BASIO active

ベイシオ アクティブ

SHG09

Basic Manual

Preface

Thank you for buying the "BASIO active" (called the "SHG09" or the "product" from here on).
Before using the product, be sure to read "かんたんマニュアル (Kantan Manual)" (Japanese) or "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) for proper use.

List of Packaged Items

Before using the product, make sure that you have all the following packaged items.

SHG09

• かんたんマニュアル (Kantan Manual) (Japanese)

The following items are not included in the package.
• SIM card
• microSD memory card
• AC adapter
• Earphones
• USB Type-C® cable
• Wired LAN adapter
• Ethernet cable

• Purchase a specified charger (sold separately).

◎ The battery is built into the product.
◎ Illustrations of the product in this manual are only for reference. They may look different from the actual product.

Operating Instructions

■ "Basic Manual" (This Manual)
Handles only basic operations for main features.

■ "Online Manual" (Japanese)
Follow the procedure below to view "Online Manual" (Japanese), which describes details on various functions.

Home screen → [Apps list] → [サポート (Support)] → [📖 取扱説明書 (Online Manual)]
You can also view "Online Manual" (Japanese) on the au website.
https://www.au.com/online-manual/shg09/ (Japanese)

■ "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese)

"取扱説明書 詳細版 (Full Instruction Manual)" (Japanese), which describes details on various functions, is available on the au website.
https://www.au.com/support/service/mobile/guide/manual/ (Japanese)

Illustrations and Descriptions in This Manual

■ Note on Key Illustrations
In this manual, key illustrations are simplified as shown below.

Voice search key
Volume UP key
Volume DOWN key
Power key
Phone key   Home key   Mail key
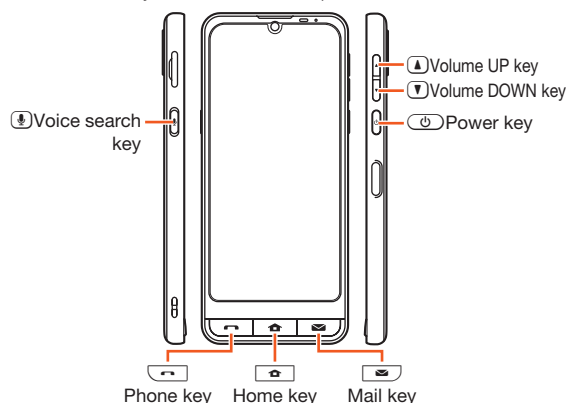
■ Description of Navigation and Key Operation
In this manual, operation procedures are described as follows.

Description	Meaning
Home screen → [Apps list] → [Settings] → [About phone]	Slide/flick the Home screen, tap* "Apps list" to switch to the App list screen. Next, tap "⚙Settings", and then tap "About phone".
⏻ (press and hold for at least 2 seconds)	Press and hold ⏻ for at least 2 seconds.

* Tapping is to select a key or icon displayed on the screen by lightly tapping it with your finger.

■ Notes on Illustrations and Screenshots
Screenshots and operations in this manual are based on the product with an au SIM card installed unless otherwise described.
Descriptions in this manual are based on operations in portrait orientation. In landscape orientation, menu items, icons, keys and other user interface items may be different.
Illustrations or screenshots may look different from the actual ones.
Portions of the screen may be omitted.

In this manual, portions of the screen such as indicators are omitted.
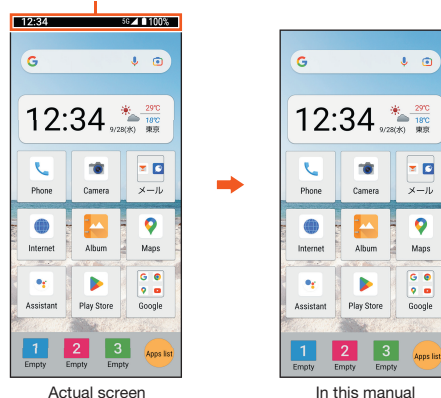
Actual screen   In this manual

◎ In this manual, screenshots for body color "Silver" are provided as examples.
◎ Descriptions in this manual are based on operations in portrait orientation. In landscape orientation, menu items, icons, keys and other user interface items may be different.
◎ Descriptions in this manual are based on operations for the default Home screen. Operations may be different depending on the home application.
◎ Menu items, layers and icons described in this manual may be different depending on functions being used and conditions.
◎ In this manual, "microSD™ memory card (commercially available)," "microSDHC™ memory card (commercially available)" and "microSDXC™ memory card (commercially available)" are referred to as "microSD memory card" or "microSD."
◎ Descriptions on this manual are based on Android™ 12.
For the latest version, refer to "Online Manual" or "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) available on the au website.
https://www.au.com/support/service/mobile/guide/manual/ (Japanese)
◎ The company names and product names appearing in this manual are trademarks or registered trademarks of their respective holders. Also, ™ and ® marks are sometimes omitted.

Contents

Safety Precautions

When Using the Product

Before using the product, be sure to read the "Safety Precautions" for proper use.
Before you assume that the product is malfunctioning, refer to "Troubleshooting" to check the symptom.
You can also refer to "トラブル診断 (Trouble check)" (Japanese) on the au website shown below.
https://www.au.com/trouble-check/ (Japanese)

- Communication is not possible in places where the signal does not reach (e.g. tunnels and basements), even within the service area. In addition, communication may not be possible in poor reception areas. Communication may be interrupted if you move into a poor reception area during communications.
- Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Yet the 5G/4G LTE/WiMAX 2+/UMTS/GSM system has highly secure confidential communication features.)
- Only au's VoLTE (LTE network) can be used when connecting to emergency services within Japan.
- The product is compatible with au World Service. Each network service varies depending on the area and service content.
- Since the product is a radio station under the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law.
- The IMEI information of your cell phone is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status of your cell phone.
- When using the product overseas, check the relevant laws and regulations of the country/region you visit beforehand.
- The Company is not liable for any damages or lost income arising from earthquakes, lightning, storms, floods or other natural disasters, or from fires, actions by third parties, other accidents, your actions, negligence, misuse, or use under other unusual conditions outside the responsibility of the Company.
- The Company is not liable for any incidental damages (change/disappearance of saved content, loss of business profits, disruption of business, etc.) arising from use of or inability to use the product.
- The Company is not liable for any damages or lost income arising from failure to observe the contents of "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) or "かんたんマニュアル (Kantan Manual)" (Japanese).
- You cannot use information obtained from the measuring sensor or GPS equipped with the product for the purpose which requires high reliability, as the obtained information is just used for a guide. Note that the Company is not liable for any damage or lost income arising from the difference caused by measurement.
- The Company is not liable for any damages or lost income arising from malfunction or other problems caused by any combination of connected devices or software not related to the Company.
- Captured image data or downloaded data may be altered or lost due to malfunctions, repairs, or mishandling of the product. The Company is not liable for any damages or lost profits resulting from recovery of these data.
- It is recommended that you keep a copy of important data on your PC's hard disk, etc. Whatever the cause of the defect or malfunction may be, the Company assumes no responsibility for alteration or loss of saved data.
- Contents such as contacts, mails, and bookmarks saved on the product may be altered or lost due to accidents, malfunctions, repairs, or mishandling. Be sure to keep a copy of important contents. Note that the Company is not liable for any damages or lost profits resulting from altered or lost contents.
- Note that content data (whether paid or free) saved on the product cannot be retained when the product is replaced for repair or other reasons.
- The product uses liquid crystal for its display. The display response speed may become slow when the ambient temperature is low. This is due to the property of liquid crystal and not a malfunction. The display response speed will return to normal at room temperature.
- Although the display used on the product employs high-precision technology, some pixels (dots) may remain on/off. This is not a malfunction.
- It is recommended that you store separate copies of data such as still pictures/videos and music saved on the product on your PC or cloud services, etc. Note, however, that you may not be able to make copies of some copyrighted data even by the above-mentioned means.
- Do not dispose of the product with regular trash. Please cooperate in the collection of the product and optional accessories when they are no longer needed, to protect the environment and effectively use resources. Old products are collected at au shops/au Style and other places.

* "The Company" as appears in this manual refers to the following companies:
Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: SHARP CORPORATION

◎ Reproduction of the contents of the instruction manual in part or in whole is prohibited.
◎ The contents of the instruction manual are subject to change without notice.
◎ Due to the specification changes of the operating system or termination of the services, some features become unavailable.
◎ Every effort has been made in the preparation of the instruction manual. Should you notice any unclear points, omissions, etc., feel free to contact us.

Safety Precautions (Observe Strictly)

■ Before using the product, thoroughly read these safety precautions for proper use.

■ Be sure to observe the instructions described in these precautions to prevent injury self or others, or damage to property.

■ These labels show degree of risk from improper use.

⚠DANGER	Indicates imminent risk of death or serious injury[*1] from improper handling.
⚠WARNING	Indicates risk of death or serious injury[*1] from improper handling.
⚠CAUTION	Indicates risk of minor injury[*2] and property damage[*3] from improper handling.

*1 Serious injury: This refers to loss of sight, injury, burns (high- and low-temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning, etc., and injuries requiring hospital admission for treatment or long-term hospital attendance as an outpatient.
*2 Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.
*3 Property damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

■ Symbols Signifying Prohibited/Compulsory Actions

🚫 Prohibited	Indicates an action that is not allowed.	🚫 Wet hands prohibited	Indicates that handling with wet hands is not allowed.
🚫 Disassembly prohibited	Indicates that disassembly is not allowed.	❗ Instruction	Indicates an action that must be done.
🚫 Wetting with water prohibited	Indicates that use in a place where the product is likely to get wet is not allowed.	Disconnect plug from power outlet	Indicates that the power plug must be unplugged from the outlet.

■ Precautions Common to the Main Unit, Internal Battery, Charger, SIM Card, Peripheral Devices

⚠DANGER

🚫 Prohibited	**Do not use, store or leave in hot places or where heat collects (e.g. by the fire, near a heater, under a kotatsu, in direct sunlight, inside a vehicle in the hot sun).** Doing so might cause fire, burns, injury, electric shock, etc.
🚫 Prohibited	**Do not put in a cooking apparatus such as a microwave oven or induction stove or in a pressure vessel such as a pressure cooker; do not place near such devices.** Doing so might cause fire, burns, injury, electric shock, etc.

Prohibited

Do not subject to or place directly on sand, soil, or mud. Do not touch with dirty hands.
Doing so might cause fire, burns, injury, electric shock, etc.
For waterproof and dustproof properties, refer to the following.
▶P.9 "Notes on Waterproof, Dustproof and Shock-resistant Properties"

Prohibited

Do not charge when the product is wet with water (drinking water, perspiration, seawater, urine of pet animals, etc.). Do not use it near water, such as in a bathroom or near a humidifier.
Doing so might cause fire, burns, injury, electric shock, etc.
For waterproof property, refer to the following.
▶P.9 "Notes on Waterproof, Dustproof and Shock-resistant Properties"

Prohibited

Do not subject the product to strong pressure or break the product. Especially when bringing the product putting in a pocket of clothes, do not let the product hit against surroundings or being put between the objects.
Doing so may cause fire, burns, or injury due to internal battery damage.
* Examples to avoid
• Sitting or squatting with the product put in a pocket of trousers or skirt
• Putting the product in a pocket of outer wear and catching them in a door or a door of car
• Stepping on the product on a soft object such as a sofa, bed, or bedding, or on a floor
• Putting the product into a seat of train or bus

Disassembly prohibited

Do not disassemble or modify.
Doing so might cause fire, burns, injury, electric shock, etc.

Prohibited

Do not attempt to remove the internal battery from the product.
Doing so might cause fire, burns, injury, etc.

Prohibited

The outer case (back part) cannot be removed. Do not attempt to remove it from the product.
Doing so might cause fire, burns, injury, etc.

Wetting with water prohibited

Do not wet with water or other liquids (drinking water, sweat, seawater, pet urine, etc.).
Doing so might cause fire, burns, injury, electric shock, etc.
For waterproof property, refer to the following.
▶P.9 "Notes on Waterproof, Dustproof and Shock-resistant Properties"

Wetting with water prohibited

Do not wet with water or other liquids (drinking water, sweat, seawater, pet urine, etc.).
Doing so might cause fire, burns, injury, electric shock, etc.
For waterproof property, refer to the following.
▶P.9 "Notes on Waterproof, Dustproof and Shock-resistant Properties"

Instruction

Use the optional products specified by au.
Not doing so or using those with unclear manufacturer, distributor, or specifications may cause fire, burns, injuries, or electric shock.

⚠WARNING

Prohibited

Do not drop, stomp, throw or subject to excessive force or strong impact/vibration.
Doing so might cause fire, burns, injury, electric shock, etc.

Prohibited

Do not let conductive materials (metal strip, pencil lead, etc.) come into contact with the charging terminals or external connection jack. Do not let dust enter them.
Doing so might cause fire, burns, injury, electric shock, etc.

Prohibited

Do not cover or wrap with bedding, etc. while using or charging.
Doing so might cause fire, burns, etc.

Wetting with water prohibited

When cleaning the product, be careful not to allow disinfectant or moisture to come into the gaps of the product, external connection jack, earphone/microphone jack, earpiece, mouthpiece/microphone, sub microphone, or speaker.
The product is damaged and may cause injuries or electric shock, etc.

Instruction

If charging is not completed after the specified charging time, stop charging.
Failure to do so might cause fire, burns, injury, etc. due to overcharge or for other reasons.

Instruction

Make sure to turn off or stop charging the product before you get close to places where a flammable gas or dust can be generated.
Using the product in places where a flammable gas can be generated may cause an explosion or fire.

Instruction

Follow the instructions given by the respective institution regarding the use of the product in a gas station.
Do not charge the product in a gas station.
Be careful not to drop the product in a place like a gas station, especially when you put gas into a vehicle.
Using the product in places where a flammable gas can be generated may cause an explosion or fire.

Instruction

Perform the following operations carefully while using, charging, or keeping the product if there are odors, noise, smoke, overheating, discoloring, deformation, or other abnormalities.
• Remove the power plug of the specified charger (sold separately) from the wall outlet.
• Turn the product off.
Not doing so may cause fires, burns, bodily injury, electric shock, etc.

⚠CAUTION

Prohibited

Do not use if broken.
Doing so might cause fire, burns, injury, etc.

Prohibited

Do not place on a wobbly table, sloped surface, or other unstable location. Be especially careful when the product is set to vibrate.
Doing so might allow the product or its related products to fall and cause injury, etc.

Prohibited

Do not use or store in places subject to excessive dust, high humidity, or high temperatures.
Doing so might cause fire, burns, electric shock, etc.
For waterproof and dustproof properties, refer to the following.
▶P.9 "Notes on Waterproof, Dustproof and Shock-resistant Properties"

Prohibited

For use by a child, explain instructions and supervise use.
Doing so may cause accidental swallow, injuries, or electric shock.

Prohibited

Do not store the product within the reach of small children or pet animals.
Be careful especially when storing small parts such as the SIM card/microSD memory card tray, etc.
Doing so may cause accidental swallow, injuries, or electric shock.

Instruction

Be careful when using the product continuously for a long time or charging as it gets hot. Be careful of contacting with the product continuously by putting the product in a pocket of clothes or falling asleep etc.
The product or specified charger (sold separately) may become hot when using for a long time such as applications, calling, data communication, watching videos, or while charging. Depending on your physical predisposition and physical condition, contacting with a high temperature part may cause skin redness, itching, rash, or low-temperature burns. Be careful when you put the product in a pocket of clothes, when you sleep, etc.

■ Main Unit

⚠DANGER

🚫 Prohibited
Do not throw into a fire or apply heat.
Doing so might cause fire, burns, injury, etc.

🚫 Prohibited
Do not apply excessive force such as sticking a sharp-edged tool (nail, etc.) into the product, hitting it with a hard tool (hammer, etc.), or stepping on it.
Doing so might cause fire, burns, injury, etc.

❗ Instruction
If the substance inside the product comes into contact with your eyes or mouth, immediately rinse the area with clean water, and then see a doctor right away.
Not doing so may cause loss of sight or poor physical condition due to the influence of the substance, etc. inside the product.

⚠WARNING

🚫 Prohibited
Do not shine mobile light close to eyes. Maintain a safe distance, especially from small children.
Doing so might cause visual impairment or other problems; might temporarily affect eyesight or startle, leading to injury or other accident.

🚫 Prohibited
Do not point the mobile light at drivers.
Doing so might hinder driving performance, leading to an accident.

🚫 Prohibited
Do not view the screen for a long period when it is flickering.
Doing so might cause spasms, loss of consciousness, etc.

