

TCL CLASSIC



USER MANUAL

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SAR

This device meets applicable national SAR limits of 1.6 W/kg. When carrying the device 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 using it.



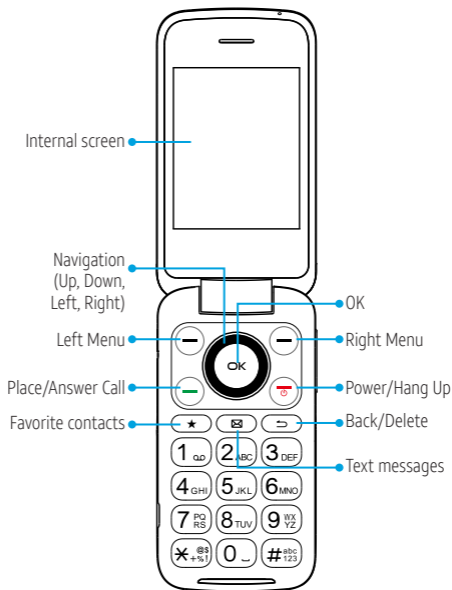
To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

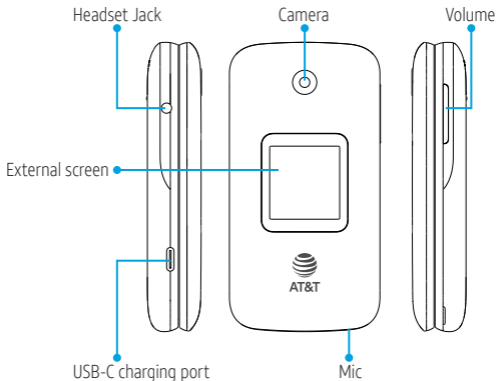


The device contains magnets which may interfere with other devices and items (such as credit card, pacemakers, defibrillators, etc.). Please maintain at least 150 mm of separation between your phone and the devices/items mentioned above.

1 Your phone.....

1.1 Keys and connectors





Left Menu

- Press to access Notifications from the home screen.
- Commands will show on screen. Press to select.



Right Menu

- Press to access Shortcuts from the Home screen.
- Commands will show on screen. Press to select.







OK

- Confirm an option.
- Press to access app list (from the Home screen).



Navigation Key

Shortcuts accessible from the Home screen

- **Navigate up**  to access Settings.
- **Navigate down**  to access Recent apps.
- **Navigate left**  to access Email.
- **Navigate right**  to access Contacts.

Note: Go to **Settings** > **Phone settings** > **Key shortcuts** to set more.



Place/Answer Call Key

- Place/Answer a call.
- From the home screen, press to enter call log.



Power/Hang up Key

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



Back/Delete Key

- Move backwards through Menus.
- Delete entered number or letter.



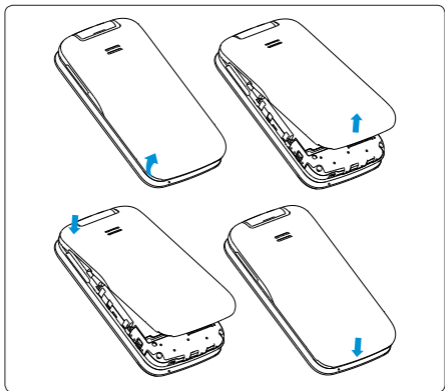
Volume Keys

- Adjusts the speaker or headset volume during a call.
- Adjusts media volume while listening to music, video, or streaming.
- Adjusts the ringtone volume.
- Mutes the ringtone of an incoming call.

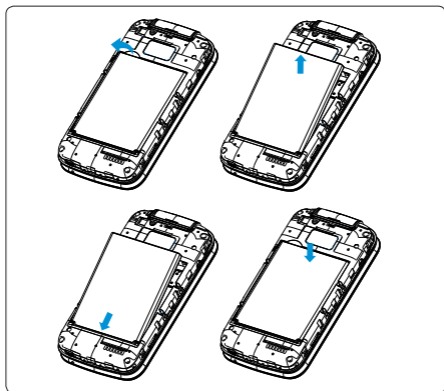
1.2 Getting started

1.2.1 Set-up

Removing and attaching back cover

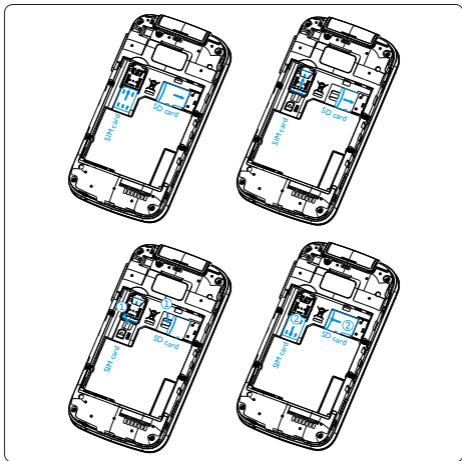


Removing or installing battery



Inserting or removing the Nano SIM and microSD™ card

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

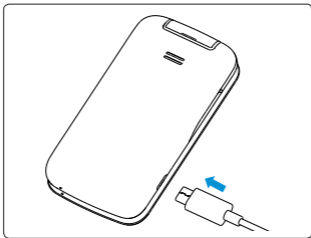


- Insert a SIM or microSD™ card into the card slot with the gold-colored contacts facing down.
- To remove the SIM card or microSD™ card, press down on the small plastic tab (①), then slide out the card (②). Do not use force or any sharp objects.



