

realme TV

androidtv

realme TV 32
(80cm)

OPERATION MANUAL

Please read this manual carefully before operation.

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Figures and illustrations in this Operation Manual are provided for reference only and may differ from actual product appearance. Product design and specifications may be changed without notice.

Help

The Help feature offers a lot of information about your TV operation.

To use the Help feature, press the Home button, and then use the arrow and OK buttons to access to the Help menu.

You can find how to troubleshoot from the list or keyword search.

If you update APK, the Help feature and information will be updated.

Warning

DEAR CUSTOMER:

Before operating, please read all these safety and operating instructions completely and then retain this manual for future reference.

Always comply with the following precautions to avoid dangerous situations and ensure peak performance of your product.



WARNING:

TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER TO QUALIFIED SERVICE PERSONNEL.



The lightning flash with arrowhead symbol, within an equilateral triangle is intended to alert the user to the presence of uninsulated “dangerous voltage” within the products enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

REGULATORY INFORMATION

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or experienced radio/TV technician for help.

CAUTION

※ Do not attempt to modify this product in any way without written authorization from supplier. Unauthorized modification could void the user's authority to operate this product.

※ Figures and illustrations in this User Manual are provided for reference only and may differ from actual product appearance. Product design and specifications may be changed without notice.

Warning

IMPORTANT WARNINGS AND CAUTIONS!

Electrical energy can perform many useful functions, but it can also cause personal injuries and property damage if improperly handled. This product has been engineered and manufactured with the highest priority on safety. **BUT IMPROPER USE CAN RESULT IN POTENTIAL ELECTRICAL SHOCK OR FIRE HAZARD.** In order to prevent potential danger, please observe the following instructions when installing, operating and cleaning the product.

1. **Attachments**---Only use attachments/accessories specified by the manufacturer. Do not use attachments not recommended by the manufacturer. Use of improper attachments can result in accidents.
2. **Water**--- To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. The apparatus shall not be exposed to dripping or splashing and that objects filled with liquids, such as vases, shall not be placed on apparatus.
3. **Fire or explosion**---Do not use or store flammable or combustible materials near the unit. Doing so may result in fire or explosion. Do not place any naked flame sources, such as lit candles, cigarettes or incense sticks on top of the TV set.

Warning: To prevent the spread of fire, keep candles or other open flames away from this product at all times.

4. **Ventilation**---When you install your TV, maintain a distance of at least 4 inches between the TV and other objects (walls, cabinet sides, etc.) to ensure proper ventilation. Failing to maintain proper ventilation may result in a fire or a problem with the product caused by an increase in its internal temperature.
5.  This equipment is a Class II or double insulated electrical appliance. It has been designed in such a way that it does not require a safety connection to electrical earth.
6. **Power source**---This product is intended to be supplied by a listed power supply indicated on the marking label. If you are not sure of the type of power supply to your home, consult your product dealer or local power company.
7. **Overloading**---Do not overload wall outlets, extension cables, or convenience receptacles on other equipment as this can result in a risk of fire or electric shock.
8. **Voltage**---Before installing this TV set, make sure your outlet voltage corresponds to the voltage stated on the appliance rating label.
9. **Power plug** --- Do not defeat the safety purpose of the polarized or grounding-type plug. Most appliances recommend they be placed upon a dedicated circuit; that is, a single outlet circuit which powers only that appliance and has no additional outlets or branch circuits.

