

## OUKITEL C21

# OUKITEL C21 Smartphone User Manual

Model: OUKITEL C21

## 1. INTRODUCTION

Welcome to the OUKITEL C21 User Manual. This guide provides essential information to help you set up, operate, and maintain your new smartphone. The OUKITEL C21 is an unlocked smartphone featuring a 6.4-inch FHD+ display, a 16MP rear camera, a 20MP front camera, powered by an MT6771V chip with Android 10.0, 4GB RAM, 64GB storage, and a 4000mAh battery. It supports dual SIM cards and 4G networks, along with GPS, Wi-Fi, OTG, FM, and Bluetooth connectivity.



*Image: OUKITEL C21 smartphone showcasing its main features including Android 10.0, 20MP AI Selfie camera, 6.4-inch FHD+ display, Helio P60 Octa-Core Processor, 4000mAh battery, and 4GB+64GB memory.*

## 2. WHAT'S IN THE Box

Upon opening your OUKITEL C21 package, you should find the following items:

- OUKITEL C21 Device
- Battery
- Charging Cable

*Video: An unboxing video for the OUKITEL C21, demonstrating the contents of the retail package including the phone, charger, and cable.*

## 3. SETUP

### 3.1. SIM Card and TF Card Installation

The OUKITEL C21 supports dual SIM cards or one SIM card and one TF (microSD) card for expanded storage. To install your cards:

1. Locate the SIM card tray on the side of the device.
2. Insert the provided SIM ejector tool into the small hole next to the tray and press firmly until the tray pops out.
3. Carefully place your Nano-SIM card(s) and/or TF card into the designated slots on the tray.  
Ensure the gold contacts are facing down.
4. Gently push the tray back into the device until it clicks into place.

### 3.2. Initial Power On

To power on your OUKITEL C21 for the first time:

1. Press and hold the Power button (located on the right side of the device) until the OUKITEL logo appears on the screen.
2. Follow the on-screen prompts to complete the initial setup, including language selection, Wi-Fi connection, and Google account setup.

## 4. OPERATING YOUR DEVICE

### 4.1. Display

The OUKITEL C21 features a 6.4-inch FHD+ display with a resolution of 1080 x 2340 pixels, offering clear and vibrant visuals for all your content.

## 6.4 inch FHD+ Hole Punch Display

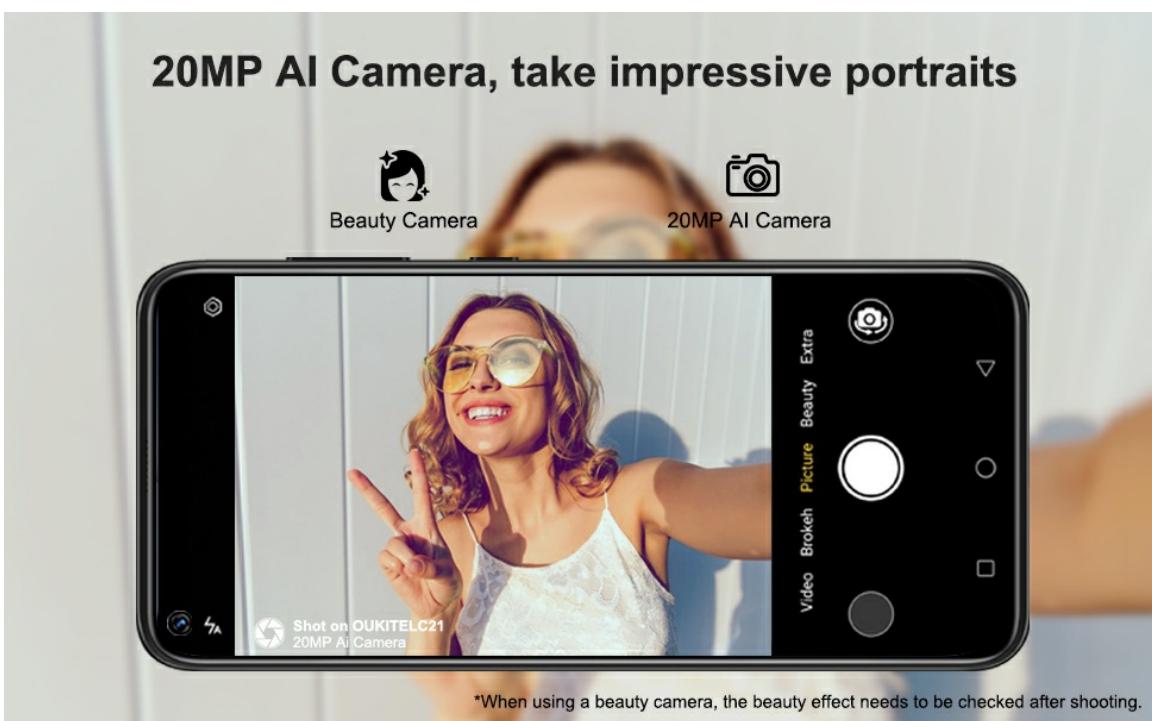
OUKITEL C21 uses the most advanced FHD+ Hole Punch Display with a resolution of 2430\*1080P. It has more vivid colors and stronger color reproduction than other water drop screens.



