

# User Guide

**TCL FLIP** Pro



**Note:**

This is a user manual for TCL FLIP Pro (TCL-4056V).

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[www.sar-tick.com](http://www.sar-tick.com)

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found in the **Radio Waves** section.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.



### **PROTECT YOUR HEARING**

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

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

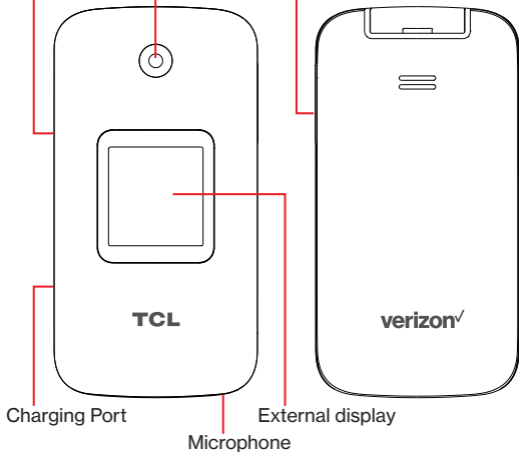
# 1 Your Device

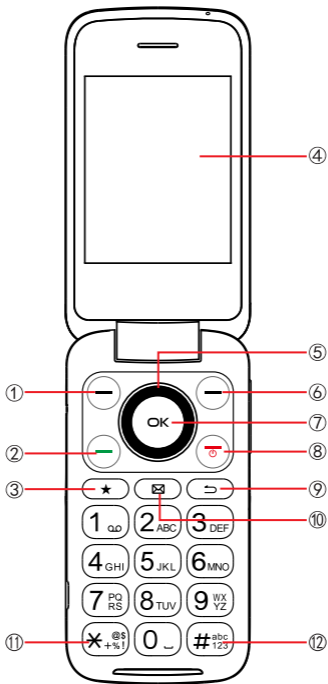
## 1.1 Overview

Headset Connector

Camera

Volume Key










- ① **Left Soft Key**
  - Press: to access Notifications
- ② **Call Key**
  - Press: Make a call
  - Press: Enter call log (from Idle screen)
- ③ **Favorite Contacts**
  - Press: Access Favorite Contacts
- ④ **Internal display**
- ⑤ **Navigation Key** (up, down, left, right)
  - Menu selection moves up, down, right, and left
  - Press Up: Access Phone Settings
  - Press Right: Access Camera / Video
- ⑥ **Right Soft Key**
  - Press: Access Contacts
- ⑦ **Center Soft Key**
  - Confirm an option (press OK key)
- ⑧ **End/Power Key**
  - Press: End a call, return to the Idle screen
  - Press and hold: to Restart and Power on/off
- ⑨ **Back/Delete Key**
  - Move backwards through Menus
  - Delete entered number or letters
- ⑩ **Messages**
  - Press: Access Messages

## ⑪ Symbols and Emojis

- Press  then choose a symbol.
- Press the **Center Soft Key**  to insert a symbol or emoji in message

## ⑫ Text input

- Press to add # in number.
- Repeat press of  to change text input method from ABC to Abc, 123 or Predictive text

# 1.2 Setting up your phone

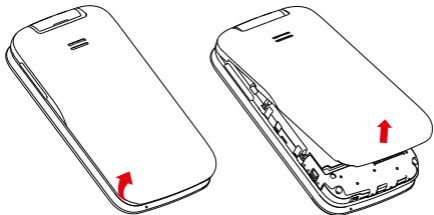
Your phone already has a NANO SIM card installed.

MicroSD™ cards (up to 32GB) may be purchased separately.

**NOTE:** Power off the device before opening the back cover to install a microSD or replace the NANO SIM card.

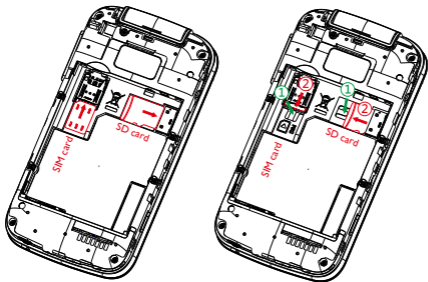
## 1. Remove the back cover.

With the device facing down, remove the back cover from the bottom left corner. Use your fingernail to carefully lift the cover away from the device body.



**Optional:** Insert the microSD card or replace the SIM card.

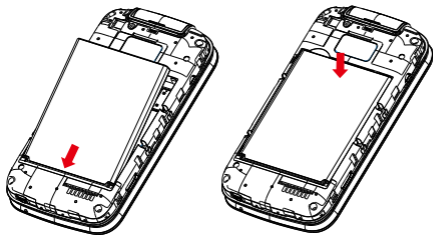
To insert SIM card or microSD card, push the SIM card or microSD card into the card slot with the gold-colored contacts facing down.



To remove the SIM card or microSD card, press down on the small plastic tab (①), then slide out the card (②). Do not use force or any sharp objects.

## 2. Insert the battery

Insert the battery by aligning the gold contacts of the battery with the gold contact points of the device. It only fits one way. Press down to snap in place.

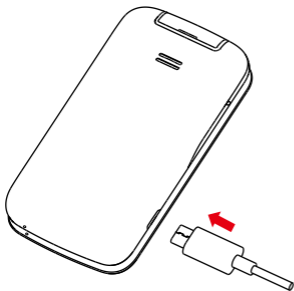


## 3. Replace the back cover

Carefully align the back cover with tabs and press into place. It only fits one direction.




#### 4. Charge your phone

Charge your phone fully before turning it on and starting the set up process. Insert the small end of the charging cable into the charger port on the phone. Insert the other end of the cable into your wall charger and plug it into a wall outlet.



