

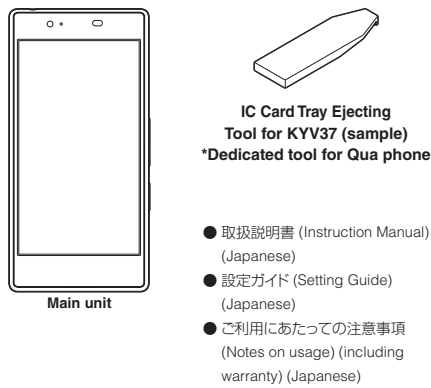
# Basic Manual

## Preface

Thank you for buying "Qua phone" (simply called "the product" or "main unit" 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 PDF and the printed manuals, be sure to store them in safe places so that you can retrieve them whenever needed. If you lose the printed manuals, contact an au shop or Customer Service Center.

## List of Packaged Items

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



The following items are not included in the package.

- AC adapter
- microSD memory card
- microUSB cable
- Earphones

## memo

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

## About Operating Instructions

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

Handles only basic operations for main features.  
 For detailed descriptions on various functions, refer to the "Basic Manual app" installed on the product or "取扱説明書詳細版 (Full Instruction Manual)" (Japanese) available on the au homepage.  
<http://www.au.kddi.com/english/support/manual/>

### "Basic Manual app"

You can use the "Basic Manual app" 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 → [Others Apps] → [Basic Manual]**  
 • If you changed the display language from Japanese to English after the initial settings, the folder name of "Others Apps" may be displayed in Japanese, "その他アプリ".  
 • When you activate for the first time, follow the onscreen instructions to download and install application.

## 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:**  
<http://www.au.kddi.com/english/support/manual/>

## When using the product

- Before you start using the product, make sure to read the "Safety Precautions" in this manual to ensure correct use.
- Before you assume that the product is malfunctioning, check for possible remedies in the following au Customer Support site of au homepage: <http://www.au.kddi.com/english/support/>
- 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 LTE/WiMAX 2+/GSM/UMTS system has highly secure confidential communication features.)
- When connecting to emergency services in Japan, use au VoLTE (LTE network). You cannot connect through 3G (circuit switching network).
- The product is compatible with the international roaming service. Each network service described in this manual 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.
- IMEI information of your cell phone is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status of your cell phone.
- Before you start using the product overseas, check the relevant laws and regulations of the country/region you visit.

- The Company is not liable for any damages arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional or mistaken misoperation by the customer, or use under other unusual conditions outside the responsibility of the Company.
- The Company is not liable for any incidental damages (change/disappearance of described content, loss of business income, disruption of business, etc.) arising from use or inability to use the product.
- The Company is not liable for any damages arising from failure to observe the described content of this manual.
- The Company is not liable for any damages arising, for example, from malfunction caused by combination with connected devices or software not related to the Company.
- Captured image data or downloaded data may sometimes be altered or lost due to faults, repair or other handling of the product. The Company is not liable for any damage or lost income resulting from recovery of these data.
- It is recommended you keep a copy of important data 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 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.
- The product uses liquid crystal for its display. The display response speed may become slow when the ambient temperature is low, which is due to the property of liquid crystal and not a malfunction. The display response speed will return to normal at room temperature.
- Although the display used on the product is made using high-precision technology, some pixels (dots) might be lit or out at all times. This is not a malfunction.

- You are recommended to store copies of individual data such as photos you took, videos and music in your PC by sending each file as mail attachment, etc. Note, however, that you may not be able to make copies of some copyrighted data even by the above-mentioned means.
- Do not discard the product together with regular trash. Please cooperate in the collection of the product when it is no longer needed to protect the environment and effectively use resources. Old product is collected at au shops and other places.
- "The Company" as appears in this manual refers to the following companies:  
 Sold by: KDDI CORPORATION - OKINAWA CELLULAR TELEPHONE COMPANY  
 Manufactured by: KYOCERA 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.

