

TCL K 11

USER MANUAL

About this Manual

Thank you for choosing the **TCL K11**. In order to maintain your device in optimal condition, please read this manual and keep it for future reference.

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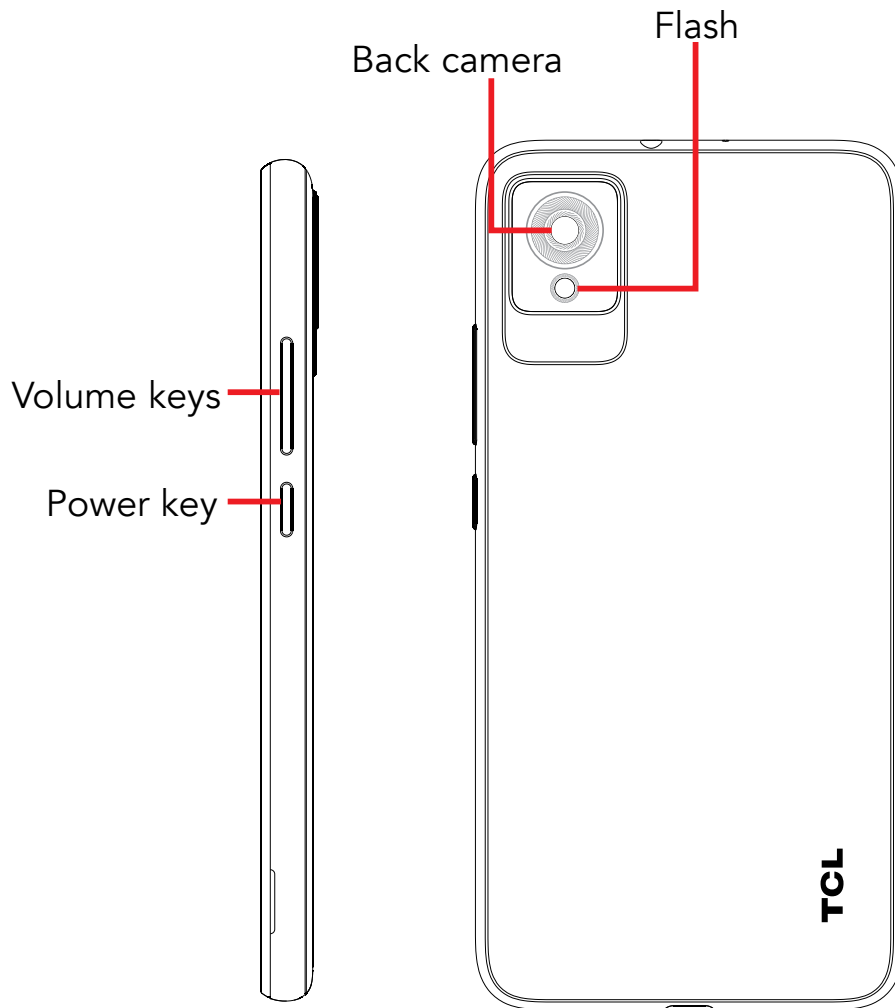
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1 Getting Started

1.1 Overview







Recent Apps button

- Touch to open a card view of applications you've worked with recently. Swipe up on the screen to remove a specific thumbnail from the list, or touch **CLEAR ALL** to remove all thumbnails from the list.



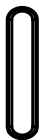
Home button

- From any application or screen, touch to return to the Home screen.
- Touch and hold to open Google Assistant. You can get help such as searching for information online, opening apps on your phone, sending messages, etc.



Back button

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



Power key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from **Power off**, **Restart**, or **Airplane mode**.
- Press the **Power** key and **Volume** down key to take a screenshot.
- Press and hold the **Power** key for at least 11 seconds to force reboot.



Volume Keys

- Adjust the call volume during a phone call.
- Adjust the media volume while listening to music, watching a video, or streaming content.
- Adjust the ringtone volume.
- Mutes the ringtone of an incoming call.
- While using the Camera, press the **Volume up** or **Down** key to take a photo, or touch and hold to take several photos.

1.2 Setup

Inserting or removing the SIM/microSD™ card

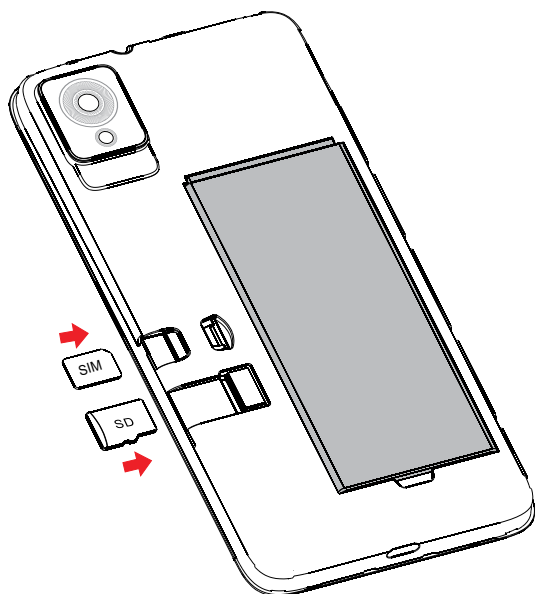
You must insert your Nano SIM card to make phone calls using your network.



Your phone only supports Nano SIM cards. In order to avoid damaging your phone, do not attempt to insert other SIM types, such as Mini or Micro cards.



Remove the back cover.



Place or remove the Nano SIM card and the microSD™ card in the correct slot as shown. Please note that gold contacts must be facing down.

