cricket®
wireless

TCL 30z

User Guide

Some of the contents in this manual may differ from your phone depending on the software of the phone. Actual color may vary.

Your phone is designed to make it easy for you to access a wide variety of content. For your protection, we want you to be aware that some applications that you enable may involve the location of your phone being shared. For applications available through Cricket, we offer privacy controls that let you decide how an application may use the location of your phone and other phones on your account. However, the Cricket privacy tools do not apply to applications available outside of Cricket. Please review the terms and conditions and the associated privacy policy for each location-based service to learn how location information will be used and protected. In addition, your Cricket phone may be used to access the internet and to download, and/or purchase goods, applications, and services from Cricket or elsewhere from third parties. Cricket provides tools for you to control access to the Internet and certain Internet content. These controls may not be available for certain devices which bypass Cricket controls.

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All "Signature" ringtones embedded in this phone have been composed, arranged and mixed by NU TROPIC (Amar Kabouche).

BC   **RECYCLE** R.B.R.C. Li-ion 1·800·822·8837   **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.

Table of contents

Getting started

Phone setup

1. Remove back cover by gently pulling up on the indentation on the bottom left of the cover.
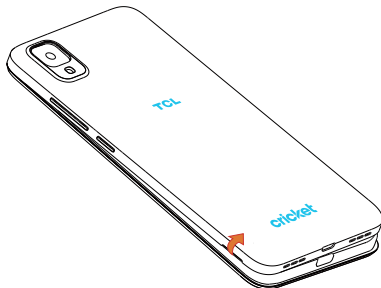
2. Insert the nano SIM card and microSD™ card* with gold contacts facing down.
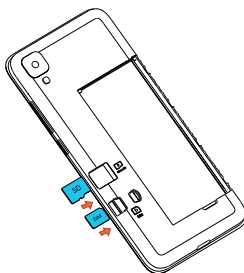
3. Ensure that nano SIM and microSD™ cards have been properly secured.
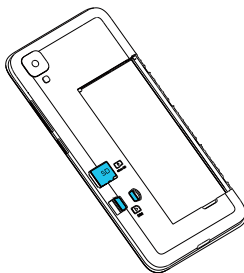
Note: microSD™ card sold separately.

Warning: To avoid damage to the phone, only use a standard NANO SIM card provided by your service provider.

Charging the battery

Your phone's battery should have enough power for the phone to power on, acquire a signal, and place several calls. You should fully charge the battery as soon as possible.

When the battery is low, a low-battery warning icon [1] will appear on the screen.

If the battery is extremely low, you may be unable to power on the phone even when it is being charged. In this case, try again after charging the phone for at least 10 minutes.
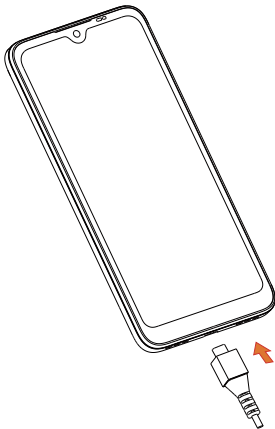
1. Insert the charger's connector into the charging port. Do not force the connector into the port.

2. Plug the charger into a standard AC wall outlet.

3. When the battery is fully charged, unplug the charger and disconnect it from the phone.

Warning: Only use TCL approved chargers and cables. The use of unapproved accessories could damage your phone.

Extending the battery life

Active applications, screen brightness levels, Bluetooth and Wi-Fi usage, and GPS functionality can drain your battery. Follow the helpful tips below to conserve your battery power:

• Reduce the time before the Sleep Mode function is activated.

• Lower the screen brightness.

• Turn off auto-sync, Wi-Fi, and Bluetooth when not in use.

• Disable the GPS function when not in use. Most applications using this function will periodically locate the GPS satellites for your current location.

Powering your phone on/off

Ensure that the NANO SIM card is in your phone and the battery is charged.

• Press and hold the **Power** key to power on your phone.

• To power it off, press and hold the **Power** key to open the options menu. Tap **Power off**.

Setting up your phone for the first time

Follow the steps below to set up your phone for the first time or after a factory reset:

1. Tap the language field to select the language you want to use and then tap **START**.

2. Connect to a secure and trusted Wi-Fi network, enter the password, and tap **CONNECT**. To skip, tap **Set up offline** and tap **CONTINUE** on the pop-up message.

3. Select **Date & time** and tap **Next**.

4. You will be prompted to agree to or decline Google Services, such as location and device maintenance, and to read Google's Terms of Service. Make your allowances and tap **ACCEPT** to continue.

5. Choose a screen lock type Pattern, PIN or Password to prevent others from using your phone.

6. Enable an extra screen lock method through Face Unlock, or skip both to configure later (see **Secure your phone** for more details).

Switching to Sleep Mode

To save battery power, Sleep Mode suspends your phone in a low-power-consumption state while the display is off. Your phone also goes into Sleep Mode by itself when the display is automatically turned off after a certain period of time, which you can set by tapping **Settings > Display > Sleep**.

Press the **Power** key to enable Sleep Mode.

Waking up your phone

Press the **Power** key to activate your screen display. If an unlock method is enabled, you will need to enter it to access your phone.

Getting around

Tap control

Your phone's tap screen allows you to control actions through a variety of tap gestures.

- **Tap:** Tap the buttons, icons, or applications to select items or to open applications.
- **Press and hold:** To open the available options for an item (such as a message or link in a web page), press and hold the item.
- **Swipe or slide:** To scroll or toggle, quickly drag your finger vertically or horizontally across the screen.
- **Drag:** To drag, press and hold before you start to move your finger. While dragging, do not release your finger until you have reached the target position.
- **Pinch:** In some apps (such as Maps Go, Browser, and Photos), you can zoom by placing two fingers on the screen and pinching them together (to zoom out) or spreading them apart (to zoom in).
- **Rotate the screen:** In certain applications, you can change the screen orientation from portrait to landscape by turning the phone sideways.

Getting to know your phone

Headset port

Secondary mic

Speaker

Camera

Proximity & light sensors

Volume keys

Power / Lock key

Touch screen

Back

Recent apps

Home

Charging Port

Flashlight

Camera

Volume keys

Power/
Lock keys

TCL

cricket
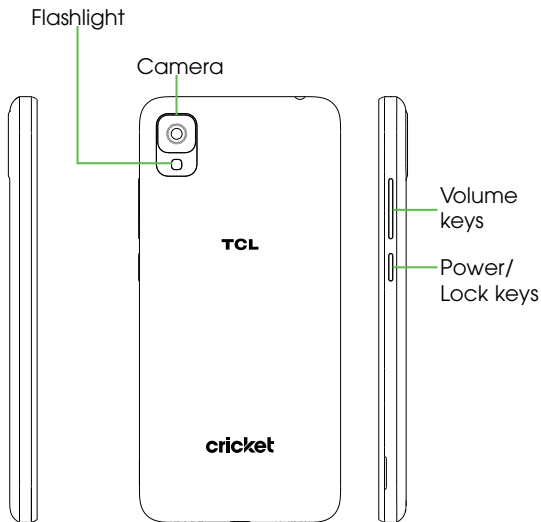
Key functions

< **Back**
- Tap to go back to the previous screen, or to close a dialog box, options menu, the Notifications panel, etc.

Home

○
- From any application or screen, tap to return to the Home screen.
- Press and hold to activate your Google Assistant.

≡
Recent apps
- Tap to switch between apps and files you've recently opened.

Power/Lock key
- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from Power off/ Restart/Airplane mode.
- Press and hold the Power key and Volume down key to capture a screenshot.
- Press and hold the Power key for at least 10 seconds to force restart.

Volume Keys
- Adjust the earpiece or headset volume during a phone call.
- Adjusts the media volume while listening to music or a video, or streaming content.
- Adjust the ringtone volume.
- Mute the ringtone of an incoming call.
- While using the Camera app, press Volume up or down key to take a photo or press and hold to take several photos.

