enjoy.now

alcatel 3088 4G

Note:

This is a user manual for Alcatel 3088X/3088T 4G.

Help

Refer to the following resources to get more FAQ, software, and service information.

Consulting FAQ

Go to

https://www.alcatelmobile.com/content/faq/

Updating your phone's software

Update through the **Updates** app on your device.

To download the software update tool onto your PC, go to

https://www.alcatelmobile.com/content/software-drivers/

Finding your serial number or IMEI

You can find your serial number or International Mobile Equipment Identity (IMEI) on the packaging materials. Or, on the phone, choose **Settings > System > About phones**.

Obtaining warranty service

First follow the advice in this guide. Then check hotlines and repair centres information through

https://www.alcatelmobile.com/content/hotline-service-center/

Viewing legal information

On the phone, go to **Settings > System > About phone > Legal information**.

Using other alcatel apps

Go to

https://www.alcatelmobile.com/content/app-services/

Table of Contents

SAR

www.sar-tick.com

alcatel

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on **Radio waves** section.

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 5 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 phone near your ear while the loudspeaker is in use.

Safety and use ....

We recommend that you read this chapter carefully before using your 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 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 phone when the vehicle is not parked.

When driving, do not use your 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 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 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 dashboard is adequately shielded from phone RF energy.

• CONDITIONS OF USE:

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

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, phones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid, or an insulin pump, etc.. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the phone away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the phone and accessories without supervision.

If your phone has a removable cover, note that your phone may contain substances that could create an allergic reaction.

If your phone is a unibody device, the back cover and battery are not removable. If you disassemble your phone the warranty will not apply. Disassembling the phone may damage the battery, and may cause leakage of substances that could create an allergic reaction.

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 (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C (32°F) to +40°C (104°F).

At over 40°C (104°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.

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

Do not paint it.

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.

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 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:

- Do not play or use a flashing-lights feature if you are tired or need sleep;

- Take a minimum of a 15-minute break hourly;
- Play in a room in which all lights are on;
- Play at the farthest distance possible from the screen;
- 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.

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

• PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your phone regarding taking photographs and recording sounds with your phone. 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 authorisation has been 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 phone (including the operator) disclaim any liability which may result from improper use of the phone.

• BATTERY:

Following air regulation, the battery of your product is not charged. Please charge it first.

For a non-unibody device:

Observe the following precautions:

- 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 (140°F).

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 Ltd. and/or its affiliates.

For a non-unibody device with a non-removable battery:

Observe the following precautions:

- Do not attempt to eject, replace or open the battery;
- Do not puncture, disassemble, or cause a short circuit in the battery;
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F).

Phone and battery must be disposed of in accordance with locally applicable environmental regulations.

For a unibody device:

Observe the following precautions:

- Do not attempt to open the back cover;
- Do not attempt to eject, replace, or open battery;
- Do not puncture the back cover of your phone;

- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F).

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

This symbol on your 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 centres 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.

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

● **CHARGERS:**

Mains powered chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. They are also compliant with the ecodesign directive 2009/125/EC. 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.

This device is compatible with the charger, which complies with the following standards relating to the Common Mobile Phone Charger:

- EN301 489-34 V2.1.1 Final Draft (2017-04)

- EN 62684:2018

Radio waves ....

Proof of compliance with international standards (ICNIRP) or with European Directive 2014/53/EU (RED) is required of all phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your phone is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organisation (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

3088X

Maximum SAR for this model and conditions under which it was recorded		
Head SAR	GSM 900 + Wi-Fi 2.4G	1.33 W/kg
Body-worn SAR	UMTS 2100 + Wi-Fi 2.4G	1.36 W/kg

3088T

Maximum SAR for this model and conditions under which it was recorded		
Head SAR	GSM 900 + Wi-Fi 2.4G	1.37 W/kg
Body-worn SAR	GSM 900 + Wi-Fi 2.4G	1.47 W/kg

During use, the actual SAR values for this phone are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your phone is automatically decreased when full power is not needed for the call. The lower the power output of the phone, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 5 mm. To meet RF exposure guidelines during body-worn operation, the phone should be positioned at least this distance away from the body.

If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

Organisations such as the World Health Organisation and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the phone away from the head and body during phone calls, or reduce the amount of time spent on the phone.

For more information, you can go to www.alcatelmobile.com.

Additional information about electromagnetic fields and public health are available on the following site: http://www.who.int/peh-emf.

Your 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 phone will be compliant with the guidelines when used with a 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 phone at least 5 mm away from the body.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorised devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), ensure your network security. These precautions will help prevent unauthorised access to your phone. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details, and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organisational measures to protect all personal data, for example, against unauthorised or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and;
- The sensitivity of the personal data processed.

