

Telstra T-Flip 5G

Z2338T

User Guide

ZTE Australia provides dedicated support with a call centre and social media outreach. Search 'ZTE Australia' on Facebook and Twitter to keep in touch.

© ZTE 2025 Ver2.0 APR 2026

The SAR value for this device is published on ztemobiles.com.au

Contents

Getting started	5
Key definitions.....	6
Insert the SIM card	7
Getting to know your phone Charging the Battery	8
Switch your phone on.	8
Wake up your phone.....	9
Switch to sleep mode (turn off the display)	9
Volume Controls.....	9
Make and answer calls	10
Make a call.....	10
Answer a call.....	11
Reject a call	12
End a call	12
Speed Dial	12
Adjust the volume	12
Turn the speaker on or off.....	13

Add a multi-party or Conference call	13
Quick Alert Key.....	13
Contacts	15
Add new contact	15
Delete contacts	15
Edit contact details.....	16
Search contacts	16
Import/Export contacts.....	16
Share a contact.....	17
Messaging	17
Send messages	17
Receive messages	18
Forward messages	18
Download Picture messages (MMS)	18
Main Menu	19
Connectivity.....	20
Bluetooth®	21
Connect to a Computer to transfer files.....	21

Flight mode	22
About phone.....	22
Camera	23
Video recording.....	23
Media Centre.....	24
Music Player	24
Sound Recorder.....	24
Gallery.....	25
More Applications	26
File manager	26
Calendar	26
Alarms	27
Calculator.....	27
Stopwatch	27
Timer	28
World Clock.....	28
Technical Specifications	29
FAQs & Troubleshooting	31

Disposal of your old phone.....	35
--	-----------

Getting started



Key definitions

Left Soft Key	Contacts.
Right Soft Key	Messages. Options key for some menus
Power key	Press to switch the handset On. Press to light up the display. Press to hang up the phone or reject an incoming call. Press and hold (long press) 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.
OK Key	Access the main Menu
Quick Alert Key	Dedicated call and SMS button to make a quick call in an emergency situation. The phone will automatically call the set contact and send an SMS for up to 5 contacts. This feature requires to be set up before use.

Insert the SIM card

1. Switch off your phone and disconnect any external power.
2. Remove the back cover using the thumb catch on the right edge
3. Remove the battery.
4. Insert your SIM card face down into the card holder with the cut corner facing bottom right as shown. (There is a diagram of the SIM card next to the SIM slot)
5. microSD memory is an optional extra to expand your personal storage. The phone accepts microSD cards up to 32GB with FAT32 format.
6. Replace the 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. The phone can be charged using any USB socket.

- 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.
- When charging, do not leave the phone unattended, do not charge the phone on soft furnishings, carpet or bedding as this could leave to overheating and fire.

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 **Menu > Settings > Display > Display backlight**) 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.

Home Screen - Volume keys control the Ring Volume.

Moving the volume all the way down to enable Vibrate mode, and one more step to enable Silent mode.

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 **Music** or **Video** then the Volume Keys will control the current media volume level.

Make and answer calls

Make a call

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

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 **Call** or the **Green 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 **Call** or 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, press the **Right Soft Key** for **Messages**
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. If the flip is closed you can view the incoming caller details on the front screen, simply open the flip to answer the call. (This can be switched on and off at **Menu > Settings > Call settings > Flip open to answer**)

If the flip is open press the **Green Call Key** or the **OK key** to answer the call.

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

Press the Volume keys to mute the incoming ring. You can still choose to answer or reject the call.

Reject a call

Press **Reject** (Right Soft Key) or the **Red End Key** to reject a call.

End a call

To hang up a call press the **Red End Key** or simply close the flip if set to do so.

Menu > Settings > Call settings > Flip close to disconnect.

Speed Dial

Use Settings > Call settings > Speed dial to add Contacts to the speed dial keys. Key 1 is preset to your Voicemail provider. The other keys are available to the user.

Set the Contact to the desired key. Long press on the key to speed dial that Contact.

Adjust the volume

During a call, you can raise or lower the volume by using the volume keys on the side of the phone.

Turn the speaker on or off

During a call, press the **OK** or **Speaker** button to turn the speaker On or Off.

Add a multi-party or Conference call

During a call press **Options** (Right Soft Key) then **Add call**. Dial a number and press the **Call Key** to add one call and put the current caller on hold. Press **Options** (Right Soft Key) then **Merge** to join the two (or more) parties together to create a conference call.

Quick Alert Key

This is a dedicated call key that will call one contact and send an SMS to up to 5 contacts.

