

**TCL** onetouch  
5023

## Note:

This is a user manual for TCL T303D.

here 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 and service information.

### Consulting FAQ

Go to [www.tcl.com/global/en/service-support-mobile/faq.html](http://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 <https://www.tcl.com/global/en/mobile-support.html>. Then check hotlines and repair centre information.

For more information about limited warranty, please go to <https://www.tcl.com/global/en/warranty>

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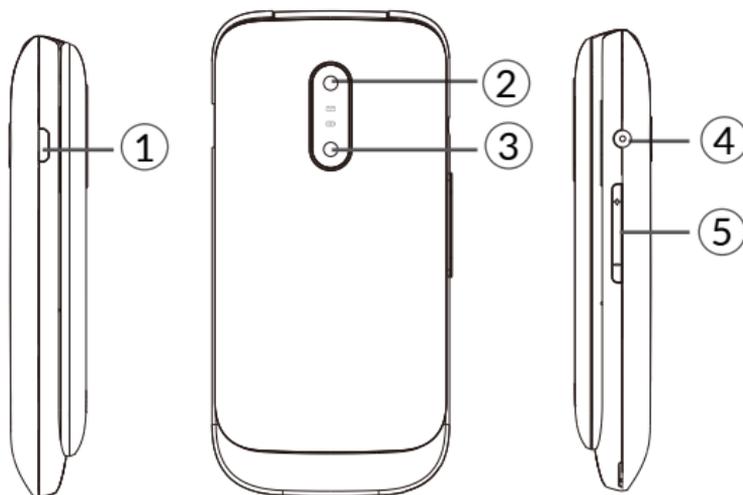
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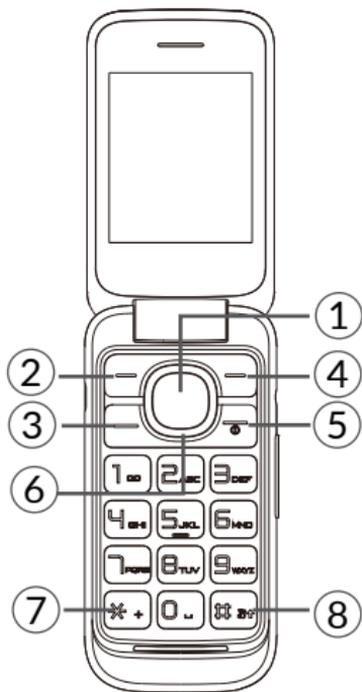
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# 1 Your mobile.....

## 1.1 Keys and connectors



1. USB port
2. Camera
3. Torch
4. Headset connector
5. Volume up/down key



#### 1. Centre soft key

- Confirm an option (press the middle of the key)
- Press: access to the app list (Home screen)

#### 2. Left soft key

- Unlock keypad
- Access to the app list (Home screen)

#### 3. Call key

- Pick up/send a call
- Press: enter call log (from Idle screen)

#### 4. Right soft key

## 5. End key

- Return to Home screen, or close a dialog box or options menu.
- Press: end a call

## 6. Navigation key

- Move to top, bottom, left or right menus.

Press (from Idle screen):

- Up: to access Profiles
- Down: to access Calendar
- Right: to access Call Logs
- Left: to access Alarm

## 7. "\*" key

In idle screen

- Press: Input "\*"
- Long press: Switch between "+/P/W"

In Edit mode:

- Press: Access to symbol table

## 8. "#" key

Idle screen

- Press: Input "#"
- Long press: activate/deactivate the silent

In edit mode:

- Change the input method

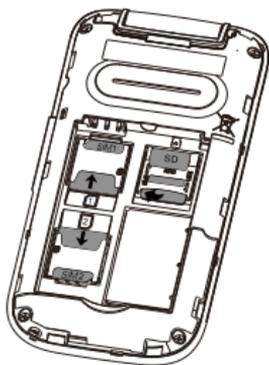
## 1.2 Getting started

### 1.2.1 Set up

#### Inserting or removing the SIM/microSD 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/microSD card.

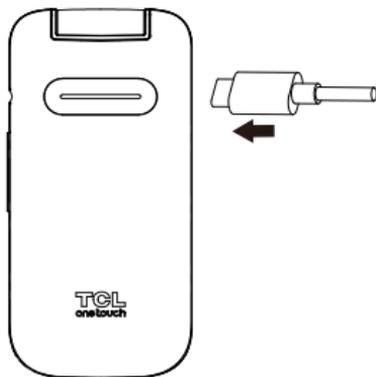


#### Charging the battery

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).



