TCL K23

USER MANUAL

About this Manual

Thank you for choosing the **TCL K23**. 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 6

1.3 Home Screen 7

1.4 Status Bar 8

2 About Your Phone 9

2.1 Power On/Off 9

2.2 Battery 10

3 Personalize Your Phone 11

3.1 Language 11

3.2 Date & Time 11

3.3 Display 12

3.4 Sound 12

3.5 Digital wellbeing & parental controls 13

4 Apps and Features 14

4.1 Phone 14

4.2 Contacts 17

4.3 Messages 20

4.4 Calendar 22

4.5 Camera 24

4.6 Photos 26

4.7 Clock 28

4.8 Gmail 29

5 Google Applications 31

6 Security & Biometrics 34

6.1 Screen Lock 34

6.2 Face Unlock 34

6.3 Smart Lock 34

6.4 Device admin apps 34

6.5 SIM card lock 34

6.6 Encryption & Credentials 35

6.7 Trust agents 35

6.8 Screen pining 35

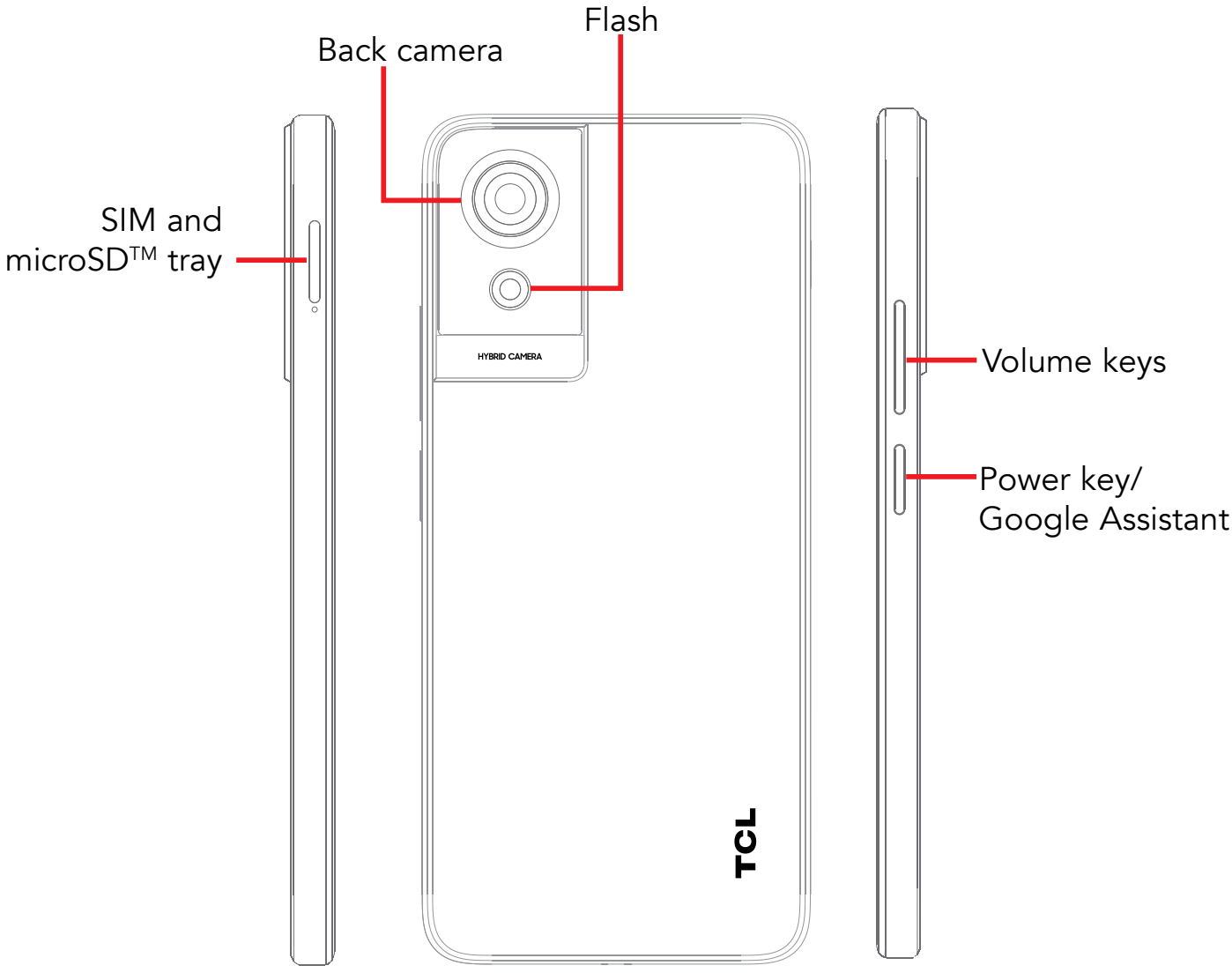
7 FOTA Upgrade 36

8 Safety and Regulatory Information 37

9 Troubleshooting 44

1 Getting Started .....

1.1 Overview


Flash
Back camera
SIM and
microSD™ tray
HYBRID CAMERA
TCL
Volume keys
Power key/
