

User Guide

TCL FLIP3



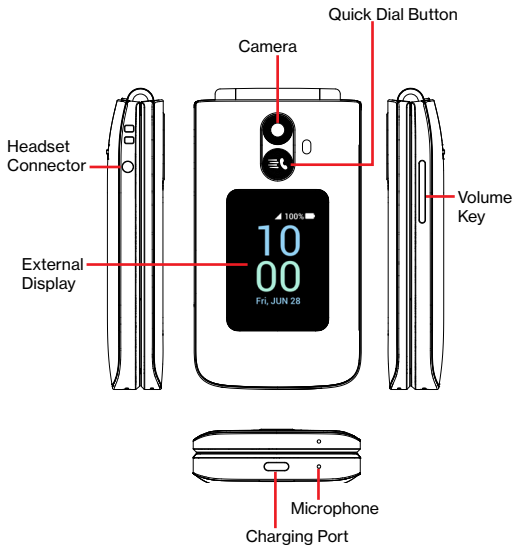
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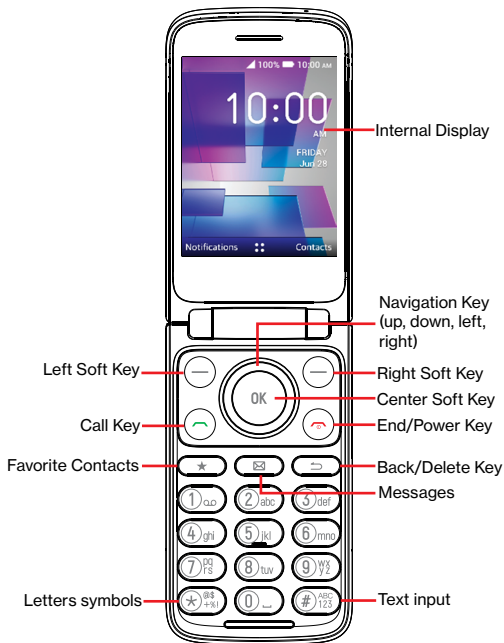
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1 Your mobile

1.1 Phone overview







Quick Dial Button

- After set and activated, press 3 times quickly to call the emergency number.
For settings and activation information, please refer to the “Quick Dial Button”.



Left Soft Key

- Press: access Notifications



Right Soft Key

- Press: access Contacts



Center Soft Key

- Press: access app list (from the Home screen)
- Confirm an option on the screen



Navigation Key

- **Navigate up:** access Quick settings
- **Navigate down:** access Internet
- **Navigate left:** access Google apps
- **Navigate right:** access Camera
- Menu selection moves up, down, right, and left



Call Key

- Press: enter call log (from the Home screen)
- Answer/make a call



End/Power Key

- Press: end a call, move backwards through Menus, return to Home screen
- Press and hold: power on/off or restart

Volume Keys

- In call mode, adjust the earpiece or headset volume
- In Music/Video/Streaming mode, adjusts the media volume
- In general mode, adjusts the ringtone volume
- Mutes the ringtone of an incoming call

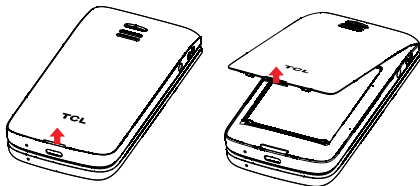
1.2 Getting started

Set up

Your phone already has a NANO SIM card installed.

MicroSD card is sold separately.

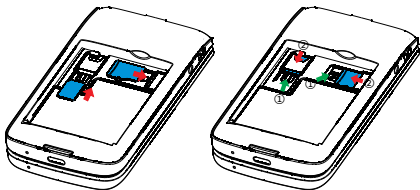
NOTE: Power off the device before opening the back cover to install a microSD or replace the NANO SIM card.



Step 1. With the device facing down, remove the back cover, use your fingernail to carefully lift the cover from the device body.

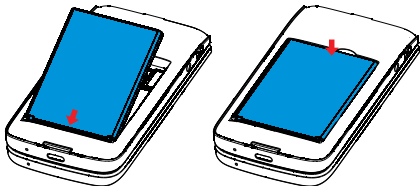
Step 2. Remove the battery using your fingernail to lift from the top right corner.

Step 3. To insert SIM card or microSD card, push the SIM card or microSD card into the card slot with the gold-colored contacts facing down.



