

AQUOS R compact

SHV41

Basic Manual

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- For exemptions, refer to "Notes on Usage" available on the au homepage.

December 2017, 1st Edition
Sold by: KDDI CORPORATION,
OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: SHARP CORPORATION

For inquiries, call:



Customer Service Center

For general information, charges, and operation assistance (toll free)
Business hours: 9:00 to 20:00 (7 days a week)

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

Pressing "zero" will connect you to an operator, after calling "157" on your au cellphone.


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

 0120-977-033 (except Okinawa)
 0120-977-699 (Okinawa)

For service cancellation procedure in case of loss or theft (toll free)
Business hours: 24 hours (7 days a week)


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

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

 0120-925-314


Repair and Delivery Service Center


For loss, theft or damage (toll free)
Business hours: 9:00 to 20:00 (7 days a week)
From fixed-line phones/au cell phones:

 0120-925-919



モバイル・リサイクル・ネットワーク
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.

 やめましょう、
歩きスマホ。

 キケン!
水ぬれ充電

濡れた状態での充電は、
異常な発熱・焼損などの
原因となり大変危険です。

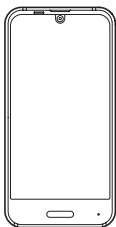
Preface

Thank you for buying the "AQUOS R compact SHV41" (simply called the "SHV41" or the "product" from here on).

Before using the product, be sure to read the "Basic Manual" (this manual) and "Notes on Usage"/"Setting Guide" available on the au homepage to ensure correct use. After you have finished reading the manuals, be sure to keep them accessible and store the printed manuals ("取扱説明書" (Basic Manual), "ご利用にあたっての注意事項" (Notes on Usage) and "設定ガイド" (Setting Guide)) (Accessories) in safe places so that you can refer to them whenever you need them.

List of Packaged Items

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



SHV41



SHARP TV antenna cable
02 (02SHHSA)*

- 取扱説明書 (Basic Manual) (Japanese)
- ご利用にあたっての注意事項 (Notes on Usage) (Japanese)
- 設定ガイド (Setting Guide) (Japanese)

* Connection required for watching TV on the product. Do not misplace (▶P.6).

The following items are not included in the package.

- ROBOQUL
- au Nano IC Card 04
- microSD memory card
- AC adapter
- Earphone
- USB Type-C™ cable

- Purchase a specified charger (sold separately).

○ The battery is built into the product.

○ Illustrations of cell phones in this manual are only for reference. They may look different from the actual product.

Instruction Manual

■ “Basic Manual” and “Setting Guide”

The “Basic Manual” (this manual) and “Setting Guide” available on the au homepage describe basic operations of major functions.

■ “Instruction Manual Application” (Japanese/English Version)

You can use the “Instruction Manual application” (Japanese version) on the product to check detailed operational procedures.

Also, you can activate intended functions from an explanation screen depending on the functions.

On the home screen → “App list screen” → [サポート] (Support) → [取扱説明書] (Instruction Manual).

Also, you can use the “Instruction Manual application” (English version) on the product to check operational procedures.

On the home screen → “App list screen” → [サポート] (Support) → [Basic Manual] after switching the display language to English (▶P.12).

- To use the application for the first time, you need to download and install it by following on-screen instructions.

■ “Full Instruction Manual” (Japanese)

You can check “取扱説明書 詳細版” (Full Instruction Manual) (Japanese) that describes detailed of various functions on the au homepage.

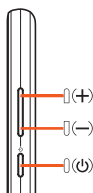
<https://www.au.com/support/service/mobile/guide/manual/>



Illustrations and Descriptions in This Manual

■ Note on Key Illustrations

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



■ Description of Operations for Selecting Item/Icon/Key etc.

In this manual, operation procedures are described as below.

| Description | Explanation |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| On the home screen → “App list screen” → [Phone] → [] → Enter “141” → []. | On the AQUOS Home screen, swipe/flick up the screen to switch to the App list screen, and then tap “Phone”. Continue by tapping “ ”, “ ”, “ ”, and “ ”, and finally “ ”. |
| [] (⏻) (hold down for at least 2 seconds). | Hold [] (⏻) down for at least 2 seconds. |

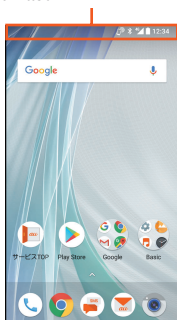
* Tapping is to select a key or icon displayed on the screen by lightly tapping it with your finger.

■ Notes on Illustrations/Screenshots

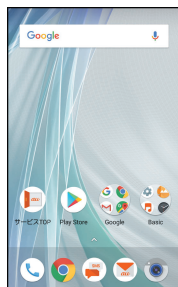
Screenshots and operations in this manual are based on attaching an au Nano IC Card 04 to the product.

Illustrations and screenshots may differ from actual screen. Portions of the screen are sometimes omitted.

In this manual, part of the screen such as icons are omitted.



Actual screen



In this manual

- Explanations of this manual are based on the case when the color of the main unit is "Moon White" as an example.
- Explanations of this manual are based on the case when the product is held vertically. If you hold it horizontally, menu items/icons/on-screen keys etc. may be different.
- Descriptions in this manual are based on operation in AQUOS Home. Operations may be different if home applications have been changed (by using "Home applications", etc.).
- Menu items, layers and icons described in this manual may be different according to functions being used and conditions.
- In this manual, "au Nano IC Card 04" are abbreviated as "au IC Card".
- In this manual, "microSD™ memory card (commercially available)", "microSDHC™ memory card (commercially available)" and "microSDXC™ memory card (commercially available)" are abbreviated as "microSD memory card" or "microSD".
- All of the indicated amounts exclude tax unless otherwise specified.
- The company names and product names appearing in this manual are trademarks or registered trademarks of their respective holders. Also, ™ and ® marks are sometimes omitted.

Cell Phone Etiquette

■ Use of cell phones is not allowed in the following places!

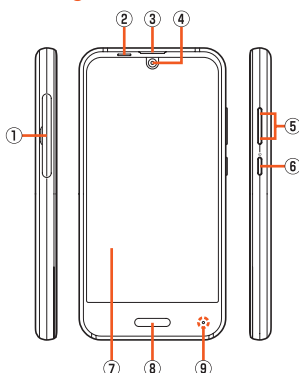
- Do not listen to music or watch videos/TV while driving a car or riding a motorbike or bicycle. Use of a cell phone while driving a car or riding a motorbike is prohibited by law. (Use of a cell phone while riding a bicycle may be punishable by some regulations.) Be attentive to traffic around you while walking. Not being able to hear surroundings or looking only at the display may cause a traffic accident. Be careful especially at train crossings, on station platforms, and at crosswalks.
- Since using the product on airplanes is restricted, follow the instructions given by the respective airlines.

■ Be considerate of people around you

- Do not make calls in theaters, museums, libraries, and other similar places. Turn power off or turn on manner mode so as not to disturb others around you with your ringtones.
- Do not use the cell phone outside in town where you might hinder other pedestrians.
- Viewing a cell phone screen while walking is a serious hazard. Do not suddenly stop to talk on/operate the cell phone or do so while walking.
- Move to areas where you will not inconvenience others on bullet trains, in hotel lobbies, etc.
- Refrain from talking in a loud voice.
- Check whether sound from earphones, etc. is audible when near others on a train.
- Obtain the permission of other people before you take their photos with the cell phone's camera.
- Keep general morals when you use the camera function.
- Some people close to you in crowded places such as packed trains may be using a cardiac pacemaker. Turn on "Airplane mode" or turn the cell phone off in such places.
- Abide by the rules of hospitals and other medical institutions where it is forbidden to use or carry cell phones.

