

**DISPL  AY
GREATNESS**

TCL onetouch
4041

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 T311A/T311E

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.

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 / Settings > Privacy and User Terms⁽¹⁾**.

⁽¹⁾ Depending on the device you purchased.

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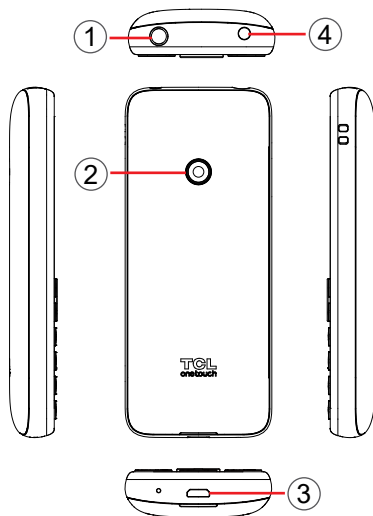
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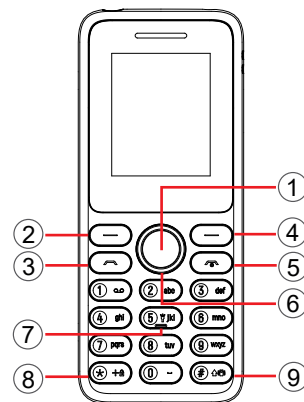
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1 Your mobile

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 (from Home screen)
2. Left soft key (OK key)
 - Confirm an option
 - Press: access to the app list (from Home screen)
3. Call key
 - Pick up/send a call
 - Press: enter call log (from Home screen)
4. Right soft key (Back key)
 - Press: access to Contacts (from 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 Message
- Down: to access Camera
- Right: to access Phone/My files/Entertainment⁽¹⁾
- Left: to access Tools

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

9. "#" key

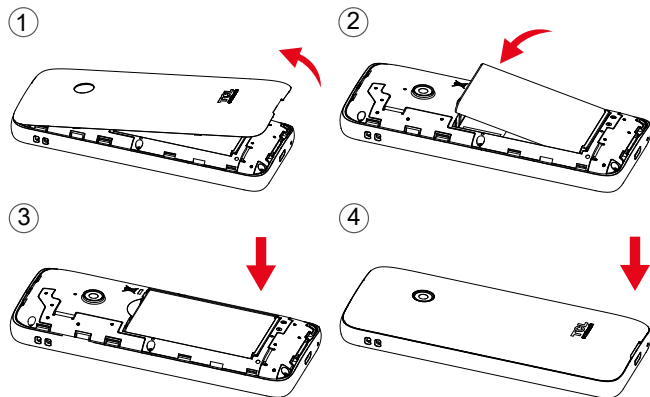
- Idle screen
- Press: Input "#"
- Long press: Vibrate mode on/off
- In edit mode
- Press: Enter method settings

⁽¹⁾ Depending on the device you purchased.

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.

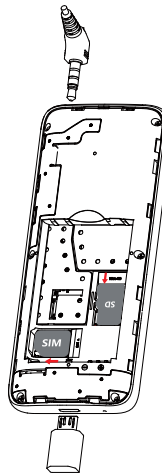
Charging the battery

Connect the battery charger to your phone and plug

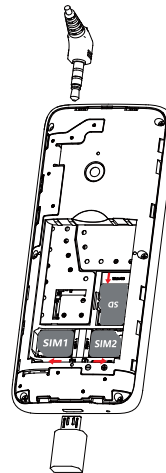
into the socket.

- 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).

T311A:



T311E:



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

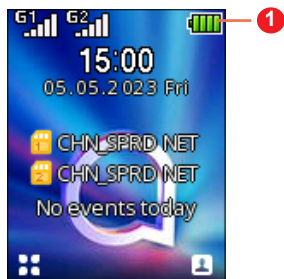
To turn your phone on, hold down the **End** key until the phone powers on. It will take a few seconds before the screen lights up. Long press/Press⁽¹⁾ **Left soft key** to unlock your phone.

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



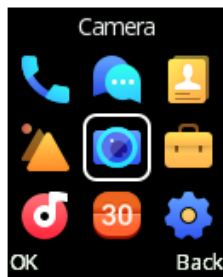
1 Status bar

- Status/Notifications

⁽¹⁾ Depending on the device you purchased.