Google Assistant

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 8 seconds to shut down.

Volume Keys

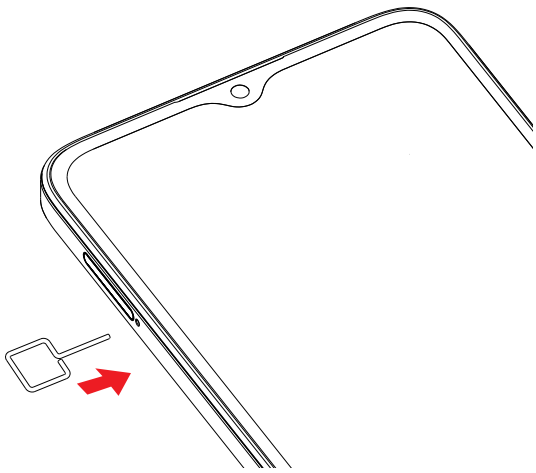
- Adjust the call volume during a phone call.
- Adjust the media volume while listening to music, watching a video, or streaming content.
- Adjust the ringtone volume.
- Mutes the ringtone of an incoming call.
- While using the Camera, press the **Volume up** or **Down** key to take a photo, or touch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

1.2 Setup

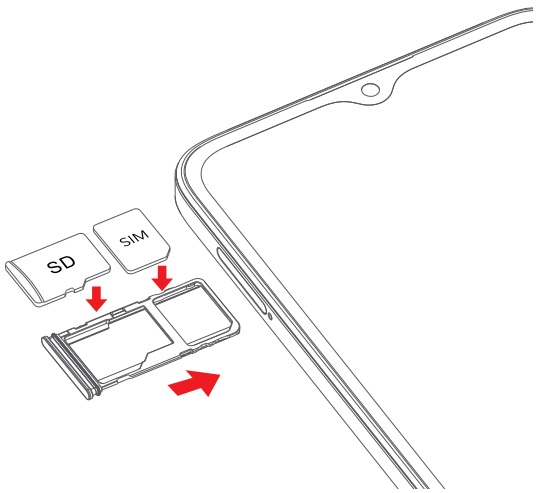
Inserting or removing the SIM/microSD™ card

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.



Insert the SIM pin that's provided to eject the SIM tray and then slide it out gently.



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

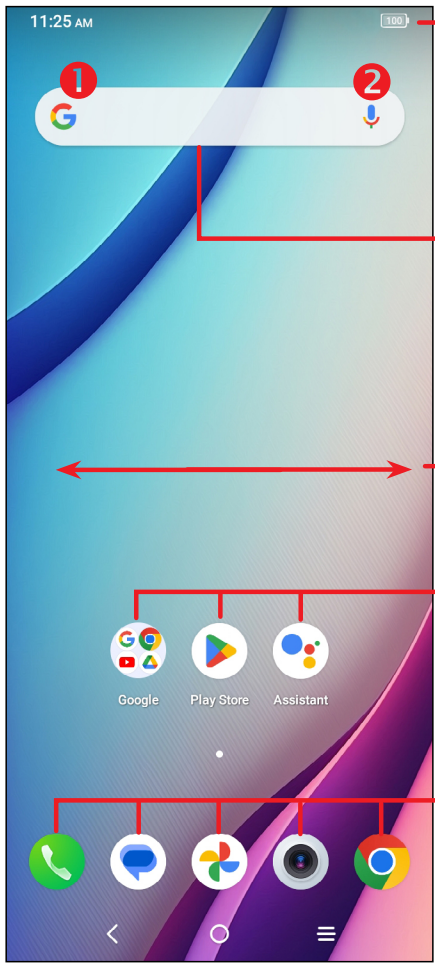
Note: Even if no SIM card is installed, your phone will still power on and you will be able to connect to a Wi-Fi network and use some of the phone's features.

