

Be sure to read this manual before use

DIGNO[®] SX3

Quick Start Guide

- In this manual, "DIGNO SX3" is usually referred to as "the product" or "main unit".
- In this manual, "Quick Start Guide" (this manual) and "取扱説明書 (詳細版) (Full Instruction Manual)" (Japanese) are collectively referred to as "Instruction Manual".
- 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".
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January 2023, 1st Edition

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

Using the Online Manual (Japanese)

For detailed descriptions of various functions, refer to the "Online Manual" (Japanese) following the procedure below:
Swipe up the Home screen → [取扱説明書 (Online Manual)]



The "Online Manual" (Japanese) is also available on the au homepage:
<https://www.au.com/online-manual/kyg02/> (Japanese)



When Using the Product

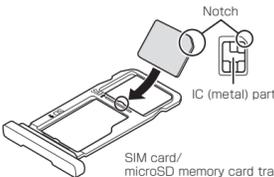
- Before you start using the product, be sure to read "Safety Precautions" in this manual to ensure correct use.
- See also "Online Manual" (Japanese) or "取扱説明書 (詳細版) (Full Instruction Manual)" (Japanese) available on the au homepage. <https://www.au.com/online-manual/kyg02/> (Japanese) <https://www.au.com/support/service/mobile/guide/manual/> (Japanese)
- Communication is not possible even inside the service area in places where the signal does not reach (e.g., tunnels and basements). Also, communication may not be possible in poor reception areas. Communication may be interrupted if you move into poor reception areas during communications.
- Since this product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated (through the 5G/LTE/WiMAX 2+/GSM/LTE-MT/S system has highly secure confidential communication features).
- VoLTE (LTE network) by au is used when connecting with emergency call receiving agencies within Japan.
- The product is compatible with au World Service. Each network service described in this manual varies depending on the area and service content.

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Inserting the SIM Card

Attach the SIM card after turning off the product.

- Pull out the SIM card/microSD memory card tray straight**
- With the IC (metal) part facing down, fit the SIM card into the SIM card/microSD memory card tray**
Note the orientation of the notch.
Slide the SIM card in the direction shown to avoid damaging the tab on the SIM card/microSD memory card tray.
Fit the SIM card into the SIM card/microSD memory card tray so that the SIM card does not shift.



- Insert the SIM card/microSD memory card tray into the slot straight until it stops**
Insert the SIM card/microSD memory card tray firmly and make sure there are no gaps around the SIM card/microSD memory card tray.

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- Perform the following operations carefully while using, charging, or keeping the product if there are odors, noise, smoke, overheating, discoloring, deformation, or other abnormalities.
 - Remove the power plug from the wall outlet.
 - Turn the product off.

Not doing so may cause fire, burns, bodily injury, electric shock, etc.

CAUTION

- Do not use the damaged product. Doing so may cause fire, burns, or injuries.
- Do not leave the product on unstable or sloping surfaces. Be careful especially when the product is set to vibrate. The product may fall and cause injuries.
- Do not use or store the product in humid or dusty places, or places that get hot. Doing so may cause fire, burns, or electric shock. For details on water/dust resistance, refer to the following. ▶P.38 "Notes on Waterproof/Dustproof/Shockproof Properties"
- When children use the product, do not let them use incorrectly without instruction by an adult for proper use. Doing so may cause accidental swallow, injuries, or electric shock.
- Do not store the product within the reach of small children or pet animals. Be careful especially when you store the small parts such as the SIM card/microSD memory card tray. Not doing so may cause accidental swallow, injuries, or electric shock.

Charger

WARNING

- Do not use if the cord of the specified charger (sold separately) is damaged. Doing so may cause fire, burns, or electric shock.
- Do not use the specified charger (sold separately) in a humid place such as a bathroom. Doing so may cause fire, burns, or electric shock.
- Do not touch the specified charger (sold separately) if you hear thunder. Doing so may cause electric shock.
- Do not short the charging terminal while it is connected to an outlet. Do not allow any part of your body such as your hands or fingers to come into contact with the charging terminal. Doing so may cause fire, burns, or electric shock.
- Do not place heavy objects on the cord of the specified charger (sold separately), or do not pull the cord with excessive force. Doing so may cause fire, burns, or electric shock.
- When you plug/unplug the specified charger (sold separately) into/from the outlet, do not contact metal straps or other metal objects with the jack. Doing so may cause fire, burns, or electric shock.
- Do not connect the voltage converter (such as a travel converter for overseas travel) to the specified charger (sold separately). Doing so may cause ignition, overheating, or electric shock.

