au

isai V30+

Basic Manual

January 2018, 1st Edition MBM66297701(1.0)

Preface

Thank you for purchasing the "isai V30+" (simply called the "product" from here on).
Before using the product, be sure to read the supplied "Setting Guide", "Notes on Usage", "Basic Manual" (this manual) or "User Guide 取扱説明書 詳細版 (Full Instruction Manual)" (Japanese only) available on the au homepage to ensure correct use.

List of Packaged Items

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

●Main unit
●LG TV antenna cable 01

●IC card opener for LGV35 (sample)
●Transparent cover (sample)
●Cleaning cloth (sample)*
  * Please use to clean the product.

●設定ガイド (Setting Guide) (Japanese)
●ご利用にあたっての注意事項 (Notes on Usage) (Japanese)
●取扱説明書 (Basic Manual) (Japanese)

The following items are not included in the package.
●USB Type-C cable
●microSD memory card
●AC adapter
●Earphone

📝 memo

• Purchase a specified charger (sold separately).
• The battery is built into the product.
• The illustrations of the cell phone in the manual are used only for explaining. They may differ from the actual product.

About Instruction Manual

Setting Guide/Basic Manual (this manual)

Handles only basic operational procedures for main features.

Basic Manual application

You can use the "Basic Manual application" on the product to confirm basic operational procedures for main features.

● Operation procedures
1 On the Home screen ▶ [Basic Functions] ▶ [Basic Manual]

• When you activate for the first time, follow the onscreen instructions to download and install the application.

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

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/
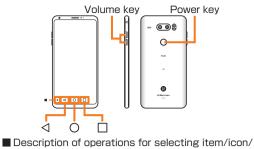
Downloading Manuals

You can download the English version of the Basic Manual 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/

Regarding Notations Used in This Manual

■ Key/button indications
In this manual, keys/buttons are represented by simplified illustrations as shown below.

Volume key   Power key

■ Description of operations for selecting item/icon/button etc.
The notations used for operation procedures in this manual are as follows.

Description	Explanation
On the Home screen ▶ [📞] ▶ [1] [4] [1] ▶ [☎]	Tap 📞 (Phone) on the bottom of Home screen. Tap 1 , 4 , 1 then tap ☎.
On the Home screen ▶ [□]	Tap □ on the bottom of Home screen.

• Tap means to lightly touch and release the button or icon shown on the display to select it.

■ Illustrations and screen displays
This manual uses screenshots and describes operations with the au Nano IC Card 04 inserted.

• Illustrations and screens shown in this manual may look different from the actual product or screen. Note that in some cases, 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)

For inquiries, call:

Customer Service Center
For general, charge, operations (toll free)
Business hours 9:00 - 20:00 (7 days a week)

From fixed-line phones:	From au cell phones:
℡0077-7-111	157 area code not required

Pressing "zero" will connect you to an operator, after calling "157" on your au cellphone.
In case area numbers are not available,
℡0120-977-033 (except Okinawa)
℡0120-977-699 (Okinawa)

For service canceling procedure in case of loss or theft (toll free)
Business hours 24-hour (7 days a week)

From fixed-line phones:	From au cell phones:
℡0077-7-113	113 area code not required

In case area numbers are not available,
℡0120-925-314

Repair and Delivery Service Center
For loss, theft or damage (toll free)
Business hours 9:00 - 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 It is very dangerous to charge the product in a wet state, this could cause abnormal heat generation or a burnout.

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.

モバイル・リサイクル・ネットワーク

Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
Imported by: LG Electronics Japan Inc.
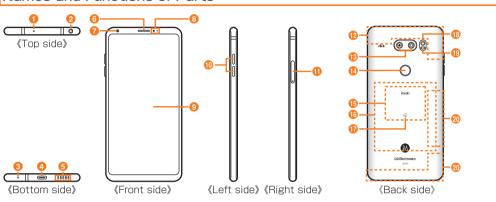Manufactured by: LG Electronics Inc.

📝 memo

• In this manual, screenshots for body color "Cloud Silver" are provided as examples.
• In this manual, "au Nano IC Card 04" is listed as "au IC card".
• Descriptions in this manual are based on the operations of portrait screen. Menu items/icons/buttons on a screen may be different from the ones in the horizontal screen.
• In this manual, operation procedures are described based on "Home". When the home application is changed by "Select Home", operation procedures may be different.
• Items, title levels, and icons in this manual may look different based on different functions you use or different conditions, etc.
• In this manual, "microSD™ memory card (commercial item)", "microSDHC™ memory card (commercial item)" or "microSDXC™ memory card (commercial item)" is called "microSD memory card" or "microSD" for short.
• All of the indicated amounts exclude tax unless otherwise specified.
• All company names and product names in this manual are either trademarks or registered trademarks. The trademark symbol (TM) and the registered trademark symbol (®) may be omitted in places in this manual.

