

Galaxy S24 Ultra

SCG26

Basic Manual

"オンラインマニュアル (Online Manual)" (Japanese)

For detailed descriptions on various functions, scan the QR code on the right or use the "オンラインマニュアル (Online Manual)" (Japanese) on the product with the following operations.



On the home screen, flick up → [Samsung] → [取扱説明書 (Online Manual)]

Please keep the software up-to-date. For details on how to update the software, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) on the website of the contracted carrier.

For the latest information, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) on the website of the contracted carrier.

For the latest information on the product, refer to the following website: <https://www.samsung.com/jp/> (Japanese)

The software of the product may differ from the information in this guide depending on version upgrades, service changes, or termination. The contents of this manual are subject to change without notice in the future.

In this manual, "Galaxy S24 Ultra" is usually referred to as "the product".

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Manufactured by: Samsung Electronics Co., Ltd.

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The Company is not liable for any damages or lost profits resulting from failure to observe the described content of "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese), "Basic Manual" (this manual), information such as positioning obtained from the product's measurement sensor and GPS is for reference only and is not intended for purposes that require a high degree of reliability. Note that the Company assumes no responsibility for any damages or lost profits resulting from positioning errors.

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Malfunction, repair, or other handling of the product may result in changes or loss of captured or downloaded image data. The Company is not liable for any damage or lost income resulting from recovery of these data.

It is recommended you save the 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.

Data saved in the product, such as contacts, and images/videos, might be altered or lost in accident, fault, repair or mishandling. Be sure to keep a copy of important contents. Note that the Company assumes no responsibility for any damages or lost profits resulting from altered or lost contents.

Don't The rear cover of the product cannot be removed. Do not attempt to remove it. Also, do not attempt to remove the rear cover or force it into the product if the product is swollen caused by a swollen internal battery or other reason. Doing so may cause fire, burns, or injury.

No liquids Do not let the product get wet with liquids (drinking water, sweat, seawater, pet urine, etc.). May cause fire, burns, injuries or electric shocks, etc. For waterproofness, refer to the following: ▶P.43 "Precautions for Waterproofness/Dustproofness"

No liquids Do not put liquids (drinking water, sweat, seawater, pet urine, etc.) into the charging jack or the external connection terminal. May cause fire, burns, injuries or electric shocks, etc. For waterproofness, refer to the following: ▶P.43 "Precautions for Waterproofness/Dustproofness"

Do Use the optional equipment specified by the Company for the product. If you use something other than the specified equipment, or if the manufacturer, distributor, or specifications are unclear, then doing so may cause fire, burns, injuries or electric shocks, etc.

Don't Do not look at a flashing screen for a long time. May cause seizure or loss of consciousness, etc.

Don't Do not put liquids (drinking water, sweat, seawater, pet urine, etc.) or foreign objects such as metal fragments and flammable materials into SIM card slot. Please do not insert the SIM card in the wrong place or in the wrong direction. May cause fire, burns, injuries or electric shocks, etc.

Don't Do not expose the camera lens to direct sunlight, etc. for a long time. The light-gathering capabilities of the lens may cause fire, burns, injuries, etc.

Do When boarding an airplane, turn the product OFF or turn airplane mode ON. Follow the instructions of the respective airlines as there are restrictions on the use of these items on board the aircraft. Radio waves from the product may cause adverse effects on aircraft electronics. Prohibited acts in the use of the product on board an aircraft may be punishable by law.

Do When using the product in a medical facility, follow the instructions of the facility. Turn the product OFF in areas where use is prohibited. Radio waves from the product may cause adverse effects on electronic and medical electrical equipment.

18

Getting Ready

List of Packaged Items

- Main unit
- S Pen
- SIM card removal tool (sample)
- USB cable (CtoC) (sample)
- 取扱説明書 (Basic Manual) (Japanese)
- データ移行ガイド (Data Transfer Guide) (Japanese)

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- Please use specified charging equipment (sold separately).
- The battery is built into the product.
- The illustrations of the bundled products and the product used in this manual are just images for explanations. They may be different from the actual ones.
- The USB cable (CtoC) (sample) attached to the product corresponds to charge up to 3 A.
- When using a protective film, make sure that it is a product compatible with the fingerprint recognition sensor. If you attach a commercially available protective film on the display, fingerprint recognition may fail.

1

Note that content data (whether paid or free) and other data stored in the product cannot be transferred when the product is replaced due to malfunction or repair.

If an image is displayed for a long time, an afterimage may occur on the display but this is not a fault. To prevent afterimage and to conserve power, you are recommended to set the screen timeout time to a short time.

Although the display used by the product is made using high precision technology, some pixels (dots) might not light or are lit at all times. Please note that this is not a fault.

It is recommended that you keep a copy of the photo/video data and music data stored in the product on your computer or cloud service, etc. Note, however, that some data, such as data with copyright protection, cannot be copied even by the above means.

Do not discard the product together with regular trash. Please cooperate in the collection of the product (including optional accessories) when it is no longer needed to protect the environment and effectively use resources.

"The Company" as appears in this manual refers to the following companies:
The contracted carrier from which the product was released
SAMSUNG ELECTRONICS JAPAN Co., Ltd.
Manufactured by: Samsung Electronics Co., Ltd.

memo

- Reproduction of the content of this manual in part or in whole is prohibited.
- The content of this manual is subject to change without notice.
- Some functions of the product may become unavailable as a result of changes in OS specifications, changes or termination of services, etc.
- Every effort has been made in the preparation of this manual. In the unlikely event that you notice anything suspicious or omissions, please contact us.

7

Warning

Don't Do not subject the product to strong forces, impacts or vibration such as dropping, stepping on, or throwing it, etc. May cause fire, burns, injuries or electric shocks, etc.

Don't Do not allow conductive foreign objects (metal pieces, pencil lead, etc.) to come into contact with the charging jack or external connection terminals, and do not allow dust to get inside the product. May cause fire, burns, injuries or electric shocks, etc.

Don't Do not cover or wrap the product with bedding, etc. while using or charging the product. May cause fire or burns, etc.

