



Galaxy S20 Ultra 5G

SCG03

Notes on Usage

- In this manual, "Galaxy S20 Ultra 5G" is usually referred to as the "product".
- In this manual, "microSD™ memory card (commercial item)", "microSDHC™ memory card (commercial item)" or "microSDXC™ memory card (commercial item)" is called "microSD memory card" for short.
- All of the indicated amounts exclude tax unless otherwise specified.
- Company names and product names referred to in this manual are trademarks or registered trademarks of respective companies. The TM and ® marks may be omitted in this manual.

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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 you assume that the product is malfunctioning, perform "クイック診断 (Quick diagnosis)" and "トラブル診断 (Trouble diagnosis)" with the 故障紛失サポート (Repair and Delivery Support) app.

■ クイック診断 (Quick diagnosis)

On the home screen, flick up or flick down → [auツール／サポート (au tool/support)] → [故障紛失サポート (Repair and Delivery Support)] → [クイック診断してみる (Try quick diagnosis)]

■ トラブル診断 (Trouble diagnosis)

On the home screen, flick up or flick down → [auツール／サポート (au tool/support)] → [故障紛失サポート (Repair and Delivery Support)] → [便利な機能 (Convenient function)] → [トラブル診断を試す (Try Trouble diagnosis)]

Alternatively, you can also check it on the au website.
<https://www.au.com/trouble-check/> (Japanese)



Please also 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) and "オンラインマニュアル (Online Manual)" (Japanese) available on the au homepage.

<https://www.au.com/online-manual/scg03/> (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 is sometimes not possible in poor reception areas. Communication is sometimes interrupted if you move into a poor reception areas during communications.

- Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though 5G/LTE/WiMAX 2+/GSM/UMTS system has highly secure confidential communication features.)
- Use au's VoLTE (LTE network) to connect to Japanese emergency services. You cannot use 3G (call switching network) to connect to 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 cell phone is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status of your cell phone.
- To use it overseas, check the condition such as regulations of the country/region in advance.
- The Company is not liable for any damages arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional or mistaken misoperation by the customer, or use under other unusual conditions outside the responsibility of the Company.
- The Company is not liable for any incidental damages (change/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 arising from failure to observe the described content of "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese), "Quick Start Guide" and "Notes on Usage" (this manual).
- The Company is not liable for any damages arising, for example, from malfunction caused by combination with connected devices or software not related to the Company.
- Captured image data or downloaded data may sometimes be altered or lost due to faults, repair or other handling of the product. The Company is not liable for any damage or lost income resulting from recovery of these data.
- It is recommended you 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.

- Contents saved in the product, such as contacts, mails and favorites, 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.
- Note that content data (both charged or free content) saved with the product cannot be returned to the customer when the product is replaced for repair of a fault, for example.
- 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.
- You are recommended to store copies of individual data such as photos and videos you took and music on your PC by sending each file as mail attachment, etc. Note, however, that you may not be able to make copies of any copyrighted data even by the above mentioned means.
- Do not discard the product together with regular trash. Please cooperate in the collection of the product (including optional accessories) when it is no longer needed to protect the environment and effectively use resources. Old product are collected at au shops and other places.
- * "The Company" as appears in this manual refers to the following companies:
Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
Imported by: 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 may not be available due to change OS specification/the service or terminate the service, etc.
- Every effort has been made in the preparation of this manual. Should you notice any unclear points, omissions, etc., feel free to contact us.

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 and/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.

■ 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.

■ Precautions common to the product main unit, internal battery, charging equipment, au IC card, peripheral devices

Danger

- 
Don't Do not use, store, or leave the equipment 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 put the equipment into heating cooking device such as microwave oven, IH cooker or high-pressure container such as pressure cooker.

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.39 "Precautions for Waterproofness/Dustproofness"



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 bathroom.

May cause fire, burns, injuries, electric shocks, etc.

For waterproofness, refer to the following:

▶P.39 "Precautions for Waterproofness/Dustproofness"



Don't

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 injuries 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 them in a door or a door of a car
 - Stepping on the product on a soft object such as a sofa, bed, or bedding, or on a floor
 - Putting the product between seats on trains or buses, etc.
-



No
disassembly

Do not attempt to disassemble or modify the equipment.

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.



Don't

Do not remove the back cover of the product.

May cause fire, burns or injuries, etc.



No liquids

Do not let the equipment 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.39 "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.39 "Precautions for Waterproofness/
Dustproofness"



Do

Use the optional equipment specified by au for the product.

Not doing so may cause fire, burns, injuries or electric shocks, etc.

Warning



Don't

Do not subject the equipment to strong forces, impacts or vibration such as being dropped, being stepped on, or being thrown, etc.

May cause fire, burns, injuries or electric shocks, etc.



Don't

Keep conductive materials (metal pieces, pencil lead, etc.) from coming in contact with the charging jack or the external connection terminal and keep dust from getting inside of them.

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 metallic items (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 metallic items (such as straps and clips that contain metal) between the wireless charger (sold separately) and the product.

May cause fire, burns or injuries, etc.



Do

When charging with the wireless charger (sold separately), remove the cover, etc. with which the product is equipped.

It may fail to charge due to the material and thickness of the cover, and foreign objects such as dust between the product and the cover, which may cause fire, burns or injuries, etc.



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.



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, especially do not use it during refueling.

Ignition to flammable gas, etc. may cause explosion or fire, etc.



Do

When anything is different from before, such as the equipment generates strange smells or strange sounds, emits smoke, produces heat, becomes discolored or deformed, etc. during use, charging or while being stored, then perform the following operations carefully.

- 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 damaged equipment.

May cause fire, burns, injuries, etc.



Don't

Do not leave on unstable places such as rocky stands or tilting surfaces especially while the vibration mode set.

May fall and cause injuries, etc.



Do not store the equipment in extremely humid, dusty or hot areas.

Don't

May cause fire, burns, or electric shocks, etc. For waterproofness/dustproofness, refer to the following:

▶P.39 "Precautions for Waterproofness/Dustproofness"



Children using the equipment should be instructed in proper operation by an adult.

Don't

Make sure they use the product correctly. May be accidentally swallowed, or cause injuries, electric shocks, etc.



Do not store the equipment reach of babies and infants.

Don't

Please pay particular attention to the storage places for small parts such as au IC card/microSD memory card tray and SIM card removal tool (sample), etc.