**WARNING:** Only use the charger and cable supplied with the phone. Using incompatible chargers or tampering with the charging port could damage your phone and void the warranty.

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









- **Turn on power saving mode:** Go to **Settings**  > **Device** > **Battery** > **Power Saving Mode** > On.
- **Lower screen brightness:** Go to **Settings**  > **Personalization** > **Display** > **Brightness**. Lower the brightness by pressing the left of the **Navigation Key**.
- **Screen timeout:** Go to **Settings**  > **Personalization** > **Display** > **Screen Timeout** > 30 seconds.

## 1.3 Power on your phone

Press and hold the **End/Power Key**  until the phone powers on.



### Setup your phone for the first time

The first time you power on the phone, you will be guided through the following steps:

- Select the phone's language, then press the **Right Soft Key**  to go to the next step.
- Select and set Accessibility options, then press the **Right Soft Key**  to go to the next step.
- Select an available Wi-Fi network, then press the **Right Soft Key**  to go to the next step.
- Read the KaiOS Terms and Privacy Policy, press the **Center Soft Key**  to learn more and/or open URL; Use the **Navigation Key** and the **Center Soft Key**  to set options, then press the **Right Soft Key**  to go to the next step.
- Read and press the **Right Soft Key**  to go to the next step.
- Finally press the **Center Soft Key**  to enter the Home screen.

**Note:** Even if no SIM card is installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

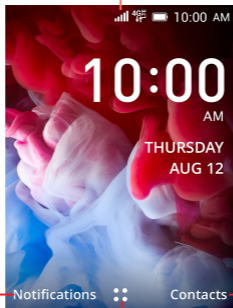
## 1.4 Power off your phone

Press and hold the **End/Power Key**  until the phone displays: **Restart** and **Power Off**. Use the **Navigation Key** to select **Power Off**, then press the **Center Soft Key** .

## 1.5 Home Screen

### Status bar

- Status/Notification indicators



Press the **Center Soft Key**



to enter all app list

Press the **Left Soft Key**



to show **Notifications**

Press the **Right Soft Key**



to enter **Contacts**

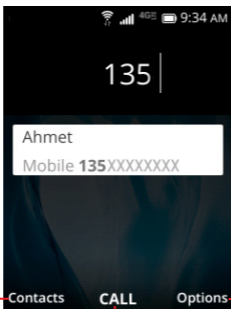
From the status bar, you can view both phone status (to the right side) and notification information (to the left side).

# 2 Phone call

## 2.1 Making a Call

Dial the desired number then press the **Call Key** (⊖) or the **Center Soft Key** (OK) to make the call.

If you make a mistake, you can delete the incorrect digits by pressing the **Back/Delete Key** (↩).



Press the **Center Soft Key** (OK) to Call the entered number

Press the **Left Soft Key** (⊖) to enter **Contacts**





Press the **Right Soft Key** (⊖) to show more **Options**







Press the **Right Soft Key**  to display more **Options**:

- **Add to existing contact:** Add the entered number to replace the existing contact number.
- **Create new contact:** Create a new contact with the entered number.


### **Make a call from your call log**

From the Home screen, press the **Call Key** , or press the **Center Soft Key**  > **Call Log** to access the call log and choose the contact you want to dial, press the **Call Key**  or the **Center Soft Key**  to make the call.




### **Make a call from Contacts**

From the Home screen, press the **Right Soft Key** , or press the **Center Soft Key**  > **Contacts**. Choose the contact you want to dial, press the **Call Key**  or the **Center Soft Key**  twice to call.

### **Making an emergency call**

If your phone has network coverage, dial emergency number and press the **Call Key**  to make an emergency call. This works even without a SIM card and without typing the PIN code.



### **Make an International call**

To dial an international call, press  twice to enter “+” in dial screen, enter the international country prefix followed by the full phone number, then press the **Call Key**  or the **Center Soft Key**  to call.

## Calling your voicemail <sup>(1)</sup>

Press and hold **1** vo key to call and listen to your voicemail.

## Setting up voice mail

1. Dial **\*86** and press the **Call Key**  or the **Center Soft Key** .
2. When you hear a greeting, press **#** abc  
123 to interrupt.
3. Follow the setup instructions.

## Checking voice mail

From your phone:

1. Dial **\*86** and press the **Call Key**  or the **Center Soft Key** .
2. Follow the instructions.

From other phones:

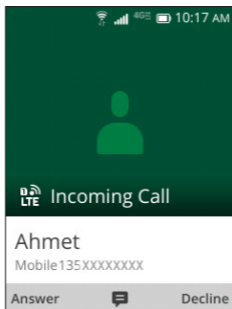
1. Dial your wireless number.
2. When you hear the greeting, press **#** abc  
123 to interrupt.
3. Follow the instructions.







**NOTE:** Voice mailboxes not set up within 45 days will be canceled. Your voice mailbox is not password protected until you create a password by following the setup tutorial. Voice mail may not be available in some areas. Follow the setup instructions to password protect your Verizon voice mailbox. Verizon is not responsible for missed messages or deletions of messages from your voice mailbox, even if you have saved them.

<sup>(1)</sup> Contact your network operator to check service availability.

## 2.2 Answering or rejecting a call


During an incoming call:



- Open the flip to answer, if **Settings**  > **Personalization** > **Answer Mode** > **Flip open to answer** is On. Otherwise,
- Press the **Left Soft Key**  or **Call Key**  to answer.
- Press the **Right Soft Key**  or the **End/Power Key**  to decline.
- Press the **Center Soft Key**  to reject the call by sending a preset message.
- To mute the ringtone volume of an incoming call, press the **Volume Up/Down Key**.

