

## FAQ For A30 (A576RW)

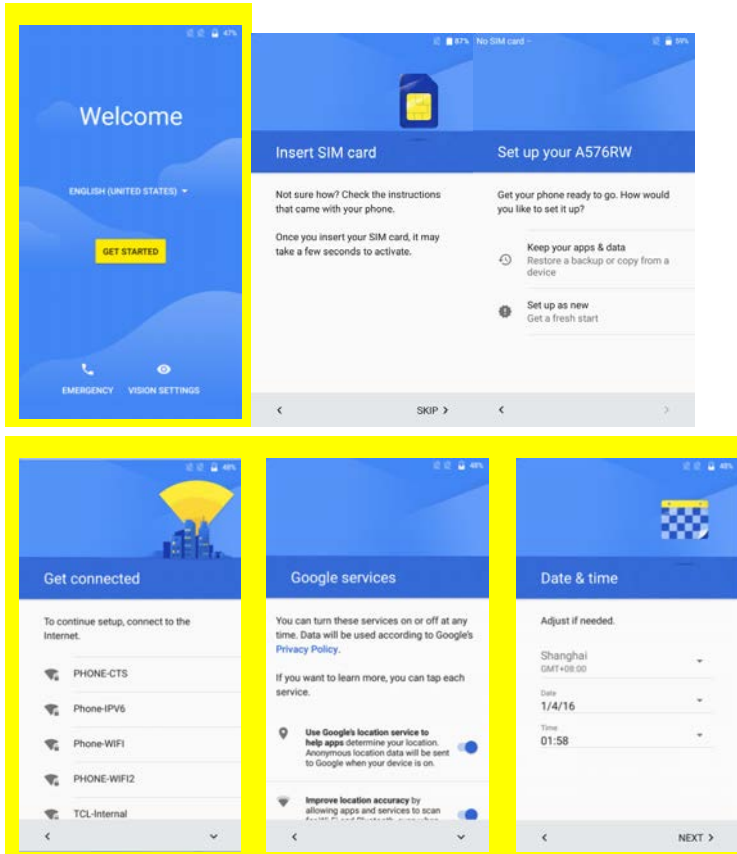
### i. Basic Setting

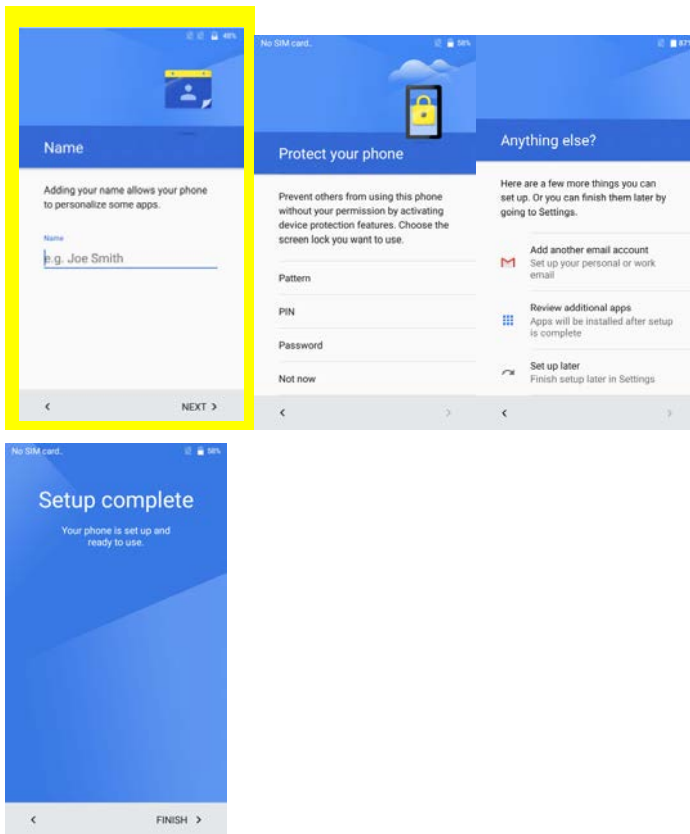
1. How can I set up my Alcatel device when I turn it on for the first time?

The first time you turn on the phone, you will see a welcome screen. You can start to set up your phone by following the instructions.

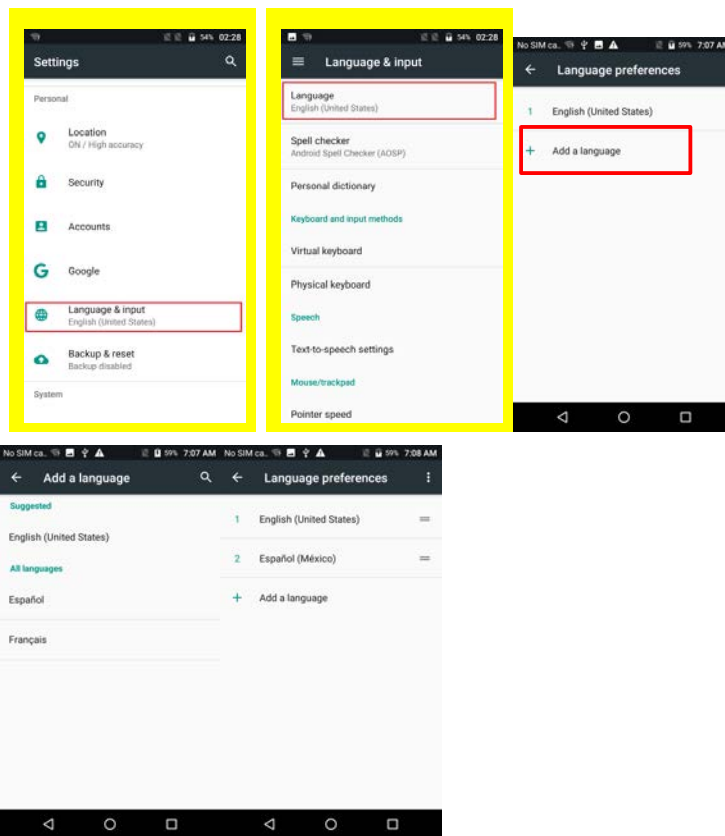
A series of screens will lead you through the setup process. You also have the option to skip some steps during the process.

You can set screen lock to prevent others from using this phone without your permission.



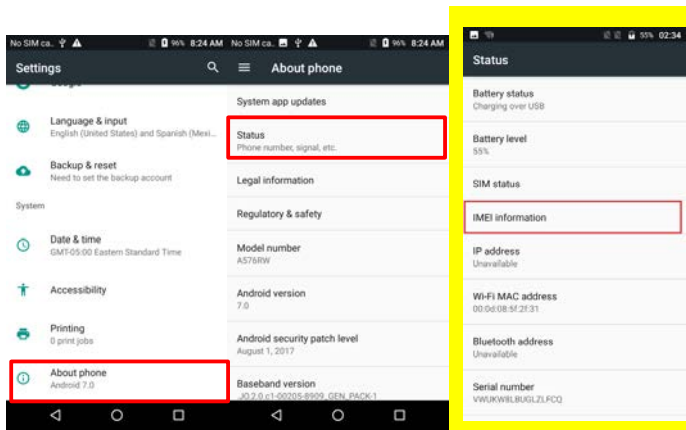


2. How can I change the language of the device?  
Change language of your phone by accessing into main menu -> "Settings" -> "Language & input" -> "Language" -> Add a language-> Choose the language that you want to add.  
->Press and drag the language to the top to set.



