

alcatel 1023

Note:

This is a user manual for Alcatel A324E.

This document is for reference only. The actual product (including but not limited to color, size, screen layout, etc.) may differ from the description depending on the region, service provider, or software version. This document is subject to changes without prior notice. Please refer to the actual product for accurate details. All statements, information and recommendations in this document do not constitute any form of warranty, whether express or implied.

Consulting FAQ

Go to <https://www.alcatelmobile.com/support/>

Finding your serial number or IMEI

You can find your serial number or International Mobile Equipment Identity (IMEI) on the packaging materials. Alternatively, choose **Settings > Regulatory & safety > IMEI** on the phone itself.

Obtaining service

First follow the advice in this guide or go to <https://www.alcatelmobile.com/contact-us/>. Then check hotlines and repair centre information.

Viewing legal information

On the phone, go to **Settings > About > Privacy and User Terms**.

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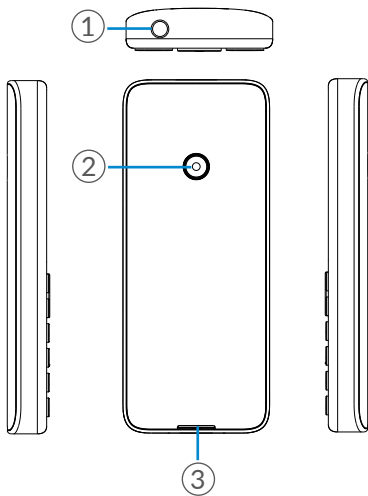
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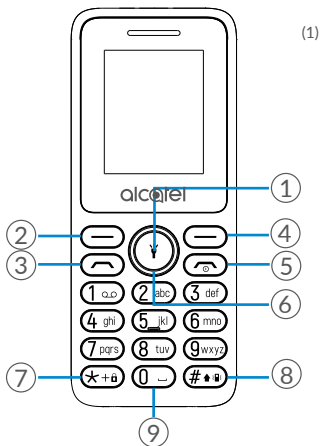
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1 Your mobile

1.1 Keys and connectors



1. Torch
2. Camera
3. USB port



1. OK key

- Confirm an option (press the middle of the key)
- Press: access to the app list (from Home screen)
- Long press: switch on/off the torch

2. Left soft key

- Confirm an option
- Press: access to the app list (from Home screen)

(1) Keyboard may vary by country, it depends on the device you purchase.

3. Call key

- Pick up/send a call
- Press: enter call log (from Home screen)

4. Right soft key (Back key)

- Press: access to Contacts (from Home screen)

5. End key

- Return to Home screen
- Press: end a call

6. Navigation key

- Move to top, bottom, left or right menus.

Press (from Idle screen):

- Up: to access Message
- Down: to access Camera
- Right: to access Entertainment
- Left: to access Tools

7. "*" key

In idle screen

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

In Edit mode:

- Press: Insert symbols

8. “#” key

Idle screen

- Press: Input “#”
- Long press: Switch between Silent, Meeting and General modes

In edit mode

- Press: Change the input method

9 “0” Key

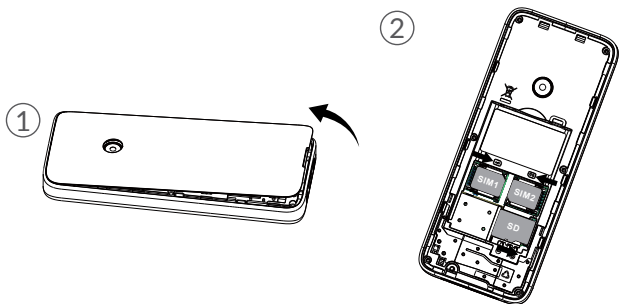
In idle screen:

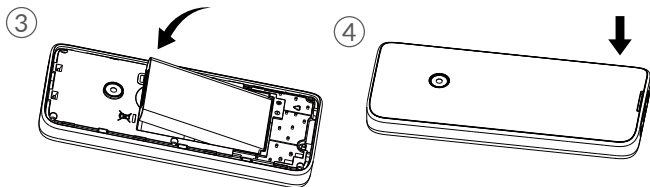
- Press: Input “0”
- Long press: Turn on/off super battery.

