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## KYOCERA E6921

# Kyocera DuraForce Pro 2 E6921 User Manual

Rugged 4G Android Smart Phone

## 1. INTRODUCTION

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This manual provides detailed instructions for the safe and effective use of your Kyocera DuraForce Pro 2 E6921. The DuraForce Pro 2 is a rugged Android smartphone designed for durability and performance in challenging environments, featuring a Dragontrail PRO display and advanced camera capabilities.

## 2. SETUP

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### 2.1. Unboxing and Initial Inspection

Carefully unpack your Kyocera DuraForce Pro 2 E6921. Ensure all components are present:

- Kyocera DuraForce Pro 2 E6921 Handset
- Battery (non-removable, pre-installed)
- USB Type-C Charger
- Qi Wireless Charger
- SIM Tray Ejector Tool

### 2.2. SIM Card and MicroSD Card Installation

To install your SIM card and an optional MicroSD card (up to 512GB):

1. Locate the SIM/MicroSD card tray on the side of the device.
2. Insert the SIM Tray Ejector Tool into the small hole next to the tray to eject it.
3. Place your Nano-SIM card into the designated slot with the gold contacts facing down.
4. If desired, place a MicroSD card into its designated slot.
5. Carefully reinsert the tray into the phone until it clicks into place. Ensure the tray is fully seated to maintain water and dust resistance.



Figure 2.2.1: Side view of the Kyocera DuraForce Pro 2, illustrating the location of the SIM/MicroSD card tray and buttons.

## 2.3. Initial Charging

Before first use, fully charge your device. You can use either the provided USB Type-C charger or the Qi Wireless Charger.

- **USB Type-C Charging:** Connect the USB Type-C cable to the phone's charging port and the other end to the power adapter, then plug into a wall outlet.
- **Qi Wireless Charging:** Place the phone on the Qi Wireless Charger pad. Ensure the phone is centered on the pad for optimal charging.

## 2.4. Powering On and Initial Configuration

Press and hold the Power button until the Kyocera logo appears. Follow the on-screen prompts to complete the initial setup, including language selection, Wi-Fi connection, Google account setup, and security settings.

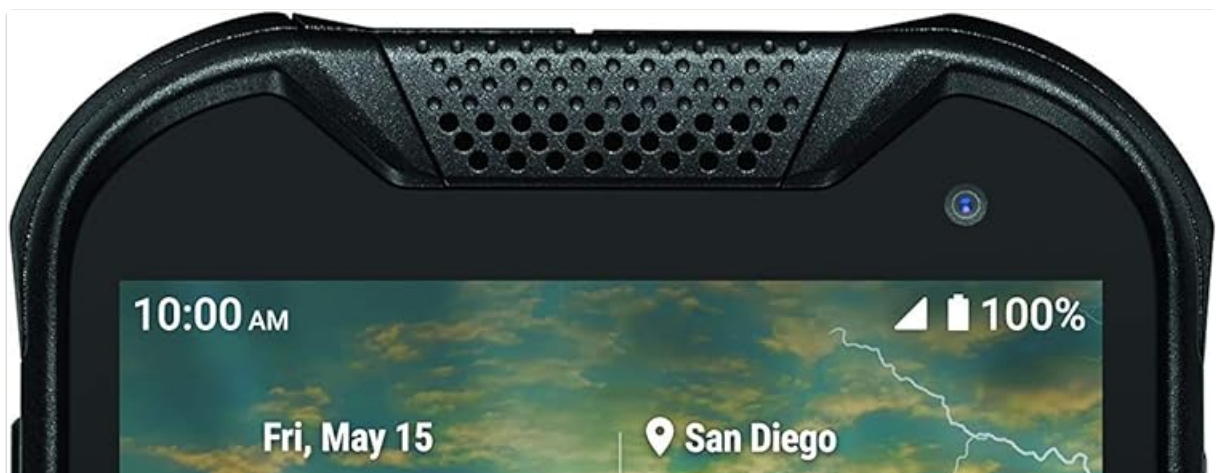




Figure 2.4.1: Front view of the Kyocera DuraForce Pro 2 with its display active, showing the Android home screen.

### 3. OPERATING INSTRUCTIONS

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## 3.1. Basic Navigation (Android 9)

Your DuraForce Pro 2 runs on Android 9. Navigate the interface using touch gestures:

- **Tap:** Select an item or open an app.
- **Swipe:** Scroll through screens or lists.
- **Pinch-to-zoom:** Zoom in or out on images and web pages.
- **Home Button:** Returns to the home screen.
- **Back Button:** Returns to the previous screen.
- **Recent Apps Button:** Shows recently used applications.

## 3.2. Calls and Messaging

To make a call, open the Phone app and dial the number or select a contact. For messaging, use the pre-installed Messages app to send and receive SMS/MMS.

## 3.3. Camera Features

The DuraForce Pro 2 features a 13MP rear camera and a 5MP front-facing camera. It also includes a Super Wide View 1080p HD Action Camera with a 135-degree field of view, ideal for capturing wider angle shots. Key camera modes include Underwater Mode, Continuous Shooting, Panorama, Scene Select, Auto Scene Detect, Color Effects, Slow Motion, and Time Lapse. The device supports 1080p video recording at 30fps.

