au

Galaxy A20

SCV46

Basic Manual

"オンラインマニュアル (Online Manual)" (Japanese)

For detailed descriptions on various functions, use the "オンラインマニュアル (Online Manual)" (Japanese) on your product with the following operations.

On the home screen, flick up or flick down → [Galaxy] → [取扱説明書 (Online Manual)]

In addition, you can also refer to "オンラインマニュアル (Online Manual)" (Japanese) available on the au homepage.
https://www.au.com/online-manual/scv46/ (Japanese)

Instruction Manuals in video
You can check basic items such as touch panel operations and how to receive calls with videos (Japanese).
On the home screen, flick up or flick down → [auツール／サポート (au tool/support)] → [SATCH] → [QR/ barcode function] → read the QR code on the right

This Manual
This Manual is described with the content of Android 9.

Introduction

Preface

Thank you for purchasing the Galaxy A20 (referred to as the "product" in this manual).
Before using the product, be sure to read the "Basic Manual" (this manual) and "Notes on Usage" to ensure correct usage.

Instruction Manuals

■ "Basic Manual" (this manual)
Handles only basic operations of major functions of the product.

■ "オンラインマニュアル (Online Manual)" (Japanese)
For detailed descriptions on various functions, use the "オンラインマニュアル(Online Manual)" (Japanese) on your product with the following operations.
On the home screen, flick up or flick down → [Galaxy] → [取扱説明書(Online Manual)]

In addition, you can also refer to "オンラインマニュアル(Online Manual)" (Japanese) available on the au homepage.
https://www.au.com/online-manual/scv46/ (Japanese)

■ "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.
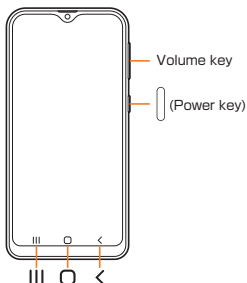https://www.au.com/support/service/mobile/guide/manual/ (Japanese)

Illustrations and Descriptions in this Manual

■ Note on key/button illustrations

In this manual, the key/button illustrations are simplified as shown below.

Volume key

(Power key)

III O <

Button	Explanation
III (History button)	Display the recently-used applications and the suggested apps, etc. The recently used apps also can be displayed on the history list.
O (Home button)	Display the home screen. Touch and hold to start the "Google Assistant".
< (Back button)	Return to the previous screen.

■ Description of operations for selecting item/icon/button, etc.

In this manual, operation steps are described as follows.

Description	Explanation
On the home screen, [📞] → enter a phone number of the other party → [📞]	On the home screen, tap[*1] " 📞 ", then enter a phone number of the other party and tap " 📞 ".
On the Applications screen, [Settings] → [General management]	On the home screen, flick up or flick down[*2], then tap "Settings" on the Application screen is displayed and tap "General management".

*1 Tapping is lightly touching a button or icon displayed on the screen with your finger.

*2 In this manual, the operation to display the applications screen is omitted.

■ Note on Illustrations, Screenshots

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

The illustrations and screenshots used in this manual are simplified and may look different from the actual screens.

Note that in some cases, a part of a screen may be omitted.

Icons and the like at the top of the screen or navigation bar at the bottom of the screen are omitted for descriptions in this manual.

Actual screen

Example screenshot in this manual
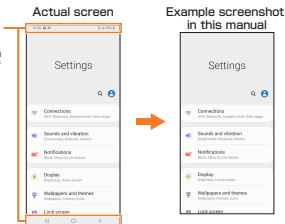
memo

◎ In this manual, screenshots for body color "Red" are provided as examples.

◎ Descriptions in this manual are based on the operations of portrait screen. Menu items/icons/buttons on the screen may be different from the ones in the horizontal display.

◎ In this manual, "au Nano IC Card 04" is listed as "au IC card".

◎ In this manual, "microSD™ memory card (commercial item)", "microSDHC™ memory card (commercial item)" or "microSDXC™ memory card (commercial item)" is called "microSD memory card" for short.

◎ 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.
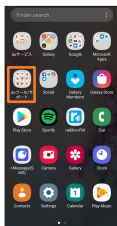
Instruction Manual with Videos

You can check basic items such as how to operate the touch panel and how to receive calls with videos (Japanese).
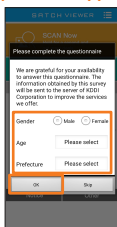

1
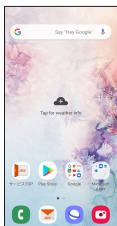
On the home screen, flick up or flick down

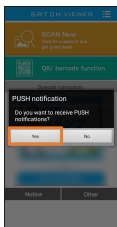**2**

On the Applications screen, [au ツール／サポート (au tool/support)]
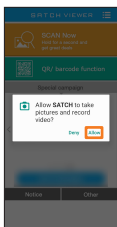
3

[SATCH]

4

Complete the questionnaire → [OK]

5

[Yes]

6

[QR/ barcode function]

7

[**Allow**]

8

Read the above QR code

9

Tap URL of
the scanned data

10

Tap URL of
the scanned data

11

Check the instruction
manual with videos.

