



**Be sure to read this manual before use**

# AQUOS zero5G basic

SHG02

## Notes on Usage

- In this manual, the "AQUOS zero5G basic DX SHG02" is abbreviated as the "SHG02" or the "product".
- In this manual, "au Nano IC Card 04" is abbreviated as "au IC Card".
- In this manual, "microSD™ memory card (commercially available)", "microSDHC™ memory card (commercially available)" and "microSDXC™ memory card (commercially available)" are abbreviated as "microSD memory card" or "microSD".
- For illustrations and descriptions in this manual, refer to "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) available on the au homepage.

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Sold by: KDDI CORPORATION,

OKINAWA CELLULAR TELEPHONE COMPANY

Manufactured by: SHARP CORPORATION

## Using the Product

Before using the product, be sure to read the "Safety Precautions" for proper use.

If you think the product may be malfunctioning, first check with the "トラブル診断 (trouble diagnostic)" on the following au homepage.

<https://www.au.com/trouble-check/> (Japanese)



Also refer to "Online Manual" (Japanese) or "故障とお考えになる前に (Troubleshooting)" in "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) available on the au homepage.

<https://www.au.com/online-manual/shg02/> (Japanese)

<https://www.au.com/support/service/mobile/guide/manual/> (Japanese)

- Communication is not possible even inside the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication may not be possible in poor reception areas. Communication may be interrupted if you move into a poor reception areas during communications.
- Since this product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though the 5G/LTE/WiMAX 2+/UMTS/GSM system has highly secure confidential communication features.)
- VoLTE (LTE network) by au is used when connecting with organizations that receive emergency call within Japan. You cannot connect using 3G (circuit-switched network).
- The product is compatible with au World Service. Each network service in this manual varies depending on the area and service content.
- Since the product is a radio station under the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law.
- The IMEI information of your cell phone is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status of your cell phone.




- If you are using the product overseas, check the relevant laws and regulations of the country/region you visit in advance.
- The Company is not liable for any damages arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional or mistaken 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 arising from failure to observe the described content of “取扱説明書 詳細版 (Full Instruction Manual)” (Japanese), “Quick Start Guide” and “Notes on Usage” (this manual).
- The Company is not liable for any damages arising, for example, from malfunction caused by combination with connected devices or software not related to the Company.
- Captured image data or downloaded data may sometimes be altered or lost due to faults, repair or other handling of the product. The Company is not liable for any damage or lost income resulting from recovery of these data.
- It is recommended you keep a copy of 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 by an accident, fault, repair or mishandling. Be sure to keep a copy of important contents. Note that the Company assumes no responsibility for any damages or lost profits resulting from altered or lost contents.
- Note that content data (both charged or free content) saved on the product cannot be returned to the customer when the product is replaced for repair of a fault, for example.
- If an image is displayed for a long time, an afterimage may occur on the display but this is not a fault. To prevent afterimage and to conserve power, you are recommended to set the screen timeout time to a short time.
- Although the display used on the product is made using high-precision technology, some pixels (dots) might be lit or out at all times. This is not a malfunction.

- You are recommended to store copies of individual data such as still pictures/videos you took and music in your PC by sending each file as mail attachment, etc. Note, however, that you may not be able to make copies of some copyrighted data even by the above-mentioned means.
- Do not discard together with regular trash. Please cooperate in the collection of the product (including optional accessories) when it is no longer needed to protect the environment and effectively use resources. Old products are collected at au shops and other places.
- \* "The Company" as appears in this manual refers to the following companies:  
Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY  
Manufactured by: SHARP CORPORATION

- Ⓒ 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.
- Ⓒ Part of functions cannot be used due to a specification change of the operating system or change/end of the service.
- Ⓒ 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, thoroughly read these safety precautions for proper use. After reading, store the precautions in a safe place.
- These precautions contain information intended to prevent injury to the user and to surrounding people, as well as damage to property, and must be observed at all times.
- The following symbols indicate the different degrees of injury or damage that may occur if information provided is not observed and the product is used improperly.







 <b>DANGER</b>	This symbol indicates that "death or serious injury* <sup>1</sup> may directly and immediately result from improper use".
 <b>WARNING</b>	This symbol indicates that "death or serious injury* <sup>1</sup> may result from improper use".
 <b>CAUTION</b>	This symbol indicates that "minor injury* <sup>2</sup> and/or physical damage* <sup>3</sup> may result from improper use".

\*1 Serious injury: This refers to loss of sight, injury, burns (high- and low-temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning, etc., and injuries requiring hospital admission for treatment or long-term hospital attendance as an outpatient.

\*2 Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.

\*3 Physical damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

## ■ Explanation of Prohibited or Enforcement Symbols

 Prohibited	Indicates an action that is not allowed.	 Wet hands prohibited	Indicates that handling with wet hands is not allowed.
 Disassembly prohibited	Indicates that disassembly is not allowed.	 Instruction	Indicates that instructions specified are compulsory (must be followed).
 Wetting with water prohibited	Indicates that use in a place where the product is likely to get wet or allowing the product to get wet is not allowed.	 Disconnect plug from power outlet	Indicates that the power plug must be disconnected from the power outlet.

## ■ Precautions Common to the Main Unit, Internal Battery, Charger, au IC Card, Peripheral Devices

 **DANGER**



Prohibited

**Do not use, store or leave the equipment in locations subject to high temperatures or accumulation of heat (near a fire or heating unit, in a kotatsu or bedding, under direct sunlight, inside a vehicle on a hot day, etc.).**

May cause fires, burns, injury, electric shock, etc.



Prohibited

**Do not place the equipment inside cooking appliances such as microwave ovens and induction cookers or high pressure vessels such as pressure cookers, or near them.**

May cause fires, burns, injury, electric shock, etc.



Prohibited

**Do not sprinkle sand, soil or dirt on the equipment or put the equipment directly on it. Also, do not touch the equipment when sand etc. is adhering to your hand.**

May cause fires, burns, injury, electric shock, etc.  
Refer to the following for details on waterproofness/  
dustproofness.

▶P.31 "Notes on Waterproof and Dustproof Properties"

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Prohibited

**Do not charge the equipment while it is wet with liquids such as water (drinking water, sweat, seawater, pet urine, etc.). Also, do not charge the equipment where water is regularly in use such as a bathroom.**

May cause fires, burns, injury, electric shock, etc.  
Refer to the following for details on waterproofness.

▶P.31 "Notes on Waterproof and Dustproof Properties"

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Prohibited

**Do not press the equipment strongly or broken it. Especially when carrying the equipment in your pocket, do not allow it to be hit with or nipped in objects.**

May cause fires, burns, injury, etc. because of damage of the internal battery.

※**Take particular care with the followings**

- Sitting or squatting down while putting the equipment in your pocket of trousers or skirt
  - Allow the equipment to be nipped in the door or vehicular door while putting the equipment in your pocket of outerwear
  - Stepping on the equipment while it is placed on a soft object such as the sofa or bedding, or floor
  - Allow the equipment to be gone into the gap of the back seat and cushion in the trains, buses, etc.
- 



Disassembly  
prohibited

**Do not attempt to disassemble or modify the equipment.**

May cause fires, burns, injury, electric shock, etc.

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Prohibited

**Do not remove the internal battery of the product.**

May cause fires, burns, injury, etc.



