

T-Mobile®

Welcome

Start Guide

T-Mobile®



alcatel
A30™ TABLET 8"

TCS534427.1

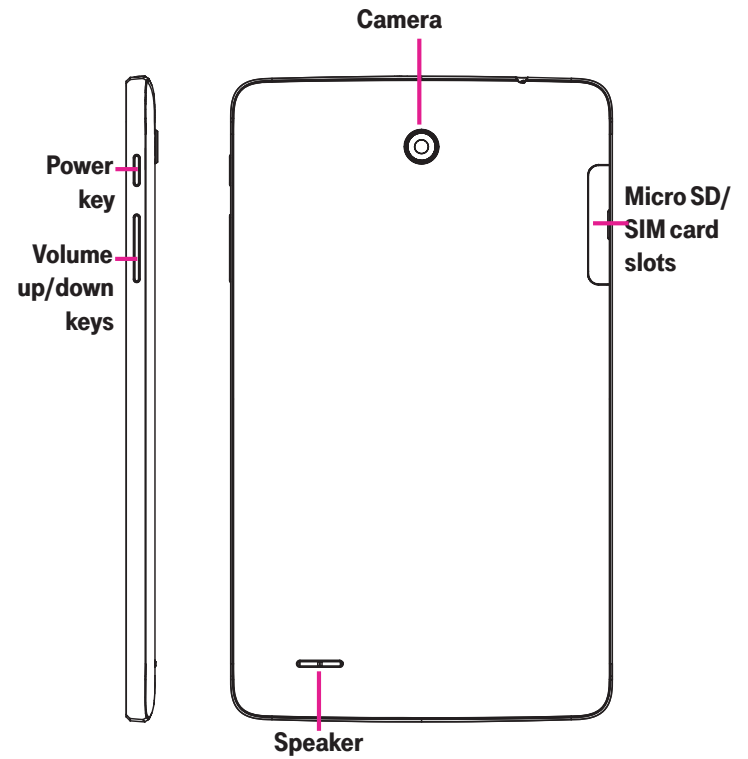
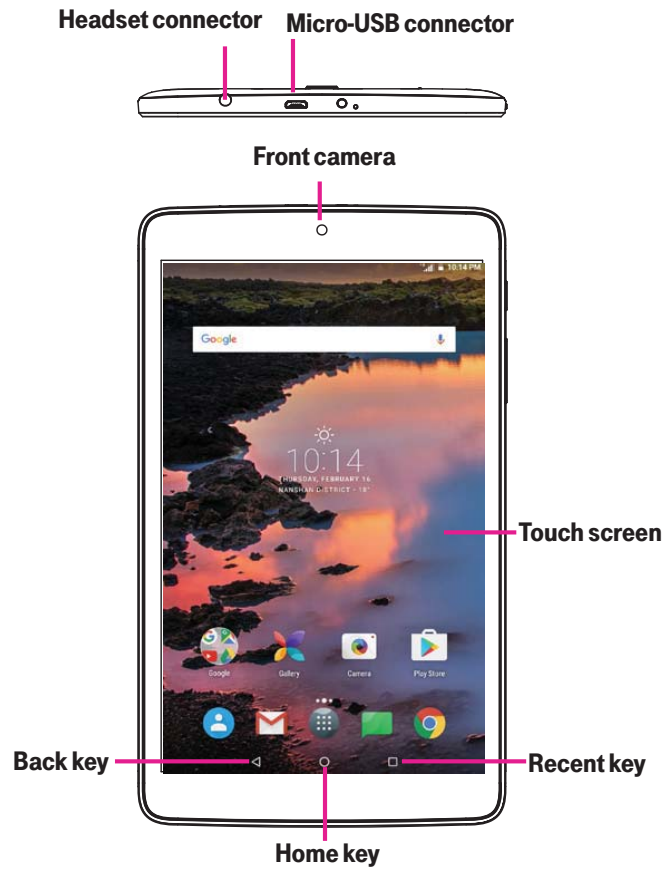
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DEVICE OVERVIEW



SERVICE ACTIVATION

If you are a new T-Mobile® customer and your service has not yet been activated, simply call Customer Care at **1-800-937-8997** and a T-Mobile Activation representative will assist you.

