

Galaxy Z Flip5

SCG23

Basic Manual

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

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

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

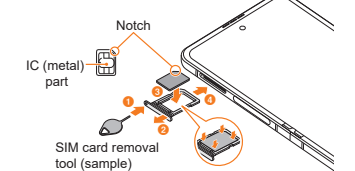
- Please keep the software up-to-date. For details on how to update the software, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) on the website of the contracted carrier.
- For the latest information, please refer to the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) on the website of the contracted carrier.
- For the latest information on the product, refer to the following website.  
https://www.samsung.com/jp/ (Japanese)
- The software of the product may differ from the information in this guide depending on version upgrades, service changes, or termination. The contents of this manual are subject to change without notice in the future.
- In this manual, "Galaxy Z Flip5" 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.

Getting Ready

List of Packaged Items

- Main unit
  - SIM card removal tool (sample)
  - USB cable (CtoC) (sample)
  - 取扱説明書 (Basic Manual) (Japanese)
  - データ移行ガイド (Data Transfer Guide) (Japanese)
- memo
- Please use 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 the actual ones.
  - The USB cable (CtoC) (sample) attached to the product corresponds to charge up to 3 A.
  - Do not fold the product in the reverse direction. That may cause the product to get damaged.
  - When folding the product, do not insert foreign objects such as cards, coins, or keys, on the main display. The display may be damaged.
  - Protective film (expendable) attached to the main display is dedicated to the product. You can protect the main display and reduce the risk of failure and breakage of the product, so please do not remove the protective film. When repasting, it may be paid repairs.
  - The product is not dustproof. Do not allow sand or other fine particles to enter the product.
  - Use the product in a place without magnetic interference for the product to operate normally.

Attaching the SIM card



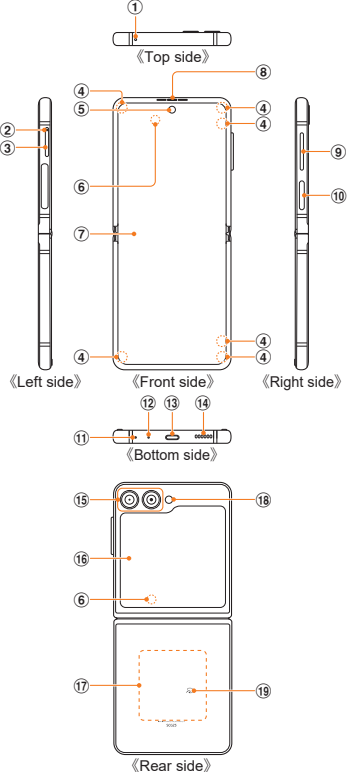
Turning the Power On

- Press and hold [ ] (Side button)/Fingerprint recognition sensor for over 2 seconds
- Swipe the screen up and down, left and right to unlock the screen



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

Names of Parts



- Mouthpiece/Microphone (upper)<sup>\*1</sup>
- Tray eject hole
- SIM card tray
- Magnet part<sup>\*2,3</sup>
- Front camera<sup>\*4</sup>
- Proximity/Light sensor<sup>\*5</sup>
- Main display (touch panel)<sup>\*4\*6\*7\*8</sup>
- Receiver/Speaker<sup>\*1\*9</sup>
- Volume button
- [ ] (Side button)/Fingerprint recognition sensor<sup>\*5</sup>
- Vent hole<sup>\*1</sup>
- Mouthpiece/Microphone (lower)<sup>\*1</sup>
- USB Type-C™ connection terminal (external connection terminal)
- Speaker<sup>\*1</sup>
- Rear camera<sup>\*4</sup>
- Cover display (touch panel)<sup>\*4</sup>
- Wireless charging position
- Flash/Light
- mark

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

<sup>\*2</sup> The product contains magnets, which may affect medical devices, such as pacemakers or implantable cardioverter defibrillators. If you are using any of these medical devices, keep the product more than 15 cm from them when carry or use the product. And be especially careful not to put it in your jacket pocket. If you suspect any interference with your medical device, stop using the product and consult your physician or your medical device manufacturer.

<sup>\*3</sup> Keep the product away from objects that may be affected by magnetism. Objects such as credit cards, bank cards, access cards, boarding passes, or parking passes may be damaged or disabled by the magnets in the product.

<sup>\*4</sup> Do not push or forcefully press the product with sharp object such as your fingernail. Doing so could result in scratching or puncturing them.

<sup>\*5</sup> Do not cover this with stickers or other materials. Functions may not work correctly.

<sup>\*6</sup> A protective film is already attached.

<sup>\*7</sup> There is a crease in the center, which is the normal condition for the product.

<sup>\*8</sup> Do not attach any sticky material such as film or stickers to the main display.

