TCL FLIP Go

USER MANUAL

About this Manual ....

Thank you for choosing the TCL FLIP Go device. In order to maintain your device in optimal condition, please read this manual and keep it for future reference.
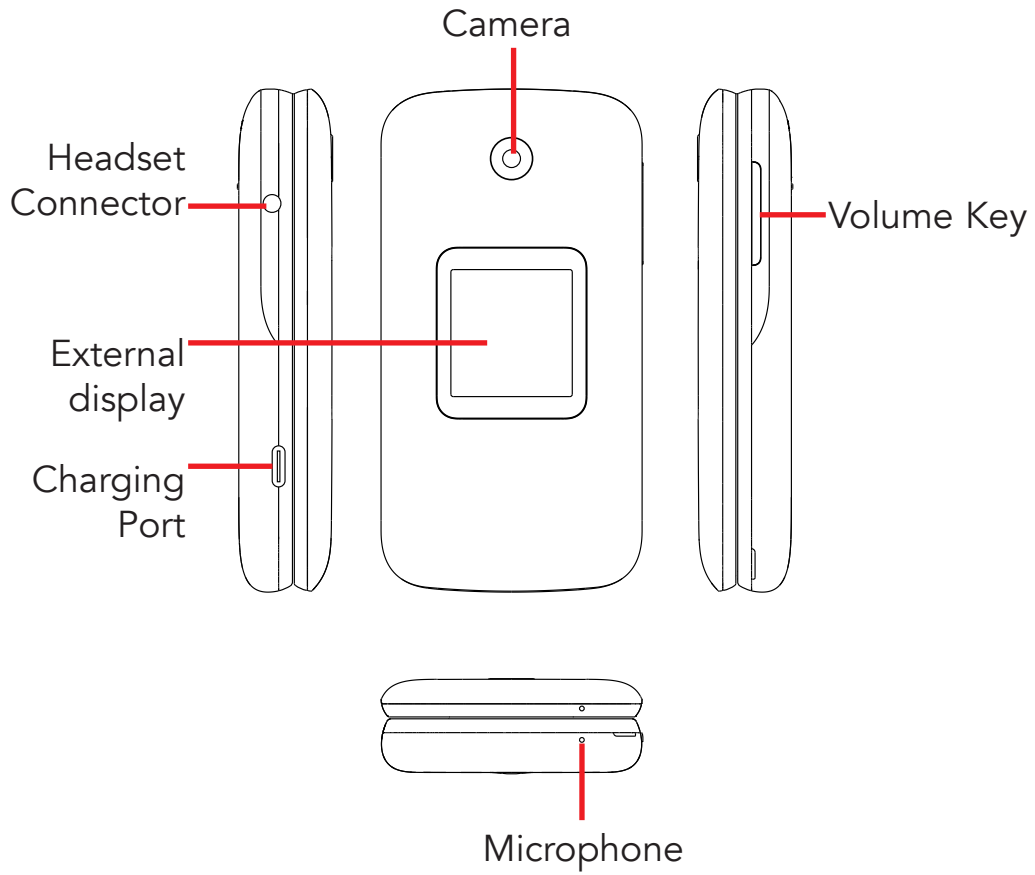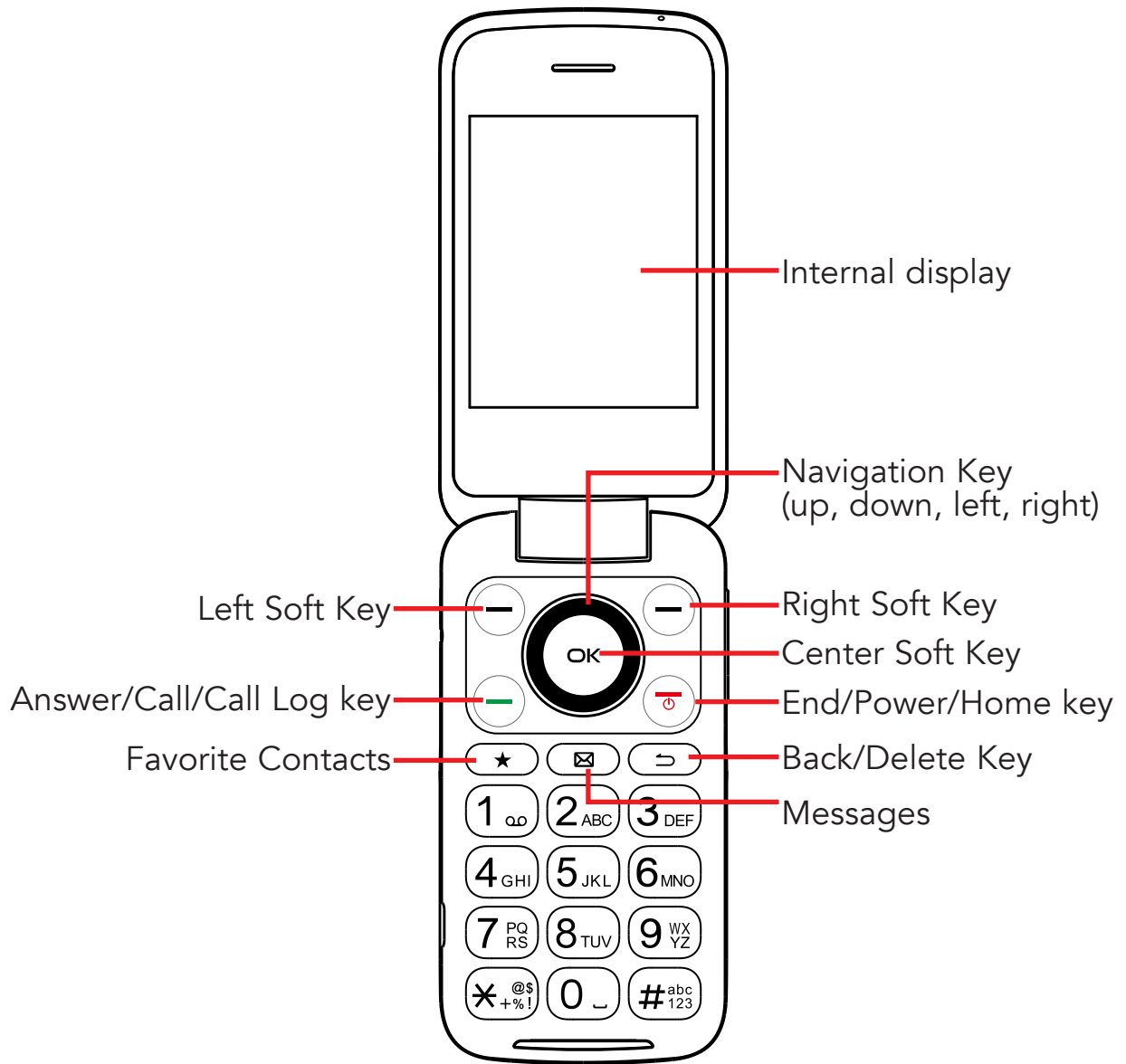
Table of Contents

