

Tecno BG7

TECNO Spark 20C

USER MANUAL

Model: BG7

Welcome to the user manual for your new TECNO Spark 20C smartphone. This guide provides essential information on setting up, operating, maintaining, and troubleshooting your device. Please read this manual carefully to ensure optimal performance and longevity of your phone.

1. Setup and Initial Use

This section guides you through the initial setup of your TECNO Spark 20C.

1.1. What's in the Box

Verify that all components are present in your product packaging:

- TECNO Spark 20C Smartphone
- Phone Case
- Power Adapter
- USB Cable (Type-C)
- SIM Tray Ejector
- User Manual (this document)



Image: Contents of the TECNO Spark 20C retail box, showing the smartphone, protective case, power adapter, USB-C cable, and SIM tray ejector tool.

1.2. SIM and SD Card Installation

Your TECNO Spark 20C supports dual SIM cards and a dedicated microSD card for expandable storage up to 1TB.

1. Locate the SIM tray on the side of the device.
2. Insert the SIM tray ejector tool into the small hole next to the tray and press gently until the tray pops out.
3. Place your Nano-SIM cards and/or microSD card into the designated slots on the tray, ensuring correct orientation.
4. Carefully reinsert the tray back into the phone until it clicks into place.



Image: A close-up view of the TECNO Spark 20C's SIM card tray, illustrating the slots for two SIM cards and a dedicated microSD card.

1.3. Powering On and Initial Setup

Press and hold the Power button until the TECNO logo appears. Follow the on-screen prompts to complete the initial setup, including language selection, Wi-Fi connection, Google account sign-in, and security settings.

2. Operating Your Device

This section details the key features and functions of your TECNO Spark 20C.

2.1. Display and Navigation

The TECNO Spark 20C features a 6.56-inch Dot-in Display with a 90Hz refresh rate for smooth visual experience. It also includes a Dynamic Port for interactive notifications.

- **Dynamic Port:** This innovative feature provides interactive animations around the front camera cutout for notifications, charging status, and calls.

- **Navigation Gestures:** Utilize intuitive swipe gestures for home, back, and recent apps, or opt for traditional navigation buttons in settings.

TECNO SPARK 20C

Make a *Smarter Choice*

16GB RAM*
with Memory Fusion

128GB
Mega Storage
up to 1TB SD Card



50MP
Clear Rear Camera
with Time-Lapse Video



90Hz
Dot-in Display
with Dynamic Port



Helio G36
2.2GHz Octa Core
Processor



18W Fast Charger
with 5000 mAh Battery



Ultimate Darwin Engine
Frame Rate: 15X
Go Down by 5 C



Dual Stereo Speakers
upto **400%** more loud





*8GB + 8GB

Image: Front view of the TECNO Spark 20C, highlighting its 6.56-inch Dot-in Display and the Dynamic Port feature around the front camera.

2.2. Camera Features

Capture high-quality photos and videos with the 50MP AI Dual Rear Camera and 8MP Dual Flashlight Selfie Camera.

- **50MP Main Camera:** Offers f/1.6 aperture for clear images, even in low light.
- **8MP Selfie Camera:** Equipped with dual flashlights for brighter selfies.
- **HDR Photography:** Enhances dynamic range for balanced exposure in challenging lighting.
- **Super Night Photography:** Optimizes low-light performance for detailed night shots.
- **AI Auto Scene Detection:** Automatically adjusts camera settings for various scenes.
- **Time-Lapse:** Create cinematic time-lapse videos.



Image: Rear view of the TECNO Spark 20C, showcasing its 50MP AI Dual Rear Camera setup with three distinct lenses.

2.3. Audio and Multimedia

Experience immersive sound with segment-first Dual Stereo Speakers equipped with DTS technology, offering up to 400% increased volume.

- **Dual Stereo Speakers:** Provides a rich and balanced audio experience for music, videos, and calls.
- **DTS Technology:** Enhances audio clarity and depth.

2.4. Security Features

Unlock your device quickly and securely using the following methods:

- **Ultra-Fast Side Edge Fingerprint Sensor:** Unlock in 0.65 seconds with anti-oil properties.
- **Face Unlock:** Rapid face recognition for unlocking in 0.1 seconds.

2.5. Battery and Charging

The TECNO Spark 20C is powered by a massive 5000mAh battery and supports 18W Type-C fast charging.

- **5000mAh Battery:** Provides extended usage time.

- **18W Type-C Charging:** Enables quick recharging of the device.
- **Improved Battery Optimization:** Enhances battery life through smart power management.
- **Ultra Power Saving Mode:** Extends battery life significantly when needed.

2.6. Performance and Storage

The device is equipped with a robust Helio G36 processor and ample memory for smooth performance.

- **Helio G36 Processor:** A 2.2Ghz Octa Core CPU providing efficient performance for daily tasks.
- **16GB RAM (with Memory Fusion):** Combines physical RAM with virtual RAM for enhanced multitasking.
- **128GB ROM:** Internal storage for apps, photos, and files.
- **Dedicated SD Card Slot:** Expand storage up to 1TB using a microSD card.

3. Maintenance

Proper maintenance ensures the longevity and optimal performance of your TECNO Spark 20C.

3.1. Cleaning Your Device

Use a soft, lint-free cloth to clean the screen and body of your phone. Avoid using harsh chemicals or abrasive materials that could damage the finish. For stubborn smudges, slightly dampen the cloth with water or a screen cleaner designed for electronics.

