

Preface

Thank you for buying the "TORQUE G01" (simply called the "product" or "main unit" from here on). Before use, please read the "Setting Guide", "Notes on Usage", or "Basic Manual" (This Manual) for proper usage.

About Operating Instructions

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

"Instruction Manual" (Japanese/English) App You can use the "Instruction Manual" app (Japanese) on the product to confirm detailed operational procedures. Certain functions can be directly activated from the application screens on which their operations are described. Home screen -> [設定] -> [取扱説明書 (Instruction Manual)] Also, you can use the "Instruction Manual" app (English version) on the product to check operational procedures. Home screen -> [設定] -> [Basic Manual].

Safety Precautions

Before using the product, be sure to read the "Notes on Usage" for proper usage. Before you assume that the product is malfunctioning, check for possible remedies in the following au Customer Support site of au homepage: http://www.au.kddi.com/support/mobile/trouble/repair

When Using the Product

- Communication is not possible even inside the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in poor reception areas. Communication is sometimes interrupted if you move into a poor reception areas during communications. Since this product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though LTE/CDMA/GSM/UMTS system has highly secure confidential communication features.) This product is compatible with the international roaming service. Each network service described in this manual varies depending on the area and service content. Since this product is a radio station under the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law. IMEI information of your cell phone is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status of your cell phone. The battery is built into the product and it is not user replaceable. For the exchanging battery, contact an au shop or Customer Service Center. Take care not to inconvenience people around you when you use the product in a public place. Before you start using the product overseas, check the relevant laws and regulations of the country/region you visit.

Cell Phone Etiquette

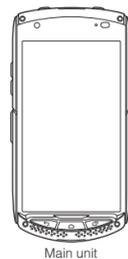
- Use of the product is not allowed in the following places! Do not use a cell phone while driving a car or riding a motorbike or bicycle. It might cause a traffic accident. Use of a cell phone while driving a car or motorbike is prohibited by law. Use of a cell phone while riding a bicycle may be punishable by some regulations. Do not use this product while you are aboard an airplane. Use of electric devices transmitting radio waves in an airplane is prohibited by law. Some airline companies, however, allow their passengers to use cell phones. For details, contact the airline company you use. Pay attention to the place of use and volume of your voice! To prevent ringtone from bothering other people, not only refrain from making a call but also power off or use Silent mode at a movie theater, theater, museum, library, etc. In a city area, use in a place where you do not bother people walking. It is extremely dangerous to walk while looking at the screen of the cell phone. Do not make calls or operate a cell phone while walking or by stopping suddenly. Move to a place where you do not disturb others while you are in shinkansen, a hotel lobby, etc. Be careful not to be loud while talking. Ask permission if you take photos with your cell phone camera.

Consider people around you!

- There may be a person with a cardiac pacemaker nearby at a place filled with people such as in a crowded train. Set "Airplane mode" or turn off beforehand. When a medical institution has laid down designated areas where use of the product is prohibited or is not allowed to be brought in, abide by the instructions of that medical institution.

List of Packaged Items

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



- 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)
本体保証書 (Warranty for the main unit) (Japanese)

The following items are not included in the package.

- microSD memory card
Wireless Charging Pad
AC adapter
microUSB Cable
Earphones

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- Purchase a specified charger (sold separately).
The illustrations of cell phone in the manual are used only for explaining. They may differ from the actual product.
The battery is built into the product.

Notations Used in This Document

Note on key illustrations In this manual, keys are represented by simplified illustrations as shown below.



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

The notations used for operation procedures in this manual are as follows. Tapping is to select a key or icon displayed on the screen by lightly tapping it with your finger.

Table with 2 columns: Description, Explanation. Includes instructions for Home screen, Call, and Sleep mode operations.