1.4 App list

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



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
	Level of network reception		Bluetooth is on
	Headset connected		

1.4.2 Change Home screen wallpaper

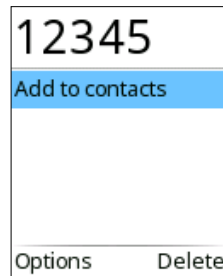
- From the Home screen, press the **OK key**, select the **Settings** icon , and then press the **Navigation key** to select **Display > Wallpaper settings**.
- Select a new image from **Gallery** or **User defined** and press the **Left soft key** and then choose **Set as Wallpaper**. Exit and the new 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**.



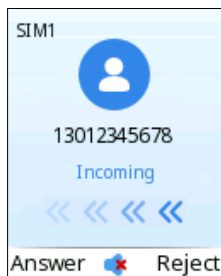
International call

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.

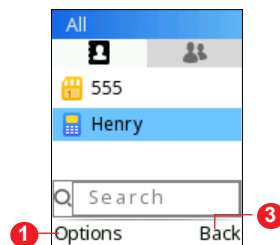
3 Contacts

3.1 Consult your Contacts

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

You can access this function by:

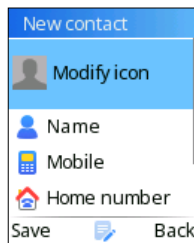
- pressing the **OK key** from the Home screen and select **Contacts**.
- pressing the **Right soft key** from the Home screen.



- 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 or Home screen.

3.2 Adding a contact

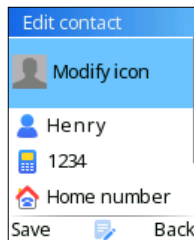
In your contacts list screen, select **Options** > **New** to add new contacts with detailed information.



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:

New

Create a new contact on your Phone or SIM.

Write message

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

Call

Make a call to the selected contact.

Delete

Delete the contact you've selected.

Delete multiple

Delete one or more contacts at a time.

Import/ Export

- Import contacts

Import contacts to your phone.

- Export contacts

Export contacts from your phone or SIM card.

Send vCard

Send a contact via SMS/MMS/Bluetooth.

Others

- Speed dial

Set one or more speed dial contacts at a time.

- Memory status

Review the memory status of your phone and SIM card.

- Own number

Set Name and Mobile of your own.

- Service number

4 Tools

4.1 Alarm

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

4.2 Clock

The first clock displays the time based on your location when you insert your SIM card. 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 Centre soft key to select "+, -, ×, ÷" and "=" respectively.

4.6 Recorder

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

4.7 Call Filter

You can set your blacklist in this menu.

4.8 Convert

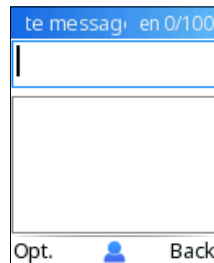
Convert supports weight conversion and length conversion.

5 Message

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

5.1 Write message

- From the Home screen, press the **OK key** and select **Message**.
- Enter the phone number of the recipient in the **To** bar or press the **Centre soft key** to add recipients.
- Press the **Message** bar to enter the text of the message.
- When finished, press **Left soft key** to select **Options** > **Send** to send your messages.



5.2 Send a multimedia message⁽¹⁾

MMS enables you to send video clips, images, photos, contacts and sounds. From the Message screen, select **Options** > **Add** and select the attachment.

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

5.3 How to type a message

When in edit mode, 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 choose Abc/abc/ABC/123 modes or write language.
- 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.

⁽¹⁾ Depending on the device you purchased.

Settings

- SIM1/SIM2 Message centre

You can view your message centre number here.

- Message validity period

You can set your message validity period as 1 hour, 6 hours, 24 hours, 72 hours, 1 week or Maximum.

- Status report

You can choose to enable or disable status reports.

- Reply path

Mark the checkbox to enable reply path.

- Coding management

You can set the character code as GSM-7 bit coding, UCS2 coding or Auto.

- Save sent messages

You can choose to save or not save the sent messages.

