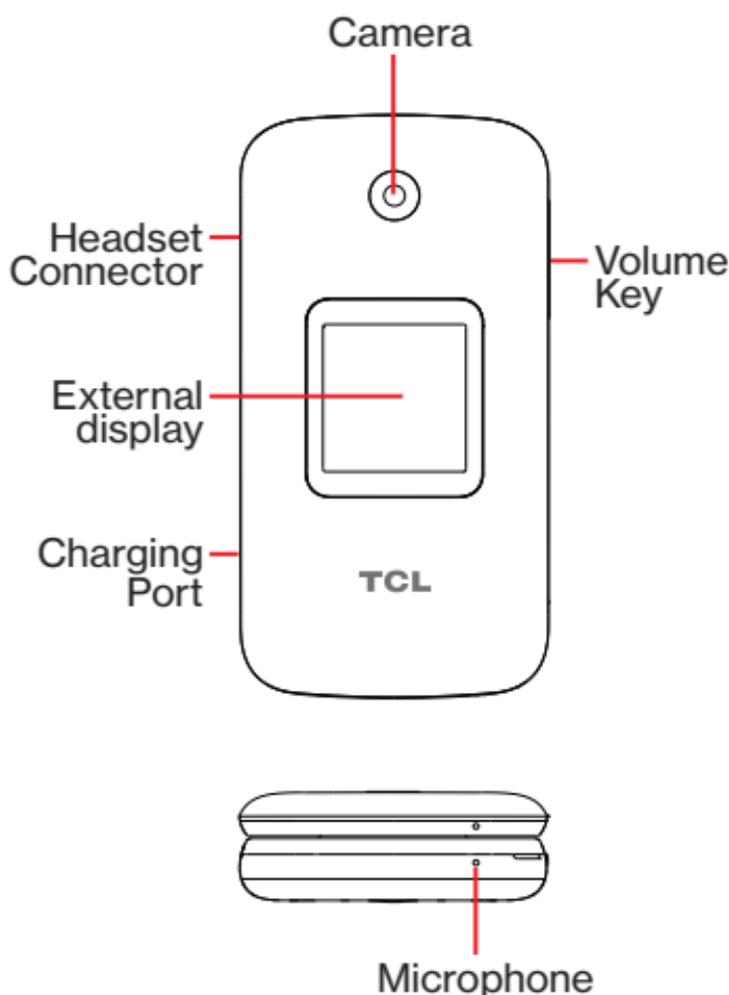


# Quick reference guide

**TCL** FLIP<sub>Pro</sub>

Para la versión en español, visite  
[verizonwireless.com/support](https://www.verizonwireless.com/support)

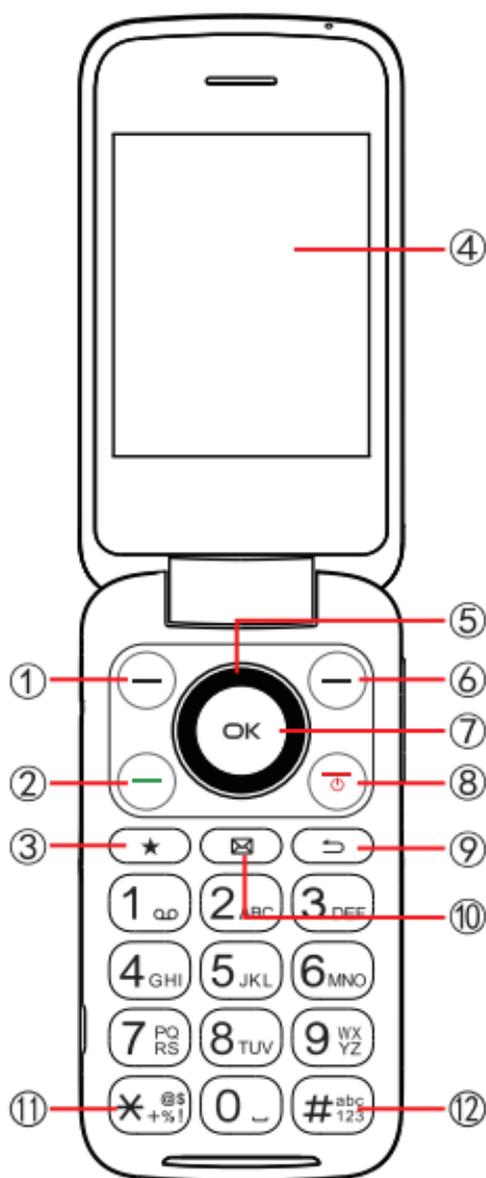
# About your phone



**NOTE:** Not all features, apps or services may be available with your plan, device operating system and software version.

Please contact your wireless service provider for more information.

Devices and software are constantly evolving, the screen images and icon you see here are for reference only.



