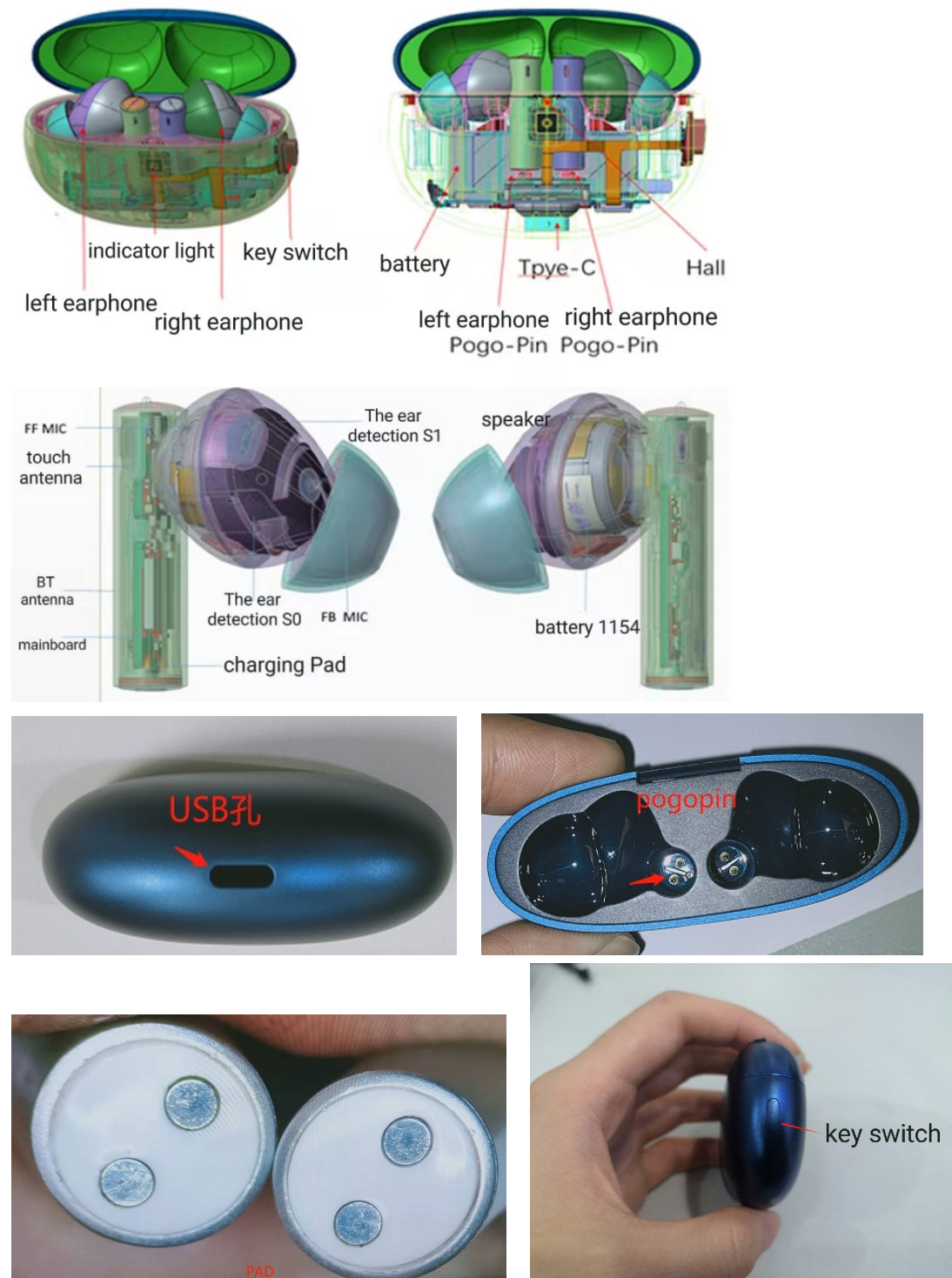
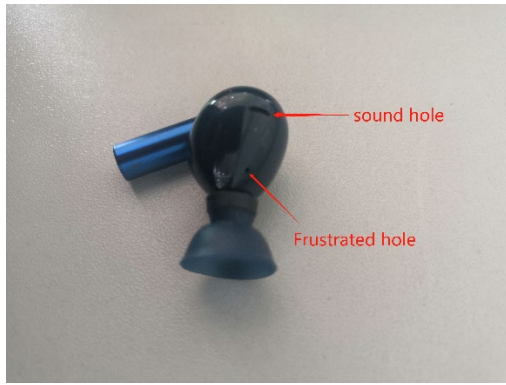