- Preferred storage

Set the path for the location of your saved messages.

- Export SMS

Set the SMS path you want to export from.

- Auto signature

Select to apply an auto signature to your messages.

- Signature

Input your signature.

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 **Left soft key** to save.

6.2 Video

To shoot a video

- Press the **Left soft key** and choose DV mode to switch to Video mode from Camera mode.
- Press the **Centre soft key** to shoot a video.
- When finished, press the **Left 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 Call settings

• Dual-SIM

you can set Standby mode, Reply by original SIM or Set SIM name in this manu.

• Call forwarding

You can activate, cancel or verify the status of call forwarding to voicemail or to a specified number.

• Call waiting

Activate/Deactivate the notification of a second

incoming call by a beep. You can also check the status of waiting calls.

- **Call barred**

The following configurations are possible:

All outgoing calls

All outgoing calls are barred.

All incoming calls

All incoming calls are barred.

Incoming calls when roaming

All incoming calls are barred when roaming.

ISD calling

All ISD calls are barred.

Dial when INTL roaming

Outgoing international calls except those to your country of subscription are barred.

Cancel all barring

Deactivate all call barring.

- **Hide ID**

You can choose to hide ID, show your number or display ID by network.

- **Others**

You can activate/deactivate **Call time minute reminder**, **Reply SMS after reject** and **Auto record voice call** in this menu.

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 settings**

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

- **Auto power on/off**

You can set the power on/off times using this function.

- **Power management**

You can see battery power in this manu.

- **Restore factory 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.

8.3 Display

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

8.4 Security

You can protect your phone by activating and changing the PIN and password, its initial one is 1234.

This feature also allows you to lock your phone by activating the PIN2 for Fixed dial number.

- **PIN**

The SIM card protection code is requested each time the phone is powered on.

- **Modify PIN2**

A protection code for certain SIM card features (FDN) will be requested if you attempt to access the card when the code is activated. Select to update it with a new one (between 4 and 8 digits).

- **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).

- **Privacy**

This allows applications to be locked. Enter the password, (the initial one is 1234) and mark the checkbox to activate the lock for Call logs, Message, Camera, Contacts, My files, Calendar, USB, Audio player, and Video player.

- **Auto keypad lock**

You can activate/deactivate the Auto keypad lock and set a time for it.

- **Lock screen by end-key**

You can set lock screen by end-key

- **Fixed dial number**

This allows the phone to be "locked" so that it can only dial certain numbers, or numbers with certain prefixes. To activate this function, a PIN2 code is mandatory.

8.5 Profiles

With this menu, you can set the sound mode to **Normal**, **Silent**, **Meeting** or **Flight** mode.

8.6 Network settings

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

8.7 connectivity

You can set Data Accounts, Data Roaming, Data connection, prefer SIM card in this manu.

8.8 Regulatory & Safety

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

8.9 Check for updateds

If you want to update the system, select check for updates and when that's finished, your phone will have the latest version of the software.

8.10 About

You can view Privacy and User Terms.

9 Calendar 30

To access Calendar, from the Home screen, press OK key, then select Calendar from App list.

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.

10 My files

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

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

11 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 properly. 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.

12 Specifications

OS	Mocor (RTOS)
Memory	128MB ROM + 48MB RAM
Dimensions (LxWxT)	114.8*48.12*14.65 mm
Weight	80g
Display	1.77 inch main LCD screen
Network	• GSM 850/900/1800/1900 • UMTS B1/2/4/5/8 • LTE: B1/2/3/4/5/7/8/13/28/40
Connectivity	• Bluetooth 5.0 • 3.5 mm audio jack • micro-USB
Camera	• 0.08MP
Audio supported formats	AMR-NB, AMR-WB, MID

Video supported formats	3gp, MJPG
Battery	Capacity: 1030 mAh
Expansion Slot	Dual SIMs + SD card

Note: Specifications are subject to change without prior notice.

13 Accessories

Standard accessories

- Battery
- Charger
- Quick Start Guide



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

14 Licences



The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCL Communication Ltd. and its affiliates is under licence. Other trademarks and trade names are those of their respective owners.

**TCL T311A/T311E Bluetooth Declaration
ID D049911**
