TCL IONz

USER MANUAL

Table of contents

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

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

1 Your mobile ....

1.1 Keys and connectors

Headset connector

Front camera

Indicator light

Touch screen

Back

Recent Apps

Home

Micro-USB Connector

Back camera

Flash

Volume key

Power key
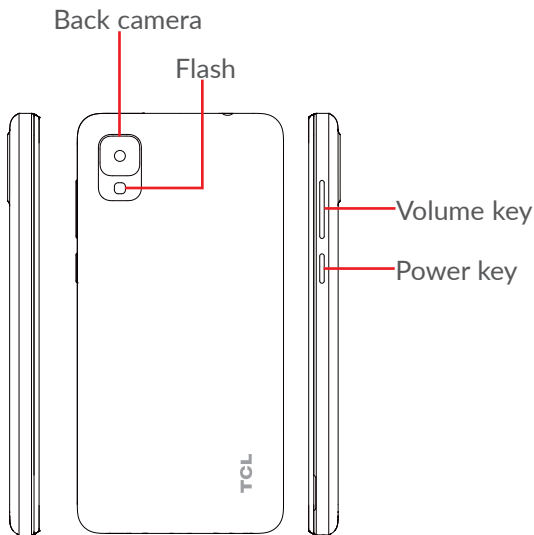
⟨ Back

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

◯ Home

- From any application or screen, tap to return to the Home screen.

- Touch and hold to activate Google Assistant.

Recent Apps

- Tap to open a thumbnail list of apps you've worked with recently. Tap a thumbnail to open an app. Swipe up on the screen to remove a specific thumbnail from the list, or tap to remove all thumbnails from the list.

Power key

- Press: Lock the screen or light up the screen.
- Press and hold: To access Google Assistant.
- Press and hold the **Power** key for more than 11 seconds to reboot.
- Press and hold the **Power** key and **Volume down** key to capture a screenshot.

Volume Keys

- During a call, adjusts the earpiece or headset volume.
- While listening to music, video or streaming, adjusts the media volume.
- Adjusts the ringtone volume.
- Mutes the ringtone of an incoming call.
- While using the camera, press **Volume up** or **down** key to take a photo.

1.2 Getting started

1.2.1 Set up

① With the phone face down, remove back cover by gently pulling up on the indentation on the bottom left of the cover.
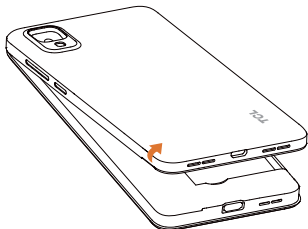
② Insert the SIM card with gold contacts facing down.

③ Insert the microSD™ card with gold contacts facing down.
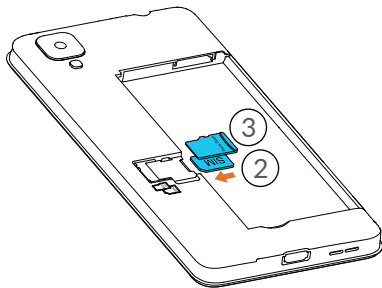
$\left(4\right)$ Ensure that SIM and microSD™ cards have been properly secured.
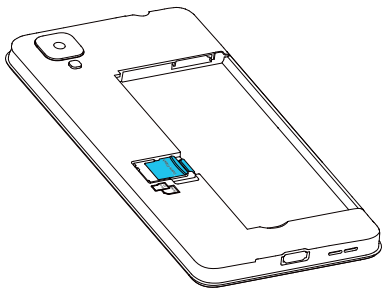
Note: a) MicroSD™ card is sold separately.

b) A USCC SIM card is already installed in your phone. This diagram shows SIM card location if you choose to remove or replace it.

⑤ Your new phone is partially charged. Charge the battery by using the micro USB cable and charger provided.
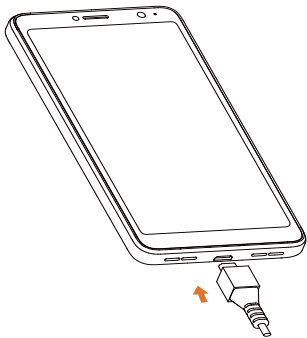
It is advised that you fully charge your battery before first use (100). Connect the charger to your phone and an outlet. Charging status is indicated by the percentage on screen while the phone is powered off. The percentage increases as the phone is charged.

> 🔅 To reduce power consumption and energy waste when the battery is fully charged, disconnect your charger from your phone; switch off Wi-Fi, GPS, Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

1.2.2 Power on your phone

Hold down the Power key until the phone powers on, unlock your phone (screen lock, face unlock, password, etc.) if necessary and confirm. The Home screen is displayed.

If you do not know your PIN/password or pattern, or if you have forgotten it, contact your service provider. Do not leave your PIN/password or pattern, with your phone. Store this information in a safe place when not in use.

Set up 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.

1.2.3 Power off your phone

Press both the **Power/Lock** button and **Volume up** button at the same time, then tap Power off on the screen when it appears.

1.3 Home screen

You can bring all of the items (applications, shortcuts, folders and widgets) you use most frequently to your Home screen for quick access. Tap the **Home** ◯ key

to get instant access to the Home screen.

Status bar

- Status/notification indicators
- Drag down to open the Notification panel.

Tap an icon to open an application, folder, etc.

Favorite Applications tray

- Tap to open the application.
- Touch and hold to move or change applications.
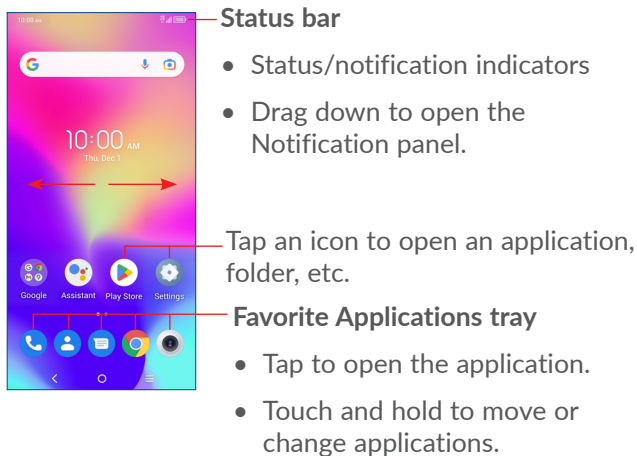
The Home screen is provided in an extended format to allow more space for adding applications, shortcuts, etc. Slide the Home screen horizontally to get a complete view.

1.3.1 Using the touchscreen

Tap

To open an application, tap it with your finger.

Touch and Hold

Touch and hold the item to view options for the item, such as **Move**, **Remove**, and more.

Drag

Place your finger on the screen to drag an object to another location.

Slide/Swipe

Slide or swipe on the screen to scroll through the applications, images, web pages, and more.

Pinch

Place two fingers on the screen surface and together to scale an element on the screen.

Rotate

Automatically change the screen orientation from portrait to landscape by turning the device sideways to have a better view. Auto-rotate can be changed at any time in Settings.

1.3.2 Status bar

From the status bar, you can view both phone status and notification information.

Status icons

E ₁₁ .ıll	GSM only	ı[]ıı	Vibrate mode
4G ₁₁ .ıll	WCDMA only	⏰	Alarm is set
4G LTE ₁₁ .ıll	LTE only	📶	Connected to a Wi-Fi network
.ıll	Signal strength	📞	Speakerphone is on
✕.ıll	No signal	📵	No SIM card inserted
✈	Airplane mode	🔋58	Battery is charging
✱	Bluetooth connected	9	Battery is low
🎧	Headset connected	58	Battery is partially drained
📍	GPS is on	100	Battery is full

Notification icons

M	New Gmail message	☒	Missed call
☰	New text or multimedia message	📶?	Connect to open Wi-Fi network
31	Upcoming event	↑	Uploading data
↓	Downloading data	↻	System update available

Drag down the Status bar to open the Quick Settings panel or Notification panel. Drag up to close the panels.

