

Safety and use	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	• PRIVACY:	• CHARGERS	The highest tested SAR value for this mobile phone for use at the ear and	General information
	conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.	Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding	Mains powered chargers will operate within the temperature range of: 0 $^\circ\text{C}$ to 40 $^\circ\text{C}.$	compliance against the standard is 0.9 W/kg. While there may be differences between the SAR levels on various phones and at various positions, they all meet the relevant	
We recommend that you read this chapter carefully before using your phone. The	Over 55°C the legibility of the phone's display may be impaired, though this is				Internet address: www.alcatel-mobilephones.com
manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.			information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may		• Hot Line Number: see "TCT Mobile Services" leaflet or go to
• TRAFFIC SAFETY:	never rely only on your phone for emergency calls.	or distribute them, as this may be considered to be an invasion of privacy. It is the	not work in another jurisdiction. They should be used for this purpose only.	phones. If individuals are concerned, they might choose to limit their own or their	
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		user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of	RADIO WAVES: Proof of compliance with international standards (ICNIRP) or with European	children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and hody (fact sheet n° 193) Additional	on our internet site, you will find our frite (frequency risked
requested to refrain from using their mobile when the vehicle is not parked.	Do not paint it.	another person; the manufacturer, the seller or vendor of your mobile phone	Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can		Questions) section. Tou can also contact us by e-mail to ask any
When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.	Use only batteries, battery chargers, and accessories which are recommended by	(including the operator) disclaim any liability which may result from the improper use of the mobile phone.	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.	following site: http://www.who.int/peh-emf.	questions you may have.
	TCT Mobile Limited and its affiliates and are compatible with your phone model). TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the				Your telephone is a transceiver that operates on GSM networks with 900 and 1800 MHz bands.
the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure		Before removing the battery from your phone, please make sure that the phone is		a good level of network reception as indicated on the telephone display (4 to 5 bars).	• • • · · · · · · · · · · · · · · · · ·
that there is no problem: - do not place your phone on top of the dashboard or within an airbag deployment	Remember to make back-up copies or keep a written record of all important	switched off. Observe the following precautions for battery use:	Your mobile phone is a radio transmitter/receiver. It was designed and manufactured to comply with the radiofrequency (RF) exposure thresholds recommended by	It is also advised to keep the telephone, during communications, away from the belly of pregnant women and from the lower abdomen for teenagers	requirements and other relevant provisions of Directive
area,	Some people may suffer epileptic seizures or blackouts when exposed to flashing	- Do not attempt to open the battery (due to the risk of toxic fumes and burns).	international requirements (ICNIRP) ^(II) and by the Council of the European Union		
	lights, or when playing video games. These seizures or blackouts may occur even if a		(Recommendation 1999/519/EC) ⁽²⁾ .	avoid touching it or degrading it.	for your telephone can be obtained through our website:
dashboard is adequately shielded from mobile phone RF energy. • CONDITIONS OF USE:	blackouts, or if you have a family history of such occurrences, please consult your	 Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60 °C. 	These limits are part of a set of requirements and establish authorised radiofrequency levels for the public. These limits were established by independent		www.alcatel-mobilephones.com.
