alcatel GO FLIP™ 3
4052Z

Quick Start Guide

Alcatel would like to thank you for your purchase. We hope you will enjoy your high-quality mobile communication experience.

For more information about your phone or to download the complete user manual version, please visit https://us.alcatelmobile.com.

Table of Contents

SAR ✓

www.sar-tick.com

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found on page 20 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.
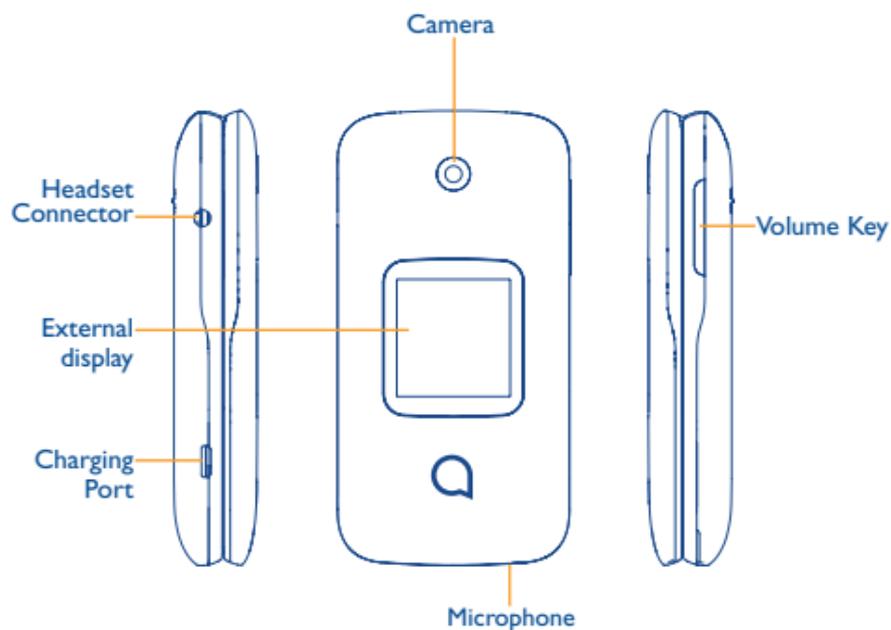
PROTECT YOUR HEARING

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

Your Device**..........................**

1.1 Keys and Connectors

Camera

Headset
Connector

Volume Key

External
display

Charging
Port

Microphone

Internal display

Center Soft Key

Left Soft Key
Right Soft Key

Call Key
End/Power Key

Navigation Key
(up, down, left, right)
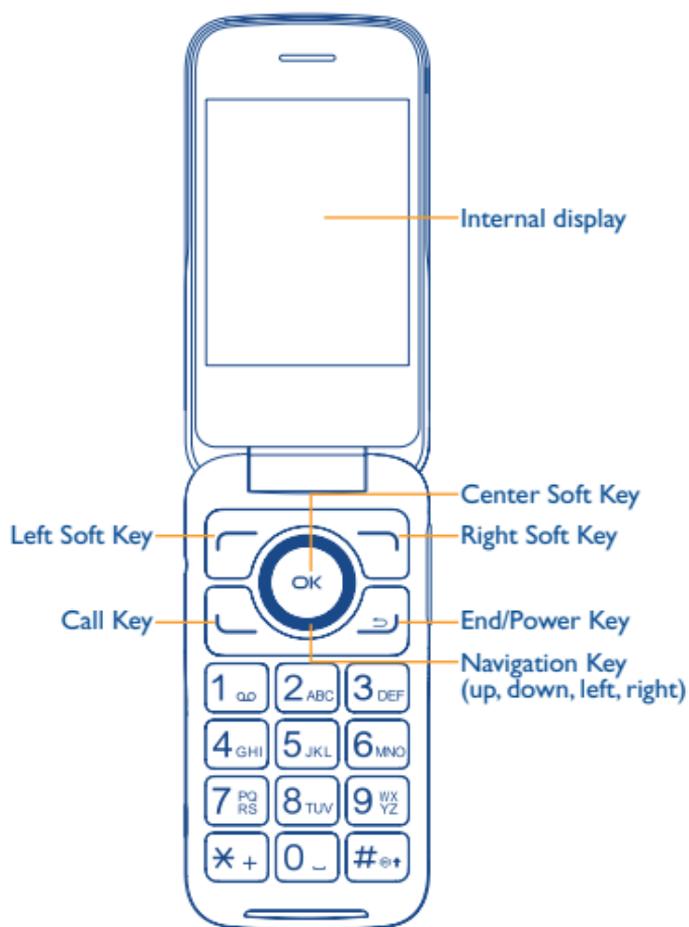
Left Soft Key
• Press: access Notices