Names and Functions of Parts

Front/Left Side/Right Side



① **au IC Card/microSD memory card tray**

② **Proximity sensor/Light sensor**

Proximity sensor prevents inadvertent operations of the touch panel during a call.

Light sensor detects the ambient brightness and adjusts the brightness of display.

③ **Earpiece (Receiver)**

④ **In camera lens**

⑤ **Volume up/down key**

Adjust the volume.

⑥ **Power key**

Turn the screen on/off.

Hold it down to turn on/off the power, restart the product, etc.

⑦ **Display (Touch panel)**

The display surface is covered by the protective film. Remove it when you use the commercially available one.

⑧ **Fingerprint sensor**

Use to unlock the lock screen etc. by fingerprint authentication. Also, set it to use as the home key.

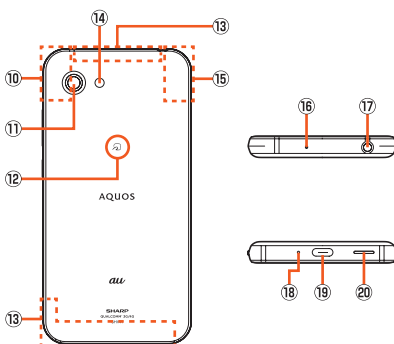
⑨ **Charging/Incoming indicator**

While charging, it illuminates in red/green according to the battery level.

While connecting a specified charger (sold separately) to the product even after charging is complete (battery level is 100%), it keeps illuminating in green.

While receiving a mail and new notification, it flashes according to the setting.

Back/Top and Bottom



⑩ **Wi-Fi®/Bluetooth® antennas**

⑪ **Out camera lens**

⑫ **NFC mark**

Hold it over a reader/writer when using Osaifu-Keitai®/NFC.

⑬ **Internal antenna**

⑭ **Mobile light**

⑮ **GPS/Internal antennas**

⑯ **Sub microphone**

⑰ **Earphone/Microphone jack**

When you use (watch/record) TV, connect SHARP TV antenna cable 02 to the earphone/microphone jack of the product (►P.6).

⑱ **Mouthpiece (Microphone)**

⑲ **External connection jack**

Use when connecting ROBOQUL (sold separately), TypeC Common AC Adapter 01/02 (sold separately), USB Type-C cable (commercially available), USB cable for peripherals (commercially available), etc. to the product.

When you connect ROBOQUL (sold separately), TypeC Common AC Adapter 01/02 (sold separately), USB Type-C cable (commercially available), etc. to the product, the geomagnetic sensor of the product is affected by the magnetism of connected devices and it may not function properly. When you use functions and applications using the geomagnetic sensor, remove the cable.

⑳ **Speaker**

- The back cover of the product cannot be removed. Removing it forcibly may cause damage or a fault.
- The battery is built into the product, and cannot be removed by the customer. To force the power off, refer to "Turning the Power Off Forcibly" (►P.11).

au IC Card/microSD memory card tray

- Note that pulling or applying excessive force on an au IC Card/microSD memory card tray may cause damage.

Proximity sensor/Light sensor, earpiece (receiver), mouthpiece (microphone), speaker, sub microphone

- Placing stickers, etc. over the proximity sensor/light sensor may prevent the product from operating properly.
- Covering the earpiece (receiver), mouthpiece (microphone), speaker or sub microphone with stickers, fingers, etc. may hinder product performance.

Internal antenna, Wi-Fi®/Bluetooth® antennas, GPS/Internal antennas

- Antennas are built into the product. Do not cover with hand during calls or data communication. Doing so may affect call/communication quality.

Earphone/Microphone jack

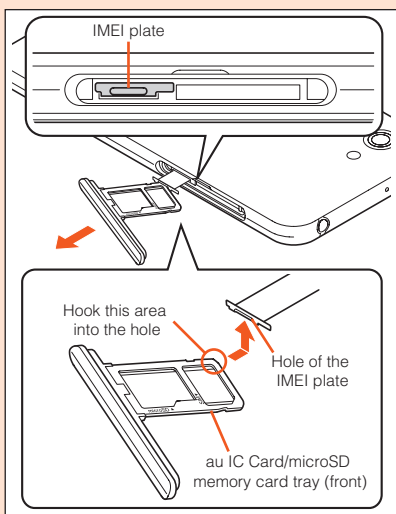
- An earphone/microphone with the switch or depending on the type of the earphone/microphone, it may not be available with the product.

IMEI plate

- A plate with the sticker which the IMEI number (International Mobile Equipment Identifier), CE mark, etc. are printed is stowed near the au IC Card/microSD memory card tray. Except when the IMEI number is required such as requesting servicing or repairs, do not pull out the plate or remove the sticker.

Pulling out the IMEI plate

- ① Pull out the au IC Card/microSD memory card tray with the display side turned up.
(For details on pulling out the au IC Card/microSD memory card tray, refer to the step 1 of "Attaching the au IC Card" (▶P.7).)
- ② Hook the tip of a finger into the hole of the IMEI plate and pull out it. (Do not fully pull out the IMEI plate)
 - * When it is hard to pull out the IMEI plate, turn the display side down and hook the edge of the au IC Card/microSD memory card tray with the characters printing side turned up into the hole of the IMEI plate from below to pull out it. (Remove the au IC Card or microSD memory card from the tray in advance.)

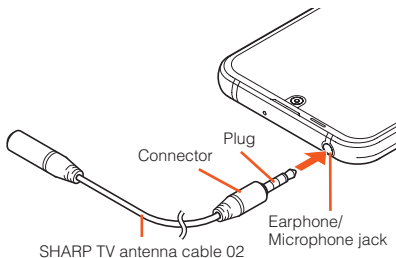


- Note that pulling out the IMEI plate forcibly or adding forces on it may damage the plate.
- If you accidentally pull out the IMEI plate, slowly return the IMEI plate to the original position while taking care not to insert it too deep.
- You can also operate the product to confirm the IMEI.
On the home screen, "App list screen" → [Settings] → [System] → [About phone] → [Status] → [IMEI information] and confirm the IMEI field.

Connecting a SHARP TV Antenna Cable 02

When you use (watch/record) TV, connect with SHARP TV antenna cable 02.

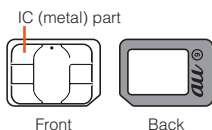
- 1** Insert the plug of a SHARP TV antenna cable 02 in the earphone/microphone jack.



au IC Card

The au IC Card records your personal information such as phone numbers. This product supports au Nano IC Card 04.

au Nano IC Card 04



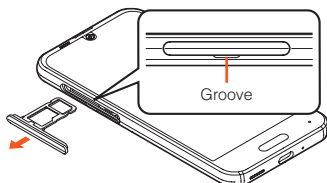
- ⦿ Note the followings since using the au IC Card may cause a fault or damage easily.
 - Do not touch the IC (metal) part of the au IC Card.
 - Confirm the orientation for inserting.
 - Do not attach or remove it forcibly.
- ⦿ When the au IC Card is not attached properly or any trouble is found, error messages are displayed.
- ⦿ Do not misplace the au IC Card once it is removed.
- ⦿ Do not insert the au IC Card attached with a conversion adapter. May cause a fault.
- ⦿ Make sure to unplug the USB Type-C plug such as TypeC Common AC Adapter 01/02 (sold separately) from the product when attaching or removing the au IC Card.

