

# HUAWEI P20 lite

## HWV32

### Basic Manual

#### ■ Online Manual (Japanese)

You can check the "Online Manual" (Japanese) that describes details of various functions by the following steps.

Home screen → [Tools] → [取扱説明書 (Online Manual)]



You can also check the "Online Manual" (Japanese) on the au homepage.

<https://www.au.com/online-manual/hwv32/>

This manual is described based on Android version 8.0.

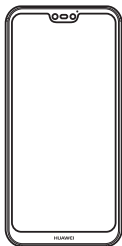
## Preface

Thank you for buying the "HUAWEI P20 lite HWV32" (simply called the "HWV32", "product" or "main unit" from here on). Before using the product, be sure to read the supplied "Setting Guide" and "Basic Manual" (this manual) to ensure correct use. After reading these manuals, be sure to store them in safe places so that you can retrieve them whenever needed.

## List of Packaged Items

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

- Main unit



- HUAWEI Quick Charger (AC adapter main unit/USB cable)
- Earphone microphone (sample)
- Clear case (sample)
- SIM card removal tool (sample)
- 取扱説明書 (Basic Manual) (Japanese)

## ● 設定ガイド (Setting Guide) (Japanese)

The following items are not included in the package.

## ● microSD memory card



### memo

- The battery is built into the product.
- The illustrations of cell phone in the manual are used only for explaining. They may differ from the actual product.

## Instruction Manuals

### ■ "Setting Guide"/"Basic Manual" (This Manual)

Handles only basic operations for main features.

### ■ Online Manual (Japanese)

You can check the "Online Manual" (Japanese) that describes details of various functions by the following steps.

Home screen → [Tools] → [取扱説明書 (Online Manual)]



You can also check the "Online Manual" (Japanese) on the au homepage.

<https://www.au.com/online-manual/hwv32/>

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

For detailed descriptions on various functions, refer to the "取扱説明書 (詳細版) (Full Instruction Manual)" (Japanese) available on the au homepage.

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

## ■ Downloading Manuals

You can download the English version of the "Basic Manual" (this manual) from the au website.

You can find "Basic Manual" (English excerpts from Instruction Manual) on au homepage.

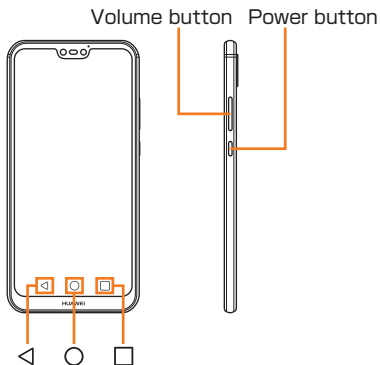
Download URL: <https://www.au.com/english/support/manual/>



## Notations Used in This Document

### Note on Button Illustrations

In this manual, buttons are represented as shown below.



### Description of Operations for Selecting Item/Icon/Button, etc.

In this manual, operation steps are described as follows.

Description	Explanation
Home screen → [📞] → [1] [4] [1] → [📞]	Tap 📞 (phone) on the bottom of Home screen. Tap 1, 4, 1 then tap 📞.
Home screen → [📄]	Tap 📄 on the bottom of Home screen.

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

## ■ Notes on Illustrations/Screenshots

This manual indicates the screen displays and describes operation assuming an au Nano IC Card 04 is installed.

Screen illustrations shown in this manual may look different from the actual screens. In some cases, minor details or a part of a screen may be omitted.

In this manual, icons, etc. of a screen are omitted.



Actual screen



Screen in this manual (example)



- ◎ In this manual, screenshots for body color "Klein Blue" are provided as examples.
- ◎ In this manual, the operations with vertically oriented screens are provided as examples. Menu items/icons/buttons on a screen may be different from the ones in the horizontal display.
- ◎ Menu items, layers and icons described in this manual may be different according to functions and conditions to use.
- ◎ In this manual, "au Nano IC Card 04" is listed as "au IC Card".
- ◎ In this manual, "microSD™ memory card (commercial item)", "microSDHC™ memory card (commercial item)" and "microSDXC™ memory card (commercial item)" are abbreviated as "microSD memory card" or "microSD".
- ◎ All of the indicated amounts exclude tax unless otherwise specified.
- ◎ 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.

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# Notes on Usage

## Using the Product

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

Before you assume that the product is malfunctioning, perform "トラブル診断" (Trouble check). (Displayed language is Japanese only.)

**Home screen**→[au]→[故障紛失サポート] (Repair and Delivery Service)→[トラブル診断] (Trouble check) (Displayed language is Japanese only.)

Or, check for possible remedies in the following site "トラブル診断" (Trouble check) of au homepage:

<https://www.au.com/trouble-check/>

- Communication is not possible even inside the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in poor reception areas. Communication is sometimes interrupted if you move into poor reception areas during communications.
- Since this product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though LTE/WiMAX 2+/GSM/UMTS system has highly secure confidential communication features.)

- VoLTE (LTE network) by au is used when connecting with emergency call receiving agencies within Japan. You cannot connect through 3G (circuit switching network).
- The product is compatible with au World Service. Each network service described in this manual varies depending on the area and service content.
- HUAWEI Quick Charger (59200JHQ) that comes with this Product is designed for use in Japan only. Do not use this charger outside Japan. To charge this Product abroad, purchase an AC adapter that is usable in the country/region you are staying.
- Since this 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.
- IMEI information of your cell phone is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status of your cell 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 damages arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional or mistaken misoperation 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 or inability to use the product.
- The Company is not liable for any damages arising from failure to observe the described content of this manual.
- The Company is not liable for any damages 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 fault or malfunction may be, the Company assumes no responsibility for alteration or loss of saved information.
- Contents saved in the product, such as contacts, mails and favorites, might be altered or lost by an accident, fault, repair or mishandling. Be sure to keep a copy of important contents. Note that Company assumes no responsibility for any damages or lost profits resulting from altered or lost contents.



- Note that content data (both charged or free of charge) saved on the product cannot be returned to the customer when the product is replaced for repair of a fault, for example.
- This product uses liquid crystal for its display. The display response speed may become slow when the ambient temperature is low, which 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 is made using high-precision technology, some pixels (dots) might be lit or out at all times. This is not a malfunction.
- You are recommended to store copies of individual data such as photos you took, videos and music in your PC by sending each file as mail attachment, etc. Note, however, that you may not be able to make copies of some 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 products) when it is no longer needed to protect the environment and effectively use resources. Old product is collected at au shops and other places.
- \* "The Company" as appears in this manual refers to the following companies:  
Sold by: KDDI CORPORATION,  
OKINAWA CELLULAR TELEPHONE  
COMPANY

Imported by: HUAWEI Technologies  
Japan K.K.

Manufactured by: HUAWEI  
TECHNOLOGIES CO., LTD.






## memo

- ◎ Reproduction of the content of this manual in part or in whole is prohibited.
- ◎ The content of this manual is subject to change without notice.
- ◎ Some functions may not be available due to OS specification change, service change/termination, etc.
- ◎ Every effort has been made in the preparation of this manual. Should you notice any unclear points, omissions, etc., feel free to contact us.

## Safety Precautions (Always follow these directions)

- Before using this product, thoroughly read these "Safety Precautions" for proper use. After reading this manual, keep it carefully.
- These precautions contain information intended to prevent bodily injury to the user and to surrounding people, as well as damage to property, and must be observed at all times.
- The following symbols indicate the different degrees of injury or damage that may occur if information provided is not observed and the product is used improperly.







 <b>DANGER</b>	This symbol indicates the "potential and imminent danger of death or serious injury <sup>*1</sup> to a person" due to mistaken handling.
 <b>WARNING</b>	This symbol indicates the "possibility of death or serious injury <sup>*1</sup> to a person" due to mistaken handling.
 <b>CAUTION</b>	This symbol indicates the "possibility of personal minor injury <sup>*2</sup> to a person" or physical damage <sup>*3</sup> due to mistaken handling.

\*1 Serious injury: This refers to loss of sight, injury, burns (high- and low-temperature), electric shock, broken bones, injury 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 Physical damage: This refers to extended damage to buildings, furniture, livestock or pets.

## ■ Explanation of Prohibition or Enforcement Symbols

 Don't	Indicates an action that is not allowed.
 Not disassembly	Indicates that disassembly is not allowed.
 Not 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.
 No wet hands	Indicates that handling with wet hands is not allowed.
 Do	Indicates that instructions specified are compulsory (must be followed).
 Unplug power plug	Indicates that the power plug must be disconnected from the power outlet.

- Precautions common to the main unit, internal battery, HUAWEI Quick Charger, charging equipment, au IC Card, clear case (sample), earphone microphone (sample), SIM card removal tool (sample), and peripheral devices



Don't

Do not use, store or leave the product in hot places or places where heat is easily accumulated (e.g. by the fire, near a heater, under a kotatsu, in direct sunlight, in a car in the hot sun).

Doing so may cause fire, burns, injuries, or electric shock.

---



Don't

Do not put the product in, or place it near a cooking apparatus such as microwave oven or IH cooker, or a high-pressure container such as pressure vessel.

Doing so may cause fire, burns, injuries, or electric shock.

---



Don't

**Do not expose to or place directly on sand, dirt, or mud. Do not handle with dirty hands.**

Doing so may cause fire, burns, injuries, or electric shock.

---



Don't

**Do not charge the equipment when wet with water or other liquid (drinking water, sweat, seawater, pet urine, etc.).**

**Do not charge the equipment in a place exposed to water such as a bathroom.**

Doing so may cause fire, burns, injuries, or electric shock.

---



Don't

**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 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
-



Not

disassembly

**Do not disassemble or modify the product.**

Doing so may cause fire, burns, injuries, or electric shock.

---



Don't

**Do not remove the internal battery from the product.**

Doing so may cause fire, burns, or injuries.

---



Not liquids

**Do not get the product wet with water or other liquid (drinking water, perspiration, seawater, urine of pet animals, etc.).**

Doing so may cause fire, burns, injuries, or electric shock.

---



Not liquids

**Do not allow water or other liquids (drinking water, perspiration, seawater, urine of pet animals, etc.) to get inside the headset jack or external connection terminal.**

Doing so may cause fire, burns, injuries, or electric shock.

---



Do

**Use only optional products specified by au.**

Not doing so may cause fire, burns, injuries, or electric shock.

 **WARNING**

Don't

**Do not subject the product to strong force, shock or vibration by dropping, stepping on, or throwing the product.**

Doing so may cause fire, burns, injuries, or electric shock.

