TCL 10L

Note:

This is a user manual for TCL 10L.

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your phone or specific operator services.

Help

Refer to the following resources to get more FAQ, software, and service information.

Consulting FAQ

Go to www.tcl.com/global/en/service-support-mobile/faq.html

Finding your serial number or IMEI

You can find your serial number or International Mobile Equipment Identity (IMEI) on the packaging materials. Alternatively, choose **Settings** > **System** > **About phone** > **Status** > **IMEI information** on the phone itself.

Obtaining warranty service

First follow the advice in this guide or go to www.tcl.com/global/en/service-support-mobile.html. Then check hotlines and repair centre information through www.tcl.com/global/en/service-support-mobile/hotline&service-center.html

Viewing legal information

On the phone, go to **Settings** > **System** > **About phone** > **Legal information**.

Table of Contents

1 Your mobile 7

1.1 Keys and connectors 7

1.2 Getting started 10

1.3 Home screen 13

2 Text input 22

2.1 Using the Onscreen Keyboard 22

2.2 Text editing 23

3 Call, Call log and Contacts 24

3.1 Phone 24

3.2 Call log 29

3.3 Contacts 29

4 Messags 34

4.1 Writing a new message 34

5 Calendar, Clock, and Calculator 37

5.1 Calendar 37

5.2 Clock 38

5.3 Calculator 41

6 Getting connected 42

6.1 Connecting to the Internet 42

6.2 Connecting to a Bluetooth device 44

6.3 Connecting to a computer via USB 45

6.4 Sharing your phone's mobile data connection 46

6.5 Connecting to virtual private networks 47

7 Multimedia applications 49
7.1 Camera 49
7.2 Gallery 53
8 Others 55
8.1 Radio 55
8.2 Support Centre 56
8.3 Other applications 56
9 Google applications 57
9.1 Chrome 57
9.2 Gmail 57
9.3 Maps 57
9.4 YouTube 58
9.5 Drive 58
9.6 Play Store 58
9.7 Duo 58
9.8 Photos 59
9.9 Keep notes 59
9.10 Google Assistant 59
9.11 Files 59
10 Settings 60
10.1 Networks & internet 60
10.2 Bluetooth & device connection 62
10.3 Display 63
10.4 NXTVISION 64
10.5 Home screen & wallpapers 65
10.6 Sound 65
10.7 Advanced features 66
10.8 Smart Manager 68

10.9 Security 68
10.10 Location 69
10.11 Privacy 70
10.12 Apps 70
10.13 Storage 70
10.14 Account 70
10.15 Digital Wellbeing & parental controls 71
10.16 Google 71
10.17 Accessibility 71
10.18 System 71
11 Making the most of your phone 74
11.1 FOTA upgrade 74
12 Accessories 75
13 LIMITED WARRANTY 76
14 Troubleshooting 80
15 Specifications 86
Safety and use 88
Radio waves 95
Licences 98
General information 100



www.sar-tick.com

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found in the **Radio waves** section.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 5 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.



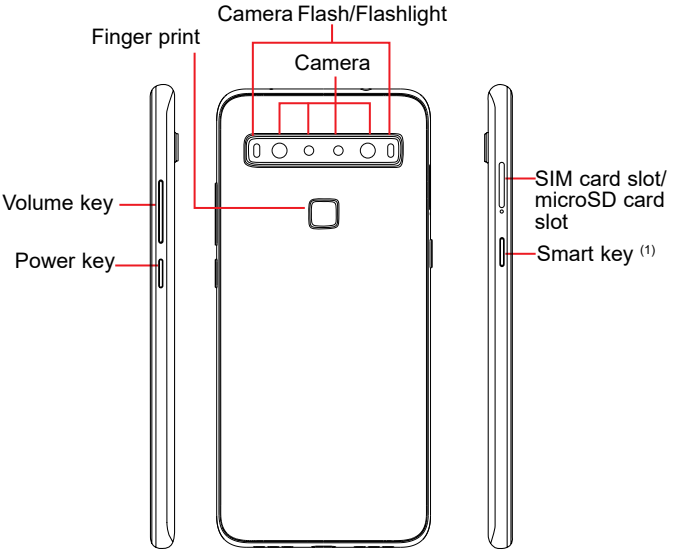
PROTECT YOUR HEARING

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

1 Your mobile.....

1.1 Keys and connectors





Smart key (left of the device)

- Smart key settings are available at: **Settings > Advanced features > Smart key**(2). Or touch Smart Key in the app list.

Back key

- Touch to go back to the previous screen, or close a dialog box, options menu, the notification panel, etc.

(1) Smart key will be replaced by Google Assistant in some regions.
(2) It depends on your country.

Home key

- Touch to return to the Home screen from any other application or screen.

Recent apps

- Touch to switch between recently opened individual app activities and documents.

Power key (right of the device)

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from Power off/Restart/Aeroplane mode.
- Press and hold the **Power** key and **Volume up** key to enter Recovery mode.
- Press and hold the **Power** key and **Volume down** key to take a screenshot.
- Press and hold the **Power** key for at least 10 seconds to force reboot.

Volume Keys

- In call mode, adjusts the earpiece or headset volume.
- In Music/Video/Streaming mode, adjusts the media volume.
- In general mode, adjusts the ringtone volume.
- Mutes the ringtone of an incoming call.
- In camera preview mode, press the **Volume up** or **down** key to take a photo or press and hold to take burst shots.
- Press Volume up and down keys at the same time for 3 seconds to start an accessibility feature when Volume keys shortcut is on. To set, touch **Settings > Accessibility > Volume keys shortcut**.

1.2 Getting started

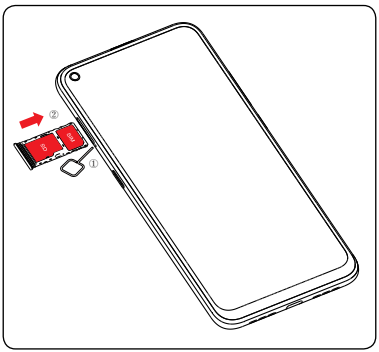
1.2.1 Setting up

Inserting or removing the SIM/microSD card

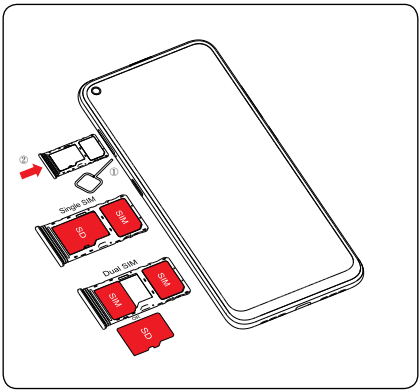
❶ Insert the pin into the hole and pull out the tray.

❷ Insert or remove your SIM card or microSD card.

Single SIM



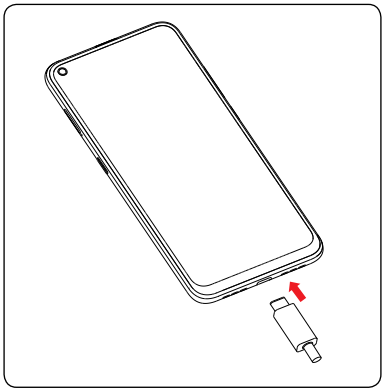
Dual SIM



You must insert your SIM card to make phone calls. You do not need to power off your phone before inserting or removing the SIM card as this phone supports hot swap.

Your phone only supports nano-SIM cards. Do not attempt to insert other SIM types; otherwise this may cause damage to your phone.

Charging the battery



You are advised to fully charge the battery ( ). Charging status is indicated by a percentage displayed on screen while the phone is powered off. The percentage increases as the phone is charged.

To reduce power consumption and energy waste when the battery is fully charged, disconnect your charger from the plug; switch off Wi-Fi, GPS, Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

1.2.2 Powering on your phone

Hold down the **Power** key until the phone powers on, unlock your phone (Swipe, PIN, Password, Pattern, Fingerprint or Face) if necessary and confirm. The Home screen is displayed.

If you do not know your PIN code or forget it, contact your network operator. Be sure to keep your PIN code secure.

1.2.3 Powering off your phone

Press and hold the **Power** key until options appear, then select **Power off**.

1.3 Home screen

You can bring all the items (applications, shortcuts, folders and widgets) you love or use most frequently to your Home screen for quick access. Touch the **Home** key to switch to the Home screen.



Status bar
- Status/Notification indicators
- Touch and drag down to open the notification panel

Search bar
- Touch ❶ to enter text search screen
- Touch ❷ to enter voice search screen

Touch an icon to open an application, folder, etc.

Favourite tray applications
- Touch to enter the application.
- Long press to move or remove applications.

The Home screen is provided in an extended format to allow more space for adding applications, shortcuts etc. Slide the Home screen horizontally left and right to get a complete view.

