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realme RMX3999

Realme 12 5G RMX3999 User Manual

Model: RMX3999 | Brand: realme

Product Overview

The Realme 12 5G RMX3999 is a high-performance smartphone designed for seamless communication and multimedia experiences. It features a large display, advanced camera system, and robust processing capabilities, supporting 5G connectivity for fast data speeds.



Image: Realme 12 5G RMX3999 smartphone, showcasing its Woodland Green finish, the prominent circular camera array on the rear, and the vibrant display on the front.

Setup Guide

1. Inserting SIM Cards

Locate the SIM card tray on the side of your device. Use the provided SIM ejector tool to open the tray. Carefully place your Nano-SIM cards into the designated slots, ensuring the gold contacts face downwards. Insert the tray back into the phone until it clicks into place.

2. Initial Power On

Press and hold the Power button (usually on the right side) until the realme logo appears. Follow the on-screen prompts to select your language, region, connect to a Wi-Fi network, and set up your Google account.

3. Charging the Device

Before first use, it is recommended to fully charge your device. Connect the USB Type-C cable to the phone's charging port and the other end to the power adapter. Plug the adapter into a wall outlet. The battery indicator will show charging progress.

Operating Instructions

1. Basic Navigation

- **Home Screen:** Swipe left or right to access different home screens.
- **App Drawer:** Swipe up from the bottom of the screen to open the app drawer.
- **Notifications Panel:** Swipe down from the top of the screen to view notifications and quick settings.
- **Recent Apps:** Swipe up and hold from the bottom of the screen (or tap the recent apps button) to view recently used applications.

2. Making Calls and Sending Messages

Tap the **Phone** icon to make calls. Enter the number or select a contact. Tap the**Messages** icon to send SMS/MMS. Select a contact or enter a number, then type your message.

3. Camera Usage

Open the **Camera** app. Select your desired mode (Photo, Video, Portrait, etc.). Tap the shutter button to capture an image or start/stop video recording. Adjust settings like flash, HDR, and filters from the top bar.

4. Connectivity

- **Wi-Fi:** Go to **Settings > Wi-Fi**, turn on Wi-Fi, and select your network.
- **Bluetooth:** Go to **Settings > Bluetooth**, turn on Bluetooth, and pair with devices.
- **Mobile Data (5G):** Ensure your SIM card supports 5G and your plan includes 5G data. Enable mobile data in quick settings or **Settings > Mobile Network**.

Maintenance

1. Cleaning Your Device

Use a soft, lint-free cloth to clean the screen and back panel. For stubborn smudges, slightly dampen the cloth with water or a screen cleaner. Avoid harsh chemicals or abrasive materials. Keep charging ports free of dust and debris.

2. Software Updates

Regularly check for software updates to ensure optimal performance and security. Go to**Settings > About device > Up to date** (or similar path) to check for and install available updates. Ensure your device is sufficiently charged and connected to Wi-Fi before updating.

3. Battery Care

To prolong battery life, avoid extreme temperatures. Do not let the battery drain completely frequently. Use the original charger and cable. Unplug the charger once the battery is full.

TROUBLESHOOTING

1. Device Not Powering On

- Ensure the battery is charged. Connect the charger and wait a few minutes before attempting to power on.
- Perform a forced restart: Press and hold the Power button and Volume Down button simultaneously for about 10-15 seconds until the realme logo appears.

2. Network Connectivity Issues

- **No Signal/Poor Signal:** Check if Airplane Mode is off. Reinsert your SIM card. Try restarting the device.
- **Wi-Fi Connection Problems:** Forget the network in Wi-Fi settings and reconnect. Restart your Wi-Fi router.
- **Bluetooth Pairing Issues:** Ensure both devices are in pairing mode and within range. Clear Bluetooth cache if necessary.

3. Apps Crashing or Freezing

- Close and reopen the app.
- Clear the app's cache and data in **Settings > Apps > [App Name] > Storage**.
- Update the app from the Google Play Store.
- If issues persist, consider uninstalling and reinstalling the app.

4. Factory Reset (Last Resort)

If other troubleshooting steps fail, a factory reset can resolve many software issues. **Warning: This will erase all data on your phone. Back up important data before proceeding.** Go to **Settings > System > Reset options > Erase all data (factory reset)** and follow the prompts.

SPECIFICATIONS

Feature	Detail
Brand	realme
Model Name	12 5G
Memory Storage Capacity	512 GB
RAM Memory Installed Size	8 GB
Processor Brand	Qualcomm
Processor Type	Snapdragon
Processor Speed	2 GHz
Standing Screen Display Size	6.4 Inches
Display Type	AMOLED
Battery Description	Lithium-Polymer

Cellular Technology	5G
Connector Type	Bluetooth, Wi-Fi
Human Interface Input	Touchscreen
Form Factor	Slate
Wireless Service Provider	Unlocked
Country/Region of Origin	China
Date First Available	15 April 2024

Warranty and Support

Warranty Information

This device typically comes with a standard manufacturer's warranty. Please refer to the warranty card included in your product packaging or visit the official realme website for detailed warranty terms and conditions specific to your region. Keep your proof of purchase for warranty claims.

Customer Support

For technical assistance, service, or further inquiries, please contact realme customer support through their official website or designated service centers. You may need your device's IMEI number (dial ***#06#** to find it) and proof of purchase when contacting support.
For online resources, visit the official realme support page: realme Global Support (This is a general link, users should find their regional support page).

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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