## 2.3 Hang up a call



During a call:

- Open the flip and press the **End/Power Key**  to end the call.
- Open the flip and close the flip to end the call.

# 3 Contacts.....

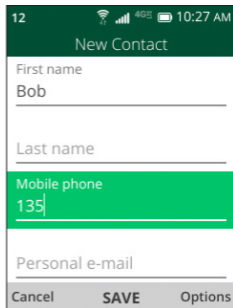
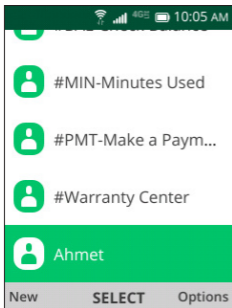


**Contacts** enables quick and easy access to the contact you want to reach.

From the Home screen, press the **Center Soft Key**  and select **Contacts**  to enter Contact list.


## 3.1 Add a Contact


On the contacts list screen, use the **Navigation Key** and press the **Left Soft Key**  to create a **New Contact** and input the contact information.



When finished, press the **Center Soft Key**  to save.




## 3.2 View a Contact

On the contacts list screen, use the **Navigation Key** to select a Contact, then press the **Center Soft Key**  to access the detail screen.

Press the **Left Soft Key**  to send an SMS/MMS to the contact you selected.

Press the **Center Soft Key**  to make a call.

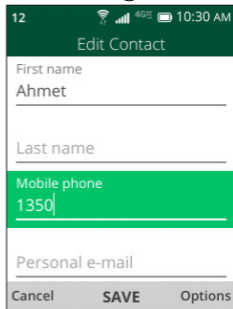
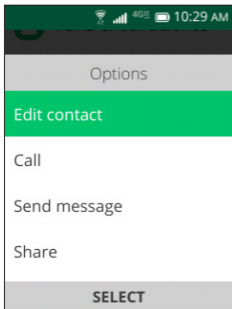
Press the **Right Soft Key**  to access **Options**:

- **Add as Favorite<sup>(1)</sup>**: Add the contact as a Favorite number. You can view it in **Contacts > Favorite contacts list**. After added, the menu shows **Unfavorite**.
- **Edit/Share/Delete**: Edit/Share/Delete the contact.
- **Find duplicate contacts**: Press the **Center Soft Key**  to find out the duplicate contacts.
- **Block this number**: Press the **Center Soft Key**  to show Confirmation information, once confirmed, press the **Right Soft Key**  to **Block**.

<sup>(1)</sup> Only for Phone memory contacts.

### 3.3 Edit a Contact

On the contacts list screen, using the **Navigation Key** to select a Contact, then press the **Right Soft Key** (⌂) to access **Options**, select **Edit contact** and press the **Center Soft Key** (OK) to edit.



When finished, press the **Center Soft Key** (OK) to save.

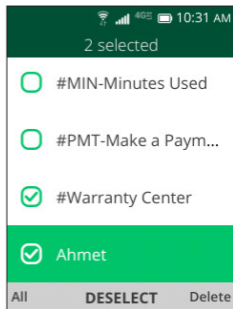
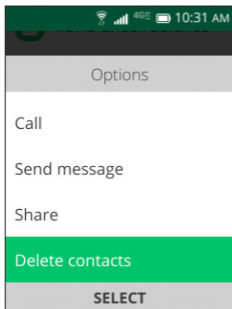
### 3.4 Share a Contact

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

On the contacts list screen, use the **Navigation Key** to select a Contact, then press the **Right Soft Key** (⌂) to access **Options**, and then select **Share**.

## 3.5 Delete Contacts

On the contacts list screen, press the **Right Soft Key** (⌂) to access **Options**, select **Delete contacts**, use the **Navigation Key** to view available contacts and the **Center Soft Key** (OK) to make your selection, and then press the **Right Soft Key** (⌂) to delete.





## 3.6 Import/Export Contacts

On the contacts list screen, press the **Right Soft Key** (⌂) to access **Options**, select **Settings > Import contacts/Export contacts** to import/export contacts from/to memory card, or Bluetooth.




## 3.7 Speed Dial Contacts

On the contacts list screen, press the **Right Soft Key**  to access **Options**, select **Settings > Set speed dial contacts**, use the **Navigation Key** to select 2-9, press the **Center Soft Key**  to add a contact then press the **Center Soft Key**  to confirm.

On the Home screen, long press the 2-9 screen keys to dial the defined contacts.

## 3.8 Available Options

From the Contacts list, select a contact, press the **Right Soft Key**  to show more options.

### Call

Make a call to the selected contact.

### Send message

Send an SMS/MMS to a contact you selected from Contacts.

### Move/Copy contacts

Move or Copy contacts from/to Phone memory to/from SIM card.

### Settings

- **Memory:** To select which contacts to display: Phone and SIM, Phone or SIM.
- **Sort contacts:** To select contacts sorted by first/last name.
- **Set speed dial contacts:** To select contacts to define the 2-9 keys as a speed dialer.
- **Set ICE contacts:** Add five contacts for making "In Case of Emergency" calls.

- **Create Group<sup>(1)</sup>:** Press the **Center Soft Key** (OK) to enter a new group name, press the **Right Soft Key** (M) to save. From the contacts list, press **Group** > the **Center Soft Key** (OK) > the **Left Soft Key** (M) to add contacts to the group.
- **Block Contacts:** Press the **Center Soft Key** (OK) and the **Left Soft Key** (M) to add blocked number, press the **Right Soft Key** (M) to save.
- **Import contacts:** Import contacts from memory card.
- **Export contacts:** Export contacts to memory card, and Bluetooth.