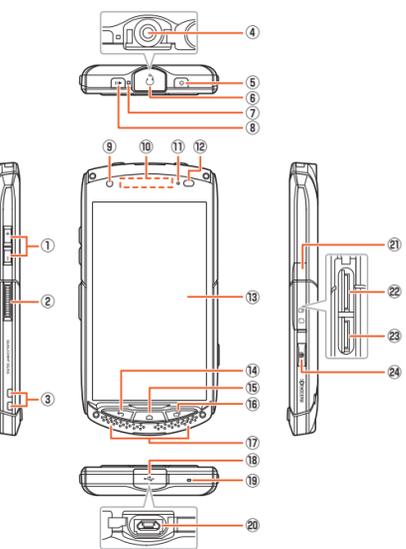
Notes on Illustrations/Screenshots

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

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- Operations from the vertical display are mainly described. Menu items/icons/keys on a screen may be different from the ones in the horizontal display.
Menu items/layers/icons may be different depending on functions, conditions, etc.
In this manual, screenshots for body color "Red" are provided as examples.
In this manual, "microSD™ memory card", "microSDHC™ memory card" and "microSDXC™ memory card" are abbreviated as "microSD memory card" or "microSD".
All of the indicated amounts exclude tax unless otherwise specified.

Names and Functions of Parts



- Volume UP/DOWN key: Adjusts sound volume. Press and hold [Volume DOWN key] to set "Silent mode".
Direct button
Strap eyelet
Earphone microphone terminal
Power key: Power ON/OFF, activate/deactivate Sleep mode, etc.
Earphone microphone terminal cover
Noise canceling microphone
Speakerphone key: Switch between hands-free on/off during a call.
In camera (lens)
Receiver
Incoming (Charging) light

- Proximity sensor/Light sensor: Proximity sensor prevents from erroneous operation of touch panel during a call. Light sensor detects the ambient light level to adjust the display brightness.
Display (touch panel)
Back key: Return to the previous screen.
Home key: Display the Home screen or use for canceling sleep mode. Long-touch to activate "auスマートパス (au Smart Pass)" or "Google".
Recent apps key: Display the recently-used apps.
Speaker
External connection terminal cover
Microphone: Transmits your voice to the other party during a call. Or used for recording the voice sound. Take care not to cover the microphone with your fingers during a call or recording a video.
External connection terminal: Used for connecting Common AC Adapter 05 (sold separately), microUSB Cable 01 (sold separately), etc.
Card slot cover
microSD memory card slot
au Nano IC Card (LTE) slot
Camera key: Press and hold to activate camera. Also use as shutter for still photos.
Built-in GPS antenna*
Built-in sub antenna*
Built-in Bluetooth®/Wi-Fi® antenna*
Photo light/Simple light
Out camera (lens)

- Φ mark: For wireless charging, place the Φ mark on the Φ mark on the Wireless Charging Pad 01 (sold separately).
∩ mark: Hold the ∩ mark over the reader/writer when using OsaiFu-Keita®. Send or receive data via IC transmission.
NFC (FeliCa compatible)/wireless charging antenna*
Built-in main antenna*
Do not cover antennas with your hand or put stickers etc. It might affect communication quality.

au Nano IC Card (LTE)

au Nano IC Card (LTE) contains customer phone number and other information. Product supports only au Nano IC Card (LTE). au cell phones and smartphones cannot be used interchangeably with au IC cards, micro au IC cards, or au Micro IC Cards (LTE).

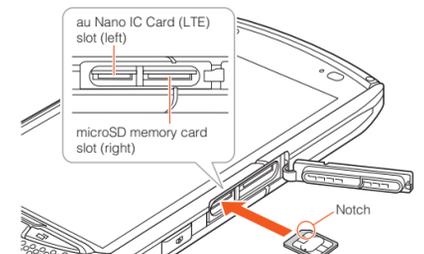


memo

- Before removing au Nano IC Card (LTE), be sure to remove the microUSB plug of a specified AC adapter etc. from the product.

