

TCL FLIP



TCL-4058E

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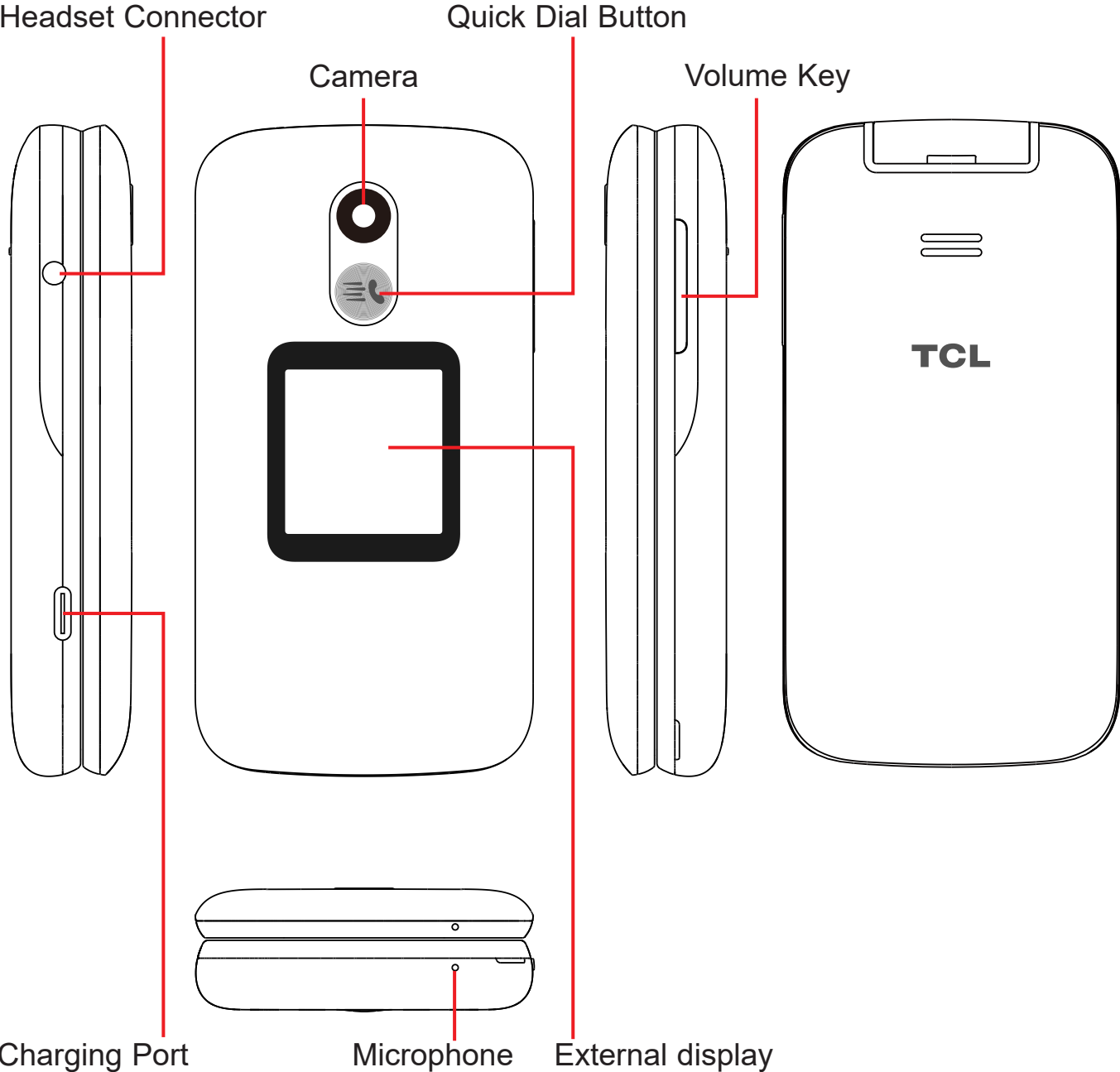
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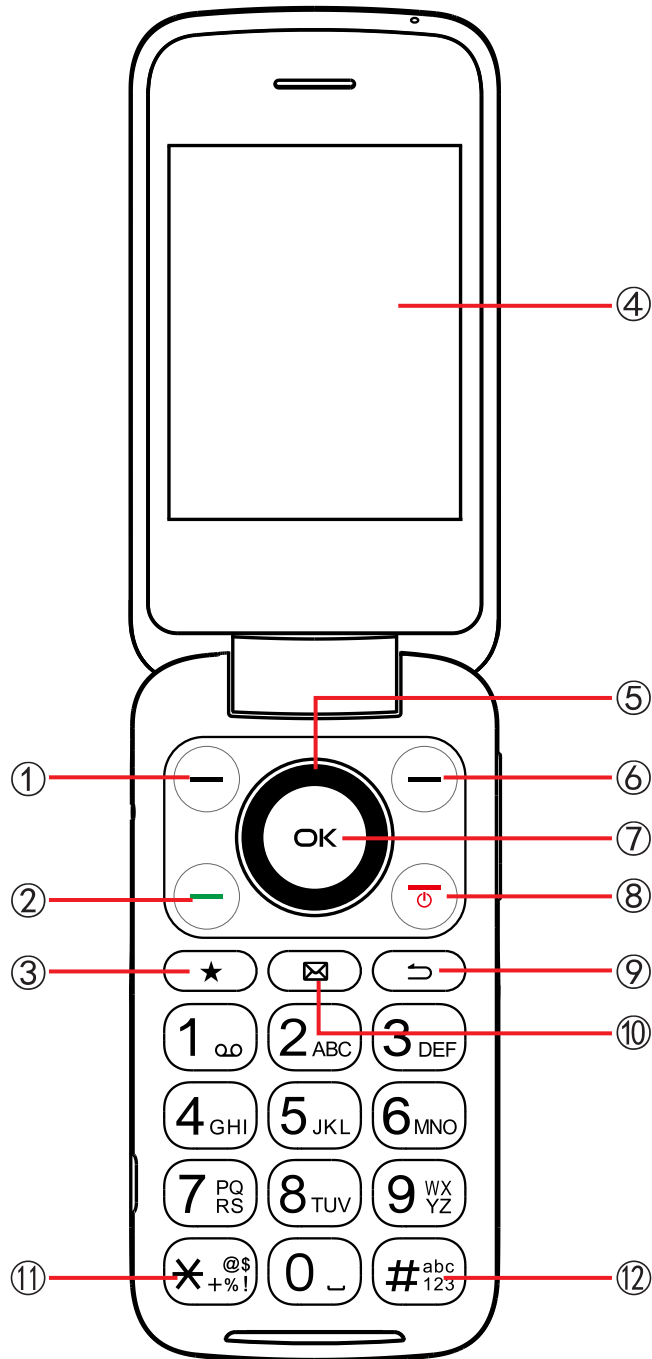
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1 Your Device