🚫 Prohibited
Do not let water or other liquids (drinking water, sweat, seawater, pet urine, etc.) or a foreign object (metal strip, flammable material, etc.) enter the SIM card/microSD memory card slot.
In addition, insert the SIM card or microSD memory card into correct openings in correct orientation.
Doing so might cause fire, burns, injury, electric shock, etc.

🚫 Prohibited
Do not stare into the proximity sensor.
Doing so might temporarily affect eyesight and lead to an accident.

EN60825-1:2014

CLASS 1
LASER Product
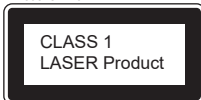
🚫 Prohibited
Do not expose the camera lens to direct sunlight for an extended period.
Doing so might cause fire, burns, injury, etc. due to the light-collecting mechanism of the lens.

🚫 Prohibited
Do not emit a beeping sound at close range.
Doing so may cause hearing impairment such as hardness of hearing, etc.

❗ Instruction
Turn off the product or set it to Airplane mode before boarding an airplane.
Since use of the product on airplanes is restricted, follow the instructions given by the respective airlines. Failure to do so might adversely affect an airplane's electronic device.
If you engage in a prohibited activity while using the product on an airplane, you might be punished by law.

❗ Instruction
Regarding the use of the product in a hospital, follow the instructions given by the respective medical institution.
Turn off the product in areas where the use of cell phones is prohibited.
Failure to do so might adversely affect the operation of electronic devices and electronic medical devices due to radio waves.

❗ Instruction
When using the handsfree call, loud ringtone is ringing, or in the standby mode, be sure to keep the product off of the ears.
Also, when playing games, video, or music with an earphone microphone connected to the product, adjust the volume to the proper level.
When using the handsfree call, note that the speaker may emit loud sound.
Ringtone or alarm sound can be heard even in the standby mode.
Turning the sound on with the volume set too loud or using the product continuously for a long time may adversely affect your ears.
Doing so may prevent surrounding sound from being heard, causing an accident.

❗ Instruction
If you have a weak heart, be careful when setting the ringtone vibration and incoming volume.
Sudden ringtone vibration and ringtone surprise you, it may cause harmful effect on heart.

❗ Instruction
To use electronic medical equipment, check with electronic medical equipment manufacturer or vendor to determine how devices are affected by radio waves before using.
Radio waves may affect the performance of electronic medical equipment.

❗ Instruction
Turn the product off near high-precision electronic control equipment or electronic equipment using low-power signals.
Not doing so may cause the equipment to fail or malfunction due to the product's signals.
* Examples of electronic equipment to avoid:
a hearing aid, an implanted pacemaker, an implanted cardioverter-defibrillator, other electronic medical equipment, or other automatic control devices, etc. To use an implanted pacemaker, an implanted cardioverter-defibrillator, or other electronic medical equipment, check with electronic medical equipment manufacturer or vendor to determine how devices are affected by radio waves before using.

❗ Instruction
When the display or camera lens is accidentally broken, be careful of broken parts or exposed internal parts of the product.
Not doing so may cause burns, injuries, or electric shock with damaged parts or exposed parts.

❗ Instruction
If the internal battery leaks or there is abnormal odor, discontinue use immediately and keep sources of flame away.
Leaked fluid may catch fire, causing the battery to ignite, burst, etc.

❗ Instruction
Do not let your pet bite the product.
Doing so might cause the internal battery to ignite, burst, overheat, or leak, leading to fire, burns, injury, etc.

⚠CAUTION

🚫 Prohibited
Do not swing the product around by holding strap, etc.
Doing so may cause an accident.

🚫 Prohibited
When using the motion sensor and electromagnetic sensor, make sure of the safety around you and hold the product firmly; do not swing with excessive force.
Failure to do so might cause injury or other accident.

🚫 Prohibited
If the display breaks and internal substances leak, do not let them come into contact with skin (face, hands, etc.) or clothes.
Doing so might cause eye or skin damage, etc.
If internal substances get in eyes or mouth or if they come into contact with skin or clothes, rinse with clean water immediately.
In case of contact with eyes or mouth, consult a doctor immediately after rinsing.

🚫 Prohibited
Do not dispose of the product with regular trash.
Doing so might cause fire, burns, injury, etc. or might adversely affect the environment. When the product is no longer needed, take it to an au shop/au Style, or follow the local regulations regarding collection of the product.

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⊘ Prohibited	**If substances in the internal battery leak, do not let them come into contact with skin (face, hands, etc.) or clothes.** Doing so might cause eye or skin damage, etc. If internal substances get in eyes or mouth or if they come into contact with skin or clothes, rinse with clean water immediately. In case of contact with eyes or mouth, consult a doctor immediately after rinsing.		❶ Instruction	**Wipe off dust on the power plug of the specified charger (sold separately).** Using the charger when dust is on plug might cause fire, burns, electric shock, etc.

If substances in the internal battery leak, do not let them come into contact with skin (face, hands, etc.) or clothes.
Doing so might cause eye or skin damage, etc.
If internal substances get in eyes or mouth or if they come into contact with skin or clothes, rinse with clean water immediately.
In case of contact with eyes or mouth, consult a doctor immediately after rinsing.

To use the product in car, check with automobile manufacturer or dealer to determine how vehicle devices are affected by radio waves before using.
In rare cases, using the phone in some vehicle models can cause the vehicles electronic equipment to malfunction. In that case, stop using the product immediately.

If you feel any skin abnormalities associated with use of the product, discontinue use and consult a doctor immediately.
Use of the product might cause itchiness, skin irritation, rashes, etc. depending on your physical condition.
For the materials used for parts of the product, refer to "Material List (▶P.7)".

The earpiece, camera, periphery of mouthpiece/ microphone, and the speaker have magnetic parts; make sure that no metal strip (a craft knife blade, staple, etc.) is adhered.
Metal strip on the product might cause injury, etc.

See the display in a sufficiently bright place at a reasonable distance.
Seeing in a dark place or at a close distance might deteriorate vision or cause other problems.

■ Charger

⚠WARNING

Do not use the specified charger (sold separately) if the cord is damaged.
Doing so might cause fire, burns, electric shock, etc.

If you hear thunder, do not touch the specified charger (sold separately).
Doing so might cause electric shock, etc.

Do not short-circuit the charging terminals when the charger is plugged into the outlet. In addition, do not let your hand, finger or any other part of your body come into contact with the charging terminals.
Doing so might cause fire, burns, electric shock, etc.

Do not place a heavy object on the cord of the specified charger (sold separately); do not apply excessive force by pulling, etc.
Doing so might cause fire, burns, electric shock, etc.

When plugging/unplugging the specified charger (sold separately) into/from the outlet, keep metal objects away.
Failure to do so might cause fire, burns, electric shock, etc.

Do not connect the voltage converter (such as a travel converter for overseas travel) to the specified charger (sold separately).
Doing so may cause ignition, overheating, or electric shock.

When the specified charger (sold separately) is connected to the product, do not apply excessive force to the connection.
Doing so might cause fire, burns, injury, electric shock, etc.

Do not touch the cord, charging terminals or power plug of the specified charger (sold separately) with wet hands.
Doing so might cause fire, burns, electric shock, etc.

Use at the specified power supply voltage. When charging the battery overseas, use the specified charger (sold separately) designed for overseas use.
Use at other power supply voltages might cause fire, burns, electric shock, etc.
AC adapter: 100 V AC (connect to a household AC outlet only)
AC adapter designed for overseas use: 100 V AC to 240 V AC (connect to a household AC outlet only)

Wipe off dust on the power plug of the specified charger (sold separately).
Using the charger when dust is on plug might cause fire, burns, electric shock, etc.

Plug the specified charger (sold separately) into the outlet firmly.
Failure to do so might cause fire, burns, electric shock, etc.

When unplugging the power plug of the specified charger (sold separately) from the outlet, hold the charger body and pull, without forcefully pulling the cord.
Pulling the cord of the specified charger (sold separately) may damage the cord, causing fire, burns, electric shock, etc.

When inserting/removing the specified charger (sold separately) into/from the product, insert/ remove it straight into/from the jack, without forcefully pulling cord.
Inserting/removing in an incorrect orientation might cause fire, burns, injury, electric shock, etc.

If the charging terminals become bent or deformed, discontinue use immediately. In addition, avoid using the charger by restoring the terminals to their original state.
Failure to do so might cause fire, burns, injury, electric shock, etc. due to short-circuiting of the charging terminals.

Unplug the power plug of the specified charger (sold separately) from the outlet when not in use.
Leaving the power plug plugged in might cause fire, burns, injury, electric shock, etc.

Immediately remove the power plug of the specified charger (sold separately) from the outlet if water or other fluids (drinking water, perspiration, seawater, urine of pet animals, etc.) get on the adapter.
Failure to do so might cause fire, burns, electric shock, etc. due to short-circuiting caused by substances above.

Before cleaning, unplug the power plug of the specified charger (sold separately) from the outlet.
Cleaning without unplugging the power plug might cause fire, burns, electric shock, etc.

⚠CAUTION

Do not touch the specified charger (sold separately) continuously when it is plugged into the outlet.
Doing so might cause burns, etc.

■ SIM Card

⚠CAUTION

Be careful of the cut surface when handling the SIM card as it may damage a part of your body such as fingers, etc.
The cut surface may cause injuries with adhered metal pieces.

■ Use near Medical Devices and Inside Medical Facilities

⚠WARNING

If you are using an electronic medical device such as an implanted pacemaker or implanted cardioverter-defibrillator, carry or use the product at least 15 cm away from where the device is.
Radio waves might adversely affect the operation of the electronic medical device.

Before using an electronic medical device other than an implanted pacemaker or implanted cardioverter-defibrillator outside a medical institution (for home treatment, etc.), check with its manufacturer on radio wave effects.
Radio waves might adversely affect the operation of the electronic medical device.

		In a situation where you may not be able to maintain a distance of at least 15 cm from other persons, such as when your movement is restricted, disable radio wave emission by setting Airplane mode, turning off the product, etc.

! Instruction — **In a situation where you may not be able to maintain a distance of at least 15 cm from other persons, such as when your movement is restricted, disable radio wave emission by setting Airplane mode, turning off the product, etc.**
There may be persons with an electronic medical device such as an implanted pacemaker or implanted cardioverter-defibrillator nearby. Radio waves might adversely affect the operation of the electronic medical device.

! Instruction — **Regarding the use of the product in a medical institution, follow the instructions given by the medical institution.**
Failure to do so might adversely affect the operation of electronic medical devices due to radio waves.

Material List

■ Main Unit (SHG09)

Part	Material	Surface treatment
Display surface	Reinforced glass	AF coating
Back	PC resin	Coating, print, hard coating
Exterior	PBT resin (containing glass)	Coating, hard coating
Voice search key, Volume key (UP/DOWN), Power key	Aluminum	Anodizing
Phone key, Home key, Mail key	PMMA	-
Periphery of Phone key, Home key, Mail key	PMMA + PC resin	Hard coating
Screen for earpiece, Mobile light, Camera fringe	PC resin	-
Camera panel	Reinforced glass	AF coating, AR coating
Periphery of earphone microphone jack (inner side), Periphery of external connection jack (inner side)	PBT resin (containing glass)	Coating, hard coating
SIM card/microSD memory card tray (exterior)	PC resin (containing glass)	Coating, hard coating
SIM card/microSD memory card tray	POM resin	-
Seal on SIM card/microSD memory card tray	Silicon rubber	-
Fingerprint sensor	Epoxy resin	Hard coating
Screen for speaker	Polyester resin	-

Handling Precautions

These precautions are provided to prevent product faults and to ensure that performance can be fully demonstrated. Thoroughly read these precautions for proper use.

■ Precautions Common to the Main Unit, Internal Battery, Charger, SIM Card, Peripheral Devices

● Do not apply excessive force to the product during use. Be sure not to put the product into a tightly packed bag or place a heavy object on the product in a bag. Sitting on the product in a pocket might damage the display or internal circuit board resulting in a malfunction.
Keeping an external device connected to the external connection jack might damage the connector resulting in a malfunction. Such damage and malfunction are not covered by the warranty, even if there is no external damage.

● To ensure waterproof and dustproof properties (equivalent to IPX5, IPX8 and IP6X) of the product, use the product with the SIM card/microSD memory card tray securely closed.
Note that the waterproof and dustproof properties are not guaranteed in all circumstances. Do not let foreign objects such as liquid or dust enter the product or attach foreign objects such as liquid or dust to the charger or optional accessories. Do not open/close the SIM card/microSD memory card tray in the rain or with water drops on the surface of the product. Doing so might cause water ingress resulting in internal corrosion.
Malfunctions determined to be caused by water seepage are not covered by the warranty.

● Do not use any of the following in extremely hot, cold or humid places. (Use within an ambient temperature range of 5˚ C to 35˚ C and humidity range of 35% to 85%.)
  • Main unit
  • SIM card (inserted into the main unit)
  For notes when using the product in a bathroom, refer to "Precautions when using the product in a bathroom (▶P.9)".

● Do not use any of the following in extremely hot, cold or humid places. (Use within an ambient temperature range of 5˚ C to 35˚ C and humidity range of 35% to 85%.)
  • Charger
  • Peripheral devices

● Do not use in places subject to lots of dust or vibration. Doing so might cause a malfunction.

● Clean the product with a soft dry cloth (such as the type used for eyeglasses). Forceful rubbing with a dry cloth may scratch the display. The display may be stained if splash or smear is left attached to the surface. Wiping the product using alcohol, thinner, benzine, detergent, glass cleaner, etc. might erase the printing on the outer casing or cause a fault.

● You can wipe the product with an alcohol disinfection sheet.
We had a wiping test to check chemical resistance of the product using cloths applying the chemical (ethanol 70%) to them.
We have confirmed that the product is not discolored, faded, or peeled off appreciably after the test assuming that it is wiped with an alcohol disinfection sheet.
However, as we confirmed the product performance under the test environment, we do not guarantee that the product is not discolored, faded, peeled off, or deformed.

● Be careful of the following when using an alcohol disinfection sheet.
  • Before wiping the product, turn off the display in advance to avoid false operation.
  • Wring out the alcohol disinfection sheet until the solution does not drip from the sheet to prevent moisture or liquid from entering the gaps or openings of the product.
  • Wipe the product surface gently.
  • Check the precautions of the alcohol disinfection sheet you use in advance.
  • Note that using alcohol may accelerate the deterioration of the existing scratches or dents on the painted surface.

● Use as far away as possible from landline phones, TVs and radios. Use nearby might affect them.

● The product may become warm while charging or during operations. This is normal.

● Do not place near corrosive chemicals or in places where corrosive gas is generated. Doing so might cause a fault.

● Do not use outside when you hear thunder. There is a risk of lightning strikes and electric shock.

● Be sure to use only the specified peripheral devices. Use of other peripheral devices might cause a malfunction.

● Do not put the product in a cooking apparatus such as microwave oven or a pressure vessel. Doing so might cause a malfunction.

● The customer is not allowed to disassemble, modify or repair the product. Doing so might cause a fault. In addition, modification of the product is in violation of the Radio Law and/or the Telecommunications Business Law.

● Do not allow a part of your body such as finger or conductive foreign objects (metal fragments, pencil leads, etc.) to come into contact with or to enter the external connection jack or earphone/microphone jack. Doing so might cause a malfunction.

● In the event that the product gets wet while charging, immediately disconnect the plug of the specified charger (sold separately).

● Do not use the product while driving a car or riding a motorbike or bicycle or while walking. Use of a cell phone while driving a car or riding a motorbike is prohibited by law. Use of a cell phone while riding a bicycle may be punishable by some regulations.

● Using or charging the product in a bag or when it is covered with bedding might cause a malfunction.

● When using a charging equipment or an external device, insert/remove the connector straight to/from the terminal. Make sure the orientation of the connector is correct. Unless it is correct, it might cause a malfunction.

● Do not expose the camera lens to direct sunlight for an extended period. Doing so might cause a malfunction.

● Do not use, store, and leave the product in places subject to direct sunlight (e.g. in automobiles), places that get hot, places that get extremely cold, and in humid or dusty places. Doing so might cause a malfunction.

● Do not place the product on an unstable or inclined platform. Be careful especially while charging or when vibrator is set. The product might fall and cause a malfunction etc.

● Do not exceed the rating of outlet or wiring device when charging the product, for example, by starburst connection etc.

● When the product becomes warm during use, the screen brightness or some of its functions may be restricted.