Right Soft Key
• Press: access Contacts

Center Soft Key
• Confirm an option (press the middle of the key)
• Press: access app list (from Home screen)
• Long Press: launch Google Assistant

Navigation Key
• Menu selection moves up, down, right, and left
• Press Left: access shortcut to Apps
• Press Up: access commonly used settings

Call Key
• Pick up/send a call
• Press: enter call log (from Idle screen)

End/Power Key
• Press: end a call, move backwards through Menus, return to the Idle screen
• Press and hold: to Lock, Clean Up Memory, Restart and Power on/off
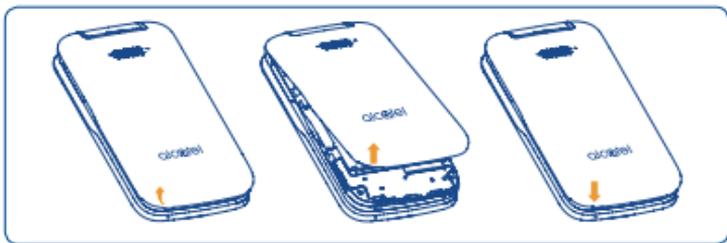
Volume Keys
• In call mode, adjusts the earpiece or headset volume
• In Music/Video/Streaming mode, adjusts the media volume
• In general mode, adjusts the ringtone volume
• Mutes the ringtone of an incoming call

1.2   Getting started

1.2.1   Set up

Attaching or removing back cover

Inserting or removing battery

Inserting or removing Nano SIM card and microSD™

You must insert your Nano SIM card to make phone calls using your network.

• Insert a SIM or microSD™ card into the card slot with the gold-colored contacts facing down.

• To remove the SIM or microSD™ card, push down on the plastic spring and pull the SIM or microSD™ card out.

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

Charging battery

Insert the small end of the charging cable into the charge port as shown and connect the charger to a power outlet.

> To reduce power consumption and energy waste, disconnect your charger when the battery is fully charged, and switch off Wi-Fi, Bluetooth and other wireless connections when they are not in use.

1.2.2 Power on your phone

Press and hold the **End/Power Key** ⏻ until the phone powers on. Type in your PIN code 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 your PIN code within your phone, instead store your PIN in a location that is accessible without using phone.

Set up your phone for the first time

The first time you power on the phone, you will be guided through the following steps:

• Select the phone's language, then press the **Right Soft Key** ⟍ to go to the next step.

• Select an enabled Wi-Fi network, then press the **Right Soft Key** ⟍ to go to the next step.

• Learn more about Wi-Fi Calling and then press the **Right Soft Key** ⟍ to go to the next step.

• Create or sign in KaiOS Account if necessary, then press the **Right Soft Key** ⟍ to go to the next step.

• Read KaiOS License Terms, then press the **Right Soft Key** ⟍ to go to the next step.

Even if no SIM card is installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

1.2.3   Power off your phone

Press and hold the **End/Power Key** ⌐⌐ until the phone shows: **Lock**, **Clean Up Memory**, **Restart**, and **Power off**. Use the **Navigation Key** to select **Power off**, then press the **Center Soft Key** (ᴏᴋ) .

1.3   Home screen

Press the **End/Power Key** ⌐⌐ to get instant access to the Home screen.

The home screen has a convenient shortcut to the KaiOS Store, the Google Assistant, Google maps and YouTube. Simply press the left side of the Navigation key, and then scroll up and down to select the desired app.

1.3.1   Status bar

From the status bar, you can view both phone status (to the right side) and notification information (to the left side).

Status and Notification icons

📧	New text or multimedia message	📵	Missed call	
✉️	New Email message	🗓️	Upcoming event	
4G LTE	4G LTE connected	⏰	Alarm set	
4G	4G connected	✳️	Bluetooth® active	
E	EDGE connected	🚫	No SIM card installed	
2G	2G connected	🎧	Headset connected	
🔇	Silent mode	📍	GPS is on	
📶	Wi-Fi® active	〰️	Vibrate mode	
📊	Signal strength	🔋	Battery is very low (red bar)	
📊	No signal	🔋	Battery is low	
✈️	Airplane mode	🔋	Battery (fully charged)	
📶	Roaming	⚡	Battery (charging)	
▶️	Song is playing	📟	New voicemail	

1.3.2 Lock/Unlock your screen

To protect your phone and privacy, you can lock the phone screen by creating a password.

- From the Home screen, press the **Center Soft Key** (ok), select **Settings** ⚙️, and then press the **Navigation Key** to select **Privacy & Security**.
- Press the **Center Soft Key** (ok) and select **On** to enable screen lock in the **Screen Lock** screen.

