

alcatel



# JOY TAB™

USER MANUAL

[www.us.alcatelmobile.com](http://www.us.alcatelmobile.com)

For more information on using this device, or for frequently asked questions, please visit [us.alcatelmobile.com](http://us.alcatelmobile.com)



## About this Manual.....

Thank you for choosing the JOY TAB 9029W. In order to keep your device in its best condition, please read this manual and keep it for future reference.

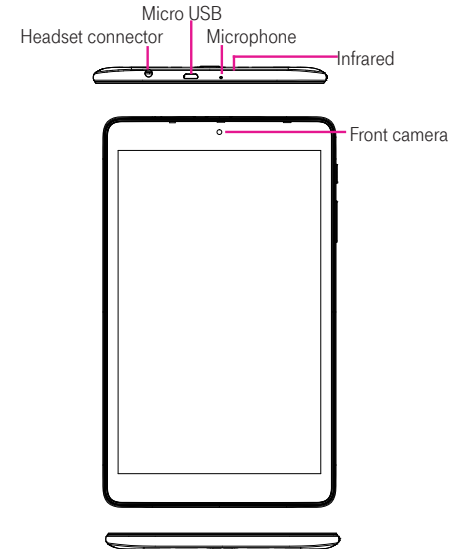
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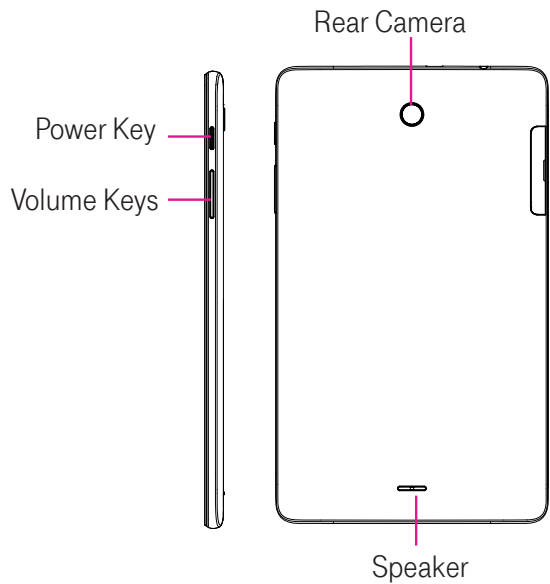
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## Getting Started .....

### 1.1 Overview





### Recent Apps button

- Touch to open a card view of applications you've worked with recently.



### Home button

- From any application or screen, touch to return to the Home screen.
- Long press to turn on Google Assistant Now. You can get help such as getting directions and restaurant information based on the content detected on the screen.



### Back button

- Touch to go back to the previous screen, or close a dialog box, options menu, the Notification panel, etc.



### Power key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from Power off/Restart.
- Press and hold the **Power** key and **Volume** key to take a screenshot.
- Press and hold the **Power** key for at least 10 seconds to force reboot.



### Volume Keys

In Music/Video/Streaming mode, adjusts the media volume.


- In general mode, adjusts the ringtone volume.
- In camera preview mode, press **Volume** key to take a photo or press and hold to take a burst shot.



## 1.2 Setup


### Setup your device for the first time

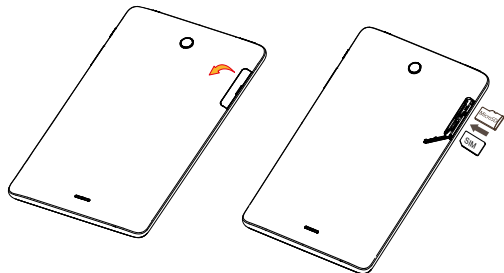
The first time you power on the device, you should set the following options:

- Touch  to select the device's language, then touch **START**.
- Insert SIM card by following the section below or press **SKIP**.
- Select an enabled Wi-Fi, then touch **Next**, otherwise touch **Skip**.
- Set Date & time, then touch **Next**.
- View Google Services and touch **ACCEPT** to continue.
- Set a lock to protect your device or select **Not now** if you would like to do this in later time.
- Touch **FINISH** to complete setup.
- View Device Data Collection, check the box beside **Agree to go next**, then touch **Decline** or **Accept**, or not check the box to **close**.

