

Galaxy S23 Ultra

Galaxy S23

SCG20/SCG19

Notes on Usage

- Please keep the software up-to-date. For details on how to update the software, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).
- In this manual, "Galaxy S23 Ultra / Galaxy S23" is usually referred to as the "product".
- 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 considering that there is a malfunction, please refer to the "故障とお考えになる前に (Troubleshooting)" from "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

- Communication is not possible even inside the service area in places where the signal does not reach (for example, tunnels and basements). Also, communication 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.)
- Only VoLTE (LTE network) is available when connecting to Japanese emergency services.
- Since the product is a radio station under the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law.
- The IMEI information of your phone is automatically sent to carrier for maintenance and monitoring operational status of your phone.
- To use the product overseas, check the condition such as regulations of the country/region in advance.
- The Company is not liable for any damages or lost profits caused by natural disasters such as earthquakes, lightning, storms, floods, as well as fires, actions by third parties, other accidents, intentional or mistaken operation 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 or lost profits resulting 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).
- Information such as positioning data obtained by the measurement sensor and GPS of the product is only a guide and cannot be used for purposes that require a high degree of reliability. Note that the Company assumes no responsibility for any damages or lost profits resulting from positioning errors.
- The Company is not liable for any damages or lost profits resulting, for example, from malfunctions caused by combination with connected devices or software not related to the Company.
- Malfunction, repair, or other handling of the product may result in changes or loss of captured or downloaded image data. The Company is not liable for any damage or lost income resulting from recovery of these data.
- It is recommended you save the important data on your PC's hard disk, etc. Whatever the cause of the defect or malfunction may be, the Company assumes no responsibility for alteration or loss of saved data.
- 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 product replacement for failure repair or other reasons will not retain any content data (whether paid or free) or other data stored in the product.

- If an image is displayed for a long time, an afterimage may occur on the display but this is not a fault. To prevent afterimage and to conserve power, you are recommended to set the screen timeout time to a short time.
- Although the display used by the product is made using high precision technology, some pixels (dots) might not light or are lit at all times. Please note that this is not a fault.
- It is recommended that you keep a copy of the photo/video data and music data stored in the product on your computer or cloud service, etc. Note, however, that some data, such as data with copyright protection, cannot be copied even by the above means.
- Do not discard the product together with regular trash. Please cooperate in the collection of the product (including optional accessories) when it is no longer needed to protect the environment and effectively use resources.
- * "The Company" as appears in this manual refers to the following companies:

Sold by: Contracted Carrier

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 of the product may become unavailable as a result of changes in OS specifications, changes or termination of services, etc.
- Every effort has been made in the preparation of this manual. 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 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, SIM card, S Pen (used only with the Galaxy S23 Ultra), accessory devices**

 **Danger**



Don't

Do not use, store, or leave the product in a place subject to high temperature or in places where heat builds up (such as close to fires or heating devices, inside kotatsu or bedding, under direct sunlight, or in a car on an extremely hot day).

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



Don't

Do not put the product into heating cooking devices such as microwave ovens, IH cooker or high-pressure containers such as pressure cookers.

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.40 "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 in a bathroom or near a humidifier.

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

For waterproofness, refer to the following:

►P.40 "Precautions for Waterproofness/ Dustproofness"



Don't

Do not apply strong pressure to the product or allow it to break. Do not bump or pinch the product against objects, especially when carrying it in a clothing pocket.

Damage to the internal battery may cause fire, burns, or injury.

* Examples to avoid

- Sitting or squatting with the product put in the pocket of trousers or skirt
 - Clipping the product to a door or car door with the product in a jacket pocket
 - Stepping on the product on a soft object such as a sofa, bed, or bedding, or on the floor
 - Tucking the product into the seat of a train, bus, or other seat
-



No
disassembly

Do not attempt to disassemble or modify the product.

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



Don't

Do not remove the internal battery in the product.

May cause fire, burns or injuries, etc.



Don't

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



No liquids

Do not let the product get wet with liquids (drinking water, sweat, seawater, pet urine, etc.).