## Cell Phone Etiquette

### Use of cell phones is not allowed in some places.

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

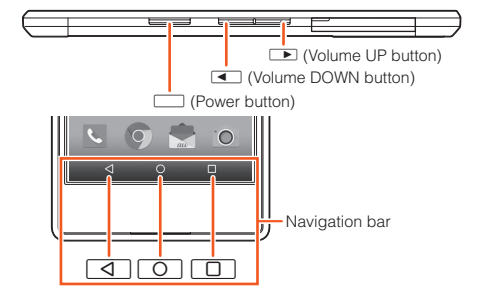
## Consider people around you

- To prevent ringtone from bothering other people, not only refrain from making a call but also power off or use Silent mode at a movie theater, theater, museum, library, etc.
- In a city area, use in a place where you do not bother people walking.
- It is extremely dangerous to walk while looking at the screen of the cell phone. Do not make calls or operate a cell phone while walking or by stopping suddenly.
- Move to a place where you do not disturb others while you are in shinkansen, a hotel lobby, etc.
- Be careful not to be loud while talking.
- Be careful of sound leakage from earphones in trains or other places with many people around you.
- Ask permission if you take photos with your cell phone camera.
- There may be a person with a cardiac pacemaker nearby at a place filled with people such as in a crowded train. Set "Airplane mode" or turn off beforehand.
- When a medical institution has laid down designated areas where use of the product is prohibited or is not allowed to be brought in, abide by the instructions of that medical institution.

## Regarding notations used in this document

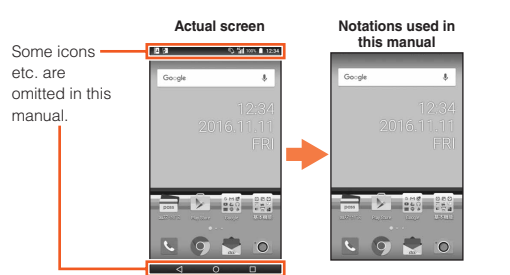
### Note on button illustrations

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



## Notes on illustrations/screenshots

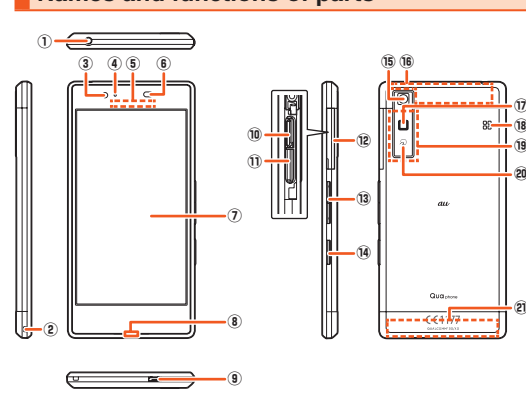
Screen illustrations shown in this manual may look different from the actual screens. In some cases, minor details or a part of a screen may be omitted.



## memo

- In this manual, screenshots and operations for the product with au Nano IC Card 04 attached are described.
- Operations from 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/icons may be different depending on functions, conditions, etc.
- In this manual, screenshots for body color "Silver" are provided as examples.
- In this manual, "microSD™ memory card", "microSDHC™ memory card" and "microSDXC™ memory card" are abbreviated as "microSD memory card" or "microSD".
- All of the indicated amounts exclude tax unless otherwise specified.

## Names and functions of parts



- Earphone microphone terminal**  
Used for connecting commercially available earphones or other accessories.
- Strap hole**
- In camera (lens)**
- Incoming (Charging) light**  
Lights in red while charging. Blinks according to the settings for incoming call/mail.
- Earpiece (Receiver)**  
Hear the other party's voice on call, play sound of answer memo, etc. with Smart sonic receiver (▶P. 11)
- Light/Proximity sensor**  
Light sensor detects the ambient light level to adjust the screen brightness. The proximity sensor ensures that the touch panel does not accidentally respond during a call.

## Display (Touch panel)

Transmits your voice to the other party during a call. Or used for recording the voice sound. Take care not to cover the microphone with your fingers during a call or recording a video.

- External connection terminal**  
Used for connecting Common AC Adapter 05 (sold separately), microUSB Cable 01 (sold separately), etc.
- au Nano IC Card 04 slot**
- microSD memory card slot**
- Card slot cover**
- Volume DOWN/UP button**  
Adjusts sound volume. Press and hold (Volume DOWN button) for at least one second to set "Silent mode".
- (Power button)**  
Power ON/OFF, activate/deactivate Sleep mode, etc.
- Out camera (lens)**
- Built-in GPS/Bluetooth®/Wi-Fi®/Sub antenna**
- Photo light/Simple light**
- Speaker**  
Ringtone or alarm sound can be heard from here.
- NFC (FeliCa compatible) antenna**
- mark**  
Hold the mark over a reader/writer to use Osafu-Keitai.
- Built-in main antenna**  
Do not cover antennas with your hand or put stickers etc. Doing so may affect call communication quality.

