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## Nokia XR20

# Nokia XR20 5G Smartphone User Manual

MODEL: TA-1371

## Welcome to Your Nokia XR20 5G

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The Nokia XR20 is engineered for a demanding mobile lifestyle. Featuring a military-grade outer body and a highly durable screen, the Nokia XR20 is designed to withstand various environmental challenges. It also includes 2 years of OS upgrades, ensuring your device remains current and functional over time.

## Package Contents

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Your Nokia XR20 5G package includes the following items:

- USB Cable
- Power Adapter
- SIM Tray Ejector
- Screen Protector



T-Mobile

metro  
by T-Mobile

cricket

Tracfone

SIMPLE Mobile

AT&T



**Carrier  
Compatibility\***

\*Compatible with GSM carriers, including T-Mobile, Cricket, Tracfone, Simple Mobile and AT&T AT&T 4G only. Not compatible with Verizon.

Image: Nokia XR20 5G package contents.

## Initial Setup

Follow these steps to set up your new Nokia XR20 5G smartphone.

### Inserting SIM and MicroSD Cards

The Nokia XR20 5G supports Dual SIM functionality and MicroSD cards up to 512 GB. Use the provided SIM tray ejector tool to open the SIM/MicroSD card tray. Insert your SIM card(s) and/or MicroSD card into the designated slots, ensuring correct orientation. Close the tray securely.



## **Toughest of the tough**

MIL-STD-810H compliant  
to resist drops, scratches,  
and even a bit of water

Image: Front view of the Nokia XR20 5G.



## Capture life

48MP & 13MP UW  
cameras with OZO  
spatial audio capture

Image: Side view of the Nokia XR20 5G with buttons.

### Powering On and Initial Configuration

Press and hold the power button located on the side of the device until the Nokia logo appears. Follow the on-screen prompts to complete the initial setup, including language selection, Wi-Fi connection, Google account setup, and security preferences (fingerprint, face unlock, PIN/pattern).

### Operating Your Device

#### Navigation and User Interface

The Nokia XR20 5G runs on Android 14, offering an intuitive user experience. Navigate through apps and settings using gestures or the traditional navigation bar. Swipe up from the bottom of the screen to access the app drawer. The 6.67-inch screen provides ample space for all your activities.



## 5G Connectivity

Up to 20x faster than the average 4G



## Better for the planet

A longer-lasting phone is better for the environment



## The toughest of tough screens

Corning® Gorilla® Glass Victus™ built to handle drops, scratches and water with ease

Image: Nokia XR20 5G highlighting 5G connectivity and screen durability.

### Security Features

Unlock your device quickly and securely using the side-mounted fingerprint sensor or biometric face unlock. These advanced features ensure your data remains protected.

### Carrier Compatibility

The Nokia XR20 5G is an unlocked device compatible with all GSM carriers, including AT&T, Boost, Cricket, H2O Wireless, Metro, Net10, Simple Mobile, T-Mobile, and Tracfone. Please note that this product is not compatible with Verizon. Confirm 5G network availability with your chosen carrier.



Image: Nokia XR20 5G with compatible carrier logos.

### Camera Functionality

Capture high-quality photos and videos with the Nokia XR20 5G's camera system. It features a rear 48MP dual camera with a 13MP ultrawide lens and an 8MP front-facing camera for selfies and video calls.



## **Better for the planet**

A longer-lasting phone  
is better for the environment

Image: Rear camera module of the Nokia XR20 5G.

### **Google Assistant**

Access Google Assistant for hands-free help, information, and device control. Simply say "Hey Google" or press the dedicated Google Assistant button.



## Superfast 5G

Share the action  
as fast as you're living it

Image: Nokia XR20 5G with Google Assistant.

## Maintenance

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### Device Durability and Care

The Nokia XR20 5G is built for durability, with MIL-STD-810H compliance for drop resistance up to 2 meters and an IP68 rating for dust and water resistance (up to 1.5m for 60 minutes). The 6.67-inch screen is protected by Corning Gorilla Glass Victus. While rugged, avoid unnecessary exposure to extreme conditions to prolong device lifespan. Clean your device with a soft, damp cloth.



## Safe and secure

Monthly security updates for up to 4 years

Image: Nokia XR20 5G demonstrating water resistance.