Notification panel

When there are notifications, drag down the Status bar to open the Notification panel to read the detailed information. Tap on the notification directly to open the notification within the respective app.
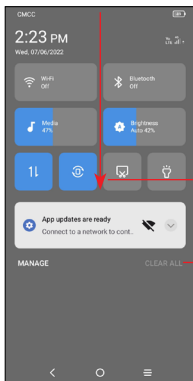
With the Notification panel open, drag down again to see the Quick Settings menu.

Tap to clear all event-based notifications (other ongoing notifications will remain).

17

Quick settings panel

Drag down the Notification panel to open the Quick Settings panel, where you can enable or disable functions or change modes by tapping the icons.
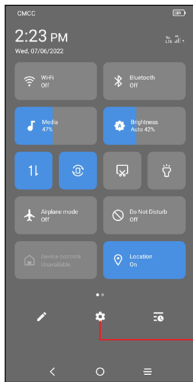
Tap to open the full **Settings** menu.

1.3.3 Search bar

The phone provides a Search function which can be used to locate information within applications, the phone or the web.

❶ Search by text

- Touch the Search bar from the Home screen.
- Type the text/phrase you want to search for.
- Touch the 🔍 icon on the keyboard if you want to search on the web.

❷ Search by voice

- Touch 🎤 from the Search bar to display a dialog screen.
- Speak the word/phrase you want to search for. A list of search results will display for you to select from.

1.3.4 Lock/Unlock your screen

To protect your phone and privacy, you can lock the phone screen by creating a variety of patterns, PINs or passwords etc.

To lock the phone screen

- If your phone remains inactive for a period of time, it will automatically lock the screen and enter sleep mode to save power. Go to **Settings** > **Display** > **Sleep** and select a screen timeout period.

- You can also manually lock the screen by pressing the **Power** key once.

To unlock the phone screen

Press the **Power** key once to light up the screen, swipe up and unlock the screen with the method you have set.

- **Enter a password to unlock the screen**

Once the screen is turned on, swipe up from any position on the screen to display the password input panel. Then enter your lock screen password.

- **Use pattern unlock**

Draw the same pattern you have set to unlock the screen.

• **Use Face unlock**

From the app list, touch **Settings** > **Security & biometrics** > **Face unlock**. Before using the face unlock, you need to set a pattern/PIN/password**.**

Hold your phone 8-20 inches from your face. Position your face in the square shown on the screen. For best results, we suggest that the face key is enrolled indoors and away from direct sunlight.

1.3.5 Personalize your Home screen

Add

You can touch and hold a folder, an application or a widget to activate the Move mode, and drag the item to any Home screen as you prefer.

Reposition

Touch and hold the item to be repositioned to activate the Move mode, drag the item to the desired position and then release. You can move items both on the Home screen and the favorite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

Remove

Touch and hold the item to be removed to activate the Move mode, drag the item up to the top of the **Remove** icon, and release after the item turns red.

Create folders

To improve the organization of items (shortcuts or applications) on the Home screen and the favorite tray, you can add them to a folder by stacking one item on top of another. To rename a folder, open it and touch the folder's title bar to input the new name.

Wallpaper customization

Touch and hold the Home screen then touch **Wallpapers** to customize wallpaper.

1.3.6 Widgets and recently used applications

Consult widgets

Touch and hold the Home screen to enter applications and widgets list.

Slide left and right to view all applications and widgets. Touch **Widgets** to access the category directly.

To return to the Home screen, touch the **Home** button.

Consult recently used applications

To consult recently used applications, touch Recent APPs from the Home screen. Touch a thumbnail in the window to open the related application.
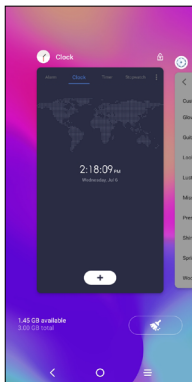
Slide horizontally to view all thumbnails of recently used applications.

Touch one thumbnail and slide it up to remove it.

Touch to activate the system's one key boost which clears memory used by recent applications.

1.3.7 Volume adjustment

Using the Volume key

Press the **Volume** key to adjust the volume. To activate the vibrate mode, press the Volume down or up key and touch ⌄, then touch 🔔. While in vibrate mode, press the Volume down or up key and touch 📳 to activate the silent mode.

Using the Settings Menu

Swipe up on the Home screen, then touch **Settings** ⚙ > **Sound & vibration** to set the volume for media, Alarm, Ring, Notification, etc. to your preference.

2 Text input.............................

2.1 Using the Onscreen Keyboard

Onscreen keyboard settings

Swipe up on the Home screen, select **Settings** ⚙ > **System** > **Languages & input** > **Virtual Keyboard** and a series of settings will become available for your selection.

2.1.1 Gboard

Touch to give access to your location, send a voice message or attach files.

Touch to take a photo/ video or attach a photo/ video.

Touch to switch to "abc/ Abc" mode; Touch and hold to switch to "ABC" mode.
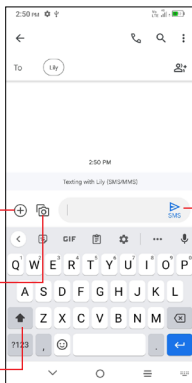
Touch to send the SMS or MMS message.

2.2 Text editing

You can edit the text you have entered.

- Touch and hold or double tap the text you would like to edit.

- The following options will show: **Cut, Copy, Share, select all.**
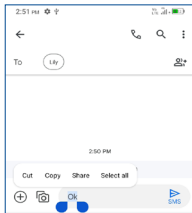
You can also insert new text.

- Touch where you want to type, or touch and hold the blank area, the cursor will blink, and the tab will show. Drag the tab to move the cursor.

- If you have selected any text, touch the tab to show the **Paste** and **Select all** options which allows you to paste immediately.

3 Phone call, Call log and Contacts.................................

3.1 Phone ....

3.1.1 Placing a call

You can easily make a call using **Phone**. Touch **Phone** from the Home screen.

Display the suggested number(s).

Touch and hold to access voicemail.
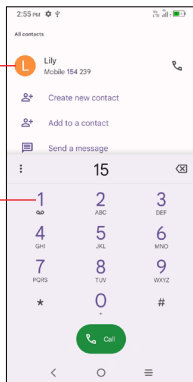
Enter the desired number from the keyboard directly or select a contact from **Contacts** or **Recents**, then touch to place the call.

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 dial an international call, touch and hold 0 to enter "+", then enter the international country prefix followed by the full phone number and finally touch 📞 Call.

Emergency call

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

3.1.2 Answering or rejecting a call

When you receive a call:

- Swipe up 📞 to answer.
- Swipe down 📞 to reject.
- Swipe 🖂 Reply to reject the call by sending a preset message.

To mute the ringtone volume of an incoming call, press the **Volume up/down** key.

3.1.3 Calling your 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 1 on the dial pad.

To set your voicemail number, touch the **Menu** icon from the Phone screen, then touch **Settings** > **Voicemail** > **Advanced Settings** > **Setup** > **Voicemail number**.

3.1.4 During a call

To adjust the volume during a call, press the **Volume up/down** key.
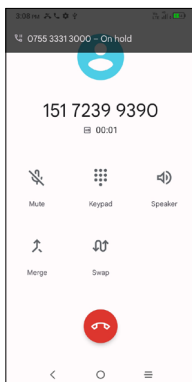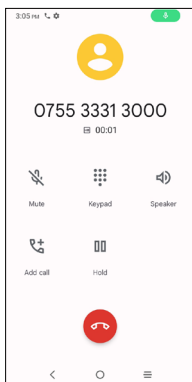
📞 End the current call.

🔇 Touch to mute the current call. Touch this icon again to unmute the call.

⠿ Display the dial pad.

🔊 Touch to activate the speaker during the current call. Touch this icon again to deactivate the speaker.

