

**TCL** 50<sub>XL</sub> 5G

**USER MANUAL**

# About this Manual

Thank you for choosing the **TCL 50 XL 5G**. In order to maintain your device in optimal condition, please read this manual and keep it for future reference.

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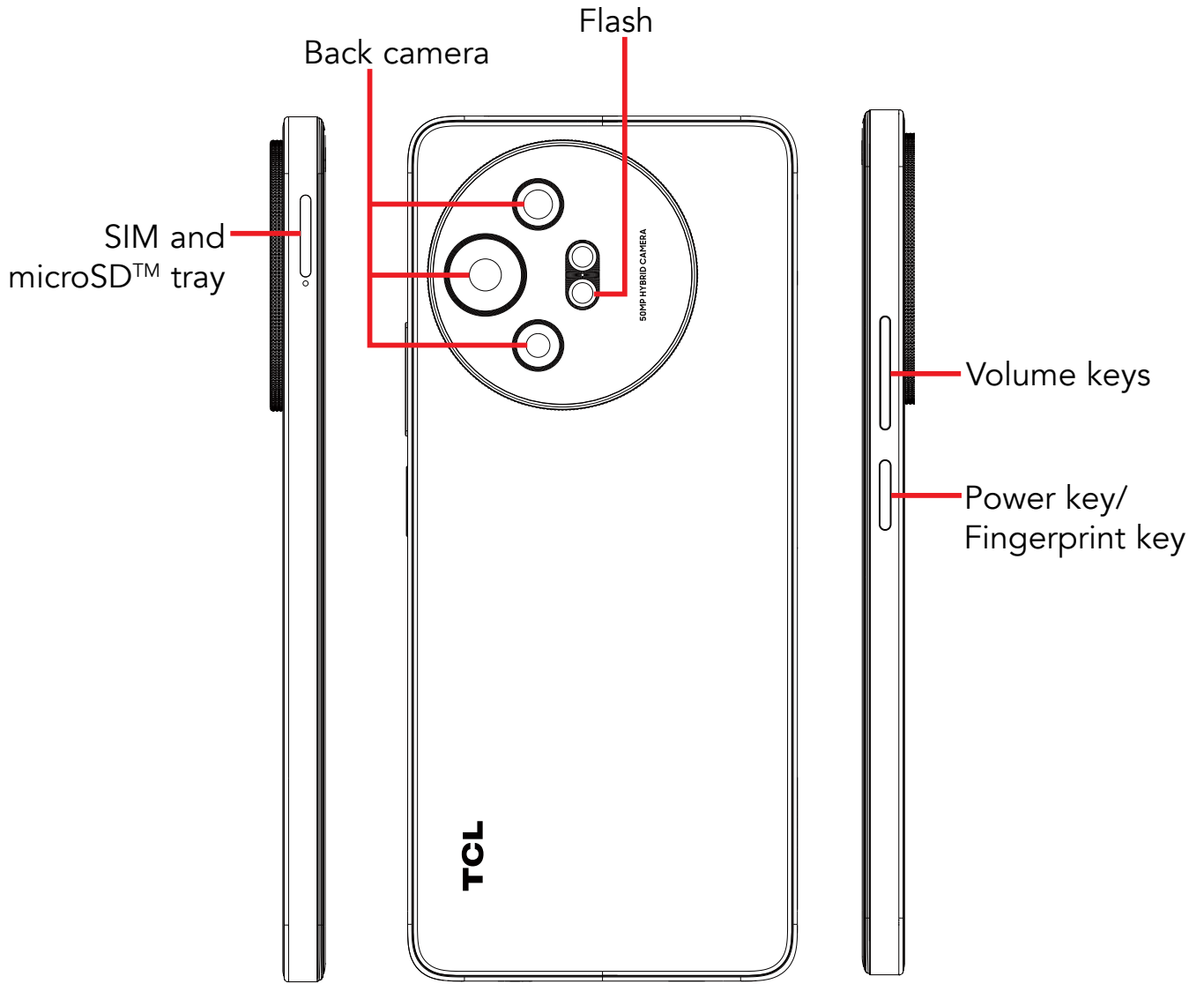
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# 1 Getting Started .....

## 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. You can get help such as searching for information online, opening apps on your phone, sending 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**, **Airplane mode**, or **Cast**.
- Press the **Power** key and **Volume** down key to take a screenshot.
- Press and hold the **Power** key for at least 8 seconds to shut down.