① **Left Soft Key**

- Press: to access Notifications

② **Call Key**

- Press: Make a call
- Press: Enter call log (from Idle screen)

③ **Favorite Contacts**

- Press: Access Favorite Contacts

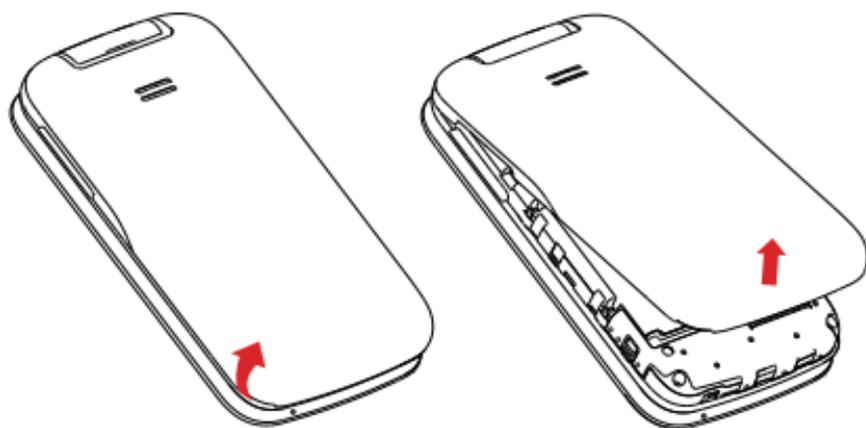
- ④ **Internal display**
- ⑤ **Navigation Key** (up, down, left, right)
- Menu selection moves up, down, right, and left
  - Press Left: Access Applications
  - Press Up: Access Commonly Used Settings
  - Press Right: Access Camera / Video
  - Press Down: Cloud
- ⑥ **Right Soft Key**
- Press: Access Contacts
- ⑦ **Center Soft Key**
- Press: Confirm an option
  - Press: Access app list (from Home screen)
- ⑧ **End/Power Key**
- Press: End a call, return to the Idle screen
  - Press and hold: to Restart and Power on/off
- ⑨ **Back/Delete Key**
- Move backwards through Menus
  - Delete entered number or letters
- ⑩ **Messages**
- Press: Access Messages
- ⑪ **Letters symbols**
- Press  then choose a symbol. Press the **Center Soft Key**  to insert in message or email
- ⑫ **Text input**
- Repeat press of  to change text input method from ABC to Abc, 123 or Predictive text

# Setting up your phone

Your phone already has a NANO SIM card installed.

MicroSD™ cards (up to 32GB) may be purchased separately.

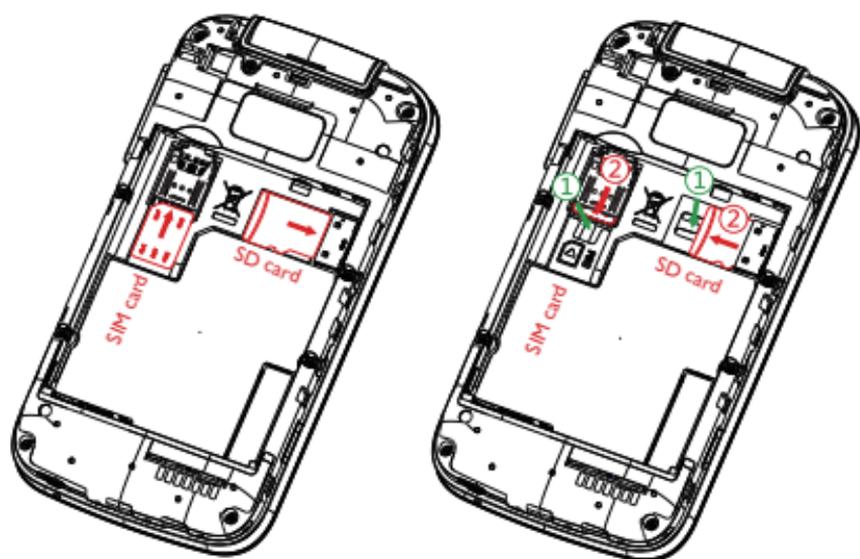
**NOTE:** Power off the device before opening the back cover to install a microSD or replace the NANO SIM card.



**Step 1.** With the device facing down, remove the back cover from the bottom left corner. Use your fingernail to carefully lift the cover away from the device body.

**Step 2.** Remove the battery using your fingernail to lift from the top left 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.