You can access, review, and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

Licences ....

micro SD	microSD logo is a trademark.
Bluetooth	The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCL Communication Ltd. and its affiliates is under licence. Other trademarks and trade names are those of their respective owners. **Alcatel 3088X/3088T** Bluetooth Declaration ID D044936
Wi-Fi CERTIFIED	The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance.

General information ....

- **Internet address:** www.alcatelmobile.com
- **Hotline:** See the "SERVICES" leaflet that came with your phone or go to our website.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labeling path:** Touch **Settings > Regulatory & safety** or press *#07#, you can find more information about labelling [1].

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by email to ask any questions you may have.

This radio equipment operates with the following frequency bands and maximum radio-frequency power:

GSM 850/900: 33 dBm

GSM 1800/1900: 30.5 dBm

UMTS B1/2/5/8 (2100/1900/850/900): 23.5 dBm

LTE B1/3/7/8/20/28(2100/1800/2600/900/800/700): 24 dBm [2]

[1] It depends on countries.
[2] 3088X only

LTE B1/3/5/7/8/28/38/40 (2100/1800/850/2600/900/700/2600/2300): 24 dBm [1]

Bluetooth 2.4GHz band: 7 dBm

802.11 b/g/n 2.4GHz band: 14.5 dBm;

- **Regulatory information**

Hereby, TCL Communication Ltd. declares that the radio equipment type **Alcatel 3088X/3088T** is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: http://www.alcatelmobile.com/EU_doc.

- **Additional information**

The description of accessories and components, including software, which allow the radio equipment to operate as intended, can be obtained in the full text of the EU declaration of conformity at the following internet address: http://www.alcatelmobile.com/EU_doc.

Protection against theft [1]

Your phone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your phone by entering *#06# and keep it in a safe place. It may be requested by the police or your operator if your phone is stolen. This number allows your phone to be blocked preventing a third person from using it, even with a different SIM card.

Disclaimer

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

TCL Communication Ltd. 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. This phone may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this phone ("Third Party Materials"). All Third Party Materials in this phone are provided "as is", without warranty of any kind, whether express or implied. The purchaser undertakes that TCL Communication Ltd. has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and phones in complying with Intellectual Property rights. TCL Communication Ltd. will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this phone or in interaction with any other device. To the maximum extent permitted by law, TCL Communication Ltd. disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication Ltd., may be subject to paid updates and upgrades in the future; TCL Communication Ltd. waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. TCL Communication Ltd. shall not be held responsible for the lack of availability of any application, as its availability depends on the country and the operator of the purchaser. TCL Communication Ltd. reserves the right at any time to add or remove Third Party Materials from its phones without prior notice; in no event shall TCL Communication Ltd. be held responsible by the purchaser for any consequences of such removal.

1 Your mobile ....

1.1 Keys and connectors
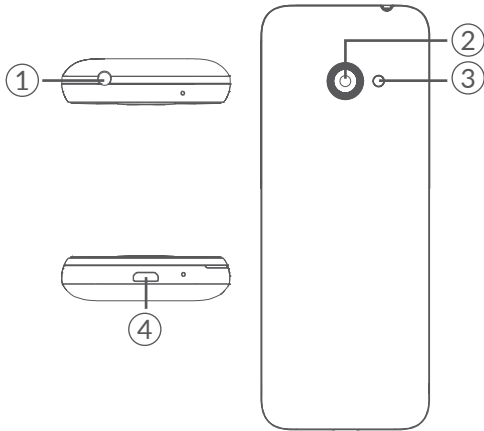
1. Headset connector
2. Camera
3. Flash
4. USB port
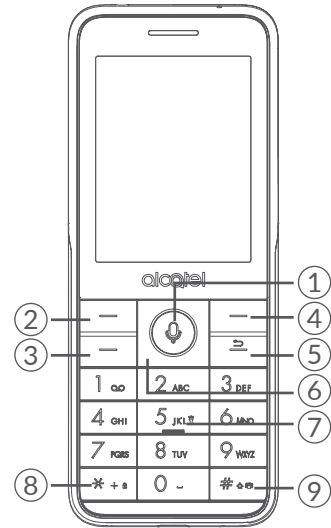
1. Centre soft key
- Confirm an option (press the middle of the key)
- Press: access to app list (Home screen)
- Long press: access to Google Assistant.
2. Left soft key
3. Call key
- Pick up/send a call
- Press: enter call log (from Idle screen)

4. Right soft key

5. Back/End Key
- Return to the previous screen, or close a dialog box, options menu
- Press: End a call

  Delete character (In edit mode)
- Long press: clean up memory/lock/restart/power on/power off

6. Navigation key
- Goes to up, down, left or right menu
- Press (from Idle screen):

  Up key: access to instant settings

  Right key: access to Camera

  Left key: access to side menu

7. "5"key

In idle screen:
- Press: dial "5"
- Long press: switch on/off the torch

8. "*"key

In idle screen
- Press: Input "*"
- Long press: lock screen

In Edit mode:
- Press: insert symbols

9. "#"key

Idle screen
- Press to input #
- Long press: vibration on/off

In edit mode
- Press: change the input method
- Long press: access to the language list

1.2 Getting started

1.2.1 Set up

Inserting or removing the SIM/microSD card

Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press it and slide it out.

