

realme

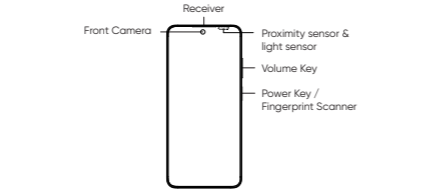
Quick Guide
RMX3943

Statement

The Quick Guide contains information regarding safety, operation and customer service. Before using the realme smartphone, please read all the instructions and the security information below, and keep it for backup. More detailed instructions, the company's electronic documents are kept on this product, please read the built-in instructions on the realme smartphone. To get the latest information, please visit <http://www.realme.com>

Greetings from realme mobile

This guide will show you how to use the phone and its important functions.



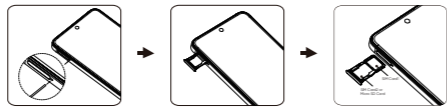
Install SIM and Memory card

Please turn off the phone before inserting the card.

This product is only compatible with Nano SIM on both slots of the SIM card holder.

Inserting non-standard cards can cause damage to phone SIM card holder.

Keep SIM Ejector Tool out of reach from children, to prevent accidental ingestion or impalement.



Warning

- Do not place the phone or battery near or inside the heating equipments, cooking equipments, high pressure vessels (such as microwave ovens, induction cooker, electric oven, heater, pressure cooker, water heater, gas stove, etc.) to prevent the battery overheating which may lead to an explosion.
- The original charger, data cable and battery shall be used. Unapproved chargers, data cables, or batteries that are not certified by the manufacturer may result in electric shock, fire, explosion, or other hazards.

- When charging, please place the device in an environment that has a normal room temperature and good ventilation. It is recommended to charge the device in an environment with temperature ranging from 5°C~35°C.
- Back cover can't be removed.

How to force reboot the phone

Press and hold the Power Button and Volume Up Button at the same time until the realme boot animation is displayed to reboot the phone.

How to Transfer Old Mobile Content to a New Mobile

You can use realme Clone Phone to easily transfer photos, videos, music, contacts, messages, apps, etc from your old phone to the new one.

1. If you have an old Android phone, first scan the QR code below, then download and install Clone Phone, next open Clone Phone on both the new and old phones, and follow the on-screen instructions to complete the operation.



<https://i.clonephone.coloros.com/download>

2. If you have an old iPhone, open Clone Phone on the new phone directly, and follow on-screen instructions to sign in to iCloud account and sync the files.

How to switch system languages

Go to Settings—System & update—Language & region. Select the corresponding language.

The device supports: English, Hindi & Nepali for inputting. The device also supports: Assamese, Bengali, Gujarati, Hindi, Kannada, Kashmiri, Konkani, Malayalam, Manipuri, Marathi, Nepali, Oriya, Punjabi, Sanskrit, Sindhi, Tamil, Telugu, Urdu, Bodo, Santhali, Maithili, Dogri and English for readability.

Some content may differ from your device depending on the region, service provider, or software version, and is subject to change without prior notice.



This product is conformed to High-Resolution Audio standard defined by Japan Audio Society. The High-Resolution Audio logo is used under license from Japan Audio Society.

Disposal and Recycling Information



This symbol (with or without a solid bar) on the device, batteries (included), and / or the packaging, indicates that the device and its electrical accessories (for example, a headset, adapter or cable) and batteries should not be disposed of as household garbage.

At realme we understand that our responsibility doesn't end at selling you our products. realme has been working in the area of safe disposal of electronic waste. Since mobiles, tablets and other electronic items are made of hazardous constituents. Under the Guidelines of Ministry of Environment, Forest and Climate Change, Government of India, E-Waste (Management) Rules, 2022 and Amendment Rules, realme will seek shared responsibility and cooperation from customers in reducing the environmental impact of their products.

For more information on safe disposal, recycling and you may log on to <https://www.realme.com/in/legal/e-waste-management> or write an email to service@realme.com or contact our Toll Free No. 1800-102-2777

Declaration of Conformance

This product comply with Reduction of Hazardous Substances (RoHS) requirements specified in E-waste (Management)Rule, 2022 and Amendment Rules.

Cell Broadcast Service (CBS)

This device supports Cell Broadcast Service. You can manage this feature through "Wireless emergency alerts" in the "Settings". To get the latest function of CBS, we suggest you to login Google account and get the Google Play system updated.

India certification information (SAR)

This device was tested for typical body-worn operations with the back of the handset kept 1.5cm away. To maintain compliance with RF exposure requirements, use accessories that maintain a 1.5cm.

People having active medical implants should preferably keep the cell phone at least 15cm away from the implant. To reduce the level of exposure to radiation, you should:
a) Use a wireless hands-free system (headphone, headset) with a low power Bluetooth emitter.
b) Make sure the cell phone has a low SAR.
c) Keep your calls short or send a text message (SMS) instead. This advice applies especially to children, adolescents and pregnant women.
d) Use cell-phone when the signal quality is good.

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Security information

A mobile phone is suitable for working in an environment of 0°C to 35°C. Storage documents should be between -20°C and 45°C, Excessive or low temperature can affect the use of mobile phones and even damage the cell phone and battery. And use mobile phones as much as possible in ordinary telephone, television, radio, and office automation in order to avoid the effect of the use of these devices and mobile phones. Please charge in the environment more than 5°C and below 35°C, so as not to reduce battery performance and reduce standby time. If the phone has a flashover function, the temperature is below 15°C or more than 35°C, and the cell phone may not be able to enter the flash charge.

The operating system of this product supports official system updates. If the user brushes the ROM system of the third party or modifies the system file by cracking, it may lead to the security risk of the system. realme will not provide any support and responsibility for the final use of these cases.

