

TCL FLIP4^{5G}

USER MANUAL

About this Manual

Thank you for choosing the **TCL FLIP 4 5G**. In order to maintain your device in optimal condition, please read this manual and keep it for future reference.

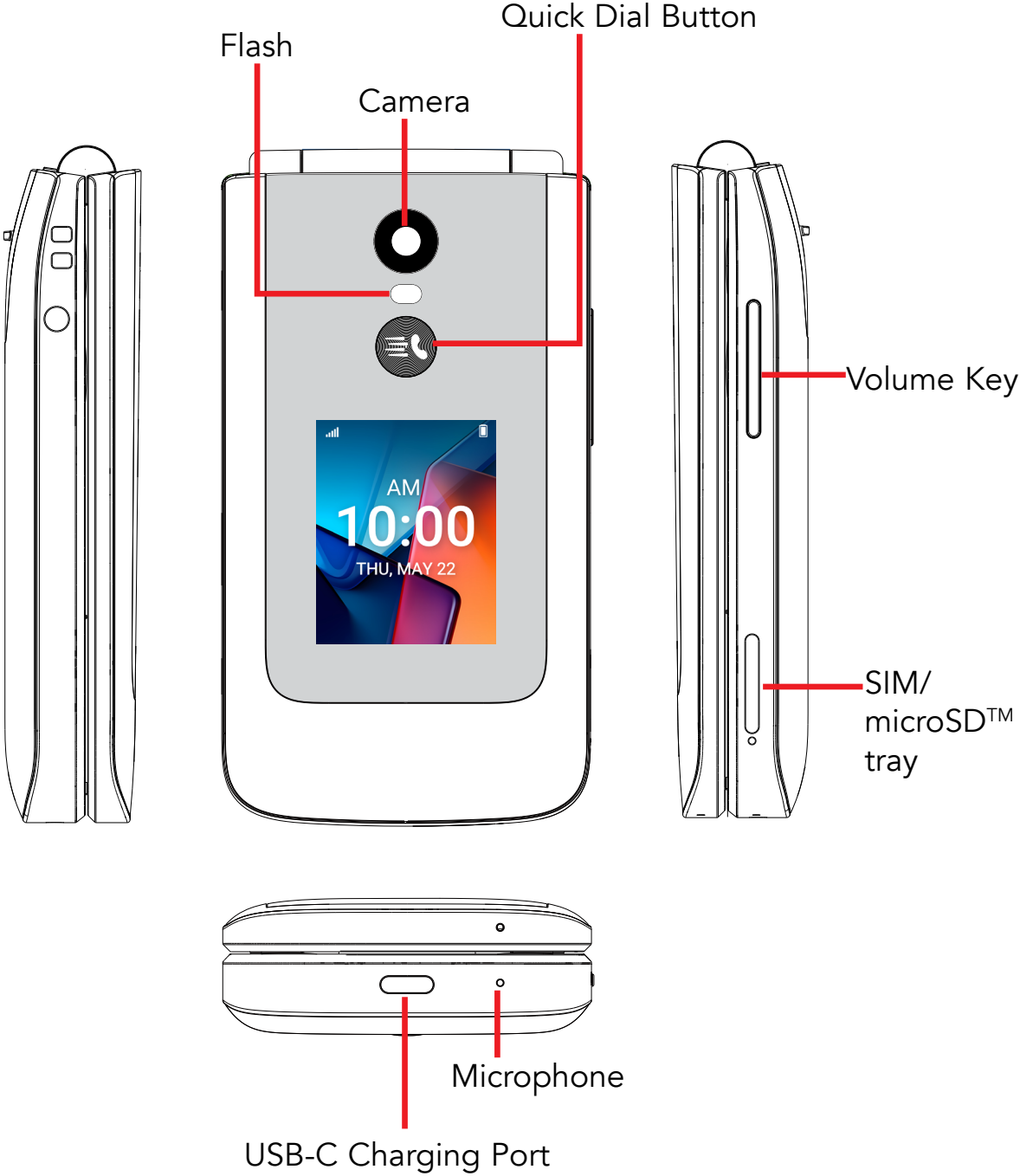
Table of Contents

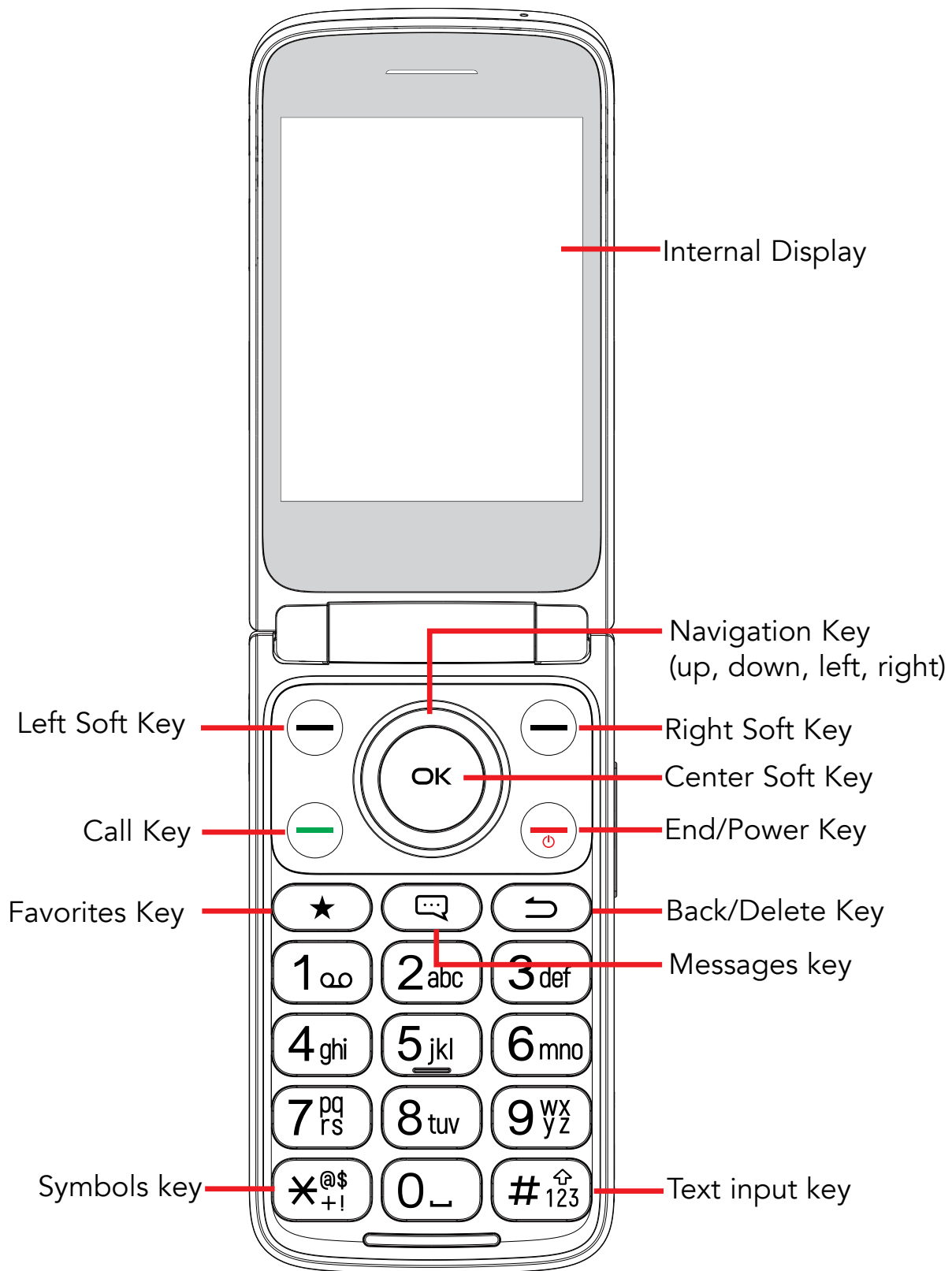
1	Getting Started	3
1.1	Overview	3
1.2	Setup.....	7
1.3	Home screen	9
2	About Your Phone	10
2.1	Power On/Off.....	10
2.2	Charging.....	11
2.3	Battery	11
3	Quick Dial Button.....	12
3.1	Activate Quick Dial Button.....	12
3.2	Assign a quick dial number.....	12
3.3	How to call the quick dial number.....	12
3.4	Quickly open flashlight	13
3.5	Open external screen camera	13
4	Apps and Features	14
4.1	Phone	14
4.2	Contacts	16
4.3	Messages	19
4.4	Email.....	21
4.5	Gallery	22
4.6	Music.....	23
4.7	Camera.....	24
4.8	Internet.....	25
4.9	Calendar.....	26
4.10	Clock	27

4.11	Note	28
4.12	Utilities	29
4.13	Recorder	30
4.14	File Manager	30
4.15	Video.....	31
4.16	FM Radio.....	31
5	Settings	32
5.1	Network & Connectivity	32
5.2	Personalization	34
5.3	Privacy & Security.....	36
5.4	Storage.....	36
5.5	Device	37
5.6	Account	39
6	FOTA Upgrade	41
7	Safety and Regulatory Information.....	42
8	Troubleshooting	49

1 Getting Started.....

1.1 Overview







Quick Dial Button

- After set and activated, press 3 times quickly to call the assigned contact.