Power off your phone before inserting or removing the SIM/microSD card.

Charging the battery

Connect battery charger to your phone and plug into the socket

- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).
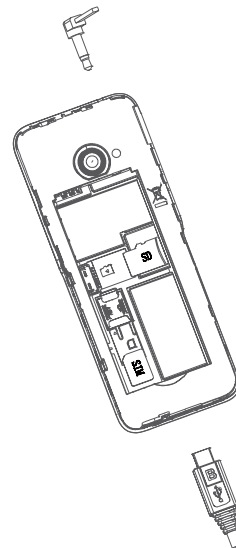
To reduce power consumption and energy waste, disconnect your charger when the battery is fully charged; switch off Wi-Fi, Bluetooth. In Settings you can also lower the brightness of the screen, and shorten the length of time before the screen goes to sleep.

1.2.2 Power on your phone

To turn your phone on, hold down the **Back/End** key until the phone powers on. It will take a few seconds before the screen lights up. Unlock your phone with a password before the Home screen can display if you've set a screen lock in Settings.

Set up your phone for the first time

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

- Select the phone's language, then press the Right soft key to go next.
- Select an enabled Wi-Fi, then press Right soft key to go next.

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

To turn your phone off, hold down the **Back/End** key and select **Power off**.

1.3 Home screen
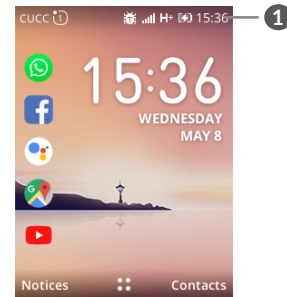
① Status bar

- Status/Notifications

1.4 App list

Press the **Centre soft key** from the Home screen to access the App list.
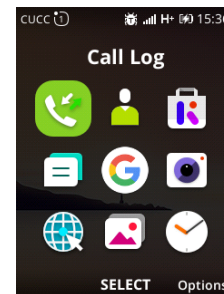
1.4.1 Status bar

The status bar appears at the top of your Home screen. Icons indicate your phone's status and new notification alerts appear in the status bar.

▤	New message or multimedia message	✆	Missed call
✉	New Email	▦	Upcoming event
4G	4G connected	⏰	Alarm is set
2G	2G connected	✻	Bluetooth is on
◀×	Silent mode	✻	Transferring file via Bluetooth
🛜	Connected to Wi-Fi network	◉	GPS is on
▥	Level of network reception	⦃	Vibration mode
✈	Aeroplane mode	▭	Battery charge level
∩	Headset connected	⚡	Battery is charging
▨	No SIM card installed	◖◗	New voicemail

1.4.2 Change Home screen wallpaper

• From the Home screen, press the **Centre Soft Key** ⊙, select **Settings** icon ⚙ and then press the **Navigation Key** to select **personalisation**.

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

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

2 Calls..................................

2.1 Making a call

Dial the desired number, press the **Call Key** to place the call, or press the **Right Soft Key** to select a contact from **Contacts**, and then press the up and down of the **Navigation Key** to select the desired contact and press the **Call Key**. If you make a mistake, you can delete the incorrect digits by pressing the **Back/End Key** ⤺. To hang up the call, press the **Back/End Key**.
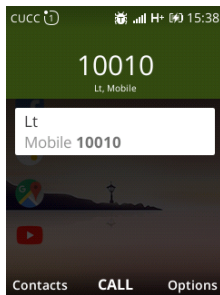
International call

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

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.

2.2 Answer or decline a call
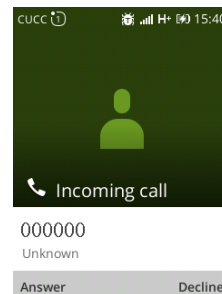
When you receive a call:

- Press the **Left Soft Key** or **Call Key** to answer;
- Press the **Right Soft Key** or **Back/End Key** to decline.

2.3 Calling your voicemail [1]

- Press and hold 1 to call voicemail.
- Follow the prompts to set up your voicemail account.