Contents

Getting Ready

List of Packaged Items

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

Main unit

SIM card removal tool (sample)[*1]

*1 Use to insert/eject the au Nano IC Card 04 and microSD memory card.

- Clear case (sample)
- 取扱説明書 (Instruction Manual) (Japanese)
- ご利用にあたっての注意事項 (Notes on Usage) (Japanese)

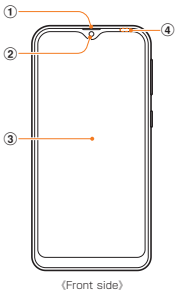The following items are not included in the package.
- microSD memory card
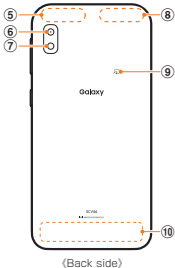- AC adapter
- USB Type-C cable

memo

◎ Please purchase a specified charging equipment (sold separately).

◎ The battery is built into the product.

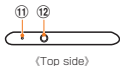◎ Illustrations used in this manual are just images for explanations. They may be different from actual ones.
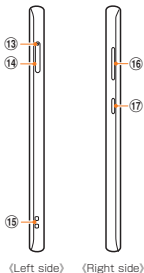
Names of Parts and their Functions
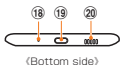

〈Front side〉

〈Back side〉

〈Top side〉

〈Left side〉 〈Right side〉

〈Bottom side〉

① Receiver

② Front camera
In addition to the shooting function, there is a function to adjust the display brightness automatically according to the ambient brightness.

③ Display (Touch panel)
The protective film attached on the display at the time of purchase is intended to protect the display until the product reaches the customer's hand.

④ Proximity sensor[*1]
Turn off display automatically when proximity of face is detected. Also, operate the product by detecting motion of hand (gesture).

⑤ GPS antenna part[*2]

⑥ Rear camera

⑦ Flash/Light

⑧ Wi-Fi®/Bluetooth® antenna part[*2]

⑨ ⌒ mark

⑩ LTE Built-in antenna part[*2]

⑪ Mouthpiece/Microphone (upper)[*3]

⑫ Headset connection terminal

⑬ Tray eject hole
The hole for inserting the SIM card removal tool (sample) to retrieve the au IC card/microSD memory card tray.

⑭ au IC card/microSD memory card tray

⑮ Strap hole

⑯ Volume key
Adjust ringtone volume and media sound volume. When the camera starts up, it operates as a still image shutter or a movie shooting start button.

⑰ | (Power key)
Press and hold for over 2 seconds to turn the power on/off. When the power is on, press to set screen lock.

⑱ Mouthpiece/Microphone (lower)[*3]

⑲ USB Type-C connection terminal (external connection terminal)

⑳ Speaker

*1 Do not cover with the sticker, etc., Functions may not work correctly.
*2 The antenna is built into the product. Covering around the antenna by hand may affect calling quality / communication quality.
*3 Be careful to not cover over the mouthpiece/ microphones (upper/lower) with your fingers, etc., while relevant functions are being used. In addition, do not insert the SIM card removal tool (sample) into the product since this might cause damage.

memo

◎ The rear cover of the product cannot be removed. Forcibly attempting to remove the rear cover may cause damage or a fault. The battery is built-in to the product and you cannot remove it.
◎ To forcibly restart the product, refer to "Turning the Power on/off" (▶P.23).

Attaching/Detaching the Clear Case (Sample)

- Make sure to and hold the product in your hand when attaching/detaching the Clear case (sample) so that the display does not get damaged. And be aware not to press the ▯ (Power key) and volume key.
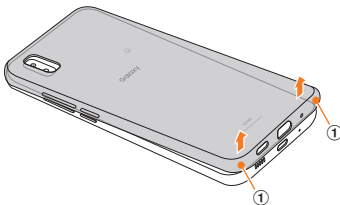
Attaching the Clear case (sample)

1 Hook ① of the Clear case (sample) with the product and attach the Clear case (sample) in the orientation in the illustration
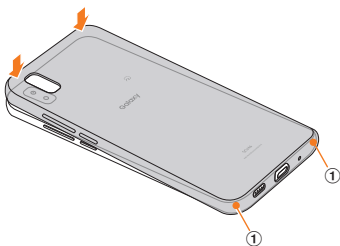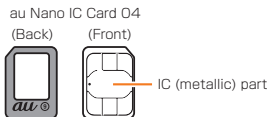