Prohibited

**Do not remove the back cover of the product.**

May cause fires, burns, injury, etc.



Wetting  
with water  
prohibited

**Do not get the equipment wet with liquids such as water (drinking water, sweat, seawater, pet urine, etc.).**

May cause fires, burns, injury, electric shock, etc.

Refer to the following for details on waterproofness.

▶P.31 "Notes on Waterproof and Dustproof Properties"



Wetting  
with water  
prohibited

**Do not allow liquids such as water (drinking water, sweat, seawater, pet urine, etc.) to get inside the charging jack or external connection jack.**

May cause fires, burns, injury, electric shock, etc.

Refer to the following for details on waterproofness.

▶P.31 "Notes on Waterproof and Dustproof Properties"



Instruction

**Use only optional parts specified by au.**

May cause fires, burns, injury, electric shock, etc. if you use a device other than specified one.



# WARNING



Prohibited

**Do not subject the equipment to strong force, impacts or vibration such as letting it fall, stepping on it or throwing it.**

May cause fires, burns, injury, electric shock, etc.



Prohibited

**Do not allow conductive materials (such as metal objects and pencil lead) to come into contact with the charging jack or external connection jack or dust to get inside it.**

May cause fires, burns, injury, electric shock, etc.





Prohibited

**Do not cover or wrap the equipment with bedding etc. when using or charging.**

May cause fires, burns, etc.



Instruction

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

May cause fires, burns, injury, etc. because of overcharging.



Instruction

**Be sure to turn off the product and not to charge the battery in locations where flammable gas may be generated and where dust is generated.**

May cause explosions, fires etc., because of igniting flammable gas etc.



Instruction

**When using at a gas station, or nearby follow the instructions of each facility.**

Do not charge the equipment at the gas station or nearby.

Also, pay attention to when using the product at a gas station, or nearby and do not use it while refueling.

May cause explosions, fires etc., because of igniting flammable gas etc.



Instruction

**If any trouble such as an unusual odor, unusual noise, smoking, overheating, discoloration or deformation is found during use, charge or storage, pay attention to safety and follow the instructions below.**

- Unplug the power plug from the outlet.

- Turn off the product.

May cause fires, burns, injury, electric shock, etc. if you do not follow the instructions above.



# CAUTION



Prohibited

**Do not use a damaged equipment.**

May cause fires, burns, injury, etc.



Prohibited

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**Do not leave the equipment on unstable surfaces, such as on a wobbly table or sloped surface. Be very careful while the vibrator is set.**

May fall and cause injury etc.

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Prohibited

**Do not use or store the equipment in locations that are subject to humidity, dust or high temperatures.**

May cause fires, burns, electric shock, etc.

Refer to the following for details on waterproofness/dustproofness.

►P.31 "Notes on Waterproof and Dustproof Properties"

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Prohibited

**If being used by a child, have a guardian teach him/her the proper handling procedures and do not have him/her use it improperly.**

A child may swallow the equipment, or suffer injury, electric shock, etc.

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Prohibited

**Do not place the equipment where the young children can reach it.**

**Be careful about where to store of small parts such as the au IC Card/microSD memory card tray and the SIM eject tool (sample) in particular.**

A young child may swallow the equipment, or suffer injury, electric shock, etc.

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Instruction

**Be careful when using the product continuously or charging because it may become warm. Also, be careful not to touch it unintentionally and continuously when you carry the equipment in your pocket, fall asleep, etc.**

The product or specified charger (sold separately) may become warm when using an application, a call, data communication, watching video, etc. continuously or charging. Directly touching a warmed part continuously may cause redness, itching, rashes, low-temperature burns, etc. on your skin depending on your constitution or health condition.

## DANGER



Prohibited

**Do not throw the product into a fire or heat it.**

May cause fires, burns, injury, etc.

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Prohibited

**Do not apply excessive force on the product such as puncturing it with a sharp object (nail etc.), hitting it with a hard object (hammer etc.) or stepping on it.**

May cause fires, burns, injury, etc.

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Instruction

**If the substance inside the product comes into contact with your eyes, mouth, etc., immediately rinse the contacted area with clean water. Then seek prompt medical treatment.**

May result in loss of eyesight, sick, etc. because of the substance inside the product.

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## WARNING



Prohibited

**Do not point the illuminated light directly at someone's eyes. Especially when you use it for young children, keep sufficient distance from them.**

Do not use Mobile light near people's faces. Eyesight may be temporarily affected leading to accidents etc.

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Prohibited

**Do not illuminate or emit the mobile light at anyone driving a car or other vehicles.**

May prevent a driver from driving safely and cause a traffic accident etc.

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Prohibited

**Do not watch the screen which is flashing repeatedly for a long time.**

May cause spasm or loss of consciousness.

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Prohibited

**Do not allow water or other liquids (drinking water, sweat, seawater, pet urine, etc.), metal, flammable material or other foreign object to enter the au IC Card/microSD memory card tray slot on the product.**

**Also, do not mistake the slot place and direction of the au IC Card or microSD memory card.**

May cause fires, burns, injury, electric shock, etc.



Prohibited

**Do not expose the camera lens to direct sunlight etc. for an extended period.**

May cause fires, burns, injury etc. because of the light-collecting mechanism of the lens.

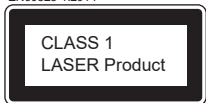


Prohibited

**Laser (proximity sensor)  
Do not stare into proximity sensor.**

May temporarily affect eyesight, leading to accidents.

EN60825-1:2014



Instruction

**Turn off the product or set it to Airplane mode before going aboard an airplane.**

Since using the product on airplanes is restricted, follow the instructions given by the respective airlines.

Failure to do so might affect an airplane's electronic instrumentation because of signals.

If you commit a prohibited act while using the product on an airplane, you may be punished by law.



Instruction

**Follow the instructions given by the respective medical institution regarding the use of the product in a hospital.**

Turn off the product in areas where the use of cell phones is prohibited.

Failure to do so might cause interference with the operation of electronic devices and electronic medical devices because of signals.

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Instruction

**Keep the product away from the ears during a call in which hands-free is set, while the ringtone is ringing loudly, during stand-by, etc.**

**When you attach the earphone/microphone etc. to the product to play games, video/music, etc., do not make the volume too loud.**

During a call in which hands-free is set, loud sounds are being emitted from the product.

Even during stand-by, the ringtone or alarm sound may activate suddenly.

Hearing loud sounds for a long time may damage your hearing such as difficulty in hearing.

Also, excessively high volume prevent you from hearing ambient sounds and cause an accident.

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Instruction

**If you have a weak heart, take extra precautions when setting functions such as the vibrator and ringtone volume for incoming calls.**

You may be startled at the sudden vibrator and ringing for incoming calls and may have harmful effects on your heart.

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Instruction

**If you are using electronic medical equipment etc., contact the respective manufacturer or dealer to check whether the operation of the equipment is affected by signals.**

May interfere with the operation of electronic medical equipment etc. because of signals.

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Instruction

**Turn off the product near high-precision electronic devices or devices that use weak electronic signals.**

May interfere with the operation of electronic devices because of signals.

※**Take particular care with the following devices**

Hearing aids, implanted cardiac pacemakers, implanted cardioverter-defibrillators, other electronic medical equipment, other equipment controlled by electronic signals, etc. If you use an implanted cardiac pacemaker, implanted cardioverter-defibrillator or other electronic medical equipment, contact the respective manufacturer or dealer to check whether the operation of the equipment is affected by signals.