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

3 Contacts.........................

3.1 Consult your Contacts

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

You can access this function by pressing the **Centre Soft Key** ⊙ from the Home screen and select **Contacts**.
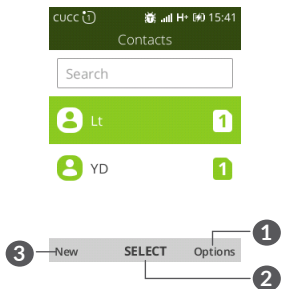
1 Press the **Right Soft Key** to access more options.

2 Press the **Centre Soft Key** ⊙ to enter contact detail.

3 Press the **Left Soft Key** in the contact list to create a new contact.

3.2 Adding a contact

In contacts list screen, press the **Left Soft Key** to add new contacts with detailed information.
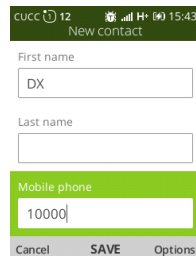
When finished, press the **Centre Soft Key** to save.

3.3 Editing your contacts

In contacts list screen, press the **Right Soft Key** to access **Options**, select **Edit contact**, and press the **Centre Soft Key** ⊙ to edit.
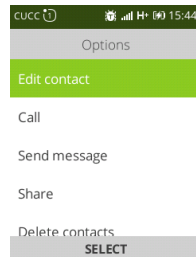
3.4 Deleting a contact

In contacts list screen, press the **Right Soft Key** to access **Options**, select **Delete contact**, and press the **Right Soft Key** to delete.

cucc ①	🔋 .ııl H⁺ 🔃 15:45
Options	

Edit contact

Call

Send message

Share

Delete contacts
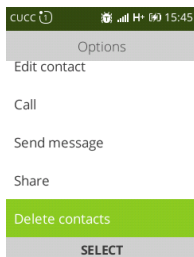
SELECT

3.5 Sharing your contacts

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

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

3.6 Available options

From the contact list, you can access the following options:

Call

Make a call to the selected contact.

Send message

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

Settings

• **Sort contacts**

Press the **Centre Soft Key** to choose contacts sorted by first name or by last name.

• **Import contacts**

Import contacts between memory card, Gmail and outlook.

• **Export contacts**

Export contacts between memory card and Bluetooth.

• **Set ICE contacts**

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

• **Set speed dial contacts**

Set one or more speed dial contacts at a time

4 Messages ....

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

4.1 Write message

- From the Home screen, press the **Centre Soft Key** and select **Messages**.
- Press the **Left Soft Key** to write text messages.
- Enter the phone number of the recipient in the **To** bar or press the **Right Soft Key** to add recipients.
- Press the **Message** bar to enter the text of the message.
- Press the **Left Soft Key** to send text messages.

4.2 Send a multimedia message

MMS enables you to send video clips, images, photos, contacts and sounds . From the Message screen, select **New > Options > Add attachment**, to access all the messaging options

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

4.3 How to type a message

When in edit mode, the default input method is English, you can press Keypad to change the input method to access numbers 1,2,3... or long press the corresponding key to get the number you want.

You can enter text using predictive text input. To set your desired text input, please select Settings > **personalisation** > **Input methods.**

- For normal text input, press a number key, 2-9, repeatedly until the desired character is displayed. If the next letter your want is located on the same key as the present one, press the **Centre Soft Key** until the next cursor is displayed.
- Press |# key to switch among "abc--> ABC--> 123" mode.

- To insert a punctuation mark or special character, please press ∗₊ᵢ key.
- If you want to delete the already typed letters or symbols, please press �androidbackarrow to delete them one by one.

4.4 Settings

The messages settings menu lets you control options for your text and MMS messages including message limits, size settings, and notifications.

On the Messages screen, press the **Right Soft Key** to select **Options > Settings**. You can set the following:

- **Auto retrieve messages**

  Press to disable auto-retrieve or enable auto retrieve with/without roaming.

- **WAP Push**

  Mark the checkbox to enable receipt of push messages from network.

- **Wireless emergency alerts**

  Press to enter Emergency alerts options.

- **Delivery report**

  Mark the checkbox to request a delivery report for each text message you send.

5 Email ....

You can access this function by pressing the **Centre Soft Key** ⓞ from the Home screen and select **Email**.

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

- Enter your name in outgoing emails, the email address and password of the account you want to set up.
- Press the **Right Soft Key** to access **Next**. If the account you entered is not provided by your service provider in the phone, you will be prompted to go to the email account settings screen to enter settings manually.
- To add another email account, you can press the **Left Soft Key** to access **Advanced.**

To create and send emails

- Press the **Left Soft Key** to compose a new email from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field.
- If necessary, press the **Right Soft Key** to add **Cc/Bcc** or add attachment to the message.
- Enter the subject and the content of 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** or touch the **Back** key to save a copy.
- Finally, the **Left Soft Key** to send.

6 Camera ....

Your mobile phone is fitted with a Camera and a Camcorder for taking photos and shooting videos.