Don't Do not stick metal objects (such as stickers that contain metal) on the wireless charger (sold separately) or the product. May cause fire, burns or injuries, etc.

Don't Do not place metal objects (such as straps and clips that contain metal) between the wireless charger (sold separately) and the product. May cause fire, burns or injuries, etc.

13

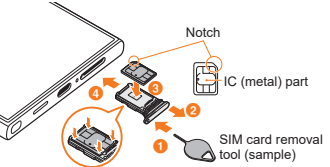
Do Always move the product away from your ear when making a call with the handsfree setting, when a loud ringtone is sounding, or when waiting for a call. In addition, when plugging in the earphones/microphone, etc. into the product, and playing games, videos or music, etc., set the volume to a moderate volume. When set to handsfree and talking, the product emits a loud sound. Even in the standby mode, ringtone and vibrator may work suddenly. Using continuously for a long time with too loud volume may cause a hearing loss, etc. And, accidents can also occur when the volume is too loud, making it difficult to hear surrounding sounds.

Do If you have weak heart, be careful when setting the vibrate ringtone (vibration) or ringtone volume setting. Surprised by sudden vibrate ringtone (vibration) or ringtone, it may cause harmful effect on heart.

Do When you use electronic medical equipment, check with the equipment manufacturer or distributor to determine how the equipment is affected by radio waves before using. Radio waves from the product may cause adverse effects on medical electrical equipment, etc.

19

Attaching the SIM card



Turning the Power On

1 Press and hold [] (Side button) for over 2 seconds



2 Swipe the screen up and down, left and right to unlock the screen



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○ Press and hold [] (Side button) and lower side of Volume button simultaneously for over 7 seconds, when the power cannot be turned off in the usual way or the screen freezes.

2

Safety Precautions (Observe Strictly)

■ Before using the product, read the precautions below to ensure safe use and handling.

■ These precautions are intended to protect you and others around you. Read and follow them carefully to avoid injury, damage to the product or damage to property.

■ The signs below differentiate between the levels of danger that can occur if the product is not used within the specified guidelines.

Danger	This sign denotes that "death or serious injury" ⁽¹⁾ may directly result from improper use".
Warning	This sign denotes that "death or serious injury" ⁽¹⁾ may result from improper use".
Caution	This sign denotes that "minor injury" ⁽²⁾ or property damage ⁽³⁾ to property may result from improper use".

- 1 Serious injury: Loss of sight, injuries, burns (high/low temperature), electric shocks, bone fracture, poisoning, etc. with subsequent complications or those that require hospitalization or prolonged hospital visits.
- 2 Minor injury: Injuries, burns (high/low temperature), electric shocks, etc. that do not require hospitalization or prolonged hospital visits.
- 3 Property damage: Severe damage to property or live stock/pets, etc.

8

Do When charging with the wireless charger (sold separately), remove the cover, etc. with which the product is equipped. The cover material, thickness, or foreign matter such as dust caught between the product and the cover may prevent proper charging, resulting in fire, burns, or injury.

Do Turn the product OFF near high-precision electronic control equipment or electronic equipment using low-power signals. Failure to do so may cause the equipment to fail or malfunction.
* Examples of electronic equipment to avoid: Hearing aids, implanted pacemakers or defibrillators, other electronic medical and other automatic control equipment, etc. Users wearing implanted pacemakers or defibrillators or other electronic medical equipment should check with the manufacturer or sales outlet about the effect of radio wave on the equipment.

Do If charging is not completed after the specified charging time, stop charging. Overcharging, etc. may cause fire, burns or injuries, etc.

Do Turn the product OFF and stop charging before entering a place where there is a possibility of flammable gases being generated or where there is a possibility of dust being generated. Ignition to flammable gas, etc. may cause explosion or fire, etc.

14

Do When the display or camera lens is accidentally broken, be careful of broken parts or exposed internal parts of the product. Touching broken or exposed part may cause burns, injuries, electric shocks, etc.

Do Should the internal battery leak or emit a strange odor, stop using the product immediately and move it away from fire. The leaked fluid may catch fire and may cause ignition or explosion, etc.

Do Take care to prevent pets and other animals from biting the product. The internal battery may ignite, explode, generate heat or leak and may result in fire, burns, injuries, etc.

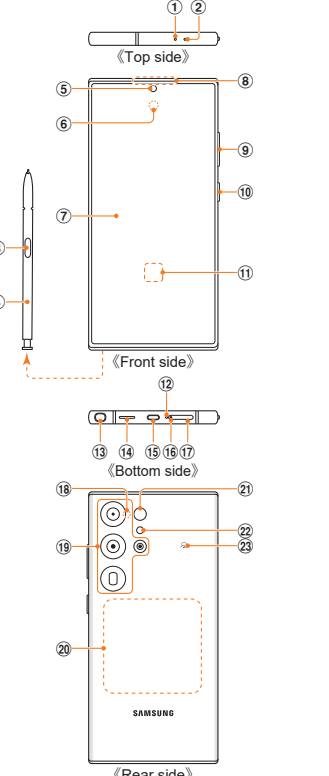
Caution

Don't For using a motion sensor, check the safety around, hold the product and do not swing it more than necessary. May cause injuries, etc.

Don't If the display is damaged and internal substance leaks out, do not make the substance contact with your skin of face or hands, clothes, etc. May cause eyes or skin problems, etc. If the substance gets into your eyes or mouth, etc. or comes into contact with your skin or clothes, rinse with clean water immediately. And if it gets into your eyes or mouth, etc., rinse with clean water and seek medical care immediately.

20

Names of Parts



Explanation of Prohibition and Mandatory graphical symbols used in this manual

Don't	Indicates an action that is not allowed.
No disassembly	Indicates that disassembly is not allowed.
No liquids	Indicates that use in a place where the product is likely to get wet or allowing the product to get wet is not allowed.
No wet hands	Indicates that handling with wet hands is not allowed.
Do	Indicates an action that must be obeyed at all times.
Unplug	Indicates that the power plug must be disconnected from the outlet.

9

Do When using in some facilities such as gas station, follow the instructions from each facility. Do not charge in gas station, etc. When using the product in a gas station, etc., be careful not to drop it, and especially not while refueling. Ignition to flammable gas, etc. may cause explosion or fire, etc.

