

**DISPL AY
GREATNESS**

TCL20_{XE}

USER MANUAL

About this Manual

Thank you for choosing the **TCL 20 XE**. In order to maintain your device in optimal condition, please read this manual and keep it for future reference.

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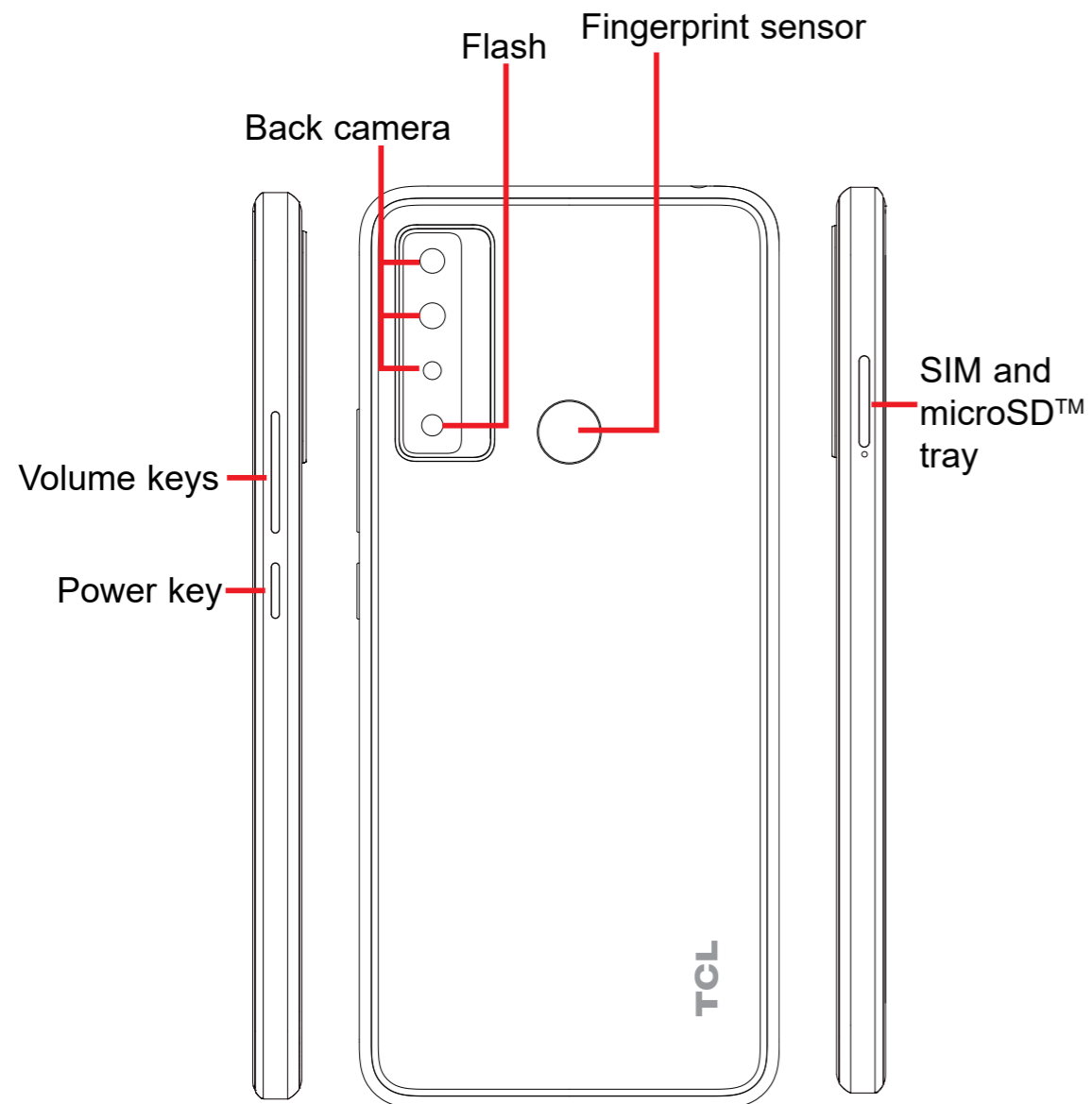
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1 Getting Started

1.1 Overview





Recent Apps button

- Touch to open a card view of applications you've worked with recently. Swipe up on the screen to remove a specific thumbnail from the list, or touch **CLEAR ALL** to remove all thumbnails from the list.

Home button

- From any application or screen, touch to return to the Home screen.
- Touch and hold to open Google Assistant. Through this function, you can search for information online, open apps on your phone, send messages, etc.

Back button

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

Power key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from Power off, Restart or Screenshot.
- Press and hold the **Power** key and **Volume** down key to take a screenshot and save it.
- Press and hold the **Power** key for at least 10 seconds to force reboot.

Volume Keys

- Adjust the call volume during a phone call.
- Adjust the media volume while listening to music, watching a video, or streaming content.
- Adjust the ringtone volume.
- Mutes the ringtone of an incoming call.
- While using the Camera, press the Volume up or down key to take a photo, or touch and hold to take several photos.

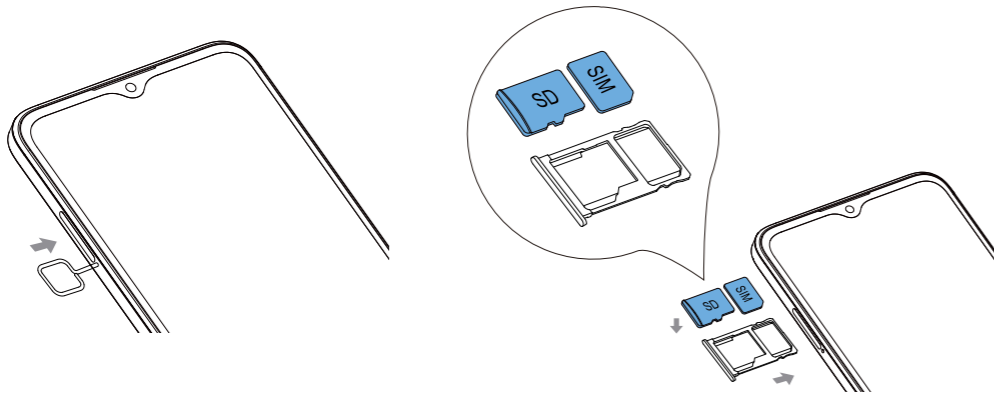
1.2 Setup

Inserting Nano SIM card

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





Your phone only supports Nano SIM cards. In order to avoid damaging your phone, do not attempt to insert other SIM types, such as Mini or Micro cards.