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

For waterproofness, refer to the following:

▶P.40 "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.40 "Precautions for Waterproofness/
Dustproofness"



Do

Use the optional equipment specified by the Company for the product.

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

Warning



Don't

Do not subject the product 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

Do not allow conductive foreign objects (metal pieces, pencil lead, etc.) to come into contact with the charging jack or external connection terminals, and do not allow dust to get inside the product.

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



Don't

Do not cover or wrap the product with bedding, etc. while using or charging the product.

May cause fire or burns, etc.



Don't

Do not stick 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.

The cover material, thickness, or foreign matter such as dust caught between the product and the cover may prevent proper charging, resulting in fire, burns, or injury.



Do

Turn the product OFF near high-precision electronic control equipment or electronic equipment using low-power signals.

Failure to do so may cause the equipment to fail or malfunction.

* Examples of electronic equipment to avoid Hearing aids, implanted pacemakers or defibrillators, other electronic medical and other automatic control equipment, etc. Users wearing implanted pacemakers or defibrillators or other electronic medical equipment should check with the manufacturer or sales outlet about the effect of radio wave on the equipment.



Do

If charging is not completed after the specified charging time, stop charging.

Overcharging, etc. may cause fire, burns or injuries, etc.



Do

Turn the product OFF and stop charging before entering a place where there is a possibility of flammable gases being generated or where there is a possibility of dust being generated.

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



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

If the product exhibits any abnormalities such as unusual odor, noise, smoke, heat, discoloration, or deformation during use, charging, or storage, take safety precautions and perform the following operations.

- Remove the power plug from the outlet.
- Turn the product OFF.

If the above operations are not performed, this may cause fire, burns, injuries or electric shocks, etc.



Caution



Don't

Do not use the product while it is damaged.

May cause fire, burns, injuries, etc.



Don't

Do not place the product on an unstable surface, such as on a wobbly stand or on a tilted surface. Be especially careful when the product is in vibration mode.

May fall and cause injuries, etc.



Don't

Do not use or store the product in damp, dusty or hot areas.

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

For waterproofness/dustproofness, refer to the following:

►P.40 "Precautions for Waterproofness/Dustproofness"



Don't

Children using the product should be instructed in proper operation by an adult. Make sure they use the product correctly.

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



Don't

Do not place the product within reach of infants or where pets can touch it.

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

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



Do

Note that the temperature may become high when the product is used continuously or when the product is being charged. Also, be careful not to touch the product continuously and unintentionally by putting it in a clothing pocket or falling asleep.

The temperature of the product or designated charging equipment (sold separately) may become high during continuous use or charging, such as when using applications, making calls, communicating data, or watching videos. Continuous direct contact with high-temperature areas may cause skin redness, itching, rash, or low-temperature burns depending on your constitution or physical condition.

Danger



Don't

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

May cause fire, burns or injuries, etc.



Don't

Do not puncture with a sharp object (nail, etc.), strike with a hard object (hammer, etc.), stomp on, or apply excessive force on the product.

May cause fire, burns or injuries, etc.



Do

If the substance inside the product gets into your eyes or mouth, etc., rinse with clean water and receive medical care from a doctor immediately.

The substance inside the product may cause loss of sight or poor health, etc.

Warning



Don't

Do not turn on or emit light with the light emitting part of the flash/light close to a person's eyes. 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.



Do not look at a flashing screen for a long time.

Don't

May cause seizure or loss of consciousness, etc.



Do not put liquids (drinking water, sweat, seawater, pet urine, etc.) or foreign

Don't

objects such as metal fragments and flammable materials into SIM card slot.

Please do not mistake the insertion location and direction of the SIM card.

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



Do not expose the camera lens to direct sunlight, etc. for a long time.

Don't

The light-gathering capabilities of the lens may cause fire, burns, injuries, etc.



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

Do

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.



When using the product in a medical facility, follow the instructions of the facility.

Do

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 headphones/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, accidents can also occur when the volume is too loud, making it difficult to hear surrounding sounds.



Do

If you have weak heart, be careful when setting the vibrate ringtone (vibration) or ringtone volume setting.