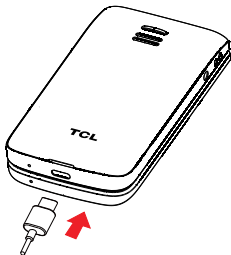
To remove the SIM card or microSD card, press down on the small plastic tab (①), then slide out the card(②). Do not use force or any sharp objects.

Step 4. Re-install the battery by aligning the gold contact points of the battery with the gold contact points of the device. It only fits one way. Press down to snap in place.



Step 5. Carefully align the back cover with tabs and press into place. It only fits one direction.

Step 6. Charge your phone fully before turning it on and starting the set up process. Insert the small end of the charging cable into the charger port on the phone. Insert the other end of the cable into your wall charger and plug it into a wall outlet.



WARNING: Only use the charger and cable supplied with the phone. Using incompatible chargers or tampering with the charging port could damage your phone and void the warranty.

To optimize your battery life, you may do the following

- Lower screen brightness: From the Home screen, press the **Center Soft Key** (⊙) > **Settings** (⚙) > **Personalization** > **Display** > **Brightness**. Lower the brightness by pressing left on the **Navigation Key**.
- Screen Timeout: From the Home screen, press the **Center Soft Key** (⊙) > **Settings** (⚙) > **Personalization** > **Display** > **Screen Timeout** > 15 seconds.

Power on your phone

Press and hold the **End/Power Key** (⏻) until the phone powers on.

Setup your phone for the first time

- Select the phone's language, then press the **Center Soft Key** (⊙) to go to the next step.
- Select an available Wi-Fi network, then press the **Center Soft Key** (⊙) to go to the next step.

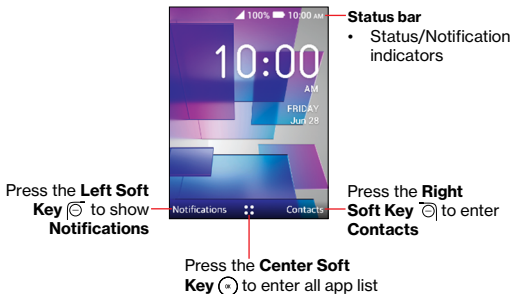
- Select and set Accessibility options, then press the **Right Soft Key**  when done. Press the **Left Soft Key**  to skip.
- Finally, press the **Center Soft Key**  to enter the Home screen.

Note: Even if no SIM card is installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

Power off your phone

Press and hold the **End/Power Key**  until the phone displays: **Power Off** and **Restart**, then press the **Center Soft Key**  to confirm power off.

1.3 Home screen



2 Quick Dial Button

The Quick Dial Button on the front of the device allows you to easily access your predetermined emergency contact.

2.1 Activate Quick Dial Button

1. From the Home screen, press the **Center Soft Key**  > **Settings**  > **Device** > **Assistance** > **Activation**.
2. Press the **Center Soft Key**  and select **On** to activate.

2.2 Add the emergency number

1. From the Home screen, press the **Center Soft Key**  > **Settings**  > **Device** > **Assistance** > **Number** > **Empty**.
2. Press the **Center Soft Key**  to confirm add:
 - Select **Manual** to add names and numbers manually.
 - Select **Contacts** to add a contact from the Contacts list.
 - Press the **Center Soft Key**  to confirm.
3. Press the **Right Soft Key**  to edit or delete.
4. Another way to add: On the contacts list screen, select a contact then press the **Right Soft Key**  > **Set as quick dial** to add.



Only one emergency contact is allowed. Always let your friend or family member know that they are listed as your emergency contact.

If the emergency number is a contact on the SIM card, it will be removed when the SIM card is pulled out and will be automatically restored after SIM card is inserted back into the device.

2.3 How to call the emergency number

Once the **Quick Dial Button**  has been set and activated, press the Quick Dial Button 3 times quickly to call the emergency number.



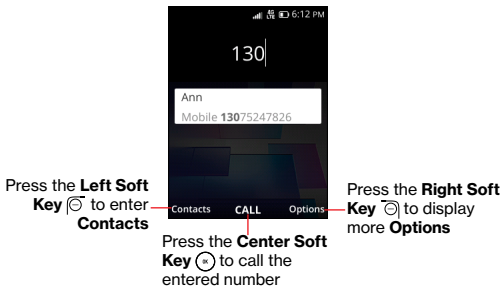
To use the Quick Dial Button, you must first activate the function and store the emergency number you wish to call.

When an emergency call is activated, the phone is pre-set to hands-free mode. Do not hold the device near your ear when the hands-free mode is in use because the volume may be extremely loud.