For settings and activation information, please refer to the to section 3, "**Quick Dial Button**".



Left Soft Key

- From Home screen, press to access Notifications



Right Soft Key

- From Home screen, press to access Contacts



Center Soft Key

- Confirm an option on the screen
- Press: access app list (from the Home screen)



Navigation Key

- Menu selection moves up, down, right, and left
- **Navigate up:** access Quick settings
- **Navigate down:** access KaiWeather
- **Navigate left:** quick access to Kai Store, Internet, YouTube, Google Maps and Google
- **Navigate right:** access Camera



Call Key

- Answer/make a call
- Press: enter call log (from the Home screen)



End/Power Key

- Press: end a call, move backwards through Menus, return to Home screen
- Press and hold: power on/off or restart



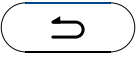
Favorites key

- Access Favorite Contacts from any screen



Messages key

- Access Messages from any screen



Back/delete key

- Back to the last screen or delete text



Symbols key

- Insert various symbols or special characters in text editing mode



Text input key

- Repeat press to switch between different methods



Volume Keys

- In call mode, adjust 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

1.2 Setup

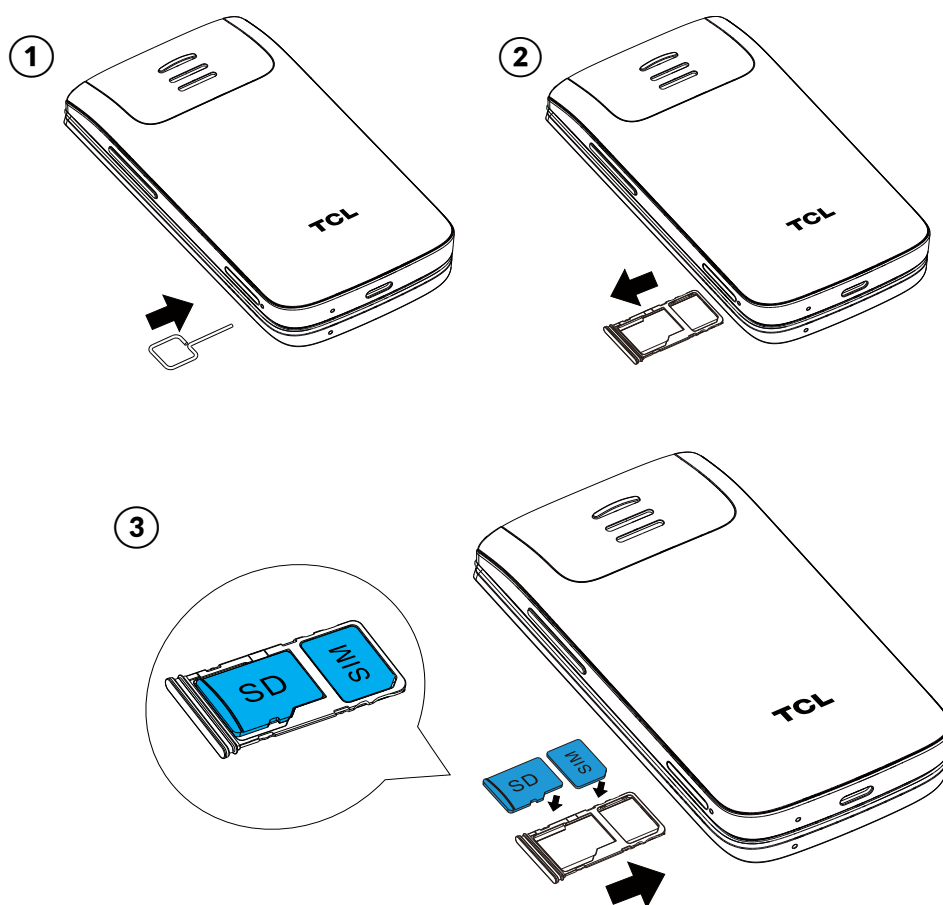
Inserting or removing the SIM/microSD™ card

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

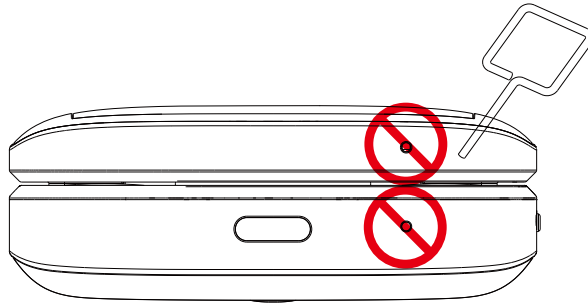


Your phone only supports Nano SIM cards. In order to avoid damaging your phone, do not attempt to insert other SIM types, such as Mini or Micro cards.

- With the device facing down, locate the SIM tray located on the side of your device.
- Insert the provided SIM pin into the hole and pull out the SIM tray.
- Place the SIM card or microSD™ card with the gold contacts facing down into the tray slot and carefully close the SIM tray.



Note: microSD™ cards are sold separately. SIM pin is included in the box.

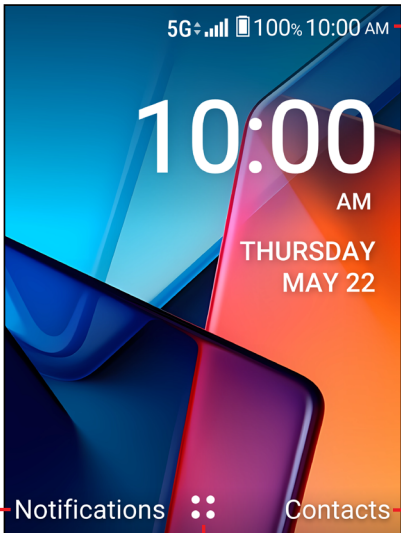


Caution: Do not insert the SIM pin into the small holes on top or bottom of the phone.

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.


1.3 Home screen


Internal screen




Status bar

- Status/Notification indicators

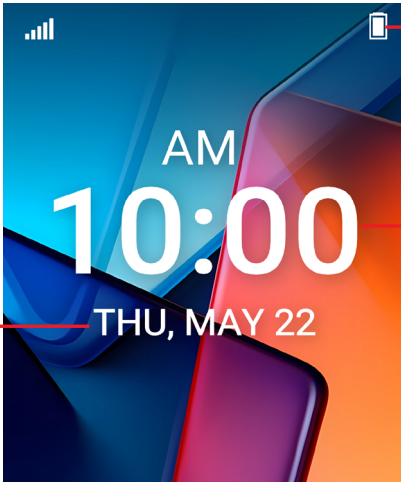
Press the **Left Soft Key**  to show **Notifications**

Press the **Right Soft Key**  to enter **Contacts**

Press the **Center Soft Key**  to enter app list

The image shows a smartphone home screen with a blue and orange background. At the top, the status bar displays '5G', signal strength, 100% battery, and '10:00 AM'. The main display shows '10:00 AM' in large white digits, 'THURSDAY MAY 22' below it, and two app icons at the bottom: 'Notifications' with a three-dot icon and 'Contacts' with a person icon. Red lines connect these elements to their respective labels and instructions.