Surprised by sudden vibrate ringtone (vibration) or ringtone, it may cause harmful effect on heart.



Do

When you use electronic medical equipment, check with the equipment manufacturer or distributor to determine how the equipment is affected by radio waves before using.

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

Be careful to prevent pets and other animals from biting the product.

The internal battery may ignite, explode, generate heat or leak and may result in fire, burns, injuries, etc.



Caution



Don't

For using a motion sensor, check the safety around, hold the product and do not swing it more than necessary.

May cause injuries, etc.



Don't

If the display 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, 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 SIM 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 a car, check with the automobile manufacturer or dealer to determine how the product is affected by radio waves before using.

In some vehicle models, 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.

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

For parts materials ►P.29 "Material List"



Do

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

Adhesion of such fragments may cause injuries, etc.



Do

When watching the display, take a certain distance from the display in a fully bright place.

Watching the display in the dark or watching too close may cause diminished eyesight, etc.

■ Charging equipment



Warning



Don't

Do not use the specified charging equipment (sold separately) or the wireless charger (sold separately) code if it gets damaged.

May cause fire, burns or electric shocks, etc.



Don't

If you hear thunder, do not touch the specified charging equipment (sold separately) or the wireless charger (sold separately).

May cause electric shocks, etc.



Don't

Do not short the charging jack while it is connected to the outlet. Do not touch the charging jack with a part of your body such as your hand or finger.

May cause fire, burns or electric shocks, etc.



Don't

Do not pull or place a heavy object on the power cord of the specified charging equipment (sold separately) or the wireless charger (sold separately).

May cause fire, burns or electric shocks, etc.



Don't

When plugging or unplugging the specified charging device (sold separately) into the outlet, do not allow metal objects to come into contact with it.

May cause fire, burns or electric shocks, etc.



Don't

Do not connect the voltage converter (travel converter for overseas travel, etc.) to the specified charging equipment (sold separately).

May cause ignite, heat or electric shocks, etc.



Don't

Do not apply excessive force to the product connected to the specified charging equipment (sold separately).

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



Don't

Do not charge any parts wet with liquids (drinking water, sweat, seawater, pet urine, etc.) with the wireless charger (sold separately). Also, do not charge the product in places exposed to water such as in a bathroom or near a humidifier.

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



No wet hands

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

May cause fire, burns or electric shocks, etc.



Do

Only use with the specified power source and voltage.

When charging the product overseas, use the specified charging equipment (sold separately) that can be used overseas.

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

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

AC adapter for global use: Between 100 VAC and 240 VAC (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

Leave the power plug unplugged from the outlet when not using the specified charging equipment (sold separately).

If the power plug is left plugged in, this may cause fire, burns, injuries, electric shocks, etc.



Unplug

Immediately unplug the specified charging equipment (sold separately) from the outlet if water or other liquids (drinking water, sweat, seawater, pet urine, etc.) get into the specified charging equipment.

Adhesion of such fragments may cause fire, burns or electric shocks, etc.



Unplug

Always unplug the power plug from the outlet when cleaning the product.

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



Caution



Don't

Do not touch a specified charging equipment (sold separately)

continuously that has been connected to the outlet.

May cause burns, etc.

■ SIM card



Caution



Do

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

■ S Pen (used only with the Galaxy S23 Ultra)



Danger



Don't

Do not put S Pen in a fire or attempt to heat it.

May cause fire, burns or injuries, etc.



Don't

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

May cause fire, burns or injuries, etc.



Do

If the substance inside S Pen gets into your eyes or mouth, etc., rinse with clean water and receive medical care from a doctor immediately.

The substance inside S Pen may cause loss of sight or poor health, etc.

Warning



Don't

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



Do

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

S Pen'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 S Pen in a medical facility, follow the instructions of the facility. Insert the S Pen in the product and turn off the product.

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



Do

When you use electronic medical equipment, check with the equipment manufacturer to determine how the equipment is affected by radio waves before using.

May cause harmful effect on electronic medical equipment, etc.



Do

Take care to prevent pets and other animals from biting the S Pen.

The battery may ignite, explode or generate heat and may result in fire, burns, injuries, etc.