realme Buds Air 3 Troubleshooting manual

1.The diagram form of product positions and cleaning tools



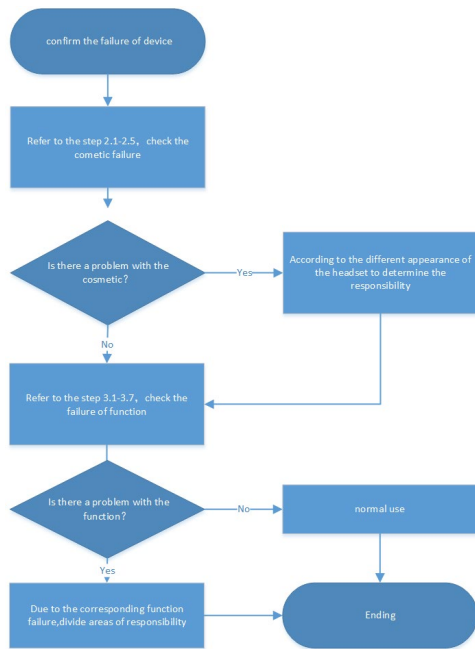


1.1 The introduction of cleaning tools : tweezers、cotton swab、electric torch、ethyl alcohol



1.2 Troubleshoot process:





2.Appearance confirmation:

2.1 Confirm the appearance of charging box

2.1.1 The USB interface of charging box is blocked by foreign matter.

- Please use tweezers and cotton swabs to clean the foreign matter。 (If cleaning is difficult, please use alcohol to assist cleaning)
- a. Use electric light or mobile phone flash to check the appearance of the USB interface for foreign matter or dirt.
- b. Remove the foreign matter or dirt by using tweezers and cotton swabs
- c. Confirm whether the foreign matter and dirt can be removed. If it can be removed, the machine can be used normally.
- d. If the foreign matter cannot be removed, please send to after-sale service center for repair or replacement

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.

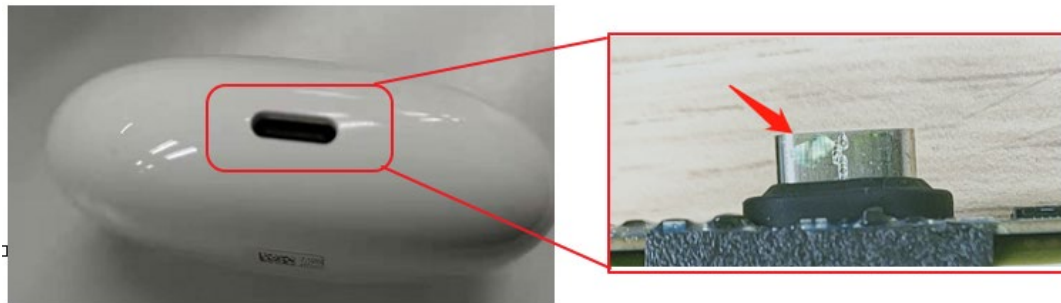


2.1.2、 The USB interface of charging box is rusted and corroded.

- a. Use electric light or mobile phone flash to check the appearance of the USB interface, and check whether there is rust.

- b. Use cotton swabs and tissue to gently wipe to check whether can be cleaned. (If cleaning is difficult, please use alcohol to assist cleaning)
- c. If the rust can be removed, the machine can be used normally.
- d. If the rust cannot be removed, please send to after-sale service center for repair or replacement

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.



