

# About the User Guide

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Most operation descriptions are based on default settings.

Unless noted otherwise, descriptions are for Home Screen. Some operation descriptions may be omitted.

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↓ [Before Using This Product](#)

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↓ [Data Communication](#)

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↓ [Screenshots & Key Labels](#)

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↓ [Other Notations](#)

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## Before Using This Product

Read "Safety Precautions" and this guide thoroughly beforehand for proper usage.

Accessible services may be limited by subscription contract conditions.

## Data Communication

- Handset is designed to be always connected to the Internet. Some functionality, such as data syncing, initiate transmission automatically.
- Large-volume data communication (application downloads, video viewing, etc.) incur expensive transmission fees. Subscription to a flat-rate data plan is strongly recommended.
- Depending on applications and services used, transmission fees may be incurred even while connected by Wi-Fi.

## Screenshots & Key Labels

Screenshots in the User Guide may differ in appearance with actual Display. Key labels in the User Guide are simplified for description purposes and differ with actual Display.

## Other Notations

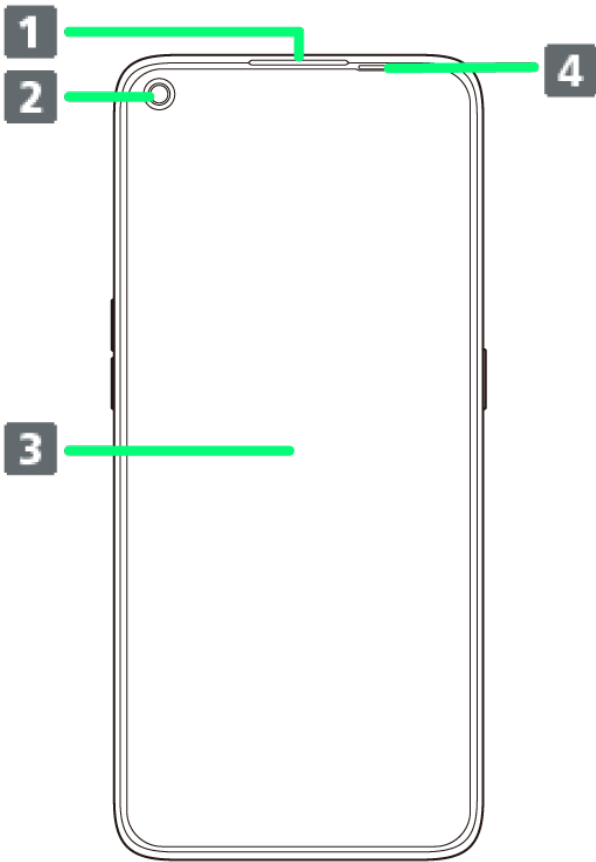
In the User Guide, the product is referred to as "handset."

microSD™/microSDHC™/microSDXC™ Card is referred to as "SD Card."

# Parts & Functions

- ↓ [Handset \(Front\)](#)
- ↓ [Handset \(Back/Side\)](#)
- ↓ [Handset Keys](#)

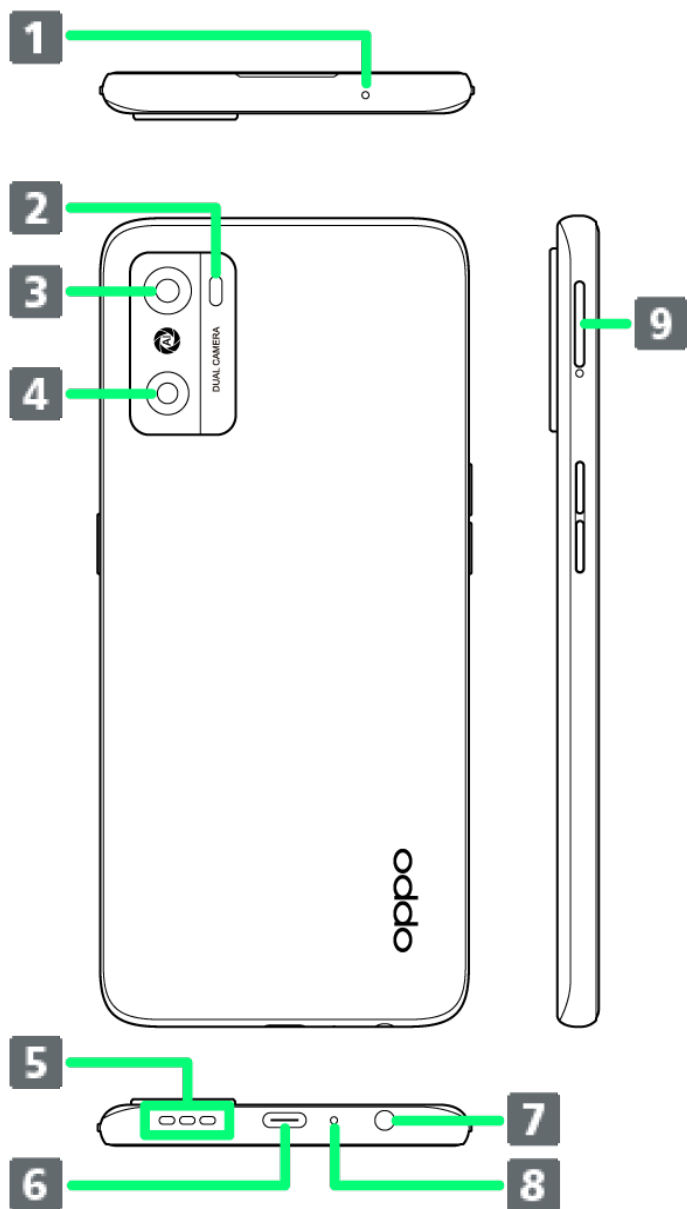
## Handset (Front)



Part	Description
1 Receiver	Hear the other party's voice here.
2 Front Camera	Use to shoot still images, videos of yourself, etc.
3 Display (Touchscreen) <sup>1</sup>	Touchscreen-type display, operate with your fingers on Display.
4 Proximity sensor/Ambient light sensor	Detects proximity of your face during a call and adjusts handset for Display on/off, and detects surrounding brightness and adjusts Display backlight.

- 1 Display is provided with protective film (complimentary sample) at time of purchase. Remove before adhering a commercially available LED protective film.

## Handset (Back/Side)

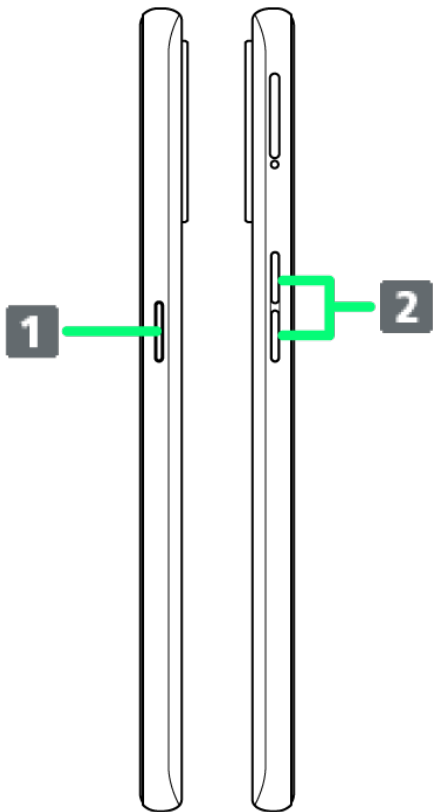


Part		Description
1	Sub-Mic	Speak here.
2	Flashlight	Use as camera flash when taking photos, etc.
3	Wide-Angle Camera	Capture still images and videos with a wide-angle lens.
4	Depth Camera	Depth-sensing camera.
5	Speaker	Hear sound (music, videos, etc.) from here.



<b>6</b>	<b>USB Type-C™ Port</b>	Connect USB Type-C Cable etc.
<b>7</b>	<b>Earphone Port</b>	Connect earphones here.
<b>8</b>	<b>Main Mic</b>	Speak here.
<b>9</b>	<b>SIM Card/SD Card Tray</b>	Insert/remove SIM Card and SD Card.

# Handset Keys



Part		Description
<b>1</b>	<b>Power Key &amp; Screen Lock Key</b>	Long Press for power on/off. Turn Display off/on.
<b>2</b>	<b>Volume Up/Down Key</b>	Adjust volume.

# eSIM

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eSIM is a type of SIM that is embedded in a device. If your device supports an eSIM, you only need to set up a service plan that you purchased with eSIM and start using it. You don't need SIM Card.

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↓ [Download your service plan with eSIM](#)

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↓ [Enable or disable eSIM](#)

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↓ [Erase your service plan with eSIM](#)

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## Handling eSIM

To learn about setting up your service plan with eSIM, see the following website.

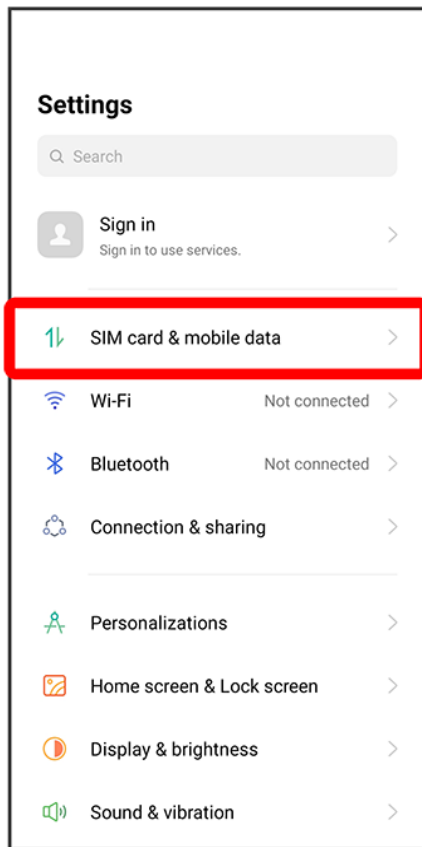
<https://www.softbank.jp/mobile/support/product/sim/esim/>

## Download your service plan with eSIM

1

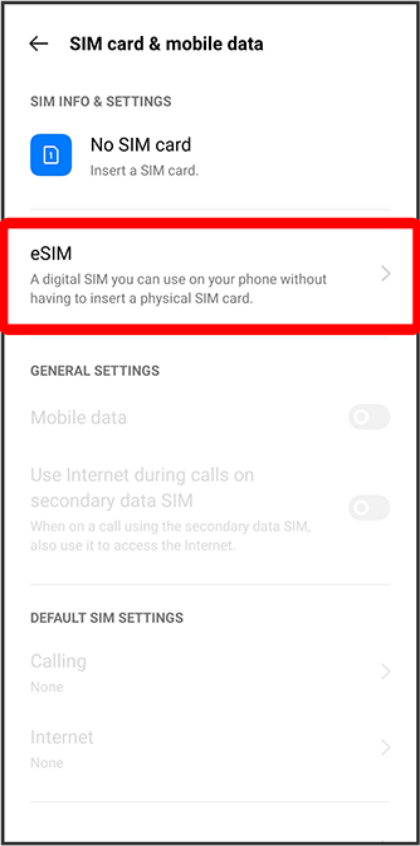
---

In Home Screen,  (Settings)  **SIM card & mobile data**



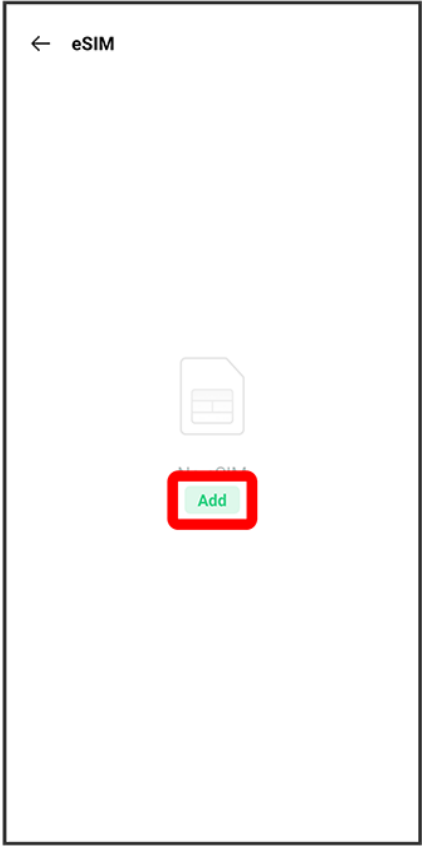
2

eSIM



3

Add



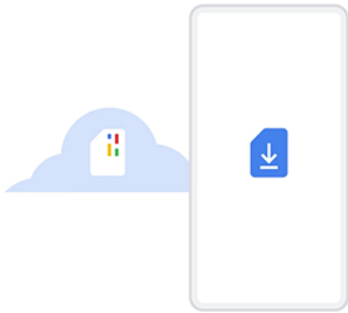
4

Next



## Download your SIM

Connect to your mobile network by downloading the info that's usually on a SIM card. This replaces standard SIM cards and is just as safe.



[Open source licenses](#), [Privacy policy](#) and [Terms of service](#)

Next

5

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Scan QR code



## Scan QR code from network

If your network provider gave you a QR code, scan it now by keeping the code centered in the box



[Need help?](#)

6

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Activate



### Use SoftBank?

1 SoftBank number is available for this device. SoftBank may begin charging for the service when you activate.

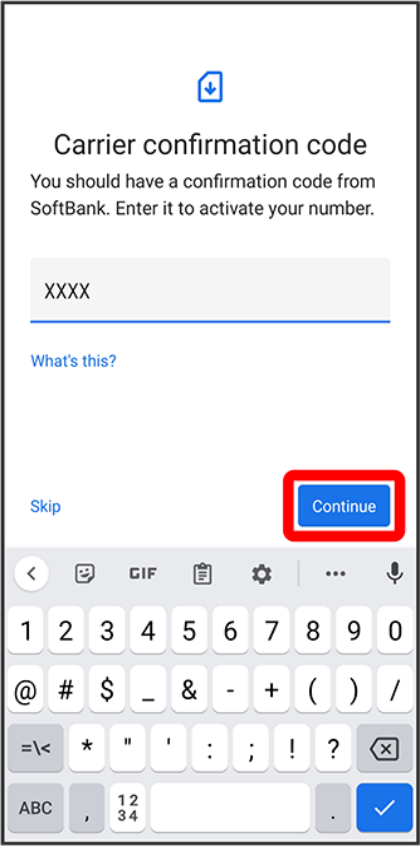
[Use a different network](#)

Activate

7

Enter a four-digit code set in subscription contract ➔ **Continue**





8



Done

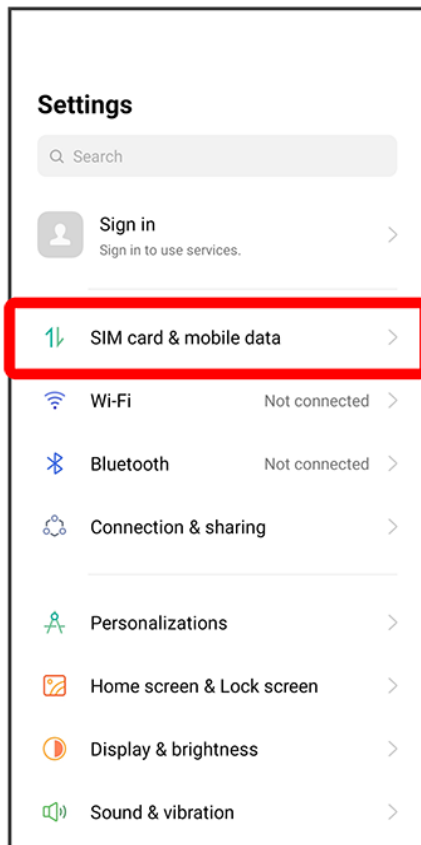


 Your service plan with eSIM is downloaded.

## Enable or disable eSIM

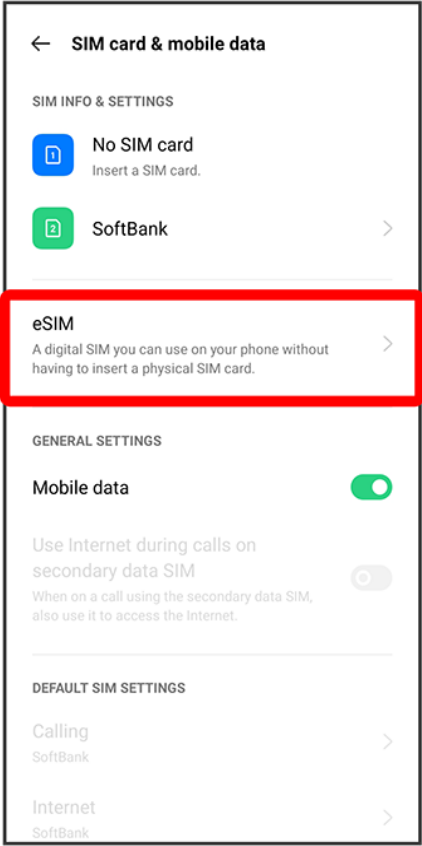
1

In Home Screen,  (Settings)  **SIM card & mobile data**



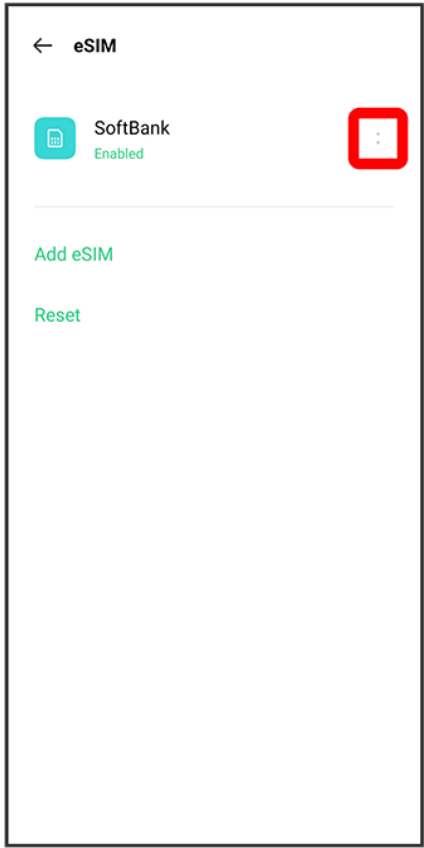
2

eSIM



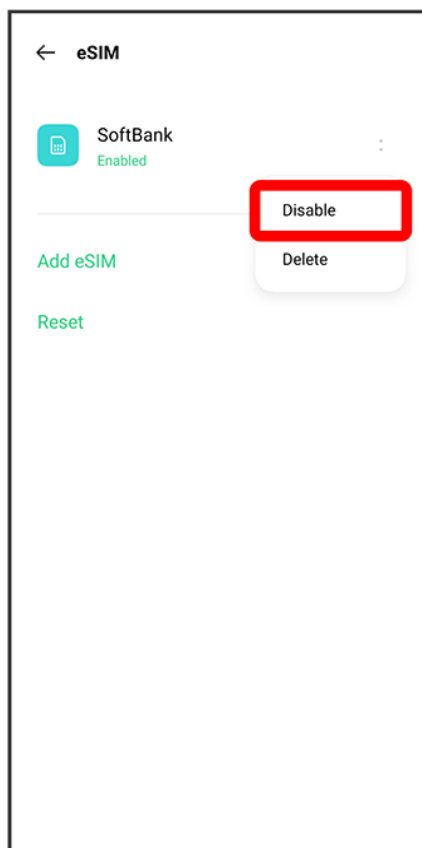
3

- 
-



4

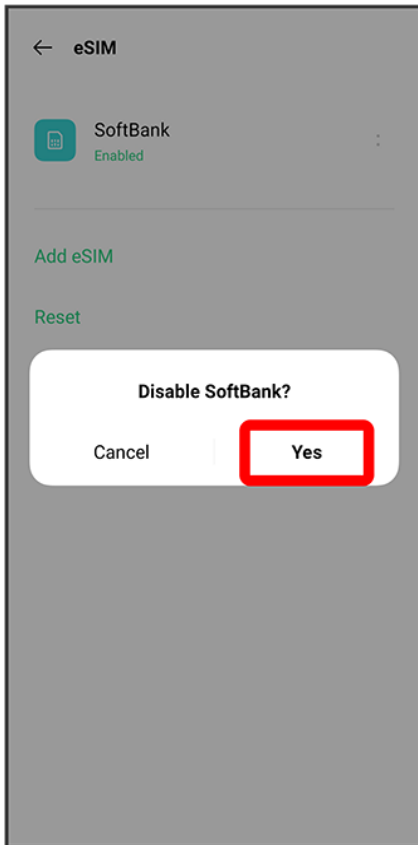
Disable



- To enable eSIM, Tap **Enable**.

5



Yes

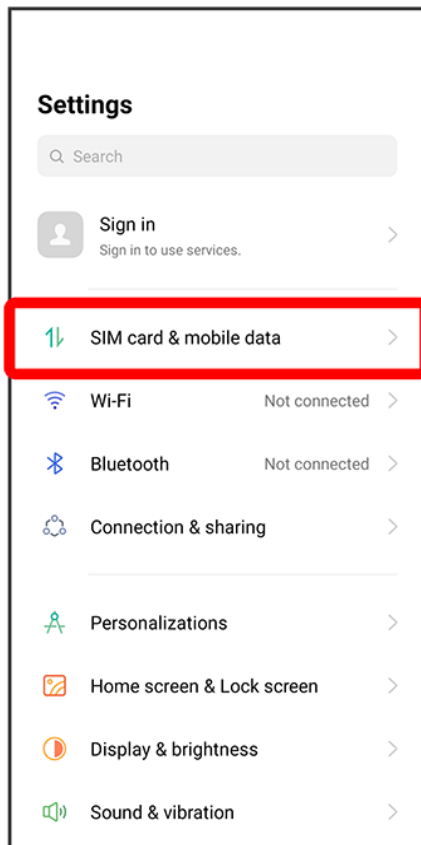


 You can set enabling or disabling eSIM.

## Erase your service plan with eSIM

1

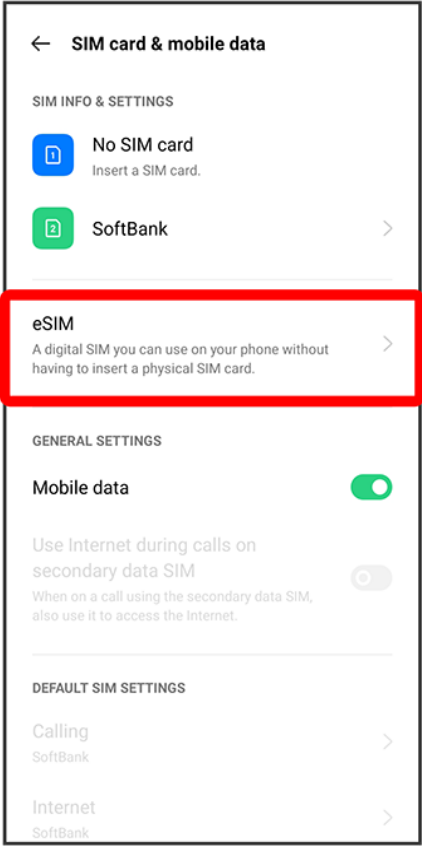
In Home Screen,  (Settings)  **SIM card & mobile data**



2

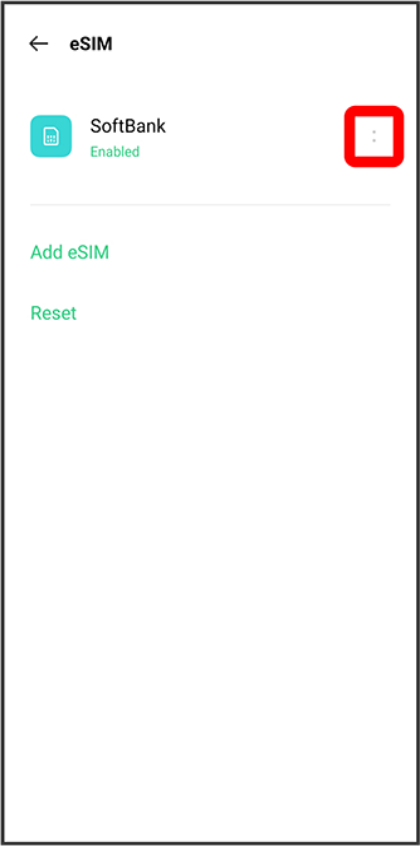
eSIM





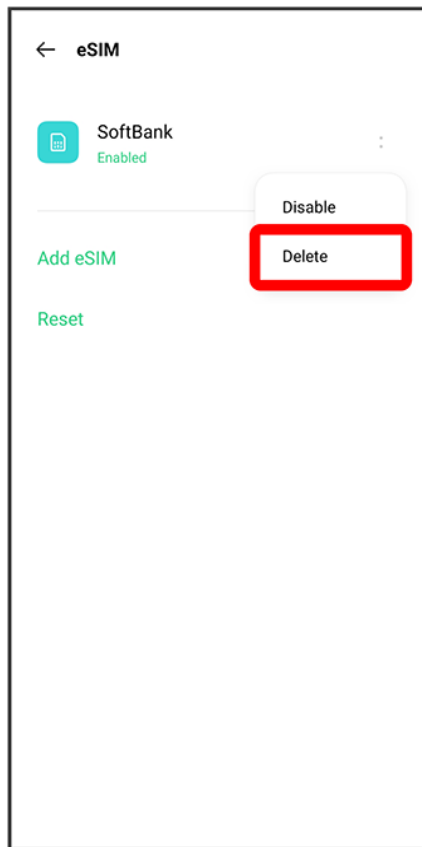
3

- 
-



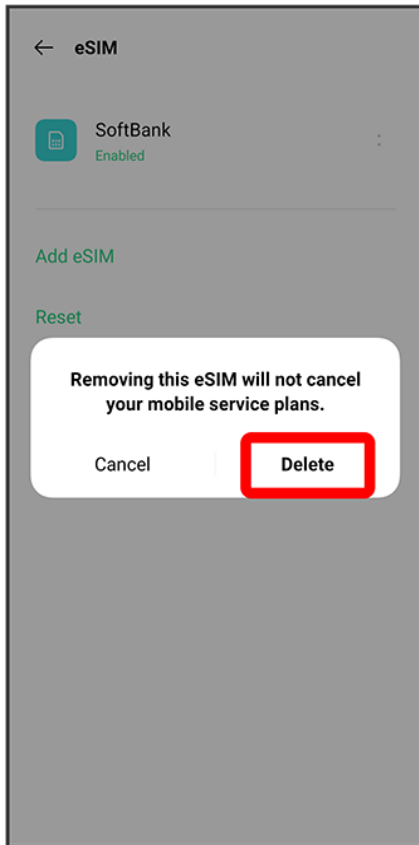
4

Delete



5

Delete



🚩 Your service plan with eSIM is erased.

**! Restart your service plan with eSIM after erasing it**

Your service plan with eSIM is not terminated by erasing it. To restart it, you need a new QR code to download the plan again.

# SIM Card

SIM Card is an IC card containing phone number and other customer information.

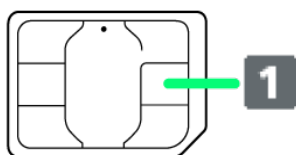
↓ [Inserting SIM Card](#)

↓ [Removing SIM Card](#)



## Handling SIM Card

For SIM Card handling, see following items.



### ① IC chip

For SIM Card handling, see SoftBank Website.

<https://www.softbank.jp/mobile/support/protect/usim/> (Japanese)

- Always keep the IC chip clean.
- Wipe clean with a dry, soft cloth.
- Avoid applying labels. May damage SIM Card.



## SIM Card Cautions

Observe the following when using SIM Card.

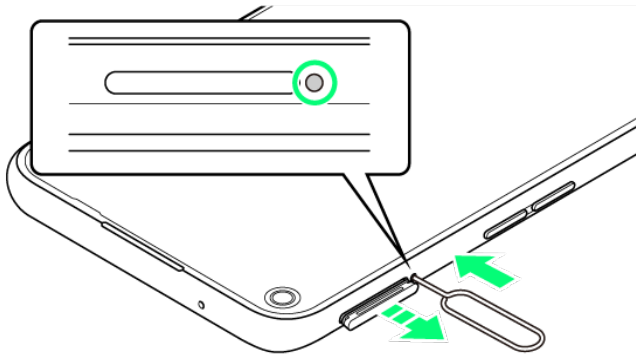
- Customer is responsible for any damage caused by inserting SIM Card in an other-brand IC card reader, etc. SoftBank Corp. is not responsible in such case.
- SIM Card is the property of SoftBank Corp.
- SIM Card is replaceable (at cost) in case of loss/damage.
- Return SIM Card to SoftBank Corp. when cancelling subscription.
- Returned SIM Cards are recycled for environmental purposes.
- Note that SIM Card specifications and performance may change without notice.
- It is recommended that you keep a separate copy of information that is saved on SIM Card. SoftBank Corp. is not responsible for damages from saved information that is lost.
- Always follow emergency procedures to suspend service if your SIM Card or handset (SIM Card inserted) is lost/stolen. For details, contact Customer Service.
- Always power off handset before inserting/removing SIM Card.
- Some services, functions, etc. may have restrictions when an other-carrier SIM card is used. SoftBank Corp. does not guarantee operation whatsoever.

# Inserting SIM Card

Always power off beforehand.

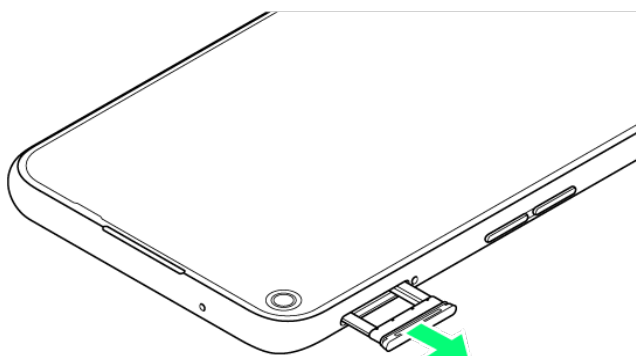
1

Insert SIM Card Slot Pin (complimentary sample) in hole in SIM Card/SD Card Tray



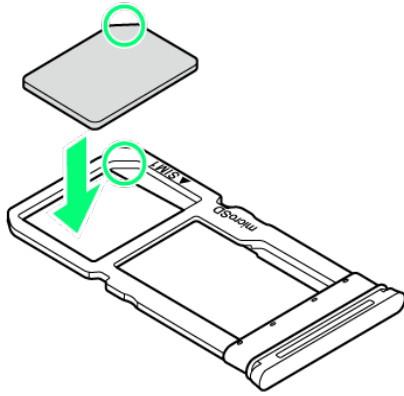
2

Pull out SIM Card/SD Card Tray



3

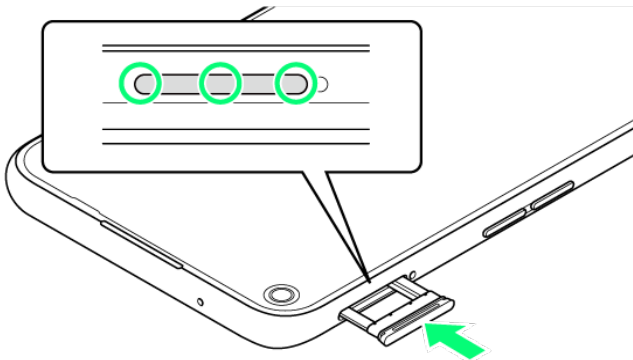
Set SIM Card in SIM Card/SD Card Tray




- Place gently, noting orientation of SIM Card (notch/ IC (gold) chip facing down).
- Make sure SIM Card is in SIM Card/SD Card Tray securely.

4

Insert SIM Card/SD Card Tray in slot straight



 SIM Card is inserted.

- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Tray.

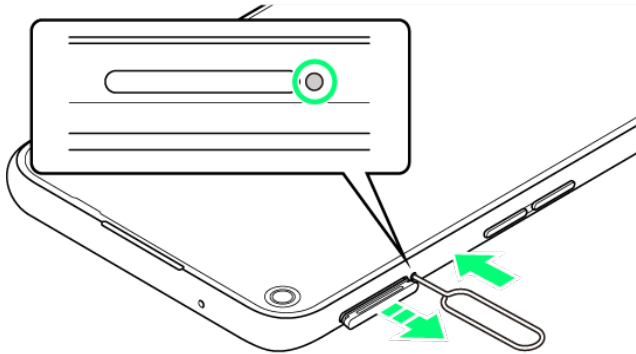
## Removing SIM Card

Always power off beforehand.

1

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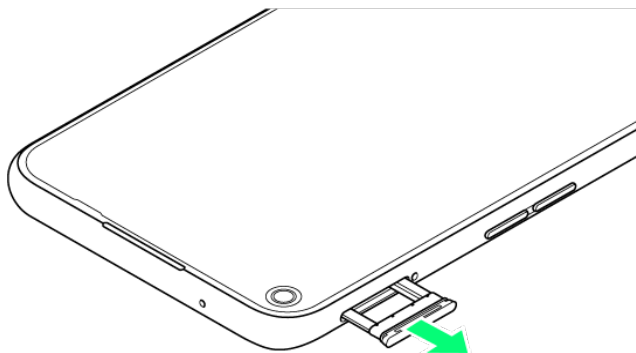
Insert SIM Card Slot Pin (complimentary sample) in hole in SIM Card/SD Card Tray



2

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Pull out SIM Card/SD Card Tray

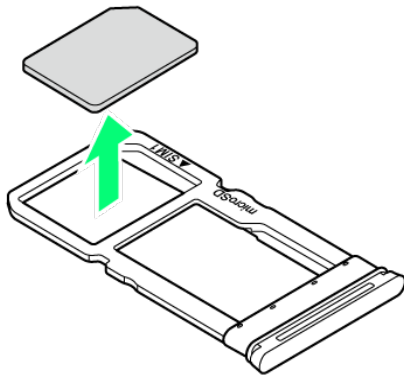


3

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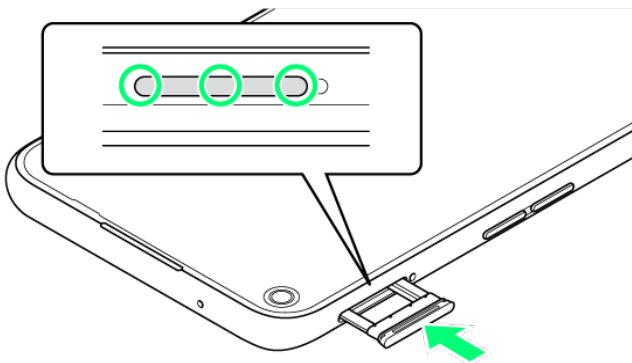
Remove SIM Card from SIM Card/SD Card Tray






4

Insert SIM Card/SD Card Tray in slot straight



 SIM Card is removed.

- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Tray.

# SD Card

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Handset supports SD Cards up to 1TB. Some SD Cards may not operate properly. When using a new SD Card for the first time, always format it on handset.

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↓ [Inserting SD Card](#)

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↓ [Formatting SD Card](#)

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↓ [Removing SD Card](#)

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## SD Card Cautions

### Data

Information saved on SD Card can be lost or changed accidentally or as a result of damage. It is recommended that you keep a separate copy of important data. SoftBank Corp. is not responsible for damages from data that is lost or changed.

### Reading/Writing Data

Never power off while reading or writing data.

### Battery Level

A low battery charge may prevent reading/writing data.

## Handling SD Card

Use/keep SD Cards away from the reach of infants. May cause choking if swallowed.

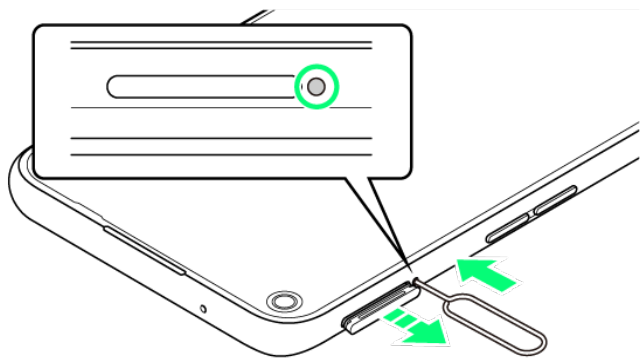
## Inserting SD Card

Always power off beforehand.

1

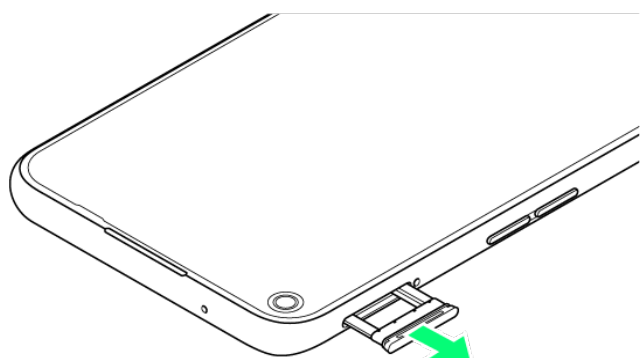
---

Insert SIM Card Slot Pin (complimentary sample) in hole in SIM Card/SD Card Tray



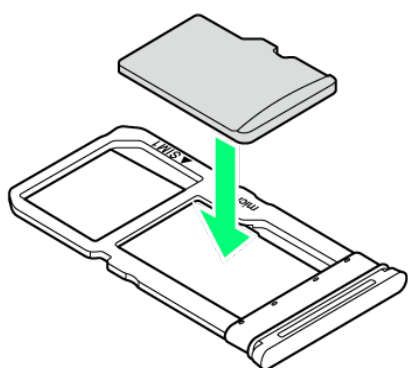
2

Pull out SIM Card/SD Card Tray



3

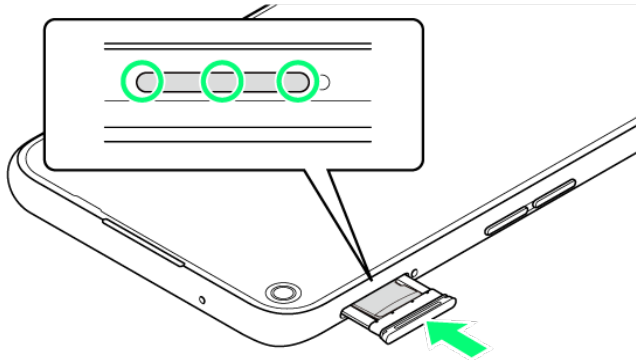
Set SD Card in SIM Card/SD Card Tray




- Place gently, noting orientation of SD Card (metal terminal side facing down).
- Make sure SD Card is in SIM Card/SD Card Tray securely.

4

Insert SIM Card/SD Card Tray in slot straight




 SD Card is inserted.

- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Tray.

