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> Motorola Moto e20 Smartphone User Manual

Motorola PASY0008GB

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Model: PASY0008GB

INTRODUCTION

Welcome to the user manual for your new Motorola Moto e20 smartphone. This guide provides essential information to help you set up, operate, and maintain your device. The Moto e20 is a powerful and versatile smartphone designed for everyday communication and entertainment, featuring a 1.6 GHz Octa-core processor, 2GB of RAM, and 32GB of internal storage, expandable via microSDXC.

SAFETY INFORMATION

Please read this section carefully before using your device to ensure safe and proper operation.

- **Battery Safety:** The device contains a non-removable 4000mAh Lithium Polymer battery. Do not attempt to replace it yourself. Avoid extreme temperatures and direct sunlight.
- **Charging:** Use only Motorola-approved chargers and cables. Unapproved chargers may damage the device or cause explosions.
- **Water Resistance:** This device is not waterproof. Avoid exposure to liquids.
- **Hearing Protection:** Avoid prolonged listening at high volume levels to prevent hearing damage.
- **Driving Safety:** Do not use your phone while driving. Always prioritize road safety.
- **Disposal:** Dispose of the device and battery responsibly according to local regulations. Do not dispose of in household waste.

PACKAGE CONTENTS

Ensure all items are present in your product box:

- Motorola Moto e20 Smartphone
- Charger
- USB Cable
- Quick Start Guide (not included in this manual)

PRODUCT OVERVIEW

Familiarize yourself with the physical features of your Motorola Moto e20.



Figure 1: Front view of the Motorola Moto e20 smartphone, displaying the screen with the Motorola logo and "moto e20" branding.



Figure 2: Rear view of the Motorola Moto e20 smartphone, showing the dual camera module and the textured back panel with the Motorola batwing logo.



Figure 3: Side-by-side view of the Motorola Moto e20, showcasing both the front display and the rear design simultaneously.



Figure 4: Angled view of the Motorola Moto e20, highlighting the side buttons (power and volume) and the slim profile of the device.

Physical Components:

- **Front Camera:** Located at the top center of the display.
- **Display:** 6.5-inch IPS LCD with 720 x 1600 pixels resolution.
- **Power Button:** On the right side, used to turn the device on/off or wake/sleep the screen.
- **Volume Buttons:** Above the power button, used to adjust media and call volume.

- **Rear Camera Module:** Dual camera setup on the back, including the main camera and depth sensor.
- **Fingerprint Sensor:** Integrated into the Motorola logo on the back.
- **USB-C Port:** At the bottom for charging and data transfer.
- **3.5mm Audio Jack:** For connecting headphones.
- **SIM/MicroSD Tray:** On the left side, for inserting SIM cards and a microSDXC card.

SETUP

1. Inserting SIM Cards and MicroSD Card

The Motorola Moto e20 supports Dual-SIM functionality and a shared slot for a microSDXC card.

1. Locate the SIM tray on the left side of the phone.
2. Insert the SIM ejector tool (not included in package, typically comes with phone) into the small hole on the tray to open it.
3. Carefully pull out the tray.
4. Place your Nano SIM cards into the designated slots (SIM1 and SIM2).
5. If using a microSDXC card for expanded storage, place it into the shared slot.
6. Gently push the tray back into the phone until it clicks into place.

Note: This smartphone is not compatible with CDMA networks (e.g., Verizon, Sprint, US Cellular). Please verify network compatibility with your provider before use.

2. Charging the Battery

Before first use, fully charge your Moto e20.

1. Connect the USB cable to the charger.
2. Plug the charger into a power outlet.
3. Connect the USB cable to the USB-C port at the bottom of your phone.
4. The charging indicator will appear on the screen.

3. Powering On and Initial Setup

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

OPERATING INSTRUCTIONS

Basic Navigation

- **Touch:** Tap an icon to open an app or select an item.
- **Touch & Hold:** Press and hold an item to move it or access more options.
- **Swipe:** Drag your finger across the screen to scroll or move between screens.
- **Pinch:** Use two fingers to zoom in or out on photos and web pages.

Making Calls and Sending Messages

- **Calls:** Open the Phone app, enter the number, and tap the call icon.

- **Messages:** Open the Messages app, tap "Start chat," enter the recipient, and type your message.

Connecting to Wi-Fi

1. Go to **Settings > Network & internet > Wi-Fi**.
2. Turn on Wi-Fi.
3. Select your desired network from the list and enter the password if required.

Using the Camera

The Moto e20 features a rear camera for capturing photos and videos.

1. Open the Camera app.
2. Frame your shot.
3. Tap the Shutter button to take a photo or the Record button to start/stop video recording.

MAINTENANCE

Cleaning Your Device

Use a soft, lint-free cloth to clean the screen and body of your phone. Avoid using harsh chemicals or abrasive materials.

Battery Care

- Avoid fully discharging the battery frequently.
- Do not expose the phone to extreme heat or cold.
- Unplug the charger once the battery is full to prolong its lifespan.

Software Updates

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

Storage Management

To free up storage space, regularly clear cache, uninstall unused apps, and transfer large files to a computer or cloud storage. You can also utilize the microSDXC card for additional storage.

TROUBLESHOOTING

Device Not Turning On

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

Network Connectivity Issues

- Check if Airplane mode is off.
- Restart your phone.
- Verify your SIM card is properly inserted.
- Contact your network provider to confirm service availability in your area.

Apps Crashing or Freezing

- Close and reopen the app.
- Clear the app's cache and data (Settings > Apps > [App Name] > Storage & cache).
- Update the app from the Google Play Store.
- Restart your phone.

Slow Performance

- Close background apps.
- Free up storage space.
- Restart your phone regularly.

SPECIFICATIONS

Feature	Detail
Model Name	Motorola Moto e20
Model Number	PASY0008GB
Operating System	Android 11.0
Processor	Unisoc T606, Octa-core (1.6 GHz CPU Speed)
RAM	2 GB
Internal Storage	32 GB (expandable via microSDXC, uses shared SIM slot)
Display	6.5 Inches IPS LCD, 720 x 1600 Resolution
Battery Capacity	4000 mAh (non-removable)
Rear Camera	13MP (main) + Depth Sensor
Front Camera	Yes
Dimensions (L x W x H)	5.25 x 0.31 x 1.66 inches
Item Weight	6.2 ounces (175 Grams)
Connectivity	4G LTE, Wi-Fi, Bluetooth, 3.5mm Audio Jack
SIM Type	Dual Nano-SIM
Color	Coastal Blue

WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the warranty card included with your purchase or visit the official Motorola support website. Keep your proof of purchase for warranty claims.

Motorola Support: www.motorola.com/support

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

Open the live page

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