1.2 Getting started

1.2.1 Set up

- ① With the device facing down, remove the back cover by using your fingernail to carefully lift the cover from the device body.
- ② To insert SIM card or micro SD card, push the SIM card or micro SD card into the card slot with the gold-colored contacts facing down. Power off your phone before inserting or removing the SIM/micro SD card.
- ③ Insert the battery by connecting the gold contacts in the device battery cavity. The battery will only fit one way.
- ④ Carefully align the back cover with tabs and press into place. It only fits one direction.

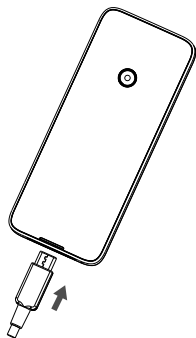




Charging the battery

Connect the battery charger to your phone and plug into the socket.

- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).



Learn more about battery life and proper use to maximise your battery's performance.

- Don't use or place your device in extreme temperatures. Extreme temperatures, whether too high or too low, can accelerate battery degradation and reduce its overall lifespan. For optimal performance, the manufacturer's recommended operating temperature range is 0°C (32°F) to 40°C (104°F).
- Deactivate Bluetooth when not in use.
- Deactivate auto-syncing of apps, close unnecessary apps.
- Turn display off by pressing the power key when the device is not in use.
- Set Screen timeout to a short interval.
- Lower the screen brightness.
- After charging 100%, disconnect charger from the plug. Do not keep device constantly under charge, this will reduce the battery life.
- Think of activating your phone's Battery Saver (**Settings > User profiles > Power saving**) for a longer battery life.

Battery capacity and usage hours may vary depending on device settings and usage patterns.

1.2.2 Power on your phone

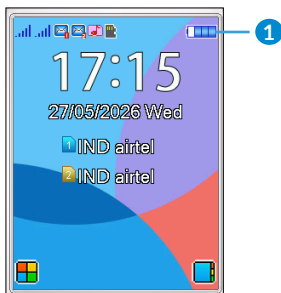
To turn your phone on, hold down the **End** key until the phone powers on. It will take a few seconds before the screen lights up. Long press/Press⁽¹⁾ **Left soft key** to unlock your phone.

Even if no SIM card is installed, your phone will still power on and you will be able to use some of the phone's features.

1.2.3 Power off your phone

To turn your phone off, hold down the **End** key.

1.3 Home screen



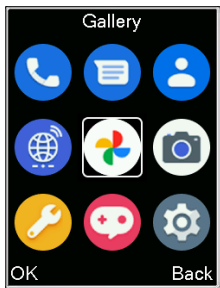
1 Status bar

- Status/Notifications

⁽¹⁾ Depending on the device you purchased.

1.4 App list ⁽¹⁾

Press the **Left soft key** or **OK key** from the Home screen to access the App list.



1.4.1 Status bar ⁽²⁾

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

	New message		No SIM card installed
	Silent mode		Alarm is set
	Level of network reception		

⁽¹⁾ App list varies according to country and operator.

⁽²⁾ The icons and illustrations in this guide are provided for information purposes only.

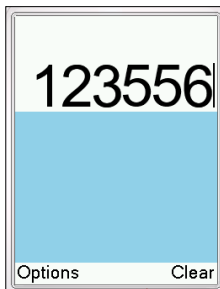
1.4.2 Change Home screen wallpaper

- From the Home screen, press the **OK** key, select the **Settings** icon , and then press the **Navigation** key to select **Phone settings > Display > Wallpaper settings**.
- Select a new image from **System wallpaper** or **User defined pictures** and press the **Left soft key** to select. Exit and the new image will then be displayed on your Home screen.

2 Call logs.....

2.1 Making a call

Dial the desired number, press the **Call key** to place the call, or press the **Right soft key** from Home screen to select a contact from **Contacts**. Use the up or down action of the **Navigation key** to select the desired contact and press the **Call key**. If you make a mistake, you can delete the incorrect digits by pressing the **Right soft key**. To hang up the call, press the **End key**.



International call

To dial an international call, press *** + 8** twice to enter “+”, then enter the international country prefix followed by the full phone number and finally press the **Call key**.

Emergency call

If your phone has network coverage, dial the emergency number and press the **Call key** to make an emergency call.

2.2 Answer or decline a call



When you receive a call:

- Press the **Left soft key** or **Call key** to answer.
- Press the **Right soft key** or **End key** to decline.

2.3 Accessing voicemail ⁽¹⁾

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

⁽¹⁾ Contact your network operator to check service availability.

3 Message.....

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

3.1 Write message

- From the Home screen, press the **OK key** and select **Messages > Write message**.
- Enter the text of the message.
- Press **Left soft key** to open Options, choose SIM1 or SIM2 and Send your messages.