You will need the following information when activating service:

- Your name, phone number, home and billing address
- Your Service Agreement and the agent code on your Agreement

Note: For business and government accounts, please provide the organization's name, address, and tax ID number.

- Your Social Security number, current driver's license number, and date of birth for credit check purposes
- Your choice of T-Mobile rate plan and services (see www.t-mobile.com for latest plan information)
- Your IMEI number

Note: Your IMEI number is located in the back of your device and on the box that your device was packaged in.

Service or use is your agreement to T-Mobile's Terms and Conditions. **T-Mobile requires Arbitration of Disputes unless, for new customers, you opt-out within 30-days, or for existing customers, you previously opted-out.** For details, see T-Mobile's Terms and Conditions at www.T-Mobile.com/terms-conditions.

SUPPORT INFORMATION

This guide provides you with information you need to get started.

For more information and additional support, please visit <http://www.t-mobile.com/support> where you can:

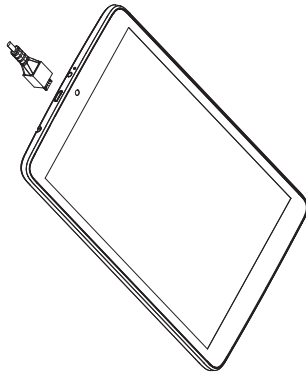
- Register at my.t-mobile.com to check your usage, pay your bill, upgrade your device, and change your rate plan.
- Review your device's User Manual.
- View the latest troubleshooting instructions in the Support Forums or ask a question of your own.

POWER ON/OFF

To turn the power on/off, press and hold the **Power Key**.

CHARGING

1. Insert the small end of the charging cable into the charge port as shown.



2. Connect charger to power outlet

BATTERY

To optimize battery performance, be sure to fully charge your device before using it for the first time.

Optimize Battery Life

To optimize battery life, adjust your screen brightness and display timeout.

1. From the Home screen, press the **Application icon**  and select **Settings icon**  and then

select the **Display**.

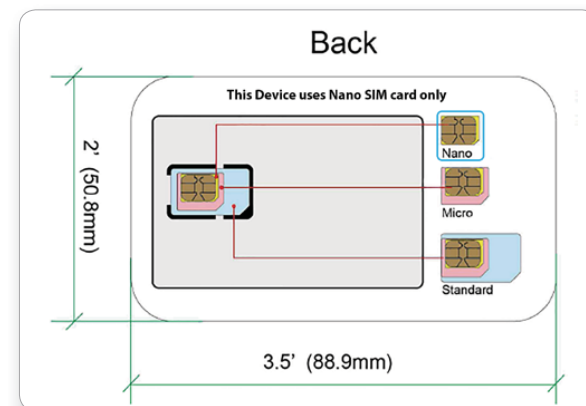
2. Select **Brightness level** to adjust Brightness and Sleep to set **Screen Timeout** to optimize battery life.

SIM CARD

The SIM (Subscriber Identity Module) card identifies your device to the wireless network. A SIM card or Wi-Fi connection is required to browse the Internet.

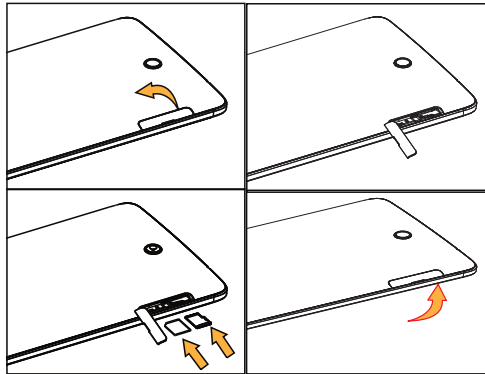
Insert/Remove the Micro SIM and MicroSD Cards

1. Detach the Micro SIM card from card as shown below. Note: NANO SIM is the smallest SIM size available on the card.



2. Insert Micro SIM/SD card into Micro SIM/SD

slot located on left side of the device. Follow the steps below and the icons on your device to insert Micro SIM/SD card accurately.