■ Main Unit

● The battery is built into the product and it is not user replaceable. For replacing the battery, contact an au shop/au Style or Customer Center.

● Do not forcefully press, tap or intentionally subject the display to strong impact. Doing so might cause scratching or damage.

● Do not forcefully press sharp objects or hard objects against keys or display surface. Doing so might cause scratching or damage.

● Never use the product if it is modified. Use of a modified device violates the Radio Law and/or the Telecommunications Business Law. To view the unique authentication and standard marks (including certification/authentication numbers) for the product, perform the following operations.
Home screen → [Apps list] → [Settings] → [About phone] → [Regulatory labels]
The product has acquired the certification of conformity with technical regulations for the specified radio station based on the Radio Law and certification of conformity with technical regulations for the terminal based on the Telecommunications Business Law, and the "Technical Conformity Mark ⊕" can be found in the product as a certificate. View contents of electrical certificates in the product for information on certification.
If any of the internal components of the product is modified, the certification of conformity with technical regulations will become invalid. Never use the product without the valid certification. Doing so violates the Radio Law and/or the Telecommunications Business Law.
● Take care not to place magnetized items such as magnetic cards, speakers and TV sets near the product, as it might cause malfunction. Placing strong magnetism close to the product might cause false operation.
● Do not bring the product close to magnetized objects such as cash cards, credit cards, and prepaid cards. Doing so might result in loss of saved data.
● When putting the product in a pocket or bag, keep the display away from metal objects and other hard objects to prevent scratches and damage.
● When suddenly brought into a warm place from a cold place, or when in a humid location, or when used where temperature suddenly changes (e.g. near the air discharge port of an air conditioner), water drops (i.e. condensation) might be formed inside the product. Note that when used under conditions such as this, humidity might cause corrosion or a fault.
● Do not forcibly insert or remove a microSD memory card. Doing so might injure your hand or finger.
● While writing/reading data to/from a microSD memory card, do not subject the product to vibration or impact or turn off the power. Doing so might cause loss of data or a fault.
● Do not cover the brightness sensor with your finger or place a sticker, etc. on it. Doing so may hinder the brightness sensor from detecting the ambient light level and the sensor may not work correctly.
● Do not place a sticker, etc. on the proximity sensor. Doing so may cause the sensor to malfunction and the display may remain turned off while making a call or during a call, making it impossible to operate the product.
● Covering the earpiece, mouthpiece/microphone, speaker, or sub microphone with a sticker, your finger, etc. may hinder the performance of the product.
● If you hold the product to talk with your hair covering your ear, the proximity sensor may malfunction. This may cause the display to remain on, allowing the call to be disrupted if the display is accidentally touched.
● If the display breaks, discontinue use immediately and contact an au shop/au Style or Repair and Delivery Support Center. Continued use may cause injury.
● Placing a sticker, etc. on the display or a key may cause malfunction or shorten the usage time. Doing so may also damage the product.
● If you place magnetized objects close to the product, the speaker may emit sounds. This is not a fault.
● Note that forcibly pulling or applying excessive force to the SIM card /microSD memory card tray may damage it.
● The display may be hard to see in bright places such as under the direct sunlight. This is not a fault.
● Normally, use the product with the SIM card /microSD memory card tray closed. If the tray is open, dust or water may get inside causing a fault.
● Do not let liquids, metal objects or other foreign objects enter the SIM card tray slot or microSD memory card slot. Doing so might cause a fault.
● Do not give strong impact on the product such as dropping, throwing, stomping. Doing so might cause a malfunction.
● Do not put the product directly on sand at a beach etc. Sand or other small particles might get inside the earpiece, mouthpiece/microphone, speaker, or earphone/microphone jack causing the volume to drop. If sand gets inside the product, it might cause a malfunction.

■ Touch Panel
● The touch panel is designed to be lightly touched by fingers. Do not apply strong pressure to the touch panel with your fingers or press sharp-pointed objects (such as ballpoint pens and pins) against it. The touch panel may not respond or may malfunction in the following cases.
 ・Operation with gloved hands
 ・Operation with fingernails
 ・Operation with a foreign object left on the touch panel
 ・Operation with a protective film or sticker on the touch panel
 ・Operation with water drops or condensation on the touch panel
 ・Operation with wet or sweaty fingers
 ・Operation under water

● Placing a sticker or sheet (e.g. a commercially available protective film, peep prevention sheet) on the display might hinder correct operation of the touch panel.
● When carrying the product in a pocket or bag, take care not to put the touch panel close to metals or other conductive materials; doing so might cause the touch panel to malfunction.

■ Internal Battery

(The internal battery of the product is a lithium-ion battery.)
The internal battery is not fully charged at the time of purchase. Charge it before using the product. In addition, charge the battery after a long time of disuse before using the product.
● Use of the product in very hot or cold environments, for example, leaving it in a vehicle with the windows closed in summer, will decrease the internal battery capacity and shorten the available battery usage time. This will also shorten the internal battery's life. Try to use the product at room temperature whenever possible.
● The internal battery gradually discharges after charging even if the product is not used. The internal battery may discharge completely after a long period of disuse. It is recommended you charge it before using the product.
● The internal battery is a consumable item. If its performance does not recover, for example, if the usable time is extremely short even after charging, the internal battery is at the end of its life; discontinue use. Since the battery is a built-in type, its replacement requires submission of the product to an au shop/au Style, etc. for a paid repair. In addition, you may not be able to use the product for a certain period. Note that the internal battery's life varies depending on the usage, etc.
● To avoid decreasing the performance and life of the internal battery, do not store the product in the following conditions:
 ・The battery is fully charged (immediately after charging is complete)
 ・The battery has run out (too low to turn on the product)
 ・In extremely hot or humid conditions
● Depending on the usage, the internal battery may swell up near the end of its life. This is due to the properties of lithium-ion batteries, and does not affect safety.

■ Charging equipment
● Do not wrap the power cord of the specified charger (sold separately) around the adapter itself. Do not bend the joint of the plug or connector and the power cord of the specified charger (sold separately) forcibly. Do not place heavy objects on the cord of the charger, or do not apply unreasonable force such as pulling. Doing so might cause a malfunction.
● When unplugging the plug of the specified charger (sold separately) from the outlet, hold and pull the power plug. If you pull the cord, the cord might be damaged.

■ SIM Card
● Do not forcibly remove or insert the SIM card. Be careful not to apply excessive force when inserting the card into your cell phone.
● You are responsible for any damage caused by inserting the SIM card into other devices such as an IC card reader/writer.
● Do not place a sticker, etc. on the SIM card.
● Do not insert your SIM card with a conversion adapter attached. Doing so might cause a fault.
● Do not subject the SIM card to actions that can damage it (using in hot places, throwing in a fire, letting a foreign object come into contact with the metal contacts, subjecting to impact, bending or pressing, wetting, etc.). Doing so might erase data or cause a fault.

■ Camera
● If the camera lens breaks, discontinue use immediately and contact an au shop/au Style or Repair and Delivery Support Center. Continued use may cause injury.
● Test the camera before shooting special moments.
● Do not use the camera in places where shooting is prohibited.

■ Copyrights and Portrait Rights
● If the data you shot or recorded using the product or the data you downloaded from the Internet, etc. is in part or in whole protected by the third party's copyright, you are not allowed to copy, distribute, publicly send, or modify the data without the consent of the copyright holder, except for personal use, under the copyright law. In addition, do not use or modify portraits or names of other individuals without their consent, as it may infringe on portrait rights. Note that shooting and recording may be restricted at some live performances, shows and exhibitions, even for personal use.
● Be careful about copyrights and portrait rights when posting still pictures you shot, etc. on websites.

■ Back Up Contents of the Product
● Back up important contents of the product's memory. They may be lost or altered due to unpredictable factors such as static electricity and a fault, or by repair, mishandling, etc.

Notes on Waterproof, Dustproof and Shock-resistant Properties

Thoroughly read the precautions described in "Notes on Waterproof, Dustproof and Shock-resistant Properties" for proper use. Failure to observe the precautions may cause ingress of liquid or dust, resulting in overheating, ignition, electric shock, injury or a fault. Note that proper operations of the product are not guaranteed in all circumstances. Faults determined, after an inspection, to be caused by mishandling by the customer such as using the product without observing the precautions described in "Notes on Waterproof, Dustproof and Shock-resistant Properties" are not covered by the warranty.

Waterproof, Dustproof and Shock-resistant Properties of the Product

The product has a protection rating (JIS C 0920) for waterproof property equivalent to IPX5[*1] and IPX8[*2], as well as dustproof property equivalent to IP6X[*3] on the condition that the SIM card/microSD memory card tray is securely closed (based on the experiments by the Company). And the product has a shock-resistant structure that meets the MIL-SPEC[*4].

[*1] IPX5 means that the cell phone continues to function as a phone after being subjected to a water jet (approximately 12.5 liters/min) discharged from a water pouring nozzle (inner diameter: 6.3 mm), from all directions and approximately 3 meters away from the cell phone for at least 3 minutes.

[*2] IPX8 means that the cell phone continues to function as a phone after being gently lowered into a tank filled with still tap water (at room temperature) to the depth of 1.5 meter, immersed at the bottom for approximately 30 minutes and then taken out of the tank.

[*3] IP6X means that the cell phone securely continues to its function of no grit and dust getting inside the main unit even after it has been placed in an apparatus with grit and dust (diameter: 75 μ m or less) and shaken for 8 hours.

[*4] MIL-SPEC
Unique testing was conducted in accordance with MIL-STD-810H Method formulated by the U.S. Department of Defense.

Test item	Test detail
Shockproof (drop)	Tested by dropping from about 1.22 m in 26 directions onto steel plate

- Performance of the product is confirmed at under the test environment, it does not guarantee all operations of actual use in every situation. Also, it does not guarantee the non-damage and trouble-free.

### ■ Examples of Waterproof and Dustproof Properties of the Product
- The product can be used at the poolside. However, do not wet it with water other than tap water such as pool water or submerge it in pool water.
- The product can be washed with a low-pressure flow of tap water (up to 6 liters/min) at room temperature (5° C to 35° C).

■ Handling the Product
- Close the SIM card/microSD memory card tray securely. The waterproof and dustproof properties are ensured when it is securely closed. Even a small object (hair, sand, tiny fiber, etc.) trapped between contact surfaces may cause ingress of liquid or dust.
- If liquid such as water is splashed onto the product with the SIM card/microSD memory card tray opened, the liquid may enter it, causing electric shock or a fault. Discontinue use and turn off the power and then contact your local au shop/au Style or Repair and Delivery Support Center.
- When the product is wet, wipe it with a dry, clean cloth.
- When your hand or the product is wet or a foreign object is adhered to it, never open/close the SIM card/microSD memory card tray.
- The product is only resistant to fresh/tap water at room temperature (5° C to 35° C). If you let the product get wet with or submerged in liquids other than fresh/tap water at room temperature, discontinue use and wash it with fresh/tap water at room temperature.
- Do not use the earphone/microphone jack or external connection jack when it is wet or sand or dust is adhered to it. Doing so may impair the waterproof and dustproof properties or cause electric shock, short circuit, etc. resulting in fire, burns, or a fault.

■ How to Close the SIM card/microSD Memory Card Tray
Insert the SIM card/microSD memory card tray into the main unit to the end horizontally.
- Press the ○ parts firmly and make sure that there is no gap between the main unit and the card tray.
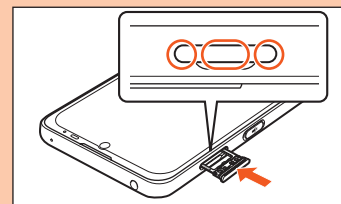
■ Dustproof Property of the Product
- The dustproof property of the product only guarantees a protection rating equivalent to IP6X and does not guarantee its performance under other circumstances such as when the product is directly placed on sand at a beach, etc.
- If dust is adhered to the product, immediately wash it away with water or otherwise clear it completely before use.

Notes on Using the Product

- Do not let the product get wet with or submerged in liquids other than tap water (seawater, pool water, spa water, soapy water, detergent solutions, bubble baths, juice, alcohol, condiments, etc.). In addition, do not use the product in places subject to pet urine. If the product gets exposed to such liquids, wash away with tap water immediately.
- Wash away salt water, seawater, drink, condiments, food, mud, soil or any other foreign object immediately.
  If allowed to dry, it will be difficult to remove the residue and may cause scratching or a fault.
- Wash away sand, mud, etc. completely; any residue may scratch or damage the product, or otherwise cause a fault.
- Do not immerse the product in a bathtub or swimming pool. In addition, do not use it under water (including key operations).
- The product is not designed to resist water pressure. Do not expose the product to a high-pressure flow of tap water, shower, etc. (6 liters/min or more) or submerge it under water.
- Do not expose the product to hot water or hot air from a hair dryer, etc. or use it in saunas. The product is not heat resistant.
- Extreme temperature changes may cause condensation, resulting in a fault. Wait until the product reaches room temperature before you bring it from a cold place into a warm place. If condensation occurs, leave the product in room temperature until the condensation evaporates.
- Do not use or store the product in humid places such as a bathroom or kitchen for an extended period.
- The product does not float on water.
- Do not use the product in heavy rain.
- Do not leave the product wet. Doing so in cold places might cause the liquid/moisture to freeze, resulting in a fault.
- Ingress of water into the earpiece, mouthpiece/microphone, or speaker may lower the volume temporarily. Drain water and dry the product well before use.
- Do not place the product directly on sand at a beach, sandbox, etc. or on mud. Sand may enter the earpiece, mouthpiece/microphone, speaker, earphone/microphone jack, etc., causing the volume to drop. Letting sand or other small particles enter the main unit might cause overheating or a fault.
- If the SIM card/microSD memory card tray is worn or damaged, the waterproof and dustproof properties cannot be maintained.
- Do not drop or subject to impact. In addition, do not poke the earpiece, mouthpiece/microphone, speaker, sub microphone, etc. with a sharp object. Doing so might damage or deform the product, resulting in impairment of the waterproof and dustproof properties.

■ Precautions when using the product in a bathroom
- Do not let the product submerged into or get wet with hot water of a bathtub or hot spring or water containing soap, detergent or bath powder. Doing so might cause a fault.
  If liquid other than tap water is attached on the product, you fall the product into the bathtub, etc., immediately rinse the product in the specific procedure and drain water or dry the product naturally.
- Use the product within 2 hours continuously in a bathroom with a temperature of 40° C or less and a humidity of 99% or less.
  After that, be sure to drain water or dry the product naturally in the specific procedure.
  All function's continuous operations are not completely guaranteed.
- Take care not to get the product wet with high temperature water.
- The rapid changes of temperature may cause condensation.
  Wait until the product reaches room temperature before you bring it from a cold place into a warm bathroom, etc.
  Also, do not get the warmed product wet with cold water in a bathroom.
  Doing so might cause water intrusion or a fault.

- If condensation occurs inside the camera lens or display, leave it in room temperature until the condensation is removed.
- Do not use the product connected to an earphone/microphone or external device in a bathroom.
- Do not charge the product in a bathroom.

Maintaining the Waterproof and Dustproof Properties

■ Rubber Seal

The rubber seal on the SIM card/microSD memory card tray is important to maintain the waterproof and dustproof properties. Observe the following:
- Do not remove or scratch it.
- When closing the SIM card/microSD memory card tray, do not get the rubber seal caught. In addition, do not insert a sharp object into gaps around the SIM card/microSD memory card tray, the earphone/microphone jack or external connection jack.
  Doing so may damage the rubber seal, causing ingress of liquid or dust.
- To maintain the waterproof and dustproof properties, it is recommended that you replace the parts once every two years regardless of their condition (paid service). For information on part replacement, contact your local au shop/au Style.

Precautions on Charging

The specified charger (sold separately) and optional accessories are not waterproof/dustproof. Be sure to check the following before and after charging.
- Check that there is no water drop or foreign object on the product. If a foreign object is adhered to the product, wash it away immediately. In addition, if the product is wet, drain water well and wipe it with a dry, clean cloth, etc. before inserting the USB Type-C plug into the external connection jack.
- Never connect the USB Type-C plug when the product or specified charger (sold separately) is wet or a foreign object is adhered to it. Although the product is waterproof and dustproof, the specified charger (sold separately) is not waterproof or dustproof. If the USB Type-C plug is inserted while the product or charger is wet or dirty, water or a foreign object on the product or USB Type-C plug might cause electric shock, short circuit or corrosion, resulting in abnormal overheating, burnout, fire, burns or a fault.
- Do not touch the specified charger (sold separately) with wet hands. Doing so might cause electric shock.
- Do not expose the specified charger (sold separately) or optional accessories to water. Do not use them in places where water is regularly used, such as a bathroom, shower room, kitchen and washroom. Doing so might cause fire, burns, electric shock, a fault, etc. In addition, do not bring them into such places even if you are not using them for charging. Doing so might cause fire, burns, electric shock, a fault, etc.