---



Don't

**Do not allow conductive materials (metal pieces, pencil lead, etc.) to come in contact with the headset jack or external connection terminal, and do not allow dust to get inside.**

Doing so may cause fire, burns, injuries, or electric shock.

---



Don't

**Do not cover or wrap the product with a blanket, etc. while using or charging.**

Doing so may cause fire or burns.

---



Do

**If charging is not completed after the specified charging time, stop charging.**

Doing so may cause fire, burns, or injury due to overcharging.

---





Do

**Before entering an area where flammable gas is generated such as a gas station, or an area where dust is generated, always be sure to turn off the product, and discontinue charging the product if charging.**

Using the product where flammable gas is generated may cause explosion or fire.

---



Do

**If you notice anything unusual, such as an unusual odor, noise, smoke, overheating, discoloration or deformation during use, charging or storage, follow the instructions below.**

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

Not doing so may cause fire, burns, injuries, or electric shock.

## CAUTION



Don't

**Do not use the damaged product.** Doing so may cause fire, burns, or injuries.

---



Don't

**Do not place the product on unstable places such as rocky stands or tilting surfaces. Be careful especially while the vibrator is set.**

Doing so may cause the product to fall and cause injuries.

---



Don't

**Do not store or use the equipment in locations that are subject to humidity, dust or high temperatures.**

Doing so may cause fire, burns, or electric shock.

---



Don't

**If being used by a child, have a guardian teach him/her the proper handling procedure, and do not allow improper use.**

Doing so may cause injuries.

---



Don't

**Do not leave in places within the reach of small children.**

Doing so may cause accidental swallowing, injuries, or electric shock.

---



Do

The product may reach a high temperature when using it continuously or when charging it. Be careful of contacting with the product continuously by putting the product in a pocket of clothes or falling asleep etc.

The product, internal battery, or adapter may become hot when using the product continuously such as when using applications, calling, performing data communication, watching videos, or while charging. Directly touching a warmed part continuously may cause redness, itching, rashes, etc. on your skin, or result in low-temperature burns depending on your constitution or health condition.

## ■ Main unit



**DANGER**



Don't

Do not throw the product into a fire or heat it.

Doing so may cause fire, burns, or injuries.



Don't

**Do not apply excessive force on the product such as by piercing it with a sharp object (a nail etc.), or hitting it with a hard object (a hammer etc.) or stepping on it.** Doing so may cause fire, burns, or injuries.

---



Do

**If the substance inside the product comes into contact with your eyes, mouth, etc., 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 inside the product.



**WARNING**



Don't

**Do not lighten or illuminate the flash/photo light with the light-emitting part pointed at the someone' s eyes. Especially when you use it for young children, keep sufficient distance from them.** Doing so may cause impairment of eyesight, etc. Also, eyesight may be temporarily affected or they may be surprised, leading to an accident.

---



Don't

**Do not lighten or illuminate the flash/photo light to point at the eyes of someone driving a car, etc.**

Doing so hinder driving and may cause an accident.

---



Don't

**Do not view a repeatedly flickering screen for a prolonged period.**

May cause spasms, loss of consciousness, etc.

---



Don't

**Do not allow water or other liquids (drinking water, perspiration, seawater, urine of pet animals, etc.), metal pieces, flammable material or foreign object into the au IC Card/microSD memory card slot on the product. Note the correct locations and orientations for inserting au IC Card and microSD memory card.**

Doing so may cause fire, burns, injuries, or electric shock.

---



Don't

**Do not expose the camera lens to direct sunlight for an extended period.**

Doing so may cause fire, burns, or injury due to concentration of light.

---



Do

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

Since using the product on airplanes is restricted, follow the instructions given by the respective airlines.

The product's signals may adversely affect on-board electronic equipment.

Prohibited acts related to product usage on an airplane may be punished by law.

---



Do

**When using in hospitals, follow the guidelines of each institution.**

Turn power off where use is prohibited.

The product's signals may affect electronic equipment and electronic medical equipment.

---



Do

When using the handsfree call, ringtone is ringing, or in the standby mode, be sure to keep the product off of the ears.

When you attach the earphone/microphone etc. to the handset to play games, videos, music, etc., do not make the volume too loud.

When using the handsfree call, loud noise sounds from the product.

Even in the standby mode, ringtone and alarm may work suddenly.

Using continuously for a long time with too loud volume may cause a hearing loss, etc.

And, if you cannot hear the sound around you clearly, it may cause an accident.



Do

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

Sudden ringtone vibration and ringtone surprise you, and it may cause harmful effect on heart.

---



Do

**If you are using electronic medical equipment etc., contact the respective manufacturer or dealer to check whether the operation of the equipment is affected by signals.**

Not doing so may cause harmful effect on electronic medical equipment, etc. due to radio wave.

---



Do

**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 radio wave.

\* Take particular care with the following devices  
Hearing aids, implanted cardiac pacemakers, implanted cardioverter-defibrillators or other electronic medical equipment, and other equipment controlled by electronic signals, etc. If you use an implanted cardiac pacemaker, implanted cardioverter-defibrillator or other electronic medical equipment, contact the manufacturer or dealer to check whether the operation of the equipment is affected by signals.

---





Do

**If the Glass or camera lens is damaged, be careful of broken glass and the exposed inside of the product.**

Touching the damaged or exposed area may cause fire, burns, injuries, or electric shock.

---



Do

**Stop using the product immediately and move the internal battery away from fire if you notice leakage of substance, etc. inside the internal battery or unusual odor.**

The battery fluid is flammable and could ignite, causing a fire, explosion, etc.

---



Do

**Be careful not to have the product bitten by your pet, etc.**

Not doing so may cause fire, burns, or injuries due to ignition, rupture, or overheat of the internal battery, or leak from it.

## CAUTION



Don't

**For using a motion sensor, check the safety around, hold the product and do not swing it more than necessary.**

Doing so may cause injuries or other accidents.

---



Don't

**If the display breaks and the fluid leaks out from inside, do not let the fluid contact with the skin on your face or hands or clothes.**

Doing so may cause eye or skin problems.

If the internal matter comes into contact with your eyes, mouth, skin or clothes, immediately rinse the contacted area with clean water. If the fluid enters your eyes, mouth etc., immediately see a doctor after rinsing.

---



Don't

**Do not discard the product together with regular trash.**

Doing so may cause fire, burns, or injuries. Doing so may cause environmental degradation. Take the unnecessary product to a sales outlet such as an au shop or follow the instructions by a local institution that handles used products.

---



Don't

**If fluid leaks out from the internal battery, do not let the fluid contact with the skin on your face or hands or clothes.**

Doing so may cause eye or skin problems.

If the internal matter comes into contact with your eyes, mouth, skin or clothes, immediately rinse the contacted area with clean water. If the fluid enters your eyes, mouth etc., immediately see a doctor after rinsing.

---



Don't

**Be careful with the tip of the SIM card removal tool (sample) not to injure any part of your body (fingers, etc.) when you remove an IC Card or microSD memory card.**

Touching the tip of the SIM card removal tool (sample) may cause injuries.

---



Do

**If you use the handset in a vehicle, contact the vehicle manufacturer or dealer to check whether the operation of the vehicle is affected by signals.**

In rare cases, using the phone in some vehicle models can cause the vehicle's electronic equipment to malfunction. In that case, stop using the product immediately.

---



Do

If use of the product causes any skin abnormalities, immediately stop using the product and seek medical treatment.

Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.

For the materials of each part (▶P.41)

---



Do

The speaker and camera of the product use magnetic components. Make sure that metal objects (cutter blades, staples, etc.) are not attached to it.

Attached objects may cause bodily injury, etc.

---



Do

Look at the display in a well-lit place, keeping a certain distance from the screen.

Viewing in a dark location or too closely may affect your eyesight.

## ■ HUAWEI Quick Charger and charging equipment



Don't

**Do not use if the cord of the adapter or USB cable is damaged.**

Doing so may cause fire, burns, or electric shock.

---



Don't

**Do not touch the adapter or USB cable if you hear thunder.**

Doing so may cause electric shock.

---



Don't

**Do not short-circuit the external connection terminal when connected to an outlet. Do not allow any part of your body such as your hands or fingers to come into contact with the external connection terminal.**

Doing so may cause fire, burns, or electric shock.

---



Don't

**Do not apply excessive force on the cord of the adapter or the USB cable by placing heavy objects on it or by pulling it.**

Doing so may cause fire, burns, or electric shock.

---



Don't

**When plugging/unplugging an AC adapter into/from the outlet, do not allow metallic objects such as a metal strap to come into contact.**

Doing so may cause fire, burns, or electric shock.

---



Don't

**Do not use a travel converter instead of the AC adapter.**

Doing so may cause fire, overheating, electric shock.

---



Don't

**Do not apply excessive force where the adapter is connected to the product.**

Doing so may cause fire, burns, injuries, or electric shock.

---



No  
wet hands

**Do not handle the cord of the adapter, USB cable, the external connection terminal, or power plug with wet hands.**

Doing so may cause fire, burns, or electric shock.

---



**Always use the specified power supply and voltage.**

Do

**When using overseas, use the AC adapter that is available overseas.**

Using the incorrect power supply or voltage may cause fires, burns, electric shock, etc.

AC adapter: AC100V (Connect only with a household AC outlet)

AC adapter available overseas:

AC100V to 240V (Connect only with a household AC outlet)

---



**Wipe off any dust on the power plug.**

Do

Using the power plug with dust may cause fires, burns, electric shock, etc.

---



**Fully plug the adapter into the outlet.**

Do

Not fully plugging the adapter in may cause fires, burns, electric shock, etc.

---



**Always grasp the adapters when unplugging the power plug from the outlet. Do not pull or otherwise apply excessive force on the cord of the adapter or the USB cable.**

Do

**of the adapter or the USB cable.**

Pulling the cord may damage it, causing fire, burns, electric shock, etc.

---



Do

**When plugging/unplugging an adapter into/from the product, plug/unplug the adapter straight on with the connecting terminal. Do not pull or otherwise apply excessive force on the cord.**

Not plugging/unplugging correctly may cause fires, burns, bodily injury or electric shock.

---



Do

**If the external connection terminal is bent or otherwise deformed, immediately discontinue use. Do not use even if terminals are bent back.**

Short-circuited external connection terminal may cause fires, burns, bodily injury, electric shock, etc.

---



Unplug  
power plug

**When not in use, unplug the adapter from the outlet.**

Leaving the power plug plugged may cause fire, burns, or electric shock.

---





Unplug  
power plug

Immediately unplug the power plug from the outlet if water or other fluids (drinking water, perspiration, seawater, urine of pet animals, etc.) get on the charging equipment.