1.3.1 Using the touchscreen

Touch



To access an application, touch it with your finger.

Long press



To enter the available options for an item, long press the item. For example. Select a contact in Contacts and long press it. An options list will then appear.

Drag



Place your finger on the screen to drag an object to another location.

Slide/Swipe



Slide the screen to scroll up and down the applications, images, and web pages. You can slide the screen horizontally too.

Flick



Similar to swiping, but flicking makes it move quicker.

Pinch/Spread



Place two fingers on the screen surface and draw them apart or together to scale an element on the screen.

Rotate 

Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better screen view.

1.3.2 Status bar

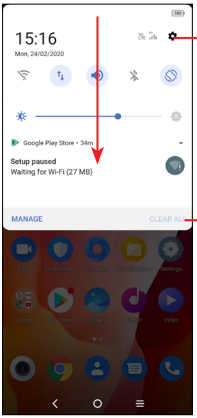
From the status bar, you can view both phone status (on the right side) and notification information (on the left side).

Drag down the status bar to view notifications and drag again to enter the quick settings panel.

Touch and drag up to close it. When there are notifications, they can be accessed by touching them.

Notification panel

When there are notifications, touch and drag down the Status bar to open the Notification panel to read more detailed information.



Touch to access **Settings**, where you can set more items.

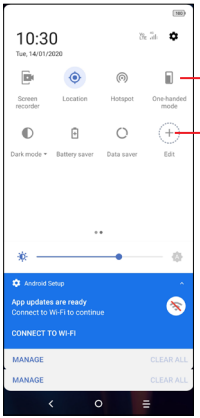
Touch to clear all event–based notifications (other ongoing notifications will remain).

Quick settings panel

Touch and drag down from the top of the screen once using two fingers, or twice using one finger to open the Quick settings panel.

You can enable or disable functions or change modes by touching the icons.

Touch the **Edit** icon ⊕ to customise your Quick settings panel.



Touch to turn on/off items, e.g. Wi-Fi, Bluetooth etc.

Touch to customise your Quick settings panel.

1.3.3 Lock/Unlock your screen

To protect your phone and privacy, you can lock the screen with a pattern, PIN, password, fingerprint or face.

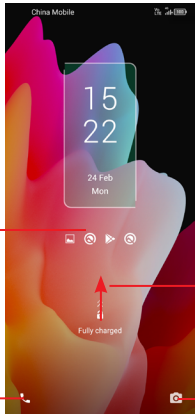
To create a screen unlock pattern, touch **Settings** > **Security > Screen lock**.

To lock phone screen

- If your phone remains inactive for a period of time, it will automatically lock the screen and enter sleep mode to save power. Go to **Settings > Display > Sleep** and select a screen timeout period.
- You can also manually lock the screen by pressing the Power key once.

To unlock the phone screen

Press the **Power** key once to light up the screen, swipe up and unlock the screen with the method you have set.



Enter a password to unlock the screen

Once the screen is turned on, swipe up from any position on the screen to display the password input panel. Then enter your lock screen password.

Use pattern unlock

Draw the same pattern you have set to unlock the screen.

Use Face unlock

- From the app list, touch **Settings** > **Security > Face key**. Before using the face key, you need to set a pattern/PIN/password.

- Hold your phone 20-50 cm from your face. Position your face in the square shown on the screen. For best results, we suggest that the face key is enrolled indoors and away from direct sunlight.
- Enable Face unlock when screen turns on, or you have to swipe first before.

Use Fingerprint unlock

Touch the fingerprint sensor with an enrolled finger to unlock the screen.

1.3.4 Personalising your Home screen

Add

You can long press a folder, an application or a widget and drag the item to your preferred Home screen.

Reposition

Long press an item and drag it to the desired position and then release. You can move items both on the Home screen and the Favourite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

Remove

Long press the item and drag it up to the top of the ⊖ remove icon, and release after it turns red.

Create folders

To improve the organisation of shortcuts or applications on the Home screen and the Favourite tray, you can add them to a folder by stacking one item on top of another. To rename a folder, open it and touch the folder's title bar to input the new name.

Wallpaper customisation

Long press an empty area on the Home screen, then touch **Wallpapers** to customise wallpaper.

1.3.5 Widgets and recently used applications

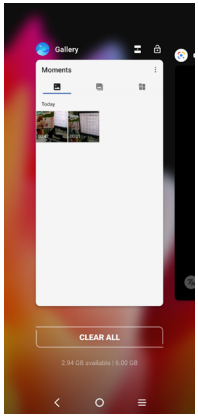
Consult widgets

Long press the empty area in the Home screen, then touch **Widgets** to display all widgets.

Touch the selected widget and slide it to move to your preferred screen.

Consult recently used applications

To consult recently used applications, touch the **Recent apps** key. Touch a thumbnail in the window to open the application.



Touch one thumbnail and slide it up to close the application, slide it right/left to switch the applications.

Touch **Clear all** at the bottom of the screen to close all the running applications.

1.3.6 Volume adjustment



Press the **Volume** key to adjust the Media volume.

Touch the ⌄ icon to adjust Alarm, Ring and Notification volume.

2 Text input .....

2.1 Using the Onscreen Keyboard

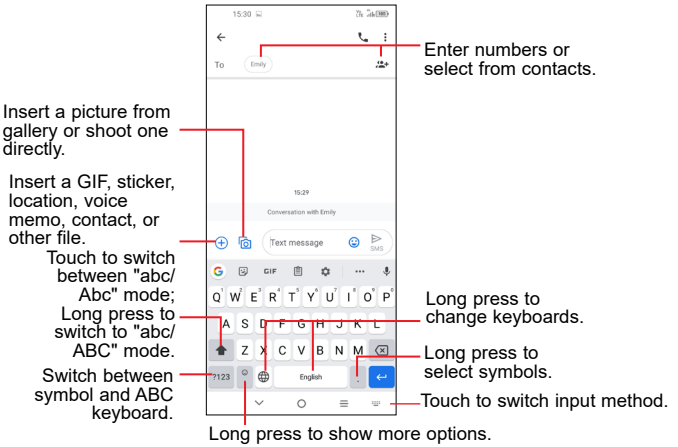
Onscreen Keyboard settings

Touch **Settings > System > Language & input**, touch the Virtual keyboard you want to set up and a series of settings will become available.

Adjust the Onscreen Keyboard orientation

Turn the phone sideways or upright to adjust the onscreen keyboard orientation. You can adjust it by changing the settings (Touch on/off **Settings > Display > Auto-rotate screen**).

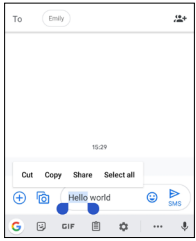
2.1.1 Android keyboard



2.2 Text editing

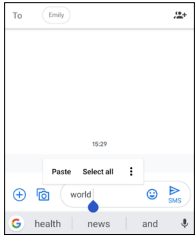
You can edit text which you have entered.

- Long press or double touch within the text you want to edit.
- Drag the tabs to change the amount of text to edit.
- The following options will appear: **Cut**, **Copy**, **Share** and **Select all**.



You can also insert new texts if preferred

- Touch where you want to type, or long press a blank area. The cursor will blink and the tab will appear. Drag the tab to move the cursor.
- If you have cut or copied any text, touch the tab to show the **Paste** option which allows you to complete pasting immediately.

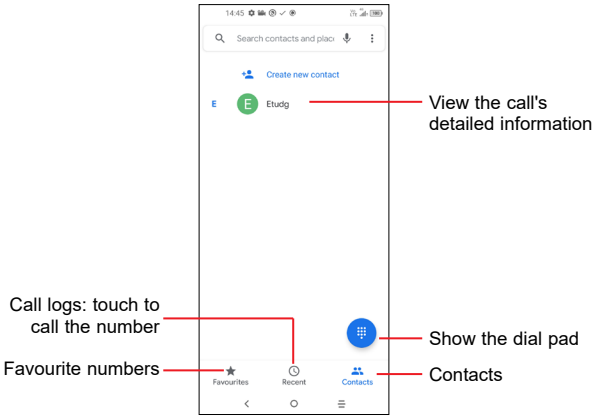


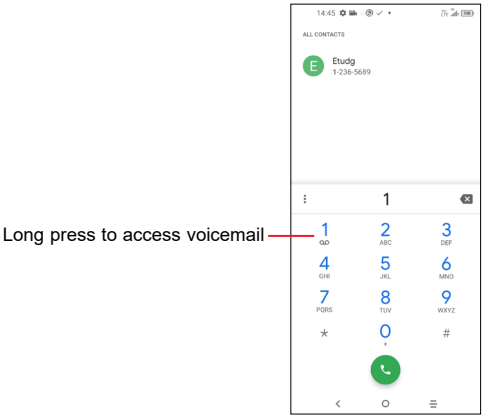
3 Call, Call log and Contacts .

