

oppo

V0.1.1



50198063



CE 0700



This user manual provides the product safety information. Before using the phone, please read the Important Information Guide (IIG) carefully. OPPO have preinstalled the Quick Guide application and some operational suggestions in your device, please read both carefully.

Declaration

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OPPO operates a policy of ongoing development. Thus, OPPO reserves the right to make changes or improvements to any of the products described in this document without prior notice.

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Product's supplies as well as related application software and accessories might be vary with areas. For detail information, please refer to OPPO authorized distributor

This device may contain commodities, technology or software subject to export laws and regulations from Thailand and other countries. Diversion contrary to law is prohibited.

Safety

Please read the following instructions before using the mobile phone. Without following these instructions it might be dangerous or illegal. Further information about safety are provided by this user manual.

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



Switch on safely

Do not switch on the device when phone use is prohibited or when it may cause interference or danger.



Road safety comes first

Obey and follow all related local laws. Use both hands when driving. Road safety should always come first.



Switch off at gas station

Please do not use phone at gasoline / service stations, places near fuel and chemicals.



Switch off when taking an airplane

Mobile phones might cause interference. Phone use on airplanes is dangerous and prohibited.



Switch off around medical equipment

Hospitals or healthcare organizations might use equipments which are sensitive to radio frequency. Please follow all the rules and regulations.

**Interference**

All wireless devices might be susceptible to interference, which could affect performance.

**Switch off at blasting area**

Please obey all related regulations. Please do not use this device at blasting area.

**Appropriate use of the phone**

Use the phone only at appropriate places. After switching it on, please do not touch the antenna area if possible.

**Qualified service**

Only qualified personnel or OPPO technician may install or repair this product.

**Accessories and batteries**

Please use the exclusive accessories and batteries approved by OPPO. Accessories which are not approved by OPPO may damage the phone and it may cause danger.

**Water-resistance**

The device is not water-resistant. Please keep it dry.

**Connect with other devices**

When connecting with other devices, please read this user manual to learn more detailed and accurate and safety instructions. Do not connect with incompatible products.

Battery precautions in use

- ▶ Please do not weld battery terminals. Otherwise, it may cause battery leakage, overheat, explosion and fire.
- ▶ Please do not press or pierce the battery with hard objects (for example needle or other sharp objects must not be placed in your back pocket), to avoid damage, battery leak, overheating or fire.
- ▶ Battery liquid may be harmful if contacted with skin or clothes, your skin might be hurt. Please immediately wash it with water, or go to hospital at once to seek medical help if necessary.
- ▶ If there are any abnormal phenomenon like high temperature, discoloration, distortion, bulging, leakage, etc. during operation, charging or preservation, please cease to use the device.
- ▶ Do not expose the battery liquid to eyes. It might cause potential blindness. When happens, wash your eyes immediately or go to the hospital if serious.
- ▶ Do not disassemble or modify the battery, as it may cause battery leakage, overheat, explosion or fire.
- ▶ Do not place or use the battery near fire, heater or other high temperature places. Otherwise, it may cause battery leakage, overheat, explosion or fire.
- ▶ If there is battery leakage or strange smell, please immediately move it from open flame in order to avoid fire or explosion.

- ▶ Please keep the battery away from moist or wet areas from moisture. Otherwise, it may cause battery overheat, fuming and corrosion.
- ▶ Do not place the battery directly to sunlight, car or other high temperature areas. Otherwise, battery leakage and overheat may make battery performance descend and service life affected. Keep the battery in a well-ventilated area.
- ▶ Do not use the battery or connect it to a high-voltage power supply, otherwise it may cause a short circuit or burst.
- ▶ The battery can be charged and discharged hundreds of times at least, but it will eventually wear out.
- ▶ Do not dispose the battery as household waste. Dispose of the battery according to local regulations.
- ▶ Caution : Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Warning: Please do not charge the battery over 12 hours.

■ **To save power and extend the battery life, please do as follows:**

- ▶ Please do not charge or make calls during rainstorm. Please do not place the charger near a container with water in order to avoid charger overheat, electric leakage and other troubles caused by splashing water.
- ▶ If the charger is exposed to water or other liquid, please immediately unplug the power supply from socket in order to avoid overheat, fire, electric shock and charger errors.
- ▶ Please do not disassemble or modify charger, as it may cause personal injury, electric shock, fire and charger damages.
- ▶ Please do not use the charger in moist places, otherwise it may cause short circuit, fire or damage to the charger .
- ▶ Please do not touch the charger, cable and power socket with wet hands, as it may cause electric shock.
- ▶ Do not place heavy objects on power cord or modify cables, as it may cause electric shock or fire.
- ▶ Make sure to hold the charger correctly while unplugging it. Do not pull the power cord as it may get damaged and cause electric shock or fire.