Short-circuit due to attached objects may cause fire, burns, or electric shock.



Unplug  
power plug

Always unplug the power plug from the outlet before cleaning the charging equipment.

Cleaning while still plugged in may cause fires, burns or electric shock.



Don't

Do not touch the adapter for a long time when connected to an outlet.

Doing so may cause burns etc.

## ■ au IC Card



Do

Be careful not to scratch yourself (finger, etc.) with the cut section when handling au IC Card.

The cut surface may be sharp, and it may cause injuries.

## ■ For use near medical equipment and in medical institutions



Do

Those with an implanted pacemaker or implanted cardioverter-defibrillator should carry or use the product at least 15 cm away from the pacemaker or cardioverter-defibrillator.

Not doing so may cause harmful effect on electronic medical equipment due to radio wave.

---



Do

When using electronic medical equipment other than an implanted pacemaker and implanted cardioverter-defibrillator outside a medical institution (e.g. home medical treatment), check individually with the manufacturer of the electronic medical equipment regarding the influence of radio waves.

Not doing so may cause harmful effect on electronic medical equipment due to radio wave.

---



Do

If there is any chance that the distance between the product and a person closest to you may get shorter than 15 cm such as when you cannot freely move around, set the product not to emit radio wave in advance (by setting the Airplane mode, turning the power off, etc.).

Somebody nearby may be equipped with electronic medical equipment such as an implanted cardiac pacemaker or an implanted cardioverter-defibrillator. Not doing so may cause harmful effect on electronic medical equipment due to radio wave.



Do

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

Not doing so may cause harmful effect on electronic medical equipment due to radio wave.

## ■ Clear case (sample)



Don't

When inserting the product in the clear case, be careful not to pinch your fingers.

Doing so may cause injuries.

---



Do

If any skin abnormalities occur, immediately stop using the product and seek medical treatment.

Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.

For the materials of each part (▶P.41)

## ■ Earphone microphone (sample)

### WARNING



Don't

**Do not listen to music or watch videos while driving a car, riding a bicycle etc.**

Doing so may compromise traffic safety and cause an accident.

### CAUTION



Do

**When you play game, play back video or music, adjust the volume adequately.**

Using continuously for a long time with too loud volume may cause a hearing loss, etc.

And, if you cannot hear the sound around you clearly, it may cause an accident.



Do

**If any skin abnormalities occur, immediately stop using the product and seek medical treatment.**

Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.

For the materials of each part (▶P.41)

## ■ SIM card removal tool (sample)

### WARNING



Don't

The end of the SIM card removal tool (sample) is sharp. Do not use pointed at yourself or other people. Doing so may hit yourself or other people resulting in injury or loss of sight.

### CAUTION



Don't

Do not leave in places within the reach of small children.

Doing so may cause accidental swallowing, choking, or injuries.



Do

If any skin abnormalities occur, immediately stop using the product and seek medical treatment.

Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.

For the materials of each part (▶P.41)

## Material List

<Main unit>

Part	Material	Surface treatment
Display	Glass	-
Exterior case (Front part)	Glass	-
Exterior case (rear part)	Glass	Silkscreen print
Exterior case decoration (side part)	Aluminum alloy	-
Exterior case (side part)	Aluminum alloy	Anodizing
Antenna break point (exterior case side part)	PC + 10% GF	-
au IC Card/microSD memory card tray	PC + 10% GF + SUS	Coating
Power button, volume button	PC	Coating
Receiver decoration	SUS	PVD

Part	Material	Surface treatment
Camera lens ornament	Aluminum alloy	Anodizing
Camera lens	Glass	Silkscreen print
Flash/Photo light	PMMA resin	Electrocasting
Fingerprint scanner ornament	Aluminum alloy	Anodizing
Fingerprint scanner	PC resin	Coating

### <HUAWEI Quick Charger>

Part	Material	Surface treatment
AC adapter main unit	PC	-
Power plug (Metallic part)	Cu	Ni plated
USB cable	TPE	-
USB Type-C plug (Metallic portion)	SUS/Cu	Ni plated
USB plug (USB Type-A plug) (Metallic portion)	SPCC/Cu	Ni plated



Part	Material	Surface treatment
USB Type-C plug/USB plug (USB Type-A plug) (Resin portion)	TPE	-

<Clear case (sample)>

Part	Material	Surface treatment
Main unit	PC	High gloss process

<Earphone microphone (sample)>

Part	Material	Surface treatment
Earphone portion (housing), plug (resin part), remote control	PC + ABS	High gloss process/ electrical discharge machining
plug (Metallic part)	Cu	Ni plated
Mesh	SUS	-
Cable	TPE	-

## <SIM card removal tool (sample)>

Part	Material	Surface treatment
Main unit	Steel	Planer processing

## Handling Precautions

Observing the following will prevent product faults and ensure adequate product performance.

Be sure to read for proper use.

■ **Precautions common to the main unit, internal battery, HUAWEI Quick Charger, charging equipment, au IC Card, clear case (sample), earphone microphone (sample), SIM card removal tool (sample), and peripheral devices**

- Do not apply excessive force on 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 resulting in a damage or malfunction.

Also, doing so with keeping an external device connected to the external connection terminal or headset jack may damage the connector resulting in a malfunction. Such damage and malfunction are not covered by the warranty, even if there is no external damage.

- 
- Do not use the product in extremely hot, cold or humid places.  
(Use within an ambient temperature range of 5°C to 35°C and humidity range of 5% to 95%).
    - HUAWEI P20 lite HWV32 main unit
    - au IC Card (when attached to HUAWEI P20 lite HWV32 main unit)
    - HUAWEI Quick Charger (when connected to the product for charging)
- 
- Do not use the product 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
    - Related accessories
- 
- Do not use in places subject to lots of dust or vibration. Doing so may cause malfunction.
- 
- Clean the external connection terminal and headset jack with dry cotton swabs, etc. every now and then. Soiled terminals might cause poor connection. Do not exert a strong force to clean the external connection terminals or headset jack to prevent deformation.
- 
- Clean only with a soft and dry cloth (such as the type used for eyeglasses). Forcefully rubbing with a dry cloth may scratch the display. The display may be stained if splash or smear is left attached to the surface. If the product is wiped with alcohol, paint thinner, benzine, detergent, or glass cleaner, the printing may be erased or color may fade.
- 
- Use as far away as possible from land-line phones, TVs and radios. Using the product near these devices may affect them.

- 
- The product may become warm while 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 may cause malfunction.
- 
- Do not use outside when you can hear thunder. Doing so might risk lightning strikes and electric shock.
- 
- Be sure to use only the specified peripheral devices. Using peripheral devices other than those specified may cause malfunction.
- 
- Do not put the product in a cooking apparatus such as microwave oven or a high-pressure vessel. Doing so may cause malfunction.
- 
- The customer is not allowed to disassemble, modify or repair the product. Doing so may cause malfunction. And, modification of the product is in violation of the Radio Law and Telecommunication Business Act.
- 
- To avoid short-circuiting the connection terminal or headset jack, do not allow fingers or other part of your body or conductive foreign objects (metal fragments, pencil leads, etc.) to come into contact with or get inside the connection terminal or headset jack. Doing so may cause malfunction.
- 
- Do not splash liquids such as water. Do not use in humid places such as a bathroom, and never use the product with wet hands. Doing so may result in faults resulting from short-circuiting of electronic circuits or corrosion.


- 
- Faults caused by wetting with water or humidity are not covered by the warranty and charges will be incurred for repair.
- 
- In the event that the product gets wet while charging, immediately disconnect the power plug of the AC adapter.
- 
- Do not use the product while driving a car or riding a motorbike or bicycle or while walking. Use while driving a car or 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 the bag or with it covered by bedding etc. may cause malfunction.
- 
- When using charging equipment or external device, insert/remove the connector straight to/from the product. If the connector is inserted/removed in an incorrect orientation or direction, it may cause malfunction.
- 
- Do not expose the camera lens to direct sunlight for an extended period. Doing so may cause malfunction.
- 
- Do not store or leave the product in places subject to direct sunlight (e.g. in automobiles), places that get hot, places that get extremely cold, or in humid or dusty places. Doing so may cause malfunction.
- 
- Do not place the product on unstable places such as rocky stands or tilting surfaces. Be careful especially while the vibrator is set. Doing so may cause the product to fall, leading to malfunction, etc.

- 
- For charging the product, do not exceed the rating of an outlet or wiring device by overloading an electrical circuit, etc.

## ■ Main unit

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- The product's battery is built in, and cannot be replaced by the customer. For battery replacement, contact an au shop or Customer Service Center.
- 
- Do not forcefully press, tap or intentionally subject the display to strong impact. Doing so may cause scratching or damage.
- 
- Do not forcefully press your fingernails, sharp objects or hard objects against buttons or display surface. Doing so might cause scratching or damage.
- 
- 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) on the touch panel.

- 
- Never use the product that is modified. Use of a modified device violates the Radio Law and Telecommunication 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 Conformity Mark " is checkable on the product.

<<Checking procedure>>

**Home screen**→[基本フォルダ] (Basic folder)→[Settings]→[System]→[Certification logos]

If the product is disassembled and modifications are made to the internal components, the certification of conformity with technical regulations will become invalid. Never 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 may cause malfunction.

Putting a strong magnetism close to the product may cause false operation.

- 
- Do not bring the product close to magnetic cards such as cash cards, credit cards, and prepaid cards. Doing so may result in loss of recorded information.

- 
- When you put the product in your pocket or bag, take care so that the display does not come in contact with metal objects or other hard objects, as it may cause scratching or damage. Doing so might cause scratching or damage. Be aware that any metal or other hard cell phone strap that comes into contact with the display may scratch or damage them.
- 
- 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 droplets (i.e. condensation) sometimes are formed inside the product. Note that when used under conditions such as this, the humidity might cause corrosion or a fault.
- 
- 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 may cause data loss or malfunction.
- 
- Do not cover the illuminance sensor with your finger or put a sticker on it. Doing so may hinder the sensor for detecting the ambient light level and functioning correctly.
- 
- Do not put a sticker, etc. on the proximity sensor. Doing so may cause the sensor to malfunction and make the display always turned off while receiving a call or during a call.
- 
- Use the product with the au IC Card/microSD memory card tray closed. If the tray is open, dirt or water may get inside, causing malfunction.



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● Do not allow liquids, metal objects, and other foreign matter to get inside the au IC Card/microSD memory card slot of the product. Doing so may cause malfunction.

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● Do not subject to strong impact to the product such as dropping, throwing, or stepping on it. Doing so may cause malfunction.

