

Telstra Flip 2

T21

User Guide

ZTE Australia provides dedicated support with a local call centre and social media outreach. Search 'ZTE Australia' on Facebook , Google+ and Twitter to keep in Select.

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Getting started



Key definitions

Navigation Keys	Up Browser Right Music Player Down Gallery (Photos) Left Alarm These shortcuts can be changed under Settings > General Settings > Shortcut keys
Left Soft Key	Contacts. Options for some menus
Right Soft Key	Messaging. Back key for some menus
Power key	Press to switch the handset On. Press to light up the display. Long press to open a menu with options for Flight mode and to power off the phone.
Volume keys	Adjust the ringtone volume from the home screen. Long press it to quickly adjust the ring tone volume to maximum or minimum. Press to change the volume during a call or media playback.

Inserting and Removing the SIM card

You must insert a valid SIM card into your phone before use.

1. Switch off your phone and disconnect any external power.
2. Remove the back cover using the thumb catch on the bottom of the handset
3. Remove the battery.
4. Lift the small rubber flap in the bottom corner of the handset
5. Insert your SIM card face down into the card holder with the cut corner at the top left
6. microSD memory is an optional extra to expand your personal storage. The phone accepts microSD cards up to 32GB with FAT32 format.
7. Replace the rubber flap, battery, back cover and press to lock down.

Getting to know your phone

Charging the Battery

Connect the charger to the phone using a USB cable, and plug the charger into a standard power socket. Only use the approved charger and USB lead provided.

Always insert the charger lead carefully.

Check the plug and socket are aligned correctly.

Do NOT use excessive force which may damage the USB port.

Be careful to avoid tripping on the lead whilst it is plugged in.

Physical damage to the USB port is not covered by warranty.

Switch your phone on.

After inserting the SIM card, replace the battery and the back cover then press and hold the red Power key for 2 seconds to switch the handset on.

The phone will be ready to use after a short time.

Wake up your phone

After the phone switches to the sleep mode, the screen will be turned off. Open the flip or press the power key to switch on the display.

Switch to sleep mode (turn off the display)

The display will automatically dim and turn off after a pre-set period of time (see Settings > General settings > Display) to save power. The display switches off when you close the flip. Open the flip to switch on the display or if it is already open press the **power key** to turn your screen on.

Volume Controls

The volume keys work in different ways depending on which application or menu you are in.

Lock screen or Home Screen

Volume keys control the Ring Volume and the Priority Interruptions panel.

Moving the volume all the way down will enable Vibrate mode with handset interruptions controlled by All, Priority, or None.

During a Call

During a call the Volume keys will control the in call (earpiece or speaker) volume levels

Media

If you are using apps such as the Music, Videos then the Volume Keys will control the current media volume level.

Make and answer calls

Make a call

Directly make a call

From the home screen enter numbers using the key pad then press the green call key to make the call.

Make a call from the Call History list

Press the green Call key to open the call log screen. Select a recent caller from the list using the navigation keys then press the call key to make the call.

Make a call from Contacts

On the home screen, Select the left soft key for Contacts. Select the required Contact from the list using the navigation keys. Press the green call key to make the call.

Make an international call

On the home screen, press & hold the “*” key until “+” appears on the screen, then dial the country code or region code, city code and phone number.

Dial from Messaging

1. On the home screen, right soft key for **Messaging**
2. Select a message or conversation using the navigation keys
3. Press the green call key to dial.

Answer a call

Your phone will ring or vibrate (depends on the current mode and settings) for an incoming call.

Press the green call key to answer the call.

- If the earphone is inserted, press the key on the earphone to answer the call.

Reject a call

Press the Red End key to reject a call. Press the Volume keys to mute the incoming ring without answering the call.

End a call

Press the red End key to hang up the call.

Adjust the volume

In a call, you can raise or lower the volume by using the volume keys.

Turn the speaker on or off

In a call, select the  button to turn on the speaker, and select it again to turn off the speaker.

Add a multi party or Conference call

In a call, select  for Options then **Add call**. Dial a number and select the phone icon to add one call and put the current caller on hold. Press Options > Merge to join the two (or more) parties together.

Contacts

You can make calls from the keypad, call log, or Contacts app :

The contacts interface can be divided into the following tab pages:

- **All Contacts:** View the list of contacts.
- **Groups:** Enter Contacts into Groups from the Edit Contact menu.