Detaching the Clear case (sample)

1 Hook ① of the Clear case (sample) with your fingertip, and remove the Clear case (sample) in the orientation in the illustration

au IC Card (SIM Card)

Your phone number, etc. is recorded on the au IC card. The product is compliant with au Nano IC Card 04 only.

au Nano IC Card 04
(Back)   (Front)

IC (metallic) part

✎ **memo**

◎ Since the au IC card might become faulty or get damaged when it is handled, be aware of the following.
  - Do not touch the IC (metallic) part of the au IC card.
  - Check that the card is inserted in the correct direction.
  - Do not use force to attach or remove.
◎ An error message will be displayed when the au IC card is not properly inserted, or if something is wrong with the au IC card.
◎ Do not lose the au IC card after it has been removed.
◎ Do not insert the au IC card to which a conversion adapter is attached. Doing so may cause a fault.
◎ The bundled SIM card removal tool (sample) is necessary to insert/eject the au IC card.
◎ Do not insert the bundled SIM card removal tool (sample) into any hole other than the tray eject hole. In addition, do not use it for any other purposes except for what is written in this manual.

When au IC card is not inserted

When the au IC card is not inserted, the following operations are not available. Also, the ◙ will be displayed.
- Making a call*/receiving a call
- Receiving/sending SMS
- Receiving/sending ＋メッセージ (+Message)
- Receiving/sending and initial settings of au-mail
- Setting up PIN code
- Checking the phone number and mail address of the 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), are also not available.
  However, in the case of overseas, only emergency calls can be sent out (emergency numbers differ depending on countries.).

Attaching/Removing an au IC Card

Make sure to turn off the product beforehand when attaching/removing an au IC card.
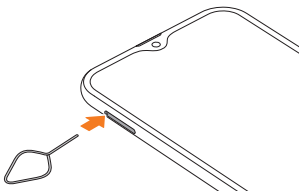If the Clear case (sample) is attached to the product, detach the Clear case (sample).
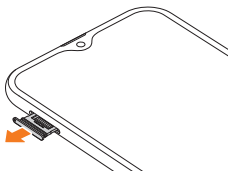
Attaching the au IC card

1 Insert the tip of the SIM card removal tool (sample) into the au IC card/microSD memory card tray eject hole in a straight line

The au IC card/microSD memory card tray will slightly eject.

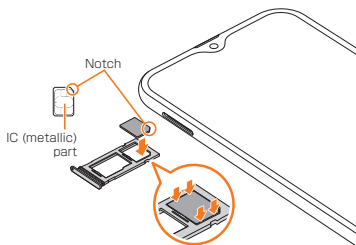- Not inserting the tool in a straight line might result in damage or a fault.

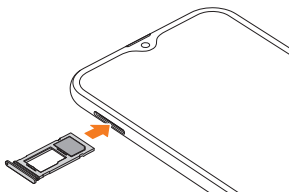**2** Pull out the au IC card/microSD memory card tray in a straight line

3 Place the IC (metallic) part of the au IC card face down on the au IC card/microSD memory card tray

- Take care to note the direction of the notch.
- Make sure that the au IC card is fitted correctly in the au IC card/microSD memory card tray. If the au IC card is not fitted correctly, the card may get jammed in the product when you insert the tray.

Notch

IC (metallic) part

4 Insert the au IC card/microSD memory card tray in a straight line all the way into the au IC card/microSD memory card slot as shown in the diagram

- If you turn the au IC card/microSD memory card tray upside down, the au IC card may be falled.

Removing the au IC card

1 Insert the tip of the SIM card removal tool (sample) into the au IC card/microSD memory card tray eject hole in a straight line
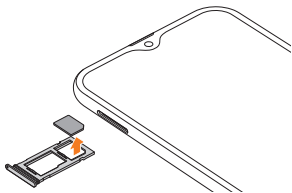
The au IC card/microSD memory card tray will slightly eject.

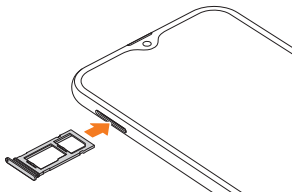- Not inserting the tool in a straight line might result in damage or a fault.

2 Pull out the au IC card/microSD memory card tray in a straight line

- If you turn the au IC card/microSD memory card tray upside down, the au IC card may be falled.

3 Remove the au IC card from the au IC card/microSD memory card tray

4 Insert the au IC card/microSD memory card tray in a straight line all the way into the au IC card/microSD memory card slot as shown in the diagram

Attaching/Removing a MicroSD Memory Card

Make sure to turn off the product beforehand when attaching/removing a microSD memory card.
If the Clear case (sample) is attached to the product, detach the Clear case (sample).
- Do not apply excess force when inserting/removing a microSD memory card.

