

Be sure to read this manual before use

Xiaomi 14T

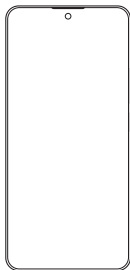
Quick Start Guide

- In this manual, "Xiaomi 14T" is usually referred to as "the product" or "main unit".
- In this manual, "Quick Start Guide" (this manual) and "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) are collectively referred to as the "Instruction Manual".
- Company names and product names referred to in this manual are trademarks or registered trademarks of respective companies. The TM and ® marks may be omitted in this manual.

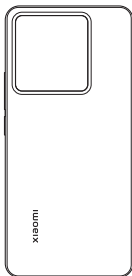
Packaged items

Before you start using the product, make sure that you have all these packaged items with the product.

- Main unit



- Soft case (complimentary sample)



- SIM removal pin (complimentary sample)



- クイックスタートガイド (Quick Start Guide) (Japanese)
- AC adapter (complimentary sample)
- USB Type-C™ cable (complimentary sample)



These items are not included in the package.

- Earphones



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- The battery is built into the product.
- Illustrations used in this manual are just images for explanations. They may be different from actual ones.

Names and functions of parts


- ① Infrared sensor
- ② Front camera
- ③ Display (Touch panel)
- ④ Fingerprint recognition sensor
- ⑤ SIM card tray
- ⑥ Tray removal hole
- ⑦ Mouthpiece/Microphone*1*2
- ⑧ Second microphone*1*2
- ⑨ Water-resistant vent
- ⑩ Earpiece/Speaker*1*2*3
- ⑪ Proximity sensor/Light sensor*1
- ⑫ Volume key
- ⑬ Power key
- ⑭ USB Type-C connection terminal
- ⑮ Speaker*1*2
- ⑯ Wi-Fi®/GPS/Bluetooth®/5G antenna*4
- ⑰ Wide-angle camera
- ⑱ Optical zoom camera
- ⑲ 4G/5G antenna*4
- ⑳ NFC/FeliCa® location*5
- ㉑ Ultrawide-angle camera
- ㉒ Flash/Light/Optical sensor
- ㉓ Back panel*6

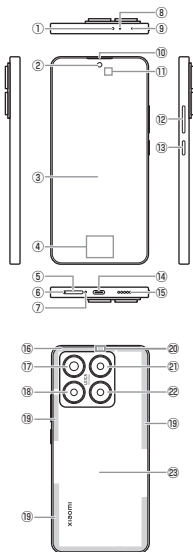
*1 Note that covering these parts with stickers or fingers, etc. may hinder product performance.

*2 Do not jab with a sharp object such as a needle. Doing so might cause a malfunction.

*3 On this product, the earpiece also works as a speaker. Sound increases gradually to the set volume after the product has been switched to hands-free calling or a call has finished, to prevent speaker sound from being too loud when held to the ear.

*4 The antenna is built into the main unit. Covering around the antenna by your hand may affect the quality of call/communication.

*5 No FeliCa® mark () is printed on this product. Hold the enclosed portion up to a reader/writer to use.

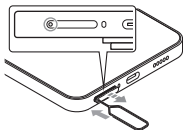


- *6 You cannot remove the back panel. Trying to remove it may cause breakage or malfunction. Battery is built in and is not removable.

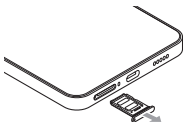
Attaching SIM card

Before attaching SIM card, make sure to turn off the product.

- 1 Insert SIM removal pin (complimentary sample) into tray removal hole straight**

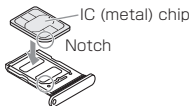


- 2 Pull out SIM card tray straight**



- 3 Set the SIM card into the SIM card tray with its IC (metal) chip facing up**

Note location of notch.
Make sure SIM card is in tray securely.



- 4 Press SIM card tray straight into the product**


Make sure there is no gap between the main unit and cover for SIM card tray slot.

Turning the power on/off

Turning the power on

- 1 Long-press the power key for at least 4 seconds
The lock screen appears.
Swipe (flick) the screen to unlock. An initial settings wizard appears the first time the product is powered on after purchase. Follow the onscreen instructions to set functions.

Turning the power off

- 1 Press the power key and up on the volume key at the same time
- 2 Slide[] up

Forcing the product to turn off and restart

You can force the product to turn off and restart if the screen is unresponsive or the product does not turn off with normal operation.

- 1 Long-press the power key for at least 10 seconds

Switching to English Display

Switch the language displayed on the screen to English.

- 1 Home screen→[設定(Settings)]→[追加設定(Additional settings)]→[言語と入力(Languages & input)]→[言語(Languages)]
- 2 [English]

When using the Product

Before using this product, be sure to read the "Safety Precautions" in this manual to ensure proper use.

Also refer to the "Online Manual" or "故障とお考えになる前に (Check here first)" in "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) on the au homepage.

[https://www.au.com/online-manual/](https://www.au.com/online-manual/xiaomi_14t/)

[xiaomi_14t/](#) (Japanese)

<https://www.au.com/support/service/mobile/guide/manual/> (Japanese)

- Communication is not possible even inside of the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in poor signal reception areas. Communication is sometimes interrupted if you move into poor signal reception area during communication.
- Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though 5G/LTE/WiMAX 2+/GSM/UMTS system has highly secure confidential communication features.)
- For connecting to the emergency call acceptance organization, only VoLTE (LTE network) is used.
- While this product is compatible with au global roaming, network services described in the "Instruction Manual" differ with region 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 product is automatically sent to KDDI Corporation for maintenance and monitoring operational status of your mobile phone.
- Before you start using the product overseas, check the relevant laws and regulations of the country/region you visit.
- The Company is not liable for any damage or lost income arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional, mistaken, or incorrect use by the customer, or use under other unusual conditions outside the responsibility of the Company.
- The Company is not liable for any incidental damages (change/disappearance of described content, loss of business income, disruption of business, etc.) arising from use of the product or inability to use the product.
- The Company is not liable for any damage or lost income arising from failure to observe the described content of the "Instruction Manual".
- Location information gained through the product's sensor and GPS is only approximate, and cannot be used for purposes requiring a high degree of reliability. The Company assumes no liability whatsoever for any damages or lost profits resulting from errors in locationing.