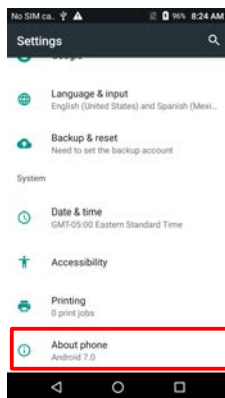
3. How can I check the IMEI number of my Alcatel device?

You can check the IMEI information from the IMEI label which was stuck to the battery jar or battery cover, or by touching \*#06# in dial keypad, or by going to main menu -> "Settings" -> "About phone" -> "Status" -> "IMEI information".



4. How can I check the device's system version, model number, Android version, Baseband version, and Kernel version?

You can check the information by accessing into menu -> "Settings" -> "About phone".

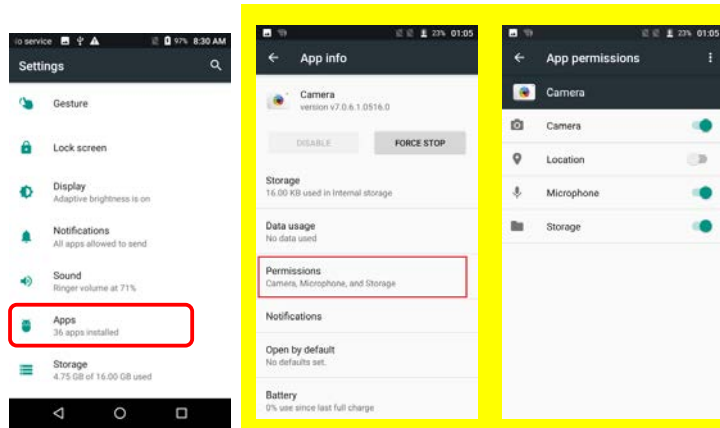


5. How can I make a screenshot?

Users can share what's on their screens more easily by taking screenshots. Hardware buttons let them snap a screenshot and store it locally. Afterward, they can view, edit, and share the screen shot in Gallery or a similar app. Push power button and Volume down button at the same time for a couple of seconds. You should then see an animation showing you the screenshot, and view the screenshot by tapping on the thumbnail in the notification tray or by visiting your Gallery application.

6. How can I change the permission for my apps?


You can change the "app permission" in the Settings > Apps>selecting an app and then clicking **Permissions**. Use the toggles to switch individual permissions on or off.



## ii. Home screen

### 7. How do I interact with status bar?

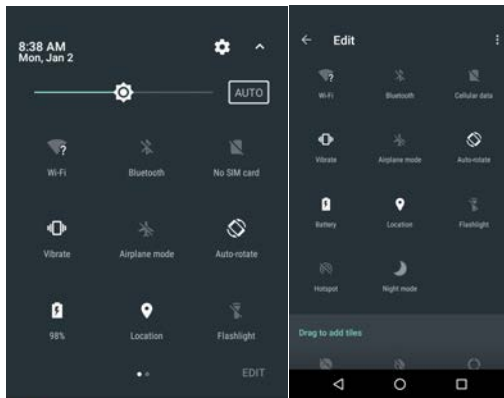
Its icon appears on the top of the screen when you receive a notification. You may also hear a sound notice depending on your sound setting. With the notification bar, you can:

- 1) See your notifications by swiping your finger down from the top of the screen.
- 2) Respond to a notification by touching it.
- 3) Dismiss a notification bar by swipe it sideways.
- 4) Access to quick settings by dragging the Status Bar down again in the Notification Panel or drag the Status Bar down with your fingers and then you can access more settings by touching the icon  at the top right corner of the screen.
- 5) Touch a notification to expand or collapse the notifications. Then news with photos and headlines can be displayed completely in the notification. So more new information can be shown in the new notification.
- 6) Call or SMS back directly from notification, and even hang up the call.
- 7) Gmail notifications with new emails display.
- 8) Calendar notification and email to all attendees with an embedded quick response to notify them something.


### 8. How do I use and edit quick settings?

You can access to quick settings by dragging the Status Bar down again in the Notification Panel or drag the Status Bar down with your fingers.

You can also customize notification tile by touch EDIT at the bottom right corner of screen, press and drag a tile to add or to remove.

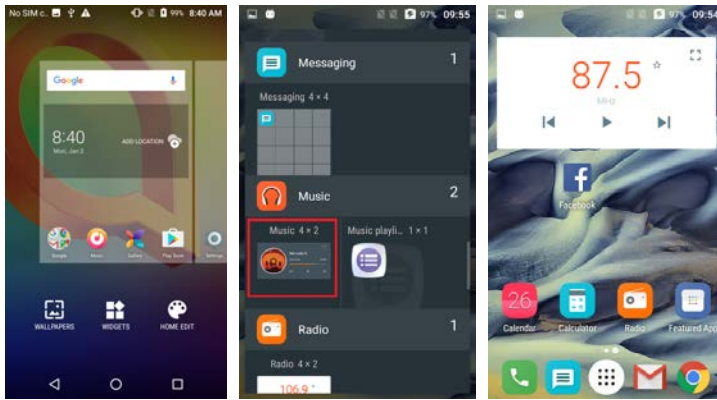


9. How do I add new apps or widgets on the Home screen?

To add new applications on the Home screen, touch the menu icon , you will see all the applications. Long-press and drag an application to your desired screen.



To add new widgets to the Home screen, long press the Home screen that's not occupied, touch icon "WIDGETS", you will see all the widgets at the bottom. Touch and drag a widget to your desired screen.



10. How do I change the wallpaper?

You can set wallpaper by accessing menu-> "Settings" -> "Display" -> "Wallpaper". Select a wallpaper source from "Gallery/Live wallpapers/Photos/Wallpapers", select wallpaper as you like and touch "Set wallpaper" at the top.

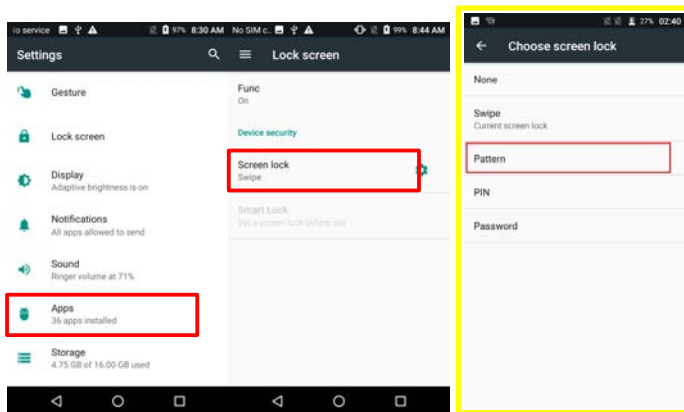
11. How do I set screen lock?