All of your contacts are displayed alphabetically. Use the up and down arrow keys to scroll through the list.

Add new contact

1. Press the left soft key for Contacts then press again for Options > New Contact
2. Enter the contact information using the up and down arrows to select the next field.
3. When finished press Options > Done to save your Contact

Delete contacts

1. Go to Contacts, press Options > Multi Select.
2. Select the contacts you want to delete one by one.
3. To select All Contacts press Options > Select All
4. Press Options > Delete to delete the Contacts

Edit contact details

1. In **Contacts**, select the Contact
2. Press Options > Edit
3. Edit the contact information.
4. Press Options > Done to save your changes

Search contacts

1. When you open **Contacts** the cursor is already in the Search field.
2. Press a letter key on the keypad. The phone will automatically list all matched contacts starting with that letter.
3. Scroll up or down the Contacts list to select the chosen Contact

Import/Export contacts

1. In **Contacts**, press the Options key > select **Import/export**.
2. Choose the import or export location (eg SIM or storage) then follow the steps to complete.
3. Manage from SIM card will read all SIM Contacts. Press Options Import SIM Contacts to import them.

Share a contact

You can share a contact with someone.

1. In **Contacts**, select and open the contact you want to share.
2. Press Options > Share > select Messaging, Bluetooth or Email

Use Contacts to block an incoming caller

1. In **Contacts**, select and open the contact you want to block.
2. Press Options > Select All calls to voicemail, press OK to block.

Messaging

On the home screen Select the right soft key to open **Messaging** or open from the main menu.

Send messages

1. Press Options > New message
2. Input your desired name or phone number in the 'To' field. Press and hold the # key to change text entry mode to letters or numbers.

You can also press OK to select a contact from your Contacts list.

3. Press the down arrow key to Input text. The default text entry mode is multitap. Press and hold on the # key to select predictive text indicated by T12 abc mode.
4. Press Options > Insert attach to add an attachment such as a picture, video or audio file – the message will be sent as a multimedia message which requires carrier data access.
5. Press Options > Send to send the message.

Receive messages

1. When you receive a message the handset will light up, vibrate and play a tone depending on your current settings. The message icon will show at the top of the screen.
2. Press the Messaging icon then open the message.
3. Enter text to reply to the message. Press Back then Send.

Message thread

The messages from one contact or number will be aligned in one message thread in chronological order. You can manage these threads in the messaging interface.

Select one thread on the **Messaging** screen; use Options  to select:

- **Add subject:** Add a message subject.

- **Insert quick text:** Insert a quick text.
- **Insert contact:** Insert a new contact.

Message Settings

In **Messaging**, select Options  and then select **Settings** to perform relevant settings.

Email

Set up an Email account for the first time

Go to the Main Menu > Email, then enter your email address and password.

Press and hold the # key to change text modes to enter capitals and numbers, or long press on the number keys to enter a number while in letter mode.

Connectivity

Your phone can connect to the Internet via your mobile phone operator.

The icons on the Status bar indicate which kind of data network you're connected to.

In the All apps screen, select **Settings > More... > Mobile networks** to perform relevant settings.

Turn Data Off

Go to the Main Menu > Settings > General Settings > Mobile Networks to switch data on or off.

Bluetooth®

Via the Bluetooth® function, you can exchange data with other Bluetooth devices that are within a short distance.

Turn on/off Bluetooth®

Go to the Main Menu > Settings > General Settings > Bluetooth. Press OK to switch Bluetooth On or Off. Available devices will be shown on the screen.

Pairing

1. Your phone will scan for and display all available Bluetooth® devices.

2. Select the desired device to start the pairing. Usually you will need to enter a PIN number which can be 0000, 1234 or generated by the other device.

Connect to a Computer to transfer files

Transfer audio, video and picture files between your handset and your computer.

PC

Connect your handset using the USB data lead supplied.

First time, select Install driver on the handset notifications window.

On your PC, use Windows Explorer to open the CD Drive: USB_Driver, then double click Setup to install the handset drivers.

Subsequently, select Media Device (MTP) from the notifications window, which will open the handset in Windows Explorer.

MAC

On your MAC, download and install Android File Transfer.