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- Since the product is a radio station over the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law.
- The IMEI information of your cell phone is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status of your cell phone.
- If you are using the product overseas, check the relevant laws and regulations of the country/region you visit beforehand.
- The Company is not liable for any damages or lost income arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional or mistaken operation by the customer, or use under other unusual conditions outside the responsibility of the Company.
- The Company is not liable for any incidental damages (change/disappearance of saved content, loss of business income, disruption of business, etc.) arising from use of or inability to use the product.
- The Company is not liable for any damages or lost income arising from failure to observe the described content of this manual.
- You cannot use information obtained from the measuring sensor or GPS equipped with the product for the purpose which requires high reliability, as the obtained information is just used for a guide. Note that the Company is not liable for any damage or lost income arising from the difference caused by measurement.
- The Company is not liable for any damages or lost income 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 on your PC's hard disk, etc. Whatever the cause of the defect or malfunction may be, the Company assumes no responsibility for alteration or loss of saved data.

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Turning the Power On

- Press and hold (Power button) until the incoming light turns on**
The start screen is displayed.
 - For the first time you turn on the product, the initial setting activates.

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- When logos are being displayed on the screen, do not touch the screen because the initial setting of the touch panel activates. Doing so may prevent the touch panel from working properly.
- If you skip the operation of the initial settings at the first start-up, you can set later.
- To turn off the product, press (power button) for at least 1 second → [Power off].
- When the screen does not respond, or the power cannot be turned off, hold down (power button) and (volume up button) at the same time for at least 11 seconds to force the product to power off and restart.
- If you turn off the product forcibly and restart, any unsaved data will be lost. Do not perform except when the product does not respond.

Safety Precautions (Observe Strictly)

- Before using the product, thoroughly read this "Safety Precautions" for proper use. Please keep this manual carefully after reading it.

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- Be careful when using the product continuously for a long time or charging as it gets hot. Be careful of contacting with the product continuously by putting the product in a pocket of clothes or falling asleep etc. The product or specified charger (sold separately) may become hot when using applications, calling, doing data communication, watching videos continuously, or while charging. Depending on your physical predisposition and physical condition, contacting with a high temperature part may cause skin redness, itching, rash, or low-temperature burns. Be careful when you put the product in a pocket of clothes, when you sleep, etc.

Main Unit

WARNING

- Do not throw the main unit into fire or apply heat. Doing so may cause fire, burns, or injuries.
- Do not apply excessive force such as striking a sharp-edged tool (nail, etc.) into the product, hitting it with a hard tool (hammer, etc.), or stepping on it. Doing so may cause fire, burns, or injuries.
- If the substance inside the main unit comes into contact with your eyes or mouth, immediately rinse the area with clean water, and then see a doctor right away. Not doing so may cause loss of sight or poor physical condition due to the influence of the substance, etc. inside the main unit.

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WARNING

- Do not lighten or flash the lighting part of the light close to person's eye. Be especially careful to keep a sufficient distance from small children.
- Do not lighten or flash the light to point at the eyes of someone driving a car, etc. Doing so may interfere with driving and cause an accident.
- Do not watch a repeatedly flickering screen for a long time. Doing so may cause muscle spasms or loss of consciousness, etc.
- Do not allow water or other liquids (drinking water, perspiration, seawater, urine of pet animals, etc.), metal pieces, flammable material or foreign object into the SIM card/microSD card slot on the product. Do not mistake the place and direction of the SIM card/microSD memory card tray. Doing so may cause fire, burns, injuries, or electric shock.
- Do not expose the camera lens to direct sunlight for an extended period. Doing so may cause fire, burns, or injuries by the light-collecting mechanism of the lens.

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- When plugging/unplugging the specified charger (sold separately) into/from the product, do not pull the cord with excessive force. Instead, plug/unplug it straight toward the jack to connect. Not doing so may cause fire, burns, injuries, or electric shock.

- Stop using the charger immediately if you notice deformation of the charging terminal. Also, stop using the charger after recovering the original form of the terminal. Short-circuiting of the charging terminal may cause fire, burns, injuries, or electric shock.