• Enter the passcode twice and press the **Right Soft Key** ⟍ to create.
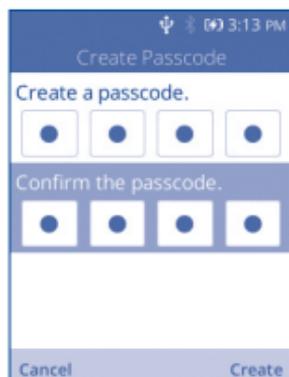
1.3.3 Personalize your Home screen

Wallpaper customization

• From the Home screen, press the **Center Soft Key** (ok), select **Settings** and then press right on the **Navigation Key** to select **Personalization**.

• Press the **Navigation Key** and select **Display** > **Wallpaper**. Select the image location to browse from **Wallpaper, Gallery** or **Camera**.

• Select new image, press the **Right Soft Key** ⟍ to save. Exit and new image will be displayed on Home screen.

1.3.4 Volume adjustment

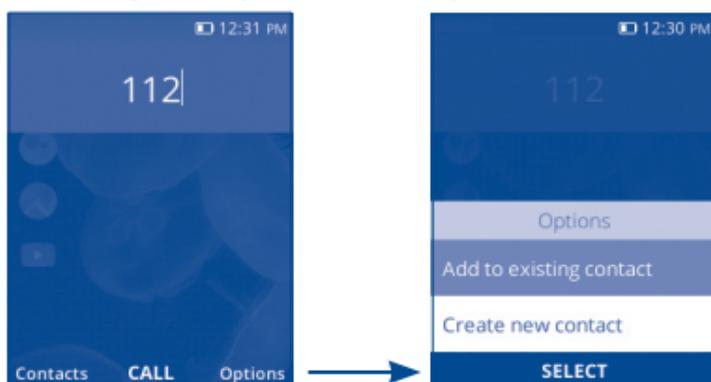While on a call, press the **Volume Up/Down Key** to adjust volume.

You can set the ringer, media and phone ringtone volumes to your preference by pressing the **Volume Up/Down Key**, or pressing **Settings** > **Personalization** > **Sound** > **Volume** to adjust the volume.

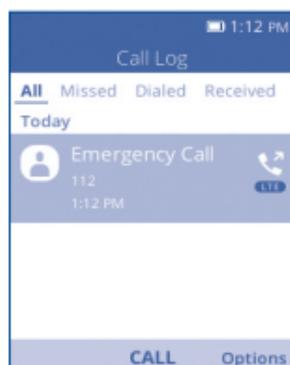# 2 Phone call.............................

2.1 Placing a call

Dial the desired number then press the **Call Key** ⌞ to place the call. If you make a mistake, press the **End/Power Key** ⌐ to delete the incorrect digits.

Press the **Right Soft Key** ⎯ to display more **Options**. Then press up or down on the **Navigation** key to select more options.

▮ 12:31 PM	▮ 12:30 PM
112❘	112
	Options
	Add to existing contact
	Create new contact
Contacts **CALL** Options	**SELECT**

You can also make a call from your call log:

First, press the **Call Key** � from the Home screen to access the call log and choose the contact you want to dial, press the **Center Soft Key** (ок) to make the call.

▮ 1:12 PM
Call Log
All Missed Dialed Received
Today
Emergency Call
112
1:12 PM
CALL Options

If you want to make a call from **Contacts**, please select **Contacts** from app list. Choose the contact you want to dial, press the **Center Soft Key** (ок) twice or the **Call Key** � to make the call.

ψ ▮ 1:21 PM
Contacts
Search
Apple A
New **SELECT** Options
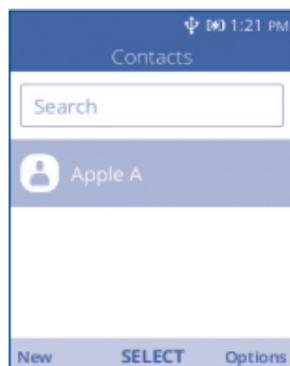
To hang up the call, press the **End/Power Key** ⎯⊃ or close the device.

Making an emergency call

If your phone has network coverage, dial emergency number and press the **Call Key** ╰ to make an emergency call. This works even without a SIM card and without typing the PIN code.
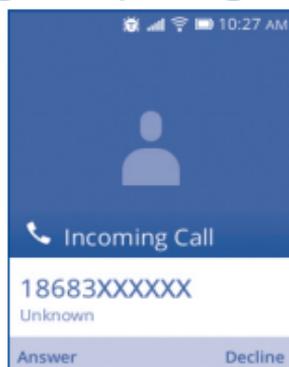
International call

To dial an international call, press ⊞ key twice to enter "+", then enter the international country prefix followed by the full phone number and finally press the **Call Key** ╰.

2.2 Calling your voicemail [(1)]

Press and hold 1∞ key to call and listen to your voicemail.

