

Contents in this user manual may differ from the actual mobile device, and is subject to software service providers.

Thank you

for choosing the fashionable and cool OPPO.

R831 is a touch-controlled mobile device. A tap on the screen allows you to enable corresponding function, as is intuitive and handy. With a wealth of entertaining apps accessible, a tap will trigger the magic for marvelous experience.

Music becomes simple and easy for your enjoyment with a dedicated music player supporting multiple audio formats; a 5 megapixel digital camera assists you to capture every memorable moment of your life; GPRS/EDGE/3G WCDMA and WiFi provide you with fabulous net surfing experience; any fancied app can be installed to your heart's content with the latest Android technology, which is of superb compatibility, extensibility and reliability; not to mention Bluetooth 4.0, perfect audio quality and ultra-large screen, get ready for ceaseless fun and joy!

Please read this user manual carefully before using this device.

Declaration

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The contents of this document are provided "as is". Except as required by applicable laws, no warranties of any kind, express or implied, are made in relation to the accuracy, reliability or contents of this document.

Please make sure backups or written records are made for important contents and data stored in your device since loss or damage could be caused in use, maintenance, battery replacement or for other reasons. To the maximum extent permitted by applicable law, under no circumstances shall OPPO or any of its licensors be liable for any loss of data or income or any special, incidental, consequential or indirect damages howsoever caused.

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Product supplies as well as related applications and accessories may vary by region. Please check with your the dealers appointed by OPPO for details.

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

Please familiarize yourself with the following concise regulations. Not following these regulations might be dangerous or illegal. Further information about safety is provided in this user manual.



Switch on safely

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



Road safety comes first

Please obey all local laws and regulations. It's best to drive the vehicle with both hands. Road safety shall come first before mobile device use while driving.



Switch off at gas station

Please do not use the device at gas station (service station) or places in close proximity to fuel or chemicals.



Switch off when taking an airplane

Your device may cause interference. Phone use on airplane is dangerous and illegal.



Switch off around medical equipment

Hospitals or healthcare organizations might own equipments which are sensitive to wireless frequency. Please obey all regulations or rules.



Interference

All wireless devices might be susceptible to interference and effected in performance.



Switch off around blasting areas

Please obey all related rules and regulations. Do not use this device around blasting areas.



Appropriate use

Use the device only at appropriate places. Please do not touch the antenna area after it is switched on if unnecessary.



Qualified service

The device can only be installed or maintained by qualified service staff.

Safety



Accessories and battery

Please use the exclusive accessories and battery provided by OPPO. Accessories not provided by OPPO might cause phone damage and danger.



Water resistance

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



Connect to another device

When connecting to another device, please check the instructions of the device for safety details. Please do not connect to incompatible products.

■ About This User Manual

This user manual provides concise information about how to use the device. Please refer to "Use Introduction" and "Basic functions" for basic operations of the device. You will see the following instructional icons in this user manual:

【⚠️】 Cautions about safety or device functions.

【➔】 An option of submenu you should select to perform a function.

【 [] 】 A key on the device. For example:
【Function key】 .

【💡】 Tips about phone use.

■ Special Functions



Camera and video recorder

Use the device as a camera or a video recorder.



Media player

Use the device to play music and videos of MP3, MP4 and other formats.



Bluetooth

Use Bluetooth wireless technology to transmit photos, video records or other personal data, or to connect to other devices.



WLAN

Access to internet via WIFI will be easier, better and faster.

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You are provided with the following standard accessories:



Mobile device



Charger



User manual



Battery



Data Cable



Earphone

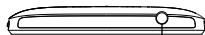
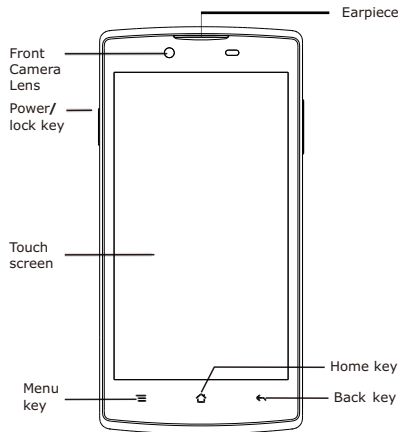
Standard configurations of this device include: one phone device, one chargeable battery, one charger, one USB data cable, one earphone, one user manual and one warranty card. Additional accessories can be purchased from local dealers.

Note: accessories shown in the above illustration may vary differ from actual accessories.

Accessories (battery, charger, etc.) can only be used on matched original OPPO products. To protect your benefit, please conduct battery true-false inquiry and register your product in time. Warranty maintenance is unavailable when troubles are caused for using the accessories on other products.