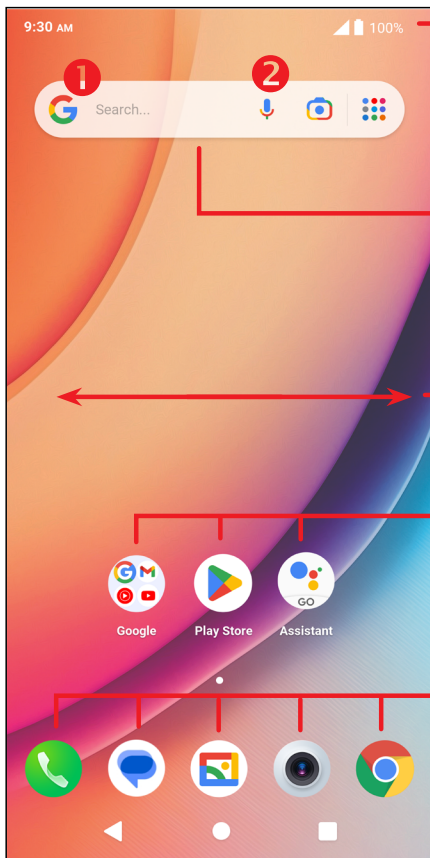
Note: Even if no SIM card is installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

Setup your phone for the first time

The first time you power on the phone, you should set the following options: language, mobile data, Google service, and date & time, etc.

1.3 Home Screen

You can bring all of the items that you use most frequently (applications, shortcuts, widgets, folders) to your Home screen for quick access. Touch the Home button to switch to the Home screen.



Status bar

- Status/Notification indicators
- Swipe down to open the Notification panel

Search bar

- 1 Enter text search screen.
- 2 Enter voice search screen.

Swipe left or right to view more screens

Touch to open an application, folder, etc.

Favorite apps tray

- Touch to open the application.
- Touch and hold to move or change applications

1.4 Status Bar

The Status bar appears at the top of your Home screen. Icons indicating your phone's status and new notification alerts appear in the Status bar.

| Icon | Status | Icon | Status |
|------|-----------------------|------|-------------------------|
| | Bluetooth® active | | Battery (fully charged) |
| | Wi-Fi® active | | New message |
| | Network (full signal) | | Vibrate mode |
| | Airplane mode | | Screenshot captured |
| | Alarm set | | Connected via USB cable |
| | Battery (charging) | | New email message |

2 About Your Phone

2.1 Power On/Off

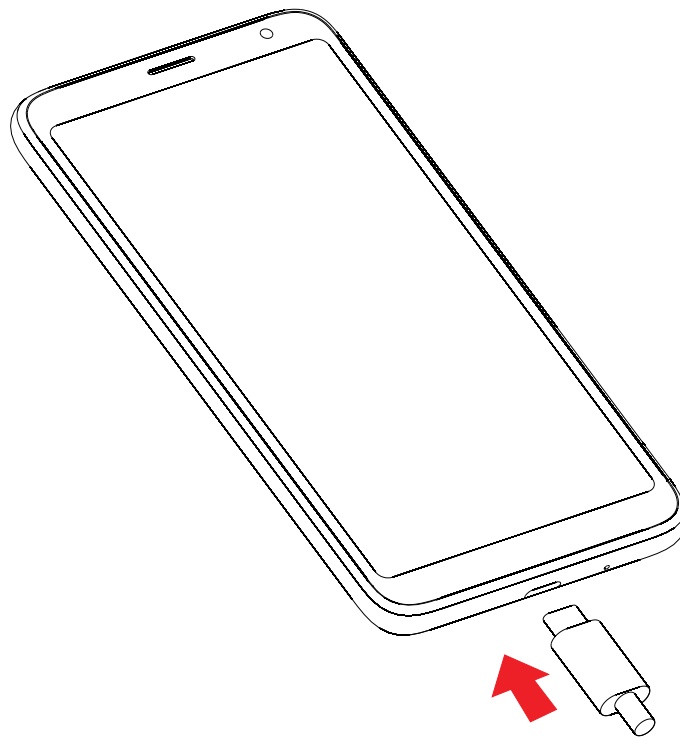
Hold down the **Power** key until the phone powers on, unlock your phone (Swipe, Pattern, PIN, Password or Face unlock) if necessary, once unlocked, Home screen is displayed.

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

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

Charging

Insert the small end of the charging cable into the charge port and plug the charger into an electrical outlet.



2.2 Battery

To optimize your battery life, you may do the following:

Turn on power saving mode

- Go to **Settings > Smart Manager > Battery**.
- Select one saving mode and touch to activate.

Lower screen brightness

- Go to **Settings > Display > Brightness level**
- Lower the brightness by sliding  to the left.

Screen timeout

- Go to **Settings > Display > Sleep**
- Select the screen timeout duration.

3 Personalize Your Phone.....

3.1 Language

Your device supports multiple languages. To change your phone language:

- Go to **Settings > System > Languages & input > Languages.**
- Touch **+ Add a language** to select a language from the language list.


3.2 Date & Time

Go to **Settings > System > Date & time.**

Use Automatic date & time

Turn on  to enable the Automatic date & time.

Use network-provided time zone

Turn on  to enable the network-provided time zone.

If **Automatic date & time** is turned off, you will have the following two options to manually set the date and time:

- **Set date**

Touch to open a dialog in which you can manually set the date.

- **Set time**

Touch to open a dialog in which you can manually set the time.

If **Use network-provided time zone** is turned off, you will have the following two options to manually set the time zone:

- **Time zone**

You can select the time zone and region manually.

- **Time format**

You can also set the time format as **locale default** or **24-hour format.**

3.3 Display

Dark mode

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

Eye comfort mode

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

Auto-rotate screen

Select whether the screen rotates automatically or not.

Note: Using your device in landscape mode with polarized sunglasses on may cut light from the screen. Take your polarized sunglasses off or use your device in portrait orientation to continue use.

3.4 Sound

Adjusting volume

- Press the volume keys that are located on the right side of the device to adjust the Ringtone & Notification volume.
- You can also go to **Settings > Sound & vibration** to adjust the volume for call, ring, media and alarm.

Adjusting tones

- Go to **Settings > Sound & vibration > Phone ringtone & vibrate**.
- You may select ringtones for phone, notification, alarm as well as other sounds.

Adjusting other sounds

All other sounds that are related to Dial Pad, Screen locking and Charging can be adjusted by doing the following:

- Go to **Settings > Sound & vibration > More sound settings.**

3.5 Digital wellbeing & parental controls

Use this menu to find out how much time you have spent on the phone and even on each app. You can customize the time limit for using the phone.