3.1 Phone .....

3.1.1 Making a call

To make a call, touch in the Favourites tray.





Enter the desired number from the dial pad and touch to place the call or select a contact from **Contacts** or **Call logs** by sliding or touching tabs, then make the call.

The number you entered can be saved to **Contacts** by touching the **Create new** icon , or the existing icon.

If you make a mistake, you can delete the incorrect digits by touching .

To hang up a call, touch .

International call

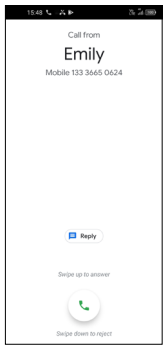
To dial an international call, long press 0 + to enter “+”, then enter the international country prefix followed by the full phone number and touch .

Emergency call

If your phone has network coverage, dial the emergency number and touch to make an emergency call. Depending on your network and country this could even work without a SIM card and without typing in the SIM PIN code.

3.1.2 Answering or rejecting a call





When you receive a call:

- Press **ANSWER**, or swipe up the icon to answer;
- Press **DECLINE**, or swipe down the icon to reject;
- Touch to reject the call by sending a preset message

3.1.3 Calling your voicemail

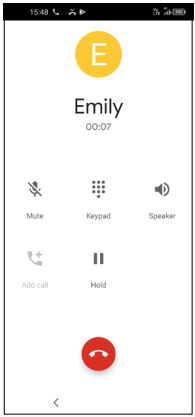
Your voicemail is provided by your network to avoid missing calls. It works like an answering machine that you can consult at any time.

To access your voicemail, long press 1.

If you receive a voicemail, ∞ appears on the Status bar. Open the Notification panel and touch **New voicemail**.

3.1.4 During a call

To adjust the volume during a call, press the **Volume up/down** key.





End the current call.



Display the dial pad.



Touch to activate the speaker during the current call. Touch this icon again to deactivate the speaker.



Touch to mute the current call. Touch this icon again to unmute the call.



Touch to on hold.



To avoid accidental operation of the touchscreen during a call, the screen will be locked automatically when you put the cellphone close to your ear; and it will be unlocked when the cellphone is taken away from your ear.

3.1.5 Managing multiple calls

With this phone you can handle multiple calls at the same time.

Swap calls

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

Conference calls[1]

You can set up a conference call as follows.

- Place a call to the first participant of the conference call.
- Touch  to add another call.

[1] Depending on your network operator.

- Enter the phone number of the person you want to add to the conference and touch . You can also add participants from **Call logs** or **Contacts**.
- Touch to start the conference.
- Touch to end the conference call and disconnect all callers.

3.1.6 Call settings

Touch from the **Phone** screen, then touch **Settings** to set phone and contact settings.

3.2 Call log

You can access your call logs by touching from the **Phone** screen to view missed calls, outgoing calls and incoming calls.

Touch one contact to view information or further operations. You can launch a new call, send a message to the contact or number, or view detailed information of the call.

To delete the call history of selected contact or number, long press the contact and choose **Delete**.

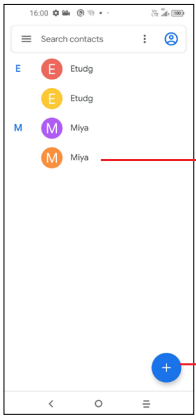
3.3 Contacts

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

You can view and create contacts on your phone and synchronise these with your Gmail contacts or other applications on the web or on your phone.

3.3.1 Consult your Contacts

To see your contacts, touch from the App drawer.

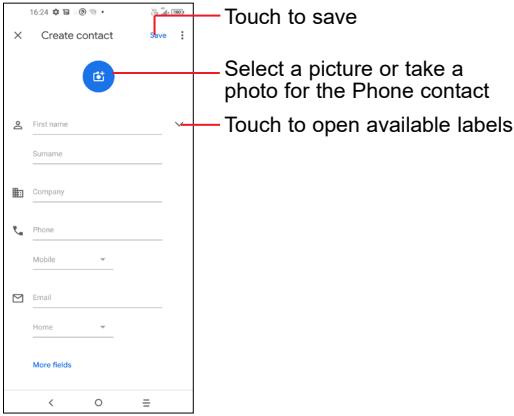


Deleted contacts will also be removed from other applications on the phone or web the next time you synchronise your phone.

3.3.2 Adding a contact

Touch in the contact list to create a new contact.

You are required to enter the contact's name and other contact information. By scrolling up and down the screen, you can move from one field to another.



Add to/remove from Favourites (1)

To add a contact to favourites, you can touch a contact to view details then touch ☆ to add the contact to favourites.

To remove a contact from favourites, touch ★ on the contact details screen.

3.3.3 Editing your contacts

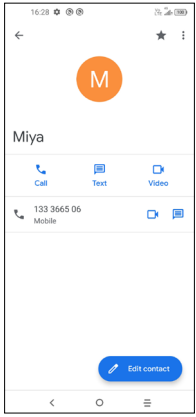
To edit contact information, touch ✎ in the contact details screen.

When finished, touch **Save**.

3.3.4 Using the Quick contact panel

Touch a contact to open the Quick contact panel.

(1) Only phone contacts can be added to favourites.



- Touch or the number to make a call.
- Touch to make a video call [1].
- Touch to send a message.

The icons available on the Quick contact panel depend on the information you have for the contact and the applications and accounts on your phone.

3.3.5 Sharing contacts

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

- From the Contacts screen, long press a contact and touch .
- Select the application to perform this action.

[1] Depending on your network operator.

3.3.6 Accounts

Contacts, data or other information can be synchronised from multiple accounts, depending on the applications installed on your phone.

To add an account, touch  from the contacts list and touch **Settings > Accounts > Add account**, or from the home screen, touch **Settings > Accounts > Add account**.

You are required to select the kind of account you are adding, like Google, etc.

As with any other account setup, you need to enter detailed information, like username, password, etc.

You can remove an account and all associated information from the phone. Touch the account you want to delete, touch **Remove account**, then confirm.

Auto-sync

On the **Accounts** screen, turn on **Automatically sync data** . When activated, all changes to information on the phone or online will be automatically synchronised with each other.

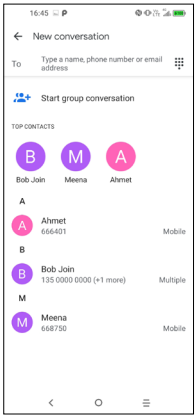
4 Messags .....

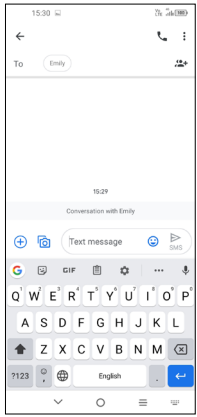
4.1 Writing a new message

You can create, edit and receive SMS and MMS with this phone.

To access Messages, touch from the App drawer.

On the message list screen, touch Start chat to write text/multimedia messages.





Sending a text message

- To add recipients, enter a mobile phone number or select a contact in the **To** bar.
- After entering a mobile phone number, tap **Send to XXX**.
- In the **Text message** bar, enter the text of the message.
- Touch + to insert emoticons.
- When finished, touch SMS to send the text message.

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 mobiles and e-mail addresses.

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

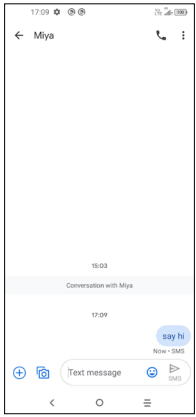
- To send a multimedia message, enter the recipient's phone number in the **To** bar.
- In **Text message** bar to enter the text of the message.
- Touch + to attach a picture, video, audio, etc.
- When finished, touch MMS to send the multimedia message.

4.1.1 Manage messages

When receiving a message, will appear on the Status bar as a notification. Drag down the Status bar to open the Notification panel. Touch the new message to open and read it. You can also access the **Messages** application and touch the message to open it.

Messages are displayed as a conversation.

Touch a message to enter the message composing screen:



Touch to call the number;

To adjust message settings, touch and select **Settings** on the message list screen.

5 Calendar, Clock, and Calculator .....

5.1 Calendar .....

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

To view the calendar and create events, touch from the app drawer.

5.1.1 Multimode view

You can display the Calendar by **Schedule**, **Day**, **3 days**, **Week**, or **Month**, touch to select.

5.1.2 To create new events

You can add new events from any Calendar view.

- Touch .
- Fill in all required information for this new event. If it is a whole-day event, you can turn on **All-day** .
- Invite guests to the event. Enter the email addresses of the guests you want to invite with commas to separate. The guests will receive an invitation from Calendar and Email.
- When finished, touch **Save** from the top of the screen.