May be accidentally swallowed, or cause injuries, electric shocks, etc.



Exercise caution that the temperature of the product rises when the product is continuously being used for prolonged periods and while it is charging. In addition, be careful to not unintentionally touch it continuously if you putting it in a pocket of clothes or fall asleep, etc.

Do

If you use apps, make calls, perform data communications or watch videos, etc. continuously or charge the battery, the temperatures of the product and the specified charging equipment (sold separately) may rise. Directly touching a hot part continuously, you may have redness, itching or rash on your skin, or it may result in low-temperature burns etc. depending on your constitution and/or health condition.

Danger



Do not put the product in a fire or attempt to heat it.

Don't 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 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 lighten the flash/light near eyes. Especially, when you capture babies or infants, keep the product enough distance away from babies and infants.

Such as vision disability may result. Accident such as injuries may result from being dazzled or shocked.



Don't

Do not turn on or emit the flash/light toward the drivers of car, etc.

May disturb driving and cause accident, 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 an IC card/microSD memory card slot. Please do not mistake the insertion location and direction of the IC card or microSD memory card.

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.



Don't

When using the Wireless PowerShare function to charge another device, do not stick metallic items (such as stickers that contain metal) to the product or another device.

May cause fire, burns or injuries, etc.



Don't

When using the Wireless PowerShare function to charge another device, do not place metallic items (such as straps and clips that contain metal) between the product and another device.

May cause fire, burns or injuries, etc.



Don't

Do not charge another device with the Wireless PowerShare function when any parts are wet with liquids (drinking water, sweat, seawater, pet urine, etc.).

May cause fire, burns, injuries or electric shocks, etc.



Do

When using the Wireless PowerShare function to charge another device, remove the cover, etc. with which the product or another device is equipped.

It may fail to charge due to the material and thickness of the cover, and foreign objects such as dust between the product and the cover, which may cause fire, burns or injuries, etc.



Do

If you use electronic medical equipment such as an implanted cardiac pacemaker or an implanted cardioverter-defibrillator equipped, consult a doctor about using of the Wireless PowerShare function of the product.

The product's signals may affect the performance of electronic medical equipment.



Do

When boarding an airplane, turn the product OFF or turn airplane mode ON.

As there are usage restrictions in an airplane, follow the instructions from the airline.

The product's signals may adversely affect on-board electronic equipment.

If you commit any prohibited acts, such as using the phone in an airplane, you will be punished in accordance with the 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.

The product's signals may affect electronic equipment and electronic medical equipment.



Do

When you talk by setting hands-free, ringtone is sounding loudly or during standby, keep the product away from your ear.

And, when connecting the earphone/microphone, etc. to the product and play a game, video or music, etc. adjust the volume moderately.

When using the hands-free call, loud noise sounds from the product.

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, if you cannot hear the sound around you clearly, it may cause an accident.



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. The product's signals may affect the performance of electronic medical equipment.



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 measures to prevent pets from biting on 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 part is accidentally broken 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.



Don't

Do not dispose with regular trash.

May cause fire, burns, injuries, etc.

Environmental damage may also be caused.

If the product becomes no longer needed, bring it to an outlet such as the au Shop or follow the instructions given by the collecting municipalities.



Don't

If the internal battery 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.



Don't

When removing an au IC card, be careful of the nib of the SIM card removal tool (sample) as it may damage a part of your body such as fingers.

Touching the nib of the SIM card removal tool (sample) may cause injuries, etc.



Do

To use the product in car, check with automobile manufacturer or dealer to determine how the product is affected by radio waves before using.

In some vehicle models, the product's signals may cause the vehicle's electronic equipment to malfunction. In that case, stop using the product immediately.



Do

If you develop skin problems, stop using the product immediately, and see a doctor.

The product can give some users skin problems such as itching, allergic reactions or rashes, etc.

For parts materials ▶P.24 "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, receiver/speaker, front camera and rear camera 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) 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).

May cause electric shocks, etc.



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).

May cause fire, burns or electric shocks, etc.



Don't

When you insert and remove the specified charging equipment (sold separately) from the outlet, do not contact a metal strap or other metal objects with the jack.

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).

May cause fire, burns, injuries or electric shocks, etc.



No wet hands

Do not touch the code of the specified charging equipment (sold separately), USB cable, charging jack or power plug with wet hands.

May cause fire, burns or electric shocks, etc.



Do

Only use with the specified power source and voltage.

When charging the product overseas, use the specified charging equipment (sold separately) for global use.

If incorrect power source and voltage is used, this may cause fire, burns or electric shocks, etc.

AC adapter : 100V AC (Connect to the AC outlet for internal household use)

AC adapter for global use : Between 100V AC and 240V AC (Connect to an AC outlet for internal household use)



Do

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.



Do

When you connect the specified charging equipment (sold separately) to the outlet, do not fail to properly connect to the outlet. If not firmly inserted, this may result in fire, burns, or electric shocks, etc.



Do

When you disconnect the power plug from the outlet, do not put excessive force such as pulling the cord of the adapter with excessive force. Instead, hold the specified charging equipment (sold separately) to disconnect.

If the specified charging equipment (sold separately) cord is pulled on, this may result in scratches the cord, fire, burns, or electric shocks, etc.



Do

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).

The product's signals may affect the performance of electronic medical equipment.



Do

When unplugging and plugging in the specified charging equipment (sold separately) from and into the product, do not forcibly pull on the cord, etc., and straightly unplug and plug into the connecting terminals.

If not properly unplugged or plugged in, this may cause fire, burns, injuries, electric shocks, etc.



Do

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.



Unplug

Always remove the power plug 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.



Unplug

Immediately remove the power plug of 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.



Unplug

Always remove the power plug from the outlet when cleaning the equipment.

Cleaning while still plugged in may cause fire, burns or electric shocks.

Caution



Don't

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

May cause burns, etc.

■ au IC card

Caution



Do

Be careful not to injure yourself (finger, etc.) with the cut section when handling au IC card.

The cut surface may be sharp, and it may cause injuries, etc.

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

Warning



Do

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.

The product's signals may affect the operation of the electronic medical equipment.



Do

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.

The product's signals may affect the operation of the electronic medical equipment.



Do

When you can not move freely, etc. and you have difficulties to keep a distance of 15 cm or more from others, turn the airplane mode on or power off the product not to transmit signals.