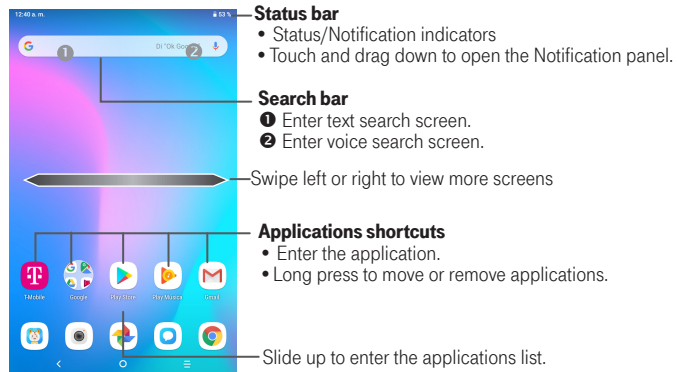
### Inserting Nano SIM card

Inserting your Nano SIM card identifies your device to wireless network, Wi-Fi connection can also get your device browse internet.

 Your device only supports Nano SIM cards. Do not attempt to insert other SIM types, otherwise you may damage your device.











## 1.3 Home Screen



## 1.4 Status Bar

From the status bar, you can view both device status (to the right side) and notification information (to the left side). Here is a list of the icons you might see and their meanings:

Icon	Status	Icon	Status
	Bluetooth® active		Alarm set
	New message		New E-Mail
	Network (full signal)		Wi-Fi® active
	4G LTE data service		Airplane mode

## 2 About Your device.....

### 2.1 Power On/Off

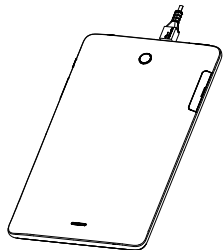
Hold down the **Power** key until the device powers on, unlock your device (Slide, PIN, password, pattern) if necessary, once unlocked, Home screen is displayed.

If you don't know your PIN code or if you have forgotten it, contact your service provider. Do not store PIN code within your device, instead store PIN in a location that is accessible without using device.

Hold down the **Power** key from the Home screen until the device options appear, select **Power off**.

### Charging

Insert the small end of the charging cable into the charge port, and plug the charger into an electrical outlet.




### 2.2 Battery

To optimize your battery life, you may do the following:

#### Turn on power saving mode

- Go to **Settings > Battery**

#### Lower screen brightness

- Go to **Settings > Display > Brightness level**
- Lower the brightness by sliding  to the left.

#### Screen timeout

- Go to **Settings > Display > Sleep**
- Select the screen timeout duration.






# 3 Application .....

## 3.1 Contacts .....




Contacts enables quick and easy access to the contact you want to reach.

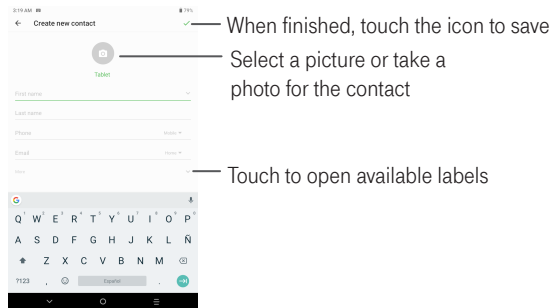
You can view and create contacts on your device and synchronize them with your Gmail contacts or other applications on the web or on your device.

- Touch  in the contact list to create a new contact.
- Touch  in the contact details screen to edit.
- Touch  to add the contact to favorites; touch  to remove a contact from favorites.
- Long press the contact you want to delete, then touch .

### Adding a contact

Touch  in the contact list to create a new contact.

You are required to enter the contact's name and other contact information. By scrolling up and down the screen, you can move from one field to another.



When finished, touch  to save.

To exit without saving, you can touch  and then touch **DISCARD**.

### Editing your contacts

Touch  in the contact details screen to edit.

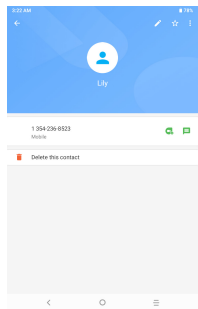
When finished, touch  to save.