## Formatting SD Card

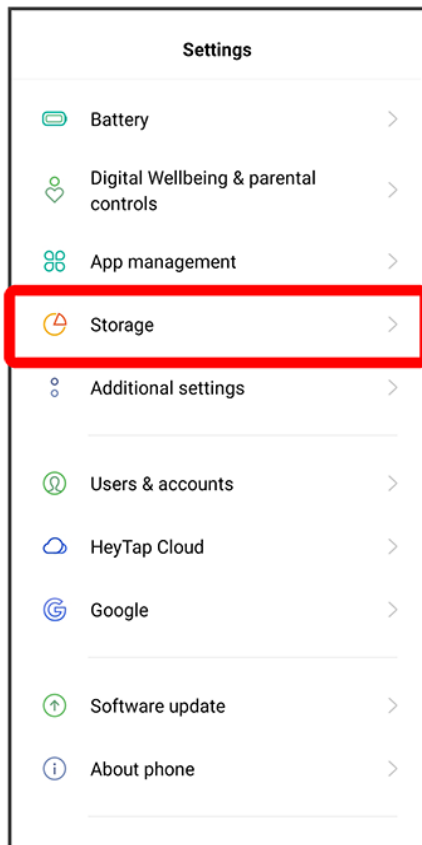
1

In Home Screen,  (Settings)



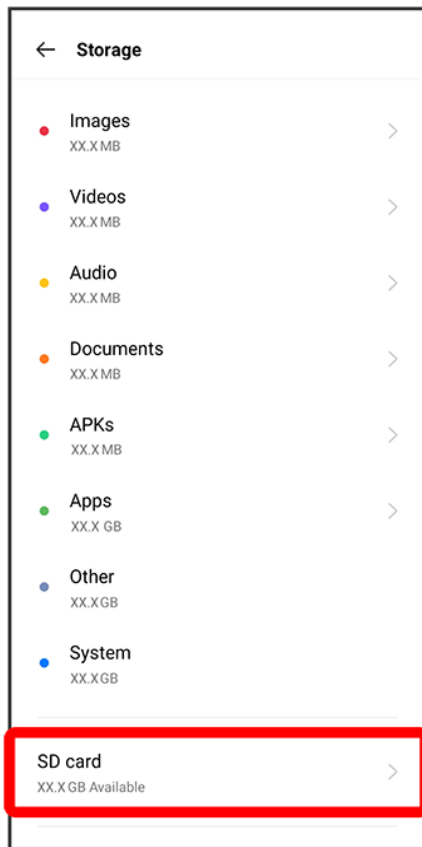
2

Storage



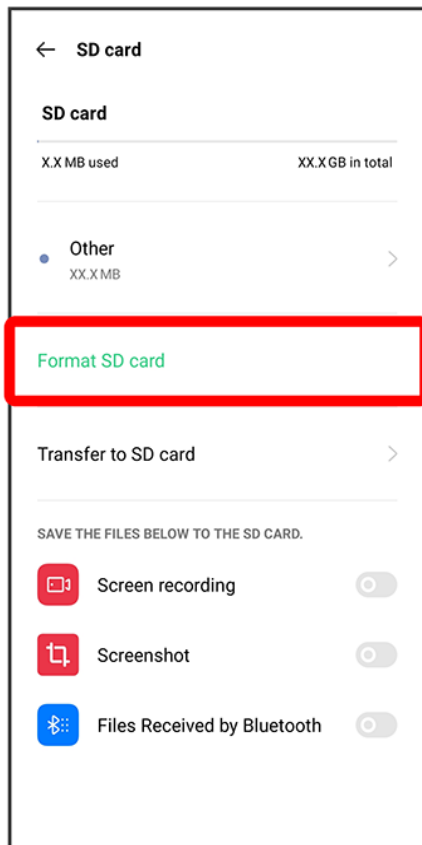
3

SD card



4

## Format SD Card



5

## FORMAT SD CARD



All data on this SD card will be erased.

FORMAT SD CARD

6

---

FORMAT SD CARD



 All data on SD Card is erased.

- If confirmation appears, follow onscreen instructions.

### **Cautions when Formatting SD Card**

Observe the following when formatting SD Card.

- Formatting erases all data on SD Card. Carefully check any SD Card that was used on another device before formatting.
- Charge Internal Battery while formatting, or format with adequate battery charge.

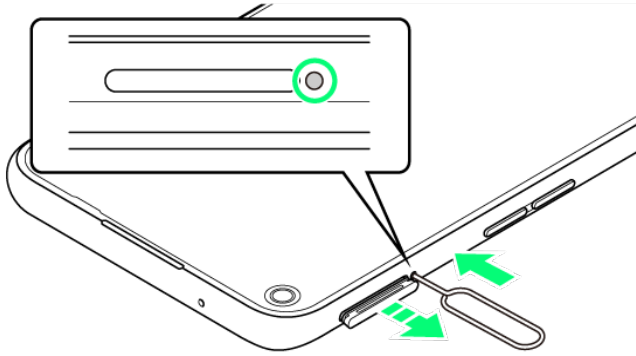
## Removing SD Card

Always power off beforehand.

1

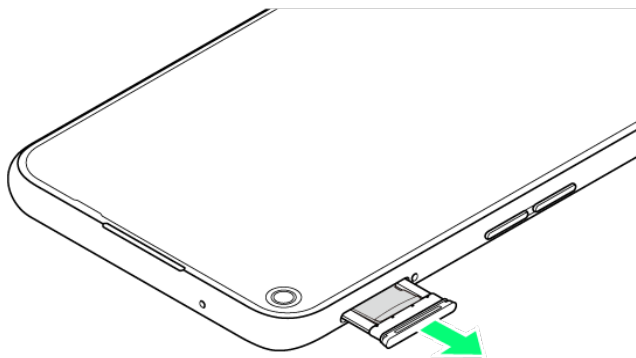
---

Insert SIM Card Slot Pin (complimentary sample) in hole in SIM Card/SD Card Tray



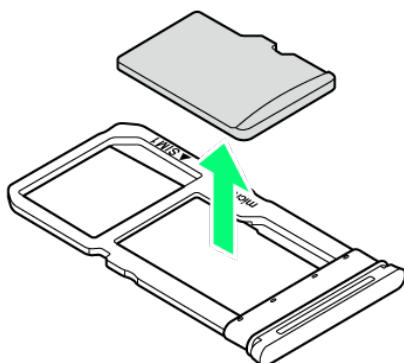
2

Pull out SIM Card/SD Card Tray

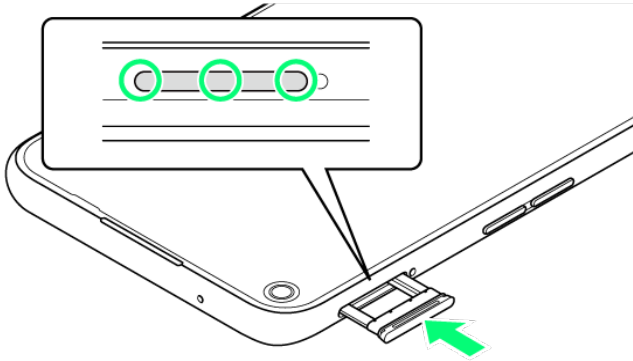



3

Remove SD Card from SIM Card/SD Card Tray



Insert SIM Card/SD Card Tray in slot straight



 SD Card is removed.

- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Tray.

# Charging Battery

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↓ [Charging with AC Charger](#)

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## **Charging Cautions**

Never connect USB Type-C plug while handset or peripheral equipment is wet.

## Charging with AC Charger

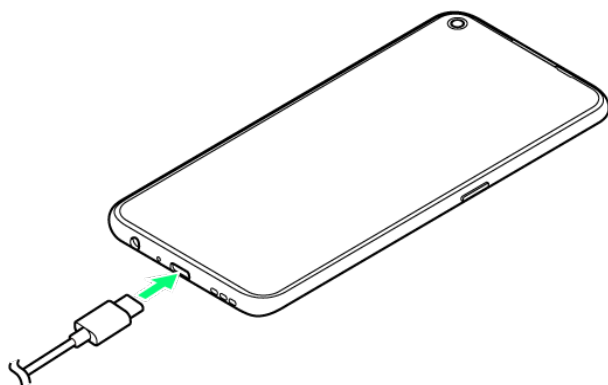
AC Charger is an optional accessory. Be sure to use AC Charger specified by SoftBank. For information on AC Charger and other peripheral devices, see SoftBank Website.

How to charge using AC Charger [ZSDBAV]\* is described as an example.

\* USB Type-C™ rapid charging AC Charger with USB PD-PPS capability (SB-AC22-TCPD).

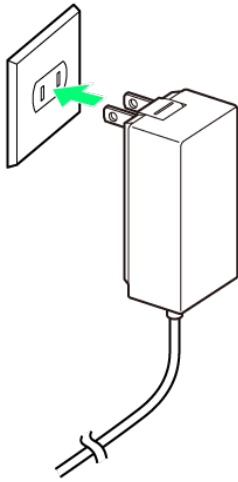
1


Insert USB Type-C plug of AC Charger into handset USB Type-C Port



2

Raise plug on AC Charger and plug into power outlet




 Charging starts.

3

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When charging is complete, unplug AC Charger and remove the USB Type-C plug of AC Charger from handset

 Charging ends.

# Power On/Off

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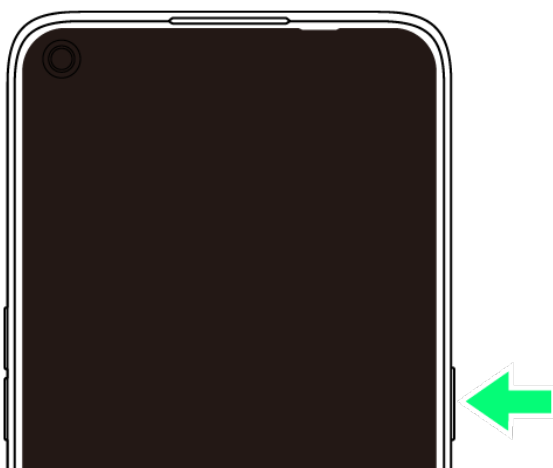
↓ Powering On

↓ Powering Off

## Powering On

1

Power Key & Screen Lock Key (Long Press)



🚩 Lock Screen appears.

- For details on unlocking screen, see "Unlocking Screen."
- Startup wizard appears for the first time handset is powered on. For details on initial settings, see "Making Initial Settings."


## Powering Off

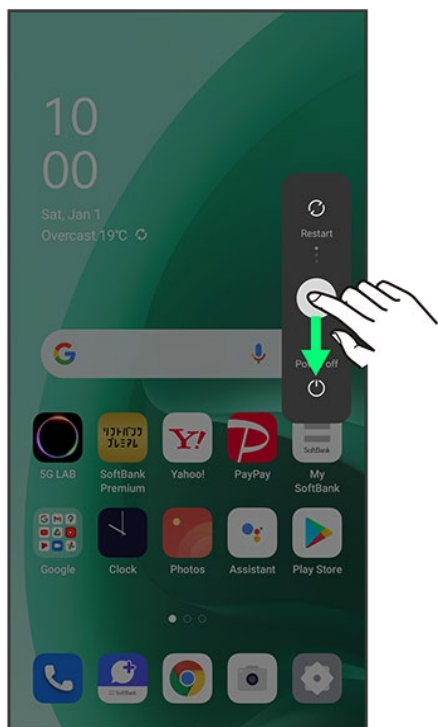
1


## Power Key & Screen Lock Key (Long Press for 3 seconds)



2

Drag  to "Power off"



 Handset powers off.



# Making Initial Settings

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When powering on for the first time, an initial settings wizard appears for optionally making Wi-Fi, Google™ account, and other settings. Follow onscreen instructions to set items.

Initial settings described here are based on handset with SIM card installed. To use eSIM, set up Wi-Fi during initial settings and set up eSIM after completing initial settings. For details, see "eSIM."

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↓ [Making Initial Settings](#)


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## Making Initial Settings

1

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Select **English (United States)**, then Tap **Next**



Select language

English (Australia)

☐

English (Ireland)

☐

English (New Zealand)

☐

English (United Kingdom)

☐

English (United States)

☒

Español (España)

☐

Español (México)

☐

Euskara

☐

Filipino

☐

Emergency call

Next

2

I have read and agree to the terms above.  Next

Terms of Service

☒ User Agreement

☒ User privacy security and protection

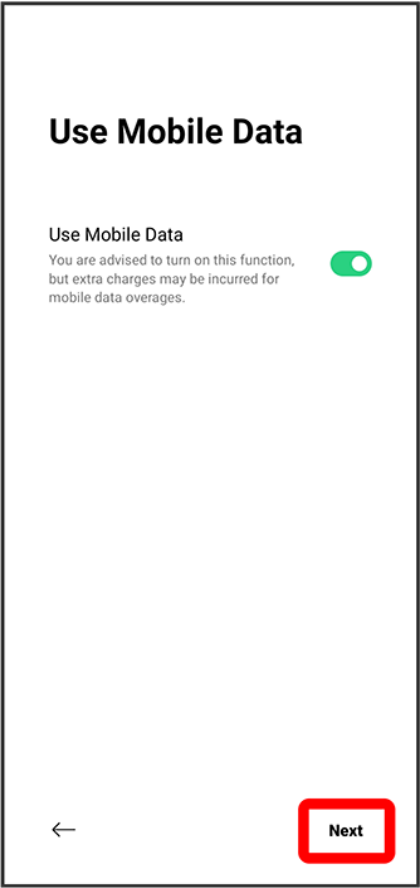
☒ User Experience Program (Optional)

☒ System Stability Improvement Program (Optional)

☒ I have read and agree to the terms above.

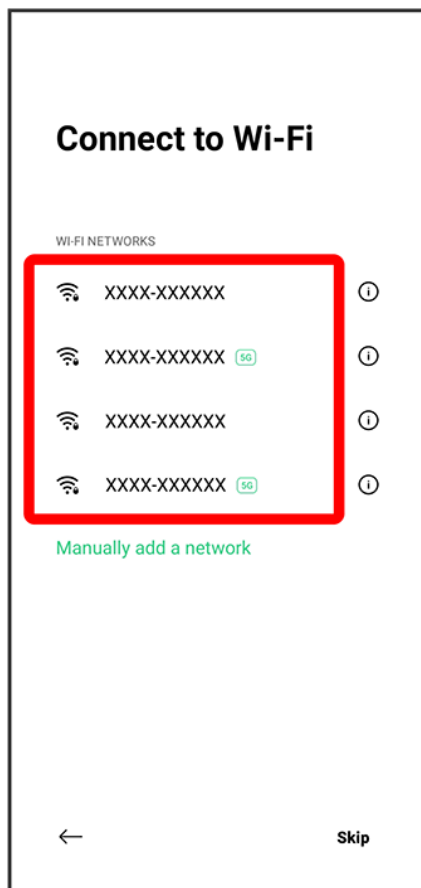
Next

■ User Experience Program and System Stability Improvement Program are optional.



4

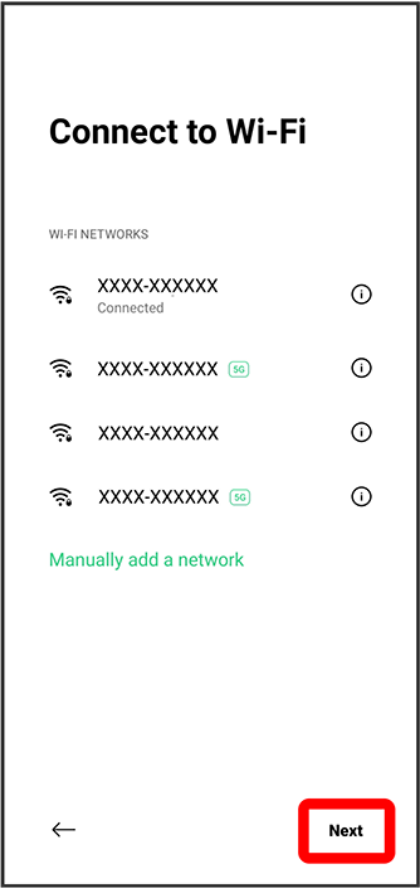
Select Wi-Fi network to connect to



- To not make Wi-Fi network settings, Tap **Skip**. Continue by following onscreen instructions.

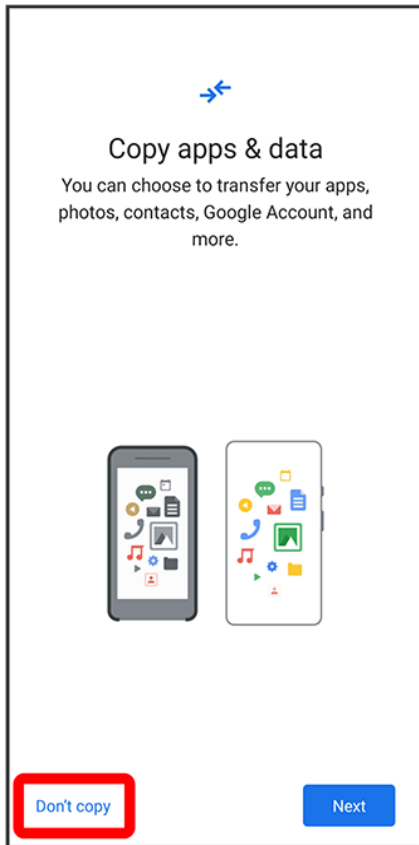
5

Follow onscreen instructions to set Wi-Fi ➡ **Next**



6

Don't copy

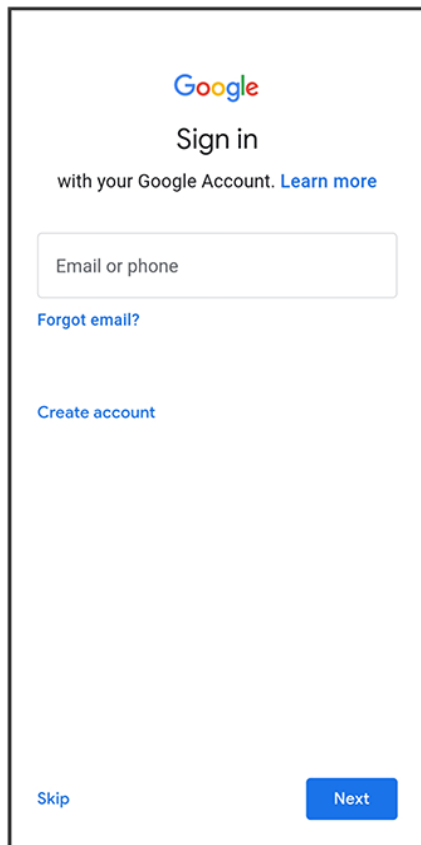


- Tap **Next** to copy data from another mobile with Google account settings. Follow onscreen instructions.

7

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Follow onscreen instructions to set a Google account



- For details on Google account, see "Setting a Google Account."
- If not making Google account settings, Tap **Skip**.

8

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Set/check Google Services ➔ **Accept**



Device maintenance

Send usage and diagnostic data

Help improve your Android device experience by automatically sending diagnostic, device, and app usage data to Google. This will help battery life, system and app stability, and other improvements. Some aggregate data will also help Google apps and partners, such as Android developers. If your additional Web & App Activity setting is turned on, this data may be saved to your Google Account.

Install updates & apps

By continuing, you agree that this device may also automatically download and install updates and apps from Google, your carrier, and your device's manufacturer, possibly using cellular data. Data rates may apply. Some of these apps may offer in-app purchases.

Tap "Accept" to confirm your selection of these Google services settings.

Accept



### Continue setup?

Keep going to get your phone fully set up.  
Or, leave now and get a reminder to finish  
later.

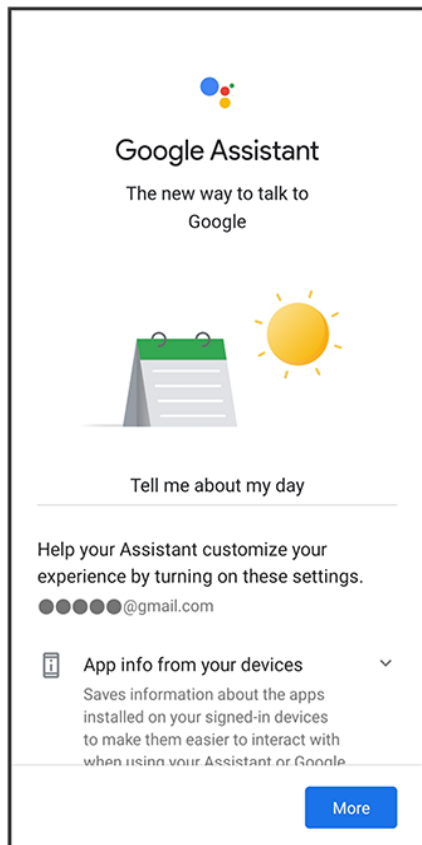
Continue

Leave & get reminder

10

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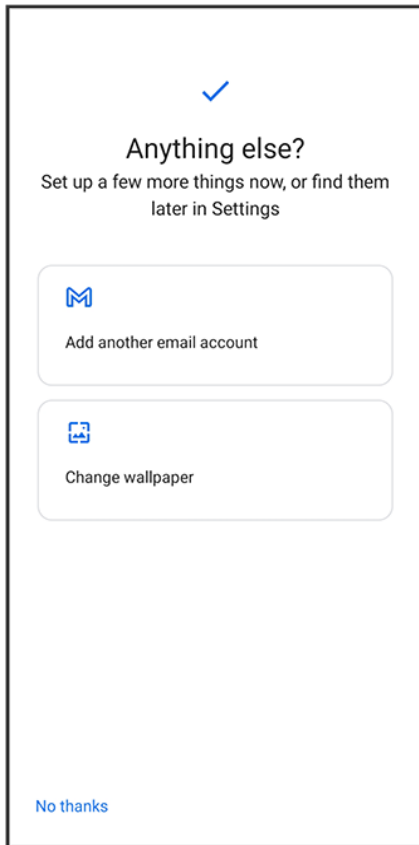
Follow onscreen instructions to set Google Assistant™



11

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Follow onscreen instructions to set other items

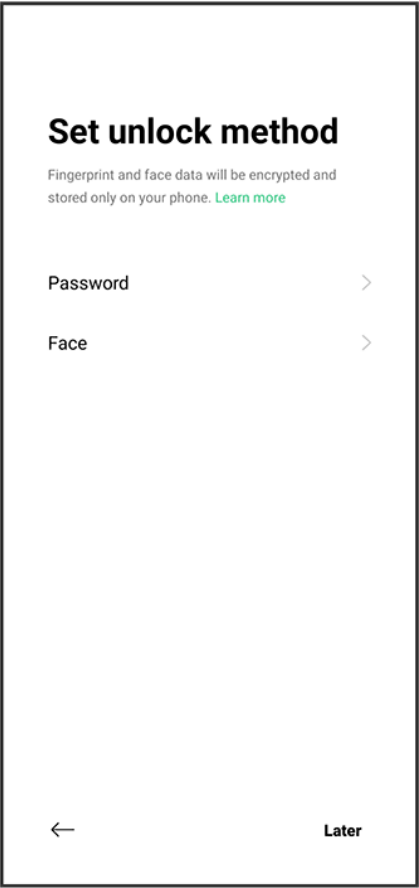


- To skip setup for other items, Tap **No thanks**.

12

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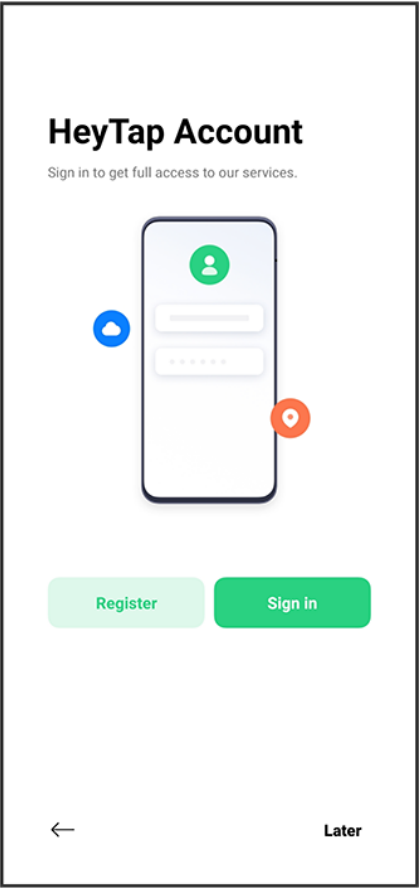
Follow onscreen instructions to set unlock method.



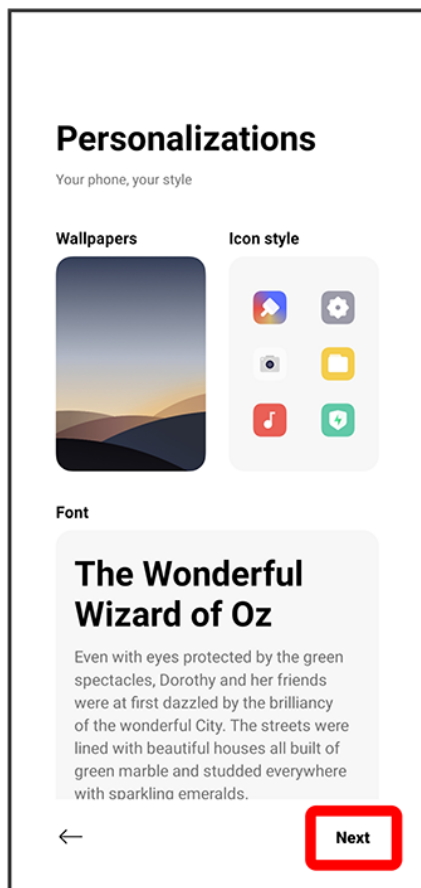
- To not set unlock method, Tap **Later**.

13

Follow onscreen instructions to set up HeyTap Account



- To not set HeyTap Account, Tap Later.



- To change wallpaper, icon style, or font and display size, Tap **Wallpapers/Icon style/Font**.

15

Get started

Welcome



ColorOS

Get started

🚩 Settings are complete.



# Setting a Google Account

---

Use a Google account and get more convenience with Google services. A Google account is required to use some services or fully use some applications.

---

↓ [Creating a Google Account](#)

---

↓ [Logging In with a Google Account](#)

---


## Google Account Cautions

Be careful not to forget your Google account mail address or password.

## Creating a Google Account

1

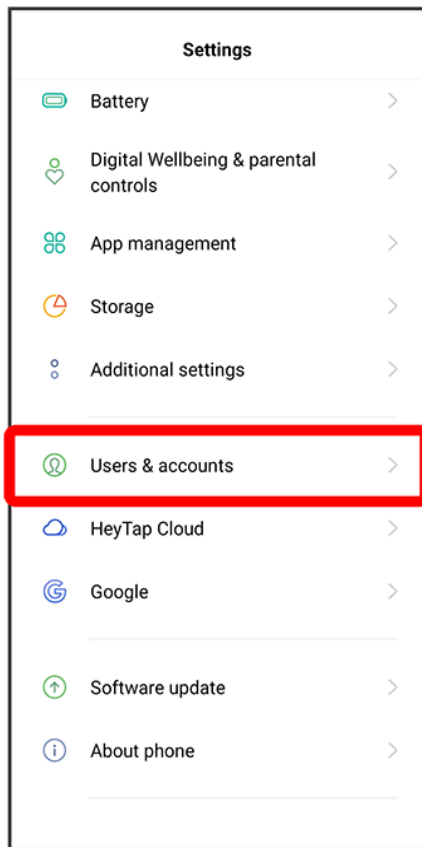
---

In Home Screen,  (Settings)



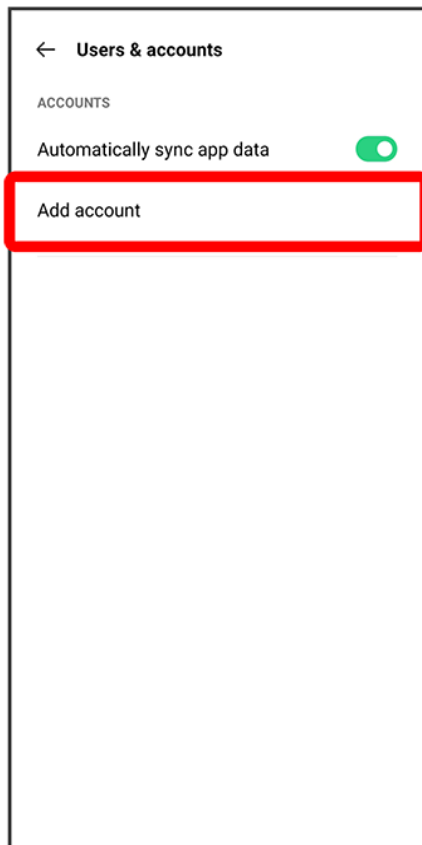
2

## Users & accounts



3

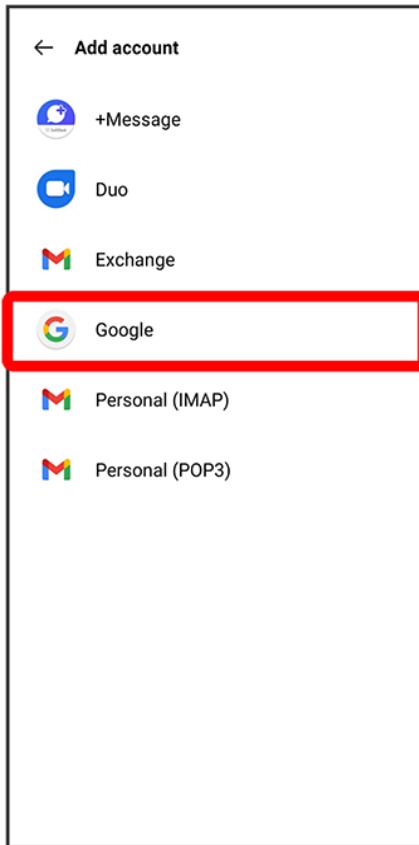
Add account




4

---

Google

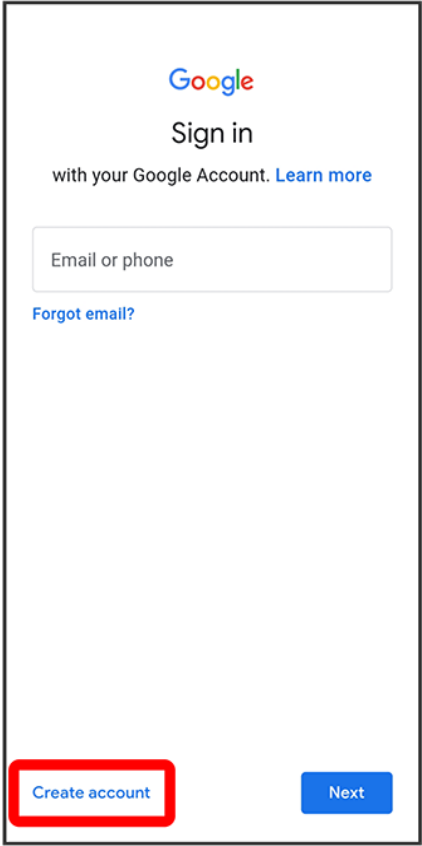


 Window for logging in to a Google account opens.

5

---

Create account



6

For myself

Google

Sign in

with your Google Account. [Learn more](#)

Email or phone

[Forgot email?](#)

For myself

For my child

To manage my business

Create account

Next

7

Enter First name➡ Last name➡ **Next**

Google

Create a Google Account

Enter your name

First name  
Hanako

Last name  
Oppo

Next

- If confirmation appears, follow onscreen instructions.

8

Enter date of birth and gender ➡ Next



Google

### Basic information

Enter your birthday and gender

Month: January Day: 1 Year: 1980

Gender: Female

Next

9

---

Choose your Gmail address or Tap **Create your own Gmail address** → enter username (mail address) → **Next**

Google

Choose your Gmail address

Pick a Gmail address or create your own

☒ ●●●●●@gmail.com

☐ ●●●●●@gmail.com

☐ Create your own Gmail address

Next

10

Enter password➡Next

Google

Create a strong password

Create a strong password with a mix of letters, numbers and symbols

Password

XXXXXXXX|

☒ Show password

Next

1234567890

qwertyuio

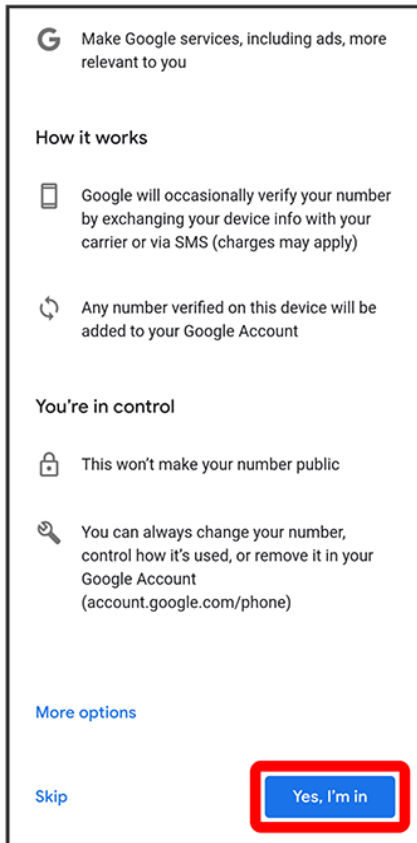
asdfghjkl

↑zxcvbnm↵

?123, . →

11

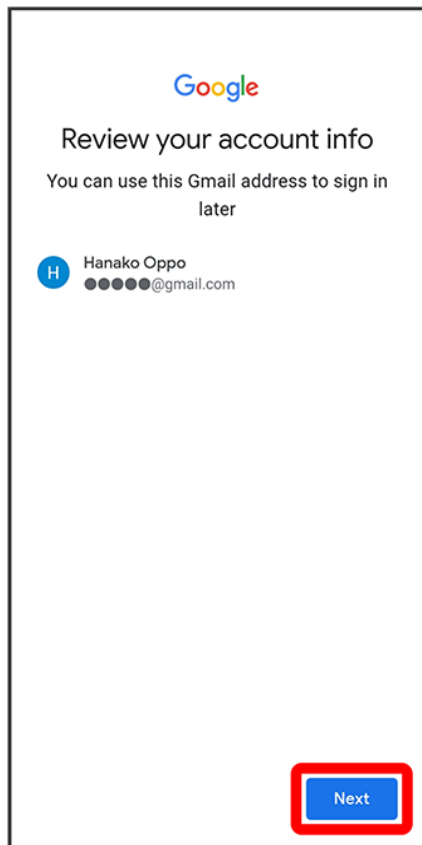
Yes, I'm in



- To not add a phone number, Tap **Skip**.
- To add a phone number only for security protection, Tap **More options**. Continue by following onscreen instructions.

12

Next



13

---

Check the privacy policy and terms of usage, I agree

fraud and abuse; and

- Conduct analytics and measurement to understand how our services are used. We also have partners that measure how our services are used. [Learn more](#) about these specific advertising and measurement partners.

#### Combining data

We also combine this data among our services and across your devices for these purposes. For example, depending on your account settings, we show you ads based on information about your interests, which we can derive from your use of Search and YouTube, and we use data from trillions of search queries to build spell-correction models that we use across all of our services.

#### You're in control

Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data now by clicking "More Options" below. You can always adjust your controls later or withdraw your consent for the future by visiting My Account ([myaccount.google.com](https://myaccount.google.com)).

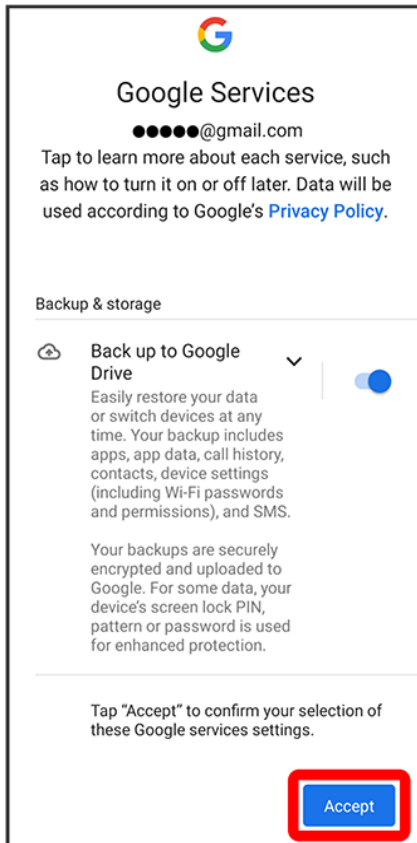
[More options](#) ▾


[I agree](#)

14

---


Set Google services and Tap **Accept**



 Account is created.

## Logging In with a Google Account

1

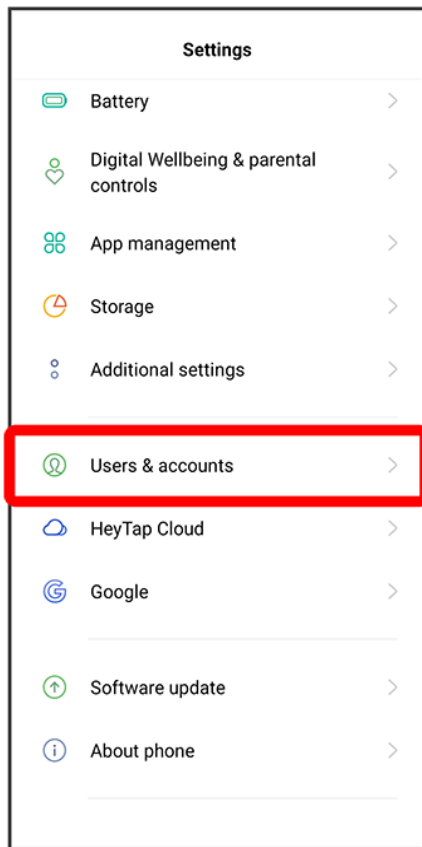
In Home Screen,  (Settings)



2

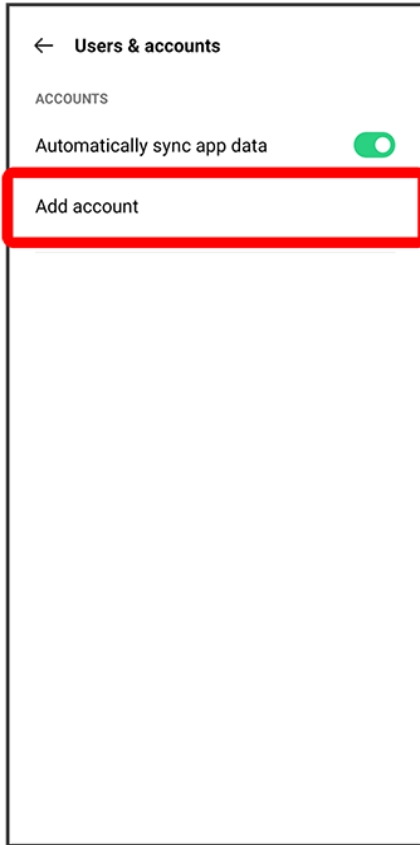
Users & accounts





3

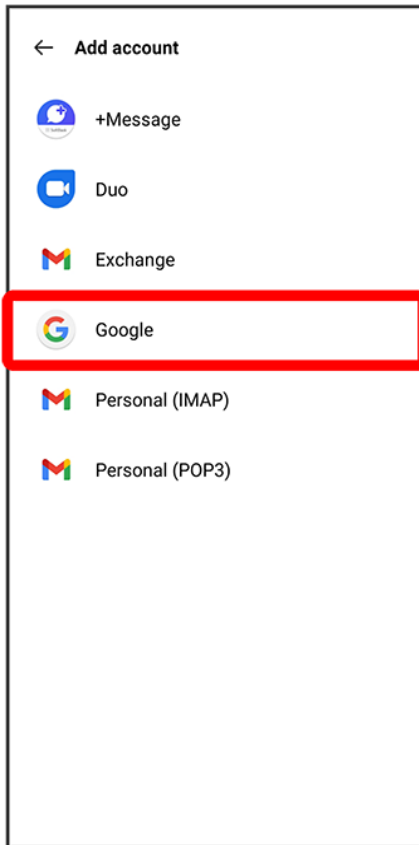
Add account




4

---


Google

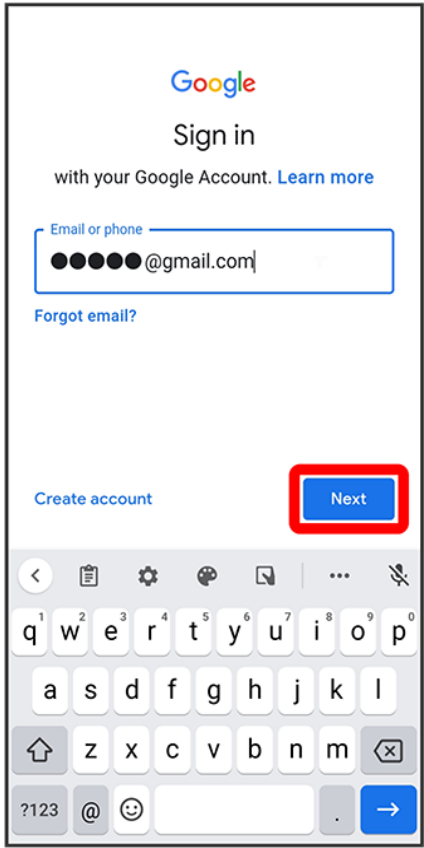


 Window for logging in to a Google account opens.