Warning

10. The MAINS plug of the apparatus is used as the disconnect device, the disconnect device shall remain readily operable.
11. **Wall mounting**---When mounting the product on a wall, be sure to install the product according to the method recommended by the manufacturer. This is a safety feature.
12. **Stand**--- Do not place the product on an unstable trolley, stand, tripod or table. Placing the product on an unstable base can cause the product to fall, resulting in serious personal injuries as well as damage to the product.
Always place the TV on furniture that can safely support the TV. Make sure the ends of the TV do not overhang the edge of the supporting furniture.
13. **Entering of objects and liquids**---Never insert an object into the product through vents or openings. High voltage flows in the product, and inserting an object can cause electric shock and/or short internal parts. For the same reason, do not spill water or liquid on the product.
14. **Damage requiring service**--- This unit should only be serviced by an authorized and properly trained technician. Opening the cover or other attempts by the user to service this unit may result in serious injury or death from electrical shock, and may increase the risk of fire.
15. **Replacement parts**---In case the product needs replacement parts, make sure that the service person uses replacement parts specified by the manufacturer, or those with the same characteristics and performance as the original parts. Use of unauthorized parts can result in fire, electric shock and/or other danger.
16. **Safety checks**---Upon completion of service or repair work, request the service technician to perform safety checks to ensure that the product is in proper operating condition.
17. **Children** ---Do not allow young children to play with the plastic bag that came with the television when you unpacked it. Failure to do so can result in suffocation, causing injury.
18. **Batteries**---The batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.
Do not dispose of any batteries in with the domestic waste. Return them to a collection point for old batteries.
19. **Antenna** ---Install the antenna away from high-voltage power lines and communication cables and make sure it is installed securely. If the antenna touches a power line, contact with the antenna could result in fire, electric shock or serious injury.
20. **Panel protection**--- The panel used in this product is made of glass. Therefore, it can break when the product is dropped or impacted upon by other objects. Be careful not to be injured by broken glass pieces in case the panel breaks.
21. **Operating Temperature:** 5℃ to 35℃ **Operating Humidity:** ≤80%
Storage Temperature: -15℃ to 45℃ **Storage Humidity:** ≤90%

Intended use of the product

This is a consumer electronics device. It is used to receive TV via an antenna or cable TV network and to play back multimedia files from the Internet and USB mass storage devices. It may only be used for private purposes and not for industrial or commercial applications. It is not intended for medical, life-saving or life-preserving applications.

Only use connecting cables and external devices which are compatible with the product in terms of safety, electromagnetic compatibility and shielding.

Only use accessories recommended by the manufacturer. Do not use this device for purposes other than those indicated and do not modify it in any way. Always comply with the regulations and laws of the country in which you are operating the device.

NOTE:

- ◆ The range of power input for the TV is 100-240V~ 50/60Hz; do not connect the TV power input port with the power cable out of the above range.
- ◆ Please hold the insulated part of the plug when you are unplugging the power cable, do not touch directly the metallic part of the cable.
- ◆ Before connecting to an external device, please firstly make sure that the TV set and the external device have been turned off. When connecting, please make reference to the interface name and the interface color to connect the signal cable.

Explanation of other symbols



Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories.

~ : It Indicates alternating current.

= : It Indicates direct current.

Safety instructions

IMPORTANT SAFETY INSTRUCTIONS

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any of the ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat source such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding type plug. A polarized plug has two blades with one wider than other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. When the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use the attachments/accessories specified by the manufacturer.
12. Use only with a cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

NOTE:

- ◆ Disposal of this product must be carried out in accordance to the regulations of your local authority. Do not dispose of this product with general household waste disposal.
- ◆ Occasionally, a few non-active pixels may appear on the screen as a fixed point of blue, green or red. Please note that this does not affect the performance of your product.
- ◆ Avoid touching the screen or holding your finger(s) against it for long periods of time. Doing so may produce some temporary distortion effect on the screen.
- ◆ It is not recommended to keep a certain still image displayed on the screen for a long time as well as displaying extremely bright images on screen, reduce the 'brightness' and 'contrast' when displaying still images.

Getting started

Fitting the stand

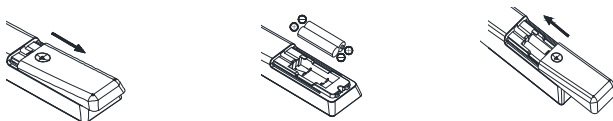
Before you can install your TV set, you need to fit the stand. Alternatively, you can mount it on the wall. A Phillips screwdriver is needed to perform the installation.

