

Thank you for using au products.

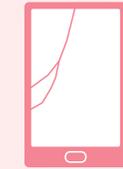
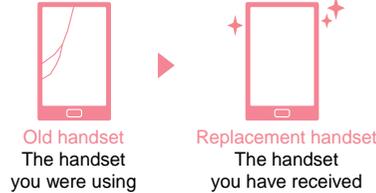
Losing your mobile phone can be very stressful and inconvenient. Follow these steps to quickly set up your new phone to be as handy as your previous one.

For all customers:

Steps for using the replacement handset

● The handset you have received is called a "replacement handset."

● The handset you were using is called an "old handset."



Damaged



Lost or stolen



Water damaged



※1 If you do not have the old handset due to loss or theft, please return it as soon as it is found.

※2 If the old handset can be operated.

★ If you have any questions regarding the replacement mobile phone delivery service, please contact us at the following:

Repair and Delivery Support Center



0120-925-919

Free Call

Business hours: 9 a.m. to 8 p.m.
Everyday

* Calls from mobile phones and PHS accepted

Voice Response Menu Guide

The voice guidance will prompt you to select from the numbers below.

① Inquiry on damage/loss/repair ② Procedure to start using the service (Customers who received an au IC card) ③ Inquiry other than damage/loss/repair



For all customers:

Steps to use the replacement handset

1 Check the contents of the package first

1. Confirm that the following are included in the package you received.

- | | |
|--|--|
|  <input type="checkbox"/> Replacement handset |  <input type="checkbox"/> This guidebook |
|  <input type="checkbox"/> Return envelope for old handset |  <input type="checkbox"/> Battery pack
(Some models have a built-in battery) |
|  <input type="checkbox"/> au IC card
(Sent only to some customers) |  <input type="checkbox"/> Delivery service application acceptance receipt |

2. Please verify that there are no problems with the appearance or operation of the replacement handset.

If the replacement handset is broken or has any problems, please report to the Repair and Delivery Support Center within 14 days of receiving it.

- * The replacement handset may differ from the old handset due to specification changes.
- * The warranty starting date for the replacement handset is the date of purchase of the old handset.
- * The battery pack is not fully charged. Please charge it before use.

2 Transfer address book, photo, LINE, and other data as well as the balance on おサイフケータイ® from the old handset



Please note that if you insert an au IC card into the replacement handset before transferring data and log in to おサイフケータイ® (Osaifu-Keitai) or LINE, the data may be lost.

To transfer data or the おサイフケータイ® (Osaifu-Keitai) balance from the old handset to the replacement handset, you need to store (back up) them on the au Cloud or other service.

For details, please contact the provider of each service.
You can find the contact information on the au website.

3 Set up the replacement handset

<Make the initial settings>

Before turning ON the replacement handset, insert the au IC card.

Customers who did not receive an au IC card in the delivered package
Customers using a model that does not support au IC cards ※1

- ▶ Remove the au IC card from the old handset and insert it into the replacement handset※2, then make the initial settings before restoring the data stored in the au Cloud, etc. back to the replacement handset.

※1 When using a model (HTC EVO 3D ISW12HT, Wi-Fi WALKER DATA08W, or Wi-Fi WALKER WiMAX HWD13) that does not support au IC cards, you need to call us to start using the service. You can find the model name on the delivery service order form.

※2 For the location of the slot, see page 5.

Customers who received an au IC card in the delivered package.

- ▶ You need to activate the service within 14 days from the receipt of the replacement handset.

Please have the delivery service application acceptance receipt in hand and give us a call at the Repair and Delivery Support Center※. When you have completed the procedure and the initial settings, restore the data stored in the au Cloud, etc.

● If you have requested to reissue an au IC card, or the replacement handset model differs from the old handset and so the version of an au IC card differs, we will issue a new au IC card.

※Contact phone number of Repair and Delivery Support Center: 0120-925-919 (9 a.m. to 8 p.m.)