Do If abnormalities such as unusual odor, noise, smoke, heat, discoloration, or deformation are observed while using, charging, or storing the product, take safety precautions and perform the following operations.
• Remove the power plug from the outlet.
• Turn the product OFF. If the above operations are not performed, this may cause fire, burns, injuries or electric shocks, etc.

Caution

Don't Do not use the product in a damaged condition. May cause fire, burns, injuries, etc.

Don't Do not place the product on an unstable surface, such as on a wobbly stand or on a tilted surface. Be especially careful when the product is in vibration mode. May fall and cause injuries, etc.

15

Don't Do not dispose of the product with regular trash. May cause fire, burns, injuries, etc. Environmental damage may also be caused. If the product becomes no longer needed, follow the instructions given by the collecting municipalities.

Don't If material inside the internal battery leaks, do not get it on your face, hands, or other skin or clothing. May cause eyes or skin problems, etc. If material inside the internal battery gets into your eyes or mouth, or on your skin or clothing, rinse immediately with clean water. If it gets into your eyes or mouth, etc., rinse with clean water and seek medical care immediately.

Don't When removing a SIM card, be careful of the tip of the SIM card removal tool (sample) to avoid damaging fingers or other body parts. Touching the tip of the SIM card removal tool (sample) may cause injuries, etc.

Do To use the product in a car, check with the automobile manufacturer or dealer to determine how the product is affected by radio waves before using. In some vehicle models, radio waves from the product may cause adverse effects on in-vehicle electronic equipment, in which case, stop using the product immediately.

21

- 1 Mouthpiece/Microphone (upper)¹⁾
- 2 Vent hole¹⁾
- 3 Pen button
- 4 S Pen
- 5 Front camera
- 6 Proximity/Light sensor²⁾
- 7 Display (touch panel)
- 8 Receiver/Speaker³⁾
- 9 Volume button
- 10 [] (Side button)
- 11 Fingerprint recognition sensor²⁾
- 12 Mouthpiece/Microphone (lower)¹⁾
- 13 S Pen slot
- 14 Speaker¹⁾
- 15 USB Type-C™ connection terminal (external connection terminal)
- 16 Tray eject hole
- 17 SIM card tray
- 18 Microphone (rear)¹⁾
- 19 Rear camera
- 20 Wireless charging position
- 21 Range AF sensor
- 22 Flash/Light
- 23 mark

¹⁾ Be careful not to block this area with your fingers or other objects. Related functions may not work properly. Do not accidentally insert the SIM card removal tool (sample), etc., as this may cause damage.

²⁾ Do not cover this with stickers or other materials. Functions may not work correctly.

³⁾ The product uses this for both a receiver and a speaker.

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○ The antenna is built into the main unit. For the antenna position, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) on the website of the contracted carrier.

4

Precautions common to the product main unit, internal battery, charging equipment, SIM card, S Pen, accessory devices

Danger

Don't Do not use, store, or leave the product in a place subject to high temperature or in places where heat builds up (such as close to fires or heating devices, inside kotatsu or bedding, under direct sunlight, or in a car on an extremely hot day). May cause fire, burns, injuries or electric shocks, etc.

Don't Do not place the product in or near microwave ovens, induction cookers or other heaters, pressure cookers or other high-pressure vessels. May cause fire, burns, injuries or electric shocks, etc.

Don't Do not pour sand, soil or mud on the product or place the product directly on sand, soil or mud. Avoid touching the product with a hand covered with sand, etc. May cause fire, burns, injuries, electric shocks, etc. For waterproofness/dustproofness, refer to the following: ▶P.43 "Precautions for Waterproofness/Dustproofness"

10

Don't Do not use or store the product in damp, dusty or hot areas. May cause fire, burns, or electric shocks, etc. For waterproofness/dustproofness, refer to the following: ▶P.43 "Precautions for Waterproofness/Dustproofness"

Don't Children using the product should be instructed in proper operation by an adult. Make sure they use the product correctly. May be accidentally swallowed, or cause injuries, electric shocks, etc.

Don't Do not place the product within reach of infants or where pets can touch it. Please pay particular attention to the storage places for small parts such as SIM card tray and SIM card removal tool (sample), etc. May be accidentally swallowed, or cause injuries, electric shocks, etc.

Do Note that the temperature may become high when the product is used continuously or when the product is being charged. Also, be careful not to continuously touch the product by placing it in a pocket of your clothing or falling asleep. The temperature of the product or designated charging equipment (sold separately) may become high during continuous use or charging, such as when using applications, making calls, communicating data, or watching videos. Continuous direct contact with high-temperature areas may cause skin redness, itching, rash, or low-temperature burns depending on your constitution or physical condition.

16

Do 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 parts materials ▶P.33 "Material List"

Do Be sure to check that there are no metal fragments (such as cutter blades or staples) adhered to the magnetic parts used in the speaker, front camera, rear camera and vibrator, etc. of the product. Adhesion of such fragments may cause injuries, etc.

Do When watching the display, take a certain distance from the display in a fully bright place. Watching the display in the dark or watching too close may cause diminished eyesight, etc.

Charging equipment

Warning

Don't Do not use the specified charging equipment (sold separately) or the wireless charger (sold separately) code if it gets damaged. May cause fire, burns or electric shocks, etc.

Don't If you hear thunder, do not touch the specified charging equipment (sold separately) or the wireless charger (sold separately). May cause electric shocks, etc.

22

Notes on Usage

For Using the Product

Before you start using the product, be sure to read the "Safety Precautions" to ensure correct use. Before assuming a malfunction, please refer to the "故障とお考えになる前に(Troubleshooting)" from "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

• Communication is not possible even inside the service area in places where the signal does not reach (for example, tunnels and basements). Also, communication may not be possible in places with poor reception. Please note that communication may be interrupted if the product is moved to a location with poor reception during communication.

• Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though 5G/LTE/WiMAX 2+/CSM/LTE-S system has highly secure confidential communication features.)

• Only VoLTE (LTE network) is available when connecting to Japanese emergency services.