1 Your Device ....

1.1 Overview

Camera

Headset Connector

External display

Charging Port

Volume Key

Microphone

Internal display

Navigation Key
(up, down, left, right)

Left Soft Key

Right Soft Key

Center Soft Key

Answer/Call/Call Log key

End/Power/Home key

Favorite Contacts

Back/Delete Key

Messages

1 ∞ 2 ABC 3 DEF
4 GHI 5 JKL 6 MNO
7 PQ RS 8 TUV 9 WX YZ
✱ @$ +%! 0 ⎵ # abc 123

Left Soft Key

• Press: access Notifications

Right Soft Key

• Press: access Shortcuts

Center Soft Key

• Press: access app list (from the Home screen)

• Confirm an option from the middle of the bottom of the screen

Navigation Key

• 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

Answer/Call/Call Log Key

• Answer / make a call

• Press: enter call log (from the Home screen)

End/Power/Home Key

• Press: end a call, return to the Home screen

• Press and hold: Restart or Power on/off

Back/Delete Key

• Move backwards through Menus

• Delete entered number or letter

Volume Keys

• In call mode, adjusts the earpiece or headset volume

• In Music/Video/Streaming mode, adjusts the media volume

• In general mode, adjusts the ringtone volume

• Mutes the ringtone of an incoming call

1.2 Setup

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.
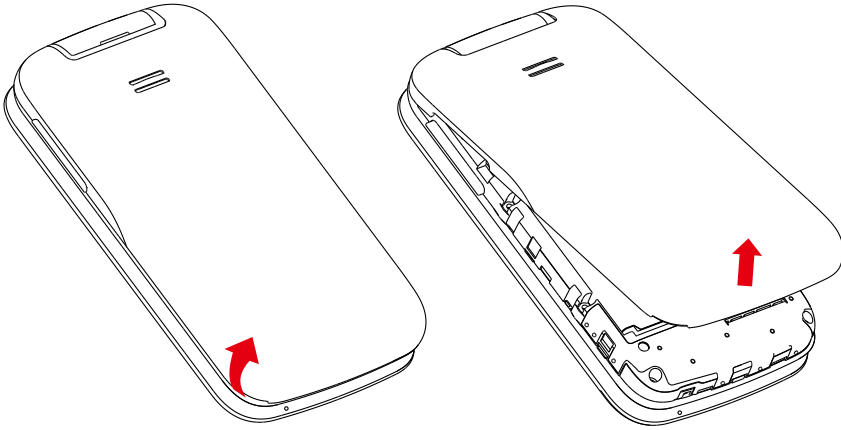
**Inserting or removing Nano SIM card and microSD™**

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

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

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

Insert a SIM or microSD card into the card slot with the gold-colored contacts facing down.
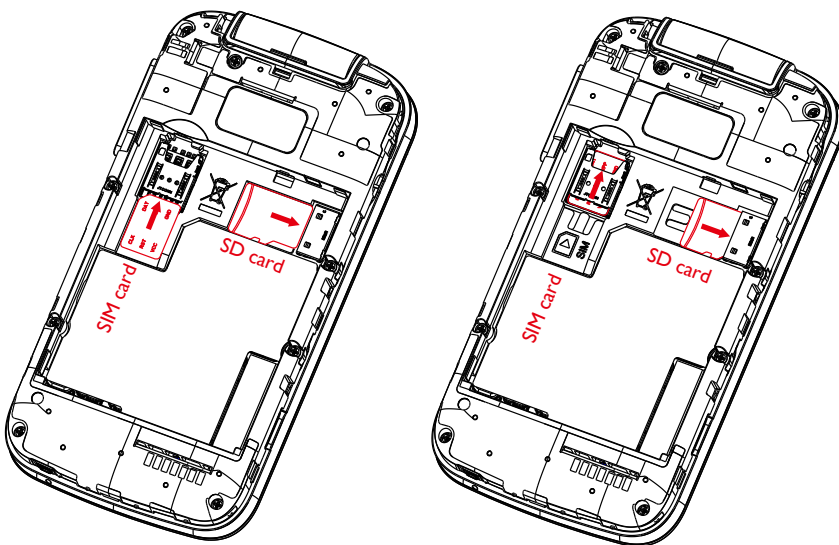
To remove the SIM card or microSD card, press down on the small plastic tab (①), then slide out the card (②). Do not use force or use any sharp objects.
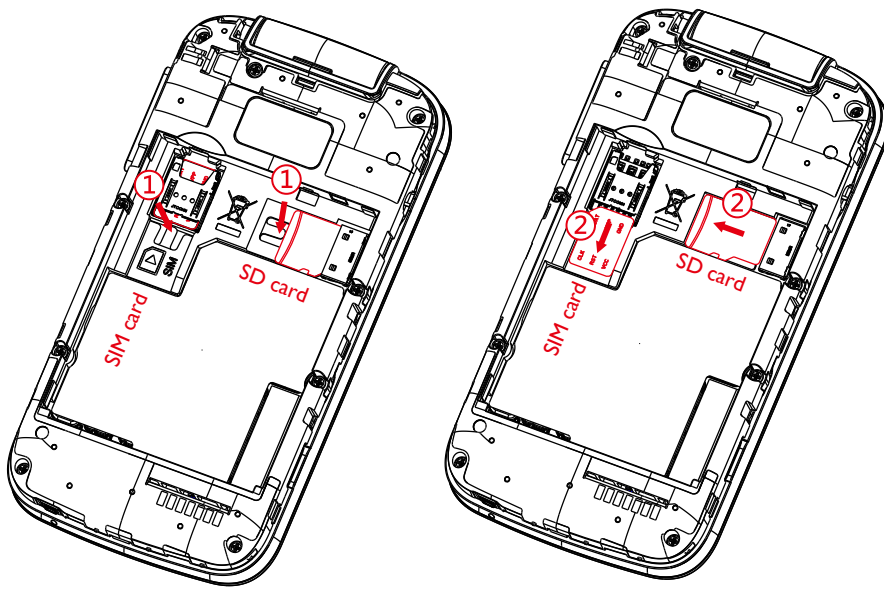
Your phone only supports Nano SIM cards. Do not attempt to insert other SIM types, otherwise you may damage your phone.