1.1 Overview





① **Left Soft Key**

- Press: to access Notifications

② **Call Key**

- Answer / make a call
- From the Home screen, press to enter call log

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 Left: access Email
- Press Right: access Contacts
- Press Up: access Settings
- Press Down: access Recent apps

⑥ **Right Soft Key**

- Press: access Shortcuts

⑦ **Center Soft Key**

- From the Home screen, press to access app list
- Press to select an option

⑧ **End/Power Key**

- Press: End a call, return to the Home screen
- Press and hold: Restart or Power on/off

⑨ **Back/Delete Key**

- Move backwards through Menus
- Delete entered number or letter


⑩ **Text Messages**

- Press: Access Text Messages

⑪ **Letters symbols**

- Press  then choose a symbol.

⑫ **Text input**

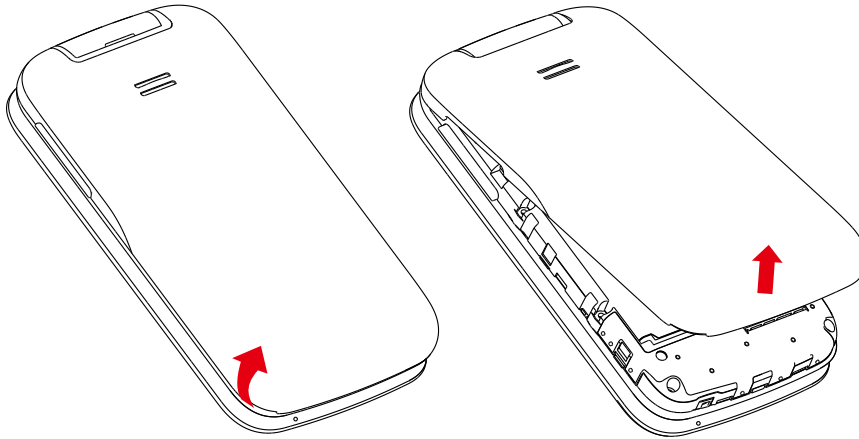
- Repeat press of  to change text input method from ABC to Abc, 123 or Predictive text

1.2 Setting up your phone

NOTE: Power off the device before opening the back cover to install/remove a microSD™ card and/or Nano SIM card.

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.

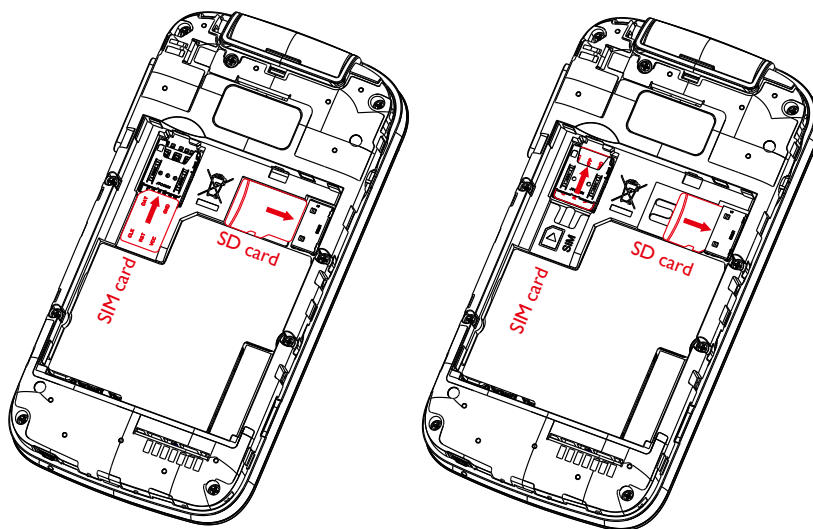


Inserting or removing Nano SIM card and microSD™

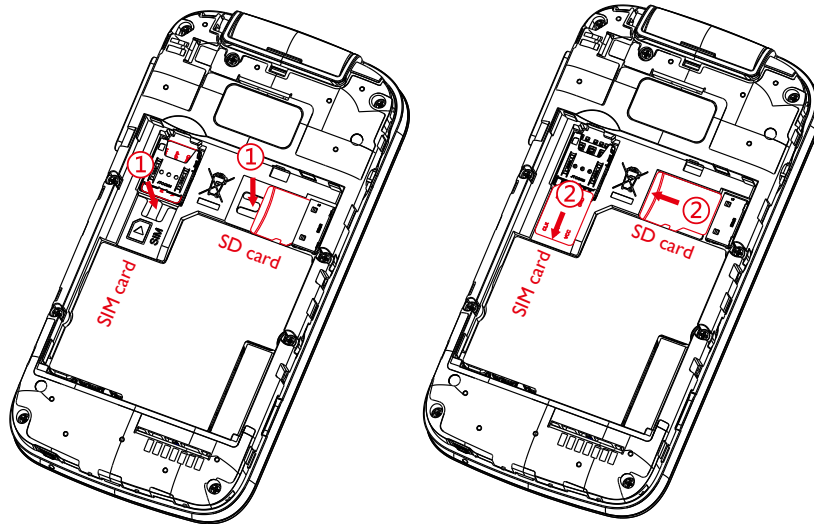
You must insert your Nano SIM card to make phone calls using your network.

MicroSD™ cards (up to 128GB) may be purchased separately.

Insert a SIM or microSD™ card into the card slot with the gold-colored contacts facing down.



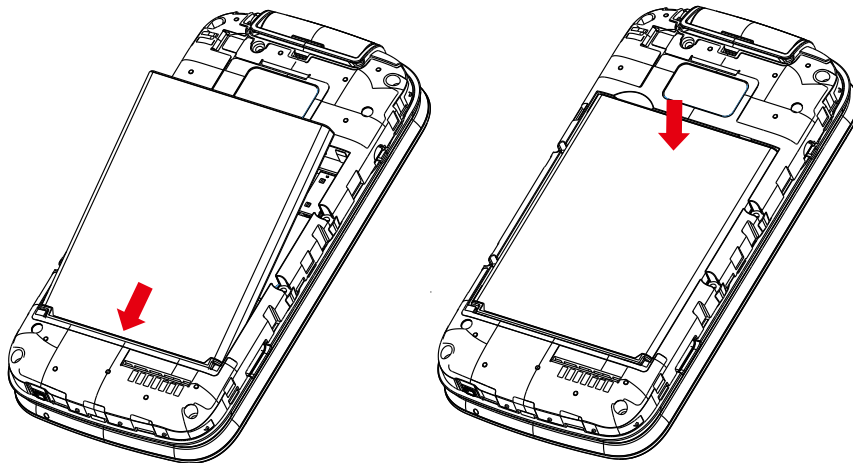
To remove the SIM card or microSD™ card, press down on the small plastic tab (①), then slide out the card (②). Do not use force or use any sharp objects.



