

MOVETIME WATCH 48

User Manual



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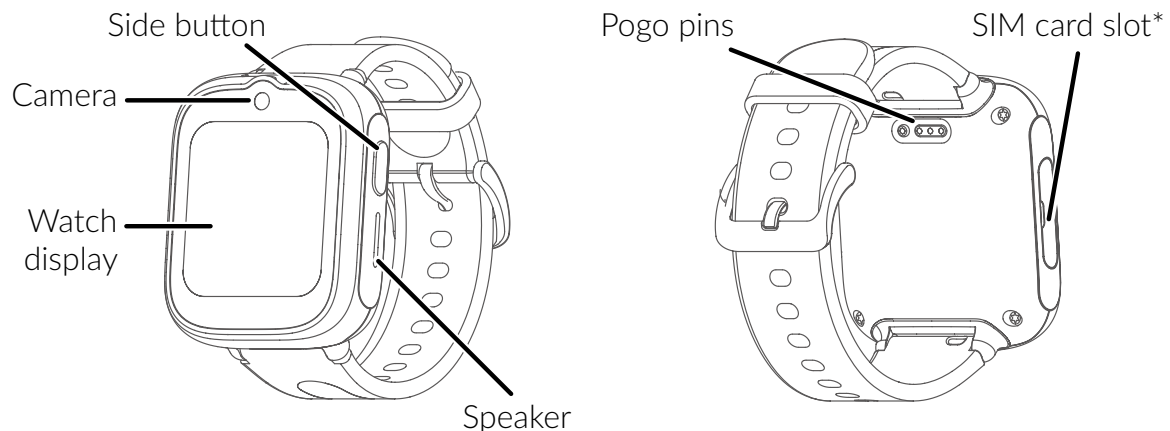
Read this first

- Before using this document and the device it supports, ensure that you read and understand the “Important safety information” on page 62.
- Illustrations in this document might look different from your device.
- Instructions in this document may vary depending on your device model and software version.
- Some apps and features are not available in all countries or regions. App and feature availability is subject to change.
- Document content is subject to change without notice. We make constant improvements on the document of your device, including this user manual.
- TCL Communication Ltd. does not assume any liability that may occur due to the use or application of the product described herein. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information and recommendations in this document do not constitute the warranty of any kind, express or implied.

Chapter 1. Set up and get started

This manual describes everything you need to know about TCL MOVETIME WATCH 48. If you need more information, visit www.tcl.com.

Overview



The TCL MOVETIME WATCH 48 is available in two models: the MT48X and the MT48EX. Both models are nearly identical in appearance, with the only difference being the nano SIM card slot configuration.

- The MT48X features a nano SIM card slot on the side opposite the Side button. Please use your own standard nano SIM card and insert it correctly when in use. See “Insert a nano SIM (for MT48X)” on page 5.
- The MT48EX comes with a built-in eSIM and has no physical card slot on the watch. Please activate the eSIM first. See “Activate the eSIM (for MT48EX)” on page 15.

When wearing the watch on your wrist, raise your wrist to wake the watch display, through which all information is shown.

Above the screen is a camera used for taking photos and videos.

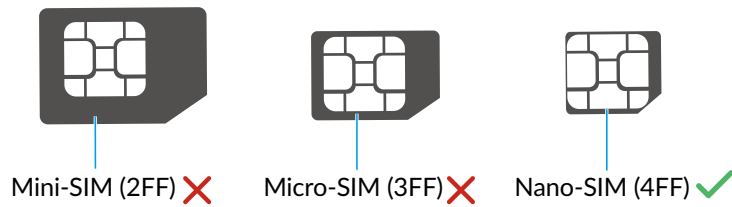
On the right side of the screen is the side button, which is used to power the device on or off, restart it, trigger SOS, and quickly end calls.

There is a microphone opening below the side button. Please keep it clean at all times to prevent foreign objects from entering.

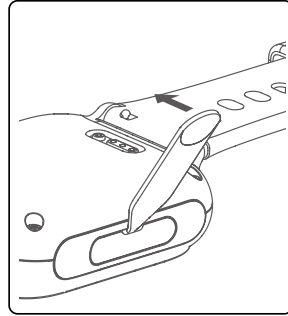
The charging port is on the back of the watch, and we have provided a dedicated charging cable for it. For charging instructions, see “Charge the watch” on page 15.

Insert a nano SIM (for MT48X)

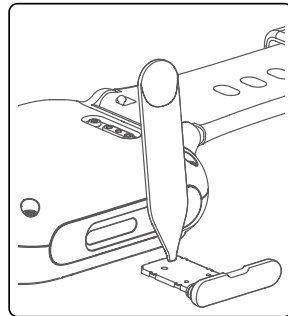
Insert a standard nano SIM card (4FF) (0.6–0.7mm thickness) into the watch. Normal SIM or micro SIM cards may cause malfunctions due to incorrect thickness after cutting.



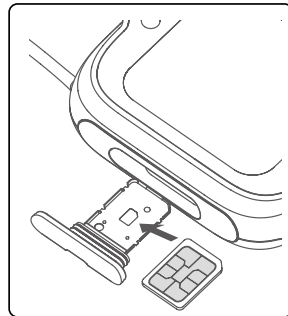
1. Open the SIM card slot located on the side of the watch with the provided card remover.



2. Remove the SIM card tray completely.



3. Place the SIM card correctly in the tray according to the orientation indicator, with the metal contacts facing up and the notch aligned. Then push the tray back into the SIM card slot.



Notes:

- Note the orientation of the Nano SIM card. If the Nano SIM card is inserted incorrectly, it may get jammed.
- Do not remove the nano SIM card when your watch is in use. Otherwise, it may cause malfunction to your watch or data loss of your SIM card.
- You may ask people nearby for help if you have difficulty in inserting the SIM card.

Turn the watch on and off

- **Turn on:** If your watch is off, press and hold the side button until the watch vibrates and the TCL logo appears.
- **Turn off:** Swipe left on the home screen to access the app menu, then tap **More > Settings > Power off**.



Note

If the watch is not turned on, you may need to charge the watch first.

You can't turn off your watch while it's charging. To turn off your watch, first disconnect it from the charger.

Entering your PIN code

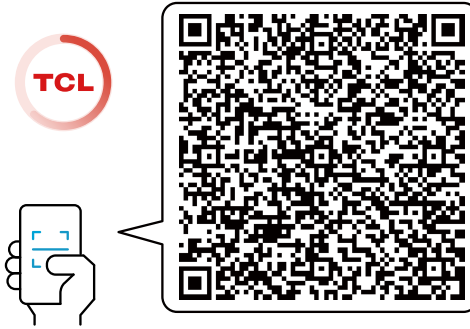
If you've enabled PIN code protection for your SIM card, it's necessary to enter the PIN code on the pop-up window to validate it when using the watch for the first time.

The SIM card will be locked after 3 unsuccessful entry attempts, and you will then need to enter your PUK code and enter your new PIN code twice. When you enter the right number, the home screen will appear, indicating that you have successfully disabled the PIN code protection.



Pairing Preparation

1. Download the **TCL Connect** app on your phone from Google Play™ or App Store, or by scanning the QR code below.



App system version requirements:

- iOS 10 or later
- Android 6.0 or later

2. Create an account.

- 1) Tap **Sign up** to create your **TCL Connect** account.
- 2) Enter an username, your email address and set a password for your account. Read the “Terms of use” and “Privacy and security” and check the box. Tap **Sign up**.
- 3) Enter the verification code sent to your email address. This email address will be used to help you reset your password should you forget it.
- 4) Tap **Done** and enter an nickname for your account in the next page.

3. Enter your email address and password to log into the **TCL Connect** app. You can also log in using your X (Twitter), Facebook, Google, or Apple account.

Log in

Email Address

Password

Log in

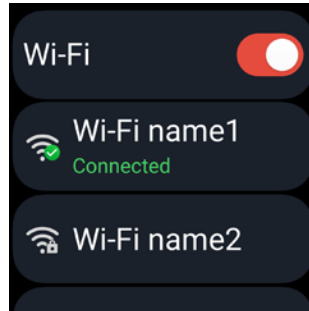
Forgot password? Sign up

Log in with

X Facebook Google Apple

4. Connect your watch to a network.

- For MT48X (Nano SIM version): Ensure the nano SIM is inserted correctly and the network is available. See “Insert a nano SIM (for MT48X)” on page 5.
- For MT48EX (eSIM version): Connect to an available Wi-Fi network (see “Connect to the Wi-Fi network” on page 24).



The network must support internet access, as the pairing process requires receiving a verification code via this connection. Without a working internet connection, the verification code will not be received, and pairing cannot be completed.

Administrator and general users

The first user to complete pairing with the watch is automatically designated as the administrator, while subsequent users are bound as general users with limited permissions. Key distinctions include:

	Administrator	General user
Pairing method:	• QR code shared by the watch. • Watch's IMEI number.	• QR code shared by the watch. • QR code shared by the administrator.
Number of users:	Unique: the first bound user.	Up to 10.
Device control:	Administrators have full access to core settings, such as initial device configuration, factory reset, modifying safety zones, and managing communication permissions.	General users can only use functions authorized by the administrator.
User management:	Administrators can add/remove general users and adjust their permission ranges (e.g., restricting access to location data or contact lists).	General users have no user management rights.
Data access:	Administrators can view all device data, including full location history, call logs, and health metrics.	General users are limited to data authorized by the administrator.
Binding/unbinding:	Administrators can initiate device pairing and unbind all users from the watch. If the administrator unbinds, other general users will also be unbound, and the watch will be restored to its factory settings.	General users can only unbind their own accounts, not others or the device itself.

It is recommended that parents, guardians, or device owners act as administrators, responsible for security management and permission allocation. To transfer administrator rights to another user, please refer to “Transferring administrator permissions” on page 58.

Pair the TCL watch with your phone (Administrator)

We recommend that you complete the pairing of your watch and TCL Connect app to access more features and enjoy a better user experience.

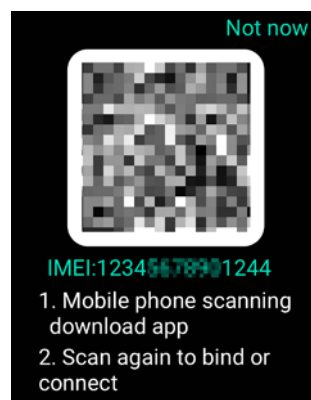
To pair your watch with your phone, you can either scan the QR code or enter the IMEI number. The IMEI is only used for administrator pairing.

We do not impose a limit on the number of kidswatch that can be bound to the administrator phone.

QR Code

1. Open the **TCL Connect** app, tap **+**, and then select your watch model.
2. Scan the QR code on the screen to pair the TCL watch with your phone.

You can also swipe left on the home screen of the watch and tap one of the function apps on the watch, such as **Contacts** or **Chats** to access the QR code.



IMEI Number

You can find the IMEI number printed on the device packaging.

Alternatively, swipe left on the home screen of the watch to access the functions menu. Then, scroll down and navigate to **More** > **Settings** > **About watch** to get the IMEI number.

1. Enter IMEI number and tap **Done**.
2. Tap **OK** on your Watch within 3 minutes. If it times out, please re-enter the IMEI number.

Parental Authentication

When you successfully scan the QR code or enter the IMEI number, you will be prompted to complete parental authentication on the watch. The process will be considered successful once this authentication is completed.

1. Enter the child's name, parent's name and email address. Read the **Terms of TCL User Experience Improvement program**, check the box if you agree, then tap **Done**.
2. Read the **Parental Authentication Agreement** and tap **Agree**.

3. Enter the verification code (which has been sent to the email address you entered in step 1) and tap **Done**.
4. Enter your phone number and tap **Next**.
5. Select your identity and tap **Next**. If no suitable identity is found, tap **Other** and enter an identity name to create one.
6. Enter the child's name and the watch's phone number, set an avatar, then tap **Next**.
7. Tap **Done** to complete the pairing process.

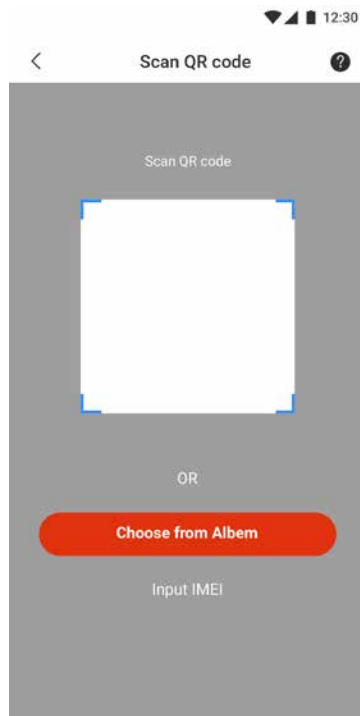
Pair the TCL watch with your phone (General user)

Your watch can be bound to one management account and up to 10 general users. Once you have completed the binding of the main account, you can bind general users as follows:

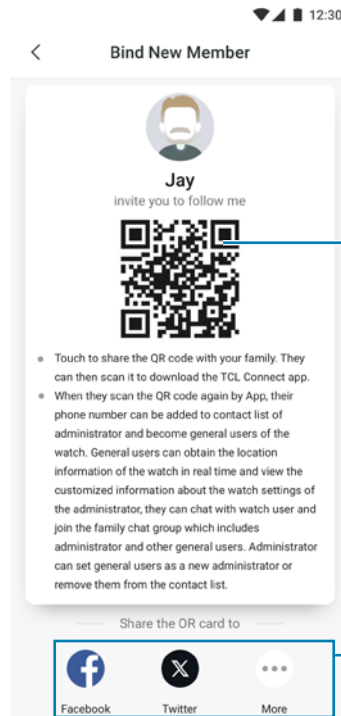
Administrator share the QR code actively

Open the **TCL Connect** app of the administrator user, go to **Settings > Bind New Member**, you can find the QR code of your watch.