There may be wearers of medical equipment such as implanted pacemakers or defibrillators around you. The product's signals may affect the operation of electronic medical equipment.



Do

When using the product in a medical facility, be sure to observe the regulations of the facility.

The product's signals may affect the operation of the electronic medical equipment.

■ AKG Tuning High-quality Earphone with Microphone (USB Type-C™) (sample)

Warning



Don't

Do not use AKG Tuning High-quality Earphone with Microphone (USB Type-C) (sample) while driving a car or riding a bicycle or for playing game or music while walking.

May cause an accident impaired safety.

Caution



Do

When playing game or music, adjust the volume to the proper level.

Setting too loud volume or using continuously may be harmful to your ears.

Even if the proper volume is applied, using for a long time may cause hearing loss.

Also, raising the volume too high might prevent you from hearing sounds around you, which might in turn lead to a traffic accident at a railroad crossing or pedestrian crossing.



Do

When adjusting the volume, raise the volume a little at a time.

If you raise the volume too much from the outset, sudden loud noise from the earphone, etc. might adversely affect your ears.



Do

While using AKG Tuning High-quality Earphone with Microphone (USB Type-C) (sample), if you feel any abnormality with your skin, immediately consult a dermatologist.

Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.

For parts materials ▶P.24 "Material List"

■ SIM card removal tool (sample)

Warning



Don't

The end of the SIM card removal tool (sample) is sharp. Do not use pointed at yourself or other people.

Doing so might hit yourself or other people resulting in injuries or loss of sight.

Caution



Do

While using SIM card removal tool (sample), if you feel any abnormality with your skin, immediately consult a dermatologist.

Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.

For parts materials ▶P.24 "Material List"



Do

Store the SIM card removal tool (sample) in a place where babies and infants cannot reach.

If it is accidentally swallowed, it might result in suffocation or injuries, etc.

■ USB cable (CtoC) (sample)

Warning



No liquids

Do not use in places subject to direct splashing with water, pet urine or other liquids.

May cause overheating, fire, electric shocks, injuries or short circuiting of electronic circuits.

Caution



Do

While using USB cable (CtoC) (sample), if you feel any abnormality with your skin, immediately consult a dermatologist.

Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.

For parts materials ▶P.24 "Material List"

■ Clear case (sample)

Caution



Don't

Do not get your fingers caught when attaching the Clear case (sample).

May cause injuries, etc.



Do

While using Clear case (sample), if you feel any abnormality with your skin, immediately consult a dermatologist.

Itching, rashes, eczema, etc. sometimes occurs depending on your physical constitution and condition.

For parts materials ▶P.24 "Material List"

Material List

■ Main unit

Part	Material	Surface treatment
Display (touch panel)	Glass	AF coating
Protective film (sample)	PET Film	AF coating
Exterior case (side, top, bottom)	Aluminum	Anodizing
au IC card/microSD memory card tray	PC	—
au IC card/microSD memory card tray (side)	Aluminum	Anodizing
au IC card/microSD memory card tray (packing)	Silicone	—
Rear panel	Glass	AS coating
Side key, Volume key	Aluminum	Anodizing
Receiver/Speaker	Aluminum	Anodizing
Rear camera surrounding area	Aluminum	Anodizing
Rear camera lens panel	Glass	AF coating
USB Type-C connection terminal	Corson Alloy	Gold plating
USB Type-C connection terminal surrounding area	PBT-GF45%	—
Speaker	Aluminum	Anodizing

■ AKG Tuning High-quality Earphone with Microphone (USB Type-C) (sample)

Part	Material	Surface treatment
Plug (metal part)	CU, NI	—
Plug (outer covering)	TPE	Corrosion treatment
Cable (string)	TPE + weaving	—
Cable junction	TPE	Corrosion treatment
Cable control ring	TPE	Corrosion treatment
Cable	TPE	Corrosion treatment
Switch	PC	UV coating
Earphone speaker part	TPU	Corrosion treatment
Earphone outer covering	PC	UV coating
Earphone (AKG area)	PC	Corrosion treatment
Earphone (cable border side of the speaker)	TPE	Corrosion treatment
Earpiece	Silicone	Corrosion treatment

■ SIM card removal tool (sample)

Part	Material	Surface treatment
Unit	SUS304	Barrel polishing

■ USB cable (CtoC) (sample)

Part	Material	Surface treatment
Cable	TPE	—
Plug (metal part)	SUS301	Anodizing
Plug (resin part)	PC	—

■ Clear case (sample)

Part	Material	Surface treatment
Main unit	TPU	—

Handling Precautions

These precautions are 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.

■ Precautions common to the product, internal battery, charging equipment, au IC 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, etc. resulting in a malfunction. And, keeping an external 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.
- To ensure waterproof property (equivalent to IPX8) of the product, make sure to attach the au IC card/microSD memory card tray securely when using the product. au does not guarantee actual operations under all states. Do not allow water to enter the product interior or splash water on the charging equipment/accessories. Do not open or close the au IC card/microSD memory card tray in the rain or when it is wet. Water may enter the product interior and cause corrosion. Note that if a trouble is diagnosed as exposure to water or other liquid, repairs of the product may not be covered by the warranty.
- In the following cases, do not use the product 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 .)
 - Galaxy S20 Ultra 5G main unit
 - au IC card (when attached to Galaxy S20 Ultra 5G 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
 - Peripheral devices
- Do not use in places subject to lots of dust or vibration. Doing so may cause a fault.
- Clean the charging jack or the external connection terminal with dry cotton swabs, etc. every now and then. Soiled terminals might cause poor connection. Do not exert a strong force to clean the charging jack or the external connection terminal to prevent deformation.
- Clean the product with a soft dry cloth (such as the type used for eyeglasses). Forceful rubbing 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 as far away as possible from land-line 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 near corrosive chemicals or in places where corrosive gas is generated. Doing so may cause a fault.
- Do not use outside when you can hear thunder. Doing so might risk lightning strikes and electric shock.
- Be sure to use only the specified peripheral devices. Use of other peripheral devices might cause fault.
- Do not put the product in a cooking apparatus such as microwave oven or a pressure vessel. Doing so might cause fault.
- Do not disassemble, modify or repair the product. Doing so might cause fault. Modification of cell phones is in violation of the Radio Law and the Telecommunications Business Act.
- Do not short-circuit the charging jack or the external connection terminal. Do not allow conductive foreign objects (metal fragments, pencil leads, etc.) to come into contact with or get inside the connection terminals. Doing so might cause fault.
- If the product gets wet during charging, immediately disconnect the power plug of the specified charging equipment (sold separately).

