Thank you for choosing the JOY TAB 9029W. In order to keep your device in its best condition, please read this manual and keep it for future reference.
Getting Started

1.1 Overview
Recent Apps button
• Touch to open a card view of applications you've worked with recently.

Home button
• From any application or screen, touch to return to the Home screen.
• Long press to turn on Google Assistant Now. You can get help such as getting directions and restaurant information based on the content detected on the screen.

Back button
• Touch to go back to the previous screen, or close a dialog box, options menu, the Notification panel, etc.

Power key
• Press: Lock the screen/Light up the screen.
• Press and hold: Show the popup menu to select from Power off/Restart.
• Press and hold the Power key and Volume key to take a screenshot.
• Press and hold the Power key for at least 10 seconds to force reboot.

Volume Keys
In Music/Video/Streaming mode, adjusts the media volume.
• In general mode, adjusts the ringtone volume.
• In camera preview mode, press Volume key to take a photo or press and hold to take a burst shot.
1.2 Setup

Setup your device for the first time

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

• Touch ⬅️ to select the device’s language, then touch START.
• Insert SIM card by following the section below or press SKIP.
• Select an enabled Wi-Fi, then touch Next, otherwise touch Skip.
• Set Date & time, then touch Next.
• View Google Services and touch ACCEPT to continue.
• Set a lock to protect your device or select Not now if you would like to do this in later time.
• Touch FINISH to complete setup.
• View Device Data Collection, check the box beside Agree to go next, then touch Decline or Accept, or not check the box to close.

Inserting Nano SIM card

Inserting your Nano SIM card identifies your device to wireless network, Wi-Fi connection can also get your device browse internet.

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

1.3 Home Screen

Slide up to enter the applications list.

Status bar
• Status/Notification indicators
• Touch and drag down to open the Notification panel.

Search bar
1. Enter text search screen.
2. Enter voice search screen.

Swipe left or right to view more screens

Applications shortcuts
• Enter the application.
• Long press to move or remove applications.

1.4 Status Bar

From the status bar, you can view both device status (to the right side) and notification information (to the left side). Here is a list of the icons you might see and their meanings:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
<th>Icon</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Bluetooth® active</td>
<td>⏰</td>
<td>Alarm set</td>
</tr>
<tr>
<td>🌐</td>
<td>New message</td>
<td>📥</td>
<td>New E-Mail</td>
</tr>
<tr>
<td>📡</td>
<td>Network (full signal)</td>
<td>🌐</td>
<td>Wi-Fi® active</td>
</tr>
<tr>
<td>📡</td>
<td>4G LTE data service</td>
<td>🛩</td>
<td>Airplane mode</td>
</tr>
</tbody>
</table>
2 About Your device

2.1 Power On/Off

Hold down the Power key until the device powers on, unlock your device (Slide, PIN, password, pattern) if necessary, once unlocked, Home screen is displayed.

If you don’t know your PIN code or if you have forgotten it, contact your service provider. Do not store PIN code within your device, instead store PIN in a location that is accessible without using device.

Hold down the Power key from the Home screen until the device options appear, select Power off.

Charging

Insert the small end of the charging cable into the charge port, and plug the charger into an electrical outlet.

2.2 Battery

To optimize your battery life, you may do the following:

Turn on power saving mode
• Go to Settings > Battery

Lower screen brightness
• Go to Settings > Display > Brightness level
• Lower the brightness by sliding to the left.

Screen timeout
• Go to Settings > Display > Sleep
• Select the screen timeout duration.
3 Application

3.1 Contacts

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

You can view and create contacts on your device and synchronize them with your Gmail contacts or other applications on the web or on your device.

- Touch ‡ in the contact list to create a new contact.
- Touch ‡ in the contact details screen to edit.
- Touch ‡ to add the contact to favorites; touch ‡ to remove a contact from favorites.
- Long press the contact you want to delete, then touch ‡.

Adding a contact

Touch ‡ in the contact list to create a new contact.

You are required to enter the contact’s name and other contact information. By scrolling up and down the screen, you can move from one field to another.

Select a picture or take a photo for the contact

When finished, touch the icon to save. Select a picture or take a photo for the contact

Touch to open available labels

When finished, touch ✔ to save.

To exit without saving, you can touch ✕ and then touch DISCARD.

Editing your contacts

Touch ‡ in the contact details screen to edit.

When finished, touch ✔ to save.