Attaching a microSD memory card

1 Insert the tip of the SIM card removal tool (sample) into the au IC card/ microSD memory card tray eject hole in a straight line

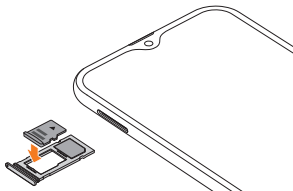The au IC card/microSD memory card tray will slightly eject.
- Not inserting the tool in a straight line might result in damage or a fault.

2 Pull out the au IC card/microSD memory card tray in a straight line
- If you turn the au IC card/microSD memory card tray upside down, the au IC card or the microSD memory card may be falled.

3 Place the IC (metallic) part of the microSD memory card face down on the au IC card/microSD memory card tray

- Make sure that the microSD memory card is fitted correctly in the au IC card/microSD memory card tray. If the microSD memory card is not fitted correctly, the card may get jammed in the product when you insert the tray.

4 Insert the au IC card/microSD memory card tray in a straight line all the way into the au IC card/microSD memory card slot

- If you turn the au IC card/microSD memory card tray upside down, the au IC card or the microSD memory card may be falled.

✎**memo**

◎ The microSD memory cards have distinguishable front and back/forward and backward orientations. If they are forcibly put in and can no longer be able to be removed, this might cause damage.

◎ For details on usable microSD memory cards, refer to "取扱説明書 詳細版(Full Instruction Manual)" (Japanese).

Removing a microSD memory card

1 Insert the tip of the SIM card removal tool (sample) into the au IC card/ microSD memory card tray eject hole in a straight line
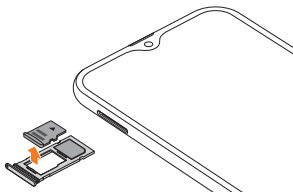
The au IC card/microSD memory card tray will slightly eject.

- Not inserting the tool in a straight line might result in damage or a fault.

2 Pull out the au IC card/microSD memory card tray in a straight line

- If you turn the au IC card/microSD memory card tray upside down, the au IC card or the microSD memory card may be falled.

3 Remove the microSD memory card from the au IC card/microSD memory card tray

4 Insert the au IC card/microSD memory card tray in a straight line all the way into the au IC card/microSD memory card slot

- If you turn the au IC card/microSD memory card tray upside down, the au IC card or the microSD memory card may be falled.

✎ memo

◎ After using the product for a long time, the removed microSD memory card may be warm; this is normal.
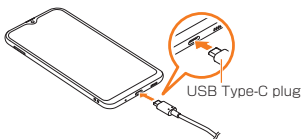
Charging

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

■ How to plug USB Type-C plug
When charging with TypeC Common AC Adapter 02 (sold separately)
Please insert straight in the external connection terminal of the product as shown in the figure below.

USB Type-C plug

Failure to do so may cause significant damage to the product. Damage from incorrect connection is out of compensation.

✎ **memo**

◎ If charging with a PC or using the camera function or other functions, charging time may increase.

◎ If charging does not start for a while even if you insert the USB Type-C plug into the USB Type-C connection terminal, make sure whether the connection is correct. If the product still does not charge, disconnect the USB Type-C plug from the USB Type-C connection terminal and contact an au shop or the Repair and Delivery Support Center.

◎ 🔋 appears on the status bar during charging the product.
When charging is finished, 🔋 appears on the status bar.

◎ If the screen turns off during charging, press ⏻ (Power key) to display the lock screen. "Charging: XX%" is displayed on the screen so you can check charge status. Also, if charging finished, "Fully charged" is displayed on the lock screen and 🔋 is displayed on the status bar.

Charging with the AC adapter

Requires the specified AC adapter (sold separately). The following describes how to charge the internal battery using the TypeC Common AC Adapter 02 (sold separately).

1 Insert the power plug of the TypeC Common AC Adapter 02 (sold separately) into the AC 100 V outlet

2 With the engraved side up, insert the USB Type-C plug of the TypeC Common AC Adapter 02 (sold separately) straight into the external connection terminal of the product

TypeC Common AC Adapter 02 (sold separately)
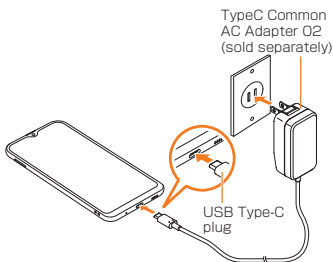
USB Type-C plug

3 When the charging is finished, pull the USB Type-C plug of the TypeC Common AC Adapter 02 (sold separately) straight out from the product and the power plug out from the outlet

Turning the Power on/off

Turning the power on

1 Press and hold ▐(Power key) over 2 seconds

The lock screen is displayed.

2 Swipe the screen up and down, left and right to unlock the screen

✍**memo**

◎ The first time the product turns ON, the initial setting screen appears. For details of initial setting, refer to "Initial Settings" (▶P.26).