- Do not use the product while walking or driving a car or riding a motorbike or bicycle. Using the product while driving a car or motorbike is prohibited by law. Use of a cell phone while riding a bicycle may be punishable by some regulations.
- Do not use the product covering or wrapping in the bag, bedclothes, etc., it may cause fault.
- When using a charging equipment or external device, insert/remove the connector straight to/from the product. Make sure the orientation of the connector is correct. Unless it is correct, it may cause fault.
- Do not expose the camera lens to direct sunlight for a long time. Doing so might cause fault.
- Do not use, store or leave the product in places subject to direct sunlight (e.g. in automobiles), places that get hot, places that get extremely cold, and in humid or dusty places. Doing so might cause fault.
- Do not leave on unstable places such as rocky stands or tilting surfaces especially while charging the product or the vibration mode set. Dropping the product may cause fault.
- Do not use outlets or wiring apparatus beyond its rating when charging the product, for example, by connecting multiple devices to a single power strip.
- Use charging equipment and peripheral devices corresponding to this product. Using an unsupported one may cause damage or malfunction.

■ Main unit

- The battery for the product is built-in and cannot be replaced by yourself. Contact an au shop or a Customer Center to replace the battery.
- Do not forcefully press, tap or intentionally subject the display to strong impact. Doing so might cause scratching or damage.
- Do not forcefully press your fingernails, sharp objects or hard objects against keys or display surface. Doing so might cause scratching or damage.
- The touch panel is designed to be lightly touched by fingers. Do not apply strong pressure with your fingers, or sharp-pointed objects (such as fingernails, ballpoint pens and pins) on the touch panel.

In the following cases, the product may not respond to touching the touch panel, or errors in operation may occur.

- Operation with gloved hands
 - Operation with fingernails
 - Operation with a foreign object placed on the display
 - Operation with a protective sheet or sticker on the display
 - Operation with water drops or dew condensation attached on the display
 - Operation with wet or sweaty fingers
 - Operation underwater
- 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 or flick down → [Settings] → [About phone] → [Regulatory information].

If the modifications are made to the internal components, the certification of conformity with technical regulations will become invalid. 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 information.
- When you put the product in your pocket or bag, take care so that the display does not come in contact with metal objects or other hard objects, as it might cause scratching or damage. Also, do not touch the display straps with metal or other hard materials, as it may cause scratching or damage.
- When suddenly brought into a warm place from a cold place, or when in a humid location, or when used where temperature suddenly changes (e.g. near the air discharge port of an air conditioner), water droplets (i.e. condensation) sometimes are formed inside the product. Note that when used under conditions such as this, the humidity might cause corrosion or a fault.
- While writing/reading data to/from a microSD memory card, do not subject the product to vibration or impact, or turn off the power. Doing so might cause loss of data or a fault.
- Do not cover the proximity/light sensor with your finger or put a sticker on it. Doing so may hinder it from detecting the ambient brightness and functioning correctly.
- Do not put a sticker, etc., on the proximity/light sensor. Doing so may cause the sensor to malfunction and make the display always turned off while receiving a call or during a call.
- Normally, keep the au IC card/microSD memory card tray closed when using the product. Otherwise, dust or water may enter the product interior and may cause malfunctions.
- Do not put liquids, metals, or other foreign objects into au IC card/microSD memory card slot of the product. Doing so might cause fault.
- Do not subject to strong impact, such as dropping, stomping and throwing. Doing so might cause fault.
- Do not put the product directly on sand at a beach, etc. Sand or other small particles might get inside the receiver/speaker, the mouthpiece/microphones (upper/lower), the microphone (rear), the speaker, etc., causing the volume to drop. If sand gets inside the product's main unit, it might cause fault.

- When using the Wireless PowerShare function to charge another device, do not stick metallic items (such as stickers that contain metal) on the back of the product or another device. Doing so may result in a malfunction.
- When using the Wireless PowerShare function to charge another device, if the temperature exceeds a certain level, charging may stop or charging time may long, but it is not abnormal. Please wait for the temperature to decrease and charge another device again.
- When using the Wireless PowerShare function to charge another device, place the product and another device on a flat, stable surface and charge the product.
- Turn off the vibration function of the product when using the Wireless PowerShare function to charge another device. If the product vibrates, it may not fully charge or fall.
- When using the Wireless PowerShare function to charge another device, remove any commercially-available cases, covers, plastic film, stickers, and so on attached to the product or another device before charging.
- When using the Wireless PowerShare function to charge another device, check that the product and another device are not wet.
- If you run an application on the product when using the Wireless PowerShare function to charge another device, it may not fully charge.
- Reception quality may decrease while using the Wireless PowerShare function to charge another device.
- Do not move the product and another device, while using the Wireless PowerShare function to charge another device.
- Do not put credit cards, nor contactless IC cards, etc. between the product and another device when using the Wireless PowerShare function to charge another device. Another device will not be able to be charged, and will overheat while charging, and the product and the cards might malfunction, or be damaged.

■ Touch Panel

- Do not put stickers or sheets (e.g. commercially available protective films, peep prevention sheets) on the display. Doing so might hinder correct operation of the touch panel.
- 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.
- When carrying the product in your pocket or bag, take care not to put the touch panel close to metals or other conductive materials, as it might cause false operation of the touch panel.

■ Organic EL (OLED) display

- Although lightning intensity of OLED can be decreased partly and displayed color can be changed when the same image has been displayed for a long time, the brightness set to bright more than necessary or using extremely for a long time. It is not abnormal because that is the characteristic of OLED.
- Although the OLED used on the product is made using high-precision technology, some pixels (dots) might be lit or out at all times. Or color may be changed or unevenness of brightness may be shown if looked at from different angles. Note that that is because of the structure of OLED, not a fault.
- Leaving the OLED exposed to the direct sunlight might cause a fault. Take care when you place the product by the window or outside.

■ Internal battery



Li-ion00

(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. If you have not used the product for a long time, you should charge the battery.