Before using the Camera or Camcorder, be sure to remove the protective lens cover to avoid it affecting your picture quality.

6.1 Camera..

To access this function, press the **Centre Soft Key** from the Home screen and select **Camera** or press the right side of Navigation key from Idle screen.

To take a picture

The screen acts as the viewfinder. Position the object or landscape in the viewfinder, and press the **Centre Soft Key** to take pictures which will be automatically saved.

Before taking a picture, you can adjust a number of settings.

Zoom in/out Viewfinder

- Press the up or down side of the **Navigation key** to zoom in and out the viewfinder.

Press the **Right Soft Key** to access:

• **Self timer**

Set the time to take a picture after press the capturing button.

• **Grid**

It divides the screen into equal parts and helps you take better photos by making it simple to align compositional elements to the grid, such as the horizon or buildings to the lines in the grid.

• **Gallery**

Go to Gallery application.

• **Modes**

Set photo mode or video mode.

• **Flash**

Turn on/off the flash when taking a picture

After taking a picture, press the **Left Soft Key** to preview.

6.2 Camcorder

To shoot a video

• Press the right side of **Navigation key** to switch to Video mode from Camera mode.
• Press the **Centre Soft Key** ⊙ to shoot a video.
• After finished, press the **Centre Soft Key** ⊙ again to save. You could go to Video app to play.

Before shooting a video, you can adjust:

• **Zoom in/out Viewfinder**

Press the up or down side of the **Navigation key** to zoom in and out the viewfinder.

• **Flash/Video resolution/Video/Modes**

Press the **Right Soft Key**, and press the **Navigation key** to choose mode.

7 Gallery ....

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

To access this function, press the **Centre Soft Key** from the Home screen and select **Gallery**.
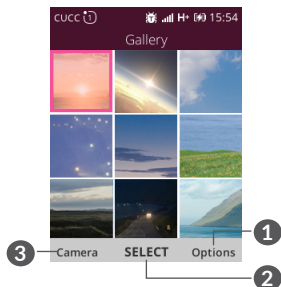
1 Press the **Right Soft Key** to access more options.

2 Press the **Centre Soft** Key to view the selected picture.

3 Press the **Left Soft Key** to Camera.

Modifying your picture

More options are available by pressing the **Right Soft Key** from picture screen.

• **Delete**

  Delete the selected picture.

• **Edit**

  Select this option to adjust exposure value, rotate the picture, crop, add filters and auto-correction.

• **Share**

  Share the picture via Facebook, WhatsApp, Email, Messges and Bluetooth.

• **Set as**

  It enables to set the picture as wallpaper or image for existing contact.

- **File info**

  View the picture information, such as name, size, image type and etc.

- **Lock**

  After the picture locked, you could not delete, edit, rename and rotate this picture until it's unlocked.

- **Sort and group**

  It enables to sort picture by date and time, name, size and etc. and group by date.

8 Video ....▶

To access this function, press the **Centre Soft Key** from the Home screen and select **Video**.

When access to this feature, you can play, share, delete and store the video according to your preference.

9 Music ....🎵

Using this menu, you can play music files stored on phone storage in your phone. Music files can be downloaded from your computer to phone using a USB cable.

To access this function, press the **Centre Soft Key** from the Home screen and select **Music**.

10 Browser ....🌐

Using Browser, you can enjoy surfing the Web.

To access this function, press the Centre Soft Key from the Home screen and select **Browser.**

11 Calendar ....

Use the Calendar to keep track of important meetings, appointments, etc.

To access this function, press the **Centre Soft Key** from the Home screen and select **Calendar**.

11.1 Multimode view

You can display the Calendar in Day, Week, Month view. Press the **Right Soft Key** to change your Calendar view.
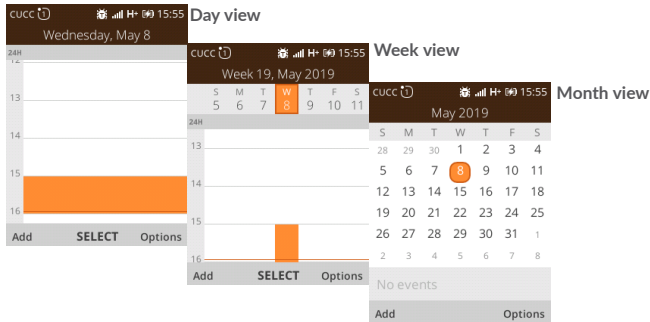
11.2 To create new events

Press the **Left Soft Key** to add new events from any Calendar view.

- Fill in all required information for this new event. If it is a whole-day event, you can select **All-day event**.
- When finished, press the **Right Soft Key** to save.

More important options are available by pressing the **Right Soft Key** from the Calendar main screen:

- **Go to date**

  To go to whatever date you want.