Caution



Don't

Do not swing the product holding S Pen when it is attached to the main unit of the product.

May cause accident such as injuries, etc.



Don't

Do not dispose with regular trash.

May cause fire, burns, injuries, etc.

Environmental damage may also be caused. If S Pen becomes no longer needed, follow the instructions given by the collecting municipalities.



Do

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

In rare cases, using S Pen in some vehicle models can cause the vehicle's electronic equipment to malfunction. In that case, stop using the product immediately.



Do

If you develop skin problems, stop using S Pen immediately, and see a doctor.

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

For parts materials ►P.29 "Material List"

■ SIM card removal tool (sample)

Warning



Don't

The tip of the SIM extraction pin (sample) is sharp. Do not use the pin against yourself or others.

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

Caution



Do

If you experience any skin problems as a result of using the SIM card removal tool (sample), stop using it immediately and seek medical attention.

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

For parts materials ►P.29 "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

If you experience any skin problems as a result of using the USB cable (CtoC) (sample), stop using it immediately and seek medical attention.

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

For parts materials ►P.29 "Material List"

Material List

■ Main unit (Galaxy S23 Ultra)

Part	Material	Surface treatment
Display (touch panel)	Glass	AF coating
Exterior case (side, top, bottom)	Aluminum	Anodizing
SIM card tray	PC	-
SIM card tray (side)	Aluminum	Anodizing
SIM card tray (rubber gaskets)	Silicone	-
Rear cover	Glass	AF coating
Side key, Volume key	Aluminum	Anodizing
Rear camera window	Glass	AF coating
Rear camera surrounding area	Aluminum	Anodizing
Range AF sensor window	Glass	AF coating
Range AF sensor surrounding area	Aluminum	Anodizing
Flash/Light	Glass	AF coating
USB Type-C™ connection terminal	Corson Alloy	Palladium-nickel plating
USB Type-C connection terminal surrounding area	LCP	-
Speaker	Aluminum	Anodizing

■ Main unit (Galaxy S23)

Part	Material	Surface treatment
Display (touch panel)	Glass	AF coating
Exterior case (side, top, bottom)	Aluminum	Anodizing
SIM card tray	PC	-
SIM card tray (side)	Aluminum	Anodizing
SIM card tray (rubber gaskets)	Silicone	-
Rear cover	Glass	AF coating
Side key, Volume key	Aluminum	Anodizing
Rear camera window	Glass	AF coating
Rear camera surrounding area	Aluminum	Anodizing
Flash/Light	Glass	AF coating
USB Type-C connection terminal	Corson Alloy	Palladium-nickel plating
USB Type-C connection terminal surrounding area	LCP	-
Speaker	Aluminum	Anodizing

■ S Pen (used only with the Galaxy S23 Ultra)

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

■ SIM card removal tool (sample)

Part	Material	Surface treatment
Main unit	SUS304	Barrel polishing

■ USB cable (CtoC) (sample)

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

Handling Precautions

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


■ Precautions common to the product, internal battery, charging equipment, SIM card, S Pen (used only with the Galaxy S23 Ultra), accessory devices

- 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.)
 - The product main unit (for Galaxy S23 Ultra, including the S Pen)
 - SIM card (when attached to the product main unit)
- In the following cases, do not use the product in extremely hot, cold or humid places. (Use within an ambient temperature range of 5 °C to 35 °C and humidity range of 35% to 85%.)
 - Charging equipment
 - Accessory devices
- Clean the charging 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, benzine, detergent, glass cleaner, etc. might erase the printing on the outer casing or cause discoloration.

- Use the product as far away as possible from a landline phone, TV, radio, etc., may cause affect the product.
- The product may become warm while charging etc., depending on the situations, but this is not abnormal.
- Do not place the product near corrosive chemicals or in places where corrosive gas is generated. Doing so may cause a fault.
- Do not disassemble, modify or repair the product (for Galaxy S23 Ultra, including the S Pen). Doing so might cause fault. Modification of phones is in violation of the Radio Law and the Telecommunications Business Act.
- Do not use the product while walking or driving a car or riding a motorbike or bicycle. Using the product while driving a car or motorbike is prohibited by law. Use of a phone while riding a bicycle may be punishable by some regulations.
- 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.