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

❶ Enter text search screen.

❷ 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

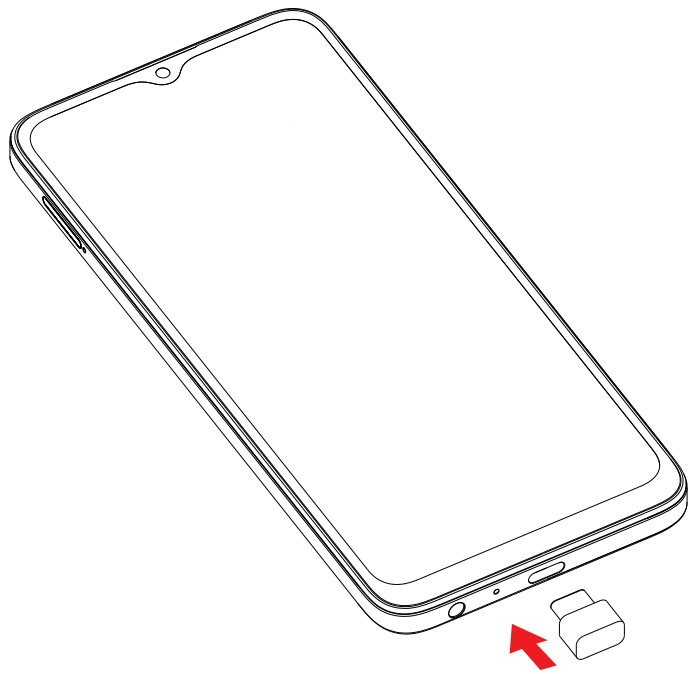
Hold down the **Power** key until the phone powers on, unlock your phone (Swipe, Pattern, PIN, Password or Face unlock) if necessary. Once unlocked, Home screen is displayed.

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 Ring volume.
- You can also go to **Settings** > **Sound & vibration** to adjust the volume for ring, notification, 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, touch and vibrate on touch 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.

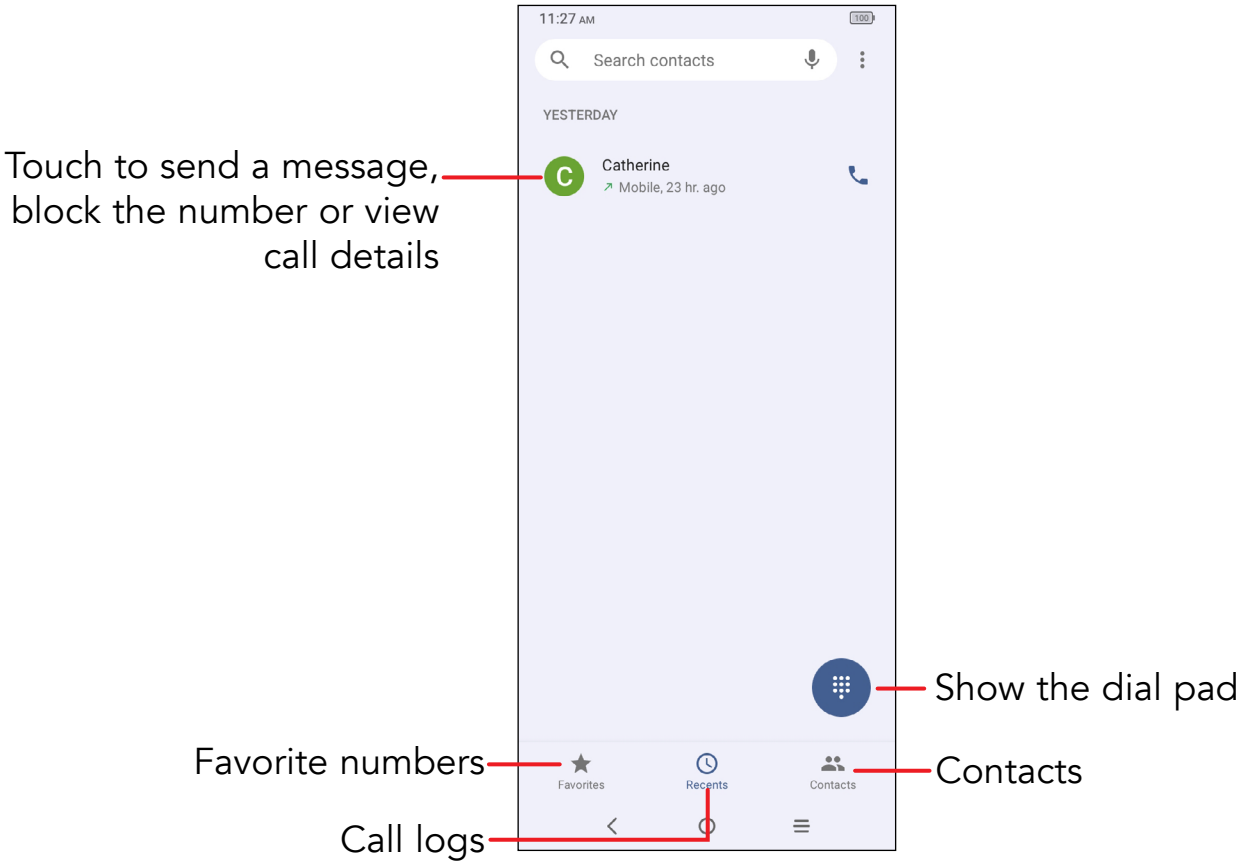
In addition, parents can restrict their children's usage time and manage their browsing habits.