Program the Contacts

Press OK for the Main Menu > Settings > Quick Alert Key > Contact numbers

Press OK > Manual to enter the contact manually

Press OK > Contacts to enter a Contact from your Contacts list

Program the SMS message, this will be sent to the 5 contacts

Press OK for the Main Menu > Settings > Quick Alert Key > Preload message. Set your

required message using the letter keys on the keypad.

TIP

In Text modes you can press and hold the # key to select predictive text. T12abc indicated predictive text mode.

Once the Quick Alert key has been set up simply press and hold for 2 seconds to start the Quick Alert. The first number in the list is called and the SMS is sent to all 5 numbers in the list. If the first number is not answered the second number is called, If the second number is not answered then it will call the third number and repeat this until one of the calls is answered.

To prevent false calls to the Emergency services it is not possible to set 000 or 112 in the number list. The feature is intended to alert friends and family.

Contacts

You can go to **Contacts** by pressing the **Left Soft Key** or **Menu > Contacts**

Add new contact

1. Press **Contacts > Options > New Contact**.
2. Use the **Right key** to highlight the circle with a down arrow and press **OK**. Enter the contact information for each field, Title, Firstname, Second name etc. Then **Down key** to enter the number field and type in the phone number.
3. When finished press the **Back key** then **Save** to save your Contact

Note: When entering the name you might want to take it off predictive text especially for unusual names. Hold the # key for a few seconds, scroll up to the top of the list, select 'Abc'.

Delete contacts

1. Press **Contacts > 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.

You can also use Multi-Select to share several contacts.

Edit contact details

1. In **Contacts**, select the Contact.
2. Press **Options > Edit**.
3. Edit the contact information, see **Add New Contact**.
4. Press **Back key > Save** 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 or press another letter to refine the search.

Import/Export contacts

1. In **Contacts**, press **Options > Import/Export**.
2. You can import or export to the SIM card and import or export to a microSD card if installed.

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 > Message / Bluetooth**

Messaging

On the home screen press the **Right Soft Key** to open **Messages**

Send messages

1. Press **New to start a 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 **Multi-tap**. abc, Abc or ABC. Select 123 to input numbers.
4. Press **Options > Add attachments** to send a picture, video or audio file – the message

will be sent as a multimedia message which requires carrier data access.

5. Press **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**.

Forward 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. Open Messages, scroll to the message you want to Forward
3. Press Select > Forward from the list of options.

Download Picture messages (MMS)

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. Open Messages, scroll to the message you want to view, then press Select
3. When viewing the message with the attachment press the Up navigation button.
4. Press Select > View attachment > Save to save a local copy of the attachment.

Use File Manager to view the attachments stored in the Downloads folder.

Main Menu

Use the navigation keys to highlight the required item then press the **OK** button to select it.

Each category can also be selected by pressing the corresponding number key.

- 1 – Recent Calls: review incoming and outgoing call records
- 2 - Messages: access SMS and MMS messages
- 3 - Contacts: view and add Contacts to the phone
- 4 – Gallery: View your photos and videos.
- 5 - Media centre: Music, Sound recorder, Video, and FM Radio
- 6 – Alarm: Set and manage Alarms

7 – Calendar: View the calendar and set schedules and reminders

8 - Notifications: view any current notifications

9 - Camera: access the camera to take pictures and videos

* - Tools: Calculator, Stopwatch, Timer, World clock

0 - File manager: view, move, copy files on the phone

- Settings: Wireless & network, Quick Alert key, Sound & notifications, Display, Phone settings, Call settings, About phone, System update

Connectivity

Your phone can connect to the Internet to support system updates.

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

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 **Menu > Settings > Wireless & networks > 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.

The handset will pop up a Connect to PC Notification.

Select **Media Device (MTP)** from the notifications window, which will open the handset in

Windows Explorer. If the notification window has closed down then remove and replace the USB lead to trigger the Notification.

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.

Flight mode

In areas where the use of mobile devices is restricted, you can activate **Flight mode**. You will not be able to make/answer calls, send/receive messages in **Flight mode**.

Go to **Menu > Settings > Wireless & networks > Flight mode**.

About phone

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

Go to **Settings > About phone > Status**.


Camera

Your phone has a 2mp rear camera when the flip is opened. You can set a photo you've taken as the wallpaper, a contact photo or send it through MMS, Bluetooth or Gmail.

1. Go to **Menu > Camera**.
2. Press **Options** to change Filters, Storage location, Light sensitivity setting (ISO), Brightness, White Balance (WB), Picture size, Shutter tone, and auto preview.
3. Press **OK** to take a photo.
4. Press **Gallery** to view your photos

Video recording

Your phone can record video clips.