- The Company is not liable for any damage or lost income arising, for example, from malfunction caused by combination with connected devices or software not related to the Company.
- Captured image data or downloaded data may sometimes be altered or lost due to faults, repair or other handling of the product. The Company is not liable for any damage or lost income resulting from recovery of these data.
- It is recommended 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.
- Data saved in the product, such as images/videos, might be altered or lost by an accident, fault, repair or mishandling. Be sure to keep a copy of important contents. Note that the Company assume no responsibility for any damages or lost profits resulting from altered or lost contents.
- Note that contents data (both charged or free content) saved to the product cannot be returned to the customer when the product is replaced for repair of a fault, for example.
- OLED displays may experience afterimages, a partial drop in brightness or change in hue if the same image is shown for a long period, the display brightness is set brighter than necessary, or the product is used for an excessively long period. This is a characteristic of OLED displays and is not a malfunction. It is recommended to set a short backlight time to prevent ghost images from being generated.

- Although OLED displays used for the product is made using high-precision technology, some pixels (dots) might be lit or out at all times. Color appearing unevenly in bands, uneven brightness, or change of color may be visible depending on the direction of view. Be aware that these are due to the structure of OLED displays and are not a malfunction.
- Leaving an OLED display in direct sunlight may damage it. Be careful when placing the product near a window or outdoors.
- You are recommended to store copies of photos, videos, and music saved on the product to your PC, a cloud service, or other media. Note, however, that you may not be able to make copies of any copyrighted data even by the above-mentioned means.
- Do not discard the product together with regular trash. Please cooperate in the collection of the product (including optional accessories) when it is no longer needed to protect the environment and effectively use resources. Take the product to an au Style, au shop, or other venue where it is collected.
- * "The Company" as appears in the manual refers to the following entities and network providers you are using.
Importer: Xiaomi Technology Japan Co., Ltd.
Manufacturer: Xiaomi Communications Co., Ltd.






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- ◎ Reproduction of the content of "Instruction Manual" in part or in whole is prohibited.
- ◎ The content of "Instruction Manual" is subject to change without notice.
- ◎ Some functions may be unavailable due to change of specification of the OS or change/termination of services.
- ◎ Every effort has been made in the preparation of "Instruction Manual". Should you notice any unclear points, omissions, etc., feel free to contact us.

Safety Precautions (Observe Strictly)







- Before using this product, thoroughly read these safety precautions for proper use.
- These "Safety Precautions" describe instructions that should be observed to prevent damage to property or injury to the customer or others using the product.
- The following symbols indicate the different levels of injury or damage that may result if the guidelines are not observed and the product is used improperly.

 Danger	This symbol indicates that "death or serious injury* ¹ may directly and immediately result from improper use".
 Warning	This symbol indicates that "death or serious injury* ¹ may result from improper use".
 Caution	This symbol indicates that "minor injury* ² and/or property damage* ³ may result from improper use".

*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.

■ Explanation of graphic symbols

 Don't	Indicates an action that is not allowed.	 No wet hands	Indicates that handling with wet hands is not allowed.
 No disassembly	Indicates that disassembly is not allowed.	 Do	Indicates compulsory actions in accordance with instructions.
 No liquids	Indicates that use in a place where the product is likely to get wet or allowing the product to get wet is not allowed.	 Unplug	Indicates that the power plug must be disconnected from an outlet.

■ Precautions common to the main unit, internal battery, charging equipment, SIM card, peripheral devices



Danger

Be sure to read the following hazards before use.



Do not use, store or leave the equipment in a location where it is subject to high temperature or accumulation of heat (e.g. by the fire, near a heater, under a kotatsu or bedding, in direct sunlight, in a car in the hot sun).

Doing so might cause fire, burns, injury, electric shock, etc.



Do not put the equipment in cooking appliances such as microwave ovens, IH cooking heaters, or high pressure containers such as pressure cookers. Do not place the equipment near such cooking appliances.

Doing so might cause fire, burns, injury, electric shock, etc.



Do not allow liquids such as water (drinking water, seat, seawater, urine of pets) to come into the charging terminal and the USB Type-C connection terminal, or do not let them get wet.

Also, do not charge the equipment when it is wet or in a place where it will come in contact with water such as a bathroom or next to a humidifier.
Doing so might cause fire, burns, injury, electric shock, etc.

For waterproofness, refer to "Notes on waterproof and dustproof properties" (▶ P.36).



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, injury, etc. due to damage of the internal battery.

* The following are examples that you should be careful of:

- 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



Do not disassemble or modify the equipment.

Doing so might cause fire, burns, injury, electric shock, etc.



Do not try to remove the internal battery from the product.

Doing so might cause fire, burns, injury, etc.



Product back panel is not removable. Do not try to remove. Also do not try to remove the back panel or forcefully press it in if the product is bulging, such as if the internal battery has swollen. Doing so might cause fire, burns, injury, etc.



Use only optional parts specified by the Company for the product.

Using devices other than specified, or those with indefinite manufacturer, retailer, or specifications might cause fire, burns, injury, electric shock, etc.



Warning

Be sure to read the following warnings before use.



Do not subject the equipment to strong force, impacts, or vibration such as letting it fall, stepping on it or throwing it.

Doing so might cause fire, burns, injury, electric shock, etc.



Do not allow conductive materials (such as metal objects and pencil lead) to come into contact with the charging terminal, the USB Type-C connection terminal, or allow dust, sand, etc. to get inside of it. Doing so might cause fire, burns, injury, electric shock, etc.



When caring for the product, ensure that no disinfectant or water enters gaps, the USB Type-C connection terminal, mouthpiece/microphone, or earpiece/speaker.

Product breakage may cause injury, electric shock, etc.



If charging does not finish after specified time, stop charging.

Failure to do so might cause fire, burns, injury, etc. due to overcharge etc.



Always turn off the product before you enter a place where flammable gas may be present, or a place where dusts are generated. Stop charging the product if you are charging it.

Ignition of flammable gas might cause explosion, fire, etc.



Follow the instructions of a gas station or other such location before using the product there.

Do not charge the product at a gas station, etc. Take care not to drop the product at a gas station, etc.; in particular, do not use the product while filling.

Ignition of flammable gas might cause explosion, fire, etc.



If you notice anything unusual about the equipment such as an unusual odor, abnormal noise, smoke generation, overheating, discoloration or deformation during operation, charging or storage, perform the following measures carefully.

- Unplug the power plug from the outlet.
- Turn off the power of the product.

