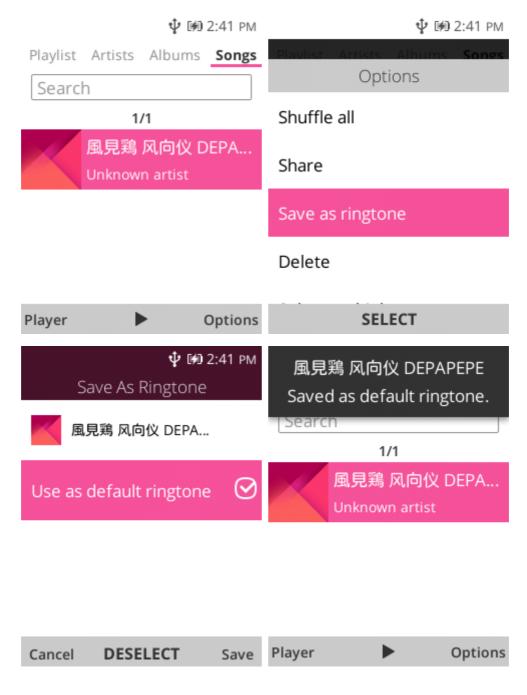
To activate Vibrate, press the down volume key until you feel the phone vibrate. To resume normal ringtone, press the up volume key.



# 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.
- 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.

😂 🌵 🕼 2:43 РМ	😂 🌵 🕪 2:43 рм
Clock	Clock
Alarm Timer Stopwatch	Options
2:43 PM Alarm No repeat	Edit
	Delete
	Delete all
	Settings
New TURN OFF Options	SELECT
Сlock Settings 10 minutes	
System Alarm Volume 8/15	
Timer	
<b>Vibrate</b> On	
Sound Ahead	
SELECT	

# 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.

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	Messages		N	ew message	e
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		10:29 AM	N	Select from	0 10:29 AM
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	New message Options	10:29 AM	Recorder	Select from	0 10:29 AM
To Add su	New message Options	10:29 AM	Recorder Camera	Select from	0 10:29 AM

# 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.

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Settings		Input methods	
nectivity Personalization	Privacy	Use Predictive On	
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Input methods		Input Languages	
Answer Mode >		English(05)	
SELECT		SELECT	

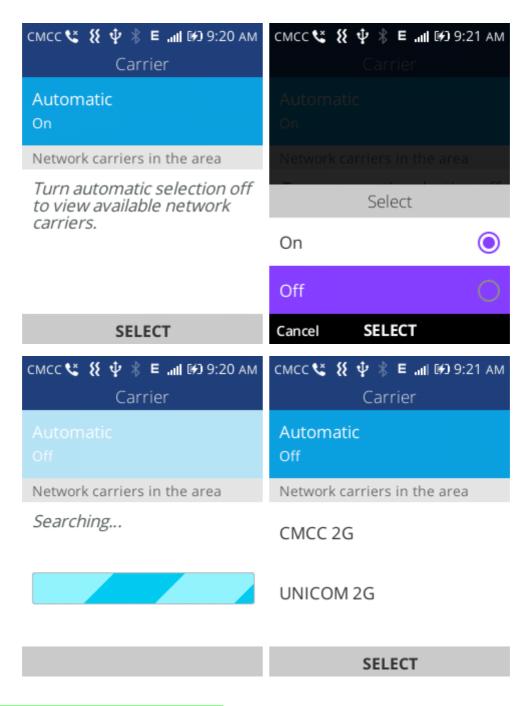
# v. Network & Connectivity

# 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.

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Settings		Mobile network & Data	
Network & Connectivity Persona		Carrier	
Airplane mode Off		смсс	
		Data	
Mobile network & Data	>	Mobile Data On	
<b>Wi-Fi</b> On	>	Enable mobile data for apps and services such as email, web browsing and push notifications over the	
SELECT		SELECT	



#### 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.

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### 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.

