

## When Using the Product

Before using the product, be sure to read the "Safety Precautions" in this manual for proper usage.

Before you assume that the product is malfunctioning, check for possible remedies in the following: Customer Support site of au homepage: <http://www.kddi.com/english/support/>

- Communication is not possible even inside the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in poor reception areas. Communication is sometimes interrupted if you move into a poor reception areas during communications.
- Since this product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though LTE/WMAX 2+/GSMUMTS system has highly secure confidential communication features.)
- When connecting to emergency services in Japan, use au VoLTE (LTE network). You cannot connect through 3G (circuit switching network).
- 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.
- Before you start using the product overseas, check the relevant laws and regulators of the country/region you visit.
- The Company is not liable for any damages arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional or mistaken misoperation by the customer, or use under other unusual conditions outside the responsibility of the Company.
- The Company is not liable for any incidental damages (change/appearance of described content, loss of business income, disruption of business, etc.) arising from use or inability to use the product.

- The Company is not liable for any damages arising from failure to observe the described content of this manual.
- The Company is not liable for any damages arising, for example, from malfunction caused by combination with connected devices or software not related to the Company.
- Captured image data or downloaded data may sometimes be altered or lost due to faults, repair or other handling of the product. The Company is not liable for any damage or lost income resulting from recovery of these data.
- It is recommended you keep a copy of important data in your PC's hard disk, etc. Whatever the cause of fault or malfunction may be, the Company assumes no responsibility for alteration or loss of saved information.
- Contents saved in the product, such as contacts, mails and favorites, might be altered or lost in an accident, fault, repair or mishandling. Be sure to keep a copy of important contents. Note that Company assumes no responsibility for any damages or lost profits resulting from altered or lost contents.
- Note that content data (both charged or free content) saved with the product cannot be returned to the customer when the product is replaced for repair of a fault, for example.
- The product uses liquid crystal for its display. The display response speed may become slow when the ambient temperature is low, which is due to the property of liquid crystal and not a malfunction. Display response speed will return to normal at room temperature.
- Although the display used on the product is made using high-precision technology, some pixels (dots) might be lit or out at all times. This is not a malfunction.
- You are recommended to store copies of individual data such as photos you took, videos and music on your PC by sending each file as mail attachment, etc. Note, however, that you may not be able to make copies of any copyrighted data even by the above-mentioned means.
- Do not discard the product together with regular trash. Please cooperate in the collection of the product when it is no longer needed to protect the environment and effectively use resources. Old product is collected at au shops and other places.

- \* The Company\* as appears in this manual refers to the following companies: Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY Manufactured by: KYOCERA Corporation

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## Safety Precautions (Observe Strictly)

■ **Before using this product, thoroughly read these safety precautions for proper use. After reading, store the precautions in a safe place.**

- These "Safety Precautions" describe instructions that should be observed to prevent damage to property or injury to the customer or others using the product.
- When the product is used by a child, parents or guardians should thoroughly read the "Basic Manual" and teach the child how to use it.
- These instructions are divided into the following categories.

■ **Explanation of indications used in this manual**

	<b>DANGER</b>	This symbol indicates the potential and imminent danger of death or serious injury <sup>(1)</sup> to a person due to mistaken handling.
	<b>WARNING</b>	This symbol indicates the possibility of death or serious injury <sup>(2)</sup> to a person due to mistaken handling.
	<b>CAUTION</b>	This symbol indicates the possibility of personal minor injury <sup>(3)</sup> to a person or physical damage <sup>(3)</sup> due to mistaken handling.

<sup>1</sup> Serious injury: This refers to loss of sight, injury, burns (high- and low-temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning, etc., and injuries requiring hospital admission for treatment or long term hospital attendance as an outpatient.

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-  Do not cover or wrap the product with bedding, etc. while using or charging the product. Doing so might cause fire, fault or injury.

-  When using an AC adapter or external device, insert/remove the connector straight to/from the terminal. Make sure the orientation of the connector. Unless it's correct, it may cause overheating, ignition, damage, or a fault.

 **CAUTION** Be sure to read the following cautions before use.

-  When removing the battery cover, do not use more force than necessary. Doing so may result in injury or a fault.

-  Do not expose the camera lens to direct sunlight for an extended period. Doing so might cause ignition, rupture, fire, or a fault by the light-collecting mechanism of the lens.