In addition, parents can restrict their children's usage time and manage their browsing habits.

4 Apps and Features

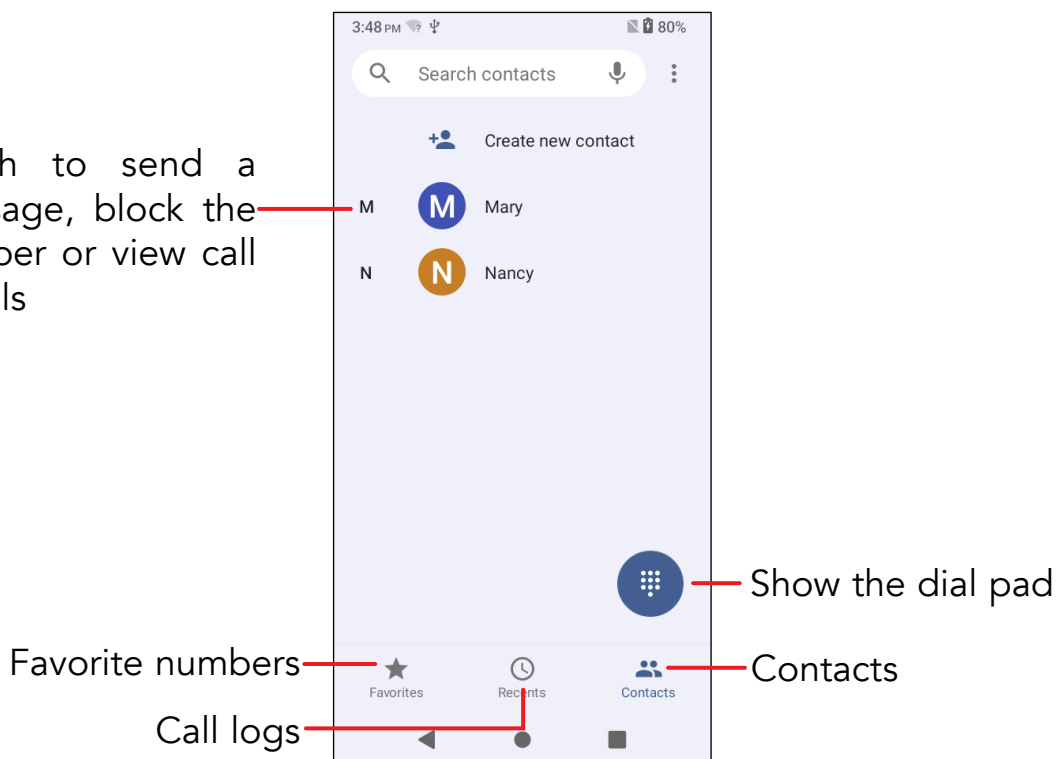
4.1 Phone



Making a call

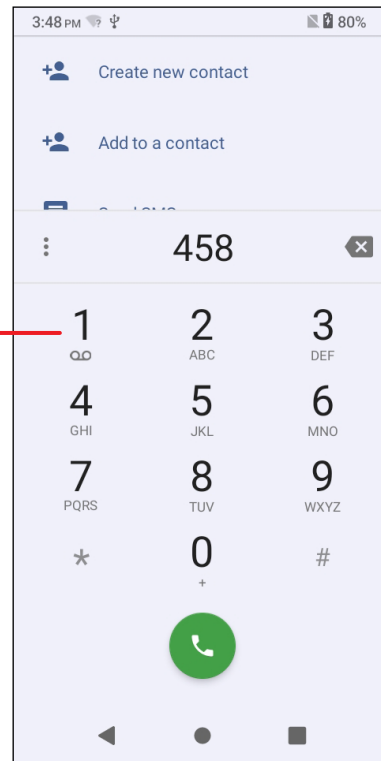
To make a call, touch .



Touch to send a message, block the number or view call details




Suggested numbers are displayed as you enter numbers on the dial pad.


Touch and hold to access voicemail





Enter the desired number from the dial pad and touch  to place the call. You can also select a contact from Favorites , Recents  or Contacts  by touching the tabs.

The number you entered can be saved to **Contacts** by touching **Create new contact**.


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

To hang up a call, touch .

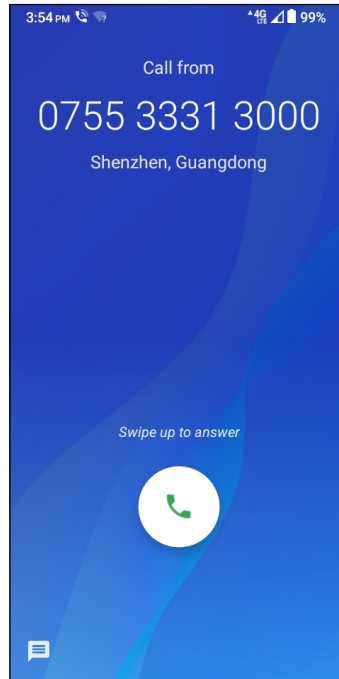
International call

To make an international call, touch and hold  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. This works even without a SIM card and without typing the PIN code.

Answering or rejecting a call



When you receive a call:

- Slide  up to answer;
- Slide  down to reject;
- Touch  to reject the call by sending a preset message.


To mute the ringtone of an incoming call, press the **Volume** key.

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, touch and hold .

To set your voicemail number: touch **Phone**  and go to menu  > **Settings** > **Voicemail** > **Advanced Settings** > **Setup** > **Voicemail number**.

If you receive a voicemail,  appears in the Status bar. Open the Notification panel and touch **Voicemail**.