In order to protect your personal information, you can adjust your phone's lock settings by pressing "Menu" key at Home screen -> "Settings" -> "Lock screen" -> Touch the type of lock that you prefer.

After you set a lock, a lock screen displays whenever your screen is woken up, requesting pattern, PIN, or other specified key.

Take pattern for example.

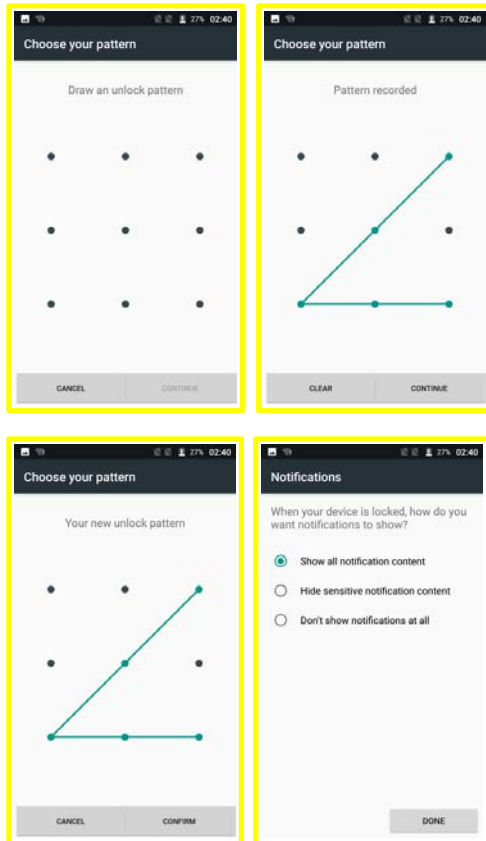
Draw a pattern twice, then touch "Confirm" to finish the setting.



Notes:

Screen lock options are listed in the approximate order of the strength of their

security, starting with “None” and “Swipe”, which provide no security.



### iii. Phone call

#### 12. How can I answer or divert a call?

The incoming call screen will open when you receive a phone call. It shows caller ID and any additional information about the caller that you have saved in People app.

If there's any call missed, you will get a notice from notification bar or you can check all incoming call records in the call log tab of Phone app.



Touch to answer



Touch to reject

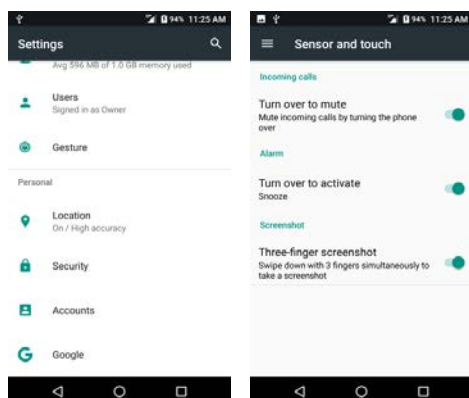
#### 13. How can I silence the ringer of incoming calls?



There're 2 ways to silence the ringer before answering the call.







Way 1: Press the Volume Up/Down button on the side of your device.

Way 2: Enable Gesture function by going to menu-> "Settings"-> "Gestures" -> activate "Turn over to mute", then you can mute incoming calls by turning the phone over when a call is coming.




#### 14. How can I hold and answer another call?

During a call, you can use some buttons near the bottom of the screen

-  Switch to the dialer.
-  Control the audio output
-  Mute your microphone
-  Put the other party on hold
-  Switch to another call in process
-  Then select **Add call** to add another call







How to hold and answer another call?

- 1) If there is another call coming in, you will get a notice in the screen and ring notice.
- 2) You can answer it directly, and at the same time the other call will be on hold.
- 3) You can touch  to switch to another call in process.



Note: please make sure you have held the third way calling service with your SIM card.

#### 15. How can I make a three way calling?

During a call, you can use some buttons near the bottom of the screen.



-  Switch to the dialer.
-  Control the audio output
-  Mute your microphone
-  Put the other party on hold
-  Switch to another call in process
-  Then select **Add call** to add another call


#### How to make a three way calling/ conference call? You can do like this,




- 1) Call the first person
- 2) Touch  then select **"Add call"** (this function may under menu according to the different phones), then you can choose the third person you want to call.
- 3) When you get through the second person or the third person (It depends how many calls you want to merge), you also can touch , then select **"Merge calls"** to make a conference call.

\*Notes: Three ways calling also need network/SIM card support.


#### 16. Where can I check recent call records?

Access into menu, touch **"Phone"** , then touch  to check recent call records.


 it is call log tab which shows recent calls. There are three different color arrow icons beside a call to indicate the type of calls.

-  Means missed incoming call
-  Means received incoming call
-  Means outgoing call

#### 17. How can I switch to mute mode during a call?






You can touch  to mute your microphone.

During a call, you can use some buttons near the bottom of the screen


-  Switch to the dialer.

**Comment [蓝万微1]:** 图标使用的是 Android N 模板的图标，电话的图案是一样，只是颜色不同。不影响用户操作，建议不用修改。



**Comment [T2]:** 手机中 Phone 的图标不一致

-  Control the audio output
-  Mute your microphone
-  Put the other party on hold
-  Switch to another call in process
-  Then select **Add call** to add another call

18. How can I listen to voicemail?

When you have a new voicemail message, the voicemail icon  appears in the notification bar. Swipe down the status bar and touch it to view your notifications.


You can also change your voicemail settings by accessing the menu->Touch "Phone"

 -> press the menu key  in the top right corner of screen -> "Settings" -> Calls-> Voicemail, then change setting.

iv. **Contact**

19. How can I add an unknown number in a message to the contacts?

You can follow the below steps to add numbers in a message to contacts by opening the


message-> Hold and touch  icon that is beside the unknown number for a few seconds

-> Press "OK" to confirm Add "\*\*\*" to contacts-> Touch "Create new contact" -> Choose the place you want to store the contact to (SIM / Phone) -> Enter the name and related

information -> Touch  on the top right corner to save.

20. How can I import contacts from SIM card?

You can follow the below steps to import contacts.

- 1) Touch "Contacts" app to open contact screen
- 2) Touch menu key  in the top right corner of screen, then a menu appears
- 3) Touch "**Import/Export**"
- 4) Choose the one you want to copy from contacts, then touch "NEXT". Choose the one you want to copy contacts to and touch "NEXT".
- 5) Select the contacts you want to Import/Export.
- 6) Touch "OK" in the top to finish the contacts import.

21. How can I back up my phone number and contacts to my Google account?

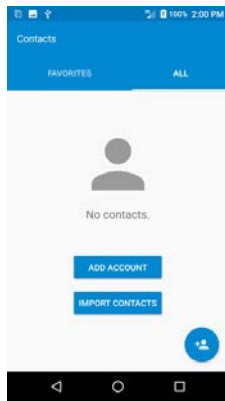
If you have a Google Account, any contacts associated with that account are automatically backed up by Google. This means all of your contacts are always available on the web and can be synced to any Android phone which is set up with the same account.


It means your contacts are always available even if you lose your phone, switch to a new phone or use a desktop computer.

To get your phone numbers and contacts information to your Google Account, you have several options.