Customize your Home screen by adding application shortcuts, widgets, folders, and using wallpapers.

Status and notifications bar

Search by voice

Search by text

Google Folder

Favorite apps tray
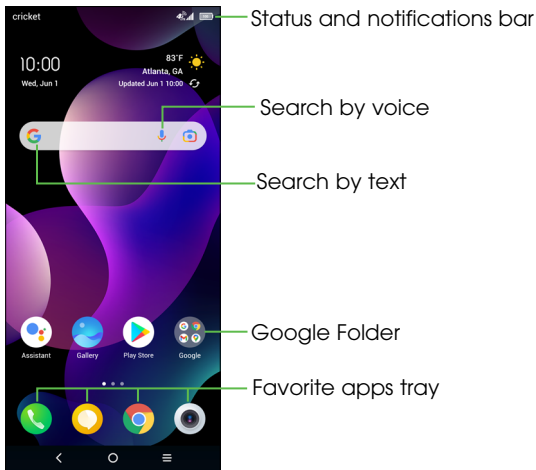
Extended home screen

In addition to the main home screen, your phone has extended home screens to provide more space for adding apps, widgets, and more. Once an app or widget is added to the extended home screen, swipe your finger to the left or right to access the extended home screen panels.

Set wallpaper

- To change your home or lock screen wallpaper, tap and hold a blank part of the home screen and tap **Wallpapers.**

- Select a wallpaper and tap **Scroll** to set the image and then select whether you want it to appear on the lock screen, home screen, or both. You can also tap **My photos** or **Recently used** for additional options.

Adding items to your home screen

- To add an app to your home screen, swipe up on the home screen to access all the applications on the phone. Press and hold the desired app, and drag it to the home screen.

- To add a widget to your home screen, press and hold an empty place on the home screen, then tap **Widgets**. Press and hold the desired widget, and drag it to the home screen.

Adjusting widget size

1. Press and hold a widget on the home screen and then release it.

2. When an outline appears around the widget, drag the lines to adjust the size.

Note: Not all widgets can be resized.

Organizing apps with a folder

1. Hold and drag an application over another to create folders.

2. To add more shortcuts into the folder, press and hold each widget and drag them over the folder before releasing them.

Removing items from your home screen

1. Press and hold the item you want to delete until ⊖ **Remove** appears at the top of the screen.

2. Drag the item to ⊖ **Remove** and release your finger when the item turns red.

Viewing your apps

Swipe up on the home screen to access all the applications on the phone. You can add apps to your home screen and uninstall or disable them.

Uninstall or disable an application

1. Swipe up on the home screen.

2. Press and hold an application.

3. To uninstall an app, drag it to **Uninstall** and release it.

4. To enable or disable an application, swipe up on the home screen > **Settings > Apps & notifications** > View all apps, then select the app.

Note: Not all applications can be uninstalled or disabled.

Status and notification icons

Status icons

4G ▲	4G connected	☎	Speakerphone is on
4G ▲	4G in use	🎤	Phone microphone is mute
LTE ▲	LTE connected	▮	No SIM card installed
LTE ▲	LTE in use	▯▮▯	Vibrate mode
📶	Connected to a Wi-Fi network	▭	Battery is very low
✈	Airplane mode	▭	Battery is low
▦	Signal strength	▭	Battery is partially decreased
◿	No signal	▭	Battery is full
⏰	Alarm is set	▭	Battery is charging
✳	Connected to a Bluetooth device	📍	GPS is on

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Notification icons

📧	New email message	⊚	Portable Wi-Fi hotspot is on
≣	New text or multimedia message	📞	Missed call
📢	Problem with SMS or MMS delivery	⬆	Uploading data
⚠	Carrier data use threshold approaching or exceeded	⬇	Download finished
☎	New voicemail	⌨	Select input method
31	Upcoming event	📶	An open Wi-Fi network is available
🖼	Screenshot captured	⇕	Phone is connected via USB cable
⊙	Both USB tethering and portable hotspot are on	●	More notifications are hidden
Ψ	USB tethering is on		

Using the Notifications panel

Drag down from the status bar to open the Notifications panel. Drag down once again to enter the Quick settings panel. When there are notifications, you can tap them to access notifications directly.

Notifications panel

When there are notifications, drag down from the Status bar to open the Notifications panel to read more detailed information.
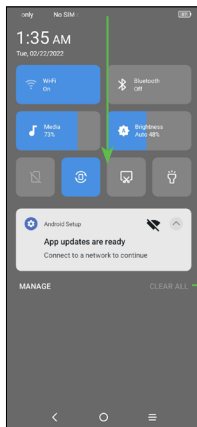
Clear new notifications (ongoing notifications, such as New Voicemail, will remain)

Quick settings panel

Drag down the Notifications panl to open the Quick settings panel. This will allow you to access frequently used settings like Wi-Fi, screen brightness, airplane mode, and others. You can open this panel from anywhere on your device, including your lock screen.
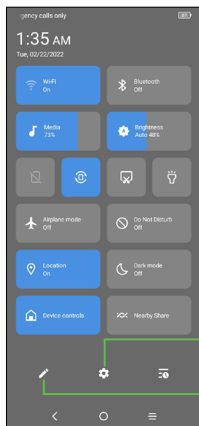
Tap to access **Settings**, where you can set more items.

Tap **Edit** to customize your Quick settings panel.

Secure your phone

Select an unlock method for added security and convenience. Choose your unlock option: Swipe, Pattern, PIN, Password or Face Unlock.

1. From the home screen, swipe up **TCL** 🌀 **> Settings > Security & biometrics > Screen lock**.

2. Tap **Screen lock**, then choose **Swipe**, **Pattern**, **PIN**, or **Password**.

• Tap **None** to disable screen lock.

• Tap **Swipe** to enable screen lock.

Note: you will not need a pattern, PIN, or password to access the phone

• Tap **Pattern** to create a pattern you must draw to unlock the screen.

• Tap **PIN** or **Password** to set a numeric PIN or a password that you must enter to unlock your screen.

Face unlock

Face Unlock will unlock your phone by using the front camera to register your face.

1. For the best result, start the setup in a bright, indoor environment away from direct sunlight.

2. Hold your phone about 20-50 cm from your face.

3. Position your face in the square shown on the screen, then select **Continue** when registration is complete.

Face unlock may not be as secure as Pattern, PIN, or Password locks. We may use Face unlock methods only for the purpose to unlock the phone. The data collected from you through such methods will be stored in your device and will not be disclosed to any third-party. You may delete your data anytime.

Phone calls

Making calls

Calling from the dial pad

1. From the home screen, tap 🟢.

2. Tap 🔵 to open the dial pad.

Call the favorited number

Show the dial pad

Favorites

Call logs
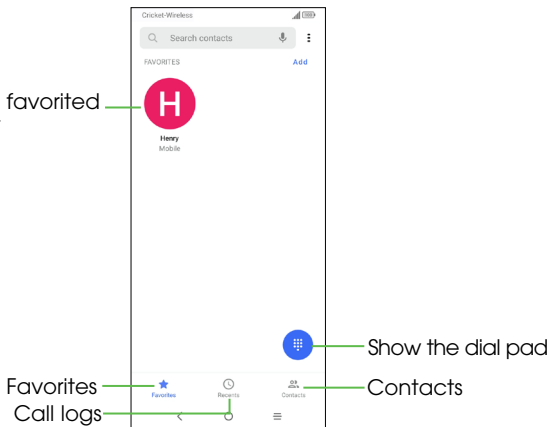
Contacts

3. Enter the phone number with the on-screen keypad. Tap ⊗ to delete incorrect digits.

Note: As you enter digits, your phone searches for contacts that match. If you see the number you want to dial, tap it to place the call immediately without entering the rest of the number.

4. Tap 📞 to place the call.

Tip: To make an international call, press and hold the 0 key to enter the plus (+) symbol. Next, enter the country code, followed by the area code, and then the phone number.