1. Open the TCL Connect app of the general users, tap **+**, and then select your watch model.
2. Scan the QR code using one of the following methods:
 - Scan the QR code directly from the administrator's screen (face-to-face).
 - If the administrator shared the QR code via a social media app: Save the image to your device's gallery, tap **Choose from Album**, and select the shared QR code image.
3. Tap **Bind**.
4. Enter your phone number and tap **Next**.
5. Select your identity and tap **Next**. If no suitable identity is found, tap **Other** and enter an identity name to create one.
6. Enter the child's name and the watch's phone number, set an avatar, then tap **Next**.
7. Tap **Done** to complete the pairing process.



General user
screen



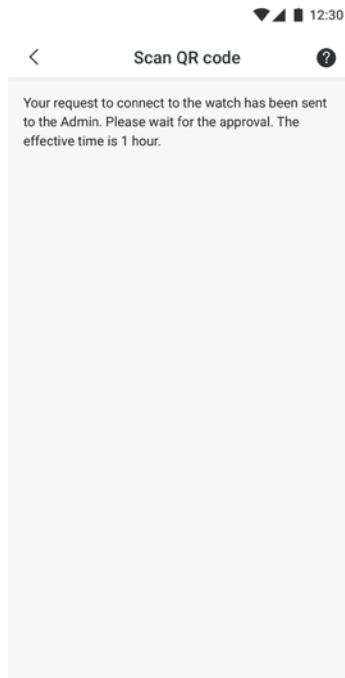
Administrator
screen

Scan the QR code face to face.

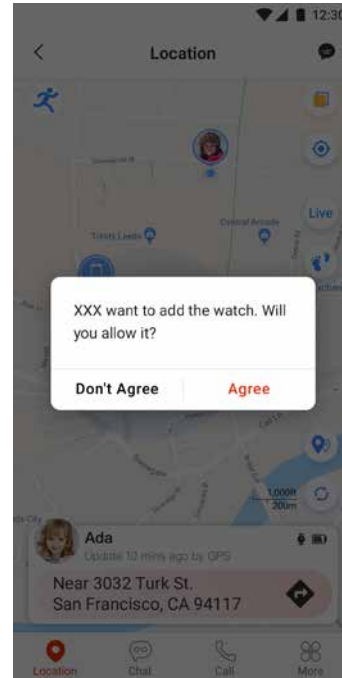
Tap to share the QR code to the general users via social app.

Scan QR code on the watch

1. Open the TCL Connect app of the general users, tap **+**, and then select your watch model.
2. Swipe left on the home screen of the watch, find the **QR Code** app and tap it. Scan the QR code on the watch screen to pair the TCL watch with your phone. If you have received the QR code of watch, save it to your device's gallery, tap **Choose from Album**, and select the shared QR code image.
3. On the watch's home screen, swipe left to find the QR Code app and tap it. Scan the QR code displayed on the watch screen to pair the TCL watch with your phone. If you have received the watch's QR code, save it to your device's gallery. On the app's scanning page, tap "Choose from Album" and select the shared QR code image.
4. Tap **Bind**.
5. The administrator's TCL Connect app will receive a binding request, tap **Agree**. The general user can then continue to complete their information to finalize the binding.
If the administrator does not want this general user to pair with the kid's watch, tap **Don't Agree** to reject the request.
6. Enter your phone number and tap **Next**.
7. Select your identity and tap **Next**. If no suitable identity is found, tap **Other** and enter an identity name to create one.
8. Enter the child's name and the watch's phone number, set an avatar, then tap **Next**.
9. Tap **Done** to complete the pairing process.



General user
screen



Administrator
screen

Pair with more than one TCL watch

You can pair another TCL watch with your phone.

1. Open the **TCL Connect** app on your phone.
2. Tap **+**, then choose your watch model and follow the on-screen instructions.

Watch transfer assistant

When the administrator is pairing, if you have bound the old watch, you can choose to synchronize the data of the old watch to the newly bound watch. The data includes watch contacts, watch settings (such as security zones, school mode settings, information settings, etc.), and backup photos.

You can tap **Start** to sync, which will take some time, please be patient. Until this pop-up window appears on your watch and administrator app: "The data of device xx has been migrated to this watch".

If you don't want to synchronize now, please tap **Do not transfer, skip**. If you want to synchronize later at your convenience, go to **More > Watch transfer assistant** from the **TCL Connect** app homepage.

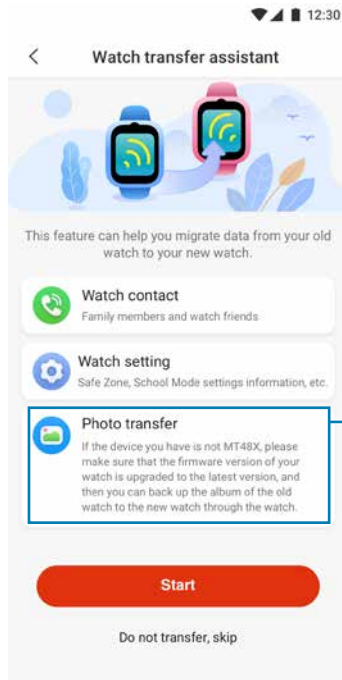


Photo transmission needs to be operated on the watch side, refer to “Photo transfer” on page 53.

Basic permission management

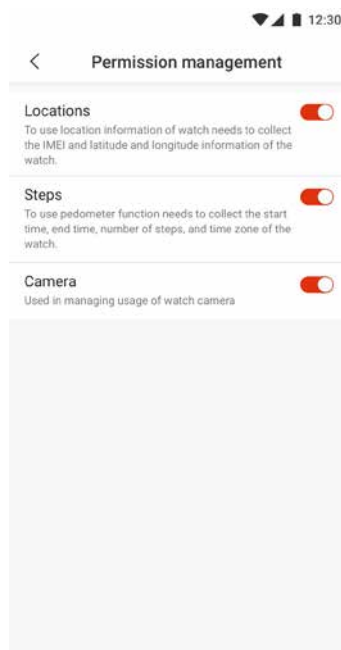
After you have finished pairing your watch with your phone, you can configure several basic permissions:

Location: When enabled, you can view the real-time location of the watch owner.

Steps: When enabled, you can view the current number of steps taken by the watch owner.

Camera: You can make video calls with the watch owner.

The above services are turned off by default. If you want to experience it, please enable manually.



Activate the eSIM (for MT48EX)

If your watch model is MT48EX, when you complete the binding, it will guide you to activate the eSIM card. Ensure your watch is connected with the phone via Bluetooth. See “Enable or disable the Bluetooth function” on page 22.

1. Swipe left on your watch home screen to enter the app menu, go to **Settings** > **Set up eSIM** to enable this function.
2. Open **TCL connect** app, select the watch as desired, tap **More** > **Set up eSIM**.
3. Tap **+** on the right of **Existing eSIM**.
4. Please book an eSIM service on your operator's website and scan the QR Code from the operator.
5. It will take a few minutes to download and activate your eSIM, please do not perform other operations or shut down during this process.

You can follow the above process to add multiple eSIM services, but only one can be used at the same time. If you want to replace it with other eSIM services, tap on another eSIM service and tap **OK**.

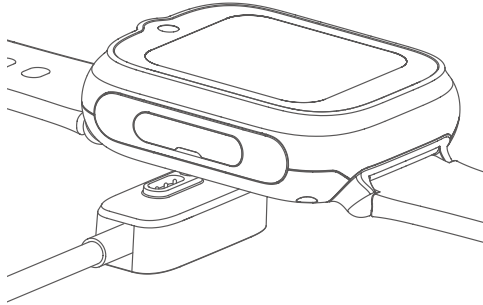


Swipe left and tap  to remove this eSIM.

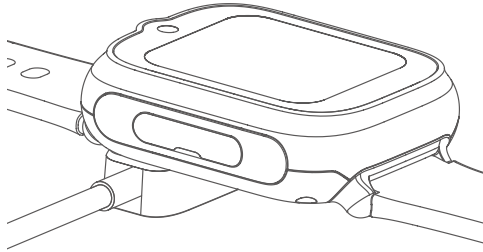
Charge the watch

Use the supplied pogo pin cable to fully charge the watch.

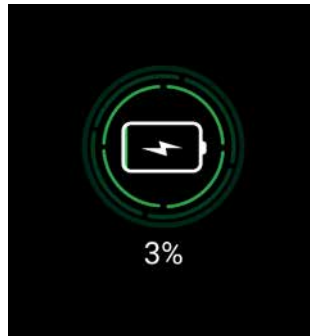
1. Ensure that the pins in the charging dock align with the pins on the back cover of the watch.



2. Connect the USB port to a computer or an adaptor via the pogo pin cable to start charging. A charging animation will display on the screen.



While the watch is charging, you can tap the display or press the side button to check the battery level.



Wake up and turn off the watch display

Wake up the watch display

You can wake up the watch display by pressing the side button.



Note

If your watch doesn't wake up when you press the side button, it may need charging.

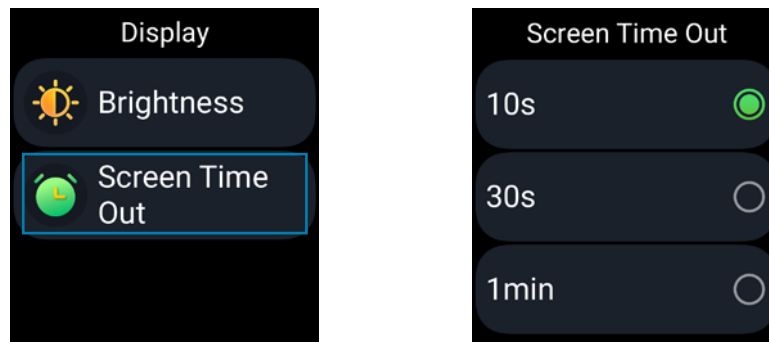
Turn off the watch display

You can turn off the watch display by pressing the side button.

By default, the watch will turn off its display in 10 seconds to save battery life. You can adjust the display timeout setting by following these steps:

1. On the home screen, swipe left to access the app menu.

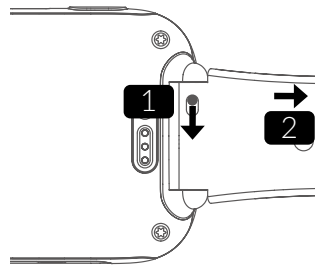
2. Tap **More** > **Settings** > **Display** > **Screen timeout**.
3. Select a timeout option.



Remove and attach watch bands

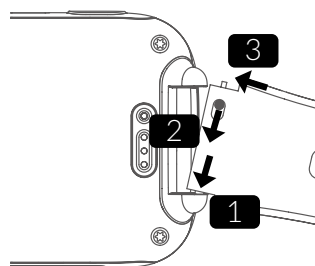
Remove the watch band

1. Turn the watch band clamp pin and hold it in place.
2. Gently pull the watch band outward to remove it.



Attach the watch band

1. Align the pin on one side of the watch band with the pinhole on the watch, then push the pin fully into the hole.
2. Turn the watch band clamp pin and hold it in place.
3. Push the watch band to the correct position to secure it.



Chapter 2. Basics

This chapter introduces how to navigate the screen, manage settings, check desired information, and more.

Basic navigation

You can use the following basic gestures to interact with your TCL watch.



On the home screen, swipe up for notifications, and down for quick settings.



- On the home screen, swipe left for the app menu, and right for recent calls.
 - On other screens, swipe right to return to previous screen.
-



Press and hold the home screen to access watch faces.

Side button:



- Press to wake up or turn off the display, return to the home screen, or end a call.
 - Press for 3 seconds to turn the watch on.
 - Press for 3 seconds to turn the watch off when it is not paired with your phone, or to make an SOS call when it is paired with your phone.
 - Press for 15 seconds to restart the watch.
-

Accessible products and services

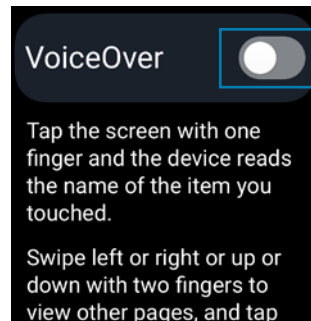
This product complies with EAA requirements and people with disabilities can also use the TCL watch.

On your watch home screen, go to **More > VoiceOver**, tap the switch icon to turn on or off.

When you turn on the VoiceOver function:

- Tap the screen with one finger and the device will read out the name of the item you touched.
- Swipe left or right, or up or down with two fingers to view other pages, and tap twice to select the function.
- Go back: Draw an “J” shape on the screen with a single finger.

- Pause reading: To stop reading, tap the screen with two fingers. Tap again with two fingers to resume reading.



Device Open Ports

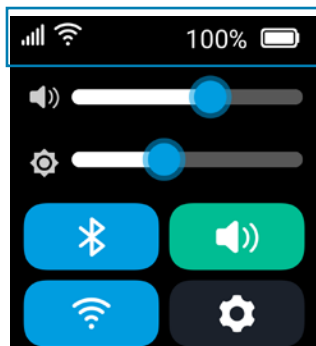
The open ports of this device are primarily used for product testing; no port connection is required for the product's daily use.