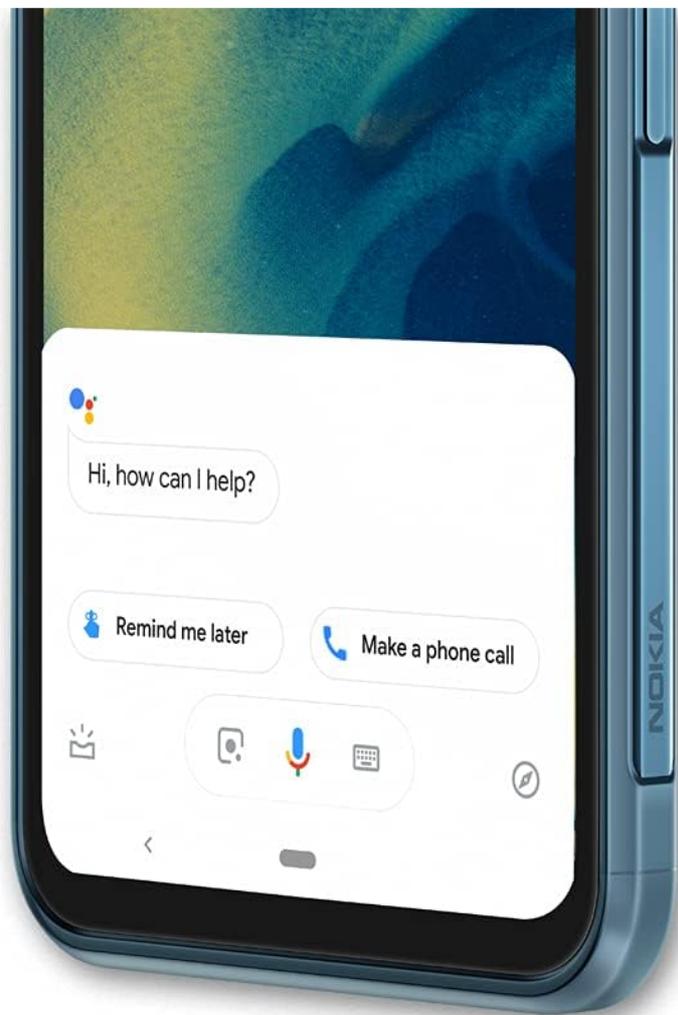
### Software Updates

Keep your Nokia XR20 5G updated to ensure optimal performance, security, and access to new features. Nokia provides Android OS upgrades until 2024 and monthly security updates for up to 4 years. To check for updates:

1. Slide up the bottom menu to access the app drawer.
2. Select **Settings**.
3. Scroll down and tap **System**.
4. Tap **Advanced**, then **System update**.
5. Tap **Check for update** and follow any on-screen instructions.

Your browser does not support the video tag.

Video: Instructions on how to update your Nokia phone software.



## Help on the go

Equipped with  
Google Assistant

Image: Nokia XR20 5G highlighting security updates.

## Troubleshooting

### Restarting Your Phone

If your phone is unresponsive or experiencing minor issues, a simple restart can often resolve the problem. To perform a forced reboot:

1. Press and hold the **Volume Up key** and the **Power button** simultaneously.
2. Continue holding for approximately 15 seconds, or until the phone vibrates and restarts.

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Video: Guide on how to reboot your Nokia phone.

### Contacting Nokia Support

If you encounter issues that cannot be resolved through basic troubleshooting, you can contact Nokia mobile support directly through the My Phone app:

1. Slide up the bottom menu to access the app drawer.

2. Open the **My Phone** app.
3. Tap on **Support**.
4. Select **Support chat**.
5. Enter your name, country, and email address to begin chatting with a support agent.

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Video: How to chat with Nokia Support using the My Phone app.

## Specifications

Below are the key technical specifications for the Nokia XR20 5G smartphone:

Feature	Specification
Model Name	XR20
Item Model Number	TA-1371
Operating System	Android 14
RAM	6 GB
Memory Storage Capacity	128 GB (expandable up to 512 GB with MicroSD)
Screen Size	6.67 Inches
Resolution	2400 x 1080
CPU Model	Snapdragon 480 5G
Rear Camera	48MP Dual Camera with 13MP Ultrawide Lens
Front Camera	8MP
Battery Capacity	4630 Milliamp Hours
Special Features	Dual SIM, Fast Charging Support, Rugged Body, Water Resistant, Wireless Charging
Product Dimensions	6.76 x 3.19 x 0.41 inches
Item Weight	8.8 ounces

## Choose the Nokia phone that's right for you



**Nokia XR20**



**Nokia G20**



**Nokia G10**

 Rear / Front Camera	Main: 48 +13 MP Front: 8 MP	Main: 48 +5 +2 +2 MP Front: 8 MP	Main: 13 +2 +2 MP Front: 8 MP
 Battery	4630 mAh	5050 mAh	5050 mAh
 Display	6.67" HDR 20:9 FHD+ 1080x2400 Corning® Gorilla™ Glass Victus™	6.5" HD 20:9 HD+ 1600x720 2.5D Cover Glass	6.5" HD 20:9 HD+ 1600x720 2.5D Cover Glass
 Processor	Qualcomm Snapdragon 480 5G	Mediatek G35 8x A53	MTK Helio G25 Octa core 8x A53
 RAM / Storage	6GB / 128 GB	4GB / 128 GB	3GB / 32 GB
 Expandable Memory	Up to 512 GB Micro SD	Up to 512 GB Micro SD	Up to 512 GB Micro SD
 Software	Android 11	Android 11	Android 11
 Network	5G	4G	4G

Image: Nokia XR20 5G dimensions.



Image: Comparison of Nokia XR20 with other Nokia models.

## Warranty & Support

Your Nokia XR20 5G comes with a 2-year manufacturer's warranty. Additionally, Nokia is committed to providing long-term support, including Android OS upgrades until 2024 and monthly security updates for up to 4 years.

For further assistance, troubleshooting tips, or to contact support, please visit the My Phone app on your device or refer to the official Nokia mobile support website: [Nokia.com/mobile-support](https://Nokia.com/mobile-support).

Your browser does not support the video tag.

Video: Nokia XR20 - Football stars put it to the test, demonstrating ruggedness.

Your browser does not support the video tag.

Video: Nokia XR20 - Life Proof, showcasing its durability.

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