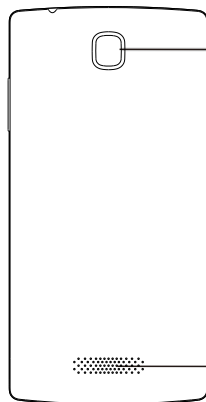
Your device

■ Keys and parts



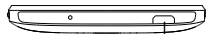
Earphone connector

Front



Rear camera lens

Loudspeaker



USB Cable and charger connector

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Use Introduction

■ Basic steps for phone operation

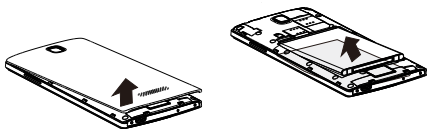
SIM card Information

When subscribing for network access, you will get a plug-type SIM card, which carries your information, such as PIN code and available service options.

Install the SIM card

Remove the battery

Switch off the device, open the battery cover from the finger-clasping slot on its top, and remove the battery as shown below.

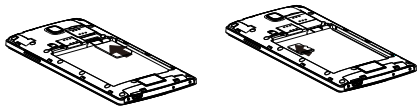


⚠ Warning: Please switch off the device before removing the battery.

Install SIM card and memory card

SIM card is generally placed in a card holder.

Please take it out carefully before installation. Place the SIM card and the memory card into the respective slots as shown below.

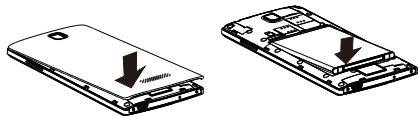


All information in relation to network connection, as well as your call log initialization, contacts stored in the SIM card phonebook, communication logs and some SMS messages are all saved in the metal plane area of the SIM card.

⚠ Warning: To avoid card data loss and damage, please avoid touching the metal plane area of the SIM card. Keep the SIM card away from electricity and magnet. Service network will be unable to access once the SIM card is damaged. The SIM card can be removed from your device and placed in any other device in support of corresponding network service, and the device will automatically reads data on the card.

Install the battery

Ensure that the battery is aligned appropriately with the device. Insert the battery and replace the battery cover as shown below.



■ Switch on/off

Switch on

Insert the SIM card, TF card and battery following the instructions above, press and hold the power key until it gives a response of vibration. Once a SIM card is inserted in, the device will check automatically the availability of the SIM card.

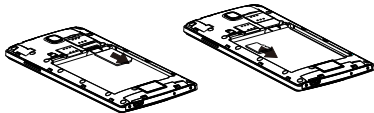
Switch off

First make sure you have properly saved your data. Press and hold the power key and then select power off in the pop-up menu, or press and hold the power key to switched off.

If the device is not used for a long time, please make sure the battery is removed.

Remove SIM card and memory card

When you need to remove SIM card and memory card, please switch the device off, open the battery cover, remove the battery, and then remove the SIM card.



⚠ Warning: You must switch off the device before removing the SIM card and the memory card. Do not insert or remove the SIM card or memory card with external power supply connection, otherwise it may cause data loss or damage.

Use Introduction

■ Device password and unlock

Standby screen and unlock

In power-on status, press the power key once, the device would switch off the screen backlight and enter standby mode to save power; the backlight would be switched on by pressing the power key once again. The screen would be locked to prevent unintended touches, so you need unlock it manually. If no operation is conducted for a specified time, the device would enter standby mode and you need unlock it again for further operations.

Set password


To prevent illegal use, you can set device password for protection. If this feature is activated, you must enter the password each time you switch it on to unlock the device.

In case you have forgotten your device password, you are supposed to contact your dealer or the local authorized service center to unblock it.

Unblock SIM card

To prevent illegal use, you may adopt PIN (personal identification number) code to protect your SIM card.

When this feature is activated, you must enter the PIN code each time you switch on the device to unlock the SIM card and make or answer a phone call. You may cancel SIM card protection, in which mode illegal use cannot be prevented.

 **Warning:** Your SIM card would be blocked by the network if you enter incorrect passwords continuously for three times, and the device would inquire your PUK code. Do not enter anything if you do not know, bring the SIM card to your network service provider for solution, or ten times' incorrect entering will cause your SIM card become useless. Your network service provider will set a standard PIN for your SIM card. You need to modify it to be your private password as soon as possible.


■ Charge the device

Connect the charger with the power supply, or connect the device to a PC via USB cable, plug the end of the USB cable into the charger connector of the device to start charging.

The power icon on the upper-right corner of the screen will keep scrolling. If your device has been switched off, the display will show a image indicating charging status.

The power icon on the upper-right corner of the screen will keep scrolling. If your device has been switched off, the display will show a image indicating charging status. If the device has been overused under low power, it may take a while for the charging indicator to appear on the screen.

When the power indicator on the upper-right corner shows full and stops scrolling, the battery is fully charged. The screen will show a battery full image if the device is charged in power-off mode. While charging, the device may heat up, as is normal.

 **Warning:** Please ensure the battery is properly placed and use OPPO-approved data cable and adaptor.

For your security, if you need to talk on the device in process of charging, please disconnect the charger before you use the device and continue to charge after you are finished. When the battery is fully charged, disconnect the AC power outlet with the device and charger. Charging time shall not exceed 12 hours. Please follow the security specifications strictly.