To quickly create an event from the Week view screens, touch an empty spot to select a target area to show **+ New event**, then touch again to create a new event.

5.1.3 To delete or edit an event

To delete or edit an event, touch the event to enter its details screen. Touch to edit the event, or touch > **Delete** to delete.

5.1.4 Event reminder

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

Touch and drag down the Status bar to open the notification panel, touch an event name to view the Calendar notification list. Touch the **Back** key to keep the reminders pending in the Status bar and the notification panel.

5.2 Clock .....



Your mobile phone has a built-in clock.

To view the current time, touch from the app drawer.

5.2.1 Alarm

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

- Turn on to enable the alarm.
- Touch to add a new alarm, touch to save.
- Touch a currently existing alarm to enter the alarm editing screen.
- Touch to delete the selected alarm.

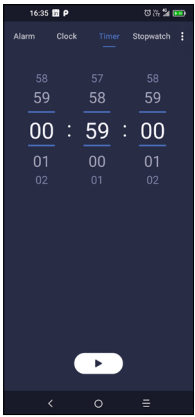
5.2.2 Clock

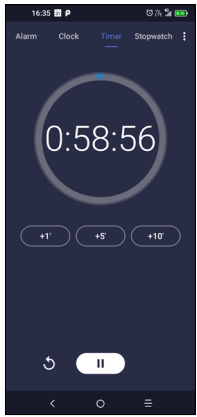
To view the date and time, touch **Clock**.

- Touch + to choose a city.

5.2.3 Timer

From the Clock screen, touch **Timer** to enter.

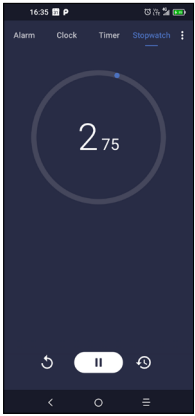


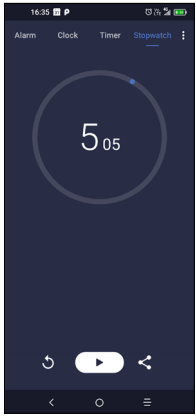


- Set the time.
- Touch ▶ to start the countdown.
- Touch ⏸ to pause.
- Touch ↺ to reset.

5.2.4 Stopwatch

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





- Touch ▶ to start the Stopwatch.
- Touch to show a list of records according to the updated time.
- Touch ⏸ to pause.
- Touch to reset.
- Touch to share.

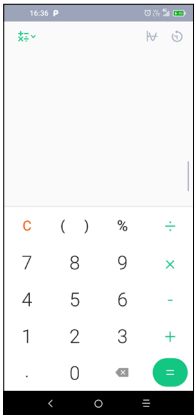
5.2.5 Adjust Clock settings

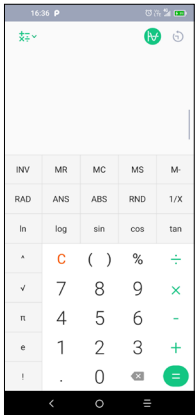
Touch ⋮ to access Clock, Alarms and Timer settings.

5.3 Calculator

There are two panels available: Basic panel and Advanced panel.

Touch to switch between panels, select one of the following two ways:





Touch to delete digits one by one.

6 Getting connected .....

To connect to the internet with this phone, you can use 2G/3G/4G networks or Wi-Fi, whichever is most convenient.

6.1 Connecting to the Internet

6.1.1 2G/3G/4G

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 > Network & internet > Mobile network**.

To check the network connection you are using, touch **Settings > Network & internet > Mobile network > Access Point Names** or **Network** operators.

To create a new access point

A new 2G/3G/4G network connection can be added to your phone with the following steps:

- Touch **Settings > Network & internet > Mobile network > Access Point Names**.
- Touch + and enter the required APN information.
- When finished, touch ⋮ > **Save**.

To enable data roaming

- Touch **Settings > Network & internet > Mobile network > Roaming mode**.

- Touch **Disable**, **National roaming only** or **All networks**.
- When data roaming is disabled, you can still perform data exchange with a Wi-Fi connection (refer to “6.1.2 Wi-Fi”).

To set preferred network mode

- Touch **Settings > Network & internet > Mobile network > Preferred network type**.

6.1.2 Wi-Fi

You can connect to the internet when your phone is within range of a wireless network. Wi-Fi can be used on your phone even without a SIM card inserted.

To turn Wi-Fi on and connect to a wireless network

- Touch **Settings > Network & internet > Wi-Fi**.
- Turn on .
- Once Wi-Fi is turned on, detected Wi-Fi networks are listed.
- Touch a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials (you may need to contact the network operator for details). When finished, touch **CONNECT**.

To add a Wi-Fi network

When Wi-Fi is on, you may add new Wi-Fi networks according to your preference.

- Touch **Settings > Network & internet > Wi-Fi > Add network**.
- Enter the name of the network and any required network information.
- Touch **SAVE**.

To forget a Wi-Fi network

The following steps prevent automatic connections to networks which you no longer wish to use.

- Turn on Wi-Fi, if it's not already on.
- On the Wi-Fi screen, touch and hold the name of the saved network.
- Touch **Forget network** in the dialog that opens.

6.2 Connecting to a Bluetooth device

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

To turn on Bluetooth

- Touch **Settings > Bluetooth & device connection > Bluetooth**.
- Turn on  .

Your device name and other available devices will appear on screen.

To rename your device

- Touch **Settings > Bluetooth & device connection > Bluetooth > Device name**.
- Enter a name, and touch **RENAME** to confirm.

To pair/connect your phone with a Bluetooth device

To exchange data with another device, you need to turn Bluetooth on and pair your phone with the Bluetooth device with which you want to exchange data.

- Touch **Settings > Bluetooth & device connection > Bluetooth > Pair new device**.

- Touch a Bluetooth device you want to pair your phone with in the list.
- A dialog will pop up, touch **PAIR** to confirm.
- If the pairing is successful, your phone connects to the device.

To unpair from a Bluetooth device

- Touch  beside the device you want to unpair.
- Touch **FORGET** to confirm.

Super Bluetooth

Your device can connect with up to 4 audio devices simultaneously.

Once two and more BT devices are connected, Super Bluetooth will be activated.

Then you could adjust volume and Audio balance of each BT device, and calibrate one connected speaker to better synchronize sound with the video on your smartphone.

Note: A calibration reminder will pop up everytime connected Bluetooth speaker changes. And only connect to Wi-Fi 5GHz network could the third or the fourth BT devices be connected.

6.3 Connecting to a computer via USB

With the USB cable, you can transfer media files and other files between your phone and 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 two notifications **Charging this device via USB** and **USB debugging connected**.

Open the Notification panel and touch **Android system**, then, in the next dialogue, choose the way in which you want to transfer files. By default, **Charge this device** is selected.

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

6.4 Sharing your phone's mobile data connection

You can share your phone's mobile data connection with a single computer via a USB cable (USB tethering) with Bluetooth (Bluetooth tethering) or up to eight devices at once via Wi-Fi (mobile hotspot).

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

To share your phone's data connection via USB and Bluetooth, or as a mobile hotspot

- Go to **Settings > Network & internet > Hotspot & tethering** to activate these functions.

To rename or secure your mobile hotspot

- Go to **Settings > Network & internet > Hotspot & tethering** > **Mobile hotspot** to activate.

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

- Touch **Settings > Network & internet > Hotspot & tethering > Mobile hotspot**.
- Touch **Set up mobile hotspot** to rename the network SSID or set your network security.
- Touch **SAVE**.

6.5 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

- Touch **Settings > Network & internet > VPN** and then touch +.
- On the screen that opens, follow your network administrator's instructions to configure each component of the VPN settings.
- Touch **SAVE**.

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

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

To connect/disconnect to/from VPN

To connect to a VPN:

- Touch **Settings > Network & internet > VPN**.
- The VPNs you have added are listed. Touch the VPN you want to connect with.

- In the dialog that opens, enter any requested credentials and touch **CONNECT**.

To disconnect from a VPN:

- Touch the VPM you want to disconnect from. In the dialog that opens, touch **DISCONNECT**.

To edit/delete a VPN

To edit a VPN:

- Touch **Settings > Network & internet > VPN**.
- The VPNs you have added are listed. Touch ⚙ beside the VPN you want to edit.
- After editing, touch **SAVE**.

To delete a VPN:

- Touch ⚙ beside the VPN you want to delete, then touch **FORGET** to delete it.