Instruction

**If the display part or camera lens is damaged, be careful of broken parts and the exposed inside of the product.**

May cause burns, injury, electric shock, etc. if you touch the broken or exposed parts.



Instruction

**If the internal battery leaks or emits an unusual odor, immediately stop using the product and move it away from any naked flames or fire.**

The battery fluid is flammable and could ignite, causing a fire, explosion, etc.



Instruction

**Do not allow a pet etc. to bite the product.**

May cause fires, burns, injury, etc. because of catching fire, exploding, overheating or leaking of the internal battery.



**CAUTION**



Prohibited

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

May cause an accident such as injury.



Prohibited

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**If the display is broken and the internal substance then leaks, do not get it on your skin (face, hands, etc.), clothes, etc.**

May result in damage your eyes or skin.

If the internal substance comes into contact with your eyes, mouth, skin or clothes, immediately rinse the contacted area with clean water.

Also, if it comes into contact with your eyes, mouth, etc., seek medical treatment immediately after rinsing the contacted area.

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Prohibited

**Do not dispose of the product in ordinary garbage.**

May cause fires, burns, injury, etc. Also, may damage to the environment. Take the unnecessary product to a sales outlet such as an au shop or follow the instructions by a local institution that handles used products.

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Prohibited

**If the substance inside the internal battery leaks, do not get the liquid on your skin (face, hands, etc.), clothes, etc.**

May result in damage your eyes or skin.

If the internal substance comes into contact with your eyes, mouth, skin or clothes, immediately rinse the contacted area with clean water.

Also, if it comes into contact with your eyes, mouth, etc., seek medical treatment immediately after rinsing the contacted area.

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Prohibited

**When removing the au IC Card and microSD memory card, be careful with the tip of the SIM eject tool (sample) not to injure any part of your body such as fingers.**

May cause injury etc. if you touch the tip of the SIM eject tool (sample).

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Instruction

**If you use the product in a vehicle, contact the vehicle manufacturer or dealer to check whether the operation of the vehicle is affected by signals.**

May interfere with the operation of electronic equipment because of signals in some vehicle models. In this case, stop using the product.

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Instruction

**If any trouble on your skin is occurs due to using the product, immediately stop using it and seek medical treatment.**

Use of the product may cause itching, rashes, eczema, etc. depending on your constitution or health condition.  
For details on materials of each part, refer to "Material List" (▶P.21).



Instruction

**Make sure that there is no metal (a blade of cutter, staple, etc.) on the product because the earpiece (receiver)/speaker (at top), speaker (at bottom) and camera section contain parts that generate magnetic waves.**

May cause injury etc. because of the adhered object.



Instruction

**Look at the display in a well-lit place, keeping a certain distance.**

Eyesight may be weakened etc. if you look at it in a dark place or closely.

## ■ Charger



# WARNING



Prohibited

**Do not use if the cord of the specified charger (sold separately) is damaged.**

May cause fires, burns, electric shock, etc.



Prohibited

**Do not touch the specified charger (sold separately) if you hear thunder.**

May cause electric shock etc.



Prohibited

**Do not short-circuit the charging jack when connected to an outlet. Also, do not allow any part of your body (hands, fingers, etc.) to come into contact with the charging jack.**

May cause fires, burns, electric shock, etc.





Prohibited

**Do not place heavy objects on the cord of the specified charger (sold separately) or apply excessive force on it such as pulling it.**

May cause fires, burns, electric shock, etc.



Prohibited

**When plugging/unplugging the specified charger (sold separately) into/from the outlet, do not allow metallic straps or other metallic objects to come into contact with the prongs of the plug.**

May cause fires, burns, electric shock, etc.



Prohibited

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

May catch fire, or cause overheat, electric shock, etc.



Prohibited

**Do not apply excessive force on the connection part with the specified charger (sold separately) connected to the product.**

May cause fires, burns, injury, electric shock, etc.



Wet hands prohibited

**Do not handle the cord, charging jack or power plug of the specified charger (sold separately) with wet hands.**

May cause fires, burns, electric shock, etc.



Instruction

**Always use the specified power supply and voltage. When using overseas, use the specified charger (sold separately) that is available overseas.**

Using the incorrect power supply and voltage may cause fires, burns, electric shock, etc.

AC adapter: 100V AC (Connect only with a household AC outlet)

AC adapter available overseas: 100 to 240V AC (Connect only with a household AC outlet)



Instruction

**Wipe off any dust on the power plug.**

May cause fires, burns, electric shock, etc. if you use the power plug with dust adhering.



Instruction

**Fully plug the specified charger (sold separately) into the outlet.**

May cause fires, burns, electric shock, etc. if you do not insert it securely.

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Instruction

**Always grasp the body of the adapter when unplugging the power plug from the outlet. Do not apply excessive force on it such as pulling the cord of the specified charger (sold separately).**

May cause fires, burns, electric shock, etc. since the cord of the adapter is damaged by pulling it.

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Instruction

**When plugging/unplugging a specified charger (sold separately) into/from the product, plug/unplug it straightly toward the jack to connect, not applying excessive force on it such as pulling the cord.**

May cause fires, burns, injury, electric shock, etc. if you do not plug/unplug it correctly.

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Instruction

**If the charging jack is deformed such as bending it, immediately stop using. Also, do not use the deformed one by returning it to the original shape.**

May cause fires, burns, injury, electric shock, etc. because of short circuit of it.

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Disconnect  
plug from  
power outlet

**Unplug the power plug from the outlet when not using.**

May cause fires, burns, electric shock, etc. if you leave the power plug with it plugged into the outlet.

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Disconnect  
plug from  
power outlet

**If water or other liquids (drinking water, sweat, seawater, pet urine, etc.) are attached on the equipment, immediately remove the power plug from the outlet.**

May cause fires, burns, electric shock, etc. because of short circuit by the adhered object.

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Disconnect  
plug from  
power outlet

**Always unplug the power plug from the outlet before cleaning the equipment.**

May cause fires, burns, electric shock, etc. if you do not unplug it.

 **CAUTION**



Prohibited

**Do not touch the specified charger (sold separately) continuously when connected to an outlet.**

May cause burns etc.

## ■ au IC Card

 **CAUTION**



Instruction

**Be careful with the cutting surface not to injure any part of your body such as fingers when handling the au IC Card.**

May cause injury etc. because the cutting surface may be sharp.

## ■ SIM Eject Tool (Sample)

 **WARNING**



Prohibited

**The tip of the SIM eject tool (sample) is sharp. Do not use it pointing at yourself or others.**

May hit you or others around you, resulting in injury or loss of eyesight.

## CAUTION



Instruction

**If any trouble on your skin is occurs, immediately stop using it and seek medical treatment.**

Use of the product may cause itching, rashes, eczema, etc. depending on your constitution or health condition.  
For details on materials of each part, refer to "Material List" (▶P.21).

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Instruction

**Keep the SIM eject tool out of the reach of young children.**

May cause suffocation, injury, etc. if a young child may swallow it.

### ■ Clear Case (Sample)

## CAUTION



Prohibited

**Do not pinch your fingers when attaching the product to the clear case (sample).**

May cause injury etc.