-  Do not store or leave in places subject to high temperatures (especially in direct sunlight, inside a vehicle, on a boat deck, on a beach, near a heater, etc.), in places subject to extremely low temperatures, or in dusty or humid places. Doing so might cause overheating, ignition, deformation, or a fault.

-  Do not touch the product in 0°C or lower temperatures. Doing so may allow metal portions to contact and damage skin. Do not touch directly with hands.

-  Do not leave or charge on unstable places such as rocky stands or tilting surfaces. Dropping the product may cause injury or damage. Pay careful attention while vibrator is set. Also, pay sufficient attention to impact, etc. Doing so may cause a fault or injury.

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## Charging equipment

 **WARNING** Be sure to read the following warnings before use.

-  Do not use at other voltages than the specified power supply voltage. Doing so might cause ignition, fire, overheating, or electric shock.
- \* AC adapter (sold separately): 100 VAC to 240 VAC

-  Insert the power plug on the specified charging equipment (sold separately) all the way into the outlet. Not being plugged in all the way may cause electric shock, overheating, ignition, fire, or injury. Do not use if the specified charging equipment (sold separately) is damaged or the outlet receptacle is loose.

-  Do not damage, rework, twist, pull, or place heavy objects on the cable of the specified charging equipment (sold separately). Do not use a damaged cable. Doing so may cause electric shock, short-circuiting, fire, or injury.

-  Do not touch the specified charging equipment (sold separately) if thunder is audible. Doing so may cause electric shock due to lightning.

-  Before cleaning, unplug the specified charging equipment (sold separately) from its outlet. Cleaning while plugged in may cause electric shock or short-circuiting.

-  Wipe off dust on the power plug. Failure to do so might cause fire, burns or electric shock.

-  When the specified charging equipment (sold separately) is not to be used for a long time, disconnect the power plug from the power outlet. Doing so might cause fire or a fault.

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## Main unit

- Do not forcefully press, tap or intentionally subject the display to strong impact. Doing so might cause scratching or damage.
- Do not forcefully press your fingernails, sharp objects or hard objects against buttons or display surface. Doing so might cause scratching or damage.
- The touch panel is designed to be lightly touched by fingers. Do not apply strong pressure with your fingers or sharp-pointed objects (such as fingernails, ballpoint pens and pins) on the touch panel. Touching the panel may not work in the following cases. Note that it may cause malfunction.
  - Operation with fingernails
  - Operation with foreign object on the screen
  - Operation with protective sheet or seal on the screen
- The "Technical Conformity Mark"  on the sticker imprinted with the IMEI located inside the battery compartment certifies that your product and the communications module comply with the Radio Law and the Telecommunications Business Law. Do not remove sticker.
- Never use modified au cell phones. Use of a modified device violates the Radio Law.
- This product has acquired the certification of conformity with technical regulations for the specified radio station based on the Radio Law, and the "Technical Conformity Mark"  is printed on the nameplate of the product as a certificate. If the product is disassembled and modifications are made to the internal components, the certification of conformity with technical regulations will become invalid. Do not use the product with the certification invalid, as it is a violation of the Radio Law.
- Take care not to place magnetized items such as magnetic cards, speakers and TV sets near the product, as it might cause malfunction. Putting a strong magnet close to the product might cause false operation.
- When you put the product in your pocket or bag, take care so that the display does not come in contact with metal objects or other hard objects. Doing so might cause scratching or damage. Also, be careful not to scratch or damage the display by using a strap whose metal or other hard part comes in contact with the display.

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-  The product may become warm after use for long periods or after being connected to an external power source. Do not touch the product or specified charging equipment (sold separately) for long periods. Doing so may cause low-temperature burns. Also do not cover with paper, clothing, bedding, etc. Doing so may cause fire, injury, or a fault.

-  When charging the product, do not exceed the ratings for outlets or wiring equipment. Exceeding the ratings for power bars, etc. may cause overheating resulting in fire.

-  Do not use with battery cover or back cover removed, and do not store or leave with battery cover or back cover removed. Doing so may allow dust and other foreign matter into the product and cause a fault.

-  Do not place near corrosive chemicals or in places where corrosive gas is generated. Doing so might cause a fault or loss of internal data.

-  Do not use if there is smoke, abnormal odor or noise, excessive overheating, or other abnormalities. If an abnormality occurs, disconnect the specified charging equipment (sold separately) from the power outlet if you are charging the battery, make sure that the product is not overheating before turning the power off, remove the battery pack, and contact an au shop or Keitai Guarantee Service Center. Also, if you have dropped or damaged the product, do not continue to use it in that state, and contact an au shop or Keitai Guarantee Service Center.