Your phone only supports Nano SIM card. Do not attempt to insert Mini or Micro SIM card sizes, or you may damage your phone.

Charging battery



Insert the small end of the charging cable into the charge port as shown and connect the charger to a power outlet.



To reduce power consumption and energy waste, disconnect your charger when the battery is fully charged, and switch off Wi-Fi, Bluetooth and other wireless connections when they are not in use.

1.2.2 *Power on your phone*








Press and hold **Power/Hang Up**  until the phone powers on. Type in your PIN code if necessary. Once unlocked, Home screen is displayed.

If you don't know your PIN code or if you have forgotten it, contact your service provider. Do not store your PIN code within your phone, instead store your PIN in a location that is accessible without using phone.

Set up your phone for the first time


The first time you power on the phone, you will be guided through the following steps:

Note: This phone uses cellular data for certain services, applications and functions. If not connected to Wi-Fi, Standard data charges will apply. Please connect to a Wi-Fi network to limit data charges.

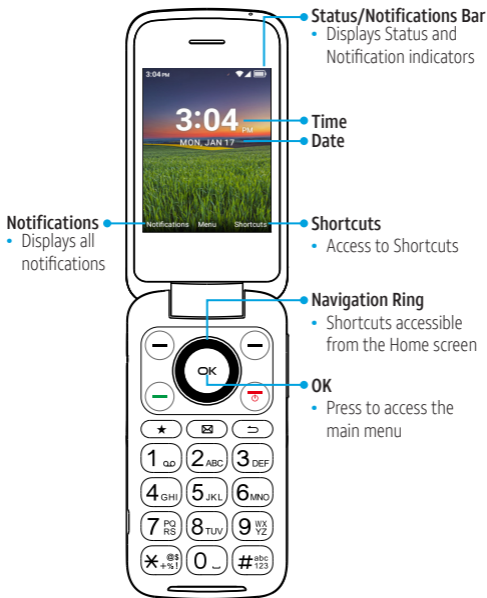
- Select the phone's language, then press **OK**  to go to the next step.
- Select an available Wi-Fi network and press **OK**  to connect, or press **Left Menu**  to **Skip** to the next step.
- Select and set Accessibility options, then press **Right Menu**  to done. Press **Left Menu**  to skip.
- Press **OK**  to the next step.
- Read the Privacy policy & Terms of Service, use **Navigation key** to learn more and/or open URL. Press **Right Menu**  to enter the Home screen.

Note: If SIM card is not installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

1.2.3 Power off your phone






















Press and hold **Power/Hang Up**  until the phone display shuts off.

1.3 Home screen



1.3.1 Status bar

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

	New text or multimedia message		Missed call
	New Email message		Alarm set
	4G LTE connected		No SIM card installed
	EDGE connected		Headset connected
	Bluetooth® active		Silent mode
	Wi-Fi® active		Vibrate mode
	Signal strength		Battery is very low (red bar)
	No signal		Battery is low
	Airplane mode		Battery fully charged
	Roaming		Battery charging
	Song is playing		

1.3.2 Change the Home screen wallpaper

- From the Home screen, press **OK** (OK) , select **Settings** (Settings) > **Display** > **Wallpapers** > **Wallpaper Gallery** or **Gallery**.
- **Navigate** (Home) to select image, press **Left Menu** (Left Menu) to preview and press **OK** (OK) to confirm.

2 Phone

2.1 Making a call

- From the Home screen, use the keypad to dial the phone number then press **Place/Answer Call** (Call) to place the call. If you make a mistake, press **Back/Delete Key** (Back/Delete) to delete the incorrect digits.
- If you want to make a call from your call log, press **Place/Answer Call** (Call) from the Home screen to access the call log, and choose the number you want to dial, press **Place/Answer Call** (Call) to make the call.
- If you want to make a call from **Contacts**, select **Contacts** from app list. Choose the contact you want to dial, press **Place/Answer Call** (Call) to make the call.

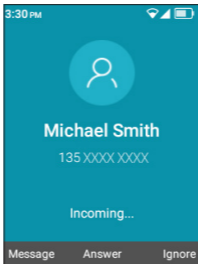
International call

To dial an international call, press and hold (International) key to enter “+”, then enter the international country prefix followed by the full phone number and finally press **Place/Answer Call** (Call) .

Emergency call

Dial emergency number and press **Place/Answer Call** (Ⓜ) to make an emergency call. Emergency calls work without a SIM card, but still require network coverage.

2.2 Answer or decline a call




When you receive a call:

- Open the flip to answer. **Settings** (⚙️) > **Call settings** > **Answer options** > **Flip open** is default select. Otherwise,
- Press **OK** (OK) or **Place/Answer Call** (Ⓜ) to answer.
- Press **Right Menu** (Ⓜ) or **Power/Hang Up** (Ⓜ) to decline.
- Press **Left Menu** (Ⓜ) to reject the call by sending a preset message.

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

2.3 Calling your voicemail⁽¹⁾




Press and hold **1**  key to call and listen to your voicemail.

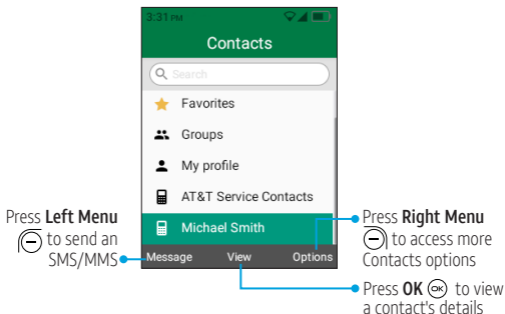
3 Contacts.....



