DISPLAY
GREATNESS

TCL onetouch
4021

For more information on how to use the phone, please go to tcl.com and download the complete user manual. The website will also provide you with answers to frequently asked questions.

Note:

This is a user manual for TCL T301P/T301Q

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your phone or specific operator services.

Help

Refer to the following resources to get more FAQ, software, and service information.

Consulting FAQ

Go to www.tcl.com/global/en/service-support-mobile/faq.html

Finding your serial number or IMEI

You can find your serial number or International Mobile Equipment Identity (IMEI) on the packaging materials. Or, on the phone, press *#06#. or **Settings > Regulatory & safety > IMEI.**

Obtaining warranty service

First follow the advice in this guide or go to www.tcl.com/global/en/service-support-mobile.html. Then check hotlines and repair centre information through www.tcl.com/global/en/service-support-mobile/hotline&service-center.html

Viewing legal information

On the phone, go to **Settings > About > Privacy and User Terms**

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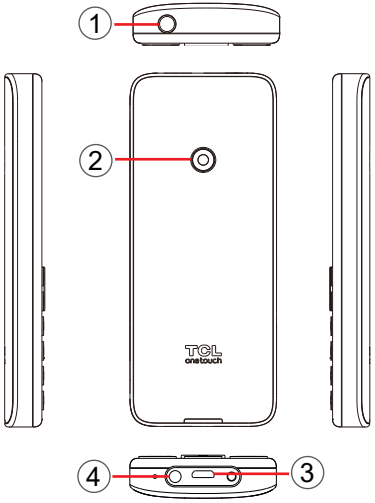
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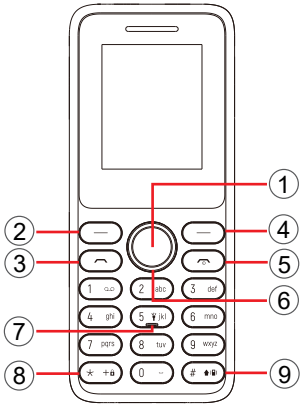
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1 Your mobile.....

1.1 Keys and connectors



1. Torch
2. Camera
3. USB port
4. Headset connector



1. OK key
   - Confirm an option (press the middle of the key)
   - Press: access to the app list (Home screen)
2. Left soft key (OK key)
   - Press: access to Contacts
3. Call key
   - Pick up/send a call
   - Press: enter call log (from Idle screen)
4. Right soft key (Back key)
   - Press: access to the app list (Home screen)
5. End key

- Return to home screen
- Press: end a call

6. Navigation key
- Move to top, bottom, left or right menus.
- Press (from Idle screen):
- Up: to access Call logs
- Down: to access Call
- Right: to access Profiles
- Left: to access Create new SMS

7. “5” key
- In idle screen:
- Press: Input "5"
- Long press: switch on/off the torch

8. “*” key
- In idle screen
- Press: Input “*”
- Long press: lock screen
- In Edit mode:
- Press: insert symbols, the"+, p, w" character will appear when you press“*” key continuously.

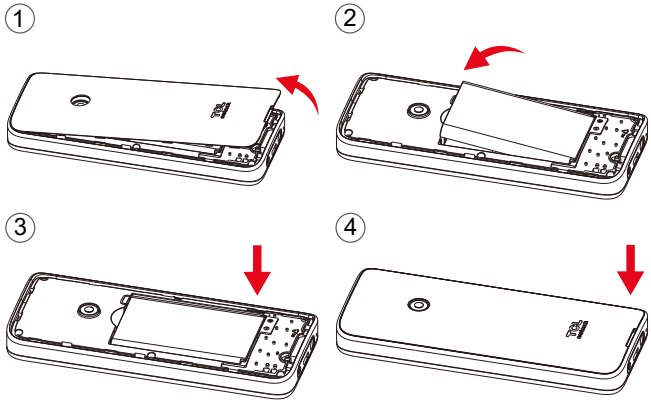
9. “#” key
- Idle screen

- Press: Input "#"
- Long press: Vibrate mode on/off
- In edit mode
- Press: change the input method

1.2 Getting started

1.2.1 Set up

Removing the back cover and installing the battery



Inserting or removing the SIM/micro SD card

Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press it and slide it out.

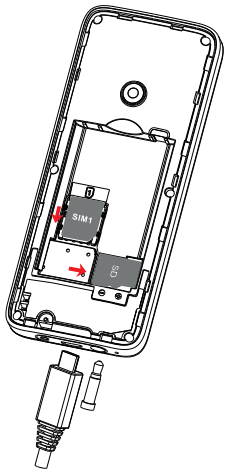
Power off your phone before inserting or removing the SIM/micro SD card.