3 Phone call

3.1 Making a call

Dial the desired number then press the **Call Key**  or the **Center Soft Key**  to make the call. Press the **Back/Delete Key**  to delete the incorrect digits. Press the **Right Soft Key**  to display more **Options**.



Press the **Right Soft Key**  to display more **Options**:

- **Add to existing contact:** Add the entered number to replace the existing contact number.
- **Create new contact:** Create a new contact with the entered number.
- **Close/Open assisted dialing:** Select to close or open assisted dialing.

Make a call from your call log

From the Home screen, press the **Call Key** , or press the **Center Soft Key**  > **Call Log** to access the call log and choose the contact you want to dial, press the **Call Key**  or the **Center Soft Key**  twice to make the call.

Make a call from Contacts

From the Home screen, press the **Right Soft Key** , press the **Center Soft Key**  > **Contacts**, or press the  to enter Favorite contacts menu. Choose the contact you want to dial, press the **Call Key**  to call.

Making an emergency call

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

Make an international call

To dial an international number, press  twice to enter “+” in the dial screen, enter the international country prefix followed by the full phone number, then press the **Call Key**  or the **Center Soft Key**  to call.

Calling your voicemail ⁽¹⁾

Press and hold  to call voicemail.

3.2 Answering or rejecting a call

During an incoming call:

- Press the **Quick Dial Button**  to answer the call with speaker ON.
- If the device is closed, you will get a preview of an incoming call on the external screen. You can accept the call by flipping the device open and begin talking immediately. Otherwise,

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

- Press the **Left Soft Key**  or the **Call Key**  to answer;
- Press the **Right Soft Key**  or the **End/Power Key**  to reject;
- Press the **Center Soft Key**  to ignore with message.
- To mute the ringtone volume of an incoming call, press the **Volume Up/Down Key**.

3.3 Hang up a call

During a call:

- Open the flip and press the **End/Power Key**  to end the call.
- Open the flip and close the flip to end the call.

4 Contacts.....

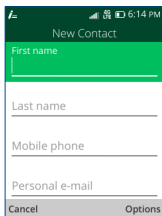


Contacts enables quick and easy access to the contact you want to reach.

- Press the **Right Soft Key**  from the Home screen to enter **Contacts**.
- Press the **Center Soft Key**  from the Home screen and select **Contacts**  to enter contact list.
- Press the **Favorite Contacts Key**  from the Home screen to access Favorite contacts.

4.1 Add a contact

On the contacts list screen, press the **Left Soft Key**  to access **New Contact** to create and input the contact information.



The screenshot shows a mobile phone screen with a status bar at the top displaying signal strength, battery level, and the time 6:14 PM. The main screen is titled 'New Contact' in a green header. Below the header, there are four text input fields labeled 'First name', 'Last name', 'Mobile phone', and 'Personal e-mail'. The 'First name' field is currently highlighted with a green background. At the bottom of the screen, there are two buttons: 'Cancel' on the left and 'Options' on the right.

When finished, press the **Center Soft Key**  to save.

4.2 View a contact

On the contacts list screen, use the **Navigation Key** to select a contact, then press the **Center Soft Key**  to access the detail screen.

Press the **Left Soft Key**  to send an SMS/MMS to the contact you selected.

Press the **Center Soft Key**  to call the contact.

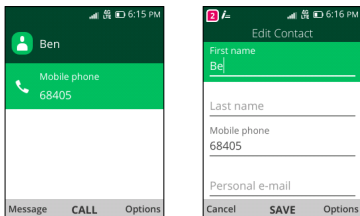
Press the **Right Soft Key**  to access **Options**:

- **Set as quick dial:** Set the contact as the Quick Dial Button emergency number.
- **Add as Favorite** ⁽¹⁾: Add the contact as a Favorite number. You can view it in **Contacts > Favorite contacts**. After added, the menu shows **Unfavorite**.
- **Edit:** Edit the contact.
- **Speed dial:** Use the **Navigation Key** to select 2-9, press the **Center Soft Key**  to confirm. After set, on the Home screen, press and hold the 2-9 screen keys to dial the defined contacts.
- **Share:** Share the contact via Bluetooth/Messages/Email.
- **Delete:** Delete the contact.
- **Find duplicate contacts:** Press the **Center Soft Key**  to find duplicate contacts.
- **Block this number:** Press the **Center Soft Key**  to show Confirmation information, once confirmed, press the **Right Soft Key**  to **Block**.