3.1 View your Contacts

Contacts app provides quick and easy access to your stored contacts.

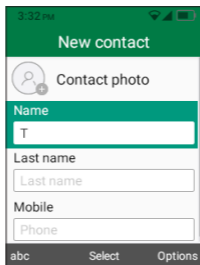
You can access this app by pressing **OK**  from the Home screen, then selecting the **Contacts** app  and pressing **OK** .



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

3.2 Adding a contact

On the contacts list screen, press **Right Menu** (☰) to access **Options** > **New contact** to access and input the contact information. **Navigate down** (↓) to access next contact information category.

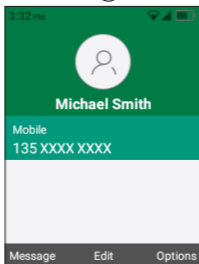


When finished, press **Right Menu** (☰) to access **Options** > **Save**, then press **OK** (OK) to save.

Note: Some AT&T SIM cards do not support saving Contacts to the SIM card and Contacts can only be stored on your Phone. If your SIM card is Orange, Contacts can be saved to either the Phone or SIM. If your SIM card is Blue, Contacts cannot be saved to the SIM. An error message will be shown and the Contact must be saved to your Phone.

3.3 Editing a contact



In contacts list screen, select contact and press **OK** (OK) to enter detail screen. Press **OK** (OK) again to edit.

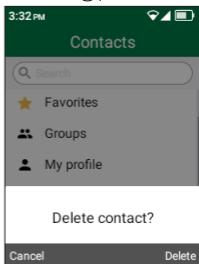
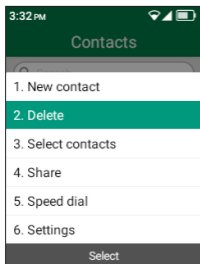


When finished editing, press **Right Menu** (Right Menu) to access **Options** > **Save**, then press **OK** (OK) to save.

To cancel edit mode, press **Right Menu** (Right Menu) to access **Options** > **Cancel**, then press **OK** (OK) to confirm.


3.4 Deleting a contact

In contacts list screen, press **Right Menu**  to access **Options** > **Delete**, and press **Right Menu**  to confirm.



3.5 Sharing a contact



You can share a single contact with others by sending the contact's vCard to them via E-Mail, Messages, and Bluetooth.

Select a contact you want to share, press **Right Menu**  to access **Options** > **Share**.

3.6 Additional options

From the contact list, you can access the following options:

Speed dial contacts

1. From the contacts list screen, press **Right Menu**  to access **Options > Speed dial**.
2. Use **Navigation key** to scroll to the one of 2-9 keypad number, press **OK**  to set. Voicemail is automatically assigned to 1 and cannot be changed.
3. When complete, a notification will appear in the status bar: "Speed dial set."
4. From the Home screen, long press the keypad number to dial the assigned contact.

Settings




- **Sort contacts by:** Sort your contacts by first or last name.






4 Messages

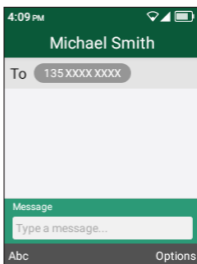
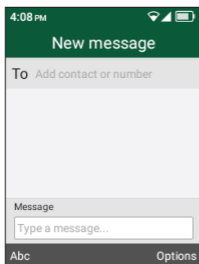


Use the **Messages** app to send and receive text (SMS) and multimedia (MMS) messages.

4.1 Write a message

From the Home screen, press the **Text Message Key**  or press **OK**  and select **Messages** app .

- Press **Left Menu**  to create a new message.
- Enter the phone number of the recipient in the **To** bar, or press **Right Menu**  to access **Options** > **Select from contact** or **Select contact group**.
- **Navigate down**  to access Message bar to type in the message.
- Press **OK**  or **Left Menu**  to access **Options** > **Send** to send.





An SMS of more than 160 characters will be counted as an additional SMS. Specific letters or characters will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

4.2 *Send a multimedia message*

MMS enables you to send video clips, images, photos, contacts and sounds by pressing **Right Menu** (⌂) to access **Options** > **Add Attachment**, press **OK** (OK) and select from Pictures, Video, Audio and Contact. Select file and follow prompts on screen to attach to message. Press **OK** (OK) or **Right Menu** (⌂) to access **Options** > **Send** to send message.

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







4.3 *How to type a message*

Inputting Text



There are different ways to enter text to create contacts, write emails or send messages.


You may choose from the different methods by pressing (abc 123) key and alternate between:

- **Abc** (sentence case), **abc** (lower case), or **ABC** (upper case): Press each key multiple times to create each letter. For example, an 'S' is created by pressing the '7' key four times. An 'e' is created by pressing '3' twice, and so on.

- **Kt9 (Predictive):** Predictive text mode (Kt9) allows you to type faster, as the phone tries to predict what you are writing. To type “Hello”:
press the “4” key once, press the “3” key once, press the “5” key once, press the “5” key once, press the “6” key once.
As you type, word suggestions will appear at the bottom of the screen. If you see the word you are trying to type, select it by **Navigating**  to the word and press **OK** .
- **123:** This mode generates only numbers. You may type ‘1’ by pressing the ‘1’ key just once, ‘2’ by pressing ‘2’ and so on. Switch back to **ABC**, **Abc**, **abc**, or **Kt9 (Predictive)** mode to continue writing words.
- **Symbols:** Symbols, such as punctuation and special characters, may be accessed by pressing  key. Find the right symbol by **Navigating** . When the cursor highlights a symbol you want to add, press **OK**  to select it.
- To delete typed characters, press **Back/Delete key**  to delete them one by one or press and hold to delete all at once.