■ Main unit

- The battery for the product is built-in and cannot be replaced by yourself. Please contact the "Inquiries" in the end of this manual to replace the battery.
- Never use modified product. Use of a modified device violates the Radio Law and the Telecommunications Business Act.

The product is compliant with rules on the technical standard conformance of specified wireless equipment based on the Radio Law and rules on the technology regulatory compliance of terminal device based on the Telecommunications Business Act. As proof of this, the "Technical Conformity Mark  " is indicated in the product.

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

If the modifications are made to the internal components, the certification of conformity with technical regulations will become not valid. Never use the product without the valid certification.

Doing so violates the Radio Law and the Telecommunications Business Act.

- Take care not to place magnetized items such as magnetic cards, speakers and TV sets near the product, as it might cause malfunction. Putting a strong magnetism close to the product might cause false operation.
- Do not bring the product close to magnetized objects such as cash cards, credit cards, and prepaid cards. Doing so might result in loss of recorded information.
- When suddenly brought into a warm place from a cold place, or when in a humid location, or when used where temperature suddenly changes (for example, near the air discharge port of an air conditioner), water droplets (that is condensation) sometimes are formed inside the product. Note that when used under conditions such as this, the humidity might cause corrosion or a fault.

- Do not cover the proximity/light sensor with your finger or put a sticker on it. If you do so, the light sensor may not be able to respond to ambient light and may not work properly.

■ Touch Panel

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

■ 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.

- 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.
- The internal battery gradually discharges after charging, even if the product is not used. Overdischarging may make it impossible to recharge the battery after a long period of inactivity, so regular recharging is recommended.
- Depending on the use condition, the internal battery may be inflated as it comes close to the end of its service life. This is because of or caused by the properties of lithium-ion battery and does not pose any safety risks.
- The internal battery is a consumable item. If the performance of the internal battery does not recover (for example, the usable time after each charge has become extremely short, the internal battery is swollen, etc.), stop using the battery as it is at the end of its service life. As the battery is built-in, please check the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) or our website, and contact your carrier to replace the battery. Note that you will not be able to use the product for a certain period of time. Please understand this in advance. Battery life varies depending on usage conditions and other factors.


■ SIM card

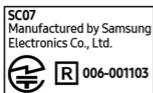
- Do not forcibly remove or insert the SIM card.
- You are responsible for any damage caused by inserting your SIM card into some other IC card reader/writer, etc.
- Do not put stickers, etc. on the SIM card.
- Do not insert an SIM card to which a conversion adapter is attached. Doing so may cause a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

■ S Pen (used only with the Galaxy S23 Ultra)

- Do not intentionally subject the S Pen to strong shocks such as strong pushing or tapping. Doing so may cause scratches or damage to the S Pen.
- Do not subject the S Pen to strong impacts by dropping, throwing, or stepping on it. Doing so may cause it to misoperate.
- Do not use the S Pen if the tip is chipped or chiseled. Doing so may damage the display or cause the display to misoperate.
- Do not use a touch pen or S Pen that is not specified. Doing so may damage the display or cause the display to misoperate.
- Do not use the S Pen with other devices as this may cause malfunctions or damage to the S Pen or device.
- Use the S Pen without excessive force; placing the S Pen in a luggage packed with many things or sitting on it in a clothing pocket may cause the S Pen to break or malfunction.
- When the S Pen is not in use, attach it to the product.
- Please note that bringing magnetic cards, speakers, TVs, accessories with magnets, or other magnetic devices close to the S Pen may cause malfunctions. Strong magnetism may cause the S Pen to malfunction.

- The S Pen has a internal battery, which cannot be replaced by the customer.
- After the S Pen's internal battery is charged, it gradually discharges even if the S Pen is not being used. The battery is charged when the S Pen is inserted into the product.
- Never use a modified S Pen. Use of a modified S Pen violates the Radio Law.