(1) Only for Phone memory contacts.

4.3 Edit a contact

On the contacts list screen, use the **Navigation Key** to select a contact, and press the **Center Soft Key** (⌂) to view the contact detail information. Press the **Right Soft Key** (⌂) to access **Options**, and then select **Edit**.



When finished, press the **Center Soft Key** (⌂) to save.

4.4 Share a contact

You can share a single contact with others by sending the contact's vCard to them via Email, Messages, or Bluetooth.

On the contacts list screen, use the **Navigation Key** to select a contact, then press the **Right Soft Key** (⌂) to access **Options**, and then select **Share**.

4.5 Delete contacts

On the contacts list screen, use the **Navigation Key** to select a contact, press the **Right Soft Key** (⌂) to access **Options > Delete**, and then press the **Right Soft Key** (⌂) to delete.

4.6 Available options

From the contacts list, press the **Right Soft Key**  to show more options.

Settings

- **Sort contacts:** To select contacts sorted by first/last name.
- **Set speed dial contacts:** To select contacts to define the 2-9 keys as a speed dialer.
- **Set ICE contacts:** Add five contacts for making “In Case of Emergency” calls.
- **Create Group:** Press the **Center Soft Key**  to enter a new group name, press the **Right Soft Key**  to save. From the contacts list, press Group > the **Center Soft Key**  > the **Left Soft Key**  to add contacts to the group.
- **Block Contacts:** Press the **Center Soft Key**  and the **Left Soft Key**  to add blocked number, press the **Right Soft Key**  to save.
- **Import contacts:** Import contacts from memory card, Gmail, and outlook.
- **Export contacts:** Export contacts to memory card, and Bluetooth.
- **Add Account:** Contacts, data, or other information can be synchronized from multiple accounts, depending on the applications installed on your phone.

5 Messages.....

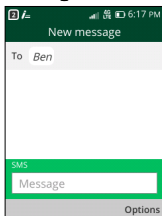


Use the messaging feature to send and receive text (SMS) and multimedia (MMS) messages.

5.1 Sending a text message

From the Home screen, press the **Message Key**  or press the **Center Soft Key**  and select **Messages** .

- Press the **Left Soft Key**  to write a new message.
- Enter the phone number of the recipient in the To bar or press the **Left Soft Key**  to add recipients.
- Use the **Navigation Key** to go to the **Message** bar to enter the text of the message.
- Repeat press  Key to switch between the different input methods.
- Press  Key to select symbols.
- Press the **Right Soft Key**  to enter options.
- Press the **Center Soft Key**  to send text messages.



Inputting text

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

You may choose from the different input methods by pressing the  key and alternate between:

- **Abc** (sentence case), **abc** (lower case), or **ABC** (caps lock case): With this mode you must 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.
- **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 **Predictive** mode to continue writing words.
- **Predictive**: Predictive text mode is a feature that 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 with the **Navigation Key** and press the **Center Soft Key** .

- **Symbols**: This function provides punctuation and special characters. Symbols may be accessed by pressing the  key as well. Find the right symbol by pressing right or left on the **Navigation Key**. When the cursor highlights a symbol you want to add, press the **Center Soft Key**  to select it.

If you want to delete the already typed letters or symbols, press the **Back/Delete Key**  to delete them one by one or long press to delete all at once.

5.2 Sending a multimedia message

MMS enables you to send video clips, images, photos, contacts and sounds to other compatible phones and email addresses by pressing the **Right Soft Key**  from the text messages screen to enter **Options** and then selecting **Add attachment**.

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



An SMS of more than 160 characters will be charged as several SMS. Specific letters (accent) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

6

Email.....



6.1 Set up Email

Access Email by pressing the **Center Soft Key**  from the Home screen and select **Email** .

An email wizard will guide you through the steps to set up an email account, press the **Right Soft Key**  to continue.

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

6.2 Send Email

- Press the **Left Soft Key**  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 Down on the **Navigation key** to switch to the Subject field to confirm the entered address, then press Up on the **Navigation key** to return to the **To** field again to add more.
- Type the subject and the content of the message.
- If necessary, press the **Right Soft Key**  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 the **Right Soft Key**  and select **Save as draft** to save a copy.
- Finally, press the **Left Soft Key**  to send.

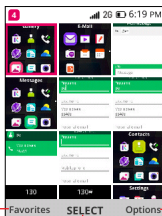
7 Application

7.1 Gallery.....



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

To access **Gallery**, press the **Center Soft Key** (OK) from the Home screen, select **Gallery**  and press the **Center Soft Key** (OK).



