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› Motorola Moto G04 XT2421-2 User Manual

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Motorola Moto G04 XT2421-2 User Manual

Model: XT2421-2 | Brand: Motorola

INTRODUCTION

The Motorola Moto G04 XT2421-2 is a versatile and budget-friendly smartphone that offers a great balance of performance and features. With its 6.56-inch 90Hz LCD display, you'll enjoy a smooth and immersive viewing experience, perfect for streaming videos, browsing the web, or playing games. Powered by a capable processor and 4GB of RAM, this dual SIM smartphone can handle multitasking with ease. The 128GB of internal storage (approximately 119GB available to user) provides ample space for your apps, photos, videos, and files, while the 16MP rear camera and 5MP front camera allow you to capture stunning memories. The international model is factory unlocked for GSM networks, giving you the freedom to choose your preferred carrier. With its sleek design and impressive specifications, the Motorola Moto G04 is an excellent choice for those seeking a reliable and affordable smartphone.

WHAT'S IN THE BOX

Upon opening your Motorola Moto G04 package, you should find the following items:

- Motorola Moto G04 XT2421-2 Smartphone
- Power Adapter
- USB Cable
- SIM Tray Ejector



Image: The Motorola Moto G04 XT2421-2 smartphone, showcasing its front display and the rear panel with the dual camera setup.

SETUP

1. SIM Card Installation

The Moto G04 supports dual SIM functionality, allowing you to use two Nano-SIM cards or one Nano-SIM and one microSD card for expanded storage. To install your SIM card(s):

1. Locate the SIM tray on the side of your phone.
2. Insert the SIM tray ejector tool into the small hole next to the tray and push gently until the tray pops out.
3. Place your Nano-SIM card(s) into the designated slots on the tray, ensuring the gold contacts face down. If using a microSD card, place it in the appropriate slot.
4. Carefully push the tray back into the phone until it clicks into place.



Image: Side view of the Motorola Moto G04, highlighting the location of the SIM tray and physical buttons.

2. Initial Power On and Setup

Press and hold the Power button on the side of the phone until the Motorola logo appears. Follow the on-screen prompts to complete the initial setup, including selecting your language, connecting to Wi-Fi, and signing in with your Google account.

3. Network Compatibility

This international model of the Motorola Moto G04 XT2421-2 is **factory unlocked for GSM networks only**. It is important to note that this smartphone is **not compatible with CDMA networks**, including carriers such as VERIZON, SPRINT, US CELLULAR, and Cricket in the USA. Please verify compatibility with your chosen network provider before use. It works with GSM carriers like T-Mobile, Metro, Mint, and Tello.

4. Charging the Device

Before first use, it is recommended to fully charge your device. Connect the provided USB cable to the phone's charging port and the power adapter, then plug the adapter into a wall outlet. The battery indicator on the screen will show charging progress.

OPERATING YOUR DEVICE

Display and Navigation

The Moto G04 features a vibrant 6.56-inch LCD display with a 90Hz refresh rate, providing smooth scrolling and an immersive viewing experience. Navigate the Android 13.0 operating system using touch gestures, including taps, swipes, and pinches.



Image: Front view of the Motorola Moto G04, showcasing its large display.

Camera Features

Capture stunning photos and videos with the 16MP rear camera and 5MP front camera. The camera application offers various modes and settings to enhance your photography, including Portrait, Night Vision, and Panorama. Tap the camera icon on your home screen to launch the app.



Image: Back view of the Motorola Moto G04, highlighting the 16MP AI Camera module.

Storage and Performance

With 4GB of RAM and 128GB of internal storage (expandable via microSD), the Moto G04 provides ample space for your applications, media, and files. The device is powered by a capable processor, ensuring smooth multitasking and responsive performance for everyday use.

Connectivity

The Moto G04 supports various connectivity options:

- **Wi-Fi:** Connect to wireless networks for internet access.

- **Bluetooth:** Pair with wireless headphones, speakers, and other Bluetooth-enabled devices.
- **USB:** Use the USB-C port for charging and data transfer.
- **GPS:** Utilize location services for navigation and location-based apps.
- **3.5mm Audio Jack:** Connect wired headphones or external audio devices.

MAINTENANCE

Cleaning Your Device

To keep your Moto G04 in optimal condition, regularly clean it with a soft, lint-free cloth. Avoid using harsh chemicals or abrasive materials that could damage the screen or finish. For stubborn smudges, slightly dampen the cloth with water.

Battery Care

The Moto G04 is equipped with a 5000 Milliamp Hours (mAh) Lithium Polymer battery. To maximize battery life:

- Avoid extreme temperatures.
- Do not let the battery drain completely before recharging.
- Use only the provided charger and cable.
- Optimize screen brightness and disable unnecessary background apps.

Software Updates

Motorola periodically releases software updates to improve performance, add new features, and enhance security. It is recommended to keep your device's software up to date. You can check for updates in the phone's Settings menu under "System" > "System updates."

TROUBLESHOOTING

If you encounter issues with your Motorola Moto G04, try the following troubleshooting steps:

- **Device Not Powering On:** Ensure the battery is charged. Connect the charger and wait a few minutes before attempting to power on again.
- **Network Connectivity Issues:** Verify your SIM card is properly inserted. Check that you are on a compatible GSM network. Restart the phone. If roaming, ensure roaming is enabled in settings.
- **Apps Crashing or Freezing:** Close and reopen the app. Clear the app's cache and data in Settings > Apps. Restart the phone.
- **Slow Performance:** Close unused apps. Clear cache. Check available storage. Consider a factory reset as a last resort (back up data first).
- **Display Not Responding:** Restart the phone by holding the power button. If unresponsive, force restart by holding power button for an extended period (e.g., 10-15 seconds).

Factory Reset

A factory reset will erase all data from your phone and restore it to its original factory settings. This can resolve persistent software issues. **Always back up your data before performing a factory reset.** To perform a factory reset, go to Settings > System > Reset options > Erase all data (factory reset).

SPECIFICATIONS

Feature	Specification
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Model Name	Moto G04
Item Model Number	XT2421-2
Operating System	Android 13.0
Display Size	6.56 Inches
Resolution	720 x 1612
Refresh Rate	90 Hz
CPU Model	Mediatek Dimensity 1100
CPU Speed	1.6 GHz
RAM Memory Installed Size	4 GB
Memory Storage Capacity	128 GB
Rear Camera	16MP
Front Camera	5MP
Battery Capacity	5000 Milliamp Hours
Product Dimensions	6.3 x 4.72 x 0.39 inches
Item Weight	10.8 ounces
Connectivity Technologies	Bluetooth, Wi-Fi, USB
Audio Jack	3.5 mm
Color	Black

WARRANTY AND SUPPORT

For detailed warranty information, please refer to the warranty card included with your product packaging or visit the official Motorola website. Warranty terms and conditions may vary by region and retailer.

For technical support, software updates, and additional resources, please visit the official Motorola support website or contact their customer service. You can also visit the [Motorola Store on Amazon](#) for more product information.