Washing the Product

If stain, dust, sand, soft drink, etc. is adhered to the surface of the product, gently wipe it off with a cloth and wash the product under a low-pressure flow of tap water (up to 6 liters/min) at room temperature (5° C to 35° C) approximately 10 cm away from the faucet or shower head.
Holding the SIM card/microSD memory card tray closed, wash the product with your hands without using a brush or sponge. After washing the product, drain water and then use the product.
- Make sure that the SIM card/microSD memory card tray is securely closed before washing the product.
- Do not wash the product in a washing machine or ultrasound bath.
- The earphone/microphone jack and external connection jack are especially susceptible to dust, sand and other particles. Wash it away thoroughly. After washing it away, make sure the jacks are dried off before using the product. Any residue in the jacks may cause a fault.
- When cleaning the earphone/microphone jack or external connection jack, do not use tools such as a cotton swab or push a cloth into the jack. Doing so might cause impairment of the waterproof and dustproof properties, resulting in fire, burns, or a fault.
- Never put the product in a microwave oven for drying it. Doing so might cause the internal battery to leak, overheat, burst or ignite. In addition, it might cause the product to overheat, emit smoke or ignite, or destroy its circuit components.
- Do not expose the product to hot air from a hair dryer or leave it in a high temperature environment for drying it. Doing so might cause the product to deform, discolor, malfunction, etc.

Washing the Product with Hand Soap

- You can wash the product using a form type hand soap for home use which is manufactured by a domestic manufacturer (surveyed by SHARP CORPORATION)*. Do not use other types of detergent, such as an alkaline hand soap, detergent for the tableware, bar soap, powdered soap, etc.
  * Performance of the product is confirmed under the test environment, therefore, it does not guarantee that all foam type hand soaps can be used for washing.
- Before washing the product, turn the power off completely.
- When washing the product, put off your watch, ring, or other decoration such as artificial nail. Doing so may scratch the product.

How to Wash with Hand Soap

When washing the product, confirm "Washing the Product with Hand Soap (▶P.10)" and perform in the following procedure.
- Remove the commercially available accessories (terminal cover, case, strap, etc.). For handling commercially available accessories, refer to the notes of each product.

1 Put a foam type hand soap in your hands → Put the product on your palm, and then rub the front surface and the back surface with the foam
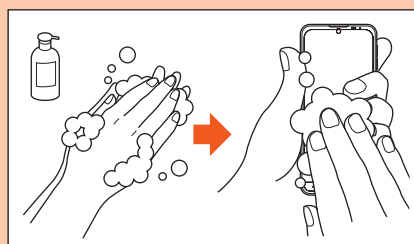

2 Completely rinse off the foam on the front surface, back surface, keys, etc. of the product
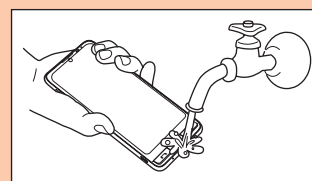
- Rinse off the foam in a position where the distance is approximately 10 cm from the faucet or shower head, with somewhat weak water flow (6 L/min. or less, normal temperature (5℃ to 35℃) tap water).

3 Rinse the earpiece, speaker, external connection jack, mouthpiece/microphone, earphone/microphone jack, and sub microphone

Earpiece

Speaker,
External connection jack,
Mouthpiece/microphone

Earphone/microphone jack,
Sub microphone
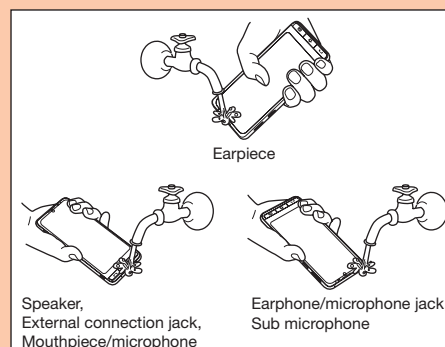
- If substance of foam hand soap is remained on the earpiece, speaker, mouthpiece/microphone, or sub microphone, may cause deterioration of the sound quality of ringtone or during a call due to clogging.
  Also, those on the external connection jack or earphone/microphone jack may cause malfunction such as charging failure.
 Thoroughly rinse it away.

4 Drain water
- For draining water, refer to "Draining Water (▶P.11)".
- Dry well and then confirm that there is no water drop remained.

▌Draining Water

If the product is wet, be sure to drain water from the earpiece, mouthpiece/microphone, speaker, sub microphone, earphone/microphone jack, external connection jack, Power key, Volume UP/DOWN key, Phone key, Home key, Mail key, Voice search key, etc.

1 **Wipe off water on the surface of the product thoroughly with a dry, clean cloth, etc.**
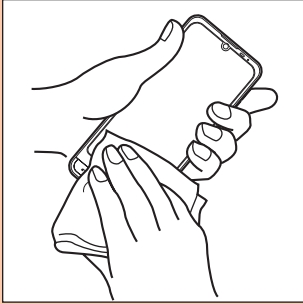

2 **Hold the product securely and shake it approximately 20 times until there is no more water splashing**

Check the safety of your surroundings; while shaking the product, hold it securely so as not to drop it.

Speaker
Mouthpiece/microphone
External connection jack

Earpiece

Earphone/microphone jack
Sub microphone

Volume UP/DOWN key
Power key

Voice search key
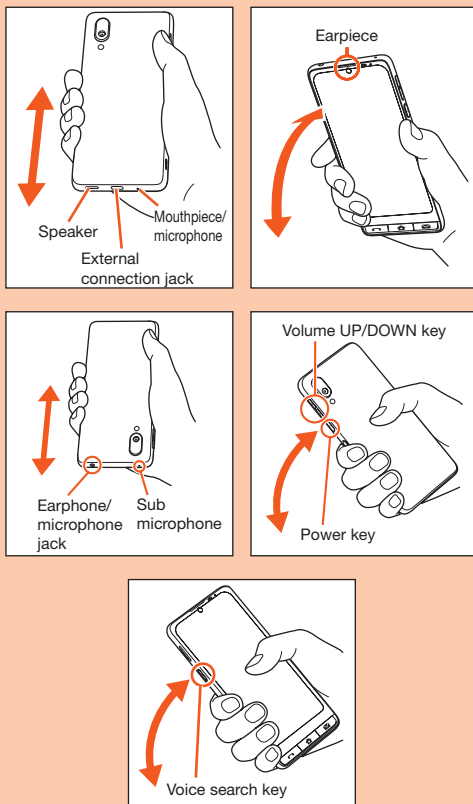
3 **Pat the product against a dry, clean cloth, etc. to remove moisture from the grooves**

Water may be trapped in the openings; put a cloth against them and pat the product to remove the water. Make sure that there is no water or foreign object left in the openings.
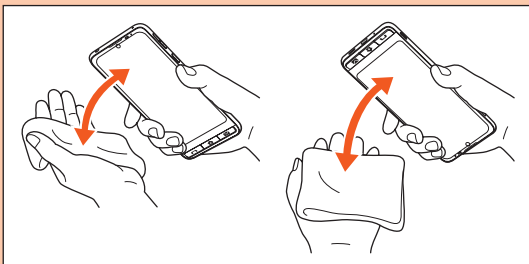
4 **Leave the product on a dry cloth, etc. for approximately 2 to 3 hours at room temperature to dry it**

After wiping off the water, water remaining in the product may seep out, if any.
Do not wipe off water trapped in the grooves directly with a cotton swab, etc.

■ Precautions to be Taken after Water Draining

Do not use the product with water drops left on it.
・Doing so might cause call failure or wet clothes, bags, etc.
・Doing so might cause the earphone/microphone jack, external connection jack, etc. to short-circuit, causing fire or a fault.
・Doing so in cold places might cause the water drops to freeze, resulting in a fault.

Notes on Using Bluetooth®/ Wireless LAN (Wi-Fi®) Functions

Precautions for Bluetooth®

- The Bluetooth® function of the product conforms to the domestic standards of Japan, FCC standards and EC directives, and has been certified.
- In some countries/regions, the use of the Bluetooth® functions may be restricted. If you are using the product overseas, check the relevant laws and regulations of the country/region you visit.
- The 2.4 GHz band used by wireless LAN (Wi-Fi®) and Bluetooth® devices is shared by various other devices. For this reason, Bluetooth® devices use technologies for minimizing effects from other devices using the same radio frequency band. In some cases, however, the communication speed and connectable range may be decreased, or disconnection may occur, due to interference by other devices.
- The communication speed and connectable range vary depending on the distance between communication devices, obstacles and the connected devices used.

Precautions for Wireless LAN (Wi-Fi®)

- The wireless LAN (Wi-Fi®) function of the product conforms to the domestic standards of Japan, FCC standards and EC directives, and has been certified.
- In some countries/regions, the use of the wireless LAN (Wi-Fi®) functions may be restricted. If you are using the product overseas, check the relevant laws and regulations of the country/region you visit.
- Do not use the product in places where electromagnetic waves are generated or near electric products, AV and OA equipment, or other magnetized devices.
- Subjecting the product to magnetic or electrical noise might increase noise or prevent it from performing communications. (The product is particularly susceptible to noise when it is used near a microwave oven.)
- Using the product near a TV, radio or similar appliance might cause reception interference or disrupt TV images.
- Search for access points might not be successful if there are multiple wireless LAN (Wi-Fi®) access points near the product and the same channel is being used.
- The communication speed and connectable range vary depending on the distance between communication devices, obstacles and the connected devices used.

Frequency Band

Bluetooth® and wireless LAN (Wi-Fi®) functions (2.4 GHz band) of the product use frequencies in the 2.4 GHz band ranging from 2.402 GHz to 2.480 GHz.
To view information on frequency band, perform the following operations.
Home screen → [Apps list] → [Settings] → [About phone] → [Regulatory labels]
- Bluetooth® function: 2.4FH/XX8

```
2.4FH/XX8
```

The product uses the 2.4 GHz band.
FH uses FH-SS as the modulation scheme. The interference distance is about 80 m or less.
XX8 uses other schemes. The interference distance is about 80 m or less.
Bands of mobile unit identification devices cannot be avoided.
- Wireless LAN (Wi-Fi®) function: 2.4DS/OF4

```
2.4DS/OF4
```

The product uses the 2.4 GHz band.
DS-SS and OFDM are used as the modulation schemes. The interference distance is about 40 m or less.
Bands of mobile unit identification devices can be avoided.
Channels available with the 2.4 GHz band wireless LAN (Wi-Fi®) of the product are between 1 and 13.
Available channels differ depending on the country.
For use on airplanes, check with the respective airlines in advance.

■ **Precautions for Use of Bluetooth® Function**

The frequencies used by the Bluetooth® function of the product are in the 2.4 GHz band. In this frequency band, in addition to home electrical appliances such as microwave ovens and industrial, scientific and medical devices, other similar wireless stations, in-plant wireless stations for mobile unit identification that require a license for use such as factory production lines, specific small power wireless stations that do not require licenses, and amateur wireless stations (collectively called "other wireless stations" from here on) are operated.
1. Before using the product, make sure that "other wireless stations" are not in operation nearby.
2. In the event that instances of radio wave interference have occurred between the product and "other wireless stations," immediately either relocate the product or stop operation of the device (stop the emission of radio waves).
3. If you are unclear on any points or are troubled by anything, contact an au shop/au Style or Customer Center.

■ **Precautions for Use of 2.4 GHz Band Wireless LAN (Wi-Fi®)**

The frequencies used by the wireless LAN (Wi-Fi®) function of the product are in the 2.4 GHz band and 5 GHz band. In the 2.4 GHz frequency band, in addition to home electrical appliances such as microwave ovens and industrial, scientific and medical devices, other similar wireless stations, in-plant wireless stations for mobile unit identification that require a license for use such as factory production lines, specific small power wireless stations that do not require licenses, and amateur wireless stations (collectively called "other wireless stations" from here on) are operated.
1. Before using the product, make sure that "other wireless stations" are not in operation nearby.
2. In the event that instances of radio wave interference have occurred between the product and "other wireless stations," immediately either relocate the product or stop operation of the device (stop the emission of radio waves).
3. If you are unclear on any points or are troubled by anything, contact an au shop/au Style or Customer Center.

■ **Precautions for Use of 5 GHz Band Wireless LAN (Wi-Fi®)**

In the 5 GHz band, three types of channels can be used; 5.2 GHz/5.3 GHz/5.6 GHz band (W52/W53/W56).
- W52 (5.2 GHz band/36, 40, 44, 48 ch)
- W53 (5.3 GHz band/52, 56, 60, 64 ch)
- W56 (5.6 GHz band/100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144 ch)
Using wireless LAN in 5.2 GHz/5.3 GHz outdoors is prohibited by law (except when communicating with a base station of data communication system for 5.2 GHz high power frequency band or relay station).

◎ The connections between this product and all other Bluetooth® and wireless LAN (Wi-Fi®) devices have not been confirmed. Therefore, connections with all Bluetooth® and wireless LAN (Wi-Fi®) devices are not guaranteed.

◎ This product supports security features for wireless communications that are compliant with the Bluetooth® and wireless LAN (Wi-Fi®) standard specifications, but the security may not be sufficient depending on the usage environment and configuration. Be careful when making data communication using Bluetooth® or wireless LAN (Wi-Fi®) function.

◎ Wireless LAN (Wi-Fi®) has the advantage that it can be freely connected anywhere within the radio wave range, as it uses radio waves for exchanging information. At the same time, there is a risk that a malicious third party may obtain unauthorized access if security settings have not been configured. You are recommended to configure security settings before use at your decision and responsibility.

◎ The Company assumes no responsibility for leakage of data or information that may occur during Bluetooth®/wireless LAN (Wi-Fi®) communication.

◎ Since Bluetooth® and wireless LAN (Wi-Fi®) functions use the same frequency band, using the both functions at the same may cause radio wave interference resulting in decreased communication speed or disconnection from the network. If connection fails, stop using either of the Bluetooth® and Wireless LAN (Wi-Fi®) functions.

NFC Reader/Writer

- The NFC reader/writer function handles weak signals that require no radio station license.
- It uses 13.56 MHz frequency band. When the other NFC reader/ writer function is used in the surroundings, keep the product away sufficiently from it.
  Before using, confirm that there are no radio stations using the same frequency band nearby.
- To use in an airplane, confirm with airline company in advance. Use is limited in some countries.
  Confirm regulations of the country/region to use it.

Notes on Voluntary Control of Radio Interference

The product conforms to technical regulations pursuant to the Rules for Voluntary Control Measures of VCCI; the corresponding conformity mark is shown on the electronic rating plate on the product.
To view the electronic rating plate, perform the following operations.
Home screen → [Apps list] → [Settings] → [About phone] → [Regulatory labels]

Security Codes/PIN

Security Codes

Various security codes are available on the product.
See below for the available security codes. Do not forget them as they are necessary for various operations and contracts.
Be sure to change the default values to your own.

■ Security Code

Usage example	① To use voicemail service remotely from a landline phone ② To use Customer Center or to make inquiries, subscribe to services, or change your subscription details on the au website
Default value	A four-digit number you wrote in the application form

PIN

■ PIN Code

To prevent unauthorized use of the SIM card by third parties, set the product to require PIN code entry every time the power is turned on. You also need to enter the PIN code when setting whether PIN code entry is required.
The PIN code is locked after three consecutive failed entry attempts. Unlock the PIN code using PUK code.
- At the time of purchase, the PIN code is "1234," and PIN code entry is not required. Change the PIN code to any four- to eight-digit number and set the product to require PIN code entry if necessary.
  If you set the product to require PIN code entry, be sure to change the PIN code to your own.
- PIN code is not reset by initializing the product.

■ PIN Unlock Key (PUK) Code

Use to unlock the PIN code.
- PUK code is an eight-digit number given at the time of purchase. It is printed on the back of the plastic card on which the SIM card is attached.
- After entering the PUK code, you need to set a new PIN code.
- If you enter the wrong PUK code ten times consecutively, you will need to contact an au shop/au Style, Toyota store, or Customer Center.

◎ If the PIN code gets locked, the product may restart for security reasons.

Notes on Data Communication Charge

- Since a constant Internet connection is possible with the product, data communication may be performed automatically by some applications, resulting in high data communication charges. Therefore, subscription to the flat-rate/discount service for data communication charges is recommended.
- To browse websites, download applications, communicate using applications, send/receive e-mails or configure various settings, connection to the Internet is required, to which data communication charge applies.