Attaching/Removing the au IC Card

Attaching the au IC Card

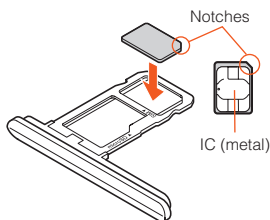
Before attaching the au IC Card, turn the product off.
Also, attach it with the display side turned up.

- 1 Hook the tip of a finger into the groove and pull out the au IC Card/microSD memory card tray.**



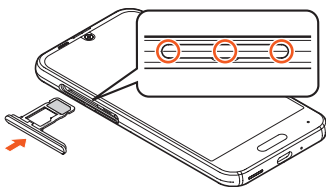
- 2 Put the au IC Card to the au IC Card/microSD memory card tray with the IC (metal) side turned down.**

Check the direction of the au IC Card and put it securely.
Not to let the au IC Card lift up from the card tray.
If the au IC Card does not fit the card tray, may cause a fault.



3 Insert the au IC Card/microSD memory card tray all the way to the product horizontally.

Push the ○ areas securely and make sure there is no space between the product and the card tray.



Attaching or removing the au IC Card/microSD memory card tray

- Take care not to lose or damage the removed au IC Card/microSD memory card tray.
- When pulling out the card tray from the product, pull it slowly and horizontally with the display side turned up.
 - Pulling out the card tray forcefully or obliquely may cause damage.
 - When pulling out the card tray with the display side turned down or the product stood upright, the au IC Card or microSD memory card being attached to the card tray may be off and cause loss.
- When attaching the card tray, insert it slowly with the display side turned up and make sure there is no space between the product and the card tray.
 - Do not insert the card tray the other way around. Failure to do so may cause damage it.
 - Inserting the card tray not deeply enough may cause impairment of the waterproof/dustproof property or prevent the product from functioning properly.
 - For details on closing the card tray, refer to "Closing the au IC Card/microSD memory card tray" on the "Notes on Usage".

Removing the au IC Card

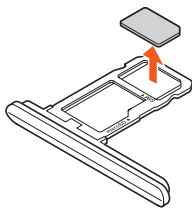
Before removing the au IC Card, make sure to turn the product off.

Also, remove it with the display side turned up.

- For details on attaching or removing the au IC Card/microSD memory card tray, refer to "Attaching the au IC Card" (▶P.7).

1 Hook the tip of a finger into the groove and pull out the au IC Card/microSD memory card tray.

2 Removing the au IC Card from the au IC Card/microSD memory card tray.



3 Insert the au IC Card/microSD memory card tray all the way to the product horizontally.

Using a microSD Memory Card

Attaching a microSD Memory Card

Before attaching a microSD memory card, make sure to turn the product off.

Also, attach it with the display side turned up.

- For details on attaching or removing the au IC Card/microSD memory card tray, refer to "Attaching the au IC Card" (▶P.7).

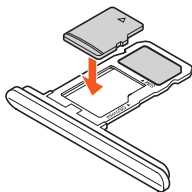
1 Hook the tip of a finger into the groove and pull out the au IC Card/microSD memory card tray.

2 Put the microSD memory card to the au IC Card/microSD memory card tray with the terminal (metal) side of the memory card turned down.

Check the direction of the microSD memory card and put it securely.

Not to let the microSD memory card lift up from the card tray.

If the microSD memory card does not fit the card tray, may cause a fault.



3 Insert the au IC Card/microSD memory card tray all the way to the product horizontally.

○ Make sure that the top/bottom and front/rear of the microSD memory card are facing correctly.

Attaching it forcibly may cause damage.

○ Do not touch the terminal part of a microSD memory card.

Removing the microSD Memory Card

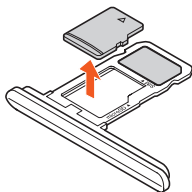
Before removing a microSD memory, make sure to turn the product off.

Also, remove it with the display side turned up.

• For details on attaching or removing the au IC Card/microSD memory card tray, refer to "Attaching the au IC Card" (▶P.7).

1 Hook the tip of a finger into the groove and pull out the au IC Card/microSD memory card tray.

2 Removing the microSD memory card from the au IC Card/microSD memory card tray.



3 Insert the au IC Card/microSD memory card tray all the way to the product horizontally.

○ The microSD memory card may become warm after a long time use, but this is not a fault.

Charging

Charging

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

• If the performance of the battery does not recover (e.g. the usable time after each charge has become extremely short), the internal battery may be at the end of service life. On the home screen → "App list screen" → [Settings] → [System] → [About phone] → [Status] → [Battery status] to check the charging performance of the internal battery.

• While charging, the charging/incoming indicator illuminates in red, and the battery icon is displayed with ⚡ superimposed. When the battery is charged to approximately 95%, the charging/incoming indicator illuminates in green. While connecting a specified charger (sold separately) to the product even after charging is complete (battery level is 100%), it keeps illuminating in green.

○ The product may become warm while charging, but this is normal.

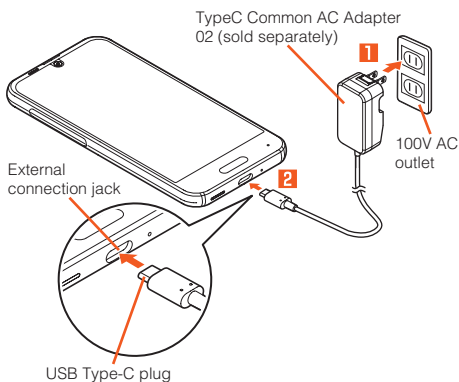
○ Depending on the operation procedure and usage environment, the temperature inside the product may get high and the product may even get heated. In such case, charging may stop for security reasons.

- Charging the internal battery while using the camera function etc. may lengthen the charging time.
- If you perform various operations with a specified charger (sold separately) connected to the product, charging/discharging may take place repeatedly in a short time. Frequently charging the internal battery shortens its service life.
- If you charge the internal battery when the battery has run out, the charging/incoming indicator may not illuminate soon. However, charging is in progress.
- If the charging/incoming indicator flashes in red, force the power off (▶P.11) and turn the product on again. If the indicator continues to flash, stop charging the internal battery and contact an au shop or the Repair and Delivery Service Center.

Charging with the Specified AC Adapter (Sold Separately)

The followings are the explanation of how to connect TypeC Common AC Adapter 02 (sold separately) to charge. For details on the specified AC adapter (sold separately), refer to "Peripheral Devices" (▶P.21).

- 1 Insert the power plug of TypeC Common AC Adapter 02 (sold separately) into a 100V AC outlet.**
- 2 Insert the USB Type-C plug of TypeC Common AC Adapter 02 (sold separately) to the external connection jack of the product in the direction of the arrow.**



- 3 When charging is finished, pull out the USB Type-C plug of TypeC Common AC Adapter 02 (sold separately) straight from the external connection jack of the product.**
- 4 Unplug the power plug of TypeC Common AC Adapter 02 (sold separately) from the outlet.**

- Although you can charge the internal battery while the power is turned on, charging time lengthens.

Turning the Power On/Off

Turning the Power On

- 1  (hold down for at least 3 seconds) while the product is turned off.**

- The initial setting of the touch panel will be executed until "AQUOS" disappears from the screen after the power is turned on. Do not touch the screen, otherwise touch panel operations may not be performed properly.
- When you turn the power on for the first time after purchasing the product, the initial setting screen is displayed automatically. For details on the initial setting, refer to "Setting Guide" available on the au homepage.

Turning the Power Off

1  (hold down for at least 2 seconds).

2 [Power off].

Restarting the Product

You can restart the product after turning it off.

1  (hold down for at least 2 seconds).