Port 3335: Used for BBAT (Baseband Current) testing, specifically for interfacing with Airoha GPS modules.

Port 10000: Used for coupling testing. The specific method involves establishing communication with a PC via a Wi-Fi wireless socket, rather than through a USB connection.

Status icons

On the home screen, swipe down to access the quick settings screen.



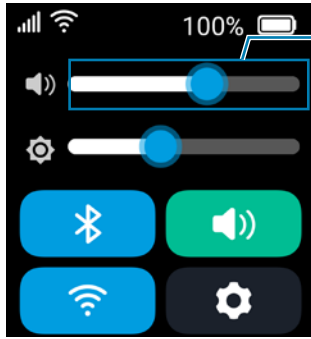
Status icons at the top of the quick settings screen give you information about your watch.

Status icon	What it means
	It indicates the carrier network type (2G, 3G, or 4G). The number of bars indicates the signal strength of your cellular service.
	Data roaming is enabled. The number of bars indicates the signal strength of your cellular service.
	Your watch is connected to a known Wi-Fi network.

	SIM card is not available.
	The watch is not paired with your phone.
	VoLTE is enabled.
	The watch battery is less than 20%.
	The watch battery is less than 10%.
	The watch needs charging.
	The watch is charging.
	Vibration mode is on.
	School time mode is on.
	An alarm is set.
	You have a missed call.
	You have an unread message.
	Real-time location is being used.
	No SIM card or the SIM card is not available.

Adjust sound

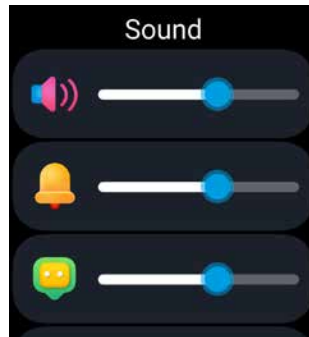
You can adjust volume on the quick settings screen. To access the quick settings screen, swipe down on the home screen.



Drag the slider to adjust volume.

To change the sounds your watch plays when you get a call, message, reminder, or other type of notification, follow these steps:

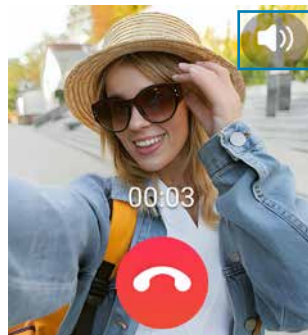
1. Swipe left on the home screen to access the app menu.
2. Tap **More** > **Settings** > **Sound**.
3. To set the volume for the sounds, drag the sliders to where you want them.



4. To change the tones of the sounds, tap a sound type, such as call or alarm, then choose a tone (scroll to see them all).

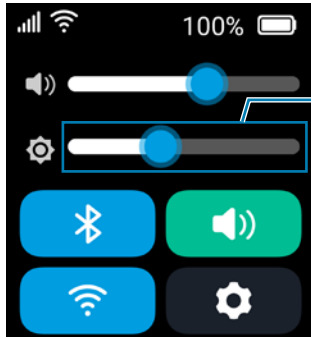
Adjust the volume during call

Tap the volume icon in the upper right corner to switch high volume and low volume.



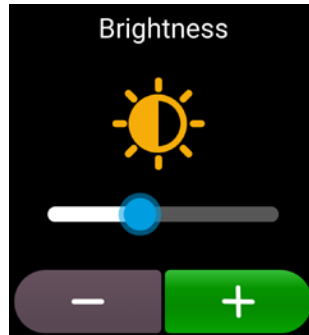
Adjust brightness

You can adjust brightness on the quick settings screen. To access the quick settings screen, swipe down on the home screen.



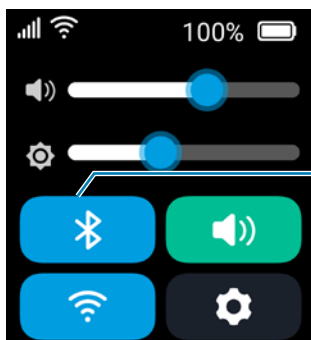
Drag the slider to adjust brightness.

Or, you can swipe left on the home screen to access the app menu, tap **More** > **Settings** > **Display** > **Brightness**, then tap the brightness controls or drag the slider to adjust brightness.



Enable or disable the Bluetooth function

You can quickly enable or disable the Bluetooth® function on the quick settings screen. To access the quick settings screen, swipe down on the home screen.



Tap the icon to quickly enable or disable the Bluetooth function.

Or, you can swipe left on the home screen to access the app menu, tap **More** > **Bluetooth**, then tap the Bluetooth switch to enable or disable this function.

Connect or disconnect the Bluetooth

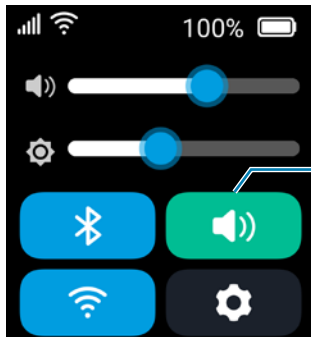
Swipe left on the home screen of your watch, go to **More** > **Bluetooth**, enable the Bluetooth first. If your phone's Bluetooth is also enabled and within the connectable range (less than 10 meters), your phone will appear in the Bluetooth list. Tap it to connect.

Tap the icon on the right of the paired device to disconnect, or tap another connectable device on the list to disconnect from the current one.

At the same time, the watch can only be paired and connected to one device.

Switch between sound, normal, vibration, and silent modes

You can select the sound and vibration modes on the quick settings screen. To access the quick settings screen, swipe down on the home screen.



Tap the icon to select the sound and vibration modes you prefer.

There are four modes available: sound, normal, vibration, and silent modes.



Sound mode: the watch will make sounds only.



Normal mode: the watch will vibrate as well as make sounds.



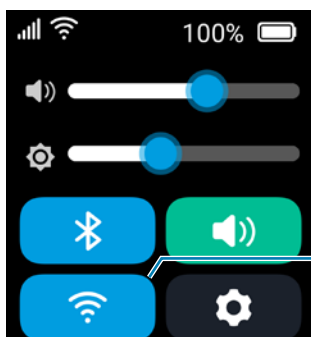
Vibration mode: the watch will vibrate only.



Silent mode: the watch will not vibrate or make any sound.

Enable or disable the Wi-Fi function

You can quickly enable or disable the Wi-Fi® function on the quick settings screen. To access the quick settings screen, swipe down on the home screen.



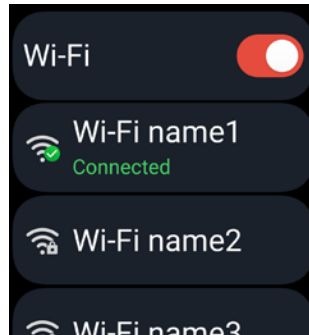
Tap the icon to quickly enable or disable the Wi-Fi function.

Or, you can swipe left on the home screen to access the app menu, tap **More** > **Wi-Fi**, then tap the Wi-Fi switch to enable or disable this function.

Connect to the Wi-Fi network

1. Swipe left on the home screen of your watch, go to **More** > **Wi-Fi**, enable the Wi-Fi function to search for available networks around.
2. Tap one to connect, enter the Wi-Fi password if necessary.

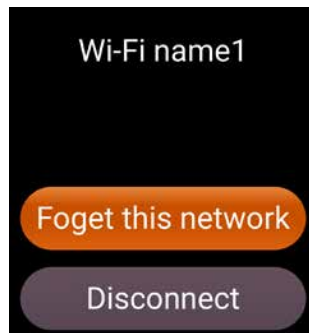
After the connection is completed, the connected Wi-Fi will rank first in the Wi-Fi list.



Disconnect from the Wi-Fi network

1. Tap the connected Wi-Fi network on the Wi-Fi list.
2. Tap **Disconnect**.

For a Wi-Fi network where you've already entered the password, if you manually disconnect and then re-enter the area, you'll need to click to reconnect but won't need to re-enter the password.

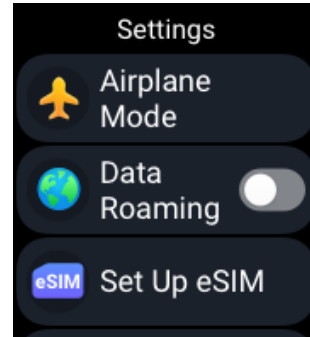
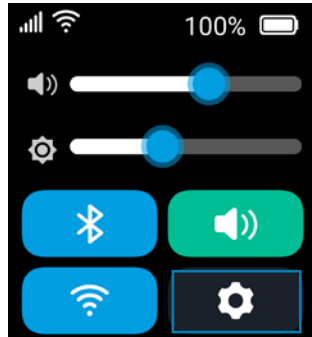


Forget the Wi-Fi network

1. Tap the connected Wi-Fi network on the Wi-Fi list.
2. Tap **Forget this network**. Your watch will disconnect from the Wi-Fi network and no longer connect to it.

Settings of the quick portal

You can quickly enter the settings page from the quick setting screen.

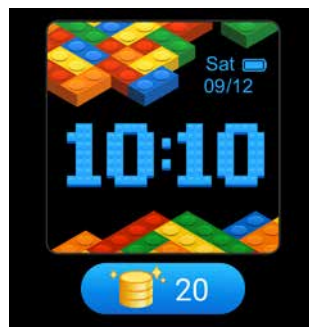


Watch faces

On the home screen, press and hold the watch display to enter the watch face list. Swipe across to view all available watch faces, and tap the one you want to set it as the watch face.



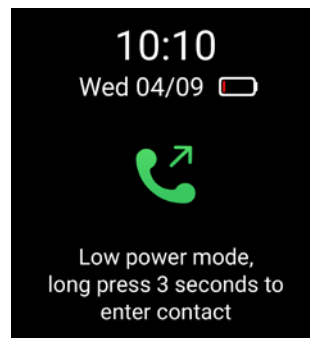
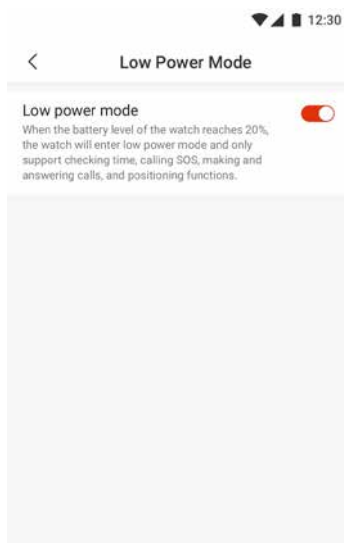
To get more watch faces, swipe left on the watch face list until you enter the **My theme** screen. Tap the screen to enter the watch face store, you can purchase the watch faces using your points. For how to earn your points, see “My points” on page 45.



Dedicated low-power watch face

When **Low Power Mode** is enabled in the administrator's TCL Connect app, the watch face will switch to a dedicated low-power watch face.

When **Low Power Mode** is disabled, the watch will revert to the normal display once the screen is turned on.

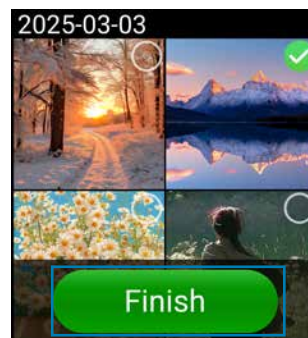
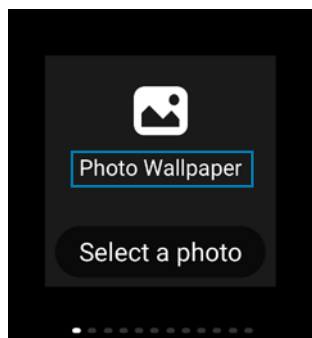


Low-power watch face

Custom wallpaper

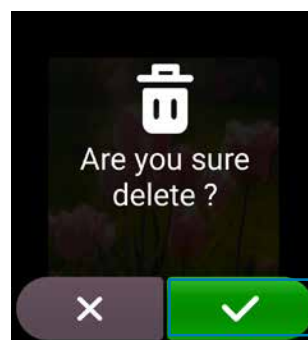
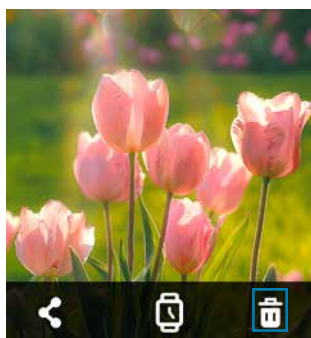
Add a custom wallpaper:

1. On the home screen, press and hold the watch display to enter the watch face list.
2. Swipe right, tap **Photo Wallpaper** to access the album.
3. Select a photo or video and tap **Finish**.



Delete a custom wallpaper:

1. On the home screen, press and hold the watch display to enter the watch face list.
2. Press and hold the wallpaper until the options box pops up, then tap **✓** to delete it.

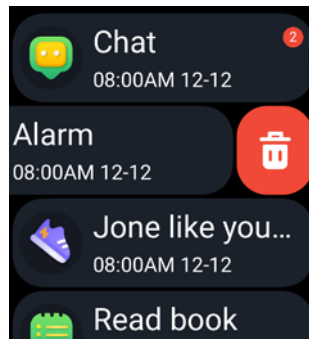


View and manage notifications

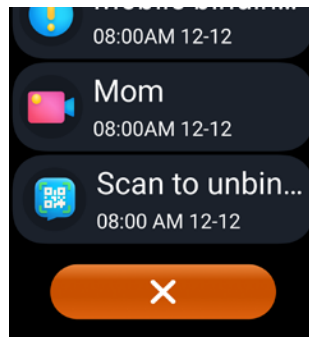
Your watch will alert you with a popup message, sound or vibration when notifications arrive, but if you don't read one right away, it's saved in the notification center so you can check it later.