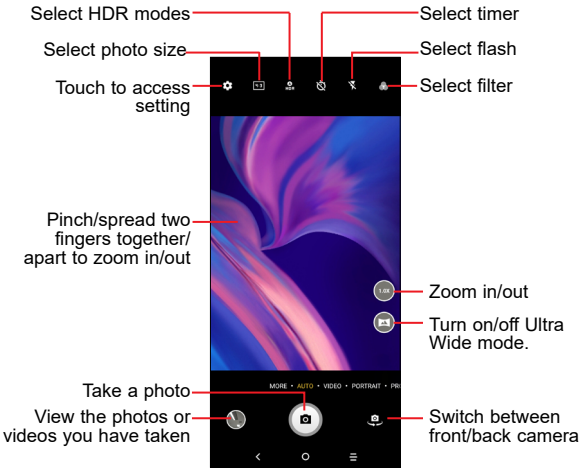
7 Multimedia applications .....

7.1 Camera .....

Your mobile phone is fitted with a camera for taking photos and videos.

Before using the camera, make sure that you remove the protective lens cover to avoid it affecting your picture quality.

To take a photo or video, touch from the app drawer.



To take a photo

The screen acts as the viewfinder. First, position the object or landscape in the viewfinder, touch the screen to focus if necessary. Touch to capture. The photo will be automatically saved. You can also long press to take burst shots, the maximum number is 20.

To take a video

Touch **VIDEO** to change the camera mode to video. Touch to start video recording. Touch the left part of this icon to take a picture during video recording.

Touch the right part of this icon to pause video recording and touch to continue. Touch 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.
- Touch , then Gmail/Bluetooth/MMS/etc. to share the photo or video.
- Touch **Back key** to return to **Camera**.

7.1.1 Modes and settings

Modes

Slide left or right to switch between modes.

- **More:** By selecting More, you can access more modes. These modes could be moved to the main screen by touching .

  Slo-Mo: Record special occasions and fast moving scenes even in a dark environment, then play them back at a slow frame rate.

Stop motion: Capture a number of photos of a certain scene, then convert them into a speed up video.

Light trace: Capture creative movements of light using a long exposure photograph.

Pano: Touch to turn on the panorama function. Touch the shutter button to start taking a panoramic photo and move the phone steadily along the direction indicated by the onscreen line. Once the slots are filled, the photo will be automatically saved. If the slots are not fully filled, touch the shutter button again to save the photo.

High Pixel: When capturing pictures the device will only use the 48M rear Camera.

- **Portrait:** Touch to create a depth of field effect. You can compose an image that highlights your subject while producing a gorgeously blurred background.
- **Super macro:** Touch to access super macro mode. 4cm is the best macro shooting distance.
- **Pro:** Pro camera mode lets you fine-tune parameters and gives you full control over ISO, WB exposure time, aperture, shutter speed and so on.
- **Auto:** Auto is the default mode for Camera.
- **Video:** Touch to access video mode.

Settings

Touch  to set more options:

- **Picture size:** Touch to select photo size.
- **Video quality:** Touch to select video quality.
- **Video stabilisation (EIS):** Touch to turn on/off.

- **AI camera:** Touch to turn on/off AI noise reducing function and AI anti-shaking with Neural network learning solution.
- **Calorie detection[1]:** Turn on  to detect the calorie content of a captured object.
- **AI composition[1]:** Touch to turn on/off.
- **Volume button function:** Touch to enable the Volume button to move between the following options: Shutter, Zoom and Volume.
- **Touch to capture:** Touch to turn on/off. Once turned on, the image will be captured by simply touching the viewfinder screen.
- **Grid:** Touch to turn on/off. It divides the screen into equal parts and helps you take better photos by making it simple to align elements such as the horizon or buildings, to the lines in the grid.
- **Storage:** Touch to choose between phone and SD card storage when an SD card is inserted. The default is phone storage.
- **Save location information:** Turn on  to tag photos and videos with your location. This option is available when the GPS location service is enabled.
- **Shutter sound:** Touch to turn on/off shutter sound when capturing.
- **Watermark:** Touch to turn on/off Watermark.
- **Reset settings:** Touch to reset the camera to its factory default settings.

Two more options are available when you switch to using the front camera:

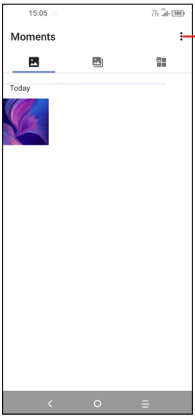
- **Face beauty:** Touch  to adjust skin smoothing and enhance colouring effect to portraits.
- **Mirror camera:** Touch to turn on/off.

(1) Only available when the AI camera is turned on.

7.2 Gallery .....

Gallery acts as a media player for you to view photos and play videos. In addition, a set of further operations to pictures and videos are available for selection.

To view the photos you have taken, touch from the app drawer.



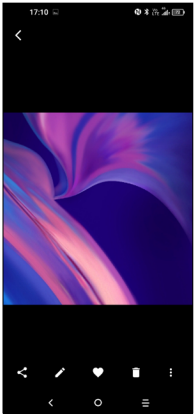
Select photos for further operation

Pictures and videos are displayed by **Moments**, **Albums** and **Explore** in the **Gallery**.

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 touch the picture in the full-screen picture view.





- Touch to share the picture.
- Touch to edit the picture.

  Choose picture effect.

  Set as None or Dehaze.

  Crop, **Straighten**, **Rotate**, **Mirror** or **Draw** the picture.

  Adjust the picture colour.
- Touch to set the picture as your favourite.
- Touch to delete the picture.
- Touch > **Set as** to set the picture as a Contact photo or Wallpaper.

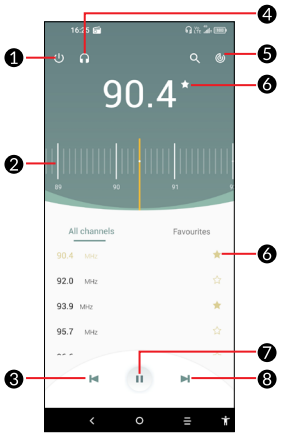
8 Others.....

8.1 Radio[1].....

Your phone is equipped with a radio[2] with RDS[1] functionality. You can use the application as a traditional radio with saved channels or with visual information related to the radio program displayed if you turn to stations that offer Visual Radio service.

To listen to the radio, you must insert headphones. Headphones act as the radio antenna.

To listen to a radio programme, touch from the app drawer.



(1) The availability of Radio will depend on your country.

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

❶ Touch to exit radio.

❷ Drag to change current frequency.

❸ Touch to go to the previous channel.

❹ Touch to enable/disable the loudspeaker.

❺ Touch to scan channels.

❻ Touch to add/remove the current station to/from favourites.

❼ Touch to play/stop.

❽ Touch to go to next saved channel.

8.2 Support Centre .....



Support Centre helps you to learn more about Hot FAQs, operation instructions, troubleshooting, etc. use it to send us your feedback.

8.3 Other applications [1]

The previous applications in this section are preinstalled on your phone. To download and install more 3rd party applications, use the Google Play Store application.

[1] Application availability depends on country and operator.

9 Google applications.....

Google apps are preinstalled on your phone to improve work efficiency and help you enjoy life.

This manual briefly introduces the apps. For detailed features and user guides, refer to related websites or the introduction provided in the apps.

You are recommended to register with a Google account to enjoy all the functions.

9.1 Chrome

A web browser with which you can surf the internet.

Your bookmarks, browsing history, and settings across all devices with the browser installed can be synchronised with your Google account.

9.2 Gmail

As Google's web-based email service, Gmail is configured when you first set up your phone. With this application, you can send and receive emails, manage emails by labels, archive emails, etc. Emails can be automatically synchronised with your Gmail account.

9.3 Maps

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning for travelling by foot, car, or public transportation. By using this application, you can get your own location, search for a place, and get suggested route planning for your trips.

9.4 YouTube

YouTube is an online video-sharing application where users can upload, view, and share videos. Available content includes video clips, TV clips, music videos, and other content such as video blogging, short original videos, and educational videos. It supports a streaming function that allows you to start watching videos almost as soon as they begin downloading from the internet.

9.5 Drive

A file storage and synchronisation service created by Google, which allows users to store files in the cloud, share and edit files.

Files in Drive are kept secure and can be accessed from any device by logging in to your Google account. Files or folders can be shared privately with other Google account users.

9.6 Play Store

Serves as the official app store for the Android operating system, allowing users to browse and download applications and games. Applications are either free of charge or at a cost.

In Play Store, search for the app you need, download it and then follow the installation guide to install the app. You can also uninstall, update an app, and manage your downloads.

9.7 Duo

A video chat mobile app.

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

9.8 Photos

Google Photos stores and backs up your photos and videos. It also automatically analyses photos and organises them into groups, so that you can quickly find the photos you need.

9.9 Keep notes

A note taking application developed by Google.

You can insert images, lists, and make voice recordings in your notes. You can also set time or location-based reminders for notes. Google Keep allows you to categorise notes by labels, and notes are searchable based on their colour, whether they have reminders, audio, images, or lists.