---

● Do not place the product directly on sand at a beach, etc. Sand or other small particles may get inside the receiver, mouthpiece, speaker, etc. causing the volume to drop. If sand gets inside the product, it may cause malfunction.

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## ■ Touch panel

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● Putting stickers or sheets (e.g. commercially available protective films, peep prevention sheets) on the display might cause incorrect operation of the touch panel.

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● 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.

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## ■ Internal battery



### Li-ion00

(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 battery before using the product. Also charge the battery before using the product if you have not used the product for a long time.

- 
- Using the product in very hot 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 battery usage time. This also shortens the internal battery's service life. Try to use the internal battery as far as possible at room temperature.
- 
- After the internal battery is charged, battery power decreases bit by bit even if the product is not used. The internal battery may be discharged if the product is not used for a long time. We recommend to charge the product before use.
- 
- Internal battery is a consumable item. If the performance of an internal battery does not recover (e.g. the usable time after each charge has become extremely short), the internal battery is at the end of service life, so stop use. Since the battery is built-in, au Shop will keep the product and charges will be incurred for repair. You may not use the product for a certain period. Please be forewarned. Note that the length of service life varies depending on the usage condition, etc.

- 
- Internal battery sometimes swells up as they approach 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.

## ■ HUAWEI Quick Charger and charging equipment

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- Do not loop the power cord of specified charging equipment around the adapter main unit. Also, do not forcibly bend the charging equipment's plug or the connection between the connector and power cord. Do not apply excessive force on the cord of the adapter or the USB cable by placing heavy objects on it or by pulling it. Doing so may cause malfunction.
- 
- Hold the power plug of the specified charging equipment when removing from an outlet. Pulling the cable may damage the cable.

## ■ au IC Card

---

- Do not forcibly remove or insert au IC Card. Be careful not to exert excessive force when inserting the card into your au cell phone.
- 
- You are responsible for any damage caused by inserting your au IC Card into some other IC card reader/writer, etc.
- 
- Do not put stickers, etc. on au IC Card.
- 
- Do not insert au IC Card with a conversion adapter attached to. Doing so may cause malfunction.

- 
- Do not damage au IC Card (use in high temperatures, dispose of in fire, allow foreign objects to contact the metal portion, subject to shock, bend or place heavy objects on it, expose to wetting, etc.). Doing so may cause erasure of data or a fault.

## ■ USB cable

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- Do not loop cord of the specified charging equipment around the adapter main unit. Also, do not forcibly bend the connection between the plug of the USB cable and the connector of the adapter. Do not apply excessive force on the cord of the adapter or the USB cable by placing heavy objects on it or by pulling it. Doing so may cause malfunction.
- 
- Hold the plug of the USB cable when removing from the adapter. Pulling the cable may damage the cable.

## ■ Clear case (sample)

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- Wipe the clear case (sample) that is dirty with a cloth moistened with cleaning alcohol. Periodical cleaning (once in a half year) is recommended.
- 
- Do not apply excessive force on the clear case (sample) during use. Doing so may cause malfunction or damage.
- 
- When disposing the product, dispose it separately according to your local rule.

## ■ Earphone microphone (sample)

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- Do not loop the cord of the earphone microphone (sample) around the product. Do not forcibly bend the plug of the earphone microphone (sample). Do not place heavy objects on the cord of the earphone microphone (sample) or apply excessive force such as by pulling. Doing so may cause malfunction.

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- Hold the plug of the earphone microphone (sample) when removing from the headset jack. Pulling by the cord may damage the cord.

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- Be sure not to allow dust to adhere to the plug of the earphone microphone (sample). Doing so may cause malfunction.

## ■ SIM card removal tool (sample)

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- Do not insert the SIM card removal tool (sample) into a hole other than the au IC Card/microSD memory card tray. Doing so may cause malfunction or damage.

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- Do not apply excessive force on the tool during use. Doing so may cause malfunction or damage.

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- When disposing the product, dispose it separately according to your local rule.

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- Do not use the SIM card removal tool (sample) for other mobile devices. Doing so may cause malfunction or damage to the mobile device.

## ■ Camera

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

## ■ Copyrights and rights of portrait

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- If the data you shot or recorded using 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, modify the data without 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 might infringe on rights of portrait.

Note that shooting and recording may 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.

## ■ Backup content on the product

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- Please back up important content registered to the product or downloaded to the product from an outside source. Content recorded to memory on the product sometimes disappears or is altered by unexpected factors, such as static electricity or a fault, repair, mishandling, etc.

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

- Bluetooth® function of the product conforms to domestic standards of Japan, FCC standards, and EC Directive, 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 wireless LAN (Wi-Fi®) function of the product conforms to domestic standards of Japan, FCC standards, and EC Directive, 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.
- The 2.4 GHz band used by wireless LAN (Wi-Fi®) and Bluetooth® devices is operated 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 this product to magnetic or electrical noise might increase noise and prevent it from performing communications. (This product is particularly susceptible to noise when used near a microwave oven.)
- Using this product near a TV, radio or similar appliance might cause reception interference and disrupt TV images.
- Searching might not be successful if there are multiple wireless LAN (Wi-Fi®) access points near the product or the same channel is being used.
- Since using the product on airplanes is restricted, follow the instructions given by the respective airlines.
- The communication speed and connectable range vary depending on the distance between communication devices, obstacles and the devices used.



## Cautions on Using the 2.4 GHz band

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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 for 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 you are unclear on any points or are troubled by anything, contact an au shop or Customer Service Center.



- ◎ 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 function (Wi-Fi®).
- ◎ 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. At the customer's discretion and responsibility, it is recommended that you make security settings before using the product.
- ◎ 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® function/Wireless LAN (Wi-Fi®) function of this product uses 2.4GHz band.

2.4FH4/XX8/DS4/OF4

- Bluetooth® function: 2.4FH4/XX8  
The product uses the 2.4 GHz band. FH4 uses FH-SS as the modulation scheme. The interference distance is about 40 m or less. XX8 uses another modulation scheme. The interference distance is about 80 m or less.
- 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.
- Bandwidth used: all bandwidth  
This means that all bandwidths are used, and that bands of mobile unit identification devices can be avoided.
- Available channels vary depending on countries.
- For use in an airplane, check with the airline company in advance.

## Cautions on Using the 5GHz band

The Wireless LAN (Wi-Fi®) function of the product uses the 5 GHz band. Using the 5.2 GHz band and 5.3 GHz band outdoors is prohibited by the Radio Law. 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 ch)

IEEE802.11b/g/n
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IEEE802.11a/n/ac
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<del>W52</del>	W52	W53	W56
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## Security Codes/PIN Codes

The product has various security codes that you can use.

## Security Codes

The available security codes are as follows. Do not forget the various security codes that are set as they are necessary for various operations and contracts. Be sure to change the initial values to your own codes before using the product.

## ● Security code

<b>Example of usage</b>	<p>① To do remote operation of voice mail and call forwarding services from a landline phone</p> <p>② To use Customer Service Center and to do various inquiries, applications, and modifications on the au homepage</p>
<b>Initial value</b>	A four-digit number chosen by the customer and noted on the application form

## ● Setting for screen lock

<b>Example of usage</b>	To set and disable security
<b>Initial value</b>	A pattern/PIN/password set by the customer

## ● Application lock

<b>Example of usage</b>	To set the application lock when opening an application
<b>Initial value</b>	A four-digit number set by the customer

## PIN Code

---

### ■ PIN code

To prevent unauthorized use of an IC Card by a third party, you can 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.

If the PIN code is incorrectly entered three times consecutively, the PIN code will be locked. You can unlock the PIN code using the PUK code.

- The PIN code is set to "1234" and PIN code entry is set not to be required at the time of purchase. You can change the PIN code to any four- to eight-digit number, and set PIN code entry to be required as necessary.
- If you require a PIN code to be entered, make sure to change the number to your own unique number.

### ■ PUK code

In case the PIN code is locked, you can unlock it by entering the PUK code.

- PUK code is an eight-digit number given at the time of purchase, which is printed on the back side of the plastic card on which your au IC card is attached.
- After entering the PUK code, you need to set a new PIN code.
- If the PUK code is incorrectly entered ten times consecutively, contact an au shop, PiPit or Customer Service Center.

- The PIN code is not reset by initializing the product.

## **Notes on Data Communication Charges**

- Since constant Internet connection is possible with the product, data communication may be performed automatically by some Application. Therefore, subscription to a flat-rate/ discount service for data communication charges is recommended.
- To browse homepages, download applications, communicate using applications, send/receive au-mails and configure various settings with the product, connection to the Internet is required, to which data communication charge applies.
  - \* Data communication charge does not apply to wireless LAN (Wi-Fi®) connection.

## Notes on Applications

- Be sure to check the security of the application, then install it at your own risk. Some applications might cause virus infection, damage various data, and send out your location information, usage history or personal information stored in your cell phone via the Internet.
- The Company assumes no responsibility for any trouble with applications, etc. which the customer has installed. In this event, the customer may be charged for repairs even if within the warranty period.
- The Company assumes no responsibility for any disadvantage brought to you or any third party by applications you have installed.
- Some applications require that a microSD memory card be inserted.
- Some applications prohibit the product from entering the sleep mode while they are active, or rapidly drain the battery while running in the background.
- Operation procedures and screen appearances of the applications in the product and those installed by you are subject to change without notice as a result of version upgrade. Note that there may be differences with descriptions in this manual.



## Setting Application Authority

The first time you launch an app/function that accesses the functions or information of the product, a confirmation screen for requesting access permission appears.

When the confirmation screen appears, confirm the content and tap "DENY" or "ALLOW".

**Example: when activating Photo for the first time.**

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

**2** Confirmation screen for access permission → [DENY]/[ALLOW]

Normally, click "ALLOW" to allow the application to use the function.

Perform the same operation to allow the application to use other functions.



- ◎ If the application authority is not allowed, applications/functions may not be activated or using functions may be restricted.
- ◎ To change the authority setting, on Home screen, tap [基本フォルダ] (Basic folder) → [Settings] → [Apps & notifications] → [Apps] → application to be changed → [Permissions] → []/[] for the authority to be changed.
- ◎ The explanation screen may be displayed depending on the application/function. Also, the confirmation screen may be displayed several times or the display may be different. Carefully check the displayed content, follow the onscreen instructions.
- ◎ In this manual, description of the confirmation screens may be omitted.

## Rules of Etiquette

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

- Do not listen to music or watch videos while driving a car or motorbike, or riding a bicycle. Use of cell phones while driving a car or motorbike is prohibited by law. (Use of cell 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, on a platform, and at pedestrian crossings.