To view unread notifications, swipe up on the home screen, then tap any notification to expand it.

- To clear a notification, swipe left over the notification, then tap .



- To clear all notifications, scroll up the notifications, then tap .



NOTE

All unread notifications will be cleared if the watch restarts.

Answer, reject, and make phone calls

Answer a call

On the incoming call screen, tap  to answer the call.

Reject a call

On the incoming call screen, tap  to reject the call.



End a call

Tap  when you are ready to end your call.



Make a phone call

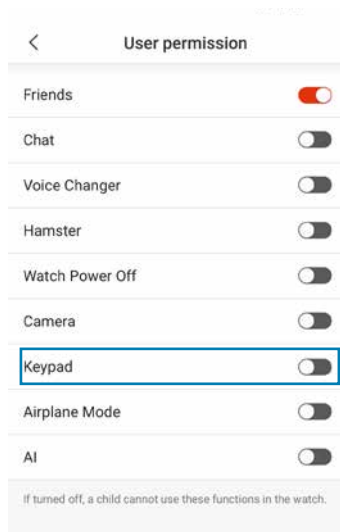
To make a phone call on your watch, follow these steps:

1. On the home screen, swipe right until you enter the keypad screen.
2. Enter the number, then tap .



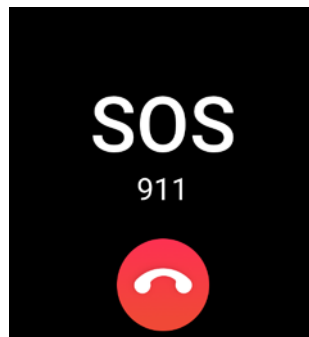
If you can't find the keypad screen, you need to enable the **Keypad** function on the watch first. To enable this function, follow these steps:

1. Open the **TCL Connect** app on your phone.
2. Select the watch you want to set up.
3. Tap **More** > **User Permission** > **Keypad**, then enable the function.



Make an emergency call

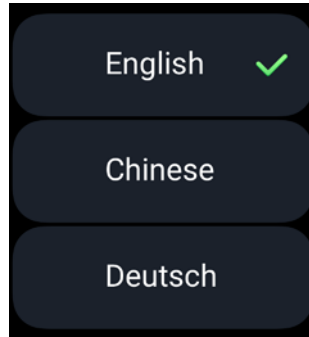
Press and hold the side button for 3 seconds to make an emergency call when the watch is paired with your phone. After the call ends, your watch alerts your emergency contacts that you made a call.



Set the language

You set the language of your watch during the initial setup. To change the language, follow these steps:

1. Swipe left on the home screen to access the app menu.
2. Tap **More** > **Settings** > **Language**.
3. Select a language.



Or, you can change the language in the **TCL Connect** app. To achieve this, follow these steps:

1. Open the **TCL Connect** app on your phone.
2. Select the watch as desired.
3. Tap **More** > **Language**, then select a language.



Edit your personal information

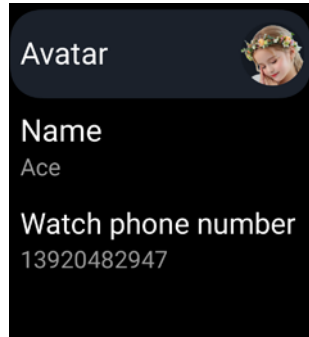
To edit personal information on your watch.

1. Swipe left on the home screen to access the app menu.
2. Tap **More** > **Personal Center** to edit the personal information.

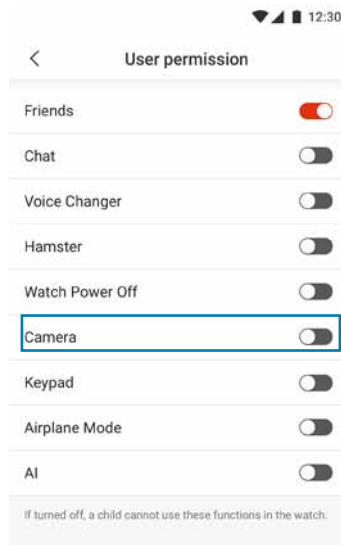
Avatar: tap **Take Photos** to take photos, and tap **Photo** to choose one from the **Album**.

Name: edit the name of the watch.

Watch phone number: edit the phone number of the watch.



If you are unable to take photos with the camera, please open the [TCL Connect](#) app and go to [More > User Permissions](#) to enable the camera permission.



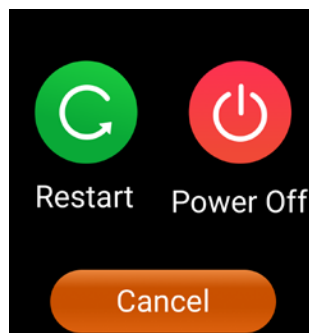
Restart and update the watch

If your watch isn't working properly, try restarting and updating it.

Restart the watch

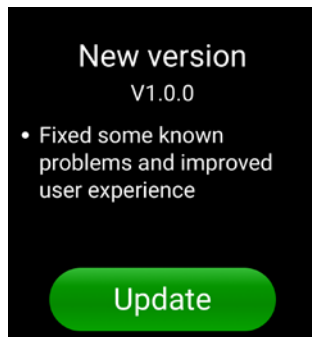
To restart the watch, do one of the following:

- Press and hold the side button for 15 seconds.
- Or, swipe left on the home screen to access the app menu, tap [More > Settings > Restart](#).

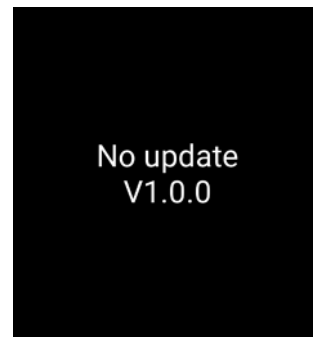


Update the watch

To check for and update the watch software, swipe left on the home screen to access the app menu, tap **More** > **Settings** > **Update**. To install an available update, Tap **Update**.



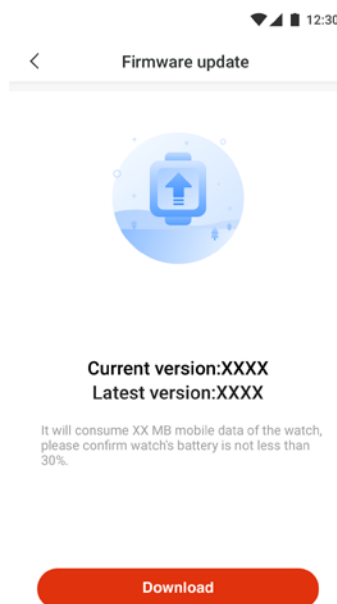
Available updates



The software is the latest

Or, you can update the watch software in the **TCL Connect** app. To achieve this, follow these steps:

1. Open the **TCL Connect** app on your phone.
2. Select the watch as desired.
3. Tap **More**, then select **Firmware Update**.
4. Tap **Download** when an update is available.



NOTE

Make sure you insert a SIM card correctly before using the watch's functions. If the SIM card is not properly inserted, the watch will continuously display alerts prompting you to insert the SIM card.

If your watch fails to update, please check:

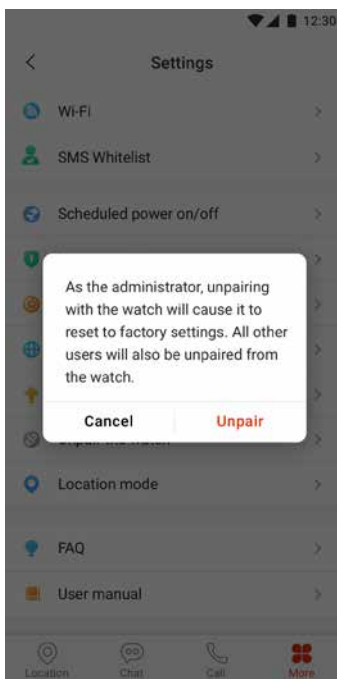
- Whether your watch is connected to the network.

- Whether your watch's battery level is above 30%.
- Whether your watch has enough free storage space.

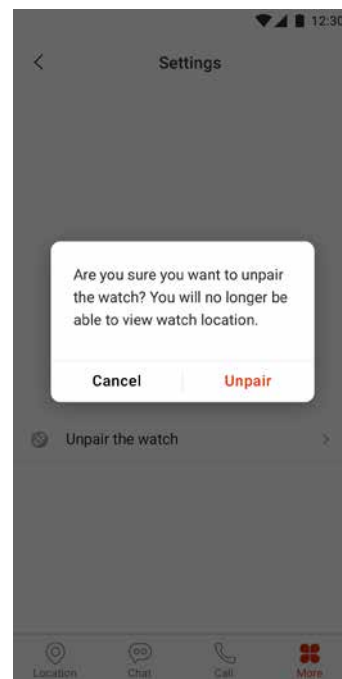
Note: Do not power off your watch during the update process, as this may damage the device.

Unpair the watch

1. Open the **TCL Connect** app on your phone.
2. Select the watch as desired.
3. Tap **More** > **Unpair The Watch** > **Unpair**.



Administrator



General user

To re-pair with a TCL watch, please refer to “Pair the TCL watch with your phone (Administrator)” on page 10 or “Pair the TCL watch with your phone (General user)” on page 11.



NOTES

For a general user, unpairing the watch will no longer be able to view watch location.
For the administrator, unpairing the watch will reset the watch to the factory settings.

Chapter 3. Apps on your watch

Your TCL watch comes with a collection of helpful apps.

Chat



Keep in touch with your family and friends using the **Chat** app.

If you are unable to use this function, please open the **TCL Connect** app and go to **More > User Permissions** to enable the chat permission.

Reply to a conversation

1. In the conversation list, tap the conversation you want to reply to.
2. Tap  to dictate your response.
3. Or tap  to use more replies, such as emoji, sticker, photo, video, and smart replies.



Send emoji: Tap , then swipe across to browse available emoji. Tap one to send it.

Send a sticker: Tap , then swipe across to browse available stickers. Tap one to send it. To create new stickers, tap .

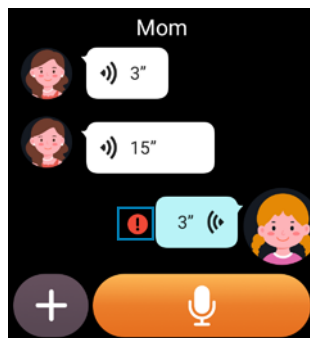
Send a photo: Tap , then scroll to browse available images. Tap one to send it.

Send a video clip: Tap , tap the shutter button to take a photo, or long press the shutter button to record a video.

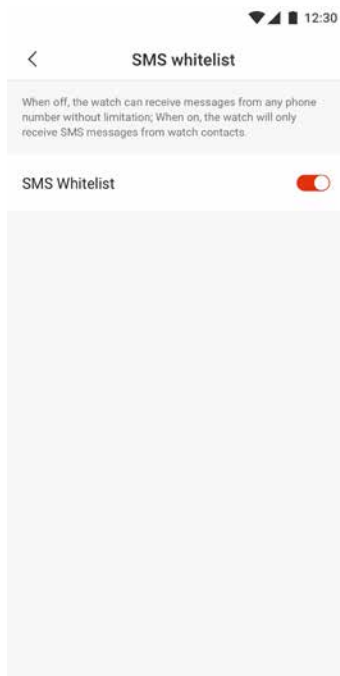
Send a smart reply: Tap , then scroll to see a list of handy phrases that you can use. Tap one to send it.

To edit the phrase, open the **TCL Connect** app on the phone, select the watch as desired, tap **More > Edit Text Chat**, then tap  to edit the smart reply. (See “Edit Text Chat” on page 60.)

If the message fails to send, red exclamation icon will appear next to the message. Tap the icon to resend the message.



If you only want to receive messages from people in your Contact list, select the watch as desired, open your **TCL Connect** app, go to **More > SMS Whitelist** and turn on the switch.



Listening to voice messages

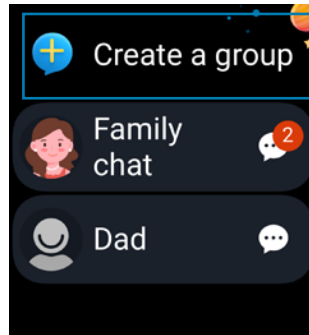
If there is an unheard voice message, a red dot and the number of unheard voice messages (up to 99) will appear on the contact icon.

1. Tap the contact.
2. Tap the unheard voice message to hear it.



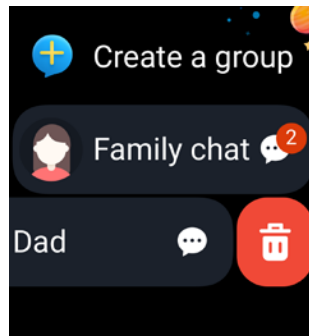
Create a group conversation

You can create a group conversation on the watch. Tap **Create a group**, then select members from your contacts list. Each watch user can create only 6 groups, and the groups will be named after the creator.