Press the **Left Soft Key** (Left Arrow) to access **Favorites**

Press the **Center Soft Key** (OK) to select the photo

Press the **Right Soft Key** (Right Arrow) to more **Options**

Press the **Right Soft Key** (Right Arrow) to access options below:

- **Delete:** Delete the selected photo.
- **Edit:** Adjust exposure value, rotate the photo, crop, add filters, and auto-correction.
- **Add to Favorites/Remove from Favorites:** Add/Remove the selected photo to/from the Favorites list.
- **Share:** Share the photo via Bluetooth, Messages and Email.
- **Select Multiple:** Select multiple photos to delete or share.

- **File Info:** Display name, size, type, date taken, resolution and path.
- **Sort and Group:** Sort photo by date and time or group them by date.

Individual photo view options



Press the **Left Soft Key**  to zoom in/out.

When previewing an individual image in Gallery app, the options above are also available by pressing the **Right Soft Key**  with the additional option below:

- **Set as:** Set the photo as Wallpaper or Image for an existing contact.

7.2 Music



Use **Music** to play music files stored on your phone. Music files can be downloaded from your computer to your phone using a USB cable.

To access **Music**, press the **Center Soft Key**  from the Home screen, select **Music**  and press the **Center Soft Key** .

7.3 Camera



Your mobile phone features **Camera** and **Video** to take photos and shoot videos.

Access the camera

To access **Camera**, press the **Center Soft Key**  from the Home screen, select Camera  and press the **Center Soft Key** .

Take a picture

Position the object or landscape in the screen, and press the **Center Soft Key**  to take the photo. Photos will be automatically saved to the **Gallery** app.

After taking the photo, press the **Left Soft Key**  to preview.

Zoom in/out

Press up and down on the **Navigation Key** to zoom lens in and out.

Options

Press the **Right Soft Key**  to:

- **Flash:** Select to turn flash auto/on/off.
- **Camera Resolution:** Select the resolution as High, Standard, or Low.
- **Self Timer:** Set the time a photo is taken after pressing the **Center Soft Key** .
- **Grid:** Add grid lines to photo screen to help take better photos by using grid lines to align photo image.
- **Gallery:** Select **Go to Gallery** to view photos previously taken.
- **Modes:** Select to switch between Photo and Video mode.

Camcorder

To shoot a video

- Use the **Navigation Key** to change the camera mode to video mode, or press the **Right Soft Key**  to access **Options > Modes** to switch to Video mode.
- Press the **Center Soft Key**  to record a video.
- **Zoom in/out:** Press up and down on the **Navigation Key** to zoom lens in and out.
- Press the **Center Soft Key**  to end recording. Videos will be automatically saved to the **Video** app.

7.4 Internet



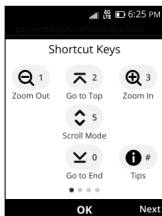
Use **Internet** to navigate the Web.

To access **Internet**, press the **Center Soft Key**  from the Home screen, select **Internet**  and press the **Center Soft Key** .

To search the internet, press the **Center Soft Key**  to access the search bar, enter the website and press the **Center Soft Key** .

Use the **Navigation key** to move cursor on the screen.

Press  to view tips for the shortcut keys.



7.5 Calendar

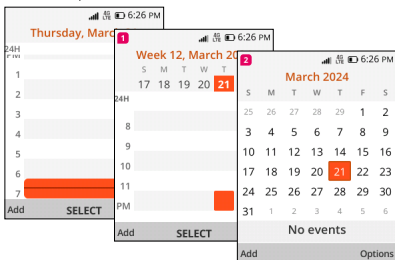


Use **Calendar**, to keep track of important meetings, appointments, etc.

To access **Calendar**, press the **Center Soft Key** (OK) from the Home screen, select **Calendar**  and press the **Center Soft Key** (OK).

View Calendar

You can display the Calendar in Day, Week, Month view. Press the **Right Soft Key** (Menu) to change your Calendar view.



Create New Event

Press the **Left Soft Key** (Add) to add new events from any Calendar view.

- Fill in new event information.
- If it is a whole-day event, you can select **All-day Event**.
- When finished, press the **Right Soft Key** (Menu) to save.

More options are available by pressing the **Right Soft Key** (Menu) from the Calendar main screen:

- **Go to date:** To go to whatever date you want.

- **Search:** Search scheduled events.
- **Calendar to Display:** To display Phone Calendar or not.
- **Settings:** To set a series of Calendar settings.