Notes on Call Charges

- When you end a call, make sure to disconnect the call. If you forget to disconnect, the call charges may be higher.

Notes on Applications

- Be sure to check the security of the application, then install it at your own risk. Some applications might affect operation of other applications or of the entire product. They might cause virus infection, damage various data, and send out your location information, usage history or personal information stored in your product via the Internet.
- The Company assumes no responsibility for any problems caused by applications you have installed. In such cases, you may be charged a repair fee even during the warranty period.
- The Company assumes no responsibility for any loss or damage suffered by you or any third party as a result of using applications you have installed.
- Some applications may not be used unless a microSD memory card is inserted into the product.
- Some applications keep the display turned on while they are active, or rapidly drain the battery while running in the background.
- Operation procedures and screen appearances of the applications preinstalled in the product and those installed by you are subject to change without notice as a result of version upgrade. In addition, operation procedures described in "かんたんマニュアル (Kantan Manual)" (Japanese) or "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) and on the product may differ from the actual procedures.

Cell Phone Etiquette

■ Use of Cell Phones is Not Allowed in the Following Places!

- Do not listen to music or watch videos while driving a car or riding a motorbike or bicycle. Use of a cell phone while driving a car or riding a motorbike is prohibited by law. (Use of a cell phone while riding a bicycle may be punishable by some regulations.) Be attentive to traffic around you while walking. Not being able to hear surroundings or looking only at the screen may cause a traffic accident. Be especially careful at railroad crossings, on station platforms, and at crosswalks.
- Use of cell phones on airplanes is restricted. Follow the instructions of each airline.

■ Be Considerate of People Around You

- Do not make calls in theaters, museums, libraries, or other similar places. Turn power off or turn on manner mode so as not to disturb others around you with your ringtones.
- Do not use the cell phone in places where you might hinder other pedestrians.
- Viewing a cell phone screen while walking is a serious hazard. Do not talk on/operate the cell phone while walking or suddenly stop walking to do so.
- Move to areas where you will not inconvenience others when you talk on the cell phone on bullet trains, in hotel lobbies, etc.
- Refrain from talking on the cell phone in a loud voice.
- Check whether sound from earphones, etc. is audible only to yourself when there are other people around you on a train or in other closed spaces.
- Ask for permission before taking photos of other people with the cell phone's camera.
- When using the camera, follow common rules of etiquette regarding camera use.
- Some people near you in crowded places such as packed trains may be using a cardiac pacemaker. Turn on "Airplane mode" or turn the cell phone off in such places.
- When a medical institution has designated areas where cell phones are not allowed to be used or brought in, abide by the rules.

Getting Ready

Names and Functions of Parts

■ Front/Top/Bottom/Left Side/Right Side
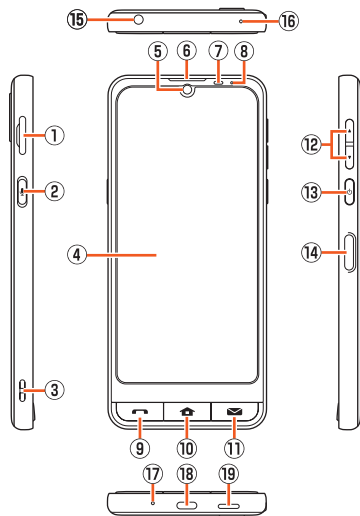
① SIM card/microSD memory card tray
② 🔍Voice search key
Use for Google assistant™.
③ Strap eyelet
④ Display (touch panel)
⑤ In camera
⑥ Earpiece[1]
Hear the other party's voice during a call or play back absence memos, etc. through this.
⑦ Proximity sensor/Brightness sensor
Proximity sensor prevents misoperation of the touch panel during a call.
Brightness sensor adjusts the brightness of display according to the ambient light level.
⑧ Notification lamp
Illuminates/flashes while charging, etc.
⑨ 📞Phone key
Make/receive calls. Flashes when there is a missed call.
⑩ 🏠Home key
Return to the Home screen.
⑪ ✉️Mail key
Send/check mails. Flashes when there is a new mail.
• au users can use au-mail (▶P.22) and UQ mobile users can use Gmail (▶P.23).
⑫ 🔊Volume UP key/🔉Volume DOWN key
Adjust the volume.
Set/disable the manner mode or start the emergency buzzer.
• For details on the manner mode, refer to "Setting the Manner Mode (▶P.21)".
⑬ ⏻Power key
Turn the power on/off, or turn the display on/off.
• Press and hold for at least 2 seconds to display "Power menu". For details, refer to "Turning the Power On/Off (▶P.17)".
⑭ Fingerprint sensor
Unlock the screen, etc. by fingerprint recognition.
• Press and hold to start the specified application while the Home screen/App list is displayed.
⑮ Earphone/microphone jack
⑯ Sub microphone[1]
Talk to the other party through this during a handsfree call. Also use while recording videos.
⑰ Mouthpiece/Microphone[1]
Talk to the other party through this during a call. Also use while recording videos or for voice recognition.
⑱ External connection jack
Connect peripheral devices such as Type-C common AC adapter 02 (sold separately), USB Type-C cable (commercially available), etc.
When Type-C common AC adapter 02 (sold separately), USB Type-C cable (commercially available), etc. is connected, its magnetism may affect the product's geomagnetic sensor, causing some applications to malfunction. In such cases, remove the connected device.
⑲ Speaker[1]
Hear ringtones and alarm sounds.

■ Back
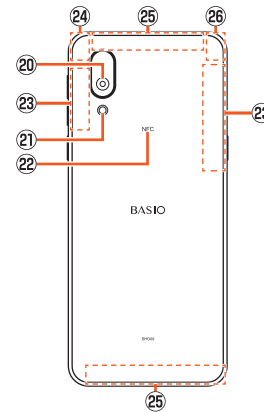
⑳ Out camera
㉑ Mobile light
㉒ NFC mark
Place this mark on the reader/writer when using the NFC function.
㉓ 5G antenna[2]
㉔ Wi-Fi®/Bluetooth® antenna[2]
㉕ 5G/4G/UMTS antenna[2]
㉖ 5G/GPS antenna[2]

[1] Covering with a sticker, your finger, etc. may hinder the performance of the product.
[2] Antennas are built into the product. Do not cover the antenna areas with your hand during calls or data communication. Doing so may affect the call/communication quality.

◎ The outer case (back part) cannot be removed. Do not try to remove it forcibly; doing so might cause damage or a fault.
◎ The battery is built into the product and not user removable. To force the power off such as when the display freezes, refer to "Forcing the Power Off (▶P.17)".
SIM Card/microSD Memory Card Tray
◎ Note that forcibly pulling or applying excessive force to the SIM card/microSD memory card tray may damage it.
Proximity Sensor/Brightness Sensor
◎ Do not place a sticker, etc. on the proximity sensor/brightness sensor. Doing so might cause the sensor to malfunction.
Earphone/Microphone Jack
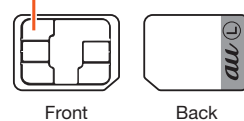◎ Some types of earphone/microphones or those with a switch may not be compatible with the product.

Using the SIM Card

SIM Card

The SIM card contains your phone number and other information. SIM lock is disabled for the product.

au Nano IC Card 04 LE

IC (metal) part
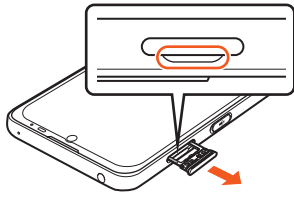
Front   Back

Inserting/Removing the SIM Card

Inserting the SIM Card

Be sure to turn the product off before inserting the SIM card.
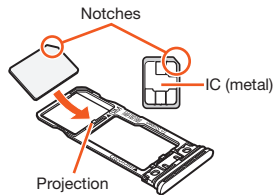In addition, insert it with the display side facing up.

1 **Put your fingertip into the groove to pull out the SIM card/microSD memory card tray**

2 **With the IC (metal) side of the SIM card facing down, press the SIM card against the projection of the SIM card/microSD memory card tray to install it**

Confirm the orientation of the SIM card and install it on the card tray securely.
Install the SIM card so that it does not shift from the card tray; otherwise, it may damage the SIM card or card tray.

Notches

IC (metal)

Projection

3 **Insert the SIM card/microSD memory card tray into the slot straight against the main unit to the end**

Press the ○ parts firmly and make sure that there is no gap between the main unit and the card tray.
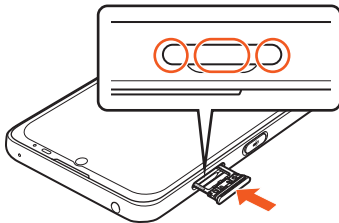
Removing the SIM Card

Be sure to turn the product off before removing the SIM card.
In addition, remove it with the display side facing up.
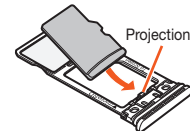• For details on removing the SIM card/microSD memory card tray, refer to "Inserting the SIM Card (▶P.15)".

1 **Put your fingertip into the groove to pull out the SIM card/microSD memory card tray**

When pulling out the tray, be careful not to let the SIM card come off from the card tray and lose it.

2 **Remove the SIM card from the SIM card/microSD memory card tray**
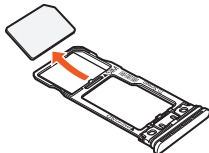
3 **Insert the SIM card/microSD memory card tray into the slot straight against the main unit to the end**

Inserting/Removing a microSD Memory Card

Inserting a microSD Memory Card

Be sure to turn the product off before inserting a microSD memory card.
In addition, insert it with the display side facing up.
• For details on removing the SIM card/microSD memory card tray, refer to "Inserting the SIM Card (▶P.15)".

1 **Put your fingertip into the groove to pull out the SIM card/microSD memory card tray**

2 **With the IC (metal) side of the microSD memory card facing down, press the microSD memory card against the projection of the SIM card/ microSD memory card tray to install it**

Confirm the orientation of the microSD memory card and install it on the card tray securely.
Install the microSD memory card so that it does not shift from the card tray; otherwise, it may damage the SIM card or card tray.

Projection

3 **Insert the SIM card/microSD memory card tray into the slot straight against the main unit to the end**

◎ Make sure that the top/bottom and front/rear of the microSD memory card are facing correctly.
Trying to attach it forcibly may cause damage.
◎ Do not touch the terminal of the microSD memory card.

Removing a microSD Memory Card

Be sure to turn the product off before removing a microSD memory card.
In addition, remove it with the display side facing up.
• For details on inserting/removing the SIM card/microSD memory card tray, refer to "Inserting the SIM Card (▶P.15)".

1 **Put your fingertip into the groove to pull out the SIM card/microSD memory card tray**

When pulling out the tray, be careful not to let the microSD memory card come off from the card tray and lose it.

2 **Remove the microSD memory card from the SIM card/microSD memory card tray**
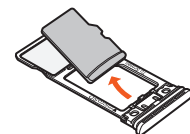
3 **Insert the SIM card/microSD memory card tray into the slot straight against the main unit to the end**

◎ The microSD memory card may become warm after a long period of use. This is not a malfunction.

Unmounting the microSD Memory Card

**1** **Storage screen → [This device] → [SD card]**

2 **[Menu] → [Eject]**

To mount the microSD memory card again: Storage screen → [This device] → [SD card] → [Menu] → [Mount].

Charging

Notes on Charging

The internal battery is not fully charged at the time of purchase. Be sure to charge it before using the product.

- If the performance of the internal battery does not recover, for example, if the usable time is extremely short even after charging, the battery may be at the end of its life. To check the charging performance of the internal battery: Home screen → [Apps list] → [Settings] → [About phone] → [Battery status]
- While charging, ϟ appears in the battery indicator. If the product remains connected to the AC 100 V outlet or PC, ϟ keeps displayed even after the charge is full (charge is 100%).

◎ The product may become warm while charging. This is normal.
◎ The internal temperature of the product may increase depending on the operation or usage environment, causing the product to become hot. In such cases, charging may stop for safety.
◎ Charging may take longer if the product is in use (for the camera or other functions).
◎ If you use the product while charging with the specified charger (sold separately), the internal battery may charge and discharge repeatedly in a short time. Frequent charging shortens the life of the battery.
◎ If the notification lamp is flashing red, force the power off (▶P.17) and turn it back on. If the notification lamp still keeps flashing, stop charging and contact an au shop/au Style or Customer Center.
◎ The continuous talk time and continuous standby time (▶P.26) are average measurements obtained in strong signal conditions at rest. The actual usable time may be less than half depending on the charge on the battery, usage environment such as temperature or signal reception, function settings, etc. See below for the examples.
- Frequent use of the product in places where ▨ (out of service area) appears on the display.
- Use of the Wi-Fi® function, Bluetooth® function, mail functions, camera, location information, etc.
- The display is set to remain turned on in applications, etc.
- Applications are running in the background.

Charging with the Specified AC Adapter (Sold Separately)

Charge by connecting the Type-C common AC adapter 02 (sold separately). For details on the specified AC adapter (sold separately), refer to "Introduction of Peripheral Devices (▶P.26)".

1 **Plug the power plug of the Type-C common AC adapter 02 (sold separately) into a 100 V AC outlet**

2 **Insert the USB Type-C plug of the Type-C common AC adapter 02 (sold separately) into the external connection jack of the product in the direction of the arrow**


Type-C common AC adapter 02 (sold separately)

AC 100 V outlet

External connection jack
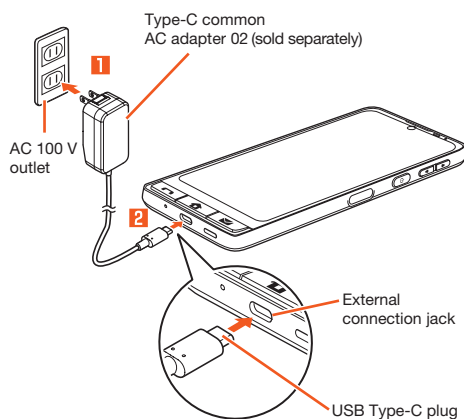
USB Type-C plug

3 **When charging is complete, pull the Type-C plug of the Type-C common AC adapter 02 (sold separately) straight out from the external connection jack of the product**

4 **Unplug the power plug of the Type-C common AC adapter 02 (sold separately) from the outlet**

◎ Although charging is possible even while the product is turned on, charging takes longer.

Charging with a PC

Charge by connecting the product to a PC's USB port that is capable of charging.

1 **Make sure that the PC is running, and then connect the USB Type-C cable (commercially available) to a USB port of the PC**

2 **Connect the USB Type-C cable (commercially available) to the product**

USB Type-C plug

External connection jack

USB plug
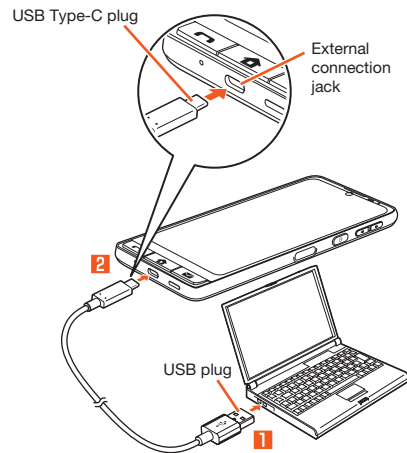
◎ Charging by USB may take longer than by the specified AC adapter (sold separately).
◎ If you charge the internal battery after it runs out, charge it with the specified AC adapter (sold separately).

If the connected device is compatible with the role swap function

If both connected devices are compatible with the role swap function, the role to supply/receive power can be swapped with each other.
◎ If you select ON for "Charge connected device" on the USB Preferences screen which appears when the USB Type-C cable (commercially available) is connected to the product, the product supplies power to charge the other connected device.

Turning the Power On/Off

Turning the Power On

1 **While the product is turned off, ⏻ (press and hold for at least 2 seconds)**

◎ After turning the power on, do not touch the display while "SHARP" is displayed (setting up the touch panel). Failure to do so might cause the touch panel to malfunction.
◎ When you turn the power on for the first time you purchase the product, the initial settings screen appears automatically. For details, refer to "Making Initial Settings (▶P.18)".

Turning the Power Off

1 **⏻ (press and hold for at least 2 seconds)**

2 **[Power off]**

■ Restarting the Product
The product turns off and then turns back on.