Add to/remove from Favorites(1)

Touch a contact to view details then touch ‡ to add the contact to favorites.

Touch the star ‡ to remove a contact from favorites.

(1) Only device contacts can be added to Favorites.
Deleting a contact

- Long press the contact you want to delete, then touch and delete to delete.
- Touch to select all contacts, then touch and delete all contacts.

The contact you have deleted will also be removed from other applications on the device or web the next time you synchronize your device.

Sharing a contact

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

Select a contact you want to share, touch and then select Share.

Available options

From the contact list, you may also make further settings by touching .

Settings

- Accounts
  Touch to add contact and configure related info.
- Merge contacts
  Touch to merge contacts.
- Display options
  Touch to set how contacts sort by and name format.
- Import/Export
  Import or export contacts between SIM card, microSD card and device storage, etc.
- Default account for new contacts
  Touch to choose the default place to save a new contact.

3.2 Messages

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

Creating a message

On the message list screen, touch to write text/multimedia messages.

Sending a text message

- Enter the name or the phone number of the recipient in the To bar or touch to add recipients from contacts.
- Touch the Type message bar to enter the text of the message.
- Touch to insert emoticons.
- When finished, touch to send the text message.

An SMS message of more than 160 characters will be charged as several SMS. A counter will be on the right of the text box to remind you how many characters are allowed to be entered in one message.
Specific letters (accented) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

**Sending a multimedia message**

MMS enables you to send video clips, images, photos, animations, slides and sounds to other compatible mobiles and e-mail addresses.

- Enter the recipient’s phone number in the To bar.
- Touch the Type message bar to enter the text of the message.
- Touch  to open the options menu to insert quick text, contact etc., Touch  to attach a picture, video, audio or contact.
- When finished, touch  to send the multimedia message.

**Managing messages**

When receiving a message,  will appear in the Status bar as a notification. Drag down the Status bar to open the Notification panel, touch the new message to open and read it. You can also access the Messaging application and touch the message to open it.

Messages are displayed as conversation.

Touch a message to enter the message composing screen:
- Touch  to save the number to contacts or view the contact details if the number has been saved.
- To reply to a message, enter the text, or touch  to insert quick text, contact etc., when finished, touch .
- If you long press a message, the following options will be available: delete , turn off notification , select/deselect the message , etc., touch  to make further operations.

### 3.3 Gmail

**Setting up Email**

To set up your email account, touch  from the Home screen.

An email wizard will guide you through the steps to set up an email account.
- Enter the email address and password of the account you want to set up.
- If the account you entered is not provided by your service provider in the device, you can touch  after entering the email address, select an account type and enter password of your email, then correctly fill in server and port in both Incoming server settings and Outgoing server settings interfaces. Finally touch  to complete setup.
- To add another email account, you can touch  on the upper left corner and select Settings. And then touch Add account.

**Sending an email**

- Touch  from the Inbox screen.
- Enter recipient(s) email address(es) in the To field.
- If necessary, touch  to add a copy or a blind carbon copy to the message.
- Enter the subject and the content of the message.
- Touch  to add an attachment.
- If you do not want to send the mail right away, you can touch  and Save draft or touch the Back key to save a copy.
If you do not want to send or save the email, you can touch and then select Discard.

To add a signature to your emails, touch and select Settings, then choose the account where you want to create or modify the signature, touch Mobile Signature to edit.

Note: If you are seeing a “password incorrect” error when setting up your Gmail Account in Email app, please review the following options:

3.4 Chrome

Using Chrome, you can enjoy surfing the Web.

To access this function, touch Chrome from the Home screen.

3.5 Calendar

You can use Calendar to keep track of important meetings, appointments, etc.

To access the function, slide up from the Home screen, then touch Calendar.

Viewing calendars

You can display the Calendar in Schedule, Day, 3 Day, Week, Month view.

Creating a new event

You can add new events from any Calendar view.

- Touch + .
- Fill in all required information for this new event. If it is a whole-day event, you can turn on of All-day.
- Invite guests to the event. Enter the email addresses of the guests you want to invite with commas to separate. The guests will receive an invitation from Calendar and Email.
- When finished, touch SAVE from the top of the screen.

To quickly create an event from the Week view screens, touch an empty spot to select a target area which will then turn , and touch the icon to create the new event.

Before you can add an event, you must add at least one Calendar account and make a calendar visible.