- Since using the product on airplanes is restricted, follow the instructions given by the respective airlines.

## ■ Consider people around you

- Do not make calls in theaters, museums, libraries, and other similar places. Turn power off or turn on the manner mode so as not to disturb others around you with your ringtones.
- In a city area, use in a place where you do not bother people walking.
- It is extremely dangerous to walk while looking at the screen of the cell phone. Do not make calls or operate the product while walking or by stopping suddenly.
- Move to a place where you do not disturb others while you are in a Shinkansen, a hotel lobby, etc.
- Be careful not to be loud while talking.
- Be careful of sound leakage from earphones in trains or other places with many people around.
- Ask permission if you take photos with your cell phone camera.
- When using the camera, follow common rules of etiquette regarding camera use.
- There may be a person with a cardiac pacemaker nearby at a place filled with people such as in a crowded train. Set the "Airplane mode" or turn off beforehand.

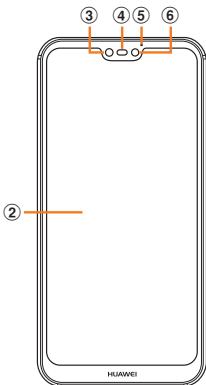
- When a medical institution has laid down designated areas where use of the product is prohibited or is not allowed to be brought in, abide by the instructions of that medical institution.

# Getting Ready

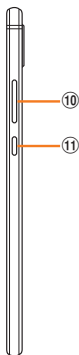
## Names and Functions of Parts



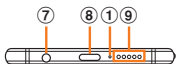
《Top side》



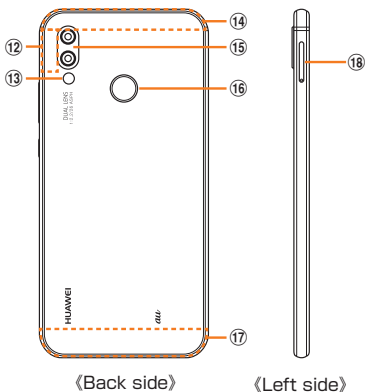
《Front side》



《Right side》



《Bottom side》



- ① Microphone
- ② Display (Touch panel)
- ③ Light sensor/Proximity sensor
- ④ Receiver
- ⑤ Status indicator
- ⑥ Front camera
- ⑦ Headset jack
- ⑧ External connection terminal
- ⑨ Speaker
- ⑩ Volume button
- ⑪ Power button
- ⑫ Built-in sub antenna\*

- ⑬ Flash/Photo light
- ⑭ Built-in GPS/Wi-Fi<sup>®</sup>/Bluetooth<sup>®</sup> antenna\*
- ⑮ Dual lens camera
- ⑯ Fingerprint scanner
- ⑰ Built-in main antenna\*
- ⑱ au IC Card/microSD memory card tray

\* Do not cover antennas with your hand or put stickers etc. It might affect communication quality.



#### memo

- ⦿ The battery is built into the product and it is not user replaceable. For force shutdown, see "Forcing Shut Down and Restarting" (▶P.90).
- ⦿ The exterior case cannot be removed. Removing the exterior case with force may cause damage or malfunction.

## Status Indicator

The status indicator lights/blinks when the product needs to be charged, or while charging to notify you of the battery charging status, missed calls, or new mail etc.

Status indicator's color and action	Notification information
Red blinking	Less than 4% of battery level
Red lighting	Charging (less than 10 % of battery level)
Orange lighting	Charging (10 % to less than 90 % of battery level)
Green lighting	Charging (90% or more of battery level)
Green blinking (sleep mode)	Indicates missed call/ notification message etc.

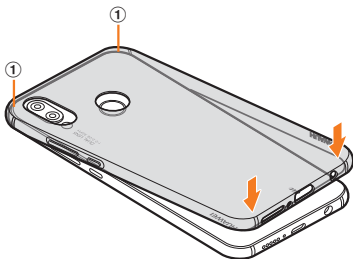


## Attaching/Removing the Clear Case (Sample)

- When attaching/removing the clear case (sample), hold the product in your hand to prevent damaging the display etc. Also avoid pressing the power button or volume button by your finger or hand.
- When attaching/removing the clear case (sample), do not bend or twist it with excessive force.

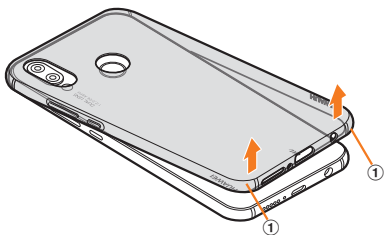
### Attaching the Clear Case (Sample)

- 1 Hook the ① part of the clear case (sample) on the product and attach the clear case (sample) in the direction of the figure



## Removing the Clear Case (Sample)

- 1 Hook your finger on the ① part of the clear case (sample) and remove the clear case (sample) in the direction of the figure



## au IC Card

au IC Card contains phone number and other information.

The product is compatible with au Nano IC Card 04.

### 《au Nano IC Card 04》

Back



Front



IC (metal) part



- ◎ Note the following points, which may cause malfunction or damage, when handling an IC Card.
  - Do not touch the IC (metal) part of an IC Card.
  - Insert in the correct direction.
  - Do not use force to attach or remove.
- ◎ When an IC Card is not attached properly or an IC Card is abnormal, an error message appears.
- ◎ Do not lose an IC Card after it has been removed.
- ◎ Do not insert an IC Card with a conversion adapter attached to it. Doing so may cause malfunction.
- ◎ The bundled SIM card removal tool (sample) is necessary to attach/remove an IC Card.

### ■ When an IC Card is Not Inserted

When an IC Card is not inserted, the following operations are not available. "D" appears on the status bar.

- Making a call<sup>\*</sup>/receiving a call
- Sending/receiving SMS
- Sending/receiving +Message
- Making initial settings for au mail and sending/receiving au mail
- Setting up PIN code
- Checking the phone number and mail address of this product.

Besides the above, some functions requiring your phone number might not be available.

\* Emergency calls to 110 (Police), 119 (Fire department or ambulance service), 118 (Japan Coast Guard), and 157 (Customer Service Center) are also not available. Emergency calls may be available overseas (emergency call numbers vary depending on countries).

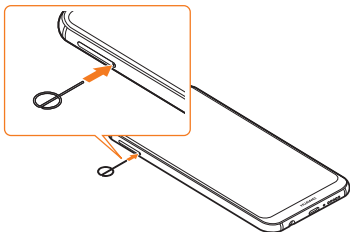
## Attaching/removing au IC Card

### Attaching au IC Card

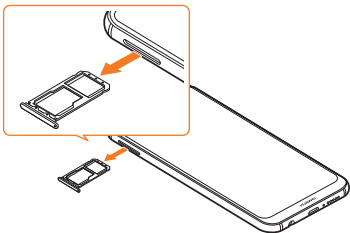
Before attaching au IC Card, make sure to turn the product off.

- 1** Insert the tip of the SIM card removal tool (sample) into the hole of the au IC Card/microSD memory card tray and slowly push it in the direction of the arrow.

The tray is ejected.

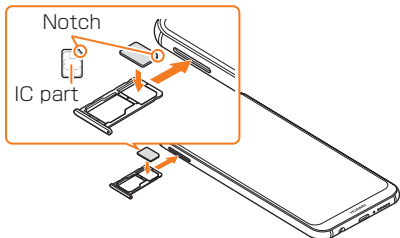


- 2** Pull the tray out straight to remove it from the main unit.



- 3** Put an IC Card into the tray with the IC (metal) part downwards, insert the tray into the main unit, and then push it all the way straight into the slot.

- Note the direction of the notch.
- Insert an IC Card so that it is tightly attached to the tray.



- 4 Push the tray firmly and make sure that there is no gap between the tray and the main unit.



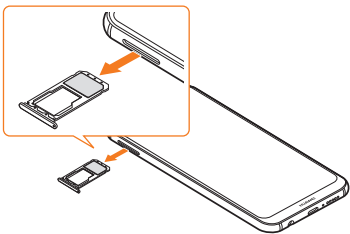
## Removing au IC Card

Before removing au IC Card, make sure to turn the product off.

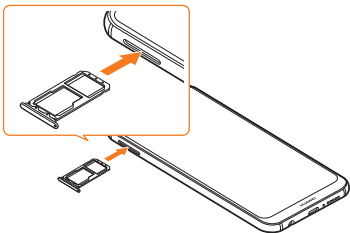
- 1 Insert the tip of the SIM card removal tool (sample) into the hole of the au IC Card/microSD memory card tray and slowly push it (▶P.79)

The tray is ejected.

- 2** Pull the tray out straight to remove it from the main unit.



- 3** Remove an IC Card, insert the tray into the main unit, and then push it all the way straight into the slot.



- 4** Push the tray firmly and make sure that there is no gap between the tray and the main unit (▶P.81)

## Attaching/Removing microSD Memory Card

### Attaching microSD Memory Card

Before attaching a microSD memory card, make sure to turn the product off.

- 1** Insert the tip of the SIM card removal tool (sample) into the hole of the au IC Card/microSD memory card tray and slowly push it (▶P.79)

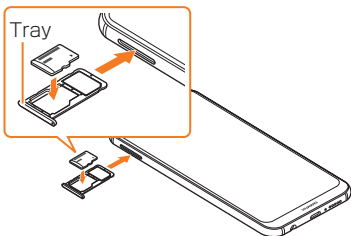
The tray is ejected.

- 2** Pull the tray out straight to remove it from the main unit (▶P.80)



**3** Put the microSD memory card into the tray with the terminal (metal) part downwards, insert the tray into the main unit, and then push it all the way straight into the slot

- Insert the microSD memory card so that it is tightly attached to the tray.



**4** Push the tray firmly and make sure that there is no gap between the tray and the main unit (▶P.81)

 memo

- © Insert a microSD memory card with the right side up in the appropriate direction. Inserting a microSD memory card forcefully into the slot could result in failure to remove the microSD memory card or damage to the microSD memory card.

## Removing microSD Memory Card

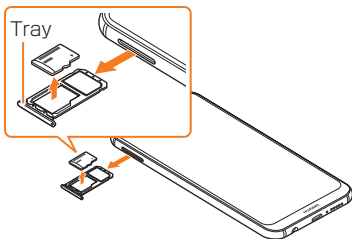
Before removing the microSD memory card, make sure to turn the product off.

- 1** Insert the tip of the SIM card removal tool (sample) into the hole of the au IC Card/microSD memory card tray and slowly push it (▶P.79)

The tray is ejected.

