realme C21Y

realme C21Y Smartphone User Manual

Model: C21Y

1. Device Overview

The realme C21Y is a smartphone designed for everyday use, featuring a 6.5-inch HD+ display, a triple rear camera system, and a large 5000 mAh battery. This manual provides essential information for setting up, operating, and maintaining your device.



Image: Front and back view of the realme C21Y smartphone, showcasing the display and rear camera module.

2. Setup Guide

2.1 Unboxing and Initial Inspection

Upon opening the package, ensure all components are present and undamaged. The box contents typically include:

- Handset
- Adapter (5V/2A)
- USB Cable

- SIM Card Tool
- Screen Protect Film
- Important Info Booklet with Warranty Card
- Quick Guide

2.2 SIM Card and Storage Card Installation

To install your Nano SIM card(s) and an optional microSD card (up to 256 GB), follow these steps:

1. Locate the SIM card tray on the side of the device.
2. Insert the SIM card tool into the small hole on the tray to eject it.
3. Place your Nano SIM card(s) and/or microSD card into the designated slots on the tray. Ensure correct orientation.
4. Carefully reinsert the tray into the phone until it clicks into place.



Image: Rear view of the realme C21Y smartphone, showing the camera module and fingerprint sensor, with a slight angle to reveal the side where the SIM tray is located.

2.3 Powering On and Initial Configuration

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

3. Operating Instructions

3.1 Basic Navigation

- **Power On/Off:** Press and hold the Power button. Select "Power off" or "Restart" from the options.
- **Screen Lock/Unlock:** Press the Power button briefly to lock or unlock the screen. Use your set PIN, pattern, password, or fingerprint for security.
- **Volume Control:** Use the Volume Up and Volume Down buttons on the side of the device.
- **Touchscreen Gestures:** Tap to select, swipe to scroll, pinch to zoom.

3.2 Calls and Messaging

Use the Phone app to make and receive calls. The Messages app allows you to send and receive SMS/MMS messages. Ensure your SIM card is active and has network coverage.

3.3 Camera Usage

The realme C21Y features a triple rear camera (13MP main, 2MP macro, 2MP depth) and a 5MP front camera. Open the Camera app to capture photos and videos.

- **Switch Cameras:** Tap the camera icon to switch between front and rear cameras.
- **Shooting Modes:** Select from various modes like Photo, Video, Portrait, and Macro.
- **Focus:** Tap on the screen to set the focus point.



Image: Close-up of the realme C21Y smartphone's rear, highlighting the camera module and fingerprint sensor.

3.4 Fingerprint Recognition

To set up fingerprint unlock, go to *Settings > Security > Fingerprint* and follow the instructions to register your fingerprint. Once registered, you can unlock your device by placing your finger on the rear-mounted fingerprint sensor.

4. Maintenance

4.1 Battery Care

- Use the original charger and USB cable for optimal charging.
- Avoid extreme temperatures, as they can affect battery life.
- For long-term storage, charge the battery to around 50% and power off the device.
- The device features a 5000 mAh Lithium-Ion battery, offering an average life of up to 3 days under typical usage conditions.

4.2 Cleaning Your Device

Use a soft, lint-free cloth to clean the screen and body of the phone. Avoid using harsh chemicals or abrasive materials. While the device is water-resistant, avoid submerging it in water.

4.3 Software Updates

Regularly check for and install software updates to ensure optimal performance and security. Go to *Settings > System > Software update* to check for available updates.

4.4 Storage Management

The device comes with 64 GB of internal storage, expandable up to 256 GB via a microSD card. Regularly clear unnecessary files and apps to maintain performance. You can manage storage in *Settings > Storage*.

5. Troubleshooting

This section addresses common issues you might encounter with your realme C21Y smartphone.

Problem	Solution
Device does not power on	Ensure the battery is charged. Connect the charger and wait a few minutes before attempting to power on again. If unresponsive, perform a force restart by holding the Power button for 10-15 seconds.
Screen is unresponsive	Restart the device. If the issue persists, try a factory reset (this will erase all data, so back up first).
Cannot connect to Wi-Fi/Mobile Data	Check if Wi-Fi/Mobile Data is enabled in settings. Restart your router or check your mobile plan. Try resetting network settings in *Settings > System > Reset options*.
Camera not working	Restart the phone. Clear the Camera app's cache and data in *Settings > Apps & notifications > Camera > Storage & cache*. Ensure no other app is using the camera.
Fingerprint sensor not working	Ensure your finger is clean and dry. Re-register your fingerprint in *Settings > Security > Fingerprint*. If the issue persists, consider a software update or factory reset.

If these solutions do not resolve the issue, please contact realme customer support.

6. Specifications

Feature	Detail
Brand	realme
Model	C21Y
Operating System	Android 11.0
Processor	Unisoc T610 Processor (1.8 GHz)
RAM	4 GB
Internal Storage	64 GB

Feature	Detail
Expandable Storage	Up to 256 GB (microSD)
Display	16.51 cm (6.5 inch) HD+ LCD (1280 x 720 resolution)
Rear Camera	13MP + 2MP + 2MP (Triple Camera)
Front Camera	5MP
Battery	5000 mAh Lithium-Ion
SIM Card Slot Count	Single SIM
Network Connectivity	4G, Wi-Fi
Biometric Security	Fingerprint Recognition
Connector Type	3.5mm Jack
Dimensions (L x W x H)	16.4 x 7.6 x 0.9 Centimeters
Weight	200 Grams
Water Resistance	Water Resistant

7. Warranty Information

The realme C21Y smartphone comes with a **1 Year Manufacturer Warranty** from the date of purchase. This warranty covers manufacturing defects under normal use conditions.

For warranty claims or service, please contact the manufacturer or an authorized service center. Keep your proof of purchase for warranty validation.

- **Manufacturer:** Oppo Mobiles India Private Limited
- **Manufacturer Address:** Plot No.1, Sector Ecotech - VII, Greater Noida, Uttar Pradesh - 201306

8. Support

For further assistance, technical support, or inquiries, please refer to the official realme support channels.

- Visit the official realme website for FAQs and support resources.
- Contact realme customer service through their official contact numbers or email, typically found on their website or in the included documentation.
- **Packer Contact Information:** Oppo Mobiles India Private Limited 3rd Floor, Tower-B, Building No.8, DLF Cyber City, Gurugram - 122002, Haryana, India
- **Importer Contact Information:** Oppo Mobiles India Private Limited Plot No.1, Sector Ecotech - VII, Greater Noida, Uttar Pradesh - 201306

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question

and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question