📞 Make another call.

⏸ Put a call on hold.

↑ Merge calls to start a conference call.

↖ Split a conference call into multiple calls.

↕ Swap the calls.

To avoid accidental operation of the touchscreen during a call, the screen will be locked automatically when you put the cellphone close to your ear; and it will be unlocked when the cellphone is taken away from your ear.

3.1.5 Managing multiple calls

With this phone you can handle multiple calls at the same time.

Swap calls

When you accept two calls, touch the ↕ icon to switch between two lines. The current call will be put on hold and you are able to join the other call.

Conference calls[1]

You can set up a conference call as follows.

• Place a call to the first participant of the conference call.

• Touch ↪ to add another call.

---

[1] Depending on your network operator.

- Enter the phone number of the person you want to add to the conference and touch 📞 Call. You can also add participants from **Call logs** or **Contacts**.
- Touch 🠹 to start the conference.
- Touch 📞 to end the conference call and disconnect all callers.

3.1.6   Call settings

Touch the **Menu** icon ⋮ from the **Phone** screen, then touch **Settings**, the following options are available:

Caller ID & spam

- **See caller and spam ID**

Identify business and spam numbers

- **Verified Calls**

See the caller ID and reason for incoming calls from business

Accessibility

- **Hearing aids**

Enable hearing aid compatibility.

- **vibrate reminder**

Vibrate when outgoing calls connect successfully.

Assisted dialing

Assisted dialing predicts and adds a country code when you call while traveling abroad.

Blocked numbers

Block the numbers you don't want to receive calls or texts from them.

Calls

Touch to forward your calls or access other voice call settings.

Display options

- **Sort by**

To set the contacts display by First name or Last name.

- **Name format**

To set the name format by First name first or Last name first.

- **Choose theme**

Touch to choose theme.

Nearby places

When you search from the phone app, this feature will use your location to find nearby pleces that match your query, even if they are not in your contacts.

Quick responses

Touch to edit quick responses which will be used when you reject a call with messages.

Sounds and vibrate

Adjust volume or select ringtone for your call, notification, alarm, etc.

Voicemail

Touch to access voicemail service and number settings.

• **Service**

Opens a dialog box where you can select your provider's voicemail service or another service.

• **Setup**

If you are using your provider's voicemail service, this opens a dialog box where you can enter the phone number to use for listening to and managing your voicemail.

• **Notifications**

Touch to select the notification sound.

3.1.7 Call log

You can access your call log by touching ⏱ from the **Phone** screen to view missed calls, outgoing calls and incoming calls.

Touch one call to view information or further operations. You can launch a new call, send a message to the contact or number, or view detailed information of the call.

To delete the call history of a selected contact or number, touch and hold the contact and choose **Delete**.

3.2 Contacts..

Contacts enables quick and easy access to the people you want to reach. You can view and create contacts on your phone.

3.2.1 Consult your Contacts

Touch **Contacts** from the Home screen.

Touch to open menu options.

Touch to view the contact's detailed information.
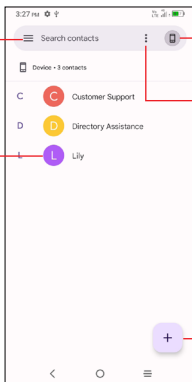
Touch to select accounts.

Touch to select **Contacts**

Touch to add a new contact.

3.2.2   Adding a contact

Touch $+$ to create a new contact.

You are required to enter the contact's name and other contact information. By scrolling up and down on the screen, you can move from one field to another easily.

Touch to save

Touch to select a picture for the contact.

Touch to expand the label
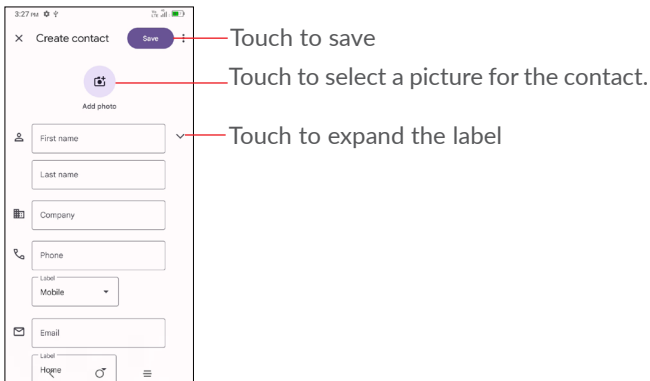
Add to/remove from Favorites [1]

To add a contact to favorites, you can touch a contact to view details then touch ☆ to add the contact to favorites (the star will turn black in color).

To remove a contact from favorites, touch ★ on the contact details screen.

---

[1]   Only phone and account contacts can be added to Favorites.

3.2.3 Editing your contacts

To edit contact information, touch ✎ Edit contact . When finished, touch **SAVE**.

Change a contact's default phone number

The default phone number (the number which has priority when making a call or sending a message) will always be displayed under the contact name.

To change the default phone number, touch and hold the number you want to set as the default number from the contact's details screen, then select **Set default**.

This choice is only available when the contact has more than one number.

Set ringtone for a contact [1]

On the contact's detail screen, touch ⋮ to set ringtone.

Delete a contact

To delete a contact, touch and hold the contacts and then touch 🗑 to delete select 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.

---

[1] You can only set a ringtone for established contacts.

3.2.4 Communicating with your contacts

From the contact list, you can communicate with your contacts by making a call or exchanging messages.

Touch a contact to open Quick Contact for Android, then you can touch the number to make a phone call or 📧 to send a message.
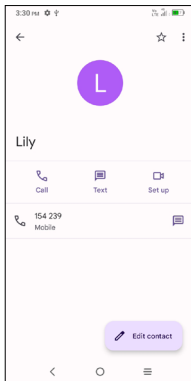
The icons available on the Quick Contact panel depend on the information you have for the contact and the applications and accounts on your phone.

3.2.5 Contacts importing, exporting, and sharing

From the Contacts screen, touch ▤ to open the options menu, touch **Settings** > **Import/Export**, then select to import/export contacts from/to your SIM card, phone, micro SD card, etc.

Share a single contact or multiple contacts with others by sending the contact's vCard to them via Bluetooth, Gmail, etc.

Touch and hold the contact (s) you want to share, touch ⟨.

4 Messages ....

You can create, edit, and receive SMS and MMS with this phone.

To access this feature, touch **Messages** from the Home screen.

4.1 Write message

On the message list screen, touch the new message icon to write text/multimedia messages.
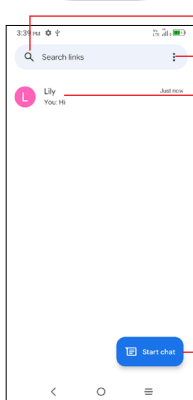
Touch to search in all messages.

Touch for more options.

- Touch to view the whole message thread.

- Touch & hold to activate delete mode.

Touch to create a new message

Sending a text message

Enter the mobile phone number of the recipient in the **To** bar or select a contact, then touch the **Text message** bar to type the text of the message. When finished, touch ▷ to send the text message.

> An SMS of more than 160 characters will be split and sent as multiple SMS. A counter will be displayed on the right of the text box to remind you of how many characters can be entered in one message. Specific letters (accent) 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, photos, animations, slides and sounds to other compatible mobiles and e-mail addresses.

An SMS will be converted to MMS automatically when media files (image, video, audio, slides, etc.) are attached or subject or email addresses are added.

- To send a multimedia message, enter the recipient's phone number in the **To** bar.
- Write the text of the message in the **Text message** bar.
- Touch ⊕ to give access to your location, send a voice message or attach files.

- Touch 📷 to take a photo/video or attach a photo/video you have taken.

- When finished, touch ▷ to send the multimedia
  MMS
  message.

4.2 Manage messages

When receiving a message, an icon 🗐 will appear on the status bar as 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.

Messages are displayed in conversational order.