4.2 Contacts.....



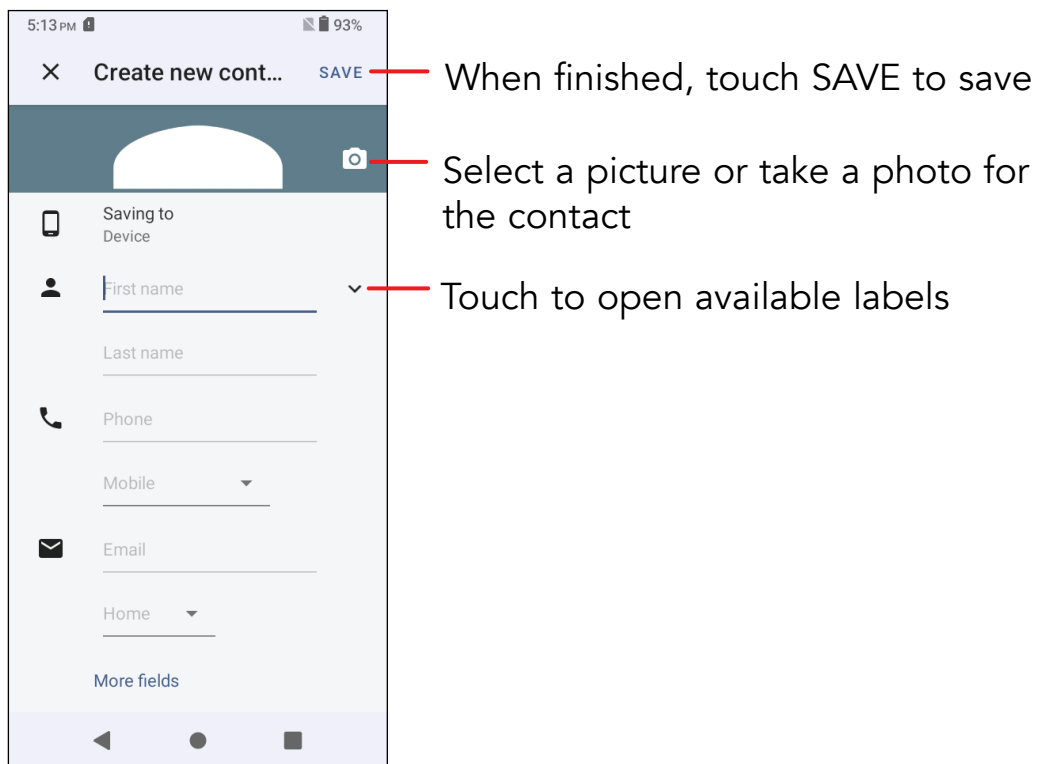
Contacts enables quick and easy access to the contact you want to reach.

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

Adding a contact

Touch  in the contact list to create a new contact.


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



When finished, touch **SAVE** to save.

To exit without saving, you can touch  and then touch **DISCARD**.

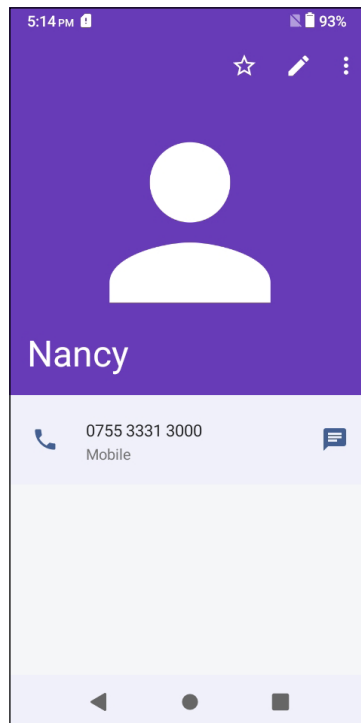
Editing your contacts

Touch  in the contact details screen to edit. When finished, touch **SAVE** to save.

Add to/remove from Favorites⁽¹⁾



Touch a contact to view details then touch  to add the contact to favorites.

Touch the star  to remove a contact from favorites.



Deleting a contact

From the contact list screen:


- Touch and hold the contact you want to delete, then touch  and confirm to delete.
- Mark the checkbox of all contacts, then touch  and confirm to delete all contacts.




The contact you have deleted will also be removed from other applications on the phone or web the next time you synchronize your phone.

⁽¹⁾ Only phone and account contacts can be added to Favorites.

Sharing a contact

You can share a single contact with others by sending the contact's vCard to them via Email, Messages, and Bluetooth. Select a contact you want to share, touch .


Available options

From the contact list, you may also make further changes to settings by touching .

Settings

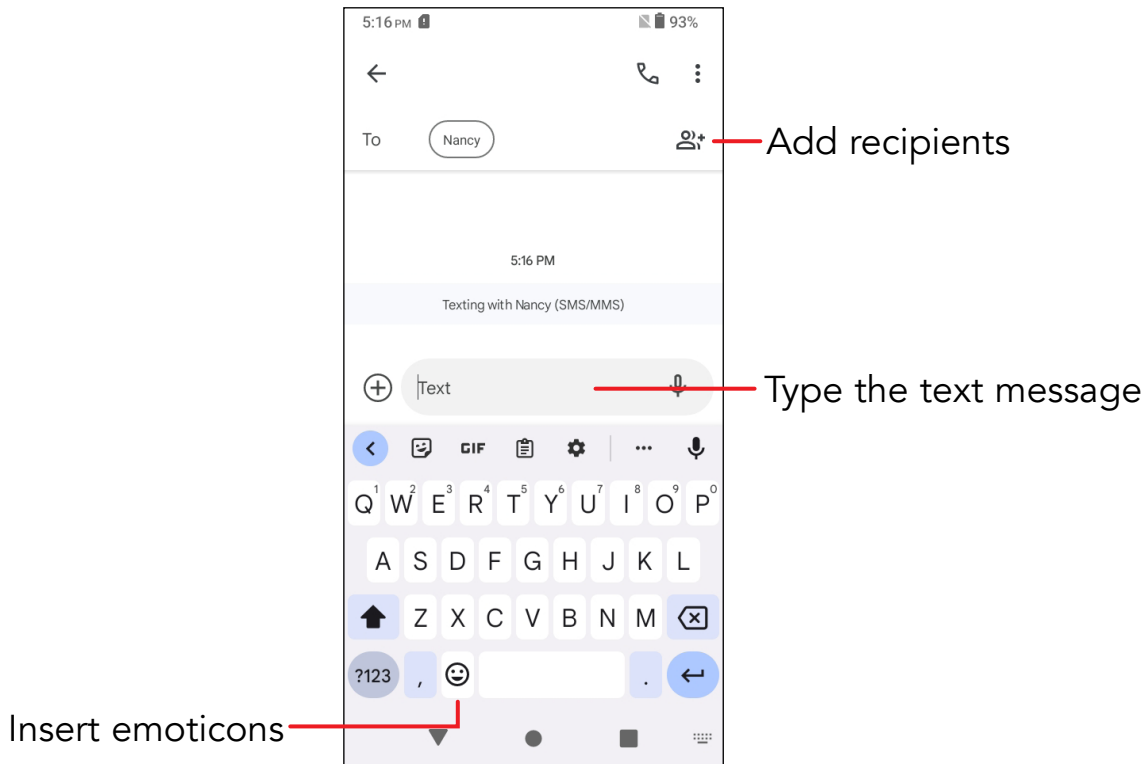
- **My info** Touch to set up your profile
- **Accounts** Touch to add account and configure related info.
- **Default account for new contacts** Touch to choose the default place to save a new contact.
- **Sort by** Touch to sort the list by the first name or last name.
- **Name format** Touch to choose whether to display first name first, or last name first.
- **Phonetic name** Touch to choose display or hide phonetic name.
- **Import/Export** Import or export contacts between phone, SIM card, microSD card and phone storage, etc.
- **Blocked numbers** Add numbers here so that you won't receive calls or texts from them.
- **About Contacts** Touch to view the build version, open source licenses and so on.

