

Be sure to read this manual before use

# Redmi 12 5G

## XIG03

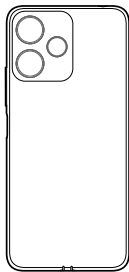
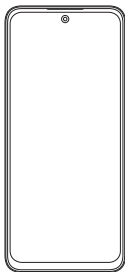
### Quick Start Guide

- In this manual, "Redmi 12 5G" is usually referred to as "the product" or "main unit".
- In this manual, "Quick Start Guide" (this manual) and "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) are collectively referred to as the "Instruction Manual".
- 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".
- 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.

## Packaged items

Before you start using the product, make sure that you have all these packaged items with the product.

- Main unit (protective sheet (complimentary sample) pre-adhered)
- Soft case (complimentary sample)



- SIM removal pin (complimentary sample)
- クイックスタートガイド (Quick Start Guide) (Japanese)



These items are not included in the package.

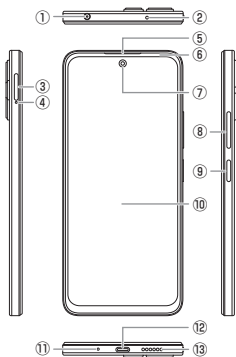
- microSD memory card
- Earphones
- AC adapter
- USB Type-C™ cable



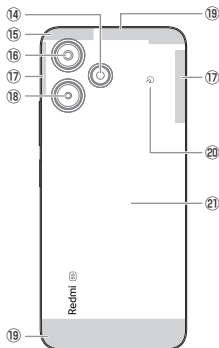
### memo

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

## Names and functions of parts



- ① Headset connection terminal
- ② Infrared sensor
- ③ microSD memory card/SIM card tray
- ④ Tray removal hole
- ⑤ Earpiece/Speaker\*1\*2
- ⑥ Proximity sensor/Light sensor\*1
- ⑦ Front camera
- ⑧ Volume key
- ⑨ Power key/Fingerprint recognition sensor\*1
- ⑩ Display (Touch panel)\*3
- ⑪ Mouthpiece/Microphone\*1\*2
- ⑫ USB Type-C connection terminal
- ⑬ Speaker\*1\*2



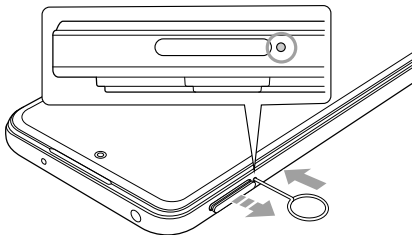
- ⑭ Flash/Light
- ⑮ Wi-Fi®/GPS/  
Bluetooth® antenna\*4
- ⑯ Rear camera
- ⑰ 5G antenna\*4
- ⑱ Depth camera
- ⑲ 4G/5G antenna\*4
- ⑳ ↻ mark
- ㉑ Back panel\*5

- \*1 Note that covering these parts with stickers or fingers, etc. may hinder product performance.
- \*2 Do not jab with a sharp object such as a needle. Doing so may cause a malfunction.
- \*3 The display has a protective sheet (complimentary sample) already adhered.
- \*4 The antenna is built into the main unit. Covering around the antenna by your hand may affect the quality of call/communication.
- \*5 The back panel is not removable. Trying to remove case may cause breakage or malfunction. Battery is built in and is not removable.

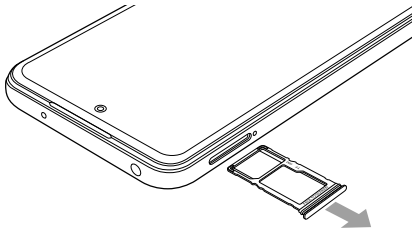
## Attaching SIM card

Before attaching SIM card, make sure to turn off the product.

- 1** Insert SIM removal pin (complimentary sample) into tray removal hole straight



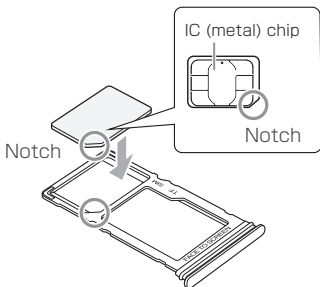
- 2** Pull out microSD memory card/SIM card tray straight



**3 Hold the SIM card with its IC (metal) chip downward and insert in microSD memory card/SIM card tray**

Note location of notch.

Make sure SIM card is in tray securely.



**4 Press microSD memory card/SIM card tray straight into the product**


Make sure there is no gap between the main unit and the microSD memory card/SD card slot cover.

## Turning the power on/off

### Turning the power on

- 1 Long-press the power key for at least 4 seconds  
The lock screen appears.  
Swipe (flick) the screen to unlock. An initial settings wizard appears the first time the product is powered on after purchase.  
Follow the onscreen instructions to set functions.

### Turning the power off

- 1 Press the power key and up on the volume key at the same time
- 2 Slide  up

### Forcing the product to turn off and restart

You can force the product to turn off and restart if the screen is unresponsive or the product does not turn off with normal operation.

- 1 Long-press the power key for at least 10 seconds

## Switching to English Display

Switch the language displayed on the screen to English.

- 1 Home screen → [設定(Settings)] → [追加設定(Additional settings)] → [言語と入力(Languages & input)] → [言語(Languages)]
- 2 [English]

## When using the Product

Before using this product, be sure to read the "Safety Precautions" in this manual to ensure proper use.

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

<https://www.au.com/online-manual/xig03/>  
(Japanese)

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

- Communication is not possible even inside of the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in poor signal reception areas.  
Communication is sometimes interrupted if you move into poor signal reception area during communication.
- Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though 5G/LTE/WiMAX 2+/GSM/UMTS system has highly secure confidential communication features.)
- For connecting to the emergency call acceptance organization, only VoLTE (LTE network) is used.
- While this product is compatible with au global roaming, network services described in the "Instruction Manual" differ with region 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 mobile phone is automatically sent to KDDI Corporation for maintenance and monitoring operational status of your mobile phone.
- Before you start using the product overseas, check the relevant laws and regulations of the country/region you visit.
- The Company is not liable for any damage or lost income arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional, mistaken, or incorrect use 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 described content, loss of business income, disruption of business, etc.) arising from use of the product or inability to use the product.
- The Company is not liable for any damage or lost income arising from failure to observe the described content of the "Instruction Manual".
- Location information gained through the product's sensor and GPS is only approximate, and cannot be used for purposes requiring a high degree of reliability. The Company assumes no liability whatsoever for any damages or lost profits resulting from errors in locationing.