	doctor before playing video games on your phone or enabling a flashing-lights feature			T9 Text Input is licensed under one or more of the following: U.S.	Protocian envirot the fr (0)
performance. Switch the phone off before boarding an aircraft.	on your phone. Parents should monitor their children's use of video games or other features that		include a significant safety margin intended to ensure the safety of all, regardless of age or state of health	Pat. Nos. 5,187,480, 5,818,437, 5,945,928, 5,953,541, 6,011,554, 6,286,064, 6,307,548, 6,307,549, and 6,636,162, 6,646,573;	5
Switch the phone off when you are in health care facilities, except in designated	incorporate flashing lights on the phones. All persons should discontinue use and		The exposure standard for mobile phones is determined by a measurement unit	European Pat. Nos. 0 842 463 (96927260.8), I 010 057	and the second
	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	This symbol on your telephone, the battery and the accessories means	known as the Specific Absorption Rate or "SAR". The SAR limit is set by international	(98903671.0), I 018 069 (98950708.2); and additional patents are pending worldwide.	on the packaging label and in the product's memory. We recommend that you note the number the first time you use your telephone by
can interfere with other electrical or electronic devices, or equipment using radio frequency.	twitching, loss of awareness, involuntary movements, or disorientation. Io limit the likelihood of such symptoms, please take the following safety precautions:	that these products must be taken to collection points at the end of	requirements or by the Council of the European Union at 2 watts/kilogram (W/kg) averaged over 10 grams of body tissue.The tests used to determine SAR levels were	F	entering $* \# 0.6 \#$ and keep it in a safe place. It may be requested by
Switch the phone off when you are near gas or flammable liquids. Strictly obey all	- Do not play or use a flashing-lights feature if you are tired or need sleep.	their life: - Municipal waste disposal centres with specific bins for these items of	carried out on the basis of standard usage modes with the phones transmitting at		the police or your operator if your telephone is stolen. This number
signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.	 Take a minimum of a 15-minute break hourly. Play in a room in which all lights are on. 	equipment	their maximum power level over the entire range of frequency bands. Although the SAR was established at the highest certified level, the actual SAR level		allows your mobile telephone to be blocked preventing a third person
When the phone is switched on, it should be kept at least 15 cm from any medical	- Play at the farthest distance possible from the screen.	- Collection bins at points of sale. They will then be recycled, preventing substances being disposed of in the	for the mobile phone during use is generally much lower than the maximum values.		from using it, even with a different SIM card.
device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the	- If your hands, wrists, or arms become tired or sore while playing, stop and rest	environment, so that their components can be reused.	In fact, since mobile phones are designed to operate at many different power levels, they only use the minimum level of power required to provide a connection to the		Disclaimer
device, if any.	for several hours before playing again. - If you continue to have sore hands, wrists, or arms during or after playing, stop	In European Union countries:	network. In theory, the closer you are to a base station antenna, the lower the power		
To avoid hearing impairment, pick up the call before holding your phone to your ear.		These collection points are accessible free of charge. All products with this sign must be brought to these collection points.	level required by the mobile phone.		There may be certain differences between the user manual description and the phone's operation, depending on the software release of your
Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.	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	In non European Union jurisdictions:			telephone or specific operator, services.
	instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other	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			
without supervision.	musculoskeletal disorders.	are to be taken to collection points for them to be recycled.	⁽¹⁾ The ICNIRP requirements are applicable in the following regions:		
When replacing the cover please note that your phone may contain substances that could create an allergic reaction.	Prolonged exposure to music at full volume on the music player may damage the listener's hearing. Set your phone volume safely. Use only headphones	CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT	Central America (except Mexico), South America, North and South Africa, Pacific Asia (except Korea), Australia.		
Always handle your phone with care and keep it in a clean and dust-free place.	recommended by TCT Mobile Limited and its affiliates.	TYPE, DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.	⁽²⁾ The European recommendation (1999/519/EC) is applicable in the		
			following regions: Europe, Israel.		() Contact your network operator for service availability.
13	14	15	16	17	18
Telephone warranty	 not being compliant with technical and safety standards applicable in the geographical area where the equipment is used. 	Troubleshooting	My mobile phone has a low level of autonomy	Unable to receive incoming calls	I cannot access my voicemail
Telephone warranty	in the geographical area where the equipment is used,	Troubleshooting	• Make sure you respected the complete charge timing (minimum 3	Unable to receive incoming calls • Make sure your mobile phone is switched on and connected to a network (check for overloaded or unavailable network)	
Congratulations on choosing this mobile phone - we hope that you	in the geographical area where the equipment is used,improper maintenance of sources of energy, and of the overall electric installation,	Before contacting the aftersales department, you are advised to follow	 Make sure you respected the complete charge timing (minimum 3 hours) 	 Make sure your mobile phone is switched on and connected to a network (check for overloaded or unavailable network) 	 Make sure your operator's voicemail number is correctly entered in "My Numbers"