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.

7.6 Clock



Your mobile phone features a Clock app with Alarm, Timer and Stopwatch.

To access **Clock**, press the **Center Soft Key**  from the Home screen, select **Clock**  and press the **Center Soft Key** .

To set an alarm

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

- **Time:** Set the alarm time.
- **Repeat:** Select the days you want your alarm active.
- **Sound:** Select a sound for the alarm.
- **Vibrate:** Activate vibration.
- **Alarm name:** Enter a name for the alarm.
- Press the **Right Soft Key**  to save.

Press the **Right Soft Key**  to access **Options > Turn On/Off**, and press the **Center Soft Key**  to turn on or off the selected alarm.

Press the **Center Soft Key**  to edit the selected alarm from the Alarm screen.

More options are available for saved alarms by pressing the **Right Soft Key**  from the Alarm screen:

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

To set the timer

From the **Alarm** screen, press Right on the **Navigation key** to enter the **Timer** screen.

Press the **Center Soft Key**  and the **Navigation key** to edit hour, minute and second.

When finished, press the **Center Soft Key**  to start the Timer.

When the Timer is ongoing:

- Press the **Center Soft Key**  to pause/resume the Timer.
- Press the **Right Soft Key**  to add 1 minute.
- Press the **Left Soft Key**  to reset the Timer.

When the Timer is reset, press the **Right Soft Key**  to enter Settings, allowing you to set snooze duration, alarm volume, vibrate, and sound.

To set the stopwatch

From the **Timer** screen, press Right on the **Navigation key** to enter the **Stopwatch** screen.

Press the **Center Soft Key**  to start the Stopwatch.

When the Stopwatch is ongoing:

- Press the **Right Soft Key**  to record the lap.
- Press the **Center Soft Key**  to pause/resume the time.
- Press the **Left Soft Key**  to reset the stopwatch and clear lap times.

7.7 Note



To access **Note**, press the **Center Soft Key**  from the Home screen, select **Note**  and press the **Center Soft Key** .

- Press the **Left Soft Key**  to add note, enter contents and then press the **Right Soft Key**  to Save.
- On the note list, press the **Right Soft Key**  to access Options, such as delete, share, select multiple, search, sort by.

Use the **Navigation key** to select the note, press the **Center Soft Key**  to view details.

- Press the **Center Soft Key**  to edit.
- Press the **Right Soft Key**  to access **Options** to delete or share the note via Messages, Email, or Bluetooth.

7.8 Utilities



7.8.1 Calculator



To access this app, press the **Center Soft Key**  from the Home screen, select **Utilities > Calculator**  and press the **Center Soft Key** .

- 0-9 key: input numbers
-   : .
-   : +/ -
-  : +, -, X, ÷
-  : =
-  : Clear once
-  : Clear All

7.8.2 ToDo



To access **ToDo**, press the **Center Soft Key** (OK) from the Home screen, select **Utilities > ToDo** (ToDo icon) and press the **Center Soft Key** (OK).

- Press the **Left Soft Key** (Back) to add a new task list, enter list name then press the Right Soft Key to **Create**.
- Press the **Center Soft Key** (OK) to select a task list, then press the **Left Soft Key** (Back) to add a task, enter task name then press the **Right Soft Key** (Done) to **Save**.
- Press the **Right Soft Key** (Done) to access **Options** to Edit, Delete, or Delete the task.
- Select a task, press the **Center Soft Key** (OK) to **CHECK/UNCHECK** the task.

7.8.3 Recorder



To access **Recorder**, press the **Center Soft Key** (OK) from the Home screen, select **Recorder** (Recorder icon) and press the **Center Soft Key** (OK).

- Press the **Left Soft Key** (Back) then press the **Center Soft Key** (OK) to start/pause recording, press the **Right Soft Key** (Done) when **Done**.
- Use the **Navigation Key** to select the recording, and press the **Center Soft Key** (OK) to play.
- Press the **Right Soft Key** (Done) to access **Options**, such as delete, share, select multiple, rename, save as ringtone, save to music library, select **Settings** to set recording size.

7.9 File Manager



To access this app, press the **Center Soft Key** (OK) from the Home screen, select **File manager** (File manager icon) and press the **Center Soft Key** (OK).

File Manager displays all data stored on the phone and the microSD card, 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.

File Manager allows you to perform and be really efficient with the following common operations: create (sub) folder, open folder/file, view, rename, cut, copy, delete, play, share, etc.