To reply to a message, touch the current message to enter message composing screen, enter the text, then touch ▷.
      SMS

Long press an SMS in message details screen. The following message options are available for selection:

📋 This option displays when the message is an SMS. Copy the current message content. You can paste it to the enter bar of the new message you are going to compose.

🗑 Delete the current message.

⋮ To view message details or send message.

4.3 Adjust message settings

You can adjust a set of message settings. From the Messaging application screen, touch ⋮ and then **Settings**.

- **Notifications**

Mark the checkbox to display message notifications in the status bar.

- **Hear outgoing message sounds**

Touch to enable this function.

- **Your current country**

Touch to set the country.

- **Automatic previews**

Touch to select the settings of previews in messages.

- **Spam protection**

Touch to enable spam protection.

- **Advanced**

Touch to enable/disable more settings, such as **Auto-download MMS, Use simple characters,** etc.

- **About, terms & privacy**

Touch to view the **Version info, Privacy Policy** and **Terms of Service**

5 Camera ....

Your mobile phone is equipped with a camera and a camcorder for taking photos and shooting videos.

Before using the camera or camcorder, please be sure to remove the protective lens cover before use to avoid it affecting your picture quality.

To access this function, touch **Camera** 📷 from the Home screen.

Touch the screen to focus

View the photos or videos you have taken

Switch between front/back camera

Take a photo
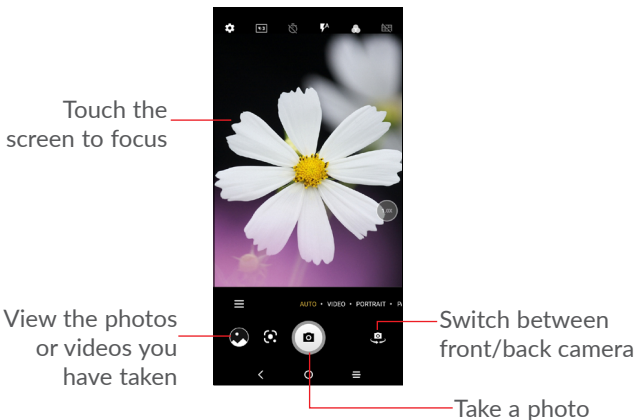
To take a picture

The screen acts as the viewfinder. First position the object or landscape in the viewfinder, touch 🔘 to take the picture which will be automatically saved, touch and hold to take burst shots.

To take a video

Touch **VIDEO** to change the camera mode to video, then touch 🔴 to start video recording. You can also touch the left part of the icon ⓐ🔴⏸ to take a picture during video recording.

Touch ⏸ to pause video recording and touch 🔴 to continue. Touch ⏹ to stop recording. The video will be automatically saved.

Further operations when viewing a picture/video you have taken

• Slide left or right to view the photos or videos you have taken.

• Touch 🔗, then select **Gmail/Bluetooth/MMS/**etc. to share the photo or video.

• Touch **Back** button to return to Camera.

Modes in framing mode

- **MORE**

Touch to access more modes. These modes can be moved to the main screen by touching .

- **AUTO**

Auto is the default mode for Camera.

- **VIDEO**

Touch to access video mode.

- **PORTRAIT**

Touch to create a depth of field effect. You can compose an image that highlights your subject while producing a gorgeously blurred background.

- **PANO**

Touch to turn on the panorama function. Touch the shutter button to start taking a panoramic photo and move the phone steadily along in the direction indicated by the onscreen line. Once the slots are filled, the photo will be automatically saved. If the slots are not fully filled, touch the shutter button again to save the photo.

- **LIGHT TRACE**

Capture creative movements of light using a long exposure photograph.

Settings

Touch ⚙ to adjust several settings in framing mode.

- **Photo size**

Touch to select photo size.

- **Face Beauty**

Touch to turn on/off. When activated, touch 📷 to adjust skin smoothing and enhance coloring effects in portraits.

- **Video quality**

Touch to select video progressive scan output and definition.

- **Volume button function**

Touch to set volume button function in camera mode.

- **Storage**

Show the storage location for the photo.

- **Save location information**

Touch to turn on/off save location information when taking a picture.

- **Shutter sound**

Switch the toggle to enable/disable shutter sound when taking a photo.

- **Mirror camera**

Touch to turn on/off. It allows you to save selfies as previewed, save selfies as they appear in the preview without flipping them.

- **Reset settings**

Touch to reset settings to default.

6 Gmail..................................

As Google's web-based email service, Gmail is configured when you first set up your phone. Gmail on your phone can be automatically synchronized with your Gmail account on the web. Unlike other types of email accounts, each message and its replies in Gmail are grouped in your inbox as a single conversation; all emails are organized by labels instead of folders.

To access Gmail

Swipe up on the Home screen, then touch **Gmail**.

To create and send emails

- Touch ✐ from the Inbox screen.
- Enter recipient(s)'s email address in the **To** field, and if necessary, touch ⌄ and then add a copy or a blind copy to the message in the **Cc** or **Bcc** field.
- Enter the subject and the content of the message.
- Touch ⊜ to add an attachment.
- Finally, touch ▷ to send.
- If you do not want to send the mail out right away, you can touch ⦂ and **Save draft** or touch **Back** button to save a copy. To view the draft, touch ≡ display all labels, then select **Drafts**.

- If you do not want to send or save the mail, you can touch 🗑 to discard.

To add a signature to emails, touch the ≡ icon from the inbox screen and then touch **Settings**, choose an account, then touch **Mobile Signature**.

To receive and read your emails

When a new email arrives, you will be notified by a ringtone or vibration, and M will appear on Status bar.

Touch and drag down the Status bar to display the Notification panel, touch the new email to view it. Or you can also access the Gmail Inbox label and touch All mail to read it.

You can search for an email by sender, subject, label, etc.

- Touch the Search mail bar from the Inbox screen.
- Touch 🎤 to say something or enter the keyword you want to search for in the searching box and touch ☌.

To reply or forward emails

- **Reply**

When viewing an email, touch ↰ to reply to the sender of this mail.

• **Reply all**

Touch ⋮ and select "**Reply all**" to send message to all people in a mail loop.

• **Forward**

Touch ⋮ and select "**Forward**" to forward the received mail to other people.

• **Add star**

Touch ☆ to add star.

• **Print**

Touch ⋮ and select "**Print**" to save the email as PDF and print it.

Managing Emails with Labels

To conveniently manage conversations and messages, you can organize them using a Label.

To view conversations by labels when viewing your inbox or another conversation list, touch ≡ to view a list of conversations with that label.

Touch and hold an email to activate batch mode, and produce the following options:

Touch to archive the email message.

Touch to delete the email message.

$\boxdot$ / $\boxdot$ Touch to mark an email message as read or unread.

Touch $\vdots$ to show additional options:

- **Move to**

Touch to move the email to other labels.

- **Change labels**

Touch to change the label of the email message or conversation.

- **Mark important**

To Mark the email as important or not important.

- **Mute**

Touch to mute the email.

- **Snooze**

Touch to set the notification of the email.

- **Report spam**

To report the email message/conversation as spam.

Gmail settings

To manage Gmail settings, touch $\equiv$ from the inbox screen and then touch **Settings**.

General settings

- **Default notification action**

Touch to set the default notification action when touched as Archive or Delete.

- **Conversation view**

Mark the checkbox to enable group emails in the same conversation together for IMAP, POP3, and Exchange accounts.

- **Swipe actions**

Touch to select the swipe actions to archive in conversation list.

- **Default reply action**

Touch to choose the default reply action.

- **Open web links in Gmail**

Touch to enable the function for faster browsing of the link in the email through Gmail. Otherwise you can only open the link through Chrome.

- **Auto-fit messages**

Touch to mark the checkbox to shrink messages to fit the screen and allow zooming.

- **Auto-advance**

Touch to select which screen to show after you delete or archive a conversation.