◎ If the product is unstable or other problems occur, start it in "Safe mode" to diagnose the problem. To start Safe mode, press ▐ (Power key) for 2 seconds or more when power is off, and after au logo disappears, continue to press lower side of the volume key.
* When Safe mode starts, "Safe mode" appears on the lower left corner of the screen.
* To terminate Safe mode, restart the product.
* Back up any data as necessary before using Safe mode.
* Any widgets that you create yourself may not work correctly.

Initial settings and switching to English mode

The first time the product turns on, the initial setting screen appears automatically. Follow the onscreen instructions to switch to English mode. For details, refer to the supplied "Setting Guide".

• To change language to use, on the Applications screen, [設定 (Settings)] → [一般管理 (General management)] → [言語とキーボード (Language and input)] → [言語 (Language)] → [言語を追加 (Add language)] → select language you want to use → [標準に設定 (Set as default)].

Turning the power off

1 Press and hold ▯(Power key) over 2 seconds

The terminal option screen is displayed.

2 [Power off] → [Power off]

Force restarting

1 Press and hold ▯(Power key) and lower side of volume key simultaneously for over 7 seconds

✐**memo**

◎ Note that as this is a force restart, some data or settings may be lost.

Locking the Screen / Canceling the Screen Lock

Locking the screen

If the screen lock is set, the screen turns off to prevent the keys or touch panel from erroneous operation.

If no operation is made during certain period of time, the screen of the product automatically turns off and is locked in approximately 5 seconds.

- When you carry in your bag to put the product, prevent erroneous, please set the screen lock always. Also, please do not press [](Power key) of the product in such a bag.

1 **While the screen is on, press [] (Power key)**

Screen turns off and screen lock activates.

Canceling the screen lock

1 **While the screen is off, press [] (Power key)**

The lock screen is displayed.

2 **Swipe the screen up and down, left and right to unlock the screen**
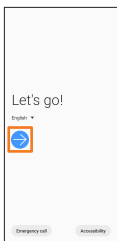
Initial Settings

When turns ON the product for the first time, the initial setting screen appears automatically. Follow the guidance to make the settings.

* Depending on the settings, setting contents and displays may differ.
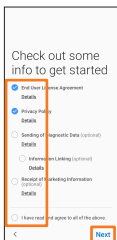
■ STEP START

1

[**日本語(Japanese)**] →
[**English**] → [**OK**] →
[🡒]

■ STEP 1: Checking the info

1

Tap the "Details" of each
info → confirm the contents
→ [‹] or [**OK**] → after
confirming all the contents,
check the agreements you
agree → [**Next**]

■ STEP 2: Data recovery setting

1

Bring your old data for quicker setup

Select the method to recover data → [Next]

* In this manual, select "Skip this for now" → [Next]. To recover the data, follow the on-screen instructions.

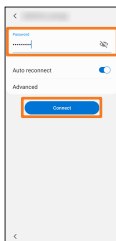## ■ STEP 3: Wireless LAN (Wi-Fi®) function setting

1

Choose a Wi-Fi network
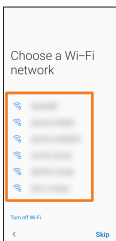
Tap Wi-Fi® network to connect

* Tap "Skip" to set later

2
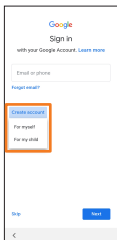
Enter a password (security key) → [Connect] → [Next]

✎**memo**

◎ Password (security key) is set on access point. Check the password in advance.

■ STEP 4: Google Account setting

1
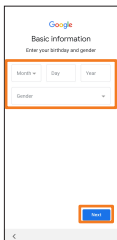
[**Create account**][*1]
→ [**For myself**]/
[**For my child**][*2]

2

Enter your "First name"
and "Last name" →
[**Next**]

3
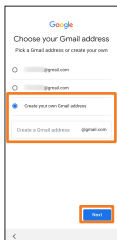
Enter your birthday
and select gender
→ [**Next**]

4

Select "Create your own
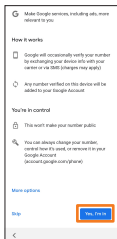Gmail address"[*3] → enter
an address → [**Next**]

5

Enter your password
→ reenter the
password → [**Next**]

6

Confirm the
contents →
[**Yes, I'm in**]

7

[Next]

8
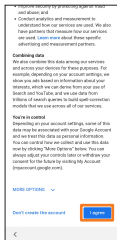
Confirm the contents
→ **[I agree]**

9

[Next]

*1 If you already have a Google account, enter email address of Gmail or phone number and tap "Next". And then follow the on-screen instructions.

*2 In this manual, select "For myself". To create account for child, follow the on-screen instructions.