## 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.

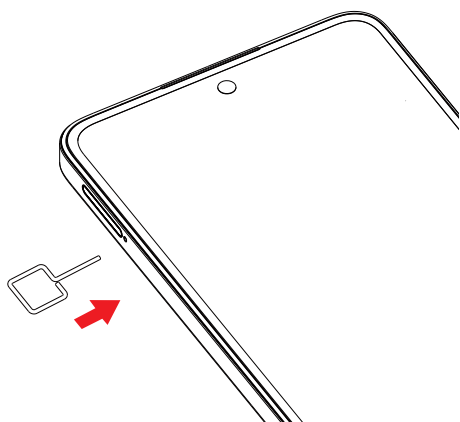
## 1.2 Setup

### Inserting or removing the SIM/microSD™ card

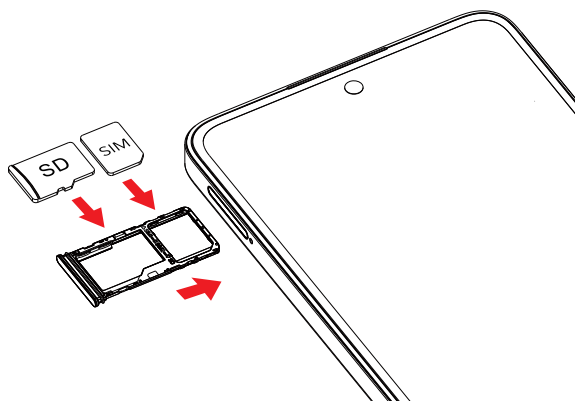
You must insert your Nano SIM card to make phone calls using your network.



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.



Locate the SIM tray located on the side of your device. Insert the provided SIM pin into the hole and pull out the SIM tray.



Place or remove the Nano SIM card and the microSD™ card in the correct slot as shown. Please note that gold contacts must be facing down.

**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.

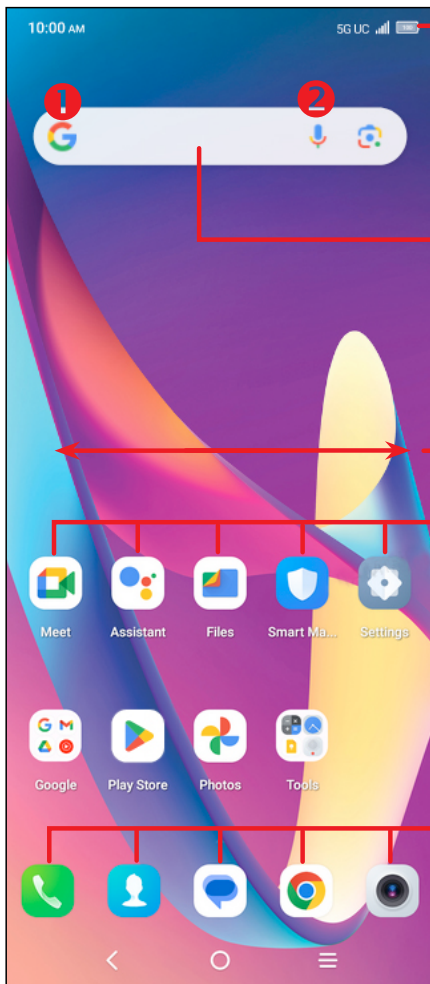
### Setup your phone for the first time

The first time you power on the phone, you should set the following options: language, mobile data, Google service, and date & time, etc.



## 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
	Airplane mode		Connected via USB cable
	Alarm set		New email message
	Battery (charging)		

# 2 About Your Phone .....

## 2.1 Power On/Off

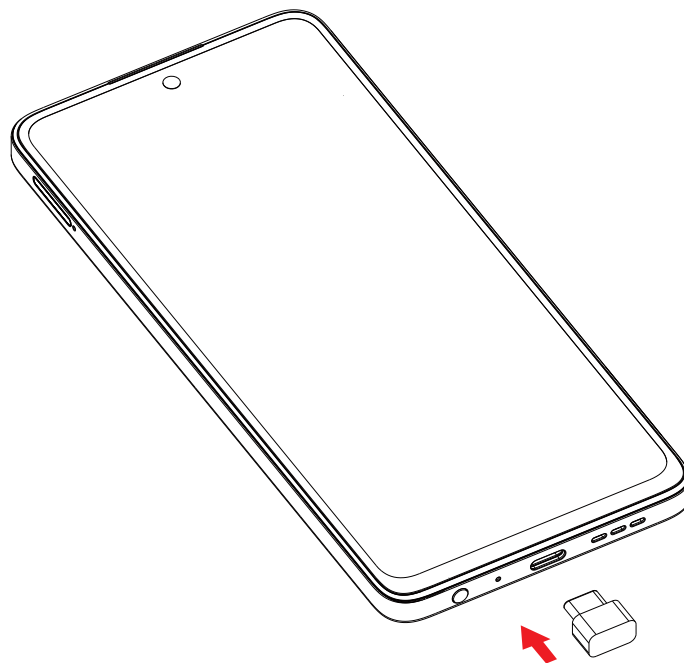
Hold down the **Power** key until the phone powers on, unlock your phone (Swipe, Pattern, PIN, Password, Face unlock, or Fingerprint) if necessary. Once unlocked, Home screen is displayed.