5

---

In window for logging in to Google account, enter mail address  **Next**



6

Enter password➡Next

Google

Hi Hanako

●●●●●@gmail.com

Enter your password

.....|

☐ Show password

Forgot password?

Next

1 2 3 4 5 6 7 8 9 0

q w e r t y u i o p

a s d f g h j k l

⬆

z x c v b n m

⌫

?123 , . →

7

Follow onscreen instructions



Hi Hanako



We publish the [Google Terms of Service](#) so that you know what to expect as you use our services. By clicking 'I Agree,' you agree to these terms.

You are also agreeing to the [Google Play Terms of Service](#) to enable discovery and management of apps.

And remember, the Google [Privacy Policy](#) describes how Google handles information generated as you use Google services. You can always visit your Google Account ([account.google.com](#)) to take a Privacy Checkup or to adjust your privacy controls.

I agree



You are logged in to your Google account.

# Locking Screen

Display is locked after a set period of inactivity. Alternatively, Press Power Key & Screen Lock Key for manual screen lock. This saves battery power and prevents accidental Display operation.

---

↓ [Screen Lock](#)

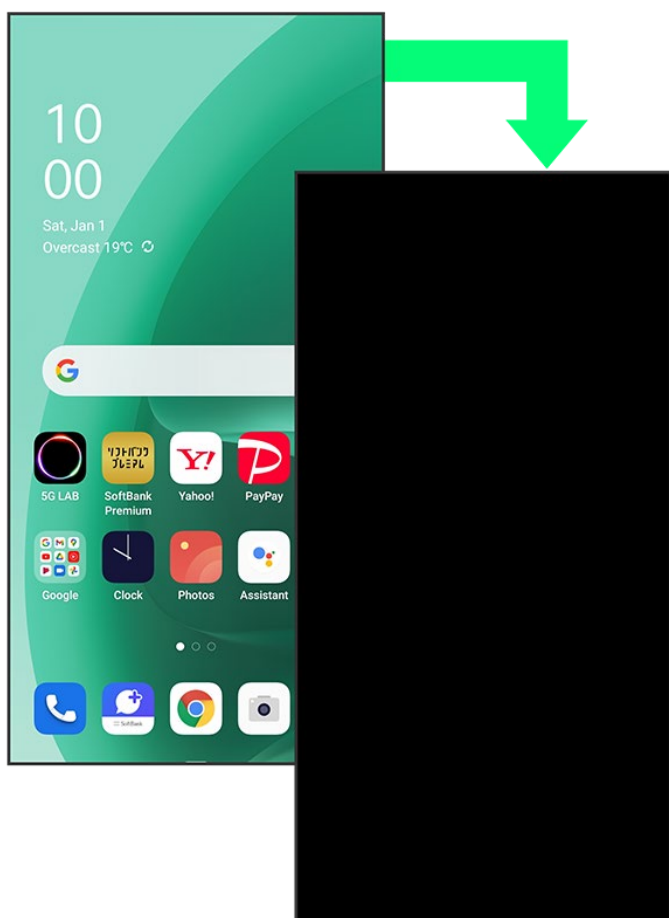
---

↓ [Unlocking Screen](#)

---

## Screen Lock

Display goes out after a set period of inactivity to save battery power (screen lock). This also prevents accidental Display operation.



- To activate Screen lock manually, Press Power Key & Screen Lock Key when Display is turned on.



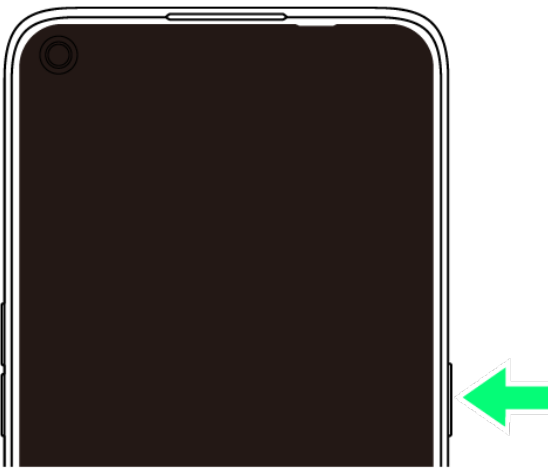
## When Screen Locks during Music Playback

Music playback continues. While Display is off (screen is locked), Press Power Key & Screen Lock Key for control panel to use in Lock Screen (operation may differ with application).

## Unlocking Screen

1

While screen is locked, Press Power Key & Screen Lock Key

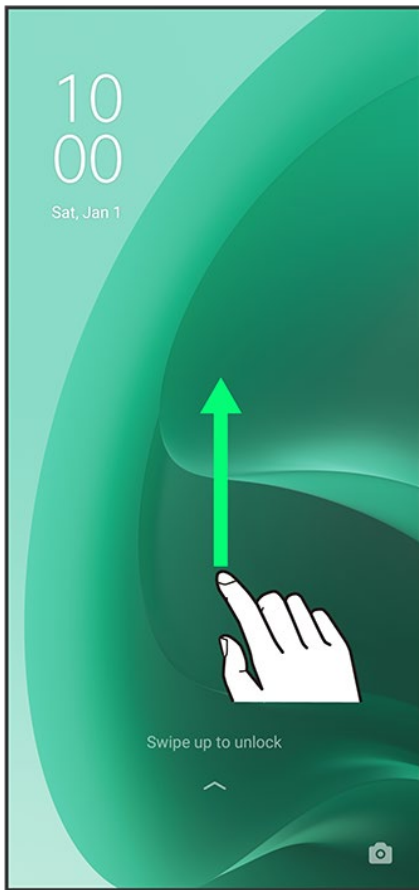


Lock Screen appears.

2

Flick/Swipe Lock Screen up





🚩 Screen is unlocked.

- The method for unlocking the screen can be changed. For how to unlock screen, see "Screen Lock Settings."

# Basic Operation

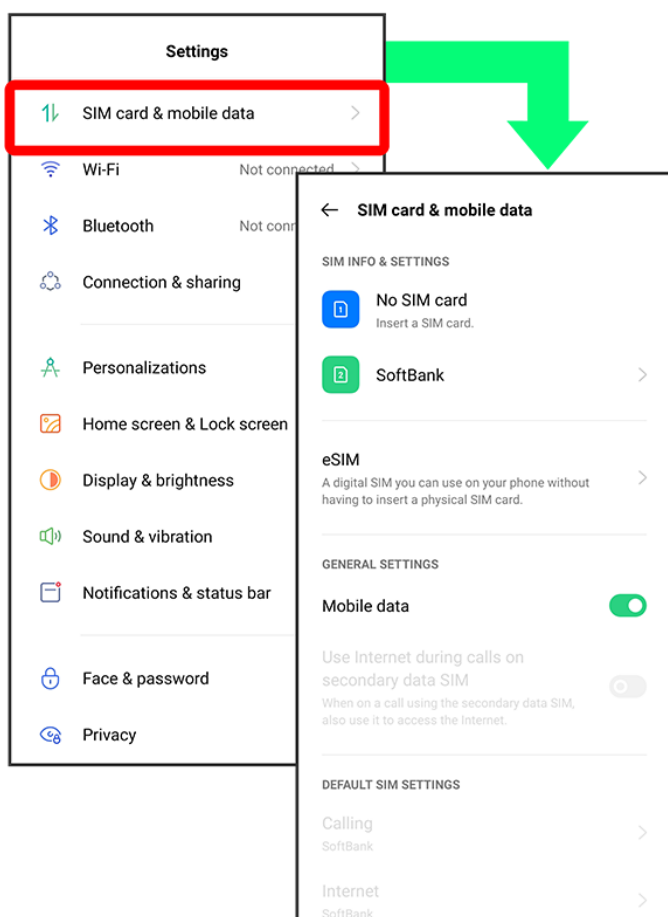
↓ Selecting Options and Navigating Screens

↓ Menu Operations

## Selecting Options and Navigating Screens


Tap items, icons, onscreen keys, etc. to open assigned items.

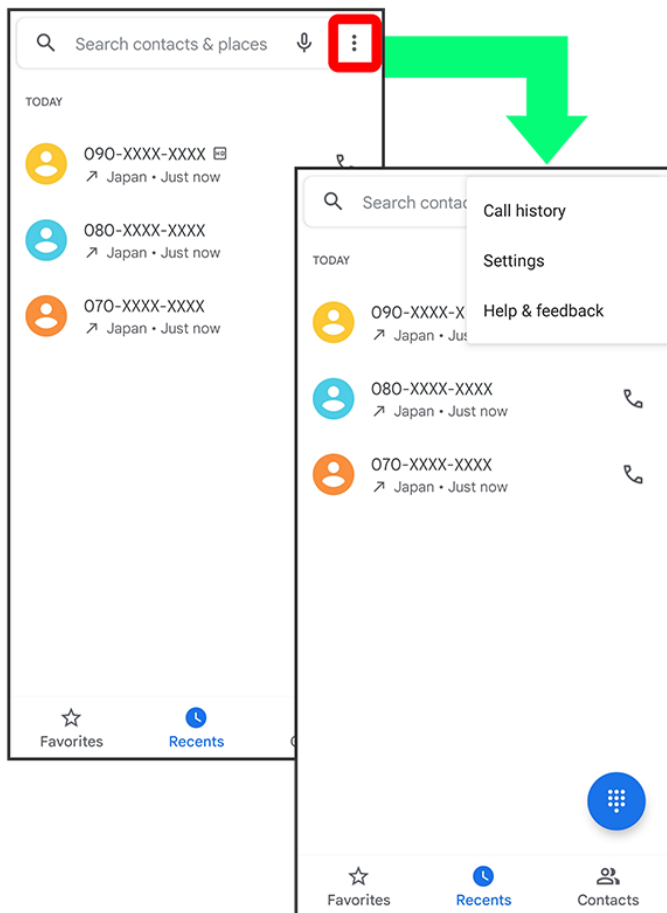
■ Tap  to go back to previous screen.



## Menu Operations

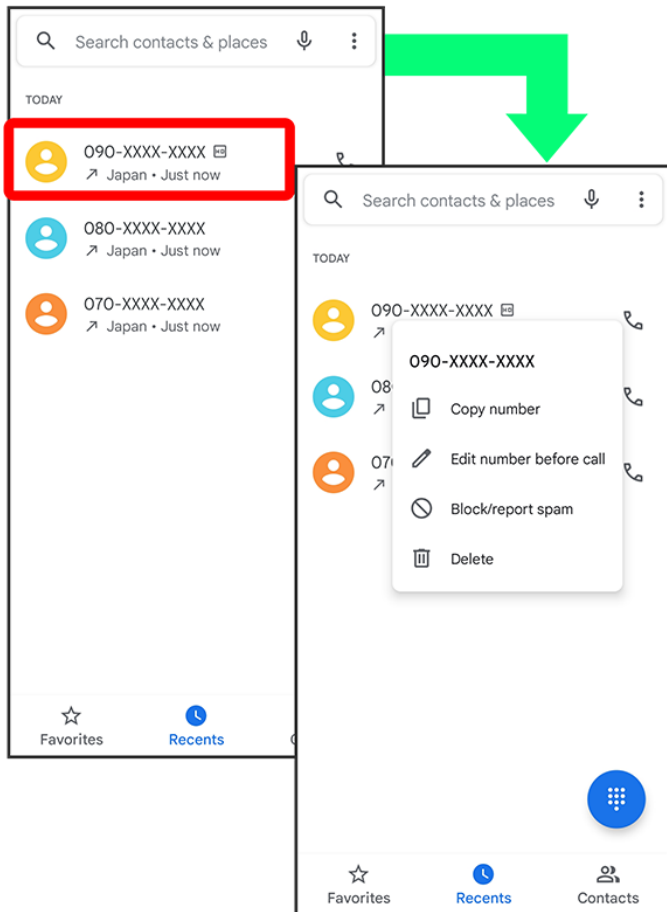
1

Tap  for available settings and items.



2

Screens may also have settings and items that are available by Touching & Holding Display.



# Using Touchscreen

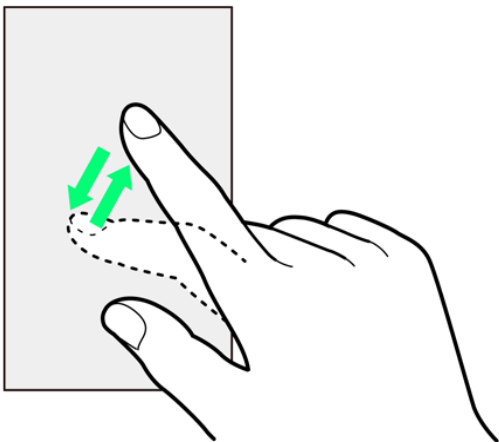
---

Handset uses a touchscreen-type Display. Operate with your fingers on Display.

- ↓ Tap
- ↓ Touch & Hold
- ↓ Drag
- ↓ Flick/Swipe
- ↓ Pinch/Spread

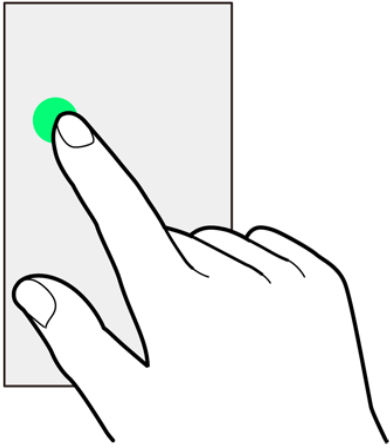
## Tap

Contact Display lightly and briefly.



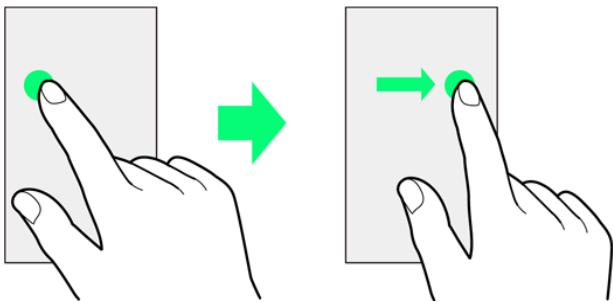
## Touch & Hold

Touch screen lightly and hold it for a while. When the screen changes, release finger.



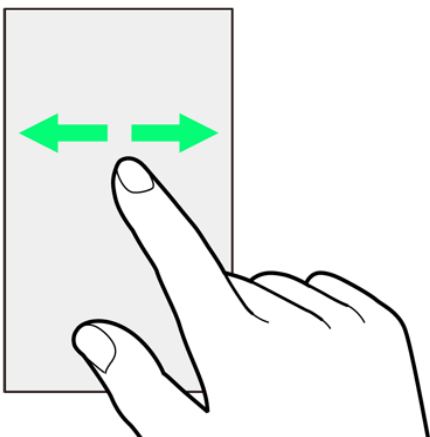
## Drag

Touch icon or other item lightly, move it where desired, and release finger.



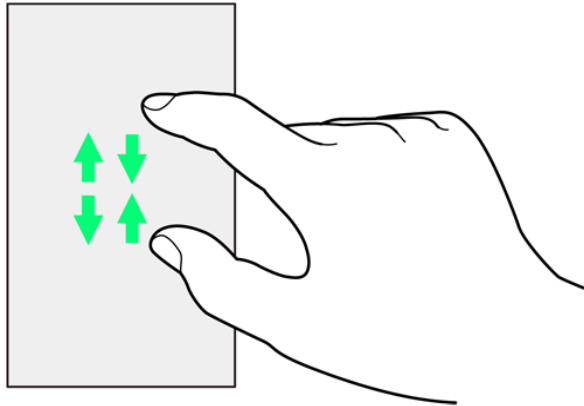
## Flick/Swipe

Contact Display lightly, then brush screen up/down or left/right.



## Pinch/Spread

Contact Display lightly, then close/widen fingers.



# Silent Mode

---

Set ringtone, operation sounds, etc. not to sound to avoid disturbing others around you.

---

↓ [Entering Silent Mode \(Mute\)](#)

---

## ! Silent Mode Cautions

Camera shutter, video start/stop tones, Alarm, video/music, etc. sound even in Silent mode.

## Entering Silent Mode (Mute)

1

---

Press Volume Key

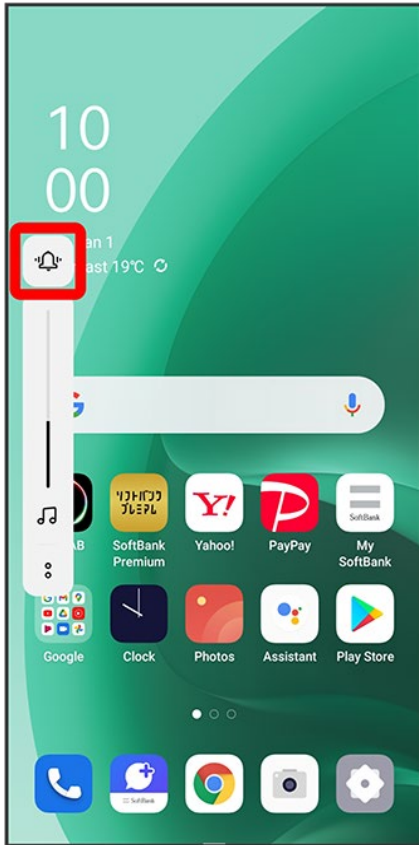



2

---

On volume adjustment bar, 








Icon on sound volume adjustment bar turns to  and Silent mode (Mute) is set.

## **Entering Silent Mode from Control Center**

Use Control Center to enter Silent mode (Mute).

Flick/Swipe Status Bar down   (  )

# Airplane Mode

---

Disable all functions that emit signals. Handset stays powered on.

---

↓ [Using Airplane Mode](#)

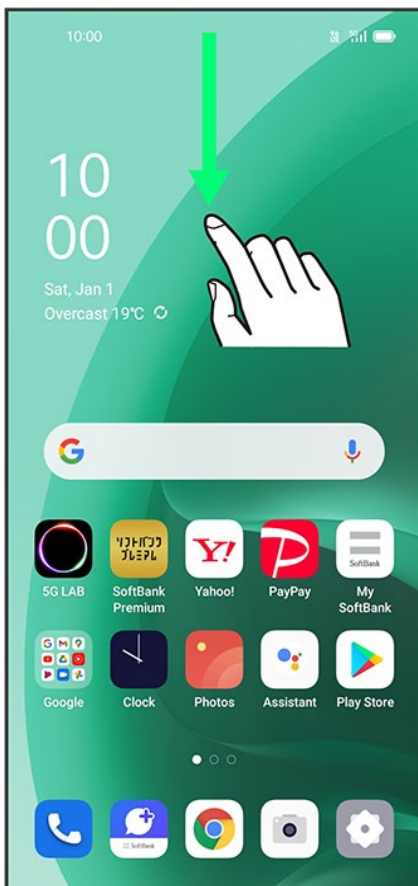
---

## Using Airplane Mode

1

---

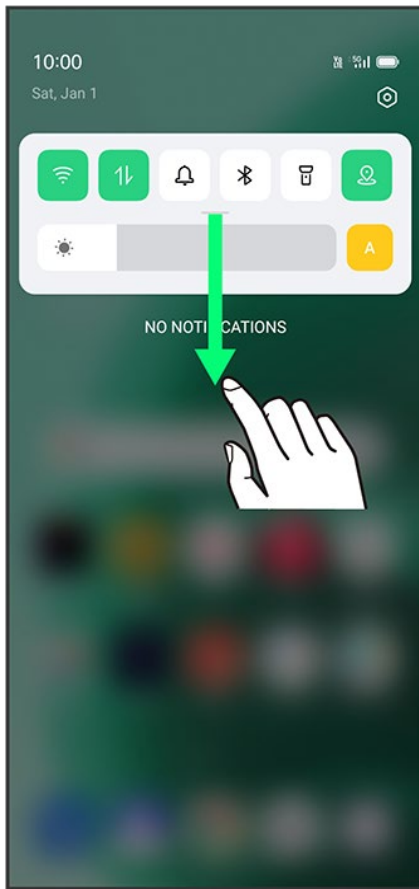
Flick/Swipe Status Bar down



🚩 Notifications Window opens.

2

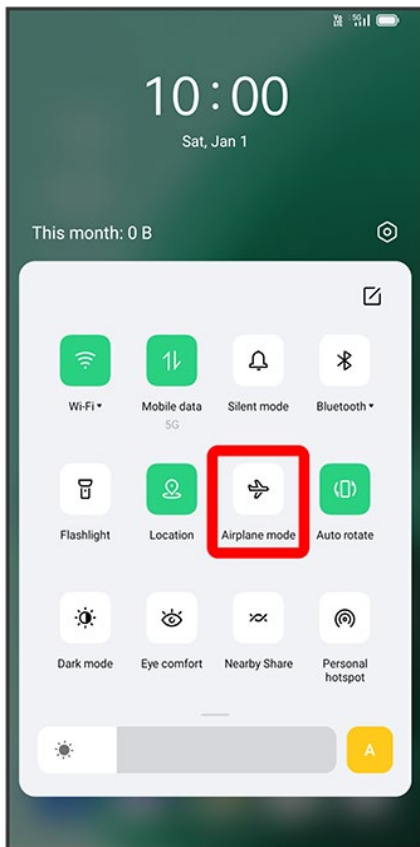
Flick/Swipe Notifications Window down



Control Center appears.

3

(Airplane mode)



🚧 Handset is in Airplane mode.

- Use same operation again while in Airplane mode to cancel.
- Alternatively, in Home Screen, ⚙️ (Settings) ➔ Connection & sharing ➔ Airplane mode (🟢) to enter Airplane mode.

# Text Entry

---







↓ Keyboards

↓ QWERTY Keyboard Layout

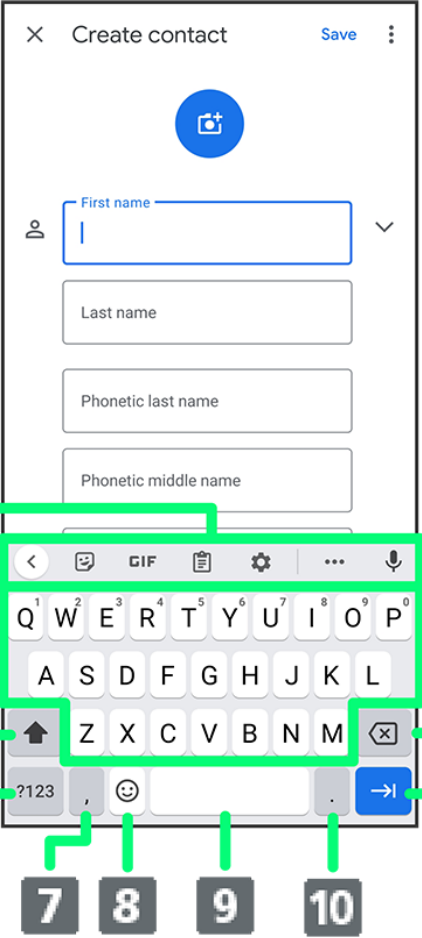
↓ Switching Character Types (Entry Modes)

## Keyboards

Enter text with onscreen QWERTY keyboard by Tapping each character individually, or by using Glide typing feature and sliding finger from character to character (on by default). Touch & Hold each character for extended characters.

- To set keyboard to use, while keyboard displayed, Tap , then Languages  English (US)   
QWERTY/Handwriting/QWERTZ/AZERTY/Dvorak/Colemak/PC/Morse code  Done. If several keyboards are set, in a text entry window, Tap  to switch between keyboards.
- Tap  to hide keyboard.

# QWERTY Keyboard Layout



1

2

3

4

5

6

7

8

9

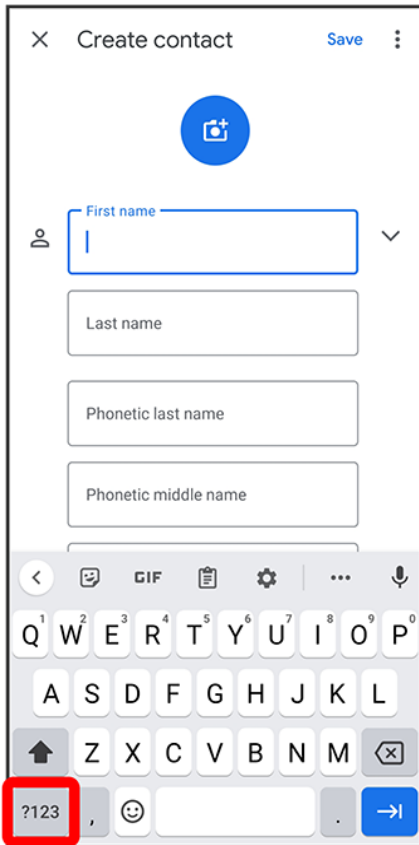
10

- ① Function icons appear (toolbar).
- ② Enter assigned characters.
- ③ Switch between upper case/lower case.
- ④ Toggle entry modes.
- ⑤ Delete a character before cursor.
- ⑥ Insert line break; confirm current characters. Touch & Hold for entry options.
- ⑦ Enter a comma. Touch & Hold for entry options.
- ⑧ Show emoji, stickers, emoticons, or symbols.
- ⑨ Enter a space.
- ⑩ Enter a period.



## Switching Character Types (Entry Modes)

1

In QWERTY keyboard, Tap 



🚩 Entry mode is changed to number and symbol mode.

- To enter more symbols, Tap .
- Tap  to back to alphabet mode.

# Updating Software

---

Check whether updates are required via the network, and update as required.  
Checking/updating does not incur transmission fees.

---

## Updating Software

---

### Before Updating Software

Saved data may be lost depending on condition of handset (malfunctioning, damaged, water exposure, etc.). It is recommended that you back up important data before updating software. SoftBank Corp. is not responsible for damages from loss of data.

### Software Update Cautions

#### During Update

Handset cannot be used until software is updated. It may take time to update software.  
Do not remove SIM Card or power off handset during the process. It may cause an update failure. An update failure may disable handset. For details, contact Customer Service.

#### Signal Reception during Update

Operate handset where signal reception is good and without changing location. Also operate with adequate battery charge. Signal becoming weak or Internal Battery becoming low during an update may cause an update failure. An update failure may disable handset.

#### If Using Other Functions

Other functions cannot be operated during a software update.

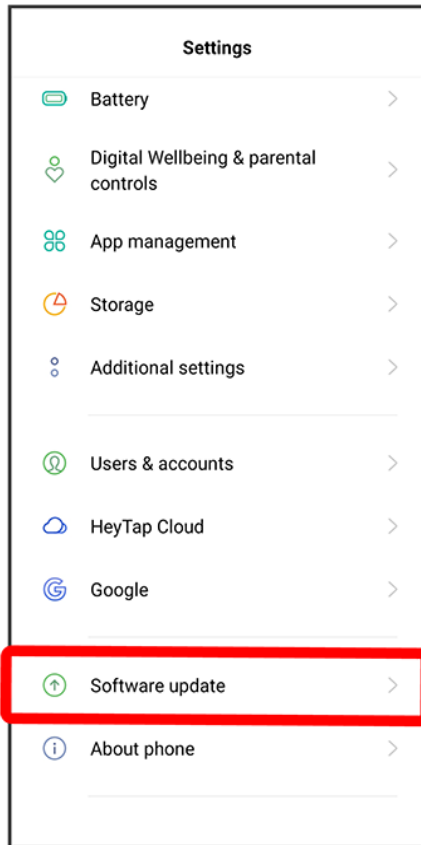
## Updating Software

1

---

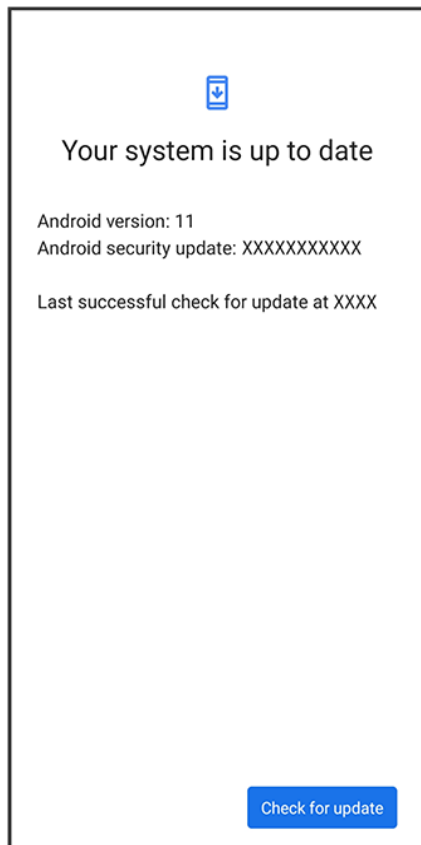
In Home Screen,  (Settings)  **Software update**





2

Follow onscreen instructions



🚩 Software update starts.

# ColorOS

---

---

↓ ColorOS

---

## ColorOS

Handset uses ColorOS. ColorOS is an Android operating system, based on Android and uniquely customized by OPPO.

Designed so that anyone can operate it, it has a simple and easy-to-view user interface, a selectable icon design, animated display, and other features.

Enjoy faster application launch, enhanced overall performance, and use handset for extended periods with its power-saving function.

# Handset Screens

- ↓ Home Screen Layout
- ↓ Toggling Home Screen Sheets
- ↓ Navigation Buttons
- ↓ Portrait Orientation & Landscape Orientation

## Home Screen Layout



Item	Description
1 Status Bar	Flick/Swipe down for Notifications Window. Flick/Swipe down using two fingers for Control Center.
2 Free Area	Place application shortcuts, folders, widgets freely.
3 Current screen location	Indicates current Home Screen location.
4 Dock	Tap an icon to activate application or function. Customize application

shortcuts. Also, create folders.

## Toggling Home Screen Sheets

Flick/swipe Home Screen left/right to toggle among several Home Screen sheets.






## Navigation Buttons

Tap icons in Navigation Buttons (Display bottom) for the following functions/operations.

- Available when navigation mode set to **Virtual buttons**. For details on changing the navigation mode, see "Convenience Tools."

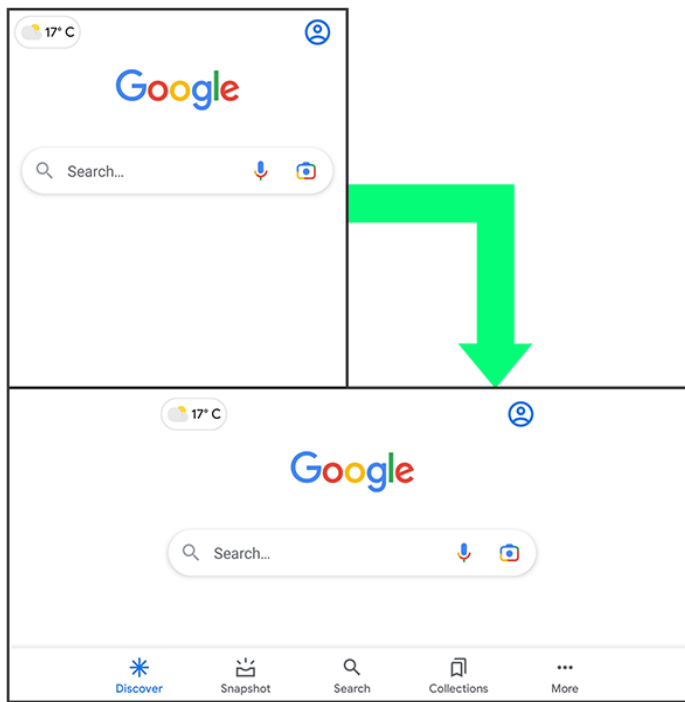


Item	Description
 <b>(Back)</b>	Return to previous screen.
 <b>(Home)</b>	Tap for Home Screen.
 <b>(Recent)</b>	Open listing of recently used applications and activate or delete applications.

## Portrait Orientation & Landscape Orientation

The screen changes to landscape orientation when handset is rotated sideways.

- Depending on the current screen, the orientation may not change even by changing handset orientation.



# Status Bar

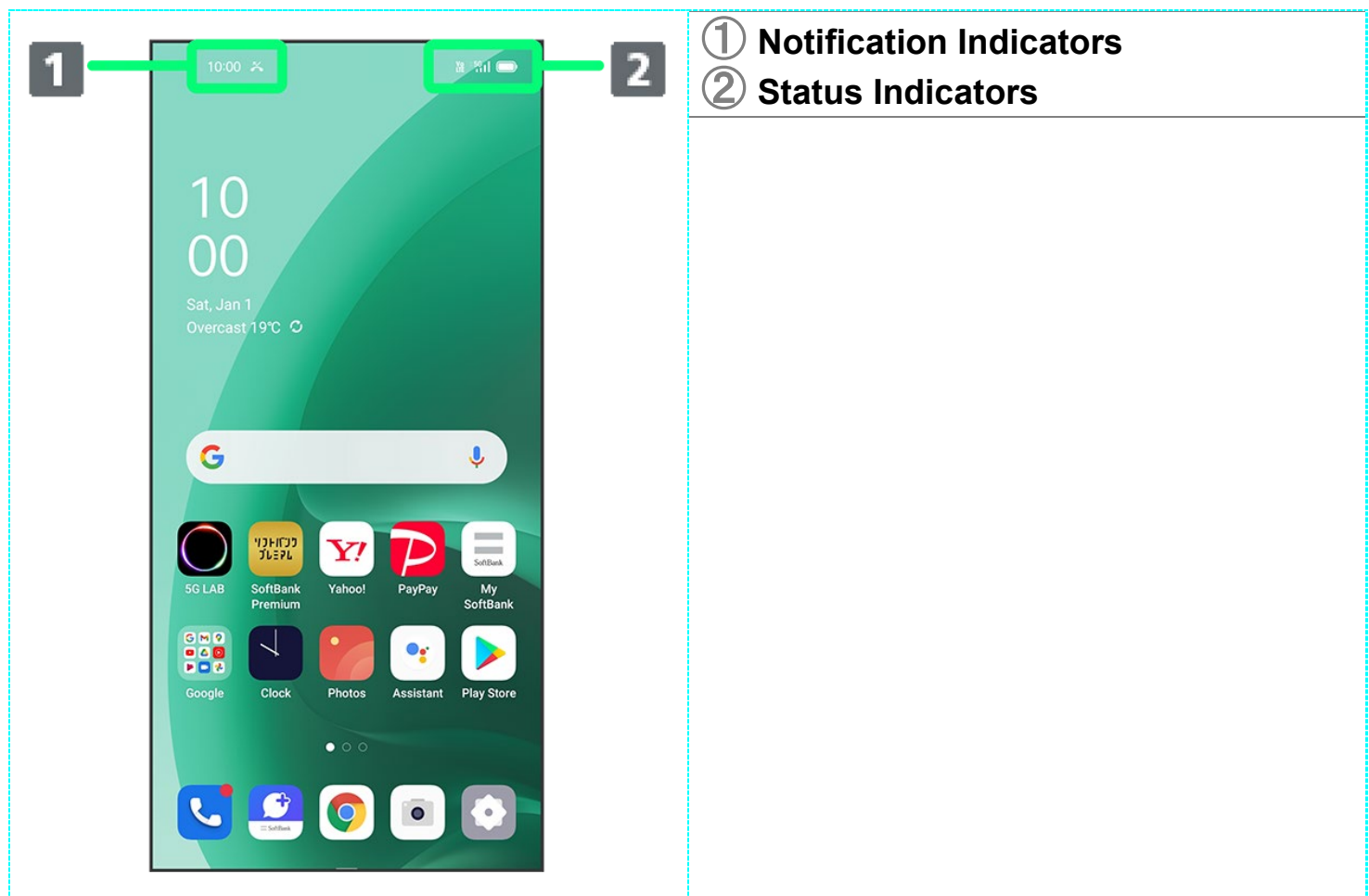
Status Bar appears at the top of Display. Notification Indicators for new mail, etc. and Status Indicators for handset appear here.

↓ [Status Bar Layout](#)

↓ [Main Notification Indicators](#)

↓ [Main Status Indicators](#)











## Status Bar Layout























## Main Notification Indicators







Notification Indicators appearing in Status Bar include the following.

Indicator	Description
	New Gmail
	New Text Message (SMS) / +Message
	Play Back Music / Music Paused
	Missed Call
	New Message (Voicemail)
	Calendar Event Reminder
	Snoozing Alarm / Unchecked Alarm / Alarm within 15 Minutes / Timer Running
	New Urgent News
	Sharing File via Bluetooth®
	High Performance Mode

## Main Status Indicators

Status Indicators appearing in Status Bar include the following.

Indicator	Description
	Bluetooth® On
	Silent Mode (Mute)
	Do Not Disturb
	5G Data in Use 1 <sup>1</sup>
	4G LTE/4G Data in Use (With Carrier Aggregation)
	4G LTE/4G Data in Use
	HSPA+ Data in Use
	HSDPA Data in Use
	3G Data in Use
	VoLTE Calls On
	Wi-Fi Connected
	Signal Strength
	Roaming
	No Signal
	Airplane Mode
	High Performance Mode
	Charge Battery
	Battery Low

	Battery Full
	Battery Charging
	Power Saving Mode
	Obtaining Current Location
	Alarm Set
	Headphones Connected

- 1 Even when "5G" is shown on the top of Display during standby, it may change to "4G" and 4G network may be used for data communication.

# Using Notifications Window

---

Flick/Swipe Status Bar down for Notifications Window. Open Notification Indicators to check details.