Failure to do so might cause fire, burns, injury, electric shock, etc.



Caution

Be sure to read the following cautions before use.



Do not use damaged product or peripheral devices.
Doing so might cause fire, burns, injury, etc.



Do not place the product on an unstable or inclined platform. Be careful especially when vibrator is set.

The product might fall and cause injury etc.



Do not use or keep in a place that is very humid, dusty, or subject to high temperature.

Doing so might cause fire, burns, electric shock, etc.

For waterproofness/dustproofness, refer to "Notes on waterproof and dustproof properties" (►P.36).



If children use the product, parents or guardians should give them proper instructions and do not allow them to use the product in the wrong way.

Use of the product in the wrong way might cause accidental ingestion, injury, electric shock, etc.



Keep the equipment out of the reach of babies and infants and where pets have access.

In particular, take care with where small parts (SIM card tray, SIM removal pin (complimentary sample), etc.) are stored.

Use of the product in the wrong way might cause accidental ingestion, injury, electric shock, etc.



Be careful about the temperature when using the product continuously or while charging because it might become warm. Also, be careful not to keep touching it unintentionally in a pocket of clothes, when you fall asleep, etc.

While using applications, calling, transmitting data, watching videos, or charging battery, the temperature of the product and AC adapter (complimentary sample) may become high.

Continued, direct contact with hot portions of the product may cause redness, itchiness, skin irritation, low-temperature burns, etc. depending on your physical condition.

■ Main unit



Danger

Be sure to read the following hazards before use.



Do not throw the product into fire or apply heat. Doing so might cause fire, burns, injury, etc.



Do not put excessive force such as sticking with a sharp object (nail etc.), hitting with a hard object (hammer etc.), or stepping on it.

Doing so might cause fire, burns, injury, etc.



If the internal substance of the product contacts your eyes or mouth, immediately rinse the eyes or mouth with clean water and then see a doctor right away.

The effects of the internal substance of the product might cause blindness, medical problem, etc.



Warning

Be sure to read the following warnings before use.



Do not send data by infrared communication with the infrared port pointing toward eyes.

Doing so might adversely affect on eyes.



Do not operate to point the infrared port toward some other infrared household appliance when using infrared communication function.

Doing so might cause an accident, etc. because of malfunction of infrared device.



Do not turn on the flash/light/optical sensor close to the other's eyes. Keep enough distance away especially from babies.

Doing so might cause blurred vision etc. Also an accident such as injury might occur if he or she is dazzled or frightened.



Do not look at a repeatedly-blinking screen for a long time.

Doing so might cause cramp, loss of consciousness, etc.



Do not allow liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.), metal parts (cutter blades, staples, etc.), or flammable objects to enter to cover for SIM card tray slot of the product.

Be sure to insert SIM card in correct positions and orientations.

Doing so might cause fire, burns, injury, electric shock, etc.



Do not expose the camera lens to direct sunlight for a long time.

Doing so might cause fire, burns, injury, etc. due to light-collecting mechanism of lens.



Power off the product or put it in Airplane mode before boarding an airplane.

Use of mobile phones on board is restricted. Follow the instructions of each airline.

If any functions that power on the product automatically are activated, deactivate them.

The radio waves from the product might adversely affect on-board electronic equipment.

Prohibited acts related to mobile phone usage on an airplane might be punished by law.



Follow the instructions of each medical facility for the use of mobile phones on their premises.

Power off the product in a place where the use is prohibited.

If any functions that power on the product automatically are activated, deactivate them.

The radio waves from the product might affect electronic equipment and electronic medical equipment.



Always keep the product away from your ear when you call handsfree, while sounding the ringtone loudly, or during stand-by.

Also, when you play game, play back videos, music, etc. connecting the earphone/microphone, etc. to the product, adjust the volume adequately.

Loud sound is emitted from the product when calling with hands-free set.

Even in standby mode, a ringtone or an alarm sound may sound suddenly.

Listening to loud sound for long hours continuously may cause a disability of ears such as deafness.

Moreover, too loud sound makes you barely hear the surrounding sounds and may cause an accident.



If you have a weak heart, set the vibrator or ringtone volume carefully.

Sudden vibration or ringtone sounding when for incoming call astonishes you and it may affect your heart.



If you are wearing any electronic medical equipment, check with the relevant medical electronic equipment manufacturer or vendor whether the operation might be affected by radio waves.

The radio waves from the product might affect electronic medical equipment.



Power off the product near electronic devices or equipment operating on high precision control or weak signals.

The radio waves from the product might interfere with the operation of electronic devices or equipment.

* The following are some electronic devices or equipment that you should be careful of: Hearing aids, implantable cardiac pacemaker, implantable cardioverter defibrillator, other electronic medical equipment, and other automatically controlled devices or equipment. If you use an implantable cardiac pacemaker, implantable cardioverter defibrillator, or other electronic medical equipment, check with the medical electronic equipment manufacturer or vendor whether the operation can be affected by radio waves.



If display, back panel, or camera lens breaks, be careful with broken parts and exposed product parts.

Touching damaged or exposed part might cause burns, injury, electric shock, etc.



If the internal battery leaks or gives off a strange smell, immediately stop using and remove it from the vicinity of open flames.

The leaking liquid might ignite, catch fire, explode, etc.



Be careful not to allow a pet etc. to bite the product.

Doing so might cause fire, burns, injury, etc. because of ignition, burst, heat or leaking of the internal battery.



Caution

Be sure to read the following cautions before use.



When using the motion sensor, check the safety around you, hold the product firmly, and do not shake it unnecessarily.

Failure to do so might cause an accident such as injury.



If the display is damaged and when the internal substance etc. leaks out, do not allow it to contact your skin such as face and hands, clothes, etc.

Doing so might cause injury etc. on your eyes or skin.

If the internal substance gets into your eyes, mouth, etc. or contacts your skin or clothes, immediately rinse with clean water.

In the case of getting into your eyes, mouth, etc., immediately consult a doctor after rinsing.



Do not discard the product together with other garbage.

Doing so might cause fire, burns, injury, etc. Also, it might cause environmental destruction. When the product is no longer used, take it to a service counter such as au Style/au shop, or dispose of it according to a recycling program of your local municipality.



If the substance leaks out from the internal battery, do not allow the fluid to contact with your skin of face, hands, clothes, etc.

Doing so might cause injury etc. on your eyes or skin.