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.

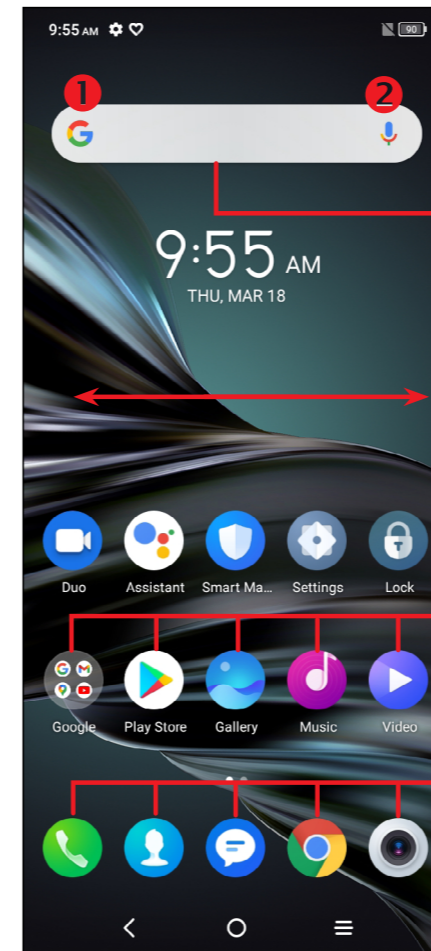
Setup your phone for the first time

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

- Touch  to select the phone's language, then touch .
- Select an available Wi-Fi network, then touch **Next**, otherwise touch **Skip** and **CONTINUE**
- Copy your apps & data from another device or touch **Don't copy** to continue.
- Set PIN for a screen lock, otherwise touch **Skip** to continue.
- Set up Face key to unlock screen by touching **Add face data**, otherwise touch **Skip**.
- Touch **SETUP TIME** and then **Set install time** to update your device to the latest version, at a set time, whenever a system update is available.

1.3 Home Screen

You can bring all of the items that you use most frequently (applications, shortcuts, widgets, folders) to your Home screen for quick access. Touch the Home button to switch to the Home screen.



Status bar

- Status/Notification indicators
- Swipe down to open the Notification panel

Search bar

- ❶ Enter text search screen.
- ❷ Enter voice search screen.

Swipe left or right to view more screens















Touch to open an application, folder, etc.

Favorite apps tray

- Touch to open the application.
- Touch and hold to move or change applications

1.4 Status Bar

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

Icon	Status	Icon	Status
	Bluetooth® active		Battery (fully charged)
	Wi-Fi® active		New message
	Network (full signal)		Vibrate mode
	4G LTE data service		Screenshot captured
	Airplane mode		Connected via USB cable
	Alarm set		New Gmail message
	Battery (charging)		NFC is on

2 About Your Phone.....

2.1 Power On/Off

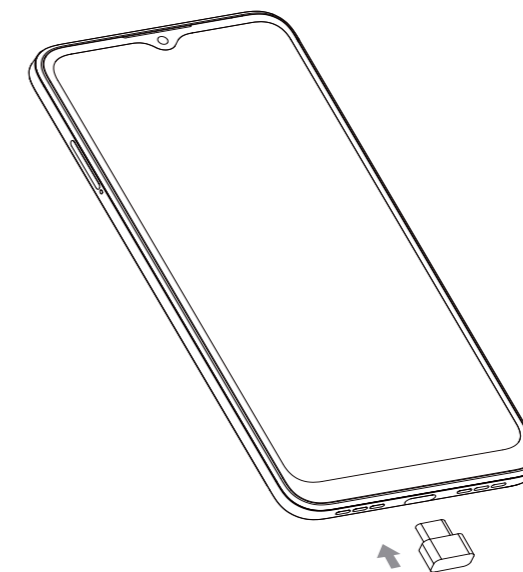
Hold down the **Power** key until the phone powers on, unlock your phone (Swipe, Pattern, PIN, Password or Fingerprint) if necessary, once unlocked, Home screen is displayed.

If you don't know your PIN code or if you have forgotten it, contact Customer Care. For Safety, please do not store PIN code in your phone.

Press and hold the **Power** key until options appear, then select **Power off**.

Charging

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




2.2 Battery

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

Turn on power saving mode

- Go to **Settings > Smart Manager > Battery > Battery detail > Battery saver**
- Touch **TURN ON NOW** to activate the battery saving mode.

Lower screen brightness

- Go to **Settings > Display > Brightness level**
- Lower the brightness by sliding  to the left.


Screen timeout

- Go to **Settings > Display > Sleep**
- Select the screen timeout duration.

3 Personalize Your Phone

3.1 Language


Your device supports multiple languages. To change your phone language:

- Go to **Settings > System > Languages & input > Languages**.
- Touch **+ Add a language** to select a language from the language list.
- Touch and hold  next to your desired language and drag it to the top of the list.


3.2 Date & Time

Go to **Settings > System > Date & time**.

Use network-provided time

Turn on  to enable the network-provided time.

Use network-provided time zone

Turn on  to enable the network-provided time zone.

If **Use network-provided time** is turned off, you will have the following two options to manually set the date and time:

- **Set date**

Touch to open a dialog in which you can manually set the date.

- **Set time**

Touch to open a dialog in which you can manually set the time.

If **Use network-provided time zone** is turned off, you will have the following option to manually set the time zone:

- **Time zone**

You can select the time zone and region manually.

- **Time format**

You can also set the time format as **locale default** or **24-hour format**.

3.3 Display

Dark mode

Your screen will become black in this mode, which makes it easier to look at your screen or read in dim light.

Font size

Make the text on screen smaller or larger.

Auto-rotate screen

Select whether the screen rotates automatically or not.

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

In **Display**, you can also set **Status bar**, **LED indicator** and **More display settings**.

3.4 Sound

Use the Sound settings to configure many aspects of call ringtones, music, and other audio settings.

Phone ringtone & vibrate

Set your incoming call ringtone or opt for the phone to vibrate only.

Notification ringtone


Set the default sound for notifications.

Alarm ringtone

Set your alarm ringtone.

Do Not Disturb preferences

If you do not want to be disturbed by your phone or notification ringtones during work or rest, you can set the **Do Not Disturb** mode.

Swipe down the Status bar twice to access the Quick Settings panel and tap  to turn on Do Not Disturb.