4 Apps and Features .....

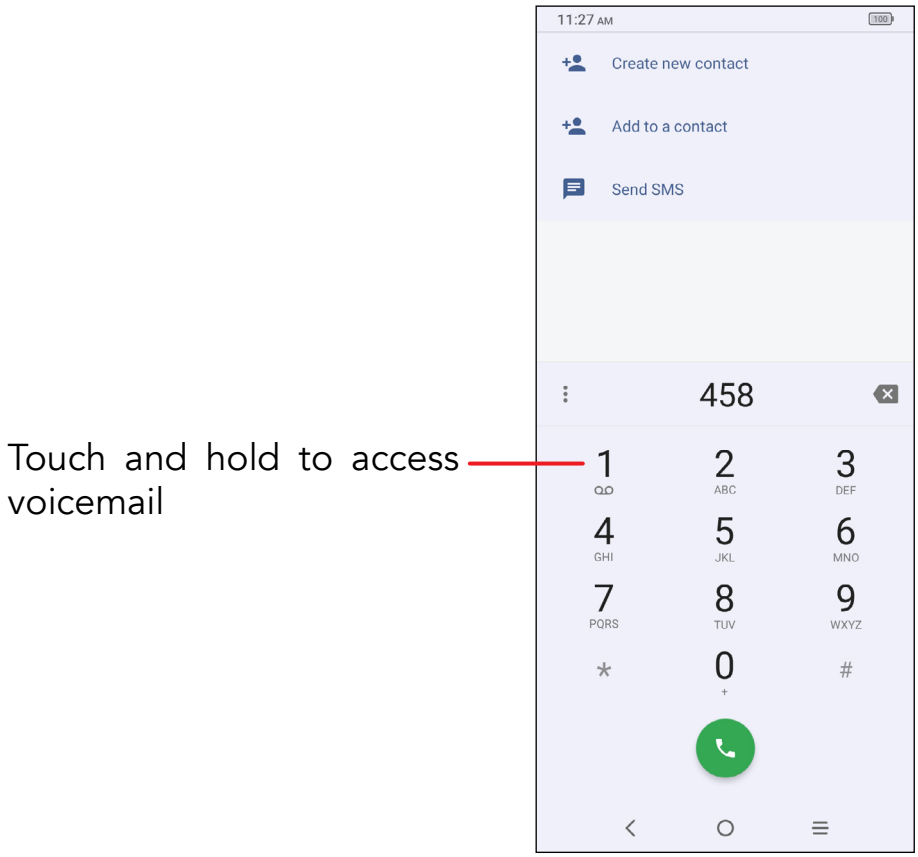
4.1 Phone .....

Making a call

To make a call, touch .



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



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 0 + to enter "+", then enter the international country prefix followed by the full phone number and touch .

Emergency call

If your phone has network coverage, dial the emergency number and touch to make an emergency call. 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 1.