■ Network modes

The device supports both 2G GSM and 3G WCDMA as well as data transmission mode of GPRS/EDGE/WCDMA/HSDPA, allowing access to wireless network whenever and wherever possible.

■ Operating system

The device employs Android operating system with superb compatibility, extensibility and reliability, allowing you to install software, games and other applications according to your preference and enjoy cooler experience.

Use Introduction

■ Touch control and keys

This device uses the latest capacitive touch screen. Corresponding operations can be enabled by a tap on the screen, as is more intuitive and convenient.

Before you start:

1. Please make sure that your hands are clean and dry.
2. Please use fingertips to press the intended screen icons or feather-touch keys precisely. There is no need to press hard.
3. To prevent scratching, please do not use pen, pencil or other sharp objects to tap or write on the screen.

Basic touch actions

1. Tap

Use fingertips to touch icons or options on the screen to enable actions.

2. Tap and hold

If other actions are to be performed on a file or application, please tap and hold the icon until the option list pops up.

3. Drag

Use fingers to tap and hold an icon and drag the icon. Any icon on the desktop can be moved by holding and dragging.

4. Slide

Slide your finger quickly to scroll the screen. Dragging your finger to slide will not select or activate anything on the screen. You can wait until the scrolling stops or touch any area of the screen to stop it. Touching the screen to stop scrolling will not select or activate anything. In the contact list, you can slide up or down to scroll the screen and find certain numbers. While viewing photos, you can slide left or right to view the previous or next photo.

5. Double-tap

Tap the screen twice quickly. While viewing photos, you can double-tap the touch screen to zoom in, and double-tap again to zoom out.

6. Zoom in/out

While viewing photos, web pages, emails or maps, you can zoom in or out by pinching your fingers.

■ Landscape mode and backlight

Portrait and landscape orientation modes

A lot of applications such as browser, SMS editing, photo viewing are in support of screen in portrait or landscape orientation to match your using habits or to make the device more handy and more suitable for your needs. You must enable the Auto Rotation mode before using this feature by selecting Settings → Display → Auto rotate screen. Rotate the device, for certain applications the screen layout will also rotate correspondingly, and adjust automatically to suit the new screen orientation.

■ Adjust the backlight

You can use Settings to activate screen brightness auto adjustment, by which the screen of your device can adjust its backlight brightness automatically according to the ambient light. Thus, the device can provide you with much clearer outdoor viewing conditions, and reduce its brightness under dark conditions for less eye irritation as well as lower power consumption.

Select Settings → Display → Brightness → Automatic brightness adjustment. Moreover, while you are using the calling function with the device in close proximity to your face, your device will lock the screen and turn off the backlight automatically for battery power saving.

Use Introduction

■ Indicators



Signal strength



You have new SMS.



You have missed calls.



Battery power level.



Clock alarm is activated.



HSDPA is activated.



3G network is connected.



EDGE function is activated.



You have new emails.



Vibration mode is activated.



The sound is muted.



WiFi is connected.



WiFi is available but not connected.



Bluetooth is activated.



USB connection is activated.



Silent mode is activated.

Note: The pictures used in this manual are for illustration only, and may differ from your device. These shall be subject to actual display of the device.

Current input method: to view the currently used input method.

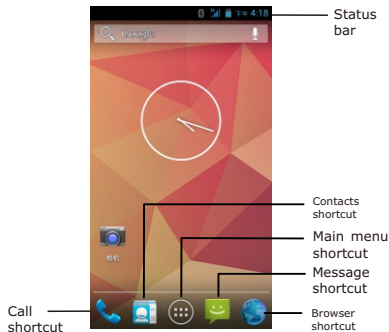
Input method setting: to set the input methods through input method setting.


The input method setting menu includes the following options:

1. English input habit: set operating habits for English input, including Auto add space and Auto capitalize initial letter.
2. Vibrate when tapped: set the keypad to vibrate when tapped.
3. Play touch tone when tapped: set the keypad to play touch tone when tapped.

■ Main Interface

Idle screen



Tap the Menu key  in the operating area to access idle screen. The desktop display include basic status of the device and shortcuts for some of the programs.

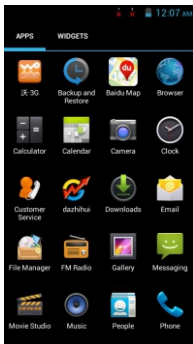
Basic actions

Tap the status bar at the top of the screen and drag your finger down to open the notifications panel.

Use Introduction

■ Main menu

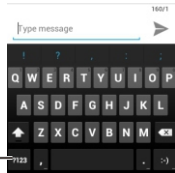
Tap the central [Shortcut] icon at the bottom of the screen. The menu contains built-in tools, settings and all the applications you have installed. You can slide up or down to view more panels.



■ Input methods

▶ Qwerty keypad input

Actions can be performed in a similar method to qwerty input. The keypad interface is as followed:



▶ Switch input methods

To input or edit a text, you can use OPPO input method or other input methods installed into your device. You can tap and hold the text input field and select "Input methods" in the options list to view available input methods.

