realme Realme 12+ (RMX3867)

realme 12+ 5G Smartphone User Manual

Model: RMX3867

1. Introduction

Welcome to the user manual for your new realme 12+ 5G Smartphone. This guide provides essential information on setting up, operating, maintaining, and troubleshooting your device. Please read this manual thoroughly to ensure optimal performance and longevity of your smartphone.



Figure 1: realme 12+ 5G Smartphone (Navigator Beige) showcasing its display and camera module.

The realme 12+ is a powerful 5G smartphone featuring a 2.6 GHz Octa-core processor, 8GB of RAM, and 256GB of internal storage, expandable via microSDXC. It operates on Android 14 and is equipped with a 5000mAh non-removable battery. This device supports Dual-SIM functionality and a wide range of network frequencies for global compatibility.

2. Initial Setup

2.1. Package Contents

Before you begin, ensure all items are present in your product package:

- realme 12+ 5G Smartphone
- USB Cable
- SIM Ejector Tool (may be included)
- Quick Start Guide (may be included)
- Protective Case (may be included)

Note: A power adapter is not included in the box and must be purchased separately.

2.2. Inserting SIM Cards and microSD Card

The realme 12+ supports Dual-SIM functionality and a shared slot for a microSDXC card.

1. Locate the SIM card tray on the side of the device.
2. Insert the SIM ejector tool into the small hole next to the tray and push gently until the tray pops out.
3. Place your Nano-SIM cards into the designated slots (SIM1 and SIM2). Ensure the gold contacts face downwards.
4. If using a microSDXC card for expanded storage, place it into the shared SIM2 slot.
5. Carefully push the tray back into the device until it clicks into place.



Figure 2: Bottom view of the realme 12+ 5G Smartphone, illustrating the USB Type-C port and SIM tray location.

2.3. Charging the Battery

Your device comes with a 5000mAh non-removable battery. It is recommended to fully charge the battery before first use.

1. Connect the USB cable (included) to the USB Type-C port at the bottom of your phone.
2. Connect the other end of the USB cable to a compatible power adapter (sold separately) or a computer's USB port.
3. The charging indicator will appear on the screen.

For optimal charging, use a realme-approved power adapter.

2.4. Powering On/Off

- **To Power On:** Press and hold the Power button (located on the right side) until the realme logo appears.
- **To Power Off:** Press and hold the Power button, then select "Power off" from the options on the screen.

- **To Restart:** Press and hold the Power button, then select "Restart" from the options.





Figure 3: Right side view of the realme 12+ 5G Smartphone, highlighting the power and volume buttons.

3. Operating Your Smartphone

3.1. Basic Navigation

Your realme 12+ operates on Android 14, offering an intuitive user experience.

- **Touchscreen Gestures:** Tap, swipe, pinch-to-zoom, and long-press are standard gestures for interacting with the display.
- **Home Screen:** The central hub for your apps and widgets. Swipe left or right to access additional screens.
- **Notification Panel:** Swipe down from the top of the screen to access notifications and quick settings.
- **App Drawer:** Swipe up from the bottom of the screen to view all installed applications.

3.2. Camera Usage

The realme 12+ features a versatile camera system:

- **Rear Camera:** 50 MP (wide, OIS), 8 MP (ultrawide), 2 MP (macro).
- **Front Camera:** 16 MP (wide).

1. Open the "Camera" application from your home screen or app drawer.
2. Select your desired mode (Photo, Video, Portrait, Night, etc.).
3. Tap on the screen to focus, or pinch to zoom in/out.
4. Press the Shutter button to capture a photo or start/stop video recording.