- At extremely high or low temperatures, such as if you leave the product in a closed car during summer, the capacity of the internal battery decreases and so will the amount of time it can be used decrease. This also decreases the lifespan of the battery. Use the product at room temperature whenever possible.
- After charging the battery, it gradually discharges, even if you do not use the product. If you do not use the product for a long time, you should charge the battery as the internal battery may have discharged.
- The internal battery is a consumable item. If the performance of the internal battery does not recover (e.g. the usable time after each charge has become extremely short), stop using the battery as it is at the end of its service life. As the battery is built-in, you can have it replaced at an au shop for a fee. Note that you will not be able to use the product for a certain period of time. The battery lifespan varies depending on how the product is used.
- Depending on the use condition, the internal battery may be inflated as it comes close to the end of its service life. This is due to the properties of lithium-ion battery and does not pose any safety risks.

■ Charging equipment

- Do not wrap the power cord of the specified charging equipment (sold separately) around the adapter. Also, do not forcibly bend the plug of the charging equipment (sold separately) or the connection between the connector and power cord. Do not pull or place a heavy object on the charging equipment (sold separately) with unnecessary force. Doing so might cause a fault.
- When unplugging the power plug of the specified charging equipment (sold separately) from the outlet, hold and pull the power plug. If you pull the cord, the cord might be damaged.

■ Wireless charging

- Do not stick metallic items (such as stickers that contain metal) on wireless charger (sold separately) or the back of the product. Doing so may result in a malfunction.
- Although the information light on the wireless charger (sold separately) may remain on after the product has finished charging, this is not a fault.
- Charging may stop just before the battery is fully recharged.
- If charging stops before the battery is fully recharged, charging may not begin immediately.
- Depending on the Qi specification-compatible product, charging may repeatedly start and stop. Charge the product with an au-approved product.
- If the temperature exceeds a certain level, charging may stop or charging time may long, but it is not abnormal. Please wait for the temperature to decrease.
- Place the wireless charger (sold separately) on a flat, stable surface and charge the product.
- Turn off the vibration function when charging wirelessly. If the product vibrates, it may not fully charge or fall off the wireless charger.
- Remove any commercially-available cases, covers, plastic film, stickers, and so on attached to the product before charging.
- Check that the wireless charger (sold separately) and the product are not wet.
- Do not wirelessly charge the product while it is connected to the specified charging equipment (sold separately).
- Keep the product away from devices that support wireless charging. Otherwise, the au product you wish to charge may not be detected correctly and may not be charged.
- If the product receives interference from a TV or radio, use the product as far away from the TV or radio as possible.
- Depending on the Qi specification-compatible product, it may not receive calls while charging. Charge the product with an au-approved product.
- If you run an application on the product while it is being charged wirelessly, it may not fully charge.
- Although the product may become warm while it is on the wireless charger (sold separately), this is not a fault.
- Reception quality may decrease while the product is charging on the wireless charger (sold separately).

- Do not move the wireless charger (sold separately) and the product while it is charging.
- After the product has finished charging, the remaining battery level may decrease, even if the product is left as is.
- Do not put credit cards, nor contactless IC cards, etc. in between the product and the wireless charger (sold separately) when wirelessly charging. The product will not be able to be charged, and will overheat while charging, and the product and the cards might malfunction, or be damaged.

■ au IC card

- Do not forcibly remove or insert the au IC card. Be careful not to exert excessive force when inserting the card into your au cell phone.
- You are responsible for any damage caused by inserting your au IC card into some other IC card reader/writer, etc.
- Do not put stickers, etc. on the au IC card.
- Do not insert an au IC card to which a conversion adapter is attached. Doing so may cause a fault.
- Do not perform actions that may damage the au IC card (e.g. 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.

■ **AKG Tuning High-quality Earphone with Microphone (USB Type-C) (sample)**

- Do not wrap the cord around the product. It may lower its sensitivity and the sound may cut off or noise may be generated. Do not pull the cord to unplug. Do not hang the product with the cord, either. It may damage the cord, connection plug and the external connection terminal of the product.
- Be aware not to gather dust on the connection plug.
Doing so may cause a fault.
- Attach or remove the connection plug horizontally to or from the external connection terminal of the product.

■ **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 this product.
Doing so might cause the mobile device to break or damage it.

■ **Clear case (sample)**

- When disposing of the Clear case (sample), follow the rules regarding disposal in your area.

■ **Camera**

- When photographing 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 photographing 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 posting images you shot, etc. on the Internet homepages.

■ Backup content on the product

- Please back up important content recorded or downloaded for the product to an outside source. Content recorded to memory on the product sometimes disappears or is altered by unexpected factors, such as static electricity or a fault, repair, mishandling, etc.

Precautions for Waterproofness/ Dustproofness

- The product is waterproof to IPX8^{*1} protection level (JIS C 0920), as well as dustproof equivalent to the IP6X^{*2} standard (based on in-house testing) when au IC card/microSD memory card tray is fully seated.
- 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.
 - *1 IPX8 equivalent means that a phone keeps functioning after being slowly submerged to depth of 1.5 m in static tap water at room temperature, left there for 30 minutes and then taken out.
 - *2 IP6X equivalent means that dust does not enter the interior of a phone after it is placed in a device containing dust with diameter of 75 μm or less for 8 hours, agitated and then taken out.
- au 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.

Important precautions

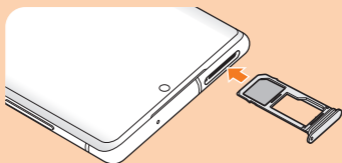
- To ensure waterproof property of the product, make sure that the au IC card/microSD memory card tray is securely attached.
- Never open or close the au IC card/microSD memory card tray when your hand and/or the product is wet.
- Do not immerse the product in or splash the product with liquid other 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.
- In the event that the product is splashed with such liquids, rinse off immediately with tap water.
- Do not place the product directly on beach sand, etc. Sand or other small particles might get inside the receiver/speaker, the mouthpiece/microphones (upper/lower), the microphone (rear) or the speaker, 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.