• While the product supports the au World Service, each network service described in this manual varies depending on the area and service content.

• Since the 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.

• The IMEI information of your phone is automatically sent to carrier for maintenance and monitoring operational status of the product.

• To use the product overseas, check the condition such as regulations of the country/region in advance.

Don't Do not charge the product if it is wet with liquids (drinking water, sweat, seawater, pet urine, etc.). Also, do not charge the product in a place exposed to water such as in a bathroom or near a humidifier. May cause fire, burns, injuries, electric shocks, etc. For waterproofness, refer to the following: ▶P.43 "Precautions for Waterproofness/Dustproofness"

Don't Do not apply strong pressure to the product or break it. Do not bump or pinch the product against objects, especially when carrying it in a clothing pocket. Damage to the internal battery may cause fire, burns, or injury.
* Examples to avoid:
- Sitting or squatting with the product put in the pocket of trousers or skirt
- Clipping the product to a door or car door with the product in a jacket pocket
- Stepping on the product on a soft object such as a sofa, bed, or bedding, or on the floor
- Inserting the product into the seat of a train, bus, or other seat

No disassembly Do not attempt to disassemble or modify the product. May cause fire, burns, injuries or electric shocks, etc.

Don't Do not remove the internal battery in the product. May cause fire, burns or injuries, etc.

11

Main unit

Danger

Don't Do not put the product in a fire or attempt to heat it. May cause fire, burns or injuries, etc.

Don't Do not puncture with a sharp object (nail, etc.), strike with a hard object (hammer, etc.), stomp on, or apply excessive force on the product. May cause fire, burns or injuries, etc.

Do If the substance inside the product gets into your eyes or mouth, etc., rinse with clean water and receive medical care from a doctor immediately. The substance inside the product may cause loss of sight or poor health, etc.

Warning

Don't Do not turn on or emit light with the light emitting part of the flash/light close to a person's eyes. In particular, keep a sufficient distance away from infants. This can cause vision problems. It may also cause dizzy or startled eyes, which may result in injury.

Don't Do not turn on or emit the flash/light toward the drivers of car, etc. May disturb driving and cause accident, etc.

17

Don't Do not short the charging jack while it is connected to the outlet. Do not touch the charging jack with a part of your body such as your hand or finger. May cause fire, burns or electric shocks, etc.

Don't Do not pull or place a heavy object on the power cord of the specified charging equipment (sold separately) or the wireless charger (sold separately). May cause fire, burns or electric shocks, etc.

Don't When plugging or unplugging the specified charging device (sold separately) into the outlet, do not allow metal objects to come into contact with it. May cause fire, burns or electric shocks, etc.

Don't Do not connect the voltage converter (travel converter for overseas travel, etc.) to the specified charging equipment (sold separately). May cause ignite, heat or electric shocks, etc.

Don't Do not apply excessive force to the product connected to the specified charging equipment (sold separately). May cause fire, burns, injuries or electric shocks, etc.

Don't Do not charge any parts wet with liquids (drinking water, sweat, seawater, pet urine, etc.) with the wireless charger (sold separately). Also, do not charge the product in places exposed to water such as in a bathroom or near a humidifier. May cause fire, burns, injuries or electric shocks, etc.

23

Do not touch the code of the specified charging equipment (sold separately), USB cable, charging jack, power plug or wireless charger (sold separately) with wet hands.
May cause fire, burns or electric shocks, etc.

Only use with the specified power source and voltage.
When charging the product overseas, use the specified charging equipment (sold separately) that can be used overseas.
If incorrect power source and voltage is used, this may cause fire, burns or electric shocks, etc.

AC adapter (sold separately): 100 VAC (Connect only to household AC outlets)
AC adapter for global use (sold separately): Between 100 VAC and 240 VAC (Connect only to household AC outlets)

Wipe off any dust that accumulates on the power plug.
If the product is used with dust adhering to it, this may result in fire, burns, or electric shocks, etc.

When plugging the specified charging equipment (sold separately) into an outlet, plug it in securely.
If not firmly inserted, this may result in fire, burns, or electric shocks, etc.

24

Caution

Do not swing the product holding S Pen when it is attached to the main unit of the product.
May cause accident such as injuries, etc.

Do not dispose with regular trash.
May cause fire, burns, injuries, etc.
Environmental damage may also be caused. If S Pen becomes no longer needed, follow the instructions given by the collecting municipalities.

To use the product in car, check with automobile manufacturer or dealer to determine how S Pen is affected by radio waves before using.
In rare cases, using S Pen in some vehicle models can cause the vehicle's electronic equipment to malfunction. In that case, stop using the product immediately.

If you develop skin problems, stop using S Pen immediately, and see a doctor.
Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.
For parts materials ▶P.33 "Material List"

30

- Clean the product with a soft dry cloth (such as an eyeglass cleaner). Scrubbing the display strongly with a dry cloth may scratch the display. The display may be stained if splash or smear is left attached to the surface. Wiping the product using alcohol, thinner, benzene, detergent, glass cleaner, etc. might erase the printing on the outer casing or cause discoloration.
- Use the product as far away as possible from a landline phone, TV, radio, etc., may cause affect the product.
- The product may become warm while charging etc., depending on the situations, but this is not abnormal.
- Do not place the product near corrosive chemicals or in places where corrosive gas is generated. Doing so may cause a fault.
- Do not disassemble, modify or repair the product (including the S Pen). Doing so might cause fault. Modification of phones is in violation of the Radio Law and the Telecommunications Business Act.
- Do not use the product while walking or driving a car or riding a motorized bicycle or a bicycle. Using the product while driving a car or motorcycle is prohibited by law. Use of the product while riding a bicycle may be punishable by some regulations.
- When charging the product, do not exceed the rating of the outlet or wiring fixture with overloaded sockets, etc.

36

SIM card removal tool (sample)

- Do not force the SIM card removal tool (sample). Doing so might cause it to break or damage.
- When disposing of it, follow the rules regarding disposal in your area.
- Do not use the SIM card removal tool (sample) for any other purposes except for what is written in this manual, also do not use it on other mobile device. Doing so might cause the mobile device to break or damage it.