### Add to/remove from Favorites<sup>(1)</sup>




Touch a contact to view details then touch  to add the contact to favorites.


Touch the star  to remove a contact from favorites.

<sup>(1)</sup> Only device contacts can be added to Favorites.




### Deleting a contact

- Long press the contact you want to delete, then touch  and **DELETE** to delete.
- Touch  to select all contacts, then touch  and **DELETE** to delete all contacts.


 The contact you have deleted will also be removed from other applications on the device or web the next time you synchronize your device.

### Sharing a contact

You can share a single contact with others by sending the contact's vCard to them via Messages, and Bluetooth.

Select a contact you want to share, touch  and then select **Share**.

### Available options

From the contact list, you may also make further settings by touching .

## Settings

- **Accounts** Touch to add contact and configure related info.
- **Merge contacts** Touch to merge contacts.
- **Display options** Touch to set how contacts sort by and name format.
- **Import/Export** Import or export contacts between SIM card, microSD card and device storage, etc.
- **Default account for new contacts** Touch to choose the default place to save a new contact.




## 3.2 Messages.....

Use the messaging app to send and receive text (SMS) and multimedia (MMS) messages.

### Creating a message

On the message list screen, touch  to write text/multimedia messages.

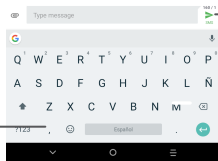
### Sending a text message

- Enter the name or the phone number of the recipient in the **To** bar or touch  to add recipients from contacts.
- Touch the **Type message** bar to enter the text of the message.
- Touch  to insert emoticons.
- When finished, touch  to send the text message.

An SMS message of more than 160 characters will be charged as several SMS. A counter will be on the right of the text box to remind you how many characters are allowed to be entered in one message.



Add recipients



Send the text message

Insert emoticons



Specific letters (accented) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

### Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides and sounds to other compatible mobiles and e-mail addresses.

- Enter the recipient's phone number in the **To** bar.
- Touch the **Type message** bar to enter the text of the message.
- Touch to open the options menu to insert quick text, contact etc., Touch to attach a picture, video, audio or contact..
- When finished, touch to send the multimedia message.

### Managing messages

When receiving a message, will appear in the Status bar as a notification. Drag down the Status bar to open the Notification panel, touch the new message to open and read it. You can also access the Messaging application and touch the message to open it.

Messages are displayed as conversation.

Touch a message to enter the message composing screen:

- Touch to save the number to contacts or view the contact details if the number has been saved.
- To reply to a message, enter the text, or touch to insert quick text, contact etc., when finished, touch .
- If you long press a message, the following options will be available: delete , turn off notification , select/deselect the message , etc., touch to make further operations.

## 3.3 Gmail



### Setting up Email

To set up your email account, touch **Gmail** from the Home screen.


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


- Enter the email address and password of the account you want to set up.
- If the account you entered is not provided by your service provider in the device, you can touch **MANUAL SETUP** after entering the email address, select an account type and enter password of your email, then correctly fill in server and port in both **Incoming server settings** and **Outgoing server settings** interfaces. Finally touch **FINISH** to complete setup.
- To add another email account, you can touch on the upper left corner and select **Settings**. And then touch **Add account**.

### Sending an email

- Touch from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field.
- If necessary, touch > **Cc/Bcc** to add a copy or a blind carbon copy to the message.
- Enter the subject and the content of the message.
- Touch to add an attachment.
- If you do not want to send the mail right away, you can touch and **Save draft** or touch the **Back** key to save a copy.

- Touch  to send.

If you do not want to send or save the email, you can touch  and then select **Discard**.

To add a signature to your emails, touch  and select Settings, then choose the account where you want to create or modify the signature, touch **Mobile Signature** to edit.

**Note: If you are seeing a “password incorrect” error when setting up your Gmail Account in Email app, please review the following options:**

### 3.4 Chrome



Using Chrome, you can enjoy surfing the Web.

To access this function, touch **Chrome** from the Home screen.