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Instruction

**If any trouble on your skin is occurs, immediately stop using it and seek medical treatment.**

Use of the product may cause itching, rashes, eczema, etc. depending on your constitution or health condition.  
For details on materials of each part, refer to "Material List" (▶P.21).

## ■ Use near Medical Instruments and Inside Medical Facilities

# WARNING



Instruction

**If you have electronic medical equipment such as an implanted cardiac pacemaker or an implanted cardioverter-defibrillator, always carry or use your product at least 15 cm away from your implant.**

Electromagnetic signals may have harmful effects on the operation of the electronic medical equipment.

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Instruction

**Patients receiving medical treatment away from a medical facility (e.g. home treatment) who are using electronic medical equipment other than implanted cardiac pacemakers or implanted cardioverter-defibrillators should consult the respective manufacturers etc. for information regarding the effects of signals on the equipment.**

Electromagnetic signals may have harmful effects on the operation of the electronic medical equipment.

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Instruction

**If there is any chance that the distance between the product and a person closest to you may get shorter than 15 cm such as when you cannot freely move around, set the product not to emit radio wave in advance (by setting Airplane mode, turning the power off, etc.).**

Somebody nearby may be equipped with electronic medical equipment such as an implanted cardiac pacemaker or an implanted cardioverter-defibrillator. Electromagnetic signals may have harmful effects on the operation of the electronic medical equipment.

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Instruction

**Follow the instructions given by the respective medical facilities regarding the use of the product on their premises.**

May have harmful effects on the operation of the electronic medical equipment because of signals.

# Material List

## ■ Main unit (SHG02)

Part	Material	Surface treatment
Display side	Reinforced glass	AF coating
Surrounding area of display side	PC resin	Coating, Hard coating
Exterior	PC resin (With glass)	Coating, Hard coating
Back	Acrylic resin + PC resin	Hard coating
Power key	Aluminum	Anodizing
Assistant key	Aluminum	Anodizing
Volume up/down key	Aluminum	Anodizing
Camera panel	Reinforced glass	AF coating
Decoration of camera	Aluminum	Anodizing
Mobile light	Acrylic resin	None
au IC Card/microSD memory card tray (Exterior section)	PC resin (With glass)	Coating, Hard coating
au IC Card/microSD memory card tray	POM resin, Stainless	None
Gasket of au IC Card/microSD memory card tray	Silicon rubber	None
IMEI plate	PET resin	Printing

## ■ SIM eject tool (Sample)

Part	Material	Surface treatment
Main unit	Stainless	None

## ■ Clear case (Sample)

Part	Material	Surface treatment
Main unit	Elastomer resin	None

## Handling Precautions

These precautions are provided to prevent product faults and to ensure that performance can be fully demonstrated. Thoroughly read these precautions to ensure correct use.

### ■ Precautions common to the main unit, internal battery, charger, au IC Card, peripheral devices

- Do not apply excessive force to the product during use. Be sure not to put the product into a tightly packed bag or place a heavy object on the product in a bag. Sitting on the product in your pocket might damage the display or internal circuit board resulting in a malfunction.  
Keeping an external device connected to the external connection jack might damage the connector resulting in a malfunction. Such damage and malfunction are not covered by the warranty, even if there is no external damage.
- To ensure waterproof/dustproof property (equivalent to IPX5, IPX8 and IP6X) of the product, use the product with the au IC Card/microSD memory card tray tightly closed.  
Note that the waterproof/dustproof property is not guaranteed in every usage condition. Do not allow foreign objects such as liquid or dust to get inside the product or attach foreign objects such as liquid or dust to the charger or optional accessories. Do not open/close the au IC Card/microSD memory card tray in the rain or with water drops on the surface of the product. Doing so might cause water intrusion resulting in internal corrosion.  
Malfunctions determined to be caused by water intrusion are not covered by the warranty.
- Do not use the followings 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%.)
  - SHG02
  - au IC Card (inserted into the SHG02)For using the product in a bathroom, refer to "Precautions when using the product in a bathroom" (▶P.34).

- Do not use the followings 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%.)
  - Charger
  - Peripheral devices
- Do not use in places subject to lots of dust or vibration. Doing so might cause a fault.
- Clean the product with a soft dry cloth (such as the type used for eyeglasses). Forceful rubbing with a dry cloth may scratch the display. The display may be stained if splash or smear is left attached to the surface. Wiping the product using alcohol, thinner, benzene, detergent, glass cleaner, etc. might erase the printing on the outer casing, cause a fault, etc.
- Use as far away as possible from fixed-line phones, TVs and radios. Use nearby might affect them.
- The product may become warm while charging or during other operations, depending on the situation, but this is not abnormal.
- Do not place near corrosive chemicals or in places where corrosive gas is generated. Doing so might cause a fault.
- Do not use outside when you can hear thunder. Doing so might risk lightning strikes and electric shock.
- Be sure to use only the specified peripheral devices. Use of other peripheral devices might cause a fault.
- Do not put the product in a cooking apparatus such as microwave oven or a pressure vessel. Doing so might cause a fault.
- The customer is not allowed to disassemble, modify or repair the product. Doing so might cause a fault. Also, modification of the product is in violation of the Radio Law and/or the Telecommunications Business Law.
- To prevent short-circuiting of the external connection jack and earphone/microphone jack, do not allow your fingers or any other part of your body or conductive materials (metal, pencil lead, etc.) to come in contact with or enter these areas. Doing so might cause a fault.
- Disconnect the power plug of the specified charger (sold separately) immediately if it is wet during charging.
- Do not use product while driving a car or riding a motorbike or bicycle or while walking. Use of it while driving a car or riding a motorbike is prohibited by law. Use of a cell phone while riding a bicycle may be punishable by some regulations.




- Do not use or charge the product in the bag or with it covered by bedding etc. Doing so might cause a fault.
- When using a charger or external device, insert/remove the connector straight to/from the jack. Inserting/removing in an incorrect orientation might cause a fault.
- Do not expose the camera lens to direct sunlight for an extended period. Doing so might cause a fault.
- Do not use, store or leave the product in places subject to direct sunlight (e.g.in automobiles), places that get hot, places that get extremely cold, and in humid or dusty places. Doing so might cause a fault.
- Do not place the product on top of a wobbly table, sloped surface, or other unstable location. Be careful especially when the product is charging or set to vibrate. Doing so may allow the product to fall and cause injury etc.
- When charging the product, do not exceed the ratings given for outlets and wiring by multiple connections etc.
- When the product becomes warm during use, the screen brightness or part of its functions may be restricted.

#### ■ Main unit

- Since the battery is built into the product, you cannot replace it yourself. For replacing the battery, contact an au shop or Customer Center.
- Do not forcefully press, tap or intentionally subject the display to strong impact. Doing so might cause scratching or damage.
- Do not forcefully press sharp objects or hard objects against keys or display surface. Doing so might cause scratching or damage.

- Never use the modified product. Use of a modified device violates the Radio Law and/or the Telecommunications Business Law.  
You can perform the following operations to confirm the unique authentication and standard marks (including certification/authentication numbers) for the product.

**On the home screen** → **“App list screen”** → **[Settings]** → **[About phone]** → **[Authentication]**.

The product has acquired the certification of conformity with technical regulations for the specified radio station based on the Radio Law and certification of conformity with technical regulations for the terminal based on the Telecommunications Business Law, and the “Technical Conformity Mark ” can be confirmed in the au phone as a certificate. Confirm contents of electrical certificates in the product for information on certification.