Charging the battery

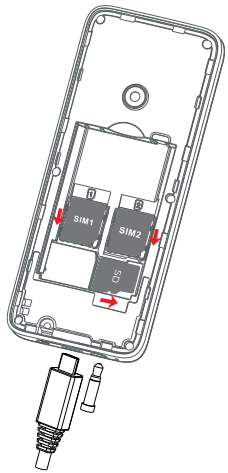
Connect the battery charger to your phone and plug into the socket.

- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).

T301Q:



T301P:



To reduce power consumption and energy waste, disconnect your charger when the battery is fully charged; switch off Bluetooth. In Settings you can also lower the brightness of the screen, and shorten the length of time before the screen goes to sleep.

1.2.2 Power on your phone

To turn your phone on, hold down the **End** key until the phone powers on. It will take a few seconds before the screen lights up. Press **Left soft key** to unlock your phone.

Even if no SIM card is installed, your phone will still power on and you will be able to use some of the phone's features.

1.2.3 Power off your phone

To turn your phone off, hold down the **End** key.

1.3 Home screen(1)

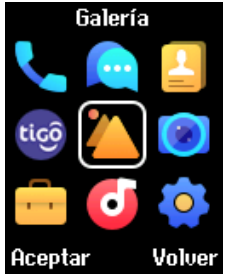


1 Status bar

- Status/Notifications

1.4 App list

Press the **Right soft key** or **OK key** from the Home screen to access the App list.



(1) Depending on the device you purchased.

1.4.1 Status bar (1)

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

	New message or multimedia message		No SIM card installed
	Silent mode		Alarm is set
	SD card installed		Bluetooth is on
	Level of network reception		Headset connected

1.4.2 Change Home screen wallpaper

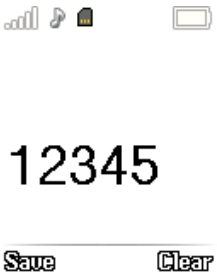
- From the Home screen, press the **OK key**, select the **Settings** icon, and then press the **Navigation key** to select **Phone settings > Display > Wallpaper.**
- Select a new image from **System** or **User defined** and press the **Left soft key** to save. Exit and the new image will then be displayed on your Home screen.

(1) The icons and illustrations in this guide are provided for information purposes only.

2 Call logs .....

2.1 Making a call

Dial the desired number, press the **Call key** to place the call, or press the **Right soft key** to select a contact from **Contacts**. Use the up or down action of the **Navigation key** to select the desired contact and press the **Call key**. If you make a mistake, you can delete the incorrect digits by pressing the **Right soft key.** To hang up the call, press the **End key**.



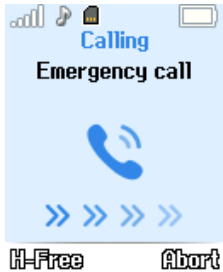
International call

To dial an international call, press * twice to enter "+", then enter the international country prefix followed by the full phone number and finally press the **Call key**.

Emergency call

If your phone has network coverage, dial the emergency number and press the **Call key** to make an emergency call.

2.2 Answer or decline a call



When you receive a call:

- Press the **Left soft key** or **Call key** to answer.
- Press the **Right soft key** or **End key** to decline.

2.3 Accessing voicemail (1)

- Press and hold 1 to call voicemail.
- Follow the prompts to set up your voicemail account.

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

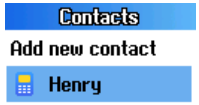
3 Contacts .....

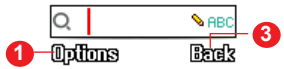
3.1 Consult your Contacts

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

You can access this function by:

- pressing the **OK key** from the Home screen and select **Contacts**.
- pressing the **Left soft key** from the Home screen.

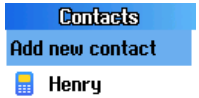


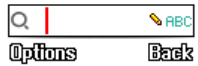


1. Press the **Left soft key** to access more options.
2. Press the **OK key** to enter contact details.
3. Press the **Right soft key** to return to the App list.

3.2 Adding a contact

In your contacts list screen, select **Add new contacts** to add new contacts with detailed information.

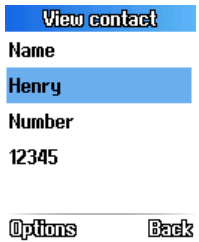




When finished, press the **Left soft key** to save.