9.10 Google Assistant

Devices can have a dedicated hardware button for the Google Assistant[1]. With a GA-button, users can launch the Google Assistant or touch Assistant in the app list.

9.11 Files

Files displays all data stored on the phone, including both external SD card and internal storage, such as applications, media files downloaded from Google Play Store, YouTube or other locations; Videos, pictures or audios you have captured; other data transferred via Bluetooth, USB cable, etc.

(1) It depends on your country.

10 Settings .....

To go to Settings, touch from the app drawer.

10.1 Networks & internet

10.1.1 Wi-Fi

Using Wi-Fi you can access 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 phone to the wireless network.

For detailed instructions on using Wi-Fi, refer to “6.1.2 Wi-Fi”.

10.1.2 Mobile network

You can set **Roaming mode**, **Preferred network type**, **Network** and **Access Point Names** etc. in this menu.

10.1.3 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.

10.1.4 Hotspot & tethering

This function allows you to share your phone's mobile data connection via USB or as a portable Wi-Fi access point (refer to “6.4 Sharing your phone's mobile data connection”).

10.1.5 SIM cards [1]

Touch to choose SIM 1 or SIM 2 for connecting to the network, making calls and sending SMS messages.

10.1.6 VPN

For more information on VPN, refer to “6.5 Connecting to virtual private networks”.

10.1.7 Aeroplane mode

Turn on **Aeroplane mode**  to simultaneously disable all wireless connections including Wi-Fi, Bluetooth and more. However, Wi-Fi and Bluetooth can still be enabled manually later if needed.

10.1.8 Private DNS

Touch to select private DNS mode.

[1] Dual SIM only.

10.2 Bluetooth & device connection

10.2.1 Bluetooth

Bluetooth allows your phone to exchange data (videos, images, music, etc.) within a small range with another Bluetooth supported device (phone, computer, printer, headset, car kit, etc.).

For more information on Bluetooth, refer to “6.2 Connecting to a Bluetooth device”.

10.2.2 NFC

Turn on  to enable NFC.

The function allows data exchange when the phone touches another device.

10.2.3 Cast

You can use Cast to display your device's screen on your TV, and display content like TV shows, movies, photos, games, and websites from supported apps.

10.2.4 USB

You can use USB to charge this device, transfer files or transfer photos (PTP).

10.2.5 Printing

Touch Printing to activate print services. You can select your **Default print service** or choose **Add print** to select another service.

10.3 Display

10.3.1 Status bar

With this menu, you can set the style of the status bar, select whether notification icons are folded and how the battery percentage is displayed.

10.3.2 Hole-punch display

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

10.3.3 Full screen apps

Most applications installed on the phone will automatically adapt to the full screen display without setting them manually.

For the applications which do not automatically adapt to the full screen display, you can go to **Settings** > **Display** > **Full screen apps** to set.

10.3.4 Brightness level

Adjust screen brightness manually.

10.3.5 Dark mode

Your screen will become black in this mode, which makes it easier to look at your screen or read in dim light.

10.3.6 Eye comfort mode

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

10.3.7 Adaptive brightness

Adjust screen brightness automatically.

10.3.8 Auto-rotate screen

Select whether the screen rotates automatically or not.

10.3.9 Sleep

Set screen timeout.

In Display, you can also set Font size, Screen saver, Ambient display, and etc.

10.4 NXTVISION

10.4.1 Visual enhancement

Toggle the switch to enable. Automatically adjust contrast, sharpness and saturation to make the screen image clearer, with a richer depth of detail and improved brightness for dark scenes when viewing photos or playing videos and games. Only works in ‘Vivid’ Screen colour mode.

10.4.2 SDR to HDR

This is only available after enabling visual enhancement.

Enhance the colour, contrast and depth of detail of streaming video from any source to provide HDR-quality viewing.

10.4.3 Reading mode

Reading mode reproduces a physical book reading experience on your screen. You can set individual apps to use this mode by clicking Manage apps menu.

10.4.4 Screen colour

The device allows you to change the range of display tones according to the display content. When choosing Vivid, you can adapt the screen's colour temperature according to the ambient light.

10.5 Home screen & wallpapers

With this menu, set your home apps, choose your favourite wallpapers, theme styles, and etc.

10.6 Sound

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

10.6.1 Do Not Disturb preferences

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.

10.6.2 Ringtone & vibrate

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

10.6.3 Default notification ringtone

Set the default sound for notifications.

10.6.4 Default alarm sound

Set your alarm ringtone.

10.6.5 Other sounds and vibrates

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

10.7 Advanced features

10.7.1 System navigation

Select your favourite navigation button layout.

10.7.2 App Cloner

App Cloner will duplicate one app on your Home screen and you can enjoy both of them respectively at the same time.

10.7.3 Screen Recorder

Set the video resolution and sound. To activate Screen Recorder, touch the  icon in the Quick Settings panel.

10.7.4 Gestures

To set some gestures for convenient use, such as flip to mute, 3 fingers screenshot, split screen, and etc.

10.7.5 One-handed mode

Reduce the display area of the screen and operate your phone with one hand. The function could access in the Quick Settings panel by touching the  icon.

10.7.6 Game mode

In this mode, you could set DO NOT DISTURB while in game, prevent accidental touches, and optimise game performance.

10.7.7 Driving Mode

A series of settings in Driving mode makes it easier and safer to handle incoming calls when you are driving. To view more instructions, tap in **Settings >Advanced features > Driving mode.**

10.7.8 Smart key[1]

You can customise a variety of powerful features to make the use of the phone more convenient.

Touch **Single press**, **Double press** or **Long press**, then set **Action** as **Open an app** or **Open a feature**, and then set a shortcut for an **App** or a **feature**.

[1] Smart key will be replaced by Google Assistant in some regions.

10.7.9 Switch Phone

Switch Phone helps you to transfer content from an old phone to a new one, tap the  icon to view Q & A.

10.8 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.

You can also do some manual settings for further optimisation.

10.9 Security

10.9.1 Screen lock

Select one method such as Swipe, Pattern, PIN, Password, or Fingerprint to unlock the screen.

10.9.2 Fingerprint sensor

Use your Fingerprint to unlock the screen or clear notifications, take a photo/video, pick up a call, and etc.

Access **Settings > Security > Fingerprint sensor** to activate these functions.

10.9.3 Face key

Face key allows you to unlock your device with your facial data. Set it according to the on-screen steps.

Ensure that you are facing the phone screen when using face recognition.

NOTE: you need to set a pattern, PIN, or password before using face key.

10.9.4 Smart Lock

Smart Lock keeps your device unlocked when it's safe with you and locked when it detects that it's been put down.

10.9.5 Apps lock

Apps lock can effectively protect your privacy by locking some apps with a pattern or fingerprint. Go to **Settings > Security > Apps lock** to set the lock format, lock time and choose the apps you want to lock.

10.9.6 Others

You can also set Emergency service, SIM card lock, Screen pinning, and etc. in **Settings > Security**.

10.10 Location

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

10.11 Privacy

To protect your privacy, you can set an app to be allowed or forbidden to access your location, SMS, phone, etc. Also whether or not to show passwords or choose the activities and info that you want to Google to save.

10.12 Apps

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

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

10.13 Storage

Use these settings to monitor the total and available space on your phone.

10.14 Account

Touch to add, remove, and manage your email and other supported accounts. You can also use these settings to control how and whether all applications send, receive, and synchronise data according to their own schedules, and whether all applications can synchronise user data automatically.

Touch **Add account** to add an account for the selected app.

10.15 Digital Wellbeing & parental controls

In this menu you can find how much time you have spent on the phone and even on each app. You can customise the time limit for using the phone so that have a healthy and balanced life.

In addition, parents are able to restrict their children's usage time to manage their browsing habits.

10.16 Google

Touch to configure your Google account and services settings.

10.17 Accessibility

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

10.18 System

10.18.1 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.

10.18.2 System updates

If you want to update the system, touch **CHECK FOR UPDATES** (refer to “11.1 FOTA upgrade”).

10.18.3 Languages & input

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

10.18.4 Date & time

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

10.18.5 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. If you mark this option, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure in the Settings application. If you unmark this option, you stop backing up your settings, and any existing backups are deleted from Google servers.

10.18.6 Reset

Touch to choose **Network settings reset** (including Wi-Fi, Mobile data & Bluetooth), **Reset app preferences**, or **Factory data reset**.

Factory data reset will erase all of your personal data from the internal phone storage, including information about your Google account, any other accounts, your system and application settings, and any downloaded applications. We recommend you back up your personal data before resetting.

10.18.7 Regulatory & safety

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

11 Making the most of your phone.....

11.1 FOTA upgrade

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

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

With Wi-Fi turned on, the system is able to discover if a new firmware version is available and if so, begin to download it automatically. Once finished, a pop up dialog will give you the option of updating your phone now or later.