Your phone only supports Nano SIM cards. Inserting other SIM types may damage your phone.

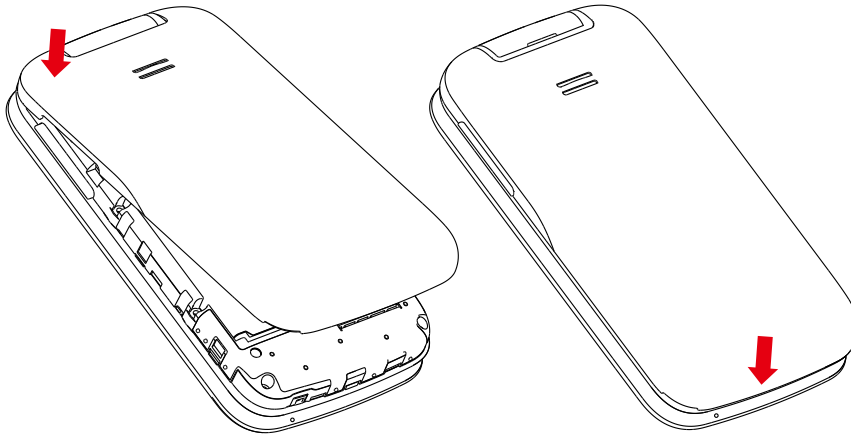
Insert the battery

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



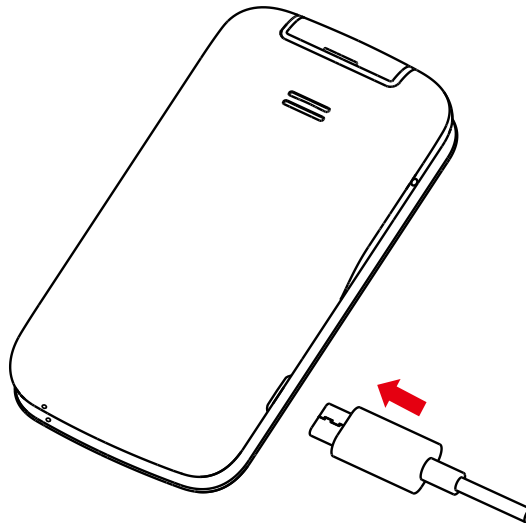
Replace the back cover

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






Charging battery

Insert the small end of the charging cable into the charge port, and connect the charger to a power 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:









- **Lower screen brightness:** Go to **Settings**  > **Display** > **Brightness**. Lower the brightness by pressing the left of the **Navigation Key**.
- **Screen timeout:** Go to **Settings**  > **Display** > **Display backlight** > 30 seconds.
- **Keypad timeout:** Go to **Settings**  > **Display** > **Key backlight** > 10 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:

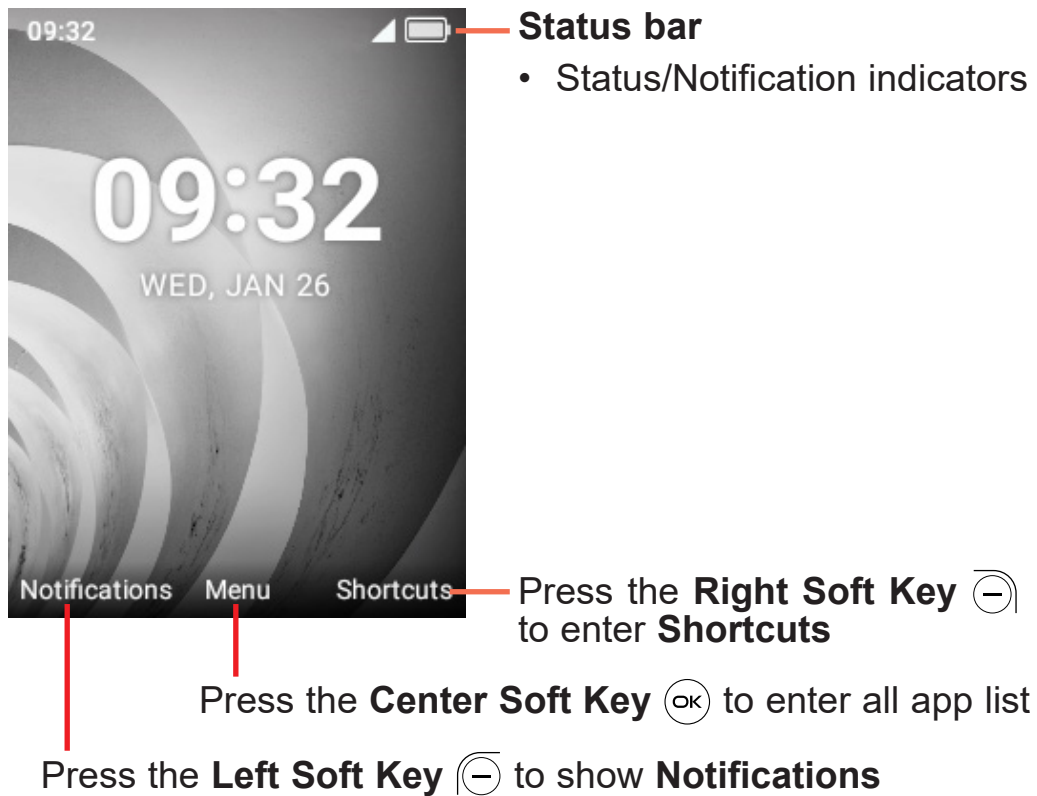
- Select the phone's language, then press the **Center Soft Key**  to go to the next step.
- Select an available Wi-Fi network and press the **Center Soft Key**  to connect, or press the **Left Soft Key**  to **Skip** to the next step.
- Select and set Accessibility options, then press the **Right Soft Key**  to done. Press the **Left Soft Key**  to skip.
- Turn on/off Location, press the **Right Soft Key**  to the next step.
- Press the **Center Soft Key**  to the next step.
- Read the Privacy policy & Terms of Service, use the Navigation key to learn more and/or open URL; press **Navigation down key** to switch to "I AGREE" then 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


To turn off your phone, press and hold the **End/Power Key**  for about 2 seconds until the phone displays: **Power Off** and **Restart**. Press the **Navigation Key** to select "**Power Off**", then press the **Center Soft Key**  to confirm.