The S Pen is compliant with rules on the technical standard conformance of specified wireless equipment based on the Radio Law. As proof of this, the "Technical Conformity Mark  " is indicated as the following.



■ SIM card removal tool (sample)

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

■ USB cable (CtoC) (sample)

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

■ 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.

Precautions for Waterproofness/Dustproofness

- The product (for Galaxy S23 Ultra, including the S Pen) is waterproof to IPX5^{*1} equivalent and IPX8^{*2} equivalent protection level (JIS C 0920), as well as dustproof equivalent to the IP6X^{*3} standard (based on in-house testing) when the SIM card tray is fully installed.
- 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 IPX5 equivalent means that a phone keeps functioning after applying a jet flow of 12.5 liters per minute from every direction from a distance of approximately 3 m for at least 3 minutes using water nozzle in 6.3 mm inner diameter.
 - *2 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.
 - *3 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.
- The Company does not guarantee actual operations under all states. Malfunctions deemed to be caused by inappropriate operation by the customer are not covered by the warranty.

Important precautions

- To ensure waterproof property of the product, make sure that the SIM card tray is securely installed.
- Never open or close the SIM card tray when your hand or the product is wet.

- Do not immerse the product in or splash the product with liquid other than tap water (seawater, pool, hot spring, soap water, detergent water, water with bath salts in it, alcohol, beverages, seasonings, etc.). Also, do not use the product in places subject to splashing with pet urine. If those liquids get on the product, wash it with clean water, wipe it with a soft, clean cloth, and allow it to dry completely before using it to maintain its waterproof performance.
- Do not place the product directly on beach sand, etc. Sand or other small particles might get inside the speaker, etc., causing the volume to drop. If sand gets into the interior of the product, it might cause overheating or a fault.
- Do not use the product underwater or strike it against the surface of the water. Some functions such as touch operation may not work.
- Do not use or store the product in a bathroom, kitchen or other highly humid areas for a prolonged period.
- There may be some water remaining on the product even after draining it. The product can be used normally, but remember to keep it away from objects you do not wish to get wet. Also be careful as your clothes, bag, etc. may get wet from the water remaining on the product.
- You need to perform draining if water accumulates in the speaker, etc., 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 product in the bathroom.

- If the product gets wet, drain the water and wipe off the water with a soft, dry, clean cloth.

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

Charging

Accessories and optional devices are not waterproof. Check the following before and after charging.

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

Draining water when the product gets wet

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

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

- The Bluetooth® function and wireless LAN (Wi-Fi®) function of the product (for Galaxy S23 Ultra, including the S Pen) conform to the domestic standards of Japan, FCC standards and EC Declaration, 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. This can cause communication speed and distance to be reduced or disconnected by 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

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2.4 GHz frequency band precautions

The frequencies used by the Bluetooth® and wireless LAN (Wi-Fi®) function of the product (for Galaxy S23 Ultra, including the S Pen) 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.

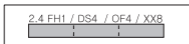
1. Before using the product, make sure that "other wireless stations" are not in operation nearby.
2. In the event that instances of radio wave interference have occurred between the product and "other wireless stations", immediately either relocate the product or stop operation of the device (stop the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




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 (for Galaxy S23 Ultra, including the S Pen) use frequencies in the 2.4 GHz band.



- **Bluetooth® function: 2.4FH1/XX8**
The product (for Galaxy S23 Ultra, including the S Pen) 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, OFDM and OFDMA 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/6 GHz frequency band precautions

Wireless LAN (Wi-Fi®) function of the product uses 5 GHz/6 GHz band. Using the 5.2 GHz band/5.3 GHz band/6 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).

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 mails and configure various settings, connection to the Internet is required, to which data communication charge applies.

Notes on Call Charge

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

Take Your Manners with You as Well

- **Use of the product is not allowed in the following places!**
- Do not listen to music or watch videos on your phone while driving a motor vehicle, motorized bicycle, or bicycle. Use of the phone while driving a car or motorized bicycle is prohibited by law (use while riding a bicycle may also be punishable by law, etc.). Also, please pay close attention to the traffic around you even when walking. Using a phone makes it difficult to hear the sounds around you and may cause a traffic accident if you are distracted by the display. Please be especially careful at railroad crossings, station platforms and pedestrian crossings.
- As there are usage restrictions in an airplane, follow the instructions from the airline.