Congratulations on choosing this mobile phone - we hope that you will be completely satisfied with it.	 in the geographical area where the equipment is used, improper maintenance of sources of energy, and of the overall electric installation, accidents or consequences of theft of the vehicle in which the 	Before contacting the aftersales department, you are advised to follow the instructions below:	 Make sure you respected the complete charge timing (minimum 3 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 	 Make sure your mobile 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 your operator's voicemail number is correctly entered in "My Numbers"
Congratulations on choosing this mobile phone - we hope that you will be completely satisfied with it. Your phone is guaranteed against any deviation from technical	 in the geographical area where the equipment is used, improper maintenance of sources of energy, and of the overall electric installation, accidents or consequences of theft of the vehicle in which the telephone is transported, acts of vandalism, lightning, fire, humidity, 	Before contacting the aftersales department, you are advised to follow the instructions below: • You are advised to switch off the telephone from time to time to	 Make sure you respected the complete charge timing (minimum 3 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 	 Make sure your mobile 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 your operator's voicemail number is correctly entered in "My Numbers" Try later if the network is busy I am unable to send and receive messages MMS, Vox MMS Check your phone memory available as it might be full
Congratulations on choosing this mobile phone - we hope that you will be completely satisfied with it. Your phone is guaranteed against any deviation from technical specifications for a period of twelve (12) months from the date	 in the geographical area where the equipment is used, improper maintenance of sources of energy, and of the overall electric installation, accidents or consequences of theft of the vehicle in which the telephone is transported, acts of vandalism, lightning, fire, humidity, infiftration of limited inclement worther. 	Before contacting the aftersales department, you are advised to follow the instructions below: • You are advised to switch off the telephone from time to time to projection are defined as	 Make sure you respected the complete charge timing (minimum 3 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 My mobile phone will not charge properly 	 Make sure your mobile 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 your operator's voicemail number is correctly entered in "My Numbers" Try later if the network is busy I am unable to send and receive messages MMS,Vox MMS Check your phone memory available as it might be full Contact your network operator to check service availability and
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Servicing under the terms of this warranty, especially repair, modification or replacement of products, shall entitle to a ONE ⁽⁰⁾ month warranty unless there are statutory provisions to the contrary.	 in the geographical area where the equipment is used, improper maintenance of sources of energy, and of the overall electric installation, accidents or consequences of theft of the vehicle in which the telephone is transported, acts of vandalism, lightning, fire, humidity, infiltration of liquids, inclement weather, connecting to or integrating into the phone any equipment not supplied or not recommended by TCT Mobile Limited or its affiliates, without their express written consent for such, any servicing, modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates, the vendor or the approved maintenance centre, use of the mobile phone and/or its accessory for a purpose other than that for which it was designed, normal wear, malfunctions caused by external causes (e.g., radio interference from other equipment, power voltage fluctuations), modifications made to the equipment even if required by changes in regulations and/or modification of network parameters, faulty connections resulting from unsatisfactory radio transmission or caused by the absence of radio relay coverage. equipment on which markings or serial numbers have been removed or altered, and handsets on which labels have been 	 Before contacting the aftersales department, you are advised to follow the instructions below: You are advised to switch off the telephone from time to time to optimise its performance. 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This warranty shall not apply to damage or defects to your mobile phone and/or accessory caused by: 1) not following the instructions for use or installation, ⁽⁰⁾ The mandatory warranty period may vary if overriding statutory provisions are applicable in your jurisdiction. ⁽⁰⁾ The life of a rechargeable mobile phone battery in terms of 	 in the geographical area where the equipment is used, improper maintenance of sources of energy, and of the overall electric installation, accidents or consequences of theft of the vehicle in which the telephone is transported, acts of vandalism, lightning, fire, humidity, infiltration of liquids, inclement weather, connecting to or integrating into the phone any equipment not supplied or not recommended by TCT Mobile Limited or its affiliates, without their express written consent for such, any servicing, modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates, the vendor or the approved maintenance centre, use of the mobile phone and/or its accessory for a purpose other than that for which it was designed, normal wear, malfunctions caused by external causes (e.g., radio interference from other equipment, power voltage fluctuations), modifications made to the equipment even if required by changes in regulations and/or modification of network parameters, faulty connections resulting from unsatisfactory radio transmission or caused by the absence of radio relay coverage. equipment on which markings or serial numbers have been removed or altered, and handsets on which labels have been removed or altered shall be excluded from the warranty. In accordance with the applicable law, your product is warranted against hidden defects (defects inherent in the design, manufacture, etc.). There are no express warranties, whether written or oral, other than this printed limited warranty, express or implied, of any nature whatsoever. 	 