<sup>(1)</sup> Only Phone memory contacts can be added to Group.

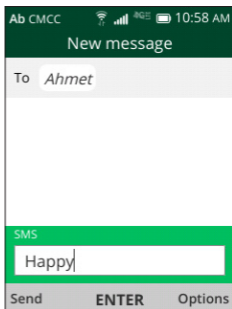
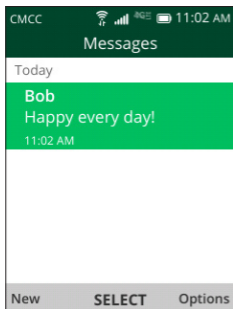
# 4 Messages.....









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

## 4.1 Sending a Text Message

Press the **Messages Key** , or from the Home screen, press the **Center Soft Key**  and select **Messages**  to enter **Messages**.




- Press the **Left Soft Key**  to write a new message.
- Enter the phone number of the recipient in the **To** bar or press the **Left Soft Key**  to add recipients.
- Use the **Navigation Key** to go to the **SMS** bar to enter the text of the message.

- Press  Key to switch between the different methods.
- Press  Key to select symbols.
- Press the **Left Soft Key**  to send text messages.
- Press and hold the **Center Soft Key**  to speak your text.

## Inputting Text


There are different ways to enter text to create contacts, or send messages.



You may choose from the different methods by pressing the  key and alternate between:


- **Abc** (sentence case), **abc** (lower case), or **ABC** (caps lock case): with this mode you must press each key multiple times to select each letter. For example, an 'S' is created by pressing the '7' key four times. An 'e' is created by pressing '3' twice, and so on.

- **Predictive:** predictive text mode is a feature that allows you to type faster, as the phone tries to predict what you are writing. To type "Hello":


press the "4" key once, press the "3" key once, press the "5" key once, press the "5" key once, press the "6" key once, you have spelled the word "hello".

As you type, word suggestions will appear at the bottom of the screen. If you see the word you are trying to type, select it with the **Navigation Key** and press the **Center Soft Key** .

- **123:** this mode generates only numbers. You may type '1' by pressing the '1' key just once, '2' by pressing '2' and so on. Switch back to **ABC**, **Abc**, **abc** or **Kt9** mode to continue writing words.
- **Symbols:** This function provides punctuation and special characters. Symbols may be accessed by pressing the  key as well. Find the right symbol by pressing right or left of the **Navigation Key**. When the cursor highlights a symbol you want to add, press the **Center Soft Key**  to select it.

- If you want to delete the already typed letters or symbols, press the **Back/Delete Key**  to delete them one by one or long press to delete all at once.

## 4.2 Sending a Multimedia Message

MMS enables you to send video clips, images, photos, contacts and sounds to other compatible phones by pressing the **Right Soft Key**  from an open text messages screen and then selecting **Add attachment**.

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



An SMS of more than 160 characters will be charged as several SMS. Specific letters (accent) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

# 5 Camera.....



Your mobile phone features a Camera and a Video app to take photos and videos.

## Access the Camera

To access this function, press the **Center Soft Key** (OK) from the Home screen and select **Camera** (camera icon).

## App Permission

Upon first use of **Camera**, the App Permission screen will display, asking for permission to know your location. Press the **Center Soft Key** (OK) to Allow or the **Left Soft Key** (cancel) to Deny.

## Take a picture

Position the object or landscape in the screen and press the **Center Soft Key** (OK) to take the photo. Photos will be automatically saved to the Gallery app.

After taking photo, press the **Left Soft Key** (cancel) to preview.

## Zoom in/out

Press Up or Down of the **Navigation key** to zoom lens in and out.

## Options

Press the **Right Soft Key** (options) to access options. Then use the Left and Right **Navigation key** to select:



- **Camera Resolution:** Select the resolution as High, Standard, or Low.
- **Self Timer:** Sets the time a photo is taken after pressing the **Center Soft Key** (OK).

- **Grid:** Adds grid lines to photo screen to help take better photos by using grid lines to align photo image.
- **Gallery:** Select Go to Gallery Application to view photos previously taken.
- **Modes:** Select to switch between Photo and Video mode.

### To record a video

Press Left and Right of the **Navigation Key** to switch between Photo and Video mode.

Press Up or Down of the **Navigation Key** to zoom lens in and out.


Press the **Center Soft Key**  to record a video, press again to stop recording. Videos will be automatically saved to **Video** app .


# 6 Tools



## 6.1 Gallery.....



The **Gallery** app provides you with one location to view and organize all your saved photos.

To access this function, press the **Center Soft Key**  from the Home screen and select **Gallery**.

Press the **Left Soft Key**  to switch Favorites and Gallery list.

Use the **Navigation Key** to select an image and press the **Center Soft Key**  to open and view the image, then press the **Right Soft Key**  to access options below:

- **Delete:** Delete the selected photo.
- **Edit:** Select this option to adjust exposure value, rotate the photo, crop, add filters and auto-correction.
- **Add to favorites/Remove from favorites:** Add/Remove the selected photo to/from the Favorites list.
- **Share:** Share the photo via Messages and Bluetooth, etc.
- **Select Multiple:** Allows you to select more than one photo in the Gallery.
- **File Info:** Displays file name, size, image type, date taken, resolution, and path.
- **Set as:** Set the photo as Wallpaper or Image for existing contact.
- **Sort and group:** Sorts photo by date and time or groups by date.



## 6.2 Clock .....



### 6.2.1 To Set an Alarm

From the Home screen, press the **Center Soft Key** (OK) and select **Clock > Alarm**.