- **Confirm before deleting**

Mark the checkbox and you will need to confirm before deleting emails.

- **Confirm before archiving**

Mark the checkbox and you will need to confirm before archiving emails.

- **Confirm before sending**

Mark the checkbox and you will need to confirm before sending emails.

Touch an account and the following settings will display:

- **Inbox type**

To set messages in this inbox as the Default Inbox, Important first, Unread first, Starred first or Priority Inbox.

- **Inbox categories**

Touch to category the emails to **Primary, Social, Promotions, Update** or **Forums.**

- **Notifications**

Select to activate notification when a new email arrives.

- **Inbox notifications**

Touch to set Play sound, Vibrate and Notify once when each new message arrives.

- **Mobile Signature**

To add a signature text to the end of each mail you send.

- **Vacation responder**

Touch to set the notification when on vacation.

- **Sync Gmail**

Mark the checkbox to turn on/off Gmail sync.

- **Days of mail to sync**

Touch to set the duration of days for mail sync.

- **Manage labels**

Touch to open the Label screen, where you can manage synchronization and notifications.

- **Download attachments**

Mark the checkbox to auto download attachments for recent messages via Wi-Fi.

- **Images**

Touch to set always show image or ask before showing.

7 Calendar & Alarm clock........

7.1 Calendar...

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

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

7.1.1 Multimode view

You can display the Calendar in daily, weekly, monthly, or agenda view.

To change your Calendar view, touch ☰ to open a drop-down menu of **Day, 3 days, Week** and **Month** for your options. Touch 📅 to return to Today's view.

In **Schedule, Day** or **Week** view, touch an event to view its details. Touch a day in **Month** view to open that day's events.

7.1.2 To create new events

You can add new events from any Calendar view.

- Touch + to access new event edit screen.
- Fill in all required information for this new event. If it is a whole-day event, you can turn on **All day**.

• When finished, touch **Save** from the top of the screen.

To quickly create an event from **Day, Week** view screen, touch an empty spot or an event to open the event details screen of the time you have previously selected.

7.1.3 Event reminder

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

Touch and drag down the Status bar to open the notification panel, touch an event name to view the Calendar notification list. Touch the **Back** button to keep the reminders pending in the Status bar and the notification panel.

7.2 Clock..

Your mobile phone has a built-in clock.

To view the current time, swipe up the Home screen, then touch **Clock**, or tap time on the Home screen to access it.

7.2.1 Alarm

From the Clock screen, touch **Alarm** to enter.

- Turn on ⬤ to enable the alarm.
- Touch ⊕ to add a new alarm, touch ✓ to save.
- Touch a currently existing alarm to enter the alarm editing screen.
- Touch **DELETE** to delete the selected alarm.

7.2.2 Clock

To view the date and time, touch **Clock**.

- Touch ⊕ to add a city from the list.

7.2.3 Timer

From the Clock screen, touch **Timer** to enter.
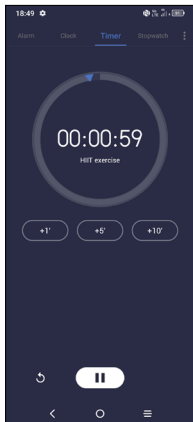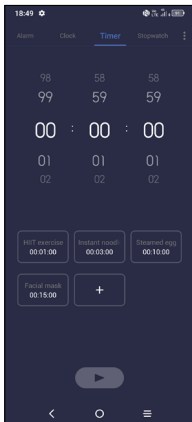
- Set the time.
- Touch ▶ to start the countdown.
- Touch ⏸ to pause.
- Touch ↺ to reset.

7.2.4   Stopwatch

From the Clock screen, touch **Stopwatch** to enter.
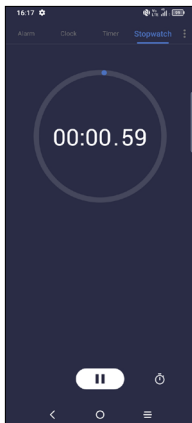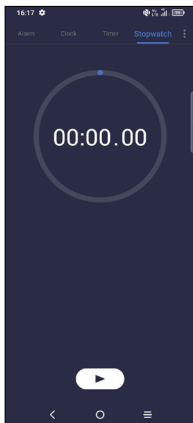
- Touch (▶) to start the Stopwatch.
- Touch 🕛 to show a list of records according to the updated time.
- Touch (❚❚) to pause.
- Touch ↺ to reset.
- Touch ⬋ to share.

7.2.5   Adjust Clock settings

Touch ⋮ to access Clock and Alarm settings.

8 Getting connected..................

To connect to the internet with this phone, you can use 4G network or Wi-Fi, whichever is more convenient.

8.1 Connecting to the Internet

8.1.1 4G

The first time you turn on your phone with network signal, it will automatically configure your network service: 4G.

To activate/deactivate Data roaming

When roaming, you can decide to connect/disconnect to a data service.

• Swipe up on the Home screen.

• Touch **Settings** 🔵 > **Mobile network**.

• When Data roaming is disabled, you can still perform data exchange with a Wi-Fi connection (refer to **"8.1.2 Wi-Fi"**).

8.1.2 Wi-Fi

Using Wi-Fi, you can connect to the Internet when your phone is within the range of a wireless network. Wi-Fi can be used on your phone even without a SIM card inserted.

To turn Wi-Fi on and connect to a wireless network

- Swipe up on the Home screen, then touch **Settings** > **Wi-Fi**.
- Touch the switch to turn Wi-Fi on or off [(1)].
- Once Wi-Fi is turned on, detected Wi-Fi networks are listed.
- Touch a Wi-Fi network to connect. If the network you selected is secured, you are required to enter a password or other credentials (you may contact the network carrier for details). When finished, touch **CONNECT**.

To activate notification when a new network is detected

When Wi-Fi is on and the network notification is activated, the Wi-Fi icon will appear on the status bar whenever the phone detects an available wireless network within range. The following steps activate the notification function when Wi-Fi is on:

- Swipe up on the Home screen and touch **Settings** > **Wi-Fi** > **Wi-Fi preference**.
- Mark/Unmark the **Open network notification** checkbox to activate/deactivate this function.

[(1)] Wi-Fi is turned on by default when you power on the phone for the first time.

To add a Wi-Fi network

When Wi-Fi is on, you may add new Wi-Fi networks according to your preference.

- Swipe up on the Home screen and touch **Settings** > **Wi-Fi** > **Add network**.
- Enter the name of the network and any required network information.
- Touch **CONNECT**.

When successfully connected, your phone will be connected automatically the next time you are within the range of this network.

To forget a Wi-Fi network

The following steps prevent automatic connections to networks which you no longer wish to use.

- Turn on Wi-Fi, if it's not already on.
- On the Wi-Fi screen, touch the name of the saved network.
- Touch **Forget** in the dialog that opens.

8.2   Connecting to Bluetooth devices [1]

Bluetooth is a short-range wireless communication technology that you can use to exchange data or connect to other Bluetooth devices for various uses.

- To access this function, swipe up on the Home screen, then touch **Settings** > **Bluetooth** > **Pair New device,** your advice and other available ones will show on the screen.

To turn on Bluetooth

- Swipe up on the Home screen, then touch **Settings** > **Bluetooth.**
- Touch to activate/deactivate this function.

To make your phone more recognizable, you can change your phone name which is visible to others.

- Swipe up on the Home screen.
- Touch **Settings** > **Bluetooth**.
- Touch to activate this function.
- Touch **Device name** and **Rename this device**.
- Enter a name, and touch **RENAME** to confirm.

---

[1]   You are recommended to use TCL Bluetooth headsets, which have been tested and proved compatible with this phone. You can go to tcl.com/us for more information about TCL Bluetooth headsets.

To show received files

- Swipe up on the Home screen.
- Touch **Settings** ⚙ > **Bluetooth**.
- Touch **Received files** to view your transfer history.