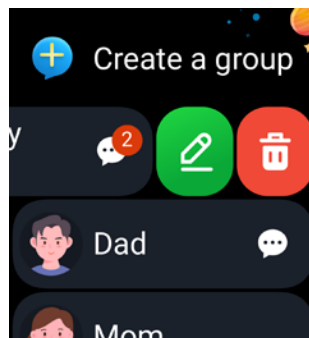
Manage a conversation

Swipe left over a conversation, then tap  to delete the conversation.



Manage a group conversation

For a group conversation created on your watch, swipe left over a conversation, then tap  to delete the conversation, or tap  to modify the conversation settings.

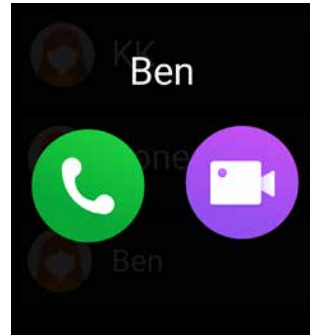
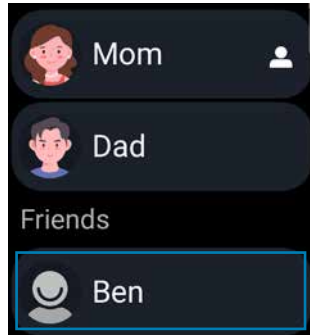


For a group conversation created in the **TCL Connect** app, you can't delete the group conversation on the watch.

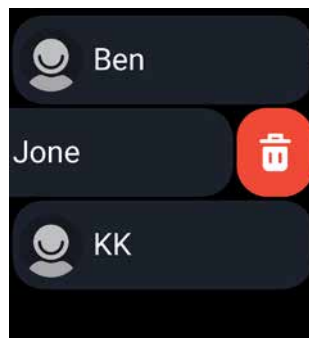
Contacts



View your contacts list in the [Contacts](#) app. Tap a contact to make a phone call or a video call.



If the friend was added via the watch, swipe left and tap  to remove them, and a reminder will be sent to notify the administrator.



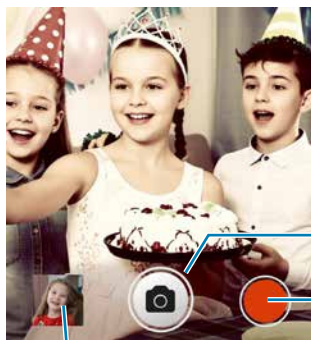
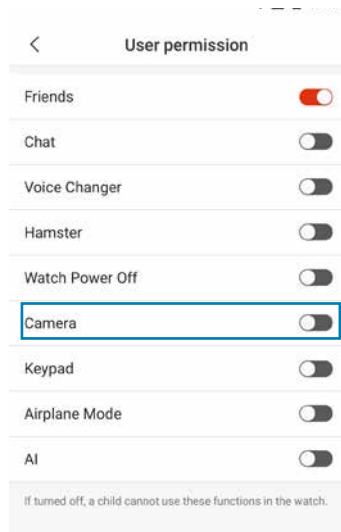
If the friend was added via the [TCL Connect](#) app, they cannot be deleted from the watch—only the administrator can delete them via the [TCL Connect](#) app.

Camera



Learn how to take photos with the [Camera](#) app on your watch.

If you are unable to take photos or record videos with the camera, please open the [TCL Connect](#) app, go to [More](#) > [User Permissions](#), and enable the camera permission.



Tap to take a photo.

Tap to record a video.

Display thumbnails of the latest photos taken; tap to view more photos.

TCL AI



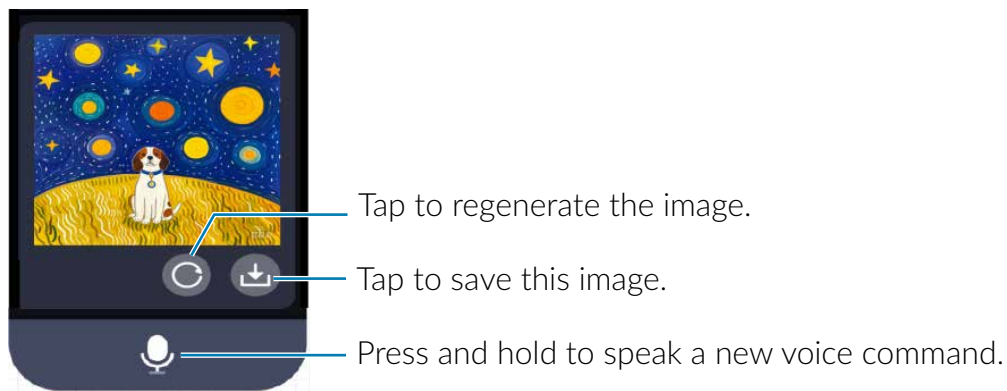
AI image creator

AI Image creator is a tool that uses artificial intelligence (AI) technology to generate images. It first recognizes and converts the user's voice into text, then—based on deep learning models—quickly generates various types of images according to the user's text descriptions, existing images, or other relevant instructions.

Create an image by AI

1. Swipe left on the home screen to access the app menu.
2. Tap **TCL AI** > **AI image creator**.
3. Press and hold the voice icon  to speak, then tap **Finished** to start converting the voice to text.
4. Tap  to go back and re-enter, or tap  to confirm the command.

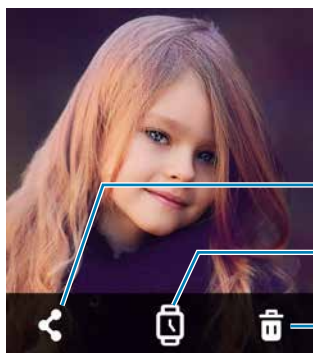
5. AI will generate images for you, which will take a short while.



Photos



All photos and videos you take with **Camera** are saved in **Photos**. Tap to view a photo or a video.



Tap to share.

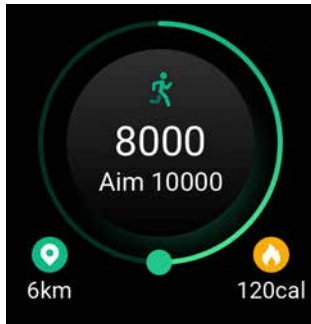
Tap to set as the watch face.

Tap to delete.

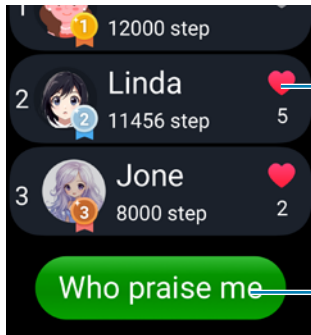
Pedometer



The **Pedometer** app on your watch keeps track of your movement throughout the day and encourages you to meet your fitness goal. The app tracks the number of steps you have taken, the distance you have walked or run, and the active calories you have burned.



Scroll down to check your activity ranking among your friends.



Tap to praise.

Tap to view who have praised you.

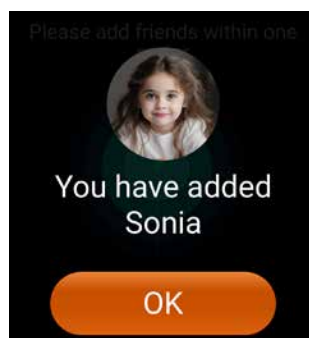
You can go to [More](#) > [Settings](#) > [Step Rank](#) to enable the permissions, and then you can participate in the friends' step ranking list. If the permissions are not enabled, you can only view the friends' rankings but not your own.

Adding new friends



To add friends to the friend list, follow the steps below:

1. Swipe left on the home screen to access the app menu.
2. Scroll down and tap [Add friend](#).
3. Keep both watches in close proximity, shake them, and tap [OK](#).



If you are unable to use this function, please open the [TCL Connect](#) app and go to [More](#) > [User Permissions](#) to enable the friends permission.



NOTES

- Before making a friend, make sure they also use TCL watches.
- We recommend that you update the firmware to the latest version for optimal performance.

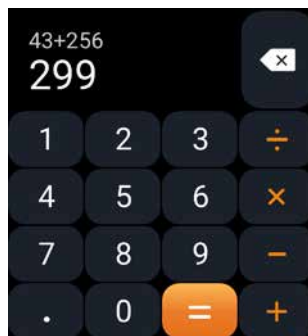
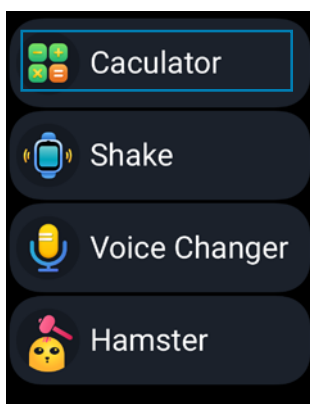
Entertainment



The **Entertainment** app offers a bunch of useful and amazing applications.

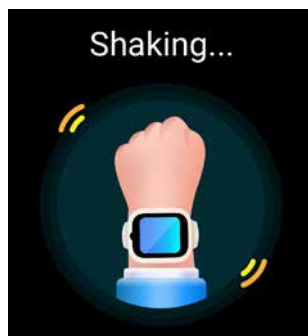
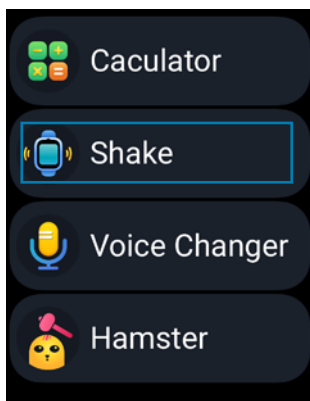
Calculator

In the **Calculator** function, you can perform basic arithmetic calculations. To perform a quick calculation, tap numbers and operators to get a result.



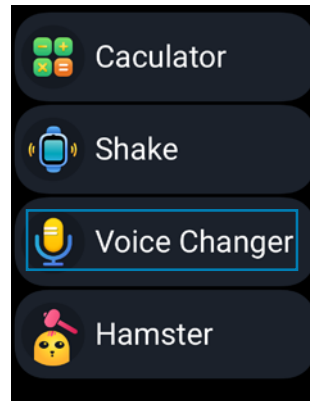
Shake

In this function, you can shake your watch to win points. Use these points to purchase a watch theme in the watch face list (see “Theme” on page 44).

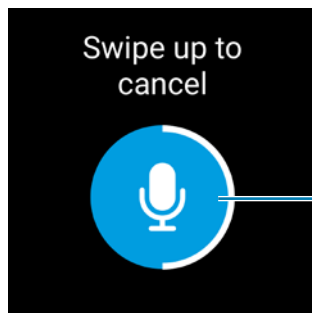


Voice changer

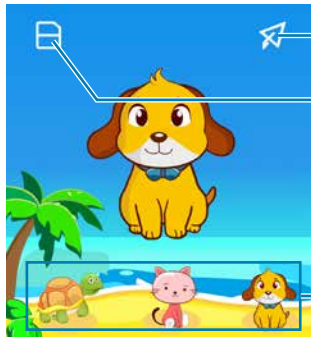
It is a voice transformer and modifier with effects that can make your voice sound like an animal (you can choose from a tortoise, a cat, or a dog).



Record your voice, apply effects, and share them with your family and friends.



Tap to record your voice.



Tap to share this voice to the family member or friend.

Tap to save the voice.

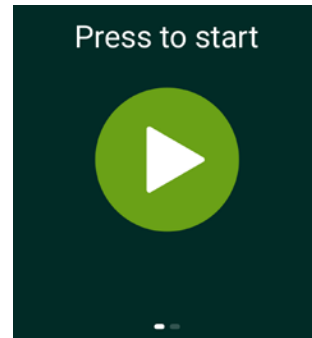
Tap the animal to change the voice and listen.

If you are unable to use this function, please open the [TCL Connect](#) app and go to [More > User Permissions](#) to enable the voice changer permission.

Hamster

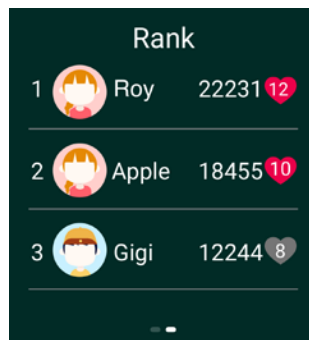
It is a casual game, players can play with a relaxed mood.

How to play: The player clicks on the screen to hit the hamster, and scores depending on how many hamsters you hit. Your goal is to hit all the hamsters before the time is over.



If you are unable to use this function, please open the [TCL Connect](#) app and go to [More > User Permissions](#) to enable the hamster permission.

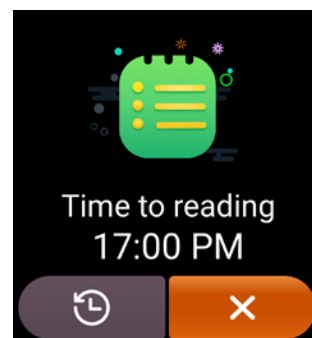
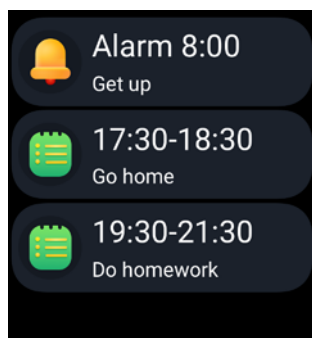
You can go to [More > Settings > Game Rank](#) to enable the permissions, and then you can participate in the friends' scores ranking list. If the permissions are not enabled, you can only view the friends' rankings but not your own.