External screen



Battery level

Time

Date

The image shows a close-up of the external home screen. It features a blue and orange background. At the top left, there is a signal strength icon. At the top right, there is a battery level icon. The main display shows 'AM' in white, '10:00' in large white digits, and 'THU, MAY 22' below it. Red lines connect these elements to their respective labels.




2 About Your Phone

2.1 Power On/Off

Power on your phone

Press and hold the **End/Power Key**  until the phone powers on.

Setup your phone for the first time

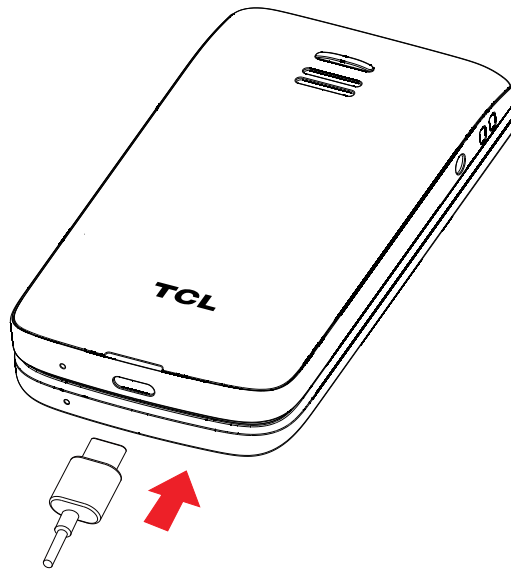
- Select the phone's language, then press the **Center Soft Key**  to go to the next step.
- Select an available Wi-Fi network, then press the **Right Soft Key**  to go to the next step.
- Finally, press the **Center Soft Key**  to enter the Home screen.

Power off your phone

Press and hold the **End/Power Key**  until the phone displays: **Power Off** and **Restart**, then press the **Center Soft Key**  to confirm power off.

2.2 Charging







Charge your phone fully before turning it on and starting the set up process. Insert the small end of the charging cable into the charger port on the phone. Insert the other end of the cable into your wall charger⁽¹⁾ and plug it into a wall outlet.



WARNING: Only use the cable supplied with the phone. Using incompatible chargers or tampering with the charging port could damage your phone and void the warranty.

2.3 Battery

To optimize your battery life, you may do the following

- Lower screen brightness: From the Home screen, press the **Center Soft Key**  > **Settings**  > **Personalization** > **Display** > **Brightness**. Lower the brightness by pressing left on the **Navigation Key**.
- Change Screen Timeout: From the Home screen, press the **Center Soft Key**  > **Settings**  > **Personalization** > **Display** > **Screen Timeout** > **30 seconds**.
- Enable Power Saving Mode: From the Home screen, press **Center Soft Key**  > **Settings**  > **Device** > **Battery** > **Power Saving Mode** > **ON** or **Turn on Automatically**.




⁽¹⁾ Charger not included with your device. Only use chargers that meet all applicable standards for safety of information.

3 Quick Dial Button







The Quick Dial Button on the front of the device allows you easy access to contact a predetermined number.


Press the **Quick Dial Button** once to light up external screen.

3.1 Activate Quick Dial Button



- From the Home screen, press the **Center Soft Key**  > **Settings**  > **Device** > **Quick Dial** > **Activation**.
- Press the **Center Soft Key**  and select **On** to activate.

3.2 Assign a quick dial number

- From the Home screen, press the **Center Soft Key**  > **Settings**  > **Device** > **Quick Dial** > **Number** > **Empty**.
- Press the **Center Soft Key**  to confirm add:
Select **Manual** to add names and numbers manually.
Select **Contacts** to add a contact from the Contacts list.
Press the **Center Soft Key**  to confirm.
- Press the **Right Soft Key**  to edit or delete.
- Another way to add: On the contacts list screen, select a contact then press the **Right Soft Key**  > **Set as quick dial** to add.

 Only one quick dial contact is allowed at a time. If the contact is saved on the SIM card, the Quick Dial function will be disabled when the SIM card is removed and will be automatically restored after SIM card is inserted back into the device.

3.3 How to call the quick dial number

Once the **Quick Dial Button**  has been set and activated, press the Quick Dial Button 3 times quickly to call the assigned number. During an incoming call, press the **Quick Dial Button**  once will answer the call with speaker ON.




If the **Quick Dial Button** is not set and activated, a prompt box will appear after pressing the Quick Dial Button 3 times.




To use the Quick Dial Button, you must first activate the function and store the number to your Contacts.


When the Quick Dial Button is activated, the call will be placed in hands-free mode with the loud speaker on. Do not hold the device near your ear when the hands-free mode is in use because the volume may be extremely loud.

3.4 Quickly open flashlight

- From the Home screen, press the **Center Soft Key**  > **Settings**  > **Device** > **Quick Dial** > **Flashlight**.
- Press the **Center Soft Key**  and select **On** to activate.

Once **Flashlight** has been activated, with this device closed, long press the **Quick Dial Button**  to turn on/off the flashlight.

3.5 Open external screen camera

To access/quit external screen camera, with this device closed, press the Quick Dial Button  twice quickly.

Take a picture

Position the object in the screen, and press the **volume up/down key** to take the photo. Photos will be automatically saved to the Gallery app.

Shoot a video

In camera mode, long press the **volume up/down key** to record a video.

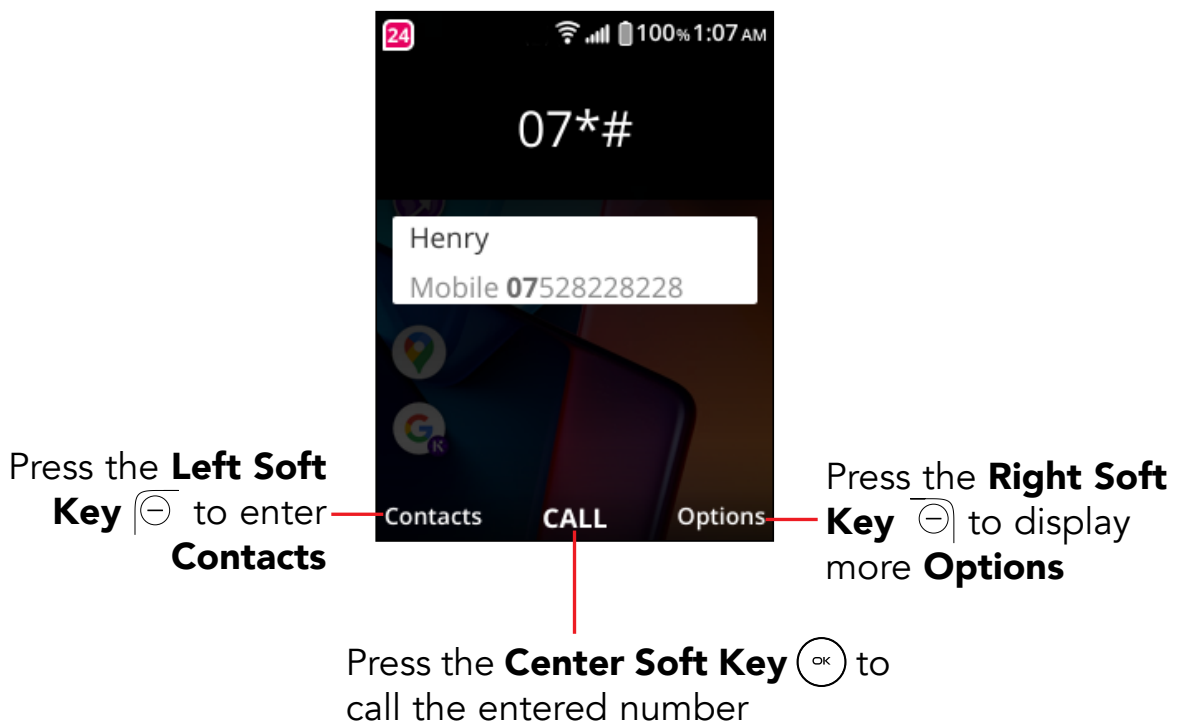
Long press the **volume up/down key** end recording. Videos will be automatically saved to the Video app.

4 Apps and Features.....

4.1 Phone

Making a call

Dial the desired number then press the **Call Key** (⊖) or the **Center Soft Key** (OK) to make the call. Press the **Back/Delete Key** (↵) to delete the incorrect digits. Press the **Right Soft Key** (⊖) display more **Options**.