## memo

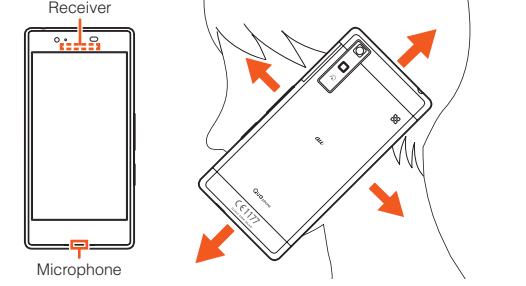
- The back cover of the product is not removal. Removing the back cover with force may cause damage or malfunction.
- The battery is built into the product and it is not user replaceable. For information about forcing the product to shut down and restart, see "Forcing the product to shut down and restart" (▶P. 23).

## About Smart sonic receiver

The product is equipped with Smart sonic receiver, which transmits sound by vibrating the display. Although there is not receiver hole, you can use as usual.

### Touching to your ear

Touch receiver part of the product to your ear as shown below. By covering your ear to shut out surrounding noise, voice sound will be heard more easily. Move position of the product up/down/left/right to adjust according to your hearing condition or an immediate environment.

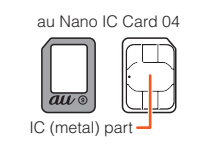


## memo

- Take care not to cover the microphone of the product with your fingers when calling.
- When commercially available earphones are connected, voice sound can be switched to the one via earphones not using Smart sonic receiver.
- Do not put stickers or sheets on the display. May make receiver sound to be heard hard.
- There may be differences in the hearing easiness among individuals.
- Depending on environment, the hearing effect differs.

## au Nano IC Card 04

- Before installing or removing your au Nano IC Card 04, be sure to turn the product off. Also, make sure that the microUSB plug of the specified AC adapter or other accessory is disconnected from the product.



The product is compatible with the au Nano IC Card 04 only. You cannot use the product with an IC card other than the au Nano IC Card 04.

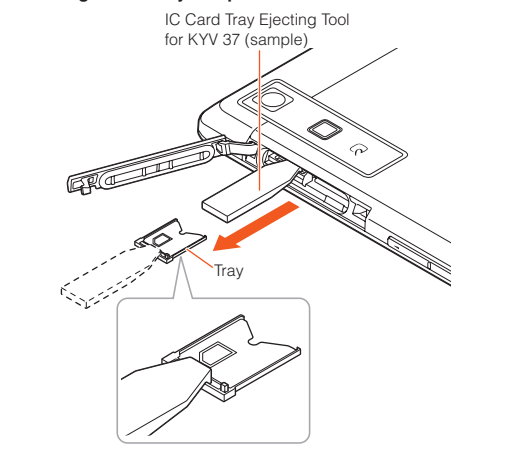
## memo

- Note the following points, otherwise handling the au Nano IC Card 04 may cause malfunction or damage to the card, the tray or the product.
  - Do not touch the IC (metal) part of the au Nano IC Card 04 or the IC card terminal inside the product.
  - Insert in the correct direction.
  - Do not use force to attach or remove.
- When the au Nano IC Card 04 is not attached properly or the au Nano IC Card 04 is abnormal, an error message appears.
- Do not lose the au Nano IC Card 04 after it has been removed.
- Do not insert your au Nano IC Card 04 with an adapter attached to it. Doing so might cause a fault.

## Attaching au Nano IC Card 04

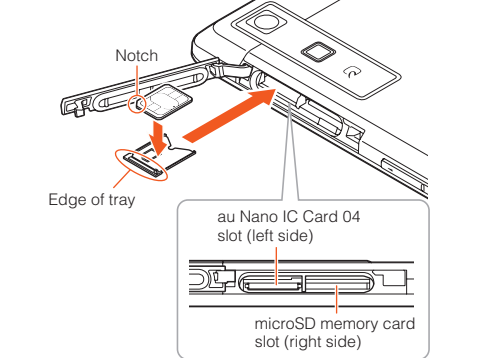
- When installing your au Nano IC Card 04, be sure to use the supplied IC Card Tray Ejecting Tool for KYV37 (sample).

- Turn the power off and open the card slot cover
- Hook the IC Card Tray Ejecting Tool for KYV37 (sample) on the edge of the tray and pull it out



## Place the au Nano IC Card 04 on the tray, making sure that the notch is oriented properly, then insert the tray straight into the au Nano IC Card 04 slot (left side)

- After the tray is inserted, hook the IC Card Tray Ejecting Tool for KYV37 (sample) on the edge of the tray and press it all the way.
- Take care so that the au Nano IC Card 04 does not get over the tray. Do not apply excessive force and insert it all the way straight into the slot. If the tray does not fit into the slot, do not press it with force. Pull the tray out and insert it again with the front edge raised. If the au Nano IC Card 04 gets over the tray, the product might not recognize the au Nano IC Card 04.