Connect your handset using the USB data lead supplied.

Select Media Device (MTP) from the notifications window, which will open the handset on your MAC.

Settings

Profiles

Open the Main menu, go to Settings > Profiles > Edit to configure the current profile.

Media volume: This is the playback volume for videos and audio files.

Alarm volume: You can set your desired Alarm volume

Ring Volume: This is the incoming call ringer volume

Notification volume: This is the volume for other notifications such as incoming Messages and Emails.

Phone ringtone: Select the ringtone to sound when you receive a call.

Default notification ringtone: Select your default notification sound.

Vibrate: Set the phone to vibrate and play a ringtone for incoming calls.

Dial pad Select tones: Check to play a sound when you dial numbers.

Select sounds: Check to play a sound when you Select buttons, icons and other onscreen items.

Vibrate: Enable vibrate mode when ringing.

Key tone: Enable or disable Key Tones

Settings > General Settings

Flight mode

In areas where the use of mobile devices is restricted, you can activate the **Flight mode** to disable phone function but still use other functions of your phone such as calendar, music and games. You will not be able to make/answer calls, send/receive messages in **Flight mode**.

Open the main menu the go to Settings > General settings > Flight mode or press and hold the **Power** key, then select **Flight mode**.

GPS

Mobile Networks

Display

Select **Settings > Display**.

Brightness level: Adjust the brightness of the screen.

Wallpaper: Choose a wallpaper.

Sleep: Choose the delay before the screen automatically turns off.

Date & Time

Navigation Keys

Language & Input

Select Settings > Language & input > Language.

Tethering settings

Using micro SD Storage

To copy files between a PC and your phone's SD card, you should set the SD card as USB mass storage.

1. Connect your phone to your PC with the USB cable.
2. Turn on **USB storage**.

During this time, you can't access the SD card from your phone, so you can't use applications that rely on the SD card, such as Camera, Gallery and Music.

Check space on the SD card

1. On the home screen, Select  and then Select **Settings**.
2. Select **Storage**.

Erase the SD card

1. On the home screen Select  and then Select **Settings**.
2. Select **Storage > Erase SD card**.

Accounts and sync

Adding your accounts

1. Select **Settings > Accounts > Add account**.
2. Select the account type you want to add.
3. Follow the onscreen instructions to enter your account information.

Most accounts require a username and password, but the details depend on the kind of account and the configuration of the service you're connecting to.

Depending on the kind of account, you may be asked to configure what kinds of data you want to sync, name the account, and other details.

When you're finished, the account is added to the list in Accounts & sync. Depending how you configured the account, email, contacts, and other information may start syncing to your device.

Language

Date & time

You can set the format of date and time.

On the home screen Select  and then Select **Settings > Date & time**.

About phone

You can check the phone's status, battery use, software version, etc.

On the home screen Select  and then Select **Settings > About phone**.

Experiencing Multimedia

Camera

Your phone has a camera, which can be used to take photos. You can set the photo you've just taken as wallpaper, a contact photo or send it through MMS/Bluetooth or Gmail.

Take photos

1. In the All Apps screen, Select the **Camera** icon to open the camera.
2. Aim the camera lens at the subject and make any necessary adjustments.

Select the  icon to make the following settings:

- Select the  icon to change **White balance**.
- Select the  icon to set **Scene mode**.
- Select the  icon to set **Color effect**.

3. Tap the  icon to take photos after the view is satisfactory.

To view it, just tap the picture in the corner of the screen. Or select **Gallery** on the home screen to view all your pictures.

Camcorder

Your phone can record video clips.

1. In the All Apps screen, Select the **Camera** icon to open the camera.

Select the  icon to make the following settings:

- Select the  icon to set **Time lapse interval**.
- Select the  icon to change **White balance**.
- Select the  icon to set the **Color effect**.

2. Focus your lens on the object, Select the  icon to start recording and Select the  icon to end.

After a video is recorded, you can slide to the left to view it.

Gallery

The **Gallery** categorizes your pictures and videos by storage location and stores these files in folders. Tap a folder to view the pictures or videos inside.

Music Player

You can listen to music saved on the memory card with the music player.

Open the music player

First copy music files to a mounted memory card.

In the All Apps screen, Select **Music** to open.

Listen to music

Select the **Song** you want to play to start playing it.