Attaching the au Nano IC Card (LTE)

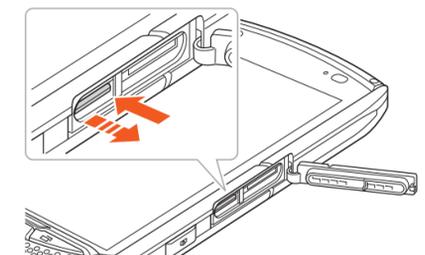
- Turn the power off and open the card slot cover
Confirm the direction of the au Nano IC Card (LTE) and slowly insert it into the slot until it clicks
Insert the au Nano IC Card (LTE) until you hear a click and confirm it is locked. Releasing the au Nano IC Card (LTE) before it is locked may cause it to pop out.



- Close the card slot cover

Removing the au Nano IC Card (LTE)

- Turn the power off and open the card slot cover
Slowly push the au Nano IC Card (LTE) toward the slot until it clicks
When a click sound is heard, pull your finger with the au Nano IC Card (LTE) touched. Keep putting your finger on the au Nano IC Card (LTE) until it comes out a little. Releasing the au Nano IC Card (LTE) when pushed hard may cause it to pop out.



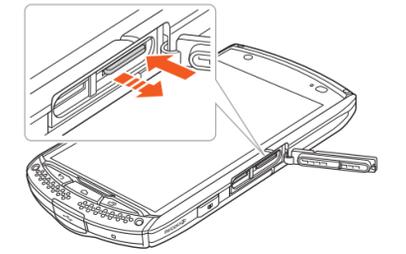
- Slowly remove the au Nano IC Card (LTE)
Close the card slot cover

memo

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

Removing a microSD Memory Card

- Home screen -> [設定] -> [Settings] -> [Storage] -> [Unmount SD card] -> [OK]
Open the card slot cover
Slowly push the microSD memory card toward the slot until it clicks
When a click sound is heard, pull your finger with the microSD memory card touched. Keep putting your finger on the microSD memory card until it comes out a little. Releasing the microSD memory card when pushed hard may cause it to pop out.



- Slowly remove the microSD memory card
Slowly pull the microSD memory card straight out. Some microSD memory cards cannot be unlocked and do not come out smoothly. In such case, pull it out with your finger.

- Close the card slot cover

memo

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

Charging

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

memo

- The product may become warm while charging, depending on the situation, but this is not abnormal.
Charging while using camera etc. may take longer.
Using the flashlight during charging causes charging to stop. Discontinue using the flashlight to resume charging.
When you operate the product with the specified charger connected, the product may repeat short-time charging/discharging resulting in short battery life.

- When temperature of environment or the product becomes extremely high or low, charging may be stopped. Try to charge the battery as far as possible at room temperature.
If the charging light blinks in red, check if the product is correctly connected. If the light keeps blinking, stop charging and then contact an au shop or Keita! Guarantee Service Center.
Firmly close the external connection terminal cover after charging to prevent water or dust from getting in. And do not pull strongly or twist the cover.
If charging is stopped while the charging light is still turned on, the battery may not be fully charged even with [Full] displayed. In that case, available time will be short.
Do not wirelessly charge when a specified AC adapter (sold separately) or microUSB Cable 01 (sold separately) are connected. In addition to not charging properly, malfunction may also result.
Do not allow conductive foreign objects (metal fragments, pencil leads, etc.) to come into contact with or get inside the connection terminals.
The magnetic field produced during charging may prevent the magnetic sensor from working properly.

Charging with a Wireless Charging Pad 01 (Sold Separately)

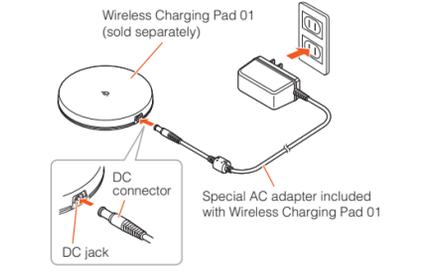
Simply placing the product on top of an au-specified wireless charger product (sold separately) displaying the mark on the left allows charging without the need to connect a cable. Be sure to also read the instructions for any supported product. Products with the mark are compliant with the wireless charging specifications of the Wireless Power Consortium (WPC).