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.
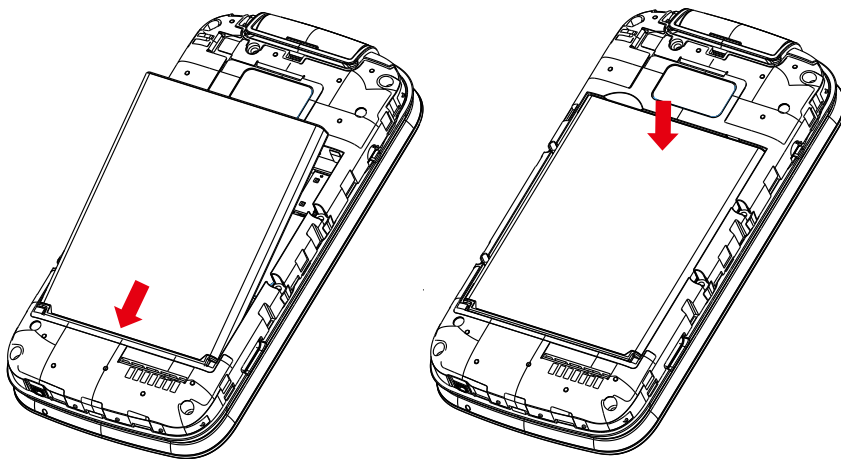
Replace the back cover

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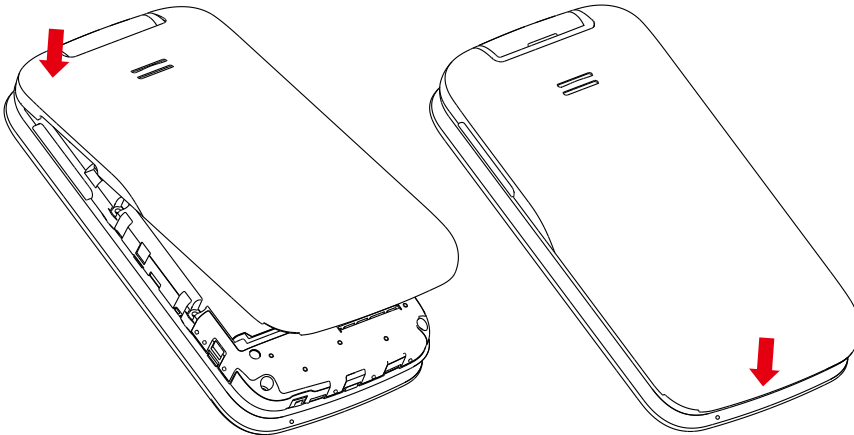
1.3   Home Screen

Status bar
- Status/Notification indicators

Press the **Left Soft Key** ⊝ to show **Notifications**

Press the **Center Soft Key** (ᴏᴋ) to access app list

Press the **Right Soft Key** ⊝ to enter **Shortcuts**
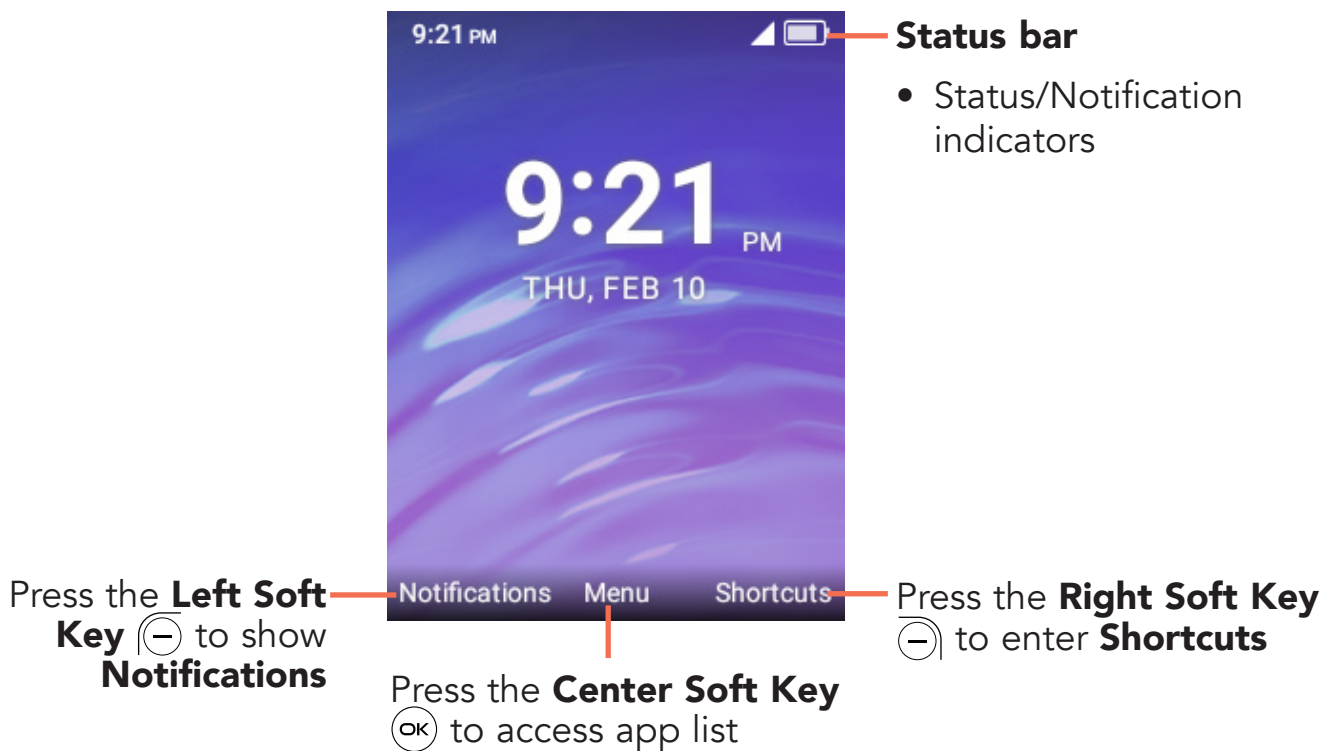
Status Bar

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

2 About Your Phone.........................

2.1 Power on your phone

Press and hold the **End/Power/Home 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 an available Wi-Fi network, then press the **Right Soft Key** ⊖ to go to the next step.