3.3 Editing your contacts

Select a contact, press the **OK key** to access **Details**, select **Options** > **Edit**, and press the **OK key** to edit.



3.4 Deleting a contact

In your contacts list screen, press the **Left soft key** to access **Options**, select **Delete**, and press the **OK key** to delete.

3.5 Available options

From the contact list, you can access the following options:

View

View the contact details.

Send a text message

Send an SMS to a contact you've selected from **Contacts**.

Edit

Edit the contact you've selected.

Delete

Delete the contact you've selected.

Copy

Copy the contact you've selected to phone or to your SIM card.

Phonebook settings

1. Memory status

Review the memory status of your phone and SIM card.

2. Delete all

Delete all the contacts from your phone or SIM card.

4 Tools .....

4.1 Alarm

Your phone has a built-in alarm clock with snooze feature. You can set up to five alarms with different wake-up times.

4.2 Clock

The first clock displays the time based on your location when you set up your phone. You can choose other cities to show the time in their time zones.

4.3 Torch

Turn on/off the torch.

4.4 Bluetooth

You can exchange data, such as video, images, and audio, with other Bluetooth supported devices within a limited range after pairing.

4.5 Calculator

Press the up, down, left, right and OK key to select "+, -, ×, ÷" and "=" respectively.

4.6 Calendar

Once you enter this menu, there is a monthly-view calendar for you to view the date. Press the Left soft key and select Options to Jump to date Start of week or Go to today.

4.7 Recorder

Use this function to record audio files. The phone supports AMR. When completed, the file will be stored in Audio automatically.

4.8 My Files

Your phone provides internal storage space for you to manage files and also supports a micro SD card. The contents of the micro SD card are editable. You can create a new folder and delete, edit, and view the details and files it contains.

4.9 Call Filter

You can set your blacklist in this menu.

4.10 Convert

Convert supports weight conversion and length conversion.

5 Messages .....

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

5.1 Write messages

- From the Home screen, press the **OK key** and select **Messages**.
- Press **Create new SMS** to write text messages.
- When finished, press **Left soft key** to select **Options** > **Send to**, select **Enter number** or **Add from Contacts** to add recipients.



5.2 How to type a message

When in edit mode, the default input method is English. You can press the Keypad to change the input method to access numbers 1,2,3... or long press the corresponding key to get the number you want.

You can enter text using predictive text input, or press # to set your desired text input.

- For normal text input, press a number key, 2-9, repeatedly until the desired character is displayed. If the next letter you want is located on the same key as the present one, press the key repeatedly until the next cursor is displayed.
- Press the # key to switch between "abc--> ABC--> Abc--> 123" modes.
- To insert a punctuation mark or special character, press the * key.
- If you want to delete any previously typed letters or symbols, press the **Right soft key** to delete them one by one.

6 Camera .....

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

6.1 Camera

To access this function, press the **Centre soft key** from the Home screen and select **Camera**.

To take a picture

The screen acts as the viewfinder. Position the object or landscape in the viewfinder, and press the **Centre soft key** to take pictures,press **save** or **clear to save/ Clear the photo.**

6.2 Video

To shoot a video

- Press the **Left soft key** to switch to Video mode from Camera mode.
- Press the **Centre soft key** to shoot a video.
- When finished, press the **Right soft key**, it will be automatically saved. You can view the file by pressing **Gallery** in the app list.

7 Gallery .....



Gallery acts as a media player for you to view photos and play videos. In addition, a set of further operations to pictures and videos are available for selection.

To view the photos or videos you have taken, To access this function, press the **OK key** from the Home screen and select **Gallery.**

8 Settings .....



To access this function, press the **OK key** from the Home screen and select **Settings**.

8.1 Profiles

With this menu, you can set the sound mode to **General, Silent, Meeting, outdoor** or **Headset.**

8.2 Phone settings

- **Time & date**

It allows you to modify date and time settings, including 12/24h format and date format (Year-Mon-Day/Mon-Day-Year/Day-Mon-Year). You can also

choose to update the time display automatically by selecting **Phone settings > Auto update time**.

- **Language**

You can choose **display language** in this menu.

- **Writing languages**

You can choose input languages in this menu.

- **Display**

This function allows you to select Wallpaper settings, Power on display settings, Power off display settings, Auto keypad lock, LCD backlight, Show date and time and Keypad light time.

- **Dedicated keys**

You can set the function of “up” “Down” “Left” ”Right” keys.