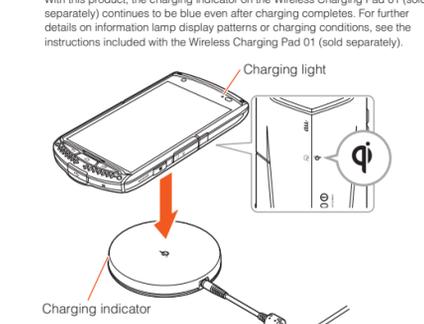
This product supports "おくだけ充電® (okudake juden)" place-and-charge functionality. "おくだけ充電" and the "おくだけ充電" logo are registered trademarks of NTT DOCOMO, INC.

How to use the Wireless Charging Pad 01 (sold separately) for charging is explained here. For usage precautions and details, also see the instructions included with the Wireless Charging Pad 01 (sold separately).

- Connect the DC connector of the special AC adapter into the DC jack on the Wireless Charging Pad 01 (sold separately) and plug the special AC adapter into an outlet (AC 100 V - 240 V)



- Place the product, with its Φ mark downward, on the Φ mark on the Wireless Charging Pad 01 (sold separately)
Check that the charging indicator is blue, and that the product's charging light is red. If the charging indicator is red, the product is not placed where it can charge; adjust the product's position. Once charging completes, the charging light goes out.
* With this product, the charging indicator on the Wireless Charging Pad 01 (sold separately) continues to be blue even after charging completes. For further details on information lamp display patterns or charging conditions, see the instructions included with the Wireless Charging Pad 01 (sold separately).



- Once charging completes, remove the product, and unplug the special AC adapter

memo

- If you move the product from where the charging indicator first lights blue, it may not charge or charging may take a long time. Remove the product and place it again after about 15 seconds where the charging indicator is blue.

Charging with a Specified AC Adapter (Sold Separately)/DC Adapter (Sold Separately)

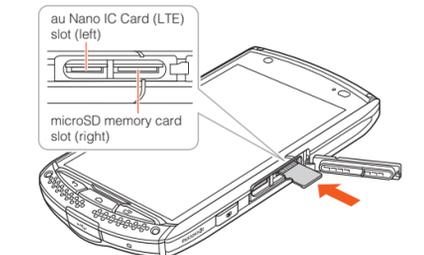
- Open the external connection terminal cover of the product
Check the orientation of the microUSB plug of Common AC Adapter 05 (sold separately)/Common DC Adapter 03 (sold separately) and insert it straight into the external connection terminal



Attaching/Removing a microSD Memory Card

Attaching a microSD Memory Card

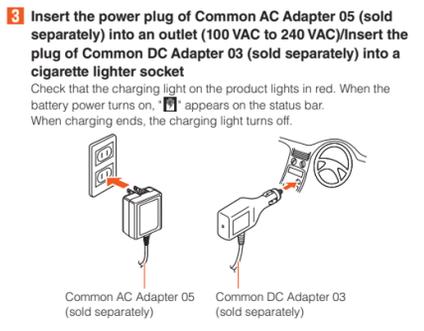
- Open the card slot cover
Confirm the direction of the microSD memory card and slowly insert it into the slot until it clicks
Insert a microSD memory card until you hear a click and confirm it is locked. Releasing the microSD memory card before it is locked may cause it to pop out.



- Close the card slot cover

Charging with a Specified AC Adapter (Sold Separately)/DC Adapter (Sold Separately)

- Open the external connection terminal cover of the product
Check the orientation of the microUSB plug of Common AC Adapter 05 (sold separately)/Common DC Adapter 03 (sold separately) and insert it straight into the external connection terminal



4 When charging ends, pull out the microUSB plug of Common AC Adapter 05 (sold separately)/Common DC Adapter 03 (sold separately) straight from the external connection terminal

5 Close the external connection terminal cover

6 Pull out the power plug of Common AC Adapter 05 (sold separately) from the outlet/Pull out the plug of Common DC Adapter 03 (sold separately) from the cigarette lighter socket

memo

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

Turning the Power On/Off

Turning the Power On

1 (press and hold for at least 2 seconds)

If the start screen appears, touch and slide it toward "Start" to unlock the security.