Adjusting other sounds

All other sounds that are related to Dial Pad, Screen locking and Charging can be adjusted to by doing the following:

- Go to **Settings > Sound > Advanced > Other Sounds and vibrates**.

3.5 Digital Wellbeing & Parental Controls


Use this menu to find out how much time you have spent on the phone and even on each app. You can customize the time limit for using the phone.

In addition, parents can restrict their children's usage time and manage their browsing habits.

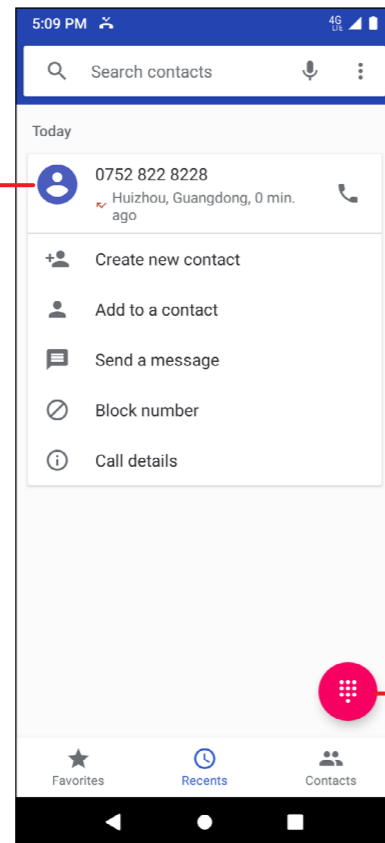
4 Application

4.1 Call.....

Making a call

To make a call, touch .

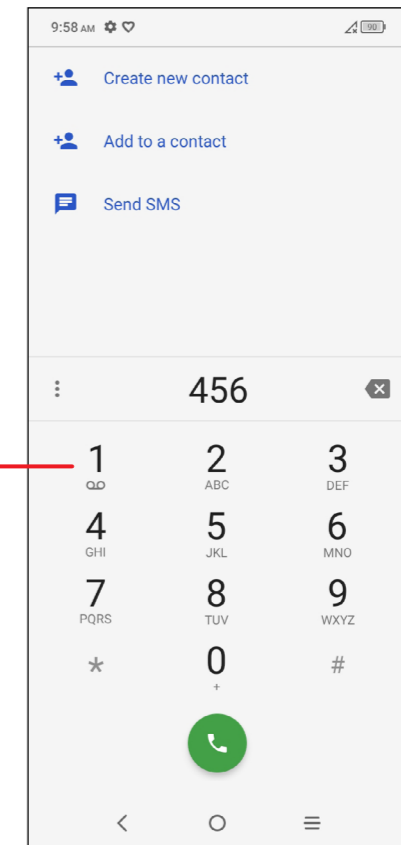
Touch to send a message, block the number or view call details







Show the dial pad


Suggested numbers are displayed as you enter numbers on the dial pad.


Touch and hold to access voicemail





Enter the desired number from the dial pad and touch  to place the call. You can also select a contact from Favorites , Recents  or Contacts  by touching the tabs.

The number you entered can be saved to **Contacts** by touching **Create new contact**.


If you make a mistake, you can delete the incorrect digits by touching .

To hang up a call, touch .

International call

To make an international call, touch and hold  to enter "+", then enter the international country prefix followed by the full phone number and touch .




Emergency call

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

Answering or rejecting a call



When you receive a call:

- Slide  up to answer;
- Slide  down to reject;
- Touch  to reject the call by sending a preset message.


To mute the ringtone of an incoming call, press the **Volume** key.

Voicemail

Your voicemail is provided to avoid missing calls. It works like an answering machine that you can consult at any time.

To access your voicemail, touch and hold .

To set your voicemail number: touch **Phone**  and go to menu  > **Settings** > **Voicemail** > **Advanced Settings** > **Setup** > **Voicemail number**.

If you receive a voicemail,  appears in the Status bar. Open the Notification panel and touch **Voicemail**.

4.2 Contacts



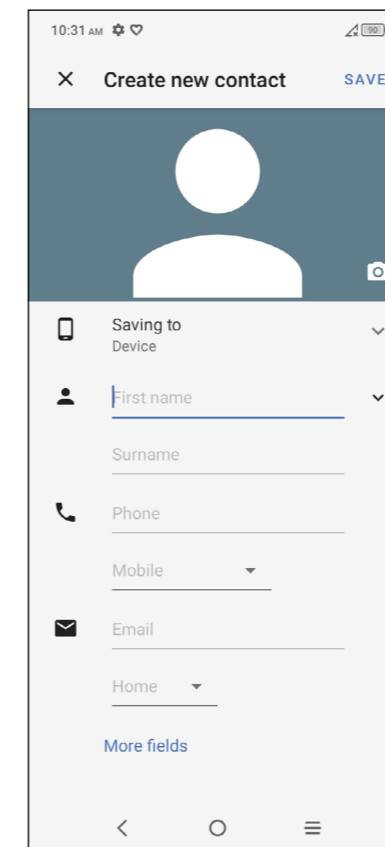
Contacts enables quick and easy access to the contact you want to reach.

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

Adding a contact

Touch  in the contact list to create a new contact.

Enter the contact's name and other contact information. By scrolling the screen up and down, you can move from one field to another




When finished, touch **SAVE** to save


Select a picture or take a photo for the contact

Touch to open available labels


When finished, touch **SAVE** to save.

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

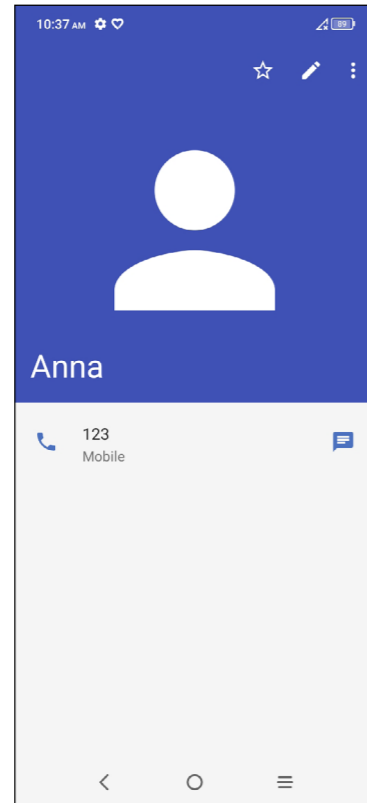
Editing your contacts

Touch  in the contact details screen to edit. When finished, touch **SAVE** to save.