Battery precautions in use

- Please do not solder battery terminals. Otherwise, it may cause battery leakage, overheat, explosion and fire.
- Please do not press or pierce the battery with hard objects (for example needle or other sharp objects), to avoid damage, battery leak, overheating or fire.
- Battery liquid may be harmful if contacted with skin or clothes, your skin might be hurt. Please immediately wash it with water, or go to hospital at once to seek medical help if necessary.
- If there are any abnormalities like high temperature, discoloration, distortion, bulging, leakage, etc. during operation, charging or preservation, please cease to use the device.
- Do not expose the battery liquid to eyes. It might cause potential blindness. When happens, wash your eyes immediately or go to the hospital if serious.
- Do not disassemble or modify the battery, as it may cause battery leakage, overheating, explosion or fire.
- Do not place or use the battery near fire, heater or other high temperature places. Otherwise, it may cause battery leakage, overheat, explosion or fire.
- If there is battery leakage or strange smell, please immediately move it from open flame in order to avoid fire or explosion.
- Please keep the battery away from moist or wet areas from moisture. Otherwise, it may cause battery overheat, fuming and corrosion.
- Do not use the battery or connect it with a high-voltage power supply, otherwise it may cause a short circuit or burst.

- Do not place the battery directly in sunlight, or other high temperature areas. Otherwise, battery leakage and overheating may make battery performance descend and service life affected. Keep the battery in a well-ventilated area.
- The battery can be charged and discharged hundreds of times at least, but it will eventually wear out.
- Do not dispose the battery as household waste. Dispose the battery according to local regulations.
- Caution: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Warning: Please do not charge the battery over 12 hours.

realme mobile Warranty Information

I: Service Terms

Thank you for using realme mobile phone. We will provide our product with comprehensive warranty services in accordance with applicable national laws and regulations. In case of any conflict between the following policies and the National Policies, or Commissions, the national policies shall prevail.

- Within 12 months from the purchasing date, in the event that performance failure occurs from normal use, consumer can claim for maintenance. The accessories such as charger, data cable have a 6-month warranty. The battery (including internal battery) has a 12-month warranty.
- Please ask the dealer to issue an invoice and keep it in a safe to avail warranty services.
- Valid purchase invoice: the invoice shall indicate the serial number of the mobile phone, factory serial number (batch number) of the accessories (battery and charger), product model, sales date, Seller's seal, amount and so on.
- A valid invoice are essential for protecting your warranty rights. (Valid invoice: the information filled in shall be complete, true and correct without alteration). If you lose the valid invoice and are unable to provide us with a photocopy of them, we will provide your mobile phone with a 12-month warranty service beginning from the 90th day after the manufacturing date or activation date of your mobile phone.

Our warranty does not cover the other accessories for the product (for instance: the user manual, warranty card, etc).

Note: The above warranty is only valid for the products sold in this country. realme have the right of final review and interpretation for the warranty policy.

II: Warranty Instructions and Conditions

1. Your warranty (please refer to the Warranty Information Card) is only valid under normal use of your device. All man-made damages and any of the following conditions are out of free warranty, but a repair can be still implemented at your own cost:

- The warranty period has expired;
- Damage caused by human factors, including damages caused by usage under improper operating environment and the failure to the user manual;
- The customer disassembles, repairs or modifies the device without the Company's authorization or has it repaired at a repair shop that is not included in the Company's approved repair network;
- Damage caused by a force majeure (such as floods, fires, earthquakes and lighting);
- The user is unable to provide valid proof of purchase or the product model and barcode do not match or are altered.
- Natural wear and tear of the product (such as casing, keypad, display screen, antenna and other accessories).
- Faults, damages or defects not caused by the company;
- Barcode and warranty labels are damaged and unrecognizable.

2. Others

- External damages(including wear, tear, and scratches) are not entitled to the warranty service;
- Faults caused by the Internet and wireless information service providers (operators) are not covered by the warranty;
- Our warranty does not cover services verbally promised by the dealer which violate principles set forth on the warranty card. For products that meet the replacement requirements, you can visit to our nearest Authorized Service Centre for replacement. Upon replacement, if the device is faulty, we can replace it with a device of the same specification and model; if any accessory is faulty, the faulty accessory will be replaced. Both replacements are free of charge.

- If any of our products is required to be fixed, you may take it to any realme Authorized Service Center.
- If the product requires repair since water enters the device or it is seriously damaged by human factors, the customer needs to sign the repair job sheet form with the realme Authorized Service Centre firstly;
- All components, parts and accessories replaced during the warranty period shall become the property of the Company.

III: Considerations for Sending the Device for Repair and Collecting It

- When completing the realme mobile Phone Repair Form, the customer must fill in valid information in clear handwriting as required (name, address, phone number and fault symptoms);
- Before sending your device for repair, please back up all information and data you have saved on the mobile phone (such as phone numbers, text messages and pictures) before you delete them to prevent loss or damage during the testing and inspection process. In any circumstances, realme Authorized Service Centre and its staff will not be responsible or obligated to back up or recover your information and data, or accept responsibility for any consequence arising from the loss, damage or leakage of your information and data. Please ensure the legality of the information and data you have saved. To respect your privacy, we will not transmit, backup or examine your information and data(unless they are necessary for us to provide you with services), and we reserve the right to refuse to provide services for illegal content;
- The Customer shall collect the mobile phone by presenting the realme Mobile Phone Repair Form. In case the Customer loses the Customer Copy, the Customer shall go through the loss reporting procedures with his/her personal ID or valid proof of identity before collecting the mobile phone.