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. If you've set up a screen lock in Settings, you will need to unlock your phone using a password before the Home screen appears.

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

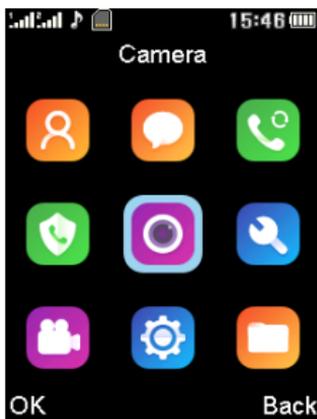


### 1 Status bar

- Status/Notifications

## 1.4 App list

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



### 1.4.1 Change Home screen wallpaper

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

# 2 Contacts.....

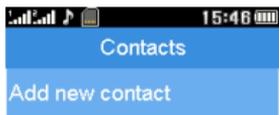


## 2.1 Consult your Contacts

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

You can access this function by:

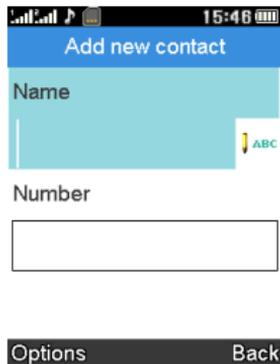
- pressing the **Centre soft key** from the Home screen and select **Contacts**.
- pressing the **Right soft key** from the Home screen.



- 1 Press the **Left soft key** to access more options.
- 2 Press the **Centre soft key** to enter contact details.
- 3 Press the **Right soft key** to return to the Home screen.

## 2.2 Adding a contact

In your contacts list screen, select **New contact**, or press the **Left soft key** to select **Options > New contact** to add new contacts with detailed information.

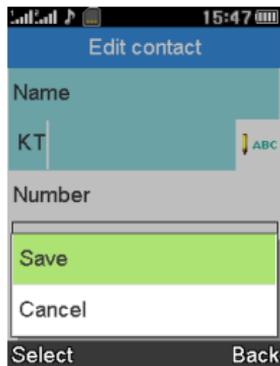


The screenshot shows a mobile application interface for adding a new contact. At the top, there is a blue header bar with the text "Add new contact". Below this, there is a "Name" field with a light blue background and a yellow "ABC" keyboard icon. Underneath the "Name" field is a "Number" field with a white background. At the bottom of the screen, there is a dark grey bar with two buttons: "Options" and "Back".

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

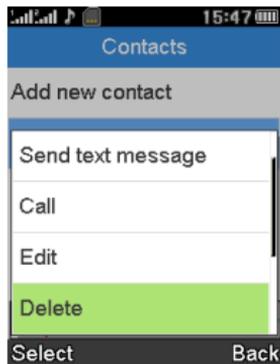
## 2.3 Editing your contacts

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



## 2.4 Deleting a contact

In your contacts list screen, select a contact you want to delete, press the **Left soft key** to access **Options**, select **Delete**, and press the **Centre soft key** to delete.



## 2.5 Available options

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

## **View**

View the details of the contact you've selected.

## **Send a text message**

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

## **Call**

Make a call to the selected contact.

## **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.

## **Add to Blacklist**

Add the contact you've selected to your Blacklist.

## **Phonebook settings**

- **Speed dial**

You can turn on/off the status and set one or more

speed dial contacts at a time.

- **Extra numbers**

Enable/disable Fixed dial.

- **Memory status**

Review the memory status of your phone and SIM card.

- **Copy contacts**

Copy the contacts from your phone to your SIM card, or from your SIM card to your phone.

- **Move contacts**

Move the contacts you've selected from your phone to your SIM card, or from your SIM card to your phone.