### 3.5 Calendar

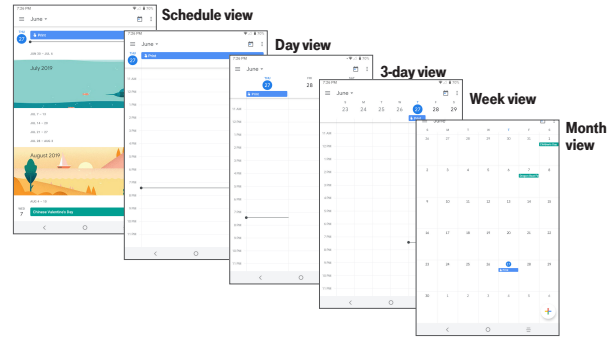


You can use **Calendar** to keep track of important meetings, appointments, etc.

To access the function, slide up from the Home screen, then touch **Calendar**.



#### Viewing calendars


You can display the Calendar in **Schedule, Day, 3 Day, Week, Month** view.



#### Creating a new event



You can add new events from any Calendar view.

- Touch .
- Fill in all required information for this new event. If it is a whole-day event, you can turn on  of **All-day**.
- Invite guests to the event. Enter the email addresses of the guests you want to invite with commas to separate. The guests will receive an invitation from Calendar and Email.
- When finished, touch **SAVE** from the top of the screen.

To quickly create an event from the Week view screens, touch an empty spot to select a target area which will then turn , and touch the icon to create the new event.

Before you can add an event, you must add at least one Calendar account and make a calendar visible.

#### Deleting or editing an event

- To delete or edit an event, touch the event to enter its details screen, touch  to edit the event.
- Touch  and **Delete** to remove the event.

## Event reminder

If a reminder is set for an event, the upcoming event icon  will appear in the Status bar as a notification when the reminder time arrives.

- Touch and drag down the Status bar to open the Notification panel.
- Touch an event name to view the Calendar notification list.



## 3.6 Camera







### Accessing the camera

Touch **Camera** from the Home screen.

### Taking a picture

- Position the object or landscape in the viewfinder, touch the screen to focus if necessary
- Touch  to take the picture which will be automatically saved. You can also long press  to take burst shots.

### Making a video

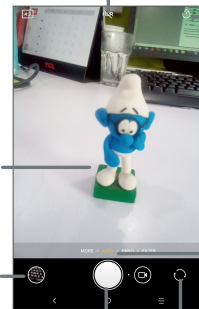
- Touch  to enter the Video mode.
- Touch  on the bottom right of the screen to start video recording.
- You can also touch  to take a picture during video recording.
- Touch  to stop recording. The video will be automatically saved.

Touch to turn on/off HDR

Pinch/spread two fingers together/  
apart to zoom out/in

View the photos or videos you  
have taken

Take a picture








Touch to set countdown seconds

Touch to change the camera  
mode to Filter, Pano, Auto, etc.

Switch between front/  
back camera

### Further operations when viewing a picture/video you have taken

- Touch  from camera screen to view the photos or videos you have taken.
- Touch  then Gmail, Bluetooth, MMS, etc to share the photo or video.
- Touch  to edit.
- Touch  to get picture's detail information.
- Touch  to delete.

## 3.7 Photos



Photos acts as a media player for you to view photos and play videos. In addition, a set of further operations to pictures and videos are available for your choice.



To view the photos you have taken, touch **Photos** from the Home screen.


- Slide up/down to view previous or next pictures/videos.

## Working with photos

You can work with pictures by rotating or cropping them, sharing them with friends, setting them as a contact photo or wallpaper, etc.

Locate the picture you want to work on, and touch the picture in the full-screen picture view.

- Touch  to share the picture.
- Touch  to go back the photo main screen.

Touch  from full-screen picture view, the following options are available:

- Slideshow** Touch to view pictures by Slideshow.
- Use as** Touch to set the picture as Contact photo or Wallpaper.
- Print** Touch to print picture, but you need to configure your printer first.
- Delete from device** Touch to delete picture from the device.



Touch  from full-screen picture view, more options will display for you to choose from.




 Set effects such as **West, Palma, Blush, Eiffel**, etc.

 **Crop** and **Rotate** the picture.

 Adjust the picture Colour, Light, Pop.

