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.

Duo

A video chat mobile app.

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

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.

Google Pay

Google Pay allows you to make contactless payment with your phone, which is the fast, simple and safe way to pay in millions of places - in stores, online, and more.

Google Assistant

Devices can have a dedicated hardware button for the Google Assistant.

- **Default** — Single press to activate

Default mode is the same as launching the Google Assistant by long-pressing on the home button.

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.

4 Settings ....

To go to **Settings**, swipe up from the Home screen or swipe left and then tap **Settings** .

You can also swipe down from the notification panel and touch .

4.1 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 > 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 should contact the network operator for details). When finished, touch **CONNECT**.

To add a Wi-Fi network

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

- Touch **Settings > Wi-Fi > Add network**.

- Enter the name of the network and any required network information.

- Touch **Connect**.

To forget a Wi-Fi network

The following steps prevent automatic connection 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 the name of the saved network.

- Touch **FORGET** in the dialog that opens.

4.2 Bluetooth [(1)]

Bluetooth

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

To turn on Bluetooth

• Touch **Settings > Bluetooth**.

• Turn on ⬤.

Your device name will appear on screen.

To rename your device

• Touch **Settings > Bluetooth**.

• Touch **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 > + Pair new device**.

• Touch a Bluetooth device you want to pair your phone with in the list.

• In the dialog that pops up, touch **PAIR** to confirm.

• If the pairing is successful, your phone will be connected to the device.

To unpair from a Bluetooth device

• Touch ⚙ beside the device you want to unpair from.

• Touch **FORGET** to confirm.

[(1)] You are recommended to use TCL Bluetooth headsets, which have been tested and proved compatible with your phone. You can go to **https://www.tcl.com** for more information about the TCL Bluetooth headset.

4.3 SIM card & mobile network

Go to To **Settings > SIM card & mobile network > SIM card settings > SIM 1 > Roaming Mode** to enable data roaming, set your preferred network type, check the network connection you are using or create a new access point, etc.

SIM cards [(1)]

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

Data usage

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

If the network is not connected, you can turn on mobile data in **Settings > SIM card & mobile network > 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.

Aeroplane mode

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

[(1)] Dual SIM only.

Hotspot & tethering

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

To rename or secure your mobile hotspot

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

- Touch **Settings > SIM card & mobile network > Hotspot & tethering > Mobile hotspot**.

- Touch **Hotspot name** to rename the network SSID or touch **Security** to set your network security.

- Touch **OK**.

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

Private DNS

Touch to select private DNS mode.

4.4   Connected devices

VPN

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 > Connected devices > 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**.

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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 to/disconnect from VPN

To connect to a VPN:

- Touch **Settings > Connected devices > 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 VPN you want to disconnect from. In the dialog that opens, touch **DISCONNECT**.

To edit/delete a VPN

To edit a VPN:

- Touch **Settings > Connected devices > VPN**.

- The VPNs you have added are listed. Touch the ⚙ icon next to the VPN you want to edit.

- After editing, touch **SAVE**.

To delete a VPN:

- Touch the ⚙ icon next to the selected VPN, then touch **FORGET** to delete it.

NFC

Turn on ⬤▬ to enable NFC.

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

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.

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USB

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

To connect your phone to the computer

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

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

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

Printing

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

4.5   Display

Brightness level

Adjust screen brightness manually.

Adaptive brightness

Adjust screen brightness automatically.

Dark mode

Empty screen space will become black in this mode, making it easier to look at your screen or read in dim light.

Eye comfort mode

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

Sleep

Set screen timeout.

In **Display**, you can also set **Font size, Screen saver**, etc.

Auto-rotate screen

Select whether the screen rotates automatically or not.

Status bar & Notch

With this menu, you can set the style of the status bar, turn on/off to show network speed, select whether notification icons are folded and how the battery percentage is displayed

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

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 > More display > settings > Full screen apps** to set.

4.6   Home screen & lock screen

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

4.7   Sound & vibration

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

Phone ringtone & vibrate

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

Notification ringtone

Set the default sound for notifications.

Alarm ringtone

Set your alarm ringtone.

Do Not Disturb 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.

More sound settings

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

4.8   Button & gestures

System navigation

Select your favourite navigation button layout.

Gestures

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

4.9   Advanced features

Game mode

In this mode, you can enable DO NOT DISTURB mode while playing, prevent accidental touches, and optimise game performance.