If you do not know your PIN code or forget it, contact your network carrier. Be sure to keep your PIN code secure.

Press 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**.
- Select one saving mode and touch to activate.

### 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 > System languages**.
- Touch **+ Add a language** to select a language from the language list.


## 3.2 Date & Time

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

### Set time automatically

Turn on  to set time automatically.

### Set automatically

Turn on  to set time zone automatically.

If **Set time automatically** is turned off, you will have the following two options to manually set the date and time:

- **Date**

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

- **Time**

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

If **Set automatically** 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 theme

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

### Eye comfort mode

Eye comfort mode can effectively reduce blue light radiation and adjust the color temperature to relieve eye fatigue. You can also create a custom schedule to turn it on.

### Color mode & temperature

Change the display gamut to **Vivid**, **Natural**, or **Advanced** based on the display content.

### 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.

### Smart resolution

Intelligently adjust the screen resolution to save power.

## 3.4 Sound

### Adjusting volume

- Press the volume keys that are located on the right side of the device to adjust the Ring volume.
- You can also go to **Settings** > **Sound & vibration** to adjust the volume for ring, notification, media and alarm.

## Adjusting tones

- Go to **Settings** > **Sound & vibration** > **Phone ringtone** and **Vibration & haptics**.
- You may select ringtones for phone, notification, alarm as well as other sounds.

## Adjusting other sounds

All other sounds that are related to dial pad, screen locking, touch and power on & off can be adjusted by doing the following:

- Go to **Settings** > **Sound & vibration** > **More sound settings**.

## 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 Apps and Features .....

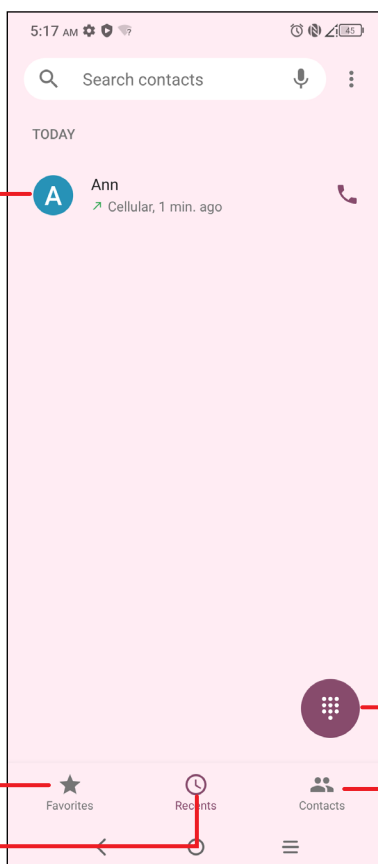
## 4.1 Phone .....



### Making a call

To make a call, touch .

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



Show the dial pad

Favorite numbers

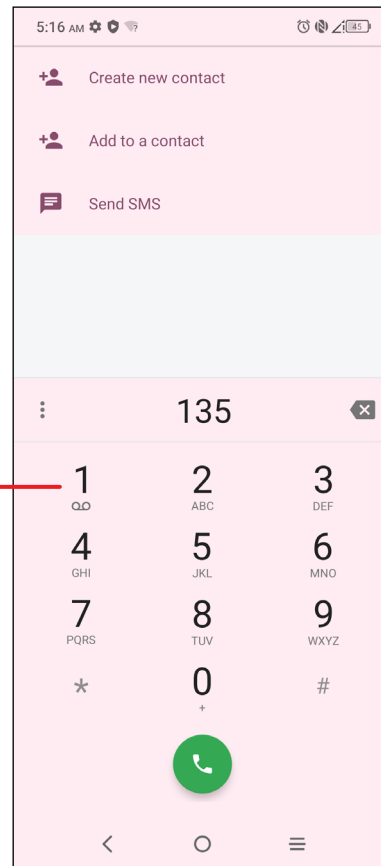
Contacts





Call logs




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 by your network to avoid missing calls. It works like an answering machine that you can consult at any time.