*You can input recipient number directly or press **Left soft key** to add contacts.



3.2 How to type a message

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

You can press # to set your desired text input.

- For normal text input, press a number key, 2-9, repeatedly until the desired character is displayed. If the next letter you want is located on the same key as the present one, press the key repeatedly until the next cursor is displayed.
- Press the  key to choose Abc/abc/ABC/123 modes or write language.
- To insert a punctuation mark or special character, press the  key.
- If you want to delete any previously typed letters or symbols, press the **Right soft key** to delete them one by one.

Settings

In your message screen, select **SMS settings** to go to settings.

- Profile setting

You can view your message centre number here.

- Message validity period

You can set your message validity period as 1 hour, 12 hours, 1 day, 1 week or Maximum.

- Messages type

You can set your message type, such as Text, Fax, Page or Email.

- Common settings

You can choose to enable or disable Delivery Reports.

- Memory status

You can view the status of messages stored on your SIM card and phone.

- Preferred storage

Set the path for the location of your saved messages.

4 Contacts.....

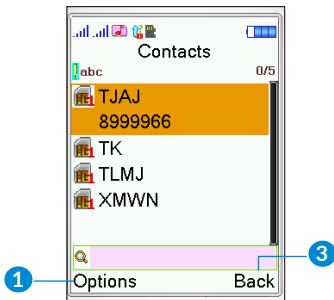


4.1 Consult your Contacts

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

You can access this function through any of the following methods:

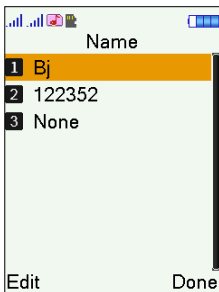
- pressing the **OK** key from the Home screen and select **Contacts** > **Quick search**.
- pressing the **Right soft key** from the Home screen.



- 1 Press the **Left soft key** to access more options.
- 2 Press the **Navigation key** to select and then press **OK** key to enter the menu.
- 3 Press the **End key** to return to the previous menu.

4.2 Adding a contact

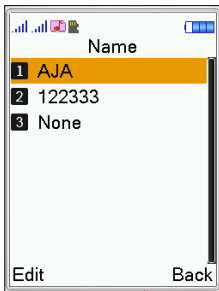
In your contacts list screen, select **Add number** to add new contacts with detailed information.



When finished, press the **Left soft key** to save.

4.3 Editing your contacts

Select a contact, press the **OK** key to access **Details**, select **Options** > **Edit**, and press the **OK** key to edit.



4.4 Deleting a contact

In your contacts list screen, press the **Left soft key** to access **Options**, select **Delete**, and press the **OK key** to delete.

4.5 Available options

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

Quick Search

Enter the initials of a name to quickly filter and find the contact

Options

Select a contact and choose Options to access the following functions:

- Call

Make a call to the selected contact.

- Send text message

Send an SMS to a contact you've selected from Contacts.

- View

View the selected contact's details.

- Edit

Edit the contact's name, mobile number and extra additional information.

- Delete

Delete the contact you've selected.

- Copy

Copy contacts from phone or SIM card to your desired location.

- Move

Move contacts from phone or SIM card to your desired location.

- Send contact

Share the contact via Bluetooth or save it as a file.

- Mark several

Select multiple contacts to delete them in bulk or send a group message.

Add number

Create a new contact on your Phone or SIM.

Copy all

Copy all contacts on your Phone or SIM.

Delete

Delete one or more contacts at a time.

Caller groups

Categorise contacts into custom groups, set specific ringtones and caller ID displays.

Extra numbers

Add an alternative number to an existing saved contact , or configure the phone numbers and service dialing features for SIM1 and SIM2.

Settings

- Memory status

View the used and remaining storage space for contacts on your phone or SIM card.

- Preferred storage

Set the default save location for new contacts (choose from Phone, SIM1 or SIM2).

Export phonebook

Back up your contact list to a memory card.

Import phonebook

Restore the backed-up contacts from the memory card to your phone or SIM card.

5 Internet



The Internet menu provides access to the phone's web browser and online services. Through the Browser submenu, you can quickly open the home page, manage favourites, view recent history, enter a URL manually, receive operator push messages, adjust browser settings, and check version information.

It also includes a one-click Facebook shortcut to open the Facebook mobile site, log in, view feeds, send messages, and update your status without entering a URL. Use the navigation key to move up/down between options, press **OK Key** to confirm, and the **Left soft key** to exit.