**a. Import your contacts directly into your Google Account.**

- 1) Install the SIM card with your contacts on it in your new phone
- 2) Touch "Contacts" app
- 3) Touch "ADD ACCOUNT".
- 4) Touch Google
- 5) Sign in a Google account.



Or you can touch  on the right top of the screen->Settings->Manage Accounts->Add account->Touch Google to add an account  
Then all contact lists will be synchronized to your account.

**b. You can also follow below steps to finish contacts back up**

- 1) Touch "Settings" from Home screen or under main menu.
- 2) Touch "Accounts".
- 3) Touch Google
- 4) Sign in a Google account

Then all contact lists will be synchronized to your account.

**v. Ringtone & Sounds**

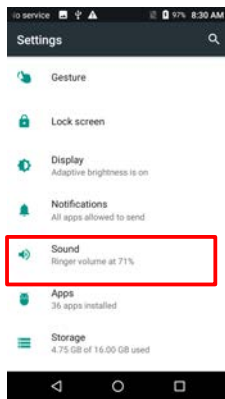
22. How can I change default ringtone and volume for incoming calls?

Your phone uses sounds and vibrations to note you for some news, including ringtones, notifications, alarms and navigation feedback. You can customize any of these sounds, as well as control their volumes.

**a. Change default ringtone for incoming calls**

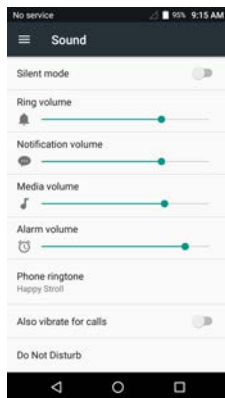
- 1) Touch "Settings" from Home screen or under main menu.
- 2) Touch "Sound".


- 3) Touch "Phone ringtone", you will see a list of ringtones
- 4) Touch a ringtone to select and hear it.
- 5) Touch "OK" to confirm your final selection.



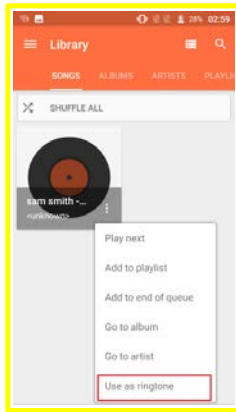
#### b. Change volume for incoming calls

- 1) Touch "Settings" icon from Home screen or under main menu.
- 2) Touch "Sound".
- 3) You will see a Volume Bar. Please drag to adjust the volume.



23. How can I change ringtone to vibration?
  - To activate Vibrate, press the down volume key until you feel the phone vibrate.
  - To resume normal ringtone, press the up volume key.
24. How can I set an MP3 as a ringtone?
  - Follow below steps to set an MP3 as phone ringtone.
  - 1) Open the "Music" app, you will see the music list
  - 2) Touch , then a list of options appears

3) Touch **"Use as ringtone"**. Your ringtone will be changed.



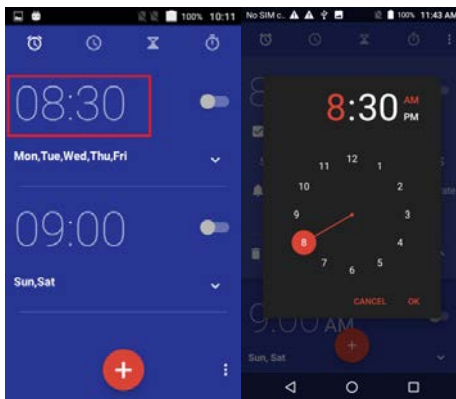
25. How can I change the ringtone of the alarm?

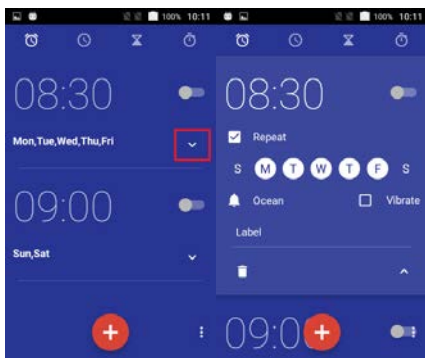
Follow below steps to change the ringtone of alarm.

Touch and open "Clock" app.

Touch alarm icon  at the top

Touch related alarm to get further setting

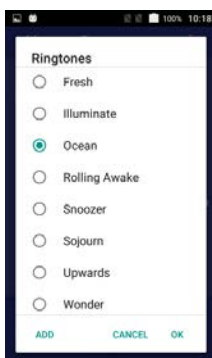




Touch ringtone, then a list of ringtone appears.



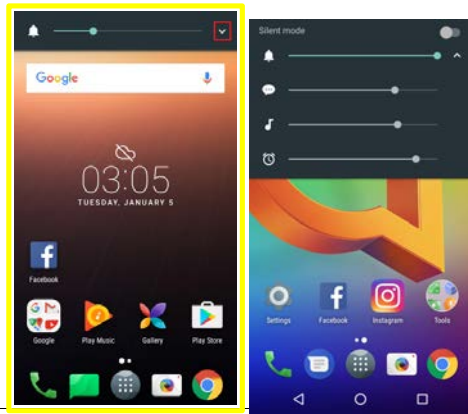
Touch a ringtone to select and hear it.



26. How can I adjust the volume of media, alarm and ring quickly?

Press the volume down key and touch the arrow.

You will see the Volume bar of each sound. Drag the slider to your preferred volume.

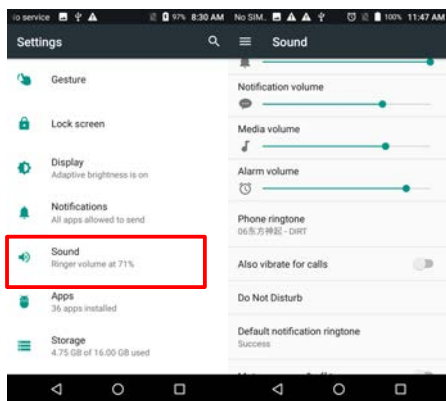


27. How can I set priority interruptions?

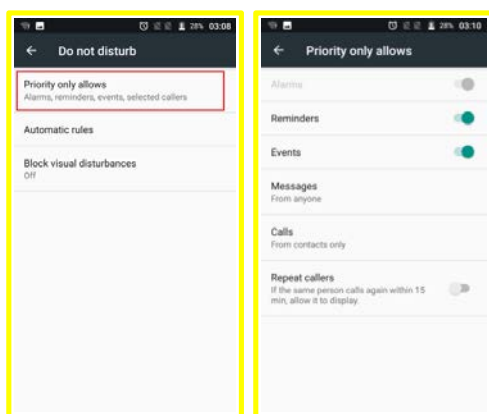
- 1) Touch “Settings” icon from the Home screen or under main menu.
- 2) Touch “**Sound**”.
- 3) Touch “Do not disturb”

You can set priority interruptions by checking **Events and reminders/Calls/Messages**.

You can also set interruptions mode when calls and notifications arrive.









## vi. Message

### 28. How can I add an attachment in an MMS?

You can set message limit for MMS as following steps.

- 1) Open "Messaging" app.
- 2) Touch "Menu" key.
- 3) Touch "Settings".
- 4) Touch "Multimedia message (MMS)".
- 5) Touch "Size limit"
- 6) Choose a size limit.