## Batch operation

The **Photos** provides a multi-select function, so that you can work with pictures/videos in batches. Long press one picture and select the items you want to work with:


- Touch  and touch delete to delete selected files from device.
- Touch  to delete selected files.
- Touch  to share selected files.


## 3.8 Clock .....




To access clock, slide up from the Home screen, then touch **Clock**.

### Setting world clocks

Touch  on the clock screen.

Touch  to add a time zone.

### Setting alarms


Touch  on the clock screen.

Turn on  to enable existing alarm, or touch  to add a new alarm, the following options will appear:






- **Time** Touch to set the alarm time.
- **Repeat** Touch to select the days when you want the alarm to work.
- **Default** Touch to select a ringtone for the alarm.
- **Label** Touch to set a name for the alarm.
- **Delete** Touch to delete the alarm.

Touch an existing alarm to enter editing mode.

Touch  then touch  to delete the selected alarm.




### Setting timer

Touch  on the clock screen.

- Enter time in the sequence of second, minute and hour.
- Touch  to activate **Countdown**.
- Touch **Add timer** to add another timer in panel.
- Touch  to deactivate Countdown.
- Touch **Delete** to delete current countdown label.

### Setting stopwatch

Touch  on the clock screen.

- Touch  to start the timer.
- Touch  to halt the total and lap times. These will only restart after  is touched.
- Touch **Reset** to reset timer.

## 3.9 Play Music .....

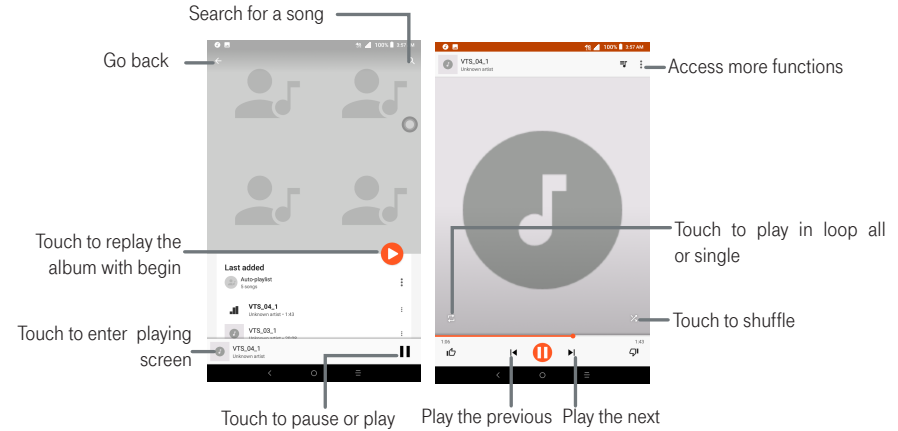


You can play music files stored on your device or microSD card. Music files can be downloaded from your computer to the device using a USB cable.

To play a music file, touch **Play Music** from the Home screen.

### Playing music

Touch a song to play.




While playing songs with Music, the operation of pause, play or skip is still available even if the screen is locked.

# 4 Personalize Your device .....

## 4.1 Language

### Changing device language:

- Go to **Settings > System > Languages & input > Languages**.
- Touch **Add a language** to add a language into list.
- Touch and hold  beside the desired language, drag it to the top of the list.

## 4.2 Date & time

- Go to **Settings > System > Date & time**.

### Automatic date & time

- Touch **Automatic date & time** to choose network or GPS to provide the date and time or turn it off.

### Automatic time zone

Turn on  to use the network-provided time zone.

### Set date

Touch to open a dialog where you can manually set the device's date.


### Set time

Touch to open a dialog where you can manually set the device's time.

### Select time zone

Touch to open a dialog where you can set the device's time zone.

### Use 24-hour format

Turn on  to display the time using the 24-hour clock format.

## 4.3 Sound

### Adjusting volume:

- Press the Up/Down button that is located on the right side of the device to adjust the Ringtone & Notification volume.
- You can also go to **Settings > Sound** to adjust the volume for media, ringtone, notification and alarm.

### Adjusting tones

- Go to **Settings > Sound**.
- You may select ringtones for **Media, Notification, Alarm** as well as other sounds.

### Switching other sounds

Touch the switch of the name to turn on or off it's sound.