To pair/connect your phone with a Bluetooth device

To exchange data with another device, you need to turn Bluetooth on and pair your phone with the Bluetooth device with which you want to exchange data.

- Swipe up on the Home screen.
- Touch **Settings** ⚙ > **Bluetooth** > **+ Pair new device**.
- Touch a Bluetooth device you want to be paired with on the list.
- If the pairing is successful, your phone will connect to the device.

To disconnect/unpair from a Bluetooth device

- Touch ✕ to **DISCONNECT** the device name
- Touch 🗑 and **FORGET** to confirm.

8.3 Connecting to a computer [(1)]

With the USB cable, you can transfer media files and other files between your microSD card/internal storage and the computer.

To connect/disconnect your phone to the computer:

To connect:

- Use the USB cable to connect the phone to a USB port on your computer. You will receive a notification that the USB is connected.
- Touch the notice to change connect mode, such as **Charge this device, Transfer files etc.**
- To disconnect your phone from the computer, unplug the USB cable from your computer's USB port.

Before using MTP, make sure that the driver (Windows Media Player 11 or higher version) has been installed.

To locate the data you have transferred or downloaded to internal storage, touch **Files**. All data you have downloaded is stored in **Files**, where you can view media files (videos, photos, music and others), rename files, install applications into your phone, etc.

[(1)] You can change your default connection mode via **Settings > Connections > USB connection**. Some operations which are available under mass storage are not usable under MTP and PTP.

8.4 Sharing your phone's mobile data connection

You can share your phone's mobile data connection with a single computer via USB cable (USB tethering) or with up to eight devices at once by turning your phone into a portable Wi-Fi hotspot.

The functions below may incur additional network charges from your network carrier. Extra fees may also be charged in roaming areas.

To share your phone's data connection via USB

Use a USB cable to connect the phone to a USB port on your computer.

- Touch **Settings** ⚙ > **Connections** > **Hotspot & tethering.**
- Touch the switch next to **USB tethering** to activate/ deactivate this function.

To share your phone's data connection as a portable Wi-Fi hotspot

- Touch **Settings** ⚙ > **Connections** > **Hotspot & tethering.**
- Touch **Mobile hotspot** to activate/deactivate this function.

To rename or secure your portable hotspot

When a Portable Wi-Fi hotspot is activated, you can change the name of your phone's Wi-Fi network (SSID) and secure its Wi-Fi network.

- Touch **Settings** > **Connections** > **Hotspot & tethering.**
- Touch **Mobile hotspot** to change the network SSID or set your network security.
- Touch **OK**.

8.5 Connecting to virtual private networks

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

To add a VPN

- Swipe up on the Home screen.
- Touch **Settings** > **Connections** > **VPN** and then touch ➕.

- In the screen that opens, follow the instructions from your network administrator to configure each component of the VPN settings.
- Touch **SAVE**.

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

To connect/disconnect to a VPN

To connect to a VPN:

- Swipe up on the Home screen.
- Touch **Settings** 🔵 > **Connections** > **VPN**.
- VPNs you have added are listed; touch the VPN you want to connect with.
- In the dialog that opens, enter any requested credentials and touch **CONNECT**.

To disconnect:

- Touch a connected VPN, then select **DISCONNECT**.

To edit/delete a VPN

To edit a VPN:

- Swipe up on the Home screen.
- Touch **Settings** 🔵 > **Connections** > **VPN**.
- VPNs you have added are listed; touch 🔧 next to the VPN you want to edit.
- After finished, touch **SAVE**.

To delete:

- Touch ⚙ next to the VPN
- Touch **FORGET** to delete

9 Google applications [(1)]..........

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 all of the functions.

9.1 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 the 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.

[(1)] Availability depends on phone variants.

9.2   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 touch the Chrome icon 🌐 in the Favorites tray.

9.3   Maps

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

9.4   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.

9.5 Photos

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

9.6 YT Music

A music streaming service and online music locker operated by Google.

You can upload and listen to a large number of songs for free. In addition to offering music streaming for Internet-connected devices, the YT Music app allows music to be stored and listened to offline. Songs purchased through the YT Music app are automatically added to the user's account.

9.7 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 synchronised with your Gmail account.

9.8 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.

10 Settings.......................

To access this function, swipe up on the Home screen and then tap **Settings** .

You can also swipe down from the notification panel and tap .

10.1 Wi-Fi

Using Wi-Fi, you can now surf the Internet without using your SIM card whenever you are in the range of a wireless network. The only thing you have to do is to enter the Wi-Fi screen and configure an access point to connect your phone to the wireless network.

For detailed instructions on using Wi-Fi, please refer to section **"8.1.2 Wi-Fi"**.

10.2 Bluetooth

For detailed instructions on using Bluetooth, please refer to section **"8.2 Connecting to Bluetooth devices"**.

10.3 Mobile network

- **Data roaming**

  If you don't need to transmit data on other provider's mobile networks, unmark the checkbox to avoid incurring significant roaming charges.

- **Access Point Names**

  You can select your preferred network with this menu.

10.4 Connections

10.4.1 Airplane mode

Use **Airplane mode** to simultaneously disable all wireless connections including Wi-Fi, Bluetooth and more.

You can also open Airplane mode by tapping **Airplane mode** on the Quick setting bar or in phone options when long pressing Power key.

10.4.2 Hotspot & tethering

This function allows you to share your phone's cellular data connection via USB or as a portable Wi-Fi access point (refer to **"8.4 Sharing your phone's mobile data connection"**).

10.4.3 Data usage

Tap to view settings related to your data usage. Mark the checkbox to set cellular data limit. Your cellular data connection will be disabled when the specified limit is reached. You can also choose a data usage cycle to view the statistics and related applications of used data by your phone.

> Data usage is measured by your phone, and your provider may count differently. Please consider using a conservative limit.

10.4.4 VPN

Virtual private networks (VPNs) allow you to connect to the resources inside a secured local network from outside that network. VPNs are commonly deployed by corporations, schools, and other institutions so that their users can access local network resources when not inside that network, or when connected to a wireless network. (refer to **"8.5 Connecting to virtual private networks"**).

10.4.5 Private DNS

Tap to select the Private DNS Mode of the device.

10.4.6 USB connection

With a USB cable, you can charge your device, transfer files or photos (PTP) between your phone and a computer.

To connect your phone to the computer

- Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification that the USB is connected.

- Open the Notification panel and choose the way which you want to transfer files or tap **Settings > Connections > USB connection** to select. By default, **Charge this device** is selected.

10.4.7 Printing

Tap **Printing** to activate **Print services.** You can select your **Default print service**.

10.4.8 Chromebook

Link your phone to chromebook so that you can text from your computer, share your phone's Internet connection and simplify unlocking.

10.4.9 Nearby Share

The device location setting needs to be on for Bluetooth and Wi-Fi to detect nearby devices.

10.4.10   Android Auto

Use apps on your car screen.

10.5 Display

In this menu, you can adjust your dark mode, status bar, font size, etc.

To rotate screen contents when device is rotated, tap **Auto-rotate screen**.

10.6 Sound & vibration

Tap to adjust call and notification ringtones, music, and other audio settings.

10.7 Notifications

Tap to manage apps notification. You can set permission of apps notification, the authority to show the notifications on the lock screen, etc.

10.8 Buttons & Gestures

To set some buttons and gestures for convenient use, such as button layout, flip to mute, 3-finger screenshot, 3-finger regional screenshot, lift to wake, etc.

10.9 Advanced features

With this menu, you can set Smart App Recommend, Screen Recorder, etc.

10.10 Smart Manager

Smart Manager ensures your phone is operating in top form by automatically scanning and optimizing data usage to preserve battery levels, manage storage and protect against security threats.

Restricting auto-start apps can make the system run faster and extend battery life.

You can also update some options manually for further optimization.

10.11 Security & biometrics

• **Screen lock**

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

• **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.

- **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.