USB cable (CtoC) (sample)
Do not use the USB cable (CtoC) (sample) for any other purposes except for data transfer of the product. Doing so might cause the mobile device to break or damage it.

Camera
When shooting important occasions, take a trial shot and check the shot image to make sure it is correctly shot.
Do not use the camera in places where shooting is not allowed.

Copyrights and rights of portrait
You are not allowed to copy, distribute, publish, modify or edit the data you shot, recorded or downloaded using the product without the consent of the copyright holder, except for permitted by copyright law such as reproduction or quotation for private use. In addition, do not use or modify portraits or names of other individuals without their consent, as it might infringe on rights of portrait. Note that shooting and recording may be restricted at some live performances, shows and exhibitions even for purpose of private use.
Be careful about the copyright and portrait right when publishing your photos on the Internet, websites, etc.

42

When unplugging the power plug from the outlet, do not apply excessive force such as pulling on the cable of the specified charging equipment (sold separately), but rather hold the adapter and pull it out.
If the specified charging equipment (sold separately) cord is pulled on, this may result in scratches the cord, fire, burns, or electric shocks, etc.

If you have electronic medical equipment such as an implanted cardiac pacemaker or an implanted cardioverter-defibrillator equipped, consult a doctor about the use of the wireless charger (sold separately).
Radio waves from the product may adversely affect the operation of medical electrical equipment.

When connecting or disconnecting the specified charging equipment (sold separately) to or from the product, do not apply excessive force such as pulling on the cable, and connect or disconnect the cable straight to or from the terminal to which it is connected.
Failure to properly connect or disconnect the power cord may result in fire, burns, injuries, electric shocks, etc.

Immediately discontinue use if the charging jack is bent or deformed. Do not try to straighten and re-use a deformed charging jack.
The short of the charging jack may result in fire, burns, injuries, electric shocks, etc.

25

SIM card removal tool (sample)

Warning

The tip of the SIM extraction pin (sample) is sharp. Do not use the pin against yourself or others.
Doing so might hit yourself or other people resulting in injuries or loss of sight.

Caution

If you experience any skin problems as a result of using the SIM card removal tool (sample), stop using it immediately and seek medical attention.
Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.
For parts materials ▶P.33 "Material List"

Store the SIM card removal tool (sample) in a place where babies and infants or pets cannot reach.
If it is accidentally swallowed, it might result in suffocation or injuries, etc.

31

Main unit

- The battery for the product is built-in and cannot be replaced by yourself. Please contact the "Inquiries" in the end of this manual to replace the battery.
- Never use modified product. Use of a modified device violates the Radio Law and the Telecommunications Business Act. The product is compliant with rules on the technical standard conformance of specified wireless equipment based on the Radio Law and rules on the technology regulatory compliance of terminal device based on the Telecommunications Business Act. As proof of this, the "Technical Conformity Mark" is indicated in the product.

How to confirm: On the home screen, flick up → [Settings] → [About phone] → [Regulatory information]

If the modifications are made to the internal components, the certification of conformity with technical regulations will become not valid. Never use the product without the valid certification. Doing so violates the Radio Law and the Telecommunications Business Act.
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 magnetism close to the product might cause false operation.
Do not bring the product close to magnetized objects such as cash cards, credit cards, and prepaid cards. Doing so might result in loss of recorded content.

37

Precautions for Waterproofness/Dustproofness

- The product is waterproof and dustproof when the SIM card tray and S Pen (S Pen compatible model) are fully installed. For details on the waterproof and dustproof performance of the product, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).
- Before using the product, thoroughly read the "Important precautions" for proper use. Failure to observe the safety precautions may allow water, sand or other foreign objects to enter the product interior and cause overheating, ignition, electric shocks, injuries, malfunction, etc.
- The Company does not guarantee actual operations under all states. Malfunctions deemed to be caused by inappropriate operation by the customer are not covered by the warranty.

43

Leave the power plug unplugged from the outlet when not using the specified charging equipment (sold separately).
If the power plug is left plugged in, this may cause fire, burns, injuries, electric shocks, etc.

Immediately unplug the specified charging equipment (sold separately) from the outlet if water or other liquids (drinking water, sweat, seawater, pet urine, etc.) get into the specified charging equipment.
Adhesion of such fragments may cause fire, burns or electric shocks, etc.

Always unplug the power plug from the outlet when cleaning the product.
Cleaning while still plugged in may cause fire, burns or electric shocks.

Caution

Do not touch a specified charging equipment (sold separately) continuously that has been connected to the outlet.
May cause burns, etc.

SIM card

Caution

Be careful of the cut surface so as not to injure fingers or other body parts when handling SIM card.
The cut surface may be sharp, which may cause injuries, etc.

26

USB cable (CtoC) (sample)

Warning

Please use the product in a place where it is not directly exposed to liquids such as water or pet urine.
May cause overheating, fire, electric shocks, injuries or short circuiting of electronic circuits.

Caution

If you experience any skin problems as a result of using the USB cable (CtoC) (sample), stop using it immediately and seek medical attention.
Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.
For parts materials ▶P.33 "Material List"

32

- Water droplets (called condensation) may form inside the product if it is suddenly moved from a cold to a warm place, or if it is used in a humid place or near an air conditioner vent, where the temperature changes rapidly. Please note that using the product under such conditions may cause corrosion or malfunction due to moisture.
- Do not cover the proximity/light sensor with your finger or put a sticker on it. If you do so, the light sensor may not be able to respond to ambient light and may not work properly.

Touch Panel

- The touch panel is designed to be touched lightly with fingers. Do not press hard on the touch panel with your fingers or press pointed objects (such as fingernails, ballpoint pens and pins) against the touch panel.
- The touch panel may not operate properly if stickers or sheets (such as commercially available protective films or peep-proof sheets) are attached to the display. In addition, since the fingerprint recognition sensor of the product is built into the display, it may not be possible to register or authenticate fingerprints.
- When using a protective film, make sure that the protective film is compatible with the fingerprint recognition sensor.
- Fingerprint authentication may fail if a commercially available protective film is attached to the display.
- When carrying the product in your pocket or bag, be aware that the touch panel may malfunction if conductive materials such as metal come close to the touch panel.