Reminder



All reminders created in the [TCL Connect](#) app are saved in this app. Tap a reminder to expand it.

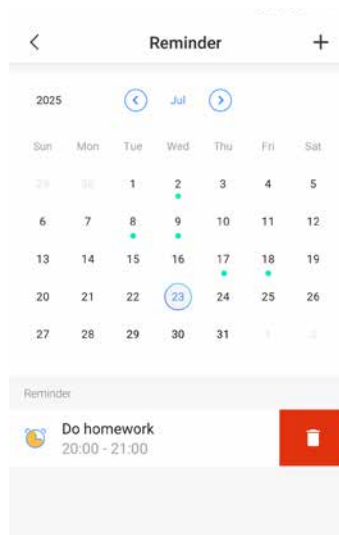


The reminder can't be cleared on the watch. To clear a reminder, follow these steps:

1. Open the [TCL Connect](#) app.
2. Select the watch as desired.

3. Tap **More** > **Reminder**.

4. Swipe left over the reminder, then tap .



Weather



The **Weather** app shows the temperature and conditions for the day. Swipe left to check the weather in the next two days.

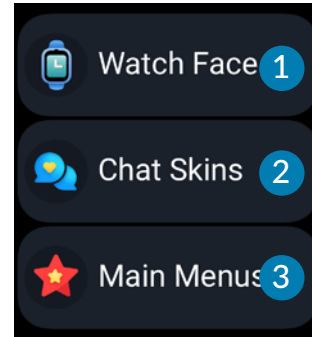
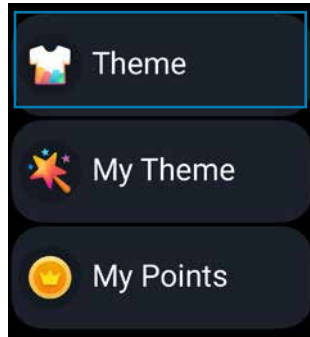
Theme



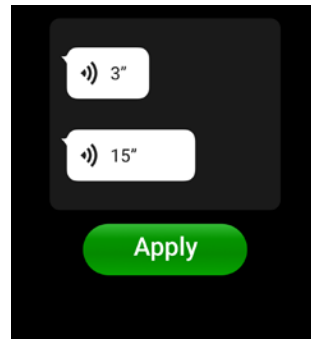
View your watch faces, purchase watch themes, and modify other theme settings in the **Theme** app.

Theme

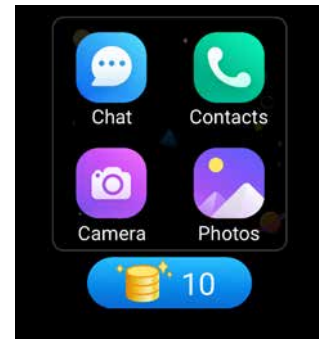
Use the points you have earned to purchase themes for the watch face, chat skin, and the app menu.



1



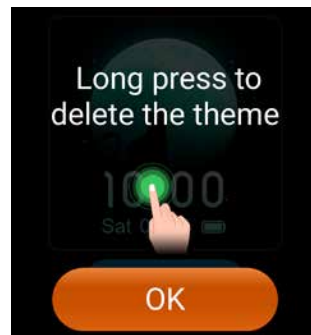
2



3

My theme

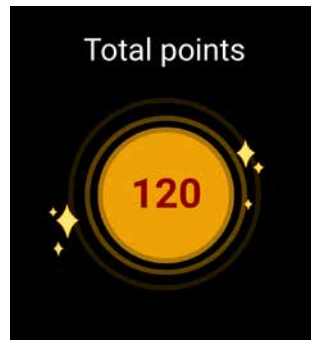
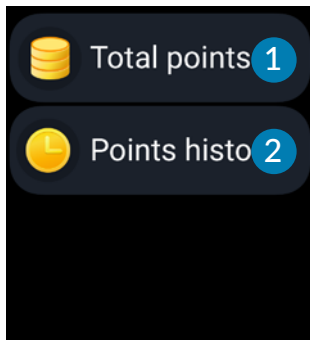
Themes for the watch face, chat skin, and the app menu are displayed in this option.



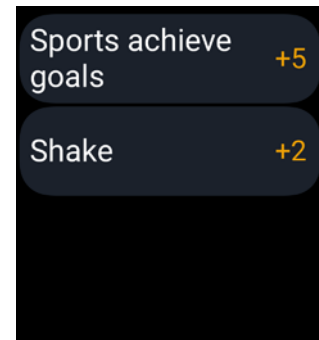
My points

Check the total points you have and the points history.

You will obtain 5 points when meeting the fitness goal, and earn 1 point after signing in the watch each day. You can also earn the points by shaking the watch (see "Shake" on page 41).



1



2

More



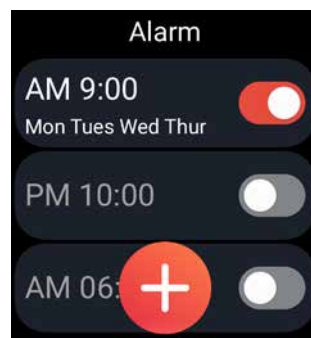
Access more useful settings in the [More](#) app.

Alarm

Use the [Alarm](#) feature to play a sound or vibrate your watch at a set time.

Set an alarm on the watch

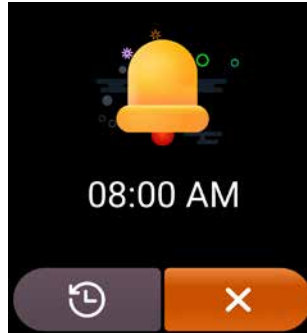
1. Swipe left on the home screen to access the app menu.
2. Tap [More](#) > [Alarm](#), then tap .
3. Tap [Time](#), scroll the numbers to set the time, then tap [Save](#).
4. Tap [Repeat](#), choose the days of the week to set the repeat option, then tap [Save](#).
5. Tap [Finish](#).





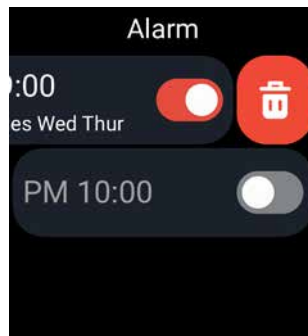
Notes

- To turn the alarm on or off, tap its switch.
- When an alarm sounds, you can tap  to wait several minutes before the alarm sounds again, or tap  to stop the alarm.



Delete an alarm

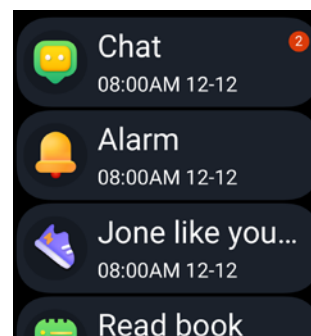
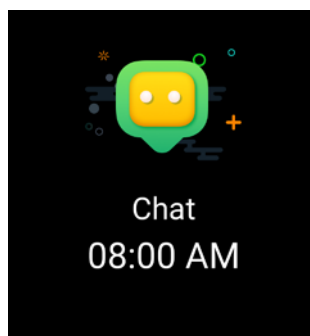
1. Swipe left on the home screen to access the app menu.
2. Tap **More** > **Alarm**.
3. Swipe left over the alarm in the list, then tap .



Messages

Read a message

When you feel a tap or hear an alert sound telling you that a message has arrived, raise your watch and tap the popup notification to read it.

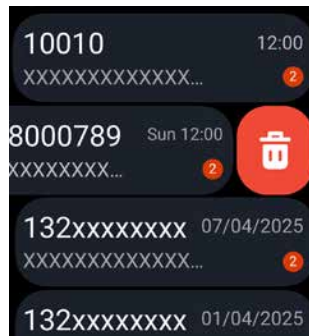


Or, you can swipe left on the home screen to access the app menu, tap **More** > **Message**, and

tap the message to read it.

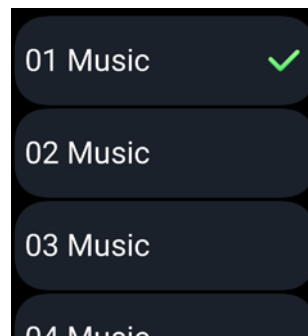
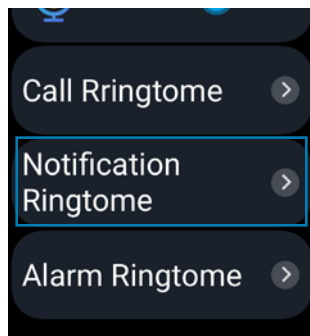
Delete a message

1. Swipe left on the home screen to access the app menu.
2. Tap **More** > **Message**.
3. Swipe left over the message in the list, then tap .



Change the notification setting

1. Swipe left on the home screen to access the app menu.
2. Tap **More** > **Settings** > **Sound**.
3. Tap **Notification ringtone** to select a sound the watch plays when you receive a message.

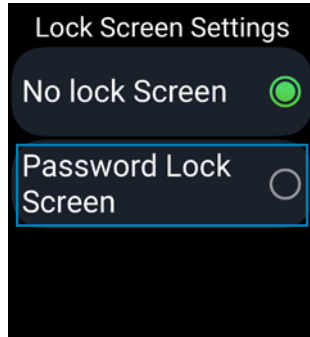


Lock screen settings

Enabling the screen lock can protect user privacy and data security, and prevent accidental touch operations.

Set a screen unlock password

1. Tap **More** > **Lock screen settings**, then select **Password lock screen**.
2. Set a four-digit numerical password and tap **OK**. Then re-enter it to confirm. If the second entry does not match the previous one, please try again.

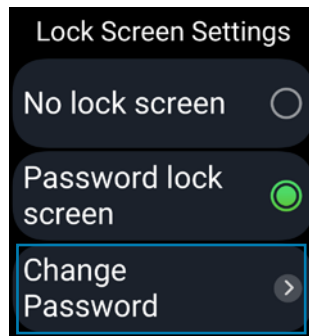


Note: This password is only used to unlock the screen.

Change the screen unlock password

After setting the password, if you need to change it, please follow the steps below:

1. Tap **More** > **Lock screen settings**, then select **Change password**.
2. Enter the current password, then set a new one. Re-enter the new password to complete the setup.

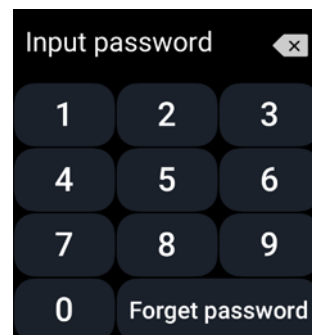
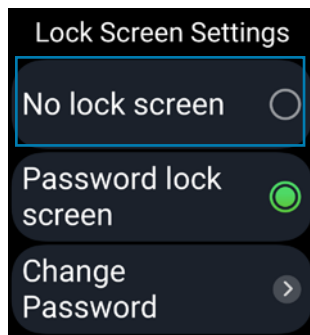


Clear the screen lock

1. Tap **More** > **Lock screen settings**, then select **No lock screen**.
2. Enter the screen unlock password.

If you enter the wrong screen unlock password five times in a row, you will need to wait 5 minutes before trying again.

If you forget your lock screen password, you can tap **Forget password** to contact your parent to unlock the watch. When the parent unlocks it via the **TCL Connect** app, the lock screen password will be cleared.



Settings

Here you can make basic settings for the watch, such as brightness, sound, language, and memory, etc. We have already introduced some functions in other locations, the details are as follows:

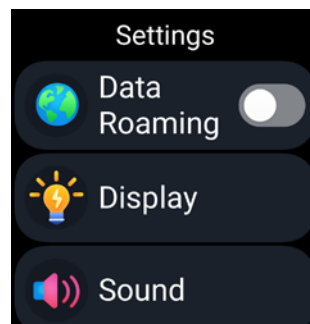
- For setting **Display**, see “Adjust brightness” on page 21 to set the brightness, and “Turn off the watch display” on page 16 to set the turn off the screen.
- For setting **Sound**, see “Adjust sound” on page 20.
- For setting **Language**, see “Set the language” on page 29.
- For setting **Step Rank**, see “Pedometer” on page 39.
- For setting **Game Rank**, see “Hamster” on page 42.
- For setting **Restart**, see “Restart the watch” on page 31.
- For setting **Power off**, see “Turn the watch on and off” on page 7.
- For setting **Reset PIN code**, see “Entering your PIN code” on page 7.
- For setting **Update**, see “Update the watch” on page 32.

Data Roaming

Data roaming is mainly used to maintain a mobile data connection via the local carrier's network when overseas or in areas not covered by your mobile card.

Enabling data roaming will result in changes to data charges. For details, please consult your network service provider.

To enable or disable data roaming, swipe left on the home screen to access the app menu, tap **More > Settings**, then tap the **Data Roaming** switch. It is enabled by default.

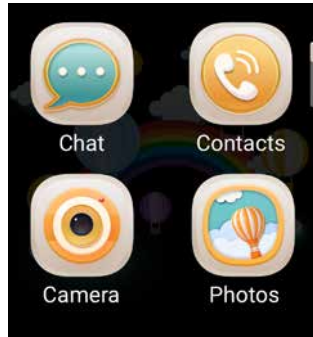


View Switching

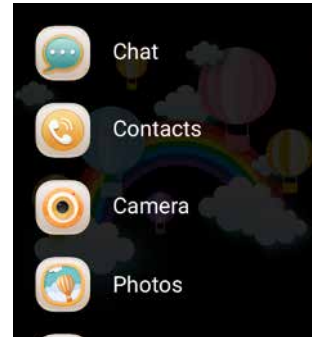
View switching allows you to adjust the order and layout of the app's display according to your personal usage habits.