## 4.4 Wallpaper, brightness and screen timeout

### Adjusting Wallpapers

- Go to **Settings > Display > Wallpaper**.
- Touch **Wallpapers** to select from pre-loaded wallpapers.
- Touch **Photos** to select from images that are stored on your device.

### Adjusting brightness

- Go to **Settings > Display > Brightness level**.
- Select desired brightness by sliding .

### Adjusting screen timeout

- Go to **Settings > Display > Sleep**.
- Select the screen timeout duration.

## 5 Security & Location .....

### 5.1 Screen lock



Screen lock allows you to set a lock which protects your device from intrusions. Whoever turns on your device will be prompted to unlock screen in order to access your device.

- None: Touch to disable screen unlock security.
- Swipe: Touch to enable slide unlock mode.
- Pattern: Touch to draw a pattern to unlock screen.
- PIN: Touch to setup a numeric PIN to unlock screen.
- Password: Touch to setup a password to unlock screen.

## 6 Account .....

### 6.1 Software Update

To access Software Updates, follow the steps below:

- Connect your device to a Wi-Fi network and make sure it has a strong data connection.
- Ensure your battery is fully charged before starting the software update. Your device's current battery level can be found on your device under **Settings > Battery**.
- Go to **Settings > System > System updates**.
- Touch **CHECK FOR UPDATES** and the device will search for the latest software.
- If you want to update the system, touch the  button, and when that's finished, touch  to complete the upgrade.
- Now your device will have the latest version of the software.

# 7 Safety .....

## Safety and Use

We recommend that you read this chapter carefully before using your mobile device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein. Devices using wireless connections may be vulnerable to unauthorized

attempts to access data on the device. Plan data allotment applies to use by connected devices sharing Wi-Fi. Use of connected devices subject to T-Mobile's Terms and Conditions.

## Traffic Safety

Given that studies show that using a mobile device while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile device when the vehicle is not parked. Check the laws and regulations on the use of wireless mobile devices and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

When driving, do not use your mobile device and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your mobile device emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- Do not place your mobile device on top of the dashboard or within an airbag deployment area,
- Check with your car dealer or the car manufacturer to make sure that the car's electronic devices are shielded from mobile device RF energy.

## Conditions of Use

You are advised to switch off the mobile device from time to time to optimize its performance.

Remember to abide by local authority rules of mobile device use on aircrafts.

**Operational Warnings:** Obey all posted signs when using mobile devices in public areas.

- Turn off your mobile device in any location where posted notices instruct you to do so. In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.
- Switch the mobile device off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile devices can interfere with other electrical or electronic devices, or equipment using radio frequency.
- Switch the mobile device off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, gas station, or chemical plant, or in any potentially explosive atmosphere.
- When the mobile device is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker or insulin pump. In particular when using the mobile device you should hold it against the ear on the opposite side to the device, if any.

**Note:** Using your device in landscape mode with polarized sunglasses on may cut light from the screen. Take your polarized sunglasses off or use your device in portrait orientation to continue use.

Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.

It is recommended to have proper supervision while small children use your mobile device.

Do not attempt to disassemble your device. If you disassemble your device, the warranty will not apply.

Always handle your mobile device with care and keep it in a clean and dust-free place.

Do not allow your mobile device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C (32°F) to +50°C (122°F)

**Note:** The max value depends on the device condition, materials around it and the housing paint and texture.

Over 50°C (122°F) the legibility of the mobile device's display may be impaired, though this is temporary and not serious.

Do not open or attempt to paint or repair your mobile device.

Do not drop, throw or try to bend your mobile device.

Do not use the mobile device if the screen is damaged, cracked or broken to avoid any injury.

Use only batteries, battery chargers, and accessories which are recommended by TCL Communications Ltd. and its affiliates and are compatible with your mobile device model. TCL Communications Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Your mobile device should not be disposed in municipal waste. Please check local regulations for disposal of electronic products.

Remember to make back-up copies or keep a written record of all important information stored in your mobile device.

Some people may suffer epileptic seizures or blackouts when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your mobile device. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the mobile devices. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Play at the farthest distance possible from the screen.