If **Settings > System > System updates** > ⋮ > **Settings** > **Automatically download** is turned off, a pop up dialog will ask if you want to download a new firmware version which the phone has discovered, or if you want to ignore it.

If you only have a mobile network connection, you will only receive a notification which will appear in the Status bar.

During FOTA downloading or updating, to avoid errors in locating the correct update packages, do not change your default storage location.

12 Accessories .....

Standard accessories

- Charger
- USB Cable
- Screen Protector
- Translucent Shell
- SIM Card Pin



- Accessories depend on countries.
- Only use the TCL batteries, chargers, and accessories included along with your device.

13 LIMITED WARRANTY.....

Additional Rights Under Consumer Laws

As the consumer You may have legal (statutory) rights that are in addition to those set out in this Limited Warranty, such as the consumer laws of the country in which You live ("Consumer Rights"). This Limited Warranty sets out certain situations when the Manufacturer will, or will not, provide a remedy for the TCL device. This Limited Warranty does not limit or exclude any of your Consumer Rights relating to the TCL device.

Manufacturer Warranty Coverage

This Manufacturer's Limited Warranty sets forth the warranty responsibilities of the Manufacturer regarding TCL branded hardware and accessories manufactured by or on behalf of the Manufacturer.

The Manufacturer warrants to the original end-user purchaser of a new TCL device ("You"), that the TCL device will be free from defects in materials and workmanship under normal use from a period that commences on the date of original purchase by You and continuing for the following specified period of time for each applicable type of TCL device (the "Warranty period").

This Limited Warranty is not transferable by You.

The applicable Warranty period is listed below:

TCL Phone & Embedded battery [1]	24 months [2]
TCL accessories: USB cable, Charger, Earphone	12 months [2]

[1] The life of a rechargeable phone battery in terms of conversation time, standby time and total service life, will depend on the conditions of use and network configuration.

[2] The Warranty period may vary depending on your country of purchase and/or channel of purchase.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed by the Manufacturer or its authorised service providers, your phone or part thereof will be either repaired or replaced, as appropriate. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the costs of repair or replacement (labour and spare parts) but excludes any other costs.

This warranty shall not apply to defects on your phone and/or accessory due to (without any limitation),

- non-compliance use with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used;
- connection to any equipment not supplied or not recommended by the Manufacturer;
- repair performed by individuals not authorised by the Manufacturer or its affiliates;
- modification, adjustment or alteration of software or hardware performed by individuals not authorised by the Manufacturer;
- inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, intrusion or download of malicious files/ software (malware), crash, high voltage, corrosion, oxidation.

Your phone will not be repaired in cases where labels or serial numbers (IMEI) have been removed or altered.

In no event shall the Manufacturer or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited to commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to You.

If your TCL device is returned during the Warranty period, but your TCL device is not covered under this limited warranty, terms and charges may apply for any repair or processing performed.

If you do not live in the country where the TCL device was originally sold to you then,

(a) warranty repair or service may not be possible;

(b) you may be required to agree to terms and/or to pay certain costs (including but not limited to, shipping and handling costs);

(c) the warranty repair or service, if possible, may take longer than normal to complete.

Back Up Your Data

You should regularly backup your data, files, applications and settings as a safeguard against possible operational issues including prior to the return of the TCL device. Data backup is your responsibility and is not the responsibility of the Manufacturer, the retailer through whom You purchased the TCL device, or the Manufacturer's authorised service providers through whom You may have received servicing, (repair or replacement of the TCL device).

If you need to send/leave your TCL device for servicing, we recommend you to remove from your device any peripherals (memory card, SIM card) and personal and confidential data before sending/leaving your TCL device.

During the servicing (repair or replacement) content on your TCL device may be deleted, reformatted or configured as originally purchased (subject to then current updates and upgrades of software) and peripherals removed may not be returned to you.

This limited warranty does not cover the backup, recovery or reinstallation of your data, files and applications to the TCL device.

Manufacturer: TCL Communication Ltd.

14 Troubleshooting .....

Before contacting the service centre, here are some instructions to help you troubleshoot your device:

- For optimal operation, fully charge the battery.
- To improve the phone's performance, remove unnecessary files or apps on your phone.
- Update your phone's software via **Settings > System > System updates**.
- Reset your phone via **Settings > System > Reset > Factory data reset**. Another method is to hold down the **Power** key and the **Volume up** key at the same time when your phone is powered off. Select **Wipe data / factory reset** > **Yes** > **Reboot system now** to reset. All your phone data will be lost permanently. It is strongly advised to fully back up your phone data before resetting.

and carry out the following checks:

My phone can't be switched on or is frozen

- When the phone can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed. Then switch it on again.
- When the phone falls into a loop during power on animation and the user interface can't be accessed, press and hold the **Power** key to reset. This eliminates any abnormal OS booting issues caused by third party applications.
- If neither method is effective, reset the phone by pressing the **Power** key and the **Volume up** key at the same time, then select **Wipe data / factory reset** > **Yes** > **Reboot system now** to reset.

My phone has not responded for several minutes

- If your phone doesn't respond, turn off your phone by pressing and holding the **Power** key until it turns off and then restart it again.

- If it still doesn't work, reset the phone.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure that the **Power** key is not accidentally pressed while the screen is unlocked.
- Check the battery charge level.
- If it still doesn't work, reset the phone or update software.

My phone can't charge properly

- Make sure that you are using the TCL charger that comes with the phone.
- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 20 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions 0°C (32°F) to 45°C (113°F).
- When abroad, check that the voltage input is compatible.

My phone can't connect to a network or "No service" is displayed

- Try connecting to the network by moving to another physical location.
- Verify the network coverage with your operator.
- Check with your operator that your SIM card is valid.
- Try connecting at a later time if the network is overloaded.

My phone can't connect to the internet

- Make sure that the internet access service of your SIM card is available.
- Check your phone's internet connection settings.
- Make sure that you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

- Make sure that the SIM card has been correctly inserted.
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card is available.

My phone can't make outgoing calls

- Make sure that you have dialled a valid number and have touched .
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in aeroplane mode.

My phone can't receive incoming calls

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

The caller's name/number doesn't appear when a call is received

- Check that you have subscribed to this service with your operator.
- Your caller may have concealed his name or number.

I can't find my contacts

- Make sure that your SIM card is not broken.

- Make sure that your SIM card is inserted properly.

The sound quality of the calls is poor

- Adjust the volume during a call by pressing the **Volume** key.
- Check the network strength. Move to a location with stronger signal strength.
- Make sure that the receiver, connector and speaker on your phone are clean.

I can't use the features described in the manual

- Check with your operator to make sure that your subscription includes this service.
- Make sure that this feature doesn't require a TCL accessory.

When I select a number from my contacts, the number can't be dialled

- Make sure that you have correctly recorded the number in your contacts.
- Make sure that you have selected the country code when calling an international number.

I can't add a contact

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

My callers can't leave messages on my voicemail

- Contact your network operator to check service availability.

I can't access my voicemail

- Make sure that your operator’s voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I can't send and receive MMS

- Check your phone storage as it might be full.

- Contact your network operator to check service availability and MMS parameters.
- Verify the server centre number or your MMS profile with your operator.
- The server centre may be swamped. Try again later.

SIM card PIN locked

- Contact your network operator to obtain the PUK (Personal Unblocking Key) code.

I can't connect my phone to my computer

- Check to make sure the USB port is not broken. If it's not working, try another USB port on your computer.
- Make sure USB drivers are properly installed.
- If you are using a Windows computer, make sure it supports MTP mode. If you are using a Mac, make sure to install Android File Transfer from www.android.com/filetransfer/.

I can't download new files

- Make sure that there is sufficient phone storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your operator.

The phone can't be detected by others via Bluetooth

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

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 144 minutes).

- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Turn off Bluetooth, Wi-Fi, or GPS when not in use.

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

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

After a factory data reset is performed, I can't use my phone without entering Google account credentials

- After a reset is performed, you must enter the original Google account credentials that were used on this phone.
- If you don’t remember your Google account credentials, complete Google account recovery procedures.
- If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as a warranty case.

I forgot some passwords/codes/keys on phone

- Perform a factory data reset.
- If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as a warranty case.

15 Specifications .....

Processor:

- Qualcomm Snapdragon 665

Platform:

- Android Q

Memory:

- 64GB or 128GB ROM[1] + 6GB RAM

Dimensions (LxWxT):

- 162.2 x 75.6 x 8.4 mm

Weight:

- 180g

Display:

- 6.53" touch screen with 2340x1080

Network:

- GSM: B2/3/5/8 (1900/1800/850/900)
- UMTS: B1/2/5/8 (2100/1900/850/900)
- LTE: B1/3/5/7/8/20/28/38/40/41 (2100/1800/850/2600/900/800/700/2600/2300/2500)

GPS:

- A-GPS

Connectivity:

- Bluetooth 5.0, apt-X, LDAC

(1) Memory depends on markets.