▶ Set input method

Select Settings → Language & keyboard → Input methods settings to access corresponding input method setting interface, which includes the following options:

You can bring up the main menu by tapping the icon in the transparent bar at the bottom of screen.

Tap the shortcuts for speedy access of the programs you need; Tap and hold the selected shortcut icons to move or delete them.

The desktop has a larger scope than single-panel screen display for more shortcuts and widgets.

By sliding left or right on the screen you can view more panels. Location of the current panel is indicated in the scrollbar at the bottom of the screen.

Tap the left icon in the transparent bar at the bottom of the screen, you can access calling function; tap the right icon in the transparent bar, you can access messaging function.

Customizing

The desktop allows certain customized settings. You can open the main screen interface by tapping the [Main screen key], set wallpapers and add widgets as well as new shortcuts to the desktop. You can also add application icons you want to the desktop by holding and dragging the icons from the menu page.

■ Calling

You can access the calling function by tapping the phone icon at the lower left corner of the screen in standby mode, or select the dial tab in the menu. If you have missed calls, the phone icon in the transparent bar at the bottom of the screen will show the number of missed calls.

▶ Dialpad

You can enter the number you want to call directly on the dialpad, the entered number will match contact history automatically. You can also add the entered number directly to existed contacts, or add a new contact to phone or SIM card.

▶ Call history

Your call logs are recorded in the call history module, including missed calls, received calls, dialed calls, etc. You can also view the call history by tapping the call key in the standby screen; Tap to enter, then you can view details of logs as well as perform actions including calling, deleting and sending messages.

Basic functions

► **Contacts**

Search for contact: Tap the [Search] icon at the upper right corner to search for a contact. Select the contact found and you can view contact detail, call, or send message.

New contact: Tap the [New] icon at the upper right corner to add a new contact.

► **Favorites**

Synchronized with phonebook favorites.

■ **Phonebook**

You can save names and numbers to both phone and SIM card.

In the phonebook settings, you can set display status (Phone, SIM, Only show contacts with numbers), export contacts to T card or import VCard files from T card to contacts list.

► **Contacts**

Managing function is provided for all contacts stored in the device. You can add new contacts, search for specified contact, and select the contact found to call, edit, send message, add to Favorites, etc.

► **Favorites**

You can add certain contact to Favorites, and adjust its location in Favorites according to your preference.

► **Groups**

Provide default groups (Friends, Family, VIPs).


■ Messaging

To enable messaging feature, tap the message icon at the lower right corner in standby mode or select the messages tab in the menu screen. If you have unread messages, the message icon in the transparent bar at the bottom of the screen will show the number of unread messages.

This device is endowed with powerful and handy messaging function, allowing you to read, write and store text messages and multimedia messages, and having implemented integration of SMS and MMS as well as management in conversational style. It supports message search, scheduled SMS sending, and multiple messages masking. Received and sent messages are placed in the same list, as allows integrated management.

- ▶ **Storage settings:** You can set the SMS to be deleted when their number reaches the maximum limit, as well as control the numbers of SMS and MMS for each conversation.
- ▶ **MMS settings:** Set delivery report for multimedia message and auto search function.
- ▶ **Notification settings:** Set the status bar to display message notifications and the device to remind with vibration when notifications arrive.

■ Settings

You can perform various customized settings for your device. Tap the Menu key , access <Main menu>, select Settings to enter the main screen and then select to set General settings, Sound, Display and Security from the bottom of the screen.

▶ General settings

1. Flight mode: All wireless connections will be unconnected in flight mode.
2. WiFi: You can simply and easily activate WiFi, scan and connect to WiFi networks.
You can also perform advanced settings including WiFi sleep strategy and static IP.
3. Bluetooth: You can simply and easily activate Bluetooth, set the device to be visible or not for another device, scan and pair with other Bluetooth devices, set the device name and storage location.
4. Network: You can enable 3G network, launch the data access function of mobile network, set data roaming, APN (Access Point Name), network operator and VPN (Virtual Private Network).

Basic functions

5. Call settings: You can set Intelligent dial, IP dial, Connect notice, Auto redial, Reject with message, Press Power key to end the call, Fixed dial, Call forwarding, etc.
 6. Language: Select Thai, Chinese or English.
 7. Input methods setting: You can select the current input method and perform associated settings.
 8. Time and date: Auto-update of time (network connected required), set time zone, date and time, select date format and use 24-hour format.
 9. Install and debug: It allows you to install applications not provided by e-market, change installation location, view and control running service, enable debug mode when USB connection activated, set the screen never to sleep when charging, allow analog location.
 10. Traffic statistics: You can check statistics of phone calls, messages, network data traffic.
 11. Restore factory settings: You can select to clear all data in the device or restore factory settings and preserve important setting items.
 12. About your phone: It keeps status information, legal information, model number, Android version, baseband version, kernel version and build number, etc.
- **Sound settings**
1. Silent: You can enable or disable silent mode, in which all sounds are mutes except media and alarms.
 2. Incoming call vibration: Set the mode of incoming call vibration.
 3. Income call ringtone: Set income ringtone. You can select ringtones from system and memory card and adjust their volume.
 4. Message tone: Set message tone. You can select ringtones from system and memory card and adjust their volume.
 5. Key tone: Enable or mute key tone for dailpad.
 6. Operation tone: Enable or mute operation tone for screen touch.
 7. Screen lock tone: Enable or mute the tone for screen lock and unlock.
 8. Touch feedback: Enable or mute the feedback vibration emitted when soft key pressed or certain UI actions performed.