To access your voicemail, touch and hold .

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


## 4.2 Contacts.....



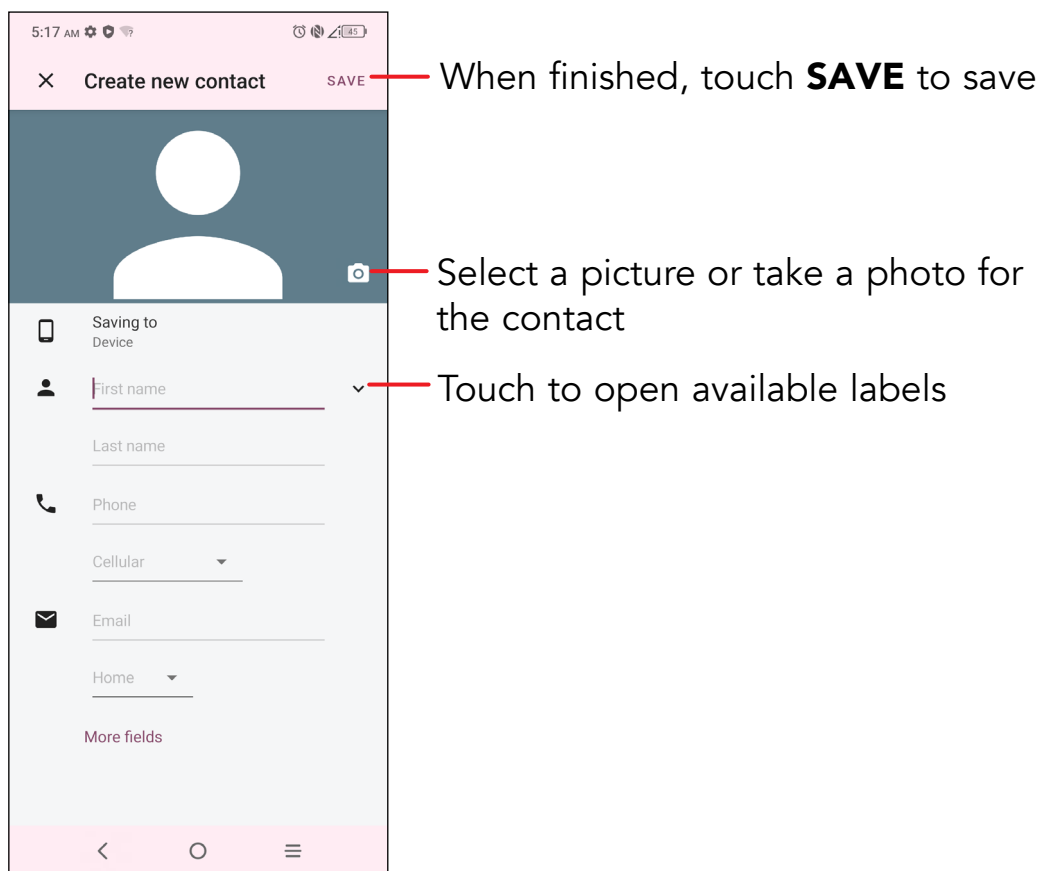
**Contacts** enables quick and easy access to the contact you want to reach.

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



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

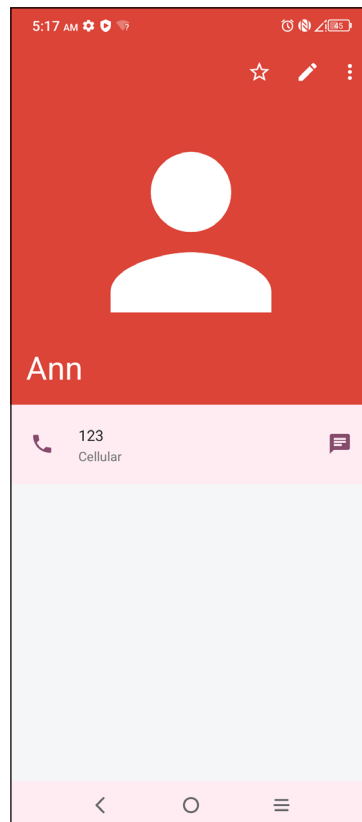
## Editing your contacts

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

### Add to/remove from Favorites<sup>(1)</sup>



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.




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

<sup>(1)</sup> Only phone and account contacts can be added to Favorites.