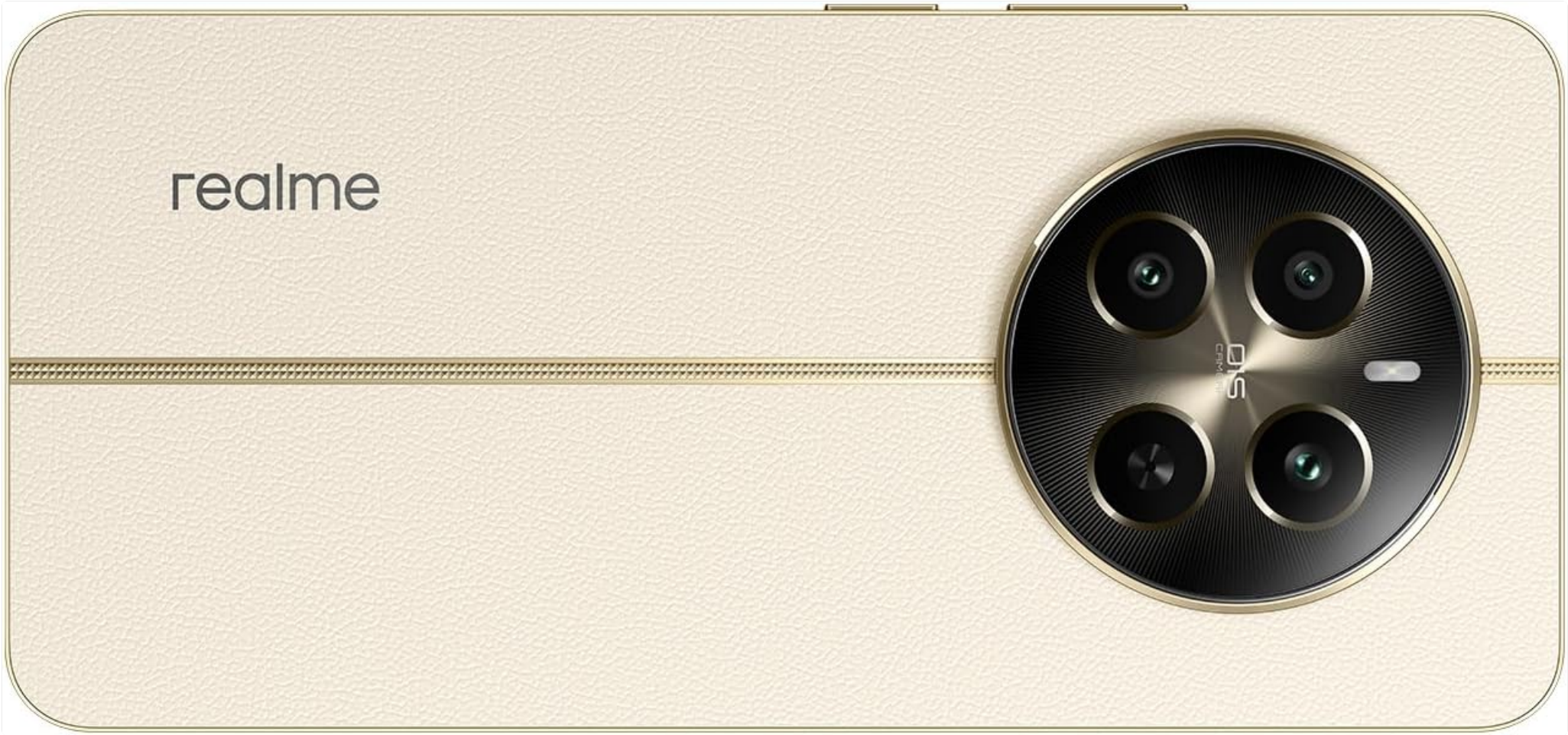

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Figure 4: Rear view of the realme 12+ 5G Smartphone, highlighting the prominent circular camera module.

3.3. Connectivity

Your device supports various connectivity options:

- **Wi-Fi:** Go to *Settings > Network & internet > Wi-Fi* to connect to available networks.
- **Bluetooth:** Go to *Settings > Connected devices > Bluetooth* to pair with other Bluetooth devices.
- **Mobile Data:** Ensure your SIM card is active and mobile data is enabled via *Settings > Network & internet > Mobile network*.
- **USB Type-C:** Used for charging, data transfer, and connecting to accessories.