38

Important precautions

- The SIM card tray and S Pen (S Pen compatible model) must be fully installed. The tray and S Pen (S Pen compatible model) must be completely closed to ensure waterproof performance.
- Never open or close the SIM card tray when your hand or the product is wet.
- Do not immerse the product in or splash the product with liquid other than tap water (seawater, pool, hot spring, soap water, detergent water, water with bath salts in it, alcohol, beverages, seasonings, etc.). Also, do not use the product in places subject to splashing with pet urine. If those liquids get on the product, wash it with clean water, wipe it with a soft, clean cloth, and allow it to dry completely before using it to maintain its waterproof performance.
- Do not place the product directly on beach sand, etc. Sand or other small particles might get inside the speaker, etc., causing the volume to drop. If sand gets into the interior of the product, it might cause overheating or a fault.
- Do not use the product underwater or strike it against the surface of the water. Some functions such as touch operation may not work.
- Do not use or store the product in a bathroom, kitchen or other highly humid areas for a prolonged period.
- There may be some water remaining on the product even after draining it. The product can be used normally, but remember to keep it away from objects you do not wish to get wet. Also be careful as your clothes, bag, etc. may get wet from the water remaining on the product.

44

Use of the product near medical equipment and inside a medical facility

Warning

Wearers of the electronic 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 from the product may cause adverse effects on the operation of medical electrical equipment.

When electronic medical equipment other than implanted pacemakers or defibrillators are in use outside of medical facilities such as in home care settings, check with the device manufacturer to determine how the device is affected by electrical signals.
Radio waves from the product may cause adverse effects on the operation of medical electrical equipment.

If there is a risk that you may be unable to move freely, or that you may be within 15 cm of people around you, please switch the product to a state that does not emit radio waves (e.g., Airplane mode or power off) before you use it.
There may be wearers of medical equipment such as implanted pacemakers or defibrillators around you. Radio waves from the product may cause adverse effects on the operation of medical electrical equipment.

27

Material List

Main unit

Part	Material	Surface treatment
Display (touch panel)	Glass	Corning® Gorilla® Amor
Exterior case (side, top, bottom)	Titanium	Titanium Gray; - Titanium Black: PVD
SIM card tray	PC	-
SIM card tray (side)	Titanium	Titanium Gray; - Titanium Black: PVD
SIM card tray (rubber gaskets)	Silicone	-
Rear cover	Glass	AF coating
Side button, Volume button	Aluminum	Anodizing
Rear camera window, Range AF sensor window	Glass	AF coating
Rear camera surrounding area, Range AF sensor surrounding area	Aluminum	Anodizing
USB Type-C connection terminal	Corson Alloy	Palladium-nickel plating

33

Internal battery



(The internal battery of the product is a lithium-ion battery)
The internal battery is not fully charged at the time of purchase. Charge the battery before using the product.

- Extreme high or low temperatures, such as leaving the product in a closed car during the summer, will reduce the capacity of the internal battery and shorten the time it can be used. This will also shorten the life of the internal battery.
- Use the product at room temperature as much as possible.
- If you use the product (such as using apps) for a long time while charging, the lifespan of the internal battery will be shortened.
- The internal battery gradually discharges after charging, even if the product is not used. Overcharging may make it impossible to recharge the battery after a long period of inactivity, so regular recharging is recommended.
- When storing the product, do not store it in the following conditions, as this may reduce the performance and lifespan of the internal battery.
 - Storage in a fully charged state (immediately after charging is complete)
 - Storage in a state where the battery is empty (a state in which the battery is so consumed that the product cannot be turned on)
- Depending on the use condition, the internal battery may be inflated as it comes close to the end of its service life. This is a characteristic of lithium-ion batteries and is not a safety issue.

39

- If water accumulates in the speakers or other parts of the product, making it temporarily difficult to hear sound, drain the water.
- Do not apply high water pressure directly to the product or submerge it under water for long periods of time, as it is not designed to withstand water pressure.
- Do not wash the product using a washing machine or ultrasound cleaner.
- Do not immerse the product in a bathtub. The product is not heat resistant.
- Abrupt temperature changes may cause condensation to form and may result in malfunctions. Wait for the product to reach normal temperature when taking it into a warm bathroom, etc. from cold areas.
- The product does not float in water.
- Do not charge the product in the bathroom.
- If the product gets wet, drain the water and wipe off the water with a soft, dry, clean cloth.
- Waterproof/dustproof performance is not permanently maintained, and performance may deteriorate due to natural deterioration resulting from period of use or operating environment.

For details, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

When using the product in a medical facility, be sure to observe the regulations of the facility.
Radio waves from the product may cause adverse effects on the operation of medical electrical equipment.

S Pen

Danger

Do not put S Pen in a fire or attempt to heat it.
May cause fire, burns or injuries, etc.

Do not puncture with a sharp object (nail, etc.), strike with a hard object (hammer, etc.), stomp on, or apply excessive force on S Pen.
May cause fire, burns or injuries, etc.

If the substance inside S Pen gets into your eyes or mouth, etc., rinse with clean water and receive medical care from a doctor immediately.
The substance inside S Pen may cause loss of sight or poor health, etc.

Warning

Do not point S Pen toward others.
May cause injuries or loss of sight, etc.

28

Part	Material	Surface treatment
USB Type-C connection terminal surrounding area	LCP	-
Speaker	Titanium	Titanium Gray; - Titanium Black: PVD

S Pen

Part	Material	Surface treatment
Main unit	PC	Painting
Pen button	Aluminum	Anodizing
Knock part	Aluminum	Anodizing
Pen tip	Elastomer	-

SIM card removal tool (sample)

Part	Material	Surface treatment
Main unit	SUS304	Barrel polishing

USB cable (CtoC) (sample)

Part	Material	Surface treatment
Cable	TPE	-
Plug (metal part)	SUS304	Nickel plating
Plug (outer covering)	PC	-

34

- The internal battery is a consumable item. If the performance of the internal battery does not recover (for example, the usable time after each charge has become extremely short, the internal battery is swollen, etc.), stop using the battery as it is at the end of its service life. As the battery is built-in, please check the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) or our website, and contact your carrier to replace the battery. Battery life varies depending on usage conditions and other factors.