4.3 Messages




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


Creating a message

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




Sending a text message

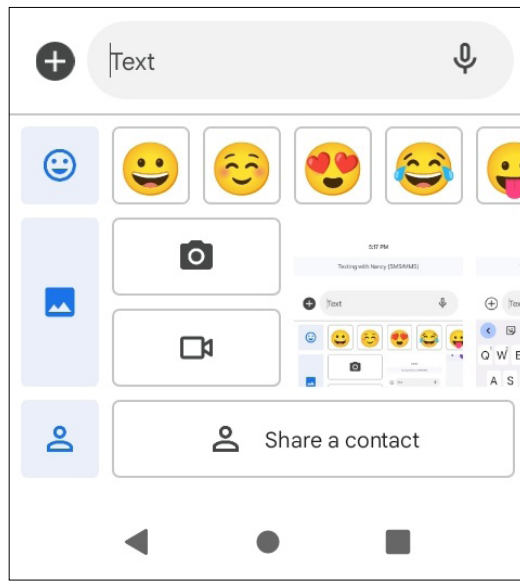
- Enter the name or the phone number of the recipient in the **To** bar or touch  to add recipients.
- Touch the **Text** bar to enter the text of the message.
- Touch  to insert emoticons.
- When finished, touch  to send the text message.


 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, audios, location, etc. to other compatible mobile devices and e-mail addresses.

- Enter the recipient's phone number in the **To** bar.
- Touch the **Text** bar to enter the text of the message.
- Touch  to attach an emoticon, picture, video or contact.







- When finished, touch  to send the multimedia message.

Managing messages

When receiving a message,  will appear in 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 Messaging 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 reply to a message, enter the text. When finished, touch .
- If you touch and hold a message, the following options will be available: archive , delete , etc.

4.4 Calendar.....

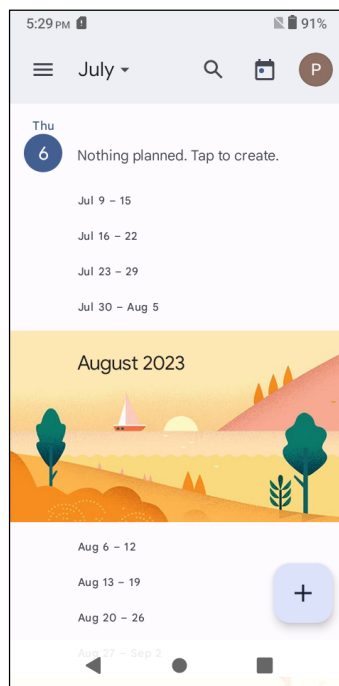


You can use **Calendar** to keep track of important meetings, appointments, etc.

To access the function, touch the Google folder from the Home screen, then touch **Calendar**.

Viewing calendars


You can display the Calendar in **Schedule, Day, 3 days, Week** or **Month** view. Touch and select your desired calendar view.





Creating a new event

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 next to **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 Day, 3 Day, or Week views, touch an empty spot to select a target area which will then turn into , and touch the icon to create the new event.

Deleting or editing an event

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

Event reminder

If a reminder is set for an event, the upcoming event icon  will appear in 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.

4.5 Camera.....



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

Launch Camera

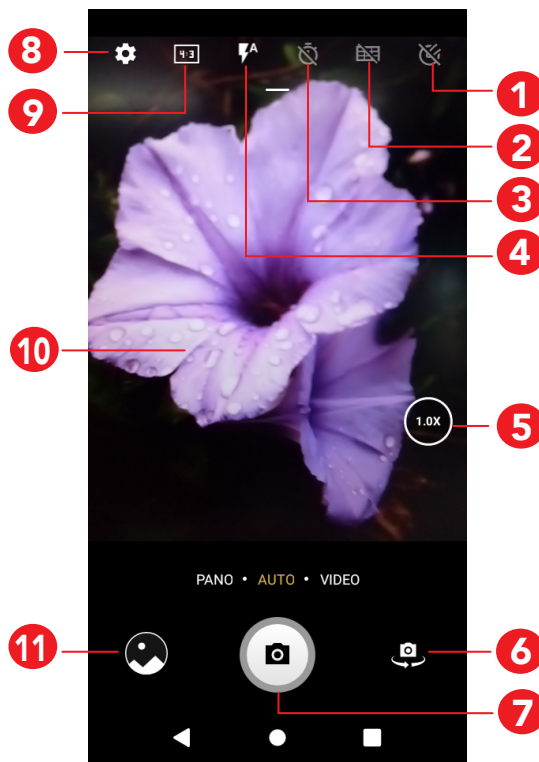
There are multiple ways to open the Camera app.

From the Home Screen

Touch **Camera** .

Using a shortcut key

Simply double-press the **Power** key to open the camera.