4. Maintenance and Care

4.1. Cleaning Your Device

- Use a soft, lint-free cloth to clean the screen and body of the phone.
- Avoid using harsh chemicals, abrasive cleaners, or aerosol sprays.
- Do not expose the device to excessive moisture.

4.2. Battery Care

- Avoid extreme temperatures, as they can degrade battery life.
- Do not leave the phone charging for extended periods after it is fully charged.
- If the phone will not be used for a long time, charge it to about 50% before storing.

4.3. Software Updates

Regularly check for and install software updates to ensure your device has the latest features, security patches, and performance improvements.

- Go to *Settings > About phone > Software update*.
- Follow the on-screen instructions to download and install any available updates.

5. Troubleshooting

Problem	Possible Solution
Device won't turn on	Ensure the battery is charged. Connect to a charger for at least 10 minutes, then try powering on again. If unresponsive, perform a force restart by holding the Power button for 10-15 seconds.
Apps are crashing or freezing	Close the problematic app and reopen it. Clear the app's cache (*Settings > Apps > [App Name] > Storage & cache > Clear cache*). Restart the phone. Ensure the app and system software are up to date.
Poor battery life	Reduce screen brightness. Disable unused features like Bluetooth, Wi-Fi, GPS when not needed. Close background apps. Check battery usage in *Settings > Battery* to identify power-hungry apps.
Cannot connect to Wi-Fi/Mobile Data	Toggle Wi-Fi/Mobile Data off and on. Restart your router (for Wi-Fi). Check SIM card insertion. Verify network settings with your service provider. Perform a network settings reset (*Settings > System > Reset options > Reset Wi-Fi, mobile & Bluetooth*).
Phone is slow or lagging	Clear unnecessary files and cache. Uninstall unused apps. Restart the device regularly. Ensure sufficient storage space is available.

If the issue persists after trying these solutions, please contact realme customer support or visit an authorized service center.

6. Product Specifications

Feature	Detail
Model Name	Realme 12+
Model Number	RMX3867
Operating System	Android 14
Processor	Mediatek Dimensity 7050 (6 nm), Octa-core (2x2.6 GHz Cortex-A78 & 6x2.0 GHz Cortex-A55)
RAM	8 GB
Internal Storage	256 GB
Expandable Storage	microSDXC (uses shared SIM slot)
Display	6.67 inches, AMOLED, 1080 x 2400 pixels
Rear Camera	50 MP (wide, OIS), 8 MP (ultrawide), 2 MP (macro)
Front Camera	16 MP (wide)
Battery	5000mAh non-removable
SIM Type	Dual-SIM (Nano-SIM)
Network Compatibility	2G GSM, 3G HSDPA, 4G FDD/TDD-LTE, 5G NR (N1/N3/N5/N8/N28/N40/N41/N77/N78 SA/NSA)
Connectivity	Wi-Fi, Bluetooth, USB Type-C
Dimensions	7.09 x 3.54 x 1.57 inches
Item Weight	7 ounces (0.2 Kilograms)
Color	Navigator Beige

7. Warranty and Support

7.1. Warranty Information

Your realme 12+ 5G Smartphone is covered by a limited warranty. Please refer to the warranty card included in your original packaging for specific terms and conditions, including warranty period and coverage details. Keep your purchase receipt as proof of purchase for warranty claims.

Note: The warranty may not cover damages caused by improper use, unauthorized repairs, or accidents.

7.2. Customer Support

For further assistance, technical support, or service inquiries, please contact realme customer support through their official website or the contact information provided in your product documentation.

- **Official realme Website:** www.realme.com (Check for regional support contacts)
- **Online Support:** Many issues can be resolved by visiting the support section of the realme website, which may include FAQs, forums, and online chat.

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