Add to/remove from Favorites⁽¹⁾



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

Touch the star  to remove a contact from favorites.



Deleting a contact

From the contact list screen:

- Touch and hold the contact you want to delete, then touch  and confirm to delete.
- Mark the checkbox of all contacts, then touch  and confirm to delete all contacts.


From the contact details screen:

- Touch  then select **Delete**. Select **DELETE** when prompted to confirm.




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

Sharing a contact

You can share a single contact with others by sending the contact's vCard to them via Email, Messages, and Bluetooth. Select a contact you want to share, touch  and then select Share.

Available options


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

Settings

- **My info** Touch to set up your profile
- **Accounts** Touch to add account and configure related info.
- **Default account for new contacts** Touch to choose the default place to save a new contact.
- **Sort by** Touch to sort the list by the first name or last name.
- **Name format** Touch to choose whether to display first name first, or last name first.
- **Phonetic name** Touch to choose display or hide phonetic name.
- **Import/Export** Import or export contacts between phone, SIM card, microSD card and phone storage, etc.
- **Block numbers** Add numbers here so that you won't receive the calls or texts from them.
- **About Contacts** Touch to view the build version, open source licenses and so on.

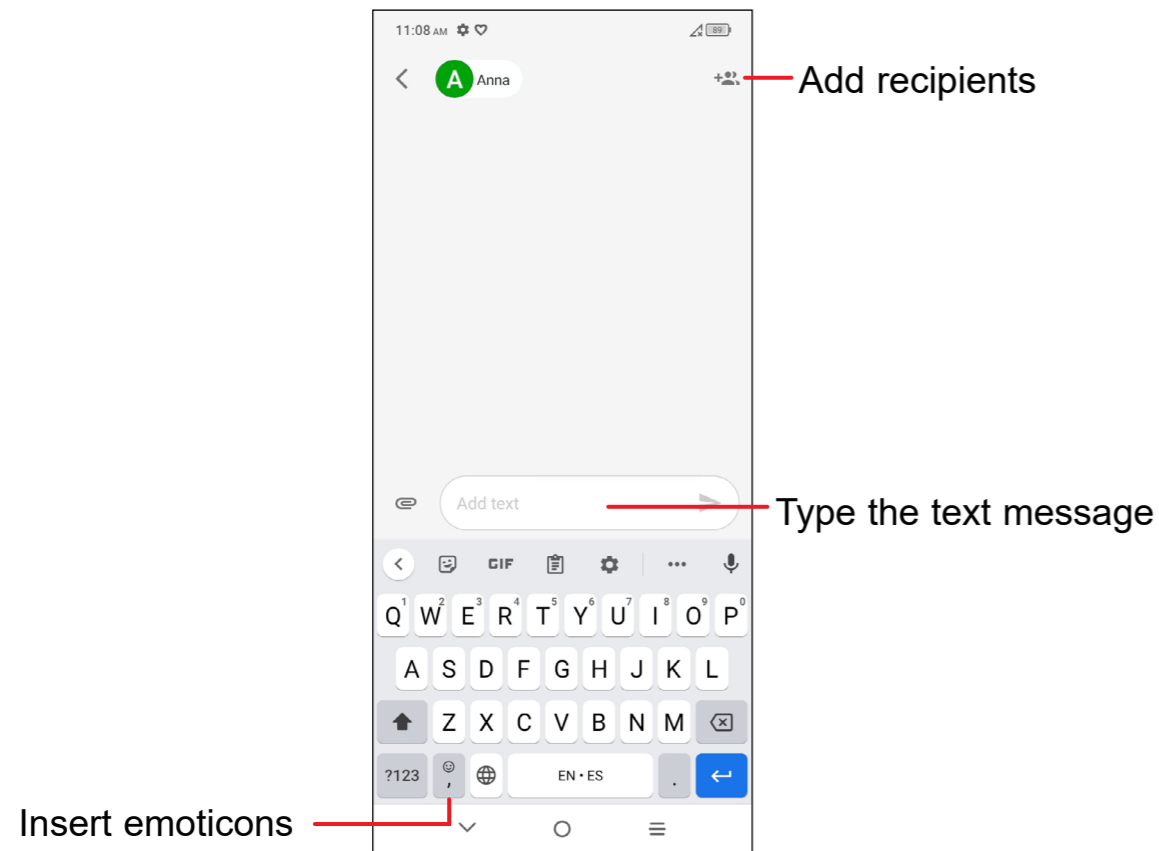
⁽¹⁾ Only phone contacts can be added to Favorites.

4.3 Messages




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

Creating a message


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



Sending a text message


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

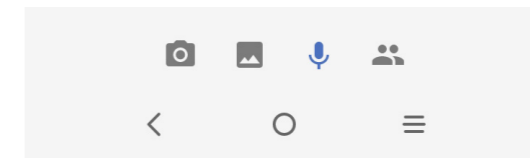
An SMS message of more than 160 characters will be charged as several SMS. A counter will be on the right of the text box to remind you how many characters can be entered in one message.


 Specific letters (accented) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

Sending a multimedia message


MMS enables you to send video clips, images, audios and Vcard to other compatible mobiles and e-mail addresses.

- Enter the recipient's phone number in the **To** bar.
- Touch the **Add text** bar to enter the text of the message.
- Touch  to attach a picture, video, audio or contact.










- When finished, touch  to send the multimedia message.

Managing messages

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


Messages are displayed as a conversation.

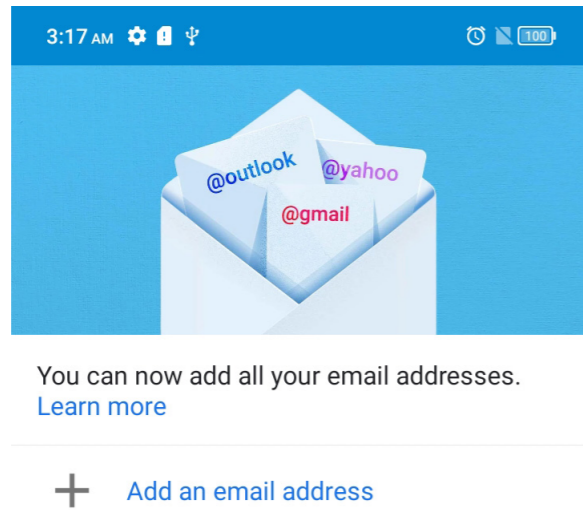
Touch a message to enter the message composing screen:

- Touch  to call the number.
- Touch  to save the number to contacts or view the contact details if the number has been saved.
- To reply to a message, enter the text. When finished, touch .
- If you touch and hold a message, the following options will be available: delete , turn off notification , archive , etc. Touch  to add contact.