- 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.
- You need to perform draining if water accumulates in the mouthpiece/microphones (upper/lower) or receiver/speaker temporarily making it harder to hear the sound.
- The product is not resistant to water pressure. Do not directly apply high water pressure to or immerse the product for a prolonged period.
- 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 device in the bathroom.
- **au IC card/microSD memory card tray**
 - Make sure to attach the au IC card/microSD memory card tray without any gaps. Even a fine debris (a piece of hair, etc.) between contact surfaces may allow water to enter the interior of the product.
 - Do not wear gloves, etc. when you attach or remove the au IC card/microSD memory card tray. Even a fine debris (a piece of hair, etc.) between contact surfaces may allow water to enter the interior of the product. If there is any water droplets or debris on the tray, wipe them off completely with a dry clean cloth before attaching it.
 - Deterioration or damage of the au IC card/microSD memory card tray will cause the waterproof performance to degrade.

How to attach the au IC card/microSD memory card tray

Insert the au IC card/microSD memory card tray in a straight line all the way into the au IC card/microSD memory card slot as shown in the diagram.

- If you turn the au IC card/microSD memory card tray upside down, the au IC card may be dislodged.



● If any liquid other than water gets on the product

- In the event that the product comes into contact with liquid other than water (seawater, detergent water, alcohol, etc.), rinse it off immediately.
- You can wash the product under a mild flow (less than 6 liters per minute) of tap water at room temperature (5 °C to 35 °C) at a distance of about 10 cm from the faucet or shower head.
- If the product gets dirty, wash it with your hands holding the au IC card/microSD memory card tray so that it does not open. Do not use a brush or sponge.

● If the product gets wet

- After the product gets wet, drain water and wipe the product with a clean dry cloth.
- Water droplets adhered on the product may freeze in cold regions. Continued use of the product in such condition may cause malfunctions. Do not leave any water droplets on the product.

● Rubber gaskets

- The rubber gaskets of the au IC card/microSD memory card tray play an important role for maintaining the waterproof performance. Do not damage or remove the rubber gaskets.
- When closing the au IC card/microSD memory card tray, take care not to get the rubber gaskets caught. Closing the tray forcibly may damage the rubber gaskets causing the waterproof performance to degrade. Even a fine debris (a piece of hair, etc.) between contact surfaces may allow water to enter the interior of the product.

- Liquid other than water (such as alcohol) adhered to the product may cause the durability performance to degrade.
- Do not insert a sharp object into the gap between the au IC card/microSD memory card tray. Doing so may damage/deform the product or damage the rubber gaskets and may allow water to enter the interior of the product.
- To keep the product waterproof, replacement of parts is recommended every two years even if the product is functioning normally. Contact your nearest au shop for the replacement of parts.

● Heat resistance property

- Do not soak in boiling water or pour boiling water, use it in a sauna or apply hot airflow (from a hair dryer, etc.) to it. The product is not heat resistant.

● Impact tolerance

- The product is not impact-resistant. Do not drop or apply shock to the product. Do not poke the receiver/speaker, mouthpiece/microphones (upper/lower), microphone (rear), speaker, etc. with a sharp object. Doing so may damage/deform the product and may allow water to enter the interior of the product.

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.

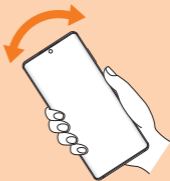
Draining water when the product gets wet

- If the product gets wet, make sure to drain water from the tray eject hole, mouthpiece/microphone (upper/lower) holes, microphone (rear) hole, receiver/speaker, speaker, keys and external connection terminal.
- Continued use will present a risk of getting your clothes/bag wet or make it harder to hear the sound.
- Follow the steps below to drain water.

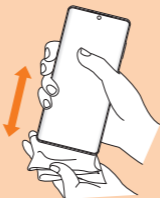
1 Hold the product firmly and wipe off moisture on the product surface and back side with dry, clean cloth etc.



2 Shake the product approximately 20 times, firmly holding it, until there is no more water splattering.



3 Swing the product about 20 times against a dry, clean cloth etc. to wipe off water remaining in the tray eject hole, mouthpiece/microphone (upper/lower) holes, microphone (rear) hole, receiver/speaker, speaker, keys, external connection terminal.



- 4 Wipe off water drained from the product with dry, clean cloth etc., and dry naturally.**

Water, if any, remaining in the product may ooze up after wiping off.

Do not wipe off water remaining in gaps directly with a cotton swab etc.

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

- The Bluetooth® function and wireless LAN (Wi-Fi®) function of the product conform to the domestic standards of Japan, and have been certified.
- In some countries and regions, use of the Bluetooth® and wireless LAN (Wi-Fi®) functions may be restricted. Before you start using the product overseas, check the relevant laws and regulations of the country/region you visit.
- The 2.4 GHz band used by wireless LAN (Wi-Fi®) and Bluetooth® devices is shared by various other devices. For this reason, the communication speed and connectable range may be decreased, or disconnection may occur, due to interference from other devices.
- Do not use the product in places where electromagnetic waves are generated or near electric products, AV and OA equipment, or other magnetized devices.
- Subjecting the product to magnetic or electrical noise might increase noise and prevent it from performing communications. (The product is particularly susceptible to noise when it used near a microwave oven.)
- Using the product near a TV, radio or similar appliance might cause reception interference and disrupt TV images.
- The searching might not be successful if there are multiple wireless LAN (Wi-Fi®) access points near to the product or the same channel is being used.
- As there are usage restrictions in an airplane, follow the instructions from the airline.
- The communication speed and connectable range vary depending on the distance between communication devices and obstacles.

IEEE802.11 b/g/n/ax

IEEE802.11 a/n/ac/ax

J52

W52

W53

W56

2.4 GHz frequency band precautions

The frequencies used by the Bluetooth® and/or wireless LAN (Wi-Fi®) function of the product are in the 2.4 GHz band. In this frequency band, other similar wireless stations, in-plant wireless stations for mobile unit identification that require a license to use, such as factory production lines, specific small power wireless stations that do not require licenses, amateur wireless stations (collectively called "other wireless stations" from here on) are operated in addition to home electrical appliances such as microwave ovens, devices for industrial, scientific and medical devices.

1. Before using the product, make sure that "other wireless stations" are not in operation nearby.
2. In the event that instances of radio wave interference have occurred between the product and "other wireless stations", immediately either relocate the product or stop operation of the device (stop the emission of radio waves).
3. If you are unclear on any points or are troubled by anything, contact an au shop or Customer Center.

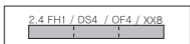



memo

- ◎ 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.

Bluetooth® and wireless LAN (Wi-Fi®) functions of the product use frequencies in the 2.4 GHz band.