2.3 Answering or rejecting a call

When you receive a call:

• Press the **Left Soft Key** ⌐ or the **Call Key** ╰ to answer;

• Press the the **Right Soft Key** ⌐ or the **End/Power Key** ⌐ to reject;

To mute the ringtone volume of an incoming call, press the **Volume Up/Down Key**.

If the device is closed, you will get a preview of an incoming call on the external screen.
You can accept the call by flipping the device open and you can begin talking immediately.

2.4 Viewing your call history

You can access your call log by pressing the **Call Key** ╰ to view call history in categories of All (Incoming calls, Outgoing calls), Missed, Dialed and Received.

[(1)] Contact your network operator to check service availability.
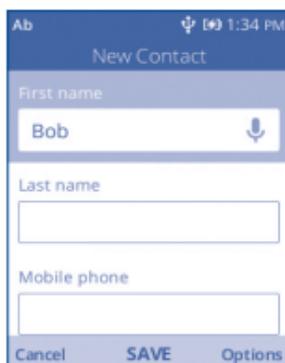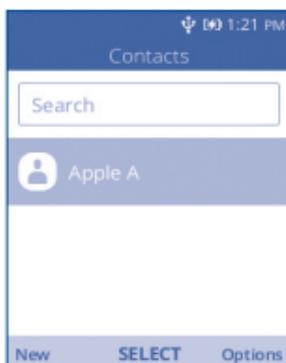
3 Contacts ....

Contacts enables quick and easy access to the contact you want to reach. You can access this function by pressing the **Center Soft Key** from the Home screen and select **Contacts**.

3.1 Adding a Contact

On the contacts list screen, press the **Left Soft Key** to access **New Contact** and input the contact information.

When finished, press the **Center Soft Key** to save.

3.2 Editing a Contact

On the contacts list screen, press the **Right Soft Key** to access **Options**, select **Edit contact** and press the **Center Soft Key** to edit.

When finished, press the **Center Soft Key** to save.

3.3 Deleting a Contact

On the contacts list screen, press the **Right Soft Key** to access **Options**, select **Delete contacts**, press the **Navigation Key** and the **Center Soft Key** to select, and then press the **Right Soft Key** to delete.

3.4 Sharing a Contact

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

Select a contact you want to share, press the **Right Soft Key** to access **Options**, and then select **Share**.

3.5   Available Options

From the contact list, you may also call or send a message by pressing **Options**.

<u>Call</u>

Make a call to the selected contact.

<u>Send message</u>

Send an SMS/MMS to a contact you selected from Contacts.

<u>Settings</u>

- **Memory**

  To select which contacts to display: Phone and SIM, Phone or SIM.

- **Sort Contacts**

  To select contacts sorted by first/last name.

- **Set speed dial contacts**

  To select contacts to define the 2-9 keys as a speed dialer.

- **Set ICE Contacts**

  Add five contacts for making "In Case of Emergency" calls.

- **Create group**

  Press the **Center Soft Key** (ok) to create a new group. You can select contacts to add to the new group from the Contacts list.

- **Block contacts**

  Press the **Center Soft Key** (ok) and the **Left Soft Key** to add blocked number.

- **Import Contacts**

  Import contacts from memory card, Gmail, and outlook.

- **Export Contacts**

  Export contacts to memory card, and Bluetooth.

- **Add Account**

  Contacts, data or other information can be synchronized from multiple accounts, depending on the applications installed on your phone.

4 Messages..........................

You can create, edit and receive SMS and MMS with this phone.

Write a Message

- From the Home screen, press the **Center Soft Key** (ᴏᴋ) and select **Messages** to enter **Messages**.
- Press the **Left Soft Key** to write a new message.
- Enter the phone number of the recipient in the **To** bar or press the **Right Soft Key** to add recipients.
- Press the **Navigation Key** to go to the **SMS** bar to enter the text of the message.
- Press the **Left Soft Key** to send text messages.

Inputting Text

There are different ways to enter text to create contacts, write emails or send messages.

You may choose from the different methods by pressing the left soft key and alternate between:

- **Abc** (sentence case), **abc** (lower case), or **ABC** (caps lock case): with this mode you must press each key multiple times to create each letter. For example, an 'S' is created by pressing the '7' key four times. An 'e' is created by pressing '3' twice, and so on.
- **Predictive:** predictive text mode is a feature that allows you to type faster, as the phone tries to predict what you are writing. To type "Hello":

  press the "4" key once, press the "3" key once, press the "5" key once,

  press the "5" key once, press the "6" key once

  As you type, word suggestions will appear at the bottom of the screen. If you see the word you are trying to type, select it with the **Navigation Key** and press the **Center Soft Key** (ᴏᴋ).
- **123:** this mode generates only numbers. You may type '1' by pressing the '1' key just once, '2' by pressing '2' and so on. Switch back to **ABC**, **Abc**, **abc** or **Kt9** mode to continue writing words.
- **Symbols:** This function provides punctuation and special characters. Symbols may be accessed by pressing the [* +] key as well. Find the right symbol by pressing right or left of the **Navigation Key**. When the cursor highlights a symbol you want to add, press the **Center Soft Key** (ᴏᴋ) to select it.
- If you want to delete the already typed letters or symbols please press the **End/Power Key** to delete them one by one or long press to delete all at once.