- The Company is not liable for any damage or lost income 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.
- Data saved in the product, such as images/videos, 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 assume no responsibility for any damages or lost profits resulting from altered or lost contents.
- Note that contents data (both charged or free content) saved to the product cannot be returned to the customer when the product is replaced for repair of a fault, for example.
- The product uses liquid crystal in its display. Display response may be slow in low-temperature conditions, but this is characteristic of liquid crystal and is not a malfunction. Response will return to normal with normal temperature.

- Although the display used for 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 photos, videos, and music saved on the product to your PC, a cloud service, or other media. Note, however, that you may not be able to make copies of any copyrighted data even by the above-mentioned means.
  - Do not discard the product together with regular trash. Please cooperate in the collection of the product (including optional accessories) when it is no longer needed to protect the environment and effectively use resources. Take the product to an au Style, au shop, or other venue where it is collected.
- \* "The Company" as appears in the manual refers to the following entities.  
Seller: KDDI Corporation, Okinawa Cellular Telephone Company  
Importer: Xiaomi Technology Japan Co., Ltd.  
Manufacturer: Xiaomi Communications Co., Ltd.






## memo

- © Reproduction of the content of "Instruction Manual" in part or in whole is prohibited.
- © The content of "Instruction Manual" is subject to change without notice.
- © Some functions may be unavailable due to change of specification of the OS or change/termination of services.
- © Every effort has been made in the preparation of "Instruction Manual". Should you notice any unclear points, omissions, etc., feel free to contact us.

## Safety Precautions (Observe Strictly)

- Before using this product, thoroughly read these safety precautions for proper use.
- These "Safety Precautions" describe instructions that should be observed to prevent damage to property or injury to the customer or others using the product.
- The following symbols indicate the different levels of injury or damage that may result if the guidelines are 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 property 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 Property damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

### ■ Explanation of graphic symbols

 Don't	Indicates an action that is not allowed.	 No wet hands	Indicates that handling with wet hands is not allowed.
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 No disassembly	<p>Indicates that disassembly is not allowed.</p>	 Do	<p>Indicates compulsory actions in accordance with instructions.</p>
 No liquids	<p>Indicates that use in a place where the product is likely to get wet or allowing the product to get wet is not allowed.</p>	 Unplug	<p>Indicates that the power plug must be disconnected from an outlet.</p>

## **■ Precautions common to the main unit, internal battery, charging equipment, SIM card, peripheral devices**



### **Danger**

**Be sure to read the following hazards before use.**



Do not use, store or leave the equipment in a location where it is subject to high temperature or accumulation of heat (e.g. by the fire, near a heater, under a kotatsu or bedding, in direct sunlight, in a car in the hot sun).

Doing so might cause fire, burns, injury, electric shock, etc.



Do not put the equipment in cooking appliances such as microwave ovens, IH cooking heaters, or high pressure containers such as pressure cookers. Do not place the equipment near such cooking appliances.

Doing so might cause fire, burns, injury, electric shock, etc.



Do not splash sand, soil or mud, or do not directly place the equipment on it. Also, do not touch the equipment with hands with sand etc. adhered.

Doing so might cause fire, burns, injury, electric shock, etc.

For waterproofness/dustproofness, refer to "Notes on waterproof and dustproof properties" (►P.37).



**Do not charge the equipment when it is wet with liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.).**

**Also, do not charge the equipment in a place where it will come in contact with water such as a bathroom or next to a humidifier.**

Doing so might cause fire, burns, injury, electric shock, etc.

For waterproofness, refer to "Notes on waterproof and dustproof properties" (►P.37).

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**Do not subject the product to strong pressure or break the product. Especially when bringing the product putting in a pocket of clothes, do not let the product hit against surroundings or being put between the objects.**

Doing so may cause fire, burns, injury, etc. due to damage of the internal battery.

\* The following are examples that you should be careful of:

- Sitting or squatting with the product put in a pocket of trousers or skirt
  - Putting the product in a pocket of outer wear and catching them in a door or a door of car
  - Stepping on the product on a soft object such as a sofa, bed or bedding, or on a floor
  - Putting the product into a seat of train or bus
- 



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

Doing so might cause fire, burns, injury, electric shock, etc.

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**Do not try to remove the internal battery from the product.**

Doing so might cause fire, burns, injury, etc.

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**Product back panel is not removable. Do not try to remove. Also do not try to remove the back panel or forcefully press it in if the product is bulging, such as if the internal battery has swollen.**

Doing so might cause fire, burns, injury, etc.

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

Doing so might cause fire, burns, injury, electric shock, etc.

For waterproofness, refer to "Notes on waterproof and dustproof properties" (▶P.37).

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**Do not allow liquids such as water (drinking water, seat, seawater, urine of pets) to come into the charging terminal, the USB Type-C connection terminal, or the headset connection terminal.**

Doing so might cause fire, burns, injury, electric shock, etc.

For waterproofness, refer to "Notes on waterproof and dustproof properties" (▶P.37).

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**Use only optional parts specified by the Company for the product.**

Using devices other than specified might cause fire, burns, injury, electric shock, etc.

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## **Warning**

**Be sure to read the following warnings before use.**



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

Doing so might cause fire, burns, injury, electric shock, etc.

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**Do not allow conductive materials (such as metal objects and pencil lead) to come into contact with the charging terminal, the USB Type-C connection terminal, or the headset connection terminal, or allow dust to get inside of it.**

Doing so might cause fire, burns, injury, electric shock, etc.

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**Do not cover or wrap the equipment with a cloth or bedding in use or while charging.**

Doing so might cause fire, burns, etc.

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When caring for the product, ensure that no disinfectant or water enters gaps, the connection terminals, mouthpiece/microphone, or earpiece/speaker.

Product breakage may cause injury, electric shock, etc.



If charging does not finish after specified time, stop charging.

Failure to do so might cause fire, burns, injury, etc. due to overcharge etc.