Dial a Recent Number

1. From the home screen, tap 📞 > 🕐 Recents.

2. Swipe the screen up or down and tap the contact you want to call.

Tip: You can search for a contact by tapping the search field above the contacts list.

Calling from Contacts

1. Swipe up on the home screen, tap **TCL** 🔵 > 🔵.

2. Swipe your finger up or down to scroll through the contacts list, tap the contact you want to call, then tap 📞 to call.

Tip: You can search for a contact by tapping the search field above the Contact lists.
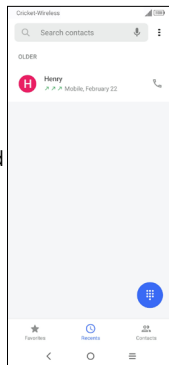
Calling from Messaging

1. From the home screen, tap ⬤ and then tap the conversation with the contact you wish to call.

2. Tap 📞 at the top of the screen to call that number.

Receiving calls

When the screen is locked

- Swipe Phone ⦿ up to answer the call;

- Swipe Phone ⦿ down to reject the call;

- Tap ▤ to reject the call and select a preset test message to send to the caller.
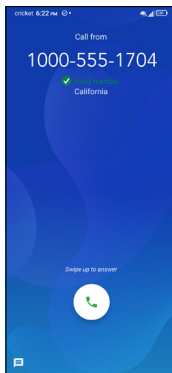
When the screen is unlocked

- Tap **ANSWER** to answer an incoming phone call.
- Tap **DECLINE** to reject an incoming phone call.

Note: To silence the ringtone on an incoming call, press the volume down key.

Using options during a call

During a call, you will see a number of on-screen options. Tap an option to select it.

- Tap ![icon] to place a second call, separate from the first call, which is put on hold. You can then merge ![icon] the calls to create a conference call.
- Tap ![icon] to put the call on hold.
- Tap ![icon] to send real time text.
- Tap ![icon] to turn the speaker on or off.
- Tap ![icon] to open the dial pad.
- Tap ![icon] to mute or unmute your microphone.
- Tap ![icon] to end the current call.

Warning: Do not place the phone near your ear while the speakerphone is in use.

Note: To avoid accidental operation of the screen during a call, the screen will automatically darken when you put the phone close to your ear, the screen will re-illuminate when it is removed from your ear.
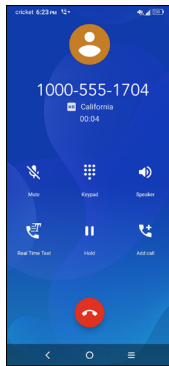
Managing multi-party calls

When call waiting and three-way calling features are available, you can switch between two calls or set up a conference call.

Swap calls

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

Conference calls *

You can set up a conference call as follows.

- Place a call to the first participant of the conference call.
- Tap 📞 to add a call, then dial the number or choose from Contacts or Recent.
- Tap 📞 to place the call.
- Tap 🫱 to join the calls and start the conference.
- Tap 📞 to end the conference call and disconnect all callers.

Adjusting your phone settings

From the home screen, tap 📞 > ⋮ > **Settings** to configure the phone options.

PHONE SETTINGS

Display options

- **Sort by**

  Set the contacts display by First name or Last name.

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* Depending on your network carrier.

- **Name format**

  Set the name format by First name first or Last name first.

Sounds and vibrate: Adjust volume of Ring, media, notification, and more.

Quick responses: Edit quick responses which will be used when you reject a call with a text message.

Calls

- **Call forwarding**

  Configure how unanswered calls are forwarded.

- **Call barring**

  Select calls to be barred, cancel call barring, or change barring password.

- **Additional settings**

  Configure how your number displays for outgoing calls and your call waiting settings.

Blocked numbers

Block calls from unidentified callers.

Voicemail

Access voicemail service and number settings.

Accessibility:

- **RTT call button**

  RTT allows you to use text to communicate during a call. The other person will see each letter typed in real time.

  Tap RTT operation mode to set Always visible or Visible during calls.

- **Hearing aids**

  Enable hearing aid compatibility.

About

View Build version, Open sources licences, Privacy policy and terms of service.

Contacts

Add contacts on your phone and synchronize them with the contacts in your Google account or other accounts that support contact syncing.

To view your contacts, swipe up on the home screen, tap **TCL** 🎮 > 👤.

Search contacts

Display the contacts list option menu

Tap to open the Quick contact panel

Press and hold to select a contact to delete or share with others

Tap to add a new contact
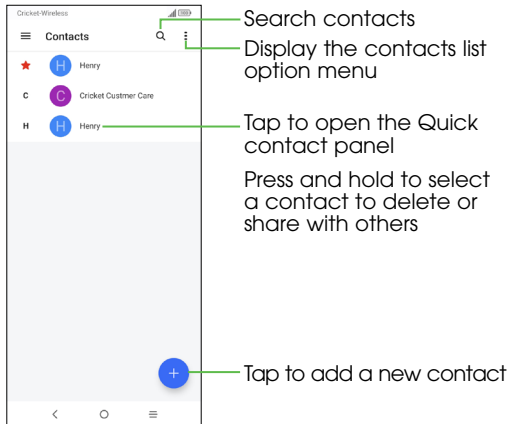
Sharing contact information

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

1. From the Contacts screen, Select the contact you want to share, tap ⋮ > **Share**.

2. Use the pop-up menu to choose how to share the contact information. Available options will depend on the applications and services installed.

Creating a contact

1. From the Contacts screen, tap + to add a new contact.

2. Tap the **Saving to** button to choose where to save the contact. If a sync account is selected, the contacts will be synced automatically with your account online.

3. Enter the contact name, phone numbers, email addresses, and other information.

4. Tap **SAVE** to save the contact.

Adding a contact to Favorites

Add the contacts you use frequently to Favorites so that you can find them quickly.

1. From the Contacts screen, tap the contact you want to add to Favorites.

Tap to add the contact to favorites, tap again to remove

Tap for more options

Tap to edit contact information

7:33 AM

Henry

125 4
Mobile

Tap to send a message
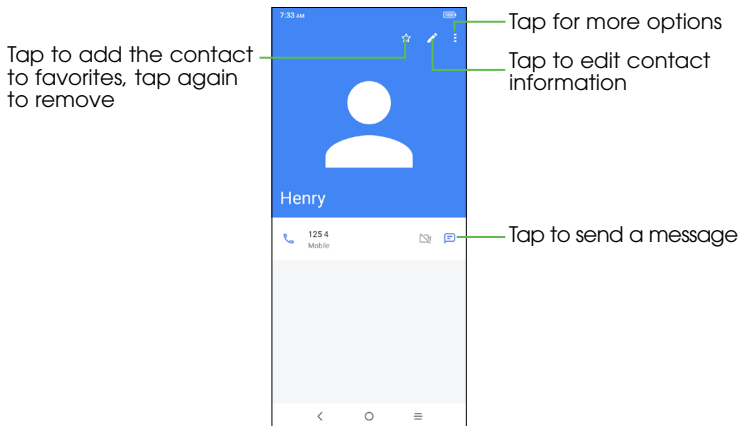
Linking contacts

As your phone synchronizes with multiple online accounts, you may see duplicate entries for the same contact. You can merge all the separate information of a contact into one entry in the Contacts list.

1. Swipe up on the home screen, tap **TCL** 😊 > 👤.

2. Tap a contact to display the contact's details.

3. Tap ⋮ > **Link**.

4. Tap the contact whose information you want to join with the first entry.

The information from the second contact is added to the first, and the second contact is no longer displayed in the contacts list. Repeat these steps to join another contact to the main contact.

Unlinking contacts

If contact information from different sources was merged in error, restore the information to individual contacts on your phone.

1. Swipe up on the home screen, tap 👤.

2. Tap a contact you have merged and want to separate.

3. Tap ⋮ > **View linked contacts > UNLINK**

Messaging

Use Messaging to exchange text messages (SMS) and multimedia messages (MMS).

Opening the messaging screen

From the home screen, tap ⬤.