1. Go to **Menu > Camera**
2. Use the left/right keys to select the  option to activate the video recorder
3. Press **Options** to change Storage location and Video quality
4. Press **OK** to start recording, press **OK** again to stop recording
5. Press **Gallery** to view your video clips

Media Centre

Allows you to play music and videos, record sound, show your photos and listen to the radio.

Go to **Menu > Media centre**

Music Player

Listen to music saved in the phone or on a memory card.

Go to **Menu > Media centre > Music**

A list of available songs will be displayed.

Press **OK** to play the highlighted song, press **OK** again to stop play.

Press Options to set a playlist, set a song as a ringtone, etc.

Sound Recorder

You can record audio files through sound recorder.

Go to **Menu > Media centre > Sound Recorder**

Press **Record** to start recording, Select **Done** to stop recording or **Pause** to pause the

recording. When paused press **Resume** to continue the recording.

When you have finished recording you change the default filename and press **Save** to save it or press **Discard** to cancel it.

Press List to view saved recordings and play them or press **Options** to manage the recordings.

Gallery

Menu > Media centre > Gallery. View your pictures and videos.

More Applications

File manager

Go to **Menu > File Manager** icon. You can view all files saved in the phone or on the memory card.

Calendar

Go to **Menu > Calendar**

Calendar Events

If you want the events recorded just in the phone and not synced to Google.

Press Options > Calendars to display and press Select on the calendar name.

A tick should appear to left of the calendar

Creating a new Event

1. Press **Add** to create a new calendar 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 **Save**.

Alarms

Go to **Menu > Alarm** to set an alarm. Alarms will switch the handset On even when it is switched off.

Calculator

Go to **Menu > Tools > Calculator**

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

Stopwatch

Go to **Menu > Tools > Stopwatch**. Select Play to start the Stopwatch. You can Record the

time, Pause the time or Share the results.

Timer

Go to **Menu > Tools > Timer**. 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.

World Clock

Go to **Menu > Tools > World clock** to add a new world time location (City)

Technical Specifications

Size and Weight	110 x 57 x 19 mm.	132.4g with battery
Networks	5G n78, n26 4G LTE Band 28 with VoLTE Wi-Fi 802.11a/b/g/n/ac	
Display	2.8", 240 x 320 and 1.8", 128 x 160 External display	
Camera	5MP Front camera on the flip	
CPU & Memory	Unisoc T157 dual quad CPU with 2GB RAM 64GB ROM Expandable external storage microSD(HC) TM up to 512GB	
Operating system	Proprietary based on Android	
Battery	Capacity	2800mAh Li-ion user replaceable

Charge Time	3-4 hrs with AC Charger
Standby time	Up to 290 hours (subject to network)
Voice talk time	Up to 5 hours (subject to network)
Connectivity	Bluetooth, 3.5mm jack NAHJ, USB-C, MS147 Ext antenna port
SIM Card	Nano SIM, 4FF format.

FAQs & 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 > Phone settings > Reset > Factory data reset
How do I configure the MMS Settings?	Messages > Options > Settings > MMS
How do I copy Contacts to or from my SIM card?	Contacts > Options > Import/Export. Choose a method and follow the directions on screen
How do I select Network mode?	Menu > Settings > Wireless & networks > Mobile network > Preferred network type
How do I manually select a carrier?	Menu > Settings > Wireless & networks > Mobile networks > Network operators > Off to search

Symptom	Solution
How do I enable USB tethering?	This device does not support USB or Wi-Fi tethering.
How do I enable Flight Mode?	Menu > Settings > Wireless & networks > Flight mode
How do I check Call forwarding etc	Menu > Settings > Call settings > Calls > Call forwarding / Call barring / Call waiting / Caller Id
How do I check for Software Updates?	Menu > Settings > System update
How do I get more technical support?	Visit ztemobiles.com.au or call 1300 789 475 during office house AEST.
How do I change the Ringtone?	Menu > Settings > Sound & notifications > Phone 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 screen time to save power. The battery may be worn out.

Symptom	Solution
The handset turns on by itself.	An alarm or calendar event switches the handset on automatically.
No incoming ring or alarm tone	Press the Volume Up key to enable the Ringtone. 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.
I cannot charge the phone	<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, try an alternate cable or power source.</p>
I cannot connect to other Bluetooth devices	<p>Turn Bluetooth on. Make sure the pass-code is correct.</p> <p>Possible compatibility issues. Not all functionality is supported between different Bluetooth devices and standards.</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. This device is locked to Telstra.

Disposal of your old phone



1. When the wheelie 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 provided with your new handset. Mobile Muster diverts all returned devices from landfill and recycles the component materials.