Always turn off the product before you enter a place where flammable gas may be present, or a place where dusts are generated. Stop charging the product if you are charging it.

Ignition of flammable gas might cause explosion, fire, etc.



Follow the instructions of a gas station or other such location before using the product there.

Do not charge the product at a gas station, etc. Take care not to drop the product at a gas station, etc.; in particular, do not use the product while filling.

Ignition of flammable gas might cause explosion, fire, etc.



If you notice anything unusual about the equipment such as an unusual odor, abnormal noise, smoke generation, overheating, discoloration or deformation during operation, charging or storage, perform the following measures carefully.

- Unplug the power plug from the outlet.
- Turn off the power of the product

Failure to do so might cause fire, burns, injury, electric shock, etc.



**Caution**

**Be sure to read the following cautions before use.**



Do not use damaged product or peripheral devices. Doing so might cause fire, burns, injury, etc.





**Do not place the product on an unstable or inclined platform. Be careful especially when vibrator is set.**

The product might fall and cause injury etc.

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**Do not use or keep in a place that is very humid, dusty, or subject to high temperature.**

Doing so might cause fire, burns, electric shock, etc.

For waterproofness/dustproofness, refer to "Notes on waterproof and dustproof properties" (►P.37).

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**If children use the product, parents or guardians should give them proper instructions and do not allow them to use the product in the wrong way.**

Use of the product in the wrong way might cause accidental ingestion, injury, electric shock, etc.

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**Keep the equipment out of the reach of babies and infants and where pets have access.**

In particular, take care with where small parts (microSD memory card/SIM card tray, SIM removal pin (complimentary sample), etc.) are stored.

Failure to do so might cause accidental ingestion, injury, electric shock, etc.

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**Be careful about the temperature when using the product continuously or while charging because it might become warm.**

**Also, be careful not to keep touching it unintentionally in a pocket of clothes, when you fall asleep, etc.**

While using applications, calling, transmitting data, watching videos, or charging battery, the temperature of the product, internal battery, and specified charging equipment (sold separately) may become high. Continued, direct contact with hot portions of the product may cause redness, itchiness, skin irritation, low-temperature burns, etc. depending on your physical condition.

## ■ Main unit



### **Danger**

**Be sure to read the following hazards before use.**



**Do not throw the product into fire or apply heat.**  
Doing so might cause fire, burns, injury, etc.

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**Do not put excessive force such as sticking with a sharp object (nail etc.), hitting with a hard object (hammer etc.), or stepping on it.**  
Doing so might cause fire, burns, injury, etc.

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**If the internal substance of the product contacts your eyes or mouth, immediately rinse the eyes or mouth with clean water and then see a doctor right away.**

The effects of the internal substance of the product might cause blindness, medical problem, etc.

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### **Warning**

**Be sure to read the following warnings before use.**



**Do not turn on the flash/light close to the other's eyes. Keep enough distance away especially from babies.**

Doing so might cause blurred vision etc. Also an accident such as injury might occur if he or she is dazzled or frightened.

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**Do not turn on or flash the flash/light toward a driver of a car etc.**

Doing so might disturb driving and cause an accident etc.

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**Do not look at a repeatedly-blinking screen for a long time.**

Doing so might cause cramp, loss of consciousness, etc.

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Do not allow liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.), metal parts, or flammable objects to enter to the microSD memory card/SIM card slot of the product.

**Be sure to insert microSD memory card/SIM card in correct positions and orientations.**

Doing so might cause fire, burns, injury, electric shock, etc.

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

Doing so might cause fire, burns, injury, etc. due to light-collecting mechanism of lens.

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**Power off the product or put it in Airplane mode before boarding an airplane.**

Use of mobile phones on board is restricted. Follow the instructions of each airline.

The radio waves from the product might adversely affect on-board electronic equipment.

Prohibited acts related to mobile phone usage on an airplane might be punished by law.

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**Follow the instructions of each medical facility for the use of mobile phones on their premises.**

Power off the product in a place where the use is prohibited.

The radio waves from the product might affect electronic equipment and electronic medical equipment.

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**Always keep the product away from your ear when you call handsfree, while sounding the ringtone loudly, or during stand-by. Also, when you play game, play back videos, music, etc. connecting the earphone/microphone, etc. to the product, adjust the volume adequately.**

Loud sound is emitted from the product when calling with hands-free set.

Even in standby mode, a ringtone or an alarm sound may sound suddenly.

Listening to loud sound for long hours continuously may cause a disability of ears such as deafness.

Moreover, too loud sound makes you barely hear the surrounding sounds and may cause an accident.

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**If you have a weak heart, set the vibrator or ringtone volume carefully.**

Sudden vibration or ringtone sounding when for incoming call astonishes you and it may affect your heart.

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**If you are wearing any electronic medical equipment, check with the relevant medical electronic equipment manufacturer or vendor whether the operation might be affected by radio waves.**

The radio waves from the product might affect electronic medical equipment.

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**Power off the product near electronic devices or equipment operating on high precision control or weak signals.**

The radio waves from the product might interfere with the operation of electronic devices or equipment.

\* The following are some electronic devices or equipment that you should be careful of: Hearing aids, implantable cardiac pacemaker, implantable cardioverter defibrillator, other electronic medical equipment, and other automatically controlled devices or equipment. If you use an implantable cardiac pacemaker, implantable cardioverter defibrillator, or other electronic medical equipment, check with the medical electronic equipment manufacturer or vendor whether the operation can be affected by radio waves.



**If display, back panel, or camera lens breaks, be careful with broken parts and exposed product parts.**

Touching damaged or exposed part might cause burns, injury, electric shock, etc.



**If the internal battery leaks or gives off a strange smell, immediately stop using and remove it from the vicinity of open flames.**

The leaking liquid might ignite, catch fire, explode, etc.



**Be careful not to allow a pet etc. to bite the product.**

Doing so might cause fire, burns, injury, etc. because of ignition, burst, heat or leaking of the internal battery.



**Caution**

**Be sure to read the following cautions before use.**



**When using the motion sensor, check the safety around you, hold the product firmly, and do not shake it unnecessarily.**

Failure to do so might cause an accident such as injury.



**If the display is damaged and when the internal substance etc. leaks out, do not allow it to contact your skin such as face and hands, clothes, etc.**  
Doing so might cause injury etc. on your eyes or skin.