- 2** Pull the tray out straight to remove it from the main unit (▶P.80)

- 3** Remove the microSD memory card, insert the tray into the main unit, and then push it all the way straight into the slot



- 4** Push the tray firmly and make sure that there is no gap between the tray and the main unit (▶P.81)



### memo

- ⊙ Do not touch the terminal part of a microSD memory card.
- ⊙ After using the product for a long time, the removed microSD memory card may become warm. This is not a malfunction.

## Charging

When you purchase your product, the internal battery is not fully charged. Be sure to charge the battery before first use or when battery is low.



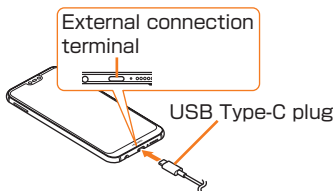
### memo

- ⊙ While charging, the product might become hot (when activating camera or communicating data while charging, the internal battery becomes hot).
- ⊙ It may take longer to charge the internal battery when you use camera function, etc. while charging the battery.
- ⊙ When you operate the product with the specified charger connected, the product may repeat short-time charging/discharging. Frequently recharging the internal battery shorten the battery life.
- ⊙ When temperature of environment or the product is extremely high or low, charging may be stopped. Charge the battery at room temperature as much as possible.


## Charging with Supplied AC Adapter

Charging with the supplied AC adapter (HUAWEI Quick Charger) is explained.

- 1** Insert the USB Type-C plug of the supplied USB cable straight into the external connection terminal of the product




- 2** Insert the USB plug of the USB cable into the USB port of HUAWEI Quick Charger and insert the power plug of HUAWEI Quick Charger into a 100 V AC power outlet


On the status bar (►P.101) of the screen top,  is displayed and charging starts. When charging is finished, "100%" is displayed on the status bar.

- 3 When charging is complete, pull out the USB Type-C plug of the USB cable straight from the external connection terminal of the product
- 4 Remove the power plug of HUAWEI Quick Charger from the power outlet



#### memo

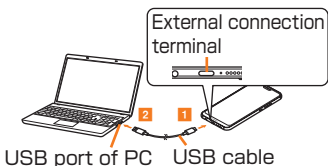
When  is not displayed

- © Wait until  is displayed on the status bar of the top screen. Bad connection is assumed if it does not appear after a while. Check that the USB Type-C plug of the USB cable is connected firmly. If the problem persists, stop charging and then contact an au shop or Repair and Delivery Support Center.

## Charging with PC

- 1 Insert the USB Type-C plug of the supplied USB cable straight into the external connection terminal of the product.

- 2 Insert the USB plug of the supplied USB cable straight into the USB port of PC.



### memo

- You can charge the battery with the product turned on, but the charging time takes longer.
- The charging time may take longer than charging with HUAWEI Quick Charger.
- When the "Found New Hardware Wizard" screen appears on PC, select "Cancel".

## Turning the Power On/Off

### Turning the Power On

- 1 Press and hold the Power button for 2 seconds or longer

The lock screen appears.

Swipe the screen to unlock.

- When you turn on the product for the first time after purchasing, the initial setting screen appears automatically. Follow the onscreen instructions to set functions.

For detailed descriptions on initial settings, refer to "Setting Guide".



## memo

- Ⓞ Do not touch the display when turning the power on. Touching the display may cause the touch panel to operate improperly.

## Turning the Power Off

- 1** Press and hold the Power button for 2 seconds or longer
- 2** [Power off] → [Touch to power off]

## Forcing Shut Down and Restarting

Force shutdown and restart the product when the screen freezes or the power cannot be turned off.

- 1** Press and hold the Power button for 10 seconds or longer

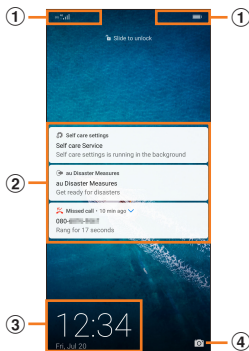


## memo

- Ⓞ If the product is forced shutdown and restarted, unsaved data will be erased. Do not force shutdown except when the product becomes inoperative.

# Lock Screen

This screen is displayed when turning the power on or the sleep mode is canceled. On the Lock screen, you can check the date and time and notification information as well as use the camera shortcut.



① **Status bar**

② **Notification information**

New information such as a missed call etc.

③ **Date & time**

④ **Camera shortcut**

Swipe up to launch camera.



## Unlocking the Lock Screen

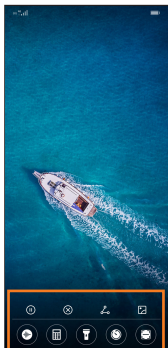
### 1 Swipe on the lock screen other than the top/bottom ends

The screen is unlocked and Home screen or the screen for going into the sleep mode appears.

- Swipe the top/bottom ends of the screen to activate the notification panel, camera, or magazine lock screen.
- The unlock method differs depending on the screen lock settings.









- Swipe up the bottom end of the screen to display the magazine lock screen to use shortcuts to applications/functions.



### 《Magazine lock screen》

- The following operations are available by tapping icons on the magazine lock screen.

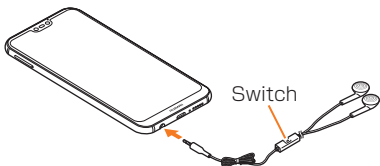
Icon	Description
	Set whether to fix the cover image or switch images automatically on the lock screen.
	Delete the cover image of the lock screen.
	Share the cover image of the lock screen with email, Bluetooth <sup>®</sup> communication etc.

Icon	Description
	Add cover images of the lock screen.
	Display the recorder application.
	Display the calculator application.
	Flashlight turns on.
	Display the clock application.
	Read QR code.

## Using Earphone Microphone (Sample)

Connect the supplied earphone microphone (sample).

- 1** Insert the plug of the supplied earphone microphone (sample) into the headset jack of the product



### memo

- © The following operations can be made by the switch of the earphone microphone (sample).
  - Press the switch: switches playback/pause of music data. Answers an incoming call or sets Mute during a call.
  - Press and hold the switch for 1 second or longer: Activates Google Assistant. Ends the call during a call.

# Basic Operations

## Using the Touch Panel

The display of the product is touch panel and you can touch directly with your finger to operate.

- 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) on the touch panel.
- The touch panel might not respond to the following types of operation. These may also result in malfunction.
  - with gloved fingers
  - with fingernails
  - with another object placed on the operation area
  - with a protective film or sticker adhered
  - with water drops or dew condensation attached on the display
  - with wet or sweaty fingers

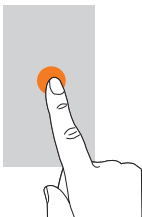
## ■ Tap/Double Tap

Lightly touch a screen and then immediately release your finger. Also, double-tap is an operation of tapping twice on the same position.



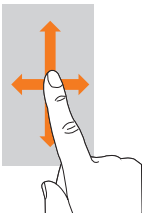
## ■ Touch and Hold

Keep touching an item etc.



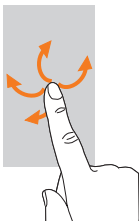
## ■ Slide

Touch the screen lightly with your finger and drag to the desired position when the screen is not displayed fully.



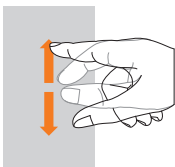
## ■ Flick (Swipe)

Touch the screen and flick up/down/left/right.



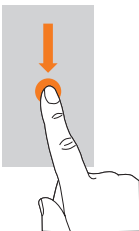
## ■ Pinch

Open (Pinch-out) or close (Pinch-in) your two fingers while touching the screen.



## ■ Drag

Keep touching items or icons on the screen and move to the desired position.



# Using Home Screen

## Home Screen

At the time of purchase, Home screen is set to "Huawei Home" where you can use frequently used applications with a smartphone in a single operation. Home screen can be switched.



- ① Status bar
- ② Quick search box (widget)
- ③ Clock and Weather (widget)
- ④ Application/Folder
- ⑤ Indicator
- ⑥ Dock bar



## ⑦ Navigation key

### ◀ Back button

Returns to the previous screen.

### ○ Home button

Displays Home screen.

### □ Task button

Check running applications list.

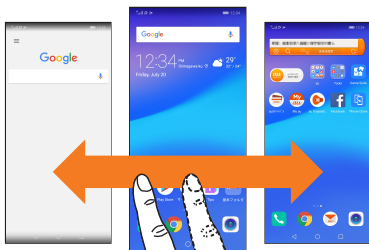


memo

◎ Touch and hold ○ to activate Google Assistant.

## Home Screen Operation

Home screen consists of multiple screens. Slide/flick right or left to switch them.



## Launching Applications

Tap an icon of an application on Home screen to launch the application.

- When the application to launch is in a folder, tap the folder and tap the icon of the application.

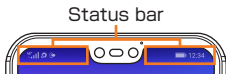


memo

- © Some functions activated by tapping application icons may incur communication charges.











## Monitoring the Status of the Product

### Icons






Notification icons appear on the left of the status bar, showing missed calls, new mail, operations in progress, etc., and status icons appear on the right, showing the status of the product. Slide down the status bar to display the notification panel and check the notifications (▶P.103).

## ■ Main Notification Icon Examples

Icon	Description
	Signal strength (received field strength)
	4G (LTE/WiMAX 2+)* data communication status
	Airplane mode
	Missed call
	New mail message (au mail)
	New mail message (Gmail)
	New +Message/new SMS
	Incoming call
	Wi-Fi® signal strength •  is displayed on the right side of the icon during communication.

## ■ Main Status Icon Examples

Icon	Description
	Time
	Battery level
	Vibrate only/Silent

\* In Japan, you can use "LTE" and "WiMAX 2+" networks. "4G" is displayed for both networks. According to the signal congestion etc., the product is connected to the less congested network.

# Notification Panel

If any notification icons are displayed on the left side of the status bar, open the notification panel by sliding the status bar down to check details of the notifications. Also, tap the shortcut to set ON/OFF of the frequent-used function.

## 1 Slide the status bar downwards

The notification panel is displayed.



《Notification panel》

- ① Date & time
- ② Shortcuts
- ③ Screen brightness
- ④ Notification information
- ⑤ Notification panel editing
- ⑥ Settings
- ⑦ Shortcut area expand/shrink  
Expand/shrink the shortcut area.
- ⑧ Delete  
Delete the displayed notification information and notification icons.  
Some notification information cannot be deleted.


## Setting Silent Mode

Set to Silent mode so as not to disturb others around you in public places.

- 1 Open the notification panel  
[Sound]/[Vibration]/[Silent]

## Setting Airplane Mode

When the airplane mode is set, wireless functions are disabled (telephone, data transmission, wireless LAN (Wi-Fi<sup>®</sup>), Bluetooth<sup>®</sup>).