1.5 Home Screen






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







2 Quick Dial Button

The **Quick Dial Button**  on the front of the device allows you easy access to contact a predetermined number should you need help.

2.1 Activate Quick Dial Button

1. From the Home screen, press the **Center Soft Key**  > **Settings**  > **Call settings** > **Quick dial** > **Activation**.
2. Press the **Center Soft Key**  and select **On** to activate.


2.2 Assign a quick dial number

1. From the Home screen, press the **Center Soft Key**  > **Settings**  > **Call settings** > **Quick dial** > **Number** > **Empty**.
2. Press the **Center Soft Key**  to confirm add:
 - Select **Manual** to add names and numbers manually.
 - Select **Contacts** to add a contact from the Contact list.
 - Press the **Center Soft Key**  to confirm.
3. Press the **Right Soft Key**  to edit or delete.
4. Another way to add: On the contacts list screen, select a contact then press the **Right Soft Key**  > **Quick dial** to add.



Only one quick dial contact is allowed. If the contact is saved on the SIM card, the Quick Dial function will be disabled when the SIM card is removed and will be automatically restored after SIM card is inserted back.

2.3 How to call the quick dial number

Once the Quick Dial Button has been set and activated, press the **Quick Dial Button**  3 times quickly to call the assigned quick dial number.




To use the Quick Dial Button, you must first activate the function and store the number to your contacts.

When the Quick Dial Button is activated, the call will be placed in hands-free mode with the loud speaker on. Do not hold the device near your ear when the hands-free mode is in use because the volume may be extremely loud.


3 Phone call

3.1 Making a Call

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





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






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.
- **Add 2-sec pause/Add wait:** Enter 2-sec pause or a wait.


Make a call from your call log

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




Make a call from Contacts

From the Home screen, press the **Center Soft Key**  > **Contacts**, or press the  to enter Favorites contacts. Choose the contact you want to dial, press the **Call Key**  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 and hold  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 ⁽¹⁾

Press and hold  key to call and listen to your voicemail.

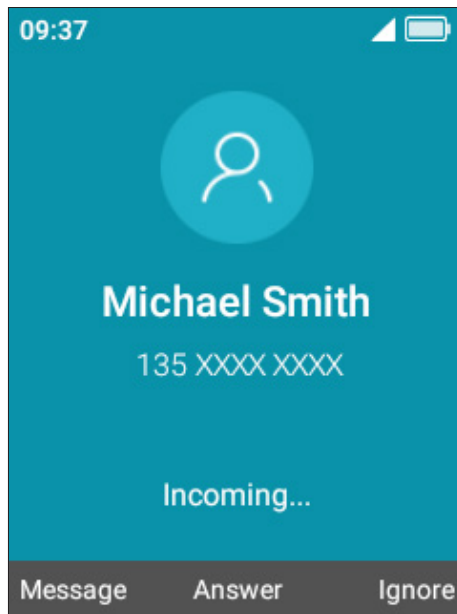
Setting up voice mail









1. Press **Settings**  > **Call settings** > **Voice mail** > **Setup**.
2. Enter the Voicemail number and press the **Center Soft Key**  to save.

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

3.2 Answering or rejecting a call


During an incoming call:



- Press the **Quick Dial Button**  to answer the call with speaker ON.
- If **Settings**  > **Call settings** > **Answer options** > **Flip open** is selected, and the device is closed, you will get a preview of an incoming call on the external screen. You can accept the call by flipping the device open and begin talking immediately. Otherwise,
- Press the **Center Soft Key**  or **Call Key**  to answer;
- Press the **Right Soft Key**  or the **End/Power Key**  to reject;
- Press the **Left Soft Key**  to Ignore with message.
- You can also press other keys to answer the call, the detail of **Settings**  > **Call settings** > **Answer options** > **Any key** is selected.
- To mute the ringtone volume of an incoming call, press the **Volume Up/Down Key**.

3.3 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.

4 Contacts

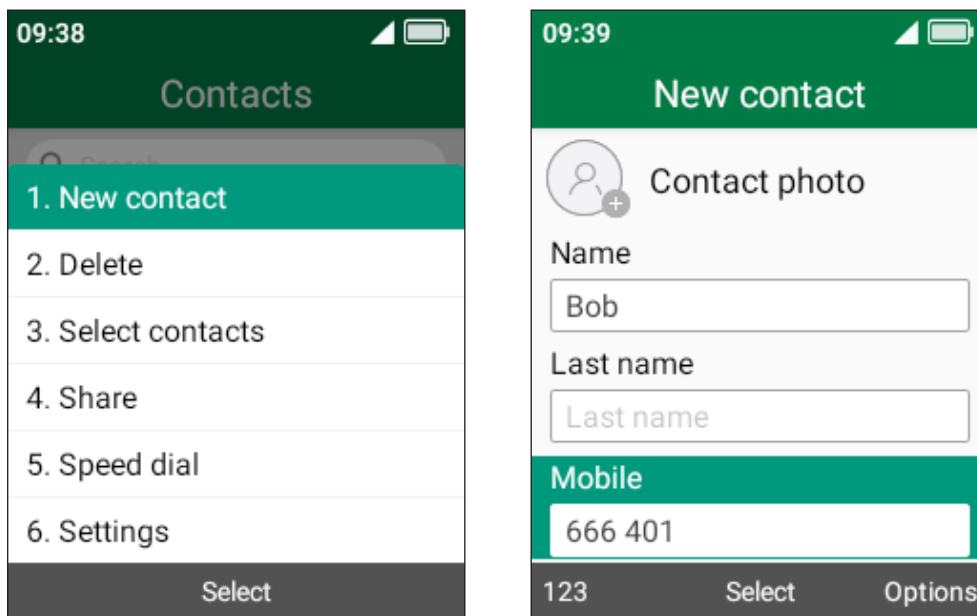


Contacts enables quick and easy access to the contact you want to reach.

From the Home screen, press the **Center Soft Key** (OK) and select **Contacts** to enter Contact list, or press the **Favorite Contacts key** (★) to enter Favorites contacts list.

4.1 Add a Contact

On the contacts list screen, press the **Right Soft Key** (⌋) to access **Options > New contact** to create and input the contact information.



When finished, press the **Right Soft Key** (⌋) to access **Options**, and then select **Save**.