- ▶ Before cleaning the device, please unplug it from the socket first.
- ▶ When using features like Bluetooth and Wi-Fi, it will consume more energy. Please close those functions when they are not in use.
- ▶ The brighter the screen the more battery energy will be consumed; you may lessen the screen brightness and minimize the sleep time in display settings.

Charger precautions in use

- ▶ Please only use OPPO charger. Please ensure to use only the charger offered by the manufacturer. Using unauthorized charger may cause danger and violate the authorization of the phone and the guarantee article.
- ▶ Please use the specified voltages for the given charger. As other voltages may cause leakage or fire. It may also damage your phone and battery.
- ▶ Please do not use improper plug and outlet, make sure the plug and outlet are appropriate, otherwise it may cause fire.
- ▶ Please do not use short-circuit charger, as it may cause electric shock, fuming or damages for charger.

Do not charge the battery under the following conditions:

- ▶ Direct exposure to sunlight.

- ▶ Areas with humidity, dust or huge vibration (as troubles might be caused)
- ▶ Areas near TV, radio and other electrical appliances (image or sound effect might be affected).
- ▶ Adapter shall be installed near the equipment and shall be easily accessible.

Driving safely

- ▶ Safety shall come first when you are driving a car. If you decide to use the phone while driving, make sure to follow related regulations in the area or country.
- ▶ Please do not store or carry your mobile phone and accessories with liquid or inflammable gas. Please always remember the safety airbag in your car will open rapidly in case of an accident so make sure you do not place your phone and accessories on top of them.
- ▶ When searching for location, buildings, directions and distance please do not rely solemnly on the map in your phone, these applications are only for reference purposes. Map, directions and location info is provided by service provider, these info is changing all the time, and in some places these features are not supported, so map route and compass may be incorrect, incomplete or unsupported.
- ▶ Electromagnetic waves, the surrounding environment and even the magnets in your earphones will disrupt the accuracy of the compass, so please only use it for reference.
- ▶ If you don't want to disclose your location please do not use apps that can record your location, please obey the rules, law and your local regulations.

Operating environment

- ▶ This special regulation shall be observed wherever you are. And you shall switch off the device when phone use is prohibited or when it may cause interference or danger.
- ▶ Mobile phone may interfere with normal operations of electronic equipment and medical device. Please observe related regulations while you are using mobile phone in these areas. Please check your power on/off settings to ensure that your mobile phone would not power on automatically during this.
- ▶ Please do not use mobile phone around poor signal or high accuracy electronic equipment. Interference from radio wave may cause misoperation or other troubles for electronic equipment.
- ▶ Please operate your phone only in between 10°C~45°C temperature and 35~85% humidity. When using your mobile phone, try to avoid regular telephones, TV and office equipments as far as you can to make sure it doesn't interfere with any of those devices.
- ▶ On rare occasions, using the device in some vehicles may affect the electronic devices of the car. On this occasion, please do not use the device to avoid losing security guarantee.
- ▶ When connecting the device or its accessories to other devices, please read the user manual and familiarize yourself with the safety information. Do not connect to incompatible products.
- ▶ When in places of bursting danger, please switch your device off. Do not charge and obey the regulations. If sparks appear in those places it's likely to cause burst or fire. In bursting area please pay attention to the signs and avoid danger, these places include gas station, the bottom of a ship, chemical factory, vehicles using gas, places where in the air there is chemicals and at places vehicles are required to stop.

FCC Statement:

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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 communications. 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:

- Reorient or 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 an experienced radio/TV technician for help.

■ **CE certification information (SAR)**

- ▶ This device was tested for typical body-worn operations with the back of the handset kept 1.5cm away from. To maintain compliance with RF exposure requirements, use accessories that maintain a 1.5cm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with RF exposure requirements, and should be avoided.
- ▶ If you are using pacemaker, hearing aid, cochlear implant or other device, please use the phone according to the doctor's advice.

■ **Additional Important Health and Safety Information**

- ▶ Please do not use the phone if antenna is damaged. Otherwise, it may cause personal injury.
- ▶ Do not place the phone near magnetic card and other magnetic objects, as information stored in floppy disc, memory card and credit card might be damaged by phone's magnetic radiation.
- ▶ Please place drawing pin and other metallic objects far away from phone receiver. As there is magnetic effect/field when phone speaker works, these small metallic objects may be attracted to the device and personal injury and phone damage may be caused.