Use Your Google Assistant

Need to get something done? Just press a button and ask!

Launch your Google Assistant

1. From the Home screen, press and hold the **Center Soft Key** (ok) to launch your **Google Assistant**, or press the **Navigate Left Key** to access your **Google Assistant**.

2. Once the "Listening…" screen appears, say your voice command out loud. Your **Google Assistant** will speak back to you and walk you through the next steps.

Use Google Assistant to Make a Call

• Call a contact: Press and hold the **Center Soft Key** (ok) , then say "Call Katie." Your phone will call Katie from your Contacts.

• Call a number: Press and hold the **Center Soft Key** (ok) , then say "Call 998-321-1234." Your phone will dial the number.

What else can your Google Assistant do?

• Open an app: "Open E-Mail."

• Get the weather: "What's the weather in Atlanta today?"

• Send a text: "Send a text to Katie."

• Find a local business: "Find a pizza place."

• Find out what else your Google Assistant can do: "What can you do?"

Sending a multimedia Message

MMS enables you to send video clips, images, photos, contacts and sounds to other compatible phones and email addresses by pressing the **Right Soft Key** ⌐ from the text messages screen and then selecting **Add attachment**.

An SMS will be converted to MMS automatically when media files (image, video, audio, etc.) are attached or email addresses are added.

> 🔆 An SMS of more than 160 characters will be charged as several SMS. Specific letters (accent) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

5 E-Mail .... ✉

You can access this function by pressing the **Center Soft Key** (ok) from the Home screen and select **E-Mail**.

An email wizard will guide you through the steps to set up an email account, press the **Right Soft Key** ⌐ to continue.

• Enter your name, email of the account you want to setup.

- Press the **Right Soft Key** ⟶ to access **Next**, enter password of the account and press the **Right Soft Key** ⟶. If the account you entered is not provided by your service provider in the phone, you will be prompted to manually setup your email.

- To add another email account, you can press the **Right Soft Key** ⟶ to access **Options** > **Settings**, then select **Add account**.

Send E-Mail

- Press the **Left Soft Key** ⟶ to compose a new email from the Inbox screen.

- Enter recipient(s) email address(es) in the **To** field, press the **Center Soft Key** (ok) to confirm and add new recipient(s).

- Type the subject and the content of the message. You may use your voice to enter the subject and content of your emails by pressing and holding the **Center Soft Key** (ok) button.

- If necessary, press the **Right Soft Key** ⟶ to add **Cc/Bcc** or add attachment to the message.

- If you do not want to send the mail right away, you can press the **Right Soft Key** ⟶ and select **Save as draft** to save a copy.

- Finally, press the **Left Soft Key** ⟶ to send.

6 Getting connected ....

To connect to the Internet with this phone, you can use GPRS/EDGE/3G/4G/4G LTE networks or Wi-Fi, whichever is most convenient.

6.1   Connecting to the Internet

6.1.1   Network connection

The first time you turn on your phone with your SIM card inserted, it will automatically configure your network service.

To check the network connection you are using, press **Settings** > **Network & Connectivity** > **Mobile network & Data**, and press **Carrier** > **Network Type**.

6.1.2   Data Connection

If you do not need to transmit data on mobile networks, turn off data connection to avoid incurring significant charges for data use on local operator mobile networks, particularly if you do not have a mobile data agreement.

Press **Settings** > **Network & Connectivity** > **Mobile network & Data** > **Data Connection**, select **On**/**Off** to enable/disable data connection.

6.1.3 Wi-Fi

Using Wi-Fi, you can connect to the Internet when your phone is within range of a wireless network. Wi-Fi can be used on your phone even without a SIM card inserted.

To turn Wi-Fi on and connect to a wireless network

• Press **Settings** > **Network & Connectivity** > **Wi-Fi**.

• Select **On/Off** ◉ to turn Wi-Fi on/off.

• The detailed information for detected Wi-Fi networks is displayed in the **Available Networks** section.

• Select a Wi-Fi network to connect. If the network you selected is secured, you will need to enter a password or other credentials (you can contact the network operator for details). When finished, press the **Right Soft Key** ⎯ to connect.

Wi-Fi Calling

Wi-Fi Calling allows you to make and receive phone calls and messages over a Wi-Fi connection.