4.4 Settings

In the Messages app screen, press **Right Menu**  to access **Options** > **Settings** > **OK**  to view the following options:

- **Auto Signature:** Add a personal signature to your messages. When finished, press **OK**  to save.
- **SMS encoding:** Set SMS encoding format as Auto or Super.
- **Wireless emergency alerts:** View alert inbox or to access messaging emergency alert settings.

5 Email.....



You can access the Email app by pressing **OK** (OK) from the Home screen, select **Tools** (Tools) > **Email** (Email) and press **OK** (OK).

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

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

To create and send emails

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

6 Camera.....



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

6.1 Photo mode

To access the Camera app, press **OK** (OK) from the Home screen, select the **Camera** app (Camera icon) and press **OK** (OK).

To take a picture

Position the object or landscape in the screen, and press **OK** (OK) to take the photo. Photos will be automatically saved to **Gallery** app.

After taking photo, press **Left Menu** (Left Menu icon) to preview.

Zoom in/out

Press **Volume Up/Down** key, or press (Zoom In icon) and (Zoom Out icon) to zoom lens in and out.

6.2 Video mode

To shoot a video

- Press **Right Menu** (Right Menu icon) to switch to Video mode. ⁽¹⁾
- Press **OK** (OK) to record a video.
- **Zoom in/out:** Press **Volume Up/Down** key, or press (Zoom In icon) and (Zoom Out icon) to zoom lens in and out.

⁽¹⁾ With microSD™ card installed: Press **Right Menu** (Right Menu icon) to access **Options** > **Take video** to switch to Video mode.

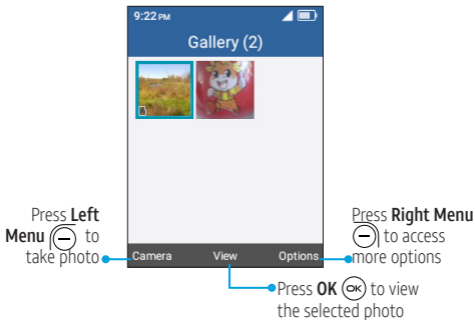
- Press **OK** (OK) to end recording. Videos will be automatically saved to **Gallery** app.

7 Gallery



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

To access the Gallery app, press **OK** (OK) from the Home screen, select **Gallery** app (Gallery icon) and press **OK** (OK).



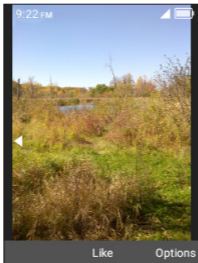
Gallery app photo options

When viewing photos in Gallery app, select an image and press **Right Menu** (Right Menu icon) to access:

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

- **Select files:** Select multiple photos in the Gallery.
- **Edit:** Adjust light exposure, rotate the photo, crop, add a filter, and auto-enhance.
- **Set as wallpaper:** Set the photo as Wallpaper.
- **Set as contact photo:** Set the photo as Image for existing contact.
- **View favorites:** View favorites photo list.

Individual photo view options



Press **OK** (OK) to “like” the photo and add it to Favorites.

When previewing an individual image in Gallery app, the options above are also available by pressing **Right Menu** (⊖) with the under additional options below:

- **View full screen:** View the photo with full screen.
- **Info:** Displays file name, size, type, date taken, path and resolution.

8 Browser.....



Use the Browser app to navigate the Web.

To access the Browser app, press **OK** (OK) from the Home screen, select **Browser** app (Globe icon) and press **OK** (OK).

To search the internet, **Navigation up** (Up arrow) to search bar, enter the website and press **OK** (OK).

Use **Navigation** (Circle) to move cursor on the screen.

9 Tools.....



9.1 Recorder

To access the Recorder app, press **OK** (OK) from the Home screen, select **Tools > Recorder** (Microphone icon) and press **OK** (OK).

If there is no record, press **Left Menu** (Left Menu icon) and then **OK** (OK) to start recording.

Otherwise,

- Press **Left Menu** (Left Menu icon) to show the list.
- Press **OK** (OK) to start recording. Press **OK** (OK) to **Stop**, or press **Left Menu** (Left Menu icon) to **Pause/Resume**.

After recorded:

- Press **Left Menu** (Left Menu icon) to add new.
- Press **OK** (OK) to Play.
- Press **Right Menu** (Right Menu icon) to access **Options**, such as delete, share, rename, select recordings and details.

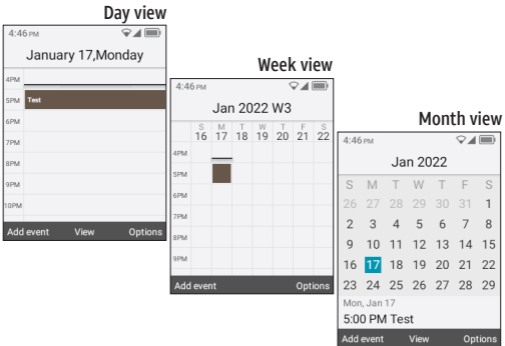
9.2 Calendar

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


To access the Calendar app, press **OK** (OK) from the Home screen, select **Tools > Calendar** (30) and press **OK** (OK).


9.2.1 Multimode view


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



9.2.2 Creating new events


Press **Left Menu**  to add new events from any Calendar view.

- Fill in new event information.
- If it is a whole-day event, select **All-day event**.
- When finished, press **Right Menu**  to save.