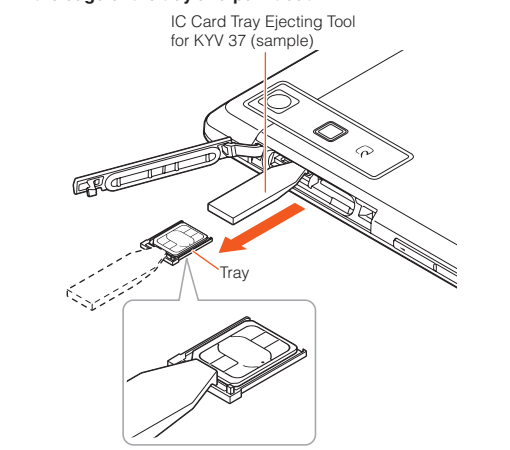


## Close the card slot cover

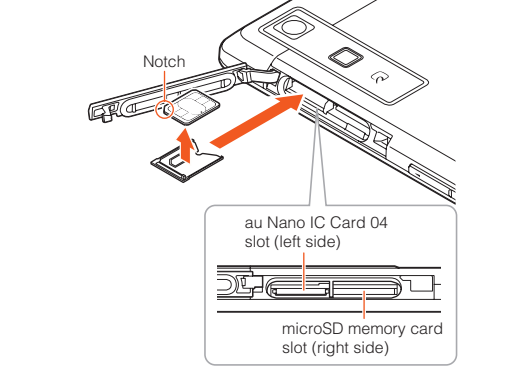
## Removing au Nano IC Card 04

- When removing your au Nano IC Card 04, be sure to use the supplied IC Card Tray Ejecting Tool for KYV37 (sample).

- Turn the power off and open the card slot cover
- Hook the IC Card Tray Ejecting Tool for KYV37 (sample) on the edge of the tray and pull it out



## Remove the au Nano IC Card 04 from the tray, then insert the tray straight into the au Nano IC Card 04 slot (left side)

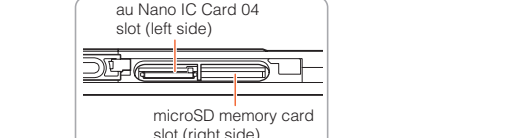


## Close the card slot cover

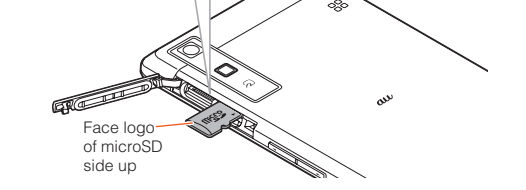
## Attaching/Removing microSD memory card

### Attaching microSD memory card

- Open the card slot cover of the product
- Confirm the direction of the microSD memory card and slowly insert it into the slot until it clicks



### Close the card slot cover



### Close the card slot cover

## memo

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

### Removing microSD memory card

- Home screen → [基本機能 (Basic function)] → [Settings] → [Storage] → [Unmount SD card] → [OK]
  - Open the card slot cover of the product
  - Slowly push the microSD memory card toward the slot until it clicks
- When a click sound is heard, pull back the microSD memory card with your fingers on it. Keep putting your finger on the microSD memory card until it comes out a little. Releasing the microSD memory card when pushed hard may cause it to jump-out.

## Charging

When you purchase your product, the internal battery is not fully charged. Make sure to charge the product before use. When the charging light in red turns off, charging is complete.

## memo

- The product may become warm while charging, but this is not abnormal.
- Charging while using camera etc. may take longer.
- When you operate the product with the specified charging connected, the product may repeat short-time charging/discharging resulting in short battery life.
- When temperature of environment or the product is extremely high or low, charging may be stopped. Try to charge the battery as far as possible at room temperature.
- If the charging light blinks in red, check if the product is correctly connected. Even if the light keeps blinking, stop charging and then contact an au shop or Keitai Guarantee Service Center.
- If charging is stopped while the charging light is still turned on, the battery may not be fully charged even with 100% (Full) displayed. In that case, available time will be short.
- Do not allow metal accessories or conductive foreign objects (metal fragments, pencil leads, etc.) to come into contact with or get inside the connection terminal.