- When the charger is not to be used for a long time, disconnect the power plug from the outlet. Leaving it plugged in may cause fires, burns, or electric shock, etc.

- Immediately remove the power plug from the outlet if water or other fluids (drinking water, perspiration, seawater, urine of pet animals, etc.) get on the adapter. Short-circuiting due to the fluid may cause fire, burns, or electric shock.

- Always remove the power plug from an outlet when cleaning the equipment. Not doing so may cause fire, burns, or electric shock.

CAUTION

- Do not keep touching continuously the specified charger (sold separately) when it is connected to an outlet. Doing so may cause burns.

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 - Reproduction of the content of "Instruction Manual" in part or in whole is prohibited.
 - The content of "Instruction Manual" is subject to change without notice.
 - Note that content data (both charged or free of charge) saved on the product cannot be returned to the customer when the product is replaced for repair of a fault, for example.
 - The product uses liquid crystal for its display. The display response speed may become slow when the ambient temperature is low, which is due to the characteristics of liquid crystal and is not a malfunction. The display response speed will return to normal at room temperature.
 - Although the display used on the product is made using high-precision technology, some pixels (dots) might be lit or out at all times. This is not a malfunction.
 - It is recommended that you store separate copies of data such as still pictures/videos and music saved on the product on your PC or cloud services, etc. Note, however, that you may not be able to make copies of some copyrighted data even by the above-mentioned means.
 - Do not discard the old product together with regular trash. Please cooperate in the collection of the product (including optional parts) when it is no longer needed to protect the environment and effectively use resources. Old products are collected at an au Style/au shop 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

List of Packaged Items

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

- Main unit
- クイックスタートガイド (Quick Start Guide) (Japanese)

The following items are not included in the package.

- AC adapter
- USB Type-C[™] cable
- microSD memory card
- Earphone

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- Purchase a specified charger (sold separately).
- The battery is built into the product.
- Illustrations of the product in this manual are only for reference. They may look different from the actual product.

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Explanation of Graphic Symbols Used in This Manual

	Indicates an action that is not allowed.		Indicates that handling with wet hands is not allowed.
	Indicates that disassembly is not allowed.		Indicates an action based on instructions that must be done.
	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 the power plug must be disconnected from the power outlet.

Precautions Common to the Main Unit, Internal Battery, Charger, SIM Card, Peripheral Devices

WARNING

- Do not use, store or leave the product in hot places (e.g. by the fire, near a heater, under a kotatsu or futon, in direct sunlight, in a car in the hot sun). Doing so may cause fire, burns, injuries, or electric shock.
- Do not put the product into or near a heating cooking device such as a microwave oven or IH cooker, or high-pressure container such as a pressure cooker. Doing so may cause fire, burns, injuries, or electric shock.

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- Turn off the product or set it to Airplane mode before going aboard an airplane. Since using the product on airplanes is restricted, follow the instructions given by the respective airlines. If any functions that power on the product automatically are activated, deactivate them. The product's signals may adversely affect on-board electronic equipment. If you commit a prohibited act while using the product on an airplane, you might be punished by law.
- Follow the instructions given by the respective medical institution regarding the use of the product in a hospital. Turn off the product in areas where the use of the product is prohibited. The product's signals may affect electronic equipment and electronic medical equipment.
- When using the handsfree call, ringtone is ringing loudly, or in the standby mode, be sure to keep the product off of the ears. Also, when playing games, video, or music with an earphone microphone connected to the product, adjust the volume to the proper level. When using the handsfree call, note that the speaker may emit loud sound. Ringtone or alarm sound can be heard even in the standby mode. Turning the sound on with the volume set too loud or using the product continuously for a long time may adversely affect your ears. Doing so may prevent surrounding sound from being heard, causing an accident.

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SIM Card

CAUTION

- Be careful of the cut surface when handling the SIM card as it may damage a part of your body such as fingers, etc. The cut surface may cause injuries with adhered metal pieces.