If the internal substance gets into your eyes, mouth, etc. or contacts your skin or clothes, immediately rinse with clean water.

In the case of getting into your eyes, mouth, etc., immediately consult a doctor after rinsing.

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**Do not discard the product together with other garbage.**

Doing so might cause fire, burns, injury, etc. Also, it might cause environmental destruction. When the product is no longer used, dispose of it according to a recycling program of your local municipality.

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**If the substance leaks out from the internal battery, do not allow the fluid to contact with your skin of face, hands, clothes, etc.**

Doing so might cause injury etc. on your eyes or skin.

If the internal substance gets into your eyes, mouth, etc. or contacts your skin or clothes, immediately rinse with clean water.

In the case of getting into your eyes, mouth, etc., immediately consult a doctor after rinsing.

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**When removing SIM card or microSD memory card, be careful not to scratch yourself (fingers, etc.) with point of SIM removal pin (complimentary sample).**

Contact with point of SIM removal pin (complimentary sample) may cause injury, etc.

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**For using the product in a car, check with the automobile manufacturer or dealer for the effects by radio waves before using.**

Depending on vehicle model, the radio waves from the product may affect the vehicle's electronic equipment to malfunction. In that case, stop using the product immediately.

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If any skin abnormality develops due to the use of the product, immediately stop using the product, and consult a doctor.

Depending on your physical constitution or health, itchiness, a rash, eczema, etc. might develop.

See "Material list" (▶P.28) for materials used in each part of the product.



Product earpiece/speaker uses magnetic parts; check that nothing metal (cutter blades, staples, etc.) is adhering.

Attached objects might cause injury, etc.



Watch the display in an adequately bright place taking a certain distance from it.

Watching in a dark place or closely might reduce visual acuity etc.

## ■ Charging equipment



### Warning

**Be sure to read the following warnings before use.**



Do not use the specified charging equipment (sold separately) if the cable is damaged.

Doing so might cause fire, burns, electric shock, etc.



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

Doing so might cause electric shock etc.



Do not short-circuit the charging terminal when connected to an outlet. Do not allow any part of yourself (hands, fingers, etc.) to come in contact with the charging terminal.

Doing so might cause fire, burns, electric shock, etc.



Do not place heavy objects on a cable of the specified charging equipment (sold separately), or do not apply unreasonable force to the cable such as pulling.

Doing so might cause fire, burns, electric shock, etc.



**Do not contact metal objects to the specified charging equipment (sold separately) when connecting the plug to or disconnecting it from an outlet.**

Doing so might cause fire, burns, electric shock, etc.

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**Do not connect the voltage converter (such as a travel converter for overseas travel) to the specified charging equipment (sold separately).**

Doing so might cause ignition, overheating, electric shock, etc.

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**Do not put an excessive force to the connection part with the specified charging equipment (sold separately) connected to the product.**

Doing so might cause fire, burns, injury, electric shock, etc.

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

Doing so might cause fire, burns, electric shock, etc.

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**Use the adapter only on the specified power supply and voltage.**

**When charging the battery overseas, use AC adapter that can be used overseas (sold separately).**

Using the incorrect power supply and voltage might cause fire, burns, electric shock, etc.

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

AC adapter (sold separately) that can be used overseas: 100V AC to 240V AC (Connect to the AC outlet for internal household use)

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**Clean dust from the power plug.**

Using it with dust adhered might cause fire, burns, electric shock, etc.

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**Insert the specified charging equipment (sold separately) in the outlet firmly.**

Not doing so may cause fire, burns, electric shock, etc.

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When unplugging the specified charging equipment (sold separately) from an outlet, grasp the adapter body and do not pull the cable or otherwise subject it to excessive force.

Pulling the cable of the specified charging equipment (sold separately) may damage it and cause fire, burns, electric shock, etc.



If the charging terminal is deformed such as being bent, stop using immediately. Do not use it with the deformation restored.

Doing so might cause fire, burns, injury, etc. due to short-circuit of the charging terminal.



If the charging terminal is deformed such as being bent, stop using immediately. Do not use it with the deformation restored.

Doing so might cause fire, burns, injury, etc. due to short-circuit of the charging terminal.



When not in use, unplug from the outlet.

Leaving it plugged in may cause fire, burns, electric shock, etc.



If splashed with water or other liquid (beverage, sweat, seawater, pet urine, etc.), immediately unplug from the outlet.

Splashing can cause short-circuiting, causing fire, burns, electric shock, etc.



Always unplug the power plug from the outlet before caring for equipment.

Cleaning while still plugged in may cause fire, burns, electric shock, etc.



## Caution

Be sure to read the following cautions before use.



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

The cut surface may be sharp, and it might cause injury.

## ■ SIM card



### Caution

**Be sure to read the following cautions before use.**



**Be careful of the cut surface not to hurt your fingers etc. when handling SIM card.**

The cut surface may be sharp, and it might cause injury.

## ■ Using near medical equipment or in healthcare facilities



### Warning

**Be sure to read the following warnings before use.**



**If you wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator, carry or use the product 15 cm or more away from the implant at all times.**

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.



**If you need to use electronic medical equipment other than implantable cardiac pacemakers or implantable cardioverter defibrillators outside medical facilities such as treating at home, consult the relevant medical electronic equipment manufacturer for effects on the equipment by radio waves.**

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.



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

A person in close proximity to you might wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.



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

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

## ■ SIM removal pin (complimentary sample)



### Warning

Be sure to read the following warnings before use.



Tip of SIM removal pin (complimentary sample) is pointed. Do not use pointed at yourself or others. You might poke yourself or others, causing injury, loss of sight, etc.



### Caution

Be sure to read the following cautions before use.



If skin abnormalities develop during use, immediately cease using SIM removal pin (complimentary sample) and consult a doctor. Use may cause itchiness, skin irritation, a rash, etc. depending on your physical condition. Refer to "Material list" (►P.28) for details on materials of each part.



**Always store the SIM removal pin (complimentary sample) out of an infant's reach.**

If swallowed, there is a risk of choking or serious harm to internal organs.