## 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 .

### Available options

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

## Settings

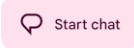
<b>My info</b>	Touch to set up your profile
<b>Accounts</b>	Touch to add account and configure related info.
<b>Default account for new contacts</b>	Touch to choose the default place to save a new contact.
<b>Sort by</b>	Touch to sort the list by the first name or last name.
<b>Name format</b>	Touch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

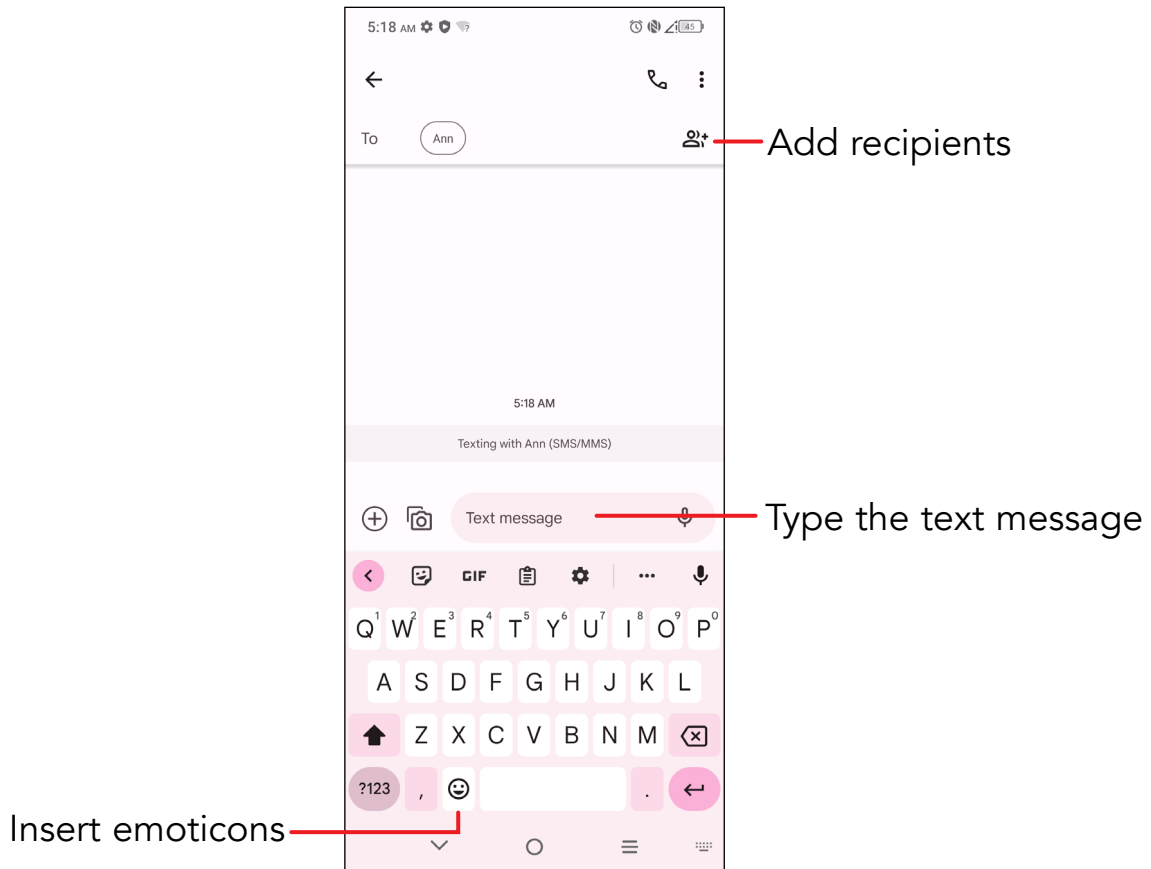
## 4.3 Messages .....






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

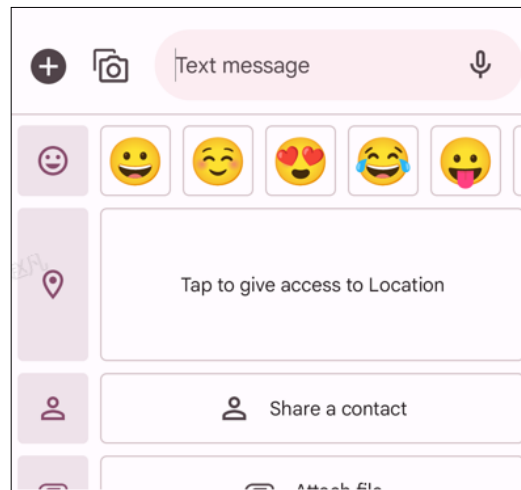
- Enter the name or the phone number of the recipient in the **To** bar or touch  to add recipients.
- Touch the **Text** bar to enter the text of the message.
- Touch  to insert emoticons.
- When finished, touch  to send the text message.