The Messaging screen opens, where you can create a new message, search for messages, or open an ongoing message thread.

- Tap ➕ to write a new text or multimedia message.
- Tap Q to search for keywords within a message.
- Tap an existing message thread to open the conversation with a contact, phone number, or email address.

Sending a text message

1. From the Messaging screen, tap ➕ to begin a new message.

2. Add recipients by one of the following ways:

  - Tap the **To** field and type the recipient's name, number, or email address. If the recipient is saved in Contacts, their contact information will appear.

  - Tap ⠿ to enter a number not saved in contacts, or without searching Contacts 🔵.

  - Tap Favorites or All Contacts to select a presaved contact.

Note: Messages sent to email addresses are multimedia messages.

3. Tap **Add text** field and enter your text.

4. Tap 😊 to insert emojis and graphics.

5. Tap ➤ to send the message

An SMS message of more than 160 characters will be sent as several SMS. A character counter is displayed on the right of the text box.

> 💡 Specific letters (accented) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides and sounds to other compatible devices and e-mail addresses.

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

To send a multimedia message, enter the recipient's phone number or email address in the **To** bar and tap the **Add text** bar to enter text. Tap ⊜ to attach a picture, video, audio and more.

When finished, tap ➤ to send the multimedia message.
 MMS

Attach a picture from Photos

Capture and attached a picture

Record an audio clip

Share a contact
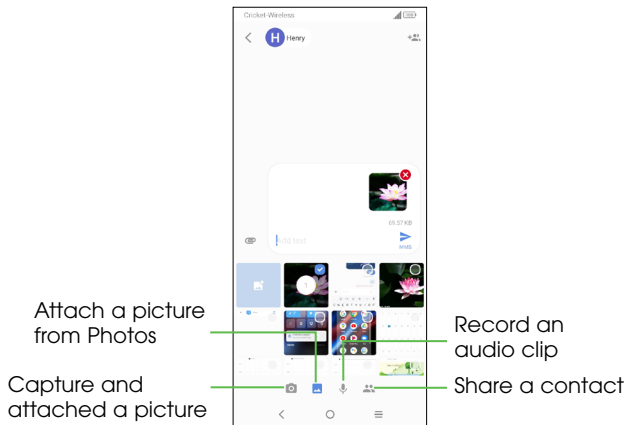
Replying to a message

Messages you receive are added to existing conversation threads with the same recipient. If the new message comes from a new number, a new thread is created.

1. From the Messaging screen, tap the thread that has the message you want to reply to.

2. Type your reply in the text box at the bottom. You can tap ⊜ if you want to reply with an MMS.

3. Tap ➤ to send your message.

Forwarding a message

1. From the thread screen, press and hold a message you want to forward.

2. Tap ➡.

3. Enter a recipient for the message and edit the content if you want.

4. Tap ➤ to send your message.

Changing message settings

The phone's message settings are pre-configured for you to use immediately. To change them, tap ⋮ > **Settings** from the Messaging screen.

Default SMS APP

Change your default SMS app.

Notifications

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

Advanced

• **Phone number**

Select to see your phone number.

• **Delete old messages**

Select to delete old messages when the maximum number of stored messages is reached. Messages older than 90 days will be deleted automatically.

• **Messages time limit**

Set the maximum number of text messages to be saved per conversation.

- **Wirless Emergency Alerts**

Set emergency alert and find emergency alert history.

- **MMS Group messaging**

Messages sent to multiple recipients in a conversation thread will be converted to MMS messages.

Email

Receive and send emails from your webmail or other accounts using POP3 or IMAP, or access your Exchange ActiveSync account for your corporate email needs.

To open Gmail

From the home screen, tap **Gmail** (M) in the Google apps folder.

Gmail displays emails from accounts you've synced to your phone.

To add an account

1. From the home screen, tap **Gmail** (M) in the Google apps folder.

2. Select **Got It > Add an email address**, then select an email provider.

3. Enter your account credentials, tap **Next**.

4. Confirm email account settings, tap **Next**.

5. Enter your name which will be displayed onoutgoing emails, tap **NEXT.**

6. Tap **I agree** when setup is complete. To add additional accounts, repeat the above steps.

To create and send emails

1. Tap **TAKE ME to GMAIL**

2. Tap **Compose** from the Inbox screen.

3. Enter the recipient's email address in **To** field.

4. If necessary, tap **Add Cc/Bcc** ⌄ to copy or blind copy a recipient to the message.

5. Enter the subject and the content of the message.

6. Tap ⌲ and select **Attach file** to add an attachment.

7. Tap ➤ to send.

If you do not want to send the email right away, tap **⋮** and then **Save draft** or tap the **Back** key to save a draft. To view the draft, tap your account name to display all labels, then select **Drafts**.

If you do not want to send or save the mail, tap **⋮** and then tap **Discard**.

To add a signature to emails, tap **☰ > Settings > Select account > Mobile signature**. This signature will be added to your outgoing emails for the selected account.

To receive and read your emails

When a new email arrives, an icon 📧 will appear on the Status bar.

Swipe down on the screen to display the Notification panel and tap the new email to view it. Or open the Gmail app 📧 and tap the new mail to read it

Connecting to the Internet

Your phone's impressive networking capabilities allow you to access the Internet or your corporate network with ease. You can use default connection settings to connect to the Web via your cellular network or Wi-Fi. The mobile data connection can be enabled/disabled manually. Swipe up on the home screen, tap **TCL 😊 > Settings > Connections > Data usage** and enable/disable **Mobile data**.

Turning on Wi-Fi

Wi-Fi is a wireless networking technology that provides internet access.

1. Swipe up on the home screen, tap **TCL 😊 > Settings > Wi-Fi**.
2. Slide the Wi-Fi switch to the 🔵 position to turn on Wi-Fi.

Connecting to a Wi-Fi network

1. Swipe up on the home screen, tap **TCL 😊 > Settings > Wi-Fi**. Available Wi-Fi networks and hotspots are displayed with network names.
2. Tap a network name to connect to it. If security features are implemented, you'll need to enter a password.

Note: Your phone automatically connects to previously used Wi-Fi networks when that network is in range.

Adding a Wi-Fi network

Add a Wi-Fi network if the network does not broadcast its name (SSID), or to add a Wi-Fi network when you are out of range.

To connect to a secure network, you first need to get the security details from the network's administrator.

1. Swipe up on the home screen, tap **TCL** 😊 **> Settings > Wi-Fi**.

2. Slide the Wi-Fi switch to the 🔵 position.

3. Tap **Add network**.

4. Enter the network SSID (name). If necessary, enter security or other network configuration details.

5. Tap **CONNECT**.

Checking the Wi-Fi network status

Check the Wi-Fi network by looking at the ◆ icon in the status bar. Or tap the access point that the phone is currently connected to in the Wi-Fi screen. You can then check the network status from the pop-up window.

Note: A shortcut to the Wi-Fi status and settings is available in the Quick Settings Menu. From the home screen, swipe down to access the Quick Settings menu. Tap 📶 to turn Wi-Fi on/off. Press and hold 📶 to open the Wi-Fi menu.

Connecting to virtual private networks

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

To add a VPN

- Swipe up on the home screen, tap **TCL** 😊 > **Settings** ⚙ **> Connections >** VPN and tap ＋.
- Follow the instructions from your network administrator to configure each component of the VPN settings.

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

To connect/disconnect to/from a VPN

- Swipe up on the home screen, tap **TCL** 😊 > **Settings** ⚙ **> Connections > VPN**.
- Tap the VPN you want to connect with.

Note: VPNs previously added are listed as options.

- Enter any requested credentials and tap **CONNECT**.
- To disconnect from the VPN, tap on the connected VPN and then select **DISCONNECT**.

To edit a VPN:

- Tap **Settings > Connections > VPN**. The VPNs you have added are listed. Tap the ⚙ next to the VPN you want to edit.
- After editing, tap **SAVE**.

To delete a VPN:

- Tap the icon ⚙ next to the selected VPN, then tap **FORGET** to delete it.