Press the **Left Soft Key** (⏮) to add a new alarm. The following options will appear:

- **Time:** Select to set the alarm time.
- **Repeat:** Select the days you want your alarm to go off.
- **Sound:** Select a ringtone for the alarm.
- **Vibrate:** Select to activate vibration.
- **Alarm name:** Press to enter a name for the alarm.

Press the **Right Soft Key** (⏭) to **Save**.

### 6.2.2 To Set the Timer


From the Home screen, press the **Center Soft Key** (OK) and select **Clock > Timer**.






Press the **Center Soft Key** (OK) and then Left or Right of the **Navigation key** to edit hour, minute and second, when finished, press the **Center Soft Key** (OK) to start the Timer.

- When the Timer is ongoing, press the **Center Soft Key** (OK) to pause and continue the Timer, press the **Right Soft Key** (⏭) to add 1 minute.
- When the Timer is paused, press the **Left Soft Key** (⏮) to reset the Timer.

Press the **Right Soft Key** (⏭) to enter Settings, allowing you to set snooze, volume, activate vibrate, and select sound.

## 6.2.3 To Set the Stopwatch


From the Home screen, press the **Center Soft Key**  and select **Clock > Stopwatch**.

- Press the **Center Soft Key**  to start Stopwatch.
- When the Stopwatch is ongoing, press the **Right Soft Key**  to record the lap, press the **Center Soft Key**  to pause the time.
- When the Stopwatch is paused, press the **Center Soft Key**  to continue the total time, press the **Left Soft Key**  to reset the stopwatch and clear lap times.

## 6.3 Music .....



Using this menu, you can play music files stored in your phone. Music files can be downloaded from your computer to phone using a USB cable.

To access this function, press the **Center Soft Key**  from the Home screen and select **Music**.

## 6.4 Calendar .....



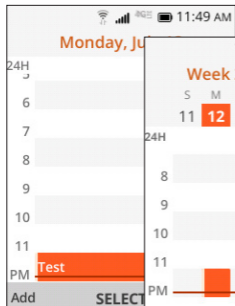
Use the Calendar to keep track of important meetings, appointments, etc.

To access this function, press the **Center Soft Key**  from the Home screen and select **Calendar**.

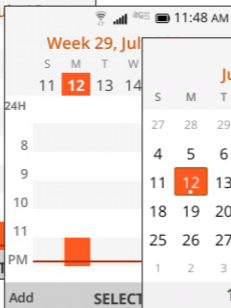
## View Calendar

You can display the Calendar in Day, Week, Month view. Press the **Right Soft Key** (⊖) to change your Calendar view.

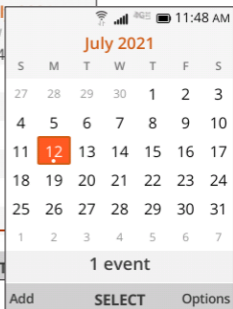
### Day view



### Week view



### Month view






## Create New Event

Press the **Left Soft Key** (⊖) to add new events from any Calendar view.

- Fill in all required information for this new event. If it is a whole-day event, you can press the **Center Soft Key** (⊙) to select **All-day Event**.
- When finished, press the **Right Soft Key** (⊖) to save.

## Delete and Edit Event

After new event is created, under Month view or Day view, use the **Navigation Key** to move to the event. Press the **Center Soft Key**  to show events list, then press the **Left Soft Key**  to delete or press the **Right Soft Key**  to edit.

More options are available by pressing the **Right Soft Key**  from the Calendar main screen:

- **Go to date:** To go to whatever date you want.
- **Search:** Search the event or schedule you added in the Calendar.
- **Calendar to Display:** To display offline Calendar or not.
- **Settings:** To customize Calendar settings and Add Account.


## Event reminder




If a reminder is set for an event, the upcoming event will appear on the Status bar as a notification when the reminder time arrives.

## 6.5 Video .....



Video acts as a media player for you to view videos.


From the Home screen, press the **Center Soft Key**  and select **Video**.

- Press the **Left Soft Key**  to enter Camera to take a video.
- Use the **Navigation Key** to select a video, press the **Center Soft Key**  to play the video.
- Press the **Right Soft Key**  to access **Options**.

## 6.6 Utilities.....




### 6.6.1 Calculator

From the Home screen, press the **Center Soft Key**  and select **Utilities > Calculator**.

0-9 key: input numbers

 : ·

 : +/-

 : +, -, X, ÷







 : =

 : Clear once

 : Clear All

### 6.6.2 ToDo






From the Home screen, press the **Center Soft Key**  and select **Utilities > ToDo**.

- Press the **Left Soft Key**  to add a new task list, enter task name then press the **Right Soft Key**  to **Create**.
- Press the **Center Soft Key**  to select a task list, then press the **Left Soft Key**  to add a task, enter task name then press the **Right Soft Key**  to **Save**.
- Press the **Right Soft Key**  to access Options to Edit, Delete, or Delete all the task.

- Select a task, press the **Center Soft Key**  to CHECK/UNCHECK the task.

### 6.6.3 Recorder







From the Home screen, press the **Center Soft Key**  and select **Utilities > Recorder**.

- Press the **Left Soft Key**  then press the **Center Soft Key**  to start recording, press the **Right Soft Key**  to **Done**.
- Use the **Navigation Key** to select the recording you want to play back. Press the **Center Soft Key**  twice to play.
- Press the **Right Soft Key**  to access **Options**, such as delete, share, select multiple, rename, save as ringtone, save to music library, select **Settings** to set recording rate.

## 6.7 Note .....




From the Home screen, press the **Center Soft Key**  and select **Note**.