2.1.3、The USB interface of charging box is damaged

- If the appearance of USB interface is damaged, do not repair and troubleshoot, please send to after-sale service for repair and replacement

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.

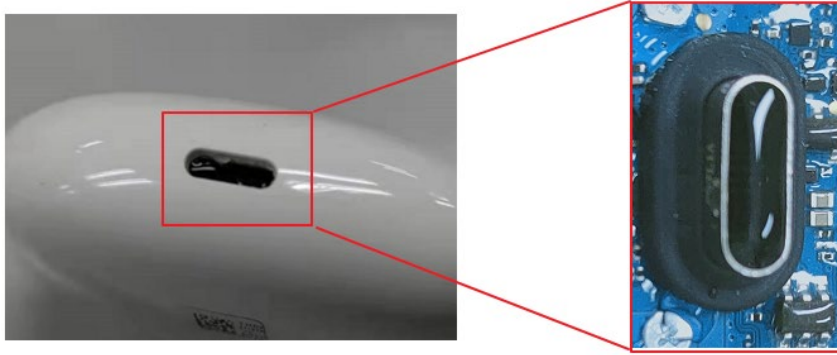


2.1.4、Liquid remains in the USB interface of the charging box.

- a. It is recommended to use cotton swabs or tissue to wipe the liquid.
- b. Use electric light or mobile phone flash to check the appearance of the USB interface, and check whether there are liquid traces.
- c. Use the cotton swabs or tissue to wipe the liquid. (If cleaning is difficult, please use alcohol to assist cleaning)
- d. If the liquid can be wiped, the machine can be used normally.
- e. If the liquid cannot be wiped, please send to after-sale service center for repair or replacement

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.





2.1.5、 The indicator light is damaged and missing.

- If the appearance is damaged, do not repair and troubleshoot, please send to after-sale service for repair and replacement

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.



2.2.1、 The key switch of charging box is damaged or missing.

- If the appearance is damaged, do not repair and troubleshoot, please send to after-sale service for repair and replacement.

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.



2.2.2、The key switch of charging box is jammed.

- It is recommended to use tweezers or fine needles to pry around the key switch, If the key switch is still stuck, please send to after-sale service center for repair or replacement
- a. use tweezers or fine needles to gently pry around the key switch.
- b. Press the button again, and check whether it can be used normally.
- c. If the button is still stuck, please send to after-sale service center for repair and replacement.

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.



2.2.3、The key switch of charging box swaying.

- Confirm how long the user has been using it and whether the machine has dropped.
- It cannot be repaired, if it does not affect the normal use, it is recommended that use it normally or send to after-sales service center for replacement.

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage. For Example, the charging box falls to the ground, and the buttons are impacted by external forces.

2.3.1、The charging box gets stuck when the cover is opened.

- It is recommended to open the cover for several times, If the problem still exist, please send it to the after-sales service center for repair or replacement.
- a. Open and close the cover repeatedly, and shake the it to confirm whether there is abnormal sound (earphone is not in the box)
- b. Confirm whether the stuck phenomenon has been improved, if it has been improved or disappeared, it can be used normally.
- c. If the phenomenon still exists, please send it to after-sale service center for repair or replacement.

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage. For example, the charging box falls to the ground, the top cover is impacted by external force or the opening force is too large; This situation will also cause the internal components of the charging box to fall off, resulting in abnormal sound.





2.3.2、The top cover of the charging box is swaying

- It cannot be repaired, please send it to after-sale service center for repair or replacement.
- Open and close the cover repeatedly, and shake the it to confirm whether there is abnormal sound (earphone is not in the box)
- Confirm whether the phenomenon has been improved, if it has been improved or disappeared, it can be used normally.

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage. For example, the charging box falls to the ground, the top cover is impacted by external force or the opening force is too large; This situation will also cause the internal components of the charging box to fall off, resulting in abnormal sound.

