

Symptom	What you should check	Page
Cannot hear/hard to hear the other party's voice	Place your ear hole to the receiver.	P.8
Settings made for specified contacts do not work.	Is the caller ID notified? If the caller does not notify the caller ID, ringtone setting in Contacts is not effective. Group ringtone settings in Contacts is not effective, either.	-

If you cannot find the solution to your problem in the above items, refer to the au homepage or au Customer Support on the website shown below.
http://www.au.kddi.com/english/support/

Updating Software or OS

You can update the product to the most recent software for optimal performance and to get the latest enhancements. There are several methods to update software.

Notes

- You are charged for data communication when connecting to the Internet from the product using packet communication.
- You are recommended to back up your data before updating software.
- For detailed descriptions on various functions, refer to the “取扱説明書 (Instruction Manual)” application (Japanese) installed on the product or “取扱説明書詳細版 (Full Instruction Manual)” (Japanese) available on the au homepage.
- Fully charge before update. If the update is started with the battery power low or battery power becomes low during update, software update cannot be done.
- Check the radio wave condition. Software update may fail in poor reception area.
- Any operations are not available during software update. Calling 110 (Police), 119 (Fire/Ambulance), 118 (Maritime rescue) is not available. Alarm does not work, either.
- If software update has failed or stopped, perform the same procedure again.
- Update is unavailable during international roaming.

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Continuous stand-by time	In Japan Overseas (GSM/UMTS/LTE)	Approx. 500 hours Approx. 550 hours
Continuous tethering time	Approx. 590 minutes	
Maximum number of Wi-Fi tethering connection devices	10	
Dimensions (W x H x D)	Approx. 68 × 131 × 8.9 mm	
Internal memory ^{*1}	ROM: Approx. 16 GB RAM: Approx. 2 GB	
Number of effective pixels: Out-camera	Approx. 13,000,000 pixels	
Number of effective pixels: In-camera	Approx. 2,000,000 pixels	
Wireless LAN (Wi-Fi [®]) function	IEEE802.11a/b/g/n/ac compatible	
Bluetooth [®] function	Compatible version	Bluetooth [®] standards Ver.4.0 compatible ^{*2}
	Output	Bluetooth [®] standards Class 1
	Communication range ^{*3}	Within 10 m with no obstacles in the range
	Supported Bluetooth profile ^{*4}	SPP/A2DP/AVRCP/HSP/HFP/OPP/PBAP/HID/PAN/PAN-NAP/PAN USER/HOGP/MAP/SCMS-T/DUN ^{*5}
Frequency bands	2.4 GHz band	
Continuous 1Seg watching time	Approx. 6 hours 30 minutes	
Continuous Full Seg watching time	Approx. 4 hours 10 minutes	

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- If you fail to update software, it may become impossible to operate the product. If this happens, bring it to an au shop or PiPi (not accepted by some shops).

Downloading software into the product to update

Update files can be downloaded from the Internet web site into the product directly. Selecting “Start major update” downloads the OS for the product.

1 On the Iida Home, [Settings]→[About phone]→[Software update]

2 [Start updating software]/[Start major update]

From here on, follow the onscreen instructions.

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
<ul style="list-style-type: none">Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost. Recycled parts that meet the Company’s quality standards are sometimes used for repair. 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.

Performance parts for repair

The Company retains performance parts for repair of the product 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.

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, tax excluded) is available for using your au cell phone for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For details of this service, refer to au homepage or contact Keitai Guarantee Service Center.

memo
<ul style="list-style-type: none">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, the “Keitai Guarantee Service plus”/“Keitai Guarantee Service plus LTE” membership 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 PiPi.

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-hour (7 days a week)

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

From a land-line phone/an au cell phone, **☎0120-925-919** (toll free)
Business hours 9:00 - 21:00 (7 days a week)

Online Repair Desk (24 hours a day over the Internet)

*Only available from PCs or smartphones
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

Service		Keitai Guarantee Service plus LTE		Members	Others
Replacement cell phone delivery service	Spontaneous failure	1st year	Free of charge	Customer charge Upper limit: 5,000 yen 2nd: 8,000 yen	No recompense
		2nd year or later	Free of charge		
	Partially damage, water soak, irreparable damage, theft or loss	Customer charge 1st: 5,000 yen 2nd: 8,000 yen			

Service		Keitai Guarantee Service plus LTE		Members	Others
Holding over and repair	Spontaneous failure	1st year	Free of charge	Customer charge Upper limit: 5,000 yen Customer charge 10,000 yen	Free of charge
		2nd year or later	Free of charge (three-year warranty)		
	Partiallyly damage	Customer charge Upper limit: 5,000 yen	Actual cost		
	Water soak, irreparable damage	Customer charge 10,000 yen			
Theft, loss	No recompense	No recompense (model change)			

*Charge amounts are all tax excluded.

memo
Replacement cell phone delivery service <ul style="list-style-type: none">When you have trouble with your au cell phone, replacement cell phone (same model, same color) is delivered by calling to. Return your damaged cell phone within 14 days after replacement cell phone is delivered. 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. Holding over and repair <ul style="list-style-type: none">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.

Main specifications

Display	Approx. 4.5 inches, Approx. 16,770,000 colors, Transparent TFT	
Weight	Approx. 130 g	
Charging times (estimate)	Common AC Adapter 05 (sold separately): Approx. 160 minutes Common DC Adapter 03 (sold separately): Approx. 320 minutes	
Continuous call time	In Japan	Approx. 1,020 minutes
	Overseas (GSM/UMTS/LTE)	Approx. 600 minutes

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For inquiries, call: Customer Service Center

For general, charge, operations (toll free)

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

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

PRESSING ZERO WILL CONNECT YOU TO AN OPERATOR

AFTER CALLING 157 ON YOUR au CELL PHONE

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

Business hours 24-hour (7 days a week)

From fixed-line phones: **☎0077-7-113** | From au cell phones: **113** area code not required

In case above numbers are not available,

☎0120-977-033 (except Okinawa)

☎0120-977-699 (Okinawa)

Keitai Guarantee Service Center

For loss, theft or damage (toll free)

From fixed-line phones:au cell phones,

☎0120-925-919

Business hours 9:00 - 21:00 (7 days a week)



Cell phone and P/E operators collect and recycle used telephones, batteries and battery chargers at stores bearing the **♻** logo regardless of brand and manufacturer to protect the environment and reuse valuable resources.

モバイル・リサイクル・ネットワーク

www.m-recycle.com

Sales: KDDI CORPORATION・OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: KYOCERA Corporation

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