- Select and set Accessibility options, then press the **Right Soft Key** ⊖ to done. Press the **Left Soft Key** ⊖ to skip.

- Press the **Center Soft Key** ⊙ᴷ to the next step.

- Read the Privacy policy & Terms of Service, use the Navigation key to learn more and/or open URL; press the down of the **Navigation key** to switch to "I AGREE" then press the **Center Soft Key** ⊙ᴷ 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.

2.2 Power off your phone

Press and hold the **End/Power/Home key** ⏻ until the phone displays: **Restart**, **Power Off** and **Lockdown**, then press the **Center Soft Key** ⊙ᴷ to confirm Power off.

2.3   Charging

Insert the small end of the charging cable into the charge port, and connect the charger to a power outlet.
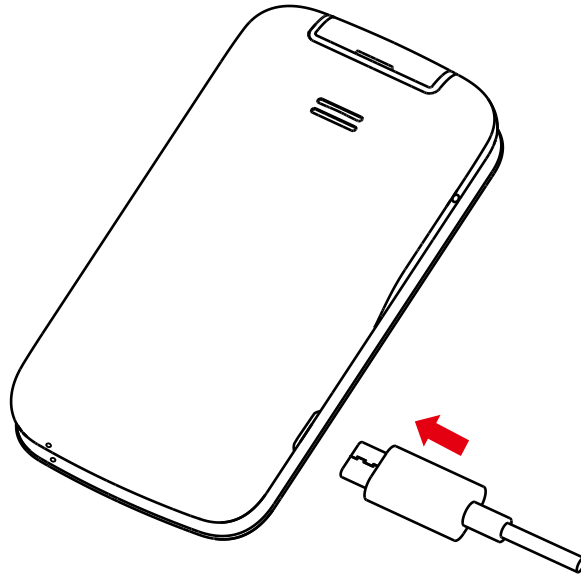
💡 To reduce power consumption and energy waste, when the battery is fully charged, disconnect your charger; switch off Wi-Fi, GPS or Bluetooth when not in use; reduce the backlight time, etc.

2.4   Battery

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** > **15 seconds**

3 Personalize Your Phone ....

3.1 Language

Your device default language can be set to English, Spanish, Korean and Chinese.

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 preferred language.

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

3.2 Change font size

To change the device font size:

- From the Home screen, press the **Center Soft Key** (OK) , select **Settings** ⚙ > **Display** > **Font size** > **Small**, **Default** or **Large**.

- 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 or disable large text.

3.3 Date & Time

To change the Date & Time:

- From the Home screen, press the **Center Soft Key** (OK), select **Settings** ⚙ > **Phone settings** > **Date & time**.

- Press Time option to adjust the time and minutes. You may also adjust the Time zone as well as Time format on this page.

3.4   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** (OK), 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** (OK), select **Settings** ⚙ > **Sound & notifications** > **Ringtones/Notification sound/Keypad sound**.

• Select one of your preference ringtone then press the **Center Soft Key** (OK) to confirm.

3.5   Wallpaper, Brightness and Screen Timeout

To change Wallpaper

• From the Home screen, press the **Center Soft Key** (OK), 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** (OK), 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** (OK), select **Settings** ⚙ > **Display** > **Display backlight**.

• Select when you would like your screen to turn off, then press the **Center Soft Key** (OK) to confirm.

4   Application ....

4.1   Phone

Making a Call

Dial the desired number then press the **Answer/Call/Call Log 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 **Left Soft Key** ⊖ to enter **Message**

Press the **Center Soft Key** ⊙ to Call the entered number

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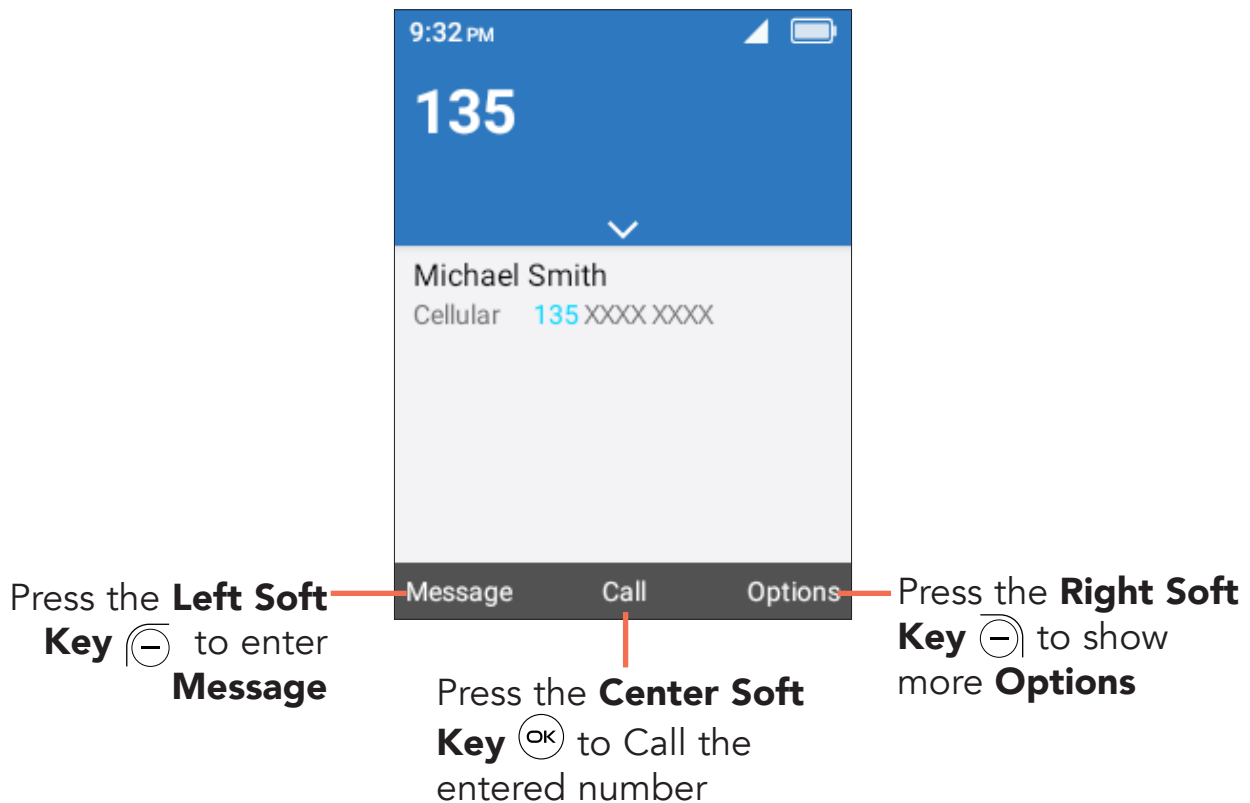
Press the **Right Soft Key** ⊖ to display more **Options**:

- **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.