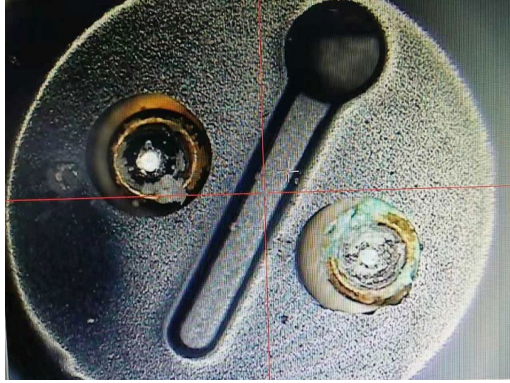


2.4.1、Check the pogo pin of the charging box whether there is foreign matter or corrosion.

- Corrosion cannot be repaired, please send it to after-sale service center for repair or replacement; Foreign matter or dirt can be removed.
- a. Use electric light or mobile phone flash to check whether there is corrosion or foreign matter on the pogo pin of charging box.

Use the cotton swabs to clean the pogo pin, and use light to check for cleanliness again;
(If cleaning is difficult, please use alcohol to assist cleaning)





pogopin清洁.mp4

4

pogopin cleaning.mp4

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage. For example, foreign matter and sweat corrosion. Etc.

2.4.2 Check the pogo pin-- Pogo pin stuck

- It cannot be repaired, please send it to after-sale service center for repair or replacement.
- Pick and place the earphone in the box repeatedly, and check whether the process is smooth and the indicator light of the charging box is normal.
- Use the cotton swabs to clean the pogo pin, and use the cotton swabs (only stick part) to press the pogo pin to confirm whether pogo pin's spring back is normal (there are two pogo pins on the same side need to be pressed separately to judge).



Pogopin卡顿.mp4

4



反复取放.mp4

pogopin stutter.mp4

remove and put the earphones repeatedly.mp4

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage. For example, foreign matter and sweat corrosion. Etc.

2.5.1、 The appearance of ear phone SPK

- Confirm whether any foreign matter is blocked in the SPK hole of earphone. It is recommended to use tweezers、 cotton swabs and other cleaning tools to clean the foreign matter.
 - Use the tweezers/ cotton swabs to clean the foreign matter.
 - Confirm whether the foreign matter can be removed, if can be removed, the machine can be used normally. (If cleaning is difficult, please use alcohol to assist cleaning)
 - If it cannot be removed, please send it to after-sale service center for repair or replacement.





Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.

2.5.2、SPK hole deformation/ damage missing.

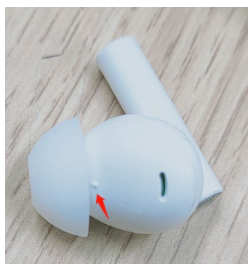
- If the appearance is damaged, do not repair and troubleshoot, please send to after-sale service for repair and replacement.



Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.

2.5.3、There is foreign matter blocking sound hole or frustrated hole.

- It is recommended to use tweezers、cotton swabs and other tools to remove the foreign matte.
 - a. Use tweezers / cotton swabs to clean.
 - b. Confirm whether the foreign matter can be removed or not, if can be removed, the machine can be used normally.



2.5.4、 Sound hole and frustrated hole deformation / damage/ missing.

- If the appearance is damaged, do not repair and troubleshoot, please send to after-sale service for repair and replacement.

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.



2.5.5、 Mic hole is stuck

- It is recommended to use tweezers、 cotton swabs and other tools to remove the foreign matte.
 - a. Use tweezers / cotton swabs to clean.
 - b. Confirm whether the foreign matter can be removed or not, if can be removed, the machine can be used normally.

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.



2.5.6、 Mic hole deformation / damage/ missing.

- If the appearance is damaged, do not repair and troubleshoot, please send to after-sale service for repair and replacement.





Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.