More Options are available by pressing **Right Menu**  from the Calendar main screen:




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

9.2.3 Event reminder



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

9.3 Clock


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


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



9.3.1 Alarm

From the Tools screen, **Navigate left**  or **right**  to switch to **Alarm** screen.


To set an alarm

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

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


Press **Right Menu**  to access **Options** > **Turn on** or **off** > press **OK**  to turn on or off the selected alarm.




To adjust alarm settings

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





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

9.3.2 Timer


From the Alarm screen, **Navigate right**  to enter the **Timer** screen.





Press **Left Menu**  and **Navigation**  to edit hour, minute and second. press **OK**  to confirm.

When finished, press **OK**  to start the Timer.


- When the Timer is ongoing:
 - Press **OK**  to pause/resume the Timer.
 - Press **Right Menu**  to add 1 minute.
- Press **Left Menu**  to reset the Timer.
- When the Timer is reset: Press **Right Menu**  to enter Settings, allowing you to set Snooze time, Alarm volume, vibrate and select ringtone.



9.3.3 Stopwatch

From the Timer screen, **Navigate right**  to enter the **Stopwatch** screen.




- Press **OK**  to start the Stopwatch.
- When the Stopwatch is ongoing:
 - Press **Right Menu**  to record the lap.
 - Press **OK**  to pause/resume the time.
- Press **Left Menu**  to reset the stopwatch and clear lap times.






9.3.4 World clock

From the Stopwatch screen, **Navigate right**  to enter the **World clock** screen.



- Press **Left Menu**  to add a location or time zone to add to the World clock feature.
- Press **Right Menu**  to delete or set more options.


9.4 Note

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

- Press **Left Menu**  to add note, enter contents then press **OK**  to **Save**.
- On the note list, press **Right Menu**  to access **Options**, such as edit, delete, share, select notes, details.
- Use **Navigation**  to select the note, press **OK**  to view detail. Then:

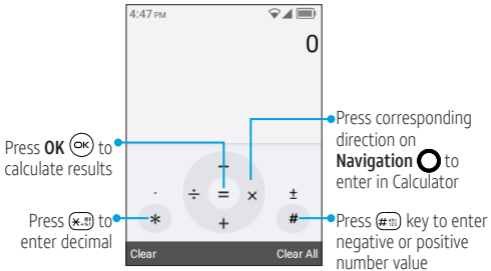
Press **OK**  to edit.

Press **Left Menu**  and then press **Right Menu**  to confirm delete.

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

9.5 Calculator

To access Calculator, press **OK** (OK) from the Home screen, select **Tools > Calculator** app (Calculator icon) and press **OK** (OK).



Enter the numbers using the keypad.

Select the mathematical operation to be performed using **Navigation** (Navigation key icon), follow onscreen guide for each navigation direction and the corresponding mathematical operation.

Press **OK** (OK) to select equals = and get results.

9.6 File manager




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

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

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




9.7 Music

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

To access the Music app, press **OK**  from the Home screen, select **Tools > Music**  and press **OK** .

10 Settings.....



To access the Settings app, press **OK**  from the Home screen, select **Settings**  and press **OK** .

10.1 *Wireless & networks*

This phone uses cellular data for certain services, applications and functions. If not connected to Wi-Fi, Standard data charges will apply. Please connect to a Wi-Fi network to limit data charges.

10.1.1 *Airplane mode*

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

10.1.2 *Wi-Fi*

Wi-Fi will allow you to surf the internet without using your mobile network when in range of a wireless network. To access Wi-Fi, open the settings to configure the access point and connect your phone. Be advised you may need to enter a password if applicable.

10.1.3 *Bluetooth*

Bluetooth allows your phone to exchange data (videos, images, music, etc.) with other Bluetooth devices within a close range such as another phone, computer, printer, headset, car kit, etc.

10.1.4 Tethering & Mobile hotspot

USB tethering

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

Bluetooth tethering

To share your phone's data connection via Bluetooth. Press **OK** (OK) then select **On** to activate this function.

Mobile hotspot

To share your phone's data connection via a mobile hotspot. Press **OK** (OK) then press **Left Menu** (⊖) to activate this function.

Note: Enabling Mobile Hotspot will alert you to turn off Wi-Fi.

10.1.5 VPN


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





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

To add a VPN

- Press **Left Menu** (⊖) to Add VPN.
- On the screen that opens, follow your network administrator's instructions to configure each component of the VPN settings.

- Press **OK**  to save.

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








- Press **OK**  to connect.
- Press **Right Menu**  to access **Options**, such as edit, delete, always-on VPN and Help.

10.1.6 Mobile network

Mobile data

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

Data usage

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



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


Data roaming access

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

Network operators


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

Network type and strength

Press **OK**  to view detail information.

Access Point Name


Press **Left Menu**  to add new APN.







Enter the required APN information, when finished, press **OK**  to save.

Roaming state

Press **OK**  to view roaming state.

10.1.7 Wireless emergency alerts

Press **Right Menu**  to access **Settings**.

- **Navigate up**  or **down**  and press **OK**  to select one of Extreme threats, Severe threats, AMBER alerts, Public safety messages, State and local tests, or Spanish.
- **Navigate up**  or **down**  to **On**, press **OK**  to enable the corresponding functions.

Alert reminder

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

10.2 Accessibility

Readout

Readout mode function reads labels of interface elements and provides sound response.

Large text

Turn On/Off large text.


Color inversion

Turn On/Off color inversion.

Color correction

Select one of the color types.