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

14

Make a call from your call log

From the Home screen, press the **Answer/Call/Call Log Key** ⟨−⟩, or press the **Center Soft Key** ⟨OK⟩ > **Call history** to access the call log and choose the contact you want to dial, press the **Answer/Call/Call Log Key** ⟨−⟩ or the **Center Soft Key** ⟨OK⟩ to make the call.

Make a call from Contacts

From the Home screen, press the **Favorite Contacts Key** ⟨ ★ ⟩ to access Favorite contacts, or press the **Center Soft Key** ⟨OK⟩ > **Contacts**. Choose the contact you want to dial, press the **Answer/Call/Call Log Key** ⟨−⟩ to call.

Making an emergency call

If your phone has network coverage, dial emergency number and press the **Answer/Call/Call Log 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 **Answer/Call/Call Log Key** ⟨−⟩ or the **Center Soft Key** ⟨OK⟩ to call.

Calling your voicemail [1]

Press and hold ⟨1∞⟩ key to call and listen to your voicemail.

Setting up voice mail

1. Dial ***86** and press the **Answer/Call/Call Log Key** ⟨−⟩ or the **Center Soft Key** ⟨OK⟩ .

2. When you hear a greeting, press ⟨#abc 123⟩ to interrupt.

3. Follow the setup instructions.

[1]   Contact your network operator to check service availability.

Checking voice mail

From your phone:

1. Dial ***86** and press the **Answer/Call/Call Log 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 (#⚏) to interrupt.

3. Follow the instructions.

Answering or rejecting a call

During an incoming call:

*   Open the flip to answer, if **Settings** ⚙ > **Call settings** > **Answer options** > **Flip open** is selected. Otherwise,

*   Press the **Center Soft Key** ⊙ or the **Answer/Call/Call Log Key** ⊖ to answer;

*   Press the **Right Soft Key** ⊖ or the **End/Power/Home 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**.

Hang up a call

During a call:

*   Open the flip and press the **End/Power/Home key** ⊙ to end the call.

*   Open the flip and close the flip to end the call.

4.2 Contacts ....

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

- Press the **Favorite Contacts Key** ⬭★ from the Home screen to access Favorite contacts.

- Press the **Center Soft Key** (OK) from the Home screen and select **Contacts** to enter Contact list.

Add a Contact

On the contacts list screen, press the **Right Soft Key** ⊖ > **New contact** > **Center Soft Key** (OK) to create and input the contact information.
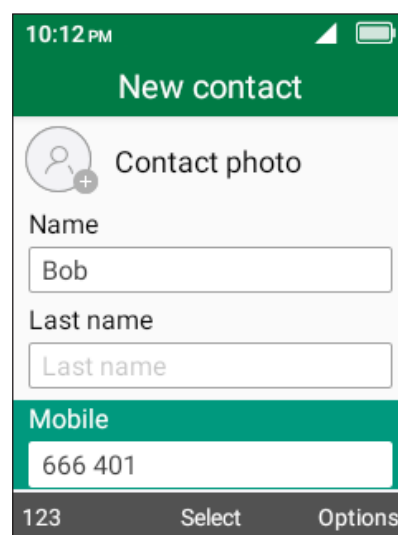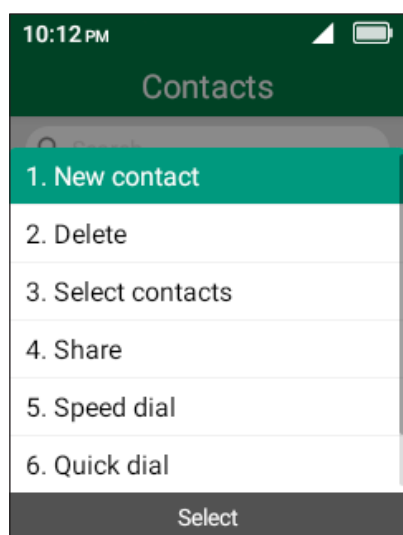
When finished, press the **Right Soft Key** ⊖ > **Save** > **Center Soft Key** (OK) to save.

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**:

- **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.

Edit a Contact

On the contacts list screen, use the **Navigation Key** to select a contact, press the **Center Soft Key** ⊙ to view the contact detail informaton. Press the **Center Soft Key** ⊙ again to edit the contact.
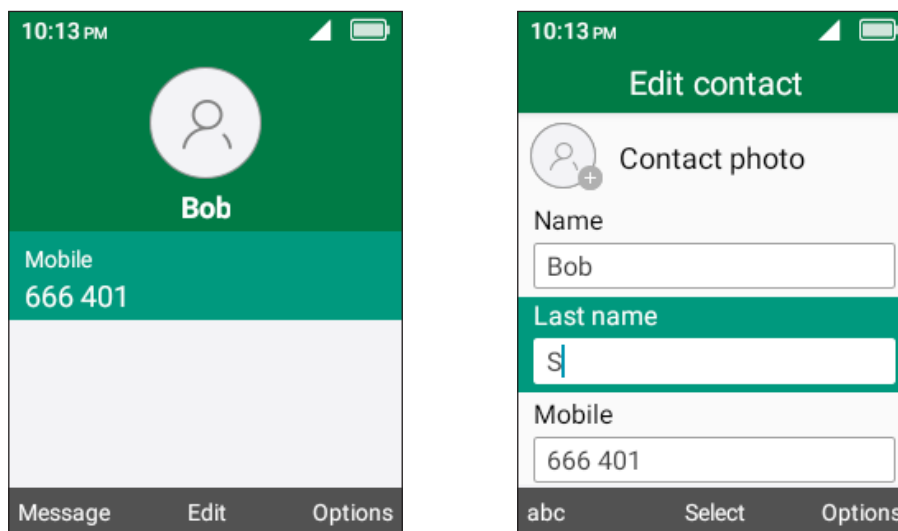
When finished, press the **Right Soft Key** ⊝ > **Save** > **Center Soft Key** ⊙ to save.