Before contacting the aftersales department, you are advised to follow the instructions below: You are advised to switch off the telephone from time to time to optimise its performance. You are advised to fully charge (III), the battery for optimal operation. Avoid storing large amounts of data in your telephone as this may affect the performance of your telephone. and carry out the following checks: My mobile phone will not switch on Press i until the screen comes on Check the battery contacts, remove and reinstall your battery, then turn your telephone back on My phone has not responded for several minutes Press the i key Remove the battery and re-insert it, then switch the phone back on My screen is difficult to read Clean your screen Use your mobile phone turns off by itself Check that your keypad is locked when you are not using your mobile phone 	 Make sure you respected the complete charge timing (minimum 3 hours) After a partial charge, the battery level indicator may not be exact. 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It must be inserted <u>before</u> plugging in the charger When abroad, check that the electrical current is compatible My mobile phone will not connect to a network 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 axilable network(s) manually Try connecting at a later time if the network is overloaded SIM card error Make sure the SIM card has been correctly inserted Verify with your operator that your SIM card is 3V compatible; the old 5V SIM cards cannot be used Make sure the chip on your SIM card is not damaged or scratched Unable to make outgoing calls 	 Make sure your mobile 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 The caller's name 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 number The sound quality of the calls is not optimal You can adjust the volume during a call by means of the response of the radio reception icon level . 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 directory, the number is not dialled Make sure that you have selected the country prefix when calling a foreign country I am unable to create a file in my directory (i.e. your professional or personal directories) Check the "Call barring" option for "Incoming calls" to be sure that "All calls except those in SIM directory" feature is not activated 	 Make sure your operator's voicemail number is correctly entered in "My Numbers" Try later if the network is busy I am unable to send and receive messages MMS, Vox MMS Check your phone memory available 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 saturated; try again later The Server centre may be saturated; try again later The Server centre may be saturated; try again later You have saved too many short messages on your SIM card; delete some of them or archive them in the product memory The << ->> icon is displayed You are outside of the network coverage area I have already entered 3 incorrect PIN codes Contact your network operator to obtain the PUK code (Personal Unblocking Key) I am unable to download new files Check your subscription status with your operator
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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 directory, the number is not dialled 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 create a file in my directory Make sure that your SIM card directory is not full; delete some files or save the files in the product directory (i.e. your professional or personal directories) Check the "Call barring" option for "Incoming calls" to be sure that the "All calls except those in SIM directory" feature is not activated 	 Make sure your operator's voicemail number is correctly entered in "My Numbers" Try later if the network is busy I am unable to send and receive messages MMS, Vox MMS Check your phone memory available 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 saturated; try again later The Server centre may be saturated; try again later You have saved too many short messages on your SIM card; delete some of them or archive them in the product memory The << ->> icon is displayed You are outside of the network coverage area I have already entered 3 incorrect PIN codes Contact your network operator to obtain the PUK code (Personal Unblocking Key) I am unable to download new files Check your subscription status with your operator
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Batteries 	 in the geographical area where the equipment is used, improper maintenance of sources of energy, and of the overall electric installation, accidents or consequences of theft of the vehicle in which the telephone is transported, acts of vandalism, lightning, fire, humidity, infiltration of liquids, inclement weather, connecting to or integrating into the phone any equipment not supplied or not recommended by TCT Mobile Limited or its affiliates, without their express written consent for such, any servicing, modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates, the vendor or the approved maintenance centre, use of the mobile phone and/or its accessory for a purpose other than that for which it was designed, normal wear, malfunctions caused by external causes (e.g., radio interference from other equipment, power voltage fluctuations), modifications made to the equipment even if required by changes in regulations and/or modification of network parameters, faulty connections resulting from unsatisfactory radio transmission or caused by the absence of radio relay coverage. equipment on which markings or serial numbers have been removed or altered, and handsets on which labels have been removed or deteriorated shall be excluded from the warranty. 