You can attach any attachment within this size according to the following steps:

- 1) Touch "Messaging" icon to open it
- 2) Touch  to create a new message
- 3) Touch  on the top right corner, then select "Attachment" to add pictures, videos, audio and so on.
- 4) Touch to select what you want to attach in the new message.

### 29. How can I forward a message to other contacts?

Follow below steps to forward messages.

- 1) Touch to open the message
- 2) Touch and hold the message that you want to forward for few seconds.
- 3) Select "Forward" on the pop-up list.
- 4) Enter the recipient name or number or select from the contacts



### 30. How can I delete messages?

**You can follow these steps to delete a message.**

Way1:

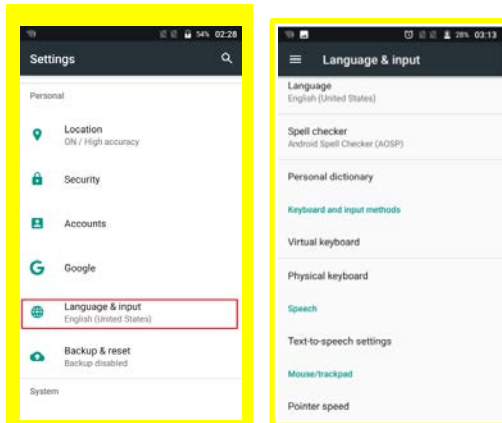
- 1) Touch to open the message that you want to delete.
- 2) Touch and hold it for seconds.
- 3) Select "Delete" on the pop-up list
- 4) Touch "DELETE" in the warning window

**You can follow below steps to delete a conversation.**

- 1) Touch to open the "Messaging" app, you will see all the conversation list
- 2) Touch and hold a conversation that you want to delete until a trash can icon  appears at the top right of screen.
- 3) If you want to delete more conversations, you can touch them to choose
- 4) Touch the trash can icon  at the top of screen to delete all checked conversations.


31. How can I change the input method?

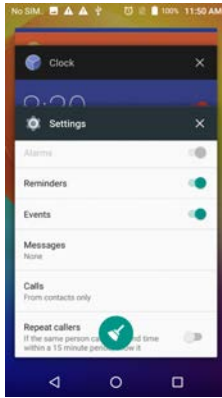
- 1) Touch "Settings" icon from Home screen.
- 2) Touch "Language & input"
- 3) Touch to choose the input method you want on Keyboard and input methods.




## vii. Internet & Applications


32. How can I switch to recently-used apps?

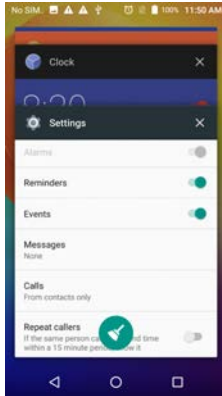
You can check recently used applications very easily. Just touch the Menu key  in the bottom right corner of screen, recently used applications appear.



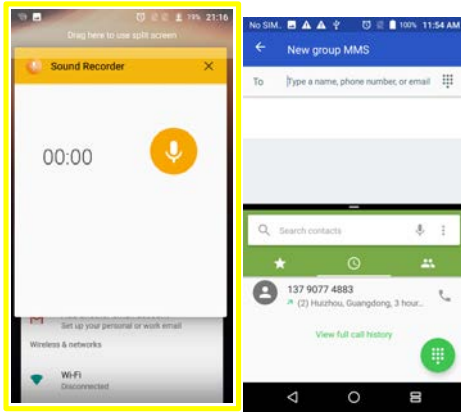
- 1) When you open up the app draw, you can easily switch between the apps that are running with just a tap of your finger.
- 2) Also ,you can drag left or right with your finger to kill the task.
- 3) Touch  to kill all the task.

### 33. How can I use split screen?

- 1) Touch the Menu key  in the bottom right corner of screen, the recently used applications appear.



- 2) Drag one of the applications to the top to use split screen.



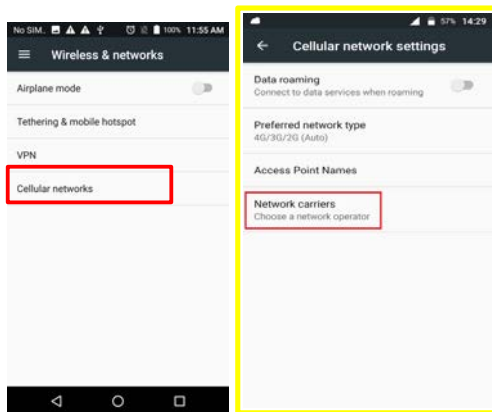
3) You can also double click the menu key to jump the last opening app.


#### 34. How can I connect to a mobile network?

It depends on your carrier and service plan; your phone may connect automatically to your carrier's available data network. Or you may need to insert a SIM card or configure details for a specific carrier.

Usually, your mobile network settings allow you to adjust several aspects of your phone uses mobile data.

- 1) Touch "Settings" icon from Home screen or under main menu
- 2) Touch "More"
- 3) Then touch "Cellular Networks"
- 4) Touch Network carriers and turn off the "Auto-select" to search choose an available network
- 5) After this, user should create/select a correct APN from "Access Point Names".



Note: Please swipe down the notification bar and touch  and activate cellular data

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to turn on the data access; you can't adjust mobile network settings when Airplane mode is selected.

35. How does my phone connect to a Wi-Fi network?

Wi-Fi is a wireless networking technology that can provide internet access at distances of up to 100 meters, depending on the Wi-Fi router and your surroundings.

To use Wi-Fi, you need to connect to a wireless access point, or "hotspot". Some hotspots are open and you can connect to them easily. But others implement security features which require more steps to set up, like, digital certifications, passwords or other ways to ensure that only authorized users can connect.

**Turn on Wi-Fi by following these steps:**

- 1) Touch "Settings" icon from Home screen or under main menu
- 2) Touch Wi-Fi
- 3) Turn the switch to "On" position, the device will scan for available networks and display the names.

\*Secured networks are indicated with a lock icon.

\*If the device finds a network that you connected to previously, it connects to it.

- 4) Touch a network name to see more details or connect to it.
- 5) Enter a password or other credentials to connect network.

**viii. Bluetooth**

36. How can I turn on Bluetooth and pair with another Bluetooth device?

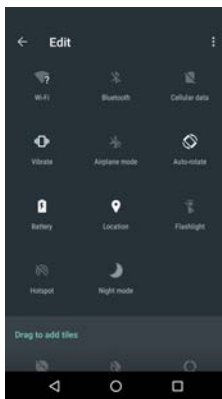
Bluetooth is a short-range wireless communications technology used to communicate between devices over a distance of about 8 meters.

To connect to a Bluetooth device, you must turn on your phone's Bluetooth radio. The first time you use a new Bluetooth device, you must pair it with the one you want to connect. Then both devices should know how to connect each other securely. After that, they will connect automatically.

- 1) Touch "Settings"
- 2) Touch "Bluetooth"
- 3) Switch to "On" position for searching the device
- 4) Touch the device that you want to pair with.