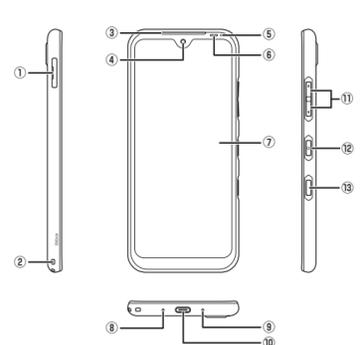
Use near Medical Instruments and Inside Medical Facilities

WARNING

- Wearers of medical equipment such as implanted pacemakers or defibrillators must carry and use the product at least 15 cm away from the implanted device. Radio waves may affect the performance of electronic medical equipment.
- When using electronic medical devices as home medical treatment other than an implanted pacemaker and an implanted cardioverter-defibrillator outside medical facilities, check individually with the manufacturer of the electronic medical equipment regarding the influence of radio waves. Radio waves may affect the performance of electronic medical equipment.

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Names and Functions of Parts



- SIM card/microSD memory card tray
- Strap eyelet
- Receiver/speaker
- In camera (lens)

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- Do not put sand, dirt, or mud on the product or put it on them directly. Do not touch the product with hands to which sand or others adhere. Doing so may cause fire, burns, injuries, or electric shock. For details on water/dust resistance, refer to the following. ▶P.38 "Notes on Waterproof/Dustproof/Shockproof Properties"
- Do not charge when the product is wet with water (drinking water, perspiration, seawater, urine of pet animals, etc.). Do not use it near water, such as in a bathroom or near a humidifier. Doing so may cause fire, burns, injuries, or electric shock. For details on water resistance, refer to the following. ▶P.38 "Notes on Waterproof/Dustproof/Shockproof Properties"
- Do not subject the product to strong pressure or break the product. Especially when bringing the product putting in a pocket of clothes, do not let the product hit against surroundings or being put between the objects. Doing so may cause fire, burns, or injury due to internal battery damage.
 - Examples to avoid
 - Sitting or squatting with the product put in a pocket of trousers or skirt
 - Putting the product in a pocket of outer wear and catching it in a door or a door of car
 - Stepping on the product on a soft object such as a sofa, bed, or bedding, or on a floor
 - Putting the product into a seat of train or bus
- Do not attempt to disassemble or modify the product. Doing so may cause fire, burns, injuries, or electric shock.

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- If you have a weak heart, be careful when setting the ringtone vibration and incoming volume. Sudden ringtone vibration and ringtone surprise you, and it may cause harmful effect on heart.
- To use electronic medical equipment, check with electronic medical equipment manufacturer or vendor to determine how devices are affected by radio waves before using. Radio waves may affect the performance of electronic medical equipment.
- Turn the product off near high-precision electronic control equipment or electronic equipment using low-power signals. Not doing so may cause the equipment to fail or malfunction due to the product's signals.
 - Examples of electronic equipment to avoid:
 - hearing aid, an implanted pacemaker, an implanted cardioverter-defibrillator, other electronic medical equipment, or other automatic control devices, etc. To use an implanted pacemaker, an implanted cardioverter-defibrillator, or other electronic medical equipment, check with electronic medical equipment manufacturer or vendor to determine how devices are affected by radio waves before using.
- When the display or camera lens is accidentally broken, be careful of broken parts or exposed internal parts of the product. Not doing so may cause burns, injuries, or electric shock with damaged parts or exposed parts.
- Stop using the product immediately and move it away from fire if you notice unusual odor or leakage of fluids inside the internal battery. The battery fluid is flammable and could ignite, causing a fire, rupture, etc.

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- Make sure that the product will not emit any signals (turn off power, put it in Airplane mode, etc.) if within 15 cm of those around you, such as where crowded and you cannot move freely. There may be people with an implanted pacemaker or an implanted cardioverter-defibrillator nearby. Radio waves may affect the performance of electronic medical equipment.

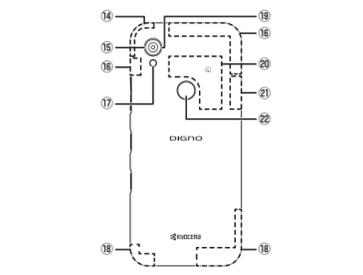
- When using the product in medical facilities, be sure to observe the regulations of the facility. Radio waves may affect the performance of electronic medical equipment.