Browsing the Internet

Use **Chrome** to view web pages and search for information.

Opening a webpage or searching the web

1. From the home screen, tap 🔴 **Chrome**.
2. Tap the address box at the top of the web page. If the address box isn't visible, scroll to the top of the webpage.
3. Enter the address (URL) of a webpage, or enter terms to conduct a Google Search.
4. Tap a URL to open the web page, or tap the search suggestion to open the search results.
5. To go back a page, tap ‹ . To go forward, tap ⋮ > →.

Tips:

- Tap ⋮ > ✖ to stop opening the page.
- Tap ⋮ > ↻ to refresh the page.
- Tap ☆ at the top of a web page to add a bookmark.

Using multiple browser tabs

Open several web pages at the same time (one page in each tab) and switch between them freely.

Opening a new browser tab

Tap ☐1 > ＋. A new browser window opens and the homepage is loaded.

Switching between tabs

Tap ☐1 > to view and switch between tabs.

Tip: Tap ✕ to close the tab.

Setting the home page

Your home page opens whenever you launch your browser or open a new browser tab.

1. Open the page you want to set as your home page.

2. Tap ⋮ > **Settings** > **Home page**.

3. Select **Chrome's homepage** or enter the address (URL).

Downloading files

1. Press and hold an image or a link to a file or to another web page.

2. In the menu that opens, tap **Download image** or **Download link.**

Note: The downloaded files are saved to your phone or the microSD™ card. You can view or open the downloaded files by **swiping up on the home screen > google folder > Files > Downloads**.

Changing browser settings

Configure a number of browser settings to customize the way you browse the web, including several you can use to control your privacy.

To open the browser settings screen, tap ⋮ > **Settings** in the web page screen.

Mobile Hotspot & Tethering

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

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

Share your phone's data connection via USB

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

1. Tap **Settings > Connections > Hotspot & tethering.**
2. Toggle the **USB tethering** switch to activate/deactivate this function.

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

1. Tap **Settings > Connections > Hotspot & tethering.**
2. Toggle the **Mobile hotspot** switch to enable/disable this function.

Rename or secure your portable Wi-Fi hotspot

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

• Tap **Settings > Connections > Hotspot & tethering > Mobile hotspot** to change the network SSID or set your network security.

Using Wi-Fi Direct

Wi-Fi Direct allows two devices to establish a direct, peer-to-peer Wi-Fi connection without requiring a wireless router.

Connecting to another device via Wi-Fi Direct

1. Swipe up on the home screen, tap **TCL** 🔵 > **Settings > Wi-Fi**.

2. If Wi-Fi is off, slide the Wi-Fi switch to the 🔵 position.

3. Tap **Wi-Fi preferences > Wi-Fi Direct**. Your phone will search for other devices enabled with Wi-Fi Direct connections.

4. Tap a device name under Peer Devices to connect with it. The other device will receive a Wi-Fi Direct connection prompt and need to accept the request for connection. If prompted, tap **ACCEPT**.

5. Once connected, the device is displayed as "Connected".

Connecting with Bluetooth

Bluetooth is a short-range wireless communication technology. Phones or other devices with Bluetooth capabilities can exchange information wirelessly. The Bluetooth devices must be paired before the communication is performed.

Turning Bluetooth on/off

1. Swipe up on the home screen, tap **TCL** 📱 > **Settings > Bluetooth**.
2. Tap the Bluetooth switch to 🔵 enable or ⚪ disable Bluetooth. Turning Bluetooth on will make your phone visible to nearby devices.

Turning Bluetooth on will make your phone visible to nearby devices.

Note: A shortcut to the Bluetooth status and settings is available in the Quick Settings Menu. From the top of the screen, swipe down once to access the Quick Settings menu. Tap 🔳 to turn Bluetooth on/off. Press and hold 🔳 to open the Bluetooth menu.

Changing the device name

1. Swipe up on the home screen, tap **TCL** 📱 > **Settings > Bluetooth**.
2. Slide the Bluetooth switch to the 🔵 position if Bluetooth is off.
3. Tap **Device name > Rename this device**.
4. Edit the name and tap **RENAME**.

Pairing with another Bluetooth device

1. Swipe up on the home screen, tap **TCL** 🔵 > **Settings > Bluetooth**.
2. Slide the Bluetooth switch to the 🔵 position if Bluetooth is off. Tap ➕ **Pair new device** to display a list of available devices.
3. Tap the name of the device to initiate pairing.
4. Confirm that the Bluetooth passkeys are the same between the two devices and tap **PAIR**. Alternately, enter a Bluetooth passkey and tap **PAIR**. Pairing is successfully completed when the other device accepts the connection or the same passkey is entered.

Note: The Bluetooth passkey may be fixed for certain devices, such as headsets and hands-free car kits. You can try entering 0000 or 1234 (the most common passkeys), or refer to the documents for that device.

Unpairing from a Bluetooth device

You can make your phone forget its pairing connection with another Bluetooth device. To connect to the device again, you may need to enter or confirm a passkey again.

1. Swipe up on the home screen, tap **TCL** 🔵 > **Settings > Bluetooth** and make sure Bluetooth is turned on.
2. In the list of paired devices, tap ⚙ beside the Bluetooth device you want to unpair.
3. Tap **FORGET**.

Sending data via Bluetooth

1. Open the appropriate application and select the file or item you want to share.

2. Select the option for sharing via Bluetooth. The method may vary by application and data type.

3. Tap a Bluetooth device the phone has paired with or wait for it to search for new devices and tap one of them.

Receiving data via Bluetooth

1. Turn Bluetooth on before trying to receive data via Bluetooth.

Note: If the phone has not been paired with the sending device, you may need to tap your phone's device name in the Bluetooth menu in Settings to keep the phone detectable through Bluetooth.

2. Swipe down on the status bar and tap ⁣🔵.

3. Tap **ACCEPT** to start receiving the data.

Entertainment

You can use your phone to take photos and record videos. Photos and videos are stored to the phone's internal storage or microSD™ card (if applicable). You can copy them to your computer or access them in 🔵 Gallery.

Launch Camera

There are multiple ways to open the Camera app.

- From the home screen, tap Camera 📷.
- When the screen is locked, press the Power key once to light up the screen, then swipe left on the camera icon in the lower right corner to open the camera.
- Double-press the **Power** key to open the camera.
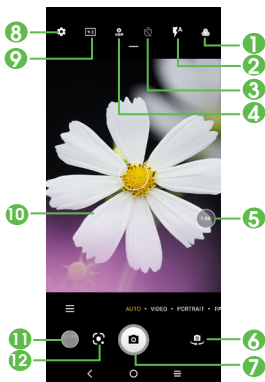
🅐 Apply a real-time filter

🅑 **Enable flash**

Tap to enable/disable flash, auto flash, or no flash

WARNING: Keep a safe distance when using the flash. Do not point the flash toward people's or animals' eyes.

🅒 Enable a timer

🅓 Enable High-Dynamic Range

🅔 Zoom in/out

🅕 Switch between front/back camera

🅖 Take a photo

8 Access camera settings

9 Change image or video size

10 Pinch fingers together to zoom out, or spread fingers apart to zoom in

11 View the photos or videos you have taken

12 Google Lens

Google Lens*

Google Lens is a free tool that uses Google to help you:

- Copy and translate text
- Search for similar products
- Identity plants and animals
- Discover books & media
- Scan barcodes

Warning: Keep a safe distance when using the flash. Do not point the flash toward peoples' or animals' eyes.

To take a photo

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

To take a video

Tap **VIDEO** to change the camera mode to video. Tap ● to start video recording. While the recording is in progress, you can tap 📷 to save the frame as a separate photo.

* Your phone must also be connected to a network.

Tap ⏸ to pause video recording and tap ⏺ to continue. Tap ⏺ to stop recording. The video will be automatically saved.

Further operations when viewing a photo/video you have taken

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

Camera mode

Slide left or right on the camera screen to switch between modes.