 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, location, etc. to other compatible mobile devices and e-mail addresses.

- Enter the recipient's phone number in the **To** bar.
- Touch the **Text** bar to enter the text of the message.
- Touch  to attach an emoticon, location, contact or file.







- Touch  to attach a picture or video from Gallery or shoot one directly.
- 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.
- To reply to a message, enter the text. When finished, touch .
- If you touch and hold a message, the following options will be available: archive , delete , etc.


## 4.4 Calendar.....

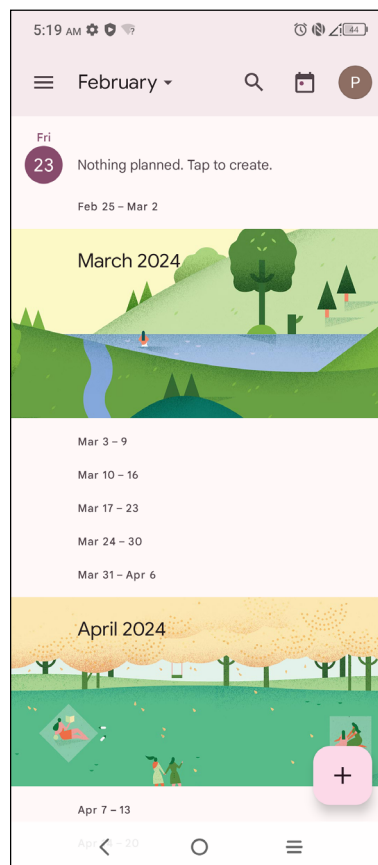


You can use **Calendar** to keep track of important meetings, appointments, etc.

To access the function, touch the Google folder 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**.
- 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.

# 4.5 Camera.....



Before using the camera, make sure that you remove the protective lens cover to avoid it affecting your picture quality.

## Launch Camera

There are multiple ways to open the Camera app.

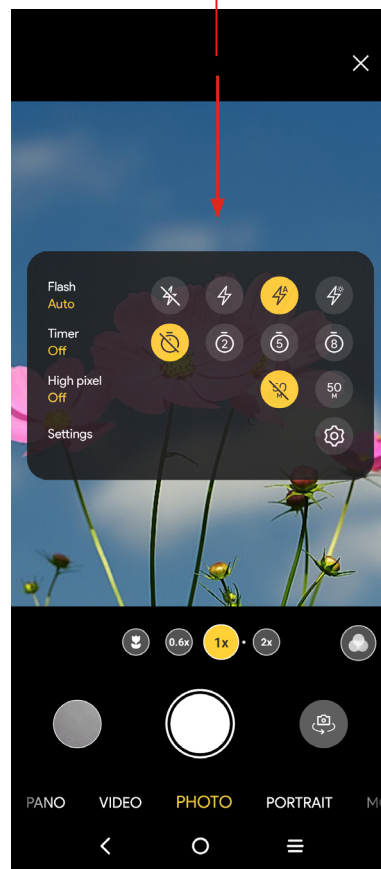
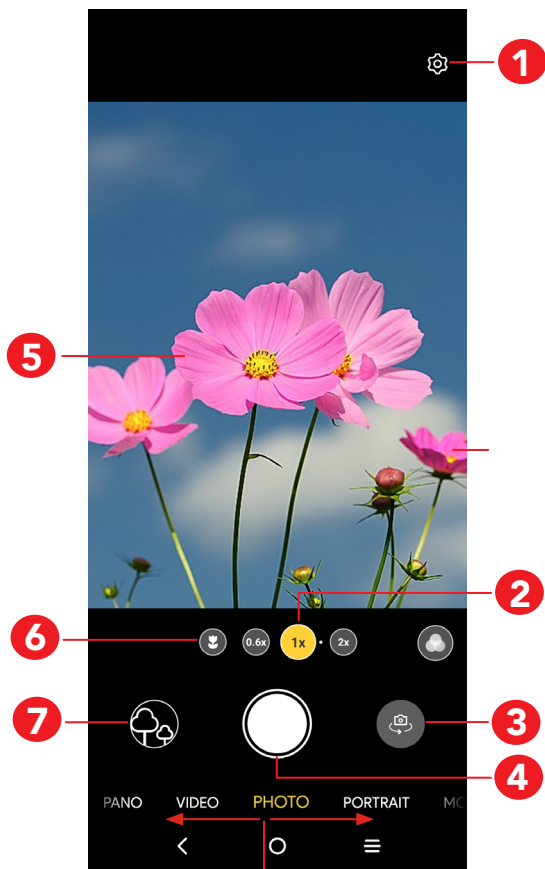
### From the Home Screen

Touch **Camera** .