Captions

Press **Left Menu**  to turn on Captions, then can set Language, text size and caption style.

Mono Audio

Turn On/Off mono audio.

Hearing aids

Hearing Aid Compatibility (HAC) mode can be used by people who are deaf, have poor hearing or speech impairments. After connecting the phone and hearing aid device, calls are linked to a relay service, which converts incoming speech to text for the person using the hearing aid and converts outgoing text from the hearing aid device to a spoken voice for the person on the other end of the conversation.

10.3 Sound & notifications

Volume

Set volume for Alert sounds and Media.

Sound with vibrate

Turn On/Off Also vibrate for calls.

Ringtones

Set your incoming call ringtone.

Notification sounds

Set your notification ringtone.

Keypad sound

Turn On/Off keypad sound.

10.4 Display

Menu layout

Set menu layout as Grid or List.

Wallpaper

Select wallpaper from available wallpapers.

Brightness

Set the level of brightness.

Display backlight

Set screen backlight sleep time.

Key backlight

Set key backlight time.

Font size

Set font size.

10.5 Phone settings

10.5.1 Language

Select preferred language: English, Spanish or others.

10.5.2 Key shortcuts

Set Navigation keys shortcuts accessible from the Home screen.

10.5.3 Storage

To view Phone and microSD™ card detail storage.

Note: Some AT&T SIM cards do not support saving Contacts to the SIM card and Contacts can only be stored on your Phone. If your SIM card is Orange, Contacts can be saved to either the Phone or SIM. If your SIM card is Blue, Contacts cannot be saved to the SIM. An error message will be shown and the Contact must be saved to your Phone.

10.5.4 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 to connect the phone to a USB port on your computer.
- Press **Left Menu** (⊖) to open the Notifications and choose **Charging this device via USB**, or
- Press **OK** (OK) from the Home screen, select **Settings** (⚙) > **Phone settings** > **USB** and press **OK** (OK).
- Select the way which you want to. By default, Charge this device is selected.

10.5.5 Location

Turn On/Off Location.

10.5.6 Security

Screen Lock

Screen lock allows you to set a 4-digit pass code which protects your phone information if lost or stolen. Your phone will ask for pass code entry in order to access device.

Encrypt phone


Your device has encrypted by default.

Certificate manage

- **Trusted credentials:** Display trusted CA certificates.
- **Install from storage:** Install encrypted certificates from internal storage or microSD™ card.
- **Clear credentials:** Remove all certificates.

SIM card lock

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

Press **Left Menu**  to change the SIM PIN lock passcode, enter the old code, then enter new code twice to confirm.

10.5.7 Account

Press **Right Menu**  to access **Options** > **Add** to add a new account. You also can turn on/off Automatically sync data.

10.5.8 *Reset*

Network settings reset

Reset all network settings, including Wi-Fi, Cellular data and Bluetooth.

Factory data reset

If Factory data reset is selected, erase all of your personal data from internal phone storage, microSD™ card, or both, including information about your accounts, your system and application settings, and any downloaded applications, please back up your data before reset.

Resetting the Phone does not erase any system software updates you've downloaded or any files on your microSD™ card, such as music or photos. If you reset the phone in this way, you're prompted to re-enter the same kind of information as when you first started the device.

Reset settings

Reset any system settings to the phone original behavior. This will not affect personal data or the security, languages and account settings.

10.5.9 *Date & time*

Automatic date & time

The phone's date and time will sync automatically with the network. If selected Off, you can manually set the date and time.

Set date

Manually set the phone's date.

Set time

Manually set the phone's time.

Use network-provided time zone

The phone's time zone will sync automatically with the network. If selected Off, you can manually set the time zone.

Select time zone

Manually set the phone's time zone.

Time format

Select 12 hour clock format or 24 hour clock format.

10.6 Calling settings

Answer options

Enable flip open and/or Any key to answer the incoming call.

Ignore with message

Edit, add or delete the quick responses message when ignore the incoming call.

Speed dial

Assign a contact to a keypad number, 2-9.

Voice mail

Select to set Voice mail service, voice number and notification sound.

Blocked numbers

Press **OK** (OK) to add contact, call history or new number as a Blocked number.

After added, press **Right Menu** (Right Menu) to access **Options** to remove or edit.

Auto redial

Set auto redial frequency is Off, Every 10/30/60 seconds.

Fixed dialing numbers

Fixed dialing number (FDN) is a SIM service mode, where outgoing calls are restricted to a set of phone numbers. These numbers are added to the FDN list. The most common practical application of FDN is for parents to restrict the phone numbers to which their children can dial. For security reasons, you'll be prompted to enable FDN by entering SIM PIN2 which is usually acquired from your service provider or SIM maker.

Call Forwarding

Configure how your calls are forwarded when you are busy, unanswered or unreachable.

Call duration

View last, outgoing, incoming or all call duration.

Additional settings

- **Caller ID:** Select network default, hide number or show number.
- **Call Waiting:** Enable or disable call waiting.

10.7 About phone





View basic information about your phone, such as your phone number, Status, Network, Battery, Hardware information, Software information, Legal info, E-Label etc.

10.7.1 E-Label

Contains information about Model number, Manufacture, FCC ID, Device serial number, Hardware and IMEI etc.

10.8 Software update

To access Software updates, follow the steps below:

- Connect your device to a Wi-Fi network and make sure it has a strong data connection.
- Ensure your battery is fully charged before starting the software update. Your device's current battery level can be found on your device under **Settings**  > **About phone** > **Battery** > **Battery level**.
- From the Home screen, press **OK**  and select **Settings**  > **Software update** > **Check for updates**.
- When there is a new mandatory software update version available, the phone will start downloading automatically, then press **Right Menu**  to select **INSTALL** to update your system.