---

↓ [Opening Notifications Window](#)

---

↓ [Notifications Window Layout](#)

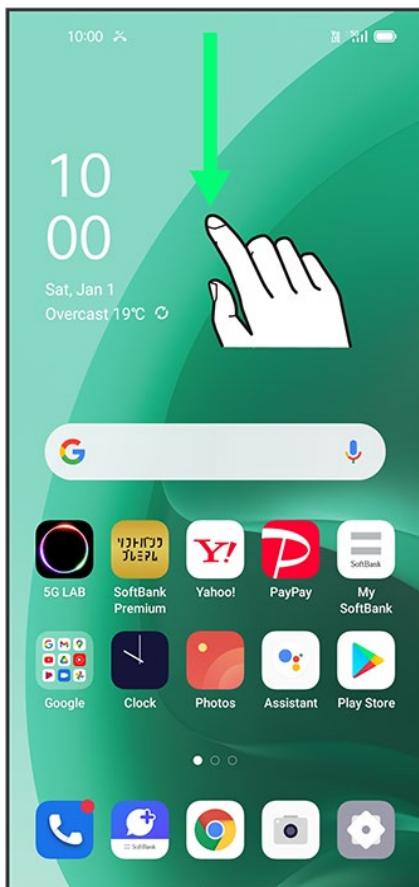
---

## Opening Notifications Window

1

---

Flick/Swipe Status Bar down

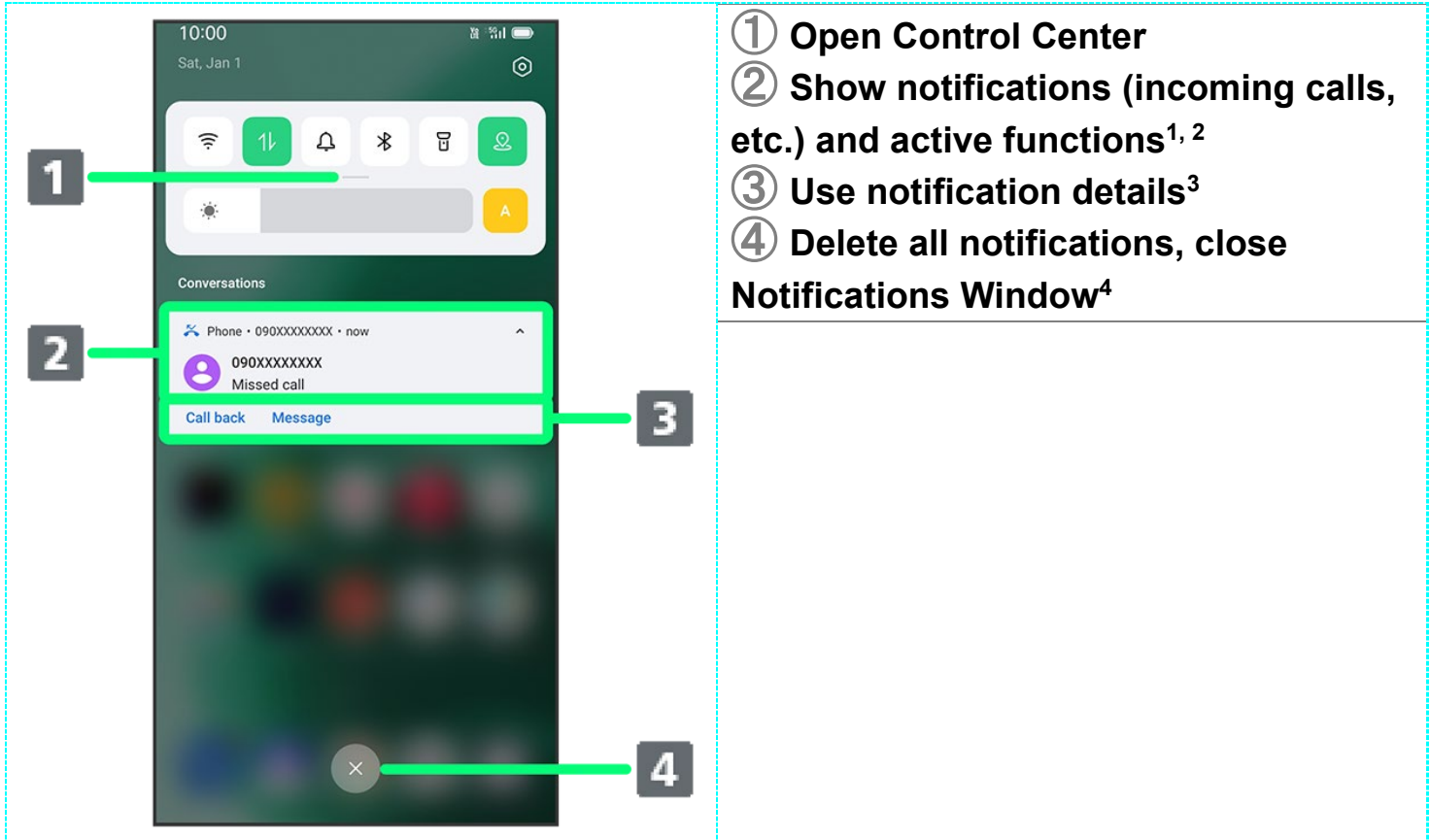


 Notifications Window opens.

## Closing Notifications Window

Flick/Swipe Notifications Window up

### Notifications Window Layout



- 1 Show categorized as "Conversations", "Alerting notifications", "Silent notifications", etc.
- 2 Flick notifications left/right to delete.
- 3 Available applications depend on notification.
- 4 Deletion may not be possible depending on notification details.

# Using Control Center

---

Flick/Swipe Notifications Window down for Control Center. Tap icons to toggle functions on/off, etc.

---

↓ [Open Control Center](#)

---

↓ [Control Center Layout](#)

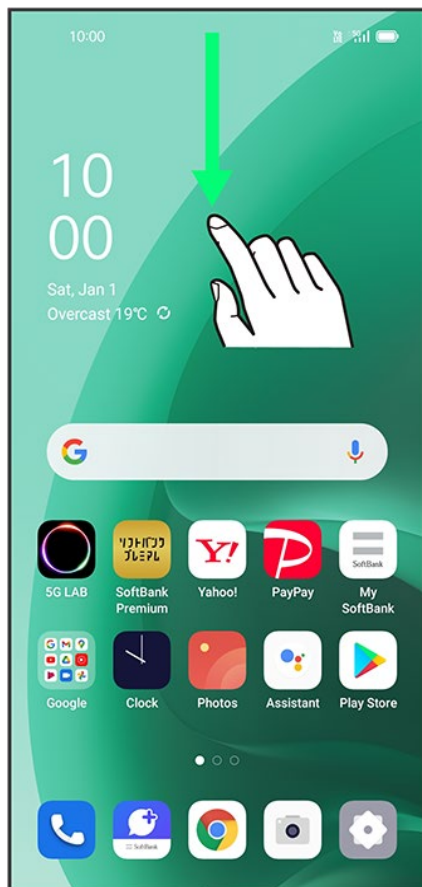
---

## Open Control Center

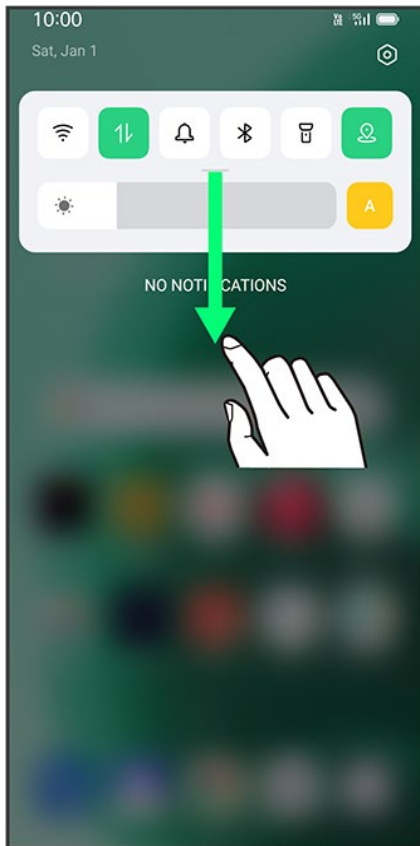
1

---

Flick/Swipe Status Bar down



## Flick/Swipe Notifications Window down




 Control Center appears.

- Alternatively, Flick/Swipe Status Bar down using two fingers for Control Center.

### **Control Center**



#### **Closing Control Center**

Flick/Swipe Control Center up


- Alternatively, Tap .

#### **Arranging Control Center**

Add, delete, and change order of functions in Control Center.

In Control Center,   Follow onscreen instructions and Drag icon

## Control Center Layout

- For some functions,  appears next to their names. Tap it to change settings and Tap

"MORE" for detailed settings.

1 Mobile data on/off

2 Wi-Fi on/off

3 Location on/off

4 Flashlight on/off.

5 Dark mode on/off

6 Eye comfort on/off.

7 Adjust Display brightness

8 Silent mode (Mute) on/off

9 Bluetooth® on/off

10 Airplane mode on/off

11 Auto rotate on/off.

12 Personal hotspot on/off

13 Use Nearby Share

14 Display brightness auto on/off

# Placing/Answering Calls

---

---

↓ [Placing Calls](#)

---

↓ [Answering Calls](#)

---

↓ [In-Call Screen Layout/In-Call Operations](#)

---



## Phone Function

### Emergency Location Report

Making emergency calls (110, 119 or 118) automatically reports handset location to corresponding agency (police, etc.). This system is referred to as Emergency Location Report, and notifies location based on positioning from base stations.

- Location Report does not incur registration/transmission fees.
- Location/signal conditions affect positioning accuracy. Always provide location and call purpose.
- Hiding Caller ID (using 184, etc.) cancels Location Report. However, corresponding agency may obtain location information in life threatening situations.
- Location Report is not sent for calls made while outside Japan.

---

### VoLTE and HD Voice

Handset supports VoLTE and HD Voice for higher voice call quality.



## Hints

**Q** Difficulty during call

**A** It may not be possible to make a call properly in a noisy location.

**A** When calling using Speaker, check the call volume. Raising the call volume may make calling difficult.

---

**Q** Sound pops momentarily during a call

**A** Are you changing location while calling? Sound pops when signal is weak and handset switches to a different area. This is not a malfunction.



## Emergency Call Cautions

### Areas Where Usable

Emergency calls from handset can be made only in SoftBank service areas.

---


### Airplane Mode

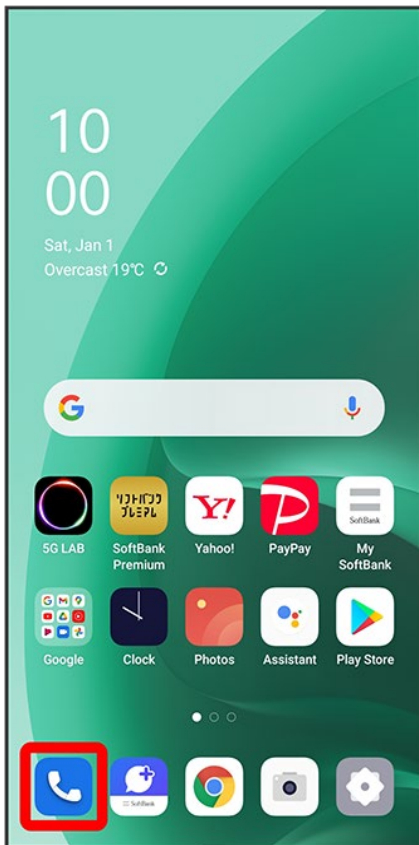
Note that Airplane mode disables Emergency calls.




# Placing Calls

1

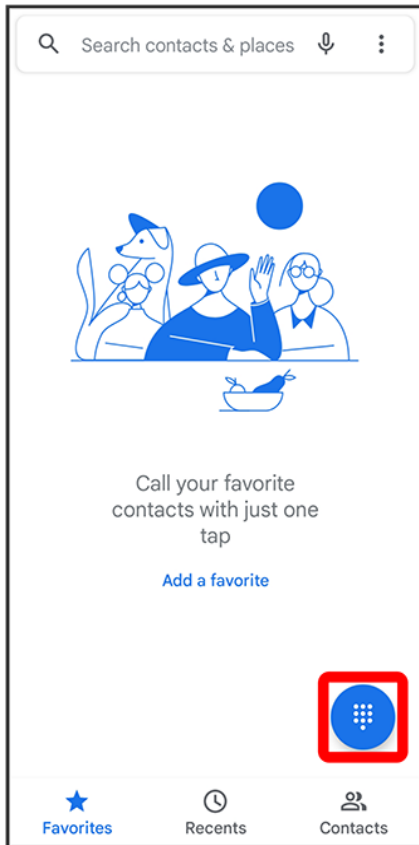
In Home Screen,  (Phone)




 Phone opens.

2



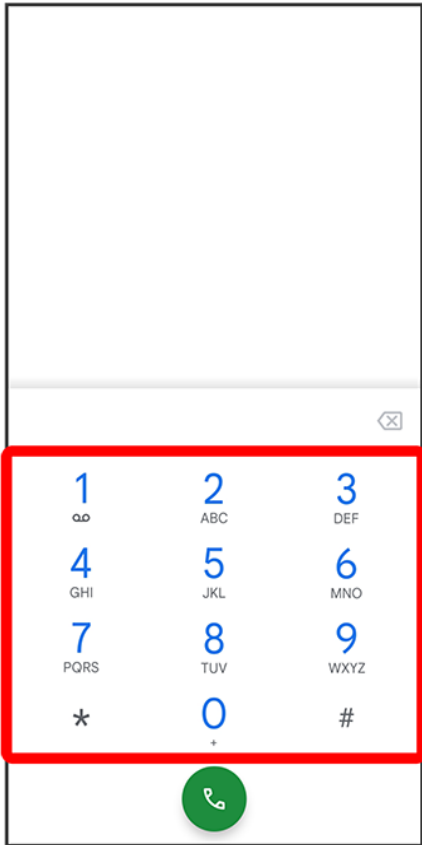


 Dialing screen opens.

3

---

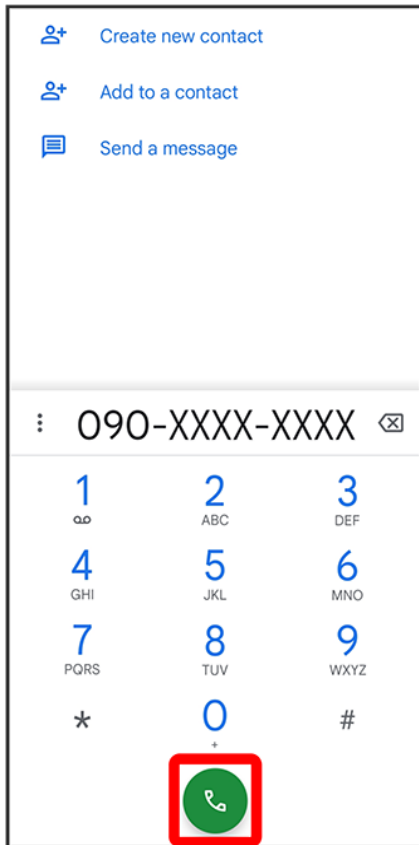
Tap dialpad to enter the other party's number




- Enter area code first for calling landline numbers.

4

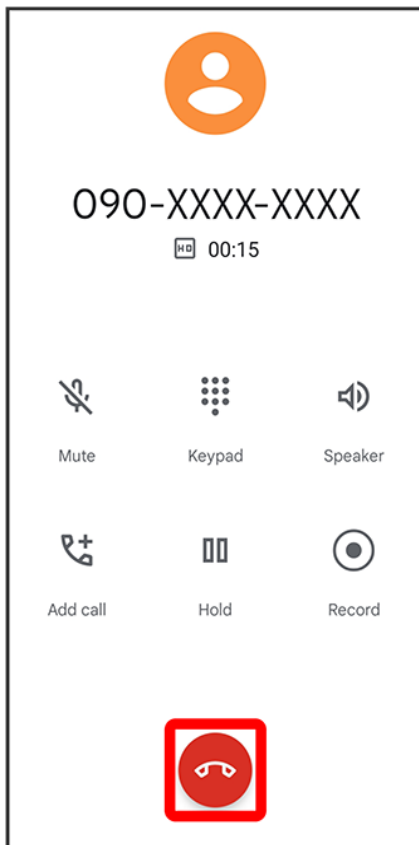




 Handset dials number. Call begins when other party answers.





5

To end the call, 



 Call ends.

## Calling the Emergency Number When the Phone's Screen is Locked

Flick/Swipe Lock Screen up  Emergency call  Enter number for emergency service  

- Available only when screen lock is set. For details on setting screen lock, see "Screen Lock Settings."

## Hints


**Q** Call does not connect

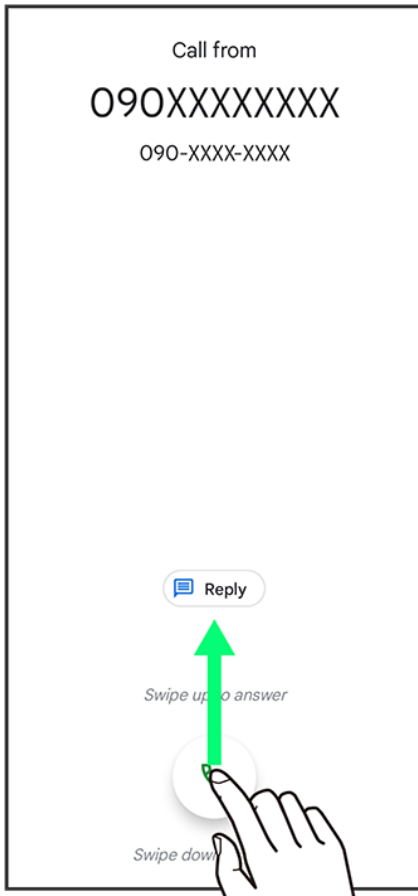
**A** Was the number dialed using the area code? Dial the number starting with "0."


**A** Are conditions for calling poor? Call again after moving where signal is good.

# Answering Calls

1

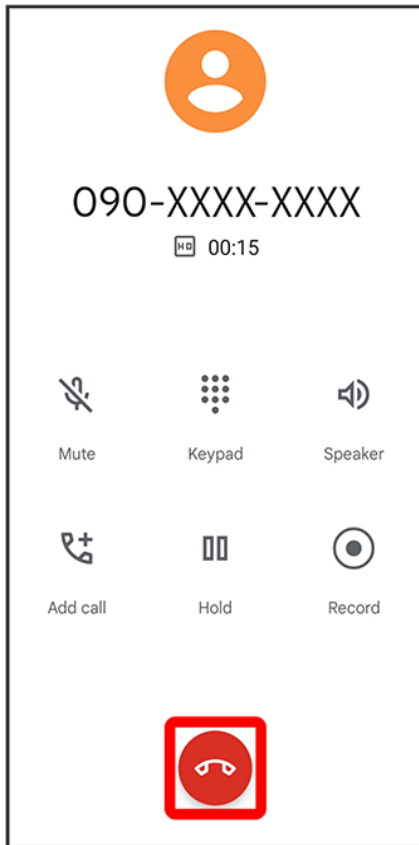
Flick/Swipe  up when call is arriving




 Call begins.

2

To end the call, 




 Call ends.

## Arriving Call Operations

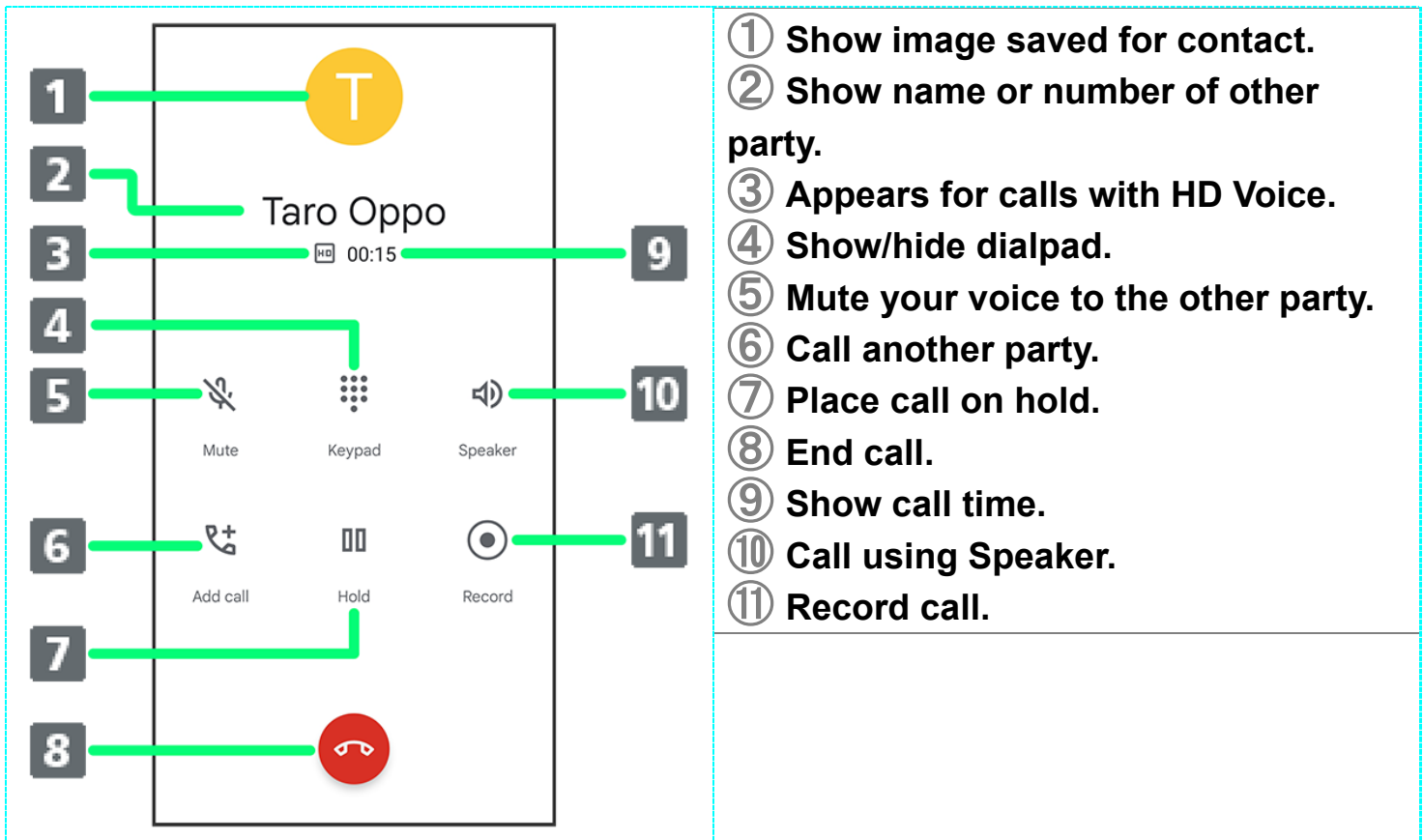
### Cancelling Ringtone

Press Volume Key when call is arriving

### Rejecting Arriving Calls

Flick/Swipe  down when call is arriving

## In-Call Screen Layout/In-Call Operations





# Optional Services

Use the following optional services.

- Optional Services
- Using Call Forwarding
- Using Voicemail
- Using Call Waiting
- Using Group Calling
- Using Caller ID Notification
- Using Call Barring

## Optional Services


Use the following optional services.

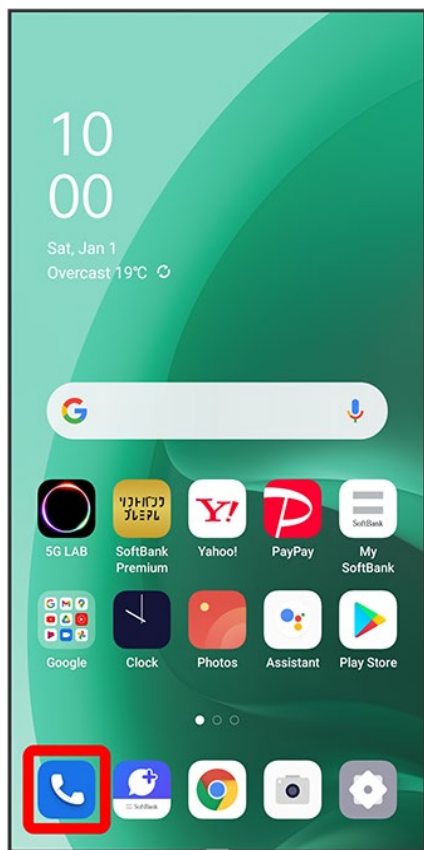
Service	Description
Call Forwarding	Divert calls to a preset number when out of service area or unable to answer.
Voicemail	Divert calls to a Voicemail Center to take messages when out of service area or unable to answer.
Call Waiting <sup>1</sup>	Answer calls during a call.
Group Calling <sup>1</sup>	Merge multiple calls.
Notify Caller ID	Send or hide your number when placing calls.
Call Barring	Restrict incoming/outgoing calls by conditions.


<sup>1</sup> Requires separate subscription.

## Using Call Forwarding

1

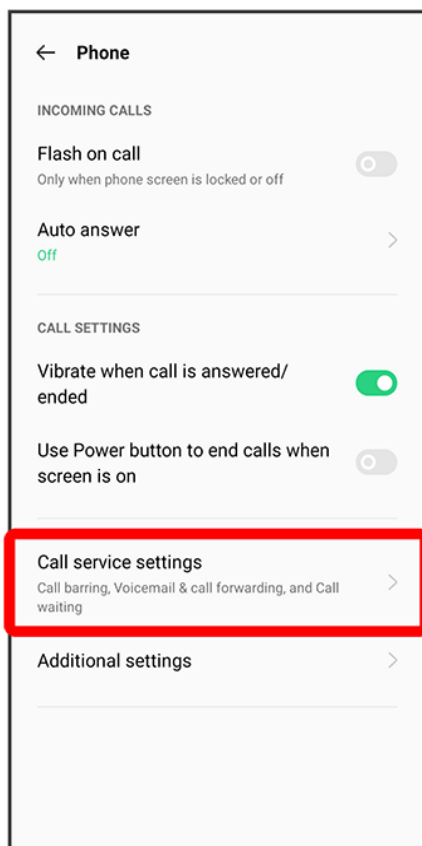
In Home Screen,  (Phone)




 Phone opens.

2

⋮ → Settings → Calling accounts → Call service settings

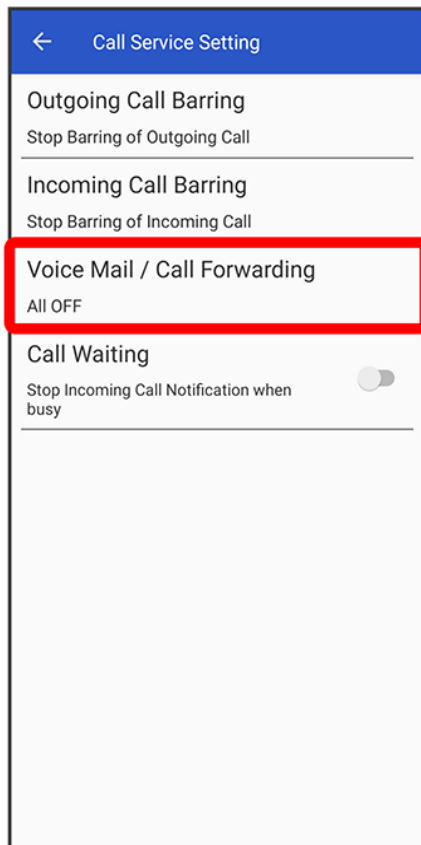


 Call service settings open.

3

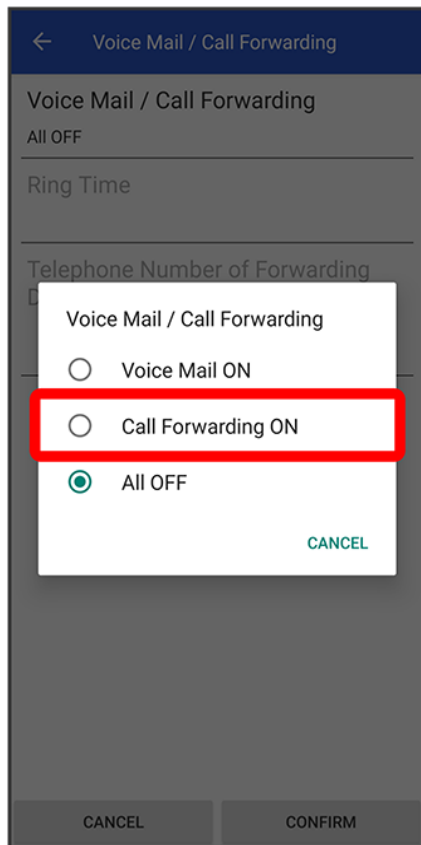
---

Voice Mail / Call Forwarding



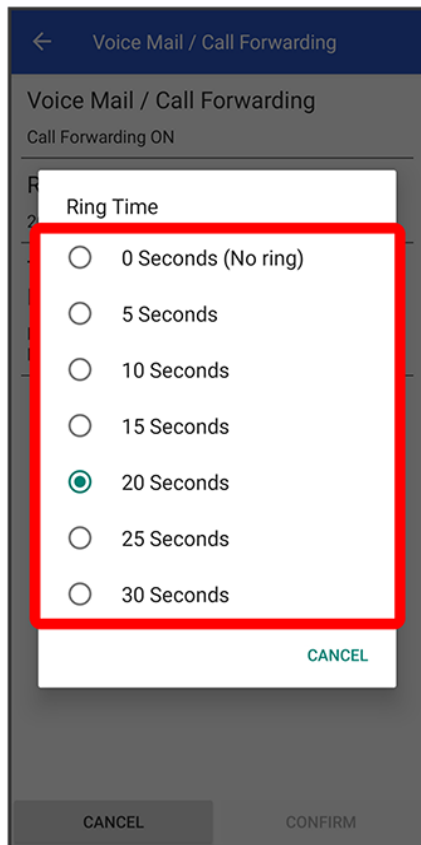
4

Voice Mail / Call Forwarding → Call Forwarding ON



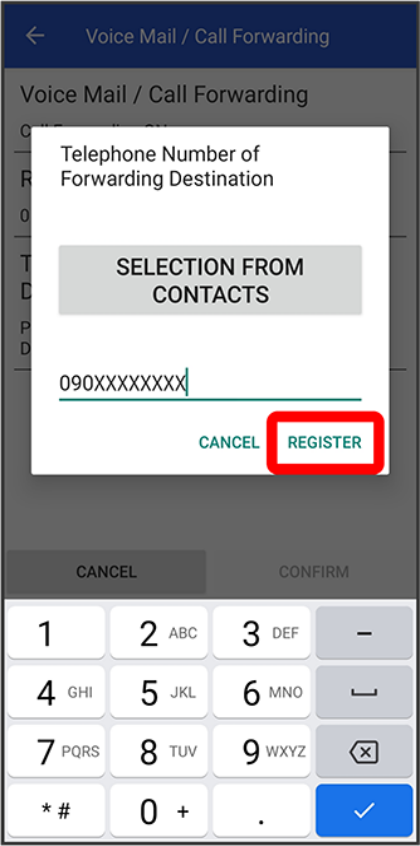
5

Ring Time ➡ Select ring time



6

Telephone Number of Forwarding Destination ➡ Enter phone number to forward to ➡  
REGISTER



7

CONFIRM

← Voice Mail / Call Forwarding

Voice Mail / Call Forwarding

Call Forwarding ON

---

Ring Time

20 Seconds


---

Telephone Number of Forwarding Destination

090XXXXXXX

---

CANCEL CONFIRM

 Call Forwarding is activated.

## Using Voicemail

1

In Home Screen,  (Phone)

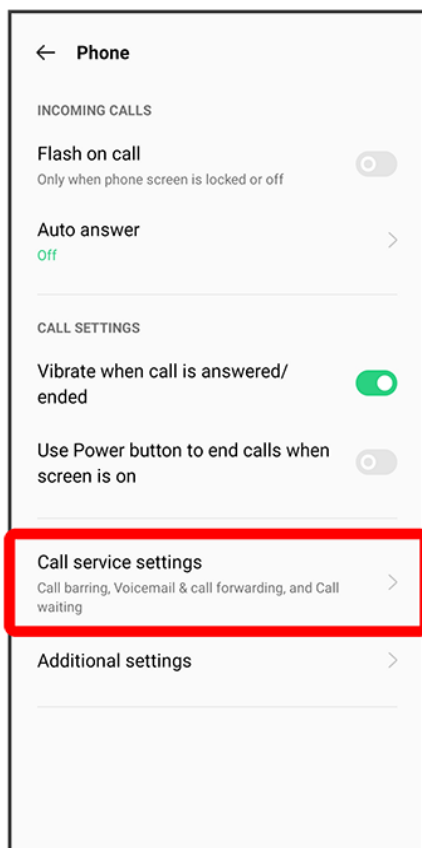





Phone opens.

2

⋮ → Settings → Calling accounts → Call service settings

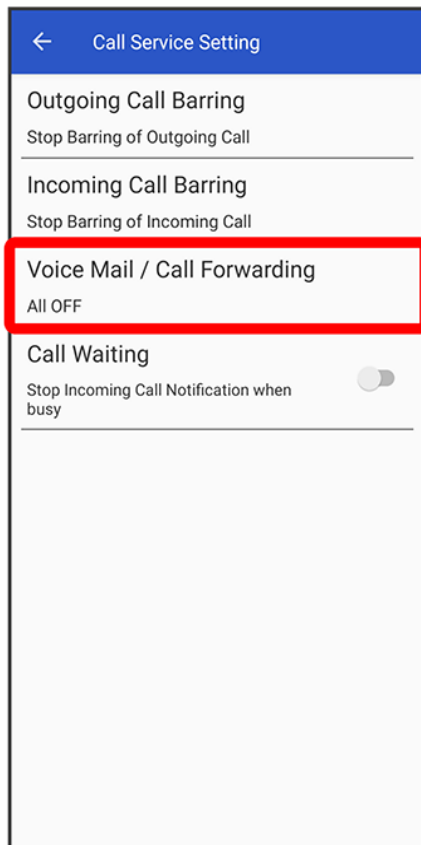


 Call service settings open.

3

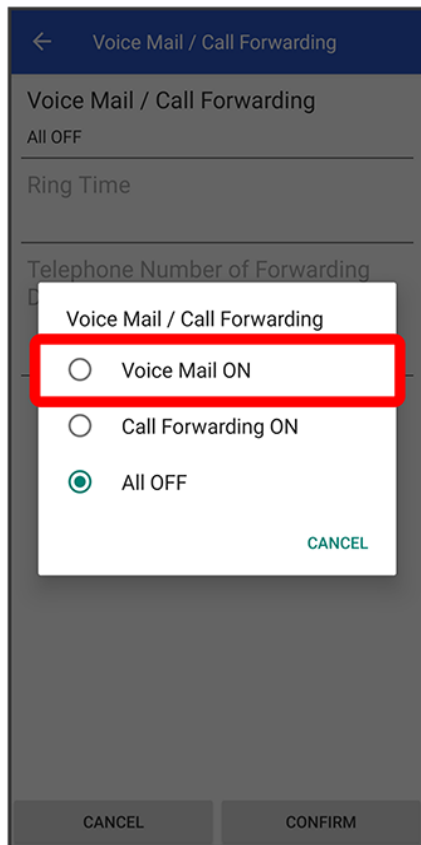
---

Voice Mail / Call Forwarding



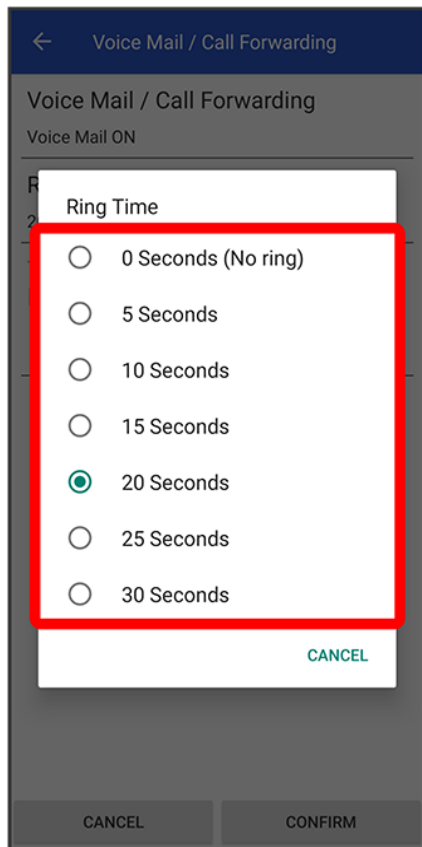
4

Voice Mail / Call Forwarding ➡ Voice Mail ON



5

Ring Time ➡ Select ring time



6

CONFIRM



← Voice Mail / Call Forwarding

Voice Mail / Call Forwarding


Voice Mail ON

Ring Time

20 Seconds

Telephone Number of Forwarding Destination

CANCEL CONFIRM

 Voicemail is activated.

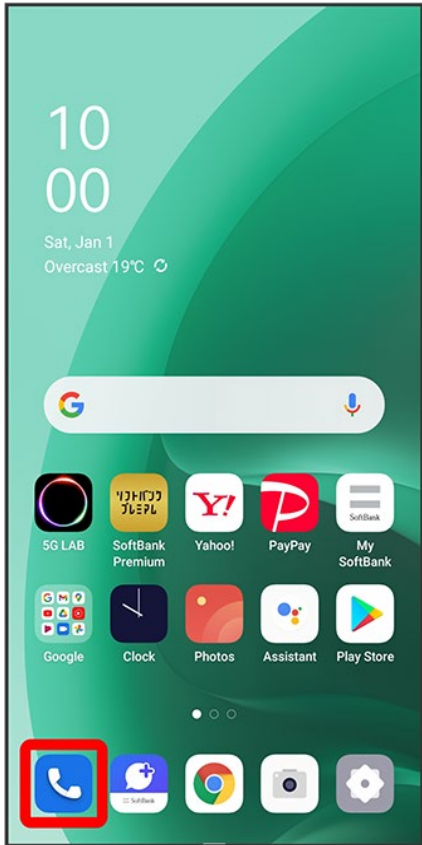
-  appears in Status Bar for new message. Dial "1416" then follow voice guidance.


## Using Call Waiting

This service requires subscription.

1

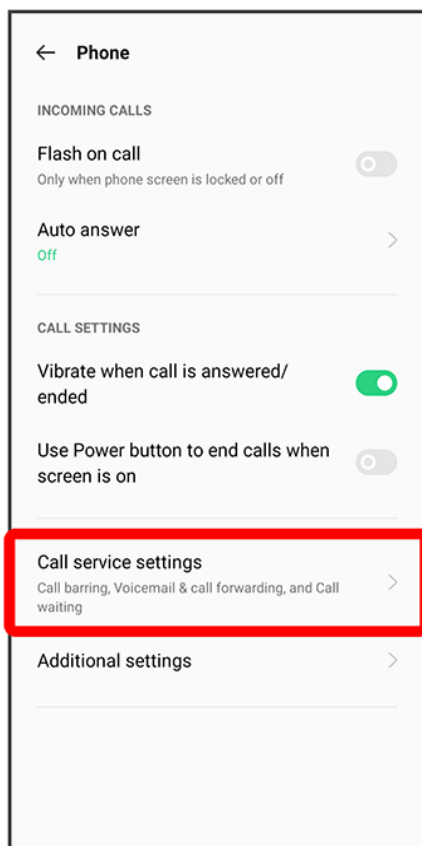
In Home Screen,  (Phone)




 Phone opens.



  Settings  Calling accounts  Call service settings

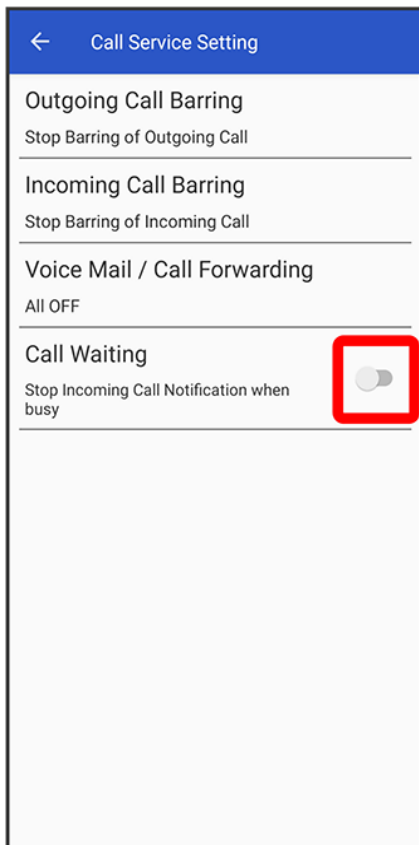


 Call service settings open.


3

 for Call Waiting ()





 Call Waiting is set.