7.10 Video



Video acts as a media player for you to view videos.

To access **Video**, press the **Center Soft Key** (OK) from the Home screen, select **Video**  and press the **Center Soft Key** (OK).

- Press the **Left Soft Key** (Back) to enter **Camera** to take a video.
- Use the **Navigation Key** to select a video, press the **Center Soft Key** (OK) to play the video.
- Press the **Right Soft Key** (Menu) to access **Options**, such as share, file info, delete, select multiple.

7.11 FM Radio



Your phone is equipped with a radio⁽¹⁾ with RDS⁽²⁾ functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display if you tune to stations that offer Visual Radio service.

(1) The quality of the radio depends on the coverage of the radio station in that particular area.

(2) Depending on your network operator and market.

To access this function, press the **Center Soft Key**  from the Home screen and select **FM Radio** .

8

Settings



To access **Settings**, press the **Center Soft Key** (OK) from the Home screen, select **Settings**  and press the **Center Soft Key** (OK).

8.1 Network & Connectivity

Airplane Mode

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

Cellular network & Data

Carrier

Press the **Center Soft Key** (OK) to select the carrier automatically. Default is On.

Data Connection

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

Data counter

Press the **Center Soft Key** (OK) view data usage, set data limit and warning.

Data roaming

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

APN Settings

- Press the **Left Soft Key**  to add new APN.
- Enter the required APN information, when finished, press the **Right Soft Key**  to save.

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 that you may need to enter a password if applicable.

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.

Geolocation

KaiOS uses GPS, and additional supplemental information such as Wi-Fi and cellular networks to approximate your location.

Location data may be used by KaiOS and service providers to improve accuracy and coverage of the location databases.

Calling Settings

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.

Mobile Hotspot & USB Tethering

Mobile hotspot and USB tethering are convenient features that allow you to share your device's internet connection with other devices. With mobile hotspot, you can create a portable Wi-Fi network using your phone's cellular data, enabling other devices to connect and access the internet. USB tethering, on the other hand, involves connecting a phone to another device via a USB cable to share the internet connection.

Wireless Emergency Alerts

Alert Inbox

Press to view alert message in alert box.

WEA Sound

Mark the checkbox to enable sound.

WEA Vibrate

Mark the checkbox to enable vibration.

National alert

Mark the checkbox to enable national alert.

Extreme alert

Mark the checkbox to enable extreme alert.

Severe alert

Mark the checkbox to enable severe alert.

AMBER alert

Mark the checkbox to enable amber alert.

Public safety alert

Mark the checkbox to enable public safety alert.

State/Local test alert

Mark the checkbox to enable state/local test alert.

8.2 Personalization

Sound

Volume

Press to set volume for Media, Ringtones & Alerts and Alarm.

Tones

Press to manage tones.

Other Sounds

Press to enable/disable the sound for Dial pad and Camera.

Display

Wallpaper

Press to select wallpaper from Gallery, Camera, or Wallpaper.

Brightness

Press to set the level of brightness.

Large Text

Press to enable/disable large text.

Screen Timeout

Press to set screen timeout.

Sub-screen clock

Press to select Super digital clock, Digital clock, or Analog clock.

Battery percentage

Press to enable/disable battery percentage.

Search

Search Engine

Press to select search engine.

Search Suggestions

Press to enable/disable search suggestions.

Notifications

Show on Lock Screen

Press to enable/disable notifications shown on lock screen.

Show content on Lock Screen

Press to enable/disable content shown on lock screen.

App Notifications

Select to enable/disable notification for each app.

Date & time

You can adjust settings to your local time zone, choose between 12-hour and 24-hour clock formats, and select to show or hide the clock on the Home screen.

Language

Press to select the language you want.

Input methods

Press to select input languages.

Flip definition

Press to enable/disable Open to answer call and Close to go to home

8.3 Privacy & Security

Screen lock

Screen lock allows you to set a 4-digit password which protects your phone from intrusions. Whoever turns on your phone will be prompted to enter a password in order to access your device.

SIM Security

A SIM PIN prevents access to the SIM card mobile 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 lock code used to unlock the device.

App permissions

Press to set permissions for apps.

Do Not Track

Press to set whether you want to be tracked by websites and apps.

About KaiOS

View information about KaiOS.

8.4 Storage

USB storage

Enabling USB storage allows another computer or device connected using USB to access files on this phone.

Internal storage

Use these settings to monitor available space on your phone.