Sliding toward "Camera"/"Phone" activates the camera/phone.

- If a description for the Home screen appears, read the information and tap "OK".

memo

- While logos are displayed after the power is on, initial settings for touch panel are in process. Do not touch the screen. The touch panel may not work properly.
- In this manual, the start screen display is described with its security type set to "Swipe" as an example.

Start Screen

Widgets are displayed in the start screen. Slide/flick widgets left or right to switch between compass, weather, and new mail notification widgets.



(Start screen)

① **Widget**

② **Indicator**

Tap to switch widgets, and tap to add a widget.

Notification Panel

Slide the status bar down to access the notification panel, where you can view notifications and launch apps.

By sliding the status bar down with two fingers, you can access the quick settings screen and quickly set frequently used functions on/off.



(Notification panel screen)

① **Quick settings icon**
Displays the quick settings screen.

② **Notification panel icon**

Displays the notifications panel screen.



(Quick settings screen)

Displaying a Menu

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

memo

- For the latest information on accessories, visit the au homepage (<http://www.au.kddi.com/>) or contact the Customer Service Center.
- Visit the au Online Shop (<http://auonlineshop.kddi.com/>) to purchase accessories. May be subject to availability.

Troubleshooting

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

Symptom	What you should check	Page
Cannot turn on power.	Is the internal battery charged? Is pressed and held?	P.15 P.21
Cannot charge the battery pack.	Is the charger connected correctly? Is the temperature of the product or battery pack high or low? Charging may stop due to the temperature of the product or battery pack. Are the specified accessories (adapter, etc.) used to charge?	P.15 P.16 P.19
Cannot charge with the Wireless Charging Pad 01 (sold separately).	Is the product placed in the correct orientation and within a chargeable area on the Wireless Charging Pad 01 (sold separately)? Is another object placed between the product and the Wireless Charging Pad 01 (sold separately)? Are the Wireless Charging Pad 01 (sold separately) and a special AC Adapter 01 connected properly? Is the product or battery at a high/low temperature? Charging may stop depending on the temperature.	P.18 P.18 P.17 P.16

Turning the Power Off

1 (press and hold for at least one second)

2 "Power off" → "OK"

Force Shutdown and Restarting

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

1 (press and hold for at least 11 seconds)

memo

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

Switching to English Display

1 Home screen → → [設定 (Settings)] → [言語と入力 (Language & Input)] → [言語 (Language)] → "English"

Using the Home Screen

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

Also, press to go to the Home screen any time.



(Home screen)

① **Status bar**

② **Shortcuts/Widgets/Folders**

③ **Indicator**

④ **Quick launch area**

⑤ **Apps list**

設定 (Set)

緊急地震速報 (Earthquake Early Warning): Set whether to receive Earthquake Early Warnings. 災害・避難情報 (Disaster and Evacuation Information): Set whether to receive disaster and evacuation information and tsunami warnings.
音量 (Volume): Set the volume of the alert tone. バイブ (Vibration): Set whether the phone vibrates when a warning/information is received. マナー時の鳴動 (Alert during Silent mode): Set whether alerts are by Silent mode settings when the phone is in Silent mode.
緊急地震速報 (Earthquake Early Warning): Check operation of the alert tone and vibration for an earthquake early warning. 災害・避難情報 (Disaster and Evacuation Information): Check operation of the alert tone and vibration for disaster and evacuation information and tsunami warning.