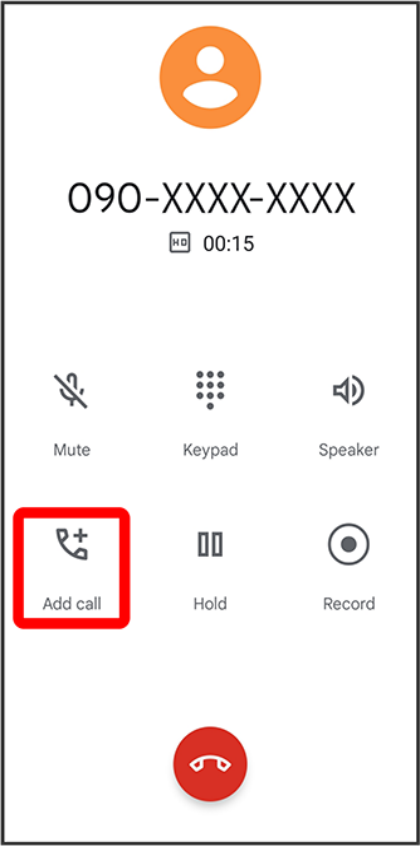
- When call arrives during another call, tone sounds. Tap **Answer & end other call** to end current call and answer incoming call. Flick/Swipe  up to place current call on hold and answer incoming call.

## Using Group Calling

This service requires subscription.

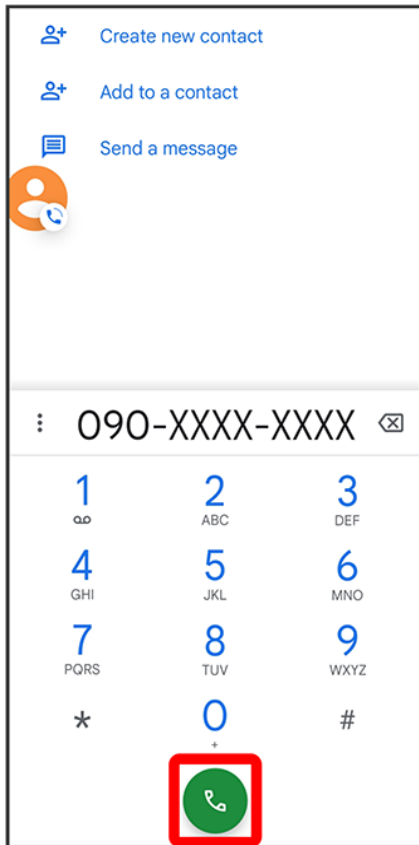
1

During a call, **Add call**



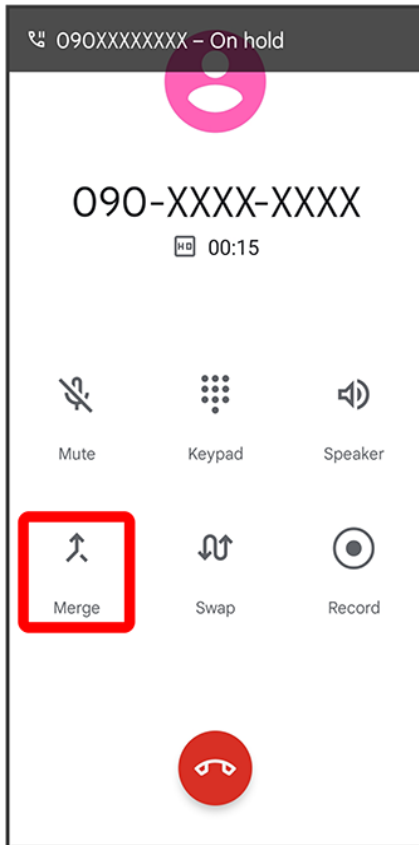
2

Enter number ➡ 📞



3

When the other party answers, Merge



 Group Calling starts.

## Using Caller ID Notification

1

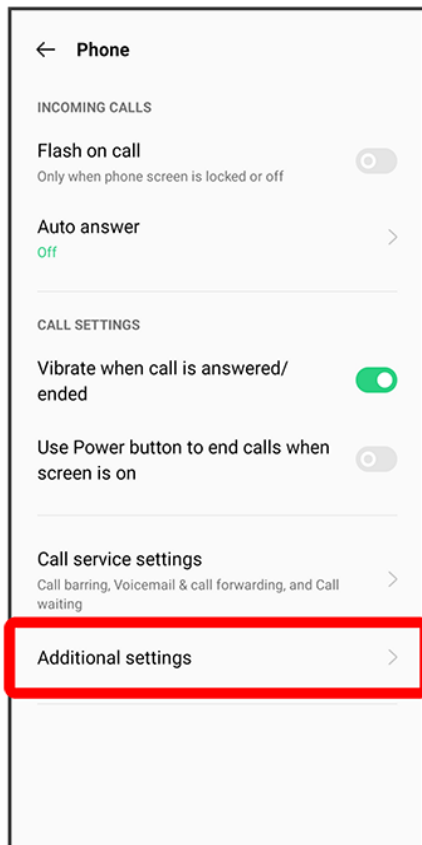
In Home Screen,  (Phone)



Phone opens.

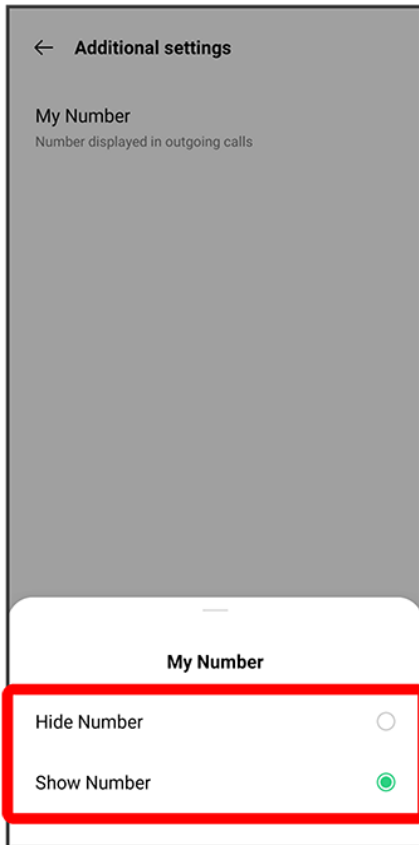
2


⋮ → Settings → Calling accounts → Additional settings



3

My Number ➔ Hide Number/Show Number



 Caller ID is set.

## Using Call Barring

Restrict outgoing calls to specific numbers.

- When attempting to place call while dialing is restricted, a message appears. Message may take time to appear in some areas.

1

In Home Screen,  (Phone)

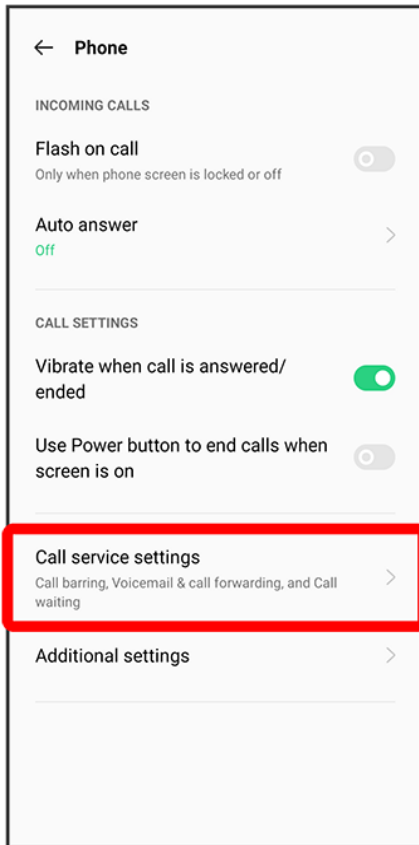



Phone opens.

2

⋮ → Settings → Calling accounts → Call service settings




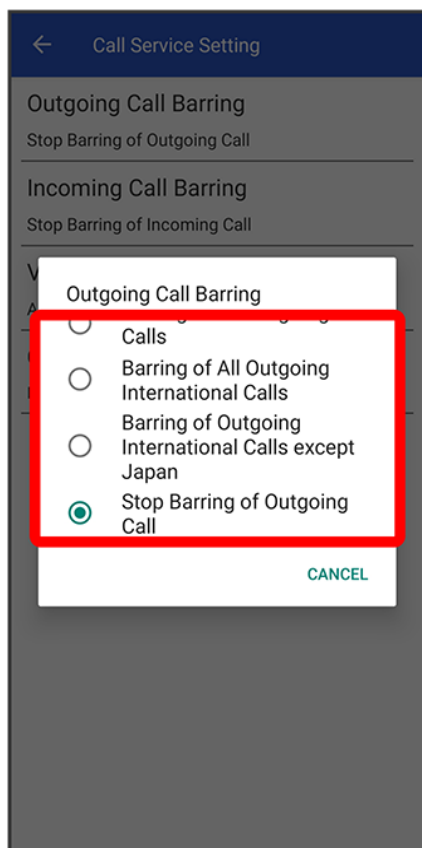


 Call service settings open.

3

---

Outgoing Call Barring/Incoming Call Barring  Select outgoing/incoming condition to bar



🚩 Call Barring is set.

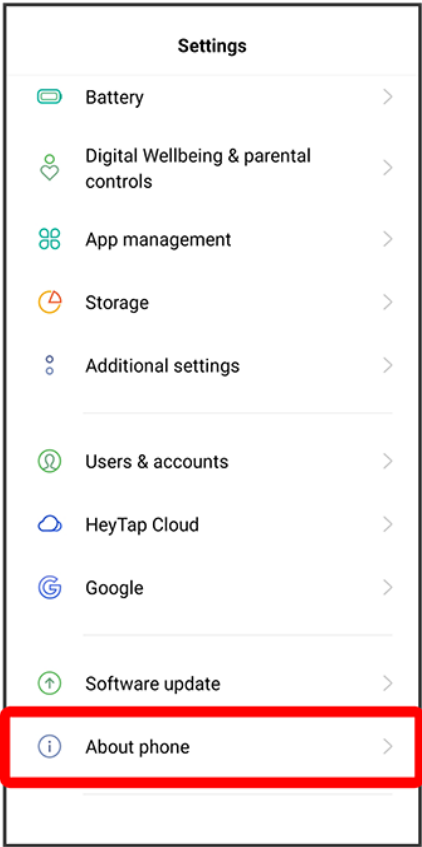
# Phone Number

↓ Checking Your Phone Number

## Checking Your Phone Number

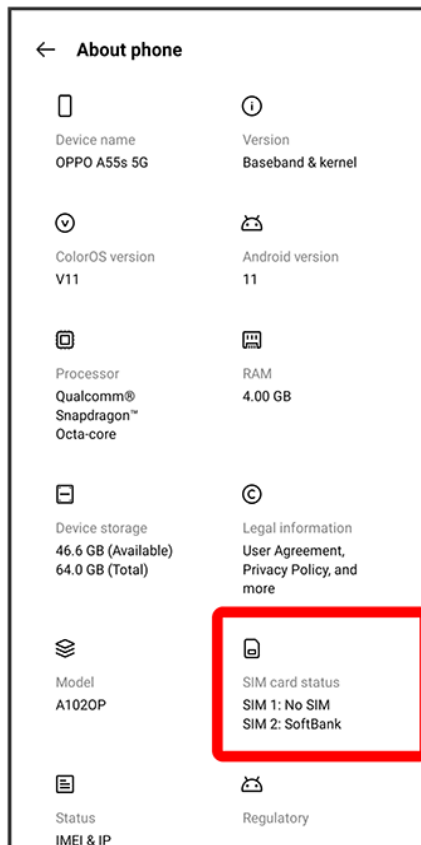
1


In Home Screen,  (Settings)  **About phone**



2

**SIM card status**



 Your phone number appears below "Phone number" field.

# Using Contacts

---

Save phone numbers, mail addresses, etc. to Contacts.

---

↓ [Adding New Contacts](#)

---

## **Contacts Cautions**

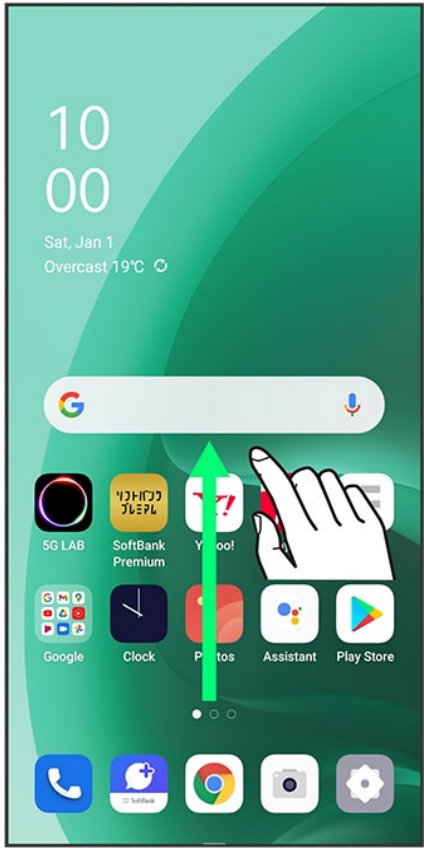
Information saved in Contacts may be lost or changed if Internal Battery is left uncharged for a long period. Accident or malfunction may also cause loss or change to information. It is recommended that you keep a separate copy of contacts and other important information. SoftBank Corp. is not responsible for any damages from lost or changed contacts.

## Adding New Contacts

1

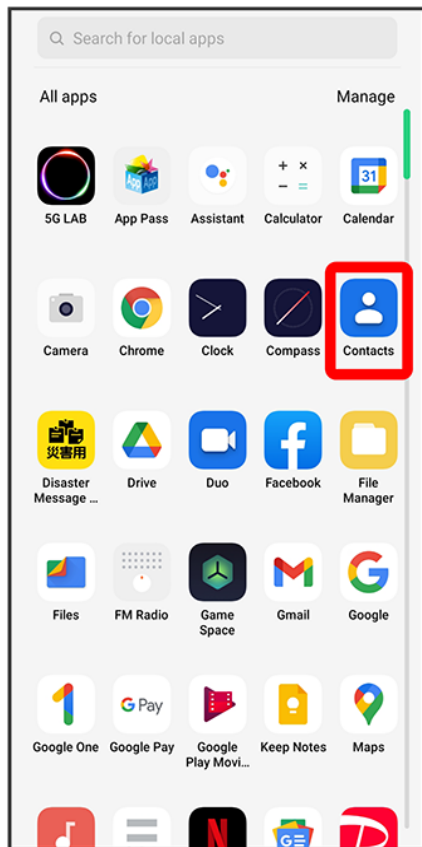
---

Flick/Swipe Home Screen up



2

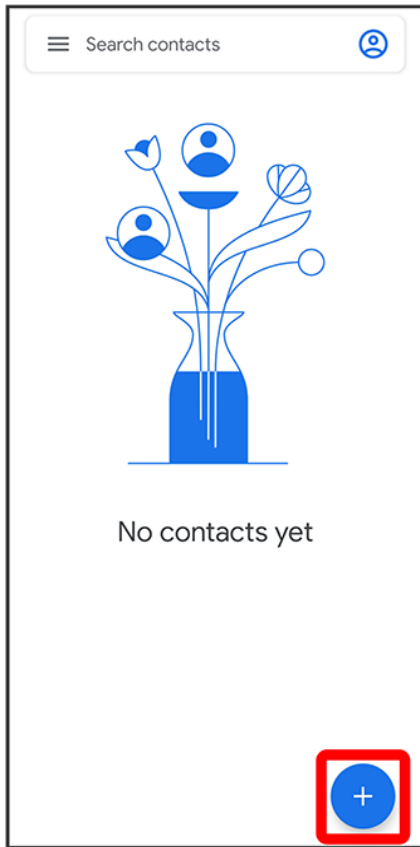
 (Contacts)



🚩 Contacts appear.

3





4

---

Enter items




×

Create contact

Save

⋮



👤

First name

▼

Last name

🏢

Company

📞

Phone

Label

Mobile

▼

✉️

Email

Label

Home

▼

- Tap **More fields** to add a residential address, birthday, notes, etc.

5

Save


42/43  
Phone

×

Create contact

Save

⋮



First name

Taro

▼

Last name

Oppo

Company

Phone

090-XXXX-XXXX

×

Label

Mobile








▼

1	2 ABC	3 DEF	—
4 GHI	5 JKL	6 MNO	↵
7 PQRS	8 TUV	9 WXYZ	⌫
* #	0 +	.	→

🚩 Contact is added.

## + Saving Contacts from Dialing Screen

Save a number entered in dialing screen directly to Contacts.

In Home Screen,  (Phone)    Tap dialpad to enter number to save  Create new contact  Enter each item  Save

# Sending Messages (+Message)

---

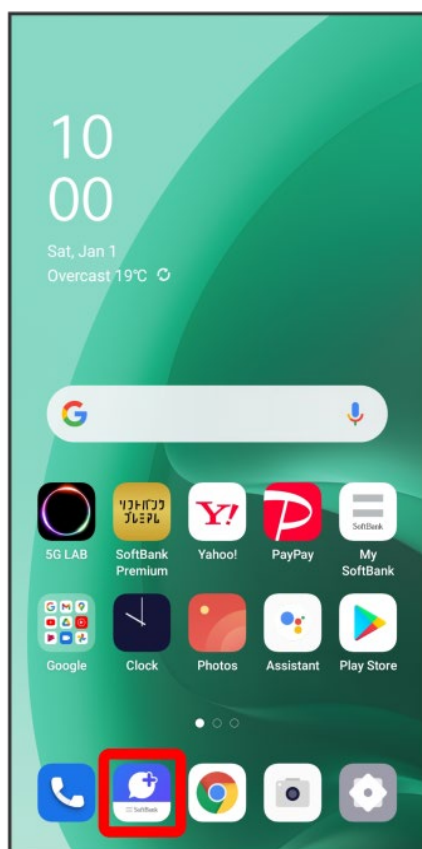
↓ Sending New Messages

---

## Sending New Messages

1

In Home Screen,  (+Message)

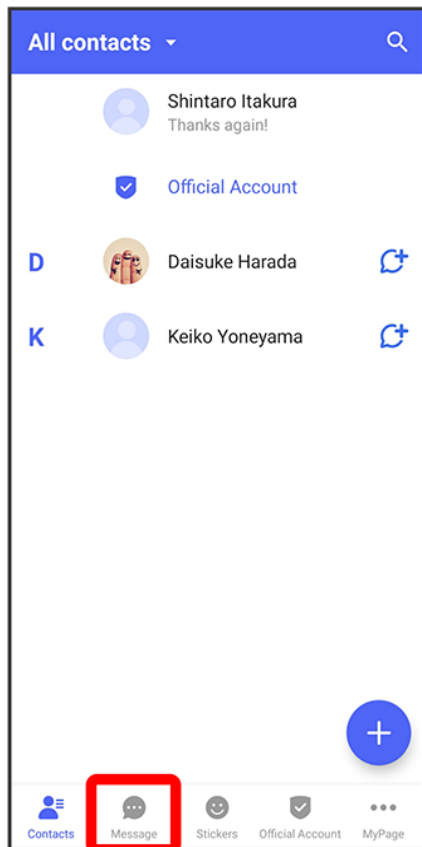


2

Message

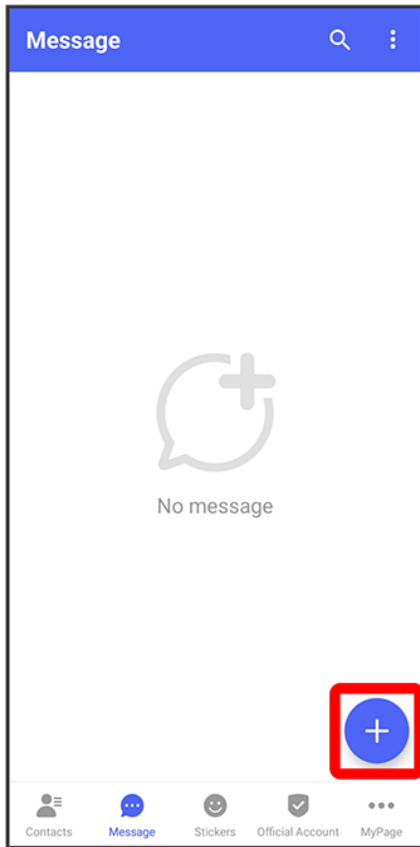
1/12

Messaging



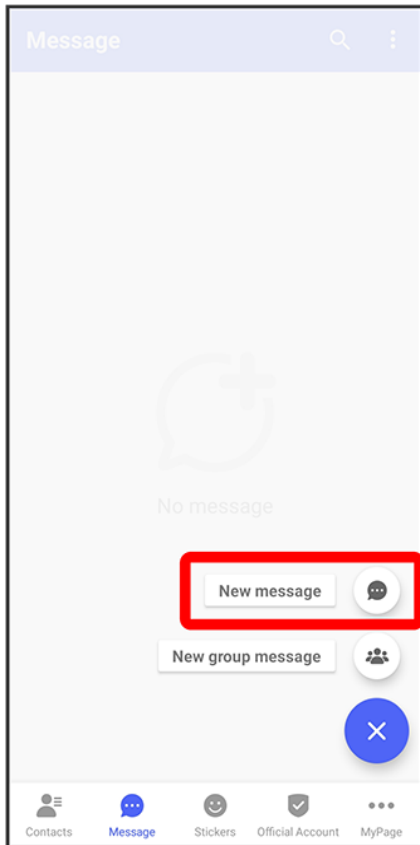
3





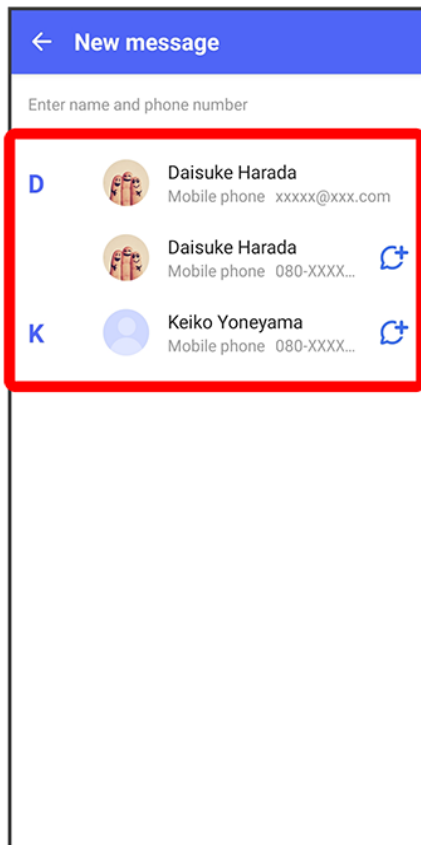
4

New message



5

Tap destination



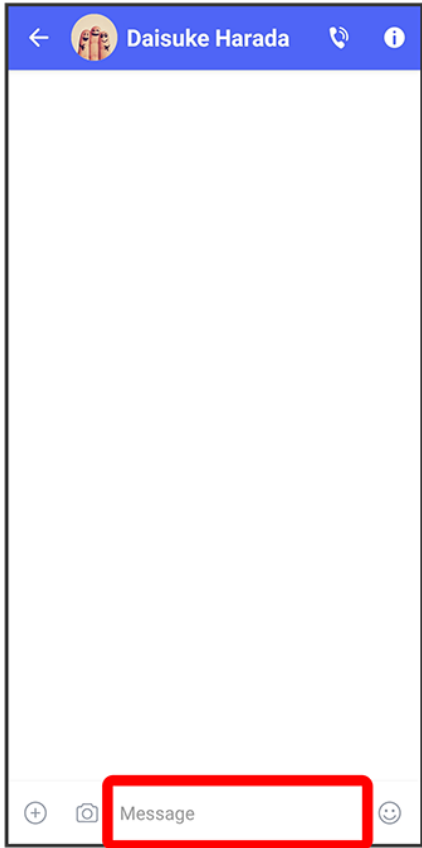
Message window opens.

- To send to a phone number/email address not saved in contacts, enter phone number/email address in Enter name and phone number field ➡ Add and create message.

6

---

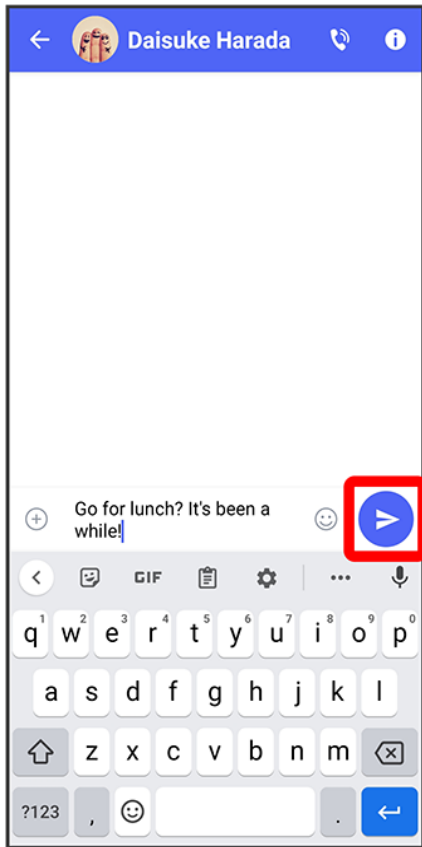
Tap message entry field



7

Enter message ➡ ➤





🚩 Message is sent.

# Using Gmail

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Use Google's webmail service as well as your work/personal email.


---

↓ Creating/Sending Mail

---

## Creating/Sending Mail

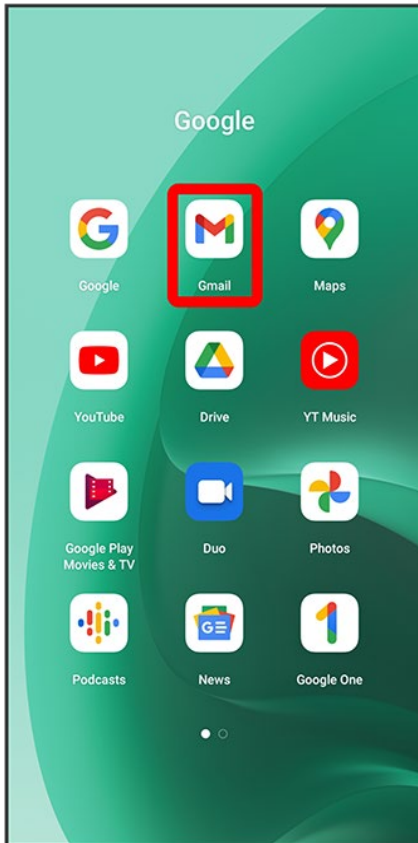
1

In Home Screen,  (Google)



2

 (Gmail)

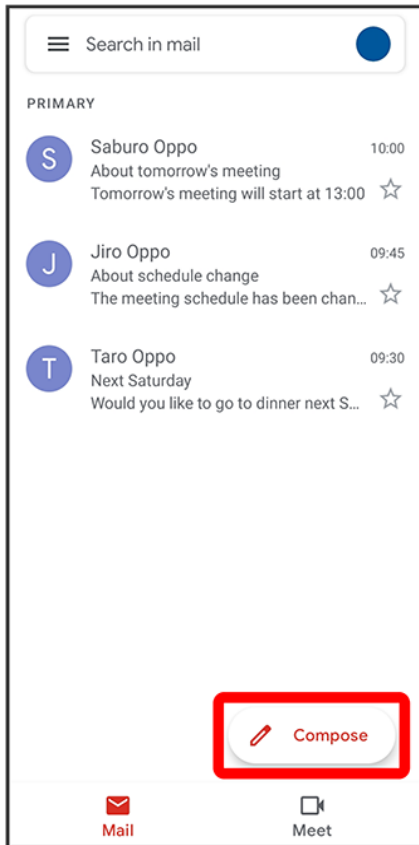


 Mail list opens.

- If confirmation appears, follow onscreen instructions.

3

Compose

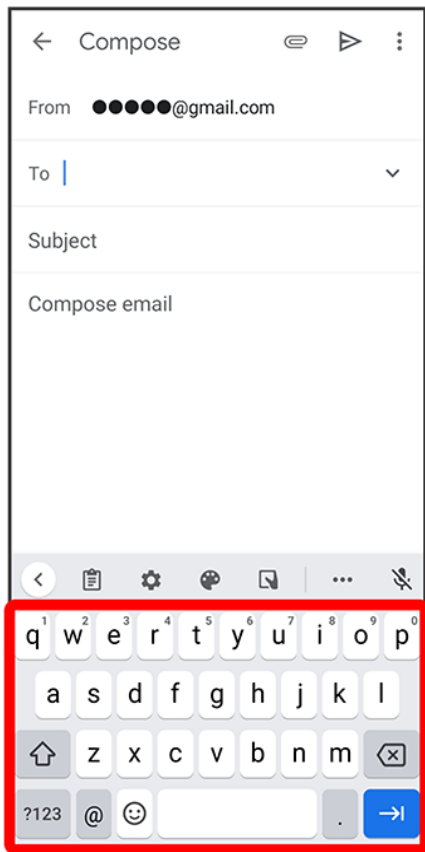


 Mail composition window opens.

4

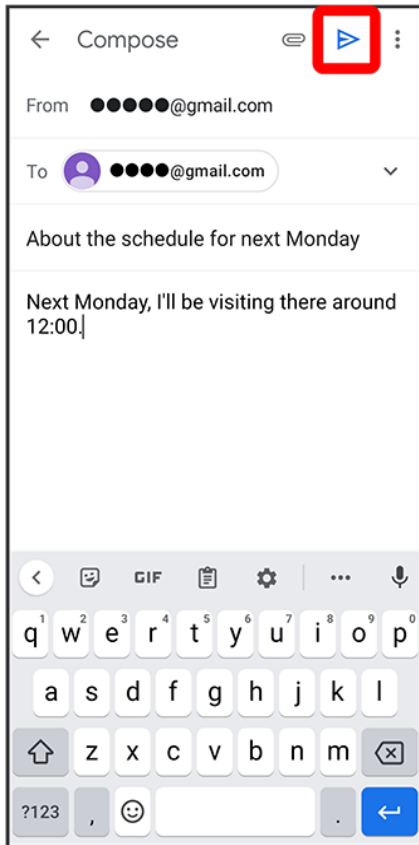
---

Enter recipient/subject/mail text



5









 Message is sent.

## Operations when Composing Mail



### Adding Cc/Bcc

In mail composition window,  for recipient  Enter recipient



### Attaching Files

In mail composition window,   Attach file  Select saving location  Select file to attach

### Saving Mail Being Composed as a Draft (Send Later)

In mail composition window,   Save draft

### Deleting Mail Being Composed

In mail composition window,   Discard

# Using Chrome

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Use Chrome simply by entering words to search and URLs.

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↓ [Using Chrome](#)

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↓ [Adding Bookmarks](#)

---



## TLS

TLS (Transport Layer Security) is a protocol for encrypting sent/received data. While in a screen connected by TLS, data is encrypted to safely send/receive private information, credit card numbers, corporate secrets, etc., and provide protection against online threats (eavesdropping, falsification, impersonation, etc.).




## TLS Cautions

When opening a secured page, users must decide as their responsibility whether or not to open the page with use of TLS. SoftBank Corp. and the Certification Authorities Symantec Website Security G.K. and Cybertrust make no guarantees whatsoever to users regarding security of TLS.


## Using Chrome



---

In Home Screen,  (Chrome)



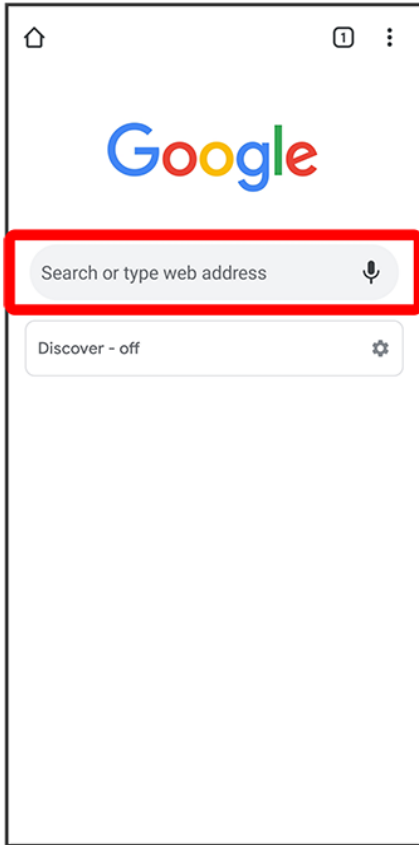
 Chrome opens.

- If confirmation appears, follow onscreen instructions.

**2**

Tap entry box





3

---

Enter words to search or URL ➡ ➡




 Search results appear or a Website opens.

### Opening New Tabs


Open several tabs to switch between Websites easily.

In Chrome,   New tab

- To switch between tabs, Tap  and Tap tab. Number in icon matches number of opened tabs.

## Adding Bookmarks

1

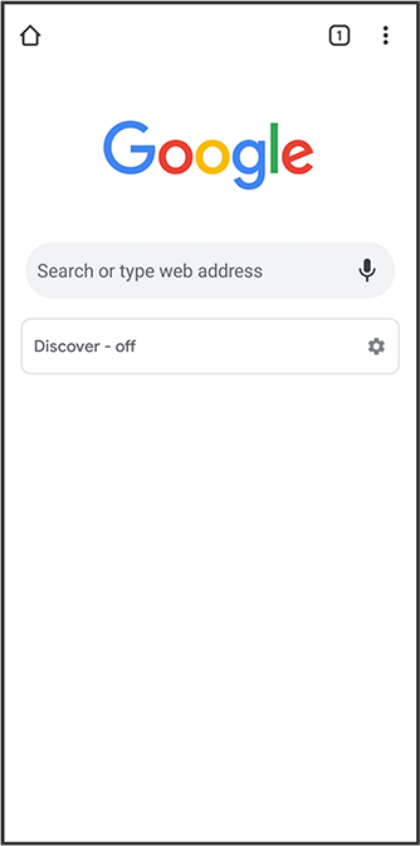
In Home Screen,  (Chrome)



🚩 Chrome opens.

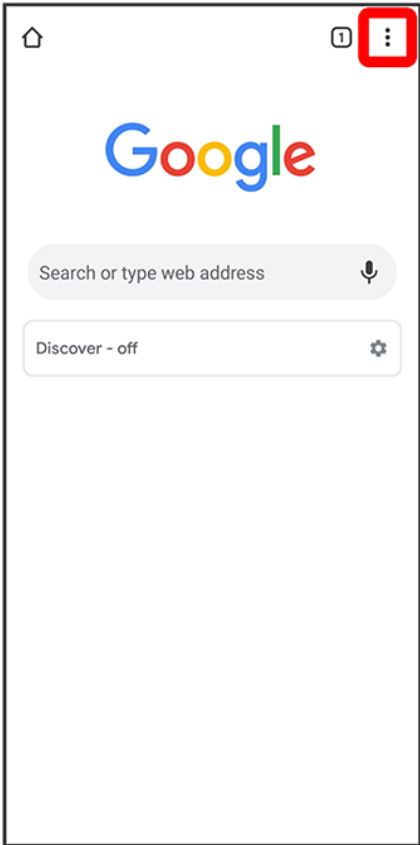
2

Show Website to add



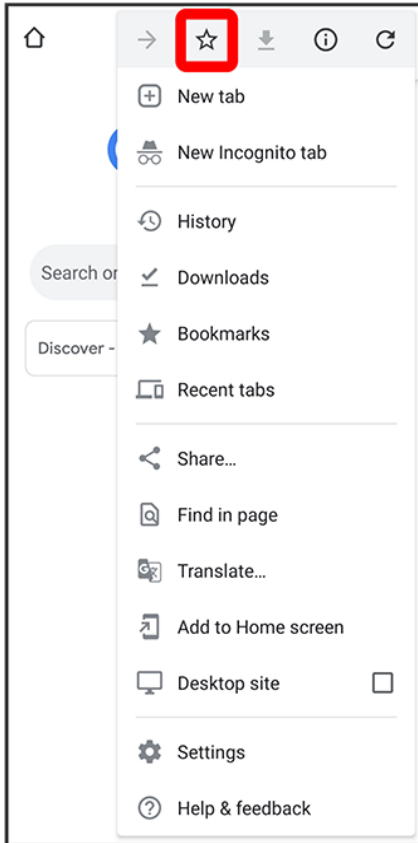
3






4


















 Current Website is added to Bookmarks.

## **Bookmark Operations**

### **Editing Bookmarks**

In Chrome,   **Bookmarks**  Touch & Hold target bookmark    Edit items  
 

### **Deleting Bookmarks**

In Chrome,   **Bookmarks**  Touch & Hold target bookmark  

# Capturing Still Images/Videos

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↓ [Capturing Still Images](#)

---

↓ [Capturing Videos](#)

---



## File Format for Still Images/Videos

### File Format for Still Images

File format for still images is JPEG.

### File Format for Videos

File format for videos is MPEG-4.



## Camera Cautions

### If Lens Becomes Dirty

Fingerprints/smudges on lens prevent capturing of clear still images/videos. Wipe lens with a soft cloth beforehand.

### Avoid Exposure to Direct Sunlight

Be careful not to expose lens to direct sunlight for long periods. May discolor color filter and affect color of images.




## Flashlight Warning

Do not shine Flashlight close to eyes. Do not look directly at Flashlight when shining. Do not shine Flashlight at other people's eyes. May affect eyesight, etc.

## Capturing Still Images



---

In Home Screen,  (Camera)



- If confirmation appears, follow onscreen instructions.

2

PHOTO



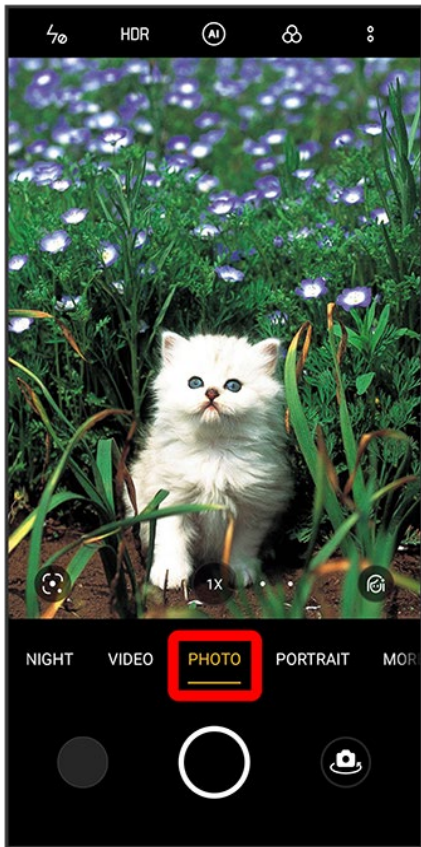
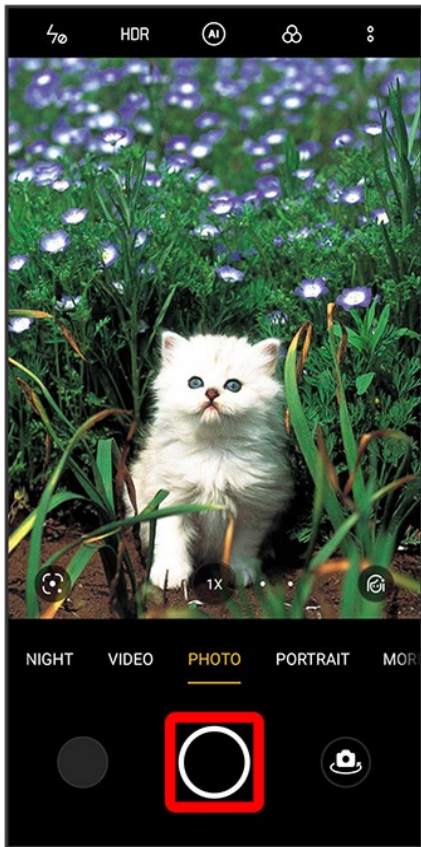


Photo Viewfinder appears.

- Alternatively, Drag shooting mode left/right.

3


Aim Camera at subject ➡ ●



🚩 Shutter clicks and still image is saved.