Press the **Right Soft Key** (⊖) to display more **Options**:

- **Add to existing contact:** Add the entered number to replace the existing contact number.
- **Create new contact:** Create a new contact with the entered number.


Make a call from your call log

From the Home screen, press the **Call Key** (⊖), or press the **Center Soft Key** (OK) > **Call Log** to access the call log and choose the contact you want to dial, press the **Call Key** (⊖) or the **Center Soft Key** (OK) twice to make the call.

Make a call from Contacts

From the Home screen, press the **Right Soft Key** , press the **Center Soft Key**  > **Contacts**, or press the  to enter Favorite contacts menu. Choose the contact you want to dial, press the **Call Key**  to call.


Making an emergency call

If your phone has network coverage, dial the emergency services number in your region and press the **Call Key**  to make an emergency call. This works even without a SIM card and without typing the PIN code.

Make an international call







To dial an international number, press  twice to enter “+” in the dial screen, enter the international country prefix followed by the full phone number, then press the **Call Key**  or the **Center Soft Key**  to call.

Calling your voicemail ⁽¹⁾

Press and hold  to call voicemail.


Answering or rejecting a call

If the device is closed, you will get a preview of an incoming call on the external screen. You can accept the call by flipping the device open and begin talking immediately. Otherwise, during an incoming call:

- Press the **Quick Dial Button**  to answer the call with speaker ON.
- Press the **Left Soft Key**  or the **Call Key**  to answer.
- Press the **Right Soft Key**  or the **End/Power Key**  to reject.
- Press the **Center Soft Key**  to ignore with message.
- To mute the ringtone volume of an incoming call, press the **Volume Up/Down Key**.

Hang up a call

During a call:





- Open the flip and press the **End/Power Key**  to end the call.
- Open the flip and close the flip to end the call.

⁽¹⁾ Contact your network operator to check service availability.

4.2 Contacts.....

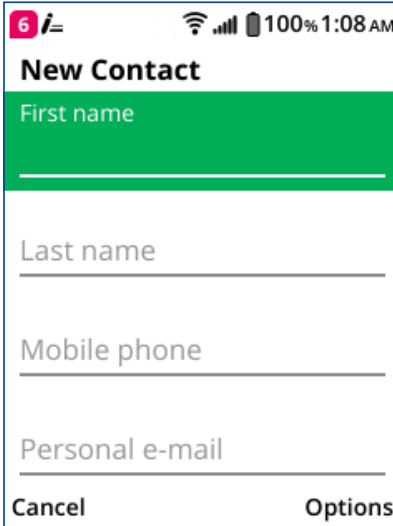


Contacts enables quick and easy access to the contact you want to reach.

- Press the **Right Soft Key**  from the Home screen to enter **Contacts**.
- Press the **Center Soft Key**  from the Home screen and select **Contacts**  to enter contact list.
- Press the **Favorite Contacts Key**  from the Home screen to access Favorite contacts.

Add a contact


On the contacts list screen, press the **Left Soft Key**  to access **New Contact** to create and input the contact information.



The screenshot shows a mobile phone interface for adding a new contact. At the top, there's a status bar with a red '6' icon, signal strength, Wi-Fi, 100% battery, and the time '1:08 AM'. Below that is a title bar 'New Contact'. The main form has four input fields: 'First name' (highlighted in green), 'Last name', 'Mobile phone', and 'Personal e-mail'. At the bottom, there are two buttons: 'Cancel' on the left and 'Options' on the right.

When finished, press the **Center Soft Key**  to save.

View a contact






On the contacts list screen, use the **Navigation Key** to select a contact, then press the **Center Soft Key**  to access the detail screen.

Press the **Left Soft Key**  to send an SMS/MMS to the contact you selected.



Press the **Center Soft Key**  to call the contact.

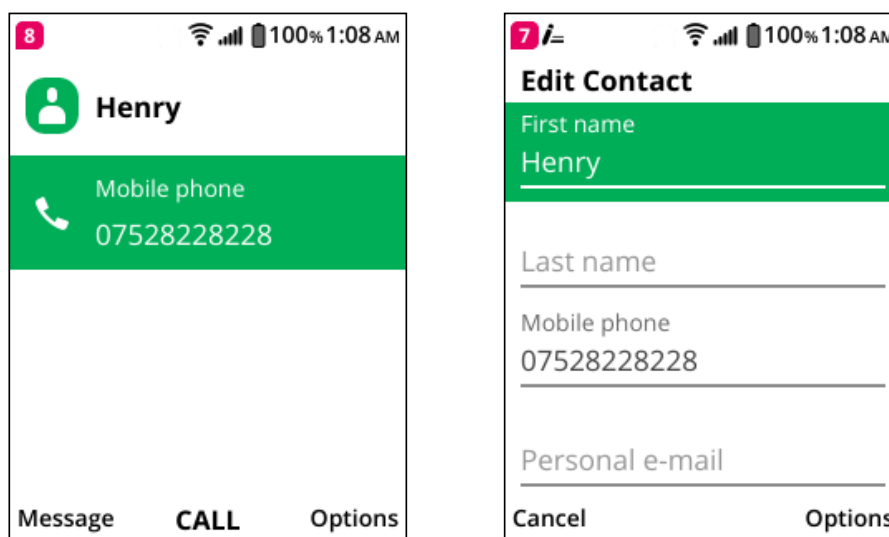
Press the **Right Soft Key**  to access **Options**:

- **Set as quick dial:** Set the contact as the Quick Dial Button number.

- **Add as Favorite⁽¹⁾:** Add the contact as a Favorite number. Access Favorite contacts by pressing  from any screen, or from **Contacts > Favorite contacts**.
- **Edit:** Edit the contact.
- **Speed dial:** Use the **Navigation Key** to select 2-9, press the **Center Soft Key**  to confirm. After set, on the Home screen, press and hold the 2-9 screen keys to dial the defined contacts.
- **Share:** Share the contact via Bluetooth/Messages/Email.
- **Delete:** Delete the contact.
- **Find duplicate contacts:** Press the **Center Soft Key**  to find duplicate contacts.
- **Block this number:** Press the **Center Soft Key**  to show Confirmation information, once confirmed, press the **Right Soft Key**  to **Block**.

Edit a contact

On the contacts list screen, use the **Navigation Key** to select a contact, and press the **Center Soft Key**  to view the contact detail information. Press the **Right Soft Key**  to access **Options**, and then select **Edit**.



When finished, press the **Center Soft Key**  to save.

⁽¹⁾ For Contacts stored to Phone memory only.

Share a contact

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

On the contacts list screen, use the **Navigation Key** to select a contact, then press the **Right Soft Key** $\overline{\ominus}$ to access **Options**, and then select **Share**.

Delete contacts

On the contacts list screen, use the **Navigation Key** to select a contact, press the **Right Soft Key** $\overline{\ominus}$ to access **Options > Delete**, and then press the **Right Soft Key** $\overline{\ominus}$ to delete.

Available options

From the contacts list, press the **Right Soft Key** $\overline{\ominus}$ to show more options.

Settings

- **Memory:** Store contacts to Phone, SIM, or Phone and SIM.
- **Sort contacts:** Contacts sorted by first/last name.
- **Set speed dial contacts:** Assign contacts to the 2-9 keys for quick calling. Press and hold the key to place the call.
- **Set ICE contacts:** Add five contacts for making "In Case of Emergency" calls.
- **Create Group:** Press the **Center Soft Key** $\textcircled{\text{OK}}$ to enter a new group name, press the **Right Soft Key** $\overline{\ominus}$ to save. From the contacts list, press Group > the **Center Soft Key** $\textcircled{\text{OK}}$ > the **Left Soft Key** $\overline{\ominus}$ to add contacts to the group.
- **Block Contacts:** Press the **Center Soft Key** $\textcircled{\text{OK}}$ and the **Left Soft Key** $\overline{\ominus}$ to add blocked number, press the **Right Soft Key** $\overline{\ominus}$ to save.
- **Import contacts:** Import contacts from memory card, Gmail, and outlook.
- **Export contacts:** Export contacts to memory card and Bluetooth.
- **Add Account:** Contacts, data, or other information can be synchronized from multiple accounts, depending on the applications installed on your phone.