Names and Functions of Parts

《Top side》
《Bottom side》   《Front side》   《Left side》《Right side》   《Back side》

The rechargeable battery is built-in to this device. The external case (back side) and the internal battery cannot be removed. Forcibly attempting to remove the rear cover may cause damage, a fault, or injury, etc.

❶ Sub microphone
❷ Earphone jack
❸ Mouthpiece (Microphone)
❹ External connection terminal
❺ Speaker
❻ Earpiece (Receiver)
❼ Inward-facing camera (lens)
❽ Proximity sensor/Light sensor*1
❾ Display (Touch panel)
❿ Volume key (UP/DOWN)
⓫ Card tray
   This is the au IC Card and microSD memory card tray.
⓬ Built-in antenna (Wi-Fi®, Bluetooth®, GPS, Call, Internet)*2
⓭ Outward-facing camera (lens)
⓮ Power key/Fingerprint sensor
⓯ Wireless charging position
   Please align this position when perform wireless charging.
⓰ Built-in antenna (FeliCa/NFC)
⓱ 🄵 Mark
⓲ Photo light
⓳ Laser autofocus sensor
⓴ Built-in antenna (Call, Internet)*2

*1 Do not cover with a protective sheet, etc. Functions may not work correctly.
*2 The antenna is built into the phone. Covering around the antenna by hand may affect quality.

Attaching/detaching the transparent cover (sample)

• Make sure to and hold the product in your hand when attaching/detaching the transparent cover (sample) so that the display does not get damaged.
• Do not bend or twist the transparent cover (sample) forcedly when attaching or detaching it.

Attaching the transparent cover (sample)

1 Hook the ❶ of the transparent cover (sample) with the product and attach the transparent cover (sample) in the orientation in the illustration

Detaching the transparent cover (sample)

1 Hook the ❶ of the clear case with your fingertip, and remove the transparent cover (sample) in the orientation in the illustration

au IC Card

The au IC Card contains a 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

📝 memo

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

■ When au IC Card is not inserted
When the au IC Card is not inserted, the following operations are not available. The 📵 will be displayed.
• Making a call*/receiving a call
• Receiving/sending SMS
• Receiving/sending and initial settings of 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), and 118 (Japan Coast Guard) are also not available. However, when the signal strength is other than 📵 "out of service area" during GSM/UMTS/using LET network in abroad, calling is available (calls may not be connected since emergency call numbers differ depending on countries).
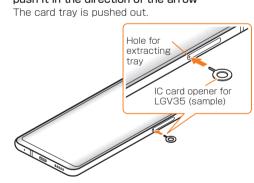
Attaching/Removing au IC Card

Attaching au IC Card

Before attaching the au IC Card, make sure to turn the product off.
• If the transparent cover (sample) is attached to the product, detach the transparent cover (sample) (▶P.12).

1 Insert the IC card opener for LGV35 (sample) into the hole for extracting tray and slowly push it in the direction of the arrow
The card tray is pushed out.

Hole for extracting tray

IC card opener for LGV35 (sample)
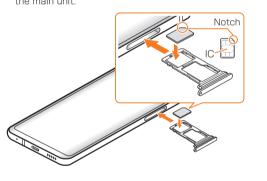
2 Hook the ❶ of the card tray with your fingernail and pull it out straight to remove the tray from the main unit

Card tray

3 Put the au IC Card into the card tray with the IC (metal) part downwards, insert the card tray into the main unit, and then push it all the way straight into the slot
• Note the direction of the notch.
• Insert the au IC Card so that it is tightly attached to the card tray.
• Make sure that there is no gap between the tray and the main unit.

Notch
IC

Removing au IC Card

Before removing the au IC Card, make sure to turn the product off.
• If the transparent cover (sample) is attached to the product, detach the transparent cover (sample) (▶P.12).

1 Insert the IC card opener for LGV35 (sample) into the hole for extracting tray and slowly push it
The card tray is pushed out.