Deleting or editing an event

- To delete or edit an event, touch the event to enter its details screen, touch to edit the event.
- Touch and Delete to remove the event.
Event reminder
If a reminder is set for an event, the upcoming event icon will appear in the Status bar as a notification when the reminder time arrives.

- Touch and drag down the Status bar to open the Notification panel.
- Touch an event name to view the Calendar notification list.

3.6 Camera

Accessing the camera
Touch Camera from the Home screen.

Taking a picture
- Position the object or landscape in the viewfinder, touch the screen to focus if necessary
- Touch to take the picture which will be automatically saved. You can also long press to take burst shots.

Making a video
- Touch to enter the Video mode.
- Touch on the bottom right of the screen to start video recording.
- You can also touch to take a picture during video recording.
- Touch to stop recording. The video will be automatically saved.

Further operations when viewing a picture/video you have taken
- Touch from camera screen to view the photos or videos you have taken.
- Touch then Gmail, Bluetooth, MMS, etc to share the photo or video.
- Touch to edit.
- Touch to get picture's detail information.
- Touch to delete.

3.7 Photos

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

To view the photos you have taken, touch Photos from the Home screen.
- Slide up/down to view previous or next pictures/videos.
Working with photos

You can work with pictures by rotating or cropping them, sharing them with friends, setting them as a contact photo or wallpaper, etc.

Locate the picture you want to work on, and touch the picture in the full-screen picture view.

- Touch  to share the picture.
- Touch  to go back the photo main screen.

Touch  from full-screen picture view, the following options are available:

- **Slideshow**  Touch to view pictures by Slideshow.
- **Use as**  Touch to set the picture as Contact photo or Wallpaper.
- **Print**  Touch to print picture, but you need to configure your printer first.
- **Delete from device**  Touch to delete picture from the device.

Touch  from full-screen picture view, more options will display for you to choose from.

Set effects such as **West, Palma, Blush, Eiffel**, etc.

Crop and Rotate the picture.

Adjust the picture Colour, Light, Pop.

Batch operation

The Photos provides a multi-select function, so that you can work with pictures/videos in batches. Long press one picture and select the items you want to work with:

- Touch  and touch delete to delete selected files from device.
- Touch  to delete selected files.
- Touch  to share selected files.

3.8 Clock .................................................................

To access clock, slide up from the Home screen, then touch Clock.

Setting world clocks

Touch  on the clock screen.

Touch  to add a time zone.

Setting alarms

Touch  on the clock screen.

Turn on  to enable existing alarm, or touch  to add a new alarm, the following options will appear:
• **Time** Touch to set the alarm time.
• **Repeat** Touch to select the days when you want the alarm to work.
• **Default** Touch to select a ringtone for the alarm.
• **Label** Touch to set a name for the alarm.
• **Delete** Touch to delete the alarm.

Touch an existing alarm to enter editing mode.

Touch ❌ then touch ✅ to delete the selected alarm.

### Setting timer
Touch 🕒 on the clock screen.

- Enter time in the sequence of second, minute and hour.
- Touch ⏳ to activate Countdown.
- Touch Add timer to add another timer in panel.
- Touch 🕒 to deactivate Countdown.
- Touch Delete to delete current countdown label.

### Setting stopwatch
Touch 🕒 on the clock screen.

- Touch 🕒 to start the timer.
- Touch 🕒 to halt the total and lap times. These will only restart after ⏳ is touched.
- Touch Reset to reset timer.

### 3.9 Play Music
You can play music files stored on your device or microSD card. Music files can be downloaded from your computer to the device using a USB cable.

To play a music file, touch **Play Music** from the Home screen.

#### Playing music
Touch a song to play.

- Touch to replay the album with begin
- Touch to enter playing screen
- Touch to pause or play
- Touch to shuffle
- Touch to play in loop all or single
- Touch Access more functions
- Touch to go back

While playing songs with Music, the operation of pause, play or skip is still available even if the screen is locked.
4 Personalize Your device ..................................

4.1 Language

Changing device language:
• Go to Settings > System > Languages & input > Languages.
• Touch Add a language to add a language into list.
• Touch and hold beside the desired language, drag it to the top of the list.

4.2 Date & time

• Go to Settings > System > Date & time.

Automatic date & time
• Touch Automatic date & time to choose network or GPS to provide the date and time or turn it off.