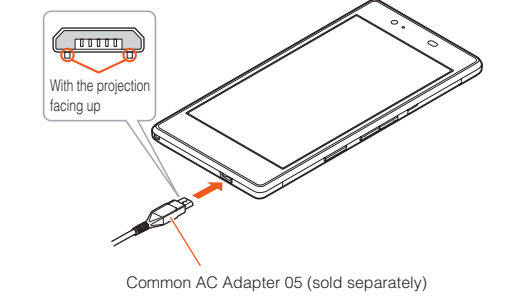
## memo

- Do not touch the terminal part of microSD memory card.
- Do not remove the microSD memory card forcefully. It may result in damage to the microSD memory card or the data loss.
- The microSD memory card may be warm after a long time use. It is normal.
- When removing the microSD memory card, be sure to unmount to prevent data from loss (deletion).

## Charging with specified AC Adapter (sold separately)

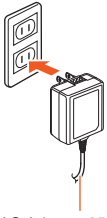
Charging with Common AC Adapter 05 (sold separately) is explained. For information on the specified AC adapter (sold separately), see "Introduction of related accessories" (▶ P. 33).

### 1 Check the orientation of the microUSB plug of Common AC Adapter 05 (sold separately) and insert it straight into the external connection terminal



### 2 Connect the power plug of Common AC Adapter 05 to an outlet (100V - 240V AC)

Check that the charging light on the product lights in red. When the battery power turns on, appears on the status bar. When charging ends, the charging light turns off.



Common AC Adapter 05 (sold separately)

### 3 When charging is complete, pull out the microUSB plug of Common AC Adapter 05 (sold separately) straight from the external connection terminal

### 4 Connect the power plug of Common AC Adapter 05 (sold separately) to an outlet

#### memo

- Note that applying unnecessary force with the external connection terminal connected to the external device might cause damage.
- When charging starts with the battery empty, the charging light may not light immediately. But charging has started.

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## Checking your own phone number

### 1 Home screen → [基本機能 (Basic function)] → [Settings] → [Profile]

Profile screen appears.

## Setting Silent mode

You can set the silent mode not to inconvenience people around you in a public place.

### 1 Press and hold (Volume DOWN button) for at least one second

## Setting Airplane mode

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

### 1 Home screen → [基本機能 (Basic function)] → [Settings] → [More] → Turn "Airplane mode" to "ON"

When Airplane mode is set, appears in the status bar.

## Displaying menu

There are two types of methods to display a menu screen; by tapping \*, or \* and by long-touching entry field or item.

## Using an Disaster Countermeasure

au災害対策 (au Disaster Countermeasure) is an application with which you can use 災害用伝言板 (Disaster Message Board), 緊急通報メール (Emergency Rapid Mail) (緊急地震速報 (Earthquake Early Warning), 災害避難情報 (Disaster and Evacuation Information), 津波警報 (Tsunami Warning)) and 災害用音声お届けサービス (Disaster Voice Messaging Service), 災害関連情報 (aster related information).

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Symptom	What you should check	Page
(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 finger etc.? Is a card other than au Nano IC Card 04 inserted?	P. 26 P. 9 P. 12
Cannot operate button/ touch panel.	Is the power turned on? Turn off the power and then turn it on again.	P. 23 P. 23
appears.	Is your au Nano IC Card 04 inserted?	P. 13
A message such as charge the battery appears.	The battery is almost dead.	P. 20
Battery usage time is short.	Is the product fully charged? • Charge the product until the red charging light goes off.  Is the internal battery end-of-life?	P. 20 —
	Is the product left in the place for a long period where  (out of service area) appears? End/Stop the applications or functions which are not used.	P. 26 —
Cannot connect to the party and the phone beeps even though a call is made.	Is the product out of the service area or in an area where the signal is weak?  The wireless line is extremely busy or the party is calling. Retry later.	P. 26 —
Display is dark.	Is the temperature of the product or battery high? The display may become dark depending on the temperature of the product.	—

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## Turning the power on/off

### Turning the power on

#### 1 Press and hold (Power button) until the charging light turns on

The start screen appears (▶ P. 24).

- For the first time the product turns ON, the initial settings such as "au Easy Setting" activate. Make the settings as required.

#### memo

- When logos are displayed after the phone is turned on, it configures initial settings for the touch panel. Do not touch the screen during this process. Doing so may prevent the touch panel from working properly.