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 Congratulations on choosing this mobile phone - we hope that you will be completely satisfied with it. Your phone is guaranteed against any deviation from technical specifications for a period of twelve (12) months from the date specified on your original invoice, subject to any other specific provisions ⁽⁹⁾. The warranty terms defined in the manual also apply to the battery and accessories sold with the phone but for a period of six (6) months ⁽⁶⁾ from the date of purchase shown on your original invoice. Under the terms of this warranty, you must immediately inform your vendor (or any repair centre approved by TCT Mobile Limited or its affiliates, which are listed on our website http://www.alcatel-mobilephones.com) in case of a conformity defect on your phone, and present the invoice given to you at the time of purchase. The vendor or repair centre will decide whether to replace or repair, as appropriate, all or any part of the telephone or accessory found to be defective; this warranty covers the cost of parts and labour but excludes any other costs. Repair or replacement may be carried out using reconditioned components offering equivalent functionality. Servicing under the terms of this warranty, especially repair, modification or replacement of products, shall entitle to a ONE ⁽⁹⁾ month warranty unless there are statutory provisions to the contrary. This warranty shall not apply to damage or defects to your mobile phone and/or accessory caused by: 1) not following the instructions for use or installation, ⁽⁹⁾ The mandatory warranty period may vary if overriding statutory provisions are applicable in your jurisdiction. ⁽⁹⁾ The inford or ture 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 perinding the that the tore on the profile optime. 	 in the geographical area where the equipment is used, improper maintenance of sources of energy, and of the overall electric installation, accidents or consequences of theft of the vehicle in which the telephone is transported, acts of vandalism, lightning, fire, humidity, infiltration of liquids, inclement weather, connecting to or integrating into the phone any equipment not supplied or not recommended by TCT Mobile Limited or its affiliates, without their express written consent for such, any servicing, modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates, the vendor or the approved maintenance centre, use of the mobile phone and/or its accessory for a purpose other than that for which it was designed, normal wear, malfunctions caused by external causes (e.g., radio interference from other equipment, power voltage fluctuations), modifications made to the equipment even if required by changes in regulations and/or modification of network parameters, faulty connections resulting from unsatisfactory radio transmission or caused by the absence of radio relay coverage. equipment on which markings or serial numbers have been removed or altered, and handsets on which labels have been removed or deteriorated shall be excluded from the warranty. In accordance with the applicable law, your product is warranted against hidden defects (defects inherent in the design, manufacture, etc.). There are no express warranties, whether written or oral, other than this printed limited to trading loss, commercial loss, to the full extent those damages can be disclaimed by law. Some countries/states do not allow the exclusion or limitation of incidental or consequential damages of any nature whatsoever; including but not limited to trading loss, commercial loss, to the full extent those damages can be disclaimed by law. Some countries, so the preceding limitations or	 Before contacting the aftersales department, you are advised to follow the instructions below: You are advised to switch off the telephone from time to time to optimise its performance. You are advised to fully charge (III), the battery for optimal operation. Avoid storing large amounts of data in your telephone as this may affect the performance of your telephone. and carry out the following checks: My mobile phone will not switch on Press i until the screen comes on Check the battery contacts, remove and reinstall your battery, then turn your telephone back on My phone has not responded for several minutes Press the i key Remove the battery and re-insert it, then switch the phone back on My screen is difficult to read Clean your screen Use your mobile phone turns off by itself Check that your keypad is locked when you are not using your mobile phone 	 Make sure you respected the complete charge timing (minimum 3 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 My mobile phone will not charge properly Make sure that your battery is not completely discharged; the battery charge indicator can take several minutes and may be accompanied by a quiet whistling sound Make sure charging is carried out under normal conditions (0°C +40°C) Make sure your battery is inserted. It must be inserted before plugging in the charger When abroad, check that the electrical current is compatible My mobile phone will not connect to a network 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 SIM card error Make sure the film card has been correctly inserted Verify with your operator that your SIM card is 3V compatible; the old SV SIM cards cannot be used Make sure the chip on your SIM card is not damaged or scratched Unable to make outgoing calls Make sure you mobile phone si connected to a network, and that the network is not overloaded or unavailable Check your subscription status with your operator (credit, SIM card valid, etc.) 	 Make sure your mobile 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 The caller's name 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 number The sound quality of the calls is not optimal You can adjust the volume during a call by means of the response of the radio reception icon level . 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 directory, the number is not dialled Make sure that you have selected the country prefix when calling a foreign country I am unable to create a file in my directory (i.e. your professional or personal directories) Check the "Call barring" option for "Incoming calls" to be sure that the "All calls except those in SIM directory" feature is not activated 	 Make sure your operator's voicemail number is correctly entered in "My Numbers" Try later if the network is busy I am unable to send and receive messages MMS, Vox MMS Check your phone memory available 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 saturated; try again later The Server centre may be saturated; try again later The Server centre may be saturated; try again later You have saved too many short messages on your SIM card; delete some of them or archive them in the product memory The << ->> icon is displayed You are outside of the network coverage area I have already entered 3 incorrect PIN codes Contact your network operator to obtain the PUK code (Personal Unblocking Key) I am unable to download new files Check your subscription status with your operator