3. To remove the SIM or MicroSD card, push the SIM or MicroSD card until it pops out of its slot.

Note: MicroSD Cards are sold separately

WI-FI

Connecting to Wi-Fi

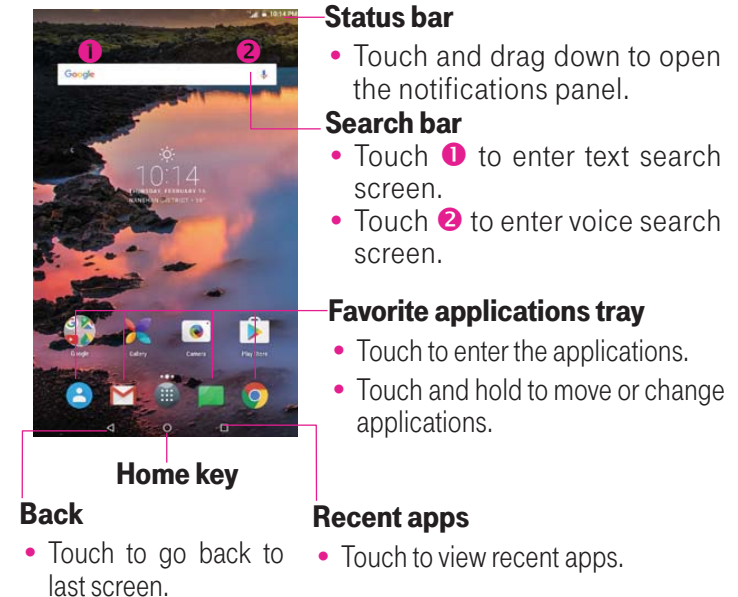
1. Press the **Application** icon  from the idle screen to access the **App list** and click on **Settings**
2. Tap to turn Wi-Fi on and start scanning for available Wi-Fi networks.
3. Tap a network to connect to it. If the network is secured with a lock icon, you will need to enter a security key or password.

4. The Status bar displays icons  that indicate Wi-Fi status.

Note: If you are out of the Wi-Fi zone or have set Wi-Fi to Off, the device may automatically connect to the Web using mobile data, which may incur data charges.

HOME SCREEN

You can bring all the items (applications, shortcuts, folders and widgets) you love or use most frequently to your Home screen for quick access. Touch the **Home** key to get instant access to the Home screen.














Home screen is provided in an extended format to allow more space for adding applications, shortcuts etc. Slide all Home screens horizontally left and right to get a complete view of the Home screens. The white circles at the lower part of the screen indicate which screen you are viewing.

STATUS BAR

The Status bar appears at the top of your Home screen. You will find icons indicating your tablet's status and new notification alerts appear in the Status bar.

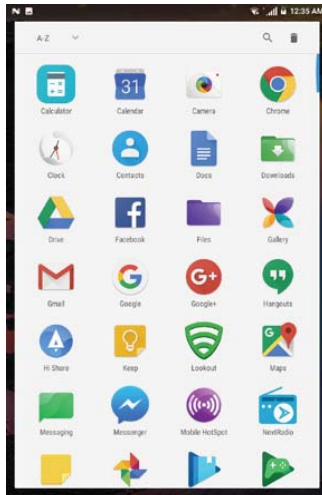


Icon	Status
	Bluetooth® active
	Wi-Fi® active
	Network (full signal)
	Network (roaming)
	4G LTE data service
	3G data service
	Airplane mode
	Alarm set
	Battery (charging)
	Battery (fully charged)
	New message


APPLICATIONS

App List

Press the **Application icon**  from the idle screen to access the **App list**.