11 Safety information

We recommend that you read this chapter carefully before using your 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.

• TRAFFIC SAFETY

Given that studies show that using a device while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their device when the vehicle is not parked.

When driving, do not use your device or headphones to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas. When switched on, your device emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your device on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from device RF energy.

• CONDITIONS OF USE

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

Switch the device off before boarding an aircraft.

Switch the device off when you are in healthcare facilities, except in designated areas. As with many other types of equipment now in regular use, these devices can interfere with other electrical or electronic devices, or equipment using radio frequencies.

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

When the device is switched on, it should be kept at least 150 mm from any medical device such as a pacemaker, a hearing aid, or insulin pump, etc. In particular when using the device, you should hold it against the ear on the opposite side of the device, if applicable.

To avoid hearing impairment, move the device away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the device and/or play with the device and accessories without supervision.

When replacing the cover, note that your device may contain substances that could create an allergic reaction.

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

Do not allow your 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 40°C (104°F).

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

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

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

Do not drop, throw, or bend your device.

To avoid any injury, do not use the device if the screen is damaged, cracked, or broken.

Do not paint the device.

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

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

• **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 device regarding taking photographs and recording sounds with your device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person. The manufacturer, the seller, vendor, and/or service provider of your device. Disclaim any liability which may result from the improper use of the device.

• BATTERY

Following air regulation, the battery of your product is not charged. Please charge it first.

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

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble, 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 (140°F).
- 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.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.



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

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

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

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non-European Union jurisdictions:

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.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

• CHARGERS

Main powered chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your device meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the eco design directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

• **Electronic Recycling**

For more information on Electronic Recycling:

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

• **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 <https://www.tcl.com/us/en/mobile/accessibility-compliance/tcl-mobile-battery-recycling-program.html>

• **Federal Communications Commission (FCC) Declaration of Conformity**

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

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

This device has been tested and found to comply with the limits for a Class B digital, 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.

FCC Caution:

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

FCC RF Exposure Information (SAR):

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this is set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage near the body with the separation of 15 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device 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.

The exposure standard for wireless employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device 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: 2ACCJN060

This device is HAC M4/T4 compatible. Reference ANSI C63.19 (2011).

FCC Hearing Aid Compatibility (HAC)

On product, go to **Settings > About phone > Legal info > Hearing Aid Compatibility (HAC)**

Or go to <https://www.tcl.com/us/en/mobile/accessibility-compliance/hearing-aid-compatibility/> and search for FCC ID 2ACCJN060.

Exposure to radio frequency

On product, go to **Settings > About phone > Legal info > RF Exposure.**

Or go to <https://www.tcl.com/us/en/mobile/accessibility-compliance/mobile-and-health/> and search for model 4058R.

SAR compliance for body operation is based on a separation distance of 15 mm between the device and the human body. During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your device is automatically decreased when full power is not needed. The lower the power output of the device, the lower its SAR value. Body-worn SAR testing has been carried out at a separation distance of 15 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the device the indicated distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have suggested that if people are concerned and want to reduce their exposure they could use a hands-free accessory to keep the wireless device away from the head or body during use, or reduce the amount of time spent on the device.

Please note by using the device some of your personal data may be shared with the main device. It is under your responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For devices with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your device as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your device 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 device. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your device'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:

- (i) the technical possibilities available,
- (ii) the costs for implementing the measures,

(iii) the risks involved with the processing of the personal data, and

(iv) 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 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.

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/T4

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 ("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.

• LICENCES



microSD Logo is a trademark of SD-3C LLC.



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

TCL 4058R Bluetooth Declaration ID D044937



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

12 General information.....

- Website: www.tcl.com/us/en (US)
www.tcl.com/ca/en (Canada)
- Call support: 1-855-224-4228 (US and Canada)
- Web support: <https://support.tcl.com/contact-us>
(email only for mobile products)
- Manufacturer: TCL Communication Ltd.
5/F, Building 22E, 22 Science Park East
Avenue, Hong Kong Science Park, Shatin, NT,
Hong Kong

Download files for your device at: <https://support.tcl.com/us-mobile-product-downloads>

Protection against theft ⁽¹⁾

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

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

Disclaimer

There may be certain differences between the user manual description and the device's operation, depending on the software release of your device or specific operator services. TCL Communication Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

This device may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this device ("Third Party Materials"). All third party materials in this device are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that TCL Communication Ltd. has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and devices in complying with Intellectual Property rights. TCL Communication Ltd. will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this device or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCL Communication Ltd. disclaims all liability for any claims, demands, suits, or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication Ltd., may be subject to paid updates and upgrades in the future;

TCL Communication Ltd. waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the device is used; in no event shall the list of possible applications and software provided with the devices be considered as an undertaking from TCL Communication Ltd.; it shall remain merely as information for the purchaser. Therefore, TCL Communication Ltd. shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. TCL Communication Ltd. reserves the right at any time to add or remove Third Party Materials from its devices without prior notice; in no event shall TCL Communication Ltd. be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

Accessory

- ◆ 1850mAh lithium-ion battery
- ◆ Quick Start Guide
- ◆ USB-C cable
- ◆ Safety and warranty information
- ◆ Pre-installed SIM card
- ◆ Wall charger

13 1 YEAR LIMITED WARRANTY

TCL Technology Holding Limited, offers a 1 year limited warranty on selected TCL devices that are found to be defective in materials or workmanship upon submission of the following items:

1. The warranty card is properly completed and submitted, and including;
2. Proof of purchase – consisting of original invoice or sales slip indicating the date of purchase, dealer's name, model and serial number of the product.