Sound Recorder

You can record audio files through sound recorder.

Open the sound recorder

Before opening the sound recorder, please insert a memory card.

In the All Apps screen, Select the **Sound Recorder** icon to open it.

Record audio files

1. Put the microphone close to your mouth and Select  to start recording.
2. Select  to stop recording.
3. Select the name of the recording to play back the recording.

FM radio

With the FM Radio, you can search for radio channels, listen to them, and save them on your phone.

Note that the quality of the radio broadcast depends on the coverage of the radio station in your area.

The wired headset that comes with your phone works as an antenna, so always connect the headset when using the radio. When you receive an incoming call while listening to the radio, the radio will be turned off.

To tune in, plug your headset into your phone.

In the All Apps screen, press the **FM Radio** icon to open it. The FM radio scans and saves available stations automatically.

-Slide left or right to change the frequency.

-Tap  or  to scan for available FM channels.

-Tap  /  to change the frequency by +/-0.1 MHz.

- Press the Volume Keys to adjust the volume.

- Select  to select preset list or add new list.

- Select  to switch off the radio.

- Select  to add to favorites/remove from favorites.

More Applications

Browser

Use the browser to view web pages and to search for information on the web.

Open Browser

1. On the home screen or in the All Apps screen, select the browser icon.
2. First time you need to Accept and Continue, and can add an account if you want to sync and share your browsing Bookmarks and History between different devices.
3. Select the text field at the top to input a web address and search directly from the URL field.

File manager

In the All Apps screen, select the **File Manager** icon. You can view all files saved in the phone or on the memory card.

Clock

In the All Apps screen, select the **Clock** icon to set Alarms, World time, Stopwatch and Timer functions.

When Clock is running, it switches to screen saver mode after a few minutes. Simply tap the screen or a phone button to wake the phone up again.

To return to the home screen, Select the **Home** key.

Adding an Alarm

1. Select .
2. Select the  icon at the top of the screen.
3. Select **Add alarm**.

Turning on/off an Alarm

To turn it on, Select **OFF** and slide it to the right. Select **ON** and slide to the left to turn it off.

World Time

Press the Globe icon to add a new world time location (City)

Timer

Select the Timer function. Select Play to start the timer. Press Stop to stop the alert. Press

+1 to add 1 minute, press + to add a new timer event.

Stopwatch

Select the Stopwatch function. Select Play to start the Stopwatch. You can Record the time, Pause the time or Share the results.

Calculator

In the All Apps screen, Select the **Calculator** icon.

On the **Calculator** screen, slide the screen to the right or left to switch between **Advanced panel** and **Basic panel**.

Calendar

Select the **Calendar** icon in the All Apps screen.

Creating a new Event

1. On the calendar screen, Select  and then Select **New event**.
2. Enter the event name and location.
3. To set the duration for the event, Select **From** and **To**.

4. Enter the event time zone and description.
5. If you have more than one calendar, select the calendar where you want to save the event.
6. Select the **Repetition**.
7. Set the time of the reminder in **Reminders**.
8. Select **Done**.

On the calendar screen, Select an event to view its details.

Changing your calendar view

On the calendar screen, Select the date at the top and choose **Day**, **Week**, **Month**, or **Agenda**.

Swipe to scroll vertically or horizontally. In the **Day** or **Week** views, spread your fingers apart or pinch them together to zoom in or out.

Displaying and synchronizing calendars

Initially, all calendars that you create or subscribe to in Google™ Calendar on the web are available to synchronize and display in Calendar on your phone. You can select which Google calendars to keep synchronized and which to show.

1. On the calendar screen, Select  and then Select **Calendars to display**.
2. Select which calendars you would like to be displayed.

3. If you have more calendars you would like to synchronize and display, Select **Calendars to sync**, then Select the checkbox next to the calendar(s) you would like to synchronize, Select **OK**, and then you are returned to the Calendars to display screen where what you chose is now displayed and where you can choose which to display in the calendar.