### Turning the power off

#### 1 Press and hold (Power button) for at least one second

#### 2 [Power off] → [OK]

### Forcing the product to shut down and restart

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

#### memo

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

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## Using Emergency Rapid Mail

Emergency Rapid Mail is a service that distributes Earthquake Early Warning or Tsunami Warning delivered from the meteorological bureau or Disaster and Evacuation Information delivered from the government or local public organization to all au cell phones in specified areas simultaneously. When you purchase the product, "受信設定 (Receive options)" of the Emergency Rapid Mail is set to "受信する (Receive)". Reception setting of Tsunami Warning is available in the settings of Disaster and Evacuation Information. When you receive Earthquake Early Warning, ensure your safety and take proper action according to the situation around you. When you receive a Tsunami Warning, draw away from sea coast immediately and evacuate to safe place such as upland or well-built high building.

### 1 au災害対策 (au Disaster Countermeasure) menu screen → [緊急通報メール (Emergency Rapid Mail)]

Inbox appears. Select a mail you want to view to check the detail.

#### memo

- Reception of Emergency Rapid Mail is notified by a special warning tone and vibration. It is not possible to change the warning tone. \*Reception of Earthquake Early Warning is notified by a special warning tone, voice ("地震です" (Ushin desu (An earthquake))) and vibration.
- When you receive Emergency Rapid Mail during a call, the warning tone does not sound.
- Earthquake Early Warning is sent to areas where strong quakes (over 4 degrees) are expected when the earthquake whose the maximum seismic intensity 5 lower is anticipated occurs.
- Immediately after an earthquake occurs, quakes (P waves and initial tremors) near the epicenter are detected and position, scale, and expected strength are automatically calculated and notification is sent as soon as possible within a few seconds to tens of seconds before the strong quakes (S waves and major tremors) caused by the earthquake start.

## After-sales service

• 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.

### 1 Home screen → [基本機能 (Basic function)] → [Settings] → [About phone] → [Software update]

### 2 [CHECK FOR UPDATE]

From here on, follow the onscreen instructions.

## 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 set up your phone after unlocking the SIM, go to the Home screen → [基本機能 (Basic function)] → [Settings] → [About phone] → [SIM card status] → [SIM STATUS UPDATE].
- For details, refer to au homepage.

<https://cs.kddi.com/support/simcard/>

## Changing the display language

You can change the display language via 設定/Settings menu.

### Changing the display language to English

Changing the display language from Japanese is explained here.

### 1 Home screen → [基本機能 (Basic function)] → [設定 (Settings)] → [言語と入力 (Language & input)] → [言語 (Language)]

### 2 Select "English" → [OK]

## Start screen

The start screen is displayed when turning the power on or sleep mode is canceled.

• Background for the start screen varies by the body color.

### Displaying the Home screen from the start screen

When the start screen appears, display the Home screen as follows.

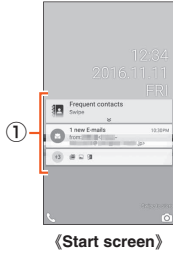
#### 1 Slide (Swipe)/lick the screen

The Home screen appears (▶ P. 25). Or the screen for going into the sleep mode appears.

- Slide/lick or to activate Phone/Camera.

#### 1 Notifications

- Displays contacts in favorites and outgoing/incoming calls, or information such as missed calls.
- Double-tap a notification to activate notifying application.



(Start screen)

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## Sleep mode

While screen backlight is turned on, press (Power button) or leave the product for a certain period of time without any operations to turn off the screen temporarily and the product goes into sleep mode. To cancel the sleep mode, operate as follows.

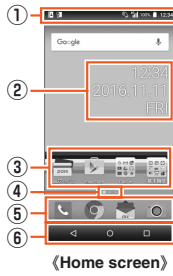
### 1 In sleep mode, (Power button) The start screen appears.

## Using the Home screen

"au Basic Home for Qua" home app with frequently used apps for smartphones is set to the Home screen at the time of purchase. You can use the apps through one-touch operation. Also, home app can be switched. The Home screen consists of multiple screens. Slide/lick left or right to switch them.

- 1 Status bar
- 2 Clock widget
- 3 Apps/folders
- 4 Indicator
- 5 Quick launch area
- 6 Navigation bar

- : Go back to the previous screen.
- : Display the Home screen.
- : Display the recently used apps list.



(Home screen)

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## Using Disaster Voice Messaging Service

Disaster Voice Messaging Service is a service which allows you to record your voice and send someone you want to inform your well-being in case of a large-scale disaster.

### 1 au災害対策 (au Disaster Countermeasure) menu screen → [災害用音声お届けサービス (Disaster Voice Messaging Service)]

Follow the onscreen instructions to register.