- **AUTO:** The default camera mode will automatically adjust the focus, lighting, and more.
- **VIDEO:** Shoot and record videos.
- **PORTRAIT:** Create a depth of field effect. You can capture an image that highlights your subject while producing a gorgeously blurred background.
- **PANO:** Use pano to capture a panoramic photo, an image with a horizontally elongated field of view. Tap the shutter button and move the phone steadily along in the direction indicated on the screen. The photo will be saved when all the slots are filled, or when pressing the shutter button again.
- **MORE:** Select ☰ to access more modes. These modes can be moved to the main screen by tapping 📝.
- **STOP MOTION:** Capture a number of photos of a certain scene, then convert them into a sped-up video.
- **LIGHT TRACE:** Capture creative movements of light using a long exposure photograph.

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Using your photos

Opening your photos

From the home screen, tap 🔵 **Gallery** to view your pictures and videos.

Sharing pictures, or videos

1. Press and hold a picture or a video.

2. Tap ≪ and select how you want to share the items.

Working with pictures

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

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

- Tap < to share the picture.
- Tap ✐ to edit the picture.
  ◼ Choose picture effect.
  ◉ **Crop**, **Rotate**, or **Mirror** the picture.
  ◢ Draw the picture.
  T Enter text in the picture
  ☰ Adjust the picture colour.
- Tap ♥ to set the picture as your favorite.
- Tap ▮ to delete the picture.
- Tap ⋮ **> Set as** to set the picture as a Contact photo or Wallpaper.

Adjusting camera settings

Tap 🔅 to access Camera settings:

- **Photo size:** Set the photo MP size and screen ratio. You can quickly change this setting by tapping 🔳 from Camera screen.
- **Video quality:** Set the video FPS (frames per second) and screen size ratio.
- **Volume button function:** Select function of pressing Volume key while using Camera: Shutter, Zoom or Change volume.
- **Storage:** Save photos to your phone or microSD™ card.
- **Save location information:** Tap the switch to activate/deactivate the function of tagging photos and videos with your location. This option is available when GPS location services and wireless network are switched on.
- **Shutter sound:** Tap the switch to enable/disable shutter sound when taking a photo.
- **Reset settings:** Tap and confirm to reset the camera settings.

Applications

Google Apps

These Google apps are pre-installed on your phone. Some apps require a Google account -- visit google.com to learn more.

Chrome

Surf the web using the Chrome browser. Your bookmarks, browsing history, and settings across all devices with Chrome installed can be synchronized with your Google account.

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

While browsing, tap ⋮ for settings or more options.

Gmail

Send and receive email with Gmail, Google's web-based email service.

Maps

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning.

Note: You must enable location services to use Maps. For more information, see Location Services.

YouTube

View and upload YouTube videos right from your device.

Drive

Store, share, and edit files in the cloud.

YT Music

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

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

Play Movies & TV

Watch movies and TV shows purchased or rented on Google Play.

Duo

A video chat mobile app.

With phone numbers verified, users can easily video call people from their contact list.

Photos

Automatically back up your photos and videos to your Google account.

Assistant

Press your phone's dedicated Google Assistant button to quickly ask for help, check the news, make a phone call, and more.

Google Pay

Google Pay is a simple and fast secure payment service that provides the necessary functions for checkout, allowing you to settle your bills online and in stores with ease.

Calculator

To solve mathematical problems with **Calculator**, swipe up from the home screen, then tap .
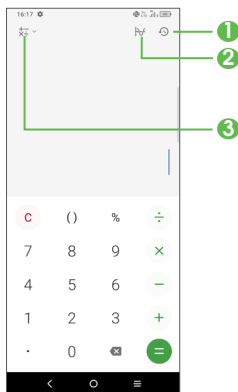
❶ Tap to view calculation history.

❷ Tap to switch between Basic calculation and scientific calculation.

❸ Tap to view other calculation options, including Currency and Unit conversion.

Clock

From the home screen, swipe up **TCL** 🎨 > 🕐 **Clock**.

Setting a new alarm

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

• Tap 🔵 to enable the alarm.

• Tap ⊕ to add a new alarm, tap ✓ to save.

• Tap a currently existing alarm to enter the alarm editing screen.

• Tap **DELETE** to delete the selected alarm.

Checking World time

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

• Tap ⊕ to add a city from the list.
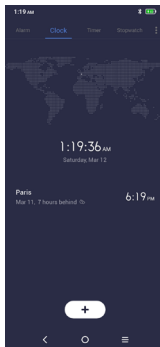
Using the Stopwatch

From the Clock screen, tap **Stopwatch** to enter.

- Tap ⬤▶ to start the Stopwatch.
- Tap ⬤ to show a list of records according to the updated time.
- Tap ⬤❚❚ to pause.
- Tap ↺ to reset.
- Tap ⬤< to share.
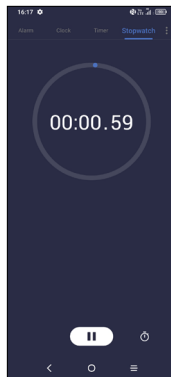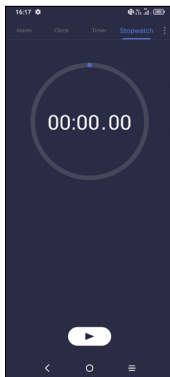
Using the Timer

From the Clock screen, tap **Timer** to enter.
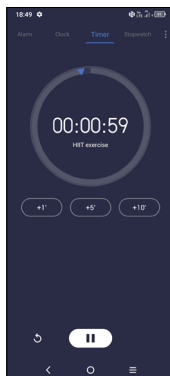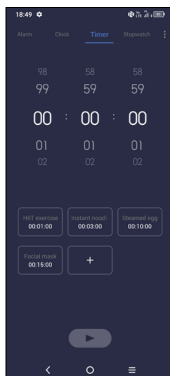
- Set the time.
- Tap ▶ to start the countdown.
- Tap ▮▮ to pause.
- Tap ↺ to reset.

Adjust Clock settings

Tap ⋮ to access Clock and Alarm settings.

Phone settings

To access this function, swipe up from home screen and then tap the **TCL** 🎮 >
Settings ⚙️.

Wi-Fi

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

Bluetooth

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

For more information on Bluetooth, refer to "Connecting with Bluetooth".

Mobile network

Go to **Settings > Mobile network** to enable data roaming, check the network
connection you are using or create a new access point, etc.

Choose Automatically

Tap to set automatically select network

Access Point Names

Tap to edit access point.

Connections

Airplane mode

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

Hotspot & tethering

To share your phone's data connection via Wi-Fi, Bluetooth and USB, or as a mobile hotspot, go to **Settings > Connections > Hotspot & tethering** to activate these functions.

To rename or secure your mobile hotspot

When your mobile hotspot is activated, you can rename your phone's Wi-Fi network (SSID) and secure its Wi-Fi network.

• Tap **Settings > Connections > Hotspot & tethering > Mobile hotspot**.
• Tap **Hotspot name** to rename the network SSID or tap **Security** to set your network security.
• Tap **OK**.

> Hotspot and tethering may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas.

Data usage

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

If the network is not connected, you can turn on mobile data in **Settings > Connections > Data usage**.

Data saver

By enabling Data saver, you can reduce data usage by preventing some apps from sending or receiving data in the background.

Mobile data

If you do not need to transmit data on 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 is measured by your phone, and your operator may count differently.

VPN

A mobile virtual private network (mobile VPN or mVPN) provides mobile devices with access to network resources and software applications on their home network, when they connect via other wireless or wired networks.

For more information on VPN, refer to "Connecting to virtual private networks".

Private DNS

Tap to select private DNS mode.

USB

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

To connect your phone to the computer

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

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

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

Printing

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

Chromebook

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

Nearby Share

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

Android Auto

Use apps on your car screen, if compatible with your car.

Home screen & lock screen

With this menu, set your home apps, change your home and lock screen wallpaper, and more.

Display

Brightness level

Optimize brightness level for available light.