2 Hook the ❶ of the card tray (▶P.16) with your fingernail and pull it out straight to remove the tray from the main unit

3 Remove the au IC Card, insert the card tray into the main unit, and then push it all the way straight into the slot
• Make sure that there is no gap between the tray and the main unit.

Card tray

Charging

When you purchase your cell phone, the internal battery is not fully charged. Please charge the internal battery.

📝 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 built-in battery when you use a computer to charge the battery or use the camera function or the like while charging the battery.
• Operating with the specified charging equipment (sold separately) being connected might cause short-time charge/discharge repeatedly. Life of the internal battery becomes shorter when you repeatedly charge it frequently.

Charging with the AC Adapter

Describe how to charge by using the TypeC Common AC adapter 02 (sold separately) here.
For details on the specified AC adapter (sold separately), refer to "Related Accessories" (▶P.57).

1 Insert the power plug of the TypeC Common AC adapter 02 (sold separately) into a 100 V AC power outlet
2 Insert the USB TypeC plug of the TypeC Common AC adapter 02 (sold separately) straight into the external connection terminal of the product
On the status bar of the screen top, 🔌 is displayed to show the charging is starting. When the charging is finished, 100% is displayed.
3 When charging is completed, remove the USB Type-C plug of the TypeC Common AC adapter 02 (sold separately) straight from the external connection terminal of the product
4 Remove the power plug of the TypeC Common AC adapter 02 (sold separately) from power outlet

To AC100V power outlet

TypeC Common AC Adapter 02 (sold separately)

To external connection terminal

USB Type-C plug

📝 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 if TypeC Common AC Adapter 02 (sold separately) is securely connected. If it still does not appear, stop charging and contact an au shop or Repair and Delivery Service Center.
Display on rapid charge
• 🔌 is displayed on the status bar of the top screen while rapid charging.

Turning the Power On/Off

Turning the Power On

1 Power key (Press and hold for more than 2 seconds)
The lock screen appears.
Swipe the screen to unlock.

Turning the Power Off

1 Power key (Press and hold for more than 2 seconds)
2 [Power off] ▶ [POWER OFF]

Forcibly Turning the Power Off and Restarting the Device

If the screen does not respond or the power will not turn off, you can forcibly turn the device off and restart it.

1 Hold down the power key and volume key (DOWN) at the same time about 8 seconds
• If you forcibly turn the power off and restart the device, any unsaved data will be lost. Do not perform this operation unless this device stops operating.

Sleep Mode

Pressing the Power key or not touching the screen for a certain period of time will enable Sleep mode.
If you press the Power key during Sleep mode, Sleep mode will be canceled and the Lock screen will appear.

Lock Screen

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

❶ Status bar
❷ Date & time
❸ Notification information
   New information such as a missed call, a new mail message etc.
❹ Application shortcut
   Swipe to launch an application.
   * The application shortcuts to display can be changed.

10:00

Unlocking the Lock screen

1 Swipe on the lock screen
The Home screen appears.
• The unlock method differs depending on the screen lock settings.

Setting Application Authority

When activating the applications/functions that access the functions or information of the product for the first time, the confirmation screen appears to request the permission for the access authority.
When the confirmation screen appears, confirm the content and tap "DENY" or "ALLOW".
Example: To activate Photo for the first time

1 On the Home screen ▶ [Google] ▶ [Photos] ▶ [ALLOW]
The application launches.

Using the Home Screen

Viewing Home Screen

At the time of purchase, the setting for the Home screen is set to "Home". The Home screen can be switched.

❶ Status bar
❷ Widget
❸ Quick search box (widget)
❹ App/Folder
❺ Indicator
❻ Quick launch area
❼ Home touch button
◁ Back button
Returns to the previous screen.
○ Home button
Displays Home screen.
□ Task button
Check running applications list. Tap and hold the screen while the app is running to launch Multi Window.
* On the Home screen ▶ [Settings] ▶ "Display" tab ▶ [Home touch buttons] to set the button combination, color, or hide home touch buttons. To change the types, location, or color of the button.

- 27 -

Using the Home Screen

Switching the Home Screen

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

Changing the Home screen

1 On the Home screen ▶ [Settings] ▶ "Display" tab ▶ [Home screen] ▶ [Select Home]
2 Tap an item shown below

Home	This is the default home screen. Shows all apps on the Home screen.
Home & app drawer	Shows apps on a separate screen from the Home screen.
au Basic Home	This is the app offered by au, commonized by smart operation.