## Capturing Videos

1

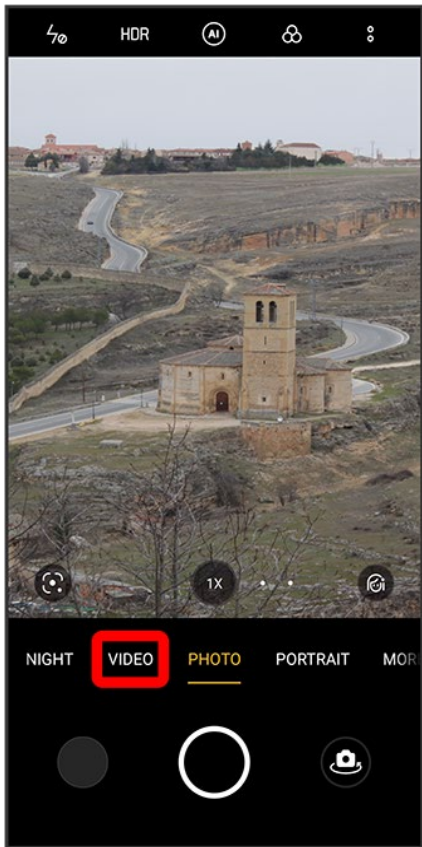
In Home Screen,  (Camera)



- If confirmation appears, follow onscreen instructions.

2

VIDEO

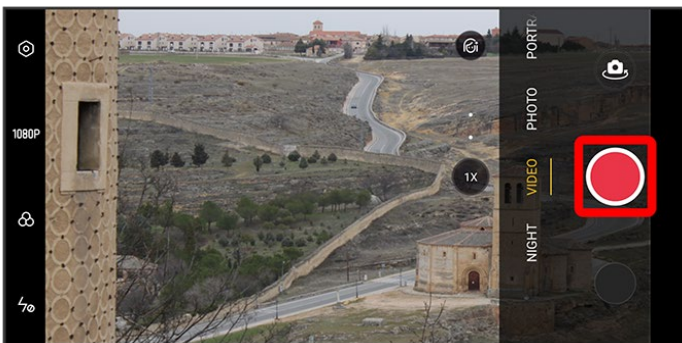


Video Viewfinder appears.


- Alternatively, Drag shooting mode left/right.

3

Aim Camera at subject ➡ 🔴



Video recording starts.

To stop recording, 



Video recording stops and video is saved.

# Viewing Still Images/Videos (Photos)

↓ Showing Still Images/Videos

## Showing Still Images/Videos

Show captured or downloaded still images/videos. Supported file formats are as follows.

Type	File Format
Still image	BMP, GIF, JPEG, PNG, WebP, HEIF
Video	H264, VP9, HEVC

1

In Home Screen,  (Photos)



2

## Photos



Still image/video list opens.


- After Tapping **Albums/Explore**, continue by Tapping folder that appears.
- If confirmation appears, follow onscreen instructions.

3

Tap still image/video



 Still image/video window opens.



- For videos, Tap  to play.
- If confirmation appears, follow onscreen instructions.
- To select other files, return to still image/video window and select file, or Flick/Swipe still image/video window left or right and select.

## **Operations when Viewing Still Images/Videos**

### **Zooming In or Out Still Image**

In still image window, Tap Display twice or Pinch

### **Viewing Still Image/Video Details**

In still image/video window,   Details



# Applications


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## ↓ Setting Required Permissions for Applications

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## Setting Required Permissions for Applications

Set the operation of applications when activating for the first time.

The type and content of a confirmation differ with the application. Activating  (Photos) for the first time is described as an example.

- An application may not function correctly if permission to use it was not set.

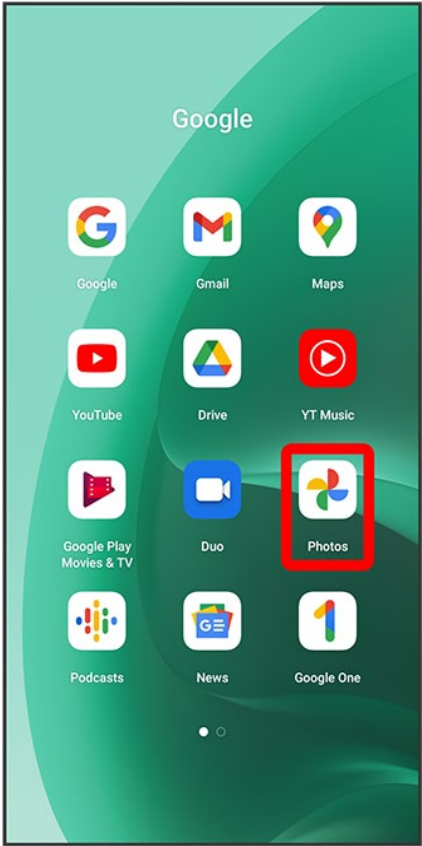
1

In Home Screen,  (Google)



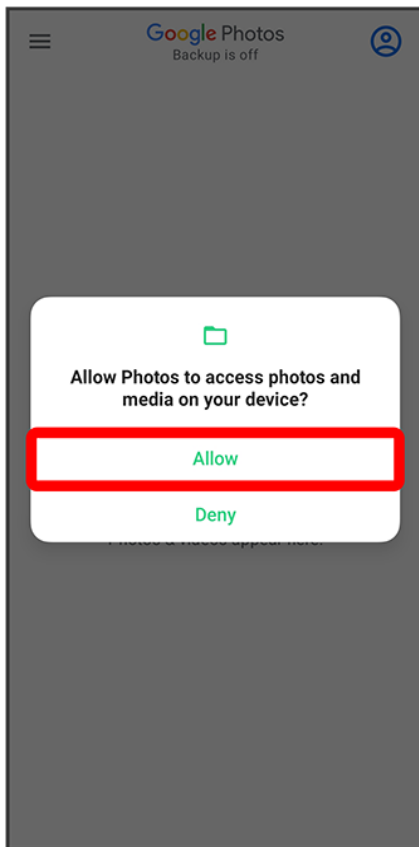
2

 (Photos)



3

Allow










🚩 Settings are complete.

- For several functions, continue in the same way.







## Other Ways to Set Required Permissions for Applications

### Setting Functions to Use for Each Application

In Home Screen,  (Settings)  App management  App list  Tap application   
Permissions  Tap each function  Allow/Deny

- Displayed items may vary depending on function.
- If confirmation appears, follow onscreen instructions.

### Setting Applications with Permitted Usage for Each Function

In Home Screen,  (Settings)  App management  Permission manager  Tap  
function  Tap application  Allow/Deny

- Displayed items may vary depending on function.
- If confirmation appears, follow onscreen instructions.

# Adding Applications

---

Download a variety of applications (free/paid) from Google Play. Change the setting of downloaded applications to enable manual or automatic updates. Log in to your Google account beforehand.

---

↓ [Installing Free Applications](#)

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↓ [Purchasing Paid Applications](#)

---

↓ [Updating Applications](#)

---

## Installing Applications

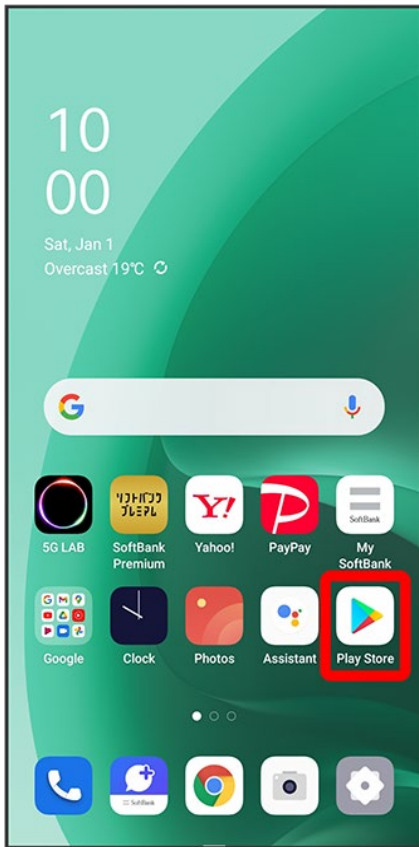
Many different kinds of applications can be installed on handset from Google Play (provided by Google LLC). SoftBank Corp. is not responsible in any way for user-installed applications (quality, reliability, legality, fitness for a purpose, credibility, accuracy, etc.) or resulting malfunctions (viruses, etc.).

## Installing Free Applications

1

---

In Home Screen,  (Play Store)



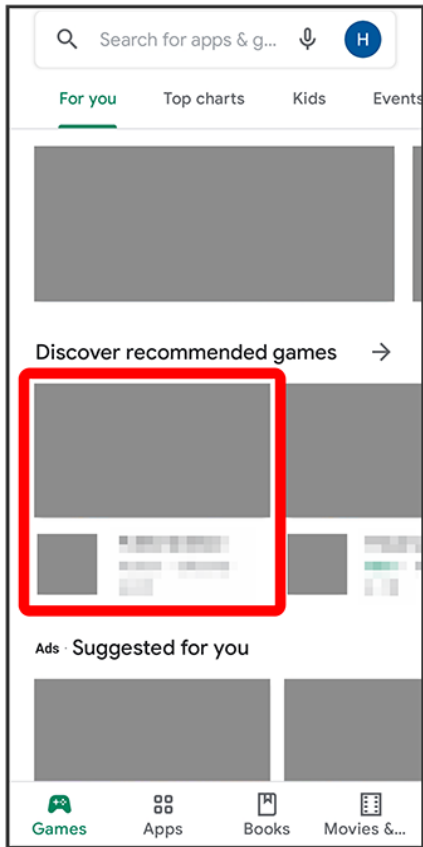
 Google Play appears.

- If confirmation appears, follow onscreen instructions.

**2**

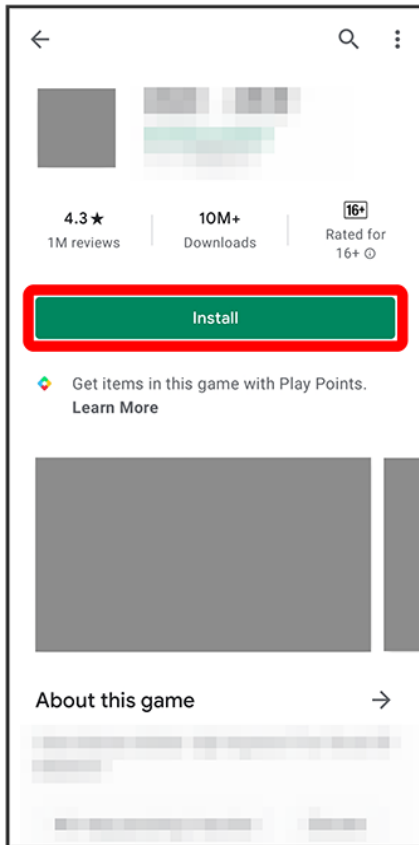
---

Tap free application



3

Install



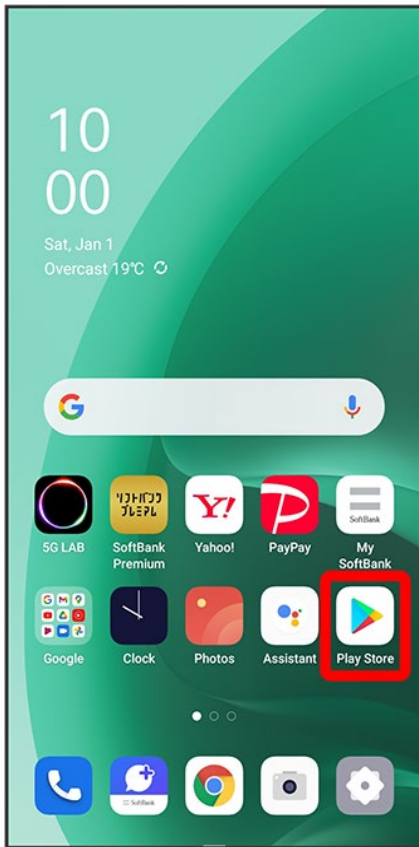
 Application is downloaded and installed.

- If confirmation appears, follow onscreen instructions.

## Purchasing Paid Applications

1

In Home Screen,  (Play Store)



 Google Play appears.

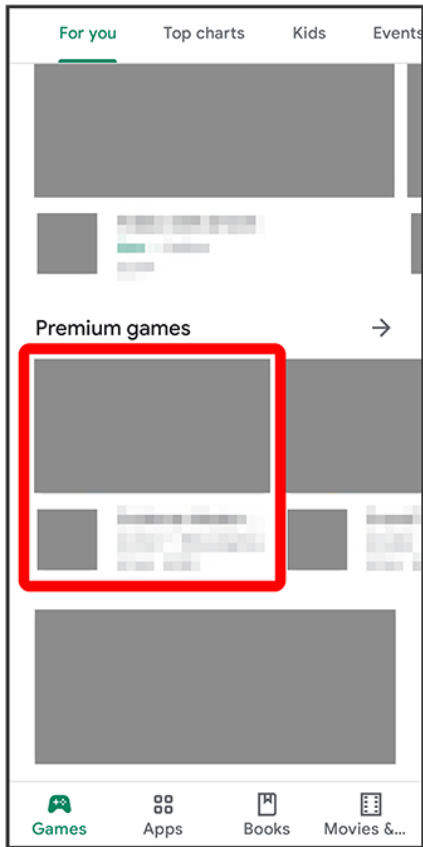
- If confirmation appears, follow onscreen instructions.

**2**

---

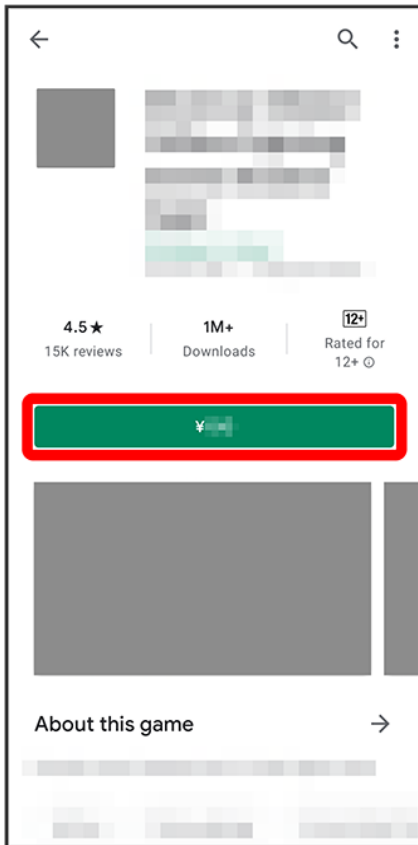
Tap paid application





3

Tap amount



 Follow onscreen instructions. The application is downloaded and installed.

## **Purchased Applications**

### **Payment**






Pay only once. Redownloads of uninstalled applications are free of charge.

### **On Other Android Devices**

Install an application on any Android device under the same Google account for free.

## **Requesting Refunds**

Refund is possible within a limited time. By requesting a refund, the application is deleted and the charge is cancelled. A refund request is valid only once per one application.

In Google Play, Tap account icon on the top right of screen  **Manage apps & device**  
 **Manage**  Tap application  **Refund**  **Request refund**

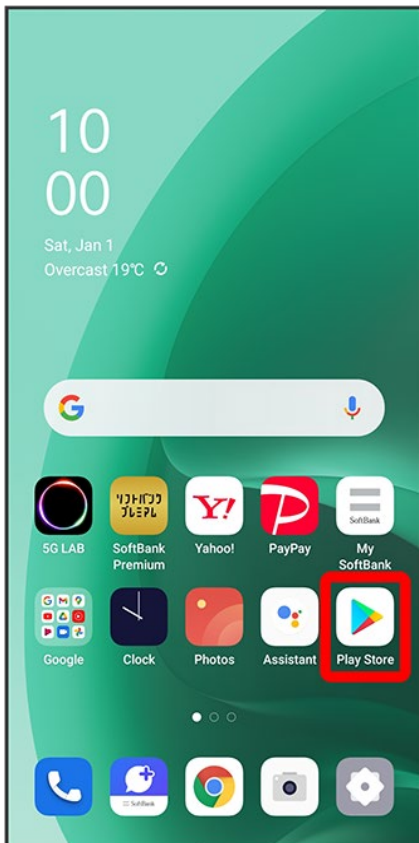
## **Purchasing Applications**

Purchase applications at your own risk. SoftBank Corp. is not responsible for any disadvantage resulting for user or third parties.

# Updating Applications

1


In Home Screen,  (Play Store)

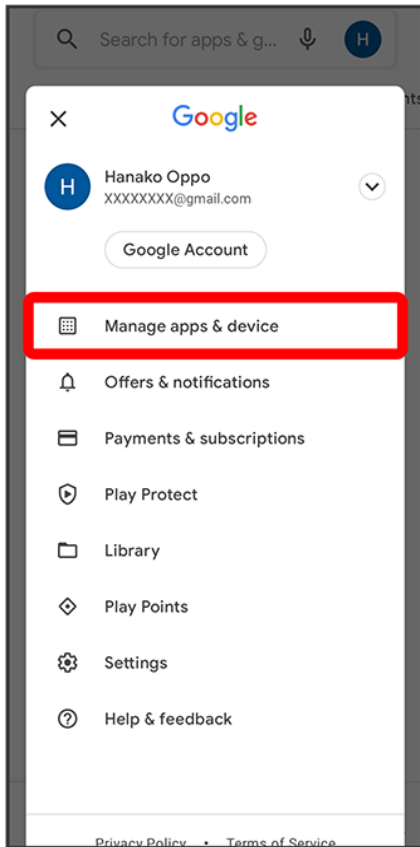


 Google Play appears.

- If confirmation appears, follow onscreen instructions.

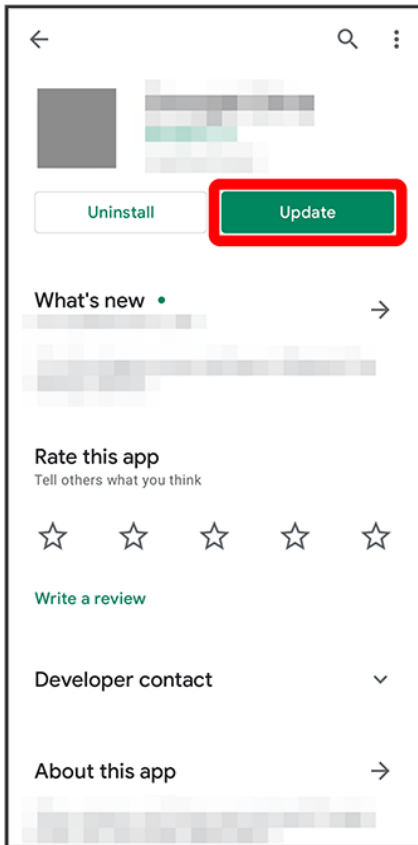
2

Tap account icon on the top right of screen  **Manage apps & device**



3

Manage → Tap application to update → Update



🚩 Application is updated.

- If confirmation appears, follow onscreen instructions.

## + Setting Application Updates

### Setting Automatic Updates for Applications

In Google Play, Tap account icon on the top right of screen → Settings → Network preferences → Auto-update apps → Set update method → DONE

### Setting Automatic Updates for Individual Applications

In Google Play, Tap account icon on the top right of screen → Manage apps & device → Manage → Tap application → ⋮ → Enable auto update (✓)

- If confirmation appears, follow onscreen instructions.
- Automatic updates are unavailable for some applications.


# Connecting by Wi-Fi

Handset supports Wi-Fi (wireless LAN). Access the Internet via a household Wi-Fi connection environment.

↓ [Selecting a Network Connection](#)

## Selecting a Network Connection

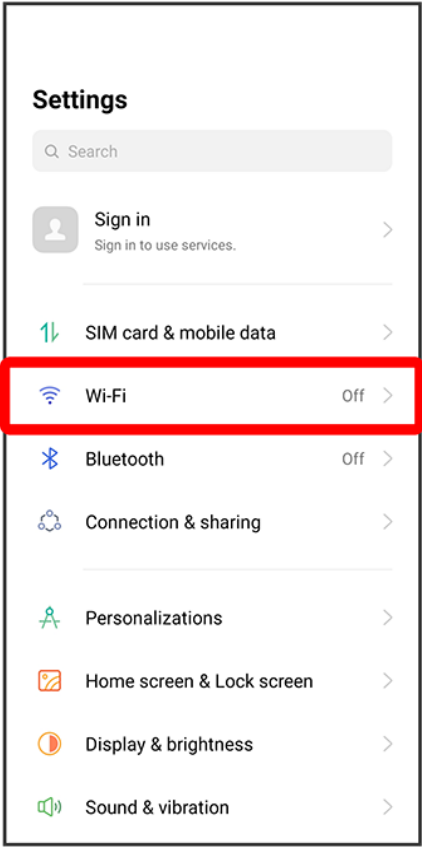
1

In Home Screen,  (Settings)



2

Wi-Fi






 Wi-Fi settings open.

3

Wi-Fi ()



 Wi-Fi is enabled.

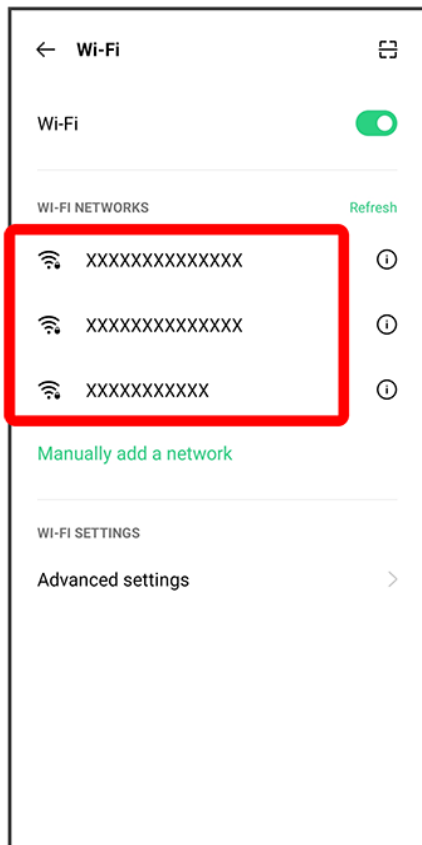
- Tap **Wi-Fi** to toggle on () / off () .

4

---

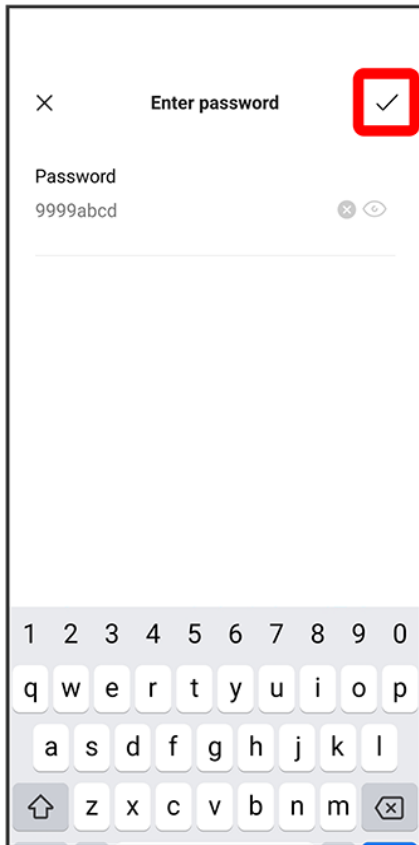
Tap Wi-Fi network






5

Enter password ➡ ✓



 Handset is connected.

- The password, for a household wireless LAN router, is sometimes found on a sticker on the router (WEP, WPA, KEY, etc.). Contact the router manufacturer for information. For password for a public wireless LAN, check with user's service provider.
- Entering a password is not required if an access point is not security protected.

# Using Bluetooth® Function

---

Connect to a Bluetooth®-capable wireless phone, etc. for calls or to a hands-free device such as a headset.

---

↓ [Enabling Bluetooth® Function](#)

---

## Hints

**Q** Cannot use Bluetooth®

**A** Is handset in Airplane mode? Bluetooth® turns off in Airplane mode. Bluetooth® function can be enabled again after placing handset in Airplane mode.


## Bluetooth® Function Cautions

Information may not appear correctly on both devices depending on the transferred data.

## Enabling Bluetooth® Function

1

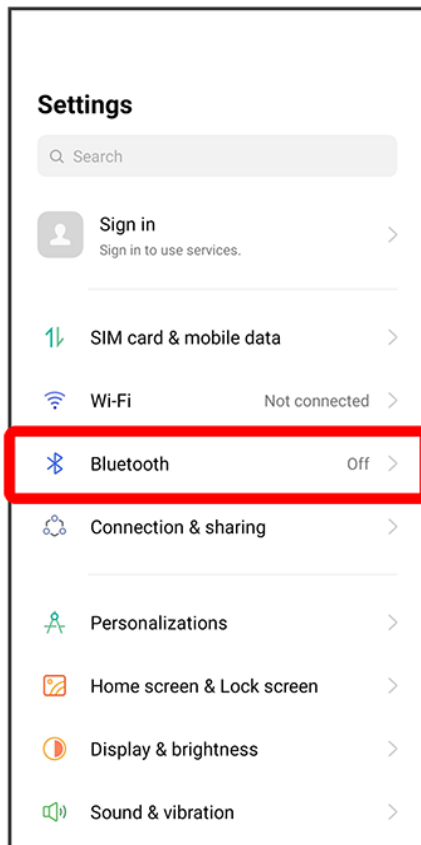
---


In Home Screen,  (Settings)



2

Bluetooth



 Bluetooth® settings open.

3

Bluetooth ()



🚩 Bluetooth® function is enabled.

- Tap **Bluetooth** to toggle on (  )/off (  ).

# Handset Settings

Main setting operations are described.

↓ [Handset Settings](#)


## Handset Settings

Customize operation of handset functions. Handset settings include the following items.


Item	Description
<b>SIM card &amp; mobile data</b>	Check information and make settings for SIM Card, network, data usage, etc.
<b>Wi-Fi</b>	Enable Wi-Fi connection. See "Connecting by Wi-Fi" for details.
<b>Bluetooth</b>	Enable Bluetooth® connection. See "Using Bluetooth® Function" for details.
<b>Connection &amp; sharing</b>	Make tethering, wireless casting, and other settings.
<b>Personalizations</b>	Make Themes, Wallpapers, Icon styles, App layout, and other settings.
<b>Home screen &amp; Lock screen</b>	Make Home Screen and Lock Screen settings.
<b>Display &amp; brightness</b>	Make settings for Display such as brightness, auto rotate, etc.
<b>Sound &amp; vibration</b>	Set ringtone, touch sounds, etc.
<b>Notifications &amp; status bar</b>	Make notification and Status Bar settings.
<b>Face &amp; password</b>	Make settings for password as well as face recognition.
<b>Privacy</b>	Make privacy settings such as app permissions and password display.
<b>Security</b>	Set security functions such as SIM card lock.
<b>Location</b>	Make settings for location.
<b>Convenience Tools</b>	Make settings for Navigation Buttons, Smart Sidebar, etc.
<b>Battery</b>	Check battery usage and make settings to save battery power.
<b>Digital Wellbeing &amp; parental controls</b>	Manage time that handset is used, set parental

	limitations on use, etc.
<b>App management</b>	Make application settings.
<b>Storage</b>	Check internal storage and SD Card usage, format SD Card, etc.
<b>Additional settings</b>	Make settings for date, time, etc.
<b>Users &amp; accounts</b>	Create accounts as well as add, sync, etc.
<b>HeyTap Cloud</b>	Set a cloud service.
<b>Google</b>	Make settings for Google services.
<b>Software update</b>	View and update the software version. See "Updating Software" for details.
<b>About phone</b>	View device name, phone number, etc.

1

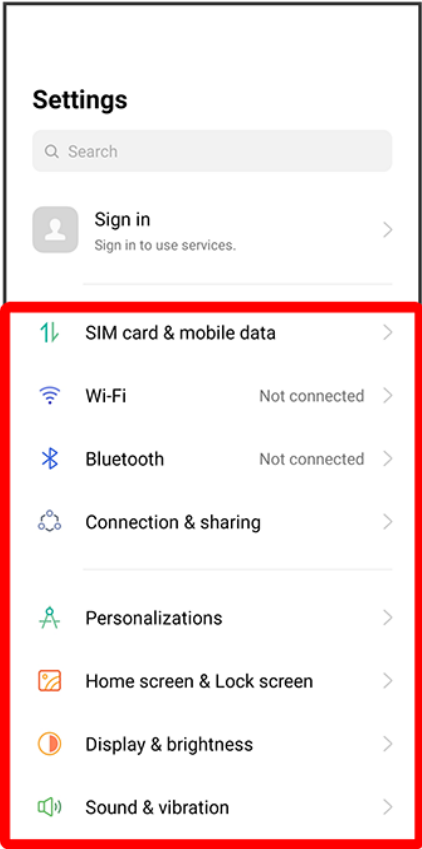
In Home Screen,  (Settings)



 Handset settings open.



Select item to set



 Settings open.


# Data Usage Settings



Check mobile data traffic and set limit.

↓ Data Usage Settings


## + Data Usage Operations



### Setting Data Saving

In Home Screen,  (Settings) → SIM card & mobile data → Data usage → Data saving → Data saving

- Tap Data saving to toggle on (  )/off (  ).
- If confirmation appears, follow onscreen instructions.



### Setting Applications Not Subject to Data Saving

In Home Screen,  (Settings) → SIM card & mobile data → Data usage → Data saving → Apps with unlimited data usage → Tap application not to be subject


- Tap application to toggle on (  )/off (  ).
- Available when Data saving is enabled.

### Enabling Mobile Data

In Home Screen,  (Settings) → SIM card & mobile data → Mobile data

- Tap Mobile data to toggle on (  )/off (  ).

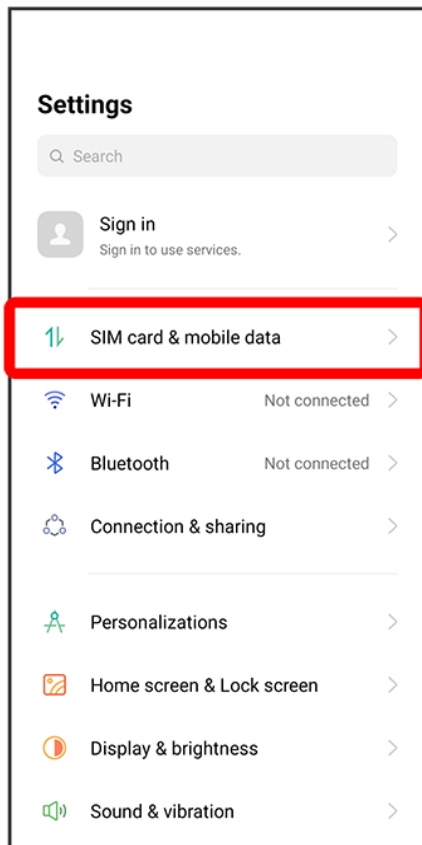
### Viewing Data Usage with Wi-Fi

In Home Screen,  (Settings) → SIM card & mobile data → Data usage → Wi-Fi data usage

## Data Usage Settings

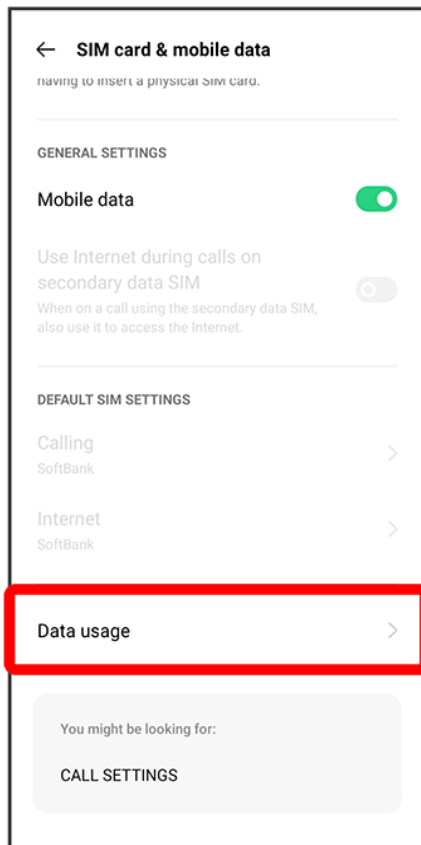
1


In Home Screen,  (Settings) → SIM card & mobile data



2

## Data usage



 Data Usage window opens.

# Display & Brightness Settings

Set screen brightness, font size, etc.

↓ [Display & Brightness Settings](#)

## Display & Brightness Settings

Settings can be made for the following items.

Item	Description
Light/Dark	Set Light mode for normal use and Dark mode for reduced power consumption.
Auto switch	Set timing to automatically switch between Light mode and Dark mode.
Dark mode settings	Set style, wallpaper, etc. for Dark mode. Appears when Dark mode is set.
Brightness level	Set the brightness of Display.
Auto brightness	Enable adjustment of brightness for surroundings.
Eye comfort	Make eye comfort settings and reduce blue light from Display.
Auto rotate	Enable Display to rotate with handset orientation automatically.
Auto screen off	Set time for Display to turn off after no operation.
SCREEN COLOR TEMPERATURE	Set color temperature of Display.
Font & display size	Set type and size of font and image size in Display.
More	Set Display refresh rate, whether to show Front Camera for each application, etc.

# Sound & Vibration Settings

Set ringtone, touch sounds, etc.

↓ [Sound & Vibration Settings](#)

## Sound & Vibration Settings

Settings can be made for the following items.

Item	Description
Vibrate on ring	Enable vibration for incoming calls.
Vibrate on silent	Enable vibration while in Silent mode.
Silent mode	Enable Silent mode.
Media	Set volume for music, videos, etc.
Ringtone	Set volume for ringtone, etc.
Notifications	Set volume for notifications, etc.
Alarms	Adjust alarm volume.
Volume button function	Set Volume Key to adjust media volume or to adjust ringtone volume.
Do Not Disturb	Set to turn off all ringtones and vibrations for functions except Alarm and Timer.
Ringtone	Set a ringtone.
Notification sound	Set notification sound.
More sounds & haptics	Enable confirmation tones when Tapping dialpad and for touch operation.
Reduce notification feedback on full screen	Soften notification sounds and reduce vibration when handset is in full screen mode.
Real Sound Technology	Set sound effect.
Other settings	Set default recorder and in-ear monitoring.

# Screen Lock Settings


↓ [Setting Password to Unlock Screen With](#)

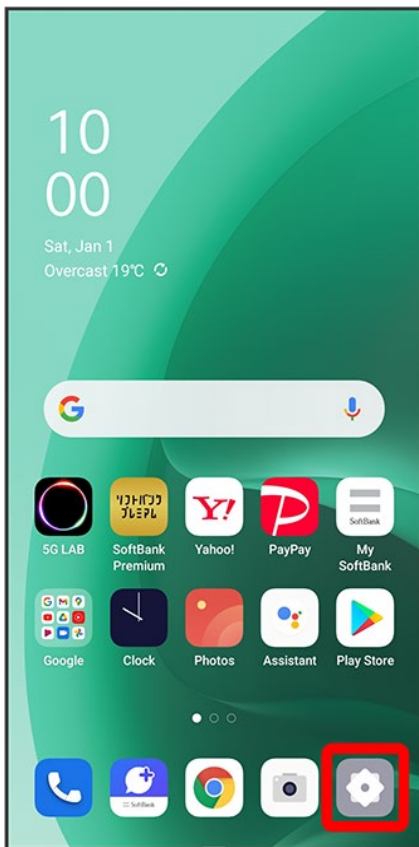
↓ [Unlock Screen by Tracing Pattern](#)

↓ [Using Face Authentication](#)

## Setting Password to Unlock Screen With

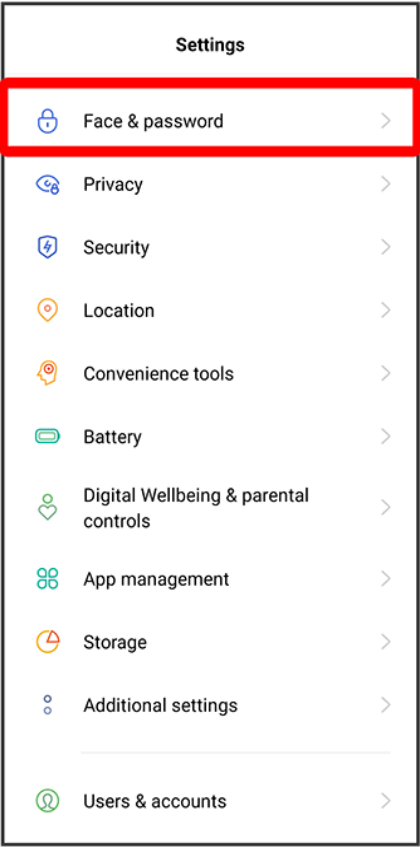
1

In Home Screen,  (Settings)



2

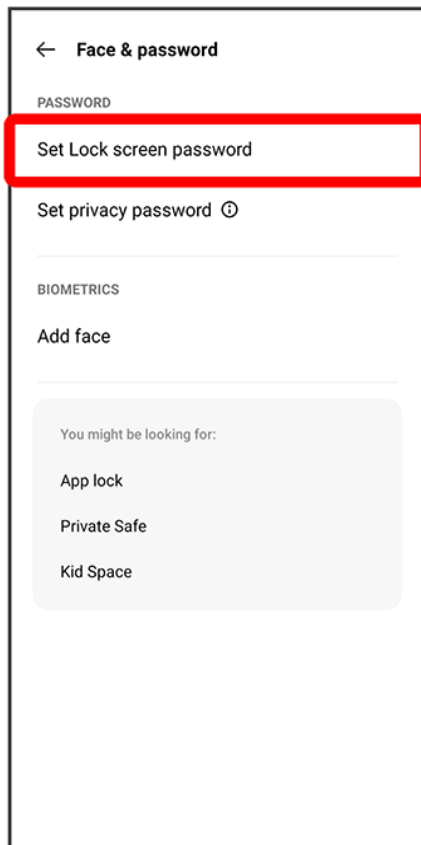
Face & password



3

Set Lock screen password

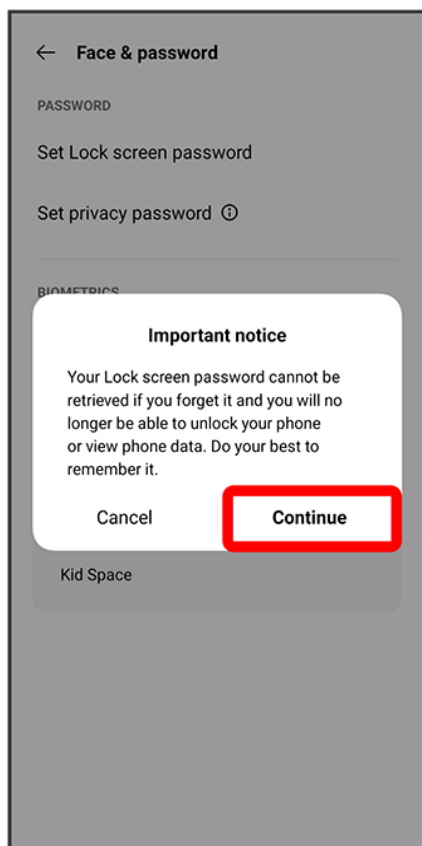




4

---

Confirm the cautions, then Tap **Continue**



 Entry window for Lock Screen password appears.

5

---

Enter new password

×

Set Lock screen password

Enter new password

Remember this password. It cannot be retrieved once forgotten.