- 1 Home screen → [基本フォルダ]  
(Basic folder) → [Settings] →  
[Wireless & networks] → [  
of "Airplane mode"

## Fingerprint Authentication

- Fingerprint authentication uses the characteristics of your fingerprint. If your fingerprint image has few characteristics, fingerprint authentication may not be available.
- Authentication performance (authenticating fingerprint when using Fingerprint Sensor) depends on usage condition. If your finger is under any of the following conditions, registration of fingerprint may be difficult or authentication performance may degrade. Authentication performance may be improved by washing or drying hands, registering a different finger, etc. according to the condition of your finger.
  - Wrinkled after taking a bath, etc.
  - Wet with water, sweat, etc.
  - Covered with grease or dirty with mud or grease
  - Rough or injured (cut, inflammation, etc.)
  - Extremely dried or having dry skin
  - Abraded and faded
  - The surface condition of finger when you authenticate fingerprint is extremely different from when you registered fingerprint
- Fingerprint authentication technology does not guarantee complete identity authentication or verification. The Company is not responsible for any damages caused by use of the product or its unavailability.

## ■ Precautions on Fingerprint Scanner

- The following actions may cause malfunction or damage.
  - Hitting or subjecting to strong impact
  - Scratching or poking with pointed item
  - Scratching with fingernail, strap metal, etc.
  - Scratching with mud, or muddying surface
  - Placing sticker on surface or letting surface get ink on it
- If the fingerprint scanner is soiled with dust or skin oil or wet with sweat or condensation, etc., read of fingerprint may be difficult or authentication performance may degrade. Occasionally clean the surface of the fingerprint scanner.
- If registration or authentication of fingerprint fails frequently, clean the surface of the fingerprint scanner. The problem may be improved.

## ■ Registering Fingerprint

---

- 1 Home screen → [基本フォルダ] (Basic folder) → [Settings] → [Security & privacy] → [Fingerprint ID] → [Fingerprint management]

- When the screen lock is set, unlock the lock screen displayed.

- When the screen lock is not set, register PIN or password as an alternative unlock method. Follow the onscreen instructions.

## **2 [New fingerprint] → press your fingerprint against the fingerprint scanner**

Once you feel a vibration, lift and place a different area of your fingerprint on the scanner as shown in the onscreen instructions. From here on, repeat the procedure until the "Successfully enrolled" message is displayed.

## **3 [OK]**

## **4 On the fingerprint management screen, select functions to use the fingerprint authentication on.**

To use the fingerprint authentication to unlock the screen lock, set [Unlock screen] to ON.



### **memo**

- ◎ To check the registered fingerprint, add/delete fingerprints, change names, or change the functions to use the fingerprint authentication on, Home screen → [基本フォルダ] (Basic folder) → [Settings] → [Security & privacy] → [Fingerprint ID] → [Fingerprint management], set the functions.



## Authenticating Fingerprint

- 1 Place your fingerprint on the fingerprint scanner when the screen is turned off/ the lock screen is displayed/ the fingerprint authentication screen is displayed.


The lock screen is unlocked.

## Entering Text

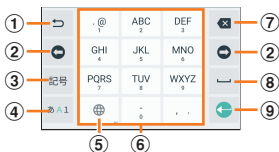
Use software keyboards to enter characters.

Software keyboard appears when you tap an entry field in the character entry screen of such as registering contact and creating emails.

## Switching Keyboards

- 1 Character input screen → 
- 2 Select a keyboard type
  - On the 10-key keyboard, tap a key several times or flick the key up, down, right, or left to enter a character.
  - On the QWERTY keyboard or 50-key keyboard, tap the key of your desired character to enter. Romaji input is applied when the input mode is "Kana" of the QWERTY keyboard.

## Entering with the Keyboard



《10-key keyboard》



《QWERTY keyboard》



《50-key keyboard》

- ① Displays the characters of a key in reverse order or cancels the previous operation.
- ② Moves the cursor to the right/left and changes the range of characters when converting characters.
- ③ Enters pictograms/symbols/emoticons.

- ④ Switches the Input Mode (Kana/ alphabet/numeric).
- ⑤ Switches upper case/lower case of entering character.
- ⑥ Inputs the characters of each key.
- ⑦ Deletes the character to the left of the cursor.
- ⑧ Inputs a space and converts characters in Kana input mode.
- ⑨ Starts a new line/confirms the characters input.
- ⑩ Displays the setting screen.


## ■ Flick Input



You can flick the key up, down, right, or left to enter a character. Touch and hold the key to display the candidates that can be entered by flicking (flick guide). You can check the candidates and then enter a character.



## memo

- © To set ringtone and vibration for key operations, character input screen →  → [Key operation].

## Using Camera

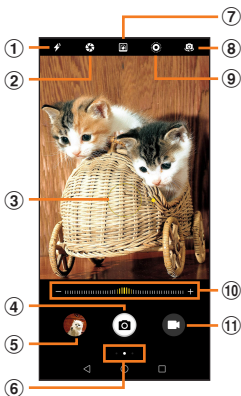
### ■ Notes on Using Camera

- Fingerprints or grease on lens prevent capturing of clear still images/videos. Wipe the lens clean with a soft cloth before shooting.
- Avoid fingers, hair, etc. from covering the lens when shooting.
- Take care not to cover the microphone with your fingers during recording a video. Quality of audio recorded via the microphone may deteriorate depending on the loudness of speech or the surrounding environment.
- When using the self-timer for image capture and the product is placed on an unstable surface, the product vibrates such as when you receive a call. It may cause the product to fall.
- The shutter and the self-timer countdown sounds can be heard for shooting a still image even in Silent mode. Sounds also can be heard for starting/stopping recording a video. The sound volume cannot be changed.

# Viewfinder Screen

## 1 Home screen → [📷]

The viewfinder screen appears.



《Still image shooting screen》



《Video recording screen》

① **Flash/Photo light**

② **Wide aperture enable/disable switch**

You can shoot an image emphasizing the object with blurred background.

③ **Auto focus frame**

When shooting a still image, touch and hold the screen to display the focus (outside) and exposure measured point (inside) and drag them to desired points.

④ **Shutter button**

⑤ **Thumbnail of previous image**

⑥ **Indicator**

⑦ **Portrait mode enable/disable switch**

- ⑧ Camera switch
- ⑨ Animation photo enable/disable switch
- ⑩ Zoom
- ⑪ Still image/video switch
- ⑫ Video recording start/stop button




#### memo

- ◎ Flick the viewfinder screen right to display the mode change screen and set the shooting mode. Flick the viewfinder screen left to display the settings screen and set the resolution, location information, etc.
- ◎ When the portrait mode is enabled, the resolution is fixed and cannot be changed. To change the resolution, disable the portrait mode.
- ◎ When the screen is turned off or locked, press the volume DOWN button twice quickly to launch Ultra snapshot and shoot a still image.

# Phone

## Call

### ■ Entering a Phone Number and Making a Call

- 1** Home screen →   
The phone number input screen is displayed.

- 2** Enter a phone number → 

### ■ Making a Call from Contacts

- 1** On the phone number entry screen, tap "Contacts" tab
- 2** Tap the other party to be called  
→ Tap a phone number

### ■ Making a Call from Call Logs


- 1** On the phone number entry screen, select the other party to be called from the call log and tap it

### ■ Calling Overseas from au Phones (au International Call Service)

You can make international calls from your product without any special procedure.



**1** Home screen → 



**2** Enter the international access code, country code, city code, and the phone number of the other party → 



- \* Long touching "0" inputs a "+" and "010" is added automatically when you make the call.
- \* If the area code starts with "0", dial it without including the "0" (There are some exceptions such as regions including Italy etc.).


## Receiving a Call

You can receive a call in the following steps.

### While the Screen Backlight is Off

**1** Slide "" in the direction of "" during an incoming call

- To reject the call, slide "" in the direction of ".

**2** To end the call, 

### While the Screen Backlight is On

**1**  during an incoming call

- To reject the call, tap .

**2** To end the call, 

## Checking Your Phone Number

- 1 Home screen → [基本フォルダ] (Basic folder) → [Settings] → [System] → [About phone] → [Status]

Your phone number is shown in My phone number field.

# Appendix

## Updating Software

### ■ Notes

- You are charged for data communication when connecting to the Internet from the product using data communication. Especially for OS update, large data communication occurs. Using Wi-Fi® connection is recommended.
- When software update is necessary, you will be informed on au homepage, etc. For details, contact an au shop or Customer Service Center (1577 call toll-free). In addition, users of this product will receive a notice from au, when software update is necessary to improve the functionality of the product.
- Fully charge before update. Software update cannot be done with the battery power low.
- It is recommended to back up your data before updating software.
- If software update has failed or stopped, perform the same procedure again.
- If you fail to update software, the product may become unusable. In that case, bring the product to an au shop or PiPit (not accepted by some shops).
- When using the product overseas, the software update functions may not be available.

- Any operations are not available during software update. Calling 110 (Police), 119 (Fire/Ambulance), 118 (Maritime rescue) and 157 (Customer Service Center) is not available. Alarm does not work, either.

## Downloading Software to Update

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Downloading updated software via the Internet directly from the product is available using the data communication or Wi-Fi<sup>®</sup> network connection.

**1** Home screen → [基本フォルダ] (Basic folder) → [Settings] → [System] → [System update]

**2** [CHECK FOR UPDATES]

Check if there is new software.  
From here on, follow the onscreen instructions.

## Troubleshooting

Before you assume that the product is malfunctioning, perform "トラブル診断 (Trouble check)" in "故障紛失サポート (Repair and Delivery Service)" app.

Home screen → [au] → [故障紛失サポート] (Repair and Delivery Service) → [トラブル診断] (Trouble check) (Displayed language is Japanese only.)

Or, check for possible remedies in the following site "トラブル診断" (Trouble check) of au homepage:

<https://www.au.com/trouble-check/>

## After-Sales Service

### ■ When Asking for Repair

For repair, contact Repair and Delivery Support Center.

During the warranty period	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 is valid for one year from the date of purchase.



- ◎ Before handing 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.
- ◎ Collected au cell phones by Replacement cell phone delivery service which you used before are recycled to cell phones for replacement after repairs. Also replaced parts by au after-sales service are collected and recycled by KDDI. They are not returned to customers.
- ◎ For the products that are processed, modified, analyzed (including altering the software, analyzing (including rooting), reverse-engineering, or decompiling, disassembling), or repaired by repair offices other than the Company specified, they are not covered by the warranty or repair may be refused.
- ◎ The battery built-into the main unit is not covered by free-of-charge repair warranty excluding events arising from defects of battery material or the production.
- ◎ The USB cable, clear case (sample), earphone microphone (sample), and SIM card removal tool (sample) are not covered by free-of-charge repair warranty.