memo

- The service is available only in Japan (it cannot be used overseas).
- No information fee or communication charge is required for receiving Emergency Rapid Mail.
- You cannot receive Emergency Rapid Mail when your cell phone is turned off or during a call.
- Emergency Rapid Mail may not be received when your cell phone is communicating such as while sending/receiving SMS/e-mail or using the browser, or if you are in a place where signal does not reach even in the service area (e.g. in a tunnel, basement) or in a place with a poor reception.
- You cannot receive Emergency Rapid Mail that the reception is failed.
- Reception of Emergency Rapid Mail is notified by a special warning tone and vibration. It is not possible to change the warning tone.
 - * Reception of Earthquake Early Warning is notified by a special warning tone, voice ("地震です" (An earthquake)) and vibration.

Using the Apps List

A list of installed apps is displayed.

1 Home screen →

The Apps list appears.

The first time opening the Apps list, instructions for selecting apps appears. Read the instructions and tap "OK".



(Apps list)

① **Widgets tab**

Displays a list of widgets.

② **Apps tab**

Displays the Apps list.

③ **Downloads tab**

Displays a list of downloaded apps.

④ **Search icon**

Search for apps/widgets on each tab.

⑤ **Menu icon**

Displays a menu for the Apps list.

Monitoring the Product's Status

Icons

Notification icons appear on the left of the status bar, showing missed calls, new mail, operations in progress, etc., and status icons appear on the right, showing the status of the product.

Examples of main notification icon

Icon	Description
	Missed call
	New mail message (SMS)
	New mail message (E-Mail)
	New mail message (PC-mail)
	New mail message (Gmail)
	New Emergency Rapid Mail
	Snoozed alarm / stopped alarm (still set)
	New calendar event notification
	Playing back with Play Music
	Call arriving
	New message
	Available phone memory low
	Installation completed
	Update available for installed app
	Major update (OS) and software update available

Using the Disaster Voice Messaging Service

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

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

Follow the onscreen instructions to register.

memo

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

Using the Disaster Information/Donations Website

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

1 au災害対策 (au Disaster Countermeasure) menu → [災害情報 / 義援金サイト (Disaster information/Donation website)]

2 Follow the onscreen instructions

Keitai Guarantee Service Plus LTE

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

memo

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

au Nano IC Card (LTE)

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

au Nano IC Card (LTE)

At the store of purchase, thoroughly check and read the name of the retailer, date of purchase and other necessary details filled in on the warranty card, and be sure to keep it in a safe place.

Symptom	What you should check	Page
Charging does not complete with the Wireless Charging Pad 01 (sold separately).	The charging indicator is still lit after completing charging, but this is not abnormal. Check the display on the phone.	P.18
Cannot operate/ The screen freezes/ Cannot turn off power.	Press and hold for 11 seconds or longer to force shutdown and restart.	P.23
The power goes off.	Is the internal battery fully charged?	P.15
The power is going off while the activation logo is displaying.	Is the internal battery fully charged?	P.15
Cannot make calls.	Is the power turned on? Is your au Nano IC Card (LTE) inserted?	P.21 P.11
Cannot receive calls.	Is signal strong enough? Is the product out of the service area? Is the power turned on? Is your au Nano IC Card (LTE) inserted?	P.27 P.27 P.21 P.11
(out of service area) appears.	Is the product out of the service area or in an area where the signal is weak? Is the built-in antenna covered with finger etc.?	P.27 P.9
Cannot operate key/touch panel.	Is the power turned on? Turn off the power and then turn it on again.	P.21 P.21

Symptom	What you should check	Page
Cannot operate the touch panel as intended.	Check the correct way to operate the touch panel. Turn the power off and then back on.	— P.21
"" appears.	Is your au Nano IC Card (LTE) inserted?	P.11
A message such as charge the battery appears.	The battery is almost dead.	P.15
Cannot connect to the party and the phone beeps even though a call is made.	Is the product out of the service area or in an area where the signal is weak? The line is extremely busy or the party is calling. Retry later.	P.27 —

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

Updating Software or the OS

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

- Download software to the product to update
- Use Wi-Fi® to download software to the product and update

Notes

- You are charged for data communication when connecting to the Internet from the product using packet communication.
- Information is provided such as through the au homepage when a software update is required. For details, inquire at an au shop or Customer Service Center (157/no charges), au may also inform customers using a product that a software update is required in order to enjoy better usage of the product.
- You are recommended to back up your data before updating software.