Add/Remove Application

1. Swipe left or right to the desired Home screen.
2. Tap the **Application icon**  to access the Application menu.
3. To add, hold the desired App and drag it to a blank area on the Home Screen. To remove, hold the application you will like to delete until you see the **X Remove icon** on the home page and place it on the icon.

Lock/Unlock the screen

Press the Power key once to light up the screen, slide the screen up, draw the unlock pattern you have created or enter PIN or password to unlock the screen. To set a screen lock you can refer to the parts "**Secure Your Device**".

PERSONALIZE YOUR DEVICE

Change Wallpaper



You can change your wallpaper in two different ways:

1. Touch and hold an empty area on the Home screen and then select **WALLPAPERS** from bottom options. Slide left and right to view and select one Wallpaper image options, select **Set wallpaper** on top left bar and then select Home screen to set image as Home screen. You can set different wallpapers for Lock screen and Home screen.
2. Change your wallpaper by going to **Settings > Display > Wallpaper**.

Volume & Ringtone

Adjust Ringtone and Volume



1. From the Home screen, press **Application**

1. Press the **Application icon**  and select **Settings** icon , and then select **Sound**.
2. Position the slider to adjust volume for Media,, Alarm, or Notification separately.
3. Select **Default notification ringtone** to choose the desired ringtone for Notification and **Default alarm ringtone** for setting alarm ringtone.

SECURE YOUR DEVICE



Help prevent others from using your tablet without your permission by setting a screen lock.

Set a screen lock

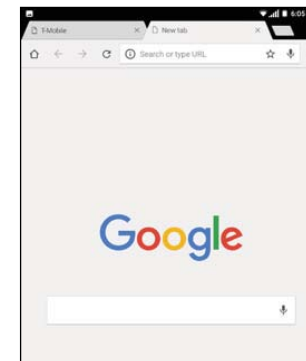
1. From the Home screen, press the **Application icon**  and select **Settings** icon , and then select **Security > Screen Lock**.
2. Select **Pattern, PIN, or Password to** enable screen lock in **Screen Lock** screen.
3. Draw an unlock pattern twice or enter a PIN or password twice to create a screen lock.





Deactivate screen lock

Note: Be sure to deactivate this option before you return or exchange your tablet or before factory reset to avoid **PIN, Pattern, or password** from being required to access tablet.

1. From the Home screen, press the **Application icon**  and select **Settings** icon , and then **Security-> Screen Lock**.
2. Enter PIN or Password, or draw pattern depending on your previous lock settings to continue.
3. Select **None** and then **YES,REMOVE** to disable screen lock in **Screen Lock** screen.





BROWSING



1. From the Home screen, press **Application icon**  and select **Browser icon** .
2. Press the URL bar at the top, and enter the website you want to browser, and press  to search.
3. Press icon  on top right to open **Options** menu for further operation.


CONTACTS

Create a New Contact

1. From the Home screen, touch **Application** icon , and select **Contacts** icon .
2. Touch  to create a new contact.
3. Enter contact's name and other contact information.
4. When finished, touch  to Save.

G-MAIL



Set Up Gmail Accounts

1. From the Home screen, press the Application icon .
2. Press G-mail icon.
3. Follow the on-screen instructions.




MESSAGING

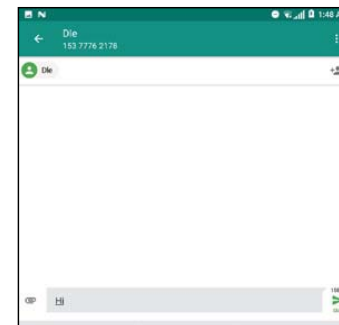
Use the messaging feature to send and receive text (SMS) and multimedia (MMS) messages.

Create and Send a Message


1. From the Home screen, touch **Application** icon , and select **Messaging** icon  or

press this icon directly from idle screen to enter **Messages**.

2. Touch  to write text messages.
3. Enter the phone number of the recipient in the bar at the top of the page or touch  to add recipients.
4. Press the **Type message** bar to enter the text of the message.
5. Press the icon  to send text messages.