## Material list

### Main unit

Part	Material	Surface treatment
Display (Touch panel)	Hardened glass	AF Coating/ Coating
Protective sheet (complimentary sample)	Polyethylene terephthalate	—
Exterior case (side, top, bottom), around rear cameras, microSD memory card/ SIM card tray	Polycarbonate	UV Coating
microSD memory card/ SIM card tray (Rubber seals)	Silicone	—
Volume key	Polycarbonate	UV Coating
Power key/Fingerprint recognition sensor	Plastic	Matte fingerprint coating
Rear camera lens panel/ Back panel	Hardened glass	AF Coating/ Coating
Infrared sensor	Polymethyl methacrylate	—
Back panel camera cosmetic ring (outer)	Polycarbonate (10% glass fiber)	Vacuum- metallizing coating
Back panel camera cosmetic ring (inner)	Polycarbonate	Coating

### SIM removal pin (complimentary sample)

Part	Material	Surface treatment
Pin body	Stainless Steel	Polished

■ **Soft case (complimentary sample)**

Part	Material	Surface treatment
Case body	Thermoplastic polyurethane	Grained pattern

## Handling precautions

These precautions are provided to prevent the product from damage and ensure that performance can be fully demonstrated.

Thoroughly read these precautions to ensure correct use.

### ■ Precautions common to the main unit, internal battery, charging equipment, SIM 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 or cause a malfunction. Doing so might also cause damage or malfunction while an external device is connected to the USB Type-C connection terminal or headset connection terminal. Such malfunction is not covered by warranty even if the product exterior appears undamaged.
  - To ensure waterproof property (equivalent to IPX3) of the product, use with the cover of microSD memory card/SIM card slot tightly closed. Note that the waterproof property is not guaranteed in every usage condition. Do not allow water to get inside of the product or splash water on the specified charging equipment (sold separately) or optional accessories. Do not open or close the cover of microSD memory card/SIM card slot in the rain or with water droplets 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.
  - Any abnormality such as breakage or deformation that is visible may affect water or dust resistance. In this instance, contact an au Style, au shop, or the Customer Service Center.
-

- 
- For the following products, do not use them 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%. However, temporary use at an ambient temperature range of 36°C to 40°C and humidity range of 86% to 90 % is allowed.)
    - Product main unit
    - SIM card (attached to product main unit)
- 
- For the following products, do not use them in extremely hot, cold or humid places. (Use within an ambient temperature range of 5°C to 35°C and humidity range of 35% to 85%.)
    - Charging equipment
    - Peripheral devices
- 
- Do not use in places subject to lots of dust or vibration. Doing so might cause a malfunction.
- 
- Clean the USB Type-C connection terminal and headset connection terminal with a dry cotton swab, etc. occasionally. Dust may cause contact failure. Do not press forcefully; may deform USB Type-C connection terminal or headset connection terminal.
- 
- Clean the product with a soft dry cloth (e.g. wiping cloth for eyeglasses). Forceful rubbing with a dry cloth might scratch the display. The display might 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 exterior case or cause a malfunction.
- 
- Use as far away as possible from land-line phones, TVs and radios. Use of the product nearby might affect them.
- 
- The product might become warm while talking, 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 malfunction.
- 
- 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 malfunction.
- 
- Do not put the product in a cooking apparatus such as microwave oven or a pressure vessel. Doing so might cause a malfunction.
- 
- The customer is not allowed to disassemble, modify or repair the product. Doing so might cause a malfunction. Modification of the product is in violation of the Radio Law and Telecommunications Business Act.
- 
- To prevent short-circuiting of USB Type-C connection terminal or headset connection terminal, do not allow any part of yourself (fingers, etc.) or conductive objects (anything metal, pencil leads, etc.) to contact or enter the terminals. Doing so might cause malfunction.
- 
- In the event that the product gets wet while charging, immediately disconnect the plug of the specified charging equipment (sold separately).
- 
- Do not use the product while driving an automobile or motorized bicycle, riding a bicycle or walking. Use of a mobile phone while driving a car or motorbike is prohibited by law. Use of a mobile phone while riding a bicycle might be punishable by some regulations.
- 
- Using or charging the product in a bag or when it is covered with bedding might cause a malfunction.
- 
- When using the specified charging equipment (sold separately) or an external device, insert/remove the connector straight to/from the terminal. Make sure the orientation of the connector is correct. Unless it is correct, it might cause a malfunction.
- 
- Do not expose the camera lens to direct sunlight for an extended period. Doing so might cause a malfunction.
- 
- Do not use, store, and 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 malfunction.
-

- 
- Do not place the product on an unstable or inclined platform. Be careful especially while charging or when vibrator is set. The product might fall and cause a malfunction etc.
  - Do not exceed the rating of outlet or wiring device when charging the product, for example, by starburst connection etc.
- 

## ■ Main unit

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- The product's battery is built in and is not customer-replaceable.  
For battery replacement, contact an au Style, au shop, or the Customer Service 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 the keys or display surface with your fingernails or hard objects. Doing so might cause scratching or damage of the keys or display.
  - Do not use a remodeled product. Use of a modified device violates the Radio Law and Telecommunications Business Act.  
The product is compliant with rules on the technical standard conformance of specified wireless equipment based on the Radio Law/ Telecommunications Business Act, and as a proof of it, the "Technical Compliance Mark" can be checked with the product.  
**To check: in the home screen, [Settings] → [About phone] → [Certification]**  
If modifications of the internal components of the product are made, the certification of conformity with the technical standard conformance etc. becomes invalid. Do not use the product with the certification invalid, as it is a violation of the Radio Law and Telecommunications Business Act.
  - Take care not to place magnetized items such as magnetic cards, speakers and TV sets near the product, as it might cause a malfunction.  
Putting a strong magnetism close to the product might cause a false operation.
-