Adaptive brightness

Adjust screen brightness automatically.

Dark mode

Set the display to darker colors, making it easier to look at your screen or read in dim light.

Eye comfort mode

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

Sleep

Set the inactivity duration before the screen turns off automatically.

Color mode & temperature

Change display gamut based on display content.

Font size

Adjust font size manually.

Font Style

Adjust font style manually.

Auto-rotate screen

Select whether the screen rotates automatically or not.

Status bar & Notch

Set the style of the status bar:

- Show or remove the network speed
- Allow notification icons to group in a folder
- Change how the battery percentage is displayed

Turn on the notch for full screen apps to get the best experience on the phone.

NXTVISION

Image enhancement

Automatically enhance image contract, sharpness, and dark details.

Video enhancement

Tap to enhance the color, contrast and depth of details of video to bring a cinema-grade visual experience.

Game enhancement

Improve the shadow detail and enhance overall gaming graphics.

Reading mode

Optimize the screen display to make the reading experience as comfortable as physical books.

Eye comfort mode

Filter out blue light and adjust the color temperature of your display to reduce eye strain.

Sunlight display mode

Increase readability under sunlight

Sound & vibration

Use the Sound settings to configure many aspects of call ringtones, music, and other audio settings.

Phone ringtone & vibrate

Set your incoming call ringtone or opt for the phone to vibrate only.

Notification ringtone

Set the default sound for notifications.

Alarm ringtone

Set your alarm ringtone.

Do Not Disturb

If you do not want to be disturbed by your phone or information ringtones during work or rest, you can set the **Do Not Disturb** mode.

Swipe down the Status bar twice to access the Quick Settings panel and tap ⃠ to turn on Do Not Disturb.

Headset mode

Tap 🔵 to open, ringtone will only be heard from headset if it is connected.

More sound settings

Set dial pad tones, screen locking sounds, tap sounds, etc.

Notifications

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

Button & gestures

System navigation

Select your favorite navigation button layout.

Gestures

Set gestures for convenient use, such as flip device to mute, swipe 3 fingers to take a screenshot, enable split-screen apps, and more.

Power key

Configure the **Power/Lock** key to Quick launch camera, enable power button to end a call, and Power key menu.

Advanced features

Smart App Recommend

After connecting headset or speakers, recommend suitable applications on the launcher according to your habits.

Screen Recorder

Set the video resolution, Sound and Record tap interactions.

To activate Screen Recorder, tap the 📹 icon in the Quick Settings panel.

Smart Manager

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

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

Security & biometrics

Screen lock

Enable an unlock method to keep your phone secure. Select one method such as **Swipe, Pattern, PIN,** or **Password** to unlock the screen.

Face unlock

Face Unlock will unlock your phone by using the front camera to register your face. For more information, review section 1.4 Lock screen.

NOTE: Another screen lock method must be enabled before configuring Face unlock.

Smart Lock

With a Screen lock method enabled, your phone will detect when it's safe with you, such as is your pocket or at your home.

Others

You can also set **Device admin apps, SIM card lock, Encryption & credentials, Screen pinning**, etc. in **Settings > Security & biometrics**.

Location

Tap to set whether to allow an app to access your device's location. You can set to allow continual access, or only while the app is in use.

Privacy

To protect your privacy, you can set an app to be allowed or forbidden access to your location, contacts, and other information available on your phone.

Safety & emergency

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

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

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

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

Apps

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

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

In the **Special app access** menu,you can set **Device admin apps, Notification access, Picture-in-picture, Display over other app, Wifi control**, etc.

Storage

Enter **Settings > Storage** to check the usage of storage space and free up more when necessary.

Users & accounts

Tap to add, remove, and manage your email and other supported accounts. You can also use these settings to control the options for how all applications send, receive and synchronize data; i.e. if this is done automatically, according to a schedule for each app, or not at all.

Digital Wellbeing & parental controls

Digital Wellbeing

Use app timers and other tools to keep track of your screen time and unplug more easily.

Parental controls

Add content restrictions and set other limitations to help your child balance their screen time.

Google

Tap to configure your Google account and service settings.

Accessibility

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

System

About phone

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

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

Cricket Software Update

Tap **Cricket Software Update** > **Check for Updates**, and the phone will search for the latest software. Your phone will automatically download the update package. You can choose to install or ignore the updates.

Update apps

Tap to update apps

Languages & input

Tap to configure language settings, the on-screen keyboard, voice input settings, pointer speed, etc.

Date & time

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

Backup

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

Reset

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

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

Users

Share your phone by adding new users. Each user has a personal space on your phone for custom Home screens, accounts, apps, settings, and more.

Regulatory & safety

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

Troubleshooting

If you encounter problems while using the phone, or if it performs abnormally, you can refer to the chart below. If your particular problem cannot be resolved using the information in the chart, contact the dealer where you purchased the phone.

Problem	Possible causes	Possible solution
Poor reception	The network signal is too weak at your current location, for example, in a basement or near a tall building, because wireless transmissions cannot effectively reach it.	Move to a location where the network signal can be properly received.
	The network is busy at the current time (for example, during peak times, there may be too much network traffic to handle additional calls).	Avoid using the phone at such times, or try again after waiting a short time.
	You are too far away from a base station for your service provider.	You can request a service area map from your service provider.
Echo or noise	Poor network link quality on the part of your service provider.	End the call and dial again. You may be switched to a better-quality network link or phone line.
	Poor local telephone line quality.	End the call and dial again. You may be switched to a better-quality network link or phone line.
Unable to select certain features	Your service provider does not support these features, or you have not applied for services that provide these features.	Contact your service provider.

Problem	Possible causes	Possible solution
Battery not charging	The battery or battery charger is damaged.	Contact the dealer.
	The phone's temperature is below 32°F or higher than 113°F.	Adjust the environment to avoid extremes of temperature.
	Poor contact between the battery and charger.	Check all connectors to make sure all connections have been properly made.
Shortened standby time	The display brightness is high or Wi-Fi, Bluetooth, GPS, etc. are not disabled when they are not in use.	Adjust the brightness of the screen as appropriate.
		Exit background-running applications if they are not being used for a long time.
		Disable Bluetooth, Wi-Fi, or GPS when not in use.
	If you are not able to connect to the network, the phone will continue to send out signals as it attempts to locate a base station. Doing so consumes battery power and will consequently shorten standby time.	Change your location to one where the network is accessible, or temporarily turn off your phone.
Cannot turn your phone on	Battery power has been depleted.	Recharge the phone's battery.
NANO SIM card error	The NANO SIM card has malfunctioned or is damaged.	Take the NANO SIM card to your service provider for testing.
	The NANO SIM card is inserted improperly.	Insert the NANO SIM card properly.
	There is debris on the NANO SIM card contacts.	Use a soft, dry cloth to clean the NANO SIM card contacts.

Problem	Possible causes	Possible solution
Unable to connect to the network	The NANO SIM card is invalid.	Contact your service provider.
	You are not within the network's service area.	Check the service area with your service provider.
	Poor signal.	Move to an open space, or if you are inside a building, move closer to a window.
Cannot make outgoing calls	You have activated Fixed Dialing Numbers.	Go to Fixed Dialing Numbers and disable it.
PIN code blocked	You have entered an incorrect PIN code three consecutive times.	Contact your service provider. If the service provider provides the SIM card's PUK code, use the PUK code to unlock the SIM card.
Unable to enter information into the phonebook	The phonebook's memory is already full.	Delete unnecessary data from the contacts.
Phone crashes, reboots, freezes, or cannot be powered on	Some third-party software is not compatible with your phone.	Uninstall the software that may cause the problem.
		Upgrade the phone software.
		Reset the phone to factory status by pressing **Power** key and **Volume Up** key at the same time when power off the phone.
Phone is slow or sluggish	Applications are running in the background.	Exit background-running applications if they are not being used.
Cannot receive new notifications while App running in the background	Not activate your Apps under **DuraSpeed**	Access into **Settings > Apps & notifications > Advanced > DuraSpeed**, activate your desired Apps.