Adjust view layout:

1. Swipe left on the home screen to access the app menu.
2. Tap **More > Settings > View Switching > Desktop Display**. Select either **Single Column Mode** or **Grid Mode**.



Grid mode



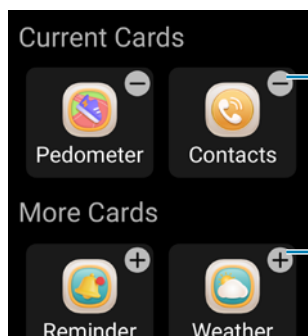
Single Column mode

Set the order of quick cards and app display

1. Swipe left on the home screen to access the app menu.
2. Tap **More** > **Settings** > **View Switching** > **Quick Card**.

For apps in the **Current Cards** list: Swipe left on the home screen, and each app will have its own separate shortcut page.

For apps in the **More Cards** list: Swipe left on the home screen until the apps in the **Current Cards** list are displayed. The apps in this list will be shown in order; scroll up or down to view all of them.



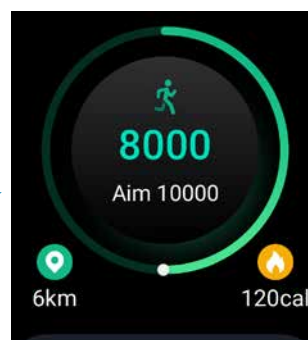
Tap - to move this app to the **More Cards** list; it will be ranked first when moved.

Tap + to move this app to the **Current Cards** list; it will be ranked last when moved.



Home page

swipe left →



Quick card

swipe left →



More cards

VoLTE

VoLTE uses 4G data networks to transmit voice signals. Compared with traditional calls, it enables higher-quality voice communication and supports the simultaneous use of calls and data networks (e.g., using navigation while on a video call).

If the 4G signal in your area is stable, it is recommended to enable it.

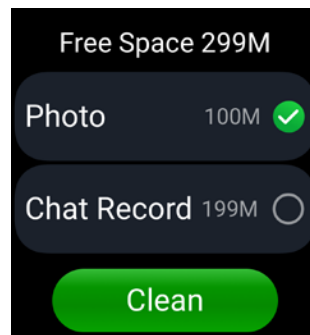
For details, please consult your network service provider.

To enable or disable VoLTE, swipe left on the home screen to access the app menu, tap **More** > **Settings**, then tap the **VoLTE** switch. It is enabled by default.

Watch memory

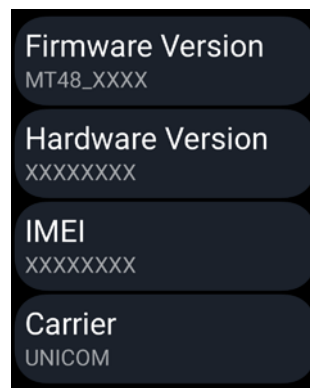
To check the watch memory, swipe left on the home screen to access the app menu, tap **More** > **Settings** > **Watch memory**.

Tap **Clean** to clear the cache or the chat history.



About watch

You can view device information here, including firmware version, hardware version, IMEI and carrier.



Factory reset

A factory reset will delete all data, and it cannot be recovered.

1. Swipe left on the home screen to access the app menu.
2. Tap **More** > **Settings** > **Factory reset**.
3. Enter a random four-digit number as prompted, then tap **OK**.

Your watch will restart and factory reset.

QR code



When pairing, please show your QR code to the administrator or general users.

1. Swipe left on the home screen to access the app menu.
2. Tap **QR code**.

Photo transfer

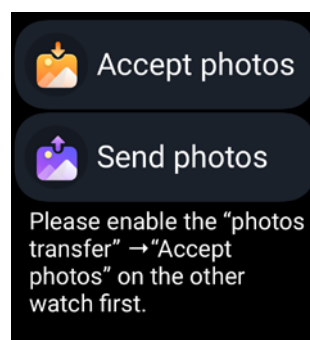


Photo transfer enables watch users to transfer files face-to-face.

1. Swipe left on the home screen to access the app menu.
2. Tap **Photo transfer** > **Next**.
3. Tap **Send photos** to start the transfer; at the same time, the other watch will start receiving the files, with a progress circle displaying the transfer status.

If the transfer fails, please check the following:

- Both watches have the **Photo transfer** function enabled.
- The two watches are kept close to each other (do not move them apart).
- Both watches are connected to an available Wi-Fi network.
- The receiving watch has sufficient storage space.



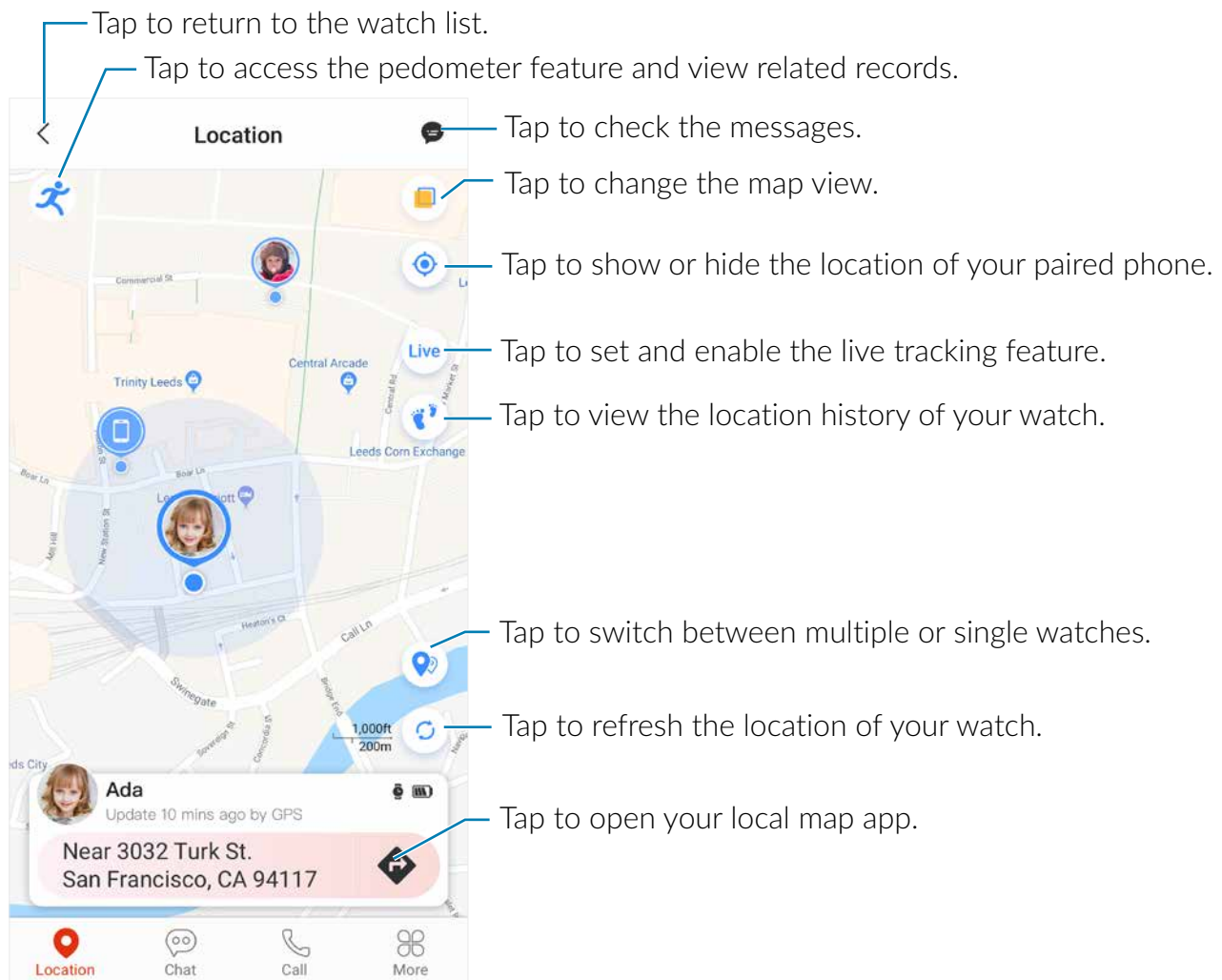
Chapter 4. The TCL Connect app

Use the **TCL Connect** app on your phone to locate the watch, check the activity records, configure settings, and more.

If you are a general user, some features may be unavailable to you.

Location

The **Location** section allows you to quickly locate your TCL watch, track the watch in real time, and more.



Messages

System messages from the watch, including watch dynamic weekly reports, sports information, battery reminders, SOS alerts, friend additions/deletions, and unbinding notifications, etc.

To continue receiving updates about the watch, go to your phone's **Settings > Notifications** and enable notifications for the **TCL Connect** app. Even when your phone is locked or the **TCL Connect** app is running in the background, all updates from the app will be notified via pop-ups. If you don't need pop-up reminders, adjust the settings in **Settings > Notifications** on your

phone.

Tap **Location** >  to review the details.

Weekly report: The latest weekly report is displayed at the top, and you can view previous weekly reports by sliding down.

Live Tracking Mode

Please download the latest TCL Connect app from the Google Play Store or Apple App Store. With Live Tracking enabled, the device continuously monitors and records its position.

Enable/Disable Live Tracking Mode

1. Tap **Location** > Live Tracking button ,
2. Scroll the numbers to set a time period, then tap **Turn on**.
3. Live Tracking will be enabled and the time period countdown will begin.

After the time period has passed, Live Tracking will be disabled automatically.

It also can be disabled manually by tapping the Live Tracking button again.

Please note that Live Tracking may use additional battery power. Make sure your battery is fully charged before activating it.

Chat

Use the **Chat** feature to send and receive texts, photos, videos, and audio messages.

Send and reply to a conversation

In the conversation list, tap the conversation you want to manage.

You can dictate or type your messages. Press and hold the voice button at the bottom to speak and send a voice message. Tap  to send emoji, or tap  to send photos or videos.

Manage a group conversation

For a group conversation, tap  at the upper-right corner to enter the settings page. You can edit the group name, mute the conversation, clear the chat history, and more.

View personal information: Tap other people's avatars in the group conversation to view their personal information.

Read a voice message: Tap a message to play its voice. Unread messages will have red dot indicators.

Delete a message: Press and hold the message and then tap **Delete**.

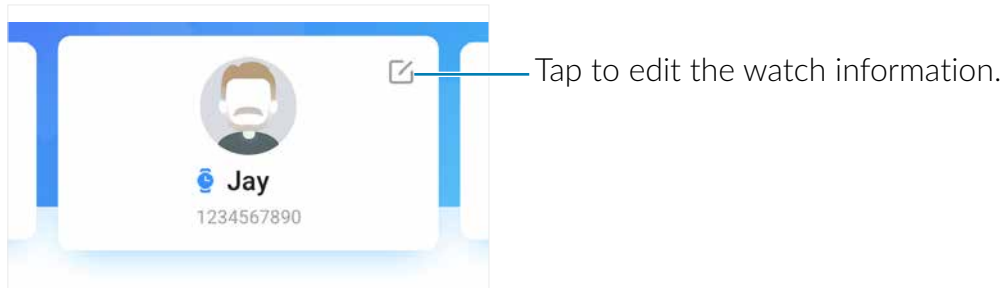
Delete all messages: Press and hold a message, then tap **More**, tap **All** at the bottom left of the screen, and tap the **trash can icon** > **OK**.

Call

You can make a phone call or a video call in the **Call** section.

More

Explore more functions and settings in the **More** section. Some features or functions are only available for the master user. The master user is generally the first person who pairs their phone with the watch.



Bind New Member

Invite your family members or other friends to keep in touch with your kid via the QR code you share. See “Pair the TCL watch with your phone (General user)” on page 11.

Safe Zone

With the **Safe Zone** function enabled, you will be notified when the watch enters or leaves the predetermined area.

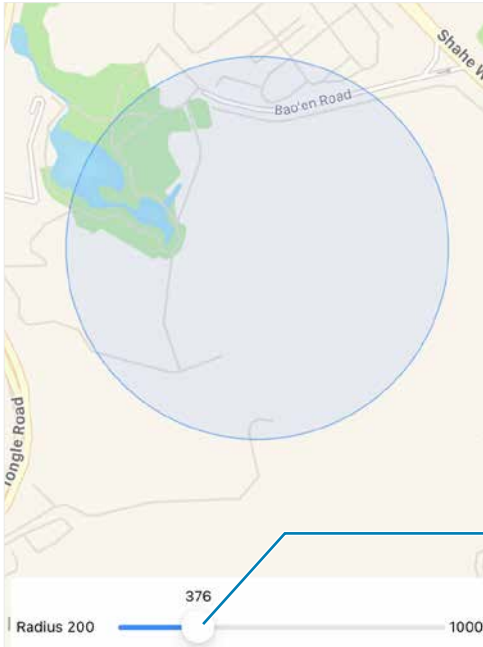
Geofence

Track the location of the watch on a map in real time. To add a geofence, follow these steps:

1. Open the **TCL Connect** app.
2. Select the watch as desired.
3. Tap **More > Safe Zone > Add a safe zone**.
4. Enter a name and address.
5. If the location service of your phone is enabled, your current location appears in the map. To change the location, type a location name in the **Address** field (for example, a street name, city, state or country) or just move the map.
6. Tap **Save**.

