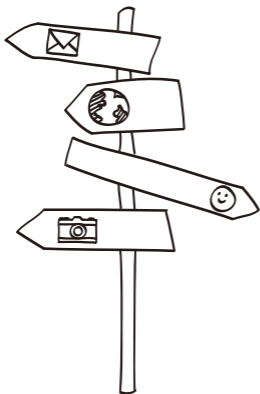


au

htc 10

Basic Manual



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Preface

Thank you for buying the HTC 10 HTV32 (simply called the 'HTV32' or the 'product' from here on).

Before using the product, be sure to read the "Basic Manual" (this manual) to ensure correct use. After you have finished reading this manual, be sure to store it in a safe place so that you can retrieve it whenever needed. If you lose the "Basic Manual" (this manual), contact an au shop or Customer Service Center.

- In this manual, the term "Instruction Manual" is used collectively for the "Basic Manual" (this manual), "Setting Guide" and "Full Instruction Manual" (Japanese) which can be downloaded from the au homepage.

List of packaged items

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

■ Main unit

- HTV32



■ Accessories

- HTC Hi-Res audio earphones (complimentary sample)
- HTC Rapid Charger AC adapter
- SIM Eject Pin (complimentary sample)



- クイックスタートガイド(Basic Manual) (Japanese)
- 設定ガイド(Setting Guide) (Japanese)
- 保証書(Warranty for the main unit) (Japanese)

- HTC急速充電ACアダプタ取扱説明書(HTC Rapid Charger AC adapter instruction manual) (With warranty) (Japanese)

memo

- ◎ A microSD memory card is not supplied with the product.
- ◎ The battery is built into the product. It cannot be removed by the customer.
- ◎ Illustrations of the product in this manual are only for reference. They may look different from the actual product.

About operating instructions

■ Basic Manual (this manual)

The Basic Manual handles only basic operations for main features.

For detailed descriptions of various functions, refer to the "Basic Manual Application" that can be used on the product or "Full Instruction Manual" (Japanese) available on the au homepage:

<http://www.au.kddi.com/support/mobile/guide/manual/>

- Company names and product names referred to in this manual are trademarks or registered trademarks of their respective companies. The TM and ® marks may be omitted in this manual.

■ "Instruction Manual Application"

You can use the "Instruction Manual Application" on the product to check detailed operational procedures.

- 1 On the home screen, tap [☰] → [au Support] → [Basic Manual] → download and install the latest "Instruction Manual Application" by following the on-screen instructions**

If you receive an 'Install blocked' message, tap [Settings] and make sure [Unknown sources] is checked, and then download and install the app again.

- After the installation is complete, you can prevent installation of unauthorized applications to protect the product and your personal information by doing the following operation. On the home screen, tap [☰] → [Settings] → [Security] and uncheck the [Unknown sources] check box.

- 2 On the home screen, tap [☰] → [au Support] → [Basic Manual]**

■ Downloading manuals

You can download the "Basic Manual" (this manual) and the "Setting Guide" or the "Full Instruction Manual" (Japanese) in PDF format from the au homepage.

<http://www.au.kddi.com/support/mobile/guide/manual/>

When using the product

Before you start using the product, be sure to read the 'Safety precautions' to ensure correct use.

Before you assume that the product is malfunctioning, check for possible remedies in the following au Customer Support site on the au homepage:

<http://www.au.kddi.com/support/mobile/trouble/repair>

- 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 a poor reception areas during communications.
- Since this product uses radio waves, the possibility of communication

intercepts by third parties cannot be eliminated. (Though the LTE/WiMAX 2+/CDMA/UMTS/GSM system has highly secure and confidential communication features.)

- When connecting to emergency services in Japan, use au VoLTE (LTE network). You cannot connect through 3G (circuit switching network).
- This product is compatible with the international roaming service. Each network service varies depending on the area and service content.
- 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.
- The IMEI information of your cell phone is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status of your cell phone.
- If you intend to use the product in a foreign country, check the local laws and regulations on the use of mobile devices in the country or region beforehand.
- 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 recorded content, loss of business income, disruption of business, etc.) arising from use of or inability to use the product.
- The Company is not liable for any damages arising from failure to observe the described content of the 'Instruction 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 mishandling 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 in 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 the Company assumes no responsibility for any damages or lost profits resulting from altered or lost contents.
- Note that content data (both charged or free content) 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 or videos you took and music in your PC

by sending each file as a 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 option parts) when it is no longer needed to protect the environment and effectively use resources. Old products are 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: HTC NIPPON Corporation

Manufactured by: HTC Corporation

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.
 - Every effort has been made in the preparation of this manual. Should you notice any unclear points, omissions, etc., feel free to contact us.
-

Remember to keep good phone manners

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

■ Be considerate of people around you!

- Do not make calls in theaters, museums, libraries and other similar places. Turn power off or turn on the vibrate mode so as not to disturb others around you by ringtone.

- Do not use the cell phone on a street where you might interrupt the flow of pedestrians.
- It is extremely dangerous to walk while looking at the screen of the cell phone. Do not make calls or operate a cell phone while walking or by stopping suddenly.
- Move to areas where you will not inconvenience others on trains, in hotel lobbies, etc.
- Refrain from talking in a loud voice.
- Be careful of sound leakage from earphones in trains or other places with other people around you.
- Obtain the permission of other people before you take their photos with the cell phone's camera.
- When using the camera, follow common rules of etiquette regarding camera use.
- Some people close to you in crowded places such as packed trains may be using a cardiac pacemaker. Turn on 'Airplane mode' or turn the product off beforehand in such places.
- Abide by the rules of hospitals and other medical institutions where it is forbidden to use or carry cell phones.

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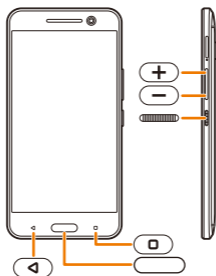
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Regarding notations used in this manual

■ Key indications used in this manual





In this manual, keys are represented by simplified illustrations as shown below.



■ Indications used for the operation of selecting items/icons/keys, etc.

Notations used for operation procedures in this manual are as follows.

Description in this manual	Explanation of operation
On the home screen, [📞] → '141' → [CALL]	On the home screen, tap [📞], then tap [1], [4], [1] in this order, and finally tap [CALL].

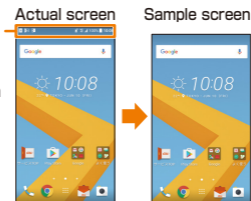
Description in this manual	Explanation of operation
Press and hold  for at least two seconds	Hold down  for over two seconds.
ON/OFF	Tap the slider switch to turn the product [ON] () or [OFF] ()

※ Tapping is the action to lightly touch a key or icon displayed on the screen to select it.

■ Illustrations/screen displays used in this manual

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.

Icons at the top of the actual screen are omitted on the sample screen in this manual.



memo

- ◎ All the drawings and operation explanations shown in this manual assume that au Nano IC Card 04 have been already installed on the product.
- ◎ The explanations in this manual are based on the default settings for the 'Camellia Red' model. Note that the fonts and shapes of

the actual keys, buttons and screens on the product may be different from those shown here. Also, some elements may be omitted in this manual. Please also note that illustrations of the product in this manual may differ from the actual appearance of the product.




- Unless specifically stated otherwise, all operations in this manual are performed based on portrait (vertical) screen orientation. Note that menu items, icons, on-screen buttons, and other elements may be different when landscape (horizontal) screen orientation is being used.
 - In this manual, 'microSD™ memory card', 'microSDHC™ memory card' and 'microSDXC™ memory card' are abbreviated as 'microSD memory card' or 'microSD'.
 - This manual uses the abbreviation 'app' in place of 'application'.
 - Unless otherwise stated, all prices mentioned in this manual are tax-exclusive.
-

Safety precautions (observe strictly)

- Before using this product, thoroughly read these 'Safety precautions' for proper use. After reading, store the precautions in a safe place.
- These precautions contain instructions designed to prevent bodily injury to the user and other people, as well as damage to property, and must be observed at all times.

■ The following symbols represent a degree or level of seriousness of personal injury or property damage that may be caused by failure to observe these instructions or improper use of the product.

■ Explanation of indications used in this manual







 DANGER	<p>This symbol indicates an imminently hazardous situation which, if the product is not handled properly, will result in death or serious injury^(※1).</p>
 WARNING	<p>This symbol indicates a potentially hazardous situation which, if the product is not handled properly, could result in death or serious injury^(※1).</p>
 CAUTION	<p>This symbol indicates a potentially hazardous situation which, if the product is not handled properly, may result in minor personal injury^(※2) or property damage^(※3).</p>

※1 Serious injury: This refers to loss of sight, injury, burns (high- and low-temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning, etc., and injuries requiring hospital admission for treatment and 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 and Mandatory graphical symbols used in this manual

 Prohibited	Indicates an action that is not allowed.	 Wetting with water prohibited	Indicates that use in a place where the product is likely to get wet or letting the product get wet is not allowed.
 Wet hands prohibited	Indicates that handling with wet hands is not allowed.	 Instruction	Indicates that the instructions specified are mandatory (must be done).
 Disassembly prohibited	Indicates that disassembly is not allowed.	 Disconnect plug from power outlet	Indicates that the power plug must be disconnected from the power outlet.

■ Precautions common to the main unit, charging equipment, au Nano IC Card 04 and peripheral equipment

**DANGER**

Be sure to read the following before use.



Prohibited

Do not use, store or leave the product in a hot place or where heat collects (e.g. by the fire, near a heater, under a kotatsu (blanketed heating table), inside bedding, in direct sunlight, in a car in the hot sun).

Doing so might cause a fire, burns, injury or electric shock.



Prohibited

Do not place the product in or near a cooking apparatus such as a microwave oven and induction cooker, or a high-pressure container such as a pressure cooker.

Doing so might cause a fire, burns, injury or electric shock.



Prohibited

Do not allow sand, soil or mud get on the product, nor put the product directly on any of such materials. Also, do not touch the product with hands with sand or other granular materials on them.

Doing so might cause a fire, burns, injury or electric shock.



Prohibited

Never charge the product if the product is wet with water or other liquids (drinking water, sweat, seawater or pet urine, etc.).

Doing so might cause a fire, burns, injury or electric shock.

Disassembly
prohibited

Do not disassemble or modify the product.

Doing so might cause a fire, burns, injury or electric shock.

Wetting with
water prohibited

Do not let the product get wet with water or other liquids (drinking water, sweat, seawater or pet urine, etc.).

Doing so might cause a fire, burns, injury or electric shock.

Wetting with
water prohibited

Do not allow water or other liquids (drinking water, sweat, seawater or pet urine, etc.) to get inside the connector.

Doing so might cause a fire, burns, injury or electric shock.



Instruction

Use only the optional accessories specified by au.

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

**WARNING**

Be sure to read the following warnings before use.



Prohibited

Do not drop, step on or throw the product or otherwise subject it to strong force, impact or vibration.

Doing so might cause a fire, burns, injury or electric shock.



Prohibited

Do not allow conductive foreign objects (metal fragments, pencil leads, etc.) to come into contact with or dust to get inside the connection terminals.

Doing so might cause a fire, burns, injury or electric shock.



Prohibited

Do not cover or wrap the product with bedding, etc. while using or charging the product.

Doing so might cause fire or burns.



Instruction

If charging is not complete after the specified charging time has elapsed, stop charging.

Failure to do so might cause overcharge, which may result in a fire, burns or injury.



Instruction

Before entering an area where flammable gas or fine particulates may be generated such as a gas station, be sure to turn off the product and not to charge the battery.

Use of the product at places where flammable gas is present might cause a gas explosion or fire.



Instruction

If you notice anything unusual, such as unusual odor, sound, smoke, overheating, discoloration or deformation while using, charging or storing the product, immediately take the steps below.

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

Failure to take the above steps may cause fire, burns, injuries or electric shock.



CAUTION

Be sure to read the following cautions before use.



Prohibited

Do not use the product if it gets broken or damaged.

Doing so might cause a fire, burns or injury.



Prohibited

Do not place the product on unstable surfaces, such as on a rickety table or slanted surface. Be careful especially when the vibration is set.

The product may fall and cause injury, etc.



Prohibited

Do not use or store the product in locations subject to high humidity, excessive dust or high temperature.

Doing so might cause a fire, burns or electric shock.



Prohibited

When the product is used by a child, parents or guardians should teach the child how to use it to ensure its proper use.

Failure to do so may result in injury, etc.



Prohibited

Do not leave the product and its accessories within the reach of small children.

A small child may accidentally swallow it or suffer bodily injury or electric shock.



Instruction

Be careful, as the product may become warm when using it continuously for a long time or charging. Also, be careful not to touch it unintentionally for a long time when you fall asleep, etc.

The product or AC adapter may become warm when using an app, making a call or data communication, or watching video, etc. for a long time or charging. Directly touching a warmed part for a long time may cause redness, itching, rashes, etc. on your skin, or result in low-temperature burns depending on your constitution or health conditions.

■ Main unit

**DANGER**

Be sure to read the following before use.



Prohibited

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

The battery may catch fire, explode, overheat or leak, resulting in a fire, burns or injury, etc.



Prohibited

Do not apply excessive force on the product, for example, by puncturing it with a nail or other sharp objects, hitting it with a hammer or other hard objects or stepping on it.

The battery may catch fire, explode, overheat or leak, resulting in a fire, burns or injury, etc.



Instruction

If any substance, etc. inside the internal battery gets into your eyes, do not rub your eyes and immediately rinse them with clean water. Then, consult a doctor promptly.

Failure to do so may cause loss of eyesight or illness due to the effects of the battery fluid.



Instruction

If any substance, etc. inside the display gets into your eyes or mouth, immediately rinse your eyes or month with clean water without rubbing them. Then consult a doctor promptly. Failure to do so may cause loss of eyesight or illness due to the effects of the display liquid.

**WARNING**

Be sure to read the following warnings before use.



Prohibited

Do not turn on or flash the light bringing the light emitting part close to human eyes. Especially when photographing infants and young children, keep enough distance. Failure to do so might cause impairment of eyesight. Intense light may also dazzle or surprise a person, causing an accident or injury.



Prohibited

Do not turn on or flash the light aiming at a driver of a car. Doing so may disturb the driving and cause an accident.



Prohibited

Do not stare at a repeatedly flashing or flickering screen for a long time. Doing so may cause a seizure or loss of consciousness.



Prohibited

Do not allow water or other liquids (drinking water, sweat, seawater or pet urine, etc.), metal, flammable material or other foreign objects to enter the au Nano IC Card 04 tray slot or microSD memory card tray slot. Also, do not install au Nano IC Card 04 or microSD memory card at the wrong place or in the wrong direction.

Doing so might cause a fire, burns, injury or electric shock.



Prohibited

Do not leave the camera lens exposed to direct sunlight for an extended period.

Doing so might cause a fire, burns or injury due to the light-focusing effect of the lens.



Instruction

When boarding an airplane, turn this product OFF or turn airplane mode on.

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

Failure to do so may adversely affect the operation of airplane electronic equipment.

If you commit any prohibited acts, such as using the phone in an airplane, you will be punished in accordance with the law.



Instruction

When using the product in a medical facility, follow the instructions of the facility.

Turn the product off in areas where the use of mobile devices is prohibited.

Failure to do so may adversely affect the operation of the electronic equipment or electronic medical devices.



Instruction

Keep the product away from your ear while calling in "Handsfree" mode, while the ringtone is ringing or while in Standby mode. When you attach the earphone/microphone etc. to the product to play games, music, etc., adjust the volume properly.

Excessively high volume or continuous prolonged use of these devices may impair your hearing.

Also, a loud sound may prevent you from hearing sounds around you and cause an accident.



Instruction

If you have a heart condition, take extra precautions when setting the vibrator (vibration) and ringtone volume for incoming calls.

Failure to do so might have an adverse effect on your heart.



Instruction

If you are wearing an electronic medical device, consult the medical device manufacturer or dealer regarding the influence of radio waves on the operation of the device before using the product.

Failure to do so may adversely affect the operation of the electronic medical device, etc.



Instruction

Turn off the product near high-precision electronic devices or devices using weak electronic signals.

Failure to do so may adversely affect the operation of the electronic devices, causing an electronic malfunction, etc.

※Examples of electronic devices that require extra care:

Hearing aids, implanted cardiac pacemakers, implanted cardioverter-defibrillators or other automatic control equipment, etc. If you are using an implanted cardiac pacemaker, implanted cardioverter-defibrillator, or other electronic medical device, consult the medical device manufacturer or dealer regarding the influence of radio waves on the operation of the device before using the product.



Instruction

If the display or camera lens is damaged, be careful of broken glass or exposed internal parts of the product.

Touching broken or exposed parts may cause burns, injury or electric shock.



Instruction

If internal battery fluid leaks or emits an unusual odor, immediately stop using the product and keep it away from fire.

Fluid leaked from the battery is flammable and could ignite, causing a fire or explosion.



Instruction

Do not allow your pets to chew or bite on the product.

The internal battery may catch fire, explode, overheat or leak, resulting in a fire, burns or injury, etc.

**CAUTION**

Be sure to read the following cautions before use.



Prohibited

If the display is accidentally broken and any internal substance, etc. then leaks, do not get it on your skin of your face or hands, etc., or clothes. Doing so might cause loss of eyesight or skin problem.

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

Also, if it gets into your eyes or mouth, immediately seek medical treatment after rinsing.



Prohibited

Do not dispose of the product in ordinary garbage.

Doing so may cause an ignition, which can result in a fire, burns or injury. It also may cause a damage to the environment. When the product is no longer needed, take it to a sales outlets such as au shop, etc. or follow the instruction by your local municipal authority responsible for garbage collection.



Prohibited

If any substance inside the internal battery leaks, do not get it on your skin of your face or hands, etc., or clothes.

Doing so might cause loss of eyesight or skin problem.

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

Also, if it gets into your eyes or mouth, immediately seek medical treatment after rinsing.



Instruction

If you use the product in a vehicle, consult the vehicle manufacturer or dealer regarding the influence of radio waves on the operation of the device before using the product.

In some vehicle models, proper operation of on-vehicle electronic devices may be impaired by radio waves. In this case, stop using the product.



Instruction

If you notice any abnormal condition on your skin while using the product, immediately stop using it and consult a doctor. Itching, rashes, eczema, etc. sometimes occur depending on your physical constitution and condition. For material of each part▶P.36 [Material list]



Instruction

As the earpiece (receiver) and speaker sections of the product contain parts that generate magnetic waves, make sure that no metal object (cutter blade or stapler staple, etc.) is attached to the sections. Attached metal object may cause injury, etc.



Instruction

When watching the display, keep a certain distance from it in a sufficiently bright place. Watching the display in a dark place or from too close a distance may damage your eyesight.

■ Charging equipment

**WARNING**

Be sure to read the following warnings before use.



Prohibited

Do not use the AC adapter or USB cable if it gets damaged.

Doing so might cause a fire, burns or electric shock.



Prohibited

Do not use the AC adapter or USB cable in a bathroom or other highly humid place.

Doing so might cause a fire, burns or electric shock.



Prohibited

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

Doing so might cause an electric shock.



Prohibited

Do not short-circuit a connection terminal while it is connected to the power outlet. Also, do not let your hands, fingers or other parts of your body touch the connection terminals.

Doing so might cause a fire, burns or electric shock.



Prohibited

Do not place any heavy objects on the AC adapter or USB cable nor apply excessive force such as pulling it.

Doing so might cause a fire, burns or electric shock.



Prohibited

When plugging/unplugging the AC adapter into/from the power outlet, do not let metal straps or other metal objects come into contact with them.

Doing so might cause a fire, burns or electric shock.



Prohibited

Do not use a voltage converter for overseas travel (travel converter) with the AC adapter.

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



Prohibited

When the AC adapter is connected to the product, do not apply excessive force to the connection.

Doing so might cause a fire, burns, injury or electric shock.



Wet hands prohibited

Do not touch the AC adapter cord, USB cable, connection terminal or power plug with wet hands.

Doing so might cause a fire, burns or electric shock.



Instruction

Be sure to use the specified power supply and voltage.

Using any other power supply or voltage may cause a fire, burns or electric shock.

AC adapter: 100 VAC to 240 VAC (must be connected only to household AC outlet)

※When using overseas, use the AC adapter that is designed for use in the country you visit.



Instruction

Wipe off any dust on the power plug.

Using a dust-adhering power plug may cause a fire, burns or electric shock.



Instruction

When plugging the AC adapter, insert it to the power plug fully and securely.

Plugging it insecurely might cause a fire, burns or electric shock.



Instruction

When unplugging the power plug of the AC adapter from the outlet, grip the adapter and then pull it out, not applying excessive force such as pulling the USB cable.

Pulling the USB cable may damage the cord, which may result in a fire, burns or electric shock.



Instruction

When plugging/unplugging a connector or plug into/from the external connection terminal, plug or unplug it straight into/from the terminal, not applying an excessing force such as pulling the USB cable. Plugging it improperly might cause a fire, burns or electric shock.



Instruction

If the connection terminal is bent or deformed, immediately stop using. Also, do not keep using the bent terminal by unbending it.

Doing so may cause a short-circuit of the terminal, resulting in a fire, burns, injury or electric shock.



Disconnect plug from power outlet

Unplug the power plug of the AC adapter from the outlet when not using.

Leaving the power plug connected to the outlet might cause a fire, burns, injury or electric shock.



Disconnect plug from power outlet

If water or other liquids (drinking water, sweat, seawater or pet urine, etc.) enter the equipment, immediately remove the power plug from the outlet.

Failure to do so may cause a fire, burns or electric shock.



Disconnect plug from power outlet

Before cleaning the the equipment, unplug the power plug from the outlet.

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



CAUTION

Be sure to read the following cautions before use.



Prohibited

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

Doing so might cause burns, etc.



Instruction

If you notice any abnormal condition on your skin while using the product, immediately stop using it and consult a doctor.

Itching, rashes, eczema, etc. sometimes occur depending on your physical constitution and condition. For material of each part▶P.36 [Material list]

■ au Nano IC Card 04



CAUTION

Be sure to read the following cautions before use.



Instruction

When handling the au Nano IC Card 04, be careful not to injure your fingers or other parts of your body with the cutting surface.

Failure to do so may result in injury, etc.

■ Earphones



WARNING

Be sure to read the following warnings before use.



Prohibited

Do not use the earphones for playing games or musics while riding a bicycle, driving an automobile or walking.

Doing so may compromise traffic safety and cause an accident.



CAUTION

Be sure to read the following cautions before use.



Instruction

When playing games or musics, adjust the volume properly.

Setting too loud a volume or using the earphones continuously for a long period of time might adversely affect your ears.

Even if the volume is adjusted properly, a prolonged use may impair your hearing.

Also, raising the volume too high might prevent you from hearing sounds around you, which might in

turn lead to a traffic accident at a railroad crossing or pedestrian crossing.



Instruction

When adjusting the volume, raise the volume a little at a time.

If you raise the volume too much from the outset, sudden loud noise from the earphones might adversely affect your ears.



Instruction

If you notice any abnormal condition on your skin, immediately stop using it and consult a doctor. Itching, rashes, eczema, etc. sometimes occur depending on your physical constitution and condition.

For material of each part▶P.36
[Material list]

■ SIM Eject Pin (complimentary sample)



WARNING

Be sure to read the following warnings before use.



Prohibited

The tip of the SIM Eject Pin (complimentary sample) is sharp. Do not use the pin with the sharp tip pointing toward yourself or others. Doing so might accidentally prick yourself or others with the pin tip, causing injury or loss of eyesight.



CAUTION

Be sure to read the following cautions before use.



Instruction

If you notice any abnormal condition on your skin, immediately stop using it and consult a doctor. Itching,

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

For material of each part▶P.36
[Material list]



Instruction

Do not leave the product and its accessories within the reach of small children.

If they accidentally swallow it, they might be choked or injured.

■ Use of product near medical devices or in hospitals



WARNING

Be sure to read the following warnings before use.



Instruction

If you have an implanted cardiac pacemaker or implanted cardioverter-defibrillator in your body, always carry or use the product at least 15 cm away from your implanted device. Radio waves may have an adverse effect on the operation of the electronic medical devices.



Instruction

If you are using electronic medical devices other than implanted pacemakers and implanted cardioverter-defibrillators outside a medical institution (e.g. home medical treatment), consult respective manufacturers of the devices regarding the influence of radio waves.

Radio waves may have an adverse effect on the operation of the electronic medical devices.



Instruction

When it may be difficult to keep at least 15 cm away from people around you such as in a situation you cannot move freely, set the product not to emit radio waves in advance (by setting Airplane mode or turning the power off, etc.).

There may be people with a cardiac pacemaker or implanted cardioverter-defibrillator nearby. Radio waves may have an adverse effect on the operation of the electronic medical devices.



Instruction

For the use of the product in medical institutions, follow the instructions of the respective institutions.

Failure to do so may adversely affect the operation of the electronic medical devices.

Material list

Main unit

Part	Material	Surface treatment
Back cover	Aluminum	Alumite treatment
Camera lens	Sapphire glass	AF coating treatment
Camera lens decoration	Aluminum	Alumite treatment
Flash lens	Polycarbonate resin	Mirror finish + IR processing
Display/bezel	Glass/polycarbonate resin	Hard coating treatment
Top cover	Polycarbonate resin	UV coating

Part	Material	Surface treatment
au Nano IC Card 04 tray	Polycarbonate resin	UV coating
microSD memory card tray	Polycarbonate resin	UV coating
Volume key	Aluminum	Alumite treatment
Power key	Aluminum	Alumite treatment
Home key/ Fingerprint scanner	Epoxy resin	UV coating

■ HTC Rapid Charger AC adapter

● AC adapter main body

Part	Material	Surface treatment
Housing cover	UL94V-0 grade flame retardant polycarbonate	-
Power plug	Nickel/ copper/zinc	-

● USB Type-C cable

Part	Material	Surface treatment
Polycarbonate cover	Polycarbonate 6500	-
Jack	Thermoplastic elastomer	-
Plug	Liquid crystal polymer	-
	Polyethylene terephthalate resin	-

■ HTC Hi-Res audio earphones (complimentary sample)

Part	Material	Surface treatment
Housing cover	ABS resin 757	-

■ SIM Eject Pin (complimentary sample)

Part	Material	Surface treatment
Pin main body	Stainless steel	-

Handling precautions

These precautions are provided to prevent a failure of the product and ensure that performance can be fully demonstrated. Thoroughly read these precautions to ensure correct use.

- Precautions common to the main unit, internal battery, charging equipment, au Nano IC Card 04 and peripheral equipment

-
- Do not apply excessive force to the product during use. Be sure not to 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 malfunction.

Keeping an external device connected to the connector or stereo earphone jack might damage the connector resulting in a malfunction. Such damage and malfunction are not covered by the warranty, even if there is no external damage.

- 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
 - Peripheral equipment
-

- 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%.)
 - HTV32 main unit
 - au Nano IC Card 04(installed on the HTV32 main unit)
-

- Do not use in places subject to excessive dust or vibration. Doing so might cause a fault.
-

- Occasionally, clean the connector with a dry cotton swab, etc. Soiled connectors might cause poor connection. When cleaning the connector, do not exert a strong force to prevent deformation.
-

- Clean the product with a soft dry cloth (such as an eyeglass cleaning cloth). Forceful rubbing with a dry cloth may scratch the display. The display may be

stained if splashed liquid or smears are left on the surface. Wiping the product using alcohol, thinner, benzene, detergent, glass cleaner, etc. might erase the printing on the outer casing or cause discoloration.

- Use as far away as possible from land-line phones, TVs and radios. Use nearby might affect them.
-

- The product may become warm while charging or during other operations, depending on the situation, but this is not abnormal.
-

- If the product becomes hot during charging, charging may be temporarily interrupted to protect the product against damage.
-

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

- Do not use outside when you can hear thunder. Doing so may result in lightning strikes and electric shock.
-

- Be sure to use only the specified peripheral devices. Use of peripheral devices other than the specified ones might cause a fault.
-

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

- Do not disassemble, modify or repair the product. Doing so might cause a fault. Also, modification of the product violates the Radio Law and Telecommunications Business Law.
-

- Do not allow conductive foreign objects (metal fragments, pencil leads, etc.) to come into contact with or get inside the connector or stereo earphone jack to

prevent short circuiting. Doing so might cause a fault.

- Do not splash water or any other liquid on the product. Also, do not use the product in humid places such as a bathroom nor use it with wet hands. Doing so might cause a short-circuit or corrosion resulting in a fault.
-

- Note that any fault deemed to be caused by moisture or water ingress are not covered by warranty and repair charges will be incurred.
-

- In the event that the product is wet during charging, immediately disconnect the power plug of the AC adapter from the power outlet.
-

- Do not use the product while driving an automobile or motorized bicycle, riding a bicycle or walking. Use of a cell phone 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.
-

- When using or charging the product, do not cover it with bedding, etc. or put it in a bag. Doing so might cause a fault.
-

- When using a charging equipment or external device, insert/remove the connector straight to/from the terminal. Inserting or removing in a wrong direction might cause a fault.
-

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

- Do not use, store or leave the product in places subject to direct sunlight (e.g. in automobiles), places that get hot, places


that get extremely cold, and in humid or dusty places. Doing so might cause a fault.

- Do not place the product on unstable surfaces, such as on a rickety table or slanted surface. Be careful especially while the battery is being charged or the vibration mode is set. Doing so may result in the product falling down and may cause a fault, etc.
 - Do not use power outlets or wiring apparatus beyond its rating, for example, by connecting too many extension cords or power strips to a single outlet when charging the product.
-


■ Main unit

- The battery is built into the product and cannot be replaced by the customer. For information on the 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 might cause scratching or damage.
- Do not forcefully press your fingernails, sharp objects or hard objects against keys or display surface. Doing so might cause scratching or damage.
The touch panel is designed to be touched lightly by your finger. Do not exert too much pressure with your finger or press sharp-pointed objects (fingernails, ballpoint pens, pins, etc.) against it.
In the following cases, the touch panel may not work even if you touch it. It may also malfunction.
 - Operation with a gloved finger
 - Operation with your fingernails

- Operation with foreign objects placed on the operation pad
- Operation with protective sheets or stickers on the touch panel
- Operation when the display is wet or fogged
- Operation with wet or sweaty fingers

-
- Never use a modified product. Use of a modified device violates the Radio Law and Telecommunications Business Law. The product has acquired the certification of conformity with technical regulations for the specified radio station based on the Radio Law and the technical standards conformity approval for radio equipment based on Telecommunications Business Law, etc., and the 'Technical Conformity Mark ' is affixed on your au cell phone as a certificate.

How to view the certificate

On the home screen, [] → [Settings] → [About] → [Legal information] → [Certification]

If you disassemble the main unit of the product and make modifications to the internal components, the certification of conformity with technical regulations will become invalid. Never use the product without a valid certification. Doing so violates the Radio Law and Telecommunications Business Law.

-
- Take care not to place magnetized items such as magnetic cards, speakers and TV sets near the product, as it might cause malfunction.

Putting strong magnets close to the product might cause false operation.

-
- Never place magnetic cards such as cash cards, credit cards and prepaid cards, etc. near the product. The stored data in such magnetic cards may be erased.

-
- 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. Doing so might cause scratching or damage.
-
- When suddenly brought into a warm place from a cold place, or when in a humid location, or when used where temperature suddenly changes (e.g. near the air discharge port of an air conditioner), water droplets (i.e. condensation) sometimes are formed inside the product. Note that when used under conditions such as this, humidity might cause corrosion or a fault.
-
- Note that inserting a metal earphone jack accessory into the stereo earphone jack may damage the product.
-
- Do not exert excessive force when installing/removing a microSD memory card. Doing so might injure your hands or fingers.
-
- While writing/reading data to/from a microSD memory card, do not subject the product to vibration or impact, or turn off the power. Doing so might cause loss of data or a fault.
-
- Do not lose the microSD memory card tray after it has been removed.
-
- Do not insert an au Nano IC Card 04 or microSD memory card directly into the au Nano IC Card 04 tray slot or microSD memory card tray slot, nor insert any other objects into these slots.
-
- Note that covering the proximity/light sensor with your finger, or putting a sticker over the sensor may hinder the sensor from

responding to ambient light and functioning properly.

- Do not put a sticker etc. on the proximity/light sensor. Doing so may cause the sensor to malfunction and make the display always turned off when a call comes in or during a call and operation may not be possible.
-

- Do not allow liquids, metal objects, or other foreign matter to get inside the au Nano IC Card 04 tray slot or microSD memory card tray slot on the product. Doing so might cause a fault.
-

- Do not subject the product to strong impact such as dropping, throwing or stepping on it. Doing so might cause a fault.
-

- Do not put the product directly on sand at a beach, etc. Sand or other small particles might get inside the earpiece, mouthpiece or speakers, causing the volume to drop. If sand gets inside the product, it might cause a fault.
-

- Do not immerse the product in or splash it with boiling water. Also, do not use the product in a sauna or expose it to hot air from hair dryers, etc. This product is not heat resistant.
-

- This product is not resistant to shock. Do not drop the product or subject it to shock. Also, do not poke the earpiece, mouthpiece or speaker with a sharp object. Doing so might damage or deform the product.
-

■ Touch panel

- Do not put stickers or sheets (e.g. commercially available protective films, peep prevention sheets) on the display.

Doing so might hinder correct operation of the touch panel.

- When carrying the product in your pocket or bag, take care not to put the touch panel close to metal or other conductive materials, as it might cause false operation of the touch panel.

■ Internal battery

(The internal battery of this product is a lithium polymer battery.)



Li-ion 00

The internal battery is not fully charged at the time of purchase. Charge the battery before using the product. Charge the battery before using the product if you have not used the product for a long time.

- Use in very hot or cold environments, for example, leaving the product in an automobile with the windows closed in summer, will cause the internal battery capacity to drop and shorten the usable time. This will also shorten the internal battery's service life. Try to use the product, as far as possible, at room temperature.
-

- The internal battery gradually discharges after charging even if the product is not used. The internal battery may discharge completely after long time no use. Charge before using the product.
-

- The internal battery is a consumable item. If the battery performance does not recover (e.g. the usable time after each charge has become extremely short), stop using the product as the internal battery is at the end of its service life. Since the battery is a

built-in type, you must bring your product to an au shop, etc. to have it repaired at your expense. Also note that you may be unable to use your product for a certain period of time. The length of service life varies depending on the usage conditions, etc.

- The internal battery may swell up as it approaches the end of its service life depending on the usage conditions. This is due to the properties of lithium polymer batteries, and is not a problem in terms of safety.

■ Charging equipment

- Do not wrap the power cord of the specified charging equipment around the AC adapter itself. Also, do not forcibly bend the plug of the charging equipment or the connection between the connector and power cord. Do not place any heavy object on the AC adapter or USB cable nor apply excessive force such as pulling it. Doing so might cause a fault.
- When unplugging the power plug of the specified charging equipment from the power outlet, grip the plug and then pull it out. Pulling the cable may damage the cable.

■ au Nano IC Card 04and tray

- Do not forcibly remove or insert the au Nano IC Card 04 tray. 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 Nano IC Card 04 into some other IC card reader/writer, etc.
- Do not put stickers, etc. on the au Nano IC Card 04and tray.

-
- Do not insert a card other than an au Nano IC Card 04 into the product. You cannot use a card other than an au Nano IC Card 04 by inserting it into the product.

 - Do not take any action that would damage the card (e.g. use in places that get hot, drop the product in fire, allow its metal part to come in contact with foreign objects, subject the product to impact, bend or impose load, wet the product with water, etc.). Doing so might cause loss of data or a fault.

 - Do not lose the tray of your au Nano IC Card 04 after it has been removed.

■ Camera

-
- When photographing important occasions, take a trial shot and check the shot image to make sure it is correctly shot in advance.

 - Do not take photographs in places where photography is prohibited.

■ Dustproof property

-
- This product has a protection rating (JIS C 0920) for dustproof property equivalent to IP5X* on the condition that the au Nano IC Card 04 tray and microSD memory card tray are fully installed (based on in-house testing).

* IP5X equivalent means that the product will securely maintain its operability as a phone even after it has been placed in an apparatus with grit and dust of diameters of 75 μm or less and shaken for 8 hours (Ingress of dust and grit is not completely prevented).

-
- Note that the dustproof property is not guaranteed in every usage condition. Malfunctions determined to be caused by

the customer mishandling the product are not covered by the warranty.

■ Copyrights and rights of portrait

- You are not allowed to copy, distribute, publish, modify or edit the data you shot or recorded or downloaded using this product 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>

- Please back up important content recorded or downloaded to the product to 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.
-
-

Available security codes

About various security codes

The product has various security codes that you can use.

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 value to your own unique number before use.

■ Security code

Example of usage	<ul style="list-style-type: none">① To do remote operation of voice mail and call forwarding services from a landline phone② To use Customer Service Center and to do various inquiries, applications, and modifications on the au homepage
Initial value	A four digit number you chose when you established your cell phone contract

■ Security code to unlock your product

Example of usage	To set and release the screen lock
Initial value	None

■ PIN code

Example of usage	To prevent unauthorized use of the au Nano IC Card 04 by third parties
Initial value	1234

Be sure to change the initial value to your own unique number before use.

Functions to protect your privacy

The product has a screen lock function to protect the privacy of your stored data.

PIN code

■ PIN code

To prevent unauthorized use of the au Nano IC Card 04 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 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 by using the PUK code.

- The initial default PIN code is '1234' and PIN code entry is set not to be required at the time of purchase. You

can set the product to require PIN code entry by performing the following operation: on the home screen, tap [☰] → [Settings] → [Security] → [Set up an IC card lock] → [Lock SIM card] to select the check box. You can also change the PIN code to any desired four- to eight-digit number by tapping [Change SIM PIN].

When using the product by setting the PIN code entry to be required, be sure to change the code to your own unique number.

■ PUK code

You can release the lock by inputting this code if the PIN code is locked.

- 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 Nano IC Card 04 is attached.
- If you input the PUK code, set a new PIN code.
- If PUK code is incorrectly entered ten times consecutively, contact an au shop, PiPit or Customer Service Center.
- The 'PIN code' is not reset even if data is initialized.

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

- The Bluetooth[®] and wireless LAN (Wi-Fi[®]) functions of this product conform to Japanese radio communication standards, FCC standards and EC directive, and have been certified.
- The 2.4 GHz frequency band used by the wireless LAN (Wi-Fi[®]) and Bluetooth[®] functions is also shared by a variety of other devices. For this reason, the communication speed and range may be decreased, or disconnection may occur due to interference by other devices.
- Do not use this 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 communication. (This product is particularly susceptible to noise when used near a microwave oven.)
- Using this product near TV, radio or similar appliance might cause reception interference and disrupt TV images.

- Devices may not be found correctly if there are multiple wireless LAN (Wi-Fi®) access points nearby and the same channel is used.
- Use of cell phones on board is restricted. Follow the instructions of each airline.
- Communication speed and range depends on the distance between the communication devices, obstacles, and the devices that are connecting.

Precautions when using the 2.4 GHz frequency band

This product uses the 2.4 GHz frequency band for Bluetooth® and wireless LAN (Wi-Fi®) functions. This frequency band is also shared by microwave ovens and other household appliances, by industrial, scientific, and medical equipment, other similar wireless networks, as well as licensed built-in wireless stations, industrial production, and other applications, and license-free special small power wireless stations and amateur wireless stations (collectively called 'other wireless stations').

1. Before using the product, check to make sure that other wireless stations are not in operation nearby.
2. Should radio interference occur between this product and other wireless stations, immediately move and use this product in another location or terminate use of the other equipment (so it is not emitting radio waves).
3. If you are unclear on any points or are troubled by anything, contact an au shop or Customer Service Center.

memo

- ◎ The product has not been confirmed for connection and operation for all Bluetooth[®] and wireless LAN (Wi-Fi[®]) devices. This means that operational compatibility with any particular Bluetooth[®] or wireless LAN (Wi-Fi[®]) devices is not guaranteed.
- ◎ This product supports security features for wireless communications that are compliant with the Bluetooth[®] or wireless LAN (Wi-Fi[®]) standard specifications, but the security may not be sufficient depending on the usage environment and configuration. Be careful when making data communication using Bluetooth[®] or wireless LAN (Wi-Fi[®]) function.
- ◎ Wireless LAN (Wi-Fi[®]) has the advantage that it can be freely connected anywhere within the radio wave range, as it uses radio waves for exchanging information. At the same time, there is a risk that a malicious third party may obtain unauthorized access if security settings have not been configured. You are recommended to configure security settings before using

wireless LAN at your decision and responsibility.

- ◎ The Company assumes no responsibility for leakage of data or information that may occur during Bluetooth® or wireless LAN (Wi-Fi®) communication.
- ◎ Since Bluetooth® and wireless LAN (Wi-Fi®) use the same frequency band, using the functions at the same time may cause radio wave interference resulting in decreased communication speed or disconnection from the network. If connection fails, stop using either of the Bluetooth® or wireless LAN (Wi-Fi®) communication.

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



- **Bluetooth® function: 2.4FH1**

The product uses the 2.4 GHz frequency band. FH-SS is used as the modulation scheme. The interference distance is approximately 10 meters maximum.



This means that all bandwidths are used and that the bandwidth used by mobile unit identification devices cannot be avoided.



- **Wireless LAN (Wi-Fi®) function: 2.4DS4/OF4**

The product uses the 2.4 GHz frequency band. DS-SS and OFDM are used as the modulation scheme. The interference distance is approximately 40 meters maximum.

- This means that all bandwidths are used and that the bandwidth used by mobile unit identification devices can be avoided.

Available channels differ depending on the country.

Before using the product inside an aircraft, check with the applicable airline company for each instance of use.

Precautions when using the 5 GHz frequency band

Wireless LAN (Wi-Fi[®]) function of this product uses the 5 GHz frequency band. Using 5.2 GHz and 5.3 GHz bands outdoor is prohibited by the Radio Law.

The following are the channels used by this product in Japan.

- 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			
IEEE802.11a/n/ac			
J52	W52	W53	W56

Notes on packet communication charge

- Since constant Internet connection is possible with this product, packet communication may be performed automatically by some applications. As the packet communications charges may become high, subscription to a packet communication charge discount service or flat rate plan is recommended.
 - To browse homepages, download applications, communicate using applications, send/receive e-mails and configure various settings, connection to the Internet is required, to which packet communication charge applies.
- ※ Packet communication charge does not apply to wireless LAN (Wi-Fi®) connection.

Applications

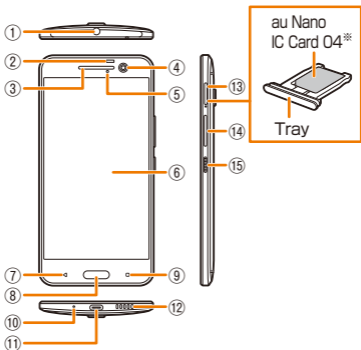
- Be sure to check the security of the application, then install it at your own risk. Some applications might cause virus infection, damage various data, and send out your location information, usage history or personal information stored in your cell phone via the Internet.
- The Company assumes no responsibility for any failure that might be caused by applications you have installed. Repair cost in this case may be charged even during the warranty period.
- The Company assumes no responsibility for any disadvantage brought to you or any third party by applications you have installed.
- Insertion of a microSD memory card is necessary to use some applications.
- Some applications prohibit the product from entering sleep mode while they are active, or rapidly drain the battery while running in the background.
- Operation procedures and screen appearances of the applications preinstalled in this product and those installed by you are subject to change without notice as a result of version

upgrade. In addition, operation procedures described in this manual may differ from the actual procedures.

Getting ready

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Names and functions of parts




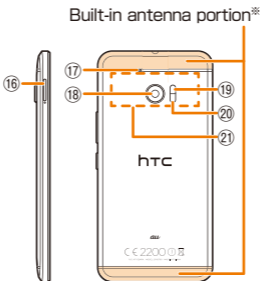
Getting ready

※ For handling au Nano IC Card 04, see [Installing/removing the au Nano IC Card 04] (▶ P.65).

- ① **Stereo earphone jack:** Connect earphones here.
- ② **Proximity/light sensor:** The proximity sensor detects the proximity of phone to your face and prevents unintentional touch panel operation. It also detects ambient light level and automatically adjusts display brightness accordingly.
- ③ **Earpiece (receiver):** You can hear voice of the other party on a call and music playback sounds, etc. from here.
- ④ **Front camera:** Use this camera when shooting photos and videos of yourself.
- ⑤ **Indicator:** Shows the charging status and indicates if you have any unread notification.

- ⑥ **Display (touch panel):** Operate by touching with your fingers. You can perform operations such as selecting menus and options, scrolling screens, and zooming display, etc.
- ⑦ **Back key:** Go back to the previous screen.
- ⑧ **Home key/fingerprint scanner:** Return to the home screen. You can also unlock the screen by scanning your fingerprint, if the fingerprint is registered and the screen wakeup with the fingerprint scanner function is turn on.
- ⑨ **Recently used apps:** Display recently used app history on a list. You can start any app by tapping its history or delete the history by tapping [X].
 - Tap [Clear all] to delete all histories.
- ⑩ **Mouthpiece (microphone):** Your voice is sent out to other party from here.
- ⑪ **Connector:** Connect a specified charging equipment, etc. here.
- ⑫ **Speaker:** Outputs other party's voice while speaker phone is activated, music playback sounds and ringtones, etc.
- ⑬ **au Nano IC Card 04 tray:** Install au Nano IC Card 04 tray here.
- ⑭ **Volume key:** Adjust the volume of other party's voice, ringtones, and media play sounds.
 -  (Up): Volume Up key
 -  (Down): Volume Down key

- ⑮ **Power key** : Press and hold for at least two seconds to turn on the power. While the power is on, each time you press this key, Sleep mode is switched between on and off (▶P.80).
- While the power is on, press and hold this key for over two seconds to display a cell phone option screen. You can turn off the power or set Airplane mode on this screen.



※ The antenna is built into the main unit. Note the following points to maintain the quality of your phone calls and communications.

Do not cover the built-in antenna with your hand during phone calls, etc.

Do not affix stickers or any other object to the built-in antenna area.

- ⑯ **microSD memory card tray**: Install microSD memory card here (▶P.70).
- ⑰ **Second microphone**: This is a microphone designed to suppress noise so that other party can easily hear your voice.
- ⑱ **Main camera**: This is a camera to shoot still photos and videos.

- ⑲ **Flash light:** Use as a light. You can also use the light when shooting with the camera.
- ⑳ **Laser auto-focus:** Bounces a beam of laser light off the subject to measure its distance from the subject via reflection timing to focus on the subject.
- ㉑ **NFC area:** When using the NFC feature (Android Beam), hold the product and the other NFC-enabled device back to back so that the areas of the both devices are close to one another.

memo

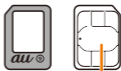
- ◎ The battery is built into the product. It cannot be removed by the customer.

Installing/removing the au Nano IC Card 04

Your au Nano IC Card 04 contains information such as your phone number.

The product supports au Nano IC Card 04.

au Nano IC Card 04



IC (metal) part

memo

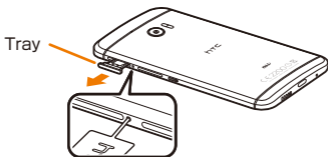
- ◎ Note the following points, which may cause malfunction or damage, when handling the au Nano IC Card 04.
 - Avoid touching the IC (metal) part of the au Nano IC Card 04 or the IC card terminal in the main unit as much as possible.
 - Insert the IC card in the correct direction.

- Do not use force to install or remove the IC card.
 - ⦿ Disconnect any cable or cord from the connector before installing or removing an au Nano IC Card 04.
 - ⦿ If the au Nano IC Card 04 and tray is installed incorrectly or if there is some problem with the au Nano IC Card 04, an error message will be displayed.
 - ⦿ Do not lose the au Nano IC Card 04 after it has been removed.
 - ⦿ Do not insert au Nano IC Card 04 into the product with conversion adapter attached. Doing so might cause a fault.
-

Installing the au Nano IC Card 04

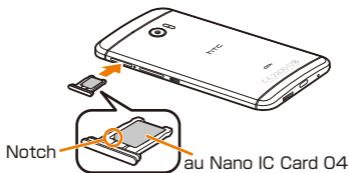
Turn off the product before installing the au Nano IC Card 04.

- 1 Insert the SIM Eject Pin (complimentary sample) into the hole adjacent to the au Nano IC Card 04 tray, and then pull the tray straight out in the direction of the arrow**



- 2 Hold the au Nano IC Card 04 with the IC (metal) side turned up and set the card on the tray. Insert the tray straight into the slot in the direction of the arrow**

Take care that the notch of the card is in the correct position.



- 3** Slide a finger in the direction of the arrow and make sure the tray is fully inserted and not sticking out



Removing the au Nano IC Card 04

Turn off the product before removing the au Nano IC Card 04.

- 1** Insert the SIM Eject Pin (complimentary sample) into the hole adjacent to the au Nano IC Card 04 tray, and then pull the tray straight out in the direction of the arrow



- 2** Remove the au Nano IC Card 04 from the tray (①), and then insert the tray straight into the slot in the direction of the arrow (②)



- 3** Slide a finger in the direction of the arrow and make sure the tray is fully inserted and not sticking out



Installing/removing a microSD memory card

This product supports use of a microSD memory card, microSDHC memory card or microSDXC memory card.

■ Handling precautions

- When the product is accessing data on a microSD memory card, do not remove the microSD memory card, turn off the power, or subject the product to impact. Doing so may corrupt the data.
- For details about the microSD memory cards, microSDHC memory cards and microSDXC memory cards supported by the product, contact the respective microSD memory card retailers or refer to the au homepage.

Installing a microSD memory card

- 1** Insert the SIM Eject Pin (complimentary sample) into the hole adjacent to the microSD memory card tray, and then pull the tray straight out in the direction of the arrow



- 2** Hold the microSD memory card with the IC (metal) side turned up and set the card on the tray. Insert the tray straight into the slot in the direction of the arrow



- 3 Slide a finger in the direction of the arrow and make sure the tray is fully inserted and not sticking out**



memo

Getting ready

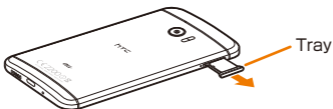
- Insert a microSD memory card in the appropriate direction by recognizing its back, front, top and bottom sides. Inserting a microSD memory card forcibly into the slot could result in failure to remove the card or a damage.
- Do not touch the terminal part of microSD memory card.

Removing a microSD memory card

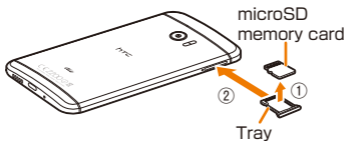
Make sure to unmount your microSD card before removing it.

- 1 On the home screen, [App Drawer] → [Settings] → [Storage] → [Eject]**
- 2 Turning off the power of the product**

- 3** Insert the SIM Eject Pin (complimentary sample) into the hole adjacent to the microSD memory card tray, and then pull the tray straight out in the direction of the arrow



- 4** Remove the microSD memory card from the tray (①), and then insert the tray straight into the slot in the direction of the arrow (②)



- 5** Slide a finger in the direction of the arrow and make sure the tray is fully inserted and not sticking out



memo

Getting ready

- Remove the microSD memory card after completely pulling out the tray. It may cause a damage or data loss.
- Applications installed on a microSD memory card are not available when the microSD memory card is removed.
- The removed microSD memory card may be warm after prolonged use. This is not a malfunction.

Charging

When you purchase the product, the internal battery is not fully charged. Use the product only after it is fully charged.

memo

© For information on the usage time, see [Main specifications](▶P.127).

Connecting a specified charging equipment directly to the main unit for charging

Getting ready

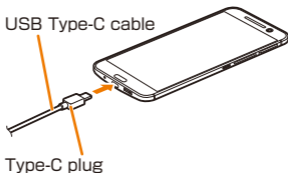
This section explains how to charge the product with the HTC Rapid Charger AC adapter.

- 1 Insert the USB plug of the USB Type-C cable into the HTC Rapid Charger AC adapter terminal**

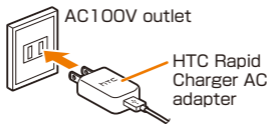


2 Insert the Type-C plug of the USB Type-C cable into the product

Insert the Type-C plug straight into the connector on the product.



3 Insert the power plug of the HTC Rapid Charger AC adapter into the power outlet




While charging is in progress, the indicator lights in red and a charging icon (🔌) appears in the status bar. When the charging is complete, the indicator lights in green and a fully charged icon (🔋) appears in the status bar.

- 4** After charging is complete, pull out the power plug of the HTC Rapid Charger AC adapter from the power outlet
- 5** Hold the Type-C plug of the USB Type-C cable, and then pull it straight out from the product
- 6** Hold the USB plug of the USB Type-C cable, and then pull it straight out from the HTC Rapid Charger AC adapter

Turning the power on/off

Turning on the power

- 1 Press and hold  for at least two seconds until the product vibrates, and then release it**


After a while, the lock screen appears (▶P.81).

memo

- ◎ When you turn on the product in its initial state, a setup wizard appears. For details see the "Setting Guide".

Turning off the power

- 1 Cancels Sleep mode if Sleep mode is on (▶P.80)**

- 2 Press and hold  for at least two seconds**





The Phone options screen is displayed.

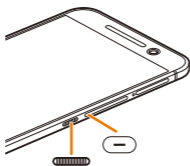
- 3 [Power off]**

Forced restart (Reset)

The battery is built into the product and cannot be removed. Follow the procedure below to force the product to restart (reset).

1 Press and hold and in this order for at least 12 seconds

After a while,  and  start flashing. After the keys stop flashing and the screen turns off, release the  and . After a while, 'htc' screen appears and the product restarts.




memo


- © Forcibly rebooting (resetting) the product will cause any unsaved data to be lost. Do not perform this procedure unless the product becomes unable to operate.
- © On the Phone options screen, tap [Restart] to exit all the apps and restart the product. Note that restarting will cause any unsaved data to be lost.

Sleep mode

If you do not perform any operation for a certain period of time, the screen automatically turns off to save the battery power.

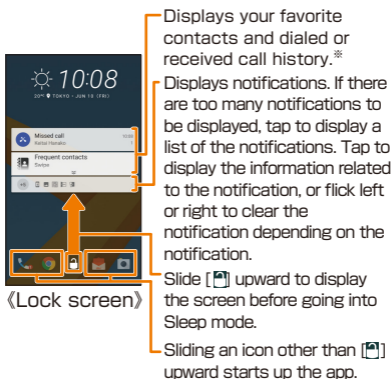
You can also let the product into Sleep mode immediately by pressing  during operation.

■ Cancels Sleep mode

Press  to turn on the screen. You can also release Sleep mode by double-tapping the screen.

Unlocking the product

When lock screen appears, you can unlock the screen by performing one of the following operations.



Displays your favorite contacts and dialed or received call history.*

Displays notifications. If there are too many notifications to be displayed, tap to display a list of the notifications. Tap to display the information related to the notification, or flick left or right to clear the notification depending on the notification.

Slide [🔒] upward to display the screen before going into Sleep mode.

Sliding an icon other than [🔒] upward starts up the app.

Getting ready

* For the information on how to set the display of contacts, refer to [Notification panel] (▶P.94).

memo

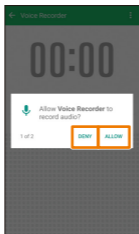
- ◎ You can also unlock the screen by tapping a fingerprint scanner, if a fingerprint is registered and the screen wakeup with the fingerprint scanner function is turn on.
- ◎ You can change the icons displayed at the bottom of the screen (dock).

Setting app access permissions

When you open apps for the first time, a prompt screen appears asking you whether to grant the apps permissions to access certain features of or data on the product.

If the screen is displayed, check the content and tap [DENY] or [ALLOW].

Getting ready




memo

- ◎ If you tap [DENY] in an app, you may not be able to run the app or its features, or the use of the features may be restricted.
- ◎ To change the app permissions, on the home screen, tap [] → [Settings] → [Apps] → tap the app you want to configure → [Permissions] → turn [ON] / [OFF] the access permissions you want to grant or revoke.
- ◎ Depending on the apps or features, a screen explaining the permissions may be displayed. Also, the prompt screen may appear several times or the on-screen

display may differ from screen to screen.
Check the content carefully and follow the
on-screen instructions.

- © In this guide, some parts of the screen
display may be omitted.
-



Getting ready

Basic operations





Home screen	86
Monitoring the product's status.....	92
Displaying a menu	96

Home screen

The home screen is the starting point for using apps. The home screen consists of the BlinkFeed screen and extended home screens, which can be switched between by flicking left or right.

BlinkFeed screen	You can view news topics by setting news sources in advance. You can also use SNS (Social Networking Services) such as Facebook by registering them.
Extended home screens	Up to five home screens (panels) can be displayed. The order of display can be changed. You can start up apps and shortcuts or display widgets. You can also add apps, shortcuts and widgets to the home screen and freely arrange them.

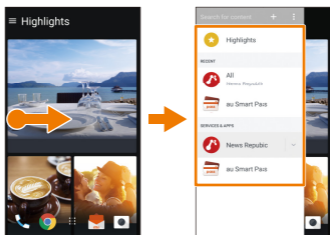


- ① **Status bar:** Displays notification icons and status icons (▶P.92). Sliding the status bar down opens the notification panel (▶P.94).
- ② **Topic title area:** Tap on feed titles to view various news topics (highlights).
- ③ **Dock:** Tap an icon to activate the app or function. You can change the apps to be displayed in the dock.
 - : Make phone calls (▶P.100).
 - : Browse Web pages.
 - : Send/receive E-mails by using E-mail (@ezweb.ne.jp) address.
 - : Shoot photos and videos.
- ④ **Customizable area:** You can place app shortcuts and widgets as you like.
- ⑤ **Apps:** Displays apps. For information on main apps available on this product, see [Main apps](▶P.91).


Using BlinkFeed

You can set the news sources you want to get story feeds from, services to display on BlinkFeed, and the news categories of your interest.

1 On the BlinkFeed screen, flick right



A menu for switching the news sources to display on BlinkFeed appears.

- You can also display the menu for switching the news sources by tapping  on the upper left of the screen.

2 Tap your desired options.

■ Setting news sources

- 1 On the source switch menu, [+]**
A screen for adding contents appears.
- 2 Tick [News Republic] → [News Republic] → [OK]**
- 3 Select news categories → tick the news sources you want to get story feeds from**

memo

- When you select a news source name on the source switch menu, a list of feeds will be loaded. Tap feed titles to open and read the articles, and tap [⋮] to save the articles. When you slide downward without releasing your finger from the screen from the center of the screen, your feeds will be refreshed to reflect the latest news.
- You can add news sources from various countries by tapping [Add topics ▼] on the news source setting screen.
- To switch to the news sources that BlinkFeed recommends, tap [FEATURED] or [HOT TOPICS] on the news source settings screen.

■ Refreshing feeds

You can refresh the feeds on BlinkFeed screen to show the latest topics.

- 1 On the BlinkFeed screen, slide your finger down from the center of the screen**

Slide until you see [RELEASE TO REFRESH].



- 2 Release your finger**

Your feeds will be refreshed.

Activating an app

- 1 On the home screen, [⌘]**

- 2 Tap the icon of the app you want to use**

Sliding your finger upwards or downwards on the screen displays the previous or next page.

memo

- © On the app list, "au Service", "au Support", "SNS", "Tools" and "Google" folders are available. Tap a folder to display the list of apps stored in the folder. Tap outside the folder to return to the app list.
- © Note that, though you can activate an app by tapping its icon to use its functions, using some functions may incur communication charge.

Main apps

Icon name	Description
Clock	This app can be used as a world clock, alarm, stopwatch or timer.
Weather	Display weather information in your current location or other locations.
Calendar	Display calendars and manage your schedule.
Photos	Share photos and videos and display them on a list. You can also edit photos and perform other operations.
SMS	Send and receive messages by using phone numbers as address.
Play Store	Use Google Play.
Settings	Use this to display the settings menu (►P.106).
Maps	Display your current location, search for other locations or routes, etc.
YouTube	Allow you to use YouTube.
Facebook	This is a free communication app that allows you to keep a track of recent activities of your friends, upload photos and videos, and exchange messages with your acquaintances or groups.
Twitter	Twitter is a free app that lets you connect with people, express yourself, and discover more about all the things you love.

Monitoring the product's status








Understanding icons

The notification icons indicating the status of the product appear in the status bar at the top of the screen.












■ Main notification icons

Basic operations

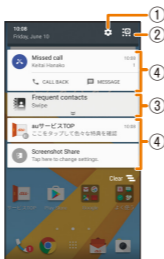
Icon	Description
	Missed call
	Sending, call in progress, receiving
	High-quality voice call with a device that supports au VoLTE is in progress.
	New e-mail (@ezweb.ne.jp)
	New G-mail
	New SMS
	New PC mail

■ Main status icons

Icon	Description
	Signal strength
	Out of service area
	Airplane mode
	Packet communication (LTE/WiMAX 2+) status ※ Two types of networks, 'LTE' and 'WiMAX 2+' can be used. '4G' appears on the screen for either network. The product connects to the network that the company determines is least busy depending on the crowding and other conditions of the line.
	Signal strength of wireless LAN (Wi-Fi®)
	Battery level <ul style="list-style-type: none">• To display the remaining battery charge level in percent on the left of the battery icon, tap [] → [Settings] → [Power] → [Show battery level] to tick the box.
	Charging
	Vibrate mode

Notification panel

If any notification icons are displayed, slide the status bar down to open the notification panel.



- ① **Settings:** Displays the Settings menu (▶P.106).
- ② **Quick settings panel:** Displays a quick settings panel (▶P.95).
- ③ **Address Book Plus:** Displays various information saved in the phonebook. You can also display the contacts you call often such as Favorites, etc. on the notification panel. Tap [Settings] to display or hide contacts or to set display conditions. Tap [Other Contacts] to display frequently used contacts.
- ④ **Notification area:** Tap to display the information related to the notification, or flick left or right to clear the notification depending on the notification.


Tap  to close the notification panel.

■ Opening quick settings panel

You can open the quick settings panel by sliding the status bar down with two fingers or sliding the status bar down twice.

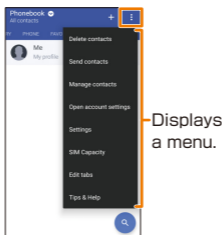


- ① **Switch setting:** Each time you tap the icon of each function, the setting is switched.
- ② **Settings:** Displays the Settings menu (▶P.106).
- ③ **Notification:** Displays a notification panel. (▶P.94)
- ④ **Function-specific setting menu:** Displays settings menu for each function.


Tap  twice to close the quick settings panel.

Displaying a menu

Tap [⋮] displayed on the screen.
The display is different depending on
the screen.



Switching software keyboards

- 1 On the character entry screen, long touch [] → [Keyboard type] → [10-key keyboard] / [QWERTY keyboard] / [50-key keyboard]



《10-key keyboard》



《QWERTY keyboard》



《50-key keyboard》

■ Setting manner mode / silent mode

- 1 On the home screen, tap [⋮] → [Settings] → [Sound & notification]
- 2 [Sound profile] → [Vibrate] / [Silent]

On the status bar, [🔊] (manner mode) / [🔇] (silent mode) is displayed.

- Tap [Normal] to cancel the manner mode / silent mode.

■ Turning airplane mode on or off

- 1 On the home screen, [⋮] → [Settings] → [Airplane mode] and turn [ON] / [OFF]

Calling

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Making calls

To place a call, input the phone number directly on the phone screen.



1 On the home screen, tap [📞]

2 Tap the dial buttons to input the phone number you want to call

When placing a call to a land-line phone, input the number from the area code, even if you are in the same area.

3 [CALL] → talk → [END CALL]

memo

- If you make a mistake entering the phone number, tap [←] to delete one digit at a time. Long touch [←] to delete all the digits entered.
- During a call, tap  or  to return to the home screen while maintaining the current connection. To redisplay the calling screen, tap [📞] on the home screen, or slide the status bar down → tap the other party being connected in the Notification area. Tap [END CALL] to end a call.

Emergency call location notification

This product supports 'emergency call location notification' so that 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.

memo

- ◎ When connecting to emergency services in Japan, use au VoLTE (LTE network). You cannot connect through 3G (circuit switching network).
- ◎ 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.
-

Using history to make a call

You can also dial a call using Call History.

- 1 On the home screen, tap [📞]**
- 2 Flick the screen to the right to select an entry of Call History**
- 3 Tap [📞] for the person you want to call → talk → tap [END CALL]**

memo

- Tapping [Phonebook  - Long-touching an entry of Call History will display an option menu, from which you can view detailed history, delete the entry, save a contact, etc.
-

Receiving calls

When a call comes in, a message appears on the display, and you can select either to answer the call or reject it.

1 When a call comes in, tap [Accept]/[Speaker]

If you have set [🔇] → [Settings] → [Audio Settings Menu] → [Sync Call] → [Enable Sync Call] to [OFF] on the home screen or you answer an incoming call in sleep mode (without lock screen), tap [ANSWER].

To answer an incoming call while the product is in sleep mode (on the lock screen), side [ANSWER] upward or to the right.

2 Talk → [End]

The call is hung up and the display returns to the original screen.

memo

- ◎ To decline an incoming call, tap [DECLINE].
To decline an incoming call while the product is in sleep mode (on the lock screen), slide [DECLINE] upward or to the right.
- ◎ To temporarily mute the ringtone, press (+) or (-).
You can also mute the ringtone by simply turning your phone upside (display) down.

If you do not answer an incoming call
Ⓞ [📞] is displayed on the status bar.

Checking your own phone number

- 1 On the home screen, tap [📱]
→ [Settings] → [About] →
[Phone identity] → check
[Phone number]


Function settings

Displaying the Settings menu..... 106


Displaying the Settings menu

You can set and manage various functions of the product in Settings menu. It is also from this menu that you can set wireless LAN (Wi-Fi[®]) and security functions.

1 On the home screen, [] → [Settings]

You can also access to the Settings menu by operating as follows: Slide the status bar down with two fingers or slide the status bar down twice → [].

Item	Description
au Settings menu	Set au services including au ID.
Airplane mode	Turn off phone and packet communication functions, wireless LAN (Wi-Fi [®]), Bluetooth [®] and other voice and data communication functions.
Wi-Fi	Connect to the Internet using a wireless LAN (Wi-Fi [®]) environment built in your home, or a public wireless LAN environment away from home.
Bluetooth	Use the product's Bluetooth [®] function to exchange data wirelessly with another nearby Bluetooth [®] enabled device.

Item	Description
Mobile data	Switch packet communication settings (between 3G only, 2G only, 2G/3G auto, and 2G/3G/4G auto) or makes settings to use your phone overseas.
HTC Connect	Simply flick the screen with three fingers to stream music or video from HTV32 to your TVs or speakers. Playback, stop or control the volume with HTV32. You can even enjoy your favorite music on multiple speakers.
More	Set up NFC and tethering
Personalize	You can add shortcuts of apps and widgets to the home screen and make display settings.
Fingerprint scanner	Set up fingerprint scanner behavior and register fingerprints.
Account & sync	Set up online service accounts and data auto synchronization settings.
Location	Make settings to obtain location information provided by Google using Wi-Fi [®] network, mobile network, and GPS function.
Security	Make security settings such as screen lock, PIN code of au Nano IC Card 04, etc.
Accessibility	Enable a service that responds to user's operations by sound or vibration, and to end calls by pressing  , etc.

Item	Description
Backup & reset	Make settings for backup of the product settings and reset the product.
Get content from another phone	Install HTC Transfer tool and transfer various contents from your old HTC cell phone, or transfer contents from other manufacturers' cell phones. ※ Transfer from devices other than HTC cell phones may not always succeed.
Google	Configure settings relating to Google services.
Display, gestures & buttons	Configure various settings relating to screen display and gestures, such as brightness and cancellation of sleep mode with gestures.
HTC BoomSound with Dolby Audio	Toggle between music mode and theater mode of speaker. Toggle between ON and OFF of Dolby Audio when headphones are used.
Sound & notification	Make settings relating to sounds and vibrations such as manner mode and ringtones, etc.
Call	Make settings relating to phone functionality such as au network services, etc.
au customer support	Connect to au Customer Support either via the Internet or by phone.
Apps	For managing apps.

Item	Description
Storage	Allows you to check the free space of the main unit's storage and the microSD memory card. This item also can be used to mount/unmount the microSD memory card and delete data.
Power	Check the remaining battery level and apps using the battery power.
Memory	Use this to check the phone's average memory use or to find out how much memory is being used by individual apps.
Language & keyboard	Make settings relating to display language and text input.
Date & time	Set date and time display format, and time zone.
Printing	Use this to configure so that you can print images and documents from the product to any cloud-enabled printer connected to the Internet.
About	Check the version of the product or update software (▶P.116).

About the Explore by touch function of TalkBack

- When you activate TalkBack for the first time, a message appears asking you whether to enable the Explore by touch function.

The Explore by touch function gives you spoken feedback, describing what you touch and what is displayed on the screen.

When the Explore by touch function is enabled, you can use different methods to operate this product. Select an item by tapping the screen once followed by double tapping it, or drag an item by sliding two fingers on the screen in the desired direction.

To turn off only Explore by touch when TalkBack function is active, on the Settings menu screen, tap [Accessibility] → [TalkBack] → [⋮] → [Settings] to untick the [Explore by touch] check box.

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Peripheral equipment



- au Carrying Case G Black (O106FCA) (sold separately)
- HTC Rapid Charger AC adapter (79H00147)

memo

- ◎ To get the latest information about peripheral equipment supported, visit the au homepage (<http://www.au.kddi.com/>) or contact Customer Service Center.
- ◎ This product does not support ASYNC/Fax communications.
- ◎ Accessories shown above can also be purchased from au online shop. However, availability depends on inventory status. <http://auonlineshop.kddi.com/>

Troubleshooting

Before you assume that the product is malfunctioning, check the following:

Symptom	Where to check	Ref. page
The power won't turn on.	<ul style="list-style-type: none">• Is the internal battery charged?• Did you hold down  for at least 2 seconds?	P.75 P.78
My battery will not charge.	<ul style="list-style-type: none">• Is the specified charging equipment correctly connected to the product?	P.75
Battery usage time is short.	<ul style="list-style-type: none">• Are you charging the battery enough?• Is the product often used at places where  (out of service area) is displayed?• Is the internal battery at the end of its life?	P.46 P.75
Cannot operate touch panel as intended.	<ul style="list-style-type: none">• Are you operating with gloved hands?• Are you operating with a fingernail or foreign object on the screen?• Turn the power off and then back on again.	P.78

Symptom	Where to check	Ref. page
Display illumination turns off too quickly.	<ul style="list-style-type: none"> If you do not perform any operation for a certain period of time, the screen will automatically go blank to save the battery power (sleep mode). 	P.80
Cannot hear the other party.	<ul style="list-style-type: none"> Is the receiver volume at the lowest level? Are you covering the earpiece with your ear? Make sure that the earpiece is placed at the center of your ear. 	P.62 P.63

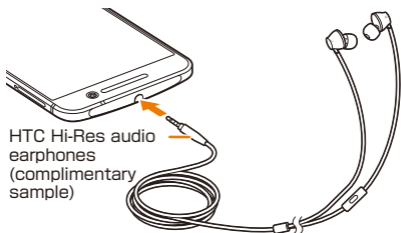
For more details, contact the following au Customer Support site on the au homepage.

<http://www.au.kddi.com/support/mobile/trouble/repair>

Using earphones

Connect the supplied HTC Hi-Res audio earphones (complimentary sample) to the product.

- 1 Insert the earphone plug into the stereo earphone jack on the product**




Updating software

■ Notes on software update


- You are charged for data communication when connecting to the Internet from the product by using packet communication. We recommend using a wireless LAN (Wi-Fi®).
- Information charges for updating software are free of charge.
- When software update is necessary, you will be informed on the au homepage, etc. For details, contact an au shop or Customer Service Center (call toll-free 157). In addition, users of the product will receive a notice from au, when a software update is necessary to improve the functionality of the product.
- Note that updating software may take some time to complete. The product is unusable until updating is complete.
- Be sure to confirm that the product has sufficient remaining battery capacity before executing a software update operation.
- Be sure to perform software update operations in a location where signal conditions are good, and do not move the product while updating is in progress.

- Backup of important data is recommended before performing a software update operation. Note that you may not be able to back up certain downloaded data. Though the update operation is designed to retain the data registered on the product prior to the update, product malfunction or other conditions could possibly cause data to be lost. Note that KDDI shall not be held in any way responsible for losses suffered due to loss of data.
- Note that KDDI shall not be held in any way responsible for any software update-related losses due to any type of malfunction, operational fault, software setup, modification of specifications, or any other reason, or for any expenses incurred for the purpose of recovering such losses.
- Never turn off the power while the software update is in progress. Doing so may cause the update to fail.
- If a software update operation fails or is stopped part way through, execute it again.
- If you fail to update software, it may become impossible to operate the product. If this happens, bring it to an au shop or PiPit (not accepted by some shops).

memo

- ◎ If the product does not restart after the software update has been completed, hold down  for at least two seconds to turn the power on. If that does not restart the product, take it to an au shop or a PiPit (not accepted by some shop).

Updating software

1 On the home screen, [] → [Settings] → [About]

2 [Software updates]

If updating software is not necessary, tap [OK].

3 After confirming the update version, tap [DOWNLOAD]

- Tick your desired update method.

4 Tick [Install now] radio button → [OK]

To install the update program later, tick [Install later] radio button → [OK].

After-sales service

■ When asking for repair

For repair, contact Keitai Guarantee Service Center.

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

memo

- ◎ Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages or 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.
- ◎ The au cell phones collected by the Replacement mobile phone delivery service are repaired and re-used as replacement cell phones. Also replaced parts by au after-sales service are collected and recycled by KDDI. Neither parts nor cell phones can be returned to customers.
- ◎ The products that have been altered, modified or analyzed (including software modification, analysis (including rooting), reverse engineering, decompiling or disassembling) or that have been repaired by service providers other than our authorized maintenance and repair shop may not be covered by the warranty or cannot be repaired.

■ Performance parts for repair

The Company retains performance parts for repair of the product main unit and its peripherals for four years after discontinuation of production.

'Performance parts for repair' refers to parts required for maintaining the functions of the product.

■ Warranty card

At the store of purchase, thoroughly check and read the name of the retailer, date of purchase and other necessary details filled in on the warranty card, and be sure to keep it in a safe place.

■ Keitai Guarantee Service Plus LTE

An after-sales service membership program on a monthly basis called 'Keitai Guarantee Service Plus LTE' (monthly fee: 380 yen excluding tax) 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 Keitai Guarantee Service Center.

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 Keitai Guarantee Service Plus LTE membership is also handed over to the successor of the cell phone.
 - ◎ When you get a new au cell phone by changing the model or purchasing an extra cell phone, etc. the 'Keitai Guarantee Service Plus' or the 'Keitai Guarantee Service Plus LTE' memberships for the old au cell phone is automatically canceled.
 - ◎ Service contents are subject to change without notice.
-


■ au Nano IC Card 04

The au Nano IC Card 04 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.

■ After-sales service

If you are unsure about anything regarding after-sales service, contact the following service contact.

Customer Service Center (for service canceling procedure in case of loss or theft)

From a land-line phone,  0077-7-113 (toll-free)

From an au cell phone, 113 without area code (toll-free)

Business hours 24 hours a day (7 days a week)

Keitai Guarantee Service Center (for loss, theft, damage)

From a land-line phone/ 0120-925-919 (toll-free)

From an au cell phone,

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

Online Exchange Desk (24 hours a day)

※ Accessible only from PCs or smart phones

https://cs.kddi.com/support/n_login.html



- The Application for the Internet acceptance, if "damage", "wet", "theft" and "loss" are eligible. In the case of spontaneous failure (not the cause damage, such as water wet, but does not power on, the screen does not function or other), it will be accepted by phone for interview is required.

- To apply for the Internet, you need the e-mail address.

■ au after-sales service information

■ Replacement mobile phone delivery service

Service description		Keitai Guarantee Service Plus LTE	
		Member	Non-member
Spontaneous Failure	1st year	Free	Not eligible
	2nd year or later	See the "Fees paid by customers for using Replacement mobile phone delivery service" table below.	
Partial damage, water damage, total destruction, theft, loss		See the "Fees paid by customers for using Replacement mobile phone delivery service" table below.	

※ All amounts are tax-exclusive.

■ Holding over and repair

Service description		Keitai Guarantee Service Plus LTE	
		Member	Non-member
Spontaneous Failure	1st year	Free	Free
	2nd year or later	Free (three-year warranty)	Charged at cost
Partial damage		Charged to customer 5,000 yen maximum	
Water damage, total destruction		Charged to customer 10,000 yen	
Theft, loss		Not eligible	Not eligible (eligible for model replacement)

※ All amounts are tax-exclusive.

■ Fees paid by customers for using "Replacement mobile phone delivery service"

Application conditions	First use	Second use
Ordinary charges	5,000 yen or Special discount for longtime au user*1 3,000 yen	8,000 yen or Special discount for longtime au user*1 6,000 yen
If both the "Web Discount" *2 and "No Substitute Discount" *3 are applied	4,000 yen or Special discount for longtime au user*1 2,000 yen	7,000 yen or Special discount for longtime au user*1 5,000 yen
If "No Substitute Discount" *3 only is applied	4,500 yen or Special discount for longtime au user*1 2,500 yen	7,500 yen or Special discount for longtime au user*1 5,500 yen

* All amounts are tax-exclusive.

*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 Discount: If you apply for the Replacement mobile phone delivery service through the Internet, you get a discount of 500 yen on the fee. When taking "Web Discount", you cannot borrow substitute cell phone. Therefore, No Substitute Discount will also be automatically applied at the same time.

- ※3 No Substitute Discount: When using the replacement mobile phone delivery service, if you do not want to borrow a substitute mobile phone, you get a discount of 500 yen on the fee. For details, refer to the au homepage.

memo

Replacement mobile phone delivery service

- ◎ When you have trouble with your au cell phone, a replacement cell phone (same model in the same color) can be delivered to a specified place by calling the company. Return your damaged cell phone within 14 days after the replacement cell phone is delivered.
 - ※ If the same model in the same color is difficult to provide, a replacement cell phone of a model and color that are specified by KDDI is provided.
- ◎ 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 a past year at the subscription to this service, it will be the 1st use of the service and if you use, it will be the 2nd.
 - ※ For details, refer to the au homepage.
- ◎ In the event of theft or loss, an au Nano IC Card 04 has to be reissued when using this service. In such as case, the au Nano IC Card reissue fee of 1,900 yen is separately required.

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

This product supports SIM unlock. Unlocking SIM allows you to use SIM cards from other carriers.

- Procedures for SIM unlock can be carried out on the au home page or at au shops.
- When you use your phone with another carrier's SIM card, a part of services or functions of the product may be restricted. Please note that we do not guarantee the operation of the product with non-HTC SIM card.
- To unlock the SIM, perform the following operations on the home screen: tap [⋮] → [Settings] → [About] → [Phone identity] → [SIM card status] → [UNLOCK SIM].
- For details, refer to the au homepage. <https://cs.kddi.com/support/simcard/>

Main specifications

Display	Approx. 5.2 inch IPS S-LCD WQHD
	2,560 × 1,440 dots (Max. approx. 16.77 million colors)
Weight	Approx. 161 g

Size (W × H × D)		Approx. 72 mm × 146 mm × 9.2 mm (approx. 10.1 mm at the thickest part)
Memory (built-in)		ROM: Approx. 32 GB RAM: Approx. 4 GB
Continuous talk time	In Japan	Approx. 1,590 min.
	Overseas (GSM)	Approx. 730 min.
Continuous standby time	In Japan	Approx. 390 hours
	Overseas (GSM)	Approx. 600 hours
Charging time		Approx. 90 min.: When HTC Rapid Charger AC adapter is used.
Wireless LAN (Wi-Fi®) function		IEEE802.11a/ac/b/g/n-compliant*1
Continuous tethering time*2		Approx. 660 min.
Maximum number of devices that can be connected by tethering		8

*1 IEEE802.11n supports the 2.4 GHz and 5 GHz frequency bands.

*2 The continuous tethering time is the time when a single client that supports the wireless LAN (Wi-Fi®) function is connected.

memo

- ◎ The continuous talk time and continuous standby time shown above are usage times that average a combination of in-motion and stationary states during which normal signal reception is enabled. These times can be less than half those noted due to charging conditions, air temperature, and other operating environmental conditions, signal conditions in the location where the product is used, function settings, and other factors.

Bluetooth[®] function

Version	Bluetooth [®] ver BT 4.2* ¹
Output	Bluetooth [®] Standard Power Class 1
Communication distance* ²	Within 10 m with no obstacles in the range
Frequency band	2.4 GHz band

- *1 The following Bluetooth[®] profiles are supported.
Bluetooth[®] profiles are specifications to meet the intended interaction between Bluetooth[®] devices as prescribed in the Bluetooth[®] standard.
- GAP (Generic Access Profile)
 - GOEP (Generic Object Exchange Profile)
 - DUN (Dial-up Networking Profile)*³
 - SPP (Serial Port Profile)
 - HFP (Hands Free Profile)
 - GATT (Generic Attribute Profile)
 - A2DP (Apt-x, SCMS-T) (Advanced Audio Distribution Profile)
 - AVRCP (Audio/Video Remote Control Profile)
 - HID (Human Interface Device Profile)
 - HSP (Headset Profile)
 - OPP (Object Push Profile)
 - PAN (Personal Area Networking Profile)
 - PBAP (Phone Book Access Profile)
 - HOGP (HID Over GATT Profile)
 - MAP (Message Access Profile)

- ※2 This may change according to obstructions between the communication devices and signal reception.
- ※3 This profile supports only a part of car navigation systems.
For more information, refer to the au homepage.

■ Camera

Image pickup device	CMOS
Effective pixels	Main Camera: Approx. 12 million pixels Front-facing camera: Approx. 5 million pixels

Specific Absorption Rate (SAR) of Cellular phones

This model HTC 10 HTV32 conforms to Japanese technical regulations relating to the human body absorption of radio waves, and international guidelines for radiation protection.

This cellular phone is designed to conform to the Japanese technical regulations relating to the human body absorption of radio waves (*1) and tolerable limits for radiation protection that are recommended by equivalent international guidelines. These international guidelines were set out by the International Commission on Non-

Ionizing Radiation Protection (ICNIRP), a partner to the World Health Organization (WHO), and their tolerable limits allow for an adequate factor of safety, regardless of the user's age or health conditions.

The Japanese technical regulations and international guidelines define such tolerance limits for radiation protection in terms of a specific absorption rate (SAR), which represents the average rate at which the radio frequency energy is absorbed by the human body. The SAR tolerance limit for this cell phone is 2.0 W/kg. The highest SAR value for this cellular phone when tested for use at the head is 0.872 W/kg^(※2) and when worn on the body is 0.202 W/kg^(※2). Individual products all satisfy this SAR tolerance limit, though there may be slight difference in SAR level among individual products.

Because cellular phones are designed to fill the minimum transmitting power requirement for communicating with base stations for cellular phones, etc., their SAR normally gets lower while they actually carry on communication. Generally the closer to a base station a

cellular phone is located, the lower its output becomes.

This mobile phone can be used in positions other than against your head. When you communicating using this product, use a carrying case or any other accessory to keep it at least 1.5 cm apart from your body, with no intervening metallic objects. This procedure has been verified to allow this cellular phone to conform to the specifications of the Japanese technical regulations and international guidelines for radiation protection.

The World Health Organization states: "A large number of studies have been performed over the last two decades to assess whether mobile phone 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.

- ※1 Technical regulations are defined by the Ministerial Ordinance Related to Radio Law (Article 14-2 of Radio Equipment Regulations).
- ※2 This value includes those for the wireless functions that can be used at the same time.

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

-
- Ministry of Internal Affairs and Communications website:
<http://www.tele.soumu.go.jp/j/ele/index.htm>
 - Association of Radio Industries and Businesses website:
<http://www.arib-emf.org/O1denpa/denpa02-02.html>
 - HTC Corporation homepage:
<http://www.htc.com/jp/>
 - au homepage:
<http://www.au.kddi.com/>
-

FCC Notice

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and

can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Warning

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

FCC RF exposure information

This model phone is a radio transmitter and receiver.

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

The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model.

The SAR value for this model handset when tested for use at the ear is 0.87W/kg and when worn on the body, as described in this user guide, is 0.55W/kg.

Body-worn operation

This phone was tested for typical body-worn operations with the back of the phone kept at a distance of 1.5 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.5 cm separation distance between your body and the back of the phone. The use of belt clips, holsters and similar accessories should not contain metallic components.

The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided. The FCC has granted an Equipment Authorization for this model handset with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handset is on file with the FCC and can be

found under the Display Grant section of <http://www.fcc.gov/oet/ea/fccid/> after searching on FCC ID NM82PS6700A.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) website at <http://www.ctia.org/>.

DECLARATION OF CONFORMITY

(1)

If your device belongs to Class II device, please put below countries you are intended to sold.

This equipment may be operated in:							
AT	BE	BG	CH	CY	CZ	DE	DK
EE	ES	FI	FR	GB	GR	HU	IE
IT	IS	LI	LT	LU	LV	MT	NL
NO	PL	PT	RO	SE	SI	SK	TR

(2)

Products with 2.4-GHz Wireless LAN Devices

For 2.4-GHz wireless LAN operation of this product, certain restrictions apply. This equipment may use the entire 2400-MHz to 2483.5-MHz frequency band (channels 1 through 13) for indoor applications. For outdoor use, only 2400-2454 MHz frequency band may be used. For the latest requirements, see <http://www.art-telecom.fr>.

(3)

For the device which tests accordance to EN60950-1:2006, it is mandatory to perform audio tests for EN50332.

This device have been tested to comply with the Sound Pressure Level requirement laid down in the applicable EN 50332-1 and/or EN 50332-2 standards. Permanent hearing loss may occur if earphones or headphones are used at high volume for prolonged periods of time.

Note: For France, headphones/earphones for this device are compliant with the sound pressure level requirement laid down in the applicable EN 50332-1: 2000 and/or EN50332-2: 2003 standard as required by French Article L.5232-1.



A pleine puissance, l'écoute prolongée du baladeur peut endommager l'audition de l'utilisateur.

(4) CE SAR Information

This device meets the EU requirements (1999/519/EC) on the limitation of exposure of the general public to electromagnetic fields by way of health protection.

The limits are part of extensive recommendations for the protection of the general public. These recommendations have been developed and checked by independent scientific organizations through regular and thorough evaluations of scientific studies. The unit of measurement for the European Council's recommended limit for mobile devices is the "Specific Absorption Rate" (SAR), and the SAR limit is 2.0 W/ kg averaged over 10 gram of body tissue. It meets the requirements of the International Commission on Non-Ionizing Radiation Protection (ICNIRP).

For body worn operation, this device has been tested and meets the ICNIRP exposure guidelines and the European Standard EN 62311 and EN 62209-2, for use with dedicated accessories. Use

of other accessories which contain metals may not ensure compliance with ICNIRP exposure guidelines.

SAR is measured with the device at a separation of 1.5 cm to the body, while transmitting at the highest certified output power level in all frequency bands of the mobile device.

Head: 0.523 W/kg@10g

Body: 0.179 W/kg@10g

htc
quietly brilliant

宏達國際電子股份有限公司
HTC Corporation

1F, 6-3 Baoqing Road,
Xindian District,
New Taipei City, Taiwan 231

CE 2200

DECLARATION OF CONFORMITY

Intended for use in EU

For the following equipment:

Smartphone

(Product Description)

HTC 10

(Product Marketing Name)

HTV32

(Model Name)

HTC Corporation

(Manufacturer Name)

1F, 6-3 Baoqing Road, Xindian District, New Taipei City, Taiwan 231

(Manufacturer Address)

is herewith confirmed to comply with the essential requirements of Article 3 of the R&TTE 1999/5/EC Directive, if used for its intended use and that the following standards has been applied:

1. Health (Article 3.1.a of the R&TTE Directive)

Applied standard(s): EN 50360: 2001 / A1: 2012 / EN 50366: 2013 / AC:2014

EN 52479: 2010 / EN 62209-1: 2006 / -2: 2010

2. Safety (Article 3.1.a of the R&TTE Directive)

Applied standard(s): EN 60950-1: 2006 + A11: 2009 + A1: 2010 + A12: 2011 + A2: 2013

3. Electromagnetic compatibility (Article 3.1.b of the R&TTE Directive)

Applied standard(s): EN 301 489-1 V1.9.2 / -3 V1.6.1 / -7 V1.3.1 / -17 V2.2.1 / -24 V1.5.1

4. Efficient use of the radio frequency spectrum (Article 3.2 of the R&TTE Directive)

Applied standard(s): EN 300 328 V1.9.1 / EN 301 893 V1.3.1 / EN 300 440-1 V1.6.1

EN 300 440-2 V1.4.1 / EN 301 908-1 V7.1.1 / -2 V6.2.1 / -13 V6.2.1

EN 301 511 V9.0.2 / EN 302 291-1 V1.1.1 / -2 V1.1.1

Person responsible for making this declaration:

Jeff CF Chu

(Name and signature)

Project Manager

(Position / Title)

Taiwan

(Place)

April 21, 2016

(Date)

Export Administration Regulations

This product and its accessories may be subject to the Japan Export Administration Regulations ('Foreign Exchange and Foreign Trade Law' and its related laws). In addition, U.S. Re-export Regulations (Export Administration Regulations) may apply to this product and its accessories. To export and re-export this 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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■ More

An export permit may be required if this device is taken out of the country to be used by or transferred to anyone else. No such permit is required if you take this device out of the country and bring it back for the purpose of personal use when going on vacations or short business trips.

This device is controlled under the export restrictions of the United States of America. A US government export permit is required to export to Cuba, Iran, North Korea, Sudan and Syria.

This product is licensed based on the MPEG-4 Visual Patent Portfolio License, the customer is allowed to use it only for the following private and non-profit purposes.

- For processing video (hereafter MPEG-4 video) to the MPEG-4 video standard
- For playing MPEG-4 videos recorded for private and non-profit use by consumers
- For playing MPEG-4 video supplied by providers that hold the MPEG-LA license

Contact MPEG LA, LLC in the USA regarding uses for other applications such as promotions, internal business uses, and for-profit uses.

- This product is licensed under the AVC patent portfolio license for the personal and noncommercial use of a

consumer to (i) encode video in compliance with the AVC standard (henceforth referred to as AVC video) and/or (ii) decode AVC video that was encoded by a consumer engaged in a personal and noncommercial activity and/or was obtained from a video provider licensed to provide AVC video. No license is granted or shall be implied for any other use. Additional information may be obtained from MPEG LA, L.L.C.

See <http://www.mpegla.com>.

For inquiries, call:

Customer Service Center

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

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

From fixed-line phones:

 **0077-7-111**

From au cell phones:

157 without area code

PRESSING "ZERO" WILL CONNECT YOU TO AN OPERATOR AFTER CALLING "157" ON YOUR au CELLPHONE.

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

Business hours: 24 hours live support (7 days a week)


From fixed-line phones:

 **0077-7-113**

From au cell phones:

113 without area code

In case above numbers are not available (toll-free).

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

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

Keitai Guarantee Service Center

For loss, theft, damage (toll free)


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

From fixed-line phones/au cell phones,

 **0120-925-919**



モバイル・リサイクル・ネットワーク
環境への取り組み

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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Sold by: KDDI CORPORATION,
OKINAWA CELLULAR TELEPHONE COMPANY

Imported by: HTC NIPPON Corporation

Manufactured by: HTC Corporation

htc