Setting up the TV set

Place your TV set on a flat, stable surface (e.g. a table or a specially designed TV stand). Make sure that all cables are laid simply and safely and do not represent a trip hazard. The device must be connected to a mains socket using the mains cable. This mains socket must be easily accessible so that the mains plug can be removed immediately in the event of an emergency.

Fitting the batteries into the remote control

1. Turn the remote control over with its underside facing upwards, insert a finger into the recess, and push the battery compartment cover in the direction of the arrow. Remove the battery compartment cover.



2. Insert the batteries supplied into the remote control. Make sure that you insert the batteries correctly with the polarity as shown inside the battery compartment.
3. Replace the battery compartment cover and push in the opposite direction to the arrow until it clicks into place.

Notes on Using Batteries:

The use of the wrong type of batteries may cause chemical leakage and/or explosion. Please note the following:

- ◆ Always ensure that the batteries are inserted with the + and - terminals in the correct direction as shown in the battery compartment.
- ◆ Different types of batteries have different characteristics. Do not mix different types.
- ◆ Do not mix old and new batteries. Mixing old and new batteries will shorten battery life and/or cause chemical leakage.
- ◆ Replace batteries as soon as they do not work.
- ◆ Chemicals which leak from batteries may cause skin irritation. If any chemical matter seeps out of the batteries, wipe it up immediately with a dry cloth.
- ◆ The batteries may have a shorter life expectancy due to storage conditions. Remove the batteries whenever you anticipate that the remote control will not be used for an extended period.
- ◆ The batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.

CAUTION:

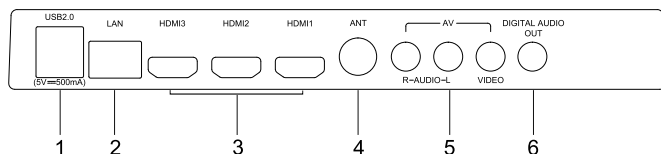
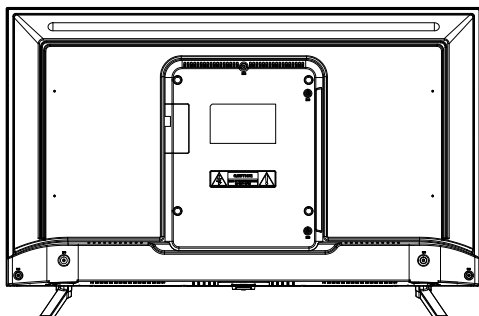
- ◆ It may result in an explosion if batteries are replaced incorrectly.
- ◆ Only replace batteries with the same or equivalent type.

Controls and connections



Caution: Before connecting or disconnecting any cables, switch off all related devices (also the TV). Otherwise you could damage the devices.

Back

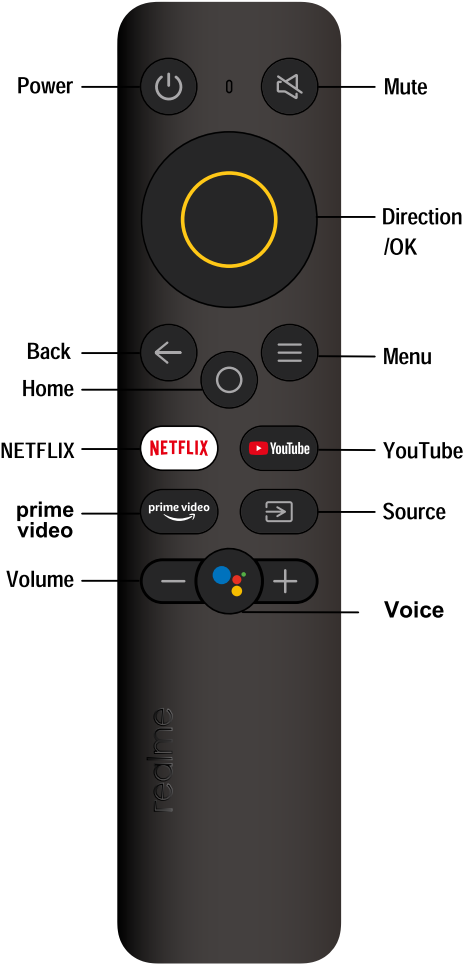


1. USB 2.0 ports
2. LAN: Network port
3. HDMI ports
4. Antenna socket
5. AV
6. DIGITAL AUDIO OUT jack

Remote control

Definition of the buttons on remote control:

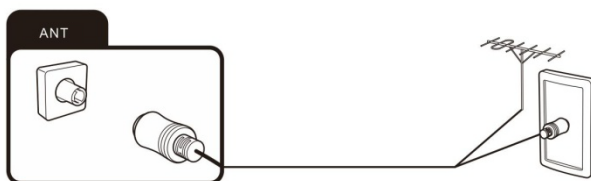
Buttons	Description
Power	Turn on/off TV
Mute	Mute or restore sound
Direction/ OK	Press the direction buttons to select menu options or settings. Press OK to select or confirm menu item.
Back	Return to previous menu or setting
Menu	Display main menu
Home	Open Android TV Homepage
NETFLIX	Goes to NETFLIX
YouTube	Open YouTube App
prime video	Goes to prime video homepage
Source	Select signal source
Volume	Adjust the volume
Voice	Activate Voice command function



Connecting antenna, Internet and external devices

Connecting the TV antenna or cable TV

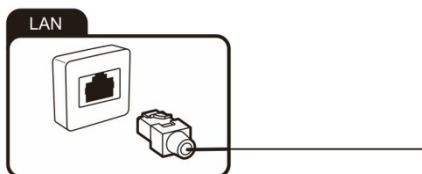
You can connect the cable from your indoor or outdoor antenna or cable TV to the antenna socket.



Connecting the network cable (LAN connection)



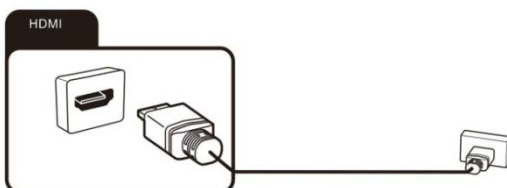
You can also establish an internet connection via WiFi.



Connecting external equipment with HDMI interface

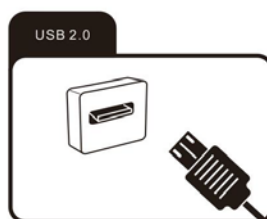
HDMI is the abbreviation for “High Definition Multimedia Interface” and allows the digital transmission of both audio and video signals over the same cable.

In order to play the audio and video signal fed in from the external device on the TV, select the signal source as appropriate.



Connecting USB device

The TV has USB 2.0 ports for connection with appropriate mass storage devices.



Connecting an external device with AV output

Connect external devices via the AV jack directly to TV by using a AV cable.

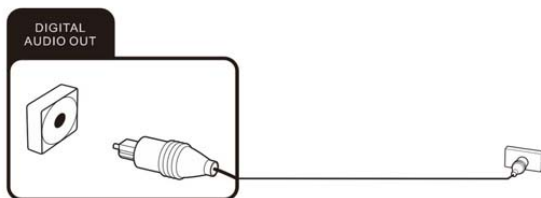
In order to play the audio and video signal fed in from the external device on the TV, select the signal source “AV”.



Connecting a digital audio system

You can connect your TV set to a digital audio system.

Sending the TV'S digital audio signa to external audio equipment via the Digital Audio Output port.



Getting started

Powering the TV set on and off

Powering on

Check that the TV is in standby mode. This means the mains cable must be connected to a working mains socket. Then press the power button on the device or the  button on the remote control to turn on the TV.

Powering off

To power the TV off, either press the Power button on the device or press the  button on the remote control.