Technical Specifications

Size and Weight	105 x 52 x 18.6 mm.	110g with battery
Networks	4G LTE Band 1, 3, 7, 28 (2100/1800/2600/700) LTE Data Rates: 150M Down / 50M Up 3G UMTS 850, 2100 MHz. HSPA+ 42Mbps data 2G 900, 1800 MHz.	
Display	2.4", 240 x 320 and 1" External display	
Camera	2MP Rear, 0.3MP Front	
CPU & Memory	Quad core 1.1GHz MSM8909 CPU 4GB ROM with approx 1GB user space. Expandable external storage microSD(HC) [™] up to 32GB	
Operating system	Proprietary based on Android L	

	Capacity	1000mAh Li-ion user replaceable
	Charge Time	3-4 hrs with AC Charger
Battery	Standby time	Up to 200 hours (subject to network)
	Voice talk time	Up to 4 hours (subject to network)
Connectivity		Bluetooth 4 .1, 3.5mm jack NAHJ, micro USB
SIM Card		Nano SIM, 4FF format.

Troubleshooting

Symptom	Solution
How do I check the software version?	Menu > Settings > About phone > Build number
How do I reset to factory defaults?	Menu > Settings > Backup & reset > Factory data reset
How do I check the SMS service centre number?	Messages > Options > Settings
How do I configure the MMS Settings?	Messages > Options > Settings
How do I configure Email settings?	Apps > Email, or Menu > Settings > Accounts
How do I copy Contacts to or from my SIM card?	Contacts > Options > Import/Export > Follow the directions on screen
How do I select Network mode?	Menu > Settings > More > Mobile Networks > Preferred network type

Symptom	Solution
How do I manually select a carrier?	Menu > Settings > More > Mobile Networks > Network operators > Search networks
How do I enable USB tethering?	Menu > Settings > More > Tethering and Portable hotspot > USB tethering. (Connect as CDROM to install drivers)
How do I configure APN's	Menu > Settings > More > Mobile Networks > Access Point Names > Select + to add new APN
How do I enable Flight Mode?	Long press on the power key > Flight Mode
How do I clear my Browser?	Browser > Options > History> Clear Browsing Data
How do I check Call forwarding etc	Calls > Options > Settings > Call Settings > Call forwarding
How do I check for Software Updates?	Apps > System updates

How do I get more technical support?	Visit zte.com.au or call 1300 789 475 during office house AEST.
Symptom	Solution
How do I change the Ringtone?	Menu > Settings > Profiles > Edit, scroll down for Ringtone
The battery discharges quickly	Possible network coverage issue. Check the signal level. With only 1 or 2 bars, the battery has to work harder to maintain network contact. Limit multi-media to save power. The battery may be worn out.
The handset turns on by itself.	An alarm or calendar event switches the handset on automatically.
No incoming ring or alarm tone	Hold the power key to check the phone is not in silent mode. Check the ringtone and ring volume settings.
The handset switches off after charging.	The handset is charging in the off state. Press and hold the Red key to switch the handset ON.

<p>I cannot charge the phone</p>	<p>Confirm the charger is properly inserted.</p> <p>Remove the battery, clean the contacts and check it is inserted correctly. The battery may be worn out.</p> <p>Tip: Charge the phone using the supplied USB cable.</p>
Symptom	Solution
<p>I cannot connect to other Bluetooth devices</p>	<p>Turn Bluetooth on. Set visibility to Show. Make sure the pass-code is correct. Possible compatibility issues. Not all functionality is supported between different Bluetooth devices and standards.</p>
<p>My data usage is excessive</p>	<p>Check Settings > Data usage to determine which apps are consuming your data. Google+ can use large amounts of backup data. Review under Google+ > Options > Settings</p>

ERROR MESSAGES

Message	Solution
No SIM Card	Check a valid SIM card is inserted. See the <i>Getting Started</i> section
Enter PIN code	You have set a SIM PIN. Please enter your SIM PIN code.
Enter PUK code	Contact your Service Provider to get the PUK code
Enter Unlock Code	Contact your Service Provider to obtain the network unlocking code.

Disposal of your old phone



1. When the wheellie bin symbol is attached to a product, it means the product is covered by the European Directive 2002/96/CE.
2. All electrical and electronic products should be disposed of separately from normal household waste via designated collection points provided by government or local authorities.
3. The correct disposal of electrical and electronic products will help protect the environment and human health.

Australia

Please return your old device to any Mobile Muster collection point or use the Mobile Muster freepost bag provided with your new handset. Mobile Muster diverts all returned devices from landfill and recycles the component materials.