Smart App Recommend

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

Multiple User

Multi-user space is the limited space that is controlled by the device owner of each user.

Privacy protection

Sensitive behaviour reminder

When sensitive behaviour occurs, the system will remind you.

Personal information protection

The system provides empty information to the application.

Security log

Record application and system behaviours.

Edge Bar

Edge Bar helps you quickly access to your favourite apps or features.

Remote Lock

If the phone is lost, you can lock the phone remotely by sending a text message.

One-handed mode

Reduce the display area of the screen and operate your phone with one hand.

This function can be accessed in the Quick Settings panel by touching the ⤵ icon.

Screen Recorder

Set the video resolution, and Record touch interactions.

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

App Cloner

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

4.10   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 options manually for further optimisation.

4.11   Security & biometrics

Screen lock

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

Fingerprint

Use your Fingerprint to unlock the screen.

Access **Settings > Security & biometrics > Fingerprint** to activate these functions.

Face unlock

Face unlock 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.

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.

App lock

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

Others

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

4.12   Location

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

4.13   Privacy

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

4.14   Apps

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

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

4.15   Storage

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

4.16　TCL Account

TCL Account provides users with a management service for TCL devices and apps.

4.17　Accounts

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

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

4.18　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 to ensure a healthy and balanced life.

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

4.19　Google

Touch to configure your Google account and service settings.

4.20　Accessibility

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

4.21　System

About phone

View basic information for your phone such as model name, CPU, camera, resolution, etc.
You can also check legal information, build number, status and other specs.

System Update

If you want to update the system, touch **CHECK FOR UPDATES** (refer to"5 Making the most of your phone > FOTA upgrade").

Languages & input

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

Date & time

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

Backup

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

Developer options

To enable this function, go to **Settings > System > About phone**, then touch **Build number** 7 times. Now **Developer options** is available. The developer options contain settings that are useful for developing Android applications.

Reset

Tap to reset all network settings and app preferences, you won't lose your data with these settings.
If **Factory data reset** is selected, all data in your phone's internal storage will be erased, please back up your data before reset.

Regulatory & safety

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

User Experience Improvement Programme

Touch to join the User Experience Improvement Programme so we can continue to improve our product design and overall user experience.

5   Making the most of your phone

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 Update**. 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 Update > ⋮ > Update settings > Automatically update** is turned off, 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.

6   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 Update**.

- 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. Release the power button and then the volume button after the vibration, then select **Wipe data / factory reset > Factory data reset** 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. Release the power key when the device vibrates, then select **Wipe data / factory reset > Factory data reset** 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 120 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 my 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.

7   Specifications

Platform:

• ADRENO 610@600MHz

OS:

• Android 11

Memory:

• 64GB ROM + 4GB RAM[1]

Dimensions (LxWxT):

• 172.08*77.14*9.1mm

Weight:

• 206g

Display:

• 6.82" touch screen with 720 x 1640 pixel screen resolution

Network:

• GSM 850/900/1800/1900

• UMTS B1/2/5/8

• LTE: B1/3/5/7/8/20/28 /38/40/41 (2540-2640)

GPS:

• BDS/GPS/Glonass/Galileo,with A-GPS

Connectivity:

• Bluetooth 5.0

• Wi-Fi 802.11

• 3.5 mm audio jack

• Type-C

[1]   Depending on the device you purchased.

Camera:

- Rear Camera: 16M+5M(UW)+2M(Macro)+2 (D)

- Front camera: 8MP

Audio & Video supported formats:

- AAC , AMR, AWB, MP3, AAC+, Vorbis, FLAC, APE, eAAC+, PCM playback

- 1080P @ 30fps, H.263,H.264 AVC,H.265,HEVC ,VP8,VP9, MPEG-4

Battery [(1)]:

- Capacity: 5000 mAh

Expansion Slot:

- microSD™ memory card

  (Availability of microSD card up to 256GB)

Sensors:

- G-sensor

- Light Sensor

- Proximity Sensor

- E-Compass

Note: Specifications are subject to change without prior notice.

8   Accessories

Standard accessories

- Charger

- USB Cable

- Translucent Shell

- SIM Card Pin

- PET Protective Film (Attached to TP)

- Quick Start Guide

- Product safety information leaflet

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

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

9 Licences

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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.

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[(1)] May not be available in all countries.

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