6 Gallery



Gallery 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 selection.

To access this function, press the **OK key** from the Home screen and select **Gallery**.

7 Camera



Your mobile phone is equipped with a camera for taking photos and shooting videos.

7.1 Camera

To access this function, press the **Centre soft key** from the Home screen and select **Camera**.

To take a picture

The screen acts as the viewfinder. Position the object or landscape in the viewfinder, and press the **Centre soft key** to take pictures, press **Left soft key** to save.

7.2 Video

To shoot a video

- Press the **Left soft key** and choose **Video mode** to switch to Video mode from Camera mode.
- Press the **Centre soft key** to shoot a video.
- When finished, press the **Left soft key**, it will be automatically saved. You can view the file by pressing **Gallery** in the app list.

8 Tools.....

8.1 Alarm

Your phone has a built-in alarm clock with snooze feature. You can set up to ten alarms with different wake-up times.

8.2 Clock

Display the time in different time zones for the selected city.

8.3 Torch

Turn on/off the torch.

8.4 Bluetooth

You can exchange data, such as video, images, and audio, with other Bluetooth supported devices within a limited range after pairing.

8.5 Calculator

Press the up, down, left, right and Centre soft key to select "+, -, ×, ÷" and "=" respectively.

8.6 Calendar

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

To create new event, select the date by pressing navigation key and then press **OK key**, fill in all required information for this new event, press the Left soft key to save.

8.7 Recorder

Use this function to record audio files. The phone supports AMR. When completed, the file will be stored in Audio automatically.

8.8 My files

My files manages all the files stored on the phone, including both external microSDTM card and internal storage.

8.9 Call Filter

Take control of your calls with Call Filter, block unwanted calls and create custom blacklists and whitelists.

8.10 Convert

Convert supports weight conversion and length conversion. in Audio automatically.

9 Entertainment.....

This menu offers a variety of entertainment options, including **Music**, **FM radio**, **Games**, depending on the device you purchased.

To access this menu, press the **OK key** from the Home screen and select **Entertainment**.

10 Settings.....

To access this function, press the **OK key** from the Home screen and select **Settings**.

10.1 User profiles

User profiles let you quickly switch your phone's sound and alert settings for different environments. Available profiles include General, Silent, Meeting, Outdoor, Indoor, Headset, Bluetooth, and Power saving. Each profile contains preset options for ringtone volume, vibration, notification sounds, and other device behaviors.

To use a profile, select it and tap **Activate**. To adjust a profile, select it and tap **Customize** to change the settings to your preference. Your customized settings are saved in that profile and will be used whenever you activate it.

10.2 Phone settings

- **Time and date**

It allows you to modify date and time settings, including 12/24h format and date format (Year-Mon-Day/Mon-Day-Year/Day-Mon-Year). You can also choose to update the time display automatically by selecting **Phone settings > Auto update time**.

- **Schedule power on/off**

This function allows you to set specific times for your phone to automatically turn on and turn off.

- **Language**

You can customize various language-related options, such as display language and writing language. Please note that the availability of certain languages and features may vary depending on your device model and software version.

- **Pref. input methods**

This function allows you to select and manage your preferred text input methods.

- **Display**

You can set animation effect, wallpaper, auto lock, etc. within this menu. These features and settings contribute to enhancing your display experience, allowing you to personalize and optimize your device to meet your preferences and needs.

- **Speed dial**

Set one or more speed dial contacts at a time.

- **Dedicated key**

Dedicated key allows you to assign a specific function or shortcut to a physical key on your phone.

- **Font size**

This function allows you set font size.

10.3 Dual SIM settings

- **Flight mode**

Enabling this mode will disable all cellular, Bluetooth and wireless functions; you will not be able to make or receive calls, nor use mobile data.

- **Dual SIM settings**

Enable/disable status of SIM1 & SIM2.

- **Network settings**

Select your preferred network mode, manually search for available operators and complete network registration.

10.4 Security settings

- **SIM1/SIM2 lock:**

Enable PIN code protection for SIM1/SIM2; PIN must be entered when power on.

- **SIM1/SIM2 fixed dial**

Restrict outgoing calls from SIM1/SIM2 to pre-saved fixed numbers only.

- **Phone lock**

An unlock code is requested each time the phone is powered on.