If the internal substance gets into your eyes, mouth, etc. or contacts your skin or clothes, immediately rinse with clean water.

In the case of getting into your eyes, mouth, etc., immediately consult a doctor after rinsing.



When removing SIM card, be careful not to scratch yourself (fingers, etc.) with point of SIM removal pin (complimentary sample).

Contact with point of SIM removal pin (complimentary sample) may cause injury, etc.



For using the product in a car, check with the automobile manufacturer or dealer for the effects by radio waves before using.

Depending on vehicle model, the radio waves from the product may affect the vehicle's electronic equipment to malfunction. In that case, stop using the product immediately.



If any skin abnormality develops due to the use of the product, immediately stop using the product, and consult a doctor.

Depending on your physical constitution or health, itchiness, a rash, eczema, etc. might develop.

See "Material list" (▶P.25) for materials used in each part of the product.



Product earpiece/speaker and main camera motor use magnetic parts; check that nothing metal (cutter blades, staples, etc.) is adhering.

Attached objects might cause injury, etc.



Watch the display in an adequately bright place taking a certain distance from it.

Watching in a dark place or closely might reduce visual acuity etc.

■ Charging equipment



Warning

Be sure to read the following warnings before use.



Do not use the charging equipment if the cable is damaged.

Doing so might cause fire, burns, electric shock, etc.



If you hear thunder, do not touch the charging equipment.

Doing so might cause electric shock etc.



Do not short-circuit the charging terminal when connected to an outlet. Do not allow any part of yourself (hands, fingers, etc.) to come in contact with the charging terminal.

Doing so might cause fire, burns, electric shock, etc.



Do not place heavy objects on a cable of the charging equipment, or do not apply unreasonable force to the cable such as pulling.

Doing so might cause fire, burns, electric shock, etc.



Do not contact metal objects to the charging equipment when connecting the plug to or disconnecting it from an outlet.

Doing so might cause fire, burns, electric shock, etc.



Do not connect the voltage converter (such as a travel converter for overseas travel) to the charging equipment.

Doing so might cause ignition, overheating, electric shock, etc.



Do not put an excessive force to the connection part with the charging equipment connected to the product.

Doing so might cause fire, burns, injury, electric shock, etc.



Do not touch the cable, charging terminals or power plug of the charging equipment with wet hands.

Doing so might cause fire, burns, electric shock, etc.



Use the adapter only on the specified power supply and voltage.

When charging the battery overseas, use AC adapter that can be used overseas (sold separately).

Using the incorrect power supply and voltage might cause fire, burns, electric shock, etc.

AC adapter (complimentary sample): 100V AC (Connect to the AC outlet for internal household use)

AC adapter (sold separately) that can be used overseas: 100V AC to 240V AC (Connect to the AC outlet for internal household use)



Clean dust from the power plug.

Using it with dust adhered might cause fire, burns, electric shock, etc.



Insert the charging equipment in the outlet firmly.
Not doing so may cause fire, burns, electric shock, etc.



When unplugging the charging equipment from an outlet, grasp the adapter body and do not pull the cable or otherwise subject it to excessive force.
Pulling the cable of the charging equipment may damage it and cause fire, burns, electric shock, etc.



When plugging/unplugging the charging equipment into/from the product, do not pull the cord with excessive force. Instead, plug/unplug it straightly toward the terminal to connect.
Not doing so might cause fire, burns, injury, electric shock, etc.



If the charging terminal is deformed such as being bent, stop using immediately. Do not use it with the deformation restored.
Doing so might cause fire, burns, injury, etc. due to short-circuit of the charging terminal.



When not in use, unplug from the outlet.
Leaving it plugged in may cause fire, burns, electric shock, etc.



If splashed with water or other liquid (beverage, sweat, seawater, pet urine, etc.), immediately unplug from the outlet.
Splashing can cause short-circuiting, causing fire, burns, electric shock, etc.



Always unplug the power plug from the outlet before caring for equipment.
Cleaning while still plugged in may cause fire, burns, electric shock, etc.



Caution

Be sure to read the following cautions before use.



Do not touch the charging equipment continuously when connected to an outlet.
It might cause burns, etc.

■ SIM card



Caution

Be sure to read the following cautions before use.



Be careful of the cut surface not to hurt your fingers etc. when handling SIM card.

The cut surface may be sharp, and it might cause injury.

■ SIM removal pin (complimentary sample)



Warning

Be sure to read the following warnings before use.



Tip of SIM removal pin (complimentary sample) is pointed. Do not use pointed at yourself or others.

You might poke yourself or others, causing injury, loss of sight, etc.



Caution

Be sure to read the following cautions before use.



If skin abnormalities develop during use, immediately cease using SIM removal pin (complimentary sample) and consult a doctor.

Depending on your physical constitution or health, itchiness, a rash, eczema, etc. might develop.

See "Material list" (►P.25) for materials used in each part of the product.



Always store the SIM removal pin (complimentary sample) out of an infant's reach.

If swallowed, there is a risk of choking or serious harm to internal organs.

■ Using near medical equipment or in healthcare facilities



Warning

Be sure to read the following warnings before use.



If you wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator, or if there may be someone with such a device around you, carry or use the product 15 cm or more away from the implant at all times.

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment. If there is any chance that the distance between the product and a person closest to you might get shorter than 15 cm such as when you cannot freely move around, set the product not to emit radio wave in advance (Airplane mode, power off, etc.).



If you need to use electronic medical equipment other than implantable cardiac pacemakers or implantable cardioverter defibrillators outside medical facilities such as treating at home, consult the relevant medical electronic equipment manufacturer for effects on the equipment by radio waves.

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.



Follow the instructions given by the respective medical facility regarding use of the product on their premises.

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

■ Soft case (complimentary sample)



Caution

Be sure to read the following cautions before use.



Be careful not to get your finger caught when attaching Soft case (complimentary sample). It might cause injury, etc.



If skin abnormalities develop during use, immediately cease using Soft case (complimentary sample) and consult a doctor.

Depending on your physical constitution or health, itchiness, a rash, eczema, etc. might develop. See "Material list" (▶P.25) for materials used in each part of the product.

■ USB Type-C cable (complimentary sample)



Warning

Be sure to read the following warnings before use.



Use USB Type-C cable where liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.) do not splash directly on it. Splashing can cause short-circuiting, causing fire, burns, electric shock, etc.