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**.

[1] Only for Phone memory contacts.

Delete Contacts

On the contacts list screen, use the **Navigation Key** to select a contact, press the **Right Soft Key** ⊝ to access **Options** > **Delete**, then press the **Right Soft Key** ⊝ to delete.

Speed Dial Contacts

On the contacts list screen, press the **Right Soft Key** ⊝ to access **Options** > **Speed dial**, using 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.

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.

4.3   Messages ....

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

Sending a Text Message

From the Home screen, press the **Message Key** (⊠) or press the **Center Soft Key** (OK) 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 (#123abc) 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** (OK) to send text messages.

```
10:40 PM              ◢ ▭
         Michael Smith
To   Michael Smith



         Message
         |Type a message...
Abc                      Options
```
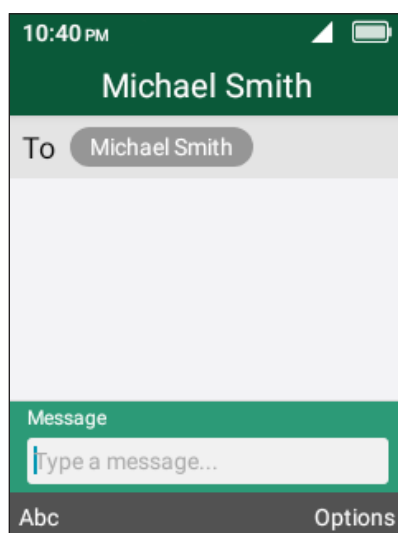
Inputting Text

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 (#abc 123) 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 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.

- **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,

  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** (OK) .

- **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** (OK) 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.

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.

4.4 Email ....

Setup Email

Access E-Mail by pressing the **Center Soft Key** ⊙ from the Home screen and select **Tools** 💼 > **Email** 💬 .

Select one of the Email providers and press the **Center Soft Key** ⊙ to continue.

• Enter your email address of the account you want to setup.

• Press the **Right Soft Key** ⊖ to access Next, enter the password of the account and press the **Right Soft Key** ⊖. You may be prompted to manually setup your email account.

• To add another email account, you can press the **Right Soft Key** ⊖ to access **Options** > **Settings**, then select **Add account**.

Send E-Mail

• Press the **Left Soft Key** ⊖ 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 addess, then press the Up of the **Navigation key** to the return to **To** field again to add more.

• Type the subject and the content of the message.

- If necessary, press the **Right Soft Key** ⊝ 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** ⊝ and select **Save as draft** to save a copy.

- Finally, press the **Center Soft Key** (OK) to send.

4.5   Camera...

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

Access the Camera

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

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 **Gallery** app.

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

Zoom in/out

Press Up and Down of the Volume key, or press the (✻) key and the (#) key to zoom lens in and out.

Options[1]

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.

[1]   Only shows after inserted microSD card.

Camcorder

To shoot a video

- Press the **Right Soft Key** ⊝ to access **Options**[1] > **Take video** to switch to Video mode.

- Press the **Center Soft Key** (OK) to record a video.

- **Zoom in/out:** Press Up and Down of the Volume key, or press the (✳) key and the (#) key to zoom lens in and out.

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

4.6   Gallery..

The **Gallery** app provides you with one location to view and organize all your saved photos and videos. The **Gallery** app also offers additional photo options.

To access the Gallery app, press the **Center Soft Key** (OK) from the Home screen, select **Gallery** 🟠 and press the **Center Soft Key** (OK) .

Press the **Left Soft Key** ⊝ to take photo

Press the **Center Soft Key** (OK) to view the selected photo

Press the **Right Soft Key** ⊝ to show more **Options**
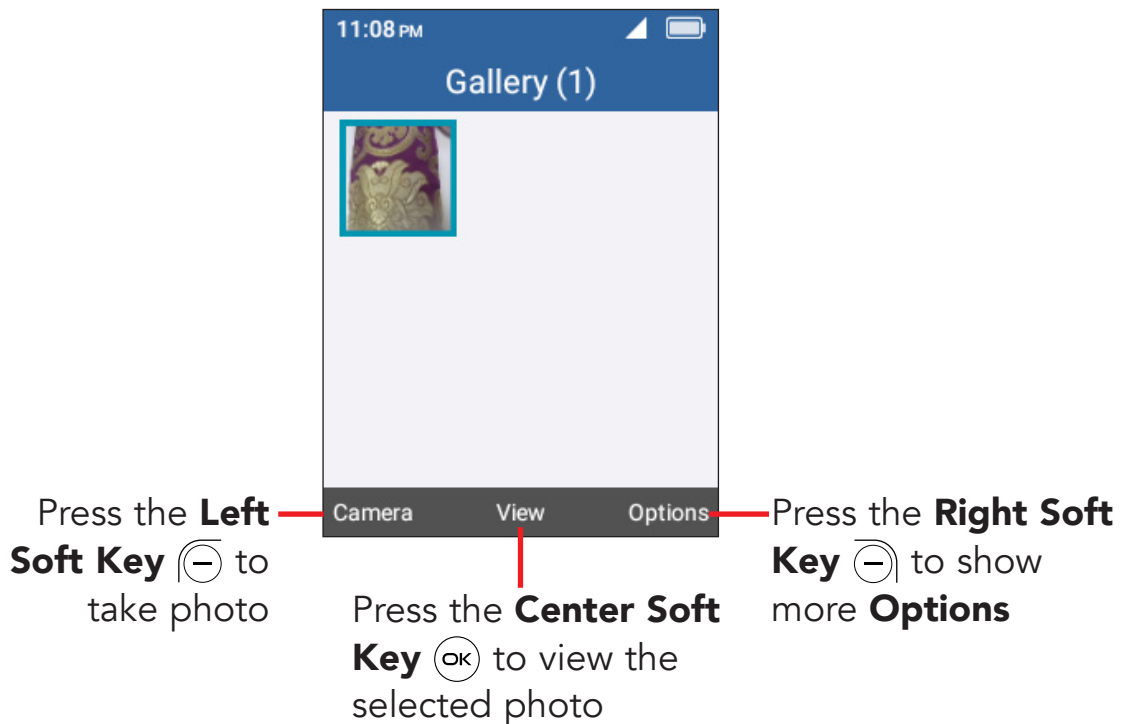
Use the **Navigation Key** to select an image and press the **Right Soft Key** ⊝ to access options below:

- **Delete:** Delete the selected photo.