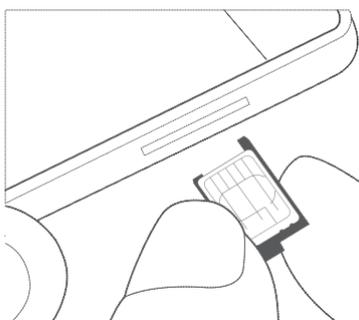
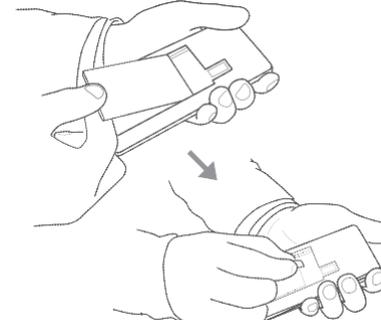
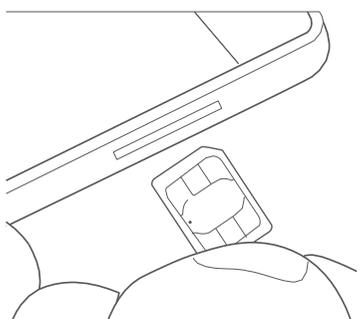
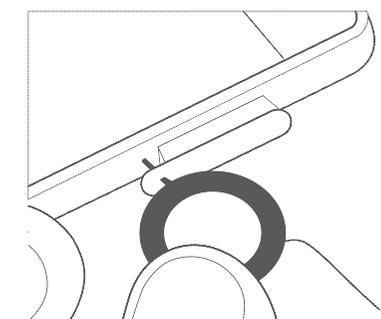
au IC Card: An au IC card allows you to make or receive calls or use the Internet when you insert it into your smartphone or mobile phone. The card also has your information, including your telephone number.

For all customers:

Steps for using the replacement handset

Location to remove or insert an au IC card (SIM slot)

- **Differs depending on the model.** Basically, there are the following types of SIM slots.
- The SIM slot does not exist in models that do not support an au IC card.
- Pay attention to the direction of the au IC card.

<p>Insert type</p> 	<p>Back lid type</p> 
<p>Slot type</p> 	<p>Type in which a pin is used to open the slot</p> 

★For details on the location to remove or insert the au IC card (SIM slot), visit the following. <https://www.au.com/support/service/mobile/guide/manual/>
 au website top page ▶ サポート (Support) ▶ スマートフォン・携帯電話をご利用の方 (For those using smartphones or mobile phones) ▶ 製品別各種設定・ご利用ガイド (Various settings by product/Usage guide) ▶ 取扱説明書ダウンロード (Download User's Manual) ▶ 詳しく見る (See more)



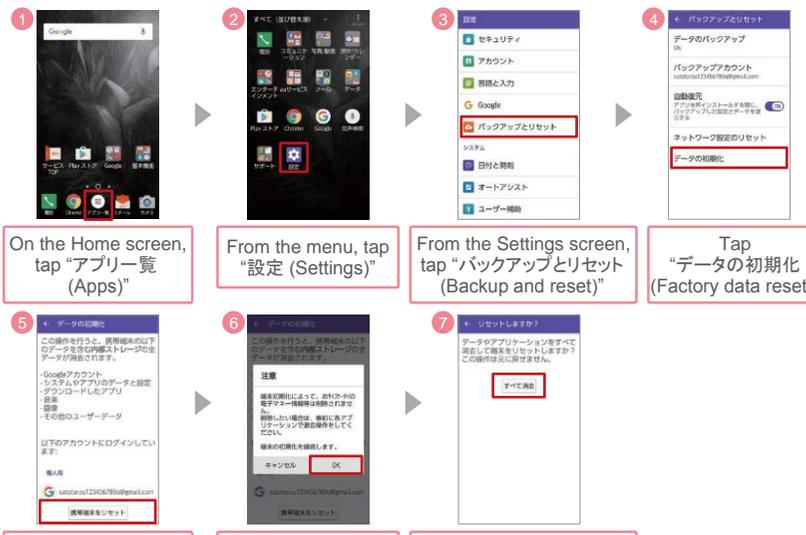
4 Delete data on the old handset

Please initialize (reset all) data in the old handset to protect your privacy.