*Image: The OUKITEL C21's 6.4-inch FHD+ display, highlighting its clarity and vibrant color reproduction.*

### 4.2. Camera

Capture stunning photos with the OUKITEL C21's camera system. It includes a 16MP rear camera and a 20MP front camera, along with a 2MP macro lens for detailed close-up shots.



*Image: The OUKITEL C21's camera interface, demonstrating the 20MP AI camera for impressive portraits.*

*Video: A promotional video for the OUKITEL C21, highlighting its camera capabilities and overall design.*

### 4.3. Performance

The OUKITEL C21 runs on Android 10.0 and is powered by a MediaTek Helio P60 Octa-Core

Processor. With 4GB of RAM and 64GB of internal storage, it delivers smooth performance for multitasking and storing your applications and files.



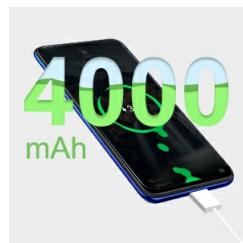
*Android 10.0 Operating System*



*4GB RAM + 64GB ROM*

#### 4.4. Battery

The device is equipped with a 4000mAh Lithium Polymer battery, providing ample power for daily use. It also supports fast charging.

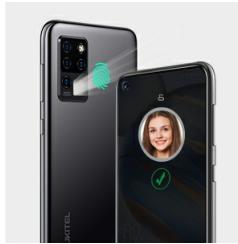


*Image: OUKITEL C21 showing its 4000mAh battery capacity.*

### 5. CONNECTIVITY

The OUKITEL C21 offers a range of connectivity options to keep you connected:

- **Dual SIM & 4G Network:** Supports two SIM cards or one SIM and one TF card, with 4G network capabilities for reliable mobile data.
- **Wi-Fi:** Connect to wireless networks for internet access.
- **Bluetooth:** Pair with Bluetooth accessories like headphones or speakers.
- **GPS:** Utilize GPS for navigation and location services.
- **OTG (On-The-Go):** Connect USB devices such as flash drives or external keyboards.
- **FM Radio:** Listen to your favorite radio stations.



*Dual 4G Network Support*



*OTG Connectivity*

## 6. MAINTENANCE

To ensure the longevity and optimal performance of your OUKITEL C21, follow these maintenance guidelines:

- **Cleaning:** Use a soft, lint-free cloth to clean the screen and body of the phone. Avoid harsh chemicals or abrasive materials.
- **Temperature:** Do not expose the device to extreme temperatures (hot or cold) or direct sunlight for extended periods.
- **Water Exposure:** While the phone is designed to be durable, avoid intentional submersion in water unless specified by the manufacturer for specific models.
- **Charging:** Use only the original charger and cable provided with your device to prevent damage and ensure safe charging.
- **Software Updates:** Regularly check for and install software updates to benefit from improved performance, security, and new features.

## 7. TROUBLESHOOTING

If you encounter issues with your OUKITEL C21, consider the following basic troubleshooting steps:

- **Device Unresponsive:** If the device is frozen or unresponsive, press and hold the Power button for about 10-15 seconds to force a restart.
- **Battery Drain:** Check for background apps consuming excessive power. Adjust screen brightness and disable unnecessary features like GPS or Bluetooth when not in use.
- **Network Issues:** Ensure your SIM card is correctly inserted. Try toggling Airplane Mode on and off. If issues persist, contact your network provider.
- **App Crashes:** Clear the cache and data for the problematic app in Settings > Apps. If the issue continues, uninstall and reinstall the app.

- **Factory Reset:** As a last resort, if software issues persist, you may perform a factory reset.  
**Warning:** This will erase all data on your phone. Back up important data before proceeding. Go to Settings > System > Reset options > Erase all data (factory reset).

## 8. SPECIFICATIONS

Key technical specifications for the OUKITEL C21 smartphone:

Feature	Specification
Model Name	C21
Operating System	Android 10.0
Screen Size	6.4 Inches
Resolution	1080 x 2340
RAM	4 GB
Memory Storage Capacity	64 GB
Battery Capacity	4000 Milliamp Hours
Charging Time	1.25 Hours
Wireless Carrier	T-Mobile (compatibility may vary with other carriers)
Cellular Technology	4G
Connectivity Technologies	Wi-Fi, Bluetooth, GPS
Special Features	Dual SIM
Product Dimensions	6.19 x 2.97 x 0.34 inches
Item Weight	0.141 ounces

## 9. WARRANTY AND SUPPORT

For warranty information and customer support, please refer to the warranty card included in your product packaging or visit the official OUKITEL website. Keep your proof of purchase for warranty claims.