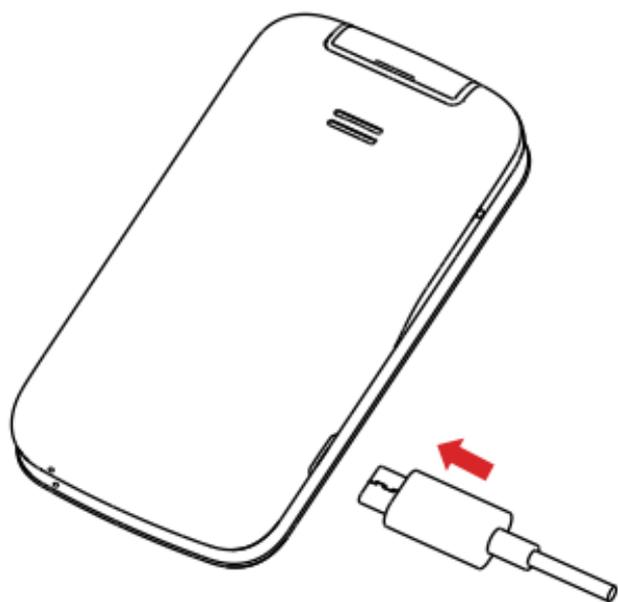


To remove the SIM card or microSD card, press down on the small plastic tab (①), then slide out the card (②). Do not use force or any sharp objects.

**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.

# Using your phone

## Turn your phone on/off

To turn on your phone, press and hold the **End/Power Key**  .

**NOTE:** The first time you turn on your phone, you may need to activate it. Follow the on screen instructions to set up your phone.

To turn off your phone, press and hold the **End/Power Key**  for about 2 seconds. Then press the **Navigation Key** to select “**Power Off**”, then press the **Center Soft Key**  to confirm.

## Locking/Unlocking your screen

To keep your phone contents secure and protect your privacy, you can lock the phone screen by creating a password.

1. From the Home screen, press the **Center Soft Key** , select **Settings** , and then press the **Navigation Key** to select **Privacy & Security** > **Screen lock**.
2. Press the **Center Soft Key**  and select **On** to enable screen lock in the **Screen lock** screen.
3. Enter the passcode twice and press the **Right Soft Key**  to create.

## Home screen

From the Home Screen:

1. Press the **Center Soft Key** (OK) to access phone settings.
2. Press the **Left Navigation Key** (see page 2 & 3) to access applications. Scroll up and down using the **Navigation Key** to select an app, then press **Center Soft Key** (OK) to open.
3. Use the KaiStore to download additional free apps such as Maps or Games.



## Making a call

1. Dial the desired number or select from the contact list or favorites (see page 2), then press the **Call Key**  to place the call.
2. If you make a mistake, press the **Back/Delete Key**  to delete the incorrect digits.
3. Press the **Right Soft Key**  to display more **Options**. Then press up or down on the **Navigation key** to select which option you would like to complete.

## Receiving a call

When you receive a call:

- Press the **Left Soft Key**  or the **Call Key**  to answer;
- 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 you can begin talking immediately.
- Press the the **Right Soft Key**  or the **End/Power Key**  to reject;
- To mute the ringtone volume of an incoming call, press the **Volume Up/Down Key**.

## Setting up voice mail

1. Dial **\*86** and press the **Call Key**  or the **Center Soft Key**  .
2. When you hear a greeting, press  to interrupt.
3. Follow the setup instructions.

## Checking voice mail

From your phone:

1. Dial **\*86** and press the **Call Key**  or the **Center Soft Key**  .
2. Follow the instructions.

From other phones:

1. Dial your wireless number.
2. When you hear the greeting, press  to interrupt.
3. Follow the instructions.

**NOTE:** Voice mailboxes not set up within 45 days will be canceled. Your voice mailbox is not password protected until you create a password by following the setup tutorial. Voice mail may not be available in some areas. Follow the setup instructions to password protect your Verizon voice mailbox. Verizon is not responsible for missed messages or deletions of messages from your voice mailbox, even if you have saved them.

## Learning more



Visit [verizonwireless.com/support](http://verizonwireless.com/support) for more information.



Customer service  
Call 800.922.0204  
Twitter @VZWSupport



Download a User Guide from [verizonwireless.com/support](http://verizonwireless.com/support).

Spanish User Guide can also be found from [www.verizonwireless.com/support](http://www.verizonwireless.com/support).

## Managing your account



### **My Verizon Mobile app**

Manage your account, track your usage, edit account information, pay your bill and more.



### **Customer service**

Call **800.922.0204**  
Twitter @VZWSupport

# **Additional information**

## **Your wireless device and third-party services**

Verizon Wireless is the mobile carrier associated with this wireless device, but many services and features offered through this device are provided by or in conjunction with third parties. Verizon Wireless is not responsible for your use of this device or any non-Verizon Wireless applications, services and products, including any personal information you choose to use, submit or share with others. Specific third-party terms and conditions, terms of use and privacy policies apply. Please review carefully all applicable terms, conditions and policies prior to using this wireless device and any associated application, product or service.

## Hearing aid compatibility information

This device 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 technologies that have not been tested yet for use with hearing aids. It is important to try the different features of this device thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Ask your service provider or the manufacturer of this device for information on hearing aid compatibility. If you have questions about return or exchange policies, ask your service provider or device retailer.

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