4.2 View a Contact

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


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

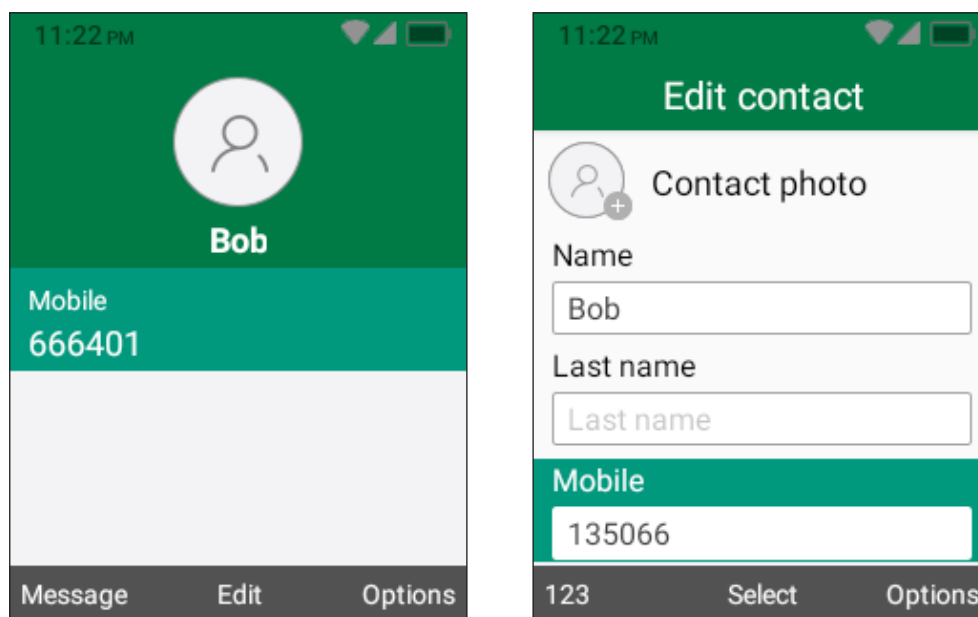
Press the **Center Soft Key** (OK) to Edit the contact.

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

- **Set as quick dial:** Set the contact as the Quick Dial Button emergency number.
- **Call:** Call the contact.
- **Set as favorite⁽¹⁾:** Add the contact as a Favorite number. You can view it in **Contacts > Favorites**. After added, the menu shows **Remove from favorite**.
- **Share/Delete:** Share/Delete the contact.
- **Set speed dial:** Use the **Navigation Key** to select 2-9, press the **Center Soft Key**  to confirm. After set, on the Home screen, press and hold the 2-9 screen keys to dial the defined contacts.

4.3 Edit a Contact

On the contacts list screen, using the **Navigation Key** to select a Contact, then press the **Center Soft Key**  to enter edit screen.



When finished, press the **Right Soft Key**  to access **Options**, and then select **Save**.

⁽¹⁾ Only for Phone memory contacts.

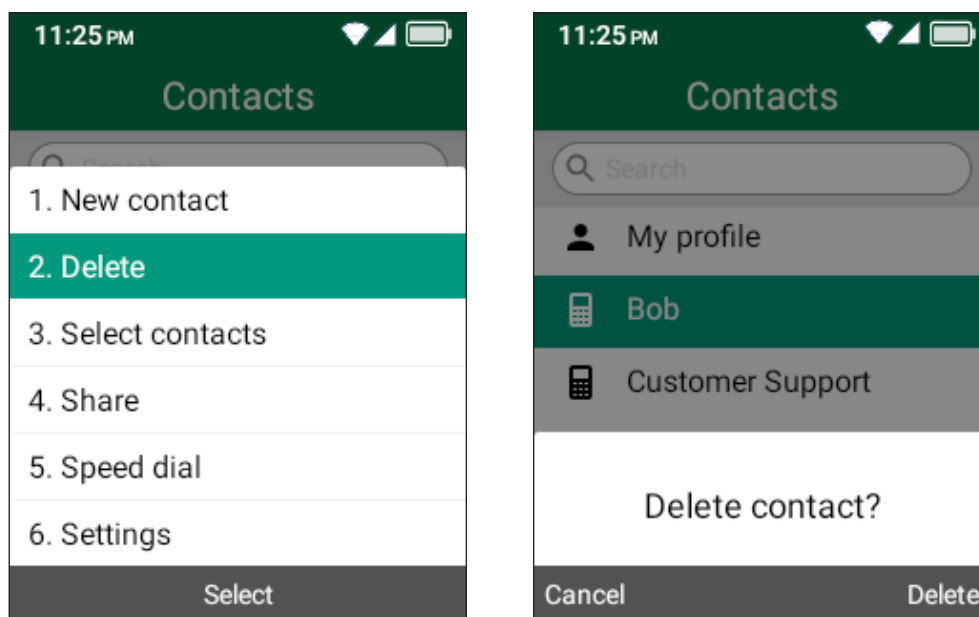
4.4 Share a Contact

You can share a single contact with others by sending the contact's vCard to them via Email, 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**.

4.5 Delete Contacts

On the contacts list screen, press the **Right Soft Key** (⌂) to access **Options** > **Delete**, and then press the **Right Soft Key** (⌂) to delete.



4.6 Available Options

From the contacts list, press the **Right Soft Key** (⌂) to show more options.

Select contacts

Use the **Navigation Key** to select multi contacts, then press the **Right Soft Key** (⌂) to **Delete** or **Share** the contacts.

Settings

- **Sort contacts by:** To select contacts sorted by first/last name.
- **Import/Export:** To import/export contacts from/to memory card, Gmail, Outlook, or Bluetooth.







5 Messages

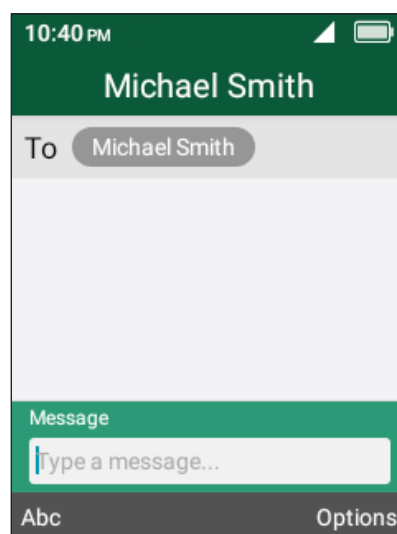


Use the messaging feature to send and receive text (SMS) and multimedia (MMS) messages.

5.1 Sending a Text Message

From the Home screen, press the **Text Message Key**  or press the **Center Soft Key**  and select **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 **Right Soft Key**  to add recipients.
- Use the **Navigation Key** to go to the **Message** 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 enter options.
- Press the **Center Soft Key**  to send text messages.