When you play games on your mobile device, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow these instructions to avoid problems, such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders:

- Take a minimum of a 15-minute break every hour of game playing.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

### **PROTECT YOUR HEARING**



To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

## **7.1 Privacy**

Please note that you must respect the laws and regulations of your jurisdiction or other jurisdiction(s) where you will use your mobile device regarding taking photographs and recording sounds with your mobile device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy.

It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile device (including the operator) disclaim any liability which may result from the improper use of the mobile device.

## **7.2 Battery and Accessories**

Following air regulation, if the battery of your product is not charged, please charge first.

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery.
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C.
- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard

Products that have the below symbol must be taken to collection points at the end of their life:



- Municipal waste disposal centers with specific bins for these items of equipment.
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

### In European Union countries:

These collection points are accessible free of charge. All products with this sign must be brought to these collection points.

### In non-European Union jurisdictions:

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

In the United States you may learn more about CTIA's Recycling Program at <http://www.recyclewirelessphones.com>

**Caution:** If battery is replaced by an incorrect type, device might explode. Dispose used batteries according to the instruction.

## 7.3 Chargers

Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your mobile device meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

The charger shall be installed near the device and shall be easily accessible.

Travel charger: 100-240V, 50/60Hz, 0.5A

Output: 5V, 2A

## 7.4 Radio Waves

This mobile device meets the government's requirements for exposure to radio waves.

Your mobile device is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for mobile devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), or by Industry Canada, is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the mobile device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of HYPERLINK "<http://www.fcc.gov/oet/ea/fccid>" [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID:2ACCJBT16.

E-labeling: To find more information regarding FCC ID, IMEI number, and more, go to Settings > System > Regulatory & Safety.

Although the SAR is determined at the highest certified power level, the actual SAR level of the mobile device while operating can be well below the maximum value. This is because the mobile device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the mobile device. Before a mobile device model is available for sale to the public, compliance with national regulations and standards must be shown.

Maximum SAR for this model and conditions under which it was recorded	
9029W Body-worn	1.31 w/kg

While there may be differences between the SAR levels of various mobile devices and at various positions, they all meet the government requirement for RF exposure. For body-worn operation, the device has been tested when positioned a minimum of 15 mm from the body without any metal parts in the vicinity of the device or when properly used with an appropriate accessory and worn on the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: <http://www.phonefacts.net>

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of mobile devices. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile devices away from the head and body. (fact sheet n°193). Additional WHO information about electromagnetic fields and public health are available on the following website: <http://www.who.int/peh-emf>.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

For other devices, they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Your mobile device is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it. As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the mobile device at least 15 mm away from the body.

## 7.5 LICENSES



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### Alcatel 9029W

### Bluetooth® Declaration ID D038400



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You may download the source codes from <http://sourceforge.net/projects/alcatel/files/>. The provision of the source code is free of charge from internet.

## 12 MONTH LIMITED WARRANTY

For Warranty information and support, please visit <https://us.alcatelmobile.com/warranty/>. You can also call Alcatel [US] Customer Support at 1-855-368-0829 to request a hard copy of the warranty.

## RECYCLING INFORMATION

For more information on Electronic Recycling:

- 1) Visit Alcatel Electronic Recycling Program website at <https://us.alcatelmobile.com/accessibility-compliance/electronic-recycling-program/>, or

2) Call Alcatel US Customer Support at 1-855-368-0829.

Battery Recycling (USA & Canada):

Alcatel partners with Call2Recycle® to offer a safe and convenient battery recycling program. For more information on our Battery Recycling Program, please visit the USA and Canada website at <https://us.alcatelmobile.com/accessibility-compliance/battery-recycling/> and <https://ca.alcatelmobile.com/accessibility-compliance/battery-recycling/>.



## 8 Troubleshooting .....

Before contacting the service center, you are advised to follow the instructions below:

- To have optimal operation, fully charge the battery.
- To improve the device's performance, remove unnecessary files or apps on your device.
- To update your system software, use the **System > System updates** command in your device's settings.
- To set your device to factory default, use the **Reset options** in the device's settings. All your device data will be lost permanently. It is strongly advised to fully back up your device before resetting.