Send a Multimedia Message



MMS enables you to send sound, emoticons, images, photos, contacts and sounds by pressing the icon  to other compatible devices and email addresses.

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

BLUETOOTH®

Your device comes with Bluetooth connectivity, a wireless technology that enables a data connection between your device and a Bluetooth headset or other Bluetooth device (sold separately).

Connect to Bluetooth

1. From the Home screen, press **Application** icon  and select **Settings** icon .
2. Press the **Bluetooth** and touch the switch icon below the Bluetooth to turn the Bluetooth on.
4. The device will automatically search for device.
5. Select the desired Bluetooth device to pair with your device.

ACCESSING FILES

To access media files and photos saved on your device or to transfer files from your device's SD card to your computer, follow these steps:

Connect Device to PC

1. Use micro-USB connector to connect your device to your computer.
2. Use your computer's operating system to find device to access files or SD card.

This device works with Windows® XP, Windows® 7, Windows® Vista, Windows® 8, Windows® 10, Linux and Mac OS®.

ACCESSORIES


Whether you want a charger, or a fashionable headphone, T-Mobile is the shop for all your tablet accessories.

To purchase accessories for your tablet, please visit T-Mobile.com, call **1.800.204.2449**, or visit your nearest T-Mobile store.

Accessories selection subject to change and may vary by location.

SOFTWARE UPDATES

To access Software Updates, follow the these steps:

1. Connect your device to a Wi-Fi network and make sure it has a strong data connection
2. Ensure your battery is fully charged before starting the software update. Your device's current battery level can be found on your device under **Settings > Battery**
3. Touch the **Application** icon  from the Home screen then select **Settings > About tablet >**

Software Update

4. Touch **CHECK FOR UPDATES NOW** and the device will search for the latest software
5. If software update is available, click on **DOWNLOAD UPDATE**. Once the software is downloaded, touch **INSTALL UPDATE** > **INSTALL**
6. Now your device has the latest version of the software

APPROVED FIRMWARE VERSIONS

Information about safeguarding devices

T-Mobile encourages customers to take appropriate measures to secure their devices and invites them to take advantage of the features available on this device to help secure it from theft and/or other unauthorized access and use. This device has a locking function (e.g., Security PINs) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several T-Mobile devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to

protect accounts. For additional information, visit: <http://www.tmobile.com/devicesecurity> and <http://www.t-mobile.com/Company/PrivacyResources.aspx>.

Additional Information

Use of some content or features may incur separate, additional charges, and/or require qualifying service or access to a Wi-Fi connection.

Devices and screen images are simulated. **Coverage** not available in some areas. See **T-Mobile's Terms and Conditions (including arbitration provision)** at www.t-mobile.com, for rate plan information, charges for features and services, coverage details, and restrictions and details.

The Bluetooth® word mark and logo are owned by Bluetooth SIG, Inc. and are used by T-Mobile under license. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG.

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device, it will not function.

HANDLING INFORMATION

Make it Last

Your tablet is a complex electronic device; think of it as a mini-computer. Here are a few tips to help you extend the life of your new tablet.

Do not get your tablet wet. Even a small amount of moisture can damage your tablet and accessories.

Protect your tablet's screen. Your tablet's screen is delicate. To keep it looking and working great, clean the touchscreen and turn off the display when you are not using the device.

Use the original manufacturer's batteries and accessories. Non-approved batteries and accessories can harm and damage your device.

Do not use damaged accessories. If any of your accessories are damaged, replace them and do not attempt to use them. Doing so may damage your device or may result in a fire hazard.

PRIVACY INFORMATION

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

It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer,

the seller or vendor of your mobile device (including the operator) disclaim any liability which may result from the improper use of the mobile device.

SAFETY INFORMATION

Safety and Use

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

Devices using wireless connections may be vulnerable to unauthorized attempts to access data on the device. Plan data allotment applies to use by connected devices sharing Wi-Fi. Use of connected devices subject to T-Mobile's Terms and Conditions.