*3 You can also select the address displayed on the screen.

✎**memo**

◎ Set up Google account to use Google applications such as "Gmail", and "Google Play".

■ STEP 5: Protect setting
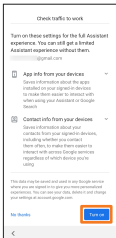
1

**Set whether to protect
the product**

*✍***memo**

◎ When protecting the product, select "Face recognition", "Pattern", "PIN" or "Password".
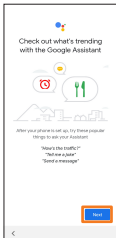◎ When not protecting the product, [Not now] → [Skip anyway].

■ STEP 6: Functions/Service setting

1

[**More**] → [**Turn on**]*1

2

Confirm the contents,
[**Next**]

3
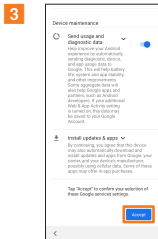
Confirm the contents,
[**More**] → [**Accept**]*2

4
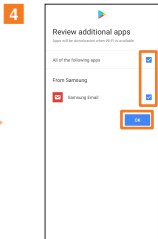
Select additional apps
→ [**OK**]

5
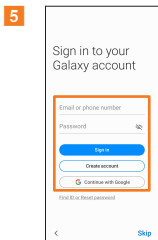
Set Galaxy account as
required*3

6
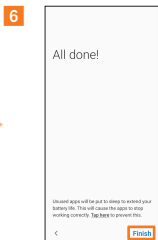
[**Finish**]*4

*1 Tap "No thanks" to disable the functions.
*2 Tap " ⬤ " to " ⬤ " to disable the functions.
*3 If you do not set the Galaxy account, [Skip] → [Skip].
*4 After "Initial settings" is completed, "au Initial Setting"
    needs to set.

au Initial Setting

On au initial setting, you can make settings for updating pre-installed applications, setting au ID, downloading applications previously used or using this product more conveniently.

✎**memo**

◎ When you have set an au ID, you can use various au services including "au Kantan Kessai (Easy Payment)" which offers you a simple way to purchase applications from au Smart Pass and Google Play.

◎ After "Initial settings", you can also perform au Initial Setting by following procedure. On the Applications screen, [Settings] → [au Settings Menu] → [au Initial Setting].

1

[**GET STARTED**]*1

2

[**Sign in**]*2

3
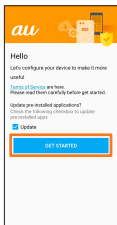
Enter a security number*3 →
[**次へ (Next)**]

4

Enter a password →
[**同意して次へ (Agree and next)**]

5

[**次へ (Next)**]

6

[**OK**]

7

[**Allow**]*4

8
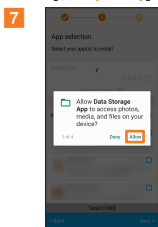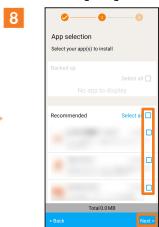
Check the apps to install*5 → [**Next**]

9
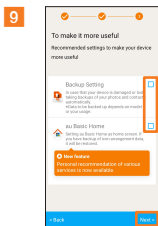
Check the content to set → [**Next**]

10
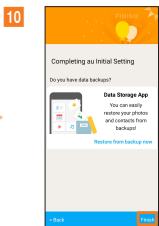
[**Finish**]*6

*1 Check "Update", if you want to update pre-installed applications.

*2 If you have registered an au ID previously, step 3 and 4 are not displayed. Proceed to step 5.

*3 The security number is the four-digit security code you wrote on the application form.

*4 A confirmation screen is displayed for application permission several times. Continue by following the on-screen instructions.

*5 If "Select apps" is displayed in the "Backed up" field, you can confirm the application by tapping.

*6 If you have backup data in "Data Storage App" application, the data can be returned by tapping "Restore from backup now".

au-mail Settings

■ Initial Setup

The au-mail address will be determined automatically after initial setup.

- To use au-mail, subscription to LTE NET is required. If you did not subscribe it when you purchased the product, contact an au shop or Customer Service Center.
- Make sure that perform initial settings in a location with good signal conditions in Japan. If you do this in a place with poor signal strength or while you are moving, the settings may not be correct. Initial settings can not perform with Wi-Fi® communication.
- Depending on the time of day, the initial setting may take 30 seconds to 3 minutes. Please wait with the screen that says "Eメールアドレスの設定中です。しばらくお待ちください。 (E-mail address is being set. Please wait for a while.)"
- Operation and screen may be changed without notice.
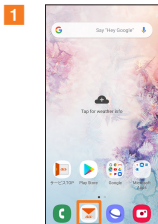
1 On the home screen, [🔽]
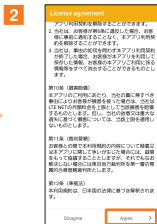
2 Confirm the contents → [**Agree**]

* If the confirmation screen is displayed, follow the on-screen instructions.