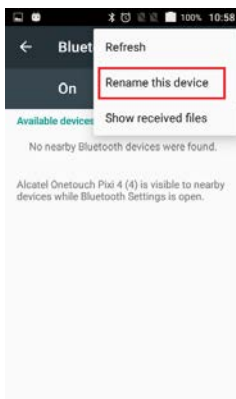
You can also turn on Bluetooth from the Quick settings. Touch the indicator icon area and drag it downwards with two fingers. You can turn Bluetooth on or off.



37. How can I change the name of my Bluetooth?

You can follow below steps to rename the Bluetooth.


- 1) Touch "Settings"
- 2) Touch "Bluetooth"  
\*Make sure the Bluetooth is turned on
- 3) Touch Menu key  in the top right corner of screen
- 4) Touch "**Rename this device**"  
Type the name you want and press "Rename" to save.

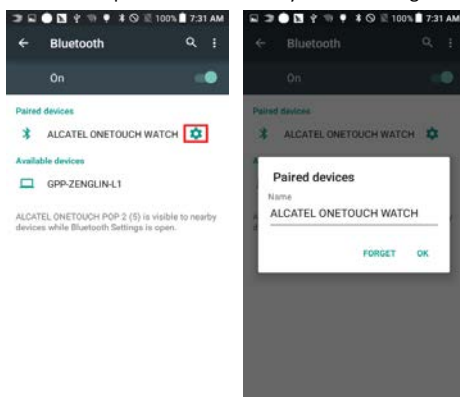


### 38. How can I configure or unpair a Bluetooth device?

Some Bluetooth devices have multiple profiles. Profiles can include the ability to transmit your conversations, play music in stereo, or transfer files or other data. You can select which profiles you want to use with your phone. You can also change the name of the Bluetooth device.

**You can follow below steps to unpair a Bluetooth device.**

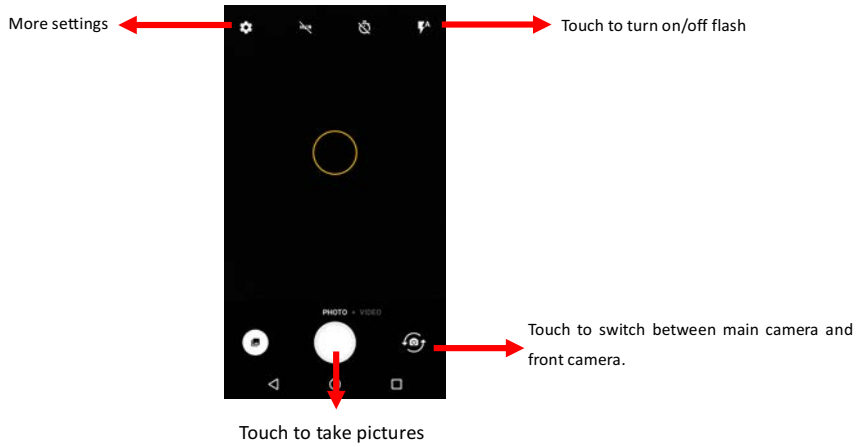
- 1) Touch "Settings" icon from Home screen or under main menu
- 2) Touch "Bluetooth"
- \*Make sure the Bluetooth is turned on
- 3) Touch the Quick Settings icon  beside the connected Bluetooth device you want to configure
- 4) A screen opens that allows you to change the device's name or unpair it.



## ix. Camera

### 39. How can I take photos with camera?

Your Camera app is a combination of camera and camcorder.




#### 40. Where can I check my photos?

You can check your photos by visiting the Gallery app.  
Photos can be sort by moments or albums.



#### x. Music & Video

##### 41. How can I stop the music that is playing?

You can stop the playing music by swiping down the notification bar, touch icon  to stop the music.

Or you can touch "Music" app from home or under main menu->touch stop icon to stop the music on the bottom.

##### 42. How can I play music?


Touch the "Music" app from home or under main menu. You will find four libraries in

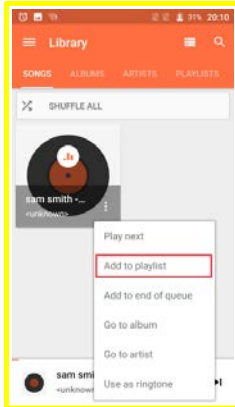


which all songs are classified: **Songs, Albums, Artists, Playlists and Genres**. Choose the music you want to listen to and touch it to play.

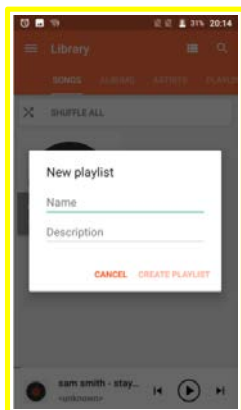
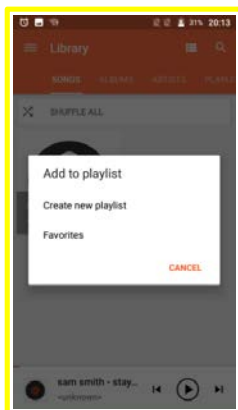
43. How can I create a new play list?

Follow these steps to create a new play list.

- 1) Touch "Music" app from home or under main menu.
- 2) Touch , then a list of options appears
- 3) Touch "Add to playlist"



- 4) You can choose to add in current playlist or to create a new one.
- 5) If you want to create a new playlist, enter the name in the open window and touch "Save".



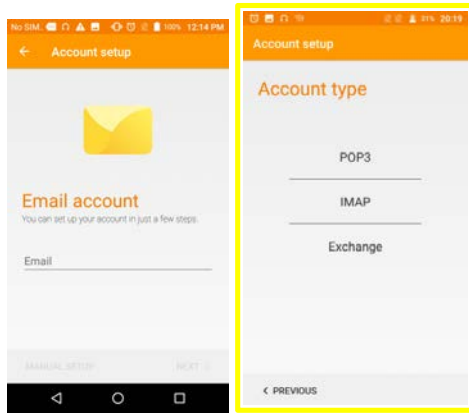
xi. **Email**


How can I create POP3/IMAP email account?

You can set up external POP3 or IMAP email accounts in your phone. Usually, that is very

useful for work email. It means you can check your work email with your device. You never have to worry about missing any important emails.

- 1) Touch "Email" App to open it.  
An email setup wizard will guide you through the steps to set up an email account.
- 2) Enter the email address and touch **MANUAL SETUP** to choose the type of your account and then enter your password to sign in.



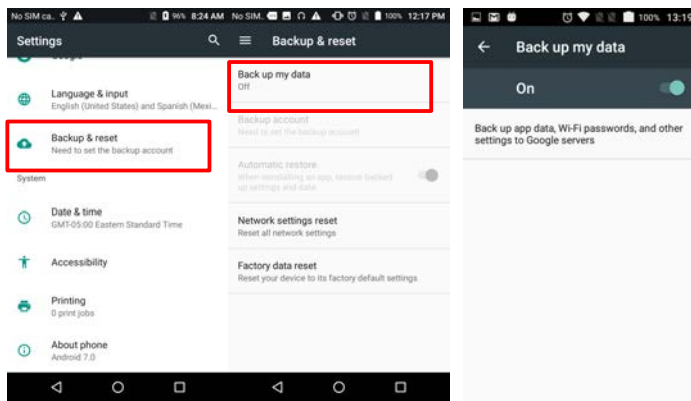
- 3) Or you can touch next icon **NEXT >** to enter the password of the account you want to set up.
- 4) Then an email account settings screen appears, you can set Sync frequency and download options. Touch Next icon **NEXT >**, then the email account is created in your phone.
- 5) You can enter the settings by touching the menu icon  on the left top of the screen to change the account name and display name in outgoing emails.