- Fully charge before update. If the update is started with the battery power low or battery power becomes low during update, software update cannot be done.
- Check the radio wave condition. Software update may fail in poor reception area.
- Any operations are not available during software update. Calling 110 (Police), 119 (Fire/Ambulance), 118 (Maritime rescue) is not available. Alarm does not work, either.
- If software update has failed or stopped, perform the same procedure again.
- Update is unavailable during international roaming.
- If you fail to update software, it may become impossible to operate the product. If this happens, bring it to an au shop or PIPi (not accepted by some shops).

Downloading and Updating Software or the OS

Update files can be downloaded from the Internet web site into the product directly.

Selecting "Start major update" downloads the OS for the product.

1 Apps list → [Settings] → [About phone] → [Software update]

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

From here on, follow the onscreen instructions.

memo

- Note that depending on your subscription contract, communication fees may be incurred when your phone automatically searches for an available network.
- You cannot revert your phone to its previous version after a software update/major update.

After-Sales Service

When asking for repair

For repair, contact Keitai Guarantee Service Center.

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

memo

- Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
- Recycled parts that meet the Company's quality standards are sometimes used for repair.
- Collected au cell phones by Replacement cell phone delivery service which you used before are recycled to cell phones for replacement after repairs. Also replaced parts by au after-sales service are collected and recycled by KDDI. They are not returned to customers.

Performance parts for repair

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

Warranty card

At the store of purchase, thoroughly check and read the name of the retailer, date of purchase and other necessary details filled in on the warranty card, and be sure to keep it in a safe place.

Examples of main status icon

Icon	Description
	Time
	Battery level 100% empty charging
	Signal strength level 4 out of range
	Signal condition (LTE/3G) • LTE available/ 3G Available/ in roaming • During communication is displayed.
	Airplane mode is activated
	au Nano IC Card (LTE) uninserted
	Wi-Fi® signal strength level 4 level 0 • During communication is displayed.
	Alarm set
	Silent mode (Vibrate) set
	Silent mode (Mute) set
	Bluetooth® in use standby/ connected
	Auto Answering set set/ full

Related Accessories

- Common AC Adapter 05 (0501PWA) (sold separately)
- Common AC Adapter 03 (0301PQA) (sold separately)
- Common AC Adapter 03 Navy (0301PBA) (sold separately)
- Common AC Adapter 03 Green (0301PGA) (sold separately)
- Common AC Adapter 03 Pink (0301PPA) (sold separately)
- Common AC Adapter 03 Blue (0301PLA) (sold separately)
- AC Adapter JUPITRIS (White) (L02P001W) (sold separately)
- AC Adapter JUPITRIS (Red) (L02P001R) (sold separately)
- AC Adapter JUPITRIS (Blue) (L02P001L) (sold separately)
- AC Adapter JUPITRIS (Pink) (L02P001P) (sold separately)
- AC Adapter JUPITRIS (Champagne) (L02P001N) (sold separately)
- Common DC Adapter 03 (0301PEA) (sold separately)



■ au Carrying Case F Black (0105FCA) (sold separately)

■ au Carrying Case G Black (0106FCA) (sold separately)



- Wireless Charging Pad 01 (0101PUA) (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)

After-sales service

If you are unsure about anything regarding after-sales service, contact the following service contact.