- Press the **Left Soft Key**  to add note, enter contents then press the **Right Soft Key**  to **Save**.
- On the notes list, press the **Right Soft Key**  to access **Options**, such as delete, share, select multiple, search, sort by.
- Use the **Navigation Key** to select the note, press the **Center Soft Key**  to view detail. Then press the **Center Soft Key**  to edit, press the **Right Soft Key**  to delete or share the note via Messages, or Bluetooth.

## 6.8 FM Radio .....

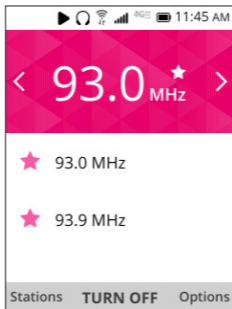


Your phone is equipped with a radio<sup>(1)</sup> with RDS<sup>(2)</sup> functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display if you tune to stations that offer Visual Radio service.

To access this function, press the **Center Soft Key**  from the Home screen and select **FM Radio**.





To use it, you must plug in your headset, which works as an antenna when connected to your phone.



- Press left/right of the **Navigation Key** to decrease or increase 0.1MHz.


<sup>(1)</sup> The quality of the radio depends on the coverage of the radio station in that particular area.

<sup>(2)</sup> Depending on your network operator and market.

- Long press left/right of the **Navigation Key** to search and go to the nearest lower/higher frequency channel.
- Press the **Right Soft Key**  to add the channel to favorites. A red star will be added to the station in the channel list. Press the **Right Soft Key**  to edit favorites channel or switch to speaker.

## 6.9 File Manager .....



From the Home screen, press the **Center Soft Key**  and select **File Manager**.


File Manager displays all data stored on the phone and the microSD card, including applications, media files; videos, pictures or audios you have captured; other data transferred via Bluetooth, USB cable, etc.

When you download an application from PC to phone/microSD card, you can locate the application using File Manager, then touch it to install it in your phone.

File Manager allows you to perform and be really efficient with the following common operations: create (sub) folder, open folder/file, view, rename, move, copy, delete, play, share, etc.





# 7 Network & connectivity

From the Home screen, press the **Center Soft Key**  and select **Settings**  > **Network & Connectivity**.


## 7.1 Airplane Mode

When Airplane mode is on, all wireless connections are disabled simultaneously, including Wi-Fi and Bluetooth.

- Press the **Center Soft Key**  to enter **Airplane Mode**.
- Press the **Navigation Key** to select **On** or **Off**, then press the **Center Soft Key**  to confirm.




## 7.2 Cellular network

### Carrier




Press the **Center Soft Key**  to select the Carrier automatically.  
Default is On.

## 7.3 Wi-Fi

Wi-Fi calling allows you to make and receive calls or texts in areas of weak or no cellular network coverage.




Press the **Center Soft Key**  to open app list. Select **Settings**  and press the **Center Soft Key** . In the **Network and connectivity** setting, press down of the **Navigation key** to select **Wi-Fi**.









- Press the Up and Down of the **Navigation Key** to select **On**, then press the **Center Soft Key**  to turn on Wi-Fi.

- Press the Up and Down of the **Navigation Key** to select **Available networks**, then press the **Center Soft Key**  to enter all available networks list, select one and press the **Center Soft Key**  to configure the access point and connect your phone. Be advised you may need to enter a password if applicable.
- Press the Up and Down of the **Navigation Key** to select **Wi-Fi calling**, then press the **Center Soft Key**  to on or off. You may also establish an emergency location information.

## 7.4 Bluetooth

Bluetooth allows your phone to exchange data (videos, images, music, etc.) with other Bluetooth devices within a close range such as another phone, computer, printer, headset, car kit, etc.

Press the **Center Soft Key**  to open app list. Select **Settings**  and press the **Center Soft Key** . In the **Network and connectivity** setting, press down of the **Navigation key** to select **Bluetooth**.




- Press the Up and Down of the **Navigation Key** to select **On**, then press the **Center Soft Key**  to turn on Bluetooth.
- **Visible to All:** Press the **Center Soft Key**  to enter, after selected On then press the **Center Soft Key**  again to confirm.
- **My Phone's Name:** Press the **Center Soft Key**  to enter, edit the name then press the **Right Soft Key**  to save.
- **Nearby Devices:** Press the **Center Soft Key**  to enter nearby devices list, using the Up and Down of the Navigation Key to select a needed device, press the **Center Soft Key**  to confirm, then press the **Right Soft Key**  to pair, you can review the paired devices by pressing **Bluetooth > Paired Devices**.

# 8 Personalize Your Phone

## 8.1 Language




Your device can be operated using English, Spanish, and other languages.

**To change the language:**

- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Personalization** > **Language** > **Language**.
- Press the **Navigation Key** to select the desired languages preference.
- Press the **Center Soft Key**  to confirm.



## 8.2 Change font size

**To change the device font size:**

- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Personalization** > **Display** > **Large Text**.
- Press the **Center Soft Key**  to select **On/Off** to enable large text or not.



## 8.3 Date & Time

**To change the Date & Time:**




- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Personalization** > **Date & time**.
- Press on the Time option to adjust the time and minutes. You may also adjust the Time Zone as well as Time Format on this page.

## 8.4 Sounds

### To adjust Volume:



- Press the **Volume Up/Down button** that is located on the right side of the device to adjust the Ringtone & Alerts volume.
- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Personalization** > **Sound** > **Volume** to adjust the volume for Media, Ringtones & Alerts and Alarm.