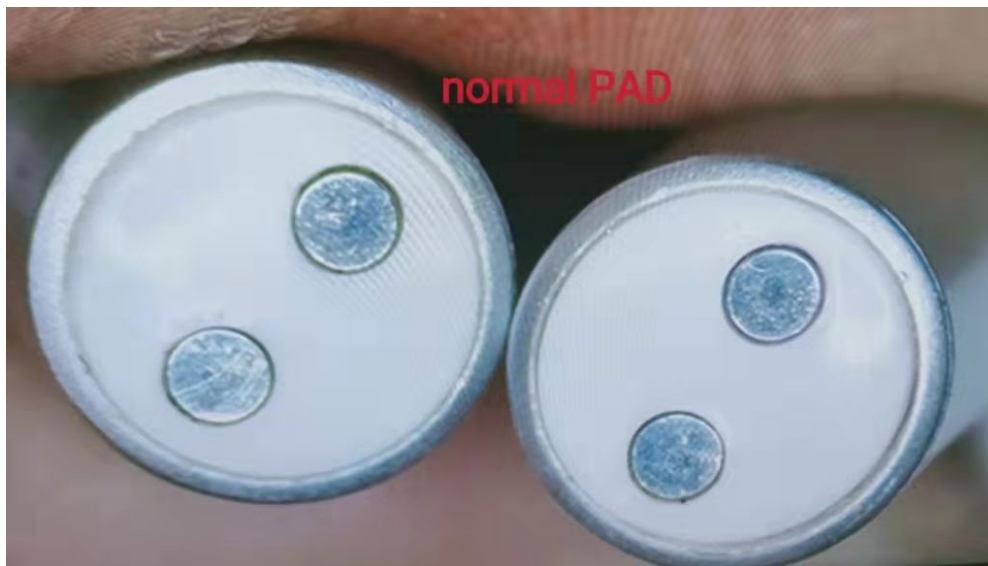
2.5.7、 There is liquid into earphone charging PAD.

- It is recommended to use cotton swabs or tissue to wipe the liquid.
- a. Use cotton swabs/ tissue to wipe the liquid smoothly.
- b. Confirm whether the liquid can be removed or not, if can be removed, the machine can be used normally.
- c. If not, please send to after-sale service for repair and replacement.

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage. This kind of problem, the PAD's surrounding color is different.

2.5.8、 The charging PAD deformation / damage/ missing

- If the appearance is damaged, do not repair and troubleshoot, please send to after-sale service for repair and replacement.



Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage. This kind of problem, the PAD's surrounding color is different.



2.5.9、The charging PAD dirty / corrosion

- a. Use cotton swabs / tissue to scrub the surface of charging PAD. (If cleaning is difficult, please use alcohol to assist cleaning)
- b. If cannot be removed, it will affect the function of the machine by this dirty and corrosion. Please do not repair and troubleshoot, and send to after-sale service for repair and replacement.

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage.



2.5.10 Structural swaying –ear cavity and earbud shake

- Cannot be repaired, please send to after-sale service center for repair or replacement.



ear cavity and earbud shake.mp4

Responsibility judgment: Customer Responsibility, such problem is generally caused by improper usage. For Example, the earphone falls to the ground, and be impacted by external forces.

3.Function Test.

3.1、Check the power of the charging box

- It is necessary to ensure that there is no foreign matter or corrosion at the earphone PAD and the pogo pin of charging box, and the machine has been cleaned clearly.
- a. Open the box and judge the power by the indicator light. (The red light will flash, when the power is less than or equal to 20%, and when the power is higher than 20%, the green light flashes.)
- b. If the indicator light is off, please charge the box for more than 1H.