-  When inserting an earphone, etc. into the product, raise the volume slowly to adjust the volume to the proper level. Sound suddenly at a low volume when first turned on, setting too loud a volume, or using the earphone continuously for a long period of time might adversely affect your ears. Also, raising the volume too high might prevent you from hearing sounds around you, which might in turn lead to a traffic accident at a railroad crossing or pedestrian crossing.

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-  Do not use in places subject to direct splashing with water, pet urine or other liquids. Doing so might result in faults resulting from overheating, fire, electric shock, short-circuiting of electronic circuits, or injury. In the event that the product is splashed with liquid, immediately disconnect power plug of the specified charging equipment (sold separately).

-  Do not leave specified charging equipment (sold separately) plugged in if not in use. Do not wrap cord of specified charging equipment (sold separately) around adapter body. Doing so may cause electric shock, overheating, fire, a fault, or injury.

-  Do not forcibly bend the charging equipment's plug or the connection between the connector and power cord. Doing so might cause electric shock, overheating, fire, fault or injury.

-  Do not place anything metal (straps, clips, etc. containing metal) between a wireless charger product (sold separately) and the back of the product. Doing so might cause ignition, fire or injury.

-  Do not place anything metal (stickers etc. containing metal) between a wireless charger product (sold separately) and back of the product, back cover or battery cover. Doing so might cause fire due to overheating, a fault, burns, or injury.

-  Do not place foreign objects between the back of the product and the back cover or battery cover. Doing so may cause fire due to overheating, a fault, burns, or injury.

-  Do not place foreign objects between the back of the product and the back cover or battery cover. Doing so may cause fire due to overheating, a fault, burns, or injury.

 **CAUTION** Be sure to read the following cautions before use.

-  Do not use in humid places such as bath areas, or connect/disconnect the specified charging equipment (sold separately) with wet hands. Doing so might cause electric shock, a fault or injury.

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- When suddenly brought into a warm place from a cold place, or when in a humid location, or when used where temperature suddenly changes (e.g. near the air discharge port of an air conditioner), water droplets (i.e. condensation) sometimes are formed inside the product. Note that when used under conditions such as this, the humidity might cause corrosion or a fault.
- The camera lens and display interior can become foggy (condensation) due to temperature and humidity conditions. This is not a fault or indication of trouble.
- Environments where camera lens and display interior are prone to condensation
  - The camera lens and display interior can become foggy (condensation) in environments with large temperature changes or high humidity such as the following.
    - Suddenly bringing the product from a store where it is warm into the cold water.
    - Bringing the product from a cold location into a warm one such as indoors
    - Opening/closing the battery cover in a humid location
  - Removing fogging
    - Avoid high-temperature, humid, sandy, and dusty locations, and open covers after turning off the power in a location where ambient temperature is constant (opening the battery cover and battery cover, removing the battery, and leaving the battery cover open to allow the product to reach ambient temperature will remove fogging). Do not open the battery cover when your hands or the product are wet.
- When wiping the display, wipe with a soft, dry cloth. Use of a moistened cloth, glass cleaner or other similar liquid might cause a fault.
- When connecting/disconnecting the external device to/from the external connection terminal or the earphone microphone terminal, make sure that the connector or plug of external device is straight with the external connection terminal.
- Note that applying unnecessary force with the external connection terminal of the earphone microphone terminal connected to the external device might cause damage.
- Do not exert excessive force when attaching/removing a microSD memory card. Doing so might injure your hands or fingers.

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-  When using handsfree call, note that the speaker may emit loud sound. Take care to keep the speaker at a safe distance from your ears.

-  If used in seawater, be sure to tend to water remaining on the product before it dries (at least within 60 minutes). Product being left with foreign matter, salt residue, etc. on it may cause damage, discoloration, corrosion, odor, or may affect water resistance.

## Main unit

 **WARNING** Be sure to read the following warnings before use.

-  Turn off the product or put it in Airplane mode before boarding an airplane. Use of cell phones on board is restricted. Follow the instructions of each airline.

-  Failure to do so may adversely affect on-board electronic equipment. Prohibited acts related to cell phone usage on an airplane may be punished by law.

-  When using in hospitals, follow the guidelines of each institution. Turn power off where use is prohibited.

-  Use may affect electronic equipment and electric medical equipment.
-  Do not light the photo light/simple light in front of a person's eyes or shine it at the driver of a vehicle or rider of a motorbike, bicycle, etc. Do not gaze at the photo light/simple light emitting part when the photo light is lighted. Doing so might cause impairment of eyesight, etc. Be especially careful not to shoot small children from a very close distance.