Material List

DIGNO SX3 Main Unit

Part	Material	Surface Treatment
Exterior case (display side)	PC + ABS resin (with glass fiber)	—
Exterior panel (back side)	PC resin	—
Display	Strengthened glass	Antifouling coating
Power button, Volume up/down button, Direct button	PC resin	—
Camera (lens)	PMMA resin	Antifouling coating
Mobile light	PMMA resin	—
Fingerprint sensor	Epoxy resin	Urethane acrylate coating

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- Incoming (charging) lamp
 - Lights in red during charging.
 - Flashes in blue for a missed call or new mail.
- Proximity sensor/Light sensor
 - If the sensor part becomes covered during a call, the proximity sensor turns the display off to prevent erroneous touch panel operation. Light sensor detects the ambient light level to adjust the display brightness.
- Display (touch panel)
- Pressure adjustment hole
- Mouthpiece (microphone)
 - Relays your voice to the other party. Or used for recording the voice sound. Take care not to cover the mouthpiece (microphone) with your fingers, etc. during calling or video recording.
- External connection terminal
 - Used to connect Type-C Common AC Adapter 02 (sold separately), etc.

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- Do not attempt to remove the internal battery from the product. Doing so may cause fire, burns, or injuries.
- The back cover is not removable. Do not attempt to remove it. Doing so may cause fire, burns, or injuries.
- Do not let the product get wet with water (drinking water, perspiration, seawater, urine of pet animals, etc.). Doing so may cause fire, burns, injuries, or electric shock. For details on water resistance, refer to the following. ▶P.38 "Notes on Waterproof/Dustproof/Shockproof Properties"
- Do not put water (drinking water, perspiration, seawater, urine of pet animals, etc.) into the charging terminal or the external connection terminal. Doing so may cause fire, burns, injuries, or electric shock. For details on water resistance, refer to the following. ▶P.38 "Notes on Waterproof/Dustproof/Shockproof Properties"
- Use the optional products specified by au. Not doing so or using those with unclear manufacturer, distributor, or specifications may cause fire, burns, injuries, or electric shock.

WARNING

- Do not drop, trample, or throw the product or give a strong force or vibration to it. Doing so may cause fire, burns, injuries, or electric shock.

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- Prevent a pet from biting the product. Not doing so may cause fire, burns, or injuries due to internal battery ignition, rupture, overheat, or leak.

CAUTION

- Do not swing the product around by holding strap, etc. Doing so may cause an accident.
- Before using the motion sensor, check for safety around you, hold the product firmly, and do not wave the product more than necessary. Doing so may cause an accident.
- If the display breaks and the fluid, etc. leaks out from inside, do not let the fluid contact with the skin on your face or hands or clothes. Doing so may cause eye or skin problems. If the internal matter comes into contact with your eyes, mouth, skin or clothes, immediately rinse the contacted area with clean water. Also, if it comes into contact with your eyes or mouth, seek medical treatment immediately after rinsing the contacted area.
- Do not discard the old product together with regular trash. Doing so may cause fire, burns, or injuries. May damage the environment. Bring the product no longer needed to an au Style/au shop. Alternatively, if your local municipality has a recycling program, dispose of it as provided for.

Part	Material	Surface Treatment
Earpiece/Speaker (mesh part)	Nylon resin	Water-repellent part
Card slot cap	PC resin + silicon rubber	—
SIM card/microSD memory card tray	POM resin	—

Handling Precautions

These precautions are provided to prevent product faults and to ensure that performance can be fully demonstrated. Thoroughly read these precautions to ensure correct use.

Precautions Common to the Main Unit, Internal Battery, Charger, SIM Card, Peripheral Devices

- Do not apply excessive force to the product during use. Be sure not to put the product into a tightly packed bag or place a heavy object on the product in a bag. Sitting on the product in your pocket might damage the display or internal circuit board resulting in a damage or malfunction. Keeping an external connection device connected to the external connection terminal might damage the connector resulting in a malfunction. Such damage and malfunction are not covered by the warranty, even if there is no external damage.

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- Do not allow conductive materials (metal pieces, pencil lead, etc.) to come in contact with the charging terminal or the external connection terminal, and do not allow dust to get inside. Doing so may cause fire, burns, injuries, or electric shock.
- Do not cover or wrap the product with bedding, etc. while using or charging the product. Doing so may cause fire or burns.
- When cleaning the product, be careful not to allow disinfectant or moisture to come into the gaps of the product, charging terminal, external connection terminal, microphone, or speaker. The product is damaged and may cause injuries or electric shock, etc.
- If charging is not complete after the specified charging time, stop charging. Overcharging may cause fire, burns, or injuries.
- Make sure to turn off or stop charging the product before you get close to places where a flammable gas or dust can be generated. Using the product in places where a flammable gas can be generated may cause an explosion or fire.
- Follow the instructions given by the respective institution regarding the use of the product in a gas station. Do not charge the product in a gas station. Be careful not to drop the product in a place like a gas station, especially when you put gas into a vehicle. Using the product in places where a flammable gas can be generated may cause an explosion or fire.