Use a different password type

1

2

3

4

5

6

7

8

9

0

✕

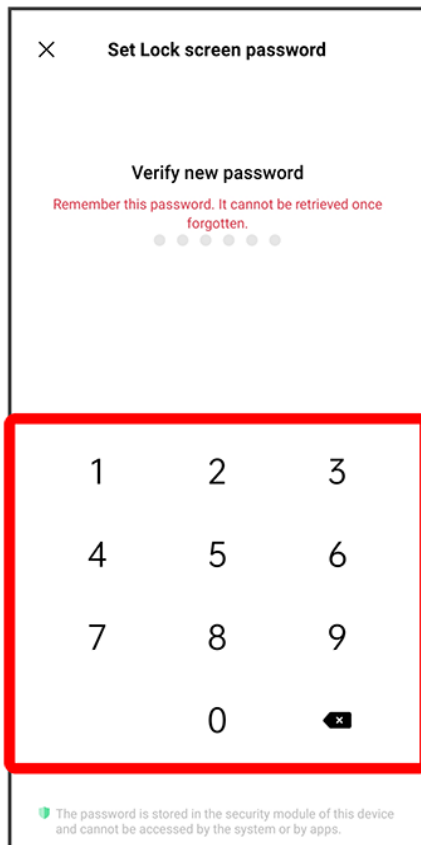
🛡️

The password is stored in the security module of this device and cannot be accessed by the system or by apps.

- If confirmation appears, follow onscreen instructions.

6




Enter new password again



 Password is set.

- If confirmation appears, follow onscreen instructions.


### **Changing Password Length before Setting**

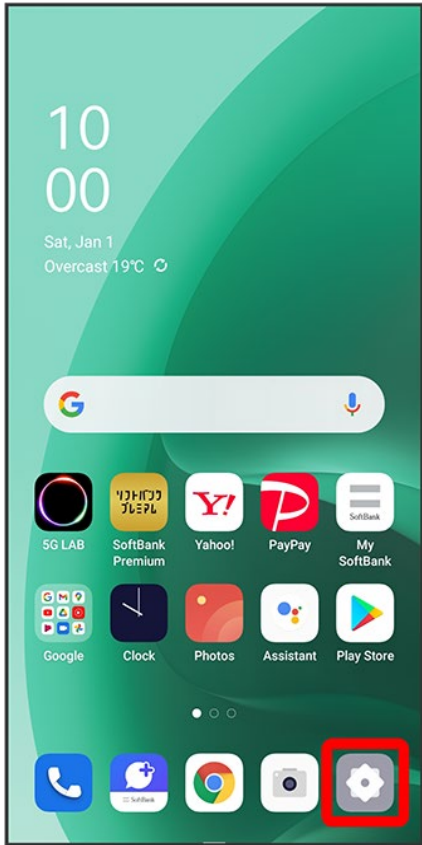
In entry window for Lock Screen password, Use a different password type  4-digit password/4-16 digit password/Password with 4-16 alphanumeric characters  Enter new password  Enter new password again

- If confirmation appears, follow onscreen instructions.

## Unlock Screen by Tracing Pattern

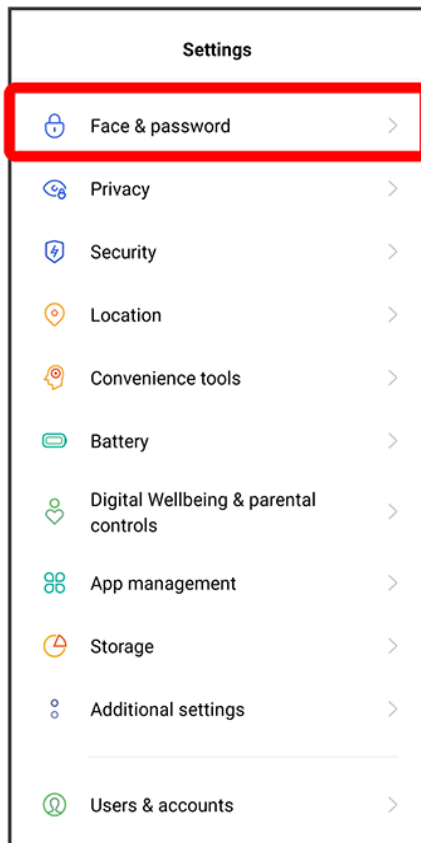
1

In Home Screen,  (Settings)



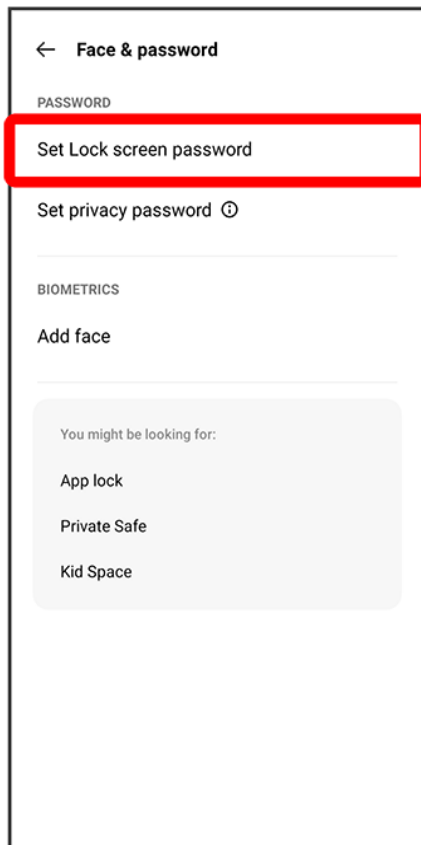
2

Face & password



3

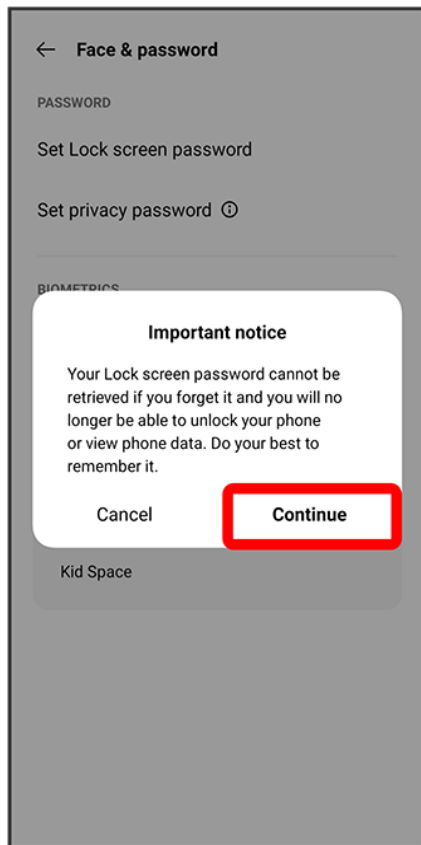
Set Lock screen password



4

---


Confirm the cautions, then Tap **Continue**



5

Use a different password type



 **Set Lock screen password**

**Enter new password**

Remember this password. It cannot be retrieved once forgotten.

Use a different password type

1

2

3

4

5


6


7

8

9

0



 The password is stored in the security module of this device and cannot be accessed by the system or by apps.

6

## Pattern

×

Set Lock screen password

Enter new password

Remember this password. It cannot be retrieved once forgotten.

Use a different password type

1

2

3

Pattern

4-digit password

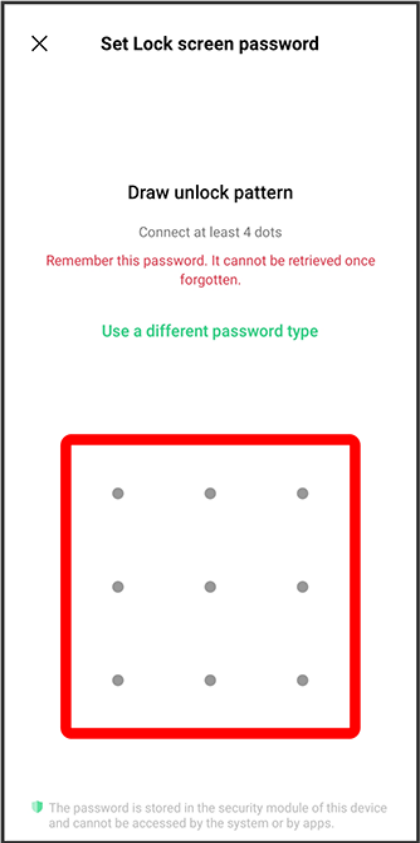
4-16 digit password

Password with 4-16 alphanumeric characters

Cancel

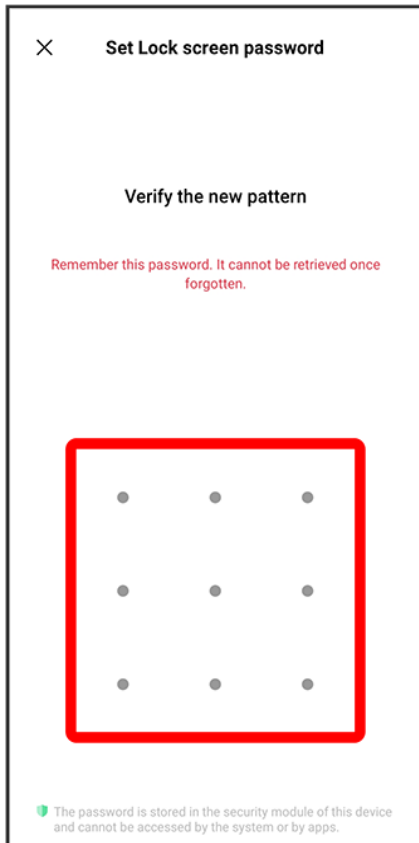
7

Enter new pattern



8

Enter new pattern again




🚩 Pattern is set.

- If confirmation appears, follow onscreen instructions.

## Using Face Authentication

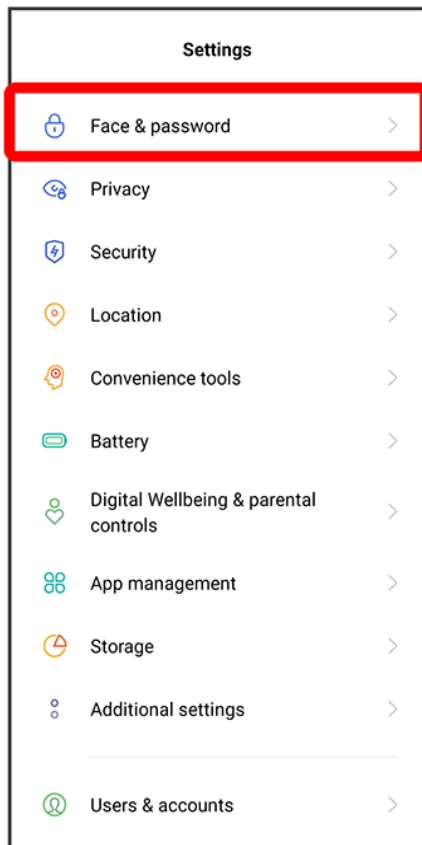
1

In Home Screen,  (Settings)



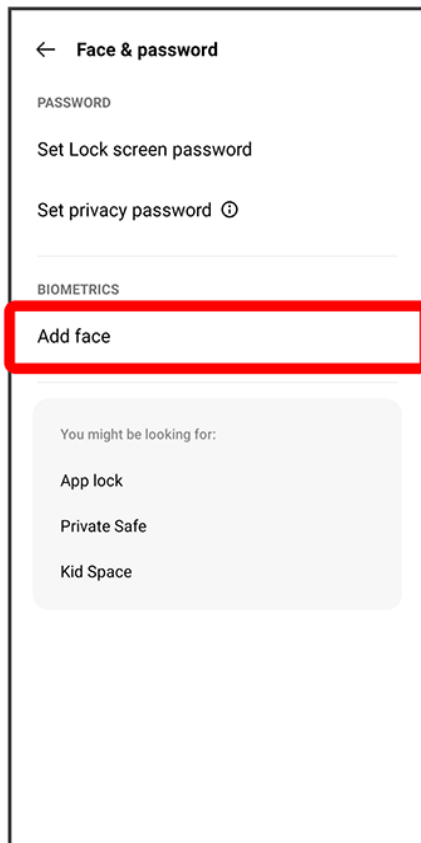
2

Face & password



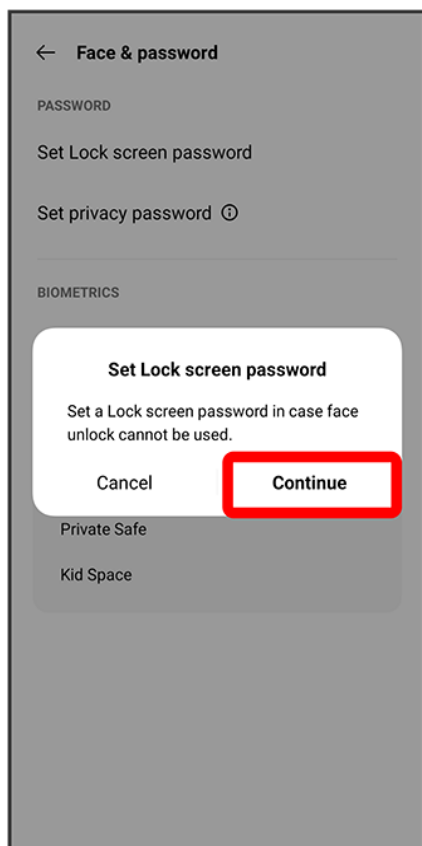
3

Add face



4

Confirm the cautions, then Tap **Continue**



5

---

Follow onscreen instructions to set Lock Screen password



×

Set Lock screen password

Enter new password

Remember this password. It cannot be retrieved once forgotten.

Use a different password type

1

2

3

4

5

6

7

8

9

0

The password is stored in the security module of this device and cannot be accessed by the system or by apps.

- See "Setting Password to Unlock Screen With" for details on Lock Screen password.
- If Lock Screen password is already set, unlock screen.

6

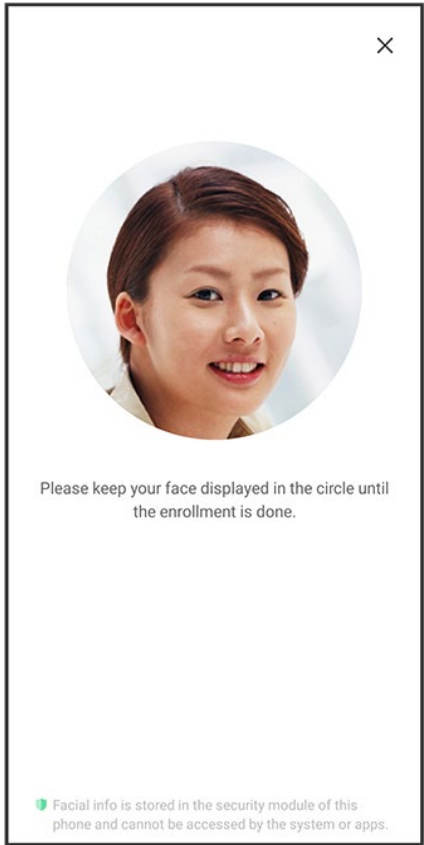
Continue



7

---

Position your face frontward in the onscreen circle



🚩 Face is saved.

# Security Settings

Set a screen lock, passwords, etc.

↓ Security Settings

↓ Security Codes

↓ Enabling SIM PIN

↓ Changing SIM PIN

## Security Settings

Settings can be made for the following items.

Item	Description
Google Play Protect	Enable regular scanning of handset to check for security issues.
Security update	Check for system updates.
Find My Device	Set handset to show its location when misplaced.
Google Play system update	Check for operating system and security patch updates. • Appears when a Google account is set up.
SIM card lock	Make settings for SIM Card lock.
Payment protection	Detect risks to protect applications used for payment.
Smart Lock	Enable handset to check if being carried or for trusted place or device and unlock screen.
Emergency SOS	Set to call or send message to set number in emergency by operating Power Key.
Device admin apps	Check and enable/disable applications managing handset.
Credential storage	Make settings for credentials storage.
Unknown source installations	Enable installation of applications from unknown sources.
Trust agents	Set whether to show trusted agents.
Screen pinning	Set to keep only screen of specified application in view.

<b>Wireless emergency alerts</b>	Make settings for emergency alerts.
<b>Emergency alert history</b>	Check log of emergency alerts.

## Security Codes

Center Access Code is required for using handset. Center Access Code is a four-digit code set in subscription contract; necessary to use optional services from landlines, etc.

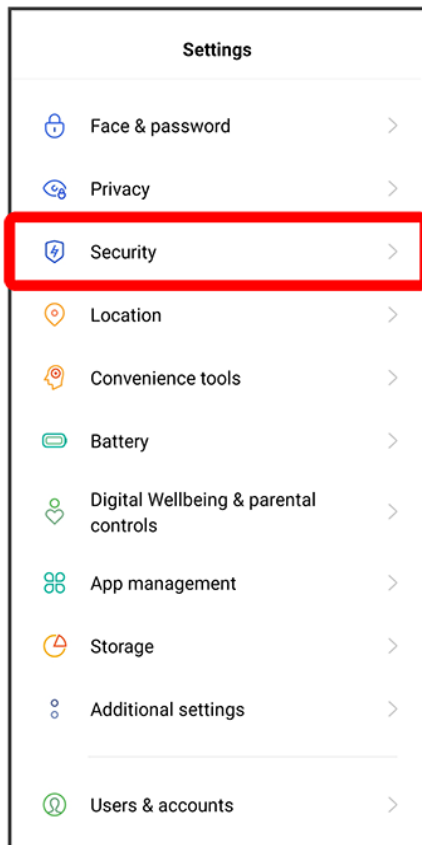
- Do not forget Center Access Code. If you forget the code, contact us for recovery. Contact Customer Service for details.
- Be careful not to reveal security codes to others. If misused by others, SoftBank Corp. is not liable for any resulting damages.

## Enabling SIM PIN

When PIN is enabled, PIN entry window appears to permit handset use each time handset is powered on with SIM Card/eSIM installed.

1

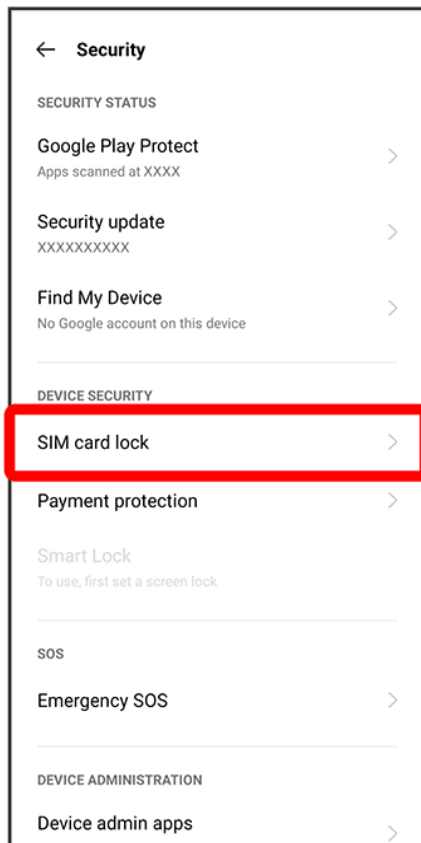
In Home Screen,  (Settings)  **Security**



2

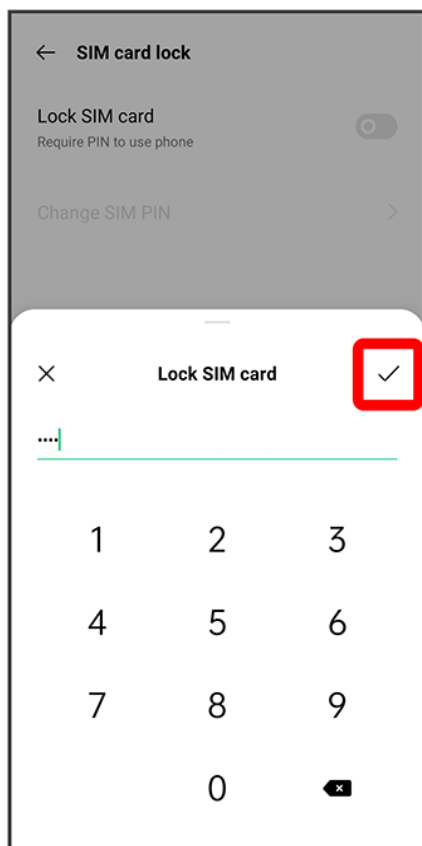
---


## SIM card lock



3

Lock SIM card → Enter PIN → ✓



 PIN is enabled.

### **PIN Cautions**

Entering incorrect PIN three consecutive times activates PIN Lock. To cancel, Personal Unblocking Key (PUK) is required; contact Customer Service. Entering incorrect PUK ten consecutive times locks SIM Card/eSIM, disabling handset. For recovery, SIM Card/eSIM must be reissued at a SoftBank (fees apply).

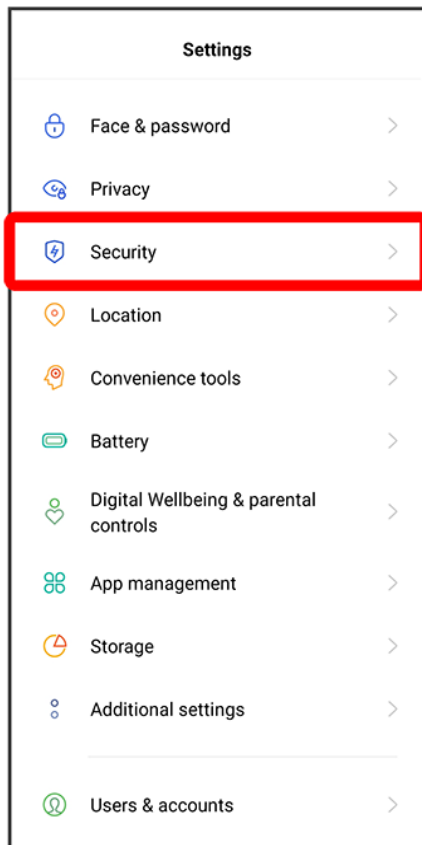
## Changing SIM PIN

First enable SIM PIN to change PIN.

1

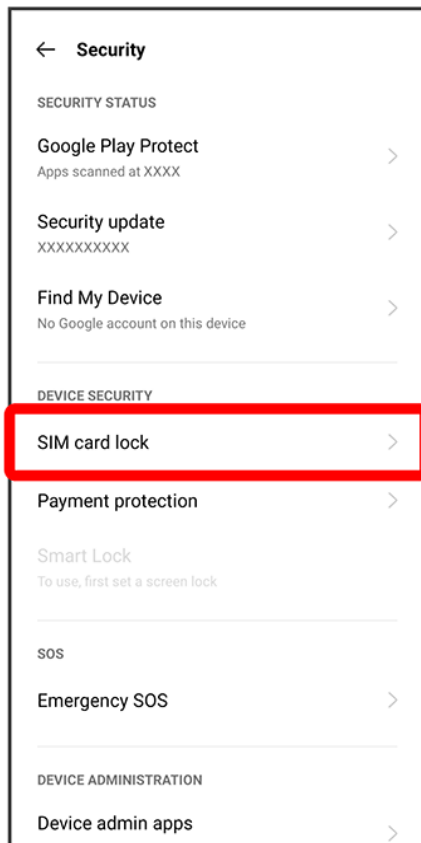
In Home Screen,  (Settings)  **Security**





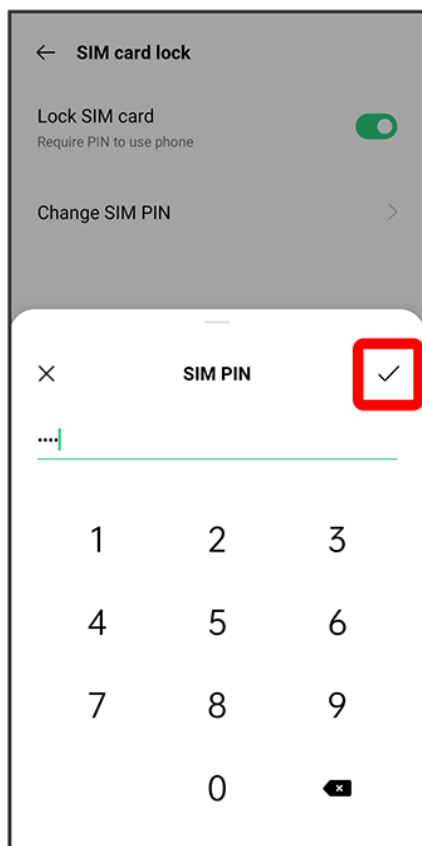
2

## SIM card lock



3

Change SIM PIN → Enter current PIN → ✓ → Enter new PIN → ✓ → Re-enter new PIN → ✓



🚩 PIN is changed.

# Battery Settings

Check battery usage and make settings to save battery power.

↓ [Battery Settings](#)

## Battery Settings

Items that can be checked/set are the following.

Item	Description
Battery level	Check battery level.
Issues with power consumption	Check detected issues with battery consumption.
Save power	Optimize battery consumption to extend battery life.
Power saving mode	Make settings for Power saving mode.
Super power saving mode	Make settings for Super power saving mode.
App battery management	Set battery management for individual applications.
Phone battery usage	Check 3-day power consumption for individual applications.
More battery settings	Enable High performance mode (this mode has a higher power requirement), optimize battery consumption of application automatically, etc.

# Additional Settings

Check and make system settings for date and time, default reset, etc.

↓ Additional Settings






## Additional Settings

Settings can be made for the following items.







Item	Description
Language	Set the language shown on Display.
Date & time	Make settings for date and time.
Keyboard & input method	Make settings for keyboard and text entry.
Accessibility	Set enlarged screen operation, captions, and other useful accessibility functions.
Schedule power on/off	Set times for handset to power on and off automatically.
Recent tasks manager	In Recent window, enable handset to show total/used amount of task memory and lock applications running in background.
OTG connection	Enable handset to use USB On-The-Go and allow charging and data exchange between handset and other devices with a USB cable.
Search	Set searchable range.
Downloads	Manage downloaded files.
User guide	Check troubleshooting tips and handset safety and after-sales servicing information.
Back up and reset	Save or load data using SD card, set data backup using a Google account, and reset the system settings to their defaults.

### + Operations with Other Additional Settings







#### Adding Display Language



In Home Screen,  (Settings)  Additional settings  Language  Add a language  
 Tap language

#### Setting Display Language






In Home Screen,  (Settings)  Additional settings  Language  Add a language  Drag  on the right of desired language to the top on list

### Enabling Voice Input








In Home Screen,  (Settings)  Additional settings  Keyboard & input method  Gboard  Voice typing  Use voice typing



- Tap Use voice typing to toggle on () / off ().

### Setting Voice Input








In Home Screen,  (Settings)  Additional settings  Keyboard & input method  Google voice typing  Set items

### Enabling Text-to-Speech Output

In Home Screen,  (Settings)  Additional settings  Accessibility  Select to Speak  Shortcut ()  OK

- Tap Shortcut to toggle on () / off ().

### Setting Speed of Pointer for Mouse/Trackpad

In Home Screen,  (Settings)  Additional settings  Accessibility  Click when pointer stops  Click when pointer stops ()  Select Short / Medium / Long for timing

# Other Settings

- ↓ SIM Card & Mobile Data
- ↓ Connection & Sharing
- ↓ Home Screen & Lock Screen
- ↓ Notifications & Status Bar
- ↓ Privacy
- ↓ Location
- ↓ Convenience Tools
- ↓ Digital Wellbeing & Parental Controls
- ↓ App Management
- ↓ Storage
- ↓ Users & Accounts
- ↓ HeyTap Cloud
- ↓ Google
- ↓ About Phone

## SIM Card & Mobile Data

Check information and make settings for SIM Card, network, data usage, call, etc. Settings can be made for the following items.

Item	Description
<b>SIM INFO &amp; SETTINGS</b>	Set preferred network type and other SIM Card and eSIM settings. See "Making Calls while Abroad" for details on carriers and data roaming.
<b>eSIM</b>	Add and delete eSIM. See "eSIM" for details.
<b>Mobile data</b>	Enable communication using mobile data.
<b>Use Internet during calls on secondary data SIM</b>	Use the Internet on secondary data SIM during calls.
<b>Calling</b>	Set SIM to be used for calling.
<b>Internet</b>	Set SIM to be used for the Internet.

<b>Data usage</b>	Check information and make settings for data usage. See "Data Usage Settings" for details.
-------------------	---

## Connection & Sharing

Make tethering, wireless casting, and other settings. Settings can be made for the following items.

Item	Description
<b>Airplane mode</b>	Enable Airplane mode.
<b>Personal hotspot</b>	Make settings for higher-speed tethering.
<b>USB tethering</b>	Enable USB tethering.
<b>Bluetooth tethering</b>	Enable Bluetooth® tethering.
<b>Screencast</b>	Enable Screencast and show handset screen on other display devices.
<b>Print</b>	Set print service for document, image, mail, and website printing.
<b>VPN</b>	Add and make settings for a Virtual Private Network and connect to a more secure network.
<b>Private DNS</b>	Make Private DNS settings and enhance network security.
<b>Android Auto</b>	Set Android Auto to use applications on car display.

## Home Screen & Lock Screen

Make settings for Home Screen, wallpaper, etc. Settings can be made for the following items.

Item	Description
<b>Home screen mode</b>	Change Home screen mode.
<b>Icon pull-down gesture</b>	Set function to swipe up on the left or right side of Display, pull down icons. and release finger on desired application to open it.
<b>Icon autofill</b>	Enable handset to arrange icons in Home Screen.
<b>Home screen layout</b>	Set a Home Screen layout.
<b>Home screen locked</b>	Lock Home Screen layout.
<b>Swipe down on Home screen</b>	Set either search window or Notifications Window to appear when Flicking/Swiping down in Home



	Screen.
<b>Show app suggestions</b>	Enable handset to predict and show applications.
<b>Add apps to Home screen</b>	Set downloaded applications to be added to Home Screen.
<b>App animation speed</b>	Set speed of animation when applications activate.
<b>Raise to wake</b>	Set whether Display turns on when handset is picked up.
<b>Double-tap to wake screen</b>	Set whether Display turns on when Display is double-tapped.
<b>Lock Screen Magazine</b>	Set handset to download and show wallpapers in Lock Screen at random.

## Notifications & Status Bar

Make notification and Status Bar settings. Settings can be made for the following items.

Item	Description
<b>Display data usage in notification drawer</b>	Enable amount of data used per day to appear in Control Center.
<b>Pull down on Lock screen to access notification drawer</b>	Enable Notifications Window to appear by Flicking/Swiping down in Lock Screen.
<b>Manage notifications</b>	Make notification settings.
<b>Battery percentage</b>	Enable battery level to be shown in battery indicator in Status Bar.
<b>Real-time network speed</b>	Enable network speed to be shown in real time in Status Bar.
<b>Notification icons</b>	Set how Indicators appear in Status Bar.
<b>Media playback control</b>	Set Notification drawer panel to control media playback.

 **Setting Applications to Block Notifications From**  
 In Home Screen,  (Settings)  Notifications & status bar  Manage notifications  
 Tap application to block notifications from  Allow notifications ()

## Privacy

Make privacy settings. Settings can be made for the following items.

Item	Description
<b>Permission manager</b>	Set permissions required by applications. See "Setting Required Permissions for Applications" for details.
<b>App lock</b>	Set a privacy password to be required to open specified applications.
<b>Hide apps</b>	Use a privacy password and hide applications from app list and Home Screen, requiring entering code on phone dialpad to show applications.
<b>Private Safe</b>	Use a privacy password and hide files.
<b>Kid Space</b>	Parents/guardians can control screen time, applications, and network connection.
<b>Device ID &amp; ads</b>	Limit targeted ads based on device ID.
<b>Notifications on lock screen</b>	Enable notifications to be shown in Lock Screen.
<b>Show password</b>	Enable password to be visible as password is entered.
<b>Experience improvement programs</b>	Set whether to collect information about usage of handset for purpose of product performance improvement.
<b>Advanced</b>	Make Google settings for privacy.

## Location

Make settings for location. Settings can be made for the following items. Some functions require that you log in to your Google account.





Item	Description
<b>Location</b>	Enable locationing service
<b>Wi-Fi and Bluetooth scanning</b>	Enable handset to scan networks and devices even when Wi-Fi and Bluetooth® are disabled.
<b>RECENT LOCATION REQUESTS</b>	Applications with access permission to location appear.
<b>Emergency Location Service</b>	Enable emergency locationing service
<b>Google Location Accuracy</b>	Improve accuracy of location information using Wi-Fi, the mobile network, and sensor data.
<b>Google Location History</b>	Save locations visited while holding handset.
<b>Google Location Sharing</b>	Set handset to share current location with other users.

## Convenience Tools

Make settings for Navigation Buttons, Smart Sidebar, etc. Settings can be made for the following items.

Item	Description
<b>Navigation</b>	Set the navigation mode and layout of Navigation Buttons.
<b>Gestures &amp; motions</b>	Make gesture and motion settings.
<b>Screenshot</b>	Make screenshot settings.
<b>Screen recording</b>	Make screen recording settings.
<b>Smart Sidebar</b>	Make settings for Smart Sidebar.
<b>Split screen</b>	Set a split screen.
<b>Wake Google Assistant with Power button</b>	Activate Google Assistant by Power Key.

### + Changing Navigation Modes

In Home Screen,  (Settings)  Convenience tools  Navigation  Swipe gestures from both sides/Virtual buttons/More

- After Tapping **More** continue by Tapping **Swipe-up gestures**.
- How to operate is viewable after selecting **Swipe gestures from both sides** and **Swipe-up gestures**.

## Digital Wellbeing & Parental Controls

Manage time that handset is used, set parental limitations on use, etc. Settings can be made for the following items. When setting for the first time, Tap **Show your data** to view items.

Item	Description
<b>Dashboard</b>	Check Screen time, Notifications received, and Times opened for handset and each application.
<b>Bedtime mode</b>	Set screen to change to monochrome and mute ringtone, messages, notifications, etc. at specified time/day of week.
<b>Focus mode</b>	Select and pause applications that can be distracting.
<b>Manage notifications</b>	Make notification settings. See "Notifications & Status Bar" for details.
<b>Do Not Disturb</b>	Mute ringtone, messages, notifications, etc.
<b>Heads Up</b>	Enable alert when you are using handset while

	walking.
<b>Show icon in the app list</b>	Enable handset to show Digital Wellbeing icon.
<b>Parental controls</b>	Set parental limitations on handset use.

## App Management

Make application settings. Settings can be made for the following items.

Item	Description
<b>App list</b>	Check and make settings for installed applications.
<b>Default apps</b>	Set applications that launch as standard applications.
<b>Permission manager</b>	Set permissions required by applications. See "Setting Required Permissions for Applications" for details.
<b>Auto-launch apps</b>	Set applications to activate in background, etc.
<b>Display over other apps</b>	Float video and game application windows so messages, etc. are viewable.
<b>Special app access</b>	Set permissions for applications that change system settings, access notifications, etc.
<b>Recover Uninstalled System Apps</b>	Recover uninstalled system applications.
<b>App cloner</b>	Clone applications to run independently of originals.

## Storage

Check internal storage and SD Card usage.

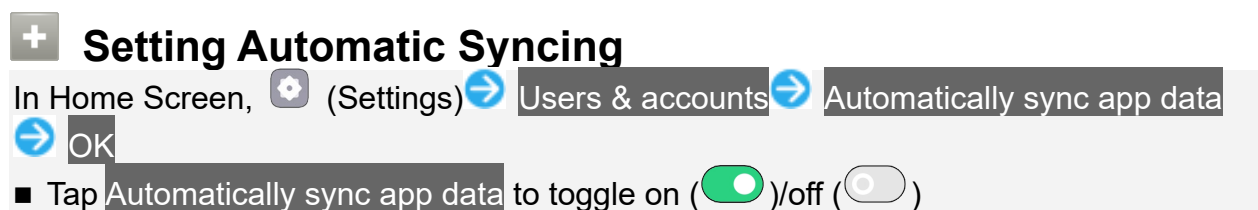
Item	Description
<b>Phone storage</b>	Check internal storage usage.
<b>SD card</b>	Check SD Card usage.

## Users & Accounts

Automatically update data and create and add accounts. Settings can be made for the following items.

Item	Description
------	-------------

<b>Automatically sync app data</b>	Enable automatic updating of data for applications.
<b>Add account</b>	Create and add accounts.



## HeyTap Cloud

Set a cloud service. Settings can be made for the following items. Requires that you sign in to your HeyTap account.

Item	Description
<b>CLOUD STORAGE USAGE</b>	Show used space in cloud storage.
<b>Cloud backup</b>	Enable handset to automatically back up data (call history, Smart assistant, settings, etc.) when connected by Wi-Fi, or select and manually back up data by type.
<b>Quick Start Guide for HeyTap Cloud</b>	See description on HeyTap Cloud.
<b>Photos</b>	Make automatic sync settings for still images and videos.
<b>Contacts</b>	Enable automatic syncing of contacts.
<b>Recorder</b>	Make automatic sync settings for recorded audio data.
<b>Private Safe</b>	Automatically upload data in Private Safe to HeyTap Cloud to make them available on all your devices.
<b>Wi-Fi</b>	Enable automatic syncing of Wi-Fi connection information.
<b>Cloud Drive</b>	Upload files on handset to a cloud drive.
<b>Restore contacts</b>	Restore previous data from contacts history.

## Google

Make settings for Google services. Select a menu and follow onscreen instructions. For details on each menu, see Help for each menu.

## About Phone

Check handset name, phone number, etc. Items that can be checked are the following.

Item	Description
Device name	Check handset name.
Version	Check the software version.
ColorOS version	Check the ColorOS version.
Android version	Check the Android version, security patch level, etc.
Processor	Check the processor.
RAM	Check the total amount of RAM memory.
Device storage	Check the usable/total phone storage space.
Legal Information	Check licensing and Google terms of usage.
Model	Check handset model.
SIM card status	Check information pertaining to SIM Card such as network status and phone number.
Status	Check handset status (battery, IMEI, IP address, etc.).
Regulatory	Check credentials and regulatory information.

# Making Calls while Abroad

See SoftBank Website to learn about roaming areas/services, etc.

<https://www.softbank.jp/en/mobile/service/global/>

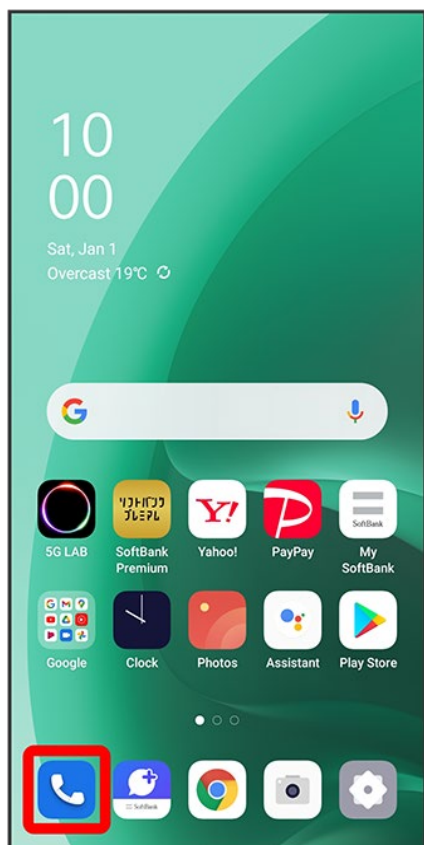
↓ International Calls to Japan and Other Countries from Abroad


↓ Calls to Landline Phones/Cell Phones in Country of Stay

## International Calls to Japan and Other Countries from Abroad

1

In Home Screen,  (Phone)



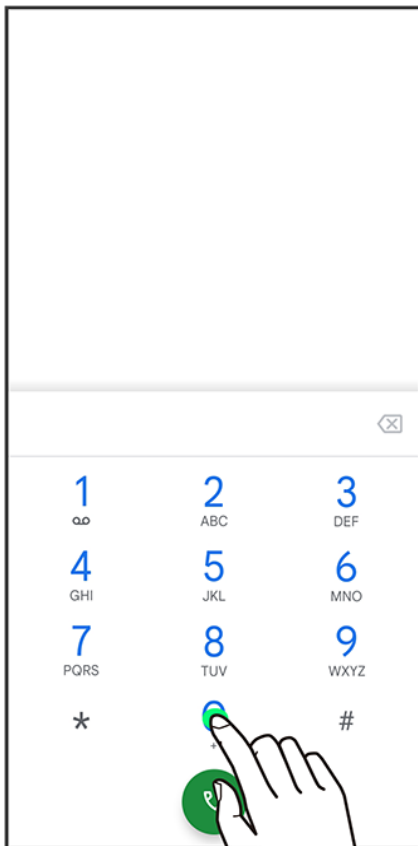
 Phone opens.