- 1 Touch to shoot
- 2 Gridlines
- 3 Timer
- 4 Flash mode: Touch to turn the camera flash on/off



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




- 5 Zoom in/out
- 6 Switch between front/back camera
- 7 Take a photo
- 8 Touch to access settings
- 9 Picture size
- 10 Pinch fingers together to zoom out, or spread fingers apart to zoom in
- 11 View the photos or videos you have taken

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 touch and hold  to take burst shots, the maximum number is 10.

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.

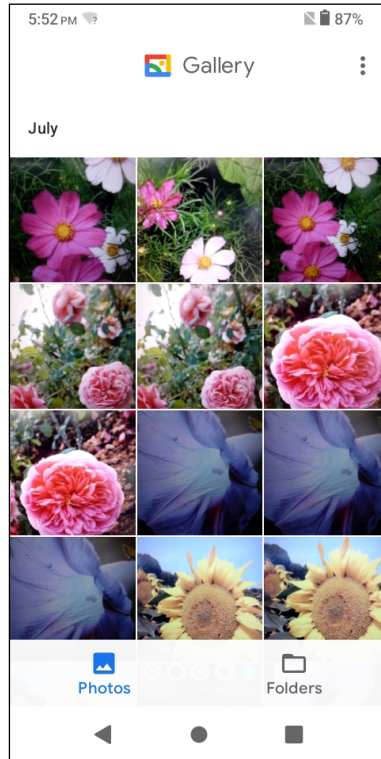
Further operations when viewing a photo/video you have taken

- 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 button**  to return to **Camera**.

4.6 Gallery.....



Google Gallery stores your photos and videos. It also automatically analyzes photos and organizes them into groups, so that you can quickly find the photos you need.

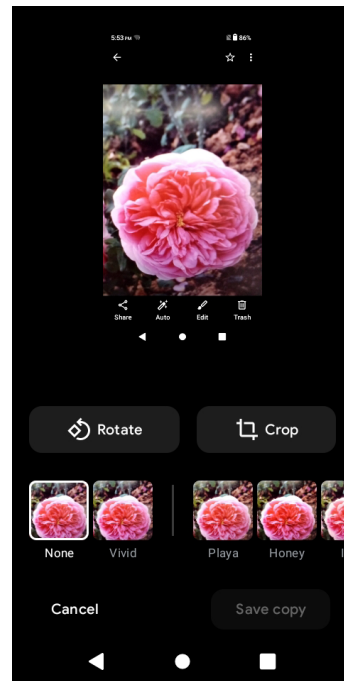
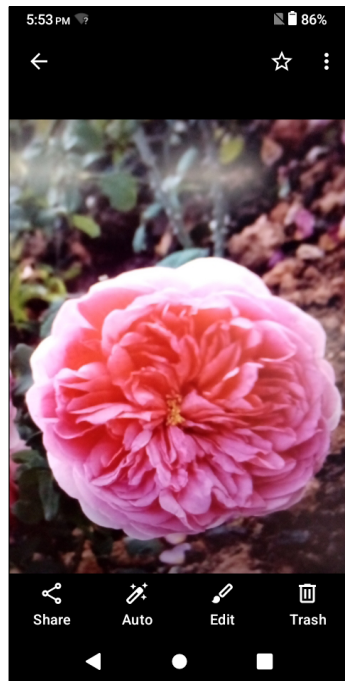


- Touch the picture/video directly to view or play.
- Slide left/right to view previous or next pictures/videos.

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.




4.7 Clock






To access clock, swipe up from the Home screen, touch **Clock**.

Setting world clocks

- Touch **Clock** on the clock screen.
- Touch  to add a time zone.




Setting alarms

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.





Setting timer

Touch **Timer** on the clock screen.

- Enter time in the sequence of hours, minutes, and seconds.
- Touch  to activate Countdown.
- Touch  to pause.
- Touch  to reset.

Setting stopwatch

Touch **Stopwatch** on the clock screen.

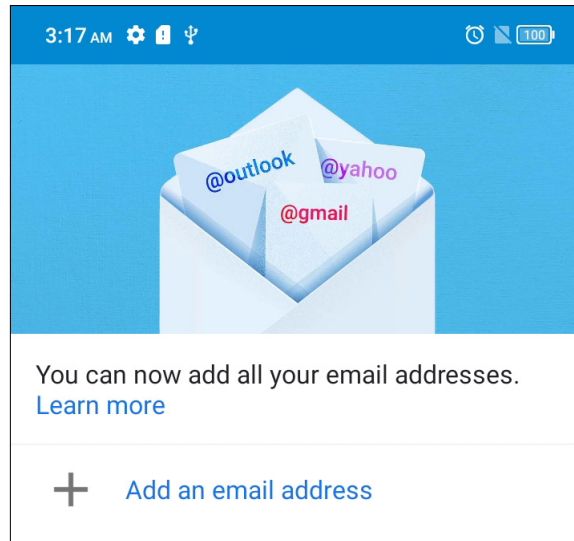
- Touch  to start the timer.
- Touch  to show a list of records according to the updated time.
- Touch  to halt the total and lap times.
- Touch  to start a new timer.

4.8 Gmail.....




Setting up Gmail

To set up your email account, touch the Google folder from the Home screen, then select **Gmail** .








Select **+** to add an email address.


An email setup process will guide you through the steps to set up an email account.


- Select the type of email account that you have and enter the email address and password of the account you want to set up.
- If the account you entered is not provided by your service provider in the device, touch **Other** and then **MANUAL SETUP** after entering the email address, select an account type and enter password of your email, then correctly fill in server and port in both **Incoming server settings** and **Outgoing server settings** interfaces. Finally, touch **FINISH** to complete setup.
- To add another email account, you can touch  on the upper left corner, select **Settings**, and then touch **Add account**. Or you can touch the account name on the upper right corner and select **Add another account** to implement this function.

Sending an email

- Touch  from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field.

- If necessary, touch  > **Cc/Bcc** to add a copy or a blind carbon copy to the message.
- Enter the subject and the content of the message.
- Touch  to add an attachment.
- If you do not want to send the mail right away, you can touch  and **Save draft** or touch the **Back** key to save a copy.
- Touch  **to send**.