1 **⏻ (press and hold for at least 2 seconds)**

2 **[Restart]**

Functions (menus regarding power) appearing when you press and hold ⏻ for at least 2 seconds
◎ Tap "Think if it might be a malfunction" to select an item and diagnosis the product status.
◎ "Lockdown" appears when "Screen lock" is set to "Pattern"/"Lock No."/"Password".

■ Forcing the Power Off
If the screen is frozen or the product cannot be turned off, force the power off.

1 **⏻ (press and hold for at least 8 seconds)**

◎ If the power is forced off, unsaved data will be lost. Do not force the power off unless the product is inoperable.

■ Starting the Product in Safe Mode
The product turns off and then turns back on in a state similar to its state at the time of purchase.
If operation of the product is unstable, an application installed after purchasing the product may be the cause. If the symptoms improve in safe mode, uninstalling the application may remedy the symptoms.

1 **⏻ (press and hold for at least 2 seconds)**

2 **Touch and hold "Power off" or "Restart" → [OK]**
While in safe mode, "Safe mode" is displayed at the bottom of the screen.
To exit safe mode, restart the product.

◎ To start the product in safe mode when it is turned off, turn it on with ⏻ (press and hold for at least 2 seconds), and then press and hold ▼ until the lock screen appears after the SHARP logo.
◎ It is recommended that you back up data on the product before starting it in safe mode.
◎ Widgets you created may be deleted by starting the product in safe mode.
◎ Safe mode is not a normal state for the product to be started in. Exit safe mode for normal use.

Switching the Display Language to English

Show function names and other user interface items in English.

1 **Home screen → [詳細設定] (Settings) under "アプリ一覧" (Apps list)**

2 **[システム] (System) → [言語と入力] (Languages & input) → [言語] (Languages)**

3 **[English (United States)]**

4 **Drag ═ of [English (United States)] to the top layer**

Locking/Unlocking the Screen

Locking the Screen

Prevent malfunction of keys or touch panel when the display is turned off.

1 **While the display is turned on, ⏻**
The display also turns off after the time specified on "Screen timeout (Sleep)" has elapsed.

◎ When putting the product in a pocket or bag, turn off the display. Leaving the display turned on in a pocket or bag may cause the product to malfunction.

Unlocking the Screen

The lock screen appears when you turn on the display.

1 **While the display is turned off, ⏻**

2 **Slide up the lock screen**

◎ If you set a screen unlocking method on "Screen lock", unlock the screen with your specified method. If you set it to "None", the lock screen does not appear.
◎ With the fingerprint recognition function, you have only to touch the fingerprint sensor to unlock the screen.

■ Turn Screen On by Holding
If "Turn screen on by holding" is enabled, pick up the product and stop turns on the display. (This function is enabled at the time of purchase.)

◎ The display may not turn on in the following cases.
  • when you are moving (walking or on board, etc.) while holding the product
  • when you keep moving the product before and after you pick it up
  • when you pick up the product vertically or horizontally

■ Lock Screen

《Lock Screen》

① Clock
Display the current date, time, etc.
② Notifications area
Display notifications for missed calls, new E-mail, new SMS, etc. Tap the notification to display the corresponding screen.
③ Wallpaper
Change the wallpaper on "Wallpaper" in the settings menu.
④ Weather and step count
Display the current weather and step count.
⑤ Screen lock
Slide "▲" up to unlock the screen.

◎ If "Add text on lock screen" on "Lock screen" is enabled, the specified text is displayed on the lock screen.

Making Initial Settings

When you turn the power on for the first time you purchase the product, the initial settings screen appears automatically. Follow the on-screen instructions to set each function.
Functions to set may vary depending on the operation conditions.

1 Select the language → [START]

2 Set up Wi-Fi® connection

3 Select the setup method
You can transfer the data from your previous smartphone. Tap [Next] and follow the on-screen instructions.

4 Set up a Google™ account

5 Confirm the contents of Google services, etc. and set them up

6 Set up screen lock

7 Confirm Google assistant and Google Pay™ and set them up

8 Confirm software update

9 Confirm other items and set them up

◎ If the confirmation screen to suspend the setup procedure, follow the on-screen instruction.

Setting Up a Google Account

The setup screen for a Google account appears when you start an application, etc. which needs a Google account though you have not set it up.

1 Setup screen for a Google account → enter your E-mail address or phone number/[Create account]
If you already have your Google account, enter your Gmail™ address or phone number → [Next] → Enter the password → [Next] and follow the on-screen instructions.
If you do not have your Google account, tap "Create account" and register the account following the on-screen instructions.

◎ Though you can use the product without setting up a Google account, you cannot use Google services such as Gmail, Google Play™, etc.
◎ You can also set up your Google account from the Home screen → [Apps list] → [Settings] → [Passwords & accounts] → [Add account] → [Google].

Making Initial Settings for au-mail

1 ✉

2 Confirm the contents → [Agree]

3 [閉じる] (Close) → [SKIP]

Setting Permissions for Applications

When you first activate an application/function that accesses the product's functions and information, First things first confirmation screen appears.
• The type or contents of displayed confirmation screen varies depending on the application/function.

Example: When activating +Message

1 Confirmation screen to request permission to access → [ALLOW]/[DON'T ALLOW]
Normally, allow use of the function.
Repeat step 1 for other functions, if any.

■ Other Methods for Setting Permissions for Applications

Permissions for applications can also be set as follows.

■ **Setting Functions to Use by Application**

1 Home screen → [Apps list] → [Settings] → [Apps]

2 [See all XX apps] → Select the application → [Permissions]

3 Select the function

4 Select whether to allow

■ **Setting Applications to Allow Use by Function**

1 Home screen → [Apps list] → [Settings] → [Privacy] → [Permission manager]

2 Select the function

3 Select the application

4 Select whether to allow

◎ If you do not allow an application/function to use the related functions, the application/function may not be activated or use of functions may be restricted.
◎ A screen that explains the permissions may appear for some applications/functions. In addition, multiple confirmation screens may appear in a row or the contents may differ between applications/functions. Read the contents carefully, and then follow the on-screen instructions.
◎ In this manual, descriptions about confirmation screens may be omitted.

Basic Operations

Using Touch Panel

The product's display is a touch panel; operate with your fingers on the display.
- The touch panel may not respond or may malfunction in the following cases.
  - Operation with gloved hands
  - Operation with fingernails
  - Operation with a foreign object left on the touch panel
  - Operation with a protective film or sticker on the touch panel
  - Operation with water drops or condensation on the touch panel
  - Operation with wet or sweaty fingers
  - Operation under water

■ Tap/Double-tap

Tap: Touch the screen lightly and briefly.
Double-tap: Tap the same position twice quickly on the screen.
- Select an item or icon displayed on the screen. Double-tap on a still picture, etc. to enlarge/reduce it.
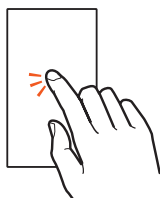
■ Touch and Hold

Keep touching an item, etc.
- Available menu appears depending on the item.
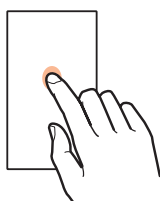
■ Slide/Swipe/Drag

Slide: Place your finger on the screen and move your finger in the desired direction.
Swipe: Quickly slide a finger for a short distance.
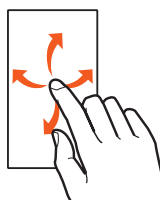Drag: Touch an item on the screen and slide your finger across the screen.
- Slide/swipe: Scroll the screen or toggle pages. Operate the volume bar and brightness bar for adjustment.
- Drag: Move an item or icon to the desired position.
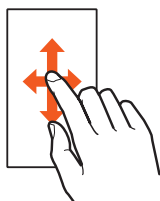
■ Flick

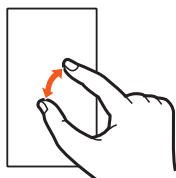Quickly brush the screen up/down or left/right.
- Toggle pages, enter characters using flick input, etc.

■ Pinch

Touch the screen with two fingers and move them away from each other (pinch out) or toward each other (pinch in).
- Enlarge/reduce a web page, etc.

Using Touch Keys

The following icons appear at the bottom of the screen; use them as touch keys.

| Icon	Description
Back Back key	Return to the previous screen.
Recent Recent apps key	Open the recent apps screen.

Using the Home Screen

Home Screen

Most operations start from the "Home screen" or "Apps List screen", which lists apps. Main operations are done on the Home screen. On the Home screen, main applications and "Rakutomo Link", by which you can make a call or send an E-mail to registered contacts easily, are displayed.

■ Home Screen Layout

Tap "Apps list" on the Home screen to display the Apps List screen. Tap "Back" on the Apps List screen to return to the Home screen.

《Home Screen》　　《App List Screen》
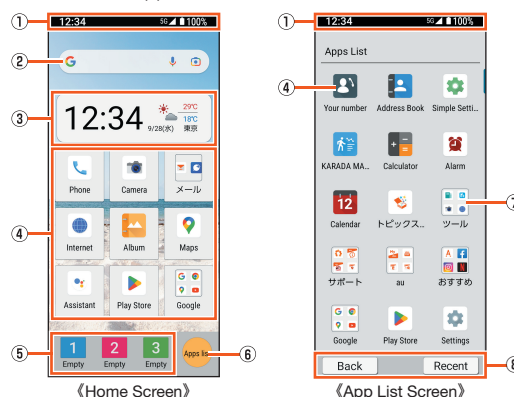
① Status bar
② Google search bar
　You can use Google™ search or Google Lens™.
③ Widget
　The weather widget displays comments, as well as date, time, and weather.
④ Apps
⑤ Rakutomo Link
　Register contacts you use frequently or those you use in trouble to call them quickly.
⑥ Apps List
　Display the Apps List screen.
⑦ Folder
　Tap the folder → Tap the folder name to change the folder name. If you have not specified the folder name, tap "Edit Name" to specify it.
　If the indicator appears when tapping the folder, flick left or right to switch the page.
⑧ Touch key
　Return to the previous screen or open the recent apps screen.

Using Topic Screen

Slide up the Home screen to display the topic screen. The topic screen is a service which enables you to check optimum information based on your au ID information.
* For UQ mobile users: some functions/services may be unavailable or differ.
- When you start it for the first time, tap [利用する (Use)] → [同意する (Agree)].

1 Slide up the Home screen

2 Tap information you want to check

Registering Contacts to Rakutomo Links

Register frequently used contacts to Rakutomo Links (1 2 3 at the bottom of the Home screen) to make calls or create E-mail/SMS easily.
- Save the contact with a phone number and E-mail address to Address Book beforehand.
- The name of the registered contact appears under the Rakutomo Link.

1 Home screen → 1 / 2 / 3 → [Yes] → Select the contact to register → [Next]

2 Select an icon for the contact
　The contact is registered to the Rakutomo Link.
　To select a preset icon: [Select from presets] → Select an icon → [YES].

Returning to the Previous Screen or the Home Screen

If you have a wrong operation or cancel the operation, tap [Back] on the lower left of the screen to return to the previous screen. In addition, press [⌂] to return to the Home screen directly.
- If [Back] is not displayed such as when you display a full-screen photo, tap the screen to show [Back].

Using the Status Bar

Indicators

Notification indicators (missed calls, new mail, running operations, etc.) appear on the left side of the status bar, while status indicators appear on the right side to show the status of the product.
- ■ appears on the status bar if multiple notification/status indicators cannot be displayed on the status bar.

■ Main Notification Indicators

Indicator	Description
12:34	Time
▯	Remaining battery level is approx. 15 % or less.
▨	Missed call
✉	New au mail
✉	New +Message/SMS
M	New Gmail
⏰	Alarm information
📅	Calendar event
📞	Call (dialing, arriving, in progress)
☎	Call on hold
▣	Absence memo information
▣	Low free space in the internal memory
❋	Bluetooth® file reception request
⬆⬇	Data (upload/download, transmission/reception, etc.) ⬆: Data upload/transmission ⬇: Data download/reception
⨠	Update available
🆙	Software update available

■ Main Status Indicators

Indicator	Description
▯-▮ ▮	Battery level ▯-▮: Charge remaining ▮: Approx. 15 % or less • While charging, ⚡ appears in the battery indicator. If the product remains connected to the AC 100 V outlet or PC, ⚡ keeps displayed even after the charge is full (charge is 100%). • The remaining battery level can be displayed by "%" on the right of the battery indicator.
✈	Airplane mode set
◢-◿	Signal strength (receiving electric field) ◢-◿: Signal level ◿: Out of service area • A symbol indicating the network type*1 appears in the upper left corner. 5G: 5G available 4G: 4G available*2 • During communication, ⇕ appears in the indicator.
◿	Roaming
⊖	"Silent mode" set to ON
📵	Handsfree call in progress
🔇	Microphone set to "Mute ON" during a call
▼-▽	Wi-Fi® signal strength ▼-▽: Signal level • During communication, ⇕ appears in the indicator.
❋	Bluetooth® in use
📍	Determining location using GPS
◎	Wi-Fi® tethering in use

*1 If you are in a "4G" area, the "4G" network is available even outside the "5G" area.
*2 "LTE" and "WiMAX 2+" networks are available. "4G" appears for both networks. The product connects to the network deemed less congested by the Company based on the network traffic.

Using the Notification/Status Panel

In the notification/status panel, check the notification/status icon or activate applications corresponding to the notifications.
In addition, set manner mode, auto rotate, etc.
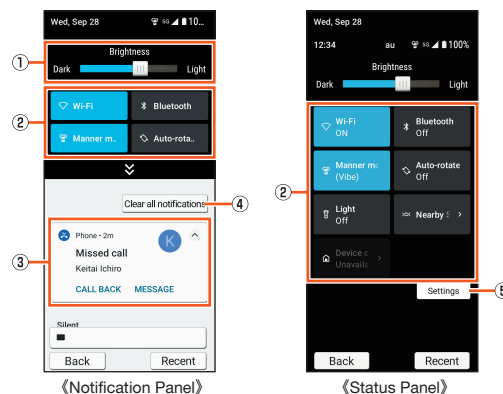
■ Displaying the Notification Panel

1 Slide the status bar down
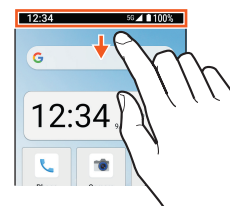
■ Displaying the Status Panel

1 Slide the status bar down with two fingers

■ Notification/Status Panel Layout

《Notification Panel》　　《Status Panel》

① Brightness bar
Slide the bar left or right to adjust brightness.

② Function buttons
Change the settings of frequently used functions. Operations are different depending on the function.

③ Notifications
Check the status of the product and notifications. Tap a notification to activate the corresponding application.
- Flick a notification to the left or right to delete it. Some notifications may not be deleted.
- Slide the notification area up for hidden notifications.
- Tap " ⌄ "/" ⌃ " to switch between detailed/simple display. On the detailed display, you can reply to the message directly, etc. from the displayed menu.
- Touch and hold the notification to make settings for an application notification.

④ Clear all notifications
Delete all notifications. Some notifications may not be deleted.

⑤ Settings
Make settings for the product.

◎ Slide the screen up or down to switch between the notification panel and status panel.

Setting the Manner Mode

Avoid disturbing others around you in public.
Available options are as follows.

Vibe	Ringtones and operation sounds are muted; the product vibrates for incoming calls/mail, etc. Alarm or media sounds according to the specified volume level.
Mute	Ringtones and operation sounds are muted; the product does not vibrate for incoming calls/mail, etc. Alarm or media sounds according to the specified volume level.
OFF	Ringtones and operation sounds are not muted; the product vibrates for operations, etc. Alarm or media sounds according to the specified volume level.

1 **Display the status panel → [Manner mode]**

Setting Airplane Mode

When Airplane mode is set, wireless functions such as Phone features, data communication, wireless LAN (Wi-Fi®) and Bluetooth® are disabled.

1 **Home screen → [Apps list] → [Settings] → [Network & internet]**

2 **Tap "Airplane mode" to switch to ON**

◎ When using the product in Airplane mode on an airplane or in a hospital, etc., follow the instructions of the airline/facility.
◎ When Airplane mode is set, calls cannot be made except to 110 (Police), 119 (Fire and Ambulance), or 118 (Regional Coast Guard Headquarters). Note that Airplane mode will be disabled automatically after the call.
◎ When Airplane mode is enabled, calling and sending/receiving mail are not available. In addition, setting Airplane mode disables wireless LAN (Wi-Fi®) and Bluetooth®. To use wireless LAN (Wi-Fi®) or Bluetooth® while Airplane mode is set, enable it after setting Airplane mode.
 • Bluetooth® is not disabled while a Bluetooth® device is connected to the product.
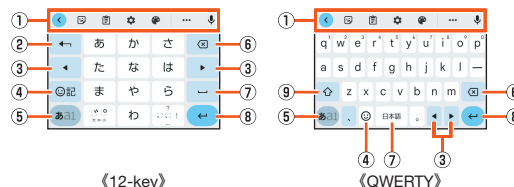
Character Entry

Switching Software Keyboards

Use a software keyboard to enter characters.
The software keyboard appears when an entry field is selected on a character entry screen to save a contact, create a mail, etc.
• If multiple keyboards are installed, tap " 🎹 " on the bottom of the screen to specify the software keyboard you use.