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Network & Connectivity	erson	On	0
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Bluetooth Off	>	My Phone's Name Alcatel SMARTFLIP™	
SELECT		SELECT	
Emerge 🛛 🖁 4 🚛 💷 7:1 Bluetooth Visible to All	14 PM	смсс 🛛 🛞 🖧 ын 🗖 3:3 Nearby Devices	6 рм
Off			
OII	>	TCL V760 Press "Select" to pair	
My Phone's Name Alcatel SMARTFLIP™	>		
My Phone's Name	>	Press "Select" to pair mi9se	
My Phone's Name Alcatel SMARTFLIP™	-	<ul> <li>Press "Select" to pair</li> <li>mi9se Press "Select" to pair</li> <li>67:e5:d0:82:97:51</li> </ul>	

# 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.

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Network & Connectivity	Persona	On	0
Mobile network & Data	>	Off	0
<b>Wi-Fi</b> On	>	Visible to All Off	>
Bluetooth Off	>	My Phone's Name Alcatel SMARTFLIP™	
SELECT		SELECT	
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Visible to All Off	0	Alcatel SMARTFLIP ™ You can change the na your phone as it appea	
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#### 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.
- Enter the email address -> select "Advanced" -> select "Account type" -> choose the type of your account -> enter your password to sign in.

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	Email	Acco	ount Login
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Press N	come to Email. lext to set up your nail account.	Email	

Next Advanced

CMCC 4G .III 🗖 3:29 PM	y 🕂 🕴 🤻 🚛 💷 🕅 7:22 PM
Account Login	Account Login
Your name	Your name
Email	Email
	Select
Account Type	IMAP+SMTP
Account type	
IMAP+SMTP	POP3+SMTP
Cancel SELECT	Cancel SELECT

# 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.

CMCC 46 and 4:38 PM		смсс 🛛 Е 📶 🗖 12:01	PM
Settings		Device Information	
curity Storage <b>Device</b>	Account	More Information	>
Device Information	>	Legal Information	>
Downloads	>	Cricket Software Update	>
Battery		Reset	
94%	>	Factory Reset	
SELECT		SELECT	



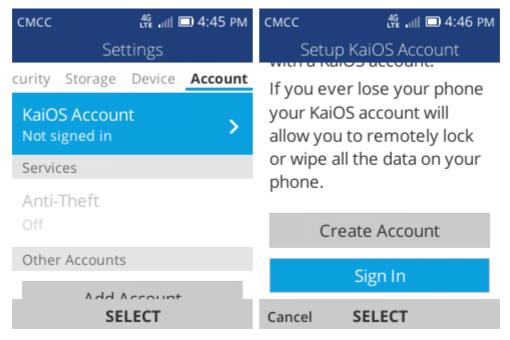
Factory reset will erase all your data, the phone will be restored to its factory condition. None of your settings or data will be saved.



# x. Anti-Theft

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

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



CMCC AB 4G	uii 🔲 4:46 pm		
Sign In			
Account Name			
Your Email here			
Password			
Password			
Show password	0		
Forgot PWD	Sign In		

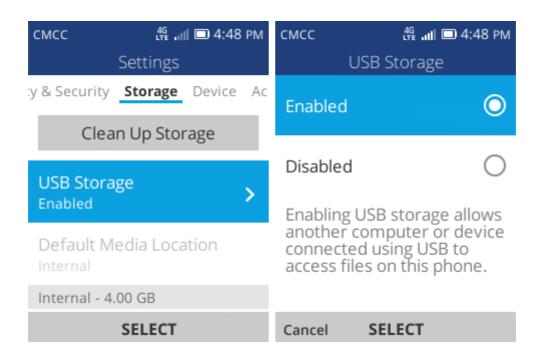
# 33. How can I operate in servers?

- 1) Enter URL: <u>https://services.kaiostech.com/antitheft/</u> 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).

KaiOS
Account name alc@ndmal.com
SIGN IN
Forgot password Resend verification mail

### 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".