- Bluetooth® function: 2.4FH1/XX8
The product uses the 2.4 GHz band. For FH1, FH-SS is used as the modulation scheme. The interference distance is about 10 m or less. XX8 uses other schemes and interference distance is about 80 m or less.
- Wireless LAN (Wi-Fi®) function: 2.4DS/OF4
The product uses the 2.4 GHz band. DS-SS and OFDM are used as the modulation schemes. The interference distance is about 40 m or less.
- 
This means that all bandwidths can be used, and that bands of mobile unit identification devices cannot be avoided.

Available channels differ depending on the country. For use in an airplane, check with the airline company in advance.

5 GHz frequency band precautions

Wireless LAN (Wi-Fi®) function of the product uses 5 GHz band. Using the 5.2 GHz band/5.3 GHz band wireless LAN outdoors is prohibited by Law (except when communicating with access point of 5.2 GHz high-output data communication system or relay station).

The channels used on the product are as follows.

W52 (5.2 GHz band/36, 40, 44, 48 ch)

W53 (5.3 GHz band/52, 56, 60, 64 ch)

W56 (5.6 GHz band/100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144ch)

Available Security Codes/PIN Code

Available security codes

The product has various security codes that you can use.

The available security codes are as follows. Do not forget the various security codes that are set as they are necessary for various operations and contracts. Make sure to change the initial value to your own unique number.

■ Security code

Example of usage	① To do remote operation of Voice mail and Call forwarding services from a land-line phone ② To use Customer Center and to do various inquiries, applications, and modifications on the au homepage
Initial value	A four-digit number chosen by the customer and noted on the application form

PIN code

● PIN 1 code

To prevent unauthorized use of the au IC card by a third party, you can set the product to require PIN 1 code entry every time the power is turned on. You also need to enter PIN 1 code when setting whether the PIN 1 code entry is required.

If the PIN code is incorrectly entered three times consecutively, the PIN code will be locked. Use the PUK code to unlock the PIN code.

- PIN 1 code is "1234" and PIN 1 code entry was set to not be required at the time of purchase. You can change PIN 1 code to any four- to eight-digit number, and set the PIN 1 code entry to be required as necessary.

If you require a PIN 1 code to be entered, make sure to change the number to your own unique number.

● PUK code

In case the PIN 1 code is locked, you can unlock it by entering the PUK code.

- PUK code is an eight-digit number given at the time of purchase, which is printed on the back side of the plastic card where your au IC card is attached.
- After entering the PUK code, you need to set a new PIN 1 code.
- If the PUK code is incorrectly entered ten times consecutively, contact an au shop, Toyota store or the Customer Center.
- "PIN 1 code" is not reset by initializing the product.

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.
- To browse homepages, download applications, communicate using applications, send/receive E-mails and configure various settings, connection to the Internet is required, to which data communication charge applies.
- * Data communication charge does not apply to Wi-Fi® connection.

Notes on Applications

- Be sure to check the security of the application, then install it at your own risk. Some applications may affect the behavior of other applications or the entire mobile phone. And might cause virus infection, damage various data, and send out your location information, usage history or personal information stored in your cell phone via the Internet.
- The Company assumes no responsibility for any problems that might be caused by the applications you have installed. In such case, you may be charged a repair fee even during the warranty period.
- The Company assumes no responsibility for any disadvantage brought to you or any third party by applications you have installed.
- Insertion of a microSD memory card is necessary to use some applications.
- Some applications prohibit the product from entering sleep mode while they are active, or rapidly drain the battery while running in the background.
- Operational procedures and screen appearances of the applications preinstalled in the product and those installed by you are subject to change without notice as a result of version upgrade. In addition, operating procedures described in "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese), "Quick Start Guide" and "Notes on Usage" (this manual) may differ from the actual procedures.

Configuring the App's Permissions

When you access a function or information on the product for the first time, a confirmation screen will appear requesting you to permit the access.

If a confirmation screen appears, read through the displayed information and tap either "Allow" or "Deny".

Example: When starting the Voice Recorder for the first time

- 1 On the home screen, flick up or flick down → [Galaxy] → [Voice Recorder]**

The "Allow Voice Recorder to access photos and media on your device?" window appears.

- 2 [Allow]**

- 3 Follow the onscreen instructions**



memo

- ◎ If you do not select "Allow", you may be unable to activate the app/function or the function may be restricted.
- ◎ To change the permission setting: on the home screen, flick up or flick down → [Settings] → [Apps] → tap the application whose permission setting you wish to change → [Permissions] → tap the permission you wish to change → follow the onscreen instructions.
- ◎ A screen explaining the permission may be displayed for some apps/functions. Or, a confirmation screen may appear multiple times and or be displayed differently. Check the displayed information carefully and follow the onscreen instructions.
- ◎ Descriptions on the contents displayed on the confirmation screen(s) may have been omitted in "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) and "Notes on Usage" (this manual).

Take your Manners with you as well

■ Use of the product is not allowed in the following places!

- Do not listen music or watch videos while driving a car or riding a motorbike or bicycle. Use of a cell phone while driving a car or motorbike is prohibited by law. (Use of a cell phone while riding a bicycle may be punishable by some regulations.) Traffic accidents may be caused due to ambient sounds being hard to hear, or due to you being distracted by the screen display. Especially, be careful at the railroad crossing, station platform, or pedestrian crossing.
- As there are usage restrictions in an airplane, follow the instructions from the airline.

■ Consider people around you

- To prevent ringtone from bothering other people, not only refrain from making a call but also power off or use Silent mode at a movie theater, theater, museum, library, etc.
- In a city area, use in a place where you do not bother people walking.
- It is extremely dangerous to walk while looking at the screen of the cell phone. Do not make calls or operate a cell phone while walking or by stopping suddenly.
- Move to a place where you do not disturb others while you are in shinkansen, a hotel lobby, etc.
- Be careful not to be loud while talking.
- If you are in a place with people around you, such as a train, be aware of noise emanating from your headphones or earphones.
- Ask permission if you take photos with your cell phone camera.
- Please keep general morals when using camera functions.
- There may be a person with a cardiac pacemaker nearby at a place filled with people such as in a crowded train. Set "Airplane mode" or turn off beforehand.
- When a medical institution has laid down designated areas where use of the product is prohibited or is not allowed to be brought in, abide by the instructions of that medical institution.

Appendix

Updating Software

Updating to the latest software delivers the best performance and gets the latest enhanced functions.