Inputting Text

There are different ways to enter text to create contacts, write emails 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** (upper case): Press each key multiple times to create 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.
- **Kt9 (Predictive)**: Predictive text mode (Kt9) 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. 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 (Predictive)** 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 typed characters, press the **Back/Delete Key**  to delete them one by one or long press to delete all at once.

5.2 Sending a Multimedia Message

MMS enables you to send video clips, images, photos, contacts and sounds to other compatible phones and email addresses by pressing the **Right Soft Key**  from the 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 or email addresses are added.



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.

6 E-Mail



6.1 Setup Email

Access E-Mail by pressing the **Center Soft Key** (OK) from the Home screen and select **Tools** (Tools icon) > **Email** (Email icon).

Select one of the Email providers and press the **Center Soft Key** (OK).

- Enter your email address of the account you want to setup.
- Press the **Right Soft Key** (Next) to access Next, enter the password of the account and press the **Right Soft Key** (Next). You may be prompted to manually setup your email account.
- To add another email account, you can press the **Right Soft Key** (Next) to access **Options** > **Settings**, then select **Add account**.

6.2 Send E-Mail

- Press the **Left Soft Key** (Compose) to compose a new email from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field. If you want to add new recipient(s), press the Down of the **Navigation key** to switch to the Subject field to confirm the entered address, then press the Up of the **Navigation key** to return to the **To** field again to add more.
- Type the subject and the content of the message.
- If necessary, press the **Right Soft Key** (Next) to add another recipient(s) as Cc/Bcc or to add an attachment to the message.
- If you do not want to send the mail right away, you can press the **Right Soft Key** (Next) and select **Save as draft** to save a copy.
- Finally, press the **Center Soft Key** (OK) to send.

7 Camera




Use Camera to take photos and shoot videos.

7.1 Access the Camera



To access the Camera app, press the **Center Soft Key**  from the Home screen, select **Camera**  and press the **Center Soft Key** .

Take a picture

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

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

Zoom in/out

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





Options


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

- **Take video/Take photo:** Select to switch between Photo and Video mode.
- **Storage:** Select phone storage or SD card to save photo or video.

7.2 Camcorder

To shoot a video

- Press the **Right Soft Key**  to access **Options** > **Take video** to switch to Video mode.
- Press the **Center Soft Key**  to record a video.
- **Zoom in/out:** Press Up and Down of the Navigation key, or press the  key and the  key to zoom lens in and out.

Press the **Center Soft Key**  to end recording. Videos will be automatically saved to **Gallery** app.

8 Tools



8.1 Recorder

To access the Recorder app, press the **Center Soft Key** (OK) from the Home screen, select **Tools > Recorder** (📻) and press the **Center Soft Key** (OK) .

If there is no record, press the **Left Soft Key** (⏪) and then the **Center Soft Key** (OK) to start recording.

Otherwise,

- Press **Left Soft Key** (⏪) to show the list.
- Press the **Center Soft Key** (OK) to start recording. Press the **Center Soft Key** (OK) to **Stop**, or press **Left Soft Key** (⏪) to **Pause/Resume**.

After recorded:

- Press **Left Soft Key** (⏪) to add new.
- Press the **Center Soft Key** (OK) to Play.
- Press the **Right Soft Key** (⏮) to access **Options**, such as delete, share, rename, select recordings and details.

8.2 Calendar

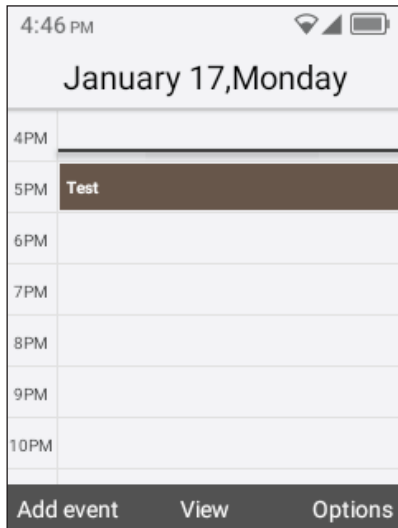
Use the Calendar app, to keep track of important meetings, appointments, etc.

To access the Calendar app, press the **Center Soft Key** (OK) from the Home screen, select **Tools > Calendar** (📅) and press the **Center Soft Key** (OK) .

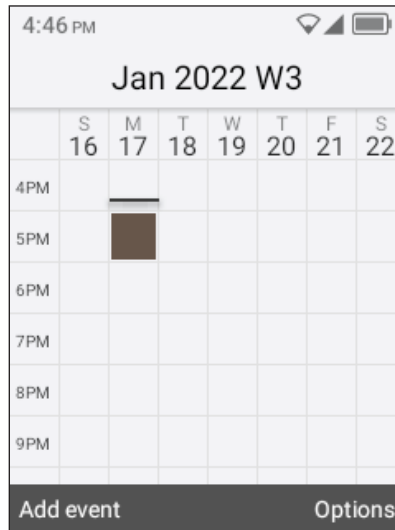
Multimode view

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

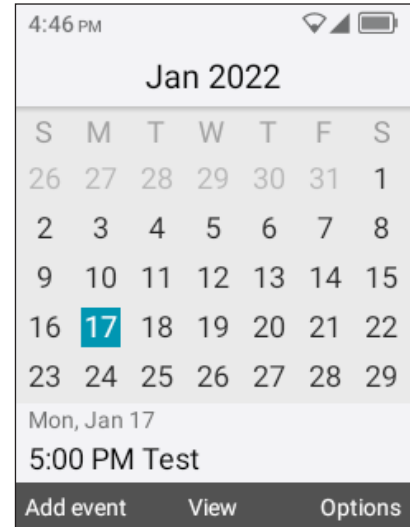
Day view



Week view



Month view



Creating new events


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

- Fill in new event information.
- If it is a whole-day event, select **All-day event**.
- When finished, press the **Right Soft Key** (⊕) to save.

More Options are available by pressing **Right Soft Key** (⊖) from the Calendar main screen:

- **Go to date:** To go to whatever date you want.
- **Search:** Search scheduled events.
- **Settings:** To set a series of Calendar settings.

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.

8.3 Clock

Your mobile phone features a Clock app with an Alarm, Timer, Stopwatch and World clock function.


To access the Clock app, press the **Center Soft Key**  from the Home screen, select **Tools > Clock**  and press the **Center Soft Key** .



Alarm

From the Tools screen, press the left or right of the **Navigation key** to switch to **Alarm** screen.