After use

Cleaning



Warning: Make sure the device is unplugged from the mains power before cleaning. Otherwise, there is a risk of electrocution!

Never spill or spray any type of liquid into the unit. Only use a clean, dry cloth for cleaning the casing. Never use aggressive liquids. When very dirty, use a slightly dampened cloth. Clean the screen with a special cleaning cloth for screens.



Caution: when you clean the screen, hold the device steady with one hand and carefully clean the screen with the other. Otherwise, the device could tip over and get damaged or cause injuries.

Storage when not in use

If you do not plan to use the device for an extended period of time, unplug the power cord from the socket and remove the batteries from the remote control. Make sure that the storage temperature is between -15 °C and 45 °C and the relative humidity does not exceed 90%.

Transport

If you wish to move the device a short distance, proceed as follows to transport the device:

1. Disconnect the device from the mains.
2. Remove all cables connected to the device.
3. If you wish to move the device outside your building, demount the base and the optional side supports or the mounted wall bracket by reversing the procedure.
4. Pack the TV set up carefully. Take special care to ensure the corners of the casing and the screen are well protected.
5. Take the TV set and its accessories to its new location and recommission it.

Trouble-shooting

You can solve most common problems yourself using the solutions below. If the problem persists after checking the suggested solutions, please contact your reseller.

General problems

The TV set will not switch on.

- Plug the power cable of the TV set into a working mains socket.
- Replace the batteries in the remote control.
- Unplug the plug of the power cable from the mains socket, wait approx. 30 seconds and plug the power cable back in. The device should then work normally.

The remote control does not work

- Is there an obstruction between the remote control and the sensor on the TV?
- Replace the batteries.
- Make sure that the remote control sensor is not exposed to direct sunlight.

TV reception problems

No picture

- Are all the connection cables to external signal sources properly connected?
- Is the connection cable to the external signal source damaged?
- Have you selected the correct signal source on the TV set?
- Is the antenna plugged in properly? Is the antenna cable damaged?
- Is the antenna cable plug firmly connected?
- Have you selected the correct signal source on the TV set?
- Have you already executed a channel search at your present location?

Poor picture

- Is the antenna plugged in? Adjust the antenna.
- Check that the channel is tuned properly.
- Adjust the picture settings, such as brightness, colour, sharpness.

No sound

- Is the sound muted? Press the  button .
- Is the volume turned down? Press the  + button .

No colour

- Adjust the colour setting.
- Check the programme is broadcast in colour.
- Check that the channel is tuned properly.

Multimedia playback problems

File is not played back

- Check that the USB mass storage device contains compatible files.

Problems with playback from external devices

No sound

- Check that the audio cable is properly connected or damaged.
- Make sure that you have selected the correct signal source on your TV set.

Sound is distorted or humming

- Clean the connector plugs.
- Replace the connection cable to the external device.

Problems with online services (Smart TV)

If you are using a cable network connection (LAN)

- Check that the network cable is properly connected.
- Check whether the network cable is damaged.
- Check whether you can access the internet from another device on the network .
- It is possible that the server for the selected service is temporarily down.
- Check the network settings on the TV set.

If you are using a wireless network

- Check whether you can access the internet from another device on the wireless network.
- It is possible that the server for the selected service is temporarily down.
- Check the network settings on the TV set.

Wall-mounting

Please ensure your kit is compatible with one of the following VESA Standards: 200 x 200 mm. The kit is not included in the package. To do this, dismount the stand as follows:

1. Power the device off and unplug all cables and connectors. For the following steps you will need a conventional Phillips screwdriver.
2. Lie a soft cloth on an empty, level table and carefully place the TV screen side down on it.
3. Undo the fastening screws on the stand. See also the Installation Guide of Base Stand (supplied). The stand is now removable.



Warning: Make sure that the rawlplugs and screws you use to fit the device to the wall are strong enough to support the weight of the device. Also make sure that the material of the wall itself is strong enough.