### Using a shortcut key

Simply double-press the **Power** key to open the camera.



Drop down in the blank area for more shortcut options



Slide left or right to switch between modes




- 1 Touch to access settings.
- 2 Zoom in/out
- 3 Switch between front/back camera
- 4 Take a photo
- 5 Pinch fingers together to zoom out, or spread fingers apart to zoom in
- 6 **Super macro:** Tap to access super macro mode. 4cm is the best macro shooting distance.
- 7 View the photos or videos you have taken

## To take a photo



The screen acts as the viewfinder. First, position the object or landscape in the viewfinder, touch the screen to focus if necessary. Touch  to capture. The photo will be automatically saved. You can also touch and hold  to take burst shots.

## To take a video

Touch **VIDEO** to change the camera mode to video. Touch  to start video recording. Touch the left part of this icon  to take a picture during video recording.

Touch the right part of this icon  to pause video recording and touch  to continue. Touch  to stop recording. The video will be automatically saved.

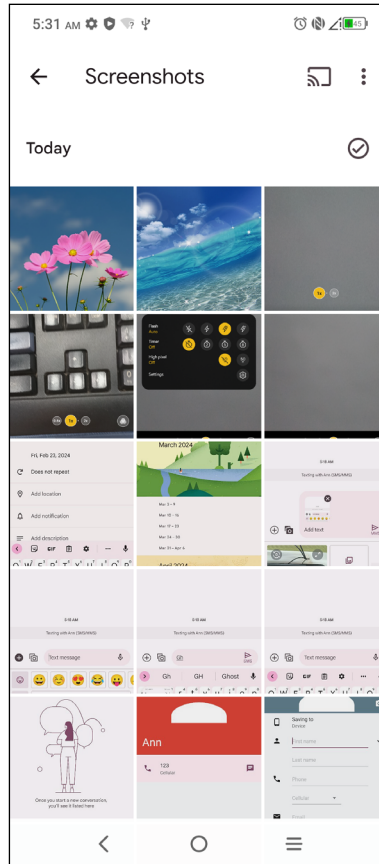
## Further operations when viewing a photo/video you have taken

- Slide left or right to view the photos or videos you have taken.
- Touch , then Gmail/Bluetooth/Messages/etc. to share the photo or video.
- Touch **Back button**  to return to **Camera**.

## 4.6 Photos.....



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

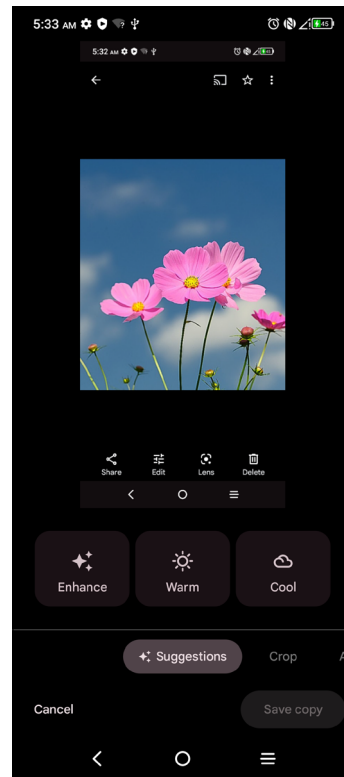


- Touch the picture/video directly to view or play.
- Slide left/right to view previous or next pictures/videos.

## Working with pictures

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

Find the picture you want to work on, and touch the picture in the full-screen picture view.




## 4.7 Clock .....





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

### Setting world clocks

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





### Setting alarms

Touch **Alarm** to enter.

- Turn on  to enable the alarm.
- Touch  to add a new alarm, touch **OK** to save.
- Touch a currently existing alarm to enter the alarm editing screen.





### Setting timer

Touch **Timer** to enter.

- Enter time in the sequence of hours, minutes, and seconds.
- Touch  to activate Countdown.
- Touch  to pause.
- Touch  to reset.
- Touch  to add one more minute for the current timer.

### Setting stopwatch


Touch **Stopwatch** to enter.