If the modifications are made to the internal components, the certification of conformity with technical regulations will become invalid. Never use the product without the valid certification. Doing so violates the Radio Law and/or the Telecommunications Business Law.

- Take care not to place magnetized items such as magnetic cards, speakers and TV sets near the product, as it might cause malfunction.  
Putting strong magnetism close to the product might cause false operation.
- Do not bring the product close to magnetic cards such as cash cards, credit cards, and prepaid cards. Doing so might result in loss of recorded information.
- When you put the product in your pocket or bag, take care so that the display does not come in contact with metal objects or other hard objects, as it might cause scratching or damage.
- When suddenly brought into a warm place from a cold place, or when in a humid location, or when used where temperature suddenly changes (e.g. near the air discharge port of an air conditioner), water drops (i.e. condensation) sometimes are formed inside the product. Note that when used under conditions such as this, humidity might cause corrosion or a fault.
- Do not exert excessive force when attaching/removing a microSD memory card. Doing so might injure your hands or fingers.

- While writing/reading data to/from a microSD memory card, do not subject the product to vibration or impact or turn off the power. Doing so might cause loss of data or a fault.
- Do not cover the light sensor with your finger or put a sticker on it. Doing so may hinder the light sensor from detecting the ambient brightness and functioning correctly.
- Do not put a sticker, etc. on the proximity sensor. Doing so may cause the sensor to malfunction and make the display always turned off while making a call or during a call.
- Covering earpiece (receiver)/speaker, mouthpiece (microphone), speaker, sub microphone, air vent port section (decoration of camera cover) with stickers or fingers may hinder product performance.
- If you hold the phone to talk with hair covering your ear, the proximity sensor may malfunction. This may cause the display to remain on, allowing the call to be disrupted if the display is accidentally touched.
- If the display gets damaged, immediately stop use and contact an au shop or Repair and Delivery Support Center. Keeping using it may cause injury.
- Putting a sticker, etc. on the display or a key may cause malfunction or shortened usage time. Also, doing so may damage the product.
- If you put magnetized objects close to the product, the speaker section sometimes emits sounds. This is not a fault.
- Note that if you forcefully pull the au IC Card/microSD memory card tray or apply excessive force on it, it may be damaged.
- Bright places such as under the direct sunlight sometimes make it hard to see the display. This is not a fault.
- Use the product with the au IC Card/microSD memory card tray closed. If the card tray is open, dirt or water may get inside causing a fault.
- Do not allow liquids, metal objects, and other foreign matter to get inside the au IC Card/microSD memory card tray slot of the product. Doing so might cause a fault.
- Do not subject to strong impact to the product such as dropping, throwing or stepping it. Doing so might cause a fault.
- Do not put the product directly on sand at a beach, etc. Sand or other small particles might get inside the earpiece (receiver)/speaker, mouthpiece (microphone), speaker section, sub microphone or earphone/microphone jack causing the volume to drop. If sand gets inside the product etc., it might cause overheating or a fault.

## ■ Touch panel

- Placing stickers or sheets (e.g. protective films, peep prevention sheets) on the display might hinder correct operation of the touch panel.
- 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.
- The touch panel is designed to be lightly touched by fingers. Do not apply strong pressure with your fingers or sharp-pointed objects (such as ballpoint pens and pins) on the touch panel.

In the following cases, the touch panel may not work even if you touch it. May cause a malfunction.

- Operation with a gloved finger
- Operation with the tip of a fingernail
- Operation with foreign object placed on the operation pad
- Operation on the touch panel on which a protective film, sticker, etc. is put
- Operation while water drops or condensations are left attached to the display
- Operation with wet fingers or moisture fingers with sweat
- Operation under water

## ■ Organic EL (OLED) display

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

## ■ Internal battery



### Li-ion00

(The internal battery of the product is a lithium-ion battery.)

The internal battery is not fully charged at the time of purchase. Charge the battery before using the product. Also charge the battery after long periods of disuse before using the product.

- Use in very hot or cold environments, for example, when left in an automobile with the windows closed in summer, will cause the internal battery capacity to drop and shorten the available battery usage time. This will also shorten the internal battery's service life. Try to use the internal battery as much as possible at room temperature.
- The internal battery gradually discharges after charging even if the product is not used. The internal battery may discharge completely after long time no use. Charge before using the product.
- The internal battery is a consumable item. If the performance of the internal battery does not recover (e.g. the usable time after each charge has become extremely short), the internal battery is at the end of service life, so stop using it. Since the battery is built-in type, the product will be kept at an au shop etc. and charges will be incurred for repair. Also, you may not use the product in certain period of time. Note that the length of service life varies depending on the usage condition, etc.
- Because the internal battery performance or service life will become low, do not store the product in the following conditions.
  - Battery level is full (soon after charging is complete)
  - Battery level is empty (to the extent that the product is not powered on)
  - In extremely hot or humid conditions
- Internal batteries sometimes swell up as they approach the end of their service life depending on the usage condition. This is due to the properties of lithium-ion batteries, and is not a problem in terms of safety.

## ■ **Charger**

- Do not wrap the power cord of the specified charger (sold separately) around the charger. Also, do not forcibly bend the charger's plug or the connection between the connector and power cord. Do not apply excessive force to it such as placing a heavy object on the cable of it or pulling it. Doing so might cause a fault.
- When unplugging the power plug of the specified charger (sold separately) from the outlet, hold the power plug to do so. If you pull the cord, it might be damaged.

## ■ **au IC Card**

- Do not forcibly remove or insert the au IC Card. Be careful not to exert excessive force when inserting the card into your au cell phone.
- You are responsible for any damage caused by inserting your au IC Card into some other IC card reader/writer, etc.
- Do not put stickers etc. on the au IC Card.
- Do not insert the au IC Card attached with a conversion adapter. Doing so might cause a fault.
- Do not subject the au IC Card to actions that can damage it (use in high-temperature conditions, throwing in a fire, allowing metal contacts to come in contact with foreign objects, subjecting to shock, bending or pressing, wetting, etc.). Doing so might erase data or cause a fault.

## ■ **SIM eject tool (Sample)**

- Do not insert the SIM eject tool (sample) into a hole other than the au IC Card/microSD memory card tray eject one. Doing so might cause a fault or damage it.
- Do not apply excessive force to the SIM eject tool during use. Doing so might cause a fault or damage it.
- When disposing of the SIM eject tool, follow respective local rules.
- Use the SIM eject tool (sample) only for the intended purpose in this manual.  
Not doing so might cause a fault or damage it.
- Do not use the SIM eject tool (sample) for other cell phones.  
May cause malfunction or damage of them.

### ■ Clear case (Sample)

- Do not apply excessive force to the clear case during use. Doing so might cause a fault or damage it.
- When disposing of the clear case, follow respective local rules.

### ■ Camera

- If the camera lens breaks, immediately discontinue use, and contact an au shop or Repair and Delivery Support Center. Continued use may cause injury.
- When photographing important occasions etc., take a trial shot and check the shot image to make sure it is correctly shot in advance.
- Do not shoot in areas where shooting is prohibited.