<sup>\*9</sup> The product uses this for both a receiver and a speaker.

memo

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

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+/CSM/JMTS system has highly secure confidential communication features.)
- Only VoLTE (LTE network) is available when connecting to Japanese emergency services.
- While the product supports the au World Service, each network service described in this manual varies depending on the area and service content.
- Since the product is a radio station under the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law.
- The IMEI information of your phone is automatically sent to carrier for maintenance and monitoring operational status of 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), "Basic Manual" (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.
- Data saved in the product, such as contacts, and images/videos, might be altered or lost in accident, fault, repair or mishandling. Be sure to keep a copy of important contents. Note that the Company assumes no responsibility for any damages or lost profits resulting from altered or lost contents.

- 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. In the unlikely event that you notice anything suspicious or omissions, please 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.

	This sign denotes that "death or serious injury" <sup>(*)1</sup> may directly result from improper use".
	This sign denotes that "death or serious injury" <sup>(*)1</sup> may result from improper use".
	This sign denotes that "minor injury" <sup>(*)2</sup> or property damage" <sup>(*)3</sup> to property may result from improper use".

<sup>\*1</sup> 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.

<sup>\*2</sup> Minor injury: Injuries, burns (high/low temperature), electric shocks, etc. that do not require hospitalization or prolonged hospital visits.

<sup>\*3</sup> Property damage: Severe damage to property or live stock/pets, etc.

Explanation of Prohibition and Mandatory graphical symbols used in this manual

	Indicates an action that is not allowed.
	Indicates that disassembly is not allowed.
	Indicates that use in a place where the product is likely to get wet or allowing the product to get wet is not allowed.
	Indicates that handling with wet hands is not allowed.
	Indicates an action that must be obeyed at all times.
	Indicates that the power plug must be disconnected from the outlet.

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

- 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.
- 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.
- 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.

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- 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"
- 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
- Do not attempt to disassemble or modify the product. May cause fire, burns, injuries or electric shocks, etc.
- Do not remove the internal battery in the product. May cause fire, burns or injuries, etc.

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

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- Warning
- 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.
- 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.
- Do not cover or wrap the product with bedding, etc. while using or charging the product. May cause fire or burns, etc.
- 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.
- 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.

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

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- 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.
- 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
- Do not use the product while it is damaged. May cause fire, burns, injuries, etc.
- 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.

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- Do not use or store the product in damp, dusty or hot areas. May cause fire, burns, or electric shocks, etc. For waterproofness, refer to the following: ▶P.40 "Precautions for Waterproofness"
- 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.
- 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.
- 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.

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- Main unit
- Danger
- Do not put the product in a fire or attempt to heat it. May cause fire, burns or injuries, etc.
- Do not puncture with a sharp object (nail, etc.), strike with a hard object (hammer, etc.), stomp on, or apply excessive force on the product. May cause fire, burns or injuries, etc.
- 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
- 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.
- Do not turn on or emit the flash/light toward the drivers of car, etc. May disturb driving and cause accident, etc.

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- Do not look at a flashing screen for a long time. May cause seizure or loss of consciousness, etc.
- Do not put liquids (drinking water, sweat, seawater, pet urine, etc.) or foreign objects such as metal fragments and flammable materials into SIM card slot. Please do not 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. 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. 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. Turn the product OFF in areas where use is prohibited. The product's signals may affect electronic equipment and electronic medical equipment.

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- 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.
- 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.
- 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.

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- 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.
- 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.
- 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
- For using a motion sensor, check the safety around, hold the product and do not swing it more than necessary. May cause injuries, etc.
- If the display is damaged and internal substance leaks out, do not make the substance contact with your skin of face or hands, clothes, etc. May cause eyes or skin problems, etc. If the substance gets into your eyes or mouth, etc. or comes into contact with your skin or clothes, rinse with clean water immediately. And if it gets into your eyes or mouth, etc., rinse with clean water and seek medical care immediately.

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- 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.
- 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.
- 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.
- 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.
- 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.31 "Material List"

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- When opening and closing the product, be careful not to pinch fingers or other body parts. If they are caught in the gap, may cause injuries, etc.
- 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, vibrator and magnet part, etc. of the product. Adhesion of such fragments may cause injuries, etc.
- 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.
- Warning
- 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.
- If you hear thunder, do not touch the specified charging equipment (sold separately) or the wireless charger (sold separately). May cause electric shocks, etc.

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- 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**
- The company names and product names appearing in this manual are trademarks or registered trademarks of their respective holders.
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  - Wi-Fi CERTIFIED**
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  - QR code is a registered trademark of the DENSO WAVE Incorporated.
  - 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.

<For customers with au contracts>

**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) 

<For customers with UQ mobile contracts>

**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.

 Check here to download 

URL <http://kddi-l.jp/FJZ> (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

 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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