5 Gmail


Setting up Gmail

To set up your email account, swipe up from the Home screen, then select **Gmail** .








Select **+** to add an email address.


An email setup process will guide you through the steps to set up an email account.


- Select the type of email account that you have and enter the email address and password of the account you want to set up.
- If the account you entered is not provided by your service provider in the device, touch **Other** and then **MANUAL SETUP** after entering the email address, select an account type and enter password of your email, then correctly fill in server and port in both **Incoming server settings** and **Outgoing server settings** interfaces. Finally, touch **FINISH** to complete setup.
- To add another email account, you can touch  on the upper left corner, select **Settings**, and then touch **Add account**. Or you can touch the account name on the upper right corner and select **Add another account** to implement this function.

Sending an email

- Touch  from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field.

- If necessary, touch  > **Cc/Bcc** to add a copy or a blind carbon copy to the message.
- Enter the subject and the content of the message.
- Touch  to add an attachment.
- If you do not want to send the mail right away, you can touch  and **Save draft** or touch the **Back** key to save a copy.
- Touch  to send.

If you do not want to send or save the email, you can touch  and then select **Discard**.

To add a signature that will appear on all of your emails, touch  and select **Settings**, then choose the account that you want to create or modify the signature, touch **Mobile Signature** to edit.

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

Option 1: Generate an App password

An App password is a 16-digit passcode that gives an app or device permission to access your Google Account. If you use 2-Step-Verification and are seeing a “password incorrect” error when trying to access your Google Account, an App password may solve the problem.

Steps to generate an App password:

- Visit your App passwords page
<https://myaccount.google.com/security/signinoptions/two-step-verification>.
You may be asked to sign in to your Google Account.
- At the bottom, click **Select app** and choose the app you’re using.
- Click **Select device** and choose the device you’re using.
- Select **Generate**.
- Follow the instructions to enter the App password (the 16-character code in the yellow bar) on your device.
- Select **Done**.
- Once you are finished, you won’t see that App password code again. However, you will see a list of apps and devices you’ve created App passwords for.

If generate an app password does not fix the "Password incorrect" issue, please proceed to Option 2 or Option 3.

Option 2: Change your settings to allow less secure apps

- Go to the "Less secure apps" <https://www.google.com/settings/security/lesssecureapps> section in My Account.
- Next to "Access for less secure apps," select Turn on.
- You can now setup your email using your username and password. If you continue to see a "password incorrect" error, please proceed to Option 3.


Option 3: Access Gmail through browser

If you don't want to change your security settings, please follow these steps to access your Gmail:

- From the home page, press the OK button and press on the Browser. Enter <https://www.google.com/gmail/> on the browser URL tab.
- Enter your username and password to log in.

5.1 Chrome.....

Using the Chrome browser, you can enjoy surfing the Web.


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

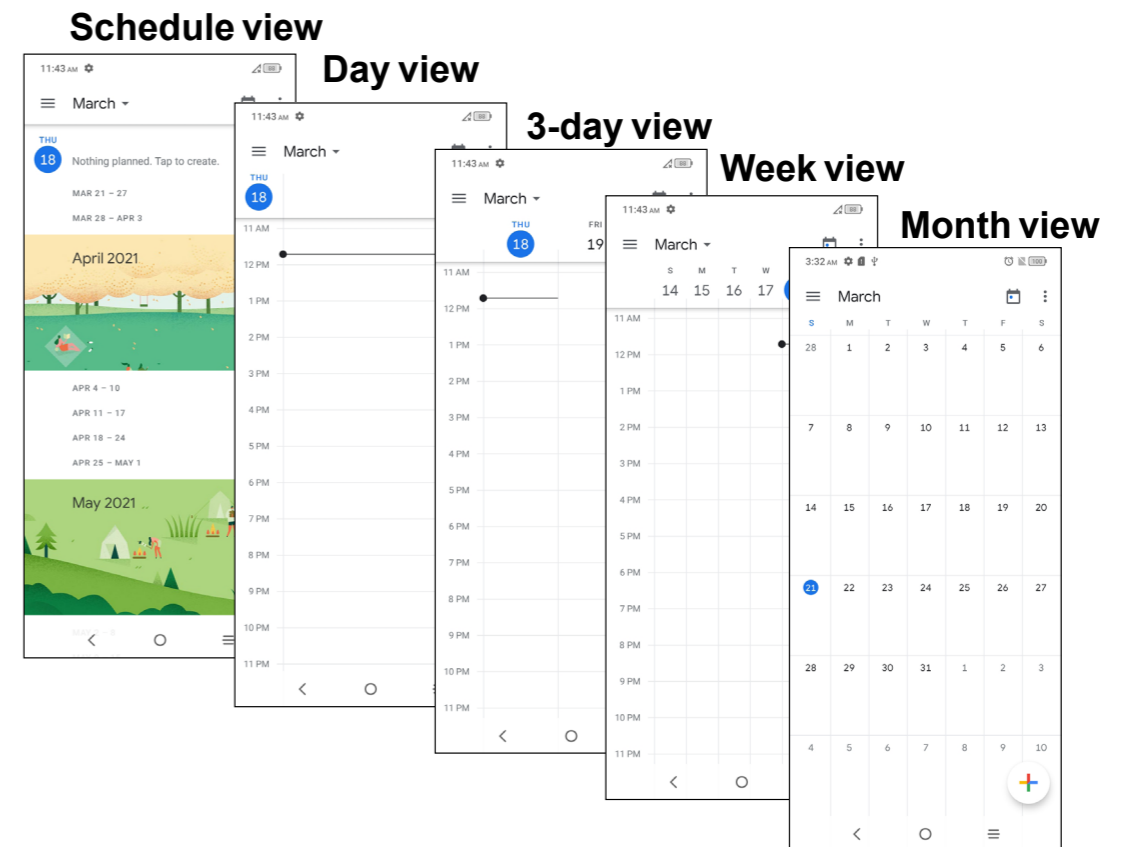
5.2 Calendar.....

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

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



Viewing calendars


You can display the Calendar in **Schedule**, **Day**, **3 days**, **Week** or **Month** view. Touch  and select your desired calendar view.