## 3.4. Rugged Features

The Kyocera DuraForce Pro 2 is built to withstand harsh conditions. Its Dragontrail PRO touchscreen offers enhanced durability. The device is designed to be resistant to water and dust, ensuring reliable operation in various environments. Always ensure all port covers are securely closed to maintain water and dust resistance.

## 3.5. Connectivity

The phone supports 4G LTE CAT11 across various bands (B1/B2/B3/B4/B5/B7/B12/B14/B19/B29/B30/B66) and GSM Quad bands (2, 3, 5, 8), as well as UMTS (1, 2, 4, 5, 6, 19). It also features Wi-Fi connectivity for internet access and Bluetooth for connecting to accessories.

# 4. MAINTENANCE

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## 4.1. Cleaning Your Device

To clean your DuraForce Pro 2, use a soft, lint-free cloth. For stubborn dirt, dampen the cloth slightly with water. Avoid using harsh chemicals, abrasive cleaners, or compressed air, as these can damage the device or compromise its water/dust resistance.

## 4.2. Battery Care

The DuraForce Pro 2 has a non-removable 3240mAh Li-ion battery. To maximize battery life:

- Avoid exposing the phone to extreme temperatures (hot or cold).
- Charge the battery regularly, but avoid constantly draining it to 0% or charging it to 100% if not necessary.
- Use only Kyocera-approved chargers and cables.

## 4.3. Maintaining Durability

While rugged, proper care is essential:

- Always ensure the USB Type-C port cover is securely closed when not charging or connected to accessories to maintain water and dust resistance.
- Avoid dropping the phone from excessive heights or subjecting it to severe impacts beyond its rated specifications.
- Do not attempt to disassemble the phone, as this will void the warranty and compromise its rugged features.

## 5. TROUBLESHOOTING

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This section addresses common issues you might encounter with your Kyocera DuraForce Pro 2 E6921.

### 5.1. Device Not Powering On

- Ensure the battery is charged. Connect the phone to a charger and wait a few minutes before attempting to power on again.
- Press and hold the Power button for at least 10-15 seconds to perform a forced restart.

### 5.2. Network Connectivity Issues

- Verify your SIM card is correctly inserted and activated with your carrier.
- Check if your device is compatible with your specific carrier's network bands. The DuraForce Pro 2 E6921 is an unlocked GSM device.
- Toggle Airplane Mode on and off.
- Restart the phone.

### 5.3. Wi-Fi Connection Problems

- Ensure Wi-Fi is enabled on your phone.
- Restart your Wi-Fi router.
- Forget the network on your phone and reconnect, entering the password again.
- Ensure your phone's software is up to date.

### 5.4. Performance Issues (Lagging/Freezing)

- Close unnecessary background applications.
- Clear cache for problematic apps or the system cache.
- Ensure you have sufficient storage space available.
- Restart the device regularly.
- As a last resort, consider a factory reset (**Note:** This will erase all data on your phone. Back up important data first).

### 5.5. Charging Port Issues

- Inspect the USB Type-C port for any debris or damage. Use a soft, dry brush to gently clean it if necessary.
- Try a different USB Type-C cable and charger.
- Ensure the charging port cover is fully closed when not in use to prevent damage from water or dust.

## 6. SPECIFICATIONS

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Feature	Specification
Model Name	DuraForce Pro 2

Feature	Specification
Item Model Number	E6921
Operating System	Android 9.0
Display Technology	5" FHD TFT IPS (1920 x 1080 pixels) Kyocera Dragontrail PRO touchscreen
Processor	SDM630 Qualcomm Snapdragon processor with 2.2GHz x 1.8GHz Octa Core CPU
Memory (RAM)	4 GB
Storage (ROM)	64 GB (Expendable Micro SD up to 512GB)
Rear Camera	13MP
Front Camera	5MP
Action Camera	Super Wide View 1080p HD Action Camera with 135-degree field of view
Battery Capacity	3240mAh non-removable Li-ion
Phone Talk Time	26.3 Hours
Charging	USB Type-C and Qi Wireless
Connectivity	4G LTE CAT11 (B1/B2/B3/B4/B5/B7/B12/B14/B19/B29/B30/B66), GSM Quad (2 3 5 8), UMTS (1 2 4 5 6 19), Wi-Fi, Bluetooth, GPS
Audio Jack	No headphone jack
Color	Black
Item Weight	14 ounces
Package Dimensions	6.73 x 3.86 x 2.44 inches
Date First Available	September 24, 2020

## 7. WARRANTY AND SUPPORT

For information regarding product warranty, please refer to the warranty card included with your purchase or visit the official Kyocera website. For technical support, troubleshooting beyond this manual, or service inquiries, please contact Kyocera customer support or your authorized dealer.

You can find more information and support resources on the official Kyocera website: [www.kyoceramobile.com](http://www.kyoceramobile.com)

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