### ■ Copyrights and rights of portrait

- If the data you shot or recorded using the product or the data you downloaded from the Internet etc. is in part or in whole protected by the third party's copyright, you are not allowed to copy, distribute, publicly send, modify the data without consent of the copyright holder, except for personal use such as copying or quoting where provided for under the copyright law.  
In addition, do not use or modify portraits or names of other individuals without their consent, as it may infringe on rights of portrait.  
Note that shooting and recording might be restricted at some live performances, shows and exhibitions even for personal use.
- Be careful about the copyright and portrait right when posting still pictures you shot, etc. on Internet homepages.

### ■ Back up content on the product

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

## Notes on Waterproof and Dustproof Properties

Before using the product, thoroughly read the contents of "Notes on Waterproof and Dustproof Properties" to ensure correct use. Failure to follow the contents described in these sections may cause liquid or dust to get inside, resulting in overheating, ignition, electric shock, injury or fault. Proper operations of the product are not guaranteed in every possible condition. Faults determined, after an inspection, to be caused by mishandling by the customer such as by using the product without following the contents written on "Notes on Waterproof and Dustproof Properties" are not covered by the warranty.

### Waterproof and Dustproof Properties of the Product

The product has a protection rating (JIS C 0920) for waterproof property equivalent to IPX5<sup>\*1</sup> and IPX8<sup>\*2</sup>, as well as dustproof property equivalent to IP6X<sup>\*3</sup> on the condition that the au IC Card/microSD memory card tray is securely closed (Based on the experiments by the Company).

- \*1 IPX5 means that the cell phone continues to function as a phone after being subjected to a water jet (approximately 12.5 liters/min) discharged from a water pouring nozzle (inner diameter: 6.3 mm), from all directions and approximately 3 meters away from the cell phone for at least 3 minutes.
  - \*2 IPX8 means that the cell phone continues to function as a phone after being gently lowered into a tank filled with still tap water (at room temperature) to the depth of 1.5 meter, immersed at the bottom for approximately 30 minutes and then taken out of the tank.
  - \*3 IP6X means that the cell phone securely continues to its function of no grit and dust getting inside the main unit even after it has been placed in an apparatus with grit and dust (diameter: 75  $\mu$  m or less) and shaken for 8 hours.
- Since performance of the product was confirmed based on the test environment, proper operation of all the product in every possible situation during actual use is not guaranteed.



## ■ Waterproof and dustproof properties of the product enables you

- To use the product at the poolside. However, do not get it wet with water other than tap water such as water in the swimming pool or submerge it in water in the swimming pool.
- To wash the product with the low-pressure water flow of a tap water (6 liters/min or lower) at the room temperature (5°C to 35°C).

## ■ Handling the product

- Close the au IC Card/microSD memory card tray securely. The waterproof property is shown its ability by completely closing the cover. Even a fine obstacle (hair, sand, tiny fiber, etc.) put between contact surface may cause liquid or dust to get inside.
- If liquid such as water is splashed onto the product with the au IC Card/microSD memory card tray opened, the liquid may seep inside and cause electric shock or fault. Stop using it, turn off the power and then contact an au shop near you or Repair and Delivery Support Center.
- When the product is wet, wipe it with a dry and clean cloth.
- When your hand or the product is wet or foreign objects are attached to it, never open/close the au IC Card/microSD memory card tray.
- The product is resistant to fresh and tap water at room temperature (5°C to 35°C) only. If you let the product get wet with or submerged into the liquids other than fresh and tap water at room temperature, stop using it and wash it with fresh and tap water at room temperature.
- Do not use the earphone/microphone jack or external connection jack when the jack is wet or sand or dust is attached to it. Doing so may cause impairment of the waterproof/dustproof property or cause electric shock, short circuit, etc. resulting in a fire, burns, or a fault.

## ■ Closing the au IC Card/microSD memory card tray

Insert the au IC Card/microSD memory card tray all the way to the product horizontally.

## ■ Dustproof property of the product

- The dustproof property of the product only guarantees a protection rating equivalent to IP6X and does not guarantee its performance under other using conditions such as when the product is directly put on sand such as a beach.
- If dust is attached to the product, immediately wash it away with water or otherwise clear it completely before use.

## ■ Notes on Using the Product

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- Do not let the product submerged into or get wet with the liquids (seawater, water from a swimming pool, hot water of hot spring, water containing soap, detergent or bath powder, alcohol, soft drink, seasoning, etc.) other than tap water. Also, do not use it in a place where it gets wet with pet urine. If it gets wet, immediately rinse it with tap water.
- If foreign object such as salt water, seawater, drink, seasoning, food, dirt or soil is attached on the product, immediately wash it away. When it gets dry and coagulated on the product, the stains get hard to get rid of and may cause scratching or fault.
- Using the product without completely washing sand or mud away may cause fault such as scratches and damages on the product.
- Do not immerse the product in a bathtub or swimming pool. Also, do not use it under water. (including key operations.)
- The product is not designed to withstand high water pressure. Do not expose the product to a strong water flow with tap water, shower, etc. (6 liters/min or more) or submerge it under water.
- Do not let the product into hot water, use it in saunas or expose it to hot air from hair dryer etc. The product is not designed to resist the heat.
- The rapid changes of temperature may cause condensation, resulting in malfunction. Wait until the product reaches room temperature before you bring it from a cold place into a warm place. If condensation occurs, leave it in room temperature until the condensation is removed.
- Do not use or store the product for a long time in humid places such as a bathroom and kitchen.

- The product does not float on water.
- Do not use the product in heavy rain.
- Do not leave the product wet. Doing so may let the liquids freeze on the product in cold places or otherwise cause fault.
- Volumes may temporarily become lower due to water entering in the earpiece (receiver)/speaker, mouthpiece (microphone) and speaker. Drain water and dry the product well before use.
- Do not place the product directly on sand at a beach, sandbox, etc. or on mud. Grains of sand may get into the earpiece (receiver)/speaker, mouthpiece (microphone), speaker, sub microphone, earphone/microphone jack, etc., causing the volume to drop. If sand gets inside the product etc., it might cause overheating or a fault.
- If the au IC Card/microSD memory card tray degrades or is damaged, the waterproof/dustproof property cannot be maintained.
- The product is not designed to resist impact. Do not drop or subject to impact. Also, do not jab the earpiece (receiver)/speaker, mouthpiece (microphone), speaker, sub microphone, etc. with a sharp object. Doing so may cause damage or deformation to/of the product, resulting in impairment of waterproof/dustproof property.

### **■ Precautions when using the product in a bathroom**

- Do not let the product submerged into or get wet with hot water of a bathtub or hot spring or water containing soap, detergent or bath powder. Doing so might cause a fault.  
If liquid other than tap water is attached on the product, you fall the product into the bathtub, etc., immediately rinse the product in the specific procedure and drain water or dry the product naturally.
- Use the product within 2 hours continuously in a bathroom where the range of a temperature is 40°C or less, a humidity is 99% or less.  
After that, be sure to drain water or dry the product naturally in the specific procedure.  
All function's continuous operations are not completely guaranteed.
- Take care not to get the product wet with high temperature water.
- The rapid changes of temperature may cause condensation.  
Wait until the product reaches room temperature before you bring it from a cold place into a warm bathroom etc.  
Also, do not get the warmed product wet with cold water in a bathroom.  
Doing so might cause water intrusion or a fault.

- If condensation occurs inside the camera lens or display, leave it in room temperature until the condensation is removed.
- Do not use the product connected to an earphone/microphone or external device in a bathroom.
- Do not charge the product in a bathroom.