If you do not want to send or save the email, you can touch  and then select **Discard**.

To add a signature that will appear on all of your emails, touch  and select Settings, then choose the account that you want to create or modify the signature, touch **Mobile Signature** to edit.

Note: If you are seeing a “password incorrect” error when setting up your Gmail Account in the Gmail app, please review the following options:

Option 1: Generate an App password

An App password is a 16-digit passcode that gives an app or device permission to access your Google Account. If you use 2-Step-Verification and are seeing a “password incorrect” error when trying to access your Google Account, an App password may solve the problem.

Steps to generate an App password:

- Visit your App passwords page
<https://myaccount.google.com/security/signinoptions/two-step-verification>.
You may be asked to sign in to your Google Account.
- At the bottom, click **Select app** and choose the app you’re using.
- Click **Select device** and choose the device you’re using.
- Select **Generate**.
- Follow the instructions to enter the App password (the 16-character code in the yellow bar) on your device.
- Select **Done**.
- Once you are finished, you won’t see that App password code again. However, you will see a list of apps and devices you’ve created App passwords for.

If generate an app password does not fix the "Password incorrect" issue, please proceed to Option 2 or Option 3.

Option 2: Change your settings to allow less secure apps

- Go to the "Less secure apps" <https://www.google.com/settings/security/lessecureapps> section in My Account.
- Next to "Access for less secure apps," select Turn on.
- You can now setup your email using your username and password. If you continue to see a "password incorrect" error, please proceed to Option 3.

Option 3: Access Gmail through browser


If you don't want to change your security settings, please follow these steps to access your Gmail:

- From the home page, press the OK button and press on the Browser. Enter <https://www.google.com/gmail/> on the browser URL tab.
- Enter your username and password to log in.

4.9 Chrome



Using the Chrome browser, you can enjoy surfing the Web.

To access this function, touch Chrome  from the Home screen.

5 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 full functionality.



Google Go

Your bookmarks, browsing history, and settings across all devices on which the browser is installed can be synchronized with your Google Account.



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 them, etc. Emails can be automatically synchronized with your Gmail account.



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 find your own location, search for a place, and get suggested route planning for your trips.



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.



Drive

A file storage and synchronization 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.



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.

6 Security & Biometrics

From the Home screen, touch **Settings** > **Security & biometrics** to access the following security settings.

6.1 Screen Lock

Screen lock allows you to set a screen lock option to secure your phone from being used by others without your permission, activate the following security options: **Pattern, PIN, Password** or **Face unlock**. Whoever turns on your phone will be required to unlock the screen in order to access your device. Your device can be unlocked by anyone if you select **None** or **Swipe**.

6.2 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 unlock.

6.3 Smart Lock

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

6.4 Device admin apps

Turn on **Find My Device** so that you can remotely track, lock, and erase the data on a lost or stolen device.

6.5 SIM card lock

You can set a lock on your SIM card so it can't be used by anyone who doesn't know the lock code.

6.6 Encryption & Credentials

Touch to view your device encryption status and the credentials items. You can modify and clear all of the stored credentials.

6.7 Trust agents

This feature will be available to use after you set a screen lock method.

7 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 > Schedule auto updates** 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 cellular 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.

8 Safety and Regulatory Information..

Safety and Use

We recommend that you read this chapter carefully before using your mobile device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein. Use of connected devices subject to your wireless carrier's Terms and Conditions.

Traffic Safety

Always obey the local laws and regulations addressing the use of wireless mobile devices and their accessories in the areas where you drive. The use of mobile devices while driving may be prohibited or restricted in certain areas.

Conditions of Use

You are advised to switch off your mobile device from time to time to optimize its performance.

Operational Warnings: Only use your mobile device in accordance with local laws and regulations and obey all posted notices in public areas.

Do not attempt to disassemble your mobile device. If you disassemble your mobile device, the warranty will not apply.

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

Do not allow your mobile device 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 +50°C (122°F)

Use only batteries, battery chargers, and accessories which are recommended by Device manufacturer and its affiliates and are compatible with your mobile device model. Device manufacturer and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Please check local laws and regulations in your jurisdiction to learn how to best dispose of your mobile device.



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.

Privacy

Please note that you must respect the laws and regulations of your jurisdiction or other jurisdiction(s) where you will use your mobile device regarding taking photographs and recording sounds with your mobile device. 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 authorization be 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 mobile device (including the operator) disclaim any liability which may result from the improper use of the mobile device.

Legal Information

In order to provide you with better access to this important information, we've made the materials accessible from the phone's Settings menu. Review these materials prior to using your mobile device. To access the materials on your mobile device, swipe up from the home screen, and tap **Settings** > **System** > **About phone** > **Legal information**, and select a topic.

Regulatory Information (e-label)

Your mobile device uses an electronic label (e-label) that provides regulatory information about your device. To view the regulatory information (such as FCC ID) for this device, swipe up from the home screen, then tap **Settings** > **System** > **Regulatory & safety**.

FCC Compliance

Any changes or modifications not expressly approved by the party responsible for compliance of this device voids the user's authority to operate this device.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference.

(2) This device must accept any interference received, including interference that may cause undesired operation.

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

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

Hearing Aid Compatibility (HAC)

The FCC has established requirements for digital wireless mobile devices to be compatible with hearing aids and other assistive hearing devices.

When wireless devices are used near hearing devices (such as hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference, and wireless devices also vary in the amount of interference that they generate.

The wireless telephone industry has developed ratings to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that are rated will have the rating displayed on the box together with other relevant approval markings.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device is vulnerable to interference, you may not be able to use a rated wireless device successfully. Consulting with your hearing health professional and testing the wireless device with your hearing device is the best way to evaluate it for your personal needs.

This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return and exchange policies, and for information about hearing aid compatibility.

The standard of Hearing aid compatibility rating for this smartphone is Reference ANSI C63.19(2011)

How the ratings work

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

T-Ratings: Wireless devices rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated wireless devices. T4 is the better or higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from wireless devices. For more information about the actions that the FCC has taken with regard to hearing aid compatibility with wireless devices and other steps that the FCC has taken to ensure that individuals with disabilities have access to telecommunications services, visit www.fcc.gov/cgb/dro.