- **Auto update time.**

This function allows you to update the time display automatically

- **Flight mode**

You can choose normal mode or flight mode in this menu.

- **Font size**

You can set font size in this menu.

8.3 Security settings

1. Phone Security

- **Phone locked**

An unlock code is requested each time the phone is powered on.

- **Modify the phone password**

Change the phone's password (the initial one is 1234).

2. Lock keypad by end-key

After enabling this function, you can press End Key to lock the screen.

8.4 Network settings

Network connection can be switched between **Automatic** and **Manual**.

8.5 Dual SIM settings

You can set Standby.

8.6 Call settings

You can activate/deactivate Auto redial, Call time reminder, Connect notice, set Answer mode and **Speed dial** in this menu.

8.7 Restore settings

Make the phone’s settings return to their default values. End-user data will be erased. Enter the default password 1234 to confirm restore and reboot.

8.8 Regulatory & Safety

View information about your phone, such as Product Model, Manufacturer Name, IMEI, CU Reference, etc.

8.9 About

You can view Privacy and User Terms.

9 Troubleshooting .....

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

- You are advised to fully charge the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.

and carry out the following checks:

My phone can't be switched on or is frozen

- Check the battery contacts, remove and reinstall your battery, then turn your phone on.
- Check the battery power level, charge for at least 20 minutes.

My phone has not responded for several minutes

- Restart your phone by pressing and holding the **End key**.
- Remove the battery and re-insert it, then restart the phone.

My phone turns off by itself

- Check whether your phone is locked when not in use, and make sure you don't accidentally turn off your phone when locking it by pressing the **End key**.
- Check the battery charge level.

My phone can't charge properly

- Make sure you are using a **TCL** battery and the charger from the box.
- Make sure your battery is inserted properl. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C to +40°C).
- When abroad, check that the voltage input is compatible.

My phone can't connect to a network or "No service" is displayed

- Try connecting in another location.
- Verify the network coverage with your operator.
- Check with your operator that your SIM card is valid.
- Try selecting the available network(s) manually.
- Try connecting at a later time if the network is overloaded.

My phone can't connect to the Internet

- Make sure that the internet access service of your SIM card is available.
- Check your phone's Internet connection settings.
- Make sure you are in a place with network coverage.

- Try connecting at a later time or another location.

Invalid SIM card

- Make sure the SIM card has been correctly inserted.
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls

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

Unable to receive incoming calls

- Make sure your phone is switched on and connected to a network (check if the network is overloaded or unavailable).
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.

- Make sure that your phone is not in flight mode.

The caller's name/number does not appear when a call is received

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

I can't find my contacts

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

The sound quality of the calls is poor

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

I am unable to use the features described in the manual

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

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

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

I am unable to add a contact to my contacts

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

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability.

I can't access my voicemail

- Make sure your operator's voicemail number is correctly entered.
- Try later if the network is busy.

SIM card PIN locked

- Contact your network operator to obtain the PUK code (Personal Unblocking Key).

The phone can't be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

How to ensure water resistance of the device?

- **Battery Cover Waterproof Ring**: before installing the provided battery cover, make sure that the waterproof ring is flat and secure within the cover so that it does not easily fall out.
- **Battery Cover Screws**: ensure that the screws cannot be tightened any further.
- **Waterproof Silicone Stopper**: make sure that this is pressed tightly against the device.

How can I transfer data between my phone and PC?

- If you want to transfer data between a memory card/ SD card and your PC, connect your phone to the PC via the user data cable and select "SD card" on your phone. You will then be able to transfer data between the two locations.

10 Specifications .....

Platform	MTK 6261D
Memory	32MB ROM + 4MB RAM
Dimensions (LxWxT)	114x47.28x12.7mm
Weight	76g
Display	1.77 inch main LCD screen
Network	GSM 850/900/1800/1900
Connectivity	• Bluetooth 2.1 • 3.5 mm audio jack • micro-USB
Camera	• 0.08MP
Audio supported formats	MIDI, AMR, WAV,MP3
Video supported formats	MJPG, AVI

Battery	Capacity: 1000 mAh
Expansion Slot	microSD ™ memory card (Availability of microSD card depends on market)

Note: Specifications are subject to change without prior notice.

11 Accessories .....

Standard accessories

- Battery
- Charger
- Quick Start Guide

Only use the TCL batteries, chargers, and accessories along with your device.

12 Licences .....

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TCL T301P/T301Q Bluetooth Declaration ID D032966