- **Share:** Share the photo via Email, Messages and Bluetooth.

- **Select files:** Allows you to select more than one photo in the Gallery.

- **Edit:** Select this option to adjust exposure value, rotate the photo, crop, add filters, and auto-enhance.

- **Set as wallpaper:** Set the photo as Wallpaper.

- **Set as contact photo:** Set the photo as Image for existing contact.

- **View favorites:** View favorites photo list.

Individual photo view options
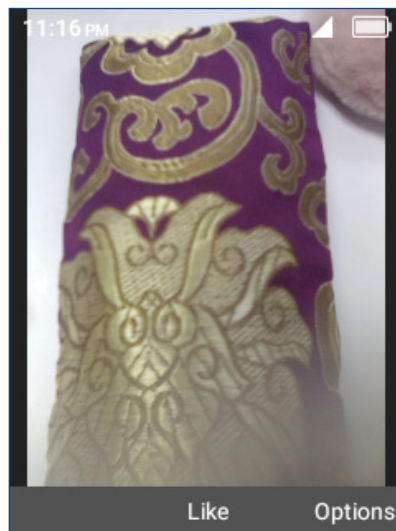
Press the **Center Soft Key** ⊙ to mark as favorites photo or unmark.

When previewing an individual image in Gallery app, the options above are also available by pressing the **Right Soft Key** ⊝ with the under additional options below:

- **View full screen:** View the photo with full screen.

- **Info:** Displays file name, size, type, date taken, path and resolution.

4.7 Music...

Use the Music app to play music files stored on your phone. Music files can be downloaded from your computer to your phone using a USB cable.

To access the Music app, press the **Center Soft Key** (OK) from the Home screen, select **Music** [icon] and press the **Center Soft Key** (OK) .

4.8 Browser..

Use the **Browser** app to navigate the Web.

To access the Browser app, press the **Center Soft Key** (OK) from the Home screen, select **Browser** [icon] and press the **Center Soft Key** (OK) .

To search the internet, press the Up of the **Navigation key** to search bar, enter the website and press the **Center Soft Key** (OK) .

Use the **Navigation key** to move cursor on the screen.

5　Tools ....

5.1　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) .

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

- Press the **Center Soft Key** (OK) to **Stop**, or press the **Left Soft Key** (−) to Pause/Resume.

Press the **Left Soft Key** (−) to show the list, then,

- Use the **Navigation Key** to select the recorder, 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.

5.2　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** 30 and press the **Center Soft Key** (OK) .

View Calendar

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

Day view
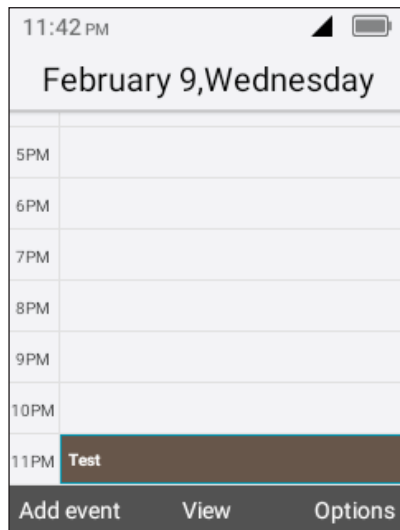
Weekly view
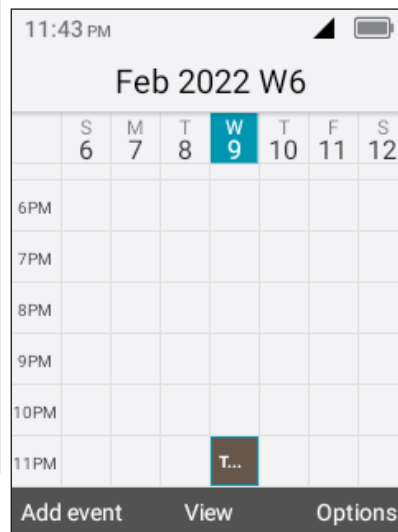
Monthly view
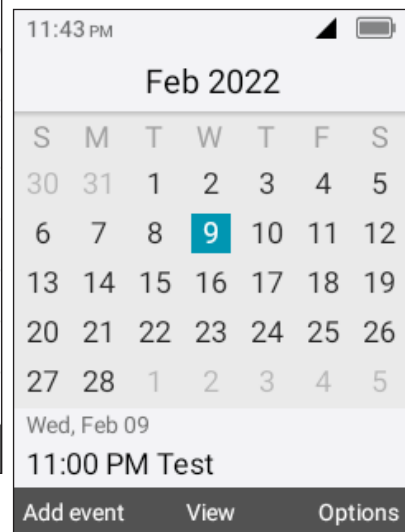
Create New Event

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, you can select **All-day event**.

- When finished, press the **Right Soft Key** ⊖ to save.

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 scheduled events.

- **Settings:** To set a series of Calendar settings.

Event reminder

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

5.3 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** ⓄK from the Home screen, select **Tools** > **Clock** 🕐 and press the **Center Soft Key** ⓄK .

To Set an Alarm

From the Tools screen, press the Left or the Right of the **Navigation key** to switch to **Alarm** screen.

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** ⓄK to turn on or off the selected alarm.

More options are available for saved alarms by selecting the alarm to be edited and pressing the **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.

To Set the 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.

To Set the 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.

5.4   Note

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

- Press the **Left Soft Key** ⊝ to add note, enter contents then press the **Center Soft Key** (OK) to **Save**.

- On the note list, press the **Right Soft Key** ⊝ to access **Options**, such as edit, delete, share, select notes, details.

- Use the **Navigation key** to select the note, press the **Center Soft Key** (OK) to view detail. Then:

  Press the **Center Soft Key** (OK) 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.

5.5   Calculator

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

- 0-9 key: input numbers

- ⊛ : .

- #️⃣ : +/-

- ⭕ : +, -, x, ÷

- (OK) : =

- ⊝ : Clear once

- ⊝ : Clear All

5.6   File manager

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

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.

6 Wireless & networks ....

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

6.1 Airplane mode

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

• Press the **Center Soft Key** ⊙K to enter **Airplane mode**.