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

4.2 Contacts

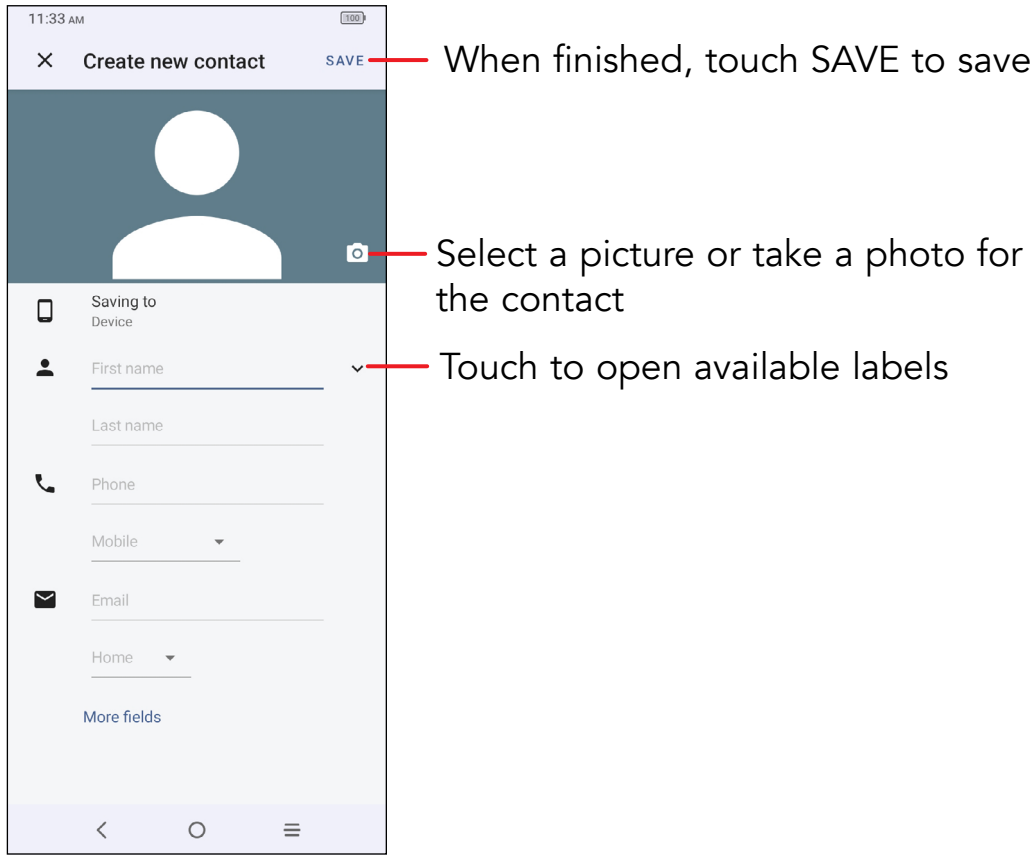
Contacts enables quick and easy access to the contact you want to reach.

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**.