Creating a new event

You can add new events from any Calendar view.


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

To quickly create an event from the Day, 3 Day, or Week views, touch an empty spot to select a target area which will then turn into , and touch the icon to create the new event.

Deleting or editing an event

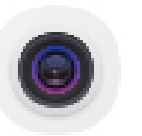
- To delete or edit an event, touch the event to enter its details screen, touch  to edit the event.
- Touch  and **Delete** to remove the event.

Event reminder

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

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



5.3 Camera

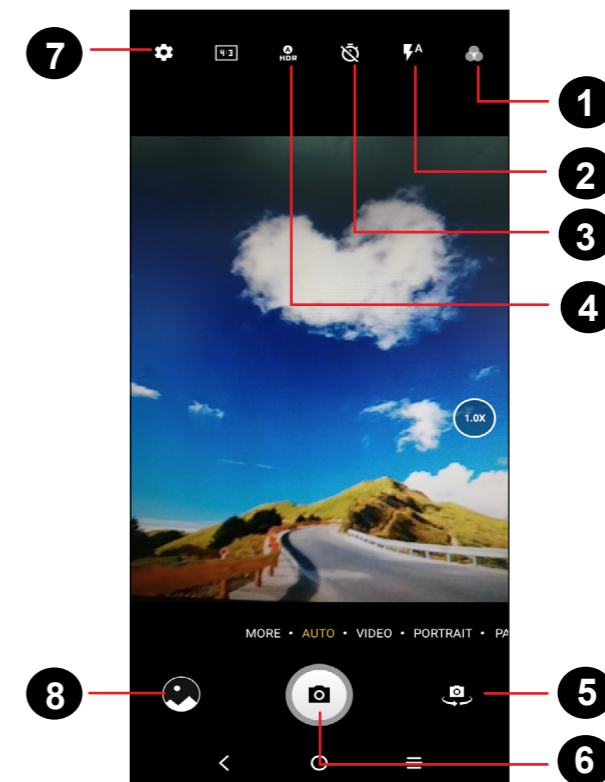


Accessing the camera

From the Home screen, touch Camera. If the phone is locked, double-press the Power key to open the camera.

Taking a picture




- Position the object or landscape in the viewfinder, touch the screen to focus if necessary
- Touch  to take the picture which will be automatically saved.
- To take burst shots, touch and hold  or the Volume key.








- 1 Touch to select a filter
- 2 Touch to select flash mode or turn camera flash on/off
- 3 Touch to set countdown seconds
- 4 Touch to turn HDR on/off
- 5 Touch to access more options
- 6 Switch between front/back camera

- 7 Touch to take a photo
- 8 Touch to view photos or videos you have taken

Making a video

- Touch **VIDEO** to enter the Video mode.
- Touch  in the center of the screen to start video recording.
- You can also touch  to take a picture during video recording.
- Touch  to stop recording. The video will be automatically saved.

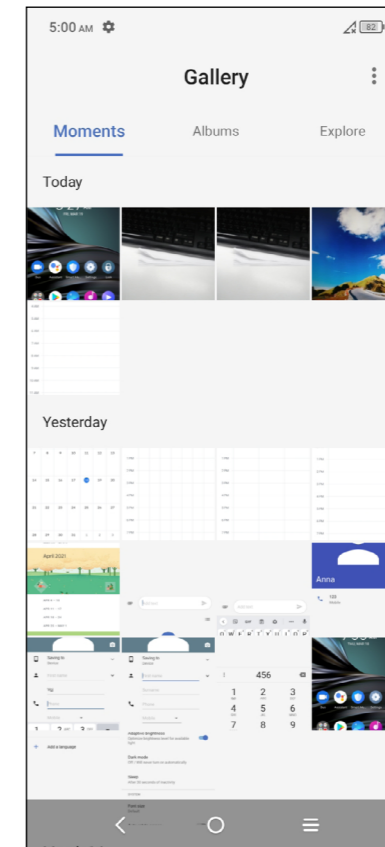
Further operations when viewing a picture/video you have taken

- Touch  from camera screen to view the photos or videos you have taken.
- Touch  then Gmail, Bluetooth, MMS, etc. to share the photo or video.
- Touch  to edit.
- Touch  enable the Google Lens function.
- Touch  to delete.
- Touch **back key** to go back to Camera mode

5.4 Gallery






Photos acts as a media player for you to view photos and play videos. Pictures and videos are displayed by moments and albums in **Gallery**.

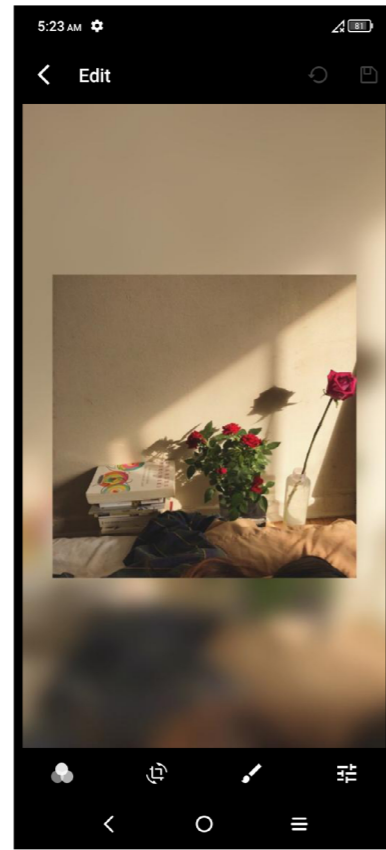


- Touch the picture/video directly to view or play.
- Slide left/right to view previous or next pictures/videos.





Working with photos

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

- Locate the picture you want to work on and touch the picture in the full-screen picture view.
- Touch  to share the picture, or touch  to delete the picture. Touch  and select **Use as** to set the picture as **Contact photo** or **Wallpaper**.



Find the picture you want to work on and tap the picture in the full screen view. Tap to edit.


-  Set effects such as **Auto, Vivid, Pop, Modern**, etc.
-  Adjust the picture color.
-  **Crop** or **rotate** the picture.
-  Personalize your picture by drawing on it or adding words to it.

5.5 Clock.....





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

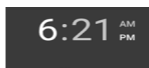





Setting world clocks

- Touch **Clock** on the clock screen.
- Touch  to add a time zone.

Setting alarms





Touch **Alarm** on the clock screen.