• Press the **Navigation Key** to select **On** or **Off**, then press the **Center Soft Key** ⊙K to confirm.

6.2 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** ⊙K 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** ⊙K 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** ⊙K to connect.

6.3 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** ⊙K 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** ⊙K to Pair.

6.4   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** (OK) 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** (OK) then press the **Left Soft Key** (⊖) to activate this function.

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

6.5   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** (OK) to save.

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

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

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

6.6   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.

- **Data saver:** By enabling Data saver, you can reduce data usage by preventing some apps from sending or receiving data in the background.

- **Limit data usage:** Using the **Navigation key** to set On/Off, amount and unit of the data usage, then press the **Center Soft Key** (OK) to save.

- **Data usage alert:** Using the **Navigation key** to set alert with On/Off, amount and unit, then press the **Center Soft Key** (OK) 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.

6.7   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, Sate 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.

7   Security ....

7.1   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.
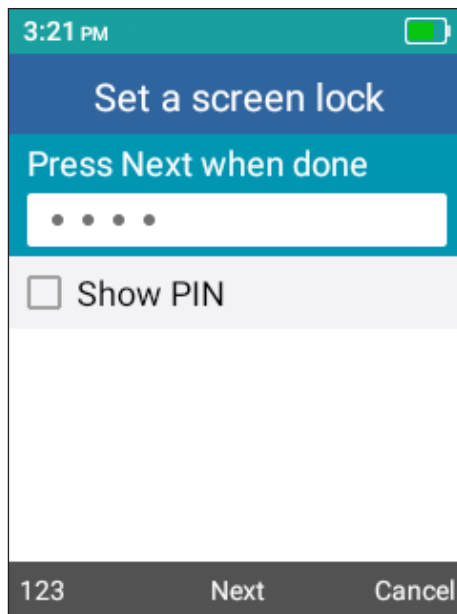
7.2   SIM card lock

A SIM PIN prevents access to the SIM card cellular data networks. When it's enabled, any device containing the SIM card will request the PIN upon restart. A SIM PIN is not the same as the screen lock pass code used to unlock the device.

- From the Home screen, press the **Center Soft Key** (OK), select **Settings** [⚙] > **Phone settings** > **Security** > **SIM card lock**.

- Press the **Center Soft Key** (OK) and select **On** to enable SIM card lock.

- Enter the old code, then enter new code twice and press the **Center Soft Key** (OK) to confirm.

8   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** (OK) 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.

9 Safety and Regulatory Information

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 headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your mobile 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 mobile phone from time to time to optimize its performance.

Remember to abide by local authority rules of mobile phone use on aircrafts.

Operational Warnings: Obey all posted signs when using mobile devices in public areas.

Follow Instructions to Avoid Interference Problems:

- Turn off your mobile device in any location where posted notices instruct you to do so. In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

- Switch the mobile 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 phones can interfere with other electrical or electronic devices, or equipment using radio frequency.

- Switch the mobile phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, gas station, or chemical plant, or in any potentially explosive atmosphere.

- When the mobile 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. In particular when using the mobile phone you should hold it against the ear on the opposite side to the device, if any.

Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.

To avoid hearing impairment, answer the call before holding your mobile phone to your ear. Also move the handset away from your ear while using the "hands-free" option because the amplified volume might cause hearing damage.

It is recommended to have proper supervision while small children use your mobile phone.

Do not attempt to disassemble your phone. If you disassemble your phone, the warranty will not apply.

Always handle your mobile phone with care and keep it in a clean and dust-free place.

Do not allow your mobile phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C (32°F) to 40°C (104°F) (the max value depends on device, materials and housing paint/texture).

Over 40°C (104°F) the legibility of the mobile phone's display may be impaired, though this is temporary and not serious.

Do not open or attempt to repair your mobile phone yourself.

Do not drop, throw or try to bend your mobile phone.

Do not use the mobile 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 Technology Holdings Limited and its affiliates and are compatible with your mobile phone model. TCL Communication Technology Holdings Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Your mobile phone should not be disposed in municipal waste. Please check local regulations for disposal of electronic products.

Remember to make back-up copies or keep a written record of all important information stored in your mobile phone.

Some people may suffer epileptic seizures or blackouts when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your mobile phone. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the mobile 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:

• Play at the farthest distance possible from the screen.

When you play games on your mobile phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow these instructions to avoid problems, such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders:

• Take a minimum of a 15-minute break every hour of game playing.

• If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.

• If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

PROTECT YOUR HEARING

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

Privacy

Please note that you must respect the laws and regulations of your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy.

It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

Battery and Accessories

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

Before removing the battery from your device, make sure that the device is switched off.

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, bend, deform, open, shred 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.

• Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard

The symbol below on your telephone, 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 sign must be brought to these collection points.

In non-European Union jurisdictions:

Types of equipment with this symbol are not be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

In the United States, you 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: IF BATTERY IS REPLACED BY AN INCORRECT TYPE, DEVICE MIGHT EXPLODE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTION.

⚠️ **WARNING:** Cancer and Reproduction Harm - www.P65Warmings.ca.gov.

Electronic Recycling

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.

We declare that the Post-consumer recycled and bio-based plastics content added to our product is 0.

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/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 mobile 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: 1850mAh typ, 1780mAh min

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 radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for mobile 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 Communications Commission of the US Government (FCC), or by Industry Canada, is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the mobile phone transmitting at its highest certified power level in all tested frequency bands.

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 0.86 W/Kg for use at the ear and 1.29 W/Kg for use close to the body.

While there may be differences between the SAR levels of various mobile phones and at various positions, they all meet the government requirement for RF exposure. For body-worn operation, the phone has been tested when positioned a minimum of 10 mm from the body without any metal parts in the vicinity of the phone or when properly used with an appropriate accessory and worn on the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: https://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, they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

For other devices, they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference

(2) This device must accept any interference received, including interference that may cause undesired operation.

Your mobile phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory, ensure that whatever product is used is free of any metal and that it positions the mobile phone at least 15 mm away from the body.

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 Technology Holdings Limited and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

TCL 4058W
Bluetooth® Declaration ID D044937

The Wi-Fi 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 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: 2ACCJN059

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).

E-labeling: To find more information regarding FCC ID, IMEI number, and more, go to **Settings** > **About phone** > **E-Label**.

10 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** > **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/Home 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/Home 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 "**Inserting or removing Nano SIM card and microSD™**").
- 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 **Answer/Call/ Call Log 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.