SIM card

- Do not forcibly remove or insert the SIM card.
- You are responsible for any damage caused by inserting your SIM card into some other IC card reader/writer, etc.
- Do not put stickers, etc. on the SIM card.
- Do not insert an SIM card to which a conversion adapter is attached. Doing so may cause a fault.
- Do not perform actions that may damage the SIM card (for example, using in high temperature areas, tossing into fire, allowing foreign matter to come into contact with metal part, subjecting to shock, bending, applying heavy load, getting wet, etc.). It may cause data loss or other malfunctions.

S Pen

- Do not intentionally subject the S Pen to strong shocks such as strong pushing or tapping. Doing so may cause scratches or damage to the S Pen.
- Do not subject the S Pen to strong impacts by dropping, throwing, or stepping on it. Doing so may cause it to misoperate.
- Do not use the S Pen if the tip is chipped or chiseled. Doing so may damage the display or cause the display to misoperate.
- Do not use a touch pen or S Pen that is not specified. Doing so may damage the display or cause the display to misoperate.

40

Charging

- Accessories and optional devices are not waterproof. Check the following before and after charging.
 - Never try to charge the product when the product is wet. Doing so may cause fire, burns, injuries, electric shocks, etc.
 - Make sure that the product is not wet. To charge the product after it has been wet, drain the water thoroughly and wipe any remaining water using dry clean cloth.
 - Do not touch the specified charging equipment (sold separately) with wet hands. Doing so may cause electric shock.
 - Do not use the specified charging equipment (sold separately) in a bathroom, shower room, kitchen or lavatory. Doing so may cause fire, burns, injuries, electric shocks, malfunction, etc. Do not bring the product into a bathroom, etc. even when you are not charging it. Doing so may cause fire, burns, injuries, electric shocks, malfunction, etc.

Draining water when the product gets wet

For details of draining water when the product gets wet, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

46

Follow the instructions of the respective airlines as there are restrictions on the use of these items on board the aircraft.
Radio waves from this product may cause adverse effects on aircraft electronics.
Prohibited acts in the use of the product on board an aircraft may be punishable by law.

When using S Pen in a medical facility, follow the instructions of the facility. Insert the S Pen in the product and turn off the product.
Radio waves from the product may cause adverse effects on electronic and medical electrical equipment.

When you use electronic medical equipment, check with the equipment manufacturer to determine how the equipment is affected by radio waves before using.
Radio waves from this product may cause adverse effects on medical and electrical equipment.

Take care to prevent pets and other animals from biting the S Pen.
The battery may ignite, explode or generate heat and may result in fire, burns, injuries, etc.

29

Handling Precautions

The following precautions are the main items that provided to prevent the product from getting a malfunction and to ensure that performance can be fully demonstrated. Thoroughly read these precautions to ensure correct use. For details, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

Precautions common to the main unit, internal battery, charging equipment, SIM card, S Pen, accessory devices

- In the following cases, do not use them in places that have extremely hot or low temperatures, or high humidity. (Use within an ambient temperature range of 5 °C to 35 °C and a humidity range of 35% to 85%. However it can be provisionally used if it is 36 °C to 40 °C.)
 - The product main unit (including the S Pen)
 - SIM card (when attached to the product main unit)
- In the following cases, do not use the product in extremely hot, cold or humid places. (Use within an ambient temperature range of 5 °C to 35 °C and humidity range of 35% to 85%.)
 - Charging equipment
 - Accessory devices
- Clean the charging terminal and external connection terminals occasionally with a dry cotton swab, ect. Dirt may cause poor contact. Do not apply strong force to deform the charging jack or external connection terminal at this time.

35

- Do not use the S Pen with other devices as this may cause malfunctions or damage to the S Pen or device.
- Use the S Pen without excessive force; placing the S Pen in a luggage packed with many things or sitting on it in a clothing pocket may cause the S Pen to break or malfunction.
- When the S Pen is not in use, attach it to the product.
- Please note that bringing magnetic cards, speakers, TVs, accessories with magnets, or other magnetic devices close to the S Pen may cause the S Pen to malfunction.
- The S Pen has an internal battery, which cannot be replaced by the customer.
- After the S Pen's internal battery is charged, it gradually discharges even if the S Pen is not being used. The battery is charged when the S Pen is inserted into the product.
- Never use a modified S Pen. Use of a modified S Pen violates the Radio Law. The S Pen is compliant with rules on the technical standard conformance of specified wireless equipment based on the Radio Law. As proof of this, the "Technical Conformity Mark" is indicated as the following.



41

Notes on using Bluetooth®/Wireless LAN (Wi-Fi®) Functions

- The connections between the product and all other Bluetooth® and wireless LAN (Wi-Fi®) devices have not been confirmed. Therefore, connections with all Bluetooth® and wireless LAN (Wi-Fi®) devices are not guaranteed.
- The product supports security features for wireless communications that are compliant with the Bluetooth® and wireless LAN (Wi-Fi®) standard specifications, but the security may not be sufficient depending on the usage environment and configuration. Be careful when making data communication using Bluetooth® or wireless LAN (Wi-Fi®) function.
- Wireless LAN (Wi-Fi®) has the advantage that it can be freely connected anywhere within the radio wave range, as it uses radio waves for exchanging information. At the same time, there is a risk that a malicious third party may obtain unauthorized access if security settings have not been configured. You are recommended to configure security settings before using wireless LAN (Wi-Fi®) at your decision and responsibility.
- The Company assumes no responsibility for leakage of data or information that may occur during Bluetooth®/wireless LAN (Wi-Fi®) communication.
- Since Bluetooth® and wireless LAN (Wi-Fi®) functions use the same frequency band, using the both functions at the same may cause radio wave interference resulting in decreased communication speed or disconnection from the network. If connection fails, stop using either of the Bluetooth® and wireless LAN (Wi-Fi®) functions.

