

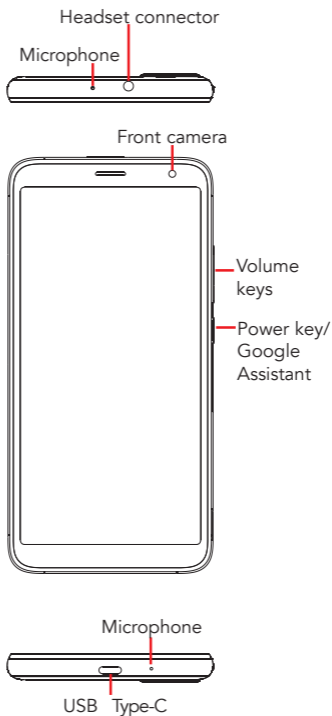
# TCL K11

## Quick Start Guide



## At a glance

Let's get started. We'll guide you through startup and tell you where to find more information about your phone and its great features.

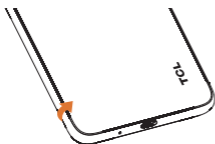


## Set up your SIM card

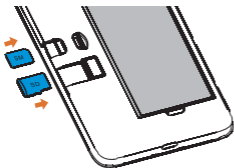
The SIM (Subscriber Identity Module) card identifies your device to the wireless network. You can't make or receive phone calls without a properly installed SIM card unless it's an emergency call (911).

You don't need to power off your device before inserting or removing the SIM card.

**Note:** Your device only supports Nano SIM cards. To avoid damage to your device, do not attempt to insert any other SIM types.



With the phone face down, remove the back cover by gently pulling up on the indentation on the bottom left of the cover.

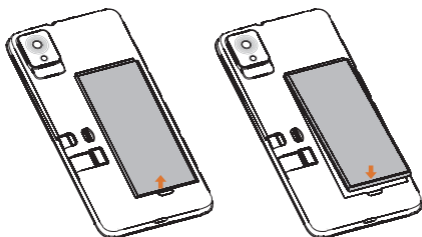


Place or remove the Nano SIM card and the microSD™ card in the correct slot as shown.

**Note:** microSD™ cards are sold separately.

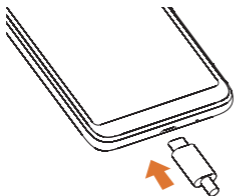
## Battery

Insert the battery by connecting the gold contacts in the device battery cavity. The battery will only fit one way.



To optimize battery performance, be sure to fully charge your device before using it for the first time.

## Charging the device






1. Insert the USB Type-C cable into the charge port as shown.
2. Connect charger to power outlet.

**Note:** Please use the charger and USB Type-C cable that's included with your device. Using the wrong cable and charger may damage the charging port or reduce battery performance.

## Optimize battery life

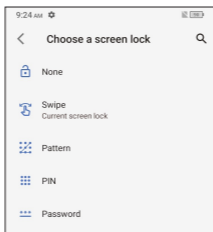
To optimize battery life, adjust your screen brightness and display timeout.


- 1. Adjusting brightness level:** Lowering your screen brightness level can optimize your battery level. To adjust the brightness level, swipe up from the Home screen, touch **Settings**  > **Display** > **Brightness level**. To lower the brightness level, move the wheel to the left.
- 2. Power saving mode:** Power saving mode minimizes battery usage to extend battery life. To explore power management options, swipe up from the Home screen, touch **Settings**  > **Smart Manager** > **Battery** > **Super saving mode**. Then touch **ENABLE** to activate power saving mode.
- 3. Adjust screen timeout:** Sleep mode is a low power mode function and it significantly saves your battery power. Lower the amount of time your device stays on after you stop using it to optimize your battery level. To do so, swipe up from the Home screen, touch **Settings**  > **Display** > **Sleep** and select screen timeout duration.

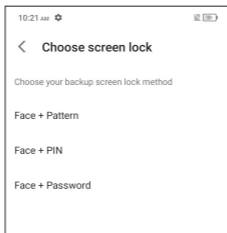
## Security & convenience

To protect your phone and privacy, you can activate the following security options:

**Screen lock:** Swipe up from the Home screen, touch **Settings**  > **Security & biometrics** > **Screen lock**.



**Face unlock:** Swipe up from the Home screen, touch **Settings**  > **Security & biometrics** > **Face unlock** and follow the instructions to set up the face unlock feature.



## Useful apps

When you're up and running, try these apps to see what you can do with your new phone.

**Find it:** Swipe up from the Home screen to see all your apps.



### Camera

Your mobile phone is equipped with a camera and a camcorder for taking photos and shooting videos.



### Chrome

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



### Gmail

With Gmail, you can send and receive emails, manage emails by labels, archive them, etc.



### Messaging

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



### Play Store

In Play Store, search for the app you need, download it, and then follow the installation guide to install the app.



### Settings

To access this function, swipe up from the Home screen and then touch Settings.

**Note:** Software updates happen frequently, so your phone may not have all listed apps or features.



## Approved firmware versions

This device will only operate with firmware versions that have been approved for use by your wireless carrier and the device manufacturer. If unauthorized firmware is placed on the device it will not function.


## Information about safeguarding handsets

We encourage customers to take appropriate measures to secure their devices and invite them to take advantage of the features available on this device to help secure it from theft and/or other unauthorized access and use. This device has a locking function (e.g., Security PINs) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several devices. Lost or stolen devices should be immediately reported to your wireless carrier so that proper measures can be taken to protect accounts. For additional information, visit your wireless carrier's Privacy Policy.





## 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.

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call. Be prepared to report your location when dialing 911\*.

\* Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within your wireless service provider's coverage area or roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped, or refused. The phone's approximate location may be transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a mobile phone for essential communications (such as a medical or other emergency). Please see your wireless carrier's Terms and Conditions, and Privacy Policy for additional service restrictions and details.



## **Additional information**

Use of some content or features may require qualifying service, or access to a Wi-Fi connection.



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# **TCL** K11

## **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, on the 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.


Hearing aid compatibility rating for this device: M3/T3.







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.

## **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

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID : 2ACCJH175

The highest SAR value for this device when tested is 1.47 W/Kg for use at the ear and 0.84 W/Kg for use close to the body.



## **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](http://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](http://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



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



Bluetooth SIG, Inc. licensed and certificated **TCL T432W** Bluetooth Declaration ID D059652



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

## Recycling Information

For more information on Electronic Recycling:

- 1) Visit TCL Electronic Recycling Program website at <https://www.tcl.com/us/en/mobile/accessibility-compliance/tcl-mobile-electronic-recycling-program.html> or
- 2) Call TCL US Customer Support at 1-855-224-4228.



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