How to initialize (reset all) data:

To prevent data in the SD card from being lost, make sure that the SD card has been removed.

Smartphone, tablet, and 4G LTE mobile phone The following is an example of initializing data using URBANO V03.



1 On the Home screen, tap “アプリ一覧 (Apps)”

2 From the menu, tap “設定 (Settings)”

3 From the Settings screen, tap “バックアップとリセット (Backup and reset)”

4 Tap “データの初期化 (Factory data reset)”

5 Tap “携帯端末をリセット (RESET PHONE)”

6 Tap OK.

7 Tap “すべて消去 (ERASE EVERYTHING)”

Mobile phone Menu button ▶ 機能設定 (Function settings) ▶ プライバシー/制限 (Privacy/Restrictions) ▶ リセット (Reset) ▶ オールリセット (Reset all)

★For details, refer to the User's Manual or visit the au website.

* If you cannot delete data due to the failed, damaged, or water damaged phone, or have sent the old handset to us without deleting data, we will delete it. Please understand that we will not restore any data saved on the old handset. In addition, we are not responsible for any loss attributable to the relevant data.

SD Card: Hardware that can contain data. You can use an SD card to store address books, photos, and other data in a place other than the smartphone or mobile phone internal drive.

For all customers:

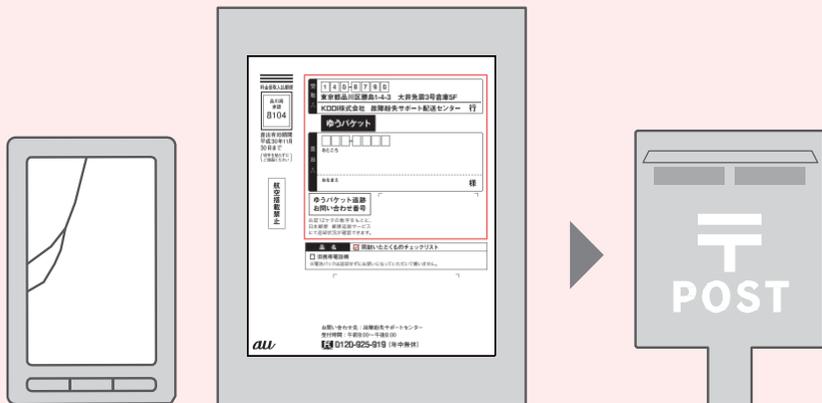
Steps for using the replacement handset

5 Return the old handset to us

Put only the old handset in the return envelope, and

**return it to us within
14 days from receiving
the replacement handset.**

What to put in the envelope: the old handset



Using the Track & Trace Service on the Japan Post website, you can check the date of return of the old handset.

Enter the "Yu-Pack Tracking Number" listed on the return envelope in the "Inquiry Code Number" field on the Japan Post website to track the status of the envelope.

* If your battery is detachable, you do not need to return the battery pack. However, please return the battery pack of a water damaged handset because it could damage your replacement handset.

* We cannot accept your return of a battery pack at an au shop service desk or through a home-delivery service.

Please check before returning the old handset.

- Have you transferred data (address book, emails, apps, pictures, etc.) from the old handset?
- Have you initialized (reset all) the old handset to completely delete data on it?

* If you cannot delete data due to the failed, damaged, or water damaged phone, or have sent the old handset to us without deleting data, we will delete it. Please understand that we will not restore any data saved on the old handset. In addition, we are not responsible for any loss attributable to the relevant data.

- Have you removed the au IC card or memory card (microSD card, etc.) from the old handset?
Have you removed the strap or stickers?

* If you send an article other than that we specify, you will be deemed to have waived your right to it, and we will dispose of that article.

! Please be sure to return the old handset within the specified period.

In the event you cannot return the old handset within 14 days from receiving the replacement handset, you will be charged a penalty.

Penalty: ¥ 40,000

* If your old handset was lost or stolen but is later recovered, please return it.

* The above amount excludes tax.