Turn on  to enable existing alarm, or touch  to add a new alarm. The following options will appear:

-  6:21 AM PM Touch the clock to set the desired time for the alarm.
-  **Repeat** Mark the **repeat** checkbox, then select the days when you want to set.
-  Touch to select a ringtone for the alarm.
-  **Vibrate** Mark the checkbox to activate vibration.
-  **Label** Touch to set a name for the alarm.
-  **Delete** Touch to delete the alarm.





Setting timer

Touch Timer on the clock screen.

- Enter time in the sequence of hours, minutes, and seconds.
- Touch  to activate Countdown.
- Touch  to add another timer in panel.
- Touch  to deactivate Countdown.
- Touch  to reset.

Setting stopwatch

Touch **Stopwatch** on the clock screen.

- Touch  to start the timer.
- Touch  to show a list of records according to the updated time.
- Touch  to halt the total and lap times.
- Touch  to start a new timer.

6 Google Applications

Google apps are preinstalled on your phone to improve work efficiency and help you enjoy life.

This manual briefly introduces the apps. For detailed features and user guides, refer to related websites or the introduction provided in the apps.

You are recommended to register with a Google Account to enjoy full functionality.



Google

Your bookmarks, browsing history, and settings across all devices on which the browser is installed can be synchronized with your Google Account.



Gmail

As Google's web-based email service, Gmail is configured when you first set up your phone. With this application, you can send and receive emails, manage emails by labels, archive them, etc. Emails can be automatically synchronized with your Gmail account.



Maps

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning for travelling by foot, car, or public transportation. By using this application, you can find your own location, search for a place, and get suggested route planning for your trips.



YouTube

YouTube is an online video-sharing application where users can upload, view, and share videos. Available content includes video clips, TV clips, music videos, and other content such as video blogging, short original videos, and educational videos. It supports a streaming function that allows you to start watching videos almost as soon as they begin downloading from the internet.



Drive

A file storage and synchronization service created by Google, which allows users to store files in the cloud, share and edit files. Files in Drive are kept secure and can be accessed from any device by logging in to your Google Account. Files or folders can be shared privately with other Google Account users.



Play Movies & TV

Google Play Movies & TV allows you to watch movies and TV shows purchased or rented on Google Play.



Play Store

Serves as the official app store for the Android operating system, allowing users to browse and download applications and games. Applications are either free of charge or at a cost.

In Play Store, search for the app you need, download it and then follow the installation guide to install the app. You can also uninstall, update an app, and manage your downloads.



Duo

This is a video chat mobile app that allows users to make video calls to people in their contact list once their phone numbers are verified.



Photos

Google Photos stores and backs up your photos and videos. It also automatically analyzes photos and organizes them into groups, so that you can quickly find the photos you need.



Notes

You can insert images, lists, and make voice recordings in your notes. You can also set time or location-based reminders for notes. Google Keep allows you to categorize notes by labels, and notes are searchable based on their color, whether they have reminders, audio, images, or lists.



Files

Files displays all data stored on the phone, including both external SD card and internal storage, such as applications, media files downloaded from Google Play Store, YouTube or other locations; Videos, pictures or audios you have captured; other data transferred via Bluetooth, USB cable, etc.

7 Security

7.1 Screen Lock

From the Home screen, touch **Settings > Security & biometrics > Screen lock**

Screen lock allows you to set a screen lock option to secure your phone from being used by others without your permission, activate the following security options: **Pattern, PIN, Password or Fingerprint**. Whoever turns on your phone will be required to unlock the screen in order to access your device. Your device can be unlocked by anyone if you select **None** or **Swipe**.

7.2 Fingerprint

Use your Fingerprint to unlock the screen or take a photo/video.

Access **Settings > Security & biometrics > Fingerprint** to activate these functions.

7.3 Face Unlock

Face unlock allows you to unlock your device with your facial data. Set it according to the on-screen steps.

Ensure that you are facing the phone screen when using face recognition.

NOTE: you need to set a pattern, PIN, or password before using Face unlock.

7.4 Smart Lock

Smart Lock keeps your device unlocked when it's safe with you and locked when it detects that it's been put down.

7.5 Remote Lock

If your phone is lost, you can lock the phone remotely by sending a text message.

7.6 Apps Lock

Apps lock can effectively protect your privacy by locking some apps with a pattern or fingerprint. Go to **Settings > Security & biometrics > Apps lock** to set the lock format, lock time and choose the apps you want to lock.

7.7 Encryption & Credentials

Touch to view your device encryption status and the credentials items. You can modify and clear all of the stored credentials.

7.8 Screen Pinning

When this setting is turned on, you can use screen pinning to keep the current screen in view until you unpin.

8 User & Accounts

8.1 Users

Share your phone by adding new users. Each user has a personal space on your phone for custom Home screens, accounts, apps, settings, and more.

Touch **Add user** or **profile** to add an account for the selected app.

8.2 Emergency Information

Edit medical information and emergency contacts.

8.3 Automatically Sync Data

Let apps refresh data automatically.

9 Safety and Regulatory Information..

Safety and Use

We recommend that you read this chapter carefully before using your mobile device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein. Use of connected devices subject to your wireless carrier's Terms and Conditions.

Traffic Safety

Always obey the local laws and regulations addressing the use of wireless mobile devices and their accessories in the areas where you drive. The use of mobile devices while driving may be prohibited or restricted in certain areas.

Conditions of Use

You are advised to switch off your mobile device from time to time to optimize its performance.

Operational Warnings: Only use your mobile device in accordance with local laws and regulations and obey all posted notices in public areas.

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

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

Do not allow your mobile device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C (32°F) to +50°C (122°F)

Use only batteries, battery chargers, and accessories which are recommended by Device manufacturer and its affiliates and are compatible with your mobile device model. Device manufacturer and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Please check local laws and regulations in your jurisdiction to learn how to best dispose of your mobile device.



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 device regarding taking photographs and recording sounds with your mobile device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy.

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

Legal Information

In order to provide you with better access to this important information, we've made the materials accessible from the phone's Settings menu. Review these materials prior to using your mobile device. To access the materials on your mobile device, swipe up from the home screen, and tap **Settings > About phone > Legal information**, and select a topic.

Regulatory Information (e-label)

Your mobile device uses an electronic label (e-label) that provides regulatory information about your device. To view the regulatory information (such as FCC ID) for this device, on the device, swipe up from the home screen, then tap **Settings > System > Regulatory & safety**.