Important! You must have an E911 address registered with your account in order to use Wi-Fi Calling. You can register or update your E911 address by calling 611 from your Metro phone.

6.2 Connecting to a computer

With the USB cable, you can transfer media files and other files between your phone's internal storage and the computer.

To connect your phone to the computer:

• Enable **USB storage** in **Settings** > **Storage** > **USB storage**.

• Use micro-USB connector to connect your phone to your computer.

• Use your computer's operating system to find phone to access files or SD card.

This phone is compatible with Windows® XP, Windows® 7, Windows® Vista, Windows® 8, Windows® 10, Linux and Mac OS®.

7 Factory data reset..............

To activate factory data reset:

• Press **Settings** > **Device** > **Device Information** > **Factory Reset**.

• Press the **Right Soft Key** ⎯ to **RESET**.

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

8 Applications & Internal storage ....

8.1 Applications

With this phone, some built-in applications and other third party applications are available for your convenience.

With the built-in applications, you can

• Communicate with friends.

• Exchange messages or emails with friends.

• Track your location, view traffic situations, search for locations and get navigation information to your destination.

• You can download additional applications with the KaiOS Store. The Store can be accessed from the home screen shortcut and can also be found within the app list. Choose apps from a variety of categories such as Social, Games, Sports, and more!

For more information about these applications, please check the online user manual at: https://us.alcatelmobile.com/.

8.2 Internal storage

Press **Settings** > **Storage** to display the amount of end user storage used by your music, pictures or movies data, etc.

Safety and use ....

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

• **TRAFFIC SAFETY:**

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile phone when the vehicle is not parked. Check the laws and regulations on the use of wireless mobile phones 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 phone and headset to listen to music or to the radio. Using a headset can be dangerous and forbidden in some areas.

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

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

• **CONDITIONS OF USE:**

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

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

If your phone is a unibody device, where the back cover and battery are not removable, dissembling the phone will void your warranty. Disassembling the phone can cause bodily injury if the battery is punctured.

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

Do not allow your phone to be exposed to adverse weather or environmental conditions, such as 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). At over 50°C (122°F), the legibility of the phone's display may be impaired, though this is temporary and not serious.

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

Do not drop, throw, or bend your phone.

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

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

Remember to make backup copies or keep a written record of all important information stored on your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, orientation, or movements.

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.

• BATTERY AND ACCESSORIES:

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 garbage or store it at temperatures above 60°C.

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

This symbol on your mobile phone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these items of equipment.

- Collection bins at points of sale.

They will then be recycled, preventing substances from 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 symbol must be brought to these collection points.

In non European Union jurisdictions:

Equipment with this symbol are not 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 can learn more about how to recycle your mobile device by visiting the CTIA website at www.ctia.org/news/how-to-recycle-your-mobile-device

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

⚠️ **WARNING:** Cancer and Reproductive Harm - www.P65Warnings.ca.gov

• CHARGERS

Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 45°C (113°F).

The chargers designed for your mobile phone 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.

Characteristics of power supply (depending on the country):

Travel charger: 100-240V, 50/60Hz, 150mA

      Output: 5.0 V, 550mA

Battery: Lithium 1350mAh

- **RADIO WAVES:**

THIS MOBILE PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your mobile phone 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 phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communication 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 phone transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the mobile phone while operating can be well below the maximum value. This is because the mobile phone 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 phone. Before a mobile phone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for this model mobile phone when tested is 1.28 W/kg for use at the ear and 1.16 W/kg for use close to the body.

While there may be differences between the SAR levels of various cellphones and at various positions, they all meet the government requirement for RF exposure. For body-worn operation, the cellphone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 15 mm from 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: https://www.ctia.org

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of mobile phones. 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 phones 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 phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the 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 phone at least 15 mm away from the body.

microSD logo is a trademark of SD-3C, LLC.

The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCL Communication Technology Holdings Limited and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

Alcatel 4052Z Bluetooth Declaration ID D044935

The Wi-Fi CERTIFIED Logo is a certification mark of the Wi-Fi Alliance.

You have purchased a product which uses the open source (http://opensource.org/) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public License and Apache License.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communication Technology Holdings Limited.

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.

• **Hearing Aid Compatibility**

Your mobile phone is rated: «For Hearing Aid», to assist hearing device users in finding mobile phones that may be compatible with their hearing devices.

THIS PHONE HAS A HAC RATING OF M4/T4. Reference ANSI C63.19 (2011).

FCC ID: 2ACCJN032

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

General information ....

- **Website:** https://us.alcatelmobile.com
- **Facebook:** https://www.facebook.com/alcatelmobileus
- **Twitter:** https://twitter.com/alcatelmobileus
- **Hotline Number**: In the United States, call 855-368-0829 for technical support.