- Wi-Fi 802.11 b/g/n for 2.4GHz, 802.11 a/n/ac for 5GHz
- 3.5 mm audio jack
- Type-C USB 2.0

Camera:

- 48Mp+8Mp super wide +2Mp FF Macro+2M depth
- 16Mp front camera

Audio & Video supported formats:

- 3GP, 3G2, AAC, AVI, ADTS, ASF, AWB, FLAC, IMY, MID, MKV, MOV, MP3, MPEG-4, MXMF, OGG, OTA, RTTTL, RTX, WAV, WEBM, XMF

Battery [1]:

- Capacity: 4000 mAh

Expansion Slot:

- microSD™ memory card

  (Availability of microSD card depends on market)

Special Features:

- GPS/GLONASS/Galileo/Beidou
- G-sensor
- Light Sensor
- Proximity Sensor
- E-Compass
- Gyro

Note: Specifications are subject to change without prior notice.

[1] The original battery has undergone rigorous safety inspections to meet qualification standards, the use of non-original batteries may be dangerous.

Safety and use .....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY

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

When driving, do not use your phone and headset to listen to music or to the radio. Using a headset can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- Do not place your phone on top of the dashboard or within an airbag deployment area;
- Check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from phone RF energy.

• CONDITIONS OF USE

You are advised to switch off the phone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

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

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

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

Turn off your mobile phone or wireless device when in a blasting area or in areas posted with notifications requesting "two-way radios" or "electronic devices" are turned off to avoid interfering with blasting operations.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid, or an insulin pump, etc.. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the phone away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

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

If your phone has a removable cover, note that your phone may contain substances that could create an allergic reaction.

If your phone is a unibody device, the back cover and battery are not removable. If you disassemble your phone the warranty will not apply. Disassembling the phone may damage the battery, and may cause leakage of substances that could create an allergic reaction.

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

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer’s recommended operating temperature range is 0°C (32°F) to 55°C (131°F).

At over 55°C (131°F) the legibility of the phone's display may be impaired, though this is temporary and not serious.

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

Do not drop, throw, or bend your phone.

Do not use the phone if the glass screen is damaged, cracked, or broken to avoid any injury.

Do not paint it.

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

Remember to make backup copies or keep a written record of all important information stored on your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person person has never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation.

To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep;
- Take a minimum of a 15-minute break hourly;
- Play in a room in which all lights are on;

- Play at the farthest distance possible from the screen;
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again;
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

• Privacy Statement of Device Usage

Please note that by using the device some of your personal data may be shared with the main device. It is your own responsibility to protect your own personal data and not to share it with any unauthorised devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), ensure your network security. These precautions will help prevent unauthorised access to your phone. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details, and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organisational measures to protect all personal data, for example, against unauthorised or unlawful processing and accidental loss or destruction of, or damage to, such personal data whereby the measures shall provide a level of security that is appropriate having regard to:

- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and;
- The sensitivity of the personal data processed.

You can access, review, and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

• PRIVACY

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your phone regarding taking photographs and recording sounds with your phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation has been obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your phone (including the operator) disclaim any liability which may result from improper use of the phone.

• BATTERY

In accordance with air regulations, the battery of your product is not charged. Please charge it first.

Observe the following precautions:

- Do not attempt to open the back cover;
- Do not attempt to eject, replace, or open battery;
- Do not puncture the back cover of your phone;
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F).

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.



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

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

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

In European Union countries:

These collection points are accessible free of charge.

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

In non-European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

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

- **CHARGERS**

Mains powered chargers will operate within the temperature range of: 0°C (32°F) to 45°C (113°F).

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

Model: UC13

Input Voltage: 100~240V

Input AC Frequency: 50/60Hz

Output Voltage: 5.0V

Output Current: 2.0A

Output Power: 10.0W

Average active efficiency: 79.0%

No-load power consumption: 0.08W

Radio waves.....

Proof of compliance with international standards (ICNIRP) or with European Directive 2014/53/EU (RED) is required of all phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your phone is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organisation (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg for Head SAR and Body-worn SAR, and 4 W/kg for Limb SAR.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

Maximum SAR for this model and conditions under which it was recorded		
Head SAR	LTE Band 28 + Wi-Fi 2.4G	0.59 W/kg
Body-worn SAR	LTE Band 3 + Wi-Fi 5.0G	1.46 W/kg
Limb SAR (0 mm)	LTE Band 8 + Wi-Fi 5.0G	2.54 W/kg

During use, the actual SAR values for this phone are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your phone is automatically decreased when full power is not needed for the call. The lower the power output of the phone, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 5 mm. To meet RF exposure guidelines during body-worn operation, the phone should be positioned at least this distance away from the body.

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

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

For more information, you can go to tcl.com.

Additional information about electromagnetic fields and public health are available on the following site: http://www.who.int/peh-emf.

Your phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the phone will be compliant with the guidelines when used with a headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 5 mm away from the body.

Licences .....

microSD Logo is a trademark.

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

TCL T770H

Bluetooth Declaration ID D049108

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

This equipment may be operated in all European countries.

The 5150-5350 MHz band is restricted to indoor use only for the following countries:

BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR	HR	IT
CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO	SI
SK	FI	SE	UK	NO	IS	LI	CH	TR			

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The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch **Google legal** in **Settings** > **System** > **About phone** > **Legal information)** [1].

You have purchased a product which uses the open source (http://opensource.org/) programmes mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programmes licensed under the GNU General Public Licence and Apache Licence.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communication Ltd.

You may download the source codes from https://sourceforge.net/projects/tcl-mobile/files/. The provision of the source code is free of charge from the internet.

We hereby point out that the end user warranty against infringement of IPR is solely limited to the EU/EEA/Switzerland.

If and to the extent that the Product is exported, taken with, or used by the end customer or end user outside the EU/EEA/Switzerland any responsibility, warranty or indemnification of the manufacturer and its suppliers in regard to the Product expires (including any indemnification in regard to infringement IPR).

[1] May not be available in all countries.

General information .....

- **Internet address:** https://www.tcl.com
- **Hotline:** Go to our website www.tcl.com/global/en/service-support-mobile/hotline&service-center.html
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labelling path**: Touch **Settings** > **System** > **Regulatory & safety** or press *#07# to find more information about labelling [1].

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by email to ask any questions you may have.

This radio equipment operates with the following frequency bands and maximum radio-frequency power:

GSM 850/900: 34.5 dBm

GSM 1800/1900: 32 dBm

UMTS B1/2/5/8 (2100/1900/850/900): 25 dBm

LTE B1/3/5/7/8/20/28/38/40/41 (2100/1800/850/2600/900/800/700/2600/2300/2500): 25 dBm

Bluetooth 2.4GHz band: 9.05 dBm

Bluetooth LE: 5.68 dBm

802.11 b/g/n 2.4GHz band: 18.05 dBm;

802.11 a/n/ac 5GHz band: 16.64 dBm

NFC 13.56 MHz: -29.546 dBuA/m at 10m

[1] May not be available in all countries.

Regulatory information

Hereby, TCL Communication Ltd. declares that the radio equipment type TCL T770H is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: www.tcl.com/global/en/service-support-mobile/eu-doc.html

Additional information

The description of accessories and components, including software, which allow the radio equipment to operate as intended, can be obtained in the full text of the EU declaration of conformity at the following internet address: www.tcl.com/global/en/service-support-mobile/eu-doc.html

Protection against theft [1]

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

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your phone or specific operator services.

[1] Contact your network operator to check service availability.

TCL Communication Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This phone may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this phone ("Third Party Materials"). All Third Party Materials in this phone are provided "as is", without warranty of any kind, whether express or implied. The purchaser undertakes that TCL Communication Ltd. has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and phones in complying with Intellectual Property Rights. TCL Communication Ltd. will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this phone or in interaction with any other device. To the maximum extent permitted by law, TCL Communication Ltd. disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication Ltd., may be subject to paid updates and upgrades in the future; TCL Communication Ltd. waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. TCL Communication Ltd. shall not be held responsible for the lack of availability of any application, as its availability depends on the country and the operator of the purchaser. TCL Communication Ltd. reserves the right at any time to add or remove Third Party Materials from its phones without prior notice; in no event shall TCL Communication Ltd. be held responsible by the purchaser for any consequences of such removal.

DISPLAY
GREATNESS

For more information on how to use the phone, please go to tcl.com.
You can also find answers to frequently asked questions there too.

English - CJA66L001AAA