- 
- Do not bring magnetized cards such as cash cards, credit cards and prepaid cards closer to the product. It might cause loss of the recorded data.
- 
- When you put the product in your pocket or bag, take care that the display does not come in contact with metal objects or other hard objects, as it might cause a scratch or damage. Take care with using a strap whose member is a hard material such as metal because it can touch the display and may cause scratch or damage.
- 
- When suddenly brought into a warm place from a cold place, or when used in a humid location or in a place where temperature suddenly changes (e.g. near the air discharge port of an air conditioner), water droplets (i.e. condensation) may be formed inside of the product. Note that when used under such conditions, the humidity might cause corrosion or a malfunction.
- 
- While writing or reading data to or 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 malfunction.
- 
- Do not cover the proximity/light sensor with your finger or put a sticker on it. Doing so might hinder the proximity/light sensor from detecting the ambient brightness and functioning correctly.
- 
- Do not put a sticker, etc. on the proximity/light sensor. Doing so might cause a malfunction on the sensor and make the display always turned off while receiving a call or during a call.
- 
- Usually use the product with the cover of microSD memory card/SIM card slot firmly closed. If the cover is open, dirt or water might get inside and cause a malfunction.
- 
- Do not allow liquid, anything metal, or other foreign objects to enter the USB Type-C connection terminal, headset connection terminal, microSD memory card/SD card slot, earpiece/speaker, mouthpiece/microphone, speaker, etc. Doing so might cause malfunction.
- 
- Do not give strong impact on the product such as dropping, throwing, stomping. Doing so might cause a malfunction.
-

- 
- Do not put the product directly on sand at a beach etc. Sand or other small particles might get inside the earpiece/speaker, mouthpiece/microphone, speaker causing the volume to drop. If sand gets inside the product, it might cause a malfunction.
- 

- To prevent possible hearing damage, do not listen at high volume levels for long periods.



## ■ Display (Touch Panel)

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- The touch panel is designed to be lightly touched by fingers. Do not apply strong pressure with your fingers or sharp-pointed objects (such as fingernails, ballpoint pens and pins) to the touch panel.

In the following cases, the touch panel might not respond. Also, it may cause malfunction.

- Operation with gloves
  - Operation with fingernails
  - Operation with foreign object on the touch panel
  - Operation with a commercially available protective sheet or sticker on the touchscreen
  - Operates when the display is wet with water droplet or fogged
  - Operation with wet or sweaty fingers
  - Operation under water
- 

- Putting stickers or sheets (e.g. commercially available 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.
- 

## ■ Internal battery

(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 internal battery before using the product. Charge the internal battery if you have not used the product for a long time.

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Li-ion 00

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- 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 usage time. This will also shorten the internal battery's service life. Try to use the product as far as possible at room temperature.
  - The internal battery gradually discharges after charging even if the product is not used. The internal battery might discharge completely after long time no use. Charge before using.
  - The internal battery sometimes swells up as they approach the end of its service life. This is due to the properties of lithium-ion batteries, and is not a problem in terms of safety.
  - The internal battery is a consumable item. If internal battery function deteriorates without any recovery, and operating time has shortened noticeably even after charging or the internal battery is bulging, the internal battery has reached the end of its service life. Stop use. Battery is built in. The product must be submitted to an au Style, au shop, or other counter for repair at cost. Service life depends on conditions such as how the product is used.
- 

## ■ SIM card

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- Do not apply unnecessary force when removing or inserting the SIM card. Do not use more force than necessary when inserting it in the product.
- You are responsible for any damage caused by inserting your SIM card into other IC card reader/writer etc.
- Do not put stickers etc. on the SIM card.
- Do not insert SIM card with conversion adapter attached. Doing so might cause a malfunction.
- Do not damage SIM card by using the product in a hot place, dropping into fire, contacting to the metal parts with foreign object, giving an impact, bending, applying load, wetting, etc. Doing so might cause loss of data or a malfunction.

## ■ Camera

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- When photographing important occasions etc., take a trial shot and check the shot image to make sure it is correctly shot.
- Do not shoot in a place where shooting is prohibited.

## ■ Copyrights and rights of portrait

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- You are not allowed to copy, distribute, publish, modify or edit the data you shot, recorded or downloaded using the product 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 the consent, as it might 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 photos you shot etc. on Internet homepages.

## Notes on waterproof and dustproof properties

The product has a waterproof property equivalent to JIS waterproof grade (JIS C 0920) IPX3\*<sup>1</sup>, as well as a dustproof property equivalent to JIS dustproof grade IP5X\*<sup>2</sup> on the condition that the cover of microSD memory card/SIM card slot is securely attached (based on in-house testing).

Before using the product, thoroughly read "Important items to remember before use" to ensure correct use. Failure to follow the contents described in the sections might cause intrusion of water, sand or other foreign material, resulting in overheating, ignition, electric shock, injury or a malfunction.

\*1 IPX3 equivalent means that the product will maintain its operability as a phone even if it is sprayed with water at both sides from above the product up to an angle of 60 degrees from holes 50 mm apart and 0.07 L/minute per 1 hole for 10 minutes.

\*2 IP5X equivalent means that the product will operate as a phone and safely maintain its functionality even after

it has been placed in an apparatus with grit and dust of diameters of 75  $\mu\text{m}$  or less and shaken for 8 hours. Since operation of the product on each usage scene was confirmed based on the above assumption, proper operation of the product in every possible condition during actual use is not guaranteed. Malfunctions determined to be caused by mishandling by the customer are not covered by the warranty.

## **Important items to remember before use**

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- Make sure that the cover of microSD memory card/SIM card slot is firmly closed. Waterproofness/dustproofness is only effective when the cover is securely closed.
- Do not open or close the cover of microSD memory card/SIM card slot if the product or your hands are wet.
- Do not sink the product in or splash with tap water or other liquids (seawater, pool water, water of hot spring, water with soap, detergent, or bath salt, alcohol, juice, seasonings, etc.). Also, do not use in a place where urine of pet animals can splash on it. If the product is splashed, immediately wipe the product with a dry, soft cloth.
- Do not put the product directly on sand at a beach etc. Sand or other small particles might get inside the earpiece/speaker, mouthpiece/microphone, speaker causing the volume to drop. If sand gets inside of the main unit, it might cause overheating or a malfunction.
- Do not use the product underwater.
- Do not use or store the product in a humid place such as a bath room or kitchen.
- Even after draining, water might remain on the product. Although you can use the product, do not place it near things that must not get wet. Also, take care not to wet your clothes, bag, etc.
- Drain water if it becomes temporarily hard to hear the sound due to water remaining in the earpiece/speaker, mouthpiece/microphone, speaker.
- Do not spray the product directly with high-pressure water or submerge it in water, as the product is not designed to withstand high water pressure.
- Do not wash the product in a washing machine or ultrasound bath.