### To adjust Tones

- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Personalization** > **Sound** > **Tones**.
- Under Tones, you may select your preference on Vibrate, Ringtones, Notification Alerts as well as Manage Tones.
- Press the **Center Soft Key**  to confirm.



### To adjust Other Sounds

All other sounds that are related to Dial Pad or Camera can be adjusted by doing the following:



- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Personalization** > **Sound** > **Other Sounds**.

## 8.5 Wallpaper, Brightness and Screen Timeout




### To adjust Wallpaper

- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Personalization** > **Display** > **Wallpaper**.
- Press **Gallery** to select from Images that are stored on your device.
- Press **Camera** to take a picture for the Wallpaper you would like to use/store.
- Press **Wallpaper** to select from pre-loaded Wallpapers.

### To adjust Brightness

- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Personalization** > **Display**.
- Press the **Navigation Key** to highlight **Brightness**.
- Select desired brightness by pressing the Left or Right of the **Navigation Key**.

### To adjust Screen timeout

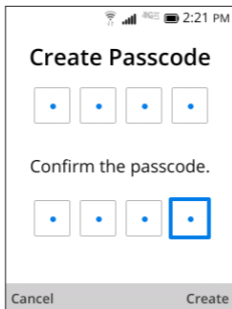
- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Personalization** > **Display** > **Screen timeout**.
- Select when you would like your screen to turn off, then press the **Center Soft Key**  to confirm.

# 9 Security

## 9.1 Lock/Unlock your screen

To protect your phone and privacy, you can lock the phone screen by creating a password.

- From the Home screen, press the **Center Soft Key** (OK), select **Settings** (⚙️) > **Privacy & Security** > **Screen lock**.
- Press the **Center Soft Key** (OK) and select **On** to enable screen lock in the **Screen lock** screen.
- Enter the passcode twice and press the **Right Soft Key** (↩️) to create.



## 9.2 SIM Security

A SIM PIN prevents access to the SIM card cellular networks. When enabled, any device containing the SIM card will request the PIN upon restart.





**Note:** A SIM PIN is not the same as the lock code used to unlock the device.

## 9.3 Anti-Theft

Anti-theft can only be enabled after logging in to your KaiOS Account.

# 10 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**  > **Device** > **Battery**.
- From the Home screen, press the **Center Soft Key**  and select **Settings**  > **Device** > **Device information** > **Software Update** > **Check for new**.
- When there is a new mandatory software update version available, the phone will start downloading automatically, then press the **Center Soft Key**  to select **INSTALL** to update your system.



# 11 Safety and use

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

## **TRAFFIC SAFETY:**

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, wired headset or Bluetooth headset, all sold separately), drivers are requested to refrain from using their mobile phone when the vehicle is not parked. Check the laws and regulations on the use of wireless mobile phones 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 phone and headset to listen to music or to the radio. Using a headset can be dangerous and forbidden in some areas.

When switched on, your mobile phone 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 phone 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 phone RF energy.

## CONDITIONS OF USE:

- You are advised to switch off the phone from time to time to optimize its performance.
- Switch the phone off before boarding an aircraft.
- Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.
- Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.
- When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.
- To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the “hands-free” mode because the amplified volume might cause hearing damage.
- Do not let children use the phone and/or play with the telephone and accessories without supervision.
- If your phone has a removable cover, note that your phone may contain substances that could create an allergic reaction.
- Always handle your phone with care and keep it in a clean and dust-free place.
- Do not allow your phone to be exposed to adverse weather or environmental conditions, such as moisture, humidity, rain, infiltration of liquids, dust, sea air, etc. The manufacturer’s recommended operating temperature range is 0°C (32°F) to 40°C (104°F).

- At over 40°C (104°F), the legibility of the phone's display may be impaired, though this is temporary and not serious.
- Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.
- Do not dismantle or attempt to repair your mobile phone yourself.
- Do not drop, throw or bend your mobile phone.
- Do not use the phone if the screen is damaged, cracked or broken to avoid any injury.
- Do not paint it.
- Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.
- Remember to make back-up copies or keep a written record of all important information stored in your phone.
- 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:
  - Do not play if you are tired or need sleep.
  - Take a minimum of a 15-minute break hourly.
  - Play in a room in which all lights are on.
  - Play at the farthest distance possible from the screen.
  - 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.

## **PRIVACY:**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. 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 duplicate 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 phone (including the carrier) disclaim any liability which may result from the improper use of the mobile phone.

## **BATTERY AND ACCESSORIES:**

Please charge your battery 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 the battery.
- Do not burn or dispose of a used battery in household garbage or store it at temperatures above 60°C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.



This symbol on your phone, the battery, and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these types 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 to 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.

### **Battery Recycling**

TCL 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 at <https://www.tcl.com/us/en/mobile/accessibility-compliance/tcl-mobile-electronic-recycling-program.html/>

**CAUTION:** RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

## **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 phone meet 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.

Characteristics of power supply (depending on the country):

Travel charger: UC11US

Input: 100-240V, 50/60Hz, 200mA

Output: 5V, 1A

Battery: Lithium 1850mAh typ

# 12 Radio Waves

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

Your mobile phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (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 phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communication 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 phone transmitting at its highest certified power level in all tested frequency bands.

This device is complied with SAR for general population / uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID: 2ACCJN048

Although the SAR is determined at the highest certified power level, the actual SAR level of the mobile phone while operating can be well below the maximum value. This is because the mobile phone 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 phone. Before a mobile phone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for this model mobile phone when tested is 0.83 W/kg for use at the ear and 1.27 W/kg for use close to the body. While there may be differences between the SAR levels of various cellphones and at various positions, they all meet the government requirement for RF exposure.