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- If fluid, etc. leaks out from the internal battery, do not let the fluid contact with the skin on your face or hands or clothes. Doing so may cause eye or skin problems. If the internal matter comes into contact with your eyes, mouth, skin or clothes, immediately rinse the contacted area with clean water. Also, if it comes into contact with your eyes or mouth, seek medical treatment immediately after rinsing the contacted area.

- To use the product in a car, check with automobile manufacturer or dealer to determine how vehicle devices are affected by radio waves before using. In rare cases, using the phone in some vehicle models can cause the vehicles electronic equipment to malfunction. In that case, stop using the product immediately.

- If you develop skin problems, stop using the product immediately, and see a doctor. Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition. For material of each part ▶P.26 "Material List"

- Make sure that there are no adhered metal pieces (cutter blade, staples, etc.) as the speaker or camera part of this product generates magnetism. Not doing so may cause injuries with adhered metal pieces.

- Use the product in a well-lighted area and put some distance between you and the display when watching the display. Using the product in dark places or near eyes may affect your vision.

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Specific Absorption Rate (SAR) of Cell Phones

This model KYG02 mobile phone complies with Japanese technical regulations and international guidelines regarding exposure to radio waves.

For Specific Absorption Rate (SAR) of the product, see "Online Manual" (Japanese) or 取扱説明書 (詳細版) (Full Instruction Manual)" (Japanese) available on the au homepage.

https://www.au.com/online-manual/kyg02/ (Japanese)

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

Please refer to the au homepage if you would like to know more detailed information regarding SAR.

https://www.au.com/mobile/product/sar-list/ (Japanese)

Export Administration Regulations

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) may apply to this product and its accessories. To export and re-export this product and its accessories 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.

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Recording Diagnosis and Usage Condition Data

KYOCERA Corporation asks for users' cooperation in order to improve the quality of products and services. KYOCERA Corporation records and saves data of failure diagnosis and the usage conditions (application usage by users, log elated to error, detail information of application usage by users (specified functions, usage frequency, memory/battery status)) in the product in order to track and cope with diagnosis events such as unexpected shutdown or system error for the purpose of improvement of quality and services. Those information may be collected upon repair request by user after obtaining the user agreement.

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au Support

App/Website

■ My au app

You can check your fee, points, and contract details and do various procedures.

* For povo users, check above with povo 2.0/povo 1.0 app.



■ **au Support** (web)
Provides various support information useful for solving your problem.
URL <http://kddi-l.jp/Gf9> (Japanese)



Message

Consult us anytime/anywhere simply by chat! AI answers you soon all day and our advisor guides you in detail.

URL <http://kddi-l.jp/Bz6> (Japanese)



Phone

au homepage provides direct number for your inquiry.

URL <http://kddi-l.jp/NuR> (Japanese)



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UQ mobile Support

App/Website

■ My UQ mobile (app)

You can check your remaining data, billing, and subscription of services.

You can also switch communication mode by a simple operation.



■ **UQ mobile Support** (web)
Provides various support information useful for solving your problem.
URL <http://kddi-l.jp/jQX> (Japanese)



Chat

Consult us anytime/anywhere simply by chat! AI answers you soon all day and our advisor guides you in detail.

URL <http://kddi-l.jp/j9z> (Japanese)



Phone

UQ mobile homepage provides optimal reference for your inquiry.

URL <http://kddi-l.jp/aIt> (Japanese)



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Service for members of Repair and Delivery Support/Repair and Delivery Support with Cloud

Repair and Delivery Support Center

(7 days a week/toll free)

For repair or replacement cell phone delivery service (Business hours: 9:00 to 20:00)	From au mobile phones/UQ mobile phones/general subscriber phones  0120-925-919
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Corporate Customer Center

Corporate Customer Center (For corporate contractors) (Toll free)

For general information (Business hours: 9:00 to 18:00) * Except during the year change period	 0077-7041  0120-925-041
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