Caution

Be sure to read the following cautions before use.



If skin abnormalities develop during use, immediately cease using USB Type-C cable (complimentary sample) and consult a doctor.

Depending on your physical constitution or health, itchiness, a rash, eczema, etc. might develop. See "Material list" (▶P.25) for materials used in each part of the product.

Material list

Main unit

Part	Material	Surface treatment
Display (Touch panel), Rear camera lens	Hardened glass	AF Coating
Back panel (side)	Polycarbonate (20% glass fiber)	Metal plating
Back panel (back of titan blue or titan gray)	Hardened glass	AF Coating
Back panel (back of lemon green)	Bioleather (includes polyurethane plastic)	Silicone Coating
SIM card tray (metal portion)	Stainless steel	—
SIM card tray (Rubber seals)	Silicone	—
SIM card tray (other plastic portions)	Polycarbonate (10% glass fiber)	Metal plating
Volume key, Power key	Aluminum alloy	Anodized
Infrared sensor	Polycarbonate	UV Coating
Rear camera cosmetic ring (metal portion)	Aluminum alloy	Anodized
Rear camera panel	Acrylic resin, Polycarbonate, Hardened glass	AF Coating

SIM removal pin (complimentary sample)

Part	Material	Surface treatment
Main unit	Stainless steel	—

■ AC adapter (complimentary sample)

Part	Material	Surface treatment
Main unit	Polycarbonate	—

■ USB Type-C cable (complimentary sample)

Part	Material	Surface treatment
Cable	Thermoplastic elastomer	—
	Copper	Tin plating
Plug (metal part)	Shell: Stainless steel	Nickel plating
	Connection terminal: Copper alloy	Palladium-nickel alloy plating, Gold plating
Plug (resin part)	Polyamide	—

■ Soft case (complimentary sample)

Part	Material	Surface treatment
Main unit	Thermoplastic polyurethane	—

Handling precautions

These precautions are provided to prevent the product from damage and ensure that performance can be fully demonstrated.

Thoroughly read these precautions to ensure correct use.

■ Precautions common to the main unit, internal battery, charging equipment, 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 your pocket might damage the display or internal circuit board or cause a malfunction. Doing so might also cause damage or malfunction while an external device is connected to the USB Type-C connection terminal. Such malfunction is not covered by warranty even if the product exterior appears undamaged.
 - To ensure waterproof property (equivalent to IPX8) of the product, use with cover for SIM card tray slot tightly closed. Note that the waterproof property is not guaranteed in every usage condition. Do not allow water to get inside of the product or splash water on the charging equipment or optional accessories. Do not open or close cover for SIM card tray slot in the rain or with water droplets on the surface of the product. Doing so might cause water intrusion resulting in internal corrosion. Malfunctions determined to be caused by water intrusion are not covered by the warranty.
 - Any abnormality such as breakage or deformation that is visible may affect water or dust resistance. In this instance, contact an au Style, au shop, or the Customer Service Center.
-

-
- For the following products, do not use them 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%. However, temporary use at an ambient temperature range of 36°C to 40°C is allowed.)
 - Product main unit
 - SIM card (attached to product main unit)
-
- For the following products, do not use them 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%.)
 - Charging equipment
 - Peripheral devices
-
- Do not use in places subject to lots of dust or vibration. Doing so might cause a malfunction.
-
- Clean the USB Type-C connection terminal with a dry cotton swab, etc. occasionally. Dust may cause contact failure. Do not press forcefully; may deform USB Type-C connection terminal.
-
- Clean the product with a soft dry cloth (e.g. wiping cloth for eyeglasses). Forceful rubbing with a dry cloth might scratch the display. The display might be stained if splash or smear is left attached to the surface. Wiping the product using alcohol, thinner, benzene, detergent, glass cleaner, etc. might erase the coating on the exterior case or cause a malfunction.
-
- Use as far away as possible from land-line phones, TVs and radios. Use of the product nearby might affect them.
-
- The product might become warm while talking, charging or during other operations, depending on the situation, but this is not abnormal.
-
- Do not place near corrosive chemicals or in places where corrosive gas is generated. Doing so might cause a malfunction.
-
- Do not use outside when you can hear thunder. Doing so might risk lightning strikes and electric shock.
-

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- 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 malfunction. Modification of the product is in violation of the Radio Law and Telecommunications Business Act.
-
- To prevent short-circuiting of USB Type-C connection terminal, do not allow any part of yourself (fingers, etc.) or conductive objects (anything metal, pencil leads, etc.) to contact or enter the terminals. Doing so might cause a malfunction.
-
- In the event that the product gets wet while charging, immediately disconnect the plug of the charging equipment.
-
- Do not use while driving a vehicle, riding a motorbike or bicycle, or walking. Use while driving a vehicle or riding a motorbike is prohibited by law. Using the product while riding a bicycle may also be punishable by law.
-
- Using or charging the product in a bag or when it is covered with bedding might cause a malfunction.
-
- When using the 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.

■ Main unit

- The product's battery is built in and is not customer-replaceable. For battery replacement, contact an au Style, au shop, or the Customer Service 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 the keys or display surface with your fingernails or hard objects. Doing so might cause scratching or damage of the keys or display.
-
- Do not use a remodeled product. Use of a modified device violates the Radio Law and Telecommunications Business Act.
The product is compliant with rules on the technical standard conformance of specified wireless equipment based on the Radio Law/ Telecommunications Business Act, and as a proof of it, the "Technical Compliance Mark (TCM)" can be checked with the product.
To check: in the home screen, [Settings] → [About phone] → [Certification]
If modifications of the internal components of the product are made, the certification of conformity with the technical standard conformance etc. becomes invalid. Do not use the product with the certification invalid, as it is a violation of the Radio Law and Telecommunications Business Act.
-
- Take care not to place magnetized items such as magnetic cards, speakers and TV sets near the product, as it might cause a malfunction.
Putting a strong magnetism close to the product might cause a false operation.
-
- Do not bring magnetized cards such as cash cards, credit cards and prepaid cards closer to the product. It might cause loss of the recorded data.
-