- 28 -

Setting Wallpaper/Widget

1 Tap and hold part of the Home screen that is blank
2 Tap an item shown below

Widgets	You can add widgets such as au widgets, calendar, etc. You can add shortcut of settings menu also. Touch and hold widgets/shortcuts ▶ drag to the area to add widgets/shortcuts
Theme	Change the screen design. You can download and add themes.
Home screen settings	Select the Home screen, and/or set wallpaper for the Home screen, screen effects, and so on.
App trash	You can reinstall an app that you uninstalled within 24 hours.

Adding a folder

1 On the Home screen ▶ touch and hold the application to be stored into a folder
2 Drag onto another application and release your finger
Application is stored into the folder.

- 29 -

Checking the Product State

Understanding Icons

Notification icons such as a missed call, new mail, or other operations in use are displayed on the left side of status bar. On the right side, status icons showing the state of the product are displayed.
Also slide the status bar downwards to display the notification panel.

Status bar

■ **Major notification icons**

Icon	Overview
	Missed call
	New mail message (au-mail)
	New Gmail message (Gmail)
	New SMS message
	Receiving a call / Calling
	Displayed when receive a call from au's VoLTE compatible phone / when high quality sound call with au's VoLTE compatible phone

- 31 -

■ **Major status icons**

Icon	Overview
10:00	Time
	Battery level
	Charging/Rapid charging
	Airplane mode
	Signal reception (signal reception area)
	4G (LTE/WiMAX 2+) data communication status
	GSM/UMTS/LTE network communication in abroad
	Vibrate only/Silent
	Wi-Fi® signal strength

* 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.

- 32 -

Notification Panel

When a notification icon appears on the status bar, slide the status bar down to open the notification panel to check the notification or launch the application.

1 Slide the status bar downwards

❶ Date & time
Displays date and time.
❷ Notification panel (Quick Settings)
You can start functions or change settings.
Tap ⌄ to open the panel (notification panel (fully open)).
❸ Notification
❹ CLEAR ALL
Clear notification information and notification icons. Depending on the type of notification, it cannot be cleared in some cases.

(Notification panel (normal))

- 33 -

❶ Date & time
❷ Notification panel (Quick Settings)
You can start functions or change settings. Tap ✿ to display the Settings menu screen.
Tap "EDIT" to edit the notifications panel.
❸ Notification
❹ CLEAR ALL
Clear notification information and notification icons. Depending on the type of notification, it cannot be cleared in some cases.

(Notification panel (fully open))

Checking Your Phone Number

1 On the Home screen ▶ [Settings] ▶ "General" tab
Your phone number is shown in "Profile" field.

- 34 -

Setting Sound profile

Set Sound profile not to inconvenience people around you in a public place.

1 On the Home screen ▶ [Settings] ▶ "Sound" tab ▶ [Sound profile] ▶ [Sound]/[Vibrate only]/[Silent]

Setting Airplane mode

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

1 Power key (Press and hold for more than 2 seconds) ▶ [Turn on Airplane mode] ▶ [TURN ON]

Emergency call location notification

If you make an emergency call to the police, fire station or Regional Coast Guard Headquarters, your current location (GPS information) will be transmitted to the agency receiving the emergency call.

- 35 -

- In this section, the police (110), fire station (119) and Regional Coast Guard Headquarters (118) are collectively referred to as the emergency call receiving agency.
- This feature may not yet be available at some emergency call receiving agencies.
- If you add "184" before the emergency call number 110/119/118, the emergency call receiving agency will not be notified of your location and phone number.
- In places where signal reception from GPS satellites or a base station is relatively poor, such as in an underground mall, inside a building or behind a tall building, the emergency call receiving agency may be notified of some other place different from your actual location.
- When GPS cannot be used to notify of your location, base station signal is used instead.
- When making an emergency call to the police, fire station or Regional Coast Guard Headquarters, always confirm where you are, and tell them your exact location on the phone. Note that depending on the area where you are calling, your call may not be connected to the agency having jurisdiction over that area.
- If the emergency call receiving agency determines that human lives and health are in danger, they will be able to acquire the caller's location information during the call or within a certain period of time after the call.
- If you make an emergency call with call reject set, the call reject setting is automatically turned off for a period of 120 minutes so that the emergency services can contact you.

- 36 -

Entering Text

Use the software keyboard to enter characters. To display the software keyboard, tap a character input box in the character input screen when adding contacts, creating a message, etc.