4.3 Messages

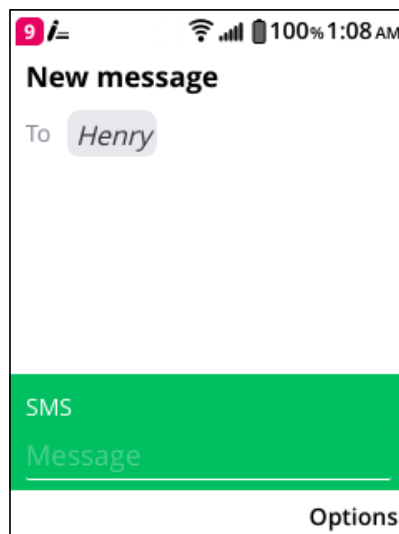


Use the messaging feature to send and receive text (SMS) and multimedia (MMS) messages.

Sending a text message


From the Home screen, press the **Message Key**  or press the **Center Soft Key**  and select **Messages** .

- Press the **Left Soft Key**  to write a new message.
- Enter the phone number of the recipient in the To bar or press the **Left Soft Key**  to add recipients.
- Use the **Navigation Key** to go to the **Message** bar to enter the text of the message.
- Repeat press  Key to switch between the different input methods.
- Press  Key to select symbols.
- Press the **Right Soft Key**  to enter options.
- Press the **Center Soft Key**  to send text messages.





Inputting text


There are different options to enter text, create contacts, write emails, or send messages.

You may choose from the different input methods by pressing the  key and alternate between:


- **Abc** (sentence case), **abc** (lower case), or **ABC** (caps lock case): With this mode you must press each key multiple times to create each letter. For example, an 's' is created by pressing the '7' key four times, an 'e' is created by pressing '3' twice, and so on.
- **123**: This mode generates only numbers. You may type '1' by pressing the '1' key just once, '2' by pressing '2' and so on. Switch back to **ABC**, **Abc**, **abc** or **Predictive** mode to continue writing words.
- **Predictive**: Predictive text mode is a feature that allows you to type faster, as the phone tries to predict what you are writing. To type "Hello": press the "4" key once, press the "3" key once, press the "5" key once, press the "5" key once, then press the "6" key once.

As you type, word suggestions will appear at the bottom of the screen. If you see the word you are trying to type, select it with the **Navigation Key** and press the **Center Soft Key** .

- **Symbols**: This function provides punctuation and special characters. Symbols may be accessed by pressing the  key as well. Find the right symbol by pressing right or left on the **Navigation Key**. When the cursor highlights a symbol you want to add, press the **Center Soft Key**  to select it.

If you want to delete the already typed letters or symbols, press the **Back/Delete Key**  to delete them one by one or long press to delete all at once.

Sending a multimedia message

MMS enables you to send video clips, images, photos, contacts and sounds to other compatible phones and email addresses by pressing the **Right Soft Key**  from the text messages screen to enter **Options** and then selecting **Add attachment**.

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




An SMS of more than 160 characters will be charged as several SMS. Specific letters (accent) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.




4.4 Email







Set up Email

Access Email by pressing the **Center Soft Key**  from the Home screen and select **Email** .

An email wizard will guide you through the steps to set up an email account, press the **Right Soft Key**  to continue.

- Enter the email address of the account you want to set up.
- Press the **Right Soft Key**  to access Next, enter the password of the account and press the **Right Soft Key** . You may be prompted to manually set up your email account.
- To add another email account, you can press the **Right Soft Key**  to access **Options > Settings**, then select **Add**.

Send Email

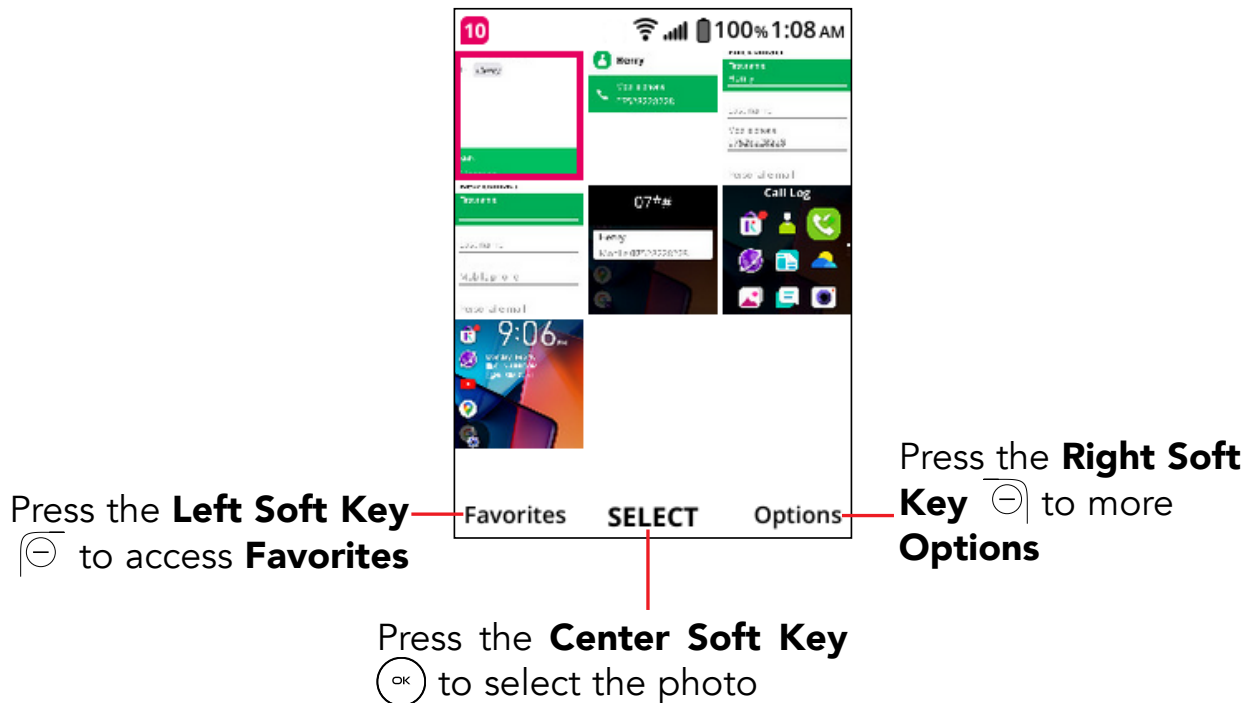
- Press the **Left Soft Key**  to compose a new email from the Inbox screen.
- Enter recipient(s) email address(es) in the **To** field. If you want to add new recipient(s), press Down on the **Navigation key** to switch to the Subject field to confirm the entered address, then press Up on the **Navigation key** to return to the **To** field again to add more.
- Type the subject and the content of the message.
- If necessary, press the **Right Soft Key**  to add another recipient(s) as Cc/Bcc or to add an attachment to the message.
- If you do not want to send the mail right away, you can press the **Right Soft Key**  and select **Save as draft**.
- Finally, press the **Left Soft Key**  to send.

4.5 Gallery.....



Gallery provides you with one location to view and organize all of your saved photos. It also offers additional photo options.

To access **Gallery**, press the **Center Soft Key** (OK) from the Home screen, select **Gallery** (Gallery icon) and press the **Center Soft Key** (OK).



Press the **Right Soft Key** (Right Soft Key icon) to access options below:

- **Delete:** Delete the selected photo.
- **Edit:** Adjust exposure value, rotate the photo, crop, add filters, and auto-correction.
- **Add to favorites/Remove from favorites:** Add/Remove the selected photo to/from the Favorites list.
- **Share:** Share the photo via Bluetooth, Messages and E-Mail.
- **Select Multiple:** Select multiple photos to delete or share.
- **File Info:** Display name, size, type, date taken, resolution and path.
- **Sort and Group:** Sort photo by date and time or group them by date.

Individual photo view options



Press the **Left Soft Key**  to zoom in/out.

When previewing an individual image in Gallery app, the options above are also available by pressing the **Right Soft Key**  with the additional option below:

- **Set as:** Set the photo as Wallpaper or Image for an existing contact.

4.6 Music.....



Use **Music** to play music files stored on your phone. Music files can be downloaded from your computer to your phone using a USB cable.


To access **Music**, press the **Center Soft Key**  from the Home screen, select **Music**  and press the **Center Soft Key** .