Using Gboard™

This section describes basic operations of "12-key keyboard" and "QWERTY keyboard". Operations described in this manual are subject to change due to update of Gboard.

《12-key》　　《QWERTY》

* Each key display will be switched depending on the settings or status.

① Toolbar
　Use a clipboard or perform settings regarding character entry.
② Reverse toggle key/Undo key
　Enter characters in the reverse order of those you have entered or undo the confirmation of the entered characters.
③ Cursor key
　Move the cursor or change the section of character to convert.
④ Emoji key
　Display emoji or symbols.
⑤ Input mode switching key
　Change the input mode.
⑥ Delete key
　Delete characters.
⑦ Space key
　Enter a space.
⑧ Enter key/Line feed key
　Confirm the entered characters or insert a line feed at the cursor position.
⑨ Shift key
　Toggle the character case.

Using Call Functions

Making Calls

Making a Call by Entering a Phone Number

1 [☎]

2 **Enter a phone number**
Include the area code for landline phone numbers even if they are in the same area code.

3 **[Call] → Call connects**
To adjust the call volume of the other party's voice, press [▲] or [▼] during a call.

4 **[End call]**
Call ends.

Making a Call Using Call History

1 [☎] → **[History]**

2 **Select the record you want to use**

3 **[Call]**

Receiving Calls

Answering a Call

1 **When a call arrives, [☎] → Call connects**

2 **[End call]**
Call ends.

Answering a Call Using Absence Memo

1 **When a call arrives, [Menu] → [Absence Memo]**

Playing Back Answer Phone/Voice Memos

1 [☎] → **[Menu] → [Settings] → [Calls] → [Answer phone]**

2 **[Answer phone list]/[Voice Memo List]**

3 **Select the answering memo/voice memo to play back**
The answering memo/voice memo is played back.

Checking Your Own Phone Number

1 **Home screen → [Apps list] → [Your number]**
Your own phone number is displayed on the bottom of "Own phone number".

Saving Contacts to Address Book

1 **Home screen → [Apps list] → [Address Book]**

2 **[Add new]**

3 **Enter information in the fields as needed**

4 **[Save] → [YES]**

◎ Contacts saved in Address Book may be altered or lost due to accidents or malfunctions. It is recommended that you keep a copy of important phone numbers, etc. Note that the Company is not liable for any damages or lost profits resulting from alteration or loss of contacts due to accidents or malfunctions.

Using au Mail

* For UQ mobile users: use Gmail.

Sending au-mails

1 [✉]

2 **[Create]**
Create mail screen appears.

3 **[⊕] → Select the recipient → Tap the address**
Alternatively, tap "To" to enter an address directly.

4 **Enter the subject → [✓]**

5 **Enter the body text → [↵]**

6 **[Send] → [OK]**

Receiving au-mails

When an e-mail arrives, the mail ringtone sounds and [✉] flashes.
• When an e-mail arrives while the display is turned on (except in the lock screen), a new e-mail notification appears and then [✉] appears in the status bar.

1 [✉]

2 **Select [Inbox] or a created folder**

3 **Select the e-mail**

Gmail

Using Gmail

E-mail service provided by Google.
You can check and exchange Gmail and PC mail on the product.
* UQ mobile users can use Rakutomo Link and the Mail key (⌷) together with Gmail to send e-mail easily instead of au-mail.
• Use of Gmail requires that you have your Google account. For details, refer to "Making Initial Settings (▶P.18) ".
• You can synchronize your Gmail contacts with Address Book in the internal memory.
• For details on using Gmail, see the Google website, or read a help file by navigating the main screen → [≡] → [Help & feedback].
• To use PC mail, set up a PC mail account in the Gmail screen.

1 **Home screen → [Google] → [Gmail]**
The main screen appears if an account is set up.
If an application description appears the first time you start the application, confirm the contents and follow the on-screen instructions.

Sending Gmail

1 **Home screen → [Google] → [Gmail]**

2 **[Compose] → Enter an address**
After entering an address or the name of a contact in the address field, Gmail searches addresses in the Address Book, etc. and displays candidates. Select a candidate to set it as an address. After setting an address, you can continue entering addresses to add.

3 **Enter the subject**

4 **Enter the body text**

5 **[▷]**

Receiving Gmail

1 **Receive Gmail**
When Gmail is received, Ⓜ appears on the status bar, and the mail ringtone sounds.

2 **Slide the status bar down**

3 **Tap the received Gmail notification**

Using Camera

Shooting Still Pictures

1 **Home screen → [Camera]**

2 **Aim the out camera at the subject**

3 **[⬚]/(▲)/(▼)**

Recording Videos

1 **Home screen → [Camera]**

2 **[Video]**

3 **Aim the out camera at the subject**

4 **[▭]**

5 **[⬤]**

Appendix

Updating Software

You can update the product to the most recent software for optimal performance and security improvement, and to get the latest enhancements.

1 **Home screen → [Apps list] → [Simple Settings] → [Software update] → [Check for update]**

If there is an update, you can download and install it as needed. Then follow the on-screen instructions.

◎ If 🔟 is displayed on the status bar, slide the status bar down, tap the notification, and then follow the on-screen instructions.

◎ You can use other functions while software update is in progress.
However, installation will be suspended temporarily for 10 days after software update is notified if you are using other functions while software update is in progress. Tap "Resume" to restart installation and you can use other functions.

◎ Depending on the Wi-Fi® network status you are using, the product searches an available network automatically and switches the connected network from Wi-Fi® to mobile network. In this case, note that unintended data communication fees may be applied.

■ Notes on Software Update

- You will be charged for data communication according to your contract details when connecting to the Internet from the product using mobile data communication. Large-volume data communication occurs in particular for operating system updates.
- Whenever a software update is available, the information will be announced on the au website, etc. for you. For details, contact an au shop/au Style or Customer Center (call toll-free 157). In addition, users of the SHG09 may receive a notice from au when software update is necessary to improve the functionality of the SHG09.
- It is recommended that you back up data before updating the software.
- You need to restart the product to finish the software update.
- If the software update has failed or stopped, perform it again.
- A software update failure may disable the product. If this happens, take the product to an au shop/au Style or Toyota store (not accepted by some shops).
- Charge the battery adequately before performing the update. If the battery level is low or if the battery runs low during the update, the software update will fail.
- Check the signal reception. The software update may fail in poor reception areas.
- The software update will not change data stored on the product (contacts, mails, still pictures, music files, etc.) or the settings. However, data may be affected by the update depending on the condition of the product (malfunctioning, damaged, water seepage, etc.).
- While using the product overseas, a software update may not be available.

What not to do during the software update:
- Do not change locations.

Troubleshooting

Before you assume that the product is malfunctioning, check かんたん診断 (Simple diagnosis) of "使い方サポート (Usage support)" app.
* For UQ mobile users: download the "使い方サポート(Usage support)" app from Google Play™.

■ You can use かんたん診断 (Simple diagnosis) on "使い方サポート (Usage support)" app for free.

- You can also check the solution according to the diagnostic result.
- Download "使い方サポート (Usage support)" app from:
https://play.google.com/store/apps/details?id=com.kddi.newsupport&hl=ja (Japanese)

* Tap [診断 (Diagnosis)] → [かんたん診断 (Simple diagnosis)] of "使い方サポート (Usage support)" app.

Problem	Suggestion/possible cause
Battery runs out fast	• Avoid using the product in places where ⚠ (out of service area) appears (▶P.20). • The internal battery has reached the end of its life. Check the battery status (▶P.16). • The battery is not adequately charged (▶P.16). • Disable functions you are not using (▶P.20).
Cannot make calls	• A proper SIM card is not inserted (▶P.14). • The phone number is incorrect or the area code is missing (▶P.22). • Airplane mode is set (▶P.21). • The product is turned off (▶P.17). • Tap "Call" after entering the phone number (▶P.22).
Cannot receive calls	• Reception is poor (▶P.20). • You are outside the service area (▶P.20). • Airplane mode is set (▶P.21). • The product is turned off (▶P.17). • A proper SIM card is not inserted (▶P.14). • Turn the product back on.
The display is dim	• If the temperature of the product becomes high, the display will be dim automatically. If the temperature becomes low, the display will return to the normal brightness.
Cannot hear the other party	• The call volume is too low (▶P.22). • The earpiece is blocked with your ear. Place the earpiece over your earhole.
microSD memory card is not recognized / Cannot find target data	• The microSD memory card is not inserted correctly (▶P.15). • The microSD memory card is unmounted (▶P.15). • The data is saved in the internal memory. Data can be saved in the internal memory besides microSD memory cards.
Cannot operate the keys or touch panel	• Turn off the product and then turn it back on. • The product is turned off (▶P.17).
Cannot charge the battery	• The power plug of the specified charger (sold separately) is not securely plugged into the outlet (▶P.16). • Do not use an unspecified AC adapter (sold separately). Be sure to use a specified one; otherwise, the product cannot be charged or may result in deterioration of the internal battery. • The USB Type-C plug of the AC adapter (sold separately) or the external connection jack of the product may be stained. Clean the jack with a dry and clean cloth and charge the product again. • If the notification lamp is flashing red, charging is suspended. Use a specified charger to charge the product. • If the temperature of the product becomes high, charging stops automatically. If the temperature becomes low, charging will resume.
Cannot turn on the product	• The internal battery is not adequately charged (▶P.16). • Make sure that you press and hold ⏻ (▶P.17). • The product cannot be turned on shortly after it turns off due to continued use with the temperature of the product left high. Turn it on after the temperature of the product becomes low.

Problem	Suggestion/possible cause
Cannot operate / Screen is frozen / Cannot turn off the product	• To force power off, press and hold ⏻ for at least 8 seconds, and then release the key after the screen turns off. Turn the product back on after a while (▶P.17).
Cannot operate the touch panel as intended	• Do not operate with gloved hands. • Do not operate with fingernails or with a foreign object between the display and your finger. • Check the correct operation methods for the touch panel (▶P.19). • Restart the product (▶P.17). • Press ⏻ on the side of the product to turn the display off, press ⏻ again to turn the display on, and then make an operation.
Response to touch input or key operation is slow	• A large amount of data is stored in the product or large data is being exchanged between the internal memory and microSD memory card.
A SIM card-related error message or a message indicating that the card is not inserted appears	• A proper SIM card is not inserted (▶P.14).
Cannot use NFC	• The battery has run out (▶P.16).
The product turns off unintentionally	• The battery has run out (▶P.16). • If you continue to use the product with the internal temperature of the product left high, the product turns off automatically. Turn it on after the temperature of the product becomes low.
The product turns off after the power-on logo appears	• The battery has run out (▶P.16).
(out of service area) is displayed	• Reception is poor (▶P.20). • You are outside the service area (▶P.20). • Your hand is on the 5G/4G/UMTS antenna area (▶P.14). • A proper SIM card is not inserted (▶P.14).
The display illuminates but the ringtone does not sound	• Manner mode is set (▶P.21).
Low-battery related message is displayed	• The battery is almost empty (▶P.16).
The product answers a call unintentionally	• Manner mode is set (▶P.21).
Call does not connect and a beep is heard from the earpiece	• Reception is poor (▶P.20). • You are outside the service area (▶P.20). • The network or number is busy. Try again later.
Operations become unstable after an application is newly installed	• The application installed newly may cause unstable operations. Turn the product on in safe mode and uninstall the application (▶P.17).
A balloon appears after pressing and holding an icon	• On some applications, pressing and holding the icon displays a menu. Menu details vary depending on the application. • If you do not use the menu, press ☎ or tap any part of the display other than the menu item to return to the normal screen.

After-Sales Service

■ When Requesting a Repair

For repair, contact Repair and Delivery Support Center.

During the warranty period	Repairs will be performed under the Company's terms and conditions of the free-of-charge repair service.
Outside the warranty period	If the product is repairable, repairs will be performed for a fee at your request.

* The warranty period is one year from the day when you purchase the product.

◎ Contents in the internal memory may be lost due to repairs; keep a copy of the contents. Note that the Company is not liable for any damages or lost profits resulting from altered or lost contents.
◎ Recycled parts that meet the Company's quality standards may be used for repair.
◎ Your cell phone collected by the replacement mobile phone delivery service will be repaired and recycled as another replacement cell phone. Likewise, parts replaced by the after-sales service will be collected and recycled by the Company. Therefore, they cannot be returned to you.
◎ Instances where the product has been changed, modified, or analyzed (including software modification or analysis (including rooting, etc.), reverse-engineered, reverse-compiled, or reverse-assembled) or has been repaired at a location other than an authorized repair location designated by the Company may not be covered by the warranty or may prevent the product from being accepted for repairs.
◎ The internal battery is not covered by free-of-charge repair warranty, as it is a consumable part.
◎ Accessories and samples other than the main unit are not covered by the free-of-charge repairs warranty.

■ Performance Parts for Repair

The Company retains performance parts for repair for the main unit and its peripheral devices for 4 years after discontinuation of production. Performance parts for repair refer to parts required for maintaining the functionality of a product.

■ Terms of Services of Free-of-Charge Repair Warranty

1. When you apply for repair, inform us of your serial number (IMEI number). You can check the main unit or the sticker attached on the packaging box for the serial number (IMEI number).
2. Repairs will be done based on the terms of services of the free-of-charge repair warranty when the product is used correctly based on the instruction manual and the product is malfunctioning.
3. Repairs will be charged in the following cases even during the warranty period. (Also, the product cannot be repaired in some cases.)
   ① When the product is not used correctly based on the instruction manual.
   ② When the product is malfunctioning or damaged due to modification and repair.
   ③ When the product is repaired by repair offices other than the company specified.
   ④ When the product is malfunctioning or damaged due to a handling fault or accident. Or when there are some traces that the product is damaged by falling, water or humidity.
   ⑤ When the product is malfunctioning or damaged due to earthquakes, storms, floods or other natural disasters, as well as fires, salt, abnormal voltage, etc.
4. Repairs may be refused depending on the damage condition of devices.
5. Note that the company shall not be liable for any damages and lost income arising from the product malfunction.
6. The Company assumes no responsibility for any accidents when the product is connected with an unspecified device.
7. On-site repair is not available.
8. This warranty is valid only in Japan. (This warranty is valid only in Japan.)

* The warranty guarantees that free-of-charge repairs will be done based on the terms of period and conditions indicated above. Therefore, the warranty does not limit your legal rights against persons in charge of the warranty and other operators.

■ Repair and Delivery Support with Cloud

An after-sales service membership program on a monthly basis called "Repair and Delivery Support with Cloud" is available for using your au/UQ mobile terminal for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For monthly charge and details of the service, refer to au/UQ mobile website.
- For au users:
  https://www.au.com/mobile/service/kosho-funshitsu-cloud/ (Japanese)
- For UQ mobile users:
  https://www.uqwimax.jp/mobile/plan/option/repair-cloud/ (Japanese)
* The contents of services above are subject to change without notice.

■ au IC Card (SIM Card)

The au IC card (SIM card) is lent to you by au. In case of loss or damage, the card will be replaced at your expense. When malfunction is suspected, or in case of theft or loss, contact an au shop/au Style or Toyota store.

Using 遠隔操作サポート (Remote Support)

When you inquire about smartphone operation, the operator is able to access your smartphone and view the same screen with you, and directly assist you with operation.
* Using this service requires subscription to any of auスマートサポート (au Smart Support), auスマートパスプレミアム (au Smart Pass Premium), auスマートパス (au Smart Pass), or 故障紛失サポート/故障紛失サポート with Cloud (Repair and Delivery Support/Repair and Delivery Support with Cloud).
  For details, refer to the au website.
  https://www.au.com/mobile/service/support-enkaku/ (Japanese)

1 Make an inquiry to Customer Center, Usage Support center, or the au Smart Support center

au Smart Pass and au Smart Pass Premium members should call 157 (area code not required) (from an au phone/toll free) or 🆓 0077-7-111 (from a general subscriber phone/toll free).
Usage Support members should make a reservation from the dedicated app or call 🆓 0120-984-955 (from a general subscriber phone/toll free).
auスマートサポート (au Smart Support) members should call the "専任チーム専用番号 (Dedicated Team Phone Number)" indicated on their membership card sent after subscribing to au Smart Support.