- **Others**

  You can also set **Device admin apps, Encryption & credentials, Trust agents, Screen pinning,** etc. under this menu.

10.12 Location

Tap to set whether to allow an app to access your device's location.

10.13 Privacy

To protect your privacy, you can set an app to be allowed or forbidden access to your location, SMS, phone, etc. Also, whether or not to show passwords, choose the activities and info that you want Google to save.

10.14 Safety & emergency

Access **Settings > Safety & emergency > OPEN EMERGENCY INFORMATION** to set medical information and emergency contacts.

Adding medical information and emergency contacts can help first responders in an emergency.

Anyone can read this information from your lock screen and dial your contacts by tapping their names, without unlocking your phone.

You can also set **Emergency SOS, Emergency Location Service or Emergency alerts** in this interface.

10.15 Apps

Tap to view details about the applications installed on your phone, to manage their data usage or force them to stop.

In the **Permission manager** menu of an application, you can grant permissions for the app, such as allowing the app to access your **microphone, contacts, calendar,** etc.

10.16 Storage

Enter to check the usage of storage space and free up more when necessary.

10.17 Accounts

Tap to add, remove, and manage your email and other supported accounts. You can also use these settings to control how and whether all applications send, receive, and synchronize data on their own schedules, and whether all applications can synchronize user data automatically.

Tap **Add account** to add an account for the selected app.

10.18 Digital Wellbeing & parental controls

In this menu you can find how much time you have spent on the phone and even on each app. You can customize the time limit for using the phone to ensure a healthy and balanced life.

In addition, parents are able to restrict their children's usage time to manage their browsing habits.

10.19 Google

Tap to configure your Google Account and services settings.

10.20 Accessibility

Use the Accessibility settings to configure any accessibility plug-ins you have installed on your phone.

10.21 System

- **About phone**

  View basic information for your phone such as model name, CPU, camera, Storage, etc.

  You can also check legal information, build number, status and other specs.

- **System Update**

  Tap to check for System updates.

- **Update APPS**

  Check for apps update and keeps your apps up to date.

- **Languages & input**

  Tap to configure language settings, virtual keyboard, physical keyboard, etc.

- **Date & time**

  Use Date & time settings to customize your preferences for how date and time are displayed.

- **Backup**

  Turn on to back up your phone's settings and other application data to Google servers. If you replace your phone, the settings and data you've backed up will be restored onto the new phone when you sign in with your Google Account.

- **Reset**

  Tap to reset all network settings and app preferences, you won't lose your data with these settings.

  If **Factory data reset** is selected, all data in your phone's internal storage will be erased, please back up your data before reset.

- **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.

- **Regulatory & safety**

  Tap to view product information such as **Product model, Manufacturer name, IMEI, CU reference, Bluetooth Declaration ID**, etc.

11 Making the most of your phone ....

11.1 FOTA Upgrade

Using the FOTA Upgrade tool you can update your phone's software.

To access **System update,** please Swipe up on the Home screen, then go to **Settings** ⚙ > **System** > **System Update**. Touch **CHECK FOR UPDATES**, and the phone will search for the latest software. The latest software will automatically download when the device is connected to a wireless network. After it is complete, please touch **Install now** to complete the upgrade. Now your phone will have the latest software version.

You should turn on data connection or connect through Wi-Fi before searching for updates.

12 Troubleshooting

Before contacting the service centre, here are some instructions to help you troubleshoot your device:

- For optimal operation, fully charge the battery.
- To improve the phone's performance, remove unnecessary files or apps on your phone.
- Update your phone's software via Settings > System > System Update.
- Reset your phone via Settings > System > Reset > Erase all date.

Another method is to hold down the Power key and the Volume up key at the same time when your phone is powered off. Release the power button and then the volume button after the vibration, then select Wipe data / factory reset >Factory data reset to reset. All your phone data will be lost permanently. It is strongly advised to fully back up your phone data before resetting.

and carry out the following checks:

My phone can't be switched on or is frozen

- When the phone can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed. Then switch it on again.

- When the phone falls into a loop during power on animation and the user interface can't be accessed, press and hold the Power key to reset. This eliminates any abnormal OS booting issues caused by third party applications.

- If neither method is effective, reset the phone by pressing the Power key and the Volume up key at the same time. Release the power key when the device vibrates, then select Wipe data / factory reset > Factory data reset to reset.

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.

- If it still doesn't work, reset the phone.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure that the Power key is not accidentally pressed while the screen is unlocked.

- Check the battery charge level.

- If the issue occurs while using a certain third-party app, make sure the app is compatible with your device and Android version. Try uninstalling the third-party app.

- If it still doesn't work, reset the phone or update software.

My phone can't charge properly

- Make sure that you are using the TCL charger that comes with the phone.
- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 20 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions 0°C (32°F) to 45°C (113°F).
- When abroad, check that the voltage input is compatible.

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 with your operator.
- Check with your operator that your SIM card is valid.
- Try connecting at a later time if the network is overloaded.
- Try to turn on "Airplane mode" for a few seconds, then turn airplane mode off.

My phone can't connect to the internet

- Make sure that the internet access service of your SIM card is available.
- Check your phone's internet connection settings.
- Make sure that you are in a place with network coverage.
- Try connecting at a later time or another location.
- Try to turn on "Airplane mode" for a few seconds, then turn airplane mode off.

Invalid SIM card

- Make sure that the SIM card has been correctly inserted.
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card is available.

My phone can't make outgoing calls

- Make sure that you have dialled a valid number and have touched   .
- 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 with your operator (credit, SIM card valid, etc.).
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in aeroplane 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 with your operator (credit, SIM card valid, etc.).
- 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 aeroplane mode.

The caller's name/number doesn't appear when a call is received

- Check that you have subscribed to this service with your operator.
- 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.

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 and speaker on your phone are clean.

I can't use the features described in the manual

- Check with your operator to make sure that your subscription includes this service.
- Make sure that this feature doesn't require a TCL accessory.

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

- Make sure that you have correctly recorded the number in your contacts.
- 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 contacts are not full; delete some contacts or save the contacts to the phone.

My callers can't leave messages on my voicemail

- Contact your network operator to check service availability.

I can't access my voicemail

- Make sure that your operator'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 your network operator to check service availability and MMS parameters.
- Verify the server centre number or your MMS profile with your operator.
- The server centre may be swamped. Try again later.

SIM card PIN locked

- Contact your network operator to obtain the PUK (Personal Unblocking Key) code.

I can't connect my phone to my computer

- Check to make sure the USB port is not broken. If it's not working, try another USB port on your computer.
- Make sure USB drivers are properly installed.
- If you are using a Windows computer, make sure it supports MTP mode. If you are using a Mac, make sure to install Android File Transfer from www.android.com/filetransfer/.

I can't download new files

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

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 phones are within Bluetooth's detection range.

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 120 minutes).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Turn off 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 a factory data reset is performed, I can't use my phone without entering Google account credentials

- After a 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.

- If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as a warranty case.

I forgot some passwords/codes/keys on my phone

- Perform a factory data reset.

- If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as a warranty case.

No action after touching the touch screen

- Check whether there is any damage to the screen. If yes, please back up your data and take your device and proof of purchase to our repair centre to get more professional technical assistance.

- If the issue occurs while using a third-party app, make sure the app is compatible with your device and Android version. Try uninstalling the third-party app.

- Check if the issue occurs during charging. If yes, we recommend trying the official charger and data cable.

   (Note: The voltage instability of non-standard chargers and data cables may cause the touchscreen to become unresponsive).

- Make sure the temperature where the device is being used is neither too hot nor too cold. The standard working temperature of the capacitive touchscreen is -10°C~60°C. Excessively high or low temperatures will cause the touchscreen to become unresponsive.

- If there is a screen protector on the screen, see if the touchscreen works after removing it. Make sure there are no stains such as water or sweat on the touchscreen. If there are, wipe the screen and try again.