-  Sometimes, very rarely some people demonstrate symptoms such as temporary muscle spasms, loss of consciousness, etc. by watching repeatedly flickering screens. Those with a past history of this should consult with a physician beforehand.

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-  When unplugging the specified charging equipment (sold separately) from its outlet, hold by the plug. Pulling by the cable may damage the cable.

-  Do not remove battery pack from the product and leave connected to the specified charging equipment (sold separately) or on a wireless charger product (sold separately). Doing so may cause ignition, electric shock, or injury.

## au Nano IC Card 04

 **CAUTION** Be sure to read the following cautions before use.

-  Be careful when attaching/removing the au Nano IC Card 04. Doing so might injure your hands or fingers.

-  Do not damage the au Nano IC Card 04 (use in high temperatures, dispose of in fire, allow foreign objects to contact the metal portion, subject to shock, bend or place heavy objects on it, expose to wetting, etc.). Doing so may cause erasure of data or a fault.

-  Do not store or leave the au Nano IC Card 04 where exposed to direct sunlight or high temperatures or in a dusty place. Doing so may cause a fault.

-  Store the au Nano IC Card 04 out of reach of small children. Failure to do so might cause injury, etc. if they accidentally swallow and choke on it.

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- While writing/reading data to/from a microSD memory card, do not subject the product to vibration or impact, remove the battery pack, or turn off the power. Doing so might cause loss of data or malfunction.
- Do not remove the wireless charging antenna on the inside of the battery cover. Doing so will prevent wireless charging.
- Do not cover the sensor with your finger or put a sticker on it. Doing so may hinder the sensor for detecting the ambient light level and functioning correctly.
- Do not put a sticker, etc. on the proximity sensor. Doing so may cause the sensor to malfunction and make the display always turned off while receiving a call or during a call.

## Touch panel

- Use your finger to operate the touch panel. Do not use ballpoint pens, pencils or other sharp-pointed objects. Using such objects does not only hinder correct operation of the touch panel, but also might cause scratching or damage to the display.
- Adhering stickers and protectors (commercially-available protective films, privacy protectors, etc.) on the display may prevent the touch panel from operating correctly.
- If the display surface is dirty, it may not function correctly. In such case, wipe the display surface with a dry, soft cloth.
- When carrying the product in your pocket or bag, take care not to put the touch panel close to metals or other conductive materials, as it might cause false operation of the touch panel.
- Gloves may be worn while operating the touch panel, however, operation may not be optimal depending on the thickness/material of the gloves.
  - If water on the gloves prevents operation of the touch panel, wipe the water off.
  - If touch operation with gloves is not possible immediately after operating with no gloves, first place the phone in and wake it from sleep mode.
  - touch operation is not possible with gloves that are not snug on the fingertips, use the pads of your fingers.

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-  Do not hold the speaker close to your ear. Loud volume may affect hearing.

 **CAUTION** Be sure to read the following cautions before use.

-  Use of the main unit in an automobile sometimes affects on-vehicle electronic devices, though this rarely happens. If this happens, stop use since this may impair safe travel.

-  If you feel any abnormality with your skin, immediately consult a dermatologist. Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.

The materials of parts used on the product are as follows.

## TORQUE G02 main unit

Part	Material	Surface treatment
Exterior case (display side)	PA resin	Acrylic UV hard coating, cured urethane coating
Outer case (display-side bottom)	PC resin	Acrylic UV hard coating, cured urethane coating
Outer case (rear)	PC resin/urethane resin	Acrylic UV hard coating
Display	Chemical hardened glass	Antifouling treatment
Outer case (side), Power button, Volume UP/DOWN button, Camera button	PC resin	Cured urethane coating
Direct button	Aluminum	Anodized

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## Use near medical equipment and in medical institutions

 **WARNING** Be sure to read the following warnings before use.

-  When using the product near an implanted pacemaker, implanted cardioverter-defibrillator or other electronic medical device, radio waves might affect these units and devices. So, please observe the following.
  1. Those with an implanted pacemaker or implanted cardioverter-defibrillator should carry or use the product at least 15 cm away from the pacemaker or cardioverter-defibrillator.
  2. Turn the product off or set "Airplane mode" when it may be difficult to keep at least 15 cm away such as in a situation you cannot move freely, since there may be people with a cardiac pacemaker or implanted cardioverter-defibrillator nearby.
  3. 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.
  4. When using electronic medical devices other than an implanted pacemaker and implanted cardioverter-defibrillator outside a medical institution (e.g. home medical treatment), check individually with the manufacturer of the electronic medical device regarding the influence of radio waves.