- **Search**

  Search the event or schedule you added on Calendar.

- **Calendar to display**

  To display Phone calendar, Google account or Yahoo account.

- **Settings**

  To set a series of Calendar settings.

11.3 Event reminder

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

12 Clock .... ⏱

Your mobile phone has a built-in clock.

To access this function, press the **Centre Soft Key** ⓥ from the Home screen and select **Clock**.

12.1 Alarm

To set an alarm

From the Clock screen, press the **Left Soft Key** to to add a new alarm. The following options will appear:

• **Time**

  Press to set the alarm time.

• **Repeat**

  Select the days you want your alarm to go off.

• **Sound**

  Select a ringtone for the alarm.

• **Vibrate**

  Press to activate vibration.

• **Alarm name**

  Press to enter a name for the alarm.

To adjust alarm settings

More important options are available by pressing the **Right Soft Key** from the Clock screen to set snooze time, volume, vibration and sound.

12.2 Timer

From the Alarm screen, press the right side of **Navigation Key** to enter the **Timer** screen.

• Press the **Navigation key** to set hour, minute and second, when finished, press **Centre Soft Key** to start timer.
• Press **PAUSE** to stop timer.
• Press **RESUME** to restart.
• Press the **Right Soft Key** when timer starts to add 1 minute.
• Press the **Left Soft Key** to reset the timer on halt screen.

12.3 Stopwatch

From the Timer screen, press the right side of **Centre Soft Key** ⊙ to enter the **Stopwatch** screen.

- Press the **Centre Soft Key** to start stopwatch.
- Press **PAUSE** to halt the total times.
- Press the **Right Soft Key** to record the lap.
- Press **RESUME** to restart.
- Press the **Left Soft Key** to reset the stopwatch on halt screen.

13 Calculator ....

With the Calculator, you can solve many mathematical problems.

To access this function, press the **Centre Soft Key** ⊙ from the Home screen and select **Calculator**.
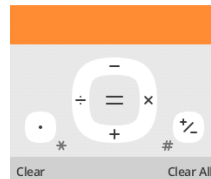
Enter a number and the arithmetic operation to be performed, enter the second number, then press "=" to display the result.

14 FM Radio .... 📻

Your phone is equipped with a radio [1] with RDS [2] functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display if you tune to stations that offer Visual Radio service.

To access this function, press the **Centre Soft Key** from the Home screen and select **FM Radio**.

> 💡 To use it, you must plug in your headset, which works as an antenna connected with your phone.

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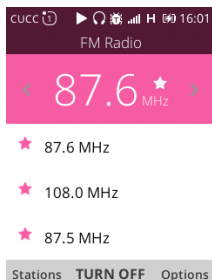
[1] The quality of the radio depends on the coverage of the radio station in that particular area.
[2] Depending on your network operator and market.

Press the left/right side of **Navigation Key** to decrease/ increase 0.1MHz.

Long press the left/right side of **Navigation Key** to search and go to the nearest lower/higher frequency channel.

Press the **Right Soft Key** to add the channel to favourite and then the channel will be added a star and showed in the channel list. You can also edit favourite channels or switch to speaker.

15 Settings........................... ⚙️

To access this function, press the **Centre Soft Key** 🎙️ from the Home screen and select **Settings**.

15.1 Network & Connectivity

15.1.1 Aeroplane Mode

When aeroplane mode is on, it will simultaneously disable all wireless connections including Wi-Fi, Bluetooth and more.

15.1.2 Mobile network & Data

Carrier

When SIM card inserted, the phone will detect carrier automatically.

Data Connection

If you do not need to transmit data on all 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.

Data Roaming

If you don't need to transmit data on other operators' mobile networks, disable **Data roaming** to avoid incurring significant roaming charges.

APN Settings

You can select APN types or add new APN.

15.1.3 Geolocation

KaiOS uses GPS outdoors to approximate your location.

Location data may be used by KaiOS and service providers to improve accuracy and coverage of the location databases.

15.1.4 Wi-Fi

Using Wi-Fi you can now surf the Internet without using your SIM card whenever you are in range of a wireless network. The only thing you have to do is to enter the **Wi-Fi** screen and configure an access point to connect your phone to the wireless network.

15.1.5 Bluetooth

Bluetooth allows your phone to exchange data (videos, images, music, etc.) within a small range with another Bluetooth supported device (phone, computer, printer, headset, car kit, etc.).

15.1.6 Calling settings

DTMF tones

Dual Tone Multi-Frequency, or DTMF is a method for instructing a telephone switching system of the telephone number to be dialed, or to issue commands to switching systems or related telephony equipment.

Press to set DTMF tones to normal or long.

Call Waiting

Press to active or deactive call waiting.