Appendix

After-Sales Service

■ When asking for repair

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

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

- * The warranty is valid for one year from the day that you first buy the product.
- Before handing in the product for repair, make a backup of the contents of storage since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of storage be altered or lost.
- Recycled parts that meet the Company's quality standards are sometimes used for repair.
- Mobile devices used up to now that are collected by the replacement phone delivery service are reused as replacement mobile devices after being reconditioned and repaired. In addition, mechanical parts replaced by the after-sales service are collected and recycled by our company. Therefore, they cannot be returned to customers.
- 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 a consumable item and is not covered by the warranty.

- Accessories (for Galaxy S23 Ultra, except for the S Pen) and samples other than the product main unit are not covered by the free-of-charge repairs warranty.

■ Performance parts for repair

The Company retains performance parts for repair of the product main unit and its peripherals for four years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.

■ Free-of-charge repair warranty

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 the box the product is sold in.
2. If the product malfunctions during the warranty period and during normal use that follows the precautions listed in the instruction manual, the Company will repair the product for free.
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 product correctly.
 - ② If the product broke or was damaged by unauthorized repairs or modifications.
 - ③ If you had the product repaired at a facility that is not an authorized repair facility as designated by the Company.
 - ④ If the product breaks or is damaged because of an accident or your own negligence when you are using or handing the product. Alternatively, there are indications that the product was dropped, got wet, damp, or the like.
 - ⑤ If the product breaks or is damaged because of natural disasters, such as earthquakes, wind and flood damage, fire, damage from salt, or abnormal voltage.

4. Depending on how damaged the product is, repair may not be possible.
5. The Company assumes no responsibility for any damages or lost profits incurred as a result of the failure of the product's equipment.
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 the product.
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 with Cloud

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

This is a service that extends coverage for all kinds of problems, including breakdown, theft, and loss. For details of monthly usage fee and services, refer to the au/UQ mobile website.

- For customers with au contracts
<https://www.au.com/mobile/service/kosho-funshitsu-cloud/> (Japanese)
- For customers with UQ mobile contracts
<https://www.uqwimax.jp/mobile/plan/option/repair-cloud/> (Japanese)

* Service contents are subject to change without notice.

■ SIM card

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

FCC RF Exposure Information

The product has been certified of Federal Communications Consortium (FCC).

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

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.

Intellectual Property Rights


Trademarks

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Bluetooth®

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



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- USB Type-C™ is a trademarks of the USB Implementers Forum.
- All other company names and product names are trademarks or registered trademarks of respective companies referred to in this manual.

au Support



App/Website

■ My au app

You can check usage charges, points, contract details, etc., and perform various procedures.

* If you are using povo, please check with the povo2.0 app/povo1.0 app.



Check here to
download



URL

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

■ au Support (web)

There are various support information that will be useful when you are in trouble.

URL

<http://kddi-l.jp/Gf9>
(Japanese)



Message

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

URL

<http://kddi-l.jp/Bz6>
(Japanese)



UQ mobile Support

App/Website

■ My UQ mobile (app)

You can check the remaining amount of data, the billing amount, and the subscription status of various services. One-touch communication mode switching.



Check here to
download



URL <http://kddi-l.jp/FJ7>
(Japanese)

■ UQ mobile Support (web)

There are various support information that will be useful when you are in trouble.

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



Chat

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

URL <http://kddi-l.jp/j9z>
(Japanese)



Repair and Delivery Support / Repair and Delivery Support with Cloud Service for Members

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

From au cell phones / UQ mobile
/ general subscriber phones

Troubleshooting/replacement
phone delivery service reception
(Business hours 9:00 - 20:00)



0120-925-919



やめましょう、
歩きスマホ。




あぶない！
電池への衝撃



キケン！
水ぬれ充電



モバイル・リサイクルネットワーク
携帯電話・PHSのリサイクルにご協力を。

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.

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