FCC Compliance

Any changes or modifications not expressly approved by the party responsible for compliance of this device voids the user's authority to operate this device.

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.

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 will not occur in a particular installation. If this equipment does cause harmful 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.

Hearing Aid Compatibility (HAC)

The FCC has established requirements for digital wireless mobile devices to be compatible with hearing aids and other assistive hearing devices.

When wireless devices are used near hearing devices (such as hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference, and wireless devices also vary in the amount of interference that they generate.

The wireless telephone industry has developed ratings to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that are rated will have the rating displayed on the box together with other relevant approval markings.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device is vulnerable to interference, you may not be able to use a rated wireless device successfully. Consulting with your hearing health professional and testing the wireless device with your hearing device is the best way to evaluate it for your personal needs.

This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return and exchange policies, and for information about hearing aid compatibility.

SAR

Your device includes a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for Radio Frequency (RF) set by the Federal Communications Commission (FCC). The RF exposure limits set by the FCC for wireless mobile devices utilize a unit of measurement referred to as Specific Absorption Rate (SAR), which is a measure of the amount of RF energy absorbed by the body when using a mobile device. The FCC requires mobile device manufacturers to ensure that their mobile devices comply with these objective limits for safe exposure. The FCC SAR limit incorporates a substantial margin of safety to give additional protection to the public and to account for any variations in measurements. The FCC limit for public exposure from cellular telephones is a SAR level of 1.6 Watts per kilogram (1.6 W/kg).

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. To ensure compliance with the RF exposure guidelines, the device must be used at least 15mm from your body

SAR information for this device can be found on the FCC website at www.fcc.gov/oet/ea/. Follow the instructions on the website to use the FCC ID for this device to find SAR values for the device.

To view additional SAR information on your phone, swipe up from the home screen, then tap **Settings** > **About phone** > **Legal information** > **RF Exposure**.

Battery and Accessories

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery.
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C.
- Do not disassemble or open crush, bend or deform, puncture or shred.

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

Products that have the below symbol must be taken to collection points at the end of their life:



- Municipal waste disposal centers with specific bins for these items of equipment.
- Collection bins at points of sale.

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 Reproductive Harm - www.P65Warnings.ca.gov

Chargers

Home A.C./Travel chargers will operate within the temperature range of: 0°C (32°F) to 45°C (113°F).

The chargers designed for your mobile device meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction.

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 Device Manufacturer and its affiliates is under license. Other trademarks and trade names are those of their respective owners.



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

Recycling Information

Call Recycle Customer Support at 1-855-368-0829 for recycling instructions.



10 Troubleshooting.....

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

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

My phone can't be switched on

- If the phone can't be switched on, charge for at least 10 minutes to ensure the minimum battery power needed. Then switch it on again.

My phone has not responded for several minutes

- If your phone doesn't respond, turn off your phone by pressing and holding the **Power** key until it turns off and then restart it again.

My phone turns off by itself

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

My phone can't charge properly

- Make sure that you are using the proper charger that comes with the phone.
- Make sure that your battery is not completely discharged; if the battery power has been discharged for a long time, it may take around 10 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 55°C (131°F)).

- When abroad, check that the voltage input is compatible.
- Check that the charging port is secured or it's not damaged.

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

- Try connecting to the network by moving to another physical location.
- Verify the network coverage in your current area.
- Check that your SIM card is valid.
- Make sure your phone's setting is not in airplane mode.
- If you are away from your T-Mobile network, you may need to enable roaming in the phone's settings to connect to another network. Roaming charges may apply.

My phone can't connect to the internet

- Make sure that Cellular Data internet service is available in your wireless service plan.
- Check your phone's settings. Make sure **Cellular Data** is enabled or Wi-Fi connected.
- Make sure that you are in a place with network coverage for cellular data or Wi-Fi internet connection.
- Try connecting at a later time or from another location.

Invalid SIM card

- Make sure that the SIM card has been correctly inserted (see "Inserting Nano SIM card").
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card matches the network you're on.

My phone can't make outgoing calls

- Make sure that you have dialed a valid number and have touched Call on your phone.
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.

- Check your subscription status.
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

My phone can't receive incoming calls

- Make sure that your phone is switched on and connected to a network.
- Check for overloaded or unavailable network.
- Check your subscription status.
- Make sure that 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 doesn't appear when a call is received

- If the caller is not in your contact list, you have the option to subscribe to NameID
- Your caller may have concealed his name or number.

I can't find my contacts

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

The sound quality of the calls is poor

- Adjust the volume during a call by pressing the **Volume** key.
- Check the network strength. Move to a location with stronger signal strength.
- Make sure that the receiver, connector or speaker on your phone is clean.

I can't use the features described in the manual

- Check to make sure that your subscription includes this service.
- Make sure that this feature doesn't require any additional accessory.

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

- Make sure that you have correctly recorded the number in your file.

- Make sure that you have selected the country code when calling an international number.

I can't add a contact

- Make sure that your SIM card contact list are not full; delete some files or save the files to the phone.

My callers can't leave messages on my voicemail

- Contact your network carrier to check service availability.
- Set up your voicemail, so that your caller can leave a message.

I can't access my voicemail

- Make sure that T-Mobile's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I can't send and receive MMS

- Check your phone storage as it might be full.
- Contact customer care to check service availability and MMS parameters.
- Verify the server center number or your MMS profile with customer care.
- The server center may be swamped. Try again later.
- Start a new Messaging string. Your messaging string may have reached its limit.

SIM card PIN locked

- Contact customer care to obtain the PUK (Personal Unblocking Key) code.

I can't connect my phone to my computer

- Install Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has been activated.
- Check that you have marked the USB debugging checkbox.
- Check that your computer meets the requirements for Smart Suite installation.
- Make sure that you're using the right cable from the box.

I can't download new files

- Make sure that there is enough phone storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status.

The phone can't 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 devices are within Bluetooth's detection range.

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 2.3 hours).
- After a partial charge, the battery level indicator may not be exact.
- Wait for at least 10 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information manually or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone becomes 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 the above actions will make your phone return to normal temperature.

After Factory data reset is performed, I can't use my phone without entering Google Account credentials

- After reset is performed, you must enter the original Google Account credentials that were used on this phone.
- If you don't remember your Google Account credentials, complete Google Account recovery procedures.

The phone doesn't ring when a call or message arrives

- Make sure that Do Not Disturb mode (go to **Settings** > **Sound** > **Do Not Disturb**) is not activated.
- Press the **Volume** key to adjust volume.