- Do not immerse the product into a bathtub. The product is not resistant to high temperatures.
- Extreme changes in temperature generates condensation causing a malfunction. Wait until the main unit reaches room temperature before you bring the product from a cold place into a warm bathroom.
- The product does not float on water.

## **Precautions on charging**

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The optional accessories are not waterproof/dustproof. Check the following before and after charging.

- Never charge the battery if the product is wet. Doing so might cause fire, burns, injury, electric shock, etc.
- Check that the product is not wet. If you are charging the battery just after the product gets wet, drain water well and wipe the remaining water off with a clean dry cloth.
- Do not touch the specified charging equipment (sold separately) with wet hands. Doing so might cause electric shock.
- Do not splash water over the specified charging equipment (sold separately) when using them. Do not use them near water such as in a bathroom, shower room, kitchen or washroom. Doing so might cause fire, burns, electric shock, or malfunction. Do not bring them into a bathroom etc. even if you do not charge the product with them. Doing so might cause fire, burns, electric shock, or malfunction.

For details on draining water when wetted, see "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).



## **Notes on using Bluetooth®/ wireless LAN (Wi-Fi®) functions**

- Product Bluetooth® and wireless LAN (Wi-Fi®) functions are certified as conforming with Japanese domestic and FCC standards, and Radio Equipment Directive 2014/53/EU.
- Use of Bluetooth® and wireless LAN (Wi-Fi®) functions is restricted in some countries/regions. Be sure to check laws and other conditions of the country/region.
- The 2.4 GHz band used by Bluetooth® and wireless LAN (Wi-Fi®) devices is shared by various other devices. For this reason, the communication speed and connectable range may be decreased, or disconnection may occur, due to interference from other devices.
- Do not use the product in places where electromagnetic waves are generated or near electric products, AV and OA equipment, or other magnetized devices.
- Subjecting the product to magnetic or electrical noise may increase noise and prevent it from performing communications (The product is particularly susceptible to noise when it used near a microwave oven).
- Using the product near a TV, radio or similar appliance may cause reception interference and disrupt TV images.
- The searching might not be successful if there are multiple wireless LAN (Wi-Fi®) access points near to the product or the same channel is being used.
- Use of mobile phones on board is restricted. Follow the instructions of each airline.
- The communication speed and connectable range vary depending on the distance between communication devices, obstacles and the devices used.

### **2.4 GHz frequency band precautions**

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

such as microwave ovens, devices for industrial, scientific and medical devices.

1. Before using the product, make sure that "other wireless stations" are not in operation nearby.
2. In the event that instances of radio wave interference have occurred between the product and "other wireless stations", immediately either relocate the product or stop operation of the device (stop the emission of radio waves).
3. If unsure how to proceed, contact an au Style, au shop, or the Customer Service Center.



- ◎ The connections between the product and all other Bluetooth® and wireless LAN (Wi-Fi®) devices have not been confirmed. Therefore, connections with all Bluetooth® and wireless LAN (Wi-Fi®) devices are not guaranteed.
- ◎ This product supports security features for wireless communications that are compliant with the Bluetooth® and wireless LAN (Wi-Fi®) standard specifications, but the security may not be sufficient depending on the usage environment and configuration. Be careful when making data communication using Bluetooth® or wireless LAN (Wi-Fi®) function.
- ◎ Wireless LAN (Wi-Fi®) has the advantage that it can be freely connected anywhere within the radio wave range, as it uses radio waves for exchanging information. At the same time, there is a risk that a malicious third party may obtain unauthorized access if security settings have not been configured. You are recommended to configure security settings before using wireless LAN (Wi-Fi®) at your decision and responsibility.
- ◎ The Company assumes no responsibility for leakage of data or information that may occur during Bluetooth®/wireless LAN (Wi-Fi®) communication.
- ◎ Since Bluetooth® and wireless LAN (Wi-Fi®) functions use the same frequency band, using the both functions at the same may cause radio wave interference resulting in decreased communication speed or disconnection from the network. If connection fails, stop using either of the Bluetooth® and wireless LAN (Wi-Fi®) functions.

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

### ■ Bluetooth® function: «2.4FH8/XX8»

The product uses the 2.4 GHz band. FH8 uses FH-SS as the modulation scheme. The interference distance is about 80 m or less. XX8 uses another modulation scheme. The interference distance is about 80 m or less.



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

The product uses the 2.4 GHz band. DS-SS and OFDM are used as the modulation schemes. The interference distance is about 40 m or less.



This means that it utilizes the entire bandwidth with mobile device bandwidth differentiation.

- Available channels vary depending on countries.
- For use in an airplane, check with the airline company in advance.

## ■ 5 GHz frequency band precautions

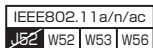
Wireless LAN (Wi-Fi®) function of the product uses 5 GHz band. Using a 5.2/5.3-GHz-band wireless LAN outdoors is prohibited by law (except when communicating with an access point of a 5.2-GHz high-power data communication system or relay station).

The channels used on the product are as follows.

- W52(5.2GHz band/36, 38\*<sup>1</sup>, 40, 42\*<sup>2</sup>, 44, 46\*<sup>1</sup>, 48ch)
- W53(5.3GHz band/52, 54\*<sup>1</sup>, 56, 58\*<sup>2</sup>, 60, 62\*<sup>1</sup>, 64ch)
- W56(5.6GHz band/100, 102\*<sup>1</sup>, 104, 106\*<sup>2</sup>, 108, 110\*<sup>1</sup>, 112, 116, 118\*<sup>1</sup>, 120, 122\*<sup>2</sup>, 124, 126\*<sup>1</sup>, 128, 132, 134\*<sup>1</sup>, 136, 140ch)

\*1 Only for Bandwidth = 40MHz

\*2 Only for Bandwidth = 80MHz



## Notes on data communication charge

- Since a constant Internet connection is possible with the product, data communication may be performed automatically by some apps, resulting in high data communication charges. Therefore, subscription to a data communication charge discount service or flat late plan is recommended.
- To browse homepages, download apps, communicate using apps, send/receive e-mails and configure various settings on the product, connection to the Internet is required and data communication charge applies.

## Notes on Call Charges

- When you end a call, make sure to disconnect the call. If you forget to disconnect, the call charges may be higher.