3

Checking the au-mail address → [閉じる (Close)]

* If you only change the model, the au-mail address you have used appears.

■ Checking how to use au-mail application

1

On the home screen, [📧]

2

[≡]
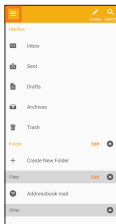
3
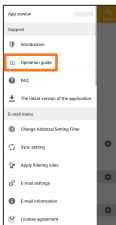
[Operation guide]

* Tap the item which you want to check (Japanese).

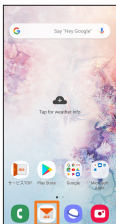■ Checking au-mail address

1 On the home screen, [▼] → [▤] →
[**E-mail information**]

Your au-mail address appears in the E-mail
address field.

■ Changing your au-mail address

The au-mail address can be changed which
automatically decided by initial setup.

1 On the home screen, [▼] → [▤] →
[**Change Address/Setting Filter**]

* If the confirmation screen is displayed,
  follow the on-screen instructions.

2 [**メールアドレスの変更へ (To change mail
address)**] → enter the security code
→ [**送信 (Send)**]

* The security number is the four-digit
  security code you wrote on the application
  form.

3 Confirm the contents → [**承諾する
(Accept)**]

4 Select "ご希望のメールアドレスに変更
する (Change to your desired e-mail
address)" → enter au-mail address →
[**送信 (Send)**]

5 [**OK**] → [**閉じる (Close)**]

How to transfer Data from the au Settings Menu

You can restore/store data from your previous au phone to this product using a microSD memory card or au server.

- If you restore data using au server, store the data using your previous au phone to au server in advance. You need to set up an au ID to use the au server. (If your previous au phone does not have the au Settings Menu, use the au Cloud app.)

- If you restore data using a microSD memory card, save the data using your previous au phone to a microSD memory card in advance. (If your previous au phone does not have the au Settings Menu, use the au backup app.)

On the Applications screen, [**Settings**]

[**au Settings Menu**]

3
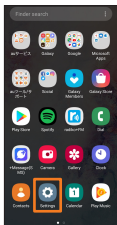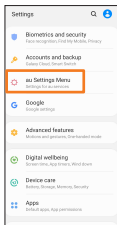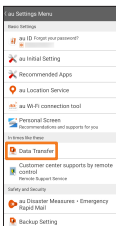
[**Data Transfer**]

* If the confirmation screen is displayed, follow the on-screen instructions.

4

[**機種変更はこちら (Model changing is here)**] → perform data transfer according to the screen guidance

---

✎**memo**

◎ If you want to store your pictures, address book (contacts), etc. automatically to the au server using "Data Storage App" application, you can set up by following procedure.
- On the Applications screen, [Settings] → [au Settings Menu] → [Backup Setting] → select the type of data to automatically store

Basic Operation

Touch Panel Operations

The display of the product is a touch panel. And touch the display directly with your finger to operate.

■ Tap/double-tap

Touch the screen lightly and then release your finger immediately. And the operation of tapping the same position twice in succession is called a double tap.

■ Touch and hold

Keep touching an item, etc. with your finger.

■ Slide

If the displayed item does not fit within the screen, touch the screen lightly and trace to the desired direction with your finger.

■ Flick (Swipe)

Quickly move (flick) with your finger up, down, right, or left.
• Move your finger slowly at the beginning and release lightly at the end.

■ Pinch

Touch the screen with two fingers and widen (pinch-out) or narrow (pinch-in) the fingers' distance.

■ Drag

Keep touching an item or icon, touch lightly and trace it to the desired direction with your finger.

Configuring the App's Permissions

When you access a function or information on the product for the first time, a confirmation screen will appear requesting you to permit the access.
If a confirmation screen appears, read through the displayed information and tap either "Deny" or "Allow".

Example: When starting the Photos for the first time

1 On the home screen, [Google] →
   [Photos]

   The "Allow Photos to access photos, media, and files on your device?" window appears.

2 [Allow]

3 Follow the onscreen instructions

✍ memo

◎ If you do not select "Allow", you may be unable to activate the app/function or the function may be restricted.

◎ To change the permission setting: on the Applications screen, [Settings] → [Apps] → tap the application whose permission setting you wish to change → [Permissions] → operate [🔘] / [🔵]of the permission you wish to change.

◎ A screen explaining the permission may be displayed for some apps/functions. Or, a confirmation screen may appear multiple times and or be displayed differently. Check the displayed information carefully and follow the on-screen instructions.

◎ Descriptions on the contents displayed on the confirmation screen(s) may have been omitted in this manual.