4.7 Camera.....





Your mobile phone features **Camera** and **Video** to take photos and record videos.

Access the camera

To access Camera, press **Navigate right** from the Home screen. Or press **Center Soft Key**  > **Camera**  > Select.

Take a picture

Position the object or landscape in the screen, and press the **Center Soft Key**  to take the photo. Photos will be automatically saved to the **Gallery** app.


After taking the photo, press the **Left Soft Key**  to preview.

Zoom in/out

Press up and down on the **Navigation Key** to zoom lens in and out.




Options

Press the **Right Soft Key**  to:

- **Flash:** Select to turn flash auto/on/off.
- **Camera Resolution:** Select the resolution as High, Standard, or Low.
- **Self Timer:** Set the time a photo is taken after pressing the **Center Soft Key** .
- **Grid:** Add grid lines to photo screen to help take better photos by using grid lines to align photo image.
- **Gallery:** Select **Go to Gallery** to view photos previously taken.
- **Modes:** Select to switch between Photo and Video mode.

Camcorder







To shoot a video

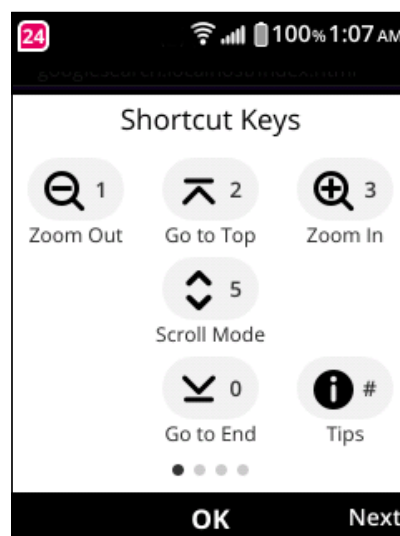
- Use the **Navigation Key** to change the camera mode to video mode, or press the **Right Soft Key**  to access **Options > Modes** to switch to Video mode.
- Press the **Center Soft Key**  to record a video.
- **Zoom in/out:** Press up and down on the **Navigation Key** to zoom lens in and out.
- Press the **Center Soft Key**  to end recording. Videos will be automatically saved to the **Video** app.

4.8 Internet



Use **Internet** to navigate the Web.

- To access **Internet**, press the **Center Soft Key**  from the Home screen, select **Internet**  and press the **Center Soft Key** .
- To search the internet, press the **Center Soft Key**  to access the search bar, enter the website and press the **Center Soft Key** .
- Use the **Navigation key** to move the cursor on the screen.
- Press  to view tips for the shortcut keys.



4.9 Calendar.....

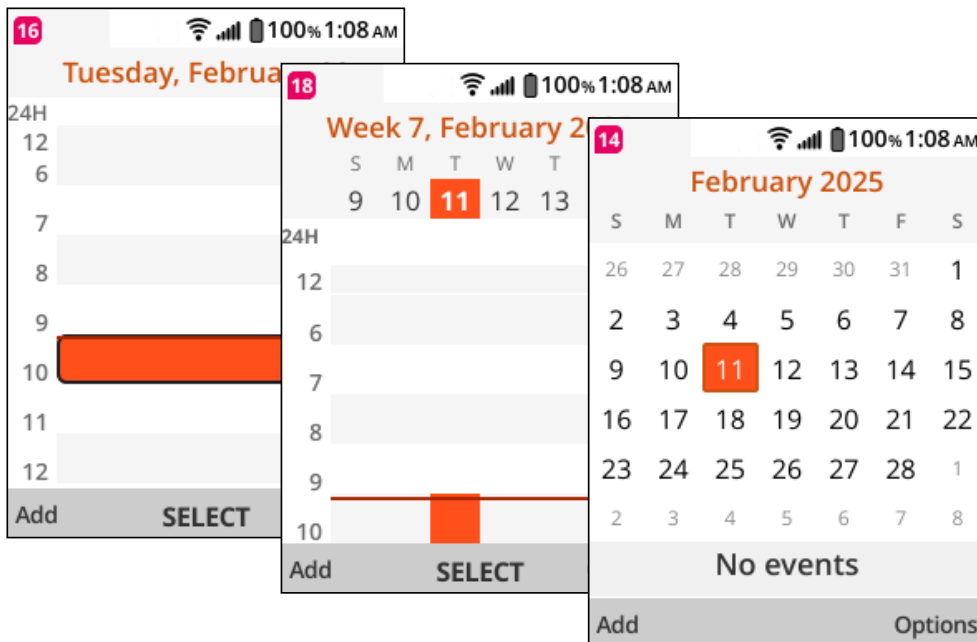


Use **Calendar**, to keep track of important meetings, appointments, etc.

To access **Calendar**, press the **Center Soft Key** from the Home screen, select **Calendar** and press the **Center Soft Key** .

View Calendar

You can display the Calendar in Day, Week, Month view. Press the **Right Soft Key** to change your Calendar view.



Create New Event

Press the **Left Soft Key** to add new events from any Calendar view.

- Fill in new event information.
- If it is a whole-day event, you can select **All-day Event**.
- When finished, press the **Right Soft Key** to save.

More options are available by pressing the **Right Soft Key** from the Calendar main screen:

- **Day/Week/Month View:** Choose your favorite calendar view.
- **Go to date:** To go to whatever date you want.
- **Search:** Search scheduled events.

- **Calendar to Display:** To display Phone Calendar.
- **Settings:** To set a series of Calendar settings.

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.

4.10 Clock






Your mobile phone features a Clock app with Alarm, Timer and Stopwatch.

To access **Clock**, press the **Center Soft Key**  from the Home screen, select **Clock**  and press the **Center Soft Key** .


To set an alarm

From the **Alarm** screen, press the **Left Soft Key**  to add a new alarm. The following options will appear:

- **Time:** Set the alarm time.
- **Repeat:** Select the days you want your alarm active.
- **Sound:** Select a sound for the alarm.
- **Vibrate:** Activate vibration.
- **Alarm name:** Enter a name for the alarm.
- Press the **Right Soft Key**  to save.

Press the **Right Soft Key**  to access **Options** > **Turn On/Off**, and press the **Center Soft Key**  to turn on or off the selected alarm.

Press the **Center Soft Key**  to edit the selected alarm from the Alarm screen.

More options are available for saved alarms by pressing the **Right Soft Key**  from the Alarm screen:

- **Delete:** Delete selected alarm.
- **Settings:** Set snooze duration, alarm volume, vibrate, and sound for the selected alarm.




To set the timer


From the **Alarm** screen, press Right on the **Navigation key** to enter the **Timer** screen.

Press the **Center Soft Key**  and the **Navigation key** to edit hour, minute and second.

When finished, press the **Center Soft Key**  to start the Timer.

When the Timer is ongoing:

- Press the **Center Soft Key**  to pause/resume the Timer.
- Press the **Right Soft Key**  to add 1 minute.
- Press the **Left Soft Key**  to reset the Timer.




When the Timer is reset, press the **Right Soft Key**  to enter Settings, allowing you to set snooze duration, alarm volume, vibrate, and sound.

To set the stopwatch

From the **Timer** screen, press Right on the **Navigation key** to enter the **Stopwatch** screen.

Press the **Center Soft Key**  to start the Stopwatch.




When the Stopwatch is ongoing:


- Press the **Right Soft Key**  to record the lap.
- Press the **Center Soft Key**  to pause/resume the time.
- Press the **Left Soft Key**  to reset the stopwatch and clear lap times.



4.11 Note



To access **Note**, press the **Center Soft Key**  from the Home screen, select **Note**  and press the **Center Soft Key** .

- Press the **Left Soft Key**  to add note, enter contents and then press the **Right Soft Key**  to Save.
- On the note list, press the **Right Soft Key**  to access Options, such as delete, share, select multiple, search, sort by.

Use the **Navigation key** to select the note, press the **Center Soft Key**  to view details.

- Press the **Center Soft Key**  to edit.
- Press the **Right Soft Key**  to access **Options** to delete or share the note via Messages, Email, or Bluetooth.







4.12 Utilities.....



Calculator









To access this app, press the **Center Soft Key**  from the Home screen, select **Utilities** > **Calculator**  and press the **Center Soft Key** .

- 0-9 key: input numbers
-  : .
-  : +/-
-  : +, -, x, ÷
-  : =
-  : Clear once
-  : Clear All

ToDo.....