Customer Service Center (for service canceling procedure in case of loss or theft)

From a land-line phone, 0077-7-113 (toll free)
From an au mobile phone, **113** (without area code (toll free)
Business hours 24-hour (7 days a week)

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

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

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

https://cs.kddi.com/support/n_login.html



- The Application for the Internet acceptance, if "damage", "wet", "theft" and "loss" are eligible. In the case of spontaneous failure (not the cause damage, such as water wet, but does not power on, the screen does not function or other), it will be accepted by phone for interview is required.
- To apply for the Internet, you need the e-mail address.

■ au after-sales service information

Service			Keitai Guarantee Service Plus LTE	
			Members	Others
Replacement cell phone delivery service	Spontaneous failure	1st year	Free of charge	No recompense
		2nd year or later	Customer charge 1st: 5,000 yen 2nd: 8,000 yen	
Holding over and repair	Spontaneous failure	1st year	Free of charge	Free of charge
		2nd year or later	Free of charge (three-year warranty)	Actual cost
	Partially damage		Customer charge Upper limit: 5,000 yen	
	Water soak, irreparable damage		Customer charge 10,000 yen	
	Theft, loss		No recompense	No recompense (model change)

* Charge amounts are all tax excluded.

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Replacement cell phone delivery service

- When you have trouble with your au cell phone, replacement cell phone (same model, same color) is delivered by calling to. Return your damaged cell phone within 14 days after the replacement cell phone is delivered.

- Available up to twice in a year from the day you use this service as a start day. If you do not use this service in the past year for the subscription to this service, it will be 1st and if you use, it will be the 2nd.

* For details, refer to au homepage.

Holding over and repair

- Damages and malfunctions intentionally caused by the customer as well as those due to modification (e.g. disassembly, change of parts, painting, etc.) by the customer are not covered by this service.

- You cannot receive a refund for replacement of the outer casing due to stains, scratches, paint removal, etc. on the outer casing.

Main Specifications

Display	Approx. 4.5 inches, Approx. 16,770,000 colors, Transparent IPS 1,280 x 720 dots (HD)	
Weight	Approx. 182 g	
Charging times (estimate)	Wireless Charging Pad 01 (sold separately)	Approx. 300 minutes
	Common AC Adapter 05 (sold separately)	Approx. 160 minutes
	Common AC Adapter 03 (sold separately)	Approx. 390 minutes
Continuous call time	In Japan	Approx. 1,490 minutes
	Overseas (GSM)	Approx. 820 minutes
Continuous stand-by time	In Japan	Approx. 700 hours : 4G (LTE) area
		Approx. 810 hours : 3G area
	Overseas (GSM)	Approx. 820 hours
Continuous tethering time	Approx. 710 minutes : 4G (LTE) on WAN Approx. 740 minutes : 3G on WAN	
Maximum number of Wi-Fi tethering connection devices	10	
Dimensions (W x H x D)	Approx. 68 mm x 136 mm x 13.5 mm (thickest part approx. 15.4 mm)	
Internal memory*1	ROM: Approx. 16 GB RAM: Approx. 2 GB	
Number of effective pixels: Out-camera	Approx. 8,000,000 pixels	

Number of effective pixels: In-camera	Approx. 2,000,000 pixels	
Wireless LAN (Wi-Fi®) function	IEEE802.11a/b/g/n/ac compatible	
Bluetooth® function	Compatible version	Bluetooth® standard Ver.4.0 compatible*2
	Output	Bluetooth® standard Class 1
	Communication range*3	Within 10 m with no obstacles in the range
	Supported Bluetooth profile*4	SPP/A2DP/AVRCP/HSP/HFP/OPP/PBAP/HID/PAN/PAN NAP/PAN USER/HOGP/MAP/DUN*5
Frequency bands	2.4 GHz band	

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

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

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

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

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

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

For inquiries, call:

Customer Service Center

For general 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.

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:

 0120-977-033 (except Okinawa)

 0120-977-699 (Okinawa)

Keitai Guarantee Service Center

For loss, theft or damage (toll free)

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

From fixed-line phones/au cell phones:

 0120-925-919



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.

Sold by: KDDI CORPORATION,
OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: KYOCERA Corporation