Automatic time zone
Turn on to use the network-provided time zone.
Set date
Touch to open a dialog where you can manually set the device’s date.
Set time
Touch to open a dialog where you can manually set the device’s time.
Select time zone
Touch to open a dialog where you can set the device’s time zone.
Use 24-hour format
Turn on to display the time using the 24-hour clock format.

4.3 Sound

Adjusting volume:
• Press the Up/Down button that is located on the right side of the device to adjust the Ringtone & Notification volume.
• You can also go to Settings > Sound to adjust the volume for media, ringtone, notification and alarm.

Adjusting tones
• Go to Settings > Sound.
• You may select ringtones for Media, Notification, Alarm as well as other sounds.

Switching other sounds
Touch the switch of the name to turn on or off it’s sound.

4.4 Wallpaper, brightness and screen timeout

Adjusting Wallpapers
• Go to Settings > Display > Wallpaper.
• Touch Wallpapers to select from pre-loaded wallpapers.
• Touch Photos to select from images that are stored on your device.

Adjusting brightness
• Go to Settings > Display > Brightness level.
• Select desired brightness by sliding.

Adjusting screen timeout
• Go to Settings > Display > Sleep.
• Select the screen timeout duration.
5 Security & Location

5.1 Screen lock

Screen lock allows you to set a lock which protects your device from intrusions. Whoever turns on your device will be prompted to unlock screen in order to access your device.

- None: Touch to disable screen unlock security.
- Swipe: Touch to enable slide unlock mode.
- Pattern: Touch to draw a pattern to unlock screen.
- PIN: Touch to setup a numeric PIN to unlock screen.
- Password: Touch to setup a password to unlock screen.

6 Account

6.1 Software Update

To access Software Updates, follow the steps below:

- Connect your device to a Wi-Fi network and make sure it has a strong data connection.
- 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.
- Go to Settings > System > System updates.
- Touch CHECK FOR UPDATES and the device will search for the latest software.
- If you want to update the system, touch the button, and when that’s finished, touch to complete the upgrade.
- Now your device will have the latest version of the software.
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.

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.

Note: Using your device in landscape mode with polarized sunglasses on may cut light from the screen. Take your polarized sunglasses off or use your device in portrait orientation to continue use.

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 device. If you disassemble your device, 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 device’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.

**PROTECT YOUR HEARING**

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

### 7.1 Privacy

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.

### 7.2 Battery and Accessories

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

7.3 Chargers
Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°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, 0.5A
Output: 5V, 2A

7.4 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:2ACCJBT16.

E-labeling: To find more information regarding FCC ID, IMEI number, and more, go to Settings > System > Regulatory & Safety.

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.

<table>
<thead>
<tr>
<th>Maximum SAR for this model and conditions under which it was recorded</th>
</tr>
</thead>
<tbody>
<tr>
<td>9029W Body-worn</td>
</tr>
</tbody>
</table>

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 15 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 15 mm away from the body.

7.5 LICENSES

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

Alcatel 9029W

Bluetooth® Declaration ID D038400

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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.

12 MONTH LIMITED WARRANTY

For Warranty information and support, please visit https://us.alcatelmobile.com/warranty/. You can also call Alcatel [US] Customer Support at 1-855-368-0829 to request a hard copy of the warranty.

RECYCLING INFORMATION

For more information on Electronic Recycling:
1) Visit Alcatel Electronic Recycling Program website at https://us.alcatelmobile.com/accessibility-compliance/electronic-recycling-program/, or
Battery Recycling (USA & Canada):
Alcatel partners with Call2Recycle® to offer a safe and convenient battery recycling program. For more information on our Battery Recycling Program, please visit the USA and Canada website at https://us.alcatelmobile.com/accessibility-compliance/battery-recycling/ and https://ca.alcatelmobile.com/accessibility-compliance/battery-recycling/.

2) Battery Recycling (USA & Canada):
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Troubleshooting

Before contacting the service center, you are advised to follow the instructions below:

- To have optimal operation, fully charge the battery.
- To improve the device’s performance, remove unnecessary files or apps on your device.
- To update your system software, use the System > System updates command in your device’s settings.
- To set your device to factory default, use the Reset options in the device’s settings. All your device data will be lost permanently. It is strongly advised to fully back up your device before resetting.

My device can’t be switched on
- When the device can’t be switched on, charge for at least 10 minutes to ensure the minimum battery power needed. Then switch it on again.