General Terms and Conditions

This warranty is confined to the first purchaser of the product only and is not applicable to cases other than defects in material, design and workmanship.

Items and Conditions Not Covered:

- Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear.
- Abuse or misuses, including but not solely limited to the failure to use this product for its normal purposes or in accordance with TCL's instructions on usage and maintenance.
- Defects resulting from usage of the product in conjunction with accessories that are not approved by TCL for use with this product.
- TCL will not be responsible for any repairs caused by third party component parts, or service that is found to be the cause for the defect or damage of the product.

- TCL will not be responsible for failure to use the battery in accordance with the specific instructions of core outlined in the product user manual. For example, do not attempt to open sealed devices, such as batteries. Opening of sealed devices may result in bodily injury and/or property damage.
- Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of TCL.
- This warranty does not affect the consumers' statutory rights nor the consumers' rights against the dealer related to their purchase/ sales agreement.

TCL's 1 Year Limited Warranty will abide by the following options regarding claims:

1. Repair the TCL product using new or previously used parts that are equivalent to new in performance and reliability
2. Replace the TCL product with the same model (or with a product that has similar functionality) formed from new and/or previously used parts that are equivalent to new in performance and reliability, also;
 - a. When a TCL product or part is replaced or provided, any replacement item becomes the customer's property and the replaced or refunded item becomes TCL's property
 - b. TCL will not provide any data transfer service. This is the customer's responsibility. TCL shall not be liable for the loss of any saved/stored data in products that are either repaired or replaced. Customer should maintain a separate backup copy of the contents of the device's data.
3. Repair or Replacement of any TCL product under the terms of this warranty does not provide right to extension or renewal of the warranty period.


4. Warranty repairs are available free of charge at TCL authorized repair centers for products that comply with the General Terms and Conditions of this warranty. Shipping cost of the defective product(s) to TCL authorized repair center is to be paid by the customer. The customer is responsible for any damage to the defective product during shipment to the authorized repair center.
5. This warranty is not transferrable. This warranty will be the purchasers' sole and exclusive remedy and neither TCL nor its service centers shall be liable for any incidental or consequential damages or breach of any express or implied warranty of this product.
6. This warranty extends to products purchased and sold within the United States and Canada. All products sold in United States will be subject to their respective state and federal laws. All products purchased in Canada will be subject to Canadian laws.

Customer Care Contact Information

PRODUCT	SUPPORT PHONE	SUPPORT WEBSITE
TCL USA	855-224-4228	https://support.tcl.com/us
TCL Canada	855-224-4228	https://support.tcl.com/ca

14 Troubleshooting.....

Before contacting the service center, follow the instructions below:


- You are advised to fully charge () the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use the FOTA (Firmware Over The Air) Upgrade tool to update your phones software. To access **Software update**, press **Settings** > **Software update** > **Check for updates**.

Carry out the following checks:

My phone has not responded for several minutes

- Restart your phone by pressing and holding **Power/Hang Up**  .

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure **Power/Hang Up**  is not mis-contacted due to unlocked screen.
- Check the battery charge level.

My phone cannot charge properly

- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions: 0°C (32°F) to 40°C (104°F).
- When abroad, check that the voltage input is compatible.

My phone cannot connect to a network or “No service” is displayed

- Try connecting in another location.
- Verify the network coverage with your service provider.
- Check with your service provider that your SIM card is valid.
- Try selecting the available network(s) manually.
- Try connecting at a later time if the network is overloaded.


My phone cannot connect to the Internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your phone's Internet connecting settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

- Make sure the SIM card has been correctly inserted (see **“Inserting or removing the Nano SIM and microSD™ card”**).
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls

- Make sure you have dialed a valid number and have pressed **Place/Answer Call** .
- For international calls, check the country and area codes.
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable.

- Check your subscription status with your service provider (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

Unable to receive incoming calls

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your service provider (credit, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.


The caller's name/number does not appear when a call is received

- Check that you have subscribed to this service with your service provider.
- Your caller has concealed his/her name or number.

I cannot find my contacts

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

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the **Volume Up/Down** key.
- Check the network strength .
- Make sure that the receiver, connector, or speaker on your phone is clean.

I am unable to use the features described in the manual

- Check with your service provider to make sure that your subscription includes this service.
- Make sure this feature does not require an TCL accessory.

When I select a number from my contacts, the number cannot be dialed

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country prefix when calling a foreign country.

I am unable to add a contact in my contacts

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts.

My callers are unable to leave messages on my voicemail

- Contact your service provider to check service availability.

I cannot access my voicemail

- Make sure your service provider's voicemail number is correctly entered in «Voicemail number».
- Try later if the network is busy.

I am unable to send and receive MMS

- Check your phone memory availability as it might be full.
- Contact your service provider to check service availability and check MMS parameters.
- Verify the server center number or your MMS profile with your service provider.
- The server center may be swamped, try again later.

SIM card PIN locked

- Contact your service provider to obtain the PUK code (Personal Unblocking Key).

I am unable to download new files

- Make sure there is sufficient phone memory for your download.
- Check your subscription status with your service provider.

The phone cannot be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

How to make your battery last longer

- Make sure you follow the complete charge time (maximum 2.5 hours).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Switch off the backlight upon request.
- Extend the email auto-check interval for as long as possible.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.

- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperatures.



AT&T