## xii. Back up & Reset

44. How can I back up my data with phone?

Please back up data through the following steps.

- 1) Go "Settings"
- 2) touch "**Backup & reset**"
- 3) activate "**Back up my data**" in on option

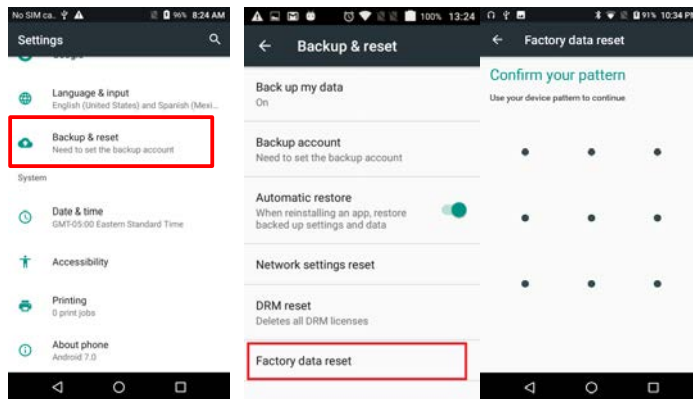


45. How can I perform a factory reset on my phone?

You can follow below steps to reset your phone in the boot status.

- 1) Go to "Settings"
- 2) Touch **"Backup & reset"**
- 3) Touch **"Factory data reset"** to start.
- 4) Touch **"RESET PHONE"**
- 5) Confirm your pattern/password if you had set lock screen before.
- 6) Choose **"Reset"** on the pop up window to start.

Warning: this action will erase all your personal information and downloaded apps.



**Way 2: Factory reset with your phone in Shutdown state**

- 1) Long press "power" key + "volume up" key to enter the Android system recovery mode.

```
Android Recovery
TCL/A576RW/Mickey6RW
7.0/NRD90M/vS3A
user/release-keys
Use volume up/down and power.
Reboot system now
Wipe data/factory reset
Wipe cache partition
Power off
```

- 2) Press “volume” key to select “wipe data / factory reset” then press “power” key to confirm factory reset;

```
Android Recovery
TCL/A576RW/Mickey6RW
7.0/NRD90M/vS3A
user/release-keys
Use volume up/down and power.
Reboot system now
Wipe data/factory reset
Wipe cache partition
Power off
```

- 3) . Press “volume” key to select “Yes” then the press “power” key to confirm the deletion of all user data;

```
Android Recovery
TCL/A576RW/Mickey6RW
7.0/NRD90M/vS3A
user/release-keys
Use volume up/down and power.
Wipe all user data?
THIS CAN NOT BE UNDONE!
No
Yes
```

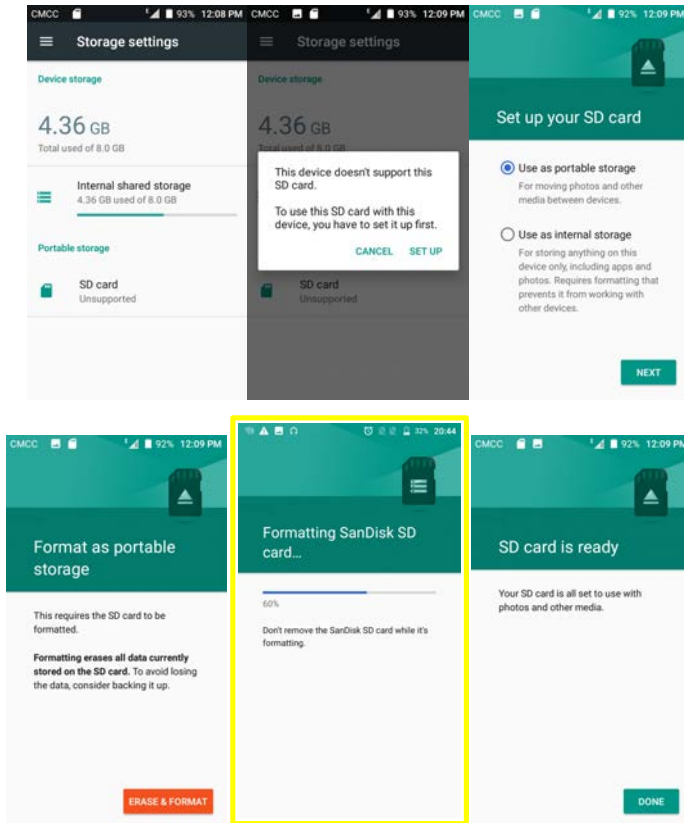
- 4) . Factory reset complete, press “volume” key to select “Reboot system now” then press “power” key to confirm.

```
Android Recovery
TCL/A576RW/Mickey6RW
7.0/NRD90M/vS3A
user/release-keys
Use volume up/down and power.
Reboot system now
Wipe data/factory reset
Wipe cache partition
Power off
```

### xiii. Storage

How can I set up my SD card?

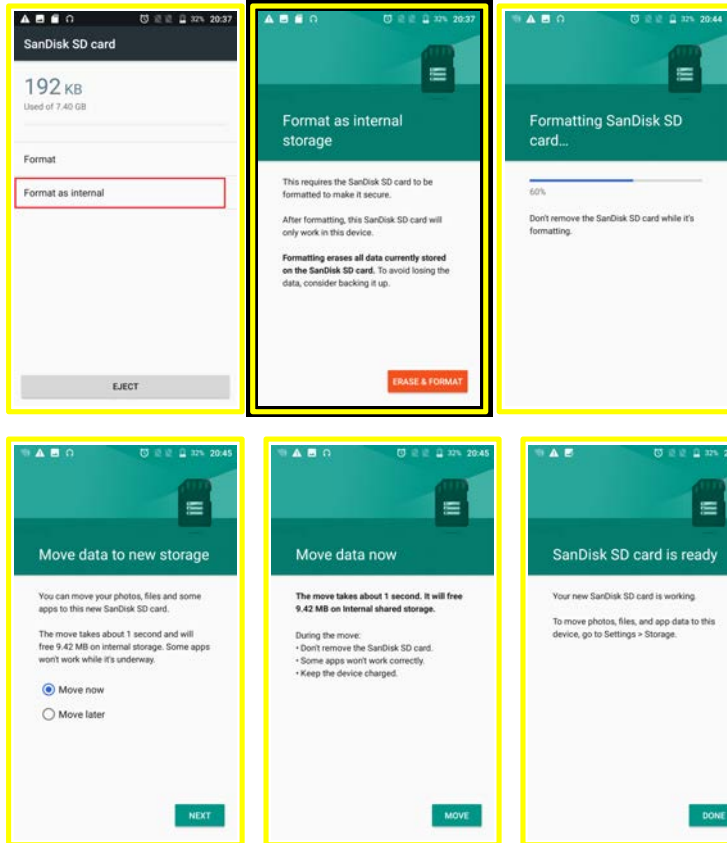
Go to Settings ->Storage -> Press SET UP to continue->Choose your SD card use as portable storage or internal storage->ERASE & FORMAT. It can only be used on your device after formatting.