Responsibility judgment: If the indicator light of box still cannot shine normally after charging, there is defect of the box. It is necessary to confirm the user whether the box has liquid inflow, falling, external extrusion, etc. If so, it is customer's responsibility; if not, please change one normal box to test whether there is defect of earphone. (Please refer to the procedure)



3.2. The function confirmation of defective box (need prepare normal earphone to cross



充电盒功能确认.MP4

validation)

Confirm box function.mp4

- The box needs certain amount of power, that is the green light will flash when open the top cover; In addition, also needs normal earphones (with electricity) and one defective box to do cross validation; The test mobile needs to be equipped with realme Link; The appearance inspection and cleaning of the box have been completed.
- a. Open the box, the indicator light is on for 10s, close the box, the indicator light is on for 3s;
- b. Use normal left earphone, put into the defective box for test. If the indicator light flashes normally, the left charging case is OK;
- c. Use normal right earphone, put into the defective box for test. If the indicator light flashes normally, the right charging case is OK;
- d. If the in-box recognition function of box is OK, hold down the key switch for 3s (to pair the phone with the earphone) and the white light will flash(the earphone should be in the box, the detailed connection method, please refer to the manual), to test the function of the button and the communication.

Problem judgement: If the normal earphone and the defective box can be connected normally, then the charging box function is OK, and can skip to the steps to judge whether the earphone is defective; If the internal function of the charging box is abnormal or the button function is invalid, the corresponding light effect will not appear if pair the box with earphone. It is necessary to confirm with the user whether the box has liquid inflow, falling, external extrusion, etc. If so, it will be the customer's responsibility; If no, judge the responsibility based on the actual situation.

3.3 Check the function of defective earphone by putting it into box.



耳机入盒功能检查.MP4

Confirmation of earphone in-box function.mp4

- Require: use the normal box (with power)+defective earphone to test; you can judge the normal box by checking whether the box's light flashes normally when you take the earphone out and put it in the box; The appearance inspection and the cleaning must be completed.
- a. Put the faulty earphone L into the normal box and check whether the indicator light of the charging box is shining. If it is shining, it is normal.
- b. Put the faulty earphone R into the normal box and check whether the indicator light of the charging box is shining. If it is shining, it is normal.
- c. If the indicator light on the box is off after the faulty earphone is placed in the box, charge the earphone in the box for 20 minutes and repeat step a/b



Problem determination: If a certain earphone cannot be identified by the box after the faulty earphone is charged, the corresponding earphone may have a dead fault, please record the corresponding problem, and confirm with the user whether the earphone has liquid inflow, drop, external extrusion, etc., if so, it will be the customer's responsibility; If no, determine the value based on the actual situation

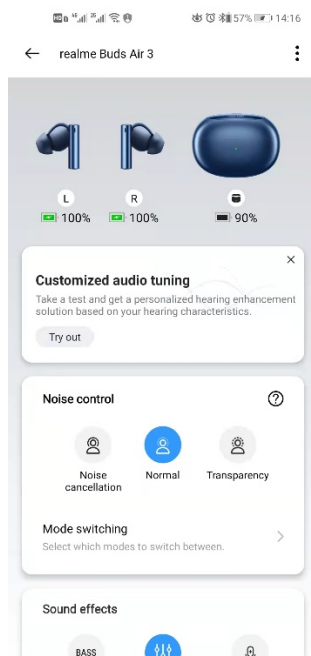
3.4 Use realme Link app to test the function of earphone:



使用realmelink app 测试耳机功能.MP4

Use realme Link to test earphone function.mp4

- Require: The test mobile need to install realme Link; Faulty earphones can be identified by normal charging case (indicator light shines); The appearance inspection and cleaning of earphones have been completed.
- a. Long press the pairing button for 3s and the box flashes white light to pair the phone with the earphone, the name of the Bluetooth is realme Buds Air3 (The earphone should be in the box, refer to the manual for detailed connection——
Settings(mobile)-> Bluetooth interface-> turn on Bluetooth and search for Bluetooth devices->Find the device named realme Buds Air3 in the list. If it cannot be found, hold down the pairing button for 10s until the red and green lights blinks alternately and then the white light flashes)。
- b. Open the app, you can read the power of box, as below:



- c. If only one ear connection is displayed, but actually both ears can be identified by the box, the information of left and right ear group is lost. The earphone is in the box, open the box, and hold down the pairing button for 10s to form a team, and then repeat step a to connect.