For your safety

General safety

	Don't make or receive handheld calls while driving. And never text while driving.		Don't use at gas stations.
	Keep your phone at least half an inch (15 mm) away from your ear or body while making calls.		Your phone may produce a bright or flashing light.
	Small parts may cause choking.		Don't dispose of your phone in a fire.
	Your phone can produce a loud sound.		To prevent possible hearing damage, do not listen at high volume levels for long periods
	Avoid contact with anything magnetic.		Avoid extreme temperatures.
	Keep away from pacemakers and other electronic medical devices.		Avoid contact with liquids. Keep your phone dry.
	Power off when asked to in hospitals and medical facilities.		Don't take your phone apart.
	Power off when told to in aircrafts and airports.		Only use approved accessories.
	Power off when near explosive materials or liquids.		Don't rely on your phone as a primary device for emergency communications.

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FCC RF Exposure Information (SAR)

This phone 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 device was set to transmit at its highest certified power level in all tested frequency bands and placed in positions that simulate RF exposure in usage against the head with no separation, and 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 phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit set by the FCC is 1.6 W/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 phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: 2ACCJH159.

For this device, the highest reported SAR value for usage against the head is 0.51 W/kg, for usage near the body is 1.35 W/kg.

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

SAR compliance for body-worn operation is based on a separation distance of 15 mm between the unit and the human body. Carry this device at least 15 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 15 mm between this device and your body.

RF exposure compliance with any body-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.

FCC compliance

This mobile phone 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.

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

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

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

Hearing Aid Compatibility (HAC) regulations for mobile phones

In 2003, the FCC adopted rules to make digital wireless telephones compatible with hearing aids and cochlear implants. Although analog wireless phones do not usually cause interference with hearing aids or cochlear implants, digital wireless phones sometimes do because of electromagnetic energy emitted by the phone's antenna, backlight, or other components. Your phone is compliant with FCC HAC regulations (ANSI C63.19- 2011). While some wireless phones are used near some hearing devices (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 noise and phones also vary in the amount of interference they generate. The wireless telephone industry has developed a rating system for wireless phones to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label located on the box. The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for more information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

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

T-Ratings: Phones 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 phones. T4 is the better/ higher of the two ratings.

Note: Not all hearing devices have telecoils in them.

Your phone meets the M4/T3 level rating.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. For more information about FCC Hearing Aid Compatibility, please go to http://www.fcc.gov/cgb/dro.

CTIA

a) Do not disassemble or open crush, bend or deform, puncture or shred.

b) 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.

c) Only use the battery for the system for which it is specified.

d) 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.

e) Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.

f) Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.

g) Promptly dispose of used batteries in accordance with local regulations.

h) Battery usage by children should be supervised.

i) Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.

j) Improper battery use may result in a fire, explosion or other hazard.

The phone shall only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.

Distraction

Driving

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a phone while driving (even with a hands-free kit) can cause distraction and lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

Operating machinery

Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Product handling

General statement on handling and use

You alone are responsible for how you use your phone and any consequences of its use.

You must always power off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

- Always treat your phone and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your phone or its accessories to open flames or lit tobacco products.
- Do not expose your phone or its accessories to liquid, moisture, or high humidity.

- Do not drop, throw, or try to bend your phone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your phone or its accessories.
- Do not attempt to disassemble your phone or its accessories. Only authorized personnel can do so.
- Do not expose your phone or its accessories to extreme temperatures, minimum 32°F and maximum 122°F (minimum 0°C and maximum + 50°C).
- Please check local regulations for disposal of electronic products.
- Do not carry your phone in your back pocket as it could break when you sit down.

Small children

Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the phone.

Your phone contains small parts with sharp edges that may cause an injury or may become detached and create a choking hazard.

Demagnetization

To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your phone for a long time.

Electrostatic discharge (ESD)

Do not tap the NANO SIM card's metal connectors.

Antenna

Do not tap the antenna unnecessarily.

Normal use position

When placing or receiving a phone call, hold your phone to your ear, with the bottom toward your mouth.

Air bags

Do not place a phone in the area over an air bag or in the air bag deployment area as an airbag inflates with great force and serious injury could result.

Store the phone safely before driving your vehicle.

Seizures/blackouts

The phone can produce a bright or flashing light. A small percentage of people may be susceptible to blackouts or seizures (even if they have never had one before) when exposed to flashing lights or light patterns such as when playing games or watching a video. If you have experienced seizures or blackouts or have a family history of such occurrences, please consult a physician.

Repetitive strain injuries

To minimize the risk of Repetitive Strain Injury (RSI) when texting or playing games with your phone:

- Do not grip the phone too tightly.
- Press the keys lightly.

- Use the special features that are designed to minimize the times of pressing buttons, such as Message Templates and Predictive Text.
- Take lots of breaks to stretch and relax.

Emergency calls

This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Loud noise

This phone is capable of producing loud noises, which may damage your hearing. Turn down the volume before using headphones, Bluetooth stereo headsets or other audio devices.

Phone heating

Your phone may become warm during charging and during normal use.

Electrical safety

Accessories

Use only approved accessories.

Do not connect with incompatible products or accessories.

Take care not to tap or allow metal objects, such as coins or key rings, to contact or short-circuit in the battery terminals.

Connection to a car

Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and damaged products

Do not attempt to disassemble the phone or its accessories.

Only qualified personnel can service or repair the phone or its accessories.

If your phone (or its accessories) has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

Interference

General statement on interference

Care must be taken when using the phone in close proximity to personal medical devices, such as pacemakers and hearing aids.

Pacemakers

Pacemaker manufacturers recommend that a minimum separation of

6 inches (15 cm) be maintained between a mobile phone and a pacemaker to avoid potential interference with the pacemaker. To achieve this, use the phone on the opposite ear to your pacemaker and do not carry it in a breast pocket.

Hearing aids

People with hearing aids or other cochlear implants may experience interference noise when using wireless devices or when one is nearby.

The level of interference will depend on the type of hearing device and the distance from the interference source, increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Medical devices

Please consult your doctor and the device manufacturer to determine if using your phone may interfere with the operation of your medical device.

Hospitals

Switch off your wireless device when requested to do so in hospitals, clinics, or healthcare facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

Aircraft

Switch off your wireless device whenever you are instructed to do so by airport or airline staff.

Consult the airline staff about the use of wireless devices on board the aircraft. If your device offers a 'flight mode', this must be enabled prior to boarding an aircraft.

Interference in cars

Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation.

Explosive environments

Gas stations and explosive atmospheres

In locations with potentially explosive atmospheres, obey all posted signs to turn off wireless devices such as your phone or other radio equipment.

Areas with potentially explosive atmospheres include fueling areas, below decks on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

Blasting caps and areas

Power off your mobile phone or wireless device when in a blasting area or in areas posted with power off "two-way radios" or "electronic devices" notices to avoid interfering with blasting operations.

Specifications

Handset specifications are shown in the following table.

Network frequency	2G-GSM:850/900/1800/1900, 3G-WCDMA:B2/B4/B5, 4G-FDD LTE:B2/B4/B5/B12/B14/B30/B66
Operating system	Android 12
Display	6.1" HD+1560x720
Processor	MTK 6761V_CA
Memory	32GB ROM+3GB RAM microSD™ support up to max 512GB
Wi-Fi	802.11b/g/n
Camera	Rear: 8M Front: 5M FF
Talk time *	4G: 20 Hrs
Standby time *	4G: 444 Hrs
Dimensions	156.2*73.8*9.9 mm
Weight	174g
Battery	3000 mAh
HAC	Rated for hearing aids: M4/T3
Audio jack	3.5 mm audio jack

* May vary depending on network and usage

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://www.tclusa.com/products/mobile
TCL Canada	855-224-4228	https://www.tclcanada.com/ca/products/mobile

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 USA Customer Support at 1-855-224-4228.

Battery Recycling (USA & Canada)

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