Switching the Software Keyboard

1 Character input screen ▶ [✿] ▶ [Keyboard type]
2 [10-key keyboard]/[QWERTY keyboard]/ [50-key keyboard vertical (right)]/[50-key keyboard vertical (left)]/[50-key keyboard horizontal]
- On the 10-key keyboard, tap the same key repeatedly or flick up/down/left/right to enter the desired character.
- On the QWERTY keyboard or 50-key keyboard, tap the key of your desired character to enter. Romaji input is applied for "Hiragana-Kanji" mode of the QWERTY keyboard.

- 37 -

- 38 -

Using a microSD Memory Card

Attaching microSD Memory Card

Before attaching a microSD memory card, make sure to turn the product off.
- If the transparent cover (sample) is attached to the product, detach the transparent cover (sample) (▶P.12).

1 Insert the IC card opener for LGV35 (sample) into the hole for extracting tray and slowly push it
The card tray is pushed out.
2 Hook the ❶ of the card tray with your fingernail and pull it out straight to remove the tray from the main unit
3 Put the microSD memory card into the tray with the logo upwards, insert the card 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 card tray.
- Make sure that there is no gap between the tray and the main unit.

- 39 -

Card tray

- 40 -

Removing a microSD Memory Card

Before removing the microSD memory card, make sure to turn the product off.
- If the transparent cover (sample) is attached to the product, detach the transparent cover (sample) (▶P.12).

1 Insert the IC card opener for LGV35 (sample) into the hole for extracting tray and slowly push it
The card tray is pushed out.
2 Hook the ❶ of the card tray (▶P.40) with your fingernail and pull it out straight to remove the tray from the main unit
3 Remove the microSD memory card, insert the card tray into the main unit, and then push it all the way straight into the slot
- Make sure that there is no gap between the tray and the main unit.

- 41 -

Viewing the Setting Menu

Display the setting menu of the product such as network settings, sound settings, etc.

1 On the Home screen ▶ [Settings]

Updating Software

Notes on Software Update

- You are charged for data communication when connecting to the Internet from the product by using data communication. OS updates will especially use a large amount of data. au recommends that you update software using a Wi-Fi® connection.
- When software update is necessary, you will be informed on au homepage, etc. For details, contact an au shop or Customer Service Center (157/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.
- You are recommended to back up your data before updating software.
- Make sure to charge your phone before software update. If battery is not enough, software update may fail.
- Check out the signal reception. Software update may fail if you are at a place with bad signal reception.

- 42 -

- Data registered on the product (Contacts, mail, still images, music, etc.) and setting information will not be changed even after software is updated. However, note that data might not be protected depending on the state of the product (malfunction, damage, getting wet, etc.).
- If software update has failed or stopped, update the software again.
- The software update function may not be available overseas.

Do not conduct the following operations during software update.
- Do not move this product during software update.

The following operations are not available during software update
- Operations are not available during software update. Calls to 110 (Police), 119 (Fire department or ambulance service), 118 (Japan Coast Guard) and 157 (Customer Service Center) are also not available. Also, alarm, etc. cannot be used.

When software update is not available, etc.
- If you fail to update software, it may become impossible to operate the product. In that case, bring the product to an au shop or PiPit (not accepted by some shops).

- 43 -

Downloading and Updating Software

1 On the Home screen ▶ [Settings] ▶ "General" tab ▶ [Update center] ▶ [Software Update]
2 [Check now for update]
Check if there is new software.
Software update screen is displayed when software update s available.
3 Select a communication method to download
Select a communication method to download software.
4 [Download]
A new software download starts.
5 [Install now]
Software update starts.
The product will restart a couple of times during the software update.
6 [OK]

- 44 -

Troubleshooting

Before you assume that the product is malfunctioning, check the following items and perform "Troubleshooting diagnosis" in the "Repair and Delivery Service" app.
On the Home screen ▶ [au] ▶ [故障紛失サポート (Repair and Delivery Service)] ▶ [トラブル診断 (Trouble check)]
If the problem does not improve even if you check the above items, check for possible remedies in "Troubleshooting" on the au website.
https://www.au.com/trouble-check/ (in Japanese only)

Symptom	Check item
Cannot make calls.	Is your au IC Card inserted?
	Did you enter the wrong phone number? (Did you enter the phone number starting with an area code?)
Cannot receive calls.	Is reception good enough?
	Are you out of service area?
	Is Call forwarding service set?
Cannot charge the battery.	Is the specified charger (sold separately) securely plugged into an outlet?