- **Privacy protection**

This allows applications to be locked. Enter the password, and mark the checkbox to activate the lock for Call logs, Message, Contacts, My files, Pictures, etc.

- **Auto keypad lock**

You can set the keypad lock times using this function.

- **Change password**

Change the phone's password .

* You will need to set a password before accessing this function.

- **Lock screen by end-key**

Once this feature is enabled, pressing the end key will instantly lock the screen. This feature allows you to quickly secure your device with just a press of the end key.

- **SIM1/SIM2call settings**

Configure call forwarding, call waiting, caller ID and other specific voice settings for SIM1/SIM2.

- **Call time reminder**

Set the phone to emit a periodic alert sound during a call to remind you of the call duration.

- **Call time display**

Select to display the real-time call duration on the screen during a call.

- **Auto redial**

When enabled, the phone will automatically redial if the destination number cannot be reached.

- **Auto call recorder**

When enabled, all incoming and outgoing calls will be automatically recorded.

10.5 Restore factory settings

This feature allows you to reset your device to its original factory state. Before initiating the restoration process, it is important to note that all data and personalized settings will be permanently deleted. It is highly recommended to back up any important files, contacts, or data before proceeding.

10.6 Voice report

Voice report allows your phone to announce information using spoken messages. You can enable or disable this feature.

10.7 Regulatory & Safety

View information about your phone, such as Product Model, CPU Info, IMEI, CU Reference, etc.

10.8 STK

Access the menu for value-added services offered by your local mobile operator via your SIM card.

10.9 About

You can view Privacy and User Terms under this menu.

11 Troubleshooting.....

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

- You are advised to fully charge the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.

and carry out the following checks:

My phone can't be switched on or is frozen

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

My phone has not responded for several minutes

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

My phone turns off by itself

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

My phone can't charge properly

- Make sure you are using a standard battery and the charger from the box.
- Make sure your battery is inserted properly. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C to +40°C).
- When abroad, check that the voltage input is compatible.

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

- Try connecting in another location.
- Verify the network coverage with your operator.
- Check with your operator that your SIM card is valid.

- Try selecting the available network(s) manually.
- Try connecting at a later time if the network is overloaded.

My phone can't connect to the Internet

- Make sure that the internet access service of your SIM card is available.
- Check your phone's Internet connection settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

- Make sure the SIM card has been correctly inserted.
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls

- Make sure you have dialled a valid number and have pressed the **call key**.
- For international calls, check the country and area codes.
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable.

- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in flight mode.

Unable to receive incoming calls

- Make sure your phone is switched on and connected to a network (check if the network is overloaded or unavailable).
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in flight mode.

The caller's name/number does not appear when a call is received

- Check that you have subscribed to this service with your operator.
- Your caller has concealed his/her name or number.

I can't find my contacts

- Make sure your SIM card is not broken.
- Make sure your SIM card is inserted properly.
- Import all contacts stored in SIM card to phone.

The sound quality of the calls is poor

- Check the network strength .
- Make sure that the receiver, connector or speaker on your phone is clean.

I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service.
- Make sure this feature does not require an **Alcatel** accessory.

When I select a number from my contacts, the number can't be dialled

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country prefix when calling a foreign country.

I am unable to add a contact to my contacts

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts.

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability.

I can't access my voicemail

- Make sure your operator's voicemail number is correctly entered.
- Try later if the network is busy.

SIM card PIN locked

- Contact your network operator to obtain the PUK code (Personal Unblocking Key).

How can I transfer data between my phone and PC?

- If you want to transfer data between a memory card/ SD card and your PC, connect your phone to the PC via the user data cable and select "SD card" on your phone. You will then be able to transfer data between the two locations.

12 Specifications.....

OS	RTOS-ThreadX
Memory	4MB ROM + 8MB RAM
Dimensions (LxWxT)	114*47.28*12.7 mm
Weight	80 g
Display	1.77"
Network	• 2G-GSM:850/900/1800/1900
Connectivity	• Type C
Audio supported formats	AMR, WAV, MP3 (customized base on region requirement)
Video supported formats	AVI, 3GP
Battery	Capacity: 1030 mAh
Expansion Slot	SIM/Dual SIMs + SD card

Note: Specifications are subject to change without prior notice.

13 Accessories

Standard accessories

- Battery
- Charger⁽¹⁾
- Quick Start Guide
- LCD sticker



Only use the standard batteries, chargers⁽¹⁾, and accessories along with your device.

⁽¹⁾ If sold with the device, depending on the device you purchased