-
- When you put the product in your pocket or bag, take care that the display does not come in contact with metal objects or other hard objects, as it might cause a scratch or damage. Take care with using a strap whose member is a hard material such as metal because it can touch the display and may cause scratch or damage.
-
- When suddenly brought into a warm place from a cold place, or when used in a humid location or in a place where temperature suddenly changes (e.g. near the air discharge port of an air conditioner), water droplets (i.e. condensation) may be formed inside of the product. Note that when used under such conditions, the humidity might cause corrosion or a malfunction.
-
- Do not cover the light sensor with your finger or put a sticker on it. Doing so might hinder the light sensor from detecting the ambient brightness and functioning correctly.
-
- Do not put a sticker, etc. on the proximity sensor. Doing so might cause a malfunction on the sensor and make the display always turned off while receiving a call or during a call.
-
- Usually use the product with cover for SIM card tray slot firmly closed. If the cover is open, dirt or water might get inside and cause a malfunction.
-
- Do not allow liquid, anything metal, or other foreign objects to enter the USB Type-C connection terminal, SIM card tray slot, earpiece/speaker, mouthpiece/microphone, speaker, second microphone, etc. Doing so might cause a malfunction.
-
- 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/speaker, mouthpiece/microphone, speaker, second microphone causing the volume to drop.
-
- To prevent possible hearing damage, do not listen at high volume levels for long periods.



■ Display (Touch Panel)

- The touch panel is designed to be lightly touched by fingers. Do not apply strong pressure with your fingers or sharp-pointed objects (such as fingernails, ballpoint pens and pins) to the touch panel.
In the following cases, the touch panel might not respond. Also, it may cause malfunction.
 - Operation with gloves
 - Operation with fingernails
 - Operation with foreign object on the touch panel
 - Operation with a commercially available protective sheet or sticker on the touchscreen
 - Operates when the display is wet with water droplet or fogged
 - Operation with wet or sweaty fingers
 - Operation under water
 - Putting stickers or sheets (e.g. commercially available protective films, peep prevention sheets) on the display might hinder correct operation of the touch panel. The product's fingerprint recognition sensor is built into the display, and therefore may be unavailable for saving fingerprints or authentication in some instances.
 - When carrying the product in your pocket or bag, take care not to put the touch panel close to metals or other conductive materials, as it might cause false operation of the touch panel.
-

■ 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 the internal battery before using the product. Charge the internal battery if you have not used the product for a long time.



Li-ion 00

- Use in very hot, humid, or cold environments, for example, when left in an automobile with the windows closed in summer, will cause the internal battery capacity to drop and shorten the available usage time and the internal battery's service life. Try to use the product as far as possible at room temperature.
 - Using apps for a long time with the product being charged may shorten the internal battery's service life.
-

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- The internal battery gradually discharges after charging even if the product is not used. If the product has not been used for a long time, the internal battery may be over discharged and may not be charged. Charge the internal battery regularly (every 6 month, up to approximately 40%).
-
- If you store the product, avoid the following conditions, as they may degrade performance of the internal battery and shorten its service life.
 - Storing with the internal battery charged fully (shortly after the internal battery has been charged)
 - Storing with the internal battery empty (exhausted enough not to turn the power on)You are recommended to store the product with the internal battery charged at approximately 40%.
-
- The internal battery sometimes swells up as it approaches the end of its service life. This is due to the properties of lithium-ion batteries, and is not a problem in terms of safety.
-
- The internal battery is a consumable item. Charging it repeatedly will shorten its operating time gradually. If internal battery function deteriorates without any recovery, and operating time has shortened noticeably even after charging or the internal battery is bulging, the internal battery has reached the end of its service life. Stop use. Battery is built in. The product must be submitted to an au Style, au shop, or other counter for repair at cost. Service life depends on conditions such as how the product is used.
-

■ SIM card

-
- Do not apply unnecessary force when removing or inserting the SIM card. Do not use more force than necessary when inserting it in the product.
-
- You are responsible for any damage caused by inserting your SIM card into other IC card reader/writer etc.
-
- Do not put stickers etc. on the SIM card.
-
- Do not insert SIM card with conversion adapter attached. Doing so might cause a malfunction.
-

-
- Do not damage SIM card by using the product in a hot place, dropping into fire, contacting to the metal parts with foreign object, giving an impact, bending, applying load, wetting, etc. Doing so might cause loss of data or a malfunction.

■ Soft case (complimentary sample)

- If Soft case (complimentary sample) is dirty, wipe it with a cloth soaked in water. You are recommended to clean it regularly (every 6 months).
-
- Do not apply excessive force to Soft case (complimentary sample) during use. Doing so might cause a malfunction or damage.
-
- When disposing of Soft case (complimentary sample), dispose of it separately according to the rules of your community.

■ USB Type-C cable (complimentary sample)

- Do not wrap the cord of USB Type-C cable around the AC adapter (complimentary sample). Also, do not bend the plug of USB Type-C cable or connector of the AC adapter (complimentary sample) forcibly. Do not place heavy objects on the AC adapter (complimentary sample) and the cord of USB Type-C cable, or do not apply unreasonable force to them such as pulling. Doing so might cause a malfunction.
-
- When unplugging the plug of USB Type-C cable from the AC adapter (complimentary sample), hold and pull the plug. If you pull the cable, the cable might be damaged.

■ Camera

- When photographing important occasions etc., take a trial shot and check the shot image to make sure it is correctly shot.
-
- Do not shoot in a place where shooting is prohibited.

■ Copyrights and rights of portrait

- You are not allowed to copy, distribute, publish, modify or edit the data you shot, recorded or downloaded using the product without consent of the copyright holder, except for personal use such as copying or quoting where provided for under the copyright law.
In addition, do not use or modify portraits or names of other individuals without the consent, as it might infringe on rights of portrait.
Note that shooting and recording might be restricted at some live performances, shows and exhibitions even for personal use.
 - Be careful about the copyright and portrait right when posting photos you shot etc. on Internet homepages.
-

Notes on waterproof and dustproof properties

The product has a waterproof property equivalent to JIS waterproof grade (JIS C 0920) IPX8*¹, as well as a dustproof property equivalent to JIS dustproof grade IP6X*² on the condition that cover for SIM card tray slot is securely attached (based on in-house testing).

Before using the product, thoroughly read "Important items to remember before use" to ensure correct use. Failure to follow the contents described in the sections might cause intrusion of water, sand or other foreign material, resulting in overheating, ignition, electric shock, injury or a malfunction.

*1 IPX8 equivalent means that the product will maintain its operability as a phone without water intrusion after being gently submerged into a tank of 2m depth filled with still tap water at room temperature, and left at the bottom for approximately 30 minutes.