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our website: https://us.alcatelmobile.com

Your telephone is a transceiver that operates on GSM in quad-band with 850/900/1800/1900 MHz, CDMA BC0/1/10, UMTS in tri-band with B2/4/5, LTE FDD in six-band with B2/4/5/12/66/71, Roaming band: LTE 25/26/41, HUPE for B41.

Protection against theft[1]

Your mobile phone is identified by an IMEI (mobile phone serial number) shown on the packaging label and in the product's memory. We recommend that you note the number the first time you use your mobile phone by entering *#06# and keep it in a safe place. It may be requested by the police or your operator if your mobile phone is stolen.

Disclaimer

There may be certain differences between the user manual description and the mobile phone's operation, depending on the software release of your mobile phone or specific operator services.

TCL Communication Technology Holdings Limited shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

Metro® by T-Mobile Information

Service

You will need the following information when activating service:

- Your name, address and an eight-digit number that you will use to access your account (your personal identification number "PIN").

---

[1]   Contact your network operator to check service availability.

- Your serial number (IMEI) and SIM card number. If your phone has a removable battery, to locate the serial number, remove the phone from the box and remove the battery cover from the phone. The serial number is located near the bar code. It will be 14 to 18 digits. If your phone does not have a removable battery, check the box label or phone settings to locate the serial number. The SIM card number can be located below the bottom bar code on the back of the SIM card holder.
- Your choice of Metro® by T-Mobile plan and services including unlimited data, talk and text plans.
- Install the battery, if applicable, and SIM card in your new phone by following the step by step instructions in this phone's User Guide.
- Once your phone is powered up, dial 1.888.8metro8 (1.888.863.8768) to connect with an activation representative who will assist you in activating your phone. You can also activate your phone online by visiting metrobyt-mobile.com. (As soon as your service is activated, be sure to fully charge the phone's battery before using it again.)

Don't hesitate to ask your Metro representative for more information on additional features and services or visit metrobyt-mobile.com.

Account Detail:

- **Text Message Reminder.** Metro provides a text message reminder on your phone before payment is due.
- **E-statement.** View your statement summary online. (Only available in select states.)
- **Call Detail.** View your call detail online for a listing of all local calls made during the service cycle. (Additional charge applies.)

Payment Options:

There are several ways to pay for your Metro service.

- **Auto Pay.** Your credit or debit card is automatically debited two days before payment is due.
- **Express Pay.** Pay by credit or debit card online at metrobyt-mobile.com.
- **By Mail.** Include your account number and phone number on your check or money order and mail to: Metro by T-Mobile, P.O. Box 5119, Carol Stream, IL 60197-5119.
- **By Phone via Automated System.** Pay by credit or debit card from your Metro phone by dialing 1.888.8metro8. (Convenience fee applies.)
- **Store Payment Machine.**[1] Accepts cash, debit or credit card (with PIN). (Convenience fee applies.)
- **Over the Counter.**[1] Pay at an Authorized Payment Location with cash, check, credit or debit card.
- **eWallet.** Sign up for MyAccount through metrobyt-mobile.com and create your own secure eWallet where you can safely store cards for quick payment and set up auto pay.

[1] Not available at all locations.

- **Text to Pay.** The secure and easy way to pay your monthly Metro service. Register your credit or debit card with the Metro eWallet service and simply respond to a text from PAYNOW (729699) to pay.

MyMetro®

- Manage your Metro account right on your phone.

By dialing any of the customer service numbers you can change your rate plan, change your features and pay for service. Just follow the instructions on your phone.

For Assistance:

Please visit your local Metro store or refer to the following options if you need additional assistance.

- Sign up for MyAccount to view account details, check your balance, make a payment, manage eWallet and more.
- Metro automated customer service from any phone 1.888.8metro8 and follow the prompts (1.888.863.8768)
- Online information metrobyt-mobile.com

Please follow us at:

@metrobytmobile   facebook.com/Metrobytmobile

Copyright: Metro, MetroPCS and other words, slogans, designs and devices are registered or unregistered trademarks of T-Mobile USA, Inc. Copyright © 2019 T-Mobile USA, Inc. All other trademarks and other intellectual property are the properties of their respective owners.

Your device may not work if you alter its original software. This device will only operate with firmware versions that have been approved for use by Metro and the device manufacturer. If unauthorized firmware is placed on the device, it will not function.

Hearing aid compatibility: This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Your phone's GPS system is enabled by default in order to permit use of planned future services; see your phone's manual for instructions should you wish to disable your GPS for non-911 purposes.

Metro Terms and Conditions of Service

For the most recent and up-to-date version of the Metro Terms and Conditions of Service to which you agree and will be bound when you activate, use, change or pay for your Metro service, please visit metrobyt-mobile.com/terms.