- **Delete all**

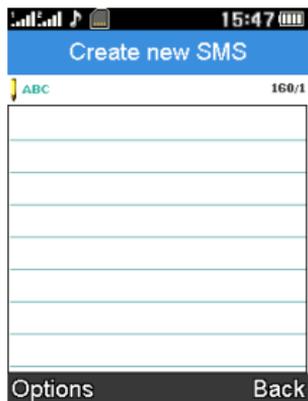
Delete all the contacts from your phone or SIM card.

# 3 Message.....

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

## 3.1 Write messages

- From the Home screen, press the **Centre soft key** and select **Messaging**.
- Press the **Left soft key** to access **Write messages**.
- Enter the text of the message.
- When finished, press **Left soft key** to select **Options** > **Send to**, select **Enter number** or **Add from Contacts** to add recipients.



## 3.2 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.

- 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--> 123" modes.
- To insert a punctuation mark or special character, press the  key.
- To enter a space, 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.



An SMS message of more than a certain number of characters (the number of characters depends on your language) will be charged as several SMS. Specific letters (accented) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

## **3.3 SMS Settings**

### **SIM Message setting**

- SMSC address

You can view and edit your SMSC address.

- Validity period

You can set your message validity period as 1 hour, 6 hours, 12 hours, 1 day, 3 days, 1 week or Maximum.

### **Memory status**

You can view the memory status of your SIM card and phone.

### **Save sent message**

Select On/Off to save sent messages or not.

### **Preferred storage**

Set the path for the location of your saved messages.

### **Character set**

You can set the character code as Automatic or 7 bit.

# 4 Call Logs.....



## 4.1 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 calls

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

## Emergency calls

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

## 4.2 Answer or decline a call



SIM1 incoming

+10000



Answer

Reject

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.

## 4.3 Accessing voicemail<sup>(1)</sup>

- Press and hold **[1-9]** to call voicemail.
- Follow the prompts to set up your voicemail account.

<sup>(1)</sup> Contact your network operator to check service availability.

## 5 Call filter .....

You can set your blacklist in this menu.

### **Blacklist**

You can add numbers to the blacklist by using the following ways:

1. From Blacklist > Blacklist numbers

Press Left soft key to select Edit, then input the numbers

- When finished, press Left soft key to select Options > Done

You can add up to 20 blacklist numbers.

### **Settings**

Enable/disable the call function for contacts on your blacklist.

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

# 7 Tools.....



## 7.1 Sound Recorder

Use this function to record audio files. The phone support AMR and WAV. The recording file you stopped will be stored in audio file automatically.

## 7.2 Unit Converter

Converter supports weight conversion and length conversion.

## 7.3 Alarm

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

## 7.4 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** or **Go to today**.

## 7.5 Tasks

With this menu, you can add a task and set it as the alarm.

## 7.6 Calculator

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

## 7.7 Bluetooth

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

## 7.8 Torch

Turn on/off the torch.

## 7.9 Voice alarm

With this menu, you can create a voice file and set it as the alarm.

## 7.10 World clock

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

## 7.11 SIM toolkit

This phone supports various service functions. The specific items depend on your SIM card and network. The Service menu will be automatically added to the

phone menu when supported by your network and SIM card.

Note: Consult the local network operator for related fees and set-up details.

## **7.12 Fake call**

You can create a fake call through this function. It helps you to politely escape from social situations at any time you wish.

# 8 Multimedia .....



## 8.1 Image viewer

You can view images with this function.

To access this function, press the **Centre soft key** from the Home screen and select **Multimedia > Image viewer**.



- 1 Press the **Left soft key** to access more options.
- 2 Press the **Centre soft key** to view the selected picture.
- 3 Press the **Right soft key** to return to Multimedia.

## Modifying your picture



More options are available by pressing the **Left soft key** from the picture screen.

- **Rotate view**

Enables you to rotate view the picture.

- **Use as**

Enables you to set the picture as wallpaper.

- **Send**

Send the picture via Bluetooth.

- **Image information**

View picture information, such as name, size, create time, etc.

## 8.2 Video recorder

Use this function to shoot videos.

## 8.3 Video player

Use this function to play video files. Press **Centre soft key** to play/pause the video player, press the **volume up/down key** to tune the volume and press the left or right direction key to move to the last or next video.