Traffic Safety

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

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

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

- Do not place your mobile device on top of the dashboard or within an airbag deployment area,
- Check with your car dealer or the car manufacturer

to make sure that the car's electronic devices are shielded from mobile device RF energy.

Conditions of Use

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

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

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

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

when using the mobile device you should hold it against the ear on the opposite side to the device, if any.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Play at the farthest distance possible from the screen.

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

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

Battery and Accessories

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

Before removing the battery from your device, make sure that the device is switched off.

Observe the following precautions for battery use:

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

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



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

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

In European Union countries:

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

In non-European Union jurisdictions:

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

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

CAUTION: IF BATTERY IS REPLACED BY AN INCORRECT TYPE, DEVICE MIGHT EXPLODE. DISPOSE USED BATTERIES ACCORDING TO THE INSTRUCTION.

Chargers

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

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

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

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

Output: 5.0 V, 550mA

Radio Waves

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

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

The exposure standard for mobile devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), or by Industry Canada, is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using

standard operating positions with the mobile device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of HYPERLINK “<http://www.fcc.gov/oet/ea/fccid>” www.fcc.gov/oet/ea/fccid after searching on **FCC ID:2ACCJBT01**.

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

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

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

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

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

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

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

For other devices, they bear the following statement:

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

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

Your mobile device is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it. As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable.

If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the mobile device at least **XX** mm away from the body.

Licenses



MicroSD Logo is a trademark.



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

Alcatel 9024W

Bluetooth® Declaration ID D034093



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

You have purchased a product which uses the open source (<http://opensource.org/>) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public License and Apache License. We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communications Ltd. You may download the source codes from <http://sourceforge.net/projects/alcatel/files/>.

The provision of the source code is free of charge from Internet.

Consider Device Compatibility

If you have a pacemaker, check with your doctor to make sure it's safe for you to use a tablet. In some cases, cellular radio frequencies can disrupt the performance of other electronic equipment. If you have questions about the interaction between your tablet and any other piece of electronic equipment, ask the equipment manufacturer.

RECYCLING INFORMATION

For more information on Electronic Recycling:

- 1) Visit Alcatel Electronic Recycling Program website at <http://www.alcatelonetouch.us/electronic-recycling-program>, or
- 2) Call Alcatel US Customer Support at 1-855-368-0829.

Battery Recycling (USA & Canada):

Alcatel partners with Call2Recycle® to offer a safe and convenient battery recycling program. For more information on our Battery Recycling Program, please visit the USA and Canada website at www.alcatelonetouch.us/battery-recycling and www.alcatelonetouch.ca/battery-recycling



12 MONTH LIMITED WARRANTY

TCL Communication Ltd. warrants to the original retail purchaser of this wireless device that should this product or part thereof during normal consumer usage and condition be proven to be defective in material or workmanship that results in product failure within the first twelve (12) months from the date of purchase as shown on your original sales receipt from an authorized sales agent. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s). Batteries, power adapters, and other accessories sold as in box items are also warranted against defects and workmanship that results in product failure within the first twelve (12) month period from the date of purchase. This warranty extends to products purchased and sold within the United States. Cosmetic refurbishment is not covered under this Limited Warranty.

The limited warranty for your wireless device will be voided if any of the following conditions occur:

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your device is used;
- Connection to any equipment not supplied or not recommended by TCL Communication Ltd
- Modification or repair performed by individuals not authorized by TCL Communication Ltd. or its

affiliates;

- Changes to the device operating system by the user or third party applications;
- Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- Removal or altering of the wireless device's event labels or serial numbers (IMEI);
- Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;
- Rooted devices;
- Damage as result of physical abuse regardless of cause.

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How to obtain Support: Contact customer care center by calling USA: 855-368-0829 or if you are in Canada: 855-844-6058. You can also visit us on the web at <http://www.alcatelonetouch.us> or at <http://www.alcatelonetouch.ca>. We have placed many self-help tools that may help you to isolate the problem and eliminate the need to send your wireless device in for service).