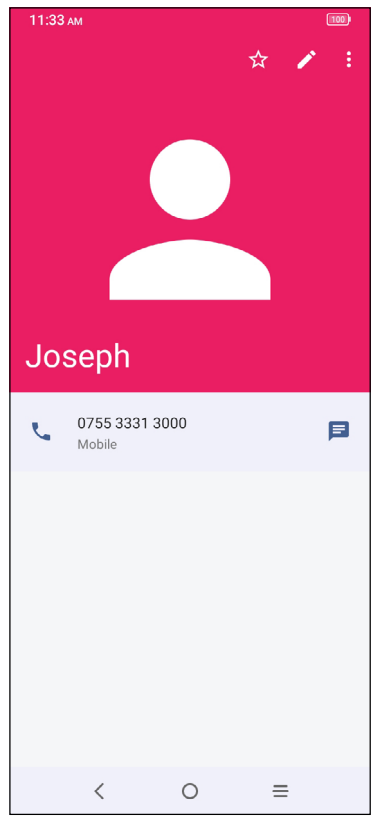
Editing your contacts

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

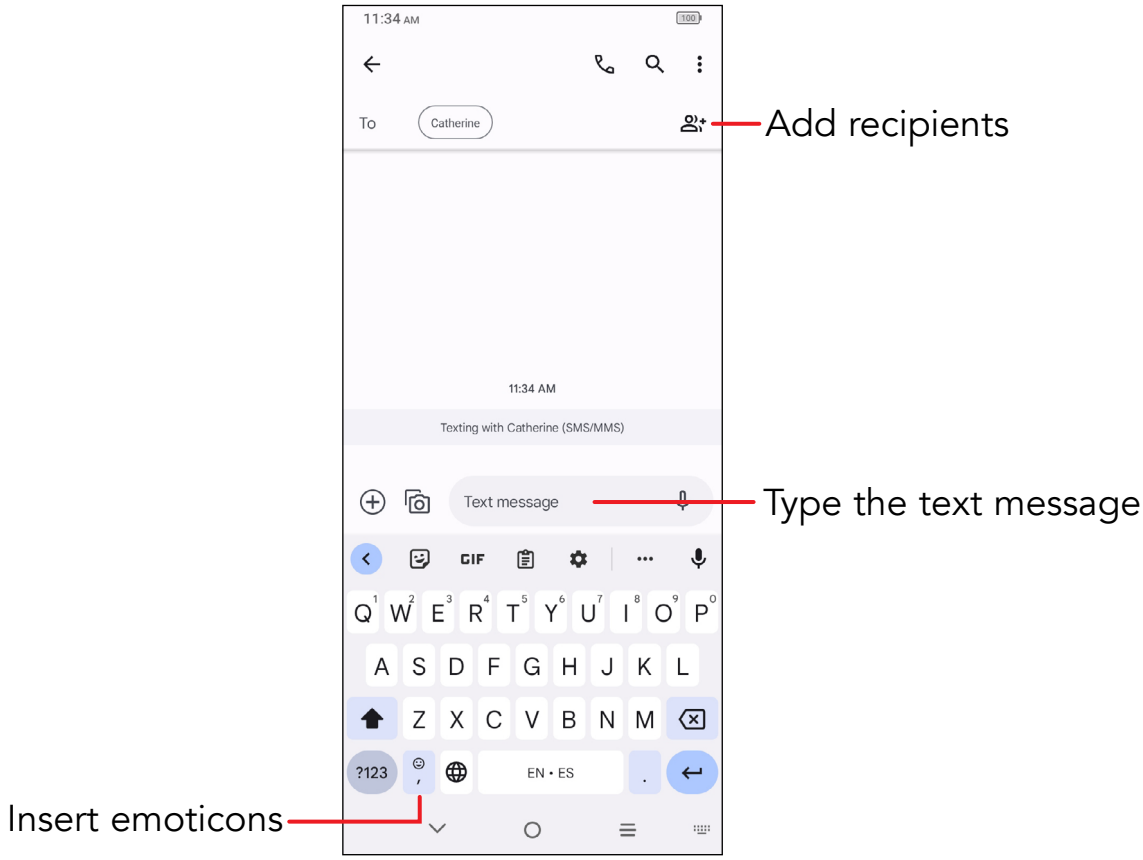
My info	Touch to set up your profile
Accounts	Touch to add account and configure related info.
Default account for new contacts	Touch to choose the default place to save a new contact.
Sort by	Touch to sort the list by the first name or last name.
Name format	Touch to choose whether to display first 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

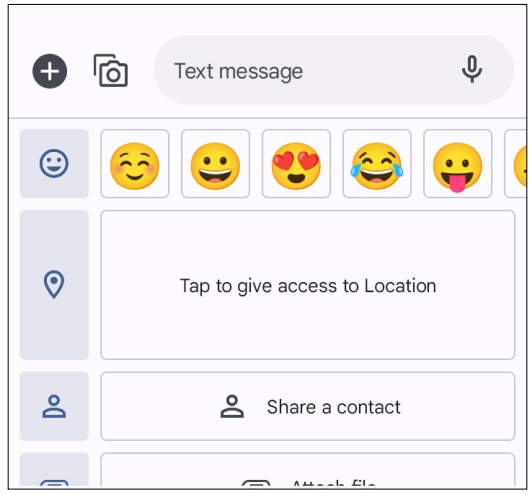
- Enter the name or the phone number of the recipient in the **To** bar or touch to add recipients.
- Touch the **Text** bar to enter the text of the message.
- Touch to insert emoticons.
- When finished, touch SMS to send the text message.

Specific letters (accented) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

Sending a multimedia message

MMS enables you to send video clips, images, 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, location, contact or file.



- Touch 📷 to attach a picture or video from Gallery or shoot one directly.
- When finished, touch SMS 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 SMS.
- 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.