2 [Restart].

Turning the Power Off Forcibly

You can force the product to turn off if the screen freezes or you are unable to turn the product off.

1  (hold down for at least 8 seconds).

Release your finger after the product vibrates to turn the power off.

- If the power is turned off forcibly, unsaved data will be deleted. Do not turn the power off forcibly unless you cannot operate the product.

Booting in Safe Mode



Turn the product off then boot it in a state close to that at time of purchase. If operation of the product is unstable, it may be due to applications installed after purchasing the product. If symptoms improve when booted in safe mode, uninstalling the applications you installed may remedy symptoms.

1  (hold down for at least 2 seconds).

2 Long touch “Power off”

“Safe mode” is displayed at the bottom of the screen.


To end safe mode, restart the product.

- When the product is turned off, you can boot it in safe mode by  (hold down for at least 3 seconds) to turn it on, and then holding down  until the lock screen is displayed after the SHARP logo appears.
- It is recommended that you back up your data on the product before booting in safe mode.
- Widgets that you yourself created may be deleted.
- Safe mode is not a normal state for the product to be booted in. End safe mode before normal use.

Turning the Screen On/Off

If you press  or no operation is made for a specified time, the screen is turned off.

Turning the Screen On

1  while the screen is turned off.

- When you put the product in your pocket, bag, etc., turn the screen off. Not doing so may cause inadvertent operations.

Turning the Screen On by Holding

If “Turn screen on by holding” is set, lift the product and keep it stationary to turn the screen on. (This function is enabled when you purchase the product.)

- In the following cases etc., the screen may not be turned on.
 - When you are moving with the product held (while walking, getting in a car, etc.)
 - When you keep the product moving before or after lifting it
 - When you lift the product vertically or horizontally

Lock Screen

The lock screen is displayed if you turn the screen on.

If you register your fingerprint, you can unlock the screen just by touching the fingerprint sensor.



《Lock screen》

① **Wallpaper**

② **Notifications area**

Notifications for missed calls, new mail/SMS, etc. appear as a pop-up. Double-tap notification for corresponding screen.

Drag notifications area down for list of notifications. Tap notifications for corresponding screen.

③ **Activate voice search**

Swipe “🔍” to top of screen to activate Google voice search™.

④ **Clock area**

⑤ **EMOPA area**

When “エモパ” (EMOPA) is set to ON, various information delivered by EMOPA is displayed.

⑥ **Screen lock**

Swipe “🔒” to top of screen to unlock the screen.

• If a password, etc. is set in “Screen lock”, it is displayed as 🔒.

⑦ **Activate camera**

Swipe “📷” to the left of screen to activate “Camera” application.

Switching the Display Language to English

You can switch the display language for function names and other items to English.

① **On the home screen → “App list screen”**

② **[設定] (Settings).**

③ **[システム] (System).**

④ **[言語と入力] (Languages & input).**

⑤ **[言語] (Languages).**

⑥ **[言語を追加] (Add a language).**

⑦ **[English].**

⑧ **Long touch “English (United States)” and drag it to the top of the list.**

Using the AQUOS Home

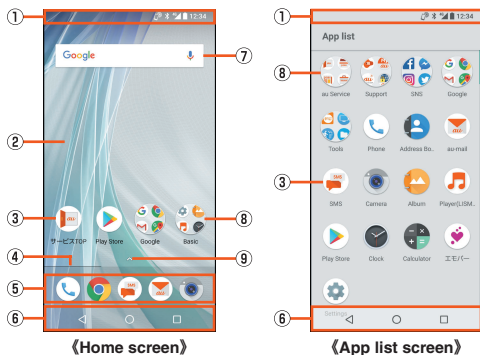
AQUOS Home is a home app that consists of the home screen (Desktop Sheet/Favorite Tray) and App list screen.

On the Desktop Sheet of the home screen, you can register shortcuts for applications/functions and widgets, while on the Favorite Tray of the home screen, you can register shortcuts for applications/functions. On the App list screen, installed applications are displayed.

■ Viewing the AQUOS Home

Swipe/flick up the home screen to switch to the App list screen.

Swipe/flick down the top of the App list screen to switch to the home screen.



① Status bar

② Desktop Sheet

Flick it to the left or right to switch pages.

③ App

④ Page Indicator

When switching pages on the Desktop Sheet, indicates the present display position.

⑤ Favorite Tray

You can register a shortcut for the favorite applications and functions to start quickly.

⑥ Navigation Bar

⑦ Search

Use quick search box.

⑧ Folder

Tap a folder → select a folder name to change the name. "Unnamed Folder" is displayed on the folder without setting the name.

When the indicator is displayed by tapping the folder, flick it to the left or right to switch pages.

⑨ Display the App list screen

Tap it to switch to the App list screen.

Seeing Product's Status

Icons

The notification icons to notify you of a missed call, a new mail message, a running operation, etc. are displayed on the left side of the status bar, while the status icons to show the status of the product are on the right side.

■ Main Notification Icons

| Icon | Description |
|------|------------------------------------------------------|
| | Missed call |
| | New au-mail message |
| | New SMS message |
| | New PC-mail message |
| | New Gmail™ message |
| | Making a call, talking, receiving a call |
| | Call on hold |
| | Answering memo information |
| | Available space on the internal memory being run out |
| | Update available |
| | Installation completion of application |
| | Software update available |
| | Icons collected |

Main Status Icons

| Icon | Description |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Time |
| | Battery level ~ : Battery level display : No battery <ul style="list-style-type: none"> While charging, the battery icon is displayed with superimposed. Percentage of the remaining battery level appears on the left side of the battery icon. |
| | Airplane mode set |
| | Signal strength (Receiving electric field) ~ : Level display : Out of service area <ul style="list-style-type: none"> The icon indicating network is displayed at the upper left. : LTE/WiMAX 2+ available* During a communication, the icon is displayed with superimposed. |
| | Roaming |
| | Manner mode status : Standard manner mode : Total silence mode : Alarms only mode : Priority only mode |
| | During a call using hands-free |
| | Microphone set to "Mute" during a call |
| | Answering memo set : No Answering memo : Answering memo (one to nine entries) : Answering memo (ten entries) |

* Both "LTE" and "WiMAX 2+" networks are available. "4G" is displayed for either network. Your cell phone connects to the network deemed to be the least congested according to the network traffic.

Using the Notification/Status Panel

In the notification/status panel, you can check the details on notification icons and status icons or activate an application corresponding to the icon. You can also set the manner mode, Airplane mode, etc.

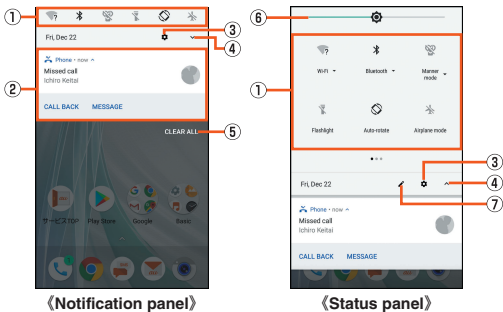
Displaying the notification panel

1 Slide the status bar down.

Displaying the status panel

1 Drag the status bar down with your two fingers.

Viewing the Notification/Status Panel



《Notification panel》

《Status panel》

① Function buttons

Change settings of the frequently used function. Operations are different depending on the functions.

- In the status panel, flick it to the left or right to switch pages.

② Notification

Check the status of the product and notifications. Tap notifications to activate corresponding application.