## Maintaining the Waterproof and Dustproof Properties

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### Rubber seal

The rubber seal on the au IC Card/microSD memory card tray is important to maintain the waterproof/dustproof property. Be sure to observe the following items.

- Do not remove or scratch it.
- When closing the au IC Card/microSD memory card tray, do not get the rubber seal caught. Also, do not insert sharp objects into gaps around the au IC Card/microSD memory card tray, the earphone/microphone jack or external connection jack section.  
Doing so may damage the rubber seal and cause liquid or dust to get inside.
- It is recommended to replace the parts for maintaining the waterproof/dustproof property (pay service) once every two years regardless of whether any abnormality is present. For information on part replacement, contact an au shop near you.

## Precautions on Charging

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Specified charger (sold separately) and optional accessories are not waterproof/dustproof. Be sure to check the following items before and after charging.

- Check that there are no water drops or foreign objects on the product. If foreign objects are attached on the product, immediately wash it away. Also, if it is wet or after it gets wet, drain water well and wipe remaining water off with a clean dry cloth etc. before inserting the USB Type-C plug into the external connection jack.
- Never connect the USB Type-C plug when the product or charger is wet or foreign objects are attached to it.

Although the product is water/dust resistant, the specified charger (sold separately) and optional accessories are not water/dust resistant. Any water or foreign matter on the product or USB Type-C plug when inserting the USB Type-C plug while the product is wet or dirty might cause electric shock or short circuit/corrosion causing abnormal overheating, burnout, fire, burns, or a fault.

- Do not touch the specified charger (sold separately) with wet hands. Doing so may cause electric shock.
- Do not splash water onto the specified charger (sold separately) or optional accessories when using the equipment and do not use it in places where water is regularly used such as a bathroom, shower room, kitchen and lavatory. Doing so may cause fire, burnout, electric shock, a fault, etc. Also, do not take it in a bathroom etc. even when not charging. Doing so may cause fire, burnout, electric shock, a fault, etc.

## Washing the Product

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If any stain, dust, sand, soft drink, etc. is attached to the surface of the product, gently wipe it off with a cloth and wash the product under a mild water flow (up to 6 liters/min) of tap water at room temperature (5°C to 35°C) approximately 10 cm away from the faucet or shower head.

Hold the au IC Card/microSD memory card tray so that it does not open, and wash the product with your hands without using a brush or sponge.

After washing the product, drain water off and then use the product.

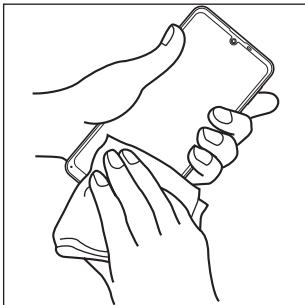
- Make sure that the au IC Card/microSD memory card tray is securely closed before washing the product.
- Do not wash the product with a washing machine or an ultrasound bath.
- The earphone/microphone jack section and external connection jack section are especially subject to stain such as dust or sand adhesion. Wash away stain carefully so as not to keep it remaining in the sections. Also, after washing it away, make sure the sections get sufficiently dried off before using the product. Using the product with sand or water drops remaining in the jack sections may cause fault.
- When cleaning the earphone/microphone jack section and external connection jack section, do not use tools such as a cotton swab or jam a cloth into the jack sections. Doing so may cause impairment of waterproof/dustproof property etc., resulting in fire, burns, or a fault.
- Never put the product in a microwave oven for drying it. Doing so may cause the internal battery to leak liquid, overheat, rupture or ignite. Also, doing so may cause the product to overheat, emit smoke, ignite or cause destruction of circuit components.
- Do not expose the product to hot air from a hair dryer or leave it in a high temperature environment for drying it. Doing so may cause the product to deform, discolor, get out of order, etc.

## Draining Water

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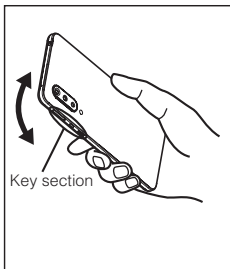
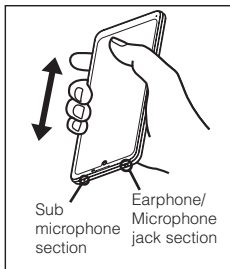
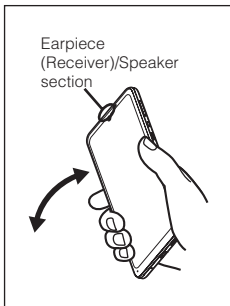
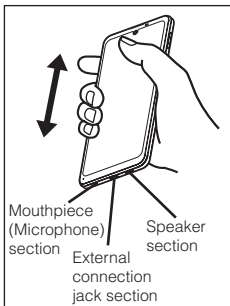
If the product gets wet, make sure to drain water remaining in the earphone/microphone jack section, external connection jack section, earpiece (receiver) /speaker section, mouthpiece (microphone) section, speaker section, key section, sub microphone section, air vent port section (decoration of camera cover), etc.

- 1 Wipe off water on the surface of the product carefully with a dry and clean cloth etc.**



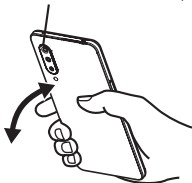
**2 Hold the product securely and shake it approximately 20 times until there is no more water splashing.**

Make sure of the safety around you and shake the product while holding it securely not to let it drop.



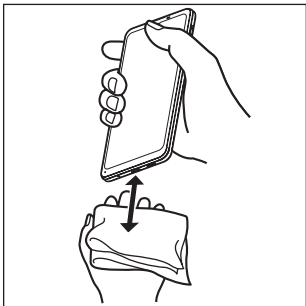


Air vent port section  
(Decoration of camera cover)



- 3** Wipe off water remaining in the grooves of each section by gently putting the product against a dry and clean cloth etc.

Since water is sometimes left in the grooves of each section, clear them of water by putting a cloth against their openings and gently patting them. Make sure that there is no more water or foreign objects remaining in them.



#### **4 Lay out a dry cloth etc. beneath and leave the product on the cloth at room temperature for approximately 2 to 3 hours to dry it.**

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

Do not wipe off water remaining in the grooves directly by a cotton swab etc.

#### **■ Precautions to be taken after water draining**

Do not use the product with water drops still left on it.

- Doing so may cause call disruption or cause clothes or bags to get wet.
- Doing so may cause the earphone/microphone jack, external connection jack, etc. to short-circuit, causing fire or a fault.
- Doing so in a cold region may cause a fault due to water drops freezing.

## **Notes on Using Bluetooth®/Wireless LAN (Wi-Fi®) Functions**

### **Precautions about Bluetooth®**

- The Bluetooth® function of the product conforms to the domestic standards of Japan and FCC standards and EC directives, and has been certified.
- Use of Bluetooth® function may be restricted in some countries/regions. If you are using this function overseas, check the relevant laws and regulations of the country/region you visit in advance.
- The 2.4 GHz band used by wireless LAN (Wi-Fi®) and Bluetooth® devices is shared by various other devices. For this reason, Bluetooth® devices use technologies for minimizing effects from other devices using the same radio frequency band. In some cases, however, the communication speed and connectable range may be decreased, or disconnection may occur, due to interference by other devices.
- The communication speed and connectable range vary depending on the distance between communication devices, obstacles and the connected devices used.