*2 IP6X equivalent means that the product has ability to resist penetration by particles (75 μm or less in diameter) in a test device for 8 hours.

Since operation of the product on each usage scene was confirmed based on the above assumption, proper operation of the product in every possible condition during actual use is not guaranteed. Malfunctions determined to be caused by mishandling by the customer are not covered by the warranty.

Important items to remember before use

- Make sure that cover for SIM card tray slot is firmly closed. Waterproofness/dustproofness is only effective when the cover is securely closed.
- Do not open or close cover for SIM card tray slot if the product or your hands are wet.
- Do not sink the product in or splash with tap water or other liquids (seawater, pool water, water of hot spring, water with soap, detergent, or bath salt, alcohol, juice, seasonings, etc.). Also, do not use in a place where urine of pet animals can splash on it. If the product is splashed, immediately rinse the product with tap water.

- Do not put the product directly on sand at a beach etc. Sand or other small particles might get inside the earpiece/speaker, mouthpiece/microphone, speaker, second microphone causing the volume to drop. If sand gets inside of the main unit, it might cause overheating or a malfunction.
- Do not use the product underwater.
- Do not use or store the product for a long period in a humid place such as a bath room or kitchen.
- Even after draining, water might remain on the product. Do not place the product near things that must not get wet. Also, take care not to wet your clothes, bag, etc.
- Drain water if it becomes temporarily hard to hear the sound due to water remaining in the earpiece/speaker, mouthpiece/microphone, speaker, or second microphone.
- Do not spray the product directly with high-pressure water or submerge it for a long time in water, as the product is not designed to withstand high water pressure.
- Do not wash the product in a washing machine or ultrasound bath.
- Do not immerse the product into a bathtub. The product is not resistant to high temperatures.
- Extreme changes in temperature generates condensation causing a malfunction. Wait until the main unit reaches room temperature before you bring the product from a cold place into a warm bathroom.
- The product does not float on water.

Precautions on charging

The optional accessories are not waterproof/dustproof. Check the following before and after charging.

- Never charge the battery if the product is wet. Doing so might cause fire, burns, injury, electric shock, etc.
- Check that the product is not wet. If you are charging the battery just after the product gets wet, drain water well and wipe the remaining water off with a clean dry cloth.
- Do not touch the charging equipment with wet hands. Doing so might cause electric shock.

- Do not splash water over the charging equipment when using them. Do not use them near water such as in a bathroom, shower room, kitchen or washroom. Doing so might cause fire, burns, electric shock, or malfunction. Do not bring them into a bathroom etc. even if you do not charge the product with them. Doing so might cause fire, burns, electric shock, or malfunction.

For details on draining water when wetted, see "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

Notes on using Bluetooth®/ wireless LAN (Wi-Fi®) functions

- Product Bluetooth® and wireless LAN (Wi-Fi®) functions are certified as conforming with Japanese domestic and FCC standards, and Radio Equipment Directive 2014/53/EU.
- Use of Bluetooth® and wireless LAN (Wi-Fi®) functions is restricted in some countries/regions. Be sure to check laws and other conditions of the country/region.
- The 2.4 GHz band used by Bluetooth® and wireless LAN (Wi-Fi®) devices is shared by various other devices. For this reason, the communication speed and connectable range may be decreased, or disconnection may occur, due to interference from other devices.
- 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 may increase noise and prevent it from performing communications (The product is particularly susceptible to noise when it used near a microwave oven).
- Using the product near a TV, radio or similar appliance may cause reception interference and disrupt TV images.
- The searching might not be successful if there are multiple wireless LAN (Wi-Fi®) access points near to the product or the same channel is being used.
- Use of mobile phones on board is restricted. Follow the instructions of each airline.
- The communication speed and connectable range vary depending on the distance between communication devices, obstacles and the devices used.

2.4 GHz frequency band precautions

The frequencies used by the Bluetooth® and/or wireless LAN (Wi-Fi®) function of the product are in the 2.4 GHz band. In this frequency band, other similar wireless stations, in-plant wireless stations for mobile unit identification that require a license to use, such as factory production lines, specific small power wireless stations that do not require licenses, amateur wireless stations (collectively called "other wireless stations" from here on) are operated in addition to home electrical appliances such as microwave ovens, devices for industrial, scientific and medical devices.

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 unsure how to proceed, contact an au Style, au shop, or the Customer Service Center.



- ◎ The connections between the 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 using wireless LAN (Wi-Fi®) 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.

Bluetooth® and wireless LAN (Wi-Fi®) functions of the product use frequencies in the 2.4 GHz band.

■ Bluetooth® function: «2.4FH8/XX8»

The product uses the 2.4 GHz band. FH8 uses FH-SS as the modulation scheme. The interference distance is about 80 m or less. XX8 uses another modulation scheme. The interference distance is about 80 m or less.

2.4FH8/XX8

■ Wireless LAN (Wi-Fi®) function: 2.4DS4/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.



This means that it utilizes the entire bandwidth with mobile device bandwidth differentiation.

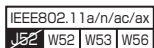
- Available channels vary depending on countries.
- For use in an airplane, check with the airline company in advance.

■ 5 GHz frequency band precautions

Wireless LAN (Wi-Fi®) function of the product uses 5 GHz band. Using a 5.2/5.3-GHz-band wireless LAN outdoors is prohibited by law (except when communicating with an access point of a 5.2-GHz high-power data communication system or relay station).

The channels used on the product are as follows.

- 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)



■ 6 GHz frequency band precautions

Wireless LAN (Wi-Fi®) function of the product uses 6 GHz band. Using a 6-GHz-band wireless LAN under the LPI mode outdoors is prohibited by law.

The channels used on the product are as follows.

6 GHz band/1, 5, 9, 13, 17, 21, 25, 29, 33, 37, 41, 45, 49, 53, 57, 61, 65, 69, 73, 77, 81, 85, 89, 93 ch

Notes on data communication charge

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

Mobile Phone Etiquette

■ Use of the product is not allowed in the following places!

- Do not listen to music or watch videos, etc. while driving a car or motorbike, or riding a bicycle. Using the product while driving a vehicle or riding a motorbike is prohibited by law (Use of mobile phones while riding a bicycle may also be punishable by law). In addition, stay alert to the traffic around you even when walking. Surrounding sounds may not be heard clearly, and gazing at the screen might distract your attention causing a traffic accident. Be especially careful at railroad crossings, station platform and pedestrian crossings.
- Use of mobile phones on board is restricted. Follow the instructions of each airline.