- ▶ Avoid the phone to expose in moisture area, water or other liquid, as it may cause overheat, electric leakage and other problems may occur.
- ▶ Do not force the display or use the display to beat other things. Otherwise, it may cause display damage and leakage of the liquid inside the LCD. The liquid of the LCD may cause blindness if it comes in contact with your eyes. If that happens, flush your eyes with water immediately (do not rub your eyes) and go to hospital for help.
- ▶ Do not disassemble or modify the phone. Otherwise, it may cause phone damage, electric leakage and circuit troubles.
- ▶ Your phone can only use OPPO authorized batteries and chargers. Using other products may cause battery leakage, overheat or fire. OPPO will not take any responsibility for accidents or problems caused by using accessories that are not approved by OPPO.
- ▶ Due to the used enclosure material, the mobile phone shall only be connected to a USB Interface of version 2.0 or higher. The connection to so called power USB is prohibited.



Excessive sound pressure from eraphones and headphones can cause hearing loss.

This Headset should only be used on this mobile phone.

All other equipment shall:

- a) protect the user from unintentional acoustic outputs exceeding those mentioned above; and
- b) have a standard acoustic output level not exceeding those mentioned above, and automatically return to an output level not exceeding those mentioned above when the power is switched off; and
- c) provide a means to actively inform the user of the increased sound pressure when the equipment is operated with an acoustic output exceeding those mentioned above. Any means used shall be acknowledged by the user before activating a mode of operation which allows for an acoustic output exceeding those mentioned above. The acknowledgement does not need to be repeated more than once every 20 h of cumulative listening time; and
- d) have a warning as specified in Zx.3; and
- e) not exceed the following:
 - 1) equipment provided as a package(player with its listening device), the acoustic output shall be ≤ 100 dBA ,measured while playing the fixed "programme simulation noise" described in EN 50332-1; and
 - 2) a personal music player provided with an analogue electrical output socket for a listening device, the electrical output shall be $\leq 150\text{mV}$ measured as described in EN 50332-2, while playing the fixed "programme simulation noise" described in EN 50332-1.

■ Care and Maintenance

Your phone is a product of superior design and craftsmanship and should be treated with care. The following suggestions will help you observe warranty terms and prolong the life of the device.

- ▶ If the screen comes in contact with liquid, metal dust or other objects, please clean immediately.
- ▶ Please do not touch the connection port of the phone, because static electricity may harm the components in the device.
- ▶ Do not knock, shake or drop the phone to avoid troubles or fire.
- ▶ Please do not press or twist the device (for example sit on it, put it in your back pocket or twist it), if you twist it too hard, it may broke the screen or the device.
- ▶ Please do not hit or scratch the screen with sharp objects; please do not place heavy objects on the screen, or press any point on the screen for too long.
- ▶ Do not place the battery, phone or charger in micro-wave oven or high voltage equipment. Otherwise, it may cause circuit damage, fire and other accidents.
- ▶ Do not use the phone around flammable, explosive gas as it may cause phone damage and fire.
- ▶ Do not place the phone in areas with high temperature, high humidity and lots of dust as it may damage the device.
- ▶ 5G wifi indoor used only.

- ▶ Please keep the phone out of the reach of children, in order to protect them from causing injuries.
- ▶ Do not place the phone on uneven or unstable table to avoid dropping the device.
- ▶ Your phone, battery and charger are not waterproof, please do not use it in bathroom or other high humidity areas, and avoid getting it wet by rain.
- ▶ Avoid using special adhesive protectors as the glue may cause damage to the painting.
- ▶ Do not paint the phone. Paint may clog the moving parts and may cause the phone operation.
- ▶ Use soft clean and dry to clean the phone, battery and charger.
- ▶ Do not use ethanol, thinner agent or benzene, etc. to clean the phone. If there is oil, stain or other dirt that cannot be easily removed, please use tissue or soft cloth with water to clean it, do not use your fingernails or knife to avoid scratching the screen.
- ▶ The socket with dirt may cause poor contact or connection with the charger and your phone may power down without charging. Regularly clean the power socket.
- ▶ When the phone is transmitting or saving info, please do not uninstall the SIM card, otherwise you may lose some important information or harm your device.
- ▶ Use only the supplied or approved replacement antenna. Modified accessories may damage the phone or violate administrator regulations of radio devices.

- ▶ This device only supports the standard Micro SIM card, using non-standard SIM card may harm the device.