- Flick notifications to the left or right to delete them. Some notifications cannot be deleted.
- Slide the displayed area up to view hidden notifications.
- Slide notifications up or down using two fingers or pinch in/pinch out to switch between detailed and simple views. In the detailed view, reply messages etc. from the displayed menu directly.
- Long touch notification to make notification settings for the application.

③ Settings

Tap it to make various settings for the product.

④ **Switching button**

Tap it to switch the notification panel and status panel.

⑤ **Clear all**

Tap it to clear all the notifications. You may not be able to delete a notification depending on the notification.

⑥ **Brightness adjusting bar**

Slide the bar to set the brightness.

⑦ **Edit**

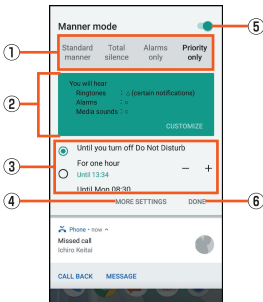
Change or rearrange the displayed function buttons.

◎ Slide the screen up/down to switch the notification panel/status panel.

Setting the Manner Mode

Set not to disturb others around you in public.

1 Display the status panel → Tap “Manner mode” in function buttons.



《Manner mode setting screen》

① **Type of manner mode**

② **Explanation of operations**

③ **Duration until disabling manner mode**

④ **More settings**

⑤ **ON/OFF setting**

Tap it to disable the manner mode.

⑥ **Done**

Finish the manner mode setting.

Setting App Permissions

When you activate applications/functions to access to the function or information of the product for the first time, the confirmation screen for requesting the permission of access authority is displayed.

Example: Activating Album

1 On the confirmation screen of “First things first” → [NEXT].

2 [DENY]/[ALLOW].

In general, tap “ALLOW” and allow the application to use the functions.
If there are multiple functions to use, operate in the same way.

Setting Functions to Use

You can make settings for the functions to use by following steps below as well.

■ Setting functions to use by application

1 On the home screen → “App list screen” → [Settings] → [Apps & notifications] → [App info].

2 Select an application → [Permissions].

3 Select a function.

■ Setting applications to use by function

1 On the home screen → “App list screen” → [Settings] → [Apps & notifications] → [App permissions].

2 Select a function.

3 Select an application.

- If you deny the permission, the application/function may not be activated or the use of function may be restricted.
- The explanation screen for permissions may be displayed depending on the applications/functions. Also, multiple confirmation screens may be displayed or the displayed contents may differ. Check the displayed contents carefully and follow the on-screen instructions.
- In this manual, some description of the confirmation screens may be omitted.

Switching Input Methods


You can switch input methods for character entry.

* Following operation explanations use "Japanese S-Shoin".

- 1 On the character entry screen, [] → [Japanese S-Shoin].**

Switching Software Keyboards

* Following operation explanations use "Japanese S-Shoin".

- 1 On the character entry screen, [] → [Input UI] → [QWERTY keyboard]/[12 keyboard].**

Checking Your Own Phone Number

- 1 On the home screen → "App list screen" → [Settings].**
Your own phone number is displayed below "Phone number".

Setting Airplane mode

- 1 On the home screen → "App list screen" → [Settings] → [Network & Internet] → [Airplane mode].**

Product's Storage

You can save data on the internal memory and the microSD memory card.

| | |
|---------------------|--------------------------------------------------------------------------------------------|
| Internal memory | Save application, data on each application, media files such as images shot by screenshot. |
| microSD memory card | Save media files etc. |

Updating Software


The product supports the software update.

The software update function can also be used for operating system updates.

An operating system update is a software update which also includes updating of the product's operating system.

- 1 On the home screen → "App list screen" → [Settings] → [System] → [System updates].**

Start to check whether software update is necessary or not. Tap "Check for update" to check it. When it is necessary, you can download and install data for software update.

- Slide the status bar down, tap the notification and follow the on-screen when  appears in the status bar.

- 2 [Download] → [Restart now to install].**

Notes on Software Update

- You are charged for data communication when connecting to the Internet from the product by using data communication. Large-volume data communication occurs in particular for operating system updates. Use of Wi-Fi® is recommended.
- When software update is necessary, you will be informed on au homepage, etc. For details, contact an au shop or Customer Service Center (call toll-free 157). In addition, users of the SHV41 will receive a notice from au, when software update is necessary to improve the functionality of the SHV41.
- It is recommended to back up your data before updating software.
- If the software update is performed, the product will restart before and after the update.
- If the software update has failed or stopped, perform the same procedures again.
- If the software update fails, it may become impossible to operate the product. If this happens, bring it to an au shop or PiPit (not accepted by some shops).

- Charge the battery sufficiently before starting update. If the battery level is insufficient or the battery runs out during the update, the software update will fail.
- Check out the signal reception status. The software update may fail if the product is in a place with bad signal reception status.
- Various data registered on the product (address books, mails, still pictures, music data, etc.) and information of settings will not be changed even after software is updated. However, note that data may not be protected depending on the state of the product (fault, damage, getting wet with water, etc.).
- During international roaming, the software update function may not be available in some places.
- After you have updated the operating system, you cannot return it to the previous version.

Do not conduct the following operations during the software update

- Do not move during software update.




The following operations are not available during the software update


- Operations are not available during software update. Making a call to 110 (Police), 119 (Fire and Ambulance), 118 (Regional Coast Guard Headquarters) or 157 (Customer Service Center) is not available either. Also, the alarm etc. does not function.

Troubleshooting

Before you assume that the product is malfunctioning, check the following and carry out “トラブル診断” (Trouble diagnostics):

On the home screen → “App list screen” → [Support] → [故障紛失サポート] (Repair and Delivery Service) → [トラブル診断] (Trouble diagnostics)

| Trouble | Detail |
|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Battery usage time is short. | <ul style="list-style-type: none"> • Make sure you do not often use the product in places where  (out of service area) is displayed. (▶P.14) • Make sure the internal battery does not approach the end of its service life. Check the battery status. (▶P.9) • Is the internal battery charged enough? (▶P.9) • Suspend the functions not being used. (▶P.14) |
| Cannot make calls. | <ul style="list-style-type: none"> • Is a correct au IC Card inserted? (▶P.7) • Make sure “Airplane mode” is not set. (▶P.16) • Is the power turned on? (▶P.10) |
| Cannot receive calls. | <ul style="list-style-type: none"> • Is reception good enough? (▶P.14) • Is the product within the service area? (▶P.14) • Make sure “Airplane mode” is not set. (▶P.16) • Is the power turned on? (▶P.10) • Is a correct au IC Card inserted? (▶P.7) |
| Cannot hear the other party. | <ul style="list-style-type: none"> • Make sure you are not covering the earpiece with your ear. Place the earpiece over your earhole. |
| Cannot recognize a microSD memory card/Cannot find target data. | <ul style="list-style-type: none"> • Is a microSD memory card inserted properly? (▶P.8) • Make sure data is not saved on the internal memory. Data can be saved on the internal memory besides a microSD memory card. |
| Cannot operate the keys/touch panel. | <ul style="list-style-type: none"> • Turn off the power and then turn it on. • Is the power turned on? (▶P.10) |
| Cannot charge the battery. | <ul style="list-style-type: none"> • Is the power plug of the specified charger (sold separately) securely plugged into an outlet? (▶P.10) |
| Cannot turn on the power. | <ul style="list-style-type: none"> • Is the internal battery charged? (▶P.9) • Did you hold  down? (▶P.10) |
| Cannot operate/The screen does not respond/Cannot turn off the power. | <ul style="list-style-type: none"> • You can force the power off by holding down  for at least 8 seconds and releasing your finger after the product vibrates. Turn the product on again after a while. (▶P.11) |
| Cannot operate the touch panel as intended. | <ul style="list-style-type: none"> • Make sure you are not operating with the tip of a fingernail or with foreign object between the screen and your fingers. • Restart the product. (▶P.11) |
| Screen response is slow when you tap on the screen/press the keys. | <ul style="list-style-type: none"> • Screen response may be slowed down when a large amount of data is stored in the product or being transmitted between the internal memory and a microSD memory card. |