■ Display

1. **Brightness:** Set it to auto adjust or change brightness manually.
2. **Auto rotate screen:** set the screen display to rotate automatically when your device is set in landscape view, and adjust it automatically to suit the new screen orientation.
3. **Screen timeout:** Adjust the delay time for screen auto lock.
4. **Animation setting:** Select animation mode for switching windows. You can select no animation, some animations and all animations.

■ Security

1. **My location:** Utilize wireless network or GPS satellites for locating.
2. **Security settings:** Set screen lock, SIM card lock, password visible, certificate storage, etc.
3. **Privacy protect:** Set privacy protection and change the password.
4. **Accounts & sync:** Use this feature to synchronize, transfer and receive data of applications.

■ Clock

You can set more than one alarms, set alarm names, time, tone volume, alert type and repeat (you can set the alarm to be activated on specific days of a week) and delete alarms conveniently.

■ Calendar


This device provides a calendar in traditional style, and it can be displayed in month, week or day view. Set up a calendar account, jump to specified date, view memos from calendar and create, modify and delete memos directly and conveniently.

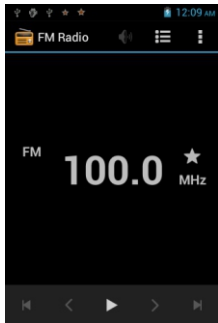
■ Calculator



Provide handy calculating function to perform basic mathematic calculations.

Life assistant

■ FM radio:

In idle screen, press main menu  to open FM radio. To use the FM radio you need to plug in the earphone, which functions as antenna.



 **Tips:** The FM radio supports background play, in FM interface when it's playing press [Back] or [Home] key, the radio will continue playing in background. To stop playing, you have to go back to the FM interface and press  to close radio.

■ Music player

To use the music player function, you can tap the music player option to access music player interface. It supports diversified music formats including MP3, WAV, AAC, AMR, APE, FLAC, as well as features of running in the background and dragging progress bar to control playback progress, allowing you to enjoy your favorite music whenever and wherever possible.

Playlist: Save, add and delete playlists.

Setting as ringtone: Set the currently playing music as ringtone.

Player settings: In repeat mode, you can select to repeat single track or all tracks, or disable repeat mode; you can also enable or disable the shuffle mode.

■ Video

Play videos from video folders. The video player supports diversified video formats including MP4 and 3gP, playing in full screen, dragging progress bar to control playback progress. Its handy and easy features can meet your daily needs of video enjoyment.

■ Camera

This device provides camera function. Tap the camera option to access camera interface. Incorporating a front camera lens of 2 megapixels and a rear camera lens of 5 megapixels, the device supports photo taking as well as video recording. Its powerful photo taking function allows you to capture every wonderful moment of your life at any time.

■ File management

Manage files stored in memory card.

Create a folder: Create a new folder.

Edit: Mark files to cut, copy, delete or send via Bluetooth.

Micro SD card extension support: The maximum Micro SD card memory supported by this device is 32G, allowing great promotion of storage. To prevent harm to your device, please use an authentic SD card.

Multimedia applications

■ PC connections

▶ Charge only

1. Under power-off condition, use the bundled data cable to connect your device to a USB port on the PC, and then your device will start charging automatically through the USB port.
2. Under power-on condition, use the bundled data cable to connect your device to a USB port on the PC, the device will display USB setting options. Select "Only charging", and then your device will start charging through the USB port.

▶ Storage


1. Under power-on condition, use the bundled data cable to connect the device to a USB port on the PC, and select "Storage device" in the pop-up list. If you select "Not enquire next time", the saved status will display directly in the notification.
2. When properly connected, the PC will display "Found new disk". Select this disk, and then you can operate the PC to add, delete, edit and move files in the device and the memory card.

 **Tips:** Your device will start charging automatically when connected to a USB port on a PC.

■ Wireless connections

▶ Bluetooth

This device is in compliance with Bluetooth 4.0 +EDR standard. With Bluetooth, you can launch wireless connections to Bluetooth-enabled electronic devices within a distance of 10 m, saving you the trouble of requiring a connection cable and providing a more convenient way for data transmission. Before using Bluetooth, you must activate Bluetooth in the device and perform necessary settings by select Main menu—Settings—Wireless&networks—Bluetooth. Scan for available devices around you, select the device you want to pair with. The Bluetooth indicator will appear in the status bar when the Bluetooth feature is activated.