- 45 -

Symptom	Check item
Cannot operate touch panel as intended.	Are you operating with gloved hands?
	Make sure you are not operating with your finger tip or there is no foreign object in the middle of the panel.
Cannot operate the keys/touch panel.	Is the screen lock set?
	Turn off the power and turn it on again.
Screen response is slow when you tap on the screen/press the keys.	Screen response may slow down when a large amount of data is stored in the product or being transmitted between the product and a microSD memory card.
"No SIM card" is displayed.	Is your au IC Card inserted?
Battery usage time is short.	Is the built-in battery end-of-life?
	Do you use this product more in the places without signal reception ■ (out of service)?
Display is dark.	Is "Brightness" set to dark?
Cannot hear the other party.	Is the earpiece volume too low?
	Do you bring earpiece close to your ear? Put the earpiece close to your ear hold.

- 46 -

Symptom	Check item
Cannot use NFC/Osaifu-Keitai®	Has the battery run out?
	Is "NFC/Osaifu-Keitai lock" set?
	Do you hold this product so that the ⎘ mark area is placed over the reader?
Cannot recognize a microSD memory card.	Is a microSD memory card inserted properly?
	Is the microSD memory card unmounted?

After-sales Service

■ **When asking for repair**
For repair, contact Repair and Delivery Service Center.

| During the warranty period | Repairs will be done based on the terms of services of the free-of-charge repair warranty described. |
| 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 day that you first buy the product.

- 47 -

- 48 -

■ **Performance parts for repair**
The Company retains performance parts for repair of the isai V30+ 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.

■ **Free-of-charge repair warranty**
1. When you contact the repairs help desk, have the serial number (IMEI number) ready. You can find the serial number (IMEI number) on this product or on a sticker attached the box this product is sold in.
2. If this device malfunctions during the warranty period and during normal use that follows the precautions listed in the instruction manual, au will repair the device for free.
3. Repairs will not be free of charge in the following cases, even during the warranty period. (Or repair may not be possible.)
① If you did not follow the instruction manual and use the device correctly.
② If the device broke or was damaged by unauthorized repairs or modifications.
③ If you had the device repaired at a facility that is not an authorized repair facility as designated by au.

- 49 -

④ If the device breaks or is damaged due to an accident or your own negligence when you are using or handing the device. Alternatively, there are indications that the device was dropped, got wet, damp, or the like.
⑤ If the device breaks or is damaged due to natural disasters, such as earthquakes, wind and flood damage, fire, damage from salt, or abnormal voltage.
4. Depending on how damaged the device is, repair may not be possible.
5. The Company assumes no responsibility for any damages or losses due to faults with the device.
6. The Company assumes no responsibility if an accident occurs in the event that you connect a device that is not designed to be used with this device.
7. The company does not offer on-site repairs.
8. This warranty is valid only in Japan. (This warranty is valid only in Japan.)

* This warranty guarantees free repair based on the period and conditions listed above. Therefore, customers' legal rights against the issuer of this warranty and other business are not restricted by this warranty.

- 50 -

■ **Repair and Delivery Service**
An after-sales service membership program on a monthly basis called "Repair and Delivery Service" (monthly fee: 380 yen, tax excluded) 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, refer to au homepage or contact Repair and Delivery Service Center.

- 51 -

■ **au IC Card**
The au IC Card is lent to you by au. In case of loss or damage, the card will be replaced at your expense. When a malfunction is suspected, or in case of theft or loss, contact an au shop or PiPit.

■ **au after-sales service information**

Service Contents		Repair and Delivery Service	
		Member	Nonmember
Replacement cell phone delivery service	Spontaneous failure	1st year	Free	N/A
		2nd year or later	"Replacement mobile phone delivery service" (Member) Refer to the table of the service charge	
	Partial damage, water stained, irreparable damage, theft, or loss			

* Charge amounts are all tax excluded.

- 52 -

Service Contents		Repair and Delivery Service	
		Member	Nonmember
Holding over and repair	Spontaneous failure	1st year	Free	Free
		2nd year or later	Free (three-year warranty)	Actual cost
	Partial damage		Customer charge Upper limit: 5,000 yen	
	Water stained, irreparable damage		Customer charge 10,000 yen	
	Theft, loss		N/A	N/A (model change)

* Charge amounts are all tax excluded.

- 53 -

■ **"Replacement mobile phone delivery service" (Member) Service charge**

Applied condition	1st	2nd
Normal	5,000 yen/ Longtime user benefit[1] 3,000 yen	8,000 yen/ Longtime user benefit[1] 6,000 yen
Applied both "WEB 割引 (Discount for web application)"[2] and "代機機なし割引 (Discount for nonuse of substitute)"[3]	4,000 yen/ Longtime user benefit[1] 2,000 yen	7,000 yen/ Longtime user benefit[1] 5,000 yen
Applied only "代機機なし割引 (Discount for nonuse of substitute)"[3]	4,500 yen/ Longtime user benefit[1] 2,500 yen	7,500 yen/ Longtime user benefit[1] 5,500 yen

* Charge amounts are all tax excluded

- 54 -

*1 This discount applies to customers who have used au for 3 years (25 months) or more, and all the lines within that customer's Family Discount. For customers using a data communication device or tablet, this discount applies to customers who are subscribed to a set discount (WIN Single Set Discount or Smartphone Set Discount) and have been under the contract of the line eligible for the set discount for 3 years or more.

*2 WEB割引 (Discount for web application): If you apply "Replacement mobile phone delivery service" from the au homepage, 500 yen will be discounted from service charge.
"No substitution discount" is applied automatically as the substitution is not available for "WEB discount".

*3 代用機なし割引 (Discount for nonuse of substitute):
If you do not use the substitution when using "Replacement mobile phone delivery service", 500 yen will be discounted from service charge.
For details, refer to au homepage.

Online Replacement Desk (24 hours a day over the Internet)
* Only available from PCs or smartphones
  https://www.au.com/support/service/mobile/trouble/repair/application/ (in Japanese only)

memo

Replacement cell phone delivery service
・When you have trouble with your au cell phone, a replacement cell phone (same model and same color*) is delivered to the specified place by calling to. Return your damaged cell phone within 14 days after the replacement cell phone is delivered.
 * If the provision of same model and same color is difficult, specified model and colored replacement mobile device will be offered.
・Available up to twice in a year from the day you use this service as a start day. If you do not use this service in the past year for the subscription to this service, it will be 1st time and if you use, it will be the 2nd.
 * For details, refer to au homepage.
・When the service is used and au IC Card is reissued due to theft, loss, etc., 1,900 yen is required for reissuing au IC Card.

Holding over and repair
・Damages and malfunctions intentionally caused by the customer as well as those due to modification (e.g. disassembly, change of parts, painting, etc.) by the customer are not covered by this service.
・You cannot receive a refund for replacement of the outer casing due to stains, scratches, paint removal, etc. on the outer casing.

SIM Unlock

The product supports SIM unlock. By unlocking SIM lock, you can use non-au-SIM cards.
・SIM unlock service is provided at the au homepage and au shops.
・When using non-au SIM card, some services, functions, etc. may be unavailable. The Company is not liable for any operations.
・To operate SIM unlock, on the Home screen ▶ [Settings] ▶ "General" tab ▶ [About phone] ▶ [SIM card]
・For details, refer to au homepage.
  https://www.au.com/support/service/mobile/procedure/simcard/ (in Japanese only)

Related Accessories

■ LG TV antenna cable 01 (01LGHSA)
■ TypeC Common AC Adapter (sold separately)
 ・TypeC Common AC Adapter 01 (0601PQA)
 ・TypeC Common AC Adapter 02 (0602PQA)
■ AC Adapter (sold separately)*1
 ・Common AC adapter 05 (0501PWA)
 ・Common AC adapter 03 (0301PQA)
 ・Common AC adapter 03 Navy (0301PBA)
 ・Common AC adapter 03 Green (0301PGA)
 ・Common AC adapter 03 Pink (0301PPA)

 ・Common AC adapter 03 Blue (0301PLA)
 ・AC Adapter JUPITRIS (White) (L02P001W)
 ・AC Adapter JUPITRIS (Red) (L02P001R)
 ・AC Adapter JUPITRIS (Blue) (L02P001L)
 ・AC Adapter JUPITRIS (Pink) (L02P001P)
 ・AC Adapter JUPITRIS (Champagne Gold) (L02P001N)
■ Common DC adapter 03 (0301PEA) (sold separately)*1
■ Wireless Charging Pad (sold separately)
 ・Wireless Charging Pad 01 (0101PUA)
 ・Wireless Charging Pad 02 (0102PUA)
■ microUSB cable 01 (sold separately)*1
 ・microUSB cable 01 (0301HVA)
 ・microUSB cable 01 Navy (0301HBA)
 ・microUSB cable 01 Green (0301HGA)
 ・microUSB cable 01 Pink (0301HPA)
 ・microUSB cable 01 Blue (0301HLA)
■ Portable Charger 02 (0301PFA) (sold separately)*1
■ Micro-B Type-C adapter (0601PHA) (sold separately)
■ au Carrying Case G Black (0106FCA) (sold separately)

*1 To use this accessory, a Micro-B Type-C adapter (sold separately) is required.

memo
・Portable charger 02 (sold separately) might not fully charge the product.
・You can purchase accessories from au online shop.
  http://onlineshop.au.com (in Japanese only)

TV Antenna

To watch TV, make sure that you connect LG TV antenna cable 01 bundled with this device.
To listen to TV audio through the device's speaker, connect only LG TV antenna cable 01 to the device.
To listen to TV audio using commercial earphones, connect the earphones to LG TV antenna cable 01. When connecting earphones, insert the plug in a straight line into the LG TV antenna cable 01 earphone jack.

LG TV antenna cable 01
Commercial earphone
Earphone jack

Main Specifications

Display	Approx. 6.0 inches, Approx. 16.77 million colors, OLED FullVision
	2880 × 1440 (Quad HD+)
Weight	Approx. 158 g (including internal battery)
Size (W x H x D)	Approx. 75 mm × 152 mm × 7.4 mm (Thickest part: 7.7 mm)
CPU	MSM8998 (2.45 GHz/4 + 1.9 GHz/4)
Internal memory (Storage/RAM)	Storage: 128 GB, RAM: 4 GB

Continuous calling time	In Japan	Approx. 1,200 minutes
	Overseas (GSM)	Approx. 990 minutes
Continuous stand-by time*	In Japan	Approx. 420 hours
	Overseas (GSM)	Approx. 460 hours
Continuous tethering time		Approx. 610 minutes
Number of concurrent connections with tethering		13 devices (Wi-Fi® tethering; 8, Bluetooth® tethering; 4 and USB tethering; 1)

* Continuous standby times are measurements in a static state.

■ Charging time

AC adapter	Approx. 110 minutes (When using TypeC Common AC adapter 01 (sold separately))
	Approx. 120 minutes (When using TypeC Common AC adapter 02 (sold separately))
DC adapter	Approx. 440 minutes (When using Common DC adapter 03 (sold separately))

■ Wireless LAN (Wi-Fi®)

| Compatible Networks | IEEE802.11a/b/g/n/ac-compliant |
| Frequency bands | 2.4 GHz/5 GHz |

■ Bluetooth®

Compatible Networks	Bluetooth® standard Ver.5.0 BLE
Output	Bluetooth® standard Power Class1
Communication range*1	Within 10 m with no obstacles in the range

| Supported Bluetooth profile*2 | GATT (Generic Attribute Profile), Android Bluetooth Low Energy Improvements, SPP (Serial Port Profile), apt-X, sbc, aac, aptXHD, LDAC, SCMS-T*3, Bluetooth SSP, HFP (Hands-Free Profile), A2DP (Advanced Audio Distribution Profile), AVRCP (Audio/Video Remote Control Profile), HDP (Health Device 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)*4, MAP (Message Access Profile), ScPP (Scan Parameters Profile), HOGP (HID Over GATT Profile)*5, DUN (Dial-up Networking Profile)*6 |
| Frequency bands | 2.4 GHz band |

*1 Changes according to objects obstructing devices and signal reception.
*2 Specifications provided in Bluetooth® standards for making communication between Bluetooth®-compatible devices in accordance with their intended use.

*3 You can listen to sound from apps that support audio output on only audio devices that are copyright protected by SCMS-T.
*4 May not be displayed correctly on the receiver's device depending on the content of the address book.
*5 A profile compatible with Bluetooth® standard Ver.5.0.
*6 The profile supports part of car navigation systems. Refer to the au homepage for use.

memo
・The continuous talk time and continuous 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.

■ Outward-facing camera

| Image pickup device | CMOS |
| Number of effective pixels | Approx. 16.5 million pixels |

■ Outward-facing camera (wide-angle)

| Image pickup device | CMOS |
| Number of effective pixels | Approx. 13.1 million pixels |

■ Inward-facing camera

| Image pickup device | CMOS |
| Number of effective pixels | Approx. 5.1 million pixels |

■ TV

| Continuous watching time | Full Seg | Approx. 8 hours 10 minutes |
| | 1Seg | Approx. 8 hours 50 minutes |

* Continuous viewing time may change depending on the usage condition.