| Trouble | Detail |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| An error of the au IC Card (UIM) or a message indicating that the card is not inserted is displayed. | <ul style="list-style-type: none"> • Is a correct au IC Card inserted? (▶P.7) |
| The power is turned off automatically. | <ul style="list-style-type: none"> • Make sure the battery has not run out. (▶P.9) |
| The power is turned off while the wake-up logo is displayed. | <ul style="list-style-type: none"> • Make sure the battery has not run out. (▶P.9) |
|  (out of service area icon) is displayed. | <ul style="list-style-type: none"> • Is reception good enough? (▶P.14) • Is the product within the service area? (▶P.14) • Is your hand off the area around the internal antenna? (▶P.4) • Is a correct au IC Card inserted? (▶P.7) |
| The display or charging/incoming indicator illuminates/ flashes, but the ringtone does not ring. | <ul style="list-style-type: none"> • Make sure the manner mode is not set. (▶P.15) |
| A message indicating that charging is necessary is displayed. | <ul style="list-style-type: none"> • The battery is almost empty. (▶P.9) |
| When making a call, a beeping sound is heard from the earpiece and a connection cannot be established. | <ul style="list-style-type: none"> • Is reception good enough? (▶P.14) • Is the product within the service area? (▶P.14) • The wireless line is busy or the other party is on another line. Try again later. |

If symptoms do not improve after checking each of the above, check symptoms through "トラブル診断" (Trouble diagnostics) on the au homepage below.

<https://www.au.com/trouble-check/>

After-Sales Service

■ When Asking for Repair

For repair, contact Repair and Delivery Service Center.

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

* The warranty period is 1 year from the date of newly purchase.

- ◎ 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.
- ◎ au cell phones collected by Replacement mobile phone delivery service which you used before are recycled to cell phones for replacement after repairs. Also parts replaced by au after-sales service are collected and recycled by the Company. They are not returned to customers.
- ◎ Instances where the product has been changed, modified, or analyzed (including software modification or analysis (including rooting, etc.) reverse-engineered, reverse-compiled, or reverse-assembled) or has been repaired at a location other than an authorized repair location designated by the company may not be covered by warranty or may prevent the product from being accepted for repairs.
- ◎ The internal battery on the product is not covered by the free-of-charge repair warranty unless phenomena by defects of battery materials or manufacturing occur.
- ◎ Accessories such as SHARP TV antenna cable 02 are not covered by the free-of-charge repair warranty.

■ Performance Parts for Repair

The Company retains performance parts for repair of the SHV41 main unit and its peripheral devices for 4 years after discontinuation of production.

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

■ Terms of services of the free-of-charge repair warranty

1. When applying for repairs, the serial number (IMEI number) is required. You can check it on the main unit or sticker pasted on outer box.
2. If malfunctions occur even though you have properly operated following notes on the instruction manual during the warranty period, you are not charged a repair fee.
3. In the following cases, you are charged a repair fee even during the warranty period. (Or repairs may not be possible.)
 - ① When you have not properly operated following instruction manuals.
 - ② When malfunctions or damages have caused by unwarranted repairs or modifications.
 - ③ When the product has been repaired at a location other than an authorized repair location designated by the company.
 - ④ When you have made mistaken operation while handling or malfunctions or damages have caused by accidents. Also, the product has traces of being dropped, water intrusion, humidity, etc.
 - ⑤ When malfunctions or damages have arisen from earthquakes, storms, floods or other natural disasters, as well as fires, salt damages, abnormal voltage, etc.
4. Repairs may not be possible depending on the damage state.
5. The Company does not compensate any damages/losses arising from product faults.
6. The Company assumes no responsibility for any accidents that might be caused by connecting the product to the device other than specified one.
7. Visiting repairs are not possible.
8. This warranty is valid only in Japan.

* This warranty is liable for the free-of-charge repair subject to the above-mentioned period and condition. Therefore, it does not restrict your legal authority for assurance parties and other operators.

■ Repair and Delivery Service

An after-sales service membership program on a monthly basis called "Repair and Delivery Service" (monthly fee: 380 yen, tax excluded) is available for using your au cell phone for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For details of this service, check on the au homepage or contact Repair and Delivery Service Center.

- You can apply for membership only at the time of purchasing your au cell phone.
- Once you cancel the membership, you cannot reapply for it until you purchase an au cell phone next time.
- Note that when changing the model or purchasing an extra cell phone, this service only covers the most recently purchased au cell phone.
- When an au cell phone is handed over to you or someone else, the "Repair and Delivery Service" membership is also handed over to the successor of the cell phone.
- When you get a new au cell phone by changing the model, purchasing an extra cell phone, etc., the "Repair and Delivery Service" membership for the old au cell phone is automatically canceled.
- Service contents are subject to change without notice.

■ au IC Card

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

■ au After-Sales Service Information

| Service contents | Repair and Delivery Service member | Non-Repair and Delivery Service member |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------|
| Replacement mobile phone delivery service (spontaneous failure: 1st year) | Free | N/A |
| Replacement mobile phone delivery service (spontaneous failure: 2nd year and later) | Refer to the following charges list of "Replacement mobile phone delivery service" (membership) | N/A |

| Service contents | Repair and Delivery Service member | Non-Repair and Delivery Service member |
|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------|
| Replacement mobile phone delivery service (partial damage, water soak, irreparable damage, theft and loss) | Refer to the following charges list of "Replacement mobile phone delivery service" (membership) | N/A |
| Holding over and repair (spontaneous failure: 1st year) | Free | Free |
| Holding over and repair (spontaneous failure: 2nd year and later) | Free (three-year warranty) | Actual cost |
| Holding over and repair (partial damage) | Customer charge Upper limit: 5,000 yen | Actual cost |
| Holding over and repair (water soak and irreparable damage) | Customer charge 10,000 yen | Actual cost |
| Holding over and repair (theft and loss) | N/A | N/A (By model replacement) |

* Charge amounts are all tax excluded.

■ Charges list of "Replacement mobile phone delivery service" (membership)

| Applied condition | First use | Second use |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-----------------------------------------------------------------------|
| General | 5,000 yen/ Benefit for longtime au user* ¹ 3,000 yen | 8,000 yen/ Benefit for longtime au user* ¹ 6,000 yen |
| Both "Discount for web application"* ² /"Discount for nonuse of substitute"* ³ are applied | 4,000 yen/ Benefit for longtime au user* ¹ 2,000 yen | 7,000 yen/ Benefit for longtime au user* ¹ 5,000 yen |
| Only "Discount for nonuse of substitute"* ³ is applied | 4,500 yen/ Benefit for longtime au user* ¹ 2,500 yen | 7,500 yen/ Benefit for longtime au user* ¹ 5,500 yen |

* Charge amounts are all tax excluded.