### ■ Performance Parts for Repair

The Company retains performance parts for repair of the HWV32 main unit and its peripherals for 4 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. When you apply for repair, inform us of your serial number (IMEI number). The production number (IMEI number) can be checked on the product main unit, sticker on the outer packaging box, etc.
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. (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 When the product is malfunctioning or damaged due to modification and repair.
  - 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. Repairs may be refused depending on the damage condition of devices.

5. Note that the company shall not be liable for any damages and loss 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 liable for the free-of-charge repair subject to the above-mentioned period and condition. Therefore, it does not restrict your legal authority for assurance parties and other operators.

### ■ Repair and Delivery Service

An after-sales service membership program on a monthly basis called "Repair and Delivery Support" is available for using your au cell phone for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For details of this service, check on the au homepage or contact Repair and Delivery Support Center.

<https://www.au.com/mobile/service/after-service/support-plus-lte/>





## memo

- ◎ You can apply for membership only at the time of purchasing your au cell phone.
- ◎ Once you cancel the membership, you cannot reapply for it until you purchase an au cell phone next time.
- ◎ Note that when changing the model or purchasing an extra cell phone, this service only covers the most recently purchased au cell phone.
- ◎ When an au cell phone is handed over to you or someone else, the "Repair and Delivery Support" membership is also handed over to the successor of the cell phone.
- ◎ When you get a new au cell phone by changing the model, purchasing an extra cell phone, etc., the "Repair and Delivery Support" membership for the old au cell phone is automatically canceled.
- ◎ Service contents are subject to change without notice.

### ■ au IC Card

au IC 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 or PiPit.

## Related Accessories

■ HUAWEI Quick Charger (59200JHQ)

■ TypeC Common AC Adapter 01  
(0601PQA) (sold separately)

TypeC Common AC Adapter 02  
(0602PQA) (sold separately)

- Common AC Adapter 05 (0501PWA) (sold separately)\*
- MicroB-TypeC conversion adapter (0601PHA) (sold separately)
- au Carrying Case G Black (0106FCA) (sold separately)

\* For use, MicroB-TypeC conversion adapter (sold separately) is needed.



### memo

© Accessories can be purchased at au online shop.  
<http://onlineshop.au.com> (Japanese)

## Main Specifications

### Main unit

Display	Approx. 5.8 inches, Approx. 16.77 million colors, TFT liquid crystal
	2,280×1,080 (FHD+)
Weight	Approx. 145g (including the internal battery)
Dimensions (W × H × D)	Approx. 71 mm×149 mm×7.4 mm (thickest part: approx. 8.6mm)

<b>Internal memory (Storage/RAM)</b>		Storage: 64 GB/ RAM: 4 GB
Continuous call time	<b>In Japan</b>	Approx. 1,100 minutes
	Overseas (GSM)	Approx. 900 minutes
Continuous standby time <sup>*1</sup>	<b>In Japan</b>	Approx. 350 hours (LTE/WiMAX2+ area)
	Overseas (GSM)	Approx. 280 hours
<b>Continuous tethering time<sup>*2</sup></b>		Approx. 540 minutes (WAN side LTE/WiMAX2+)
<b>Maximum number of Wi-Fi tethering connection devices</b>		8
<b>Charging time</b>		Approx. 100 minutes (using HUAWEI Quick Charger) Approx. 130 minutes (using TypeC Common AC Adapter 01/TypeC Common AC Adapter 02)

\*1 Continuous standby times are measurements in a static state. Protocol communication in the standby state is considered.

\*2 Continuous tethering time is measured by a WAN side LTE and Wi-Fi receiver respectively. LAN side Wi-Fi is 802.11h. (Measured by data transfer at speeds of TCP 1.2 Mbps for downlinks or its equivalents)



## memo

- © The continuous talk time and standby time may drop to less than half depending on the battery charging status, usage environment such as temperature, reception condition at the location where the product is used, and the function settings.

### ■ Wireless LAN (Wi-Fi®)

Communication method	IEEE802.11 a/b/g/n/ac compliant
Frequency bands	2.4 GHz band/5 GHz band

### ■ Bluetooth®

Communication method	Bluetooth® standards Ver.4.2 BLE
Output	Bluetooth® standards Power Class 1
Communication range*1	Within 10 m with no obstacles in the range

<b>Supported Bluetooth profile<sup>*2</sup></b>	GATT, A2DP (Advanced Audio Distribution Profile), AVRCP (Audio/Video Remote Control Profile), HFP (Hands-Free Profile), HID (Human Interface Device Profile), HSP (Headset Profile), OPP (Object Push Profile), PAN (Personal Area Networking Profile), PAN NAP, PAN U, PBAP (Phone Book Access Profile) <sup>*3</sup> , SPP (Serial Port Profile), MAP (Message Access Profile)
<b>Frequency bands</b>	2.4 GHz band

- \*1 Changes according to objects obstructing devices and signal reception.
- \*2 Specifications provided in Bluetooth<sup>®</sup> standards for making communication between Bluetooth<sup>®</sup>-compatible devices in accordance with their intended use.
- \*3 May not be displayed correctly on the receiver's device depending on the content of the address book.

## ■ Effective camera pixels

Out Camera	Approx. 16 million pixels + approx. 2 million pixels
In-camera	Approx. 16 million pixels

## ■ HUAWEI Quick Charger

Input	AC 100 to 240 V 0.5 A 50/60 Hz
Output	DC 5 V 2A / 9 V 2A
Dimension (W × H × D)	Approx. 40 mm × 23.3 mm × 52 mm
Weight	Approx. 49 g
Operation environment	Operating ambient temperature range: -10° C to 45° C Operating ambient humidity range: 5 % to 95 % * When connected to the product for charging, use within an ambient temperature range of 5°C to 35°C and humidity range of 5% to 95%.

## Specific Absorption Rate (SAR) of Cell Phone

This model [HWV32] cell phone complies with Japanese technical regulations for exposure to radio waves and international guidelines on radio wave protection.

This cell phone has been designed in observance of the Japanese technical regulations regarding exposure to radio waves<sup>\*1</sup> 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. The SAR limit for cell phones is 2.0 W/kg. The highest SAR value for this cell phone when tested for use near the head is 1.123W/kg<sup>\*2</sup>. The highest SAR value for this cell phone when tested for use on the body is 0.86W/kg<sup>\*2</sup>. 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 automatic changes in the power level of the cell phone to ensure it only outputs 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 ear. Use an accessory such as a carrying case, etc. so that you can hold the product at least 1.5 cm away from your body and also do not contain metal parts between the product and your body. By doing this, this cell phone complies with Japanese technical regulations and international guidelines regarding exposure to radio waves.

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.

[http://www.who.int/docstore/peh-emf/publications/facts\\_press/fact\\_english.htm](http://www.who.int/docstore/peh-emf/publications/facts_press/fact_english.htm)

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

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○ **Ministry of Internal Affairs and Communications website:**

<http://www.tele.soumu.go.jp/e/sys/ele/index.htm>

○ **Association of Radio Industries and Businesses website:**

<http://www.arib-emf.org/01denpa/denpa02-02.html> (in Japanese only)

○ **HUAWEI TECHNOLOGIES CO., LTD website:**

<http://consumer.huawei.com/jp/index.htm> (in Japanese only)

○ **au homepage:**

<https://www.au.com/english/>

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\*1 Technical regulations are defined by the Ministerial Ordinance Related to Radio Law (Article 14-2 of Radio Equipment Regulations).

\*2 Including other radio systems that can be simultaneously used.

## FCC Regulatory Compliance

### ■ Body worn operation

The device complies with RF specifications when used near your ear or at a distance of 1.50 cm from your body. Ensure that the device accessories, such as a device case and device holster, are not composed of metal components. Keep the device away from your body to meet the distance requirement.

### ■ Certification information (SAR)

This device is also designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). The SAR limit adopted by the USA is 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported to the FCC for this device type complies with this limit.

The highest SAR value reported to the FCC for this device type when using it at the ear is

HUAWEI P20 lite HWV32	1.10 W/kg
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And when properly worn on the body is

HUAWEI P20 lite HWV32	0.97 W/kg
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And when using the Wi-Fi hotspot function is

HUAWEI P20 lite HWV32	1.49 W/kg
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## ■ FCC statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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.

**Caution:** Any changes or modifications to this device not expressly approved by Huawei Technologies Co., Ltd. For compliance could void the user's authority to operate the equipment.

## EU Regulatory Conformance

### ■ Body worn operation

The device complies with RF specifications when used near your ear or at a distance of 0.50 cm from your body. Ensure that the device accessories, such as a device case and device holster, are not composed of metal components. Keep the device away from your body to meet the distance requirement.

The highest SAR value reported for this device type when tested at the ear is

HUAWEI P20 lite HWV32	0.81 W/kg
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And when properly worn on the body is

HUAWEI P20 lite HWV32	1.12 W/kg
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### ■ Statement

Hereby, Huawei Technologies Co., Ltd. declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

The most recent and valid version of the DoC (Declaration of Conformity) can be viewed at:

<http://consumer.huawei.com/certification>

This device may be operated in all member states of the EU.

Observe national and local regulations where the device is used.

This device may be restricted for use, depending on the local network.

## **Export Administration Regulations**

This product and its accessories may be under coverage of the Export Administration Regulations of Japan ("Foreign Exchange and Foreign Trade Control Laws" and the related laws and regulations). In addition, Export Administration Regulations of the United States may be applicable. 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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# For inquiries, call:

## Customer Service Center

For general information, charges, and operation assistance (toll free)

Business hours: 9:00 to 20:00 (7 days a week)

From fixed-line phones:



**0077-7-111**

From au cell phones:

**157**

area code not required

Pressing "zero" will connect you to an operator, after calling "157" on your au cellphone.

In case above numbers are not available, call toll-free:



**0120-977-033** (except Okinawa)



**0120-977-699** (Okinawa)

For service cancelation procedure in case of loss or theft (toll free)

Business hours: 24 hours (7 days a week)

From fixed-line phones:



**0077-7-113**

From au cell phones:

**113**

area code not required

In case above numbers are not available, call toll-free:



**0120-925-314**

## Repair and Delivery Service Center

For loss, theft or damage (toll free)

Business hours: 9:00 to 20:00 (7 days a week)

From fixed-line phones/au cell phones:



**0120-925-919**



やめましょう、  
歩きスマホ。




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.

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