8.5 Device

Device Information

This contains information ranging from Phone number, Software version, Hardware Revision, Platform version, Bluetooth address, Build number and etc.

Downloads

Press to view downloads.

Battery

Press to set Power Saving Mode.

Turning Power Saving Mode on will turn off the phone's data, Bluetooth and Geolocation connection to extend battery life.

You can adjust power use via the screen brightness or screen timeout settings in the Display screen.

Accessibility

Invert Colors

Press to turn on/off color inversion.

Backlight

Press to turn on/off backlight.

Large Text

Enable large text to enlarge the screen text.

Captions

Press to activate/deactivate captions for phone screen.

Readout

Press to turn on/off readout.

Mono Audio

Press to turn on/off mono audio.

Volume Balance

Press to set volume balance value.

Keypad Vibration

Press to turn on/off keypad vibration

Hearing Aid Compatibility (HAC)

Hearing aid 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.

Real Time Text (RTT)

Press to turn on/off RTT and select preference.

Assistance

Press to activate/deactivate assistance and set the number for it manually or from Contacts.

Regulatory & Safety

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

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 > Battery**.
- From the Home screen, press the **Center Soft Key**  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 the **Right Soft Key**  to select Install to update your system.

8.6 Account

KaiOS Account

To create a KaiOS account, press the **Center Soft Key**  from the Home screen and select **Settings > Account > KaiOS account**.

Create Account

- Select **Create Account** and press the **Center Soft Key**  to confirm.
- Read **About KaiOS Account** and press the **Right Soft Key**  to **Accept**.
- Enter Account Name, Password, Confirm password, then press the **Right Soft Key**  to go **Next**.
- Fill in the year of birth, select the gender, then press the **Right Soft Key**  to go **Next**.
- Prompt "Account Created". A confirmation email is sent, and you should verify and activate your account. Once confirmed, you can log in with your email and use it for password retrieval.
- Press the **Right Soft Key**  when **Done**.
- Jump to the **KaioOS Account** interface.
- Sign in with email.

Anti-Theft

Anti-theft can only be enabled after logging in to your KaiOS Account.

9 FOTA upgrade

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

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

10 Licenses



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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.

(1) May not be available in all countries.

11 1 YEAR LIMITED WARRANTY

For information on warranty of your device, visit the USA and Canada websites at <https://support.tcl.com/us-mobile-product-downloads/614427>



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Recycling Information

We declare that there is no Post-consumer recycled and bio-based plastics content added to our product.

Call Recycle Customer Support at 1-855-224-4228 for recycling instructions.



12 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 phone's software. To access **Software update**, press **Settings > Device > Software Update > Check for update**.
- To set your phone to factory default, access **Settings > Device > Device information > Reset Phone > Reset**. All your phone data will be lost permanently. It is strongly advised to fully back up your phone before resetting.

The following are the most asked questions:

My phone has not responded for several minutes

- Restart your phone by pressing and holding the **End/Power Key** .

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure the **End/Power Key**  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 “**1.2 Getting started**”).
- 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 the **Call Key** .
- 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 e-mail 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.

13 Specifications

Platform:

- QCT QM215

OS:

- Kai OS

Memory:

- 16GB ROM+1GB RAM

Dimensions (LxWxT):

- 4.22" x 2.34" x 0.78"

Weight:

- 5.06 oz

Display:

- QVGA 240x320 @60Hz

Network:

- 2G-GSM: 850/900/1800/1900
- 3G-WCDMA: B1/B2/B4/B5/B8
- 4G-FDD LTE: B2/B4/B5/B12/B13/B25/B26/B66/B71
- 4G-TDD LTE: B41/B41(HPUE)

Connectivity:

- Bluetooth 4.2
- 802.11b, 802.11g, 802.11n, 2.4GHz
- 3.5 mm audio jack
- Type C

Camera:

- Rear Camera: 5MP

Audio & Video supported formats:

- AAC LC, AAC+, eAAC, aacPlus v1, AAC+ v2, eAAC+, aacPlus v2, AMR-NB, AMR-WB, MP3, Vorbis, PCM
- H.263, h.264 AVC, VP8, VP9, Theora.

Battery:

- Capacity: 1850mAh

Expansion Slot:

- microSD™ memory card, sold separately
(capacity up to 512GB)

Sensors:

- Hall switch

Note: Specifications are subject to change without prior notice.

14 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 carrier exclusively.



For more information on how to use the phone, please go to tcl.com and download the complete user manual. The website will also provide you with answers to frequently asked questions.