SAR

Your device includes a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for Radio Frequency (RF) set by the Federal Communications Commission (FCC). The RF exposure limits set by the FCC for wireless mobile devices utilize a unit of measurement referred to as Specific Absorption Rate (SAR), which is a measure of the amount of RF energy absorbed by the body when using a mobile device. The FCC requires mobile device manufacturers to ensure that their mobile devices comply with these objective limits for safe exposure. The FCC SAR limit incorporates a substantial margin of safety to give additional protection to the public and to account for any variations in measurements. The FCC limit for public exposure from cellular telephones is a SAR level of 1.6 Watts per kilogram (1.6 W/kg).

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. To ensure compliance with the RF exposure guidelines, the device must be used at least 15mm from your body

SAR information for this device can be found on the FCC website at www.fcc.gov/oet/ea/. Follow the instructions on the website to use the FCC ID for this device to find SAR values for the device.

To view additional SAR information on your phone, swipe up from the home screen, then tap **Settings** > **System** > **About phone** > **Legal information** > **RF Exposure**.

Battery and Accessories

Observe the following precautions for battery use:

- a) Do not disassemble or open crush, bend or deform, puncture or shred
- b) Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- c) Only use the battery for the system for which it is specified
- d) Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- e) Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.

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

Only authorized service providers shall replace battery. (If the battery is non-user replaceable).

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

h) Battery usage by children should be supervised.

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

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

k) Do not replace an embedded battery pack. Improper replacement may present a risk of fire, explosion, leakage or other hazard. Contact the manufacturer for replacement instructions.

l) Provide an explanation of the security implementation (refer to CRD Section 9.1).

- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C.

Products that have the below symbol must be taken to collection points at the end of their life:



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

You can learn more about how to recycle your mobile device by visiting the CTIA website at www.ctia.org/news/how-to-recycle-your-mobile-device

CAUTION: IF BATTERY IS REPLACED BY AN INCORRECT TYPE, DEVICE MIGHT EXPLODE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTION.



WARNING: Cancer and Reproductive Harm - www.P65Warnings.ca.gov

Chargers

Home A.C./Travel chargers will operate within the temperature range of: 0°C (32°F) to 45°C (113°F).

The chargers designed for your mobile device meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction.

Licenses



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



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

Recycling Information

We declare that the Post-consumer recycled and bio-based plastics content added to our product is 0.

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



9 Troubleshooting.....

Before contacting the service center, you are advised to follow the instructions below:

- To have optimal operation, fully charge the battery.
- To improve the phone's performance, remove unnecessary files or apps on your phone.
- To update your system software, use the **System update** command in your phone's settings.
- To set your phone to factory default, use the **Reset** in the phone's settings. All your phone data will be lost permanently. It is strongly advised to fully back up your phone before resetting.

My phone can't be switched on

- If the phone can't be switched on, charge for at least 10 minutes to ensure the minimum battery power needed. Then switch it on again.

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.

My phone turns off by itself

- If your phone turns off by itself, make sure that the Power key is not accidentally pressed.
- Check the battery charge level.
- If it still doesn't work, **Factory** reset the phone via the Reset options in the phone's Settings. Make sure you have backed up your data.

My phone can't charge properly

- Make sure that you are using the proper charger that comes with the phone.
- Make sure that your battery is not completely discharged; if the battery power has been discharged for a long time, it may take around 10 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 55°C (131°F)).

- When abroad, check that the voltage input is compatible.
- Check that the charging port is secured or it's not damaged.

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 in your current area.
- Check that your SIM card is valid.
- Make sure your phone's setting is not in airplane mode.
- If you are away from your T-Mobile network, you may need to enable roaming in the phone's settings to connect to another network. Roaming charges may apply.

My phone can't connect to the internet

- Make sure that Cellular Data internet service is available in your wireless service plan.
- Check your phone's settings. Make sure **Cellular Data** is enabled or Wi-Fi connected.
- Make sure that you are in a place with network coverage for cellular data or Wi-Fi internet connection.
- Try connecting at a later time or from another location.

Invalid SIM card

- Make sure that the SIM card has been correctly inserted (see "Inserting Nano SIM card").
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card matches the network you're on.

My phone can't make outgoing calls

- Make sure that you have dialed a valid number and have touched Call on your phone.
- 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.
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in airplane 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.
- 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 airplane mode.

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

- If the caller is not in your contact list, you have the option to subscribe to NameID
- 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.
- Import all contacts stored in SIM card to phone.

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 or speaker on your phone is clean.

I can't use the features described in the manual

- Check to make sure that your subscription includes this service.
- Make sure that this feature doesn't require any additional accessory.

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

- Make sure that you have correctly recorded the number in your file.
- 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 contact list are not full; delete some files or save the files to the phone.

My callers can't leave messages on my voicemail

- Contact your network carrier to check service availability.
- Set up your voicemail, so that your caller can leave a message.

I can't access my voicemail

- Make sure that T-Mobile'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 customer care to check service availability and MMS parameters.
- Verify the server center number or your MMS profile with customer care.
- The server center may be swamped. Try again later.
- Start a new Messaging string. Your messaging string may have reached its limit.

SIM card PIN locked

- Contact customer care to obtain the PUK (Personal Unblocking Key) code.

I can't connect my phone to my computer

- Install Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has been activated.

- Check that you have marked the USB debugging checkbox.
- Check that your computer meets the requirements for Smart Suite installation.
- Make sure that you're using the right cable from the box.

I can't download new files

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

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 devices are within Bluetooth's detection range.

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 2.3 hours).
- After a partial charge, the battery level indicator may not be exact.
- Wait for at least 10 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 manually or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Deactivate 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 Factory data reset is performed, I can't use my phone without entering Google Account credentials

- After 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.

The phone doesn't ring when a call or message arrives

- Make sure that Do Not Disturb mode (go to **Settings** > **Sound & vibration** > **Do Not Disturb**) is not activated.
- Press the **Volume** key to adjust volume.