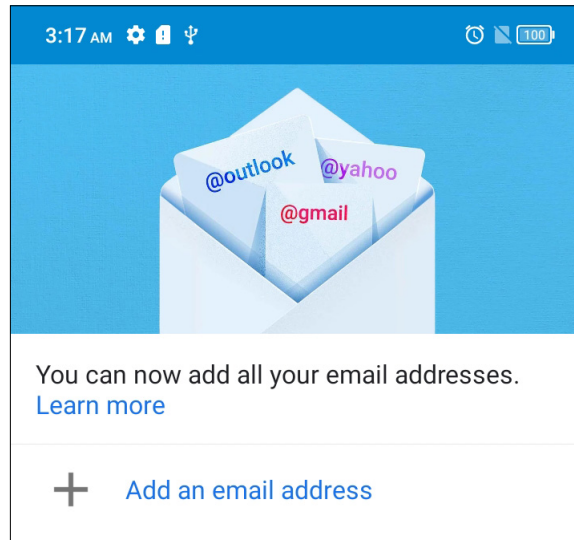
- Touch  to start the timer.
- Touch  to show a list of records according to the updated time.
- Touch  to halt the total and lap times.
- Touch  to start a new timer.

## 4.8 Gmail.....



### Setting up Gmail

To set up your email account, touch the Google folder 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.



# 5 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.



## Chrome

Using the Chrome browser, you can enjoy surfing the Web. Your bookmarks, browsing history, and settings across all devices with the browser installed can be synchronized with your Google Account.

To get onto the Web, go to the Home screen and tap the Chrome icon  in the Favorites tray.



## 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.

 **Meet**

Google Meet is a video chat mobile app; it allows users to use phone numbers to easily call people from their contact list. The app will automatically control the video quality by sensing the network connectivity.

 **Wallet**

Google Wallet allows you to make contactless payment with your phone, which is the fast, simple and safe way to pay in millions of places - in stores, online, and more.

 **Files**

Files displays all data stored on the phone, including both external microSD™ 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.

 **Safety**

Google Safety helps you prepare for an emergency, and if an emergency occurs, the app can connect you to help and the information you need. This app has features like car crash detection and location sharing with your emergency contacts. You can also get crisis alerts about nearby natural disasters or public emergencies.



## **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.



## **Assistant**

Long press the **Home** button to quickly ask for help, check the news, make a phone call, and more.

## 6 Security & Privacy .....

From the Home screen, touch **Settings** > **Security & privacy** to access the following security settings.

### 6.1 App security

Play Protect regularly checks your apps and device for harmful behavior. You will be notified if any security risks are found.

### 6.2 Device unlock

#### Screen lock

Select one method such as Swipe, Pattern, PIN, or Password to unlock the screen.

#### Face & fingerprint unlock

You can set face unlock and finger print unlock under this menu.

### 6.3 Account security

Add a Google Account before checking up whether it is insured or not.

### 6.4 Device finders

It helps you to find your lost device, wipe lost device data remotely, and perform a host of other security functions. Before activating this function, please add a Google Account.

### 6.5 System & updates

Use this menu to check if any system updates are available for your device.

### 6.6 Privacy

To protect your privacy, you can set an app to be allowed or forbidden access to your location, microphone, etc. Also, whether or not to show passwords, choose the data that you want app to access.

## 7 FOTA Upgrade

Use the FOTA (Firmware Over The Air) upgrade to update your phone's software.

To access updates, from the app list, touch **Settings > System > System Update**. Turn on data connection or Wi-Fi before searching for updates.

With Wi-Fi turned on, the system is able to discover if a new firmware version is available and if so, begin to download it automatically. Once finished, a pop up dialog will give you the option of updating your phone now or later.

If you only have a cellular network connection, you will only receive a notification which will appear in the Status bar.

# 8 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 > System > 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) - U.S. Only**

This device is hearing aid-compatible as determined by ANSI C63.19-2019 and waiver DA-23-914. The lowest conversational gain is 16.15 dB with a hearing-aid, and 20.57 dB without hearing-aid, using telecoil coupling capability.

A handset that demonstrates compliance to ANSI C63.19-2011 shall be rated in accordance with section 20.19(b)(2)(i) M and T ratings. The 2019 ANSI C63.19 standard does not use this rating system nor do any test standards exist for any wireless technologies that transmit above 6 GHz. Therefore, 5G NR mmWave frequency bands cannot be tested. Instead, this standard uses the conversational gains for the device's hearing aid compatible capabilities.



This device has been tested and certified 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 retailer.

## 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/](http://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** > **System** > **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](http://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](http://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



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The Bluetooth<sup>®</sup> 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

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.



# 9 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** 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 their 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 & vibration** > **Do Not Disturb**) is not activated.
- Press the **Volume** key to adjust volume.