There are two Geofence options available.

- Proximity



Drag to define the radius of the geofence.

- Polygon



Drag to create a customized location boundary.

Wi-Fi safe zone

To create a Wi-Fi safe zone, follow these steps:

1. Open the **TCL Connect** app.
2. Select the watch as desired.
3. Tap **More** > **Safe Zone** > **Add a safe zone** > **Wi-Fi safe zone**.
4. Enter a name, and choose a network, then tap **Save**.



NOTE

Enable the Wi-Fi function on the watch before creating a Wi-Fi safe zone.

Watch Contacts

View or manage watch contacts in this feature.

Add a watch contact

As the administrator of the watch, you can add family members to the contacts list in two ways

using the **TCL Connect** app:

a. Using a QR code to add a general user

Select the family watch in the app, then go to **More > Bind New Member**. A QR code will appear on screen.

- If the invited family member is nearby, they can scan it directly using their **TCL Connect** app.
- If the invited family member is not nearby, you can send them the QR code for remote access.

After successful addition, the general user will appear in **Family** list.

b. Add a contact manually

1. Select the family watch in the app, then go to **More > Watch contacts >  > Add manually**.
2. Enter the names, photos, and phone numbers of the invited family members - you can also upload their photos.
3. Tap **Save** to complete.

After successful addition, the contact will appear in **Phone Contacts** list.

General users and contacts have different permission levels:

- General users can obtain real-time location information of the watch, view the watch settings configured by administrators, chat with watch users, join a family chat group (which includes administrators and other general users), and sending messages to other contacts.
- Contacts can only communicate with watch users.



NOTE

Non-administrator contacts accounts have limited permissions compared to administrators. They cannot add other contacts, share QR code, or manage user permissions.

Transferring administrator permissions

To transfer administrator rights to another family member, follow these steps:

1. Open the administrator's **TCL Connect** app.
2. Select the watch as desired.
3. Tap **More > Watch contacts**.
4. Select a member from the family member list to view their details.
5. Tap **Edit**.
6. Tap **Set as Administrator**.
7. Tap **OK**.

Once your administrator privileges are transferred, you will become a regular user.

Manage emergency contacts

Tap **Emergency Contact** to enter the details page. You can select up to three emergency contacts. Tap **Emergency Number** to set a local emergency number, for example 911. The

watch will call the emergency service you set if the emergency contacts don't respond on time.

Edit a watch contact

Tap a contact to view the contact information. Tap  to edit the contact information or delete it.

School Time

With the **School Time** mode enabled, the kid can only access the basic features on the watch, for example making a phone call, viewing the notifications and messages, and checking the weather.

1. Open the **TCL Connect** app.
2. Select the watch as desired.
3. Tap **More** > **School time** > **Add time**.
4. Enter a name, set the school time period and repetition settings, then tap **Save**.

Low Power Mode

When the watch's battery level reaches 20%, it will enter low-power mode and only support checking the time, triggering SOS calls, making and answering calls, and the positioning function.

1. Open the **TCL Connect** app, tap **More** > **Low Power Mode**.
2. Tap the switch to enable or disable this function.

If this function is not enabled, the administrator will receive a reminder to turn on low power mode when the watch reaches 20%.

Reminder

View and manage reminders on the watch in this feature.

- To create a reminder, tap **+** at the upper-right corner.
- To delete a reminder, swipe left over the reminder, then tap **Delete**.

Alarm

Manage alarms on the watch in this feature. To turn the alarm on or off, tap its switch.

- To set an alarm, tap **+** at the upper-right corner, or tap  if you set an alarm for the first time.
- To delete an alarm, swipe left over the alarm, then tap **Delete**.

Pedometer

Keep track of the kid's movement throughout the day, and view the weekly and monthly reports.

Tap  at the upper-right corner to enter the settings page.

Wi-Fi

Manage Wi-Fi networks on the watch in this feature.

- To add a Wi-Fi network, tap **+** at the upper-right corner, or tap **Add** if you add a Wi-Fi network for the first time, then select a Wi-Fi network or tap **More** to add the Wi-Fi network manually.
- To delete a Wi-Fi network, swipe left over the Wi-Fi network, then tap **Delete**.

SMS Whitelist

With the function disabled, the watch will receive messages from all people.

With the function enabled, the watch will only receive messages from the contacts list.

Edit Text Chat

The kid can use these handy phrases to reply to a conversation on the watch.

If you edit the phrases, the changes will sync to the watch immediately.

Scheduled Power On/Off

With the function enabled, the watch will automatically power on or off at a set time.

User Permission

Decide which function or feature the kid can use on the watch.

User Privacy

Decide whether you want to share the kid's location and activity records with those who have paired their phones with the watch.

Time Zone

Manage time format and configure the time zone settings on the watch.

Language

Set the language on the watch in this feature.

Firmware Update

Update the watch firmware for the latest features.

Tap **Download** to update your firmware if a new update is available.

Unpair the Watch

Tap to unpair your phone with the watch.



NOTE

Unpairing the watch will reset the watch to the factory settings.

Location Mode

When the **Automatic Mode** is selected, the location of the watch will be refreshed automatically.

When the **Low Power Mode** is selected, you need to tap the refresh icon  on the map in the **Location** section.

FAQ

Access the frequently asked questions you might have about your watch.

User Manual

View the user manual to get the most out of your watch.

Important safety information

Read all the safety information before using your product. Failure to follow these safety instructions could result in injury, or damage to your product or other property.

Important safety instructions

- Observe signs and notices that prohibit or restrict the use of electronic devices.
- Do not disassemble or attempt to repair your watch yourself. Disassembling the watch may damage it, result in loss of water resistance, or cause injury to you.
- Always handle your watch with care. It contains sensitive electronic components inside, and can be damaged if dropped, burned, punctured, or crushed, or if exposed to excessive heat or liquid.
- Keep your watch clean and dry. Clean your watch regularly with a nonabrasive, lint-free cloth. Do not use liquids or cleaning products. Do not clean the watch while it's charging.
- Your watch is water resistant but not waterproof. Do not expose the device to places or environments with excessive steam (showers, saunas, etc.) or high humidity. It should not be exposed to toiletries or cleaning products (shampoo, soap, etc.) and avoid activities that involve high water pressure (diving, water sports, etc.).
- Never apply excessive pressure to a button on the watch, or force a charging connector or a SIM card into a port, because this may cause damage that is not covered under the warranty.

Hearing loss

Listening to sound at high volume may cause permanent hearing loss.



WARNING: To prevent possible hearing damage, do not listen at high volume levels for long periods.

Medical device interference

Your watch contains magnets which may interfere with medical devices such as pacemakers, defibrillators, or other medical devices. If you are a user of any of these medical devices, consult your physician for information specific to your medical device and whether you need to maintain a safe distance of separation between your medical device and the watch.

Skin irritation

This watch is made of materials commonly used in wearable consumer electronic items. However, some people may develop skin irritation due to allergies or sensitivities. If you have known skin sensitivities, please take special care when wearing the watch.

Clean your watch regularly. Discontinue use if you experience rash, redness, itchiness, or any other irritation or discomfort on your skin around, or beneath, the watch. Consult your physician if irritation persists.

Choking hazard

Your watch and its accessories may present a choking hazard or cause other injury to small children. Keep them away from small children.

Charging

Charge the watch with the supplied Pogo pin cable. Only charge with an adapter that is compliant with the applicable international and regional safety standards. The recommended output voltage/current of the adapter is 5 V DC/1 A, and the adapter shall be CE-approved. Charging with other adapters could cause damage to the watch or pose a risk of injury or death. It is important to keep your watch and the adapter in a well-ventilated area when charging. Don't use damaged cables or chargers.

Battery

Do not attempt to replace the watch batteries yourself. You may damage the batteries, which could cause overheating and injury. The batteries in your watch should be serviced only by an authorized service provider.

Batteries must be recycled or disposed of separately from household waste. Don't incinerate the batteries. Check your country's local waste regulations for the proper disposal of electronic products.

Operating temperature

Your watch is designed to work and be stored in ambient temperatures between -20 °C and 55 °C (-4 °F and 131 °F). Your watch can be damaged and battery life shortened if stored or operated outside of these temperature ranges. Avoid exposing the watch to dramatic changes in temperature or humidity.

Regulatory compliance information

This section introduces regulatory information, certification, and compliance information specific to your product.

Electromagnetic fields (EMF)

This product complies with all applicable standards and regulations regarding exposure to electromagnetic fields.

European Union compliance



Hereby, TCL Communication Ltd. declares that the radio equipment of type TCL MT48X/MT48EX is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: https://www.tcl.com/global/en/EC_DOC

Disposal and recycling information

At TCL, we continually strive to improve our operations and products, and minimize our impact on the environment.



This symbol on your device and/or its accessories indicates that this device should not be disposed of with household waste. When this device reaches its end of life, take it to a collection point designated by local authorities. For more detailed information about device recycling, contact your local authorities, household waste disposal centers, or retail stores.

The separate collection and recycling of your device and/or its accessories at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

General information

- **Internet address:** www.tcl.com

- **Service Hotline and Repair Center:** Go to our website <https://www.tcl.com/global/en/support-mobile> to find your local hotline number and authorized repair center for your country.

You can also access the hotline through the **TCL Connect** app: Go to **More > Contact Us > Hotline**.

To submit feedback, follow these steps in the **TCL Connect** app: Go to **More > Contact Us > Feedback** to share your comments.

Our customer service team will promptly address your inquiries and concerns.

- **Full User Manual:** Please go to www.tcl.com to download the full user manual of your device. On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by email to ask any questions you may have.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong.

Troubleshooting

If you encounter problems while using the product, use the troubleshooting information to help determine the problem and find possible solutions.

General problems

Problem	Solution
I can't obtain the location of the watch.	• For MT48X, ensure the SIM card is inserted correctly into the watch. For MT48EX, ensure the eSIM has been activated. • Check if the watch is connected to the cellular network. • Check if the watch is in arrears. • If the problem persists, restart the watch by pressing the side button for 15 seconds.
I can't charge the watch.	• Make sure you are using the supplied Pogo PIN cable. • Make sure the Pogo pins of the watch is clean. • If the problem persists, restart the watch by pressing the side button for 15 seconds.
I can't pair the watch with my phone.	• For MT48X, ensure the SIM card is inserted correctly into the watch. For MT48EX, ensure the eSIM has been activated. • Check if the watch is connected to the cellular network. • Check if the watch is in arrears. • If the problem persists, restart the watch by pressing the side button for 15 seconds.
Where can I find the QR code of the watch?	• If the watch has not been paired yet, swipe left on the home screen of the watch and tap one of the function apps (such as Contacts or Chats) to access the QR code. • Swipe left on the home screen to access the app menu, scroll down and tap QR code.
Where can I find the IMEI number?	• It is printed on the back cover of the watch. • If the watch has not been paired yet, swipe left on the home screen of the watch and tap one of the function apps (such as Contacts or Chats) to access the QR code page. The IMEI number is under the QR code. • Swipe left on the home screen to access the app menu, scroll down and tap QR code. The IMEI number is under the QR code. • Swipe left on the home screen of the watch to access the app menu. Then, scroll down and navigate to More > Settings > About watch to get the IMEI number.

Problem	Solution
What do administrator, general users, and contacts mean? What are their respective permissions?	Administrator: • The initial user who pairs the watch with their account. • Permissions include managing the watch (e.g., binding a new number, setting safe zones, adding contacts, setting school time, etc.). General users: • A person who pairs their account with the watch by scanning a shared QR code. • Permissions are limited to viewing safe zones, watch contacts, and school time. Contacts: • People added to the watch contacts via phone numbers. • Permissions are limited to making calls to the watch.

Function problems

Problem	Solution
How to add a watch contact?	To add a watch contact, follow these steps: 1. Open the TCL Connect app on your phone. 2. Select the watch as desired. 3. Tap More > Watch Contacts. 4. Tap  at the upper-right corner to add a contact manually or by sharing QR code.
How to set an alarm?	To set an alarm on the watch, follow these steps: 1. Swipe left on the home screen to access the app menu. 2. Tap More > Alarm, then tap . 3. Tap Time, scroll the numbers to set the time, then tap Save. 4. Tap Repeat, choose the days of the week to set the repeat option, then tap Save. 5. Tap Finish. To set an alarm on the phone, follow these steps: 1. Open the TCL Connect app on your phone. 2. Select the watch as desired. 3. Tap More > Clock. 4. Tap  at the upper-right corner, or tap  if you set an alarm for the first time.
How to add a Geofence?	To add a Geofence, follow these steps: 1. Open the TCL Connect app on your phone. 2. Select the watch as desired. 3. Tap More > Safe Zone > Add a safe zone > Geofence. 4. Enter a name and address. 5. If the location service of your phone is enabled, your current location appears in the map. To change the location, type a location name in the Address field (for example, a street name, city, state or country) or just move the map. 6. Tap Save.

Problem	Solution
How to add a Wi-Fi safe zone?	To create a Wi-Fi safe zone, follow these steps: 1. Open the TCL Connect app on your phone. 2. Select the watch as desired. 3. Tap More > Safe Zone > Add a safe zone > Wi-Fi safe zone. 4. Enter a name, and choose a network, then tap Save.
How to set a reminder?	To set a reminder, follow these steps: 1. Open the TCL Connect app on your phone. 2. Select the watch as desired. 3. Tap More > Reminder. 4. Tap + at the upper-right corner.