- If it still doesn't work, reset the phone or update software

Cannot turn on camera flash mode

- Charge your device until the battery level is at least 30%. Camera flash cannot be used when the battery is running low.
- Clear the cache of the 'Camera' app.
- To clear an app's cache: go to the main menu -> select "Settings" -> "Apps" -> select "View all apps" -> select "Camera" -> select "Storage" -> select "CLEAR DATA" and "CLEAR CACHE".
- Drag down the quick settings bar in any interface, touch the flashlight icon to check whether the flash on your device works.
- Check whether the camera is set to the special shooting mode. In order to achieve a certain effect, the program will prohibit the use of the flash. Please revert to normal camera shooting mode.

13 Specifications

Processor: MTK 6761V_CA

Platform: Android 12

Memory: 32GB ROM + 3GB RAM

Dimensions (LxWxT): 146.2 x 71.7 x 10.05 mm

Weight: 170 g

Display: 5.5

Network:

2G-GSM:850/900/1800/1900

3G-WCDMA:B2/B4/B5,

4G-FDD LTE:B2/B4/B5/B12/B13/B25/B26/B66/B71,

4G-TDD LTE:B41(HPUE)

GPS: GPS

Connectivity:

• Bluetooth BT5.0

• Wi-Fi 802.11 b/g/n

• 3.5mm audio jack

• Micro USB Cable

Camera:

• Front camera: 2M FF

• Rear camera: 5M FF

Audio supported formats:

AAC LC, HE-AACv1(AAC+), HE-AACv2(enhanced AAC+), AAC ELD(enhanced low delay AAC), AMR-NB, AMR-WB, FLAC, MIDI, MP3, Opus, PCM/WAVE, Vorbis

Battery[(1)]:

Capacity: 3000 mAh

Expansion Slot:

microSD™ memory card Up to 512GB

Note: Specifications are subject to change without prior notice.

[(1)] The original battery has undergone rigorous safety inspections to meet qualification standards, the use of non-original batteries may be dangerous.

Safety and use ....

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

TRAFFIC SAFETY

Given that studies show that using a phone while driving a vehicle constitutes a real risk, even when a hands-free device is used (such as Bluetooth car kit or headset), drivers are recommended to refrain from using their phone when the vehicle is not parked. Check the laws and regulations on the use of wireless phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

CONDITIONS OF USE

- You are advised to restart the phone from time to time to optimize its performance.
- Remember to abide by local authority rules of mobile phone use on aircrafts.

- If your phone is a unibody device (meaning the back cover and battery are not removable), disassembling the phone can cause bodily injury if the battery is punctured, and will void your warranty.

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

- Do not allow your phone to be exposed to adverse weather or environmental conditions, such as moisture, humidity, rain, infiltration of liquids, dust, sea air, etc. The manufacturer's recommended operating temperature range is between -10°C (14°F) and 55°C (131°F). At over 55°C (131°F), the legibility of the phone's display may be impaired, though this is temporary and not serious.

- Do not open, dismantle, or attempt to repair your phone yourself.

- Do not drop, throw, or bend your phone.

- Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

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

- Remember to make backup copies or keep a written record of all important information stored on your phone.

- Some people may suffer epileptic seizures or blackouts when exposed to flashing lights or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

- Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, orientation, or movements.

PRIVACY

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your phone regarding taking photographs and recording sounds with your phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorization has been 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 phone (including the carrier) disclaim any liability which may result from improper use of the phone.

BATTERY

Observe the following precautions:

- Do not attempt to open the back cover;
- Do not attempt to eject, replace, or open the battery;
- Do not puncture the back cover of your phone;
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F);

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

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

- Municipal waste disposal centres with specific bins for these items of equipment;

- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge. All products with this symbol must be brought to these collection points.

In non-European Union jurisdictions:

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

In the United States you may learn more about CTIA's Recycling Program at https://www.ctia.org/

CAUTION: RISK OF EXPLOSION IF BATTERY IS PUNCTURED OR REPLACED BY AN INCORRECT TYPE.

CHARGERS

Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for the purpose of charging only.

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240V,50/60Hz, 0.2A

Output: 5V, 1A

Battery: Lithium 3000mAh

Radio waves ....

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

Your phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy. These limits are part of comprehensive guidelines and permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit is 1.6 W/kg averaged over 1 gram of body tissue, as determined set by public authorities such as Federal Communications Commission (FCC) of the US and Innovation, Science and Economic Development Canada (ISED). Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest certified power level in all tested frequency bands.

This device is complied with SAR in ANSI/IEEE C95.1-1992 and has been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: 2ACCJH166

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the phone.

The highest SAR value for this model phone when tested is 0.81 W/Kg for use at the ear and 0.88 W/Kg for use close to the body.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for RF exposure.

For body-worn operation, the phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 15 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) website: http://www.ctia.org/ or http://www.sartick.com

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep phones away from the head and body. Additional WHO information about electromagnetic fields and public health are available on the following website: http://www.who.int/peh-emf.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer or an experienced radio/ TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This phone complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- This device may not cause harmful interference;
- This device must accept any interference received, including interference that may cause undesired operation.

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

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with a headset or usb data cable.

If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 15 mm away from the body.

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

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

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

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

Licenses..

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

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

TCL T501L Bluetooth Declaration ID D059652

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

Google, the Google logo, Android, the Android logo, Google Search™, Google Maps™, Gmail™, YouTube, Google Play Store, Google Latitude ™ and Hangouts ™ are trademarks of Google Inc.

The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch **Google legal in Settings > System > About phone > Legal information)**[(1)] .

You have purchased a product which uses the open

[(1)]   May not be available in all countries.

source (http://opensource.org/) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public Licence and Apache Licence.

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

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

US Information Concerning the Federal Communications Commission ("FCC") Requirements for Hearing Aid Compatibility with Wireless 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.

Hearing aid compatibility rating for this smartphone: M4/T3

How the ratings work

M-Ratings: Wireless devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than wireless devices that are not labeled. M4 is the better or higher of the two ratings.

T-Ratings: Wireless devices rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil (also known as a T Switch or Telephone Switch) than unrated wireless devices. T4 is the better or higher of the two ratings. Note that not all hearing devices have telecoils in them.

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from wireless devices.

For more information about the actions that the FCC has taken with regard to hearing aid compatibility with wireless devices and other steps that the FCC has taken to ensure that individuals with disabilities have access to telecommunications services, visit www.fcc.gov/cgb/dro.

FCC ID: 2ACCJH166

a) 20.19(f)(1): an explanation of the ANSI C63.19 rating system.

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

General information......................

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

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

Your phone is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz), UMTS in tri-band (B2/B4/B5) or LTE (B2/B4/B5/B12/B13/B25/B26/B66/B71,4G-TDD LTE:B41(HPUE)).

Protection against theft [1]

Your phone is identified by a device serial number, known as an IMEI, shown on the packaging label and in the phone's memory. An IMEI is a unique number used to identify your device. This number can be accessed by dialing *#06# on the keypad. You are recommended to note this number and save it. If your phone is stolen, the IMEI may be requested by the police or your service provider to locate and block your device, even with a different SIM card.

Disclaimer

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

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

---

[1]   Contact your service provider to check service availability.

Frequency Stability

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

Warranty

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

WARNING Cancer and Reproductive Harm www.P65Warnings.ca.gov

Electronic Information.................

For more information on Electronic Recycling:

1) Visit TCL Electronic Recycling Program website at https://www.tcl.com/us/en/mobile/accessibility-compliance/tcl-mobile-electronic-recycling-program.html, or

2) Call TCL USA Customer Support at 1-855-224-4228.

Battery Recycling (USA & Canada):

TCL partners with Call2Recycle® to offer a safe and convenient battery recycling program. For more information on our Battery Recycling Program, please visit the USA and Canada website at https://www.tcl.com/us/en/mobile/accessibility-compliance/tcl-mobile-battery-recycling-program.html