# 9

## Settings.....



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

### 9.1 Profiles

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

### 9.2 Phone settings

You can modify the phone settings, select **Phone settings** to reveal the following options: **Time and date**, **Widget bar**, **Language**, **Writing language**, **Display**, **Auto update time** and **Flight mode**.

- **Time and date**

This allows you to modify date and time settings, including **Set home city**, **Set time/date**, **Set format**. You can also select On/Off to activate or deactivate **Update with time zone**.

- **Widget bar**

Select On/Off to activate or deactivate the display of widgets on the main screen. Enter **Edit Widgets** to choose widgets that you want to display on the main screen.

- **Language**

Choose the display language for messages here.

- **Writing language**

Select the input language.

- **Display**

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

- **Flight mode**

You can switch the mode between **Normal mode** and **Flight mode**.

## 9.3 Security settings

### SIM Security

- **PIN lock**

You can protect your SIM security by inputting a PIN.

- **Change PIN**

PIN lock must be enabled.

- **Change 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 Security

- **Phone lock**

You can protect your phone security by inputting a phone password.

- **Change password**

Change the phone's password.

### **Lock keypad by end-key**

Select On/Off to activate or deactivate **lock keypad by end-key**.

## 9.4 Network settings

- **Network selection**

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

## 9.5 Dual SIM settings

You can set **Dual SIM open**, **Only SIM 1 open** or **Only SIM 2 open**.

## 9.6 Call settings

- **Call waiting**

Activate/Deactivate the notification of a second incoming call by a beep. You can also query the status of waiting calls.

- **Call divert**

You can activate, deactivate or query the status of call forwarding to voicemail or to a specified number. The following configurations are possible:

**Divert all voice calls, Divert if unreachable, Divert if no answer, Divert if busy, Divert all data calls, Cancel all diverts.**

- **Call barring**

The following configurations are possible:

**Outgoing calls**

All outgoing calls are barred.

**Incoming calls**

All incoming calls are barred.

**Cancel all**

Deactivate all call barring.

**Change password**

Change the original barring password for activating call barring.

**Line switching**

You can switch to **Line 1** or **Line 2**.

## **Advanced settings**

You can set **Auto redial**, **Call time reminder**, connect notice and **Answer mode**.

## **9.7 Restore settings**

Make the phone's settings return to their default values. End-user data will be erased.

## **9.8 Regulatory & safety**

View information about your phone, such as **Product model**, **Manufacturer name**, **IMEI**, **CU Reference**, etc.

## **9.9 About**

You can view **Privacy and User Terms**.

## 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 and view the details and files it contains.

## 11 Accessories .....

Standard accessories

- Battery
- Charger
- Quick Start Guide



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

## 12 Licences .....



Bluetooth SIG, Inc. licensed and certificated  
TCL T303D Bluetooth Declaration ID  
D063325

## 13 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 an **TCL** battery and the charger from the box.
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. 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

- Check that the IMEI number (press \*#06#) is the same as the one printed on your warranty card or box.
- 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 dialed**

- 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.

# 14 Specifications .....

<b>Platform</b>	MTK6261D
<b>Memory</b>	4MB ROM + 4MB RAM
<b>Dimensions (LxWxT)</b>	103x50.4x16.9 mm
<b>Weight</b>	89g
<b>Display</b>	2.4 inch main LCD screen
<b>Network</b>	GSM 850/900/1800/1900 (Band frequency and data speed are operator dependent.)

<b>Connectivity</b>	<ul style="list-style-type: none"><li>• Bluetooth 3.0</li><li>• 3.5 mm audio jack</li><li>• USB Type-C</li></ul>
<b>Camera</b>	<ul style="list-style-type: none"><li>• VGA</li></ul>

<b>Audio &amp; Video supported formats</b>	Audio: MID, AMR, MP3 (optional) Video: 3GP, MP4 (optional)
<b>Battery <sup>(1)</sup></b>	Capacity: 970 mAh
<b>Expansion Slot</b>	microSD <sup>TM</sup> memory card (Availability of microSD card depends on market)

**Note:** Specifications are subject to change without prior notice.

<sup>(1)</sup> The original battery has undergone rigorous safety inspections to meet qualification standards, the use of non-original batteries may be dangerous.

**INSPIRE GREATNESS**