My Device has not responded for several minutes
- If your device doesn’t respond, turn off your device by pressing and holding the Power key until it turns off and then restart it again.
- If your device has a removable battery, remove the battery and re-insert it, then restart the device.

My device turns off by itself
- When your device turns off by itself, make sure that the Power key is not accidentally pressed.
- Check the battery charge level.
- If it still doesn’t work, Factory reset the device via the Reset options in the device’s Settings. Make sure you have backed up your data.

My device can’t charge properly
- Make sure that you are using the proper charger that comes with the device.
- If your device has a removable battery, make sure that your battery is inserted properly and the battery terminal makes a good contact with the device. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if the battery power has been discharged for a long time, it may take around 10 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions 0°C (32°F) to 55°C (131°F).
- When abroad, check that the voltage input is compatible.
• Check that the charging port is secured or it is not damaged.

My device can’t connect to a network or “No service” is displayed
• Try connecting to the network by moving to another physical location.
• Verify the network coverage with your carrier in your current area.
• Check with your carrier that your SIM card is valid.
• Make sure your device is not in airplane mode.
• If you are away from your carrier’s network, you may need to enable roaming in the device’s settings to connect to another network. Roaming charges may apply.

My device can’t connect to the internet
• Make sure that Cellular Data internet service is available in your wireless service plan.
• Check your device’s settings. Make sure Mobile network is enabled or Wi-Fi connected.
• Make sure that you are in a place with network coverage for cellular data or Wi-Fi internet connection.
• Try connecting at a later time or another location.

Invalid SIM card
• Make sure that the SIM card has been correctly inserted (see "Inserting or removing the SIM card").
• Make sure that the chip on your SIM card is not damaged.
• Make sure that the service of your SIM card matches the network you’re on.

I can’t find my contacts
• Make sure that your SIM card is not broken.
• Make sure that your SIM card is inserted properly.
• Import all contacts stored in SIM card to device.

I can’t use the features described in the manual
• Check with your carrier to make sure that your subscription includes this service.
• Make sure that this feature doesn’t require any additional accessory.

I can’t add a contact
• Make sure that your SIM card contact list is not full; delete some files or save the files to the device.

I can’t send and receive MMS
• Check your device storage as it might be full.
• Contact your network carrier to check service availability and MMS parameters.
• Verify the server center number or your MMS profile with your carrier.
• The server center may be swamped. Try again later.

• Start a new Messaging string. You messaging string may have reached its limit.

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

I can’t connect my device to my computer
• Install Smart Suite.
• Check that your USB driver is installed properly.
• Open the Notification panel to check if the Smart Suite Agent has been activated.
• Check that you have marked the USB debugging checkbox.
• Check that your computer meets the requirements for Smart Suite installation.
• Make sure that you are using the cable that comes with the device.

I can’t download new files
• Make sure that there is sufficient device storage space for your download.
• Select the microSD card as the location to store downloaded files.
• Check your subscription status with your carrier.

The device can’t be detected by others via Bluetooth
• Make sure that Bluetooth is turned on and your device is visible to other users.
• Make sure that the two devices are within Bluetooth’s detection range.

The battery drains too fast
• Make sure that you follow the complete charge time (minimum 200 minutes).
• After a partial charge, the battery level indicator may not be exact.
• Wait for at least 10 minutes after removing the charger to obtain an exact indication.
• Adjust screen brightness as appropriate.
• Extend the email auto-check interval for as long as possible.
• Update news and weather information on manual demand, or increase their auto-check interval.
• Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The device becomes warm following game playing, internet surfing or running other complex applications
• This heating is a normal consequence of the CPU handling excessive data. Ending the above actions will make your device return to normal temperature.

After Factory data reset is performed, I can’t use my device without entering Google Account credentials
• After reset is performed, you must enter the original Google Account credentials that were used on this device.
• If you don’t remember your Google Account credentials, complete Google Account recovery procedures.
• If you still cannot access your device, apply to the authorized repair center, but remember that it will not be regarded as warranty case.

The device doesn’t ring when a notification or message arrives
• Make sure that Do Not Disturb mode (go to Settings > Sound > Do Not Disturb preferences) is not activated.
• Press the Volume keys to adjust volume.

I forget some passwords/codes/keys on device
• Perform Factory reset.
• If you still cannot access your device, apply to the authorized repair center, but remember that it will not be regarded as warranty case.