

au

## Galaxy S21 5G

SCG09

### Quick Start Guide

## 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


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


(Repair and Delivery Support / Reliable  
support pack for members services)

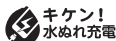
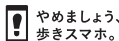
Failure consultation and Replacement  
mobile phone delivery service reception

(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



Cell 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.

April 2021, 1st Edition

Sold by: KDDI CORPORATION,

OKINAWA CELLULAR TELEPHONE COMPANY

Imported by: SAMSUNG ELECTRONICS JAPAN Co., Ltd.

Manufactured by: Samsung Electronics Co., Ltd.

### "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  
side or use the "オンラインマニュアル  
(Online Manual)" (Japanese) on your  
product with the following operations.



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

### Galaxy Live Expert

You can consult with us via free online  
chat, such as data migration from other  
OS or old terminals.

Please access to the Live Expert page of  
the Galaxy official website with the QR  
code.

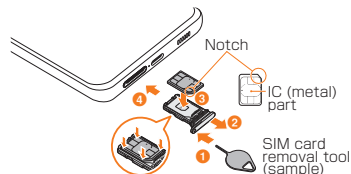


\* For reception time, please check the  
transition destination page.

### List of Packaged Items

- Main unit (Protective film (sample) attached)
- SIM card removal tool (sample)
- USB cable (CtoC) (sample)
- クイックスタートガイド (Quick Start Guide) (Japanese)
- ご利用にあたっての注意事項 (Notes on Usage) (Japanese)
- データ移行用試供品取扱説明書 (Sample for data transfer Manual) (Japanese)

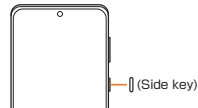
### Attaching au IC Card (SIM Card)



### Turning the Power On

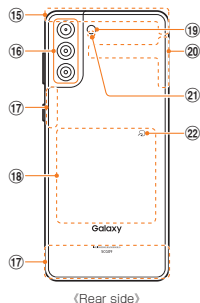
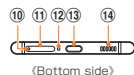
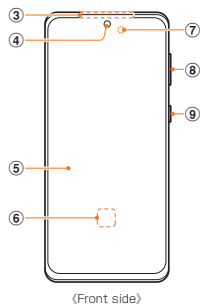
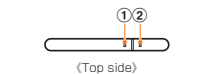
① Press and hold for over 2 seconds

② Unlock the screen



- ③ Press and hold (Side key) and lower side of Volume key simultaneously for over 7 seconds, when the power cannot be turned off in the usual way or the screen freezes.

## Names of Parts



- ① Mouthpiece/Microphone (upper)<sup>\*1</sup>
- ② Vent hole
- ③ Receiver/Speaker<sup>\*1\*2</sup>
- ④ Front camera
- ⑤ Display (Touch panel)<sup>\*3</sup>
- ⑥ Fingerprint recognition sensor
- ⑦ Proximity/Light sensor<sup>\*4</sup>
- ⑧ Volume key
- ⑨ ⏻ (Side key)
- ⑩ Tray eject hole
- ⑪ au IC card tray
- ⑫ Mouthpiece/Microphone (lower)<sup>\*1</sup>
- ⑬ USB Type-C™ connection terminal (external connection terminal)
- ⑭ Speaker<sup>\*1</sup>
- ⑮ 5G/4G/GPS antenna part<sup>\*5</sup>
- ⑯ Rear camera
- ⑰ 5G/4G antenna part<sup>\*5</sup>
- ⑱ Wireless charging position
- ⑲ Flash/Light
- ⑳ 5G/4G/Wi-Fi<sup>®</sup>/Bluetooth<sup>®</sup> antenna part<sup>\*5</sup>
- ㉑ Microphone (rear)
- ㉒ Ⓜ mark

\*1 Be careful not to cover over with your fingers, etc., while relevant functions are being used. In addition, do not insert the SIM card removal tool (sample) into the product since this might cause damage.

\*2 The product uses it for both a receiver and a speaker.

- \*3 A protective film (sample) is already attached to the display.
- \*4 Do not cover with the sticker, etc. Functions may not work correctly. There may be flashing around the proximity/light sensor by the operation of the proximity/light sensor during a call, etc.
- \*5 The antenna is built into the product. Covering around the antenna by hand may affect calling quality / communication quality.

### memo

- Please use a specified charging equipment (sold separately).
- The battery is built into the product.
- Illustrations used in this manual are just images for explanations. They may be different from actual ones.

- For the latest information, please refer to the latest "オンラインマニュアル (Online Manual)" (Japanese) or the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese), available on the au website. <https://www.au.com/support/service/mobile/guide/manual/> (Japanese)
- For the latest information of the product, refer to the following website. <https://www.galaxymobile.jp/> (Japanese)
- 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.
- The contents described in this manual may be different due to the version upgrade of the software of this product or the change / end of service. And the content of this manual is subject to change without notice.