## Mobile Phone Etiquette

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

- Do not listen to music or watch videos, etc. while driving a car or motorbike, or riding a bicycle. Use of mobile phones while driving a car or motorbike is prohibited by law (Use of mobile phones while riding a bicycle may also be punishable by law). In addition, stay alert to the traffic around you even when walking. Surrounding sounds may not be heard clearly, and gazing at the screen might distract your attention causing a traffic accident. Be especially careful at railroad crossings, station platform and pedestrian crossings.
- Use of mobile phones on board is restricted. Follow the instructions of each airline.

## After-sales service

### ■ When asking for repair

Contact the Repair and Delivery Support Center to request repairs.

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

\* The warranty period is one year from the day when you purchase the product.



### memo

- ◎ Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
- ◎ Recycled parts that meet the Company's quality standards are sometimes used for repair.
- ◎ Your old terminal collected by replacement mobile phone delivery service is serviced for reuse and recycled as a replacement terminal. Also, parts replaced through after-sales service are collected and recycled by the Company. They cannot be returned to customers.
- ◎ The product which is processed, remodeled, analyzed (including by modifying or analyzing the software (including by rooting etc.), reverse engineering, decompiling, reverse-assembling), or repaired by an unauthorized repair office is not covered by the warranty and repair may be refused.
- ◎ The battery built-into the main unit is not covered by free-of-charge repair warranty, as it is a consumable part.
- ◎ Included accessories and complimentary samples other than the main unit are not covered under a free-repair warranty.

## ■ Performance parts for repair

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

## ■ Provisions for free-of-charge repair

1. Please notify us of the production number (IMEI number) for repair request. The production number (IMEI number) can be checked on the product main unit, sticker on the outer packaging box etc.
  2. During the warranty period, we will repair the product free of charge for the malfunction under the condition that it is used correctly in line with the directions given in the instruction manual.
  3. Even if the warranty period has not expired, a fee will be charged for repair under the following circumstances. (or, repair may not be possible).
    - ① The product has not been used correctly in line with the directions given in the instruction manual.
    - ② The malfunction or damage is due to unauthorized repair or modification of the product.
    - ③ The product has been repaired other than at our specified repair offices.
    - ④ The malfunction or damage is due to negligence in use or handling, or due to an accident. There are signs of the product having been dropped, wet, exposed to humidity, etc.
    - ⑤ The malfunction or damage is due to natural disasters (earthquakes, storm or flood damage, etc.), fire, salt damage, abnormal voltage, etc.
  4. Repair may not be possible depending on the degree of damage.
  5. The Company shall have no liability for any damage or loss resulting from the malfunction of the product.
  6. The Company shall not bear any responsibility for accidents resulting from use of the product having been connected to unspecified devices.
  7. Do not accept requests for service calls to the owner's home, place of business, etc.
  8. This warranty is valid only in Japan.
- \* This warranty guarantees repair free of charge during the period and under the conditions specified on this warranty card. Thus this warranty does not limit the legal

rights of the owner with respect to the issuer of this warranty card (the guarantor) or any other business person or enterprise.

## ■ Repair and Delivery Support with Cloud

To ensure the customer can enjoy long-term, worry-free use of the au/UQ mobile terminal, "Repair and Delivery Support with Cloud" is available as an after-sales service system by membership on a monthly fee basis. This service expands the coverage for any trouble experienced such as malfunction, theft, and loss.

For details on monthly usage fees and service, see the au/UQ mobile homepage.

- au Subscribers

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

- UQ mobile Subscribers

<https://www.uqwimax.jp/mobile/plan/option/repaircloud/>  
(Japanese)

\*Contents of service are subject to change without notice.

## ■ au IC card (SIM card)

The au IC card (SIM card) is lent to you by au. It is replaced at cost in case of loss or if damaged. If it seems to be malfunctioning, or if stolen/lost, contact an au Style, au shop, or a Toyota providing au service.

## Foreign Exchange and Foreign Trade Act


This product and its accessories may be subject to applicable export control regulations (including the Japanese "Foreign Exchange and Foreign Trade Control Act" and related laws and regulations, US "Export Administration Regulations", and Chinese "Export Control Law"). Before exporting, reexporting, or domestically transferring this product and its accessories, necessary procedures must be followed in accordance with applicable export control regulations at your responsibility and expense. For details, contact the Ministry of Economy, Trade and Industry of Japan, the US Department of Commerce, or the Chinese Ministry of Commerce.



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- USB Type-C™ is a trademark of USB Implementers Forum.
-  is a registered trademark of FeliCa Networks, Inc.
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## ■ License

The customer should not modify, translate/adapt, reverse-engineer, reverse-compile, or reverse-assemble the software or any part thereof implemented in the product, or should not contribute to same. The customer may only use the product for personal and noncommercial use, and no license is granted or shall be implied for any other use.

<For au users>

## au Support

  App/Website

### ■My au app

You can check your fee, points, and contract details and do various procedures.

\* For povo users, check above with povo 2.0/povo 1.0 app.



For download



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

### ■au Support (web)

Provides various support information useful for solving your problem.

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



### ◎ Message

Consult us anytime/anywhere simply by chat!

AI answers you soon all day and our advisor guides you in detail.

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



<For UQ mobile users>

## UQ mobile Support

  App/Website

### ■My UQ mobile (app)

You can check your remaining data, billing, and subscription of services.



For download



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

### ■UQ mobile Support (web)

Provides various support information useful for solving your problem.

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



### ◎ Chat

Consult us anytime/anywhere simply by chat!

AI answers you soon all day and our advisor guides you in detail.

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



## Repair and Delivery Support Center

(Service for members of Repair and Delivery Support/Repair and Delivery Support with Cloud)

For repair or replacement cell phone delivery service (Toll free)

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


From au mobile phones/UQ mobile phones/general subscriber phones

 **0120-925-919**

Free Call



モバイル・リサイクル・ネットワーク  
携帯電話・PHSのリサイクルにご協力。

Mobile 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.



やめましょう、  
歩きスマホ。



キケン！  
水ぬれ充電



あぶない！  
電池への衝撃

Seller: KDDI Corporation, Okinawa Cellular Telephone Company

Importer: Xiaomi Technology Japan Co., Ltd.

Manufacturer: Xiaomi Communications Co., Ltd.

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