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Motorola XT2421-12

Motorola Moto E14 XT2421-12 User Manual

Model: XT2421-12 | Brand: Motorola

Introduction

The Motorola Moto E14 XT2421-12 is a reliable and affordable smartphone designed for everyday use. This international model features dual SIM capability, 2GB of RAM, and 64GB of internal storage, making it suitable for essential communication, browsing, and media consumption. It operates on Android 14 (Go edition) and is factory unlocked for GSM networks. This manual provides detailed instructions to help you get the most out of your device.

Setup

What's in the Box

- Motorola Moto E14 Smartphone
- Power Adapter
- USB Cable
- SIM Tray Ejector

Inserting SIM Cards and MicroSD Card

The Moto E14 supports dual SIM cards and expandable memory via a microSD card. Ensure the device is powered off before inserting or removing cards.

1. Locate the SIM tray on the side of the phone.
2. Insert the provided SIM tray ejector tool into the small hole next to the tray. Press firmly until the tray pops out.
3. Carefully pull out the SIM tray.
4. Place your Nano-SIM cards (up to two) and/or microSD card into the designated slots on the tray, ensuring they are correctly oriented.
5. Gently push the tray back into the slot until it clicks into place.



Image: Side view of the Motorola Moto E14, highlighting the location of the SIM tray slot.

Initial Power On and Setup

To power on your device for the first time, press and hold the Power button located on the side until the Motorola logo appears. Follow the on-screen prompts to complete the initial setup, which includes selecting your language, connecting to a Wi-Fi network, and signing in with your Google account.

Operating Your Device

Display Features

The Moto E14 features a 6.56-inch IPS LCD display with a 90Hz refresh rate, providing a smooth visual experience for daily tasks. The resolution is 720 x 1612 pixels, protected by Corning Gorilla Glass 3 for enhanced durability.



Image: Front view of the Motorola Moto E14, showcasing its 6.56-inch display.

Performance and Software

Powered by the Unisoc T606 (12 nm) chipset with an Octa-core CPU and Mali-G57 MP1 GPU, the Moto E14 runs on Android 14 (Go edition). This optimized version of Android ensures efficient performance for essential applications and light multitasking. The device includes 2GB of RAM, with a RAM Boost feature that can utilize up to 4GB for smoother operation.

Battery Life

Equipped with a large 5000 mAh non-removable battery, the Moto E14 offers extended usage on a single charge. Users can expect up to 40 hours of talk time, making it a reliable companion for all-day use without frequent recharging.

Camera Functionality

The device features a 13 MP main camera with f/2.2 aperture and PDAF, suitable for capturing everyday moments. The 5

MP front-facing camera (f/2.2) is ideal for video calls and selfies. While not designed for professional photography, the cameras provide satisfactory results for casual use.



Image: Back view of the Motorola Moto E14, highlighting the 13MP main camera module.

Connectivity and Storage

The Moto E14 supports various connectivity options including Bluetooth, Wi-Fi, and USB. It is designed for GSM cellular networks and is not compatible with CDMA carriers such as Verizon, Boost, Sprint, Xfinity, or US Cellular. The 64GB internal storage can be expanded using a microSD card, offering ample space for apps, photos, and videos.

Maintenance

Cleaning Your Device

To clean your Moto E14, use a soft, lint-free cloth. For stubborn smudges, slightly dampen the cloth with water or a

screen cleaner designed for electronics. Avoid using harsh chemicals or abrasive materials, as these can damage the screen and finish.

Software Updates

Regularly check for and install software updates to ensure your device has the latest features, security patches, and performance improvements. You can typically find update options in the device's Settings menu under 'System' or 'About phone'.

Battery Care

To prolong battery life, avoid exposing your phone to extreme temperatures. It is recommended to keep the battery charge between 20% and 80% for optimal longevity. Avoid leaving the phone plugged in for extended periods after it has reached 100% charge.

Storage Management

Periodically review your device's storage to free up space. Uninstall unused apps, delete old photos and videos, or transfer them to cloud storage or an external microSD card. This helps maintain optimal performance.

Troubleshooting

Common Issues and Solutions

Issue	Solution
Device not powering on	Ensure the battery is charged. Press and hold the Power button for at least 10-15 seconds to force a restart.
Slow performance or app crashes	Close unused apps, clear app caches, restart the device, or check for system updates. Consider a factory reset as a last resort (back up data first).
No network signal (GSM only)	Verify that your SIM card is properly inserted and active. Ensure you are on a GSM network, as this model is not compatible with CDMA carriers. Check network settings in 'Settings > Network & internet > Mobile network'.
Battery draining quickly	Reduce screen brightness, disable Wi-Fi/Bluetooth when not in use, close background apps, and limit location services.

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. **Before performing a factory reset, ensure all important data is backed up.**

1. Go to *Settings*.
2. Tap *System* > *Reset options*.
3. Tap *Erase all data (factory reset)*.
4. Confirm your decision and follow the on-screen instructions.

Specifications

Feature	Detail
Model Name	Moto E14
Item Model Number	XT2421-12
Display	6.56 inches IPS LCD, 90Hz, 720 x 1612 pixels
Operating System	Android 14 (Go edition)
Processor	Unisoc T606 (12 nm) Octa-core CPU, Mali-G57 MP1 GPU
RAM	2 GB (up to 4 GB with RAM Boost)
Internal Storage	64 GB
Expandable Memory	Yes
Main Camera	13 MP, f/2.2, (wide), 1.12µm, PDAF
Selfie Camera	5 MP, f/2.2, (wide), 1/5.0", 1.12µm
Battery	5000 mAh, non-removable
Talk Time	Up to 40 Hours
Connectivity	Bluetooth, Wi-Fi, USB, Cellular (GSM only)
Special Features	Dual SIM, Internationally Sourced, Expandable Memory
Color	Lavender
Item Weight	12.3 ounces

Warranty Information

Motorola provides a limited warranty for its products. For specific details regarding the warranty period and coverage for your Moto E14 XT2421-12, please refer to the warranty card included in your product packaging or visit the official Motorola support website. Keep your proof of purchase for warranty claims.

Support

For further assistance, technical support, or service inquiries regarding your Motorola Moto E14, please visit the official Motorola support website or contact their customer service. You can find contact information and frequently asked questions on the Motorola support portal.

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