## Precautions about Wireless LAN (Wi-Fi®)

- The wireless LAN (Wi-Fi®) function of the product conforms to the domestic standards of Japan, FCC standards and EC directives, and has been certified.
- Use of wireless LAN (Wi-Fi®) function may be restricted in some countries/regions. If you are using this function overseas, check the relevant laws and regulations of the country/region you visit in advance.
- 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 is used near a microwave oven.)
- Using the product near a TV, radio or similar appliance might cause reception interference and disrupt TV images.
- Searching might not be successful if there are multiple wireless LAN (Wi-Fi®) access points near the product and the same channel is being used.
- The communication speed and connectable range vary depending on the distance between communication devices, obstacles and the connected devices used.

## Frequency Band

Bluetooth® and wireless LAN (Wi-Fi®) functions (2.4 GHz band) of the product use frequencies in the 2.4 GHz band ranging from 2.402 GHz to 2.480 GHz. You can perform the following operations to confirm information on frequency band.

**On the home screen** → **“App list screen”** → **[Settings]** → **[About phone]** → **[Authentication]**.

- Bluetooth® function: 2.4FH/XX8

**2.4FH/XX8**

The product uses the 2.4 GHz band.

FH uses FH-SS as the modulation scheme.

XX8 uses other schemes. The interference distance is about 80 m or less.

Bands of mobile unit identification devices cannot be avoided.

- Wireless LAN (Wi-Fi®) function: 2.4DS/OF4

**2.4DS/OF4**

The product uses the 2.4 GHz band.

DS-SS and OFDM are used as the modulation schemes. The interference distance is about 40 m or less.

Bands of mobile unit identification devices can be avoided.

Channels available with the 2.4 GHz band wireless LAN (Wi-Fi®) of the product are between 1 to 13.

Available channels differ depending on the country.

For use in airplane, check with the airline company in advance.

### ■ **Bluetooth® function precautions**

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

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 emission of radio waves).
3. If you are unclear on any points or are troubled by anything, contact an au shop or Customer Center.

## ■ 2.4 GHz band wireless LAN (Wi-Fi®) precautions

The frequencies used by the wireless LAN (Wi-Fi®) function of the product are in the 2.4 GHz and 5GHz band. In the 2.4 GHz frequency band, in addition to home electrical appliances such as microwave ovens and industrial, scientific and medical devices, other similar wireless stations, in-plant wireless stations for mobile unit identification that require a license for use such as factory production lines, specific small power wireless stations that do not require licenses, and amateur wireless stations (collectively called "other wireless stations" from here on) are operated.

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 emission of radio waves).
3. If you are unclear on any points or are troubled by anything, contact an au shop or Customer Center.

## ■ 5 GHz band wireless LAN (Wi-Fi®) function precautions

In the 5 GHz frequency band, three channels of 5.2 GHz/5.3 GHz/5.6 GHz band (W52/W53/W56) are available.

- W52 (5.2 GHz band/36, 40, 44, 48 ch)
- W53 (5.3 GHz band/52, 56, 60, 64 ch)
- W56 (5.6 GHz band/100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144 ch)

Using 5.2 GHz/5.3 GHz band wireless LAN outdoors is prohibited by the law (except when communicating with an access point/relay station of a 5.2 GHz band high power data communication system).

Although 5.8 GHz band wireless LAN (W58/149, 153, 157, 161, 165 ch) is also available in the 5 GHz frequency band, you cannot use in Japan under the law.

- ◎ 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 time 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.

## Voluntary control for radio wave interference

This product satisfies technical requirements based on VCCI Rules for Voluntary Control Measures and its satisfied mark is displayed on the electronic nameplate of the product.

You can see the electronic nameplate by operating the product as follows.

**On the home screen** → **“App list screen”** → **[Settings]** → **[About phone]** → **[Authentication]**

## Security Codes/PIN

### Security Codes

The product has various security codes that you can use.

The available security codes are as follows. Do not forget the various security codes that are set as they are necessary for various operations and contracts. Be sure to change the initial values to your own numbers you have chosen.

#### Security code

Example of usage	<p>① To do remote operation of voice mail and call forwarding services from a landline phone</p> <p>② To use Customer Center and to do various inquiries, applications, and modifications on the au homepage</p>
Initial value	A four digit number chosen by the customer and noted on the application form

# PIN

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## PIN Code

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

If PIN code is incorrectly entered three times consecutively, the PIN code will be locked. You can unlock the PIN code using PUK code.

- At the time of purchase, the PIN code is "1234", and entry requirement is "not required". You can change the PIN code to any 4- to 8-digit number and the entry requirement to "required" if necessary.

To use the product with a PIN code "required", be sure to change the PIN code to your own number you have chosen.

## PUK Code

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

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

ⓘ When the PIN code is locked, the product may restart for the security reasons.



## Notes on Data Communication Charge

- Since 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 the flat-rate/discount service for data communication charges 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.
  - \* Data communication charge does not apply to wireless LAN (Wi-Fi®).

## Notes on Applications

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

## Regulatory information

Hereby, SHARP CORPORATION declares that the radio equipment type SHG02 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

<https://jp.sharp/k-tai/> (Japanese)

### Manufacturer's Address:

SHARP CORPORATION,

1 Takumi-cho, Sakai-ku, Sakai-shi, Osaka 590-8522, Japan

### CE/FCC Notice;

Before use, read CE/ FCC notice in the below detailed Online Manual.

- This manual describes detailed guidance and operations of functions. On the home screen → "App list screen" → [Support] → [取扱説明書] (Online Manual) (Japanese). Also, you can check "Online Manual" (Japanese) on the au homepage. <https://www.au.com/online-manual/shg02/> (Japanese)
- The device is electronically labeled and the FCC ID can be displayed via the About phone & the Authentication under the Settings menu.

## 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. Re-export Regulations (Export Administration Regulations) may apply to the product and its accessories. To export and re-export the product and its accessories, take the required measures on your responsibility and at your expenses. For details on the procedures, contact the Ministry of Economy, Trade and Industry or the U.S. Department of Commerce.

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- Source codes of software based on GPL, LGPL and Mozilla Public License (MPL) can be referred to on the following site for free. For details, refer to the following site.

<http://k-tai.sharp.co.jp/support/developers/oss/> (Japanese)

## ■ License

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## ■ Windows Notations

In this manual, operating systems (Japanese editions) are abbreviated as follows.

- Windows 10 is an abbreviation of Microsoft® Windows® 10 (Home, Pro, Enterprise and Education).
- Windows 8.1 is an abbreviation of Microsoft® Windows® 8.1, Microsoft® Windows® 8.1 Pro, and Microsoft® Windows® 8.1 Enterprise.

## ■ More

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# For inquiries, call:

## Customer Center

For general information (toll free)

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

From au mobile phones:


157 area code not required


From non-au mobile phones / general subscriber phones:

 0077-7-111

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

 0120-977-033 (except Okinawa)

 0120-977-699 (Okinawa)

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In case of theft, loss, or malfunction (toll free)

Business hours: 24 hours (7 days a week)

From au mobile phones:


113 area code not required

From non-au mobile phones / general subscriber phones:

 0077-7-113

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


 0120-925-314

## Repair and Delivery Support Center

For theft, loss, or malfunction (toll free)


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


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

 0120-925-919



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