To access **ToDo**, press the **Center Soft Key**  from the Home screen, select **Utilities** > **ToDo**  and press the **Center Soft Key** .

- Press the **Left Soft Key**  to add a new task list, enter list name then press the Right Soft Key to **Create**.
- Press the **Center Soft Key**  to select a task list, then press the **Left Soft Key**  to add a task, enter task name then press the **Right Soft Key**  to **Save**.
- Press the **Right Soft Key**  to access **Options** to Edit, Delete, or Delete the task.
- Select a task, press the **Center Soft Key**  to **CHECK/UNCHECK** the task.

4.13 Recorder



To access **Recorder**, press the **Center Soft Key**  from the Home screen, select **Recorder**  and press the **Center Soft Key** .

- Press the **Left Soft Key**  then press the **Center Soft Key**  to start/pause recording, press the **Right Soft Key**  when **Done**.
- Use the **Navigation Key** to select the recording, and press the **Center Soft Key**  to play.
- Press the **Right Soft Key**  to access **Options**, such as delete, share, select multiple, rename, save as ringtone, save to music library, select **Settings** to set recording size.

4.14 File Manager



To access this app, press the **Center Soft Key**  from the Home screen, select **File manager**  and press the **Center Soft Key** .

File Manager displays all data stored on the phone and the microSD™ card, including applications, media files downloaded from Browser or other locations; videos, pictures or audios you have captured; other data transferred via Bluetooth, USB cable, etc.

When you transfer an application from a PC to your phone/microSD™ card, you only can locate the application using **File Manager**. You will not be able to install it on your phone.




File Manager allows you to perform and be really efficient with the following common operations: create (sub) folder, open folder/file, view, rename, cut, copy, delete, play, share, etc.

4.15 Video.....



Video acts as a media player for you to view videos.

To access **Video**, press the **Center Soft Key**  from the Home screen, select **Video**  and press the **Center Soft Key** .

- Press the **Left Soft Key**  to enter **Camera** to take a video.
- Use the **Navigation Key** to select a video, press the **Center Soft Key**  to play the video.
- Press the **Right Soft Key**  to access **Options**, such as share, file info, delete, select multiple.

4.16 FM Radio.....



Your phone is equipped with a radio⁽¹⁾ with RDS⁽²⁾ functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display if you tune to stations that offer Visual Radio service.

To access this function, press the **Center Soft Key**  from the Home screen and select **FM Radio** .

⁽¹⁾ The quality of the radio depends on the coverage of the radio station in that particular area.

⁽²⁾ Depending on your network operator and market.

5 Settings.....



To access Quick Settings, press Navigate up from the Home screen.

To access the full Settings menu, press **Center Soft Key**  > **Settings**  > Select.


5.1 Network & Connectivity

Airplane Mode

When Airplane Mode is on, all wireless connections are disabled simultaneously, including Wi-Fi and Bluetooth.

Cellular network & Data

Carrier

Press the **Center Soft Key**  to select the carrier automatically. Default is On.



Data Connection

If you do not need to transmit data on all mobile networks, turn off Data Connection to avoid incurring significant charges for data use on local operator mobile networks, particularly if you do not have a mobile data agreement.

Data roaming

If you don't need to transmit data on other operators' mobile networks, disable Data roaming to avoid incurring significant roaming charges.

APN Settings

- Press the **Left Soft Key**  to add new APN.
- Enter the required APN information, when finished, press the **Right Soft Key**  to save.

Wi-Fi

Wi-Fi will allow you to surf the internet without using your mobile network when in range of a wireless network. To access Wi-Fi, open the settings to configure the access point and connect your phone. Be advised that you may need to enter a password if applicable.

Bluetooth

Bluetooth allows your phone to exchange data (videos, images, music, etc.) with other Bluetooth devices within a close range such as another phone, computer, printer, headset, car kit, etc.

Geolocation

KaiOS uses GPS, and additional supplemental information such as Wi-Fi and cellular networks to approximate your location.

Location data may be used by KaiOS and service providers to improve accuracy and coverage of the location databases.

SIM manager

Add eSIM⁽¹⁾

Press **Add eSIM** and follow the instructions on your phone to download eSIM.

SIM Security

A SIM PIN prevents access to the SIM card mobile data networks. When it's enabled, any device containing the SIM card will request the PIN upon restart. A SIM PIN is not the same as the lock code used to unlock the device.

Calling Settings

This menu offers a range of essential features to customize and manage call preferences. You can enable call waiting to answer multiple calls simultaneously, display caller IDs to identify incoming calls, set up call forwarding to redirect incoming calls, implement call barring to block specific numbers or call types, etc.

⁽¹⁾ Contact your network provider to check service availability and download options.

Internet sharing

Internet sharing allows you to share your device's internet connection with other devices. With mobile hotspot, you can create a portable Wi-Fi network using your phone's cellular data, enabling other devices to connect and access the internet. USB tethering, on the other hand, involves connecting a phone to another device via a USB cable to share the internet connection.

Wireless Emergency Alerts

You can enable or disable the types of emergency alerts you wish to receive on your device, choose additional language and play WEA ringtone.

5.2 Personalization

Sound

Volume

Press **Center Soft Key**  to set volume for Media, Ringtones & Alerts and Alarm.

Tones

Press **Center Soft Key**  to manage tones.

Other Sounds

Press **Center Soft Key**  to enable/disable the sound for Dial pad and Camera.

Display

Wallpaper

Press **Center Soft Key**  to select wallpaper from Gallery, Camera, or Wallpaper.


Brightness

Press Navigate right and Navigate left to set the level of brightness.

Screen Timeout

Press **Center Soft Key**  to set screen timeout.

Sub-screen clock


Press **Center Soft Key**  to select Super digital clock, Digital clock, or Analog clock.

Search

Search Engine

Press **Center Soft Key**  to select search engine.

Search Suggestions

Press **Center Soft Key**  to enable/disable search suggestions.

Notifications


Show on Lock Screen

Press **Center Soft Key**  to enable/disable notifications shown on lock screen.

Show content on Lock Screen

Press **Center Soft Key**  to enable/disable content shown on lock screen.


App Notifications

Press **Center Soft Key**  to manage individual app notifications. Enable/disable notifications for Calendar, E-Mail, Messages, and other apps.

Date & time

You can adjust settings to your local time zone, choose between 12-hour and 24-hour clock formats, and select to show or hide the clock on the Home screen.


Language

Press **Center Soft Key**  to select the language you want.

Input methods

Press **Center Soft Key**  to select input languages.

Flip definition

Press **Center Soft Key**  to enable/disable Open to answer call and Close to go to home. Both are enabled by default.

5.3 Privacy & Security


Screen lock

Screen lock allows you to set a 4-digit password which protects your phone from intrusions. Once enabled, you will be prompted to enter the 4-digit code when the phone is powered on after being off, after screen timeout, and each time opening the flip.

App permissions

Press **Center Soft Key**  to set permissions for apps, including Camera, KaiWeather, and Maps.

Do Not Track

Press **Center Soft Key**  to set whether you want to be tracked by websites and apps.

About KaiOS

View information about KaiOS.

5.4 Storage

USB storage

Enabling USB storage allows another computer or device connected using USB to access files on this phone.

Internal storage

Use these settings to monitor available space on your phone.

5.5 Device


Device Information

This contains information ranging from Phone number, Software version, Hardware version, Platform version, Bluetooth address, Build number, etc.

Downloads

Press **Center Soft Key**  to view downloads.

Battery

Press Center soft key  to view current battery percentage level and set Power Saving Mode.

Turning Power Saving Mode on will turn off the phone's data, Bluetooth and Geolocation connection to extend battery life.

You can adjust power use via the screen brightness or screen timeout settings in the Display screen.

Accessibility

Backlight

Press **Center Soft Key**  to turn on/off backlight.

Large Text

Enable large text to enlarge the screen text.


Captions

Press **Center Soft Key**  to activate/deactivate captions for phone screen.

Readout

Press **Center Soft Key**  to turn on/off readout.


Mono Audio

Press **Center Soft Key**  to turn on/off mono audio.

Volume Balance

Press Navigate Right and Navigate Left to set volume balance value.

Keypad Vibration

Press **Center Soft Key**  to turn on/off keypad vibration.