单耳显示连接重新 组队.mp4

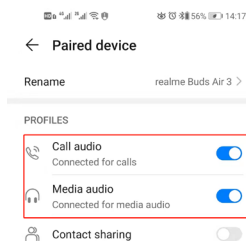
Single-ear display connection and regroup

Problem determination: If step a/b/c is repeated for three times and the connection still fails or only one side is connected, then the earphone is not connected may have functional problem. It is necessary to confirm with the user whether the earphone has been injected, dropped, extruded, etc., if so, it will be the responsibility of the customer; If no, determine the value based on the actual situation

3.5. Listening Test (L&R earphone)

- Both ears are connected to the mobile phone normally (or single ear is connected to determine whether the function of single ear is normal)

- a. Pair your phone with a Bluetooth earphone (confirm Bluetooth connection status: media)



UNPAIR

- b. Turn on the music player in your phone and play music
- c. Listen to whether the music in the left and right earphones is playing normally. (Adjust the bluetooth volume and the volume bar on the player interface)

Judgment: ① Both ears have sound, then both ears play normally

② If only one ear has sound, the speaker of the other earphone is abnormal

③ If there is no sound in both ears, the speaker is abnormal

For abnormal earphones, it is necessary to confirm to the user whether the earphone has been injected, dropped, extruded, etc., if so, it will be the responsibility of the customer; If no, determine the value based on the actual situation

3.6.1、Touch and out and in ear detection (left and right ear, including ANC function test)

- Require: The headset is connected to the mobile phone; Check the touch control function and ANC (noise reduction/normal/transparent) function by wearing two earphones and long press one ear to switch the noise reduction; Only touch function and partial ANC function can be tested when wearing in one ear (normal/transparent)



- a. Open the cover and wear earphones
- b. After long press with one ear, you can hear the voice prompt to switch the noise reduction effect, then the touch control function is normal. After the detection of one earphone, hold down the other earphone again, the sound is also displayed, then the noise reduction function and touch control function are normal
- c. When wearing both earphones, play music, remove one earphone, check whether the music is paused, and then put on the earphone to check whether the music is resumed. After testing one earphone, change to the other one for confirmation (single ear also works))

Note: The ear detection function can be disabled or enabled by realme Link app, which is enabled by default. Before detection, ensure that the function is normally enabled. If the in-ear detection function responds slowly or misidentifies, please take the earphone out of the box and hold the earbud for 3 seconds (do not touch the earbud with your hand). After the earphone is in the box and the cover is closed, connect the earphone again for testing.



触控和入耳检测视频.mp4

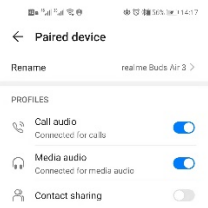
touch and ear detection test.mp4

Responsibility judgment: If the in-ear detection function or touch function of earphone is abnormal, it should be confirmed with the user whether the earphone has fluid inflow, falling, external extrusion, etc., if so, it will be the responsibility of the customer; If no, determine the value based on the actual situation.

3.7.1、mic test (L&R earphone, communication test)

- Require: The earphone has been connected with the mobile phone. After connecting to the mobile phone, dial a real network number to confirm the MIC function.
 - a. Connect and wear earphones. Confirm Bluetooth connection status including call;
 - b. Make a call through the mobile phone, and confirm that it is a Bluetooth device
 - c. When the other person answers, confirm that the voice is released from the earphone and ask if the other person can hear you. If the microphone cannot be heard, the MIC function of the earphone is abnormal
 - d. If you can hear your voice, the mic function of the earphone is normal.
 - e. After the test, put the earphone into the box, change to another earphone, and repeat steps a/b/c





UNPAIR

Responsibility judgment: If the MIC function of the earphone is abnormal, it is necessary to confirm to the user whether the earphone has fluid inflow, falling, external extrusion, etc., if so, it will be the responsibility of the customer; If no, determine the value based on the actual situation