47

Notes on Data Communication Charge

- Since a constant Internet connection is possible with the product, data communication may be performed automatically by some applications, resulting in high data communication charges. Therefore, subscription to a data communication charge discount service or flat rate plan is recommended.
- Communications that occur when browsing websites, downloading applications, etc., communicating with applications, sending/receiving e-mails, and performing various settings on the product are connected via the Internet, and data communications will be charged.

Notes on Call Charge

- When you end a call, please make sure that the call is disconnected by performing the call ending operation. If you forget the call ending operation, the call charge will be high.

48

Take Your Manners with You as Well

The product must not be used in the following places!

- Do not listen to music or watch videos while driving a car or riding a motorized bicycle, bicycle, etc. Use of the product while driving a car or motorized bicycle is prohibited by law (use while riding a bicycle may also be punishable by law, etc.). Also, please pay close attention to the traffic around you even when walking. Using a phone makes it difficult to hear the sounds around you and may cause a traffic accident if you are distracted by the display. Please be especially careful at railroad crossings, station platforms and pedestrian crossings.
- Follow the instructions of the respective airlines as there are restrictions on the use of these items on board the aircraft.

49

Appendix

After-Sales Service

When asking for repair

For repair, please contact the Repair and Delivery Support Center.

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

- The warranty is valid for one year from the day that you first buy the product.

- Before handing in the product for repair, make a backup of the contents of storage 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 storage be altered or lost.
- Recycled parts that meet the Company's quality standards are sometimes used for repair.
- Mobile devices used up to now that are collected by the replacement phone delivery service are reused as replacement mobile devices after being reconditioned and repaired. In addition, mechanical parts replaced by the after-sales service are collected and recycled by our company. Therefore, they cannot be returned to customers.

50

- The product which is processed, remodeled, analyzed (including by modifying or analyzing the software (including by rooting etc.), reverse engineering, decompiling), or repaired by an unauthorized repair office is not covered by the warranty and repair may be refused.
- The battery in the product is the consumable items and are not covered by the warranty.
- Accessories (except for the S Pen) and samples other than the product main unit are not covered by the free-of-charge repairs warranty.

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.

Free-of-charge repair warranty

- When you contact the repairs help desk, have the serial number (IMEI number) ready. You can find the serial number (IMEI number) on the product or on a sticker attached to the box the product is sold in.
- If the product malfunctions during the warranty period and during normal use that follows the precautions listed in the instruction manual, the Company will repair the product for free.
- Repairs will not be free of charge in the following cases, even during the warranty period. (Or repair may not be possible.)
 - If you did not follow the instruction manual and use the product correctly.
 - If the product broke or was damaged by unauthorized repairs or modifications.
 - If you had the product repaired at a facility that is not an authorized repair facility as designated by the Company.

51

- If the product breaks or is damaged because of an accident or your own negligence when you are using or handing the product. Alternatively, there are indications that the product was dropped, got wet, damp, or the like.
- If the product breaks or is damaged because of natural disasters, such as earthquakes, wind and flood damage, fire, damage from salt, or abnormal voltage.
- Depending on how damaged the product is, repair may not be possible.
- The Company assumes no responsibility for any damages or lost profits incurred as a result of the failure of the product's equipment.
- The Company assumes no responsibility if an accident occurs in the event that you connect a device that is not designed to be used with the product.
- The company does not offer on-site repairs.
- This warranty is valid only in Japan.

- This warranty guarantees free repair based on the period and conditions listed above. Therefore, customers' legal rights against the issuer of this warranty and other business are not restricted by this warranty.

52

Repair and Delivery Support Wide with Cloud

To ensure long-term reliable use of au/UQ mobile devices, we offer a monthly membership after-sales service program called "Repair and Delivery Support Wide with Cloud".

- This is a service that extends coverage for all kinds of problems, including breakdown, theft, and loss. For details of monthly usage fee and services, refer to the au/UQ mobile website.
- For customers with au contracts <https://www.au.com/mobile/service/kosho-funshitsu-wide-cloud/> (Japanese)
- For customers with UQ mobile contracts <https://www.uqwimax.jp/mobile/plan/option/repair-wide-cloud/> (Japanese)
- Service contents are subject to change without notice.

SIM card

The SIM card is lent to you by contracted carrier. In case of loss or damage, the card will be replaced at your expense. When malfunction is suspected, or in case of theft or loss, contact the "Inquiries" in the end of this manual.

FCC RF Exposure Information

The product has been certified of Federal Communications Consortium (FCC). For details, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

53

Export Administration Regulations

The 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. Export Administration Regulations may apply to the product and its accessories. To export and re-export the 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 or the U.S. Department of Commerce.

54

Intellectual Property Rights

Trademarks

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- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.

Wi-Fi

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55

<For customers with au contracts>

au Support

App/Website

■ My au app
This app allows you to easily check your monthly bill, data usage (giga), contract information, points, etc. All procedures and inquiries can be handled smoothly.

Check here to download

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

■ au Support (web)
There are various support information that will be useful when you are in trouble.

Check here to download

URL <http://kddi-l.jp/3yO> (Japanese)

■ Message
Consultation is easy anytime, anywhere via chat! AI will respond quickly 24 hours a day, and advisors will respond in detail.

Check here to download

URL <http://kddi-l.jp/Q3o> (Japanese)

<For customers with UQ mobile contracts>

UQ mobile Support

App/Website

■ My UQ mobile (app)
This app allows you to easily check your monthly bill, data usage (giga), contract information, points, etc. All procedures and inquiries can be handled smoothly.

Check here to download

URL <http://kddi-l.jp/F3Z> (Japanese)

■ UQ mobile Support (web)
There are various support information that will be useful when you are in trouble.

Check here to download

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

■ Chat
Consultation is easy anytime, anywhere via chat! AI will respond quickly 24 hours a day, and advisors will respond in detail.

Check here to download

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

When getting a malfunction...

Repair and Delivery Support
(7 days a week / Toll free)

Troubleshooting reception
(Business hours 9:00 - 20:00) ☎ 0120-925-919

やめましょう、歩きスマホ。

あぶない！
電池への衝撃

キケン！
水ぬれ充電



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.