 **Warning:** In some regions, certain restrictions may exist for using the Bluetooth feature. Please inquire the local authorities or service providers for details. To preserve battery power and ensure device security, please deactivate the Bluetooth feature when it is not used, and do not pair with unknown devices. Obstacles between the devices such as walls and other electronic devices may cause interference to its functioning.


■ Network

This device supports

GPRS/EDGE/WCDMA/HSDPA for high-speed data transmission. Availability of the service requires network support from network service provider. Perform necessary settings before using this function by selecting Main menu **Settings** **Wireless & networks** → **Network settings**. For detailed information about actual use and charge, please inquire your network service provider.

▶ WiFi

Within WiFi-covered areas, you can search for WiFi wireless signal and connect to network. Before using the WiFi to surf the Internet, you need to activate WiFi and perform necessary settings by select Main menu **Settings** **Wireless & networks** **WiFi settings** → **WiFi settings**. Your device will automatically search for available networks; then select to add a network. It may incur additional charges, or require you to obtain password or install certificate first to add certain WiFi. Please enter the password and tap "Connect" or import certificate. When the device is connected to WiFi, the WiFi indicator will appear in the status bar and show its signal strength. More bars indicates stronger signal.

 **Warning:** Enabling flight mode will disconnect all wireless connections.

■ Email

You can log in directly by setting email account. It features a fresh interface and handy operation.

■ Browser

This device is endowed with powerful Internet function, supporting GPRS/EDGE/WCDMA/HSDPA for high-speed Internet access and bringing you distinctively enjoyable experience. After entering the browser interface, enter the website address and click the button to start your surfing.

▶ **Bookmark:** You can set bookmarks for your favorite websites. In the bookmark menu, you can create new folders, move specified bookmarks into the folders, mark and delete multiple bookmarks or delete all bookmarks, rank bookmarks freely according to your preference. By tapping and holding a bookmark you can bring up bookmark management options (including edit bookmark, send bookmark, copy URL and delete bookmark).

Settings

History: Record browsed websites.

Downloads: You can clear download history or cancel all download tasks.

Multimedia applications

1. Page content settings

Set text size (small, normal, large, etc.), set default zoom (far, middle, near), select whether to open page in overview, select text encoding method, switch on/off image loading, enable/disable page auto-fit, enable Java-script, enable/disable plug-ins, open in background, etc.

2. Privacy settings

Options include clear cache, clear history, clear all cookie data, memorize form data, clear form data, accept cookies, memorize form data, set location information.

3. Security settings

You can set whether to memorize username and password for websites, clear all memorized passwords, select whether to show security warnings (when security issue occurs about websites).

■ **SIM application**

Such information shall be supplied by your SIM card network service provider. Service contents may vary depending on your SIM card time. Please check with your network service provider for details.

Troubleshooting

The following answers to frequently asked questions can help you efficiently use warranty service. Before you ask for maintenance, please conduct a simple inspection to save your time and cost.

PIN code is required

Enter effective PIN code supplied with your SIM card. Please contact your network service provider immediately if you do not know.

PUK code is required

If the PIN code is entered incorrectly for three times, your SIM card would be blocked; the PUK code would be required to unblock it. Please contact your network service provider immediately.

SIM card is required

Ensure that your SIM card is properly installed, and check if SIM card works normally. If it is damaged or malfunctioning, please bring it to your network service provider for solution.

You device displays out of service

Check the signal strength indicator. If there is no network signal, you may be in a basement or a blind area of a building; move to another area and try again. There is also a chance that your location is not covered by the network; if so, you may inquire your network service provider to supply network service to the area.

Poor audio quality

If your call is disturbed by echo or noise, please end the call and redial. The network service provider may transfer you to a better line.

No sound for incoming call

If neither does the keypad has no sound either, please check whether the volume is zero. If not, please check ring type and volume setting.

Decreased standby time

This can be caused by poor local signal, and the device has to keep searching for signal. Or long battery service might also cause this trouble, and you need replace it with a new battery. Please switch the device off if you do not want to answer phone calls.

Unable to power on

Check the battery level or charge the battery. You may switch on the device to check it during charging. The battery may over discharge if not used for a long time. In this case, it is unable to power on, and there will be no response for a long time after it starts charging. You can not power on until the battery resumes.

Unable to send messages

You need to check your service center number. The SMS is possibly not activated, or the message recipient is invalid, or you local network service provider may not support the service.

Unable to charge

There are three possibilities:

1. The charger cannot function normally. You can contact the nearest authorized service center or dealer.
2. The environment temperature is inappropriate. You can try charging in another environment.
3. Poor contact. You can check the charger plug.

Unable to establish Bluetooth connection

Ensure that both parties have their Bluetooth features activated for and are set to be visible. Reactivate the Bluetooth devices to be connected, and search again manually when the devices are in searching mode.

Unable to add data to phonebook

The number of contacts saved in SIM card is limited, while the number of contacts save in the device is not. Please check the phonebook capacity and ensure the SIM card phonebook is not full.