## memo

- For use over Wi-Fi®, it is necessary to carry out initial setting over 4G (LTE/WiMAX 2+) network.
- Voice message can be recorded for up to 30 seconds.
- Messages can be sent and received to or from au cell phones, other network operators' cell phones and PHS.
- Voice message may be difficult to hear if the media volume is low or Silent mode is set.
- Saving or playing Voice messages may fail if a phone does not have available memory.
- Some cell phones do not support receiving voice messages. For details, refer to au homepage.

## Using Disaster information

You can check history of Disaster and Evacuation Information delivered by local government, disaster related information portal, etc.

### 1 au災害対策 (au Disaster Countermeasure) menu screen → [災害関連情報 (Disaster related information)]

### 2 Follow the onscreen instructions

## ■ 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

- 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.

### ■ 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.

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## memo

- In this manual, the operations on Home screen of "au Basic Home for Qua" (simply called "Home screen" from here on) is provided as examples.

## Apps/folders on the Home screen

In the Home screen, frequently used apps are displayed. Other apps store in "Google", "基本機能 (Basic function)", "auフォルダー (au folder)", or "Others Apps".

Slide/lick the Home screen left or right to select an app/folder to use.

## Monitoring the product's status

### 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.

#### ■ Examples of main notification icon

Icon	Description
	Missed call
	New mail message (SMS)
	New mail message (E-Mail)
	New mail message (Gmail)
	New Emergency Rapid Mail

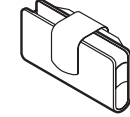
#### ■ Examples of main status icon

Icon	Description
	Battery level
	100%
	empty
	charging

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## Introduction of related accessories

- Common AC Adapter 05 (0501PWA) (sold separately)
- Common AC Adapter 03 (0301PQA) (sold separately)
- Common AC Adapter 03 Navy (0301PBA) (sold separately)
- Common AC Adapter 03 Green (0301PGA) (sold separately)
- Common AC Adapter 03 Pink (0301PPA) (sold separately)
- Common AC Adapter 03 Blue (0301PLA) (sold separately)
- AC Adapter JUPITRIS (White) (L02P001W) (sold separately)
- AC Adapter JUPITRIS (Red) (L02P001R) (sold separately)
- AC Adapter JUPITRIS (Blue) (L02P001L) (sold separately)
- AC Adapter JUPITRIS (Pink) (L02P001P) (sold separately)
- AC Adapter JUPITRIS (Champagne) (L02P001N) (sold separately)
- au Carrying Case G Black (0106FCA) (sold separately)



- au Carrying Case H Black (0107FCA) (sold separately)
- Portable charger 02 (0301PFA) (sold separately)
- microUSB cable 01 (0301HVA) (sold separately)
- microUSB cable 01 Navy (0301HBA) (sold separately)
- microUSB cable 01 Green (0301HGA) (sold separately)
- microUSB cable 01 Pink (0301HPA) (sold separately)
- microUSB cable 01 Blue (0301HLA) (sold separately)

## memo

- For the latest information on accessories, visit the au homepage (<http://www.au.kddi.com/english>) or contact the Customer Service Center.
- Accessories above can be purchased from an online shop. Some accessories may not be purchased due to the availability. <http://auonlineshop.kddi.com/>

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## ■ 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 Replacement Service (available 24 hours a day)

\*Only available from PCs or smartphones  
[https://cs.kddi.com/support/r\\_login.html](https://cs.kddi.com/support/r_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.

Icon	Description
	Signal strength/Signal condition (LTE/WiMAX 2+) out of range/ in communication (LTE/WiMAX 2+ available?  roaming (Communication mode according to the network is also shown))
	Airplane mode is set
	Wi-Fi® signal strength level 4/ level 0
	Silent mode (Vibrate) set
	Silent mode (Mute) set
	Silent mode (Drive) set

\* 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

You can check details of notification icons or start corresponding applications. In addition, ON/OFF setting icons are displayed. Set ON/OFF of the frequent used functions readily.

### 1 Slide down the status bar

The notification panel is displayed.

## memo

- Slide up the notification panel to hide the notification panel.
- When a new notice is received, the notification appears at the top of the screen.
- To clear notifications, tap "CLEAR ALL" at the lower right of the screen. However, some notifications are not cleared.