Keep the base, the stand and the screws in a safe place in case you need to reassemble the base again. If necessary, you can also disassemble the base so it takes up less space.

Note:

All the pictures in this user manual are for illustrative purposes only and may be used for reference. Depending on the model, the actual product shall prevail.

Product Warranty Card

Thank you for using realme TV. 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.

Warranty terms and instructions

1. realme TV warranty policy

Product	Category	Warranty coverage	Period
TV	Product	TV / Remote	1 year
TV	Parts	Main Board, Remote Control Board, T-CON Board, Cable, Speaker	1 year
TV	Panel	Extended warranty for panel	1+1 year

* Warranty applicable from customer purchase date.

* The warranty is only redeemable within the original region of purchase.

* Please keep the warranty card and invoice properly, both of which serve as the user's warranty certificate. Warranty card will not be re-issued if lost.

2. The warranty is not valid and we provide chargeable service in the following cases:

2.1 Warranty is expired.

2.2 Without warranty card or purchase invoice, any alter on the warranty card or purchase invoice.

2.3 Defect or damage caused by improper testing, operation, demonstration, maintenance, installation, adjustment, alteration or modification of any kind without following product guidelines.

2.4 Defect due to physical damage, liquid damage or connection with equipment not approved by realme.

2.5 Defect or damage caused by any non-preinstalled software.

2.6 Defect or damage caused by accident, floods, fire, winds, earthquakes, lightning, or other natural disasters or voltage instability or other force majeure.

2.7 The Panel is damaged, deformed or scratched due to unauthorized installation or transportation.

2.8 Repair conducted by unauthorized repair centers.

2.9 Products not purchased from realme authorized sellers (we recommend that you contact the point of sale for support).

Service contact:

E-mail: service@realme.com

Website: www.realme.com

Toll free: 18001022777

Address: 3rd floor, tower-b, building No-8, DLF cyber city, Gurugram, Haryana-122002, India

User Information			
Name		Mobile No.	
E-mail			
Address			

Product Information			
Product model		Product SN	
Product colour		Invoice No.	
Date of purchase		Date of installation	
Sales company name		Sales company telephone	
Sales company address			

Maintenance Records			
Maintenance company name		Fault description	
Mobile No.		Cause of fault	
Address		Result of maintenance	
Date of maintenance		Signature of engineer	
Maintenance times		Date of completion	

Maintenance company name		Fault description	
Mobile No.		Cause of fault	
Address		Result of maintenance	
Date of maintenance		Signature of engineer	
Maintenance times		Date of completion	



This symbol on the device, batteries (if included), and /or the packaging, indicates that the device and its electrical accessories (for example, a earphone, adapter or cable) , and batteries (if included) should be disposed of as household garbage.

Recycling Initiative

At realme devices we understand that our responsibility doesn't end at selling you our products. realme devices has been working in the area of safe disposal of electronic waste. Since devices, 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) Rule, 2016 and Amendment E-waste Rule 2018. realme devices will seek shared responsibility and cooperation from customers in reducing the environmental impact of their products. realme devices will comply with all the applicable laws related to e-waste management. As a part of e-waste recycling initiative, realme devices has partnered with an authorized e-waste company named as 3R Recycler for collection, dismantling and disposing E-waste collected from all over India. 3R vision is to look at e-waste not just as waste, but as an important resource that can be made useful instead of shunning it as a social and environmental burden with their fully automated facility for e-waste recycling. For further information about e-waste recycling and our e-waste recycling partner & their process you may log on to www.3rrecycler.com or write an email to admin@3rrecycler.com. Call us: Toll Free No.-1800 200 2450.

Screencast Tips

Use **Chromecast** to share online programs from YouTube, Netflix, Prime Video and other apps to the realme Smart TV.

Use mirror device function from **Google Home** to share videos and pictures on your phone to realme Smart TV.

Download **Google Home** app from Google Play Store or app store if you are on iOS.

Enjoy trendsetter life with realme Smart TV.