 **Warning:** Before using the phone, please read these health and safety information carefully. Some people may get dizzy or convulsion when seeing flashing lights for example lights from playing games or watching videos, if you have this kind of symptom, please consult your doctor. If you have following symptoms: headache, dizziness, convulsion, eyes or muscle cramp, loss of consciousness, involuntary body moving or loss of direction, please stop using the device immediately and consult your doctor. Avoid using the device for too long, keep proper distance from your eyes, set proper brightness and have rest when needed.

EU Regulatory Conformance

Hereby, Guangdong OPPO Mobile Telecommunications Corp., Ltd. declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Notice: Observe the national local regulations in the location where the device is to be used. This device may be restricted for use in some or all member states of the European Union (EU).

OPPO Mobile Warranty Information

I: Service Terms Thank you for using OPPO mobile phone. 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.

1. Within 12 months from the purchasing date, if any performance fault listed in the Schedule "Mobile Phone Performance Failure Table" occurs on your device, consumer can claim for a maintenance. The accessories such as charger, data cable, headset and battery (including internal battery) have a 6-month warranty.
2. Please be sure to fill in your mobile phone warranty card in a complete, correct and truthful manner, ask the dealer to issue an invoice and keep it in a safe place.
3. Valid purchase invoice: the invoice shall indicate the serial number of the mobile phone, factory serial number (batch number) of the accessories (battery and charger), product model, sales date, Seller's seal, amount and so on.
4. A valid warranty card and invoice are essential for protecting your warranty rights. (Valid warranty card and invoice: the information filled in shall be complete, true and correct without alteration). If you lose the valid invoice and warranty card and unable to provide us with a photocopy of it, we will provide your mobile phone with a 12-month warranty service beginning on the 90th day after the manufacturing date of your mobile phone.

5. Our warranty does not cover the other accessories for the product (for instance: the user manual, warranty card, etc.).

 Note: The above warranty is only valid for the products sold in this country. OPPO has the power of final review and interpretation for the warranty policy.

II. Warranty Instructions and Conditions

1. Your warranty is only valid under normal use of your device. All man-made damages and any of the following conditions are out of free warranty, but a repair can be still implemented at your own cost:

A. The warranty period has expired;

B. Damage caused by human factors, including damages caused by usage under improper operating environment and the failure to observe and understand the user manual;

C. The customer that disassembles, repairs or modifies the device without authorization or has it repaired at a repair shop is not included in the Company's approved repair network;

D. Damage caused by a force majeure (for instance: floods, fires, earthquakes and lighting);

E. The User is unable to provide the warranty card and valid proof of purchase or the product model and barcode do not match or are altered;

F. Natural wear and tear of the product (for instance: casing, keypad, display screen, antenna and other accessories);

- G. Faults, defect or defects not caused by the company;
- H. Barcode and warranty labels are damaged and unrecognizable.

2. Others

- A. External damage (including wear, tear, and scratches) are not entitled to the return service;
- B. Faults caused by the Internet and wireless information service providers (operators) are not covered by the warranty;
- C. Our warranty does not cover services verbally promised by the dealer that violates the warranty principles set forth on the warranty card.

For products that meet the replacement requirements, you can go to our nearest approved warranty service centre for replacement. Upon replacement, if the device is faulty, we can replace it with a device of the same specification and model; if any accessory is faulty, the faulty accessory will be replaced. Both replacements are free of charge.

- 3. If any of our product is required to be fixed, you may bring it at any warranty shop in our national warranty network;
- 4. If water enters the device or it is seriously damaged by human factors, therefore it requires repair, and the customer needs to sign first there pair agreement form with the OPPO Customer Service Centre;
- 5. All components, parts and accessories replaced during the warranty period belong to the Company.

III: Considerations for Sending the Device for Repair and Returning it

1. When completing the OPPO Mobile Phone Repair Form, the customer must fill in valid information in clear handwriting as required (name, address, phone number and fault symptoms);

2. Before sending your device for repair, please back up all information and data you have saved on the mobile phone (for instance: phone numbers, text messages and pictures) before you delete them to prevent loss or damage during the testing and inspection processes. In any circumstances OPPO Customer Service Centre and its staff will not be responsible or obligated to back up or recover your information and data, or accept responsibility for any consequence arising from the loss, damage or leakage of your information and data. Please ensure the legality of the information and data you have saved. To respect your privacy (unless necessary to provide you with services), we will not transmit, backup or examine your information and data, but reserve the right to refuse to provide services for illegal content;

3. The Customer shall return the mobile phone by presenting the OPPO Mobile Phone Repair Form. In case the Customer loses the Customer Copy, the Customer shall go through the loss reporting procedures with his/her personal ID or valid proof of identity before being able to return the mobile phone two (2) days later.