Welcome to Metro. We are pleased that you have selected us as your wireless carrier. Our Terms and Conditions of Service are available at https://www. metrobyt-mobile.com/terms-conditions/terms-conditions-service.html. These Terms and Conditions of Service apply to all devices and wireless services provided by us to you and consist of several parts, which may be amended from time to time.

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflict with the Metro Terms and Conditions of Service, the Metro Terms and Conditions of Service shall control.

By: (a) giving us a written or electronic signature or telling us orally that you accept the Metro Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the purchase of your wireless device, unless you return your wireless device within Metro's applicable return period, you agree to the Metro Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:

- You waive your right to a jury trial in disputes with Metro;
- Your disputes with Metro will be decided by an arbitrator;
- You waive your right to institute or participate in class action litigation against Metro;
- You will provide Metro with accurate information about yourself;
- Metro may communicate with you from time to time about your Service;
- You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
- Metro may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

Customer Service. If you have any questions regarding your Service or information in this Agreement, you may call our activation center at 1-888-8metro8 (1.888.863.8768).

Billing for Premium and Third-Party Services

California Residents Only

Certain parties besides Metro have the ability to place charges on your bill for premium services. You may access these services and authorize the placement of charges on your bill through your phone or online account. Metro also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium and third-party services on your account. Contact customer care or go to www.metrobyt-mobile.com/blocking for more information.

12 Month Limited Warranty ......

For Warranty information and support, please visit https://us.alcatelmobile.com/warranty/.

Electronic 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/.

Troubleshooting............................

Before contacting the service center, follow the instructions below:

• You are advised to fully charge (🔋) the battery for optimal operation.

• Avoid storing large amounts of data in your phone as this may affect its performance.

• Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access Update phone, press **Settings** > **Device** > **Device Information** > **Software Update** > **Check for Updates**.

The following are the most asked questions:

My phone has not responded for several minutes

• Restart your phone by pressing and holding the **End/Power Key** .

My phone turns off by itself

• Check that your screen is locked when you are not using your phone, and make sure the **End/Power Key** is not mis-contacted due to unlocked screen.

• Check the battery charge level.

My phone cannot charge properly

- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions: 0°C (32°F) to 45°C (113°F).
- When abroad, check that the voltage input is compatible.

My phone cannot connect to a network or "No service" is displayed

- Try connecting in another location.
- Verify the network coverage with your service provider.
- Check with your service provider that your SIM card is valid.
- Try selecting the available network(s) manually.
- Try connecting at a later time if the network is overloaded.

My phone cannot connect to the Internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your phone's Internet connecting settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

- Make sure the SIM card has been correctly inserted (see "Inserting or removing Nano SIM card and microSD™").
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls

- Make sure you have dialed a valid number and have pressed the **Call Key** __.
- For international calls, check the country and area codes.
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your service provider (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

Unable to receive incoming calls

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your service provider (credit, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.

- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

The caller's name/number does not appear when a call is received
- Check that you have subscribed to this service with your service provider.
- Your caller has concealed his/her name or number.

I cannot find my contacts
- Make sure your SIM card is not broken.
- Make sure your SIM card is inserted properly.
- Import all contacts stored in SIM card to phone.

The sound quality of the calls is poor
- You can adjust the volume during a call by pressing the **Volume Up/Down** key.
- Check the network strength ﹒ıll .
- Make sure that the receiver, connector, or speaker on your phone is clean.

I am unable to use the features described in the manual
- Check with your service provider to make sure that your subscription includes this service.
- Make sure this feature does not require an Alcatel accessory.

When I select a number from my contacts, the number cannot be dialed
- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country prefix when calling a foreign country.

I am unable to add a contact in my contacts
- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts.

My callers are unable to leave messages on my voicemail
- Contact your service provider to check service availability.

I cannot access my voicemail
- Make sure your service provider's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I am unable to send and receive MMS
- Check your phone memory availability as it might be full.
- Contact your service provider to check service availability and check MMS parameters.
- Verify the server center number or your MMS profile with your service provider.
- The server center may be swamped, try again later.

SIM card PIN locked

• Contact your service provider to obtain the PUK code (Personal Unblocking Key).

I am unable to download new files

• Make sure there is sufficient phone memory for your download.
• Check your subscription status with your service provider.

The phone cannot be detected by others via Bluetooth

• Make sure that Bluetooth is turned on and your phone is visible to other users.
• Make sure that the two phones are within Bluetooth's detection range.

How to make your battery last longer

• Make sure you follow the complete charge time (minimum 3.2 hours).
• After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
• Switch off the backlight upon request.
• Extend the email auto-check interval for as long as possible.
• Exit background-running applications if they are not being used for a long time.
• Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.

• This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperatures.