au

HUAWEI nova 2
HWV31

Basic Manual

Preface

Thank you for buying the "HUAWEI nova 2 HWV31" (simply called the "HWV31", "product" or "main unit" from here on).
Before using the product, be sure to read the supplied "Setting Guide", "Notes on Usage", "Basic Manual" (this manual) or "取扱説明書詳細版 (Full Instruction Manual)" (Japanese) available on the au homepage to ensure correct use. After reading these manuals, be sure to store them in safe places so that you can retrieve them whenever needed.

List of Packaged Items

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

●HUAWEI Quick Charger
●Earphone microphone (sample)
●Clear case (sample)
●SIM card removal tool (sample)
●設定ガイド (Setting Guide) (Japanese)
●ご利用にあたっての注意事項 (Notes on Usage) (Japanese)
●取扱説明書 (Basic Manual) (Japanese)

The following items are not included in the package.
●microSD memory card

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

Instruction Manuals

■ ご利用にあたっての注意事項 (Notes on Usage) (Japanese)
Before you start using the product, be sure to read Notes on Usage to ensure correct use.

■ "Basic Manual" (This manual)/"Setting Guide"
Handles only basic operations for main features.

■ Basic Manual Application
You can use the "Basic Manual application" on the product to confirm detailed operational procedures. Certain functions can be directly activated from the application screens on which their operations are described.
Home screen→[Tools]→[Basic Manual]
• When you activate for the first time, follow the onscreen instructions to download and install the application.

■ "取扱説明書(詳細版)(Full Instruction Manual)" (Japanese)
For detailed descriptions on various functions, refer to the "取扱説明書(詳細版)(Full Instruction Manual)" (Japanese) available on the au homepage.
https://www.au.com/support/service/mobile/guide/manual/

■ Downloading Manuals
You can download the English version of the "Basic Manual" from the au website (available from approximately one month after the product is released).

You can find "Basic Manual" (English excerpts from Instruction Manual) on au homepage.
Download URL: https://www.au.com/english/support/manual/

Notations Used in This Document

■ Note on Button Illustrations
In this manual, buttons are represented as shown below.

Volume button   Power button
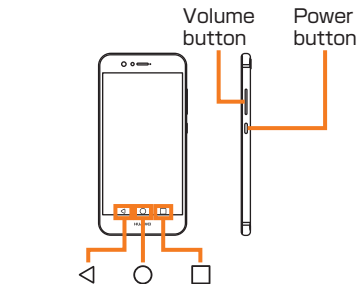
■ Description of Operations for Selecting Item/Icon/Button, etc.
In this manual, operation steps are described as follows.

| Description	Explanation
On the Home screen→[📞]▶[1] [4] [1]→[📞]	Tap 📞 (Phone) on the bottom of Home screen. Tap 1.4.1 then tap 📞.
On the Home screen→[▢]	Tap ▢ on the bottom of Home screen.

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

■ Notes on Illustrations/Screenshots
This manual indicates the screen displays and describes operation assuming an au Nano IC Card 04 is installed.
Screen illustrations shown in this manual may look different from the actual screens.
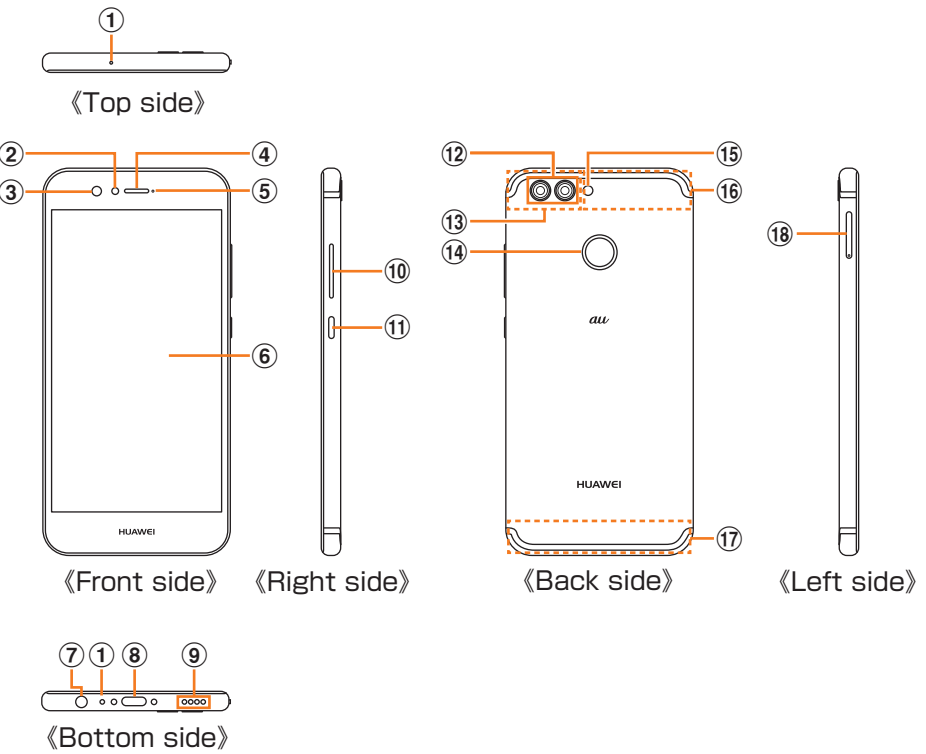In some cases, minor details or a part of a screen may be omitted.

Actual screen   Screen in this manual (example)
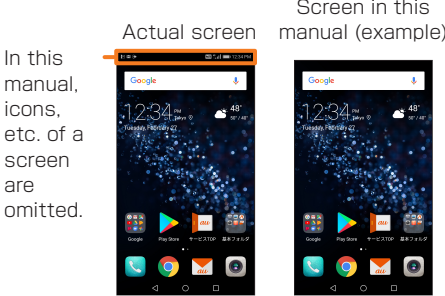
In this manual, icons, etc. of a screen are omitted.

○ In this manual, screenshots for body color "Aurora Blue" are provided as examples.
○ In this manual, "au Nano IC Card 04" is listed as "au IC Card".
○ Operations for the vertical display are mainly described. Menu items/icons/buttons on a screen may be different from the ones in the horizontal display.
○ Menu items, layers and icons described in this manual may be different according to functions and conditions to use.
○ In this manual, "microSD™ memory card (commercial item)", "microSDHC™ memory card (commercial item)" and "microSDXC™ memory card (commercial item)" are abbreviated as "microSD memory card" or "microSD".
○ All of the indicated amounts exclude tax unless otherwise specified.
○ Company names and product names referred to in this manual are trademarks or registered trademarks of respective companies. The TM and ® marks may be omitted in this manual.

Names and Functions of Parts

① 〈Top side〉

② ③ ④ ⑤ 〈Front side〉
⑩ ⑪ ⑥ 〈Right side〉
⑮ ⑯ ⑬ ⑭ ⑱ 〈Back side〉 〈Left side〉
⑰

⑦ ① ⑧ ⑨ 〈Bottom side〉

① Microphone
② Light sensor/Proximity sensor
③ Front camera
④ Receiver
⑤ Status indicator
⑥ Display (Touch panel)
⑦ Headset jack
⑧ External connection terminal
⑨ Speaker
⑩ Volume button
⑪ Power button
⑫ Double lens camera
⑬ Built-in GPS/Wi-Fi®/Bluetooth® antenna*
⑭ Fingerprint scanner
⑮ Flash/Photo light
⑯ Built-in sub antenna*
⑰ Built-in main antenna*
⑱ au IC Card/microSD memory card tray
* Do not cover antennas with your hand or put stickers etc. It might affect communication quality.

○ The battery is built into the product and it is not user replaceable. For force shutdown, see "Forcing Shut Down and Restarting" (▶P. 24).

Protective film
○ The display is covered with a protective film.
Damage, air bubbles, peeling in the protective film might be found, but this is not a problem in the quality of the product itself. Defects in the protective film are not covered by the warranty.
To use a commercially-available protective film, remove the protective film on the display first.

au IC Card

au IC Card contains phone number and other information.
• The product is compatible with au Nano IC Card 04.

〈au Nano IC Card 04〉
(Back)   (Front)
IC (metal) part
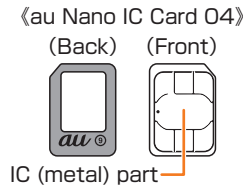
○ Note the following points, which may cause malfunction or damage, when handling au IC Card.
 - Do not touch the IC (metal) part of au IC Card.
 - Insert in the correct direction.
 - Do not use force to attach or remove.
○ When au IC Card is not attached properly or au IC Card is abnormal, an error message appears.
○ Do not lose au IC Card after it has been removed.
○ Do not insert au IC Card with a conversion adapter attached to. Doing so may cause malfunction.
○ The bundled SIM card removal tool (sample) is necessary to attach/remove au IC Card.

■ When au IC Card is Not Inserted
When au IC Card is not inserted, the following operations are not available. 🔲 appears on the status bar.
• Making a call*/receiving a call
• Sending/receiving SMS
• Making initial settings for au mail and sending/receiving au mail
• Setting up PIN code
• Checking the phone number and mail address of this product.
Besides the above, some functions requiring your phone number might not be available.
* Emergency calls to 110 (Police), 119 (Fire department or ambulance service), 118 (Japan Coast Guard), and 157 (Customer Service Center) are also not available. However, when the signal strength is other than "圏外" (out of service area) during GSM/UMTS/LTE roaming, calling is available (calls may not be connected since emergency call numbers differ depending on countries).

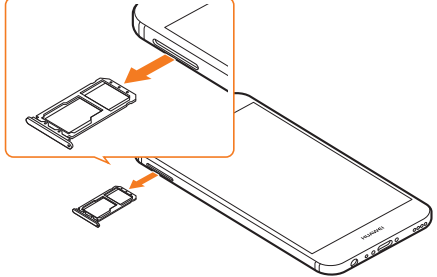## Attaching/removing au IC Card

■ Attaching au IC Card
Before attaching au IC Card, make sure to turn the product off.
1 Insert the tip of the SIM card removal tool (sample) into the hole of the au IC Card/microSD memory card tray and slowly push it in the direction of the arrow.
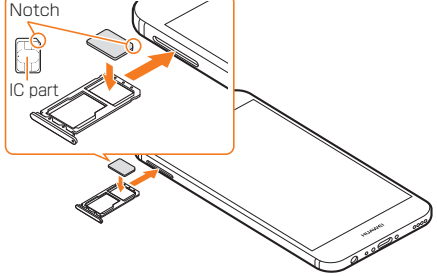The tray is ejected.
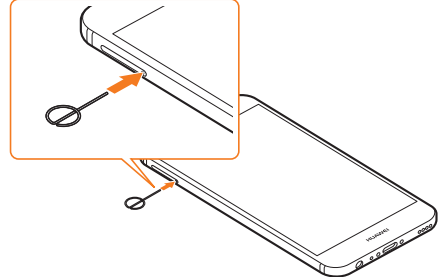
2 Pull the tray out straight to remove it from the main unit.

3 Put au IC Card into the tray with the IC (metal) part downwards, insert the tray into the main unit, and then push it all the way straight into the slot.
• Note the direction of the notch.
• Insert au IC Card so that it is tightly attached to the tray.

Notch
IC part

■ Removing au IC Card
Before removing au IC Card, make sure to turn the product off.
1 Insert the tip of the SIM card removal tool (sample) into the hole of the au IC Card/microSD memory card tray and slowly push it.
The tray is ejected.
2 Pull the tray out straight to remove it from the main unit.

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

■ Removing au IC Card
Before removing au IC Card, make sure to turn the product off.
1 Insert the tip of the SIM card removal tool (sample) into the hole of the au IC Card/microSD memory card tray and slowly push it.
The tray is ejected.
2 Pull the tray out straight to remove it from the main unit.

Attaching/Removing microSD Memory Card

■ Attaching microSD Memory Card
Before attaching a microSD memory card, make sure to turn the product off.
1 Insert the tip of the SIM card removal tool (sample) into the hole of the au IC Card/microSD memory card tray and slowly push it.
The tray is ejected.
2 Pull the tray out straight to remove it from the main unit.

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

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

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

3 Put the microSD memory card into the tray with the terminal (metal) part downwards, insert the tray into the main unit, and then push it all the way straight into the slot.
• Insert the microSD memory card so that it is tightly attached to the tray.

Tray

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

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

Removing microSD Memory Card

Before removing the microSD memory card, make sure to turn the product off.
1 Insert the tip of the SIM card removal tool (sample) into the hole of the au IC Card/microSD memory card tray and slowly push it.
The tray is ejected.
2 Pull the tray out straight to remove it from the main unit.
3 Remove the microSD memory card, insert the tray into the main unit, and then push it all the way straight into the slot.
4 Push the tray firmly and make sure that there is no gap between the tray and the main unit.

Charging

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

○ While charging, the product and its internal battery might become hot (when activating camera or communicating data while charging, the internal battery becomes hot).
○ It may take longer to charge the internal battery when you use camera function, etc. while charging the battery.
○ When you operate the product with the specified charger connected, the product may repeat short-time charging/discharging. Frequently recharging the internal battery shorten the battery life.

Charging with Supplied AC Adapter

Charging with supplied HUAWEI Quick Charger is explained.
1 Insert the USB Type-C plug of the supplied USB cable straight into the external connection terminal of the product.

External connection terminal

USB Type-C plug

2 Insert the USB plug of the USB cable into the USB port of HUAWEI Quick Charger and insert the power plug of HUAWEI Quick Charger into a 100 V AC power outlet.
On the status bar of the screen top, 🔌 is displayed and charging starts. When charging is finished, "100%" is displayed on the status bar.
3 When charging is complete, pull out the USB Type-C plug of the USB cable straight from the external connection terminal of the product.

4 Remove the power plug of HUAWEI Quick Charger from the power outlet.
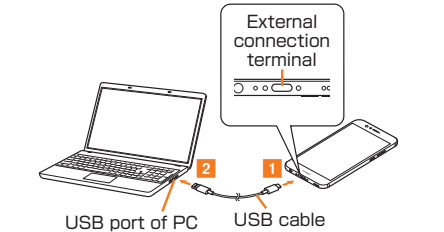
When 🔌 is not displayed
○ Wait until 🔌 is displayed on the status bar of the top screen. Bad connection is assumed if it does not appear after a while. Check that the USB Type-C plug of the USB cable is connected firmly. If the problem persists, stop charging and then contact an au shop or Repair and Delivery Support Center.
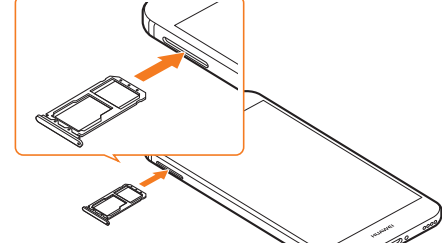
■ Charging with PC
1 Insert the USB Type-C plug of the supplied USB cable straight into the external connection terminal of the product.
2 Insert the USB plug of the USB cable straight into the USB port of PC.

External connection terminal

USB port of PC   USB cable

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

Turning the Power On/Off

■ Turning the Power On
1 Press and hold the Power button for 2 seconds or longer
The lock screen appears.
Swipe the screen to unlock.
• When you turn on the product for the first time after purchasing, the initial setting screen appears automatically. Follow the onscreen instructions to set functions. For detailed descriptions on initial settings, refer to "Setting Guide".
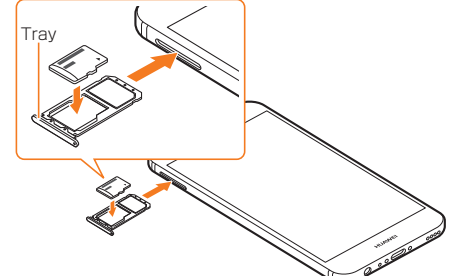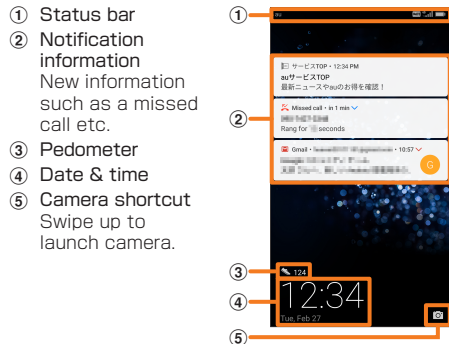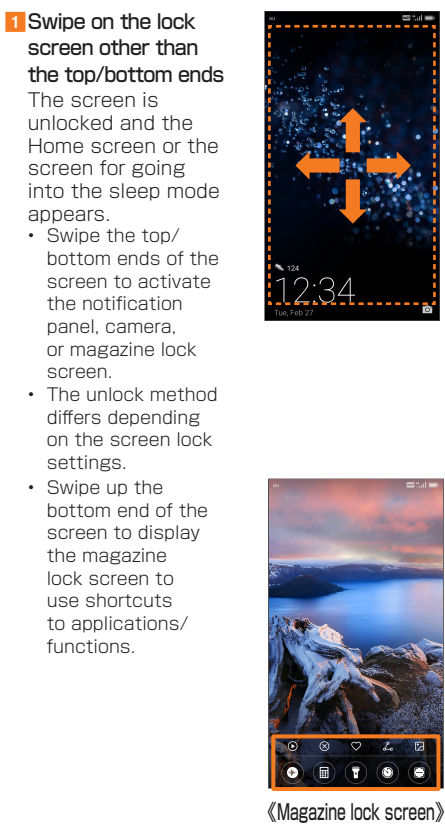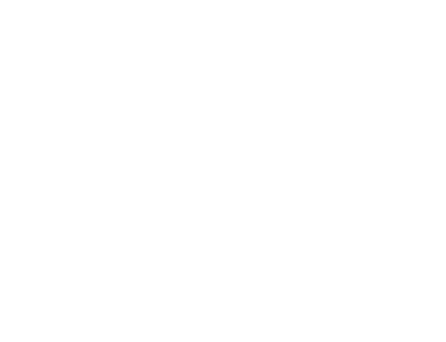
■ Turning the Power Off
1 Press and hold the Power button for 2 seconds or longer
2 [Power off]→[Touch to power off]

■ Forcing Shut Down and Restarting
Force shutdown and restart the product when the screen freezes or the power cannot be turned off.

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

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

Lock Screen

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

① Status bar
② Notification information
New information such as a missed call etc.
③ Pedometer
④ Date & time
⑤ Camera shortcut
Swipe up to launch camera.

12:34

Unlocking the Lock Screen

1 Swipe on the lock screen other than the top/bottom ends
The screen is unlocked and the Home screen or the screen for going into the sleep mode appears.
• Swipe the top/bottom ends of the screen to activate the notification panel, camera, or magazine lock screen.
• The unlock method differs depending on the screen lock settings.
• Swipe up the bottom end of the screen to display the magazine lock screen to use shortcuts to applications/functions.

12:34

〈Magazine lock screen〉

Using Fingerprint Authentication

• Fingerprint authentication uses the characteristics of your fingerprint. If your fingerprint image has few characteristics, fingerprint authentication may not be available.
• Authentication performance (authenticating fingerprint when using Fingerprint Sensor) depends on usage condition. If your finger is under any of the following conditions, registration of fingerprint may be difficult or authentication performance may degrade. Authentication performance may be improved by washing or drying hands, registering a different finger, etc. according to the condition of your finger.
 - Wrinkled after taking a bath, etc.
 - Wet with water, sweat, etc.
 - Covered with grease or dirty with mud or grease
 - Rough or injured (cut, inflammation, etc.)
 - Extremely dried or having dry skin
 - Abraded and faded
 - The surface condition of finger when you authenticate fingerprint is extremely different from when you registered fingerprint
• Fingerprint authentication technology does not guarantee complete identity authentication or verification. The Company is not responsible for any damages caused by use of the product or its unavailability.
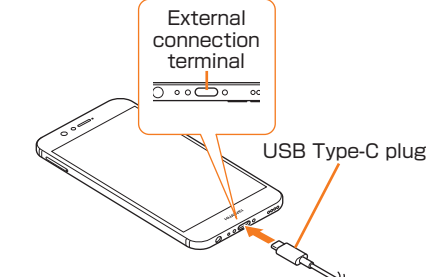
■ Precautions on Fingerprint Scanner
• The following actions may cause malfunction or damage.
 - Hitting or subjecting to strong impact
 - Scratching or poking with pointed item
 - Scratching with fingernail, strap metal, etc.
 - Scratching with mud, or muddying surface
 - Placing sticker on surface or letting surface get ink on it
• If the fingerprint scanner is soiled with dust or skin oil or wet with sweat or condensation, etc., read of fingerprint may be difficult or authentication performance may degrade. Occasionally clean the surface of the fingerprint scanner.
• If registration or authentication of fingerprint fails frequently, clean the surface of the fingerprint scanner. The problem may be improved.

■ Registering Fingerprint
1 Home screen→[基本フォルダ] (Basic folder)→[Settings]→[Fingerprint ID]→[Fingerprint management]
• When the screen lock is set, unlock the lock screen displayed.
• When the screen lock is not set, register PIN or password as an alternative unlock method. Follow the onscreen instructions.
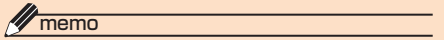
2 [New fingerprint]→press your fingerprint against the fingerprint scanner
Once you feel a vibration, lift and place a different area of your fingerprint on the scanner as shown in the onscreen instructions. From here on, repeat the procedure until the "Successfully enrolled" message is displayed.
3 [OK]
4 On the fingerprint management screen, select functions to use the fingerprint authentication on.
To use the fingerprint authentication to unlock the screen lock, set [Unlock screen] to ON.

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

Authenticating Fingerprint

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

Using the Touch Panel

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

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

■ Touch and Hold
Keep touching an item etc.

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

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

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

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

Home Screen

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

① Status bar
② Quick search box (widget)
③ Clock and Weather (widget)
④ Application/ Folder
⑤ Indicator
⑥ Dock bar
⑦ Navigation key
◁ Back button
Returns to the previous screen.
○ Home button
Displays Home screen.
□ Task button
Check running applications list.
* Home screen→[基本フォルダ] (Basic folder)→[Settings]→[Navigation key] to change the types or location of the buttons.

Using Home Screen

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

■ Launching Applications
Tap an icon of an application on the Home screen to launch the application.
• When the application to launch is in a folder, tap the folder and tap the icon of the application.

✐ memo
◎ Some functions activated by tapping application icons may incur communication charges.

Monitoring the Status of the Product

Icons
Notification icons appear on the left of the status bar, showing missed calls, new mail, operations in progress, etc., and status icons appear on the right, showing the status of the product.
Slide down the status bar to display the notification panel and check the notifications (▶P.34) .

Status bar

■ Main Notification Icon

Icon	Description
	Missed call
	New mail message (au mail)
	New mail message (Gmail)
	New SMS
	Incoming call

■ Main Status Icon

Icon	Description
12:34	Time
	Battery level
	Airplane mode
	Signal strength (received field strength)
	4G (LTE/WiMAX 2+)* data communication status

Icon	Description
	VoLTE available
	Vibrate only/Silent
	Wi-Fi® signal strength

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

Notification Panel
If any notification icons are displayed, open the notification panel to check details of the notifications. Also, tap the shortcut to set ON/OFF of the frequent-used function.

1 Slide the status bar downwards
① Date & time
② Shortcuts
③ Screen brightness
④ Notification information
⑤ Notification panel editing
⑥ Settings
⑦ Shortcut area expand/shrink
Expand/shrink the shortcut area.
⑧ Delete
Delete the displayed notification information and notification icons.

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

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

Checking Your Phone Number
1 Home screen→[基本フォルダ] (Basic folder)→[Settings]→[About phone]→[Status]
Your phone number is shown in My phone number field.

✐ memo
◎ For detailed descriptions on making/ receiving calls, refer to "Setting Guide".

Setting Silent Mode
Set the silent mode so as not to disturb others around you in public places.
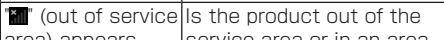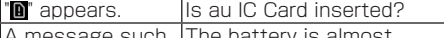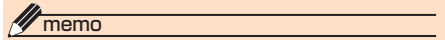**1** Open the notification panel [Sound]/ [Vibration]/[Silent]

Setting Airplane Mode
When the airplane mode is set, wireless functions are disabled (telephone, data transmission, wireless LAN (Wi-Fi®), Bluetooth®).
1 Home screen→[基本フォルダ] (Basic folder)→[Settings]→[Airplane mode]

Entering Text
Use software keyboards to enter characters. Software keyboard appears when you tap an entry field in the character entry screen of such as registering contact and creating emails.

Switching Keyboards
1 Character input screen→Touch and hold [ ]
2 [Keyboard type]→Select a keyboard type
• On the 10-key keyboard, tap a key several times or flick the key up, down, right, or left to enter a character.
• On the QWERTY keyboard or 50-key keyboard, tap the key of your desired character to enter. Romaji input is applied for "Hiragana-Kanji" mode of the QWERTY keyboard.

✐ memo
◎ To switch input mode, character input screen→touch and hold [ ]→[Input mode] to select the input mode.
◎ To set ringtone and vibration for key operations, character input screen→touch and hold [ ]→[Change settings]→[Key operation].
◎ Tap [ ] to switch Input Mode.
◎ Tap [ ] to delete the selected character or characters on the left side of cursor.
◎ Tap "記号" to enter Emoji/Symbol/Emoticon.

Using Camera

■ Notes on Using Camera
• Fingerprints or grease on lens prevent capturing of clear still images/videos. Wipe the lens clean with a soft cloth before shooting.
• Avoid fingers, hair, etc. from covering the lens when shooting.
• Take care not to cover the microphone with your fingers during recording a video. Quality of audio recorded via the microphone may deteriorate depending on the loudness of speech or the surrounding environment.
• When using the self-timer for image capture and the product is placed on an unstable surface, the product vibrates such as when you receive a call. It may cause the product to fall.
• The focus-lock and shutter sounds when taking still pictures, and the record start and end sounds when recording videos are always produced even in the silent mode.

Viewfinder Screen

1 Home screen→[ ]
The viewfinder screen appears.

(Still image shooting screen)   (Video recording screen)

① Flash/Photo light
② Auto focus frame
Touch and hold the screen to display the focus (outside) and exposure measured point (inside) and drag them to desired points.
③ Shutter button
④ Thumbnail of previous image
⑤ Indicator
⑥ Camera switch
⑦ Portrait mode ON/OFF switch
⑧ Zoom
⑨ Still image/video switch
⑩ Video recording start/stop button

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

Updating Software

Notes
• You are charged for data communication when connecting to the Internet from the product using data communication. Especially for OS update, large data communication occurs. Using Wi-Fi® connection is recommended.
• When software update is necessary, you will be informed on au homepage etc. For details, contact an au shop or Customer Service Center (**157**/call toll-free). In addition, users of this product will receive a notice from au, when software update is necessary to improve the functionality of the product.

• Fully charge before update. If battery is not enough or battery becomes low during update, software update may fail.
• It is recommended to back up your data before updating software.
• If software update has failed or stopped, perform the same procedure again.
• If you fail to update software, the product may become unusable. In that case, bring the product to an au shop or PiPit (not accepted by some shops).
• When using the product overseas, the software update functions may not be available.
• Any operations are not available during software update. Calling 110 (Police), 119 (Fire/Ambulance), 118 (Maritime rescue) and 157 (Customer Service Center) is not available.
Alarm does not work, either.

Downloading Software to Update
1 Home screen→[基本フォルダ] (Basic folder)→[Settings]→[System update]
2 [CHECK FOR UPDATES]
Check if there is new software.
From here on, follow the onscreen instructions.

Troubleshooting
Before you assume that the product is malfunctioning, check the following contents and perform トラブル診断 (Trouble diagnostics)" in "故障紛失サポート" (Repair and Delivery Service)" application.
Home screen → [au] → [故障紛失サポート (Repair and Delivery Service)] → [トラブル診断 (Trouble diagnosis)] (Displayed language is Japanese only)

Symptom	What you should check
Cannot turn on power.	Is the internal battery charged?
	Is the Power button long pressed and held?
Cannot charge the product	Is the specified charging equipment connected correctly?
	Is the temperature of the product high or low? Charging may stop due to the temperature of the product.
	Is the specified accessory (adapter etc.) used for charging?
Cannot operate/ The screen does not respond/ Cannot turn off the power	Press and hold the Power button for 10 seconds or longer to force shutdown and restart.
The power is turned off automatically	Is the internal battery fully charged?

Symptom	What you should check
The power is turned off while the wake-up logo is displayed	Is the internal battery fully charged?
[ ] (out of service area) appears	Is the product out of the service area or in an area where the signal is weak?
	Is the built-in antenna covered with your fingers?
	Is a card other than au IC Card inserted?
Cannot operate button/touch panel.	Is the power turned on? Turn off the power and then turn it on again.
Cannot operate as intended using the touch panel	Check the correct operation for the touch panel.
	Turn off the power and then turn it on again.
[ ] appears.	Is au IC Card inserted?
A message such as charge the battery appears.	The battery is almost dead.
Cannot make calls	Is au IC Card inserted?
	Did you enter the correct phone number? (Did you enter the phone number with an area code?)
Cannot receive calls	Is signal strong enough?
	Is the product out of the service area?
	Is Call forwarding service set?

Symptom	What you should check
Display is dark.	Is "Brightness" set to dark?
Cannot hear the other party's voice	Is the call volume too low?
	Is the receiver covered with your ear? Place the receiver to your ear hole.

If symptoms do not improve after checking each of the above, information is provided through "トラブル診断 (Trouble diagnosis)" (Japanese) of au homepage:
https://www.au.com/trouble-check/

After-sales Service

■ When Asking for Repair
For repair, contact Repair and Delivery Support Center.

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

* The warranty is valid for one year from the date of purchase.

✐ memo
◎ Before handing the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
◎ Recycled parts that meet the Company's quality standards are sometimes used for repair.
◎ Collected au cell phones by Replacement cell phone delivery service which you used before are recycled to cell phones for replacement after repairs. Also replaced parts by au after-sales service are collected and recycled by KDDI. They are not returned to customers.
◎ For the products that are processed, modified, analyzed (including altering the software, analyzing (including rooting), reverse-engineering, of decompiling, disassembling), or repaired by repair offices other than the Company specified, they are not covered by the warranty or repair may be refused.
◎ The battery built-into the main unit is not covered by free-of-charge repair warranty excluding events arising from defects of battery material or the production.
◎ The USB cable, clear case, earphone microphone, and SIM card removal tool are not covered by free-of-charge repair warranty.

■ Performance Parts for Repair
The Company retains performance parts for repair of the HWV31 main unit and its peripherals for 4 years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.

■ Provisions for Free-of-Charge Repair
1. Please notify us of the production number (IMEI number) for repair The production number (IMEI number) can be checked on the product main unit, sticker on the outer packaging box, etc.
2. During the warranty period, we will repair the product free of charge for the malfunction under the condition that it is used correctly in line with the directions given in the instruction manual.
3. Even if the warranty period has not expired, a fee will be charged for repair under the following circumstances (or, repair may not be possible).
① The product has not been used correctly in line with the directions given in the instruction manual.
② The malfunction or damage is due to unauthorized repair or modification of the product.
③ The product has been repaired other than at our specified repair offices.
④ The malfunction or damage is due to negligence in use or handling, or due to an accident. There are signs of the product having been dropped, wet, exposed to humidity, etc.

⑤ The malfunction or damage is due to natural disasters (earthquakes, storm or flood damage, etc.), fire, salt damage, abnormal voltage, etc.
4. Repair may not be possible depending on the degree of damage.
5. The Company shall have no liability for any damage or loss resulting from the malfunction of the product.
6. The Company shall not bear any responsibility for accidents resulting from use of the product having been connected to unspecified devices.
7. Do not accept requests for service calls to the owner's home, place of business, etc.
8. This warranty is valid only in Japan.
* This warranty is liable for the free-of-charge repair subject to the above-mentioned period and condition. Therefore, it does not restrict your legal authority for assurance parties and other operators.

■ Repair and Delivery Service
An after-sales service membership program on a monthly basis called "Repair and Delivery Support" (monthly fee: 380 yen, tax excluded) is available for using your au cell phone for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For details of this service, check on the au homepage or contact Repair and Delivery Support 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 "Repair and Delivery Support" membership is also handed over to the successor of the cell phone.
◎ When you get a new au cell phone by changing the model, purchasing an extra cell phone, etc., the "Repair and Delivery Support" membership for the old au cell phone is automatically canceled.
◎ Service contents are subject to change without notice.

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

■ au After-Sales Service Information

Service			Repair and Delivery Service	
			Members	Non-member
Replacement mobile phone delivery service	Spontaneous failure	1st year	Free of charge	No recompense
		2nd year or later	"Replacement mobile phone delivery service" (Member) Refer to the table of the service charge	
	Partially damage, water soak, irreparable damage, theft or loss			
Holding over and repair	Spontaneous failure	1st year	Free of charge	Free of charge
		2nd year or later	Free of charge (Three-year warranty)	Actual cost
	Partially damage		Customer charge Upper limit: 5,000 yen	
	Water soak, irreparable damage		Customer charge 10,000 yen	
	Theft, loss		No recompense	No recompense (model change)

* Charge amounts are all tax excluded.

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

Applied condition	1st	2nd
Normal	5,000 yen/ Long Benefit [1] 3,000 yen	8,000 yen/ Long Benefit [1] 6,000 yen
Both "Discount for web application"[2] and "Discount for nonuse of substitute"[3] are applied	4,000 yen/ Long Benefit [1] 2,000 yen	7,000 yen/ Long Benefit [1] 5,000 yen
Only "Discount for nonuse of substitute"[3] is applied	4,500 yen/ Long Benefit [1] 2,500 yen	7,500 yen/ Long Benefit [1] 5,500 yen

* Charge amounts are all tax excluded

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

Online Exchange Desk (24 hours a day over the Internet)
* Reception only from PC or smartphone https://www.au.com/support/service/mobile/trouble/repair/application/ (Japanese)
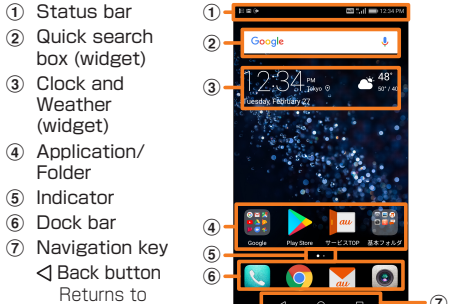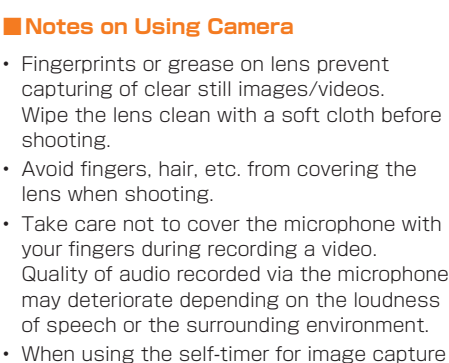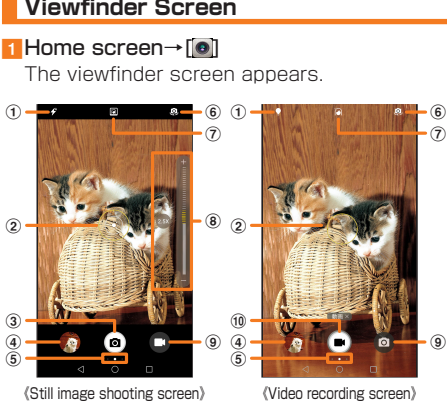
✐ memo
Replacement mobile phone delivery service
◎ When you have trouble with your au cell phone, a replacement cell phone (same model and same color) is delivered to the specified place by calling to. Return your damaged au cell phone within 14 days after replacement cell phone is delivered.
* If the provision of same model and same color is difficult, specified model and colored replacement mobile device will be offered.

◎ Available up to twice in a year from the day you use this service as a start day. If you do not use this service in the past year at the subscription to this service, it will be 1st and if you use, it will be 2nd.
* For details, refer to au homepage.
◎ When the service is used and au IC Card is reissued due to theft, loss, etc., 1,900 yen is required for reissuing au IC Card.

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

SIM Unlock
The product supports SIM unlock. By unlocking SIM lock, you can use non-au-SIM cards.
• SIM unlock service is provided at the au homepage and au shops.
• When using non-au SIM card, some services, functions, etc. may be unavailable. The Company is not liable for any operations.
• To operate the settings for the SIM unlock, Home screen→[基本フォルダ] (Basic foler)→[Settings]→[About phone]→[Status]→[SIM card status].

• For details, refer to au homepage.
https://www.au.com/support/service/mobile/procedure/simcard/ (Japanese)

Introduction of Related Accessories
■ HUAWEI Quick Charger (59200JHQ)
■ TypeC Common AC Adapter 01 (0601PQA) (sold separately)
TypeC Common AC Adapter 02 (0602PQA) (sold separately)
■ Common AC Adapter 05 (0501PWA) (sold separately)
■ MicroB-TypeC conversion adapter (0601PHA) (sold separately)*
■ au Carrying Case G Black (0106FCA) (sold separately)
* For use, MicroB-TypeC conversion adapter (sold separately) is needed.
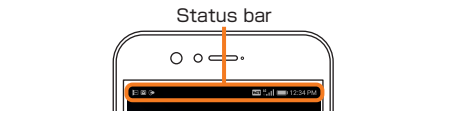
✐ memo
◎ Accessories can be purchased at au online shop.
http://onlineshop.au.com (Japanese)

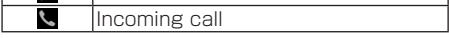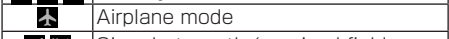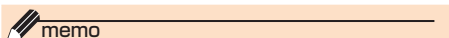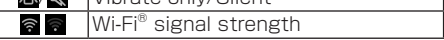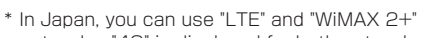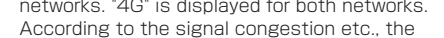### Main Specifications

Display	Approx. 5.0 inches, Approx. 16.77 million colors, IPS liquid crystal
	1920×1080 (FHD)
Weight	Approx. 143 g (including the internal battery)
Size (W x H x D)	Approx. 69 mm×142 mm×6.9 mm (thickest part: approx. 7.6 mm)
Internal memory (Storage/RAM)	Internal Storage: 64GB RAM: 4GB
Continuous call time	In Japan	Approx. 1,080 minutes
	Overseas (GSM)	Approx. 850 minutes
Continuous standby time[1]	In Japan	Approx. 390 hours
	Overseas (GSM)	Approx. 280 hours
Continuous tethering time[2]		Approx. 530 minutes (WAN side LTE/ WiMAX2+)
Maximum number of Wi-Fi tethering connection devices		8
Charging time		Approx. 100 minutes (using HUAWEI Quick Charger)

[1] Continuous standby times are measurements in a static state. Protocol communication in the standby state is considered.
[2] Continuous tethering time is measured by a WAN side LTE and Wi-Fi receiver respectively. Wi-Fi is 802.11n.
(Measured by data transfer at speeds of TCP 1.2 Mbps for downlinks or its equivalents)

■ Wireless LAN (Wi-Fi®)
Communication method	IEEE802.11b/g/n conformant
Frequency bands	2.4 GHz band

■ Bluetooth®
Communication method	Bluetooth® standards Ver.4.2 BLE
Output	Bluetooth® standards Power Class1
Communication range[3]	Within 10 m with no obstacles in the range
Supported Bluetooth profile[2]	GATT, A2DP(Advanced Audio Distribution Profile), AVRCP (Audio/Video Remote Control Profile), HFP (Hands-Free Profile), HID (Human Interface Device Profile), HSP (Headset Profile), OPP (Object Push Profile), PAN (Personal Area Networking Profile), PBAP (Phone Book Access Profile) [3], apt-X, MAP (Message Access Profile)
Frequency bands	2.4 GHz band

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

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

■ Out Camera
Imaging element	CMOS
Number of effective pixels	Approx. 12.00 million pixels (the portrait mode disabled) Approx. 8.00 million pixels (the portrait mode enabled)

■ In-camera
Imaging element	CMOS
Number of effective pixels	Approx. 20.00 million pixels