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> [realme 12x 5G Smartphone User Manual](#)

realme RMX3997

# realme 12x 5G Smartphone

## USER MANUAL

### 1. Introduction

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Welcome to the user manual for your new realme 12x 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 1.1: realme 12x 5G Smartphone (Glowing Black)

### 2. What's in the Box

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Upon unboxing your realme 12x, please ensure all the following items are present:

- realme 12x 5G Smartphone
- USB Cable
- SIM Ejector Tool (may be included, check packaging)

- Quick Start Guide (this document serves as a comprehensive guide)
- Safety and Warranty Information (separate document)

## 3. Setup

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### 3.1. SIM Card and microSD Card Installation

The realme 12x supports Dual SIM functionality and a dedicated microSDXC slot for expandable storage. Use the provided SIM ejector tool to open the SIM tray.

1. Locate the SIM tray on the side of your 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 card(s) and/or microSDXC card into the designated slots on the tray, ensuring the gold contacts face downwards.
4. Carefully push the tray back into the slot until it is flush with the phone's body.



Figure 3.1: Top and bottom view of the realme 12x, illustrating port locations and the SIM tray.

### 3.2. Initial Power On and Charging

To power on your device, press and hold the Power button located on the side until the realme logo appears. For first-time use, it is recommended to fully charge the device. Connect the USB cable to the phone's charging port and the other end to a power adapter (not included) or a computer's USB port.



Figure 3.2: Side view of the realme 12x, highlighting the power and volume buttons.

### 3.3. Network Compatibility Notice

**IMPORTANT: This smartphone is designed for GSM networks and is not compatible with CDMA networks, including but not limited to VERIZON, SPRINT, and US CELLULAR in the USA. Please verify 3G, 4G/LTE, and 5G compatibility with your network provider before attempting to use the device.**

## 4. Operating Your Device

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### 4.1. Basic Navigation

The realme 12x features an intuitive touchscreen interface. Navigate by tapping, swiping, pinching, and spreading gestures. The device runs on Android 14, offering a user-friendly experience with customizable settings and access to a wide range of applications.

### 4.2. Camera Usage

Your realme 12x is equipped with a 50 MP main rear camera and an 8 MP front camera for capturing photos and videos. Open the Camera application from your home screen or app drawer to access various shooting modes and settings.



Figure 4.1: Rear view of the realme 12x, highlighting the circular camera module.

### **4.3. Display Features**

The device features a 6.67-inch IPS LCD display with a resolution of 720 x 1604 pixels. It supports a 120Hz refresh rate for smoother scrolling and visual experience.

### **4.4. Storage and Memory**

The realme 12x comes with 128GB of internal storage and 6GB of RAM. The storage can be expanded further using a microSDXC card in its dedicated slot.

### **4.5. Connectivity**

The smartphone supports 5G cellular technology, ensuring fast data speeds where available. It also includes standard wireless connectivity options such as Wi-Fi and GPS.

## **5. Maintenance**

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## 5.1. Cleaning Your Device

To clean your realme 12x, use a soft, lint-free cloth. For stubborn smudges, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive materials, or aerosol sprays, as these can damage the screen and finish.

## 5.2. Software Updates

Keep your device's software up to date to ensure optimal performance, security, and access to new features. You can check for updates by navigating to **Settings > About phone > Software update**

## 5.3. Battery Care

The realme 12x is equipped with a 5000mAh non-removable battery. To maximize battery life, avoid exposing the device to extreme temperatures. Charge the battery regularly and avoid letting it fully discharge frequently.

# 6. Troubleshooting

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## 6.1. Network Connectivity Issues

If you experience issues with network connectivity, first ensure your SIM card is correctly inserted and your network provider supports the device's frequencies. Remember, this phone is **not compatible with CDMA networks**. Try restarting your device or toggling Airplane Mode on and off. If problems persist, contact your network provider.

## 6.2. Device Not Powering On

Ensure the battery is sufficiently charged. Connect the device to a charger and wait a few minutes before attempting to power it on again. If it still doesn't turn on, press and hold the Power button for an extended period (e.g., 10-15 seconds) to force a restart.

## 6.3. Screen Unresponsive

If the touchscreen is unresponsive, try restarting the device by holding down the Power button. If the screen remains unresponsive after a restart, consider performing a factory reset (note: this will erase all data) or contacting customer support.

# 7. Specifications

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Feature	Specification
Model Name	Realme 12x (RMX3997)
Operating System	Android 14
Processor	Mediatek Dimensity 6100+ (6 nm), Octa-core (2x2.2 GHz Cortex-A76 & 6x2.0 GHz Cortex-A55)
Display	6.67 inches IPS LCD, 720 x 1604 pixels, 120Hz refresh rate
RAM	6 GB
Internal Storage	128 GB (expandable via microSDXC dedicated slot)
Rear Camera	50 MP, 2 MP
Front Camera	8 MP
Battery	5000mAh non-removable

Dimensions	4.5 x 4.99 x 4.93 inches
Item Weight	10.6 ounces (300 Grams)
Connectivity	5G Cellular Technology, Wi-Fi, GPS
Audio Jack	No headphone jack
Color	Glowing Black

## 8. Warranty and Support

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Your realme 12x smartphone comes with a standard manufacturer's warranty. Please refer to the separate Warranty Information document included in your product packaging for details regarding coverage, terms, and conditions. For technical support, service, or further inquiries, please visit the official realme support website or contact their customer service through the channels provided in your warranty documentation. Keep your purchase receipt and device's serial number handy when seeking support.