Troubleshooting

Outgoing calls are not connected

First ensure the called party is powered on. Ensure you have accessed the right cellular network. Then check whether you have set call barring for the phone number you are dialing.

If you are still having trouble after trying the tips above, please take down the follows items:

- Device model and serial number;
- Details of warranty card;
- Trouble description.

Then contact the local dealer or OPPO service center.

■ Battery safety

■ About the battery

| Type | Lithium ion battery (1900 mAh) |
|--------------|--------------------------------------|
| Time | |
| Talk time | WCDMA 300 minutes GSM 420 minutes |
| Standby time | Up to 180 hours |

These battery talk and standby times can only be reached in certain optimized network conditions or surroundings. The actual talk and standby times may differ according to the following conditions:

1. Use additional functions such as music player, video, games, Internet and Bluetooth transmission, etc.
2. Leave service area frequently or stay out of service area for a long time.
3. Use the device beyond the local network service area.

4. Use the device in talk mode repeatedly.



Tips: In order to avoid battery performance degradation and standby time decrease, please charge the battery under a temperature between 5 C° and 25 C°. The battery can be charged and discharged for hundreds of times but will be aging. When the service time in transmission mode and standby mode decrease by half, you need purchase a new battery.

Health and Safety

■ Precautions for battery use

- Please do not dispose of battery in a fire, as it may cause burning and explosion.
- Please do not exert pressure forcibly during battery installation. Otherwise, it may cause battery leakage, overheat, explosion and a fire.
- Please do not short-circuit the battery with a cable, clip or other metallic objects, and do not put the battery together with metallic objects like necklace, as it may cause battery leakage, overheat, explosion and a fire.
- Please do not weld battery terminals. Otherwise, it may cause battery leakage, overheat, explosion and a fire.
- Do not allow the battery liquid to enter your eyes, as it may cause a risk of going blind. If that happens, do not rub, flush your eyes with water and seek immediate medical assistance. Please do not disassemble or modify the battery, as it may cause battery leakage, overheat, explosion and a fire.
- Please do not place or use the battery near fire, heater or in other high temperature places. Otherwise, it may cause battery leakage, overheat, explosion and a fire.
- If there is any abnormal phenomenon like over-temperature, discoloration, deformation, bulging, leakage, etc. during operation, charging or preservation, please cease to use and replace the battery to avoid any safety trouble.
- If battery liquid comes into contact with skin or clothes, your skin might get burnt. Please immediately flush with clean water, and seek medical assistance if necessary.
- In case of battery leakage or strange smell emitted, please immediately move it away from open flame in order to avoid fire or explosion.
- Please keep the battery from moisture. Otherwise, it may cause battery overheat, fuming and corrosion.

- Do not place or use the battery under direct sunlight, near a car or in other high temperature areas. Otherwise, battery leakage and overheat may occur and cause battery performance degradation and lifespan decrease. Keep the battery in ventilated areas without direct sunlight.
- The battery can be charged and discharged for hundreds of times at least but will eventually wear out. When standby time and talk time of the device decrease noticeably, please replace the battery according to specified model.
- Do not dispose of 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 for over 12 hours.

■ Precautions for charger use

- Please use OPPO-approved charger.
- Please connect the charger to specified alternating current, as other voltages may cause leakage or a fire and damage your device and charger.
- Please do not use short-circuited charger, as it may cause electric shock, fuming or damage the charger.
- Please do not use damaged charger or power cable. Otherwise, it may cause electric shock, fuming or a fire, or damage the device.
- Please do not place the charger near a container with water in order to avoid charger overheat, electric leakage and other damages caused by splashing water.
- If the charger is exposed to water or other liquid, please immediately unplug it from power socket in order to avoid overheat, fire, electric shock and charger damages.
- Please do not disassemble or modify the charger, as it may cause personal injury, electric shock, fire and charger damages.

Health and Safety

- Please do not use the charger at places of high humidity like a bathroom. Otherwise, it may cause electric shock, a fire and charger damage.
- Please do not touch the charger, cable or power socket with wet hands, as it may cause electric shock.
- Do not place heavy objects on power cord or modify the cord, as it may cause electric shock and fire.
- Before cleaning and maintenance, please disconnect the power plug from the socket.
- Disconnect the plug by pulling on the charger. Pulling on the power cord may damage the cord and cause electric shock and fire.
- Do not charge the battery under the following conditions: direct sunlight, humidity, dust or huge vibration (as troubles might be caused); areas near TV, radio or other electrical appliances (as image or sound effect might be affected).
- When charging, please place the phone in an environment that has a normal room temperature and good ventilation. It is recommended to charge the phone in an environment with a temperature that ranges from 5 ℃~25 ℃.

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.

Driving safely

As the mobile phone has powerful voice call function, you can get communications almost anytime/anywhere. While enjoying this advantage of mobile phone, each user shall also perform certain responsibilities.