SAR compliance for body-worn operation is based on a separation distance of 15 mm between the unit and the human body. Carry this device at least 15 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 15 mm between this device and your body.

RF exposure compliance with any body-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site:  
<http://www.ctia.org/>

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of mobile phones. 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 phones 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 and Industry Canada licence-exempt RSS standard(s). 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 and Industry Canada licence-exempt RSS standard(s). 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 phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third-party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also, when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with TCL Communication Technology Holdings Limited. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Technology Holdings Limited. implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and;
- The sensitivity of the personal data processed.

You can access, review and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

# 13 Licenses

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microSD Logo is a trademark of SD-3C, LLC.

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

TCL 4056V

Bluetooth Declaration ID D054291

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

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You have purchased a product which uses the open source (<http://opensource.org/>) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public Licence and Apache Licence.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communication Technology Holdings Limited.

You may download the source codes from <https://sourceforge.net/projects/tcl-mobile/files/>. The provision of the source code is free of charge from the internet.

## Hearing Aid Compatibility

Your mobile phone is rated: «For Hearing Aid», to assist hearing device users in finding mobile phones that may be compatible with their hearing devices.

This phone has a HAC rating of M4/T4. Reference ANSI C63.19 (2011).

FCC ID: 2ACCJN048

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

- a) 20.19(f)(1): an explanation of the ANSI C63.19 rating system.
- b) 20.19(f)(2)(i) specified disclosure for handsets certified under ANSI C63.19 and not tested for T-Coil operations in accordance with the guidance issued by OET in KDB Publication 285076 D02 will require disclosure that the handset does not meet the relevant rating(s) with respect to such operation(s).

# 14 General information

- **Internet address:** [www.tcl.com/us](http://www.tcl.com/us)
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labeling path:** Touch **Settings > Device > Regulatory & Safety** or press \*#07# to find more information about labeling <sup>(1)</sup>, such as FCC ID.

Your phone is a transceiver that operates on GSM B2/3/5/8 (1900/1800/850/900 MHz), 3G Bands: B1/2/4/5/8 (2100/1900/1700/850/900 MHz), 4G Bands : B2/3/4/5/7/12/13/66

## Protection against theft <sup>(2)</sup>

Your phone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your phone by entering \*#06# and keep it in a safe place. It may be requested by the police or your carrier if your phone is stolen. This number allows your phone to be blocked preventing a third person from using it, even with a different SIM card.

<sup>(1)</sup> This may vary depending on country.

<sup>(2)</sup> Contact your service provider to check service availability.

## **Disclaimer**

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your phone or specific carrier services.

TCL Communication Technology Holding Limited. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the carrier exclusively.

## **Frequency Stability**

The product meets Section 15.407(g) requirements from KDB 789033 D02v02r01. The emissions are maintained within the band of operation under all conditions of normal operation.

# 15 1 YEAR LIMITED WARRANTY

For information on warranty of your device, visit the USA and Canada websites at <https://support.tcl.com/us-mobile-product-downloads/614427>



**WARNING:** Cancer and Reproduction Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).


## Electronic Information

For more information on Electronic Recycling:

- 1) Visit TCL Electronic Recycling Program website at <https://www.tcl.com/us/en/mobile/accessibility-compliance/tcl-mobile-electronic-recycling-program.html> or
- 2) Call TCL US Customer Support at 1-855-224-4228.


# 16 Troubleshooting

Before contacting the service center, 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.
- Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access **Update phone**, press **Settings > Device > Device Information > Software Update > Check for new**.
- To set your phone to factory default, access **Settings > Device > Device information > Reset Phone**. All your phone data will be lost permanently. It is strongly advised to fully back up your phone before resetting.

The following are the most asked questions:

## My phone has not responded for several minutes

- Restart your phone by pressing and holding the **End/Power Key**  .

## My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure the **End/Power Key**  is not mis-contacted due to unlocked screen.
- Check the battery charge level.

## My phone cannot charge properly

- Make sure that your battery is not completely discharged; if the battery power has been 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 (32°F) to 40°C (104°F).
- When abroad, check that the voltage input is compatible.




## **My phone cannot connect to a network or “No service” is displayed**

- Try connecting in another location.
- Verify the network coverage with your service provider.
- Check with your service provider that your SIM card is valid.
- Try selecting the available network(s) manually.
- Try connecting at a later time if the network is overloaded.

## **Invalid SIM card**

- Make sure the SIM card has been correctly inserted (see “**1.2 Setting up your phone**”).
- 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 dialed 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 service provider (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

## **Unable to receive incoming calls**

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your service provider (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 airplane mode.


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

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

### **I cannot 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**

- You can adjust the volume during a call by pressing the **Volume Up/Down** key.
- 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 service provider to make sure that your subscription includes this service.
- Make sure this feature does not require an TCL accessory.

### **When I select a number from my contacts, the number cannot be dialed**

- 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 in 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 service provider to check service availability.

### **I cannot access my voicemail**

- Make sure your service provider's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

### **I am unable to send and receive MMS**

- Check your phone memory availability as it might be full.
- Contact your service provider to check service availability and check MMS parameters.
- Verify the server center number or your MMS profile with your service provider.
- The server center may be swamped, try again later.

### **SIM card PIN locked**

- Contact your service provider to obtain the PUK code (Personal Unblocking Key).

### **I am unable to download new files**

- Make sure there is sufficient phone memory for your download.
- Check your subscription status with your service provider.

### **The phone cannot be detected by others via Bluetooth**

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

### **How to make your battery last longer**

- Make sure you follow the complete charge time ( maximum 2.6 hours).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Switch off the backlight upon request.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

**The phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.**

- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperatures.

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