TTY (Teletypewriter)

The TTY allows users with hearing or speech impairments to communicate through text.


Hearing Aid Compatibility (HAC)

Hearing aid mode can be used by people who are deaf, have poor hearing or speech impairments. After connecting the phone and hearing aid device, calls are linked to a relay service, which converts incoming speech to text for the person using the hearing aid and converts outgoing text from the hearing aid device to a spoken voice for the person on the other end of the conversation.


Real Time Text (RTT)

Press **Center Soft Key**  to to turn on/off RTT and select preference.

Quick Dial

Press **Center Soft Key**  to activate/deactivate Quick Dial and set the number for it manually or from Contacts.



Regulatory & Safety

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

Software Update

To access Software updates, follow the steps below:

- Connect your device to a Wi-Fi network and make sure it has a strong data connection.
- Ensure your battery is fully charged before starting the software update. Your device's current battery level can be found on your device under **Settings > Battery**.

- From the Home screen, press the **Center Soft Key**  and select **Settings > Device > Software update > Check for updates**.
- When there is a new mandatory software update version available, the phone will start downloading automatically, then press the **Right Soft Key**  to select Install to update your system.

5.6 Account






Kid mode

For users under 18, your phone will operate in Kids Mode, providing a secure experience by restricting apps (like KaiStore, social media, and games), blocking browser access.

KaiOS Account

To create a KaiOS account, press the **Center Soft Key**  from the Home screen and select **Settings > Account > KaiOS account**.

Create Account

- Select **Create Account** and press the **Center Soft Key**  to confirm.
- Read **About KaiOS Account** and press the **Right Soft Key**  to **Accept**.
- Enter Account Name, Password, Confirm password, then press the **Right Soft Key**  to go **Next**.
- Fill in the year of birth, select the gender, then press the **Right Soft Key**  to go **Next**.
- Prompt "Account Created". A confirmation email is sent, and you should verify and activate your account. Once confirmed, you can log in with your email and use it for password retrieval.
- Press the **Right Soft Key**  when **Done**.
- Jump to the **KaiOS Account** interface.
- Sign in with email.

Anti-Theft

Anti-theft can only be enabled after logging in to your KaiOS Account.

Add account

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

To add an account, press the **Center Soft Key**  from the Home screen and select **Settings** > **Account** > **Add account**.

6 FOTA Upgrade.....

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

To access updates, from the app list, press the **Center Soft Key**  from the Home screen and select **Settings > Device > Software Update**. Turn on data connection or Wi-Fi before searching for updates.

7 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, press the **Center Soft Key**  from the Home screen, and then press the **Navigation Key** to select **Device > Device information > 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, on the device, press the **Center Soft Key**  from the Home screen, and then press the **Navigation Key** to select **Device > Device information > 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) - U.S. Only

This device is hearing aid-compatible as determined by ANSI C63.19-2019 and waiver DA-23-914. The lowest conversational gain is 15.77 dB with a hearing-aid, and 21.19 dB without hearing-aid, using telecoil coupling capability.

A handset that demonstrates compliance to ANSI C63.19-2011 shall be rated in accordance with section 20.19(b)(2)(i) M and T ratings. The 2019 ANSI C63.19 standard does not use this rating system nor do any test standards exist for any wireless technologies that transmit above 6 GHz. Therefore, 5G NR mmWave frequency bands cannot be tested. Instead, this standard uses the conversational gains for the device's hearing aid compatible capabilities.

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

The table below shows the wireless technologies (including frequencies/bands by air interface and codec) that were tested or not tested according to FCC rules and limited waiver DA23-914:

Air Interface	Bands	Codec	HAC		
			RF	T-coil	Volume control
LTE / NR / WIFI	LTE:2/4/5/12/25/26/41/66/71 NR:25/41/66/71	EVS-NB/ WB	Yes	Yes	Yes
	WIFI:2.4GHz, UNI1/2A/2C/3	AMR-NB/ WB	Yes	Yes	Yes ⁽¹⁾
		EVS-SWB, Opus	No	No	No
UMTS / GSM	GSM850/1900 UMTS: II/IV/V	EFR (GSM only)	Yes	Yes	Yes ⁽¹⁾
		AMR-NB/ WB			
		Opus	No	No	No


(1) According to FCC waiver DA 23-914, Hearing Aid compatibility only partially tested for the conversational gain

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, press the **Center Soft Key**  from the Home screen, and then press the **Navigation Key** to select **Device** > **Device information** > **Legal information** > **RF Exposure**.

Battery and Accessories

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery.
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C.
- Do not disassemble or open crush, bend or deform, puncture or shred.
- 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.

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

The included USB cable supports up to 2A charging. Charger not included. For optimal charging performance, use a 10W charger.

Only charge your phone with the included cable or compatible charging accessories, that is compliant with US regulations and international safety standards. Other adapters may not meet applicable safety standards, and charging with such adapters could pose a risk of death or injury. Failure to use compatible charging accessories can cause fire, electric shock, injury, or damage to the device and the accessories.

Note: The AC adapter must be certified with a Limited Power Source output per IEC 60950-1 and/or classified PS2 per IEC 62368-1, rated: 5 Volts DC, maximum 2 Amp and qualified per CTIA Certification Requirements for Battery System Compliance to IEEE 1725.

Licenses



microSD logo is a trademark of SD-3C, LLC.



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.




8 Troubleshooting.....

Before contacting the service center, follow the instructions below:


- You are advised to fully charge the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access **Software update**, press **Settings** > **Device** > **Software Update** > **Check for updates**.
- To set your phone to factory default, access **Settings** > **Device** > **Device information** > **Reset Phone** > **Reset** . All your phone data will be lost permanently. It is strongly advised to fully back up your phone before resetting.

The following are the most asked questions:

My phone has not responded for several minutes

- Restart your phone by pressing and holding the **End/Power Key** .

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure the **End/Power Key**  is not mis-contacted due to unlocked screen.
- Check the battery charge level.

My phone cannot charge properly

- 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 charger indicator on the screen.
- Make sure charging is carried out under normal conditions: 0°C (32°F) to 40°C (104°F).
- When abroad, check that the voltage input is compatible.

My phone cannot connect to a network or "No service" is displayed

- Try connecting in another location.
- Verify the network coverage with your service provider.
- Check with your service provider that your SIM card is valid.

- Try selecting the available network(s) manually.
- Try connecting at a later time if the network is overloaded.


My phone cannot connect to the Internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your phone's Internet connecting settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

- Make sure the SIM card has been correctly inserted (see **1.2 Setup**).
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls

- Make sure you have dialed a valid number and have pressed the **Call Key** .
- For international calls, check the country and area codes.
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your service provider (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

Unable to receive incoming calls

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your service provider (credit, SIM card valid, etc.).
- Make sure 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 does not appear when a call is received

- Check that you have subscribed to this service with your service provider.
- Your caller has concealed his/her name or number.

I cannot find my contacts

- Make sure your SIM card is not broken.
- Make sure your SIM card is inserted properly.
- Import all contacts stored in SIM card to phone.

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the **Volume Up/Down** key.
- Check the network strength .
- Make sure that the receiver, connector, or speaker on your phone is clean.

I am unable to use the features described in the manual

- Check with your service provider to make sure that your subscription includes this service.
- Make sure this feature does not require an TCL accessory.

When I select a number from my contacts, the number cannot be dialed

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country prefix when calling a foreign country.

I am unable to add a contact in my contacts

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

My callers are unable to leave messages on my voicemail

- Contact your service provider to check service availability.

I cannot access my voicemail

- Make sure your service provider's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I am unable to send and receive MMS

- Check your phone memory availability as it might be full.
- Contact your service provider to check service availability and check MMS parameters.
- Verify the server center number or your MMS profile with your service provider.
- The server center may be swamped, try again later.

SIM card PIN locked

- Contact your service provider to obtain the PUK code (Personal Unblocking Key).

I am unable to download new files

- Make sure there is sufficient phone memory for your download.
- Check your subscription status with your service provider.

The phone cannot 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.

How to make your battery last longer

- Make sure you follow the complete charge time (maximum 2.5 hours).
- 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.
- Switch off the backlight upon request.
- Extend the e-mail auto-check interval for as long as possible.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone will become 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 above actions will make your phone return to normal temperatures.