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## Battery pack

- Leaving the product in extremely high-temperature or low-temperature conditions, such as in a closed automobile in the summer, lowers battery pack capacity and shortens usable time. Battery life is also shorter. Use the product at room temperature as much as possible.
- If not using the product for an extended period, remove the back cover and battery cover from the product and remove the battery pack and store in a place free from high temperature and humidity.
- Battery packs may bulge at the end of their life-life depending on conditions of use. This is a characteristic of lithium-ion batteries and is not a safety hazard.
- **Wireless charging**
  - The charging indicator on a wireless charging pad remains on after charging completes, but this is not abnormal.
  - Charging may stop just before phone is completely charged.
  - If charging stops just before phone is completely charged, charging may not immediately resume.
  - Some Qi-specification products may experience repeated starting/stopping of charging. Charge with a specified au product.
  - Above a certain temperature, the charging function may stop or charging may take a long time, but this is not abnormal. Wait for the temperature to place a wireless charging pad on a flat, stable surface before charging.
  - Turn the phone's vibration function off before wireless charging. Vibrating of the phone may cause 30 cm away. The product you are charging may not be detected and prevent charging.
  - If a TV, radio, etc. experience noise, charge as far away from the TV, radio, etc. as possible.

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- <sup>2</sup> Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.
- <sup>3</sup> Physical damage: This refers to extended damage to buildings, furniture, livestock, or pets.

## Explanation of graphic symbols used in this manual

	Indicates an action that is not allowed.		Indicates that use in a place where the product is likely to get wet or allowing the product to get wet is not allowed.
	Indicates that handling with wet hands is not allowed.		Indicates an action that must be done.
	Indicates that disassembly is not allowed.		Indicates that the power plug must be disconnected from the power outlet.

■ **Precautions common to the main unit, battery pack, battery cover, back cover, charging equipment, au Nano IC Card 04, peripheral devices**

 **DANGER** Be sure to read the following hazards before use.

-  Be sure to use only the specified peripheral devices. Use of other devices might cause overheating, ignition, rupture, fault, or leakage of liquid.

-  Do not use, store or leave the product in hot places (e.g. by the fire, near a heater, under a kotatsu, in direct sunlight, in a car in the hot sun). Doing so might cause ignition, rupture, fault, fire or injury.

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Part	Material	Surface treatment
Camera lens, Mobile light lens, External connection terminal, cover, Earphone microphone terminal cover, Battery cover	PC resin	—
Camera lens ring, Back button, Home button, Recent button	PC resin	Acrylic UV hard coating
Cosmetic screws (display side), case fitting screws	SWCH	Baked
Cosmetic screws (rear)	PC resin	Acrylic UV hard coating

-  Do not bring the product close to magnetized objects such as cash cards, floppy disks, credit cards, and prepaid cards. Doing so might result in loss of recorded information.



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This product and its accessories may be subject to the Japan Export Administration Regulations ("Foreign Exchange and Foreign Trade Law" and its related laws).

In addition, U.S. Re-export Regulations (Export Administration Regulations and the related laws and regulations), regulations in other countries may apply to this product and its accessories. To export and re-export this product and its accessories, directly or indirectly, take the required measures on your responsibility and at your expenses. For details on the procedures, contact the Ministry of Economy, Trade and Industry, the U.S. Department of Commerce, or authority concerned.

#### ■ Recording of diagnostics and usage data

KYOCERA Corporation requests the cooperation of customers with the improvement of product and service quality. Fault diagnostics and usage data (customer's use of applications, error logs, detailed information on customer's application use (specific functions, frequency of use, memory/battery use)) are recorded and stored in the customer's device, with the purpose of allowing KYOCERA Corporation to track and handle diagnostic events including unexpected shutdowns and system errors in order to improve quality and service. This information may be collected with the customer's permission when device repairs are requested.

## 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: ☎ 0077-7-111

From au cell phones: ☎ 157 (area code not required)

Pressing "zero" will connect you to an operator, after calling "157" on your au 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: ☎ 0077-7-113

From au cell phones: ☎ 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 call phones: ☎ 0120-925-919



**やめましょう、歩きスマホ。**

**キケン！水ぬれ充電**



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