Caller ID

Press to select network default, hide number or show number.

Call Forwarding

Press to configure how your calls are forwarded when you are busy, unanswered or unreachable.

Call Barring

Press to active or deactive call barring.

15.1.7 Internet Sharing

Wi-Fi hotspot

Allow other devices to share your phone's internet connection by connecting via Wi-Fi.

USB tethering

You can share your phone's internet connection with a USB-connected device.

15.1.8 Wireless Emergency Alerts

Alert Inbox

Press to view alert message in alert box.

Extreme alert

Mark the checkbox to enable extreme alert.

Severe alert

Mark the checkbox to enable severe alert.

AMBER alert

Mark the checkbox to enable amber alert.

Presidential alert

Mark the checkbox to enable presidential alert.

WEA Ringtone

Press to preview alert tone.

Required monthly test

Mark the checkbox to enable the requirement of monthly test

15.2 Personalisation

15.2.1 Sound

Volume

Press to set volume for Media, Rightones & Alerts and Alarm.

Tones

Press to manage tones.

Other Sounds

Press to enable/disable the sound for Dial pad and Camera.

15.2.2 Display

• **Wallpaper**

Press to select wallpaper from Wallpaper, Gallery or Camera.

• **Brightness**

Press to set the level of brightness.

• **Screen Timeout**

Press to set screen timeout.

• **Auto Keypad Lock**

Press to enable or disable the auto keypad lock

15.2.3 Search

Search Engine

Press to select search engine.

Search Suggestions

Press to enable or disable search suggestions.

15.2.4 Notices

Show on lock screen

Press to enable or disable notice show on lock screen.

APP Notices

Press to enable or disable all APPs' notices.

15.2.5   Date & Time

Auto Sync

Press to enable or disable auto-sync.

Date

Only after disable auto-sync will you set the phone's date manually.

Time

Only after disable auto-sync will you set the phone's time manually.

Time Zone

Only after disable auto-sync will you set the phone's timezone manually.

Time Format

Press to select 12-hour clock format or 24-hour clock format.

Home Screen Clocks

Press to enable or disable the clocks shown on the Home screen.

15.2.6   Language

Press to select the language and the region you want.

15.2.7   Input methods

Press to select input languages.

15.3 Privacy & Security

15.3.1   Screen Lock

Screen lock allows you to set a 4-digit password which protects your phone from intrusions. Whoever turns on your phone will be prompted to enter a password in order to access your device.

15.3.2   SIM Security

A SIM PIN prevents access to the SIM card mobile data networks. When it's enabled, any device containing the SIM card will request the PIN upon restart. A SIM PIN is not the same as the lock code used to unlock the device.

15.3.3   APP Permissions

Press to set Geolocation permission for Camera and System app.

15.3.4 Do Not Track

Press to set whether you want to be tracked by website and apps.

15.3.5 Browsing Privacy

Press to clear browsing history or clear cookies and stored data.

15.4 Storage

15.4.1 USB storage

Enabling USB storage allows another computer or device connected using USB to access files on this phone.

15.4.2 Internal storage

Use these settings to monitor the total and available space on your phone.

15.5 Device

15.5.1 Device Information

This contains information about things ranging from Phone number, Software version, Hardware Revision, Platform version, Bluetooth address, Build number and etc.

15.5.2 Downloads

Press to view downloads.

15.5.3 Battery

Press to set power saving mode.

Turning power saving mode on will turn off the phone's data, Bluetooth and Geolocation connections to extend battery life.

You can adjust power use via the screen brightness or screen timeout settings in the Display screen.

15.5.4 Accessibility

Invert Colours

Press to turn on/off colour inversion.

Backlight

Press to turn on/off backlight.

Large Text

Large text enable to enlarge the screen text.

Captions

Press to activate/deactivate captions for phone screen.

Mono Audio

Press to turn on/off mono audio.

Volume Balance

Press to set volume balance value.

Keypad Vibration

Press to activate/deactivate keypad vibration

Hearing Aid Compatibility(HAC)

Hearing aid mode can be used by people who are deaf, have poor hearing or speech impairments. After connecting the phone and hearing aid device, calls are linked to a relay service, which converts incoming speech to text for the person using the hearing aid and converts outgoing text from the hearing aid device to a spoken voice for the person on the other end of the conversation.

16 Google applications ....

16.1 Maps

Google Maps offers satellite imagery, road condition, topographic map and route planning for traveling by foot, car, or public transportation. By using this application, you can get your own location, search for a place, and get suggested route planning for your trips.

16.2 YouTube

YouTube is an online video-sharing application where users can upload, view, and share videos. Available content includes video clips, TV clips, music videos, and other content such as video blogging, short original videos, and educational videos. It supports a streaming function that allows you to start watching videos almost as soon as they begin downloading from the internet.