2 Follow the instructions of the operator

Using 位置検索サポート (Location Search Support)

If your product is stolen or misplaced, it can be located remotely from Customer Center or from your PC.
* Locating your product remotely requires subscription to any of auスマートサポート (au Smart Support), auスマートパス (au Smart Pass), auスマートパスプレミアム (au Smart Pass Premium), 故障紛失サポート/故障紛失サポート with Cloud (Repair and Delivery Support/Repair and Delivery Support with Cloud), Usage Support, or Security Support Pack.

Notes on Using Location Search

In using location search, the Company assumes no responsibility for any damages or lost income resulting from provided location information, regardless of its cause.
Even within service area, accurate location may not be obtainable in a location with poor reception, such as in an underground shopping arcade.

SIM Unlock

SIM lock is disabled for the product.
Some services, functions, etc. may have restrictions when an other-carrier SIM card is used. The Company does not guarantee operation whatsoever.
For details, refer to the au website.
https://www.au.com/support/service/mobile/procedure/simcard/ (Japanese)

Introduction of Peripheral Devices

- **■ au Carrying Case G Black (0106FCA) (sold separately)**
- **■ Type-C Common AC Adapter 02 (0602PQA) (sold separately)**
- **■ Micro-B to Type-C Conversion Adapter (0601PHA) (sold separately)**

◎ Accessories can be purchased from au online shop. Some accessories may have become unavailable.
https://onlineshop.au.com/ (Japanese)

Main Specifications

■ Main Unit (SHG09)

Display	Approx. 5.7 inches, approx. 16.77 million colors, TFT liquid crystal, 1,520×720 (HD+)
Weight	Approx. 174 g (including the internal battery)
Dimensions (W×H×D)	Approx. 71 mm×158 mm×9.4 mm (Thickest part: 10.2 mm)
Memory (built-in)	RAM: Approx. 4 GB Internal Storage: Approx. 64 GB
Continuous talk time (in Japan)	Approx. 3,000 min.
Continuous talk time (overseas (GSM))	Approx. 1,100 min.
Continuous standby time (in Japan)	Approx. 770 hours
Continuous standby time (overseas (GSM))	Approx. 810 hours
Maximum Wi-Fi® tethered connections	10 devices
Charging time	Type-C common AC adapter 02 (sold separately): Approx. 140 min.
Camera device	Out camera, In camera 　CMOS image sensor
Effective pixels	Out camera 　Approx. 12 million pixels In camera 　Approx. 8 million pixels
Bluetooth® function	Communication method: Bluetooth® Standard Ver.5.1 Output: Bluetooth® Standard BR/EDR; Power Class1, LE; Power Class1.5 Communication distance[1]: Within 10 m with no obstacles in the range Compatible Bluetooth® profiles[2]: HSP, HFP, A2DP, AVRCP, OPP, SPP, PBAP[3], HID, PAN (PAN-NAP), PAN (PANU), HOGP[4] Frequency band: 2.4 GHz band
Network environment	IEEE802.11a/b/g/n (2.4 GHz/5 GHz)[5]/ac[5][6] conformant
Interface	USB Type-C jack, 3.5 mm 4 pole earphone/microphone jack (supported earphones: 3 pole headphone (Lch/Rch/GND) and 4 pole earphone with microphone (Lch/Rch/GND/MIC))

*1 Affected by obstacles between communication devices; varies depending on the signal conditions.
*2 Specifications defined in Bluetooth® standards that specify behaviors of Bluetooth® devices according to their intended use.
*3 Address Book data (contacts) may not be displayed correctly on recipient devices.
*4 A profile that supports Bluetooth® standard Ver.4.0.
*5 Not compatible with MIMO.
*6 Compatible with MU-MIMO (Client mode).
Refer to the website of each manufacturer.

◎ The continuous talk time and continuous standby time may be less than half depending on the charge on the battery, usage environment such as temperature or signal reception, function settings, etc.

Specific Absorption Rate (SAR) of Cell Phones

This model 【SHG09】 mobile phone complies with Japanese technical regulations and international guidelines regarding exposure to radio waves.

This cell phone has been designed in observance of the Japanese technical regulations[*1] regarding exposure to radio waves and limits to exposure to radio waves recommended by equivalent international guidelines. These international guidelines were set out by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is in collaboration with the World Health Organization (WHO), and the permissible limits include a substantial safety margin designed to assure the safety of all persons, regardless of age and health condition.

The Japanese technical regulations and international guidelines define the limits using a unit of measurement known as the Specific Absorption Rate (SAR), which represents the average amount of radio frequency energy absorbed by the human body. The SAR limit for cell phones is 2.0 W/kg. The highest SAR value for this cell phone when tested for use at the ear is 0.892 W/kg[*2]. The highest SAR value for this cell phone when tested for use on the body is 0.806 W/kg[*2]. There may be slight differences in SAR levels among individual products, but they all satisfy the limit.

The actual SAR of this cell phone while talking on the phone can be well below that indicated above. This is due to the cell phone being designed to only output the minimum power required to communicate with a base station. Therefore in general, the closer you are to a base station, the lower the power output of the cell phone is.

This cell phone can be used in positions other than against your head. Use a carrying case or similar accessory that holds the phone at least 1.5 cm separated from the body and ensure no metal parts are located between you and the cell phone. Under these conditions, this cell phone satisfies Japanese technical regulations and international guidelines for radio wave protection.

The World Health Organization has stated that "a large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established as being caused by mobile phone use".

If you would like to know more detailed information, please refer to the WHO website.

https://www.who.int/news-room/fact-sheets/detail/electromagnetic-fields-and-public-health-mobile-phones

Please refer to the websites listed below if you would like to know more detailed information regarding SAR.

○ Ministry of Internal Affairs and Communications website:
　https://www.tele.soumu.go.jp/e/sys/ele/index.htm
○ Association of Radio Industries and Businesses website:
　https://www.arib-emf.org/01denpa/denpa02-02.html (Japanese)
○ SHARP website:
　http://k-tai.sharp.co.jp/support/sar/ (Japanese)
○ au website:
　https://www.au.com/english/

*1　Technical regulations are defined by the Ministerial Ordinance Related to Radio Law (Article 14-2 of Radio Equipment Regulations).
*2　This includes the wireless function that can be used simultaneously.

Regulatory information

In some countries/regions including Europe*, there are restrictions on the use of 5GHz WLAN that may limit the use to indoors only. Please check the local laws and regulations beforehand.

* Belgium [BE], Bulgaria [BG], Czech Republic [CZ], Denmark [DK], Germany [DE], Estonia [EE], Ireland [IE], Greece [EL], Spain [ES], France [FR], Croatia [HR], Italy [IT], Cyprus [CY], Latvia [LV], Lithuania [LT], Luxembourg [LU], Hungary [HU], Malta [MT], Netherlands [NL], Austria [AT], Poland [PL], Portugal [PT], Romania [RO], Slovenia [SI], Slovakia [SK], Finland [FI], Sweden [SE] and United Kingdom (Northern Ireland) [UK (NI)], Switzerland [CH], Liechtenstein [LI], Iceland [IS], Norway [NO].

Norway: Use of this radio equipment is not allowed in the geographical area within a radius of 20 km from the centre of Ny-Alesund, Svalbard.

Hereby, SHARP CORPORATION declares that the radio equipment type SHG09 is in compliance with Directive 2014/53/EU.
The full text of the EU declaration of conformity is available at the following internet address:
https://jp.sharp/k-tai/ (Japanese)

Manufacturer's Address:
SHARP CORPORATION,
1 Takumi-cho, Sakai-ku, Sakai-shi, Osaka 590-8522, Japan

• Description of accessories

Headset, Handsfree	To receive FM broadcasting, connect the headset cable to the φ3.5 audio jack

• Frequency range of supported bands in EU

GSM 900	Tx 880.2 to 914.8 MHz Rx 925.2 to 959.8 MHz
DCS 1800	Tx 1710.2 to 1784.8 MHz Rx 1805.2 to 1879.8 MHz
WCDMA FDD Ⅰ	Tx 1922.4 to 1977.6 MHz Rx 2112.4 to 2167.6 MHz
WCDMA FDD Ⅷ	Tx 882.4 to 912.6 MHz Rx 927.4 to 957.6 MHz
LTE Band 1	Tx 1922.5 to 1977.5 MHz Rx 2112.5 to 2167.5 MHz
LTE Band 3	Tx 1710.7 to 1784.3 MHz Rx 1805.7 to 1879.3 MHz
LTE Band 8	Tx 880.7 to 914.3 MHz Rx 925.7 to 959.3 MHz
LTE Band 38	Tx 2572.5 to 2617.5 MHz Rx 2572.5 to 2617.5 MHz
Bluetooth	Tx 2402 to 2480 MHz Rx 2402 to 2480 MHz
WLAN 2.4GHz	Tx/Rx 2412 to 2472 MHz (BW:20 MHz) Tx/Rx 2422 to 2462 MHz (BW:40 MHz)
WLAN 5GHz	W52(U-NII 1): Tx/Rx 5180 to 5240 MHz (BW:20 MHz) Tx/Rx 5190 to 5230 MHz (BW:40 MHz) Tx/Rx 5210 MHz (BW:80 MHz) W53(U-NII 2A): Tx/Rx 5260 to 5320 MHz (BW:20 MHz) Tx/Rx 5270 to 5310 MHz (BW:40 MHz) Tx/Rx 5290 MHz (BW:80 MHz) W56(U-NII 2C): Tx/Rx 5500 to 5700 MHz (BW:20 MHz) Tx/Rx 5510 to 5670 MHz (BW:40 MHz) Tx/Rx 5530 to 5610 MHz (BW:80 MHz)
NFC	Tx/Rx 13.56 MHz
GNSS	GPS: Rx L1 (1575.42 MHz) GLONASS: Rx G1 (1598.0625 to 1605.375 MHz) Galileo: Rx E1 (1575.42 MHz) BeiDou: Rx B1 (1561.098 MHz)

• Maximum transmit power

GSM 900	+33 dBm (Power Class4)
DCS 1800	+30 dBm (Power Class1)
WCDMA FDD Ⅰ	+24 dBm (Power Class3)
WCDMA FDD Ⅷ	+24 dBm (Power Class3)
LTE Band 1	+23 dBm (Power Class3)
LTE Band 3	+23 dBm (Power Class3)
LTE Band 8	+23 dBm (Power Class3)
LTE Band 38	+23 dBm (Power Class3)
Bluetooth	+12.6 dBm (Power Class1)
WLAN 2.4GHz	+15 dBm
WLAN 5GHz	+15 dBm
NFC	0 dBμA/m at 10 m

■ Mobile Light

Do not point the illuminated light directly at someone's eyes.

Be especially careful not to shoot small children from a very close distance.

Do not use Mobile light near people's faces. Eyesight may be temporarily affected leading to accidents.

■ Battery - CAUTION

Use specified Charger only.

Non-specified equipment use may cause malfunctions, electric shock or fire due to battery leakage, overheating or bursting.

The battery is embedded inside the product. Avoid removing the embedded battery since this may cause overheating or bursting.

Do not dispose of the product with ordinary refuse. Take the product to an au Shop, or follow the local disposal regulations.
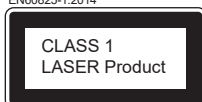
Charge battery in ambient temperatures between 5° C and 35° C; outside this range, battery may leak/overheat and performance may deteriorate.

■ Laser (proximity sensor)

Do not stare into proximity sensor.
May temporarily affect eyesight, leading to accidents.

EN60825-1:2014

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CLASS 1
LASER Product
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■ Volume Level Caution

To prevent possible hearing damage, do not listen at high volume levels for long periods.

■ European RF Exposure Information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested at the ear is 0.17 W/kg[*2] and when worn on the body is 1.21 W/kg[*2].

For body-worn operation, this mobile device has been tested and meets the RF exposure guidelines when used with an accessory containing no metal and positioning the handset a minimum of 5 mm from the body. Use of other accessories may not ensure compliance with RF exposure guidelines.

As SAR is measured utilizing the devices highest transmitting power the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum level required to reach the network.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or using a hands-free device to keep the mobile phone away from the head.

[*2]   The tests are carried out in accordance with international guidelines for testing.

■ FCC Notice

- 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.
- Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.
- The device is electronically labeled and the FCC ID can be displayed via the About phone & the Regulatory labels under the Settings menu.

■ Information to User

This equipment has been tested and found to comply with the limits of 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:

1. Reorient/relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help and for additional suggestions.

Warning

The user is cautioned that changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

■ FCC RF Exposure Information

Your handset is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.

Highest SAR value:

Model	SHG09
FCC ID	APYHRO00318
At the Ear	0.29 W/kg
On the Body	0.82 W/kg

This device was tested for typical body-worn operations with the back of the handset kept 1.0 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.0 cm 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.

The FCC has granted an Equipment Authorization for this model handset with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handset is on file with the FCC and can be found at https://www.fcc.gov/oet/ea/fccid under the Display Grant section after searching on the corresponding FCC ID (see table above).

Additional information on Specific Absorption Rates (SAR) can be found on the FCC website at https://www.fcc.gov/general/radio-frequency-safety-0.

Export Administration Regulations

The product and its accessories may be subject to the Japan Export Administration Regulations ("Foreign Exchange and Foreign Trade Law" and its related laws). In addition, U.S. Re-export Regulations (Export Administration Regulations) may apply to the product and its accessories. To export and re-export the product and its accessories, take the required measures on your responsibility and at your expenses. For details on the procedures, contact the Ministry of Economy, Trade and Industry or the U.S. Department of Commerce.

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- Source codes of software based on GPL, LGPL and Mozilla Public License (MPL) can be referred to on the following site for free. For details, refer to the following site.
  http://k-tai.sharp.co.jp/support/developers/oss/ (Japanese)

■ License

■ Windows Notations
In this manual, operating systems (Japanese editions) are abbreviated as follows.
- Windows 11 is an abbreviation for Microsoft® Windows® 11 (Home, Pro, Enterprise, and Education).
- Windows 10 is an abbreviation for Microsoft® Windows® 10 (Home, Pro, Enterprise, and Education).
- Windows 8.1 is an abbreviation for Microsoft® Windows® 8.1, Microsoft® Windows® 8.1 Pro, and Microsoft® Windows® 8.1 Enterprise.

■ More
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au Support

📱 🖥 App/Website

■ My au app

You can check your fee, points, and contract details and do various procedures.
* For povo users, check above with povo 2.0/povo 1.0 app.

My au | **For download** ▶

■ au Support（web）

Provides various support information useful for solving your problem.

URL http://kddi-l.jp/Gf9

💬 Message

Consult us anytime/anywhere simply by chat!
AI answers you soon all day and our advisor guides you in detail.

URL http://kddi-l.jp/Bz6

📞 Phone

au website provides direct number for your inquiry.

URL http://kddi-l.jp/NuR

UQ mobile Support

📱 🖥 App/Website

■ My UQ mobile (app)

You can check your remaining data, billing, and subscription of services.
You can also switch communication mode by a simple operation.

My UQ mobile | **For download** ▶

■ UQ mobile Support（web）

Provides various support information useful for solving your problem.

URL http://kddi-l.jp/jQX

💬 Chat

Consult us anytime/anywhere simply by chat!
AI answers you soon all day and our advisor guides you in detail.

URL http://kddi-l.jp/j9z

📞 Phone

UQ mobile website provides optimal reference for your inquiry.

URL http://kddi-l.jp/aIt

Service for members of Repair and Delivery Support/Repair and Delivery Support with Cloud

Repair and Delivery Support Center (7 days a week/toll free)	From au mobile phones/UQ mobile phones/ general subscriber phones
For repair or replacement cell phone delivery service (Business hours: 9:00 - 20:00)	📞 Free Call **0120-925-919**

やめましょう、歩きスマホ。

有害サイトから子供を守る！

キケン！水ぬれ充電
濡れた状態での充電は、異常な発熱・焼損などの原因となり大変危険です。

モバイル・リサイクル・ネットワーク 携帯電話・PHS のリサイクルにご協力を。
Cell phone and PHS operators collect and recycle unused telephones, batteries and battery chargers at stores bearing the 🔁 logo regardless of brand and manufacturer to protect the environment and reuse valuable resources.

あぶない！電池への衝撃
衝撃や過度な外圧を加えると、電池の破損・変形等により発煙・発火等の原因となり大変危険です。