After-sales service

■ When asking for repair

Contact the Repair and Delivery Support Center to request repairs.

During the warranty period	Free or charged Repairs will be done based on the terms of services of the free-of-charge repair warranty.
Outside the warranty period	We shall repair the product for a charge as requested by the customer if repair renders it usable.

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



memo

- ◎ Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
- ◎ Recycled parts that meet the Company's quality standards are sometimes used for repair.
- ◎ Your old terminal collected by replacement mobile phone delivery service is serviced for reuse and recycled as a replacement terminal. Also, parts replaced through after-sales service are collected and recycled by the Company. They cannot be returned to customers.
- ◎ The product which is processed, remodeled, analyzed (including by modifying or analyzing the software (including by rooting etc.), reverse engineering, decompiling, reverse-assembling), or repaired by an unauthorized repair office is not covered by the warranty and repair may be refused.
- ◎ The battery built-into the main unit is not covered by free-of-charge repair warranty, as it is a consumable part.
- ◎ Included accessories and complimentary samples other than the main unit are not covered under a free-repair warranty.
- ◎ For the warranty to AC adapter (complimentary sample) and USB Type-C cable (complimentary sample), please contact the Xiaomi Customer Service Center.

For inquiries, call:

0120-767-378 (toll free)

Business hours: 9:00 to 18:00 (excluding year end and new year holidays)

■ Performance parts for repair

The Company retains performance parts for repair of the main unit and its peripherals for four years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.

■ Provisions for free-of-charge repair

1. Please notify us of the production number (IMEI number) for repair request. The production number (IMEI number) can be checked on the product main unit, sticker on the outer packaging box etc.
 2. During the warranty period, we will repair the product free of charge for the malfunction under the condition that it is used correctly in line with the directions given in the instruction manual.
 3. Even if the warranty period has not expired, a fee will be charged for repair under the following circumstances. (or, repair may not be possible)
 - ① The product has not been used correctly in line with the directions given in the instruction manual.
 - ② The malfunction or damage is due to unauthorized repair or modification of the product.
 - ③ The product has been repaired other than at our specified repair offices.
 - ④ The malfunction or damage is due to negligence in use or handling, or due to an accident. There are signs of the product having been dropped, wet, exposed to humidity, etc.
 - ⑤ The malfunction or damage is due to natural disasters (earthquakes, storm or flood damage, etc.), fire, salt damage, abnormal voltage, etc.
 4. Repair may not be possible depending on the degree of damage.
 5. The Company shall have no liability for any damage or loss resulting from the malfunction of the product.
 6. The Company shall not bear any responsibility for accidents resulting from use of the product having been connected to unspecified devices.
 7. Do not accept requests for service calls to the owner's home, place of business, etc.
 8. This warranty is valid only in Japan.
- * This warranty guarantees repair free of charge during the period and under the conditions specified on this warranty card. Thus this warranty does not limit the legal rights of the owner with respect to the issuer of this warranty card (the guarantor) or any other business person or enterprise.

■ Repair and Delivery Support Wide with Cloud

To ensure the customer can enjoy long-term, worry-free use of the au/UQ mobile terminal, "Repair and Delivery Support Wide with Cloud" is available as an after-sales service system by membership on a monthly fee basis. This service expands the coverage for any trouble experienced such as malfunction, theft, and loss. For details on monthly usage fees and service, see the au/UQ mobile homepage.

- au Subscribers
<https://www.au.com/mobile/service/kosho-funshitsu-wide-cloud/> (Japanese)
- UQ mobile Subscribers
<https://www.uqwimax.jp/mobile/plan/option/repair-wide-cloud/> (Japanese)

*Contents of service are subject to change without notice.

■ SIM card (au IC card)

The SIM card is lent to you by au/UQ mobile. It is replaced at cost in case of loss or if damaged. If it seems to be malfunctioning, or if stolen/lost, contact Repair and Delivery Support Center, an au Style/au shop or Toyota store.


Foreign Exchange and Foreign Trade Act

This product and its accessories may be subject to Japanese export control regulations (the "Foreign Exchange and Foreign Trade Control Act" and related laws and regulations), US "Export Administration Regulations", and Chinese "Export Control Law". Before exporting or reexporting this product and its accessories, necessary procedures must be followed at your responsibility and expense. For details, contact the Ministry of Economy, Trade and Industry of Japan, the US Department of Commerce, or the Chinese Ministry of Commerce.

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- USB Type-C™ is a trademark of USB Implementers Forum.
-  is a registered trademark of FeliCa Networks, Inc.
- FeliCa is a contactless IC card technology developed by Sony Corporation.
- FeliCa is a registered trademark of Sony Group Corporation or its affiliates.
- QR code is a registered trademark of DENSO WAVE INCORPORATED.
- The names of the companies and products used in this guide are registered trademarks or trademarks of the respective companies.

■ License

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<For au Users>

au Support

  App/Website

■My au app

You can check the amount of your monthly billing/data communication (giga), your contract details, points, etc. easily. You can also do various procedures or contact us smoothly.



For download



URL <http://kddi-l.jp/mFH> (Japanese)

■au Support (web)

Provides various support information useful for solving your problem.

URL

<http://kddi-l.jp/JyO>
(Japanese)



Message

Consult us anytime/anywhere simply by chat!

AI answers you soon all day and our communicator guides you in detail.

URL

<http://kddi-l.jp/QJo>
(Japanese)



<For UQ mobile Users>

UQ mobile Support

  App/Website

■My UQ mobile (app)

You can check the amount of your monthly billing/data communication (giga), your contract details, points, etc. easily. You can also do various procedures or contact us smoothly.



For download



URL <http://kddi-l.jp/FJZ> (Japanese)

■UQ mobile Support (web)

Provides various support information useful for solving your problem.

URL

<http://kddi-l.jp/DHC>
(Japanese)



Chat

Consult us anytime/anywhere simply by chat!

AI answers you soon all day and our communicator guides you in detail.

URL


<http://kddi-l.jp/NZJ>
(Japanese)



For problems on your phone:

Repair and Delivery Support Center (7 days a week/toll free)


For repair (Business hours: 9:00 to 20:00)

 **0120-925-919**

Free Call



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あぶない！
電池への衝撃