To set an alarm

From the Alarm screen, press the **Left Soft Key**  to add a new alarm. The following options will appear:

- **Time:** Set the alarm time.
- **Repeat:** Select the days you want your alarm active.
- **Ringtone:** Select a ringtone for the alarm.
- **Vibrate:** Activate vibration.
- **Alarm title:** Enter a name for the alarm.
- Press the **Right Soft Key**  to save.

Press the **Right Soft Key**  to access **Options > Turn on or off >** press the **Center Soft Key**  to turn on or off the selected alarm.

To adjust alarm settings

More options are available for saved alarms by selecting the alarm to be edited and pressing **Right Soft Key**  from the Alarm screen:

- **Edit:** Edit selected alarm.
- **Delete:** Delete selected alarm.
- **Settings:** Set snooze duration, alarm volume, vibrate, and ringtone for the selected alarm.

Timer

From the Alarm screen, press the right of the **Navigation key** to enter the **Timer** screen.

Press the **Left Soft Key** (⌂) and the **Navigation key** to edit hour, minute and second. Press the **Center Soft Key** (OK) to confirm.

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/resume the Timer.

Press the **Right Soft Key** (⏪) to add 1 minute.

- Press the **Left Soft Key** (⌂) to reset the Timer.
- When the Timer is reset: Press the **Right Soft Key** (⏪) to enter Settings, allowing you to set Snooze time, Alarm volume, vibrate and select ringtone.

Stopwatch

From the Timer screen, press the right of the **Navigation key** to enter the **Stopwatch** screen.

- Press the **Center Soft Key** (OK) to start the Stopwatch.

- When the Stopwatch is ongoing:

Press the **Right Soft Key** (⏪) to record the lap.

Press the **Center Soft Key** (OK) to pause/resume the time.

- Press the **Left Soft Key** (⌂) to reset the stopwatch and clear lap times.





World clock

From the Stopwatch screen, press the right of the **Navigation key** to enter the **World clock** screen.



- Press the **Left Soft Key** (⌂) to add a location or time zone to add to the World clock feature.
- Press the **Right Soft Key** (⏪) to delete or set more options.


8.4 Note

To access the Note app, press the **Center Soft Key**  from the Home screen, select **Tools > Note**  and press the **Center Soft Key** .

- Press the **Left Soft Key**  to add note, enter contents then press the **Center Soft Key**  to **Save**.
- On the note list, press the **Right Soft Key**  to access **Options**, such as edit, delete, share, select notes, details.
- Press 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 **Left Soft Key**  and then press the **Right Soft Key**  to confirm delete.

Press the **Right Soft Key**  to access **Options**, such as edit, delete, share the note via Messages, Email, or Bluetooth.

8.5 Calculator

To access this app, press the **Center Soft Key**  from the Home screen, select **Tools > Calculator** app  and press the **Center Soft Key** .

- 0-9 key: input numbers
-  : .
-  : +/-
-  : +, -, X, ÷
-  : =
-  : Clear once
-  : Clear All

8.6 File manager

To access this app, press the **Center Soft Key**  from the Home screen, select **Tools > File manager**  and press the **Center Soft Key** .

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

When you transfer an application from a PC to your phone/microSD™ card, you only can locate the application using File Manager. You will not be able to install it on 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, cut, copy, delete, play, share, etc.

9 Wireless & networks

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

9.1 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.

9.2 Wi-Fi

Wi-Fi will allow you to surf the internet without using your mobile network when in range of a wireless network.



Press the **Center Soft Key**  to enter **Wi-Fi**.

- Press the **Left Soft Key**  to turn on or turn off Wi-Fi.
- Press the Up and Down of the **Navigation Key** to select one available network, then 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 **Center Soft Key**  to connect.

9.3 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 enter **Bluetooth**.


- Press the **Left Soft Key**  to turn on Bluetooth.
- Press the Up and Down of the **Navigation Key** to select one available device.
- Press the **Center Soft Key**  to Pair.

9.4 Tethering & Mobile hotspot



USB tethering

USB tethering can share your phone's Internet connection with a single USB-connected device. Press to turn USB tethering On.

Bluetooth tethering

To share your phone's data connection via Bluetooth. Press the **Center Soft Key**  then select **On** to activate this function.

Mobile hotspot

To share your phone's data connection via a mobile hotspot. Press the **Center Soft Key**  then press the **Left Soft Key**  to activate this function.

Note: Turn on Mobile hotspot will alarm you to turn off Wi-Fi network.



9.5 VPN

Virtual private networks (VPNs) allow you to connect to the resources inside a secured local network from outside that network. VPNs are commonly deployed by corporations, schools, and other institutions so that their users can access local network resources when not inside that network, or when connected to a wireless network.





Before adding a VPN, you should set a screen lock for your phone.

To add a VPN

- Press the **Left Soft Key**  to Add VPN.
- On the screen that opens, follow your network administrator's instructions to configure each component of the VPN settings.
- Press the **Center Soft Key**  to save.

The VPN is added to the list on the VPN settings screen.



- Press the **Center Soft Key**  to connect.
- Press the **Right Soft Key**  to access **Options**, such as edit, delete, always-on VPN and Help.

9.6 Mobile network

Mobile data

If you do not need to transmit data on all mobile networks, turn off **Mobile data** to avoid incurring significant charges for data use on local operator mobile networks, particularly if you do not have a mobile data agreement.

Data usage

- **Data usage:** Press the left or right of the **Navigation key** to view data usage details.
- **Limit data usage:** Using the **Navigation key** to set On/Off, amount and unit of the data usage, then press the **Center Soft Key**  to save.
- **Data usage alert:** Using the **Navigation key** to set alert with On/Off, amount and unit, then press the **Center Soft Key**  to save.
- **Monthly usage cycle:** Using the **Navigation key** to set monthly reset date.



Data usage is measured by your phone, and your carrier may count differently.

Data roaming access

If you don't need to transmit data on other operators' mobile networks, disable Data roaming to avoid incurring significant roaming charges.

Network operators

The first time you turn on your phone with your SIM card inserted, it will automatically configure your network service: 2G, 3G, or 4G.

Network type and strength

Press the **Center Soft Key** (OK) to view detail information.

Access Point Name

Press the **Left Soft Key** (−) to add new APN.

Enter the required APN information, when finished, press the **Center Soft Key** (OK) to save.

Roaming state

Press the **Center Soft Key** (OK) to view roaming state.

9.7 Wireless emergency alerts

Press **Right Soft Key** (−) to access **Settings**.