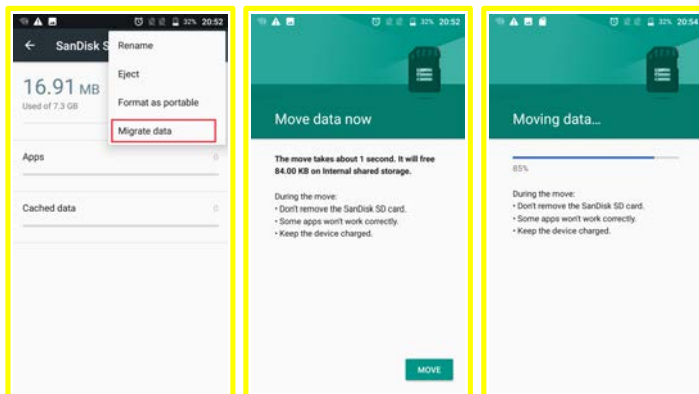
#### 46. How can I transfer data from the internal storage to the SD card?

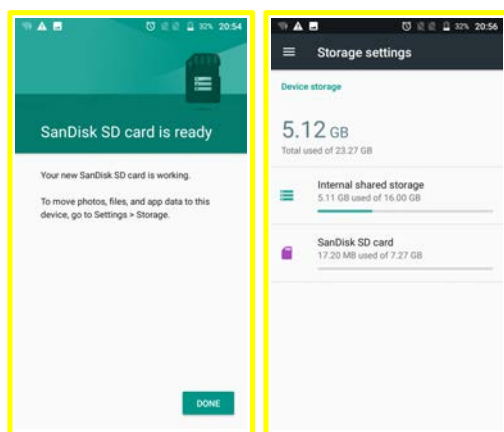
Go to **Settings** -> **Storage**->**SD Card**, you can choose **Format as internal** to format this SD Card. After formatting, it can only be used on your device.

If you choose **Move now**, the data from the internal storage moves to the SD card immediately.




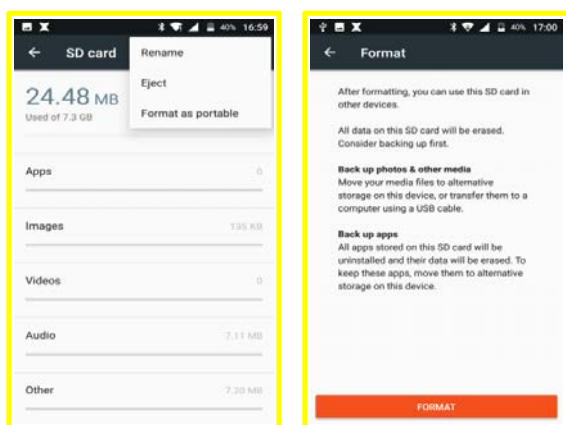
If you choose **Move later**, you can move data by going to **Settings -> Storage -> SD card -> Migrate data**.





After moving the data to the SD card, it will function as the device's internal storage. Data such as downloads, music, pictures, etc. will be stored on the SD card by default.

If you want to format SD card as portable after it has been set as internal in your device, go to Settings -> Storage -> SD card -> touch  icon at the top right corner -> Format as portable -> Format.



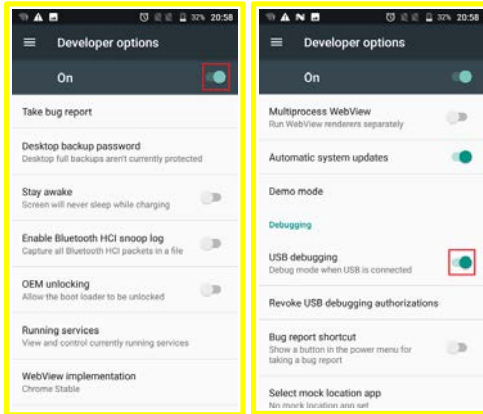
#### Device

47. How can I turn on USB debugging?

To turn on the USB debugging, you can follow below steps.

- 1) Go to "Settings" -> "About phone" -> "Build number"
- 2) Touch the Build number no less than 7 times.

- 3) When you see a warning that mentioned developer mode already turned on
- 4) Back to “Settings” again, you will find the “Developer options”
- 5) Activate “Developer options”
- 6) Activate “USB debugging”.



48. What should I do when I insert or remove SIM card?

- 1) Power off your device
- 2) Insert or remove your SIM card
- 3) Restart your device

Note: Please don't insert or remove your SIM card while your cell phone is power-on. Otherwise, you may damage the SIM card.

#### Troubleshooting

49. What can I do when my phone pops up a warning saying “high temperature”?

The warning is the normal consequence of the CPU handling excessive data, which makes battery warm. It is a recommendation message and not harmful to battery or phone even if the phone feels hot.

You can follow below actions to make phone return to normal temperature:

1. It is suggested not to expose your phone in the sunshine for long time;
2. Close large power consumption applications, such as music, chatting applications, GPS application, 3D gaming, video streaming etc.;
3. Reduce the brightness of screen to lower the temperature

50. What can I do when a warning “the phone stops charging” pops up?

The warning is a normal recommendation message and not harmful to battery or phone, phone will start recharging once returning to normal temperature.

You can follow below actions to make phone return to normal temperature:

1. It is suggested not to expose your phone in the sunshine for long time;



- 
2. Close large power consumption applications, such as music , chatting applications, GPS application, 3D gaming, video streaming etc.;
  3. Reduce the brightness of screen to lower the temperature

51. How can I connect my phone to a PC via USB cable?

When your device connects to a PC, the device will ask you which mode you want to use.

To transfer data between the device and computer, select Transfer files mode. This mode is used by default.

To transfer data to camera specific software on your PC, or when MTP mode is not supported, select Transfer photos (PTP) mode.

To disable all data and file transfer connection with computer and put device in charging only mode, select Charging this device mode.

Computers that use Windows XP might not connect properly, because they don't have the proper drivers installed by default. To fix this, download and install Windows Media Player 11 or higher which contains the proper drivers.

Computers that use **Mac** OS X 10.5 or later might not connect properly, because they don't have the proper drivers installed by default. To fix this, download and install Android File Transfer which contains the proper drivers.

62. What kinds of inappropriate phone using habit may cause battery potential risk?

- 1) Using non-standard charger instead of Alcatel charger.
- 2) Using damaged cables or chargers, or charging when moisture is present, which can cause fire, electric shock, injury, or damage to your phone or other property.
- 3) Exposing your phone or battery to heating sources.

**\*\*When you use the Alcatel charger to charge your phone, make sure the USB cable is inserted into the power adapter fully before you plug the adapter into a power outlet.**