Switching to Easy Mode

You can display frequently used contacts and settings on the home screen with large icons so that even beginners of smartphones can use it easily.

1 On the Applications screen, [Settings] → [Display] → [Easy mode]

2 Tap " ⃝ " to " ◐ " from "Easy mode"

The home screen is switched.

- To return to the original home screen, on the home screen, [▦] → [Settings] → [Display] → [Easy mode] → tap " ◐ " to " ⃝ " from "Easy mode".

Making a Call

Enter a phone number to make call

1 On the home screen, [📞]
- If the keypad screen does not appear, tap "Keypad" tab.

2 Enter a phone number of the other party
- For calling a regular phone, please enter it from the area code even in the same city.

3 [📞]
- During the call, press the volume key to adjust the call volume (the size of the other party's voice).

4 To end the call, [📴]

■ Emergency call location notification
If you make an emergency call to the police, fire station or Regional Coast Guard Headquarters, your current location (GPS information) will be transmitted to the agency receiving the emergency call.
- In this section, the police (110), fire station (119) and Regional Coast Guard Headquarters (118) are collectively referred to as the emergency call receiving agency.
- Use au's VoLTE (LTE network) to connect to Japanese emergency services. You cannot use 3G (call switching network) to connect to emergency services.
- This feature may not yet be available at some emergency call receiving agencies.
- If you add "184" before the emergency call number 110/119/118, the emergency call receiving agency will not be notified of your location and phone number.
- In places where signal reception from GPS satellites or a base station is relatively poor, such as in an underground mall, inside a building or behind a tall building, the emergency call receiving agency may be notified of some other place different from your actual location.
- When GPS cannot be used to notify of your location, base station signal is used instead.

- When making an emergency call to emergency services, always confirm where you are, and tell them your exact location on the phone. Note that depending on the area where you are calling, your call may not be connected to the agency having jurisdiction over that area.
- If the emergency call receiving agency determines that human lives and health are in danger, they will be able to acquire the caller's location information during the call or within a certain period of time after the call.
- If you make an emergency call with call reject set, the call reject setting is automatically turned off so that the emergency services can contact you.

Calling from the recents

1 On the home screen, [🄲] → "Recents" tab
- The recents screen appears.

2 Tap a recent to call

3 [📞]

Calling from the contacts

1 On the Applications screen, [Contacts] → tap a contact to call

2 [📞]

Receiving a Call

1 Drag/slide 📞 out of the circle

- When the "Incoming call" pop-up screen appears, tap "Answer".

2 To end the call, [📞]

■ Rejecting a call

1 Drag/slide 📞 out of the circle

- When the "Incoming call" pop-up screen appears, tap "Decline".

Setting Wireless LAN (Wi-Fi®) Function

1 On the Applications screen, [Settings] → [Connections] → [Wi-Fi]

2 Tap " ⬭ " to " 🔵 "

3 Select the Wi-Fi® network → [Connect]

- When connecting to a secure Wi-Fi® network, enter the password and tap "Connect"
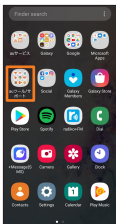
Setting Screen Timeout

1 On the Applications screen, [Settings]

2 [Display]

3 [Screen timeout]

4 Tap the time until screen turns off

Diagnosis Regularly

It is recommended that you diagnose your smartphone regularly in order to use it comfortably.

1

On the Applications screen, [au**ツール／サポート (au tool/support)**]

2

[**故障紛失サポート (Repair and Delivery Support)**]

* If the confirmation screen is displayed, confirm the contents and follow the on-screen instructions.

3

[**クイック診断してみる (Try quick diagnosis)**]

4

Continue by following the on-screen instructions.

For inquiries, call:
Customer Center

For general information (toll free)
Business hours 9:00－20:00 (7 days a week)

From au cell phones:

157 without area code

From non-au mobile phones / general subscriber phones:

0077-7-111

In case above numbers are not available, call toll-free:

0120-977-033 (except Okinawa)

0120-977-699 (Okinawa)

For theft, loss, damage (toll free)
Business hours 24 hours (7 days a week)

From au cell phones:

113 without area code

From non-au mobile phones / general subscriber phones:

0077-7-113

In case above numbers are not available, call toll-free:

0120-925-314

Repair and Delivery Support Center
For theft, loss, damage (toll free)

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

From au cell phones / non-au mobile phones / general subscriber phones:

0120-925-919

あぶない！
電池への衝撃

やめましょう、
歩きスマホ。

キケン！
水ぬれ充電

モバイル・リサイクル・ネットワーク
携帯電話・PHSのリサイクルにご協力を。

Cell phone and PHS operators collect and recycle unused telephones, batteries and battery chargers at stores bearing the logo regardless of brand and manufacturer to protect the environment and reuse valuable resources.

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