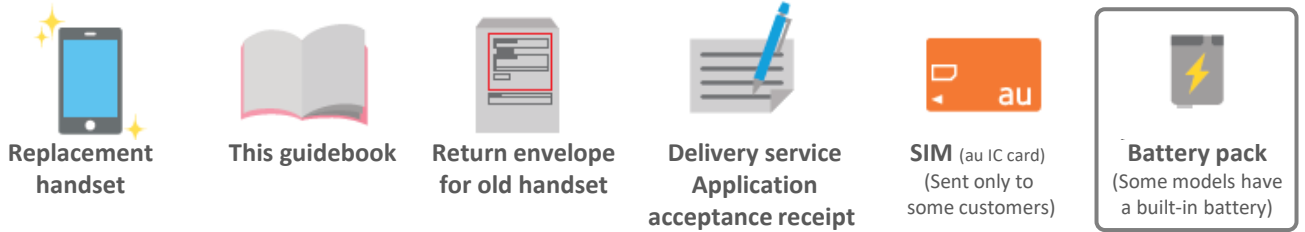


What to do when you receive a replacement handset

Check the contents of the package first



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.

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

Business hours: 9 a.m. to 8 p.m. (Everyday)
Repair and Delivery Support Center **0120-925-919**

1 Transfer address book, photo, LINE, and other data



Please be aware that the data may be lost if you do not transfer some applications such as LINE and SUICA before replacing an au IC card.

Use the Data Storage App to store data

■ Store the data on au server



■ Store on SD card



2 Set up 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.

Type that can be opened by inserting a pin

Use a SIM eject pin to pull out the tray.



What if I lose the SIM eject pin?

You can also use a paper clip as an alternative. Insert the tip of the paper clip into the hole in the au IC card tray. Insert it firmly and straight until the tray pops open.



* To remove the au IC card, please pay attention not to injure your finger and/or other part of the body with the tip of the paper clip.

* To avoid scratching the handset, please use a plug with the appropriate thickness for the insertion port.

Tray insertion type

Pull out the tray by hooking it with your fingernail.



Slot type

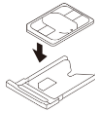
To remove the IC card, push lightly to release the lock. To install the card, gently push it directly into the slot to lock it.



Tray type

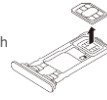
[Separated type]

This type has a dedicated tray for the au IC card, which is set separately from the SD card.



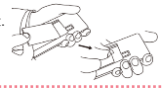
[Integrated type]

This type has a tray that can set both the au IC card and the SD card.



Back lid type

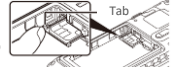
Open the back lid and remove the battery pack. There are two types of battery packs: one with the tray pulled out (or the slot cover raised), and one that is inserted directly into the slot. Please handle the battery pack according to your model.



Type to pull out the tray

How to remove the au IC card

- ① Place your finger on the tab and pull the tray straight out to remove it.



How to install the au IC card

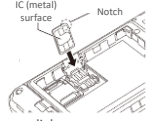
- ① Place your finger on the tab and pull the tray straight out.
- ② With the metal part of the au IC card facing up, place the card on the tray and push it inward.

* If you roughly install the pack when the tray is not fully inserted, the au IC card, tray, and battery pack may be damaged.

Type to slide and lift the slot cover

How to remove the au IC card

- ① Slide the slot cover with your finger, and then lift it up.
- ② Slide the card to remove it from the slot cover.
- ③ Slide the slot cover down and lock it with your finger until you hear a click.



How to install the au IC card

- ① Slide the slot cover with your finger, and then lift it up.
- ② Slide the card into the slot cover.
- ③ Slide the slot cover down and lock it with your finger until you hear a click.

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

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

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

3 Make the initial settings

- 1** Tap "開始する(Start)"
- 2** Tap "使用するWi-FiのID (Wi-Fi ID to use)"
- 3** Enter the Wi-Fi password and tap "接続(Connect)"
- 4** Tap "次へ(NEXT)"
- 5** Tap "クラウドからバックアップ (Back up from Cloud)"
- 6** Tap "メールアドレスまたは電話番号 (Email address or phone number)"
- 7** Enter your email address or phone number, then enter your Google account password
- 8** Confirm the contents while scrolling to the top, then tap "はい、追加します(Add)"
- 9** Review the "利用規約 (Terms of use)" and tap "同意する(I accept)"
- 10** Select the backup you want to restore. Select "復元しない(Do not restore)" if you don't need to restore or if you don't have any backup data
- 11** While scrolling to the top, make sure that the items you want to restore are checked, and then tap "復元(Restore)"
- 12** "Googleサービス(Google services)" is displayed

4 Transfer data from your old handset

Transfer the data of your smartphone/tablet from Data Storage App

Transfer data from au server

1 Tap "アプリ(Apps)"

2 Tap "お客様サポート (Customer support)"

3 Tap "データお預かり (Data storage)"

4 Tap "戻る(Transfer)"

5 Select the data you want to transfer and tap "戻る(Transfer)"

6 Tap "OK"

7 Tap "完了(Done)"

If you want to transfer data from another device, please do the following in step 5.

8 Tap "その他機種のデータを戻す (Transfer data from other devices)"

9 Select the data you want to transfer from the list

Transfer data from SD card

1 Tap "アプリ(Apps)"

2 Tap "お客様サポート (Customer support)"

3 Tap "データお預かり (Data storage)"

4 Tap "データ移行 (Transfer data (Click here to change model))"

5 Tap "機種変更はこちら (Change model)"

6 Tap "復元する(Restore)"

7 Select the device you want to restore

8 Tap "戻る(Transfer)"

9 Tap "OK"

10 Tap "完了(Done)"

★LINE Help Center
<https://help.line.me/line/?lang=en>



5 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.

Delete Google account

1 Tap "アプリ一覧 (Apps)"

2 Tap "設定 (Settings)"

3 Tap "アカウント (Account)"
Delete your Google account

★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.

Initialize (reset all) data

1 Tap "アプリ一覧 (Apps)"

2 Tap "設定 (Settings)"

3 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"
Tap "すべてを消去 (Erase everything)"

6

Return the old handset to us

Please put only the old handset in the return envelope, and

return it to us within 14 days

from receiving the replacement handset

Put the old handset only in the envelope



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

Enter the “Yu-Packet 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 **¥ 44,000**

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

*The above amount **includes tax**.

For comfortable use



1 Be careful of water leakage and dirt

Charging with dust or dirt adhering to the terminal may cause smoke/fire. In addition, it is very dangerous to allow liquids such as beverages to adhere to the terminal when they become dry, as the impurities may cause abnormal heat generation/burnout. Please make sure that there is no foreign object or moisture on the connector.



2 Give your handset a break by turning it off

Just like a computer, restarting your handset may solve the problem or make it run more smoothly. Turn off your handset once a day to give it a break.



4 Review your display and communication settings

If you feel that the battery life is low, review the brightness and time of the LCD screen. It is also recommended to turn off communication functions such as GPS, Wi-Fi, and Bluetooth® when not in use.



5 Don't forget to update the software

It adds useful new features, bug fixes, and improved security features. You will be able to use your handset more safely and comfortably..



6 Clear cache periodically

Cache is the data that is temporarily stored in your handset to speed up the operation of applications and the display of websites. If too much data is stored, the handset may become slow or unstable.

*The method of clearing the cache data differs depending on the handset you use. Please refer to the user's manual for details.



3 Use the charger specified for your phone model

Use a charger and connector specified for the model of your handset in order to ensure an efficient net power supply without placing a burden on the battery. Also, refrain from using your handset while charging it, as this may cause the battery to deteriorate.