- Driving shall come first when you are driving a car. If you decide to use the device while driving, be sure to obey relevant regulations of the area or the country.

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 devices. Please observe related regulations while you are using the device in these areas.

Please check your power on/off settings to ensure that your mobile phone would not power on automatically in the process.

- Please do not use mobile phone around poor signal or high accuracy electronic equipment. Interference from radio wave may cause mis-operation or other troubles for electronic equipment. You need to pay more attention when using the device around the following devices: hearing aid, pacemaker and other medical electronic devices, fire detector, automatic door and other automatic control devices.
- Please use this device under a $-10\text{ C}\sim 45\text{ C}^{\circ}$ temperature and a 35%~85% humidity. When using this device, try to keep away from normal telephone, TV, radio and office automatic equipment as far as you can in order not to influence the performance of these equipments and your device.
- 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.

■ Additional health and safety information

- Please do not use the device if antenna is damaged. Otherwise, it may cause personal injure.
- Do not place the device near magnetic card or other magnetic objects, as information stored in floppy disc, deposit card and credit card might be corrupted by the magnetic radiation from the device.
- Please place drawing pin and other metallic objects far away from phone receiver. As there is a magnetic field when the speaker is working, these small metallic objects may be attracted to the device and personal injury or phone damage may be caused.
- Keep the device out of moisture, water or other liquid, as it may cause overheat, electric leakage and troubles.
- Do not force the display or use it to beat other objects. Otherwise, it may cause display damage and liquid leakage of the LCD. Please do not touch the display if the glass over-plate is broken to avoid injury to your finger by glass culet or crack.

Health and Safety

Cover it with glass membrane if necessary and bring the device to a nearest OPPO-authorized service center for maintenance. The liquid of the LCD may cause a risk of going blind if it enters eyes. On this occasion, flush your eyes with clean water immediately (do not rub your eyes) and seek medical assistance.

- Do not disassemble or modify the device. Otherwise, it may cause phone damage, electric leakage and circuit troubles.
- Use only OPPO-approved batteries and chargers for your device. Using other products may cause battery leakage, overheat explosion and fire.
- Due to the used enclosure material, the GSM mobile phone shall only be connected to a USB interface of version 2.0 or higher. The connection bto so called power USB is prohibited.
- A socket outlet that is installed near equipment and that shall be easily accessible.
- Excessive sound pressure from earphones and headphones can cause hearing loss.

■ 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 increase its lifespan.

- Do not knock, shake or drop the device to avoid troubles and fire.
- Do not place the battery, phone or charger in micro-wave oven or high voltage equipment. Otherwise, it may cause circuit damage, fire, explosion or other accidents.
- Do not use the device around flammable, explosive gas or at high-pressure places, as it may cause device damage and fire.
- Do not place the device in areas under high temperature, high humidity or with lots of dust, as it may cause troubles.
- Please keep the device out of the reach of children in order to prevent children from taking it as toy and causing injuries.
- Do not place the device on uneven or unstable surface to avoid troubles and damages caused by potential drop.

- Your device, battery and charger are not water-resistant, please do not use in bathroom or other high humidity areas, and do not let it get wet in rain.
 - Use soft, clean, dry cloth to clean the device, battery and charger.
 - Do not use ethanol, thinner agent, benzene or other solution to clean the device.
 - Socket with dirt may cause poor contact or power down and result in charging failure. Please clean it regularly.
 - Do not place the device near heating appliances, for example, inside or on top of a micro-wave oven, baking oven or radiator. Phone overheating may cause explosion.
 - Use only supplied or approved substitute antenna. Unapproved antenna and modified accessories may damage the device and violate administrative regulations of radio devices.
 - Please do not paint the device. Paint can clog the moving parts and prevent proper operation.
- **Electromagnetic radiation**
 - Users of heart pacemaker, hearing aid, implanted cochlear or other devices shall follow medical advice when using this device.

Health and Safety

EU Regulatory Conformance

Hereby, 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).



Warning: Before using the device, please read the health and safety information carefully to ensure healthy and safe operation. Their warranty and environment-friendly use periods may differ from that of the device. For details, please refer to the warranty statement.

Fundamental performance parameters

| Item | Parameter |
|------------------------|---|
| Description | GSM/WCDMA dual-mode digital mobile phone |
| Model | OPPO R831 |
| Operating temperature | -10 °C~45 °C |
| Mass | About 128.5g (standard battery included) |
| Dimensions | 132mmx65.8mmx9.2mm |
| Network band frequency | GSM/GPRS/EDGE 850/900/1800/1900 WCDMA 850/900/2100 |
| Standard battery | DC3.8V 1900 mAh Lithium ion battery |
| Main screen | 4.5" TFT (854x480 FWVGA) |
| Camera lens | CMOS 5megapixels+2megapixels |
| Memory card support | Micro SD card |

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.

The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device types OPPO R831(FCC ID: R9C-R831) 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 0.880 W/kg and for head is 0.378 W/kg. Simultaneous RF exposure is 0.948 W/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.