16.3 Google Assistant

Google Assistant is Google's voice controlled smart assistant that allows you to search for information online, open apps on your phone, send messages, etc.

To access Google Assistant

• Long press the Centre soft key or press the Centre soft key from the Home screen and select **Assistant**.
• Press the Centre soft key and say whatever you want to access.

17 Making the most out of your phone..........................

17.1 Upgrade

You can use the Over-the-air Upgrade tool to update your phone's software.

17.1.1 Over-the-air Upgrade

Using the Over-the-air Upgrade tool you can update your phone's software.

To access **Update phone**, select **Settings > Device > Device Information > Software Update**. If you want to update the system, select **Download**, after it is done please select **Install** to complete the upgrade. Now your phone's software will be the latest version.

You should turn on data connection before searching for updates. Settings for auto-check intervals is also available once you restart the phone.

If you have chosen auto-check, when the system discovers the new version, the notification also will show in status bar.

18 Accessories ....

The latest generation of **Alcatel** mobile phones offers a built-in handsfree feature that allows you to use the telephone from a distance, placed on a table for example.

1. Battery

2. Charger

3. Quick Start Guide

4. Product Safety Information leaflet

> Only use the Alcatel batteries, chargers, and accessories included along with your device.

19 Warranty ....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months [1] from the date of purchase as shown on your original invoice.

Batteries [2] and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months [1] from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

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[1] The warranty period may vary depending on your country.
[2] The life of a rechargeable phone battery in terms of conversation time, standby time and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used;
- Connection to any equipment not supplied or not recommended by TCL Communication Ltd.;
- Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor;
- Modification, adjustment or alteration of software or hardware performed by individuals not authorised by TCL Communication Ltd.;
- Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation…

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCL Communication Ltd. or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited to commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

20 Troubleshooting.................

Before contacting the service Centre, you are advised to 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**.

and carry out the following checks:

My phone can't be switched on or is frozen

- Check the battery contacts, remove and reinstall your battery, then turn your phone on.
- Check the battery power level, charge for at least 20 minutes.

My phone has not responded for several minutes

- Restart your phone by pressing and holding the **End/ Back/End Key**.
- Remove the battery and re-insert it, then restart the phone.

My phone turns off by itself

- Check whether your phone is locked when not in use, and make sure you don't accidentally turn off your phone when locking it by pressing the **Back/ End Key**.
- Check the battery charge level.

My phone can't charge properly

- Make sure you are using an **Alcatel** battery and the charger from the box.
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if battery power is 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 to +45°C).
- When abroad, check that the voltage input is compatible.

My phone can't connect to a network or "No service" is displayed

- Try connecting in another location.
- Verify the network coverage with your operator.
- Check with your operator 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 can't 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.
* 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.
* 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 operator (credit, SIM card valid, etc.).

* Make sure you have not barred outgoing calls.
* Make sure that your phone is not in aeroplane 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 operator (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 operator.
* Your caller has concealed his/her name or number.

I can't 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 .

• 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 operator 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 can't 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 network operator to check service availability.

I can't access my voicemail
• Make sure your operator's voicemail number is correctly entered.
• 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 network operator to check service availability and check MMS parameters.
• Verify the server centre number or your MMS profile with your operator.
• The server centre may be swamped, try again later.

SIM card PIN locked
• Contact your network operator to obtain the PUK code (Personal Unblocking Key).

The phone can't 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.

21 Specifications ....

Processor	SC9820E
Platform	KaiOS
Memory	4GB ROM + 512MB RAM
Dimensions (LxWxT)	125.2 x 50.5 x 12.75mm
Weight	90g
Display	2.4 inch main LCD screen
Network	GSM: 850/900/1800/1900 UMTS: B1/2/5/8 (2100/1900/850/900) LTE 1/3/7/8/20/28(2100/1800/2600/900/800/700) [1] LTE B1/3/5/7/8/28/38/40 (2100/1800/850/2600/900/700/2600/2300) [2] (Band frequency and data speed are operator dependent.)

[1] 3088X only
[2] 3088T only

GPS	GPS
Connectivity	• Bluetooth BT4.2 • Wi-Fi 802.11b/g/n (2.4GHz) • 3.5 mm audio jack • micro-USB
Camera	• Up to 1.65 megapixel back camera by SW
Audio supported formats	AAC, AAC+,eAAC,AMR,AMR-WB, OGG
Battery [1]	Capacity: 1530 mAh
Expansion Slot	microSD ™ memory card(Availability of microSD card depends on market)
Special feature	• GPS

Note: Specifications are subject to change without prior notice.

[1] The original battery has undergone rigorous safety inspections to meet qualification standards, the use of non-original batteries may be dangerous.