- Press the Up and Down of the **Navigation Key** and press the **Center Soft Key** (OK) to select one of Extreme threats, Severe threats, AMBER alerts, Public safety messages, State and local tests, or Spanish.
- Press the Up and Down of the **Navigation Key** to **On**, press the **Center Soft Key** (OK) to enable the corresponding functions.


Alert reminder

Set alert reminder as Once, Every 2 min, Every 15 min or Off.

10 Personalize Your Phone



10.1 Language

To change the language:

- From the Home screen, press the **Center Soft Key** (OK), select **Settings**  > **Phone settings** > **Languages**.
- Press the **Navigation Key** to select the desired languages preference.
- Press the **Center Soft Key** (OK) to confirm.


10.2 Change font size

To change the device font size:

- From the Home screen, press the **Center Soft Key** (OK), select **Settings**  > **Accessibility** > **Larger text**. Press the **Center Soft Key** (OK) to select **On/Off** to enable large text or not.
- From the Home screen, press the **Center Soft Key** (OK), select **Settings**  > **Display** > **Font size**. Press the **Navigation Key** to select **Small/Default/Large**, then press the **Center Soft Key** (OK) to confirm.



10.3 Date & Time

To change the Date & Time:





- From the Home screen, press the **Center Soft Key** (OK), select **Settings**  > **Phone settings** > **Date & time**.
- Press on the options to adjust the date and time. You may also adjust the Time zone as well as Time format on this page.

10.4 Sounds

To adjust Volume:

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

To adjust Ringtones

- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Sound & notifications** > **Ringtones**.
- Press the Up and Down of the **Navigation Key** to select the ringtones.
- Press the **Left Soft Key**  to play, and press the **Center Soft Key**  to confirm.



To adjust other sounds

All other sounds can be adjusted by doing the following:



- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Sound & notifications** > **Notification sounds** and **Keypad sound**.

10.5 Wallpaper, Brightness and Screen Timeout




To adjust Wallpaper

- From the Home screen, press the **Center Soft Key** , select **Settings**  > **Display** > **Wallpapers**.
- Press **Wallpaper Gallery** to select from pre-loaded Wallpapers.
- Press **Gallery** to select from Images that are stored on your device.

To adjust Brightness

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


To adjust Screen timeout

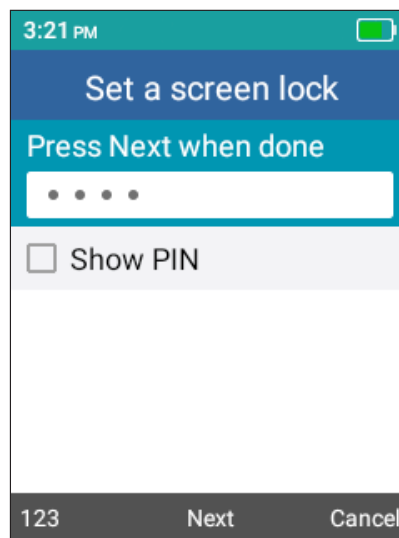
- From the Home screen, press the **Center Soft Key**  , select **Settings**  > **Display** > **Display backlight**.
- Select when you would like your screen to turn off, then press the **Center Soft Key**  to confirm.

11 Security

11.1 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**  > **Phone settings** > **Security** > **Screen lock**.
- Press the **Center Soft Key** (OK) and select **On** to enable screen lock.
- Enter the passcode twice and press the **Center Soft Key** (OK) to create.



12 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**  > **About phone** > **Battery** > **Battery level**.
- From the Home screen, press the **Center Soft Key**  and select **Settings**  > **Software update** > **Check for updates**.
- When there is a new mandatory software update version available, the phone will start downloading automatically, then press the **Right Soft Key**  to select **Install** to update your system.

13 Safety and Precautions

SAR 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.

13.1 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, headset...), 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.

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:

Following the air regulation, the battery of your product is not charged. Please charge it 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 mobile 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 items of equipment.
- Collection bins at points of sale.

They will then be recycled, preventing substances from 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 symbol must be brought to these collection points.

In non-European Union jurisdictions:

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 can learn more about how to recycle your mobile device by visiting the CTIA website at www.ctia.org/news/how-to-recycle-your-mobile-device

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 mobile phone 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.

Characteristics of power supply (depending on the country):

Travel charger: UC11US

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

Output: 5V, 1A

Battery: 1850mAh typ, 1780mAh min

13.2 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 after searching on FCC ID: 2ACCJN063.

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 0.79 W/kg for use at the ear and 1.12 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. 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, 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 Ltd is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd 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.

Innovation, Science and Economic Development Canada (ISED) Notice

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

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

This Class B digital apparatus complies with Canadian ICES-003.

Innovation, Science and Economic Development Canada (ISED) Radiation Exposure Statement

This EUT is compliance with SAR for general population/uncontrolled exposure limits in ISED RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance 15 mm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

IC: 9238A-0112

13.3 Licenses



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



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.

TCL 4058E Bluetooth Declaration ID D044937



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

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

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 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: 2ACCJN063

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.

13.4 General Information

- **Website:** <https://www.tcl.com/ca/en/>
- **Call support:** 1-855-224-4228 (US and Canada)
- **Web support:** <https://support.tcl.com/contact-us> (email only for mobile products)
- **Manufacturer:** TCL Communication Ltd. 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labeling path:** Press **Settings** > **About Phone** > **E-Label** or press *#07#, you can find more information about labeling ⁽¹⁾, such as FCC ID.

On our Website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

Your phone is a transceiver that operates on GSM in quad-band with B2/3/5/8 (1900/1800/850/900 MHz), 3G Bands: B2/4/5 (1900/1700/850 MHz), 4G Bands : B2/4/5/12/13/66/71, Roaming band: LTE 25/26/41, HUPPE for B41.

Protection against theft(2)

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

Disclaimer

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

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

(1) May not be available in all countries.

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

14 Warranty

For information on warranty of your device, visit the USA and Canada websites at <https://www.tcl.com/ca/en/mobile/warranty>

15 Electronic Information

For more information on Electronic Recycling:

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


Battery Recycling (USA & Canada):

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/ca/en/mobile/accessibility-compliance/battery-recycling>

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 **Software update**, press **Settings** > **Software update** > **Check for updates**.
- To set your phone to factory default, access **Settings** > **Phone settings** > **Reset** > **Factory data reset**. 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.


My phone cannot connect to the Internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your phone's Internet connecting 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 (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 2.5 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.
- Extend the email auto-check interval for as long as possible.
- 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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For more information on how to use the phone, please go to tcl.com and download the complete user manual. The website will also provide you with answers to frequently asked questions.