- *¹ This discount applies to customers who have used au for 3 years (25 months) or more, and all the lines within that customer's Family Discount. For customers using a data communication device or tablet, this discount applies to customers who are subscribed to a set discount (WIN Single Set Discount or Smartphone Set Discount) and have been under the contract of the line eligible for the set discount for 3 years or more.
- *² Discount for web application: If you apply for the "Replacement mobile phone delivery service" through the au homepage, you get a discount of 500 yen on the fee.
"Discount for nonuse of substitute" can be applied automatically at the same time since a substitute mobile phone is not borrowed if you apply for "Discount for web application".
- *³ Discount for nonuse of substitute: When using the "Replacement mobile phone delivery service" and you do not borrow a substitute mobile phone, you get a discount of 500 yen on the fee.
For details, check on the au homepage.

Online Replacement Desk (24 hours)

* From PCs and smartphones only

<https://www.au.com/support/service/mobile/trouble/repair/application/>

Replacement mobile phone delivery service

○ When you have trouble with your au cell phone, you can have a cell phone for replacement (same model and color as your old one*) delivered to any destination that you specify by calling us. Please return your old faulty au cell phone within 14 days after the cell phone for replacement is delivered to you.

* If the same model in the same color is difficult to provide, a replacement cell phone of a model and a color that are specified by KDDI is provided.

- You can use this service up to twice within one year starting from the day when you first use this service. If you have not used this service over the past one year at the time of your application for this service, the application will be regarded as your first time. If you have, the application will be regarded as your second time.
* For details, check on the au homepage.
- In the event of theft or loss, an au IC card has to be reissued when using this service. In such a case, the au IC card reissue fee of 1,900 yen is separately required.

Holding over and repair

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

SIM-Unlocking the Product

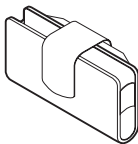
This product can be SIM-unlocked. SIM-unlocking the product allows other-carrier SIM cards to be used with it.

- Requests can be made for SIM-unlocking on the au homepage or at an au shop.
- Some services, functions, etc. may have restrictions when an other-carrier SIM card is used. The Company does not guarantee operation whatsoever.
- Setting after SIM-unlocking the product: On the home screen → "App list screen" → [Settings] → [System] → [About phone] → [Status] → [SIM status] → [SIM lock status].
- For details, refer to the au homepage.

<https://www.au.com/support/service/mobile/procedure/simcard/>

Peripheral Devices

- SHARP TV antenna cable 02 (02SHHSA)
- ROBOQUL (SHV39PUA) (sold separately)
- au Carrying Case G Black (0106FCA) (sold separately)



- TypeC Common AC Adapter 01 (0601PQA) (sold separately)
TypeC Common AC Adapter 02 (0602PQA) (sold separately)
- Common AC Adapter 03 (0301PQA) (sold separately)*
Common AC Adapter 05 (0501PWA) (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)*
- 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)*
- MicroB-TypeC conversion adapter (0601PHA) (sold separately)

* MicroB-TypeC conversion adapter (sold separately) is required to use.

- It may not be possible to adequately charge the product with the portable charger 02 (sold separately).
- The peripheral devices can be purchased on au Online Shop.
<http://onlineshop.au.com/>

Main Specifications

■ Main unit (SHV41)

| | |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Display | Approx. 4.9 inches, approx. 16.77 million colors, IGZO, 2,032×1,080 (FHD+) |
| Weight | Approx. 140 g (including the internal battery) |
| Size (W×H×D) | Approx. 66 mm×132 mm×9.6 mm (thickest point: Approx. 9.7 mm) |
| Memory (built-in) | RAM: Approx. 3 GB Internal Storage: Approx. 32 GB |
| Continuous talk time (in Japan) | Approx. 1,530 min. |
| Continuous talk time (overseas (GSM)) | Approx. 670 min. |
| Continuous standby time (in Japan) | Approx. 630 hours |
| Continuous standby time (overseas (GSM)) | Approx. 650 hours |
| Continuous tethering time | Approx. 720 min. |
| Maximum Wi-Fi® tethered connections | 10 devices |
| Charging time | TypeC Common AC Adapter 01 (sold separately)/ TypeC Common AC Adapter 02 (sold separately): Approx. 140 min. ROBOQUL (SHV39PUA) (sold separately) + TypeC Common AC Adapter 01 (sold separately): Approx. 150 min. ROBOQUL (SHV39PUA) (sold separately) + TypeC Common AC Adapter 02 (sold separately): Approx. 140 min. |
| 1Seg continuous watching time*1 | Approx. 10 hours and 20 min. |
| Camera device | Out camera CMOS image sensor In camera CMOS image sensor |
| Effective pixels | Out camera Approx. 16.40 million pixels In camera Approx. 8.00 million pixels |
| Bluetooth® function | Communication method: Bluetooth® Standard Ver.5.0 Output: Bluetooth® Standard Power Class 1 Communication distance*2: Within 10 m with no obstacles in the range Compatible Bluetooth® profiles*3: GATT, HSP, HFP, A2DP, AVRCP, OPP, SPP, PBAP*4, HID, PAN (PAN-NAP), PAN (PANU), HOGP*5, DUN*6, FTP Frequency bands: 2.4 GHz band |
| Network environment | IEEE802.11a/b/g/n (2.4 GHz/5 GHz)/ac conformant |
| Interface | USB Type-C jack, 3.5 φ (quadrupoles) earphone/ microphone jack (supported earphones: tripolar headphone (Lch/Rch/GND) and quadrupolar earphone with microphone (Lch/Rch/GND/MIC)) |

*1 The 1Seg continuous watching time varies depending on the usage.

*2 It changes according to objects obstructing devices and signal reception.

*3 This is the specification provided in Bluetooth® standards for making communication between Bluetooth®-compatible devices in accordance with their intended use.

*4 Some contents of address books data may not be properly displayed on the device of the other party.

*5 This profile supports Bluetooth® Standard Ver.4.0.

*6 Supported for some car navigation systems only. See the au homepage for usage.

© 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.

■ SHARP TV Antenna Cable 02

| | |
|----------------------------------------|---------------------------------------------|
| Length | 136 mm (including the plug/jack) |
| Weight | Approx. 5 g |
| Ambient temperature/ humidity range | 5°C – 35°C/35% – 85% |
| Plug/jack | ϕ3.5 quadrupolar plug/ϕ3.5 quadrupolar jack |

Specific Absorption Rate (SAR) of Cell Phones

This model 【SHV41】 cell phone complies with Japanese technical regulations for exposure to radio waves and international guidelines on radio wave protection.

This cell phone has been designed in observance of the Japanese technical regulations regarding exposure to radio waves (*1) and limits to exposure to radio waves recommended by equivalent international guidelines.

These international guidelines were set out by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is in collaboration with the World Health Organization (WHO), and the permissible limits include a substantial safety margin designed to assure the safety of all persons, regardless of age and health condition. The Japanese technical regulations and international guidelines define the limits using a unit of measurement known as the Specific Absorption Rate (SAR), which represents the average amount of radio frequency energy absorbed by the human body. The SAR limit for cell phones is 2.0 W/kg. The highest SAR value for this cell phone when tested for use near the head is 0.837 W/kg (*2), and when worn on the body, is 0.479 W/kg (*2). There may be slight differences in SAR levels among individual products, but they all satisfy the limit.

The actual SAR of this cell phone while operating can be well below that indicated above. This is due to the cell phone being designed to only output the minimum power required to communicate with a base station. Therefore in general, the closer you are to a base station, the lower the power output of the cell phone.

This cell phone can be used in positions other than against your head. Use a carrying case or similar accessory that holds the phone at least 1.5 cm separated from the body and ensure no metal parts are located between you and the cell phone. Under these conditions, this cell phone satisfies Japanese technical regulations and international guidelines for radio wave protection.

The World Health Organization has stated that “a large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established as being caused by mobile phone use”.