- You are charged for data communication when connecting to the Internet from the product by using data communication. OS updates will especially use a large amount of data. au recommends that you update software using a Wi-Fi® connection.
- When a software update is necessary, you will be informed on the au homepage, etc. For details, contact the au shop or Customer Center (157/ Toll-free). Customers using a Galaxy S20 Ultra 5G requiring a software update may be sent a notification from au so that the terminal can be used in optimum condition.
- You are recommended to back up your data before updating software.
- Be sure to fully charge the internal battery before use. Updating software may fail if the battery level is low or becomes low while updating.
- Check the radio wave condition. Updating software may fail in poor reception areas.
- If software update has failed or stopped, update the software again.
- If you fail to update software, it may become impossible to operate the product. If this happens, bring it to an au shop or Toyota store (not accepted by some shops).
- The software update function may not be available overseas.
- Operations are not available during software update. Calls to 110 (Police), 119 (Fire department or ambulance service), 118 (Japan Coast Guard) and 157 (Customer Center) are also not available. Also, alarm, etc. cannot be used.

Downloading and updating software

Update files can be downloaded from the Internet web site via wireless communication into the product directly.

- 1 On the home screen, flick up or flick down → [Settings]
- 2 [Software update] → [Download and install]
- 3 Follow the onscreen instructions

After-Sales Service

■ When asking for repair

For repair, contact 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 memory 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 memory be altered or lost.
- Recycled parts that meet the Company's quality standards are sometimes used for repair.
- Collected au device by Replacement device delivery service which you used before are recycled to cell phones for replacement after repairs. Also replaced parts by au after-sales service are collected and recycled by KDDI. They are not returned to customers.
- 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 not covered by the free-of-charge repairs warranty except in the case of a fault caused by a defect in the battery's materials or manufacture.
- Accessories and samples other than the Galaxy S20 Ultra 5G 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 Galaxy S20 Ultra 5G 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

1. 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.
2. If this device malfunctions during the warranty period and during normal use that follows the precautions listed in the instruction manual, au will repair the device for free.
3. Repairs will not be free of charge in the following cases, even during the warranty period. (Or repair may not be possible.)
 - ① If you did not follow the instruction manual and use the device correctly.
 - ② If the device broke or was damaged by unauthorized repairs or modifications.
 - ③ If you had the device repaired at a facility that is not an authorized repair facility as designated by au.
 - ④ If the device breaks or is damaged due to an accident or your own negligence when you are using or handling the device. Alternatively, there are indications that the device was dropped, got wet, damp, or the like.
 - ⑤ If the device breaks or is damaged due to natural disasters, such as earthquakes, wind and flood damage, fire, damage from salt, or abnormal voltage.
4. Depending on how damaged the device is, repair may not be possible.
5. The Company assumes no responsibility for any damages or losses due to faults with the device.

6. 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 this device.

7. The company does not offer on-site repairs.

8. 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.

■ Repair and Delivery Support

An after-sales service membership program on a monthly basis called "Repair and Delivery Support" is available for using your au device for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For details of monthly usage fee and services, refer to au homepage.

<https://www.au.com/mobile/service/kosho-funshitsu/>
(Japanese)

- You can apply for membership only at the time of purchasing your au device.
- Once you cancel the membership, you cannot reapply for it until you purchase an au device next time.
- Note that when changing the model or purchasing an extra device, this service only covers the most recently purchased au device.
- When an au device is handed over to you or someone else, the "Repair and Delivery Support" membership is also handed over to the successor of the device.
- When you get a new au device by changing the model or purchasing an extra device, the "Repair and Delivery Support Center" membership for the old au device is automatically canceled.
- Service contents are subject to change without notice.

■ au IC card

The au IC card is lent to you by au. 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 an au shop or Toyota store.

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.

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License

The software installed on the product or part of it may not be altered, translated/adapted, reverse-engineered, decompiled or reverse-assembled and any such actions are prohibited.

Under the MPEG-4 Visual Patent Portfolio License, customers have licensed permission for the following use of the product to engage in non-profit personal use. Other uses are not permitted.

- Recording MPEG-4 Visual standard video (henceforth referred to as MPEG-4 Video)
- Playing back MPEG-4 Video that a customer engaged in personal and non-profit activities has recorded
- Playing back MPEG-4 Video obtained from a provider licensed by MPEG-LA

When using for promotion, in-house use, profit use, and other intended uses, contact MPEG LA, LLC.

- The product is licensed under the AVC patent portfolio license for the personal and noncommercial use of a consumer to (i) encode video in compliance with the AVC standard (henceforth referred to as AVC video) and/or (ii) decode AVC video that was encoded by a consumer engaged in a personal and noncommercial activity and/or was obtained from a video provider licensed to provide AVC video. No license is granted or shall be implied for any other use. Additional information may be obtained from MPEG LA, LLC.

Visit <https://www.mpegla.com/>

- The product is licensed under the VC-1 Patent Portfolio License for the personal and noncommercial use of a consumer to (i) encode video in compliance with the VC-1 standard (henceforth referred to as VC-1 video) and/or (ii) decode VC-1 video that was encoded by a consumer engaged in a personal and noncommercial activity and/or was obtained from a video provider licensed to provide VC-1 video. No license is granted or shall be implied for any other use. Additional information may be obtained from MPEG LA, LLC.

Visit <https://www.mpegla.com/>

For inquiries, call: Customer Center

For general information (toll free)

Business hours 9:00—20:00 (7 days a week)

From au cell phones:


157 without area code

From non-au cell phones /
general subscriber phones:

 **0077-7-111**

In case above numbers are not available,
call toll-free:

 **0120-977-033** (except Okinawa)

 **0120-977-699** (Okinawa)


For theft, loss, damage (toll free)

Business hours 24 hours (7 days a week)

From au cell phones:

113 without area code

From non-au cell phones /
general subscriber phones:

 **0077-7-113**

In case above numbers are not available,
call toll-free:


 **0120-925-314**

Repair and Delivery Support Center

For theft, loss, damage (toll free)

Business hours 9:00—20:00 (7 days a week)

From au cell phones / non-au cell phones /
general subscriber phones:

 **0120-925-919**



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電池への衝撃




やめましょう、
歩きスマホ。



キケン!
水ぬれ充電



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携帯電話・PHSのリサイクルにご協力を。

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