3.2. Software Updates

Regularly check for and install software updates to ensure your device has the latest features, security patches, and performance improvements. Go to *Settings > System > System update* to check for available updates.

3.3. Battery Care

To maximize battery life:

- Avoid extreme temperatures.
- Do not let the battery drain completely before recharging frequently.
- Use the original charger and cable provided with the device.
- Enable power-saving modes when battery is low.

3.4. Storage Management

Periodically review your device's storage to free up space. Delete unnecessary files, uninstall unused apps, and move large media files to your microSD card or cloud storage. Go to *Settings > Storage* to manage your device's memory.

4. Troubleshooting

This section addresses common issues you might encounter with your TECNO Spark 20C.

4.1. Common Issues and Solutions

Issue	Solution
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Issue	Solution
Device not powering on	Ensure the battery is charged. Press and hold the Power button for at least 10 seconds to force restart.
Apps crashing or freezing	Clear the app's cache (<i>Settings > Apps > [App Name] > Storage > Clear cache</i>). Restart the device. Ensure the app is updated.
Poor network signal	Check SIM card insertion. Try restarting the device. Ensure you are in an area with network coverage. Contact your service provider if the issue persists.
Battery draining quickly	Reduce screen brightness, disable unused features (Wi-Fi, Bluetooth, GPS), close background apps, and check for power-intensive apps in battery usage settings.

4.2. Factory Reset

If your device experiences persistent issues, a factory reset may resolve them.**Warning:** This will erase all data on your phone. Back up important data before proceeding. Go to *Settings > System > Reset options > Erase all data (factory reset)*.

5. Specifications

Detailed technical specifications for the TECNO Spark 20C (Model: BG7).

Feature	Detail
Operating System	Android 13.0
Processor	Helio G36, 2.2 GHz Octa Core CPU
RAM	Up to 16GB (with Memory Fusion)
Internal Storage (ROM)	128 GB
Expandable Storage	Dedicated SD card slot, up to 1TB
Display	6.56-inch Dot-in Display, 90Hz refresh rate, 720p resolution
Rear Camera	50MP + AI Dual Rear Camera, f/1.6 Aperture
Front Camera	8MP Dual Flashlight Selfie Camera, f/2.0 Aperture
Battery Capacity	5000mAh Lithium Polymer
Charging	18W Type-C Fast Charging
Connectivity	Bluetooth, USB, Wi-Fi, Cellular
Sensors	Ultra-Fast Side Edge Fingerprint Sensor, Face Unlock
Audio	Dual Stereo Speakers with DTS technology, Wired Audio Jack
Dimensions	16.4 x 7.6 x 0.9 cm

Feature	Detail
Weight	189 g
Color	Magic Skin Green (as per product details)

6. Warranty and Support

Your TECNO Spark 20C comes with a manufacturer's warranty and access to customer support.

6.1. Warranty Information

The product includes a **12-month warranty** from the date of purchase. Please retain your proof of purchase for warranty claims. The warranty covers manufacturing defects but does not cover damage caused by misuse, accidents, or unauthorized repairs.

6.2. Customer Support

For technical assistance, service, or warranty inquiries, please contact TECNO customer support. TECNO has a significant service network in India, with over 1300 service centers across more than 1000 towns.

Manufacturer: G Mobiles India, Ismartu India Private Limited.

Refer to the official TECNO website or your purchase documentation for the most current contact information and service center locations.

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This manual is for informational purposes only. Specifications are subject to change without notice.

Related Documents - BG7

<div>TECNO</div> <div>TECNO SPARK 20C User Manual</div>	<div>TECNO SPARK 20C User Manual - Setup, Features, and FCC Information</div> <div>Official user manual for the TECNO SPARK 20C smartphone. Learn about its features, SIM/SD card installation, charging, FCC compliance, and SAR information.</div>
<div>TECNO</div> <div>TECNO SPARK Go 1S User Manual</div>	<div>TECNO SPARK Go 1S User Manual - Setup, Features, and Safety Information</div> <div>Comprehensive user manual for the TECNO SPARK Go 1S smartphone, covering setup, component identification, charging, SIM/SD card installation, and FCC/SAR compliance information.</div>

<p>TECNO</p> <p>TECNO SPARK 30 Pro User Manual</p>	<p>TECNO SPARK 30 Pro User Manual</p> <p>User manual for the TECNO SPARK 30 Pro smartphone, detailing setup, features, SIM/SD card installation, charging, and FCC safety information.</p>
<p>SPARK 10 5G User Manual</p>	<p>TECNO SPARK 10 5G User Manual</p> <p>Official user manual for the TECNO SPARK 10 5G smartphone, covering component identification, SIM/SD card installation, charging, and FCC regulatory information.</p>
<p>TECNO</p> <p>TECNO SPARK 30C 5G User Manual</p>	<p>TECNO SPARK 30C 5G User Manual: Setup, Features, and FCC Information</p> <p>Comprehensive user manual for the TECNO SPARK 30C 5G smartphone, covering setup, SIM/SD card installation, charging, and FCC compliance information. Learn about your device's features and specifications.</p>
<p>TECNO</p> <p>SPARK 4 User Manual دليل المستخدم Printed manual</p> <p>N</p>	<p>TECNO SPARK 4 User Manual - Mobile Phone Guide</p> <p>Comprehensive user manual for the TECNO SPARK 4 (Model KC8). Learn about setup, features, charging, safety precautions, and RF specifications.</p>