### **My device can't be switched on**

- When the device can't be switched on, charge for at least 10 minutes to ensure the minimum battery power needed. Then switch it on again.

### **My Device has not responded for several minutes**

- If your device doesn't respond, turn off your device by pressing and holding the Power key until it turns off and then restart it again.
- If your device has a removable battery, remove the battery and re-insert it, then restart the device.

### **My device turns off by itself**

- When your device turns off by itself, make sure that the Power key is not accidentally pressed.
- Check the battery charge level.
- If it still doesn't work, **Factory reset** the device via the Reset options in the device's Settings. Make sure you have backed up your data.

### **My device can't charge properly**

- Make sure that you are using the proper charger that comes with the device.
- If your device has a removable battery, make sure that your battery is inserted properly and the battery terminal makes a good contact with the device. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if the battery power has been discharged for a long time, it may take around 10 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions 0°C (32°F) to 55°C (131°F).
- When abroad, check that the voltage input is compatible.



- Check that the charging port is secured or it is not damaged.

#### **My device can't connect to a network or "No service" is displayed**

- Try connecting to the network by moving to another physical location.
- Verify the network coverage with your carrier in your current area.
- Check with your carrier that your SIM card is valid.
- Make sure your device is not in airplane mode.
- If you are away from your carrier's network, you may need to enable roaming in the device's settings to connect to another network. Roaming charges may apply.

#### **My device can't connect to the internet**

- Make sure that Cellular Data internet service is available in your wireless service plan.
- Check your device's settings. Make sure **Mobile network** is enabled or Wi-Fi connected.
- Make sure that you are in a place with network coverage for cellular data or Wi-Fi internet connection.
- Try connecting at a later time or another location.

#### **Invalid SIM card**

- Make sure that the SIM card has been correctly inserted (see "Inserting or removing the SIM card").
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card matches the network you're on.

#### **I can't find my contacts**

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

#### **I can't use the features described in the manual**

- Check with your carrier to make sure that your subscription includes this service.
- Make sure that this feature doesn't require any additional accessory.

#### **I can't add a contact**

- Make sure that your SIM card contact list is not full; delete some files or save the files to the device.

#### **I can't send and receive MMS**

- Check your device storage as it might be full.
- Contact your network carrier to check service availability and MMS parameters.
- Verify the server center number or your MMS profile with your carrier.
- The server center may be swamped. Try again later.

- Start a new Messaging string. Your messaging string may have reached its limit.

#### **SIM card PIN locked**

- Contact your network carrier to obtain the PUK (Personal Unblocking Key) code.

#### **I can't connect my device to my computer**

- Install Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has been activated.
- Check that you have marked the USB debugging checkbox.
- Check that your computer meets the requirements for Smart Suite installation.
- Make sure that you are using the cable that comes with the device.

#### **I can't download new files**

- Make sure that there is sufficient device storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your carrier.

#### **The device can't be detected by others via Bluetooth**

- Make sure that Bluetooth is turned on and your device is visible to other users.
- Make sure that the two devices are within Bluetooth's detection range.

#### **The battery drains too fast**

- Make sure that you follow the complete charge time (minimum 200 minutes).
- After a partial charge, the battery level indicator may not be exact.
- Wait for at least 10 minutes after removing the charger to obtain an exact indication.
- Adjust screen brightness as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

#### **The device becomes warm following game playing, internet surfing or running other complex applications**

- This heating is a normal consequence of the CPU handling excessive data. Ending the above actions will make your device return to normal temperature.

#### **After Factory data reset is performed, I can't use my device without entering Google Account credentials**

- After reset is performed, you must enter the original Google Account credentials that were used on this device.

- If you don't remember your Google Account credentials, complete Google Account recovery procedures.
- If you still cannot access your device, apply to the authorized repair center, but remember that it will not be regarded as warranty case.

### **The device doesn't ring when a notification or message arrives**

- Make sure that Do Not Disturb mode (go to **Settings > Sound > Do Not Disturb preferences**) is not activated.
- Press the **Volume** keys to adjust volume.

### **I forget some passwords/codes/keys on device**

- Perform **Factory reset**.
- If you still cannot access your device, apply to the authorized repair center, but remember that it will not be regarded as warranty case.

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