If you would like to know more detailed information, please refer to the WHO website.

http://www.who.int/docstore/peh-emf/publications/facts_press/fact_english.htm

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

○ Ministry of Internal Affairs and Communications website:

<http://www.tele.soumu.go.jp/e/sys/ele/index.htm>

○ Association of Radio Industries and Businesses website:

<http://www.arib-emf.org/01denpa/denpa02-02.html>

○ SHARP homepage:

<http://k-tai.sharp.co.jp/support/sar/>

○ au homepage:

<https://www.au.com/english/>

*1 Technical regulations are defined by the Ministerial Ordinance Related to the Radio Law (Article 14-2 of Radio Equipment Regulations).

*2 The value is including other radio systems that can be simultaneously used.

Regulatory information

In some countries/regions including Europe**1, there are restrictions on the use of 5GHz WLAN that may limit the use to indoors only.

Please check the local laws and regulations beforehand.

*1 The following EU and EFTA member countries:

Belgium (BE), Bulgaria (BG), Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE) and United Kingdom (UK), Switzerland (CH), Liechtenstein (LI), Iceland (IS), Norway (NO).

Norway: Use of this radio equipment is not allowed in the geographical area within a radius of 20 km from the centre of Ny-Alesund, Svalbard.

Hereby, SHARP CORPORATION declares that the radio equipment type SHV41 is in compliance with Directive 2014/53/EU.
The full text of the EU declaration of conformity is available at the following internet address:
<http://www.sharp.co.jp/k-tai/>

Manufacturer's Address:

SHARP CORPORATION,

1 Takumi-cho, Sakai-ku, Sakai-shi, Osaka 590-8522, Japan

• Description of accessories

| | |
|---------------------|-----------------------------------------------------------------------------------------------------------------|
| Headset, Handsfree | ø 3.5 audio jack, Bluetooth |
| USB cable | For charging, peripherals, etc. |
| microSD memory card | microSD/microSDHC/microSDXC |
| nano IC card | au Nano IC Card 04/non-au Nano IC Cards non-au Nano IC Cards can be used after SIM-unlocking the handset. |

• Frequency range of supported bands in EU

| | |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GSM 900 | Tx 880.2 to 914.8 MHz Rx 925.2 to 959.8 MHz |
| DCS 1800 | Tx 1710.2 to 1784.8 MHz Rx 1805.2 to 1879.8 MHz |
| WCDMA FDD I | Tx 1922.4 to 1977.6 MHz Rx 2112.4 to 2167.6 MHz |
| WCDMA FDD VII | Tx 882.4 to 912.6 MHz Rx 927.4 to 957.6 MHz |
| LTE Band 1 | Tx 1922.5 to 1977.5 MHz Rx 2112.5 to 2167.5 MHz |
| LTE Band 3 | Tx 1710.7 to 1784.3 MHz Rx 1805.7 to 1879.3 MHz |
| LTE Band 8 | Tx 880.7 to 914.3 MHz Rx 925.7 to 959.3 MHz |
| Bluetooth | Tx 2402 to 2480 MHz Rx 2402 to 2480 MHz |
| WLAN 2.4GHz | Tx/Rx 2412 to 2472 MHz (BW:20 MHz only) |
| WLAN 5GHz | W52(U-NII 1): Tx/Rx 5180 to 5240 MHz (BW:20 MHz) Tx/Rx 5190 to 5230 MHz (BW:40 MHz) Tx/Rx 5210 MHz (BW:80 MHz) W53(U-NII 2A): Tx/Rx 5260 to 5320 MHz (BW:20 MHz) Tx/Rx 5270 to 5310 MHz (BW:40 MHz) Tx/Rx 5290 MHz (BW:80 MHz) W56(U-NII 2C): Tx/Rx 5500 to 5700 MHz (BW:20 MHz) Tx/Rx 5510 to 5670 MHz (BW:40 MHz) Tx/Rx 5530 to 5610 MHz (BW:80 MHz) |
| NFC | Tx/Rx 13.56 MHz |
| GNSS | GPS: Rx L1(1575.42 MHz) GLONASS: Rx G1(1598.0625 to 1605.375 MHz) Galileo: Rx E1(1575.42 MHz) BeiDou: Rx B1(1561.098 MHz) |

• Maximum transmit power

| | |
|---------------|--------------------------|
| GSM 900 | +33 dBm (Power Class4) |
| DCS 1800 | +30 dBm (Power Class1) |
| WCDMA FDD I | +24 dBm (Power Class3) |
| WCDMA FDD VII | +24 dBm (Power Class3) |
| LTE Band 1 | +23 dBm (Power Class3) |
| LTE Band 3 | +23 dBm (Power Class3) |
| LTE Band 8 | +23 dBm (Power Class3) |
| Bluetooth | +11.5 dBm (Power Class1) |
| WLAN 2.4GHz | +13.5 dBm |
| WLAN 5GHz | +11.5 dBm |
| NFC | 0 dB μ A/m at 10 m |

■ Mobile Light

Do not point the illuminated light directly at someone's eyes.

Be especially careful not to shoot small children from a very close distance. Do not use Mobile light near people's faces. Eyesight may be temporarily affected leading to accidents.

■ AC Adapter

Any AC adapter used with this handset must be suitably approved with a 5Vdc SELV output which meets limited power source requirements as specified in EN/IEC 60950-1 clause 2.5.

■ Battery - CAUTION

Use specified Charger only.

Non-specified equipment use may cause malfunctions, electric shock or fire due to battery leakage, overheating or bursting.

The battery is embedded inside the product. Avoid removing the embedded battery since this may cause overheating or bursting.

Do not dispose of the product with ordinary refuse. Take the product to an au Shop, or follow the local disposal regulations.

Charge battery in ambient temperatures between 5°C and 35°C; outside this range, battery may leak/overheat and performance may deteriorate.

■ Volume Level Caution




To prevent possible hearing damage, do not listen at high volume levels for long periods.

■ Headphone Signal Level

The maximum output voltage for the music player function, measured in accordance with EN 50332-2, is 125.0 mV.

■ Stand-by Mark

 : This symbol means the stand-by on/off.

■ European RF Exposure Information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested at the ear is 0.460 W/kg^{*2} and when worn on the body is 1.890 W/kg^{*2}.

For body-worn operation, this mobile device has been tested and meets the RF exposure guidelines when used with an accessory containing no metal and positioning the handset a minimum of 5 mm from the body. Use of other accessories may not ensure compliance with RF exposure guidelines.

As SAR is measured utilizing the devices highest transmitting power the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum level required to reach the network.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or using a hands-free device to keep the mobile phone away from the head.

*2 The tests are carried out in accordance with international guidelines for testing.

FCC Notice

- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.
- The device is electronically labeled and the FCC ID can be displayed via the System & the Authentication under the Settings menu.

Information to User

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

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

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

Warning

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

FCC RF Exposure Information

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

The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.

Highest SAR value:

| | |
|-------------|-------------|
| Model | SHV41 |
| FCC ID | APYHRO00258 |
| At the Ear | 0.79 W/kg |
| On the Body | 0.80 W/kg |

This device was tested for typical body-worn operations with the back of the handset kept 1.0 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.0 cm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly.

The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

The FCC has granted an Equipment Authorization for this model handset with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handset is on file with the FCC and can be found at <http://transition.fcc.gov/oet/ea/fccid/> under the Display Grant section after searching on the corresponding FCC ID (see table above).

Additional information on Specific Absorption Rates (SAR) can be found on the FCC website at <http://www.fcc.gov/encyclopedia/radio-frequency-safety>.