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## Troubleshooting

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

Symptom	What you should check	Page
Cannot turn on power.	Is the internal battery charged?  □ (Power button) pressed and held until the incoming light turns on?	P. 20 P. 23
Cannot charge the product.	Is the charging equipment connected correctly?  Is the temperature of the product or battery high or low? Charging may stop due to the temperature of the product.  Is the specified accessory (adapter etc.) used for charging?	P. 21 P. 20 P. 21
Cannot operate/Turn the screen freezes/Cannot turn off power.	□ (Power button) for at least 11 seconds to force shutdown and restart.	P. 23
The power goes off.	Is the internal battery fully charged?	P. 20
The power is going off while the activation logo is displaying.	Is the internal battery fully charged?	P. 20
Cannot make calls.	Is the power turned on? Is your au Nano IC Card 04 inserted? Is "Airplane mode" set?	P. 23 P. 13 P. 28
Cannot receive calls.	Is signal strong enough? Is the product out of the service area? Is the power turned on? Is your au Nano IC Card 04 inserted? Is "Airplane mode" set?	P. 26 P. 26 P. 23 P. 13 P. 28

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## ■ au after-sales service information

Service	Keitai Guarantee Service plus LTE			
	Members	Others		
Replacement mobile phone delivery service	Spontaneous failure	1st year 2nd year or later	Free of charge Customer charge 1st: 5,000 yen 2nd: 8,000 yen Long-time members will get a 2000-yen discount.*	No recompense
	Partially damage, water soak, irreparable damage, theft or loss			
Holding over and repair	Spontaneous failure	1st year 2nd year or later	Free of charge Free of charge (three-year warranty)	Free of charge
	Partially 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)

\* The above fees do not include tax. 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.

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## memo

### Replacement mobile phone delivery service

○If you have a problem with your au cell phone, call us to have a replacement one (of the same model and color\*) delivered to your specified address. Return your damaged cell phone within 14 days after replacement mobile phone is delivered.

\* If a replacement phone of the same model and color is not available, we will provide you with one of the model and color we specify.

○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

○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. 5.0 inches, Approx. 16,770,000 colors, Transparent TFT	
Weight	Approx. 132 g	
Charging times (estimate)	Common AC Adapter 05 (sold separately)	Approx. 130 minutes
Continuous call time	In Japan	Approx. 960 minutes
	Overseas (GSM/UMTS/LTE)	Approx. 610 minutes
Continuous stand-by time	In Japan	Approx. 590 hours
	Overseas (GSM/UMTS/LTE)	Approx. 660 hours
Continuous tethering time	Approx. 740 minutes	
Maximum number of Wi-Fi tethering connection devices	10	
Dimensions (W x H x D)	Approx. 72 x 146 x 7.9 mm (Thickest part: Approx. 8.4 mm)	
Internal memory <sup>*1</sup>	ROM: Approx. 16 GB	
	RAM: Approx. 2 GB	
Number of effective pixels: Out-camera	Approx. 13,000,000 pixels CMOS	
Number of effective pixels: In-camera	Approx. 2,000,000 pixels CMOS	

Wireless LAN (Wi-Fi®) function	IEEE802.11b/g/n (2.4 GHz only) compatible	
Bluetooth® function	Compatible version	Bluetooth® standards Ver.4.1 compatible <sup>*2</sup>
	Output	Bluetooth® standards Class 1
Communication range <sup>*3</sup>	Within 10 m with no obstacles in the range	
Supported Bluetooth profile <sup>*4</sup>	GATT	
	SPP (Serial Port Profile)	
Supported Bluetooth profile <sup>*4</sup>	AZDP (Advanced Audio Distribution Profile)	
	AVRCP (Audio/Video Remote Control Profile)	
	HSP (Headset Profile)	
	HFP (Hands-Free Profile)	
	OPP (Object Push Profile)	
	PBAP (Phone Book Access Profile)	
	HID (Human Interface Device Profile)	
	PAN (Personal Area Networking Profile)	
	PAN-NAP (Personal Area Networking- Network Access Point)	
	PAN USER (Personal Area Networking-User)	
	HOGP (HID over GATT Profile)	
	MAP (Message Access Profile)	
DUN (Dial-Up Networking Profile) <sup>*5</sup>		
Frequency bands	2.4 GHz band	

\*1 Since the storage is shared by data and applications, storage space may be reduced depending on the usage of applications.

\*2 It is confirmed that the product and all Bluetooth® devices are compliant with Bluetooth® standards designated by Bluetooth SIG, and they are authenticated. However, procedures may differ or data transfer may not be possible depending on the device's characteristics or specifications.

\*3 Changes according to objects obstructing devices and signal reception.

\*4 Specifications provided in Bluetooth® standards for making communication between Bluetooth®-compatible devices in accordance with their intended use.

\*5 The profile supports part of car navigation systems. Refer to the au homepage for use.

## memo

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

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)



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