Performance Failure Table

Name	Performance failure
Device	Failure of functions listed in the user manual
	No display / typos / drain plan
	Can not boot / can not login or communicate
	No vibration
	Dialling error
	Accidental shutdown
	Poor SIM card contact
	Button control failure
	No sound/no sound in one direction or abnormal volume
Charger	Casing breakage due to structural or material factors; does not work or unable to work normally; unable to charge normally using the designated charger
Battery	The phone is still unable to work normally after charging, and the judgement criteria is that the battery capacity is no less than 80%.
External wired headset	Unable to make/receive calls normally

◆ Except failure caused by networks

■ Customer Service Hotline

Brief introduction

The Customer Service Hotline mainly deals with customer inquiries about OPPO mobile phones, providing fast solutions, as soon as possible, or forwarding the inquiries to the relevant departments, urging them to solve the problem(s) in a timely manner and provide solution(s) to the customer with feedback. It's scope of services including dealing with various inquiries.

How to receive after-sales services.

OPPO Mobile Phone Repair Records

Maintenance Record #1

Service Center Name: _____

Maintenance Date: _____

Fault Description: _____

Maintenance Description: _____

Original IMEI / ESN:

New IMEI / ESN:

Maintenance personnel signature:

WARRANTY CARD



User Information:

User Name: _____ Phone No.: _____

User Address: _____

Zip Code: _____ E-mail: _____

Product Information&Dealer Information:

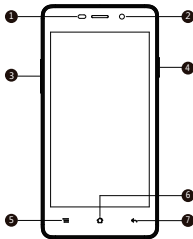
Model/Color/IMEI: _____

Dealer's Name: _____

Date of purchase: _____

Greetings from OPPO Mobile

This guide will show you how to use the phone and its important functions. If you need more detailed instruction, please switch on the phone and select "Tools-User manual". You may also visit OPPO official website to get more information about the phone.



Functions of components

1. Light sensor&infrared sensor; 2. Front camera; 3. Volume button; 4. Power button; 5. Menu key
6. Home Key; 7. Return key.

- **Light sensor:** This component will automatically detect the light intensity and adjust the screen brightness according to the light intensity for your convenience.
- **Infrared sensor:** This component will automatically detect the distance between the body and the phone during calls. If the body is close to the phone, the screen will be turned off to avoid enabling other functions. This function is not available when you are calling via earphone and during hands-free mode.
- **Volume button:** This component is used to adjust the volume. The volume will be increased when you press the upper part and decreased when you press the lower part.
- **Power button:** Press the button for a while to switch on/off; Press the button to lock the screen (except for incoming call interface and call interface).
- **Home Key:** Press home key to run the app in background when it is running; Press the key to return to the home screen from other pages.

SAR Values

The highest SAR values under the CE guidelines for this device model are:

W/kg(Head) and W/kg(Body).

The highest SAR values under the India national guidelines for this device model are:

W/kg(Head) and W/kg(Body).

Standby and call duration

Duration \ Type	GSM	WCDMA
Standby duration	210 hours	210 hours
Call duration	480 minutes	350 minutes

Charger Information

Charger model	Input	Output
AK901HK / AK901 AK901JH / TC 73	100-240V~ 50-60Hz 0.2A	5V---1A
S005SV0500100	100-240V~ 50-60Hz 0.15A	

⚠ Warning: When charging, please place the device in an environment that has a normal room temperature and good ventilation. It is recommended to charge the device in an environment with a temperature that ranges from 0℃~35℃.

Performance parameters

Product name	Mobile phone
Product model	OPPO A11w
Main screen parameters	4.5 inch(854x480)
Dimension	132.8 × 66.6 × 8.95(mm)
Weight	4.76 ounces (135 grams)
Battery	2000 mAh
Camera	5-Megapixel Rear, 2-Megapixel Front
Operating temperature	-10°C – 45°C

Standard accessories

You are provided with the following standard accessories: 1 Phone, 1 Charger, 1 Earphone, 1 Battery, 1 USB data cable, 1 Safety Guide, 1 Quick Guide.

Quick Guide OPPO A11w

oppo

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NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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 communications. 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:

- Reorient or 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 an experienced radio/TV technician for help.

The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device Types OPPO A11w (FCC ID: R9C-A11W) has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification for use when properly worn on the body is 1.166 W/kg and for head is 0.390W/kg. Simultaneous RF exposure is 1.297W/Kg.

. This device was tested for typical body-worn operations with the back of the handset kept 10mm from the body.

To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 10mm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.