- If confirmation appears, follow onscreen instructions.

2

---

  Touch & Hold "0"



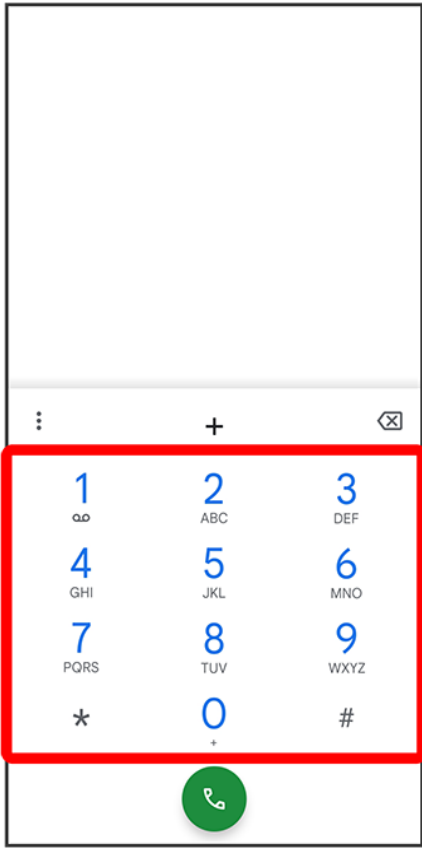
 "+" is entered.

3

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Enter country code then other party number (omit first 0)

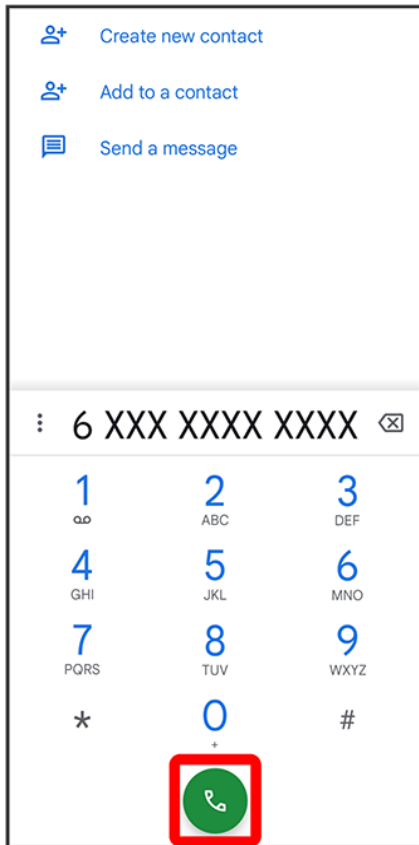





- Do not omit first "0" from phone numbers when dialing Italy (39).

4





 Handset dials number. Call begins when other party answers.

## Calls to Landline Phones/Cell Phones in Country of Stay


Place calls the same way you would within Japan.

- Do not enter country code or omit first "0" from phone numbers.

1



In Home Screen,  (Phone)

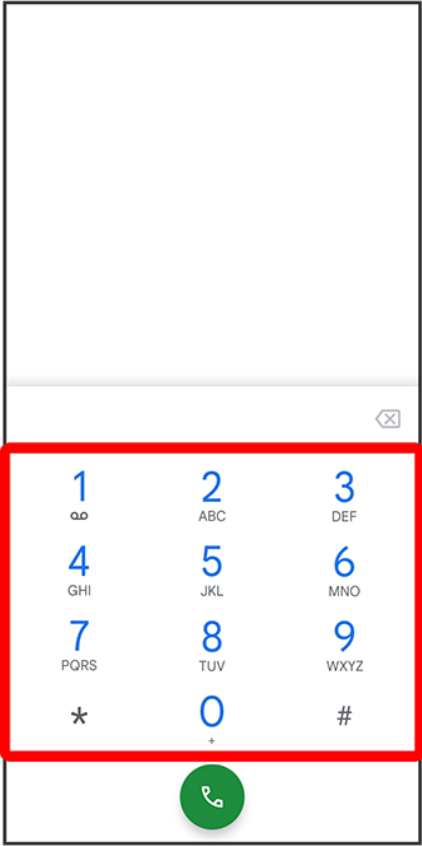


 Phone opens.

2

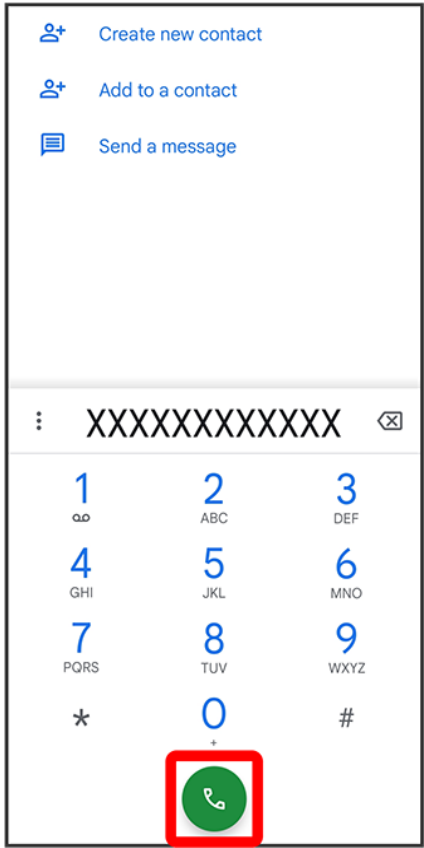
---


  Tap dialpad to enter the other party's number



3





 Handset dials number. Call begins when other party answers.

# Warranty & After-Sales Service

↓ Warranty

↓ After-Sales Service

## Warranty

- The warranty period is 1 year from the date of newly purchase.
- Free repairs will be done based on terms of repair service. Terms of repair service is referred to SoftBank Website.  
<https://cdn.softbank.jp/mobile/set/common/pdf/legal/spguide/common/warranty.pdf> (Japanese)
- Warranty covers only handset. Accessories such as cables are not covered by terms of repair service.

### Cautions

#### Damages

SoftBank Corp. is not responsible for any damages for user or third party resulting from lost opportunities to make a call, etc. due to breakage, malfunction, or trouble of product.

#### Accidents/Repair

Files and settings may be lost or altered due to accidents or repairs. Keep a copy of important files, etc. SoftBank Corp. is not liable for damages resulting from loss or alteration of files (contacts/images/sound etc.) or settings due to accident or repair.

#### Disassembly/Modification

Disassembly/modification of handset is prohibited under the Radio Law. Note that handset cannot be accepted for repairs if modified.

## After-Sales Service

To request repairs, contact Customer Service or a nearby SoftBank Shop. Have details of symptoms ready.

- During the warranty period, repairs are made under the terms of repair service.
- After the warranty period, if handset can be repaired, repairs will be made at cost. The functional parts necessary to repair the handset will be available for 4 years generally after the manufacture

is discontinued. Repair may not be possible because of a shortage of repair parts even during the warranty period.



### **Further inquiries**

For more information on after-sales service, contact a nearby SoftBank Shop or Customer Service.

# Specifications

- ↓ Handset
- ↓ SIM Card Slot Pin (Complimentary Sample)
- ↓ Protective Case (Complimentary Sample)

## Handset

Item	Description
Dimensions (W × H × D)	Approx. 75 × 162 × 8.2mm
Weight	Approx. 178g
Battery Capacity	4,000 mAh
Continuous Talk Time <sup>1</sup>	4G (FDD-LTE): Approx. 1,300 minutes
Continuous Standby Time <sup>1</sup>	4G (FDD- LTE): Approx. 450 hours 4G (AXGP): Approx. 450 hours
Charging Time	AC Charger USB Type-C™ rapid charging AC Charger with USB PD-PPS capability [ZSDBAV] (SB-AC22-TCPD) <sup>2</sup> : Approx. 140 minutes
Maximum Output	5G: Approx. 0.77W 4G (AXGP): Approx. 0.74W 4G (FDD-LTE): Approx. 0.74W GSM: Approx. 0.74W 3G: Approx. 0.74W

- 1 Approximate time, based on fully charged handset, no calls or operation, and in strong signal conditions; actual available time may be shorter with environment of usage, applications, handset settings, frequency of use, etc. While "Allow alerts" is enabled, available time per charge may be shorter.
- 2 For information on compatible AC Charger, see SoftBank Website.

## SIM Card Slot Pin (Complimentary Sample)

Item	Description
Dimensions	Approx. 35 × 7.3 × 0.9mm



# Protective Case (Complimentary Sample)

Item	Description
Dimensions	Approx. 164.3 × 76.6 × 9.7mm

# Customer Service

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If you encounter any difficulties or are unsure of anything, contact customer service.

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↓ [SoftBank Customer Support](#)

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↓ [Smartphone Technical Support Center](#)

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## SoftBank Customer Support

- From a SoftBank handset, dial toll free at 157
- From a landline/IP phone, dial toll free at 0800-919-0157
- Business hours : Call 10:00 am - 7:00 pm / Chat 9:00 am - 8:00 pm

## Smartphone Technical Support Center

- From a SoftBank handset, dial toll free at 151
- From a landline/IP phone, dial toll free at 0800-1700-151
- Business hours : Mon. - Fri. 9:00am - 7:00pm/Sat., Sun., and Holiday 9:00am - 5:00pm/9:00am - 8:00pm (for general information)




# Safety Precautions

Read safety precautions before using handset.  
Observe precautions to avoid injury to self or others, or damage to property.

↓	Safety Precautions
↓	Handset, AC Charger (Optional Accessory), SIM Card Slot Pin (Complimentary Sample), Protective Case (Complimentary Sample) (Common)
↓	Handset
↓	AC Charger (Optional Accessory)
↓	SIM Card
↓	SIM Card Slot Pin (Complimentary Sample)
↓	Handset Use & Electronic Medical Equipment

## Safety Precautions







These labels indicate the degree of risk from improper use. Make sure you thoroughly understand their meanings before reading on.

Mark	Descriptions
 <b>DANGER</b>	Great risk of death or serious injury <sup>1</sup> from improper use
 <b>WARNING</b>	Risk of death or serious injury <sup>1</sup> from improper use
 <b>CAUTION</b>	Risk of minor injury <sup>2</sup> or damage to property <sup>3</sup> from improper use

- 1 Serious injury includes: Loss of eyesight, physical injury, high temperature burns, low temperature burns, electric shock, fractures, poisoning and other conditions having side effects or requiring hospitalization or long term treatment.
- 2 Minor injury includes: Physical burns (high-temperature and low-temperature), electric shock, and other conditions not requiring hospitalization or long-term treatment.
- 3 Damage to property includes: Incidental damage to structures and household property and/or to

pets and livestock.

These symbols indicate prohibited or compulsory actions. Make sure you thoroughly understand their meanings before reading on.

Mark	Descriptions
 Prohibited	Prohibited actions
 Do Not Disassemble	Disassembly prohibited
 Avoid Liquids Or Moisture	Exposure to liquids prohibited
 Do Not Use Wet Hands	Use with wet hands prohibited
 Compulsory	Compulsory actions
 Disconnect Power Source	Unplug AC Charger from outlet

## Handset, AC Charger (Optional Accessory), SIM Card Slot Pin (Complimentary Sample), Protective Case (Complimentary Sample) (Common)



### DANGER



Prohibited

**Do not use, store, leave in a high temperature or heat accumulating place (e.g. near fire or heater appliances, under kotatsu or bedding, in direct sunlight, inside a sun-heated car, etc.)**  
May cause fire, burns, injury, electric shock, etc.



Prohibited

**Do not put in or place nearby cooking appliances such as a microwave oven, or IH cooking heater, or high-pressure container such as pressure cooker.**  
May cause fire, burns, injury, electric shock, etc.



Prohibited

**Do not allow sand, soil, or mud to contact, or do not place directly on sand, soil, or mud. Do not touch with soiled hands.**

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



Prohibited

**Do not charge when handset or related accessory is wet with liquids such as water (drinking water, sweat, sea water, urine of pets, etc.) Do not charge where handset can come in contact with water (bathroom, etc.).**

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



Prohibited

**Do not subject handset to excessive force or break it. Especially when carrying it in your pocket, do not hit it or press it between other objects.**

Internal Battery breakage may cause fire, burns, injury, etc.

\* Take additional care in instances such as the following:

- Sitting or squatting with the product in your pants or skirt pocket
- The product becoming caught in a sliding door or vehicle door when in a jacket pocket
- Stepping on the product when it is on something soft such as a sofa, bed, or futon or on the floor
- Product becoming caught in a train or bus seat.



Do Not  
Disassemble

**Do not disassemble, modify, or solder.**

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



Prohibited

**Do not try to remove Internal Battery.**

May cause fire, burns, injury, etc.



Prohibited

**Handset Back Cover cannot be removed. Do not try to remove.**

May cause fire, burns, injury, etc.



Avoid Liquids  
Or Moisture

**Do not allow handset or related accessory to get wet with liquids such as water (drinking**

**water, sweat, sea water, urine of pets, etc.)**

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



Avoid Liquids  
Or Moisture

**Do not allow liquids such as water (drinking water, sweat, seawater, urine of pets) to come into Charging Terminals, USB Type-C Port, or Earphone Port.**

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



Compulsory

**Use optional accessories specified by SoftBank.**

Using unspecified accessories may cause fire, burns, injury, electric shock, etc.



# WARNING



Prohibited

**Do not drop, stomp, throw, or otherwise subject to strong force, impact, or vibration.**

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



Prohibited

**Do not allow Charging Terminals, USB Type-C Port, or Earphone Port to contact conductive materials (metal parts, pencil leads, etc.), or do not allow dust to enter inside.**

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



Prohibited

**Do not cover or wrap with bedding or other cloths while using or charging.**

May cause fire, burns, etc.



Compulsory

**Stop charging if not complete when the prescribed charging time has passed.**

Overcharge may occur resulting in fire, burns, injury, etc.



Compulsory

**Always turn off handset before entering a place where flammable gas may be present, or a place where dusts are generated. Stop charging handset if charging it.**

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



Compulsory

**Follow the instructions of a gas station or other such location before using handset there. Do not charge handset at a gas station, etc.**

**Take care not to drop handset at a gas station, etc.; in particular, do not use handset while filling.**

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



Compulsory

**Take the following actions, exercising caution, in case of abnormal smell, noise, smoke, heat generation, discoloring or deformation while using, charging, or storing.**

-Disconnect the power plug from an outlet

-Power off handset

Continued use may cause fire, burns, injury, electric shock, etc.



# CAUTION



Prohibited

**Do not use damaged handsets or related accessories.**

May cause fire, burns, injury, etc.



Prohibited

**Do not place handset on unstable/uneven surfaces. Be extra careful while the vibrator is set.**

Handset may drop and cause injury.



Prohibited

**Do not use or store handset and related accessories in humid, dusty, or high-temperature places.**

May cause fire, burns, electric shock, etc.



Prohibited

**Do not allow children to use handset or related accessories in the wrong way. Guardians should supervise use by children.**

May cause accidental swallowing, injury, electric shock, etc.



Prohibited

**Do not place handset and related accessories within an infant's reach.**

**In particular, be careful where small parts are stored, such as SIM Card/SD Card Tray and SIM Card Slot Pin (complimentary sample).**

May cause accidental swallowing, injury, electric shock, etc.



Compulsory

**If skin abnormalities develop, immediately stop using handset and consult a doctor.**

Continuing its use may cause itching, rashes, eczema, or other symptoms depending on the user's physical condition.

For the material of each parts, see "Material List."



Compulsory

**Handset temperature may become high when used continuously or while charging. Avoid continued contact with handset for a long time involuntarily such as by placing handset in clothes pocket, falling asleep, etc.**

While using applications, calling, transmitting data, watching videos, or charging battery, the temperature of handset or AC Charger (optional accessory) may become high. Continued contact with a high-temperature area may cause redness, itching, rash of skin, or low-temperature burns depending on the user's physical condition.

## Handset



# DANGER



Prohibited

**Do not throw handset into a fire or apply heat.**

May cause fire, burns, injury, etc.



Prohibited

**Do not penetrate with a sharp object (nail), hit with a hard objects (hammer), stomp, or otherwise subject handset to strong force.**

May cause fire, burns, injury, etc.



Compulsory



**If the internal substance of handset gets into your eyes, mouth, etc., immediately rinse with clean water and consult a doctor.**

May cause loss of sight, medical problem, etc.

## **WARNING**



Prohibited

**Do not light up or flash the light with the light-emitting part close to other people's eyes. Keep away from infants.**

May harm eyesight. Flash may impair vision or frighten others causing accidents such as injury.



Prohibited

**Do not light up or flash the light toward a driver of a car.**

May hinder driving and cause accidents, etc.



Prohibited

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

May cause twitches, loss of consciousness, etc.



Prohibited

**Do not put liquid such as water (drinking water, sweat, sea water, urine of pets, etc.), metal, or flammable object into SIM Card/SD Card Tray.**

**Do not insert SIM Card or SD Card in the wrong position or orientation.**

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



Prohibited

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

May cause fire, burns, injury, etc. due to light-condensing of lens.



Compulsory

**Power off handset or set to Airplane mode before boarding an aircraft.**

Use of handset on board an airline is restricted. Follow the airline's instructions.

Cancel any functions that turn on handset automatically.

Handset radio waves may affect electronic devices of the aircraft.

Prohibited use aboard an aircraft may be subject to penalty by law.



Compulsory

**For use in hospitals, follow the medical facility's instructions.**

Power off handset in a place where its use is prohibited.

Cancel any functions that turn on handset automatically.

Handset radio waves may affect electronic devices or other electronic medical equipment.



Compulsory

**Always keep handset away from your ear when calling hands free, ringing loudly for incoming calls, or during standby.**

**Adjust the sound volume adequately when playing games or playing back videos or music with headphones, etc. connected to handset.**

Handset sound is loud when calling hands free.

Even in standby, the ringtone or alarm may ring suddenly.

Listening to loud sound continuously for a long time may cause hearing impairment or other difficulty.

Too loud volume may cause inability to hear ambient sound and may also cause an accident.



Compulsory

**Users with heart conditions should adjust vibration and ringtone volume as needed.**

Handset suddenly vibrating and ringing for a new call may startle and affect persons with heart conditions.



Compulsory

**When using electric medical equipment, etc., check with the equipment vendor or distributor for information about the effects of radio waves.**

Handset radio waves may affect electronic medical equipment.



Compulsory

**Power off handset near electronic devices that use precision control or faint signals.**

Handset radio waves may cause electronic malfunctions, etc.

\* Take additional care near these devices:

Hearing aids, implanted cardiac pacemakers, implanted cardioverter defibrillators, other electronic medical equipment, and other automatically controlled devices or equipment. For users of implanted cardiac pacemakers, implanted cardioverter defibrillators, other electric medical equipment, check with the equipment vendor or distributor for information about the effects of radio waves.



Compulsory

**If Display or Camera lens is broken, do not touch the broken parts or exposed inside of handset.**

Touching the broken or exposed part may cause burns, injury, electric shock, etc.



Compulsory

**If Internal Battery leaks or has an unusual smell, immediately stop using, and keep away from fire.**

The leaked fluid may catch on fire causing ignition, explosion, etc.



Compulsory

**Do not allow a pet, etc. to bite handset.**

Internal Battery may ignite, explode, overheat, or leak causing fire, burns, injury, etc.



# CAUTION



Prohibited

**When using the motion sensor, ensure the safety of the surroundings and hold handset firmly, not swinging around more than necessary.**

Failure to do so may cause accidents such as injury.



Prohibited

**If Display is broken, do not allow the leaked internal substance to contact the skin of your face or hands, or clothes.**

May cause injury to eyes, skin, etc.

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

Also, in case it gets into your eyes, mouth, etc., immediately consult a doctor after rinsing.



Prohibited

**Do not dispose handset together with ordinary trash.**

May cause fire, burns, injury, etc. Also, may cause environmental destruction. Bring unnecessary handset into a sales outlet such as a SoftBank Shop or follow the municipality instructions for recycling.



Prohibited

**If the internal fluid is leaked from Internal Battery, do not allow it to contact the skin of your**

**face or hands, or clothes.**

May cause injury to eyes, skin, etc.

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

Also, in case it gets into your eyes, mouth, etc., immediately consult a doctor after rinsing.



Prohibited

**When removing SIM Card, be careful of the tip of SIM Card Slot Pin (complimentary sample) so as not to hurt yourself such as fingers.**

Tip of SIM Card Slot Pin (complimentary sample) may cause injury, etc.



Compulsory

**Before using handset in a car, check with the car manufacturer or dealer for information about the effects of radio waves.**

Handset radio waves may affect the vehicle's electronic equipment in some car models. In that case, stop using handset immediately.



Compulsory

**Make sure that metallic pieces (cutter blade, staples, etc.) are not adhered to Receiver or Speaker since magnetic parts are included.**

Adhered objects may cause injury, etc.



Compulsory

**Watch Display in a well-lit place with enough distance kept.**

Watching in a dark place or getting too close to Display may reduce visual acuity, etc.

## AC Charger (Optional Accessory)



### WARNING



Prohibited

**Do not use AC Charger (optional accessory) if the cord is damaged.**

May cause fire, burns, electric shock, etc.



Prohibited

**If thunder is audible, do not touch AC Charger (optional accessory).**

May cause electric shock, etc.



Prohibited

**Do not short circuit Charging Terminals when it is connected to a power outlet. Also, do not allow body parts such as your hands or fingers to contact Charging Terminals.**

May cause fire, burns, electric shock, etc.



Prohibited

**Do not put heavy objects on the cord of AC Charger (optional accessory) or pull it strongly.**

May cause fire, burns, electric shock, etc.



Prohibited

**When plugging or unplugging AC Charger (optional accessory) to or from a power outlet, do not allow anything metal to come in contact.**

May cause fire, burns, electric shock, etc.



Prohibited

**Do not use a voltage converter (travel converter for overseas use, etc.) when charging with AC Charger (optional accessory).**

May ignite, overheat, cause electric shock, etc.



Prohibited

**Do not apply unnecessary force where connected when handset and AC Charger (optional accessory) are connected.**

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



Do Not Use  
Wet Hands

**Do not touch the cord, charging terminals, or power plug of AC Charger (optional accessory), with wet hands.**

May cause fire, burns, electric shock, etc.



Compulsory

**Use with specified power supply and voltage.**

**Also, use AC Charger for global use when charging overseas.**

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

AC Charger (optional accessory): 100 V AC (household AC power outlet only)

AC Charger for global use (optional accessory): 100 V to 240 V AC (household AC power outlet only)



Compulsory

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

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



Compulsory

**Firmly insert the power plug of AC Charger (optional accessory) in an outlet.**

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



Compulsory

**When unplugging from an outlet, grasp AC Charger (optional accessory) main unit without applying force such as pulling the cord.**

The cord of AC Charger (optional accessory) may be damaged if it is pulled out and it may cause fire, burns, electric shock, etc.



Compulsory

**Insert or remove the connector of AC Charger (optional accessory) straight against the port without applying force such as pulling the cord.**

Incorrect insertion or removal may cause fire, burns, injury, electric shock, etc.



Compulsory

**Stop using handset immediately if Charging Terminals are deformed or bent. Or, do not use AC Charger even with the deformation fixed.**

Charging Terminals may short-circuit causing fire, burns, injury, electric shock, etc.



Disconnect  
Power Source

**Unplug power plug of AC Charger when not using it.**

Keeping the power plug connected may cause fire, burns, electric shock, etc.



Disconnect  
Power Source

**If liquid such as water (drinking water, sweat, seawater, urine of pets, etc.) gets on equipment, immediately disconnect the power plug from an outlet.**

Liquid on equipment may result in short-circuit causing fire, burns, electric shock, etc.



Disconnect  
Power Source

**When cleaning, disconnect the power plug from an outlet.**

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



# CAUTION



Prohibited

**Do not touch AC Charger (optional accessory) that is connected to an outlet continuously.**

May cause burns, etc.

## SIM Card



# CAUTION



Compulsory

**When handling SIM Cards, be careful of the cut surface so as not to hurt your body parts such as fingers.**

Cut surface may be sharp and may cause injury, etc.

## SIM Card Slot Pin (Complimentary Sample)



# WARNING



Prohibited

**Tip of SIM Card Slot Pin (complimentary sample) is pointed. Do not use pointed at yourself or others.**

May poke yourself or others, causing injury or loss of sight.



# CAUTION



Prohibited

**Do not place within an infant's reach.**

May cause accidental swallowing, choking, injury, etc.

## Handset Use & Electronic Medical Equipment



### WARNING



Compulsory

**Persons with an implanted pacemaker or defibrillator should keep handset at least 15 cm away from the device.**

Handset radio waves may affect implanted pacemakers or defibrillators.



Compulsory

**When using electronic medical equipment (other than implanted cardiac pacemakers/defibrillators) outside medical facilities, check with the equipment vendor or distributor for information about the effects of radio waves.**

Handset radio waves may affect electronic medical equipment.



Compulsory

**Disable handset transmissions (e.g. airplane mode) or power off handset when it is difficult to keep a distance of at least 15 cm away from others such as in a crowd.**

There may be someone who is wearing an implanted pacemaker or defibrillator. Handset radio waves may interfere with implanted pacemakers or defibrillators causing such devices to malfunction.



Compulsory

**Observe each medical facility's instruction when using handset.**

Handset radio waves may affect electronic medical equipment.



# Material List

- ↓ [OPPO A55s 5G Main Unit](#)
- ↓ [SIM Card Slot Pin \(Complimentary Sample\)](#)
- ↓ [Protective Case \(Complimentary Sample\)](#)

## OPPO A55s 5G Main Unit

Part	Material/Surface Treatment
Display	Strengthened glass/AF coating
Protective Film	PET/AF coating
Exterior Case	PC + 20% GF/vacuum plating
Back Cover	PC + PMMA/hard coating
Camera Ring	PC/vacuum plating
Camera Panel	Strengthened glass/AF coating
Receiver Decoration	PC/-
Power Key & Screen Lock Key	Aluminum alloy 6A08/anodizing
Volume Key (Up/Down)	Aluminum alloy 6A09/anodizing
SIM Card/SD Card Tray (exterior)	PC + 20% GF/vacuum plating
SIM Card/SD Card Tray (card placement frame)	PC +20% GF + stainless steel/-
SIM Card/SD Card Tray (seal)	Silicone/-
USB Opening	PC + 20% GF/-
IMEI Label, Protective Sheet (under IMEI label)	PET/film

## SIM Card Slot Pin (Complimentary Sample)

Part	Material/Surface Treatment
SIM Card Slot Pin	Stainless steel/-

## Protective Case (Complimentary Sample)

Part	Material/Surface Treatment
Protective Case	TPU/-

# Important Product Information

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- ↓ Handset, AC Charger (Optional Accessory), SIM Card Slot Pin (Complimentary Sample), Protective Case (Complimentary Sample) (Common)
- ↓ Internal Battery
- ↓ Charging
- ↓ To Ensure Safe Driving
- ↓ Operating System
- ↓ Emergency Alerts
- ↓ Display (Touchscreen)
- ↓ Volume
- ↓ SIM Card Slot Pin (Complimentary Sample)
- ↓ Protective Case (Complimentary Sample)
- ↓ Personal Information and Data Security
- ↓ Technical Conformity

## Handset, AC Charger (Optional Accessory), SIM Card Slot Pin (Complimentary Sample), Protective Case (Complimentary Sample) (Common)

- AC Charger (optional accessory) is not waterproof. Avoid using in humid places such as a bathroom and exposing it to rain. Contact to dampness from sweat by wearing on your body may cause corrosion inside resulting in malfunction. If malfunction is determined to be caused by above water exposures, warranty will not apply to repair. In the case that repair is possible, repair charge is incurred.
- Do not use in extremely hot, cold, humid, or dusty conditions. Always use within temperatures of 0°C to 35°C and humidity of 35% to 85%.
- Charge Internal Battery within temperatures of 5°C to 35°C.
- Do not use in these locations.
  - Where there is much humidity, dust, or vibration
  - Near a landline phone, TV, radio, etc.

- Note that handset temperature may become high when used for a long time, especially in high-temperature conditions.
- Discontinue using handset temporarily if its temperature becomes high. Prolonged contact with handset when at a temperature may cause low-temperature burns.
- Do not touch handset USB Type-C Port or Earphone Port. Static electricity may affect internal components.
- Do not use ethanol, thinner, benzene, etc. when cleaning handset. Use a soft, dry cloth to wipe away oil, adhering substances, and other soiling that is hard to remove. Avoid using fingernails to prevent scratching of Display.
- Occasionally clean terminals with a dry, cotton swab etc. Dirt on terminals may cause power shut-off or insufficient charging. Take care not to damage terminals when cleaning.
- Avoid removing SIM Card when saving or transmitting data with handset. May erase data or affect handset.
- Read the health and safety information before using handset. A flashing screen while playing games or watching videos may cause dizziness or convulsions. If you experience these symptoms, consult a doctor.
- Do not place handset near magnetic objects such as magnetic stripe cards. Information saved on memory cards and credit cards may be corrupted by handset's magnetic field.
- Handset uses metal components. A user may experience itching, a rash, skin irritation, or other symptoms depending on their physical condition and health.
- Do not paint handset. Coating may penetrate handset and cause malfunction.

## Internal Battery

- Battery is built in and is not removable.
- Internal Battery is capable of charging and discharging at least several hundred times, but will ultimately wear out. Internal Battery needs to be replaced if operating time shortens noticeably. Replace Internal Battery.
- Internal Battery replacement incurs fees and requires handset submission to a SoftBank Shop. Contact a SoftBank Shop or Customer Service. Do not use replace by yourself; may cause fire, explosion, etc.
- Battery is depleted faster when communication functions such as Bluetooth® and Wi-Fi are enabled. It is recommended that you disable these functions when not in use.
- Battery is depleted faster when Display is at a bright setting. Use "Display & brightness" to set a lower brightness and save battery power.
- Internal Battery is a lithium-ion battery.

Indication	Battery Type
Li-ion 00	Lithium-ion polymer battery

- Lithium-ion batteries are precious, recyclable resources. Do not discard of old handsets,

batteries, or chargers with ordinary waste, and instead bring them to the nearest shop with the Mobile Recycle Network mark.

## Charging

- Always use the optional AC Charger (USB Type-C™ rapid charging AC Charger with USB PD-PPS capability [ZSDBAV] (SB-AC22-TCPD). Using other charging equipment may cause Internal Battery leakage, overheating, or fire. SoftBank Corp. is not responsible for damages whatsoever from accidents or problems arising from use of other charging equipment.
- Do not force handset and AC Charger (optional accessory) to connect if it is difficult to connect them.
- When plugging in AC Charger (optional accessory), do not allow anything that conducts electricity (anything metal, pencil lead, etc.) to come in contact with plug. May cause electric shock, short-circuiting, fire, etc.
- Connect AC Charger (optional accessory) directly into an outlet. Connection to a power bar may cause overheating and cause a fire.
- Do not subject AC Charger (optional accessory) to strong impact such as by tripping on it when connected to an outlet. May cause injury or malfunction.
- Do not use AC Charger (optional accessory) if plug is damaged or does not plug firmly into an outlet.
- Do not charge in these locations.
  - In direct sunlight
  - Where there is much humidity, dust, or vibration
  - Near a TV, radio, or other electric device
- Do not charge handset for more than 12 hours.

## To Ensure Safe Driving











- Using handset while driving risks safety. Follow laws and regulations of countries and regions where using handset. Before using handset, stop vehicle in a safe place.
- Do not store handset or supplied accessories in the same place as liquids or flammable gas. Do not place handset above where an airbag is located. May hinder an airbag when deployed.
- Accuracy of compass can be affected by electromagnetic waves, surroundings, or other magnetic objects. Compass should only be used as a reference.
- If you do not wish location information to be made known, do not use applications that record location information.
- Only viewed map should not be relied on, and should only be used as a reference when searching for places, buildings, directions, and distances. Maps, directions, and places are as

provided by service providers and are always subject to change. This type of function is not supported in some locations; map routes and compass may be inaccurate, incomplete, or unsupported.

## Operating System

- Power off handset in a place where its use is prohibited or where there may be interference or risk of danger.
- Radio wave interference may cause malfunctioning or other trouble in electronic devices.
- In rare cases, using handset in some vehicles will affect the vehicle's electronic devices. Do not use handset in such cases as a safety precaution.
- Before connecting handset or supplied accessories to any other devices, read instructions included with the devices and ensure safety information is understood.
- Do not connect handset to non-compatible products.
- Using handset while walking risks safety. Avoid walking and using handset.

## Emergency Alerts

- Receive setting is enabled at time of purchase.
- If **Always alert at full volume** is disabled, alarm does not sound in Silent mode. To disable: In Home Screen,  (Settings)  Security  Wireless emergency alerts  **Always alert at full volume** ()
- Handset vibrates regardless of Silent mode setting. To disable handset vibration: In Home Screen,  (Settings)  Security  Wireless emergency alerts  Vibration ()
- Emergency alerts may not be received during calls or transmissions, or when signal is weak.
- Depending on usage/situation, handset may receive emergency alerts for other areas or no emergency alerts.
- While receive setting is enabled, standby time is shorter.
- SoftBank Corp. is not responsible for damages caused by using this service, including accidents resulting from received information, reception timing, or reception/reception failure.

## Display (Touchscreen)

- Touchscreen-type display, operate with your fingers on Display.
- Display is designed to be contacted lightly by your fingers. Do not press strongly with your fingers or with anything pointed (fingernails, ballpen, pin, etc.).
- Display may not respond to touch operation in these situations. Note that malfunction may occur.

- Operation with gloves on
- Operation with fingernail
- Foreign object on Display
- Protection sheet or sticker applied on Display
- Operation with water drops or condensation on Display
- Operation with fingers wet or sweaty
- Operation under water
- Immediately discontinue using handset if handset Display is broken. Avoid touching or removing broken parts, and immediately contact a SoftBank Shop or Customer Service.
- Immediately wipe away any liquid, metallic dust, or other matter which Display may have come in contact with.

## Volume

- Do not listen for a prolonged period at high volume; may hurt ears.



## SIM Card Slot Pin (Complimentary Sample)

- Do not insert SIM Card Slot Pin (complimentary sample) in hole, etc. other than hole in SIM Card/SD Card Tray. May cause malfunction or damage.
- Do not apply excessive force. May cause malfunction or damage.
- Follow local rules regarding collection when disposing.
- Do not use SIM Card Slot Pin (complimentary sample) in any other mobile terminal. May cause malfunction or damage to mobile terminal.




## Protective Case (Complimentary Sample)

- Wipe clean Protective Case (complimentary sample) with a cloth dampened with cleaning alcohol if soiled. It is recommended that you care for Protective Case regularly (once every 6 months).
- Do not subject Protective Case (complimentary sample) to excessive force. May cause malfunction or damage.
- Follow local rules regarding collection when disposing.

## Personal Information and Data Security

- Use of some handset functions and third-party applications may cause leakage of personal information, loss of data, or allow access by a third party. SoftBank Corp. recommends taking preventative steps to protect personal and confidential information.
- Keep handset in a safe place where it cannot be used inappropriately.
- It is recommended to set a screen lock using handset password, face authentication, etc.
- Back up personal information regularly to SIM Card/eSIM, phone storage, or SD Card. When changing to a different mobile terminal, always transfer or delete personal information from handset.
- Receiving unfamiliar messages or email may be sources of viruses. Do not open them, and simply delete them.
- When using handset to browse the Internet, do not access websites that are a security risk to prevent personal information from being stolen.
- Set a password for Wi-Fi tethering and Bluetooth® to prevent inappropriate access. Disable when not in use.
- Handset updates software regularly to improve security. To maintain handset security, always use the latest software. It is also recommended that you perform a regular virus scan.
- Always obtain third-party applications from official venues. Scan for viruses when downloading applications.
- Some applications request sending of location information, and share location information with the creators of the application. In such instances, handset, searched information, and diagnostic information may be sent to third-party application providers. Third-party vendors use this information to improve products and services.

## Technical Conformity

- Handset conforms to technical regulations pursuant to the Radio Law as a wireless radio station facility of a low-power data transmission system, and the mark of technical conformity can be viewed as follows:  
In Home Screen,  (Settings)  About phone  Regulatory
- Handset conforms to technical regulations, and its disassembly/modification may be punishable under law.



# Bluetooth®/Wi-Fi (WLAN)

Connection/operation may not be possible with some Bluetooth®/Wi-Fi (wireless LAN) devices.

Handset Bluetooth®/Wi-Fi (wireless LAN) communication is secured in conformity with Bluetooth®/Wi-Fi (wireless LAN) standards, however, security may be insufficient depending on system environment and settings. Be aware of this when using Bluetooth®/Wi-Fi (wireless LAN) communication.

SoftBank Corp. is not responsible for damages from leakage of data or information occurring using Bluetooth®/Wi-Fi (wireless LAN) communication.

- ↓ [Frequency Bands \(2.4 GHz Band\)](#)
- ↓ [Frequency Bands \(5 GHz Band\)](#)
- ↓ [Cautions for General Use](#)
- ↓ [Bluetooth® and Wi-Fi \(Wireless LAN\)-Compatible Devices and Interference](#)
- ↓ [Wi-Fi \(Wireless LAN\)](#)

## Frequency Bands (2.4 GHz Band)

Frequency band used by handset Bluetooth®/Wi-Fi (WLAN) functions are as follows:

2.4FH4/XX8/DS4/OF4

2.4: Frequency band is 2400 MHz

FH/XX/DS/OF: Modulations are FH-SS, other modulation, DS-SS, OFDM

4: Estimated range of radio frequency interference is up to 40 m

8: Estimated range of radio frequency interference is up to 80 m

: Utilizes 2,400 MHz to 2,483.5 MHz band without mobile device bandwidth differentiation

- Available channels may vary by country.
- For use in an airplane, contact your airline.

## Frequency Bands (5 GHz Band)

In 5 GHz frequency bandwidth, handset can use 5.2 GHz (W52), 5.3 GHz (W53), and 5.6 GHz (W56) bands.

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

Using a 5.2/5.3-GHz-band wireless LAN outdoors is prohibited by law (this does not apply to communication with access points/relay stations of high-output data communications systems operating in the 5.2 GHz band).

## Cautions for General Use

The frequency band used by handset Bluetooth®/Wi-Fi (wireless LAN) functions is also used for operation by household appliances (microwave ovens) and industrial/scientific/medical equipment as well as by in-place radio stations (requiring a license) and specific low-power radio stations (not requiring a license) for mobile identification as used in production lines, and by amateur radio stations (requiring a license).

1. Before using Bluetooth®/Wi-Fi (wireless LAN), check that no in-place radio stations for mobile identification, specific low-power radio stations, or amateur radio stations are in operation nearby.
2. If use of handset Bluetooth®/Wi-Fi (wireless LAN) causes interference with regard to an in-place radio stations for mobile identification, immediately change the usage frequency, or discontinue use and take measures to avoid interference (putting a partition in place, etc.).
3. If handset is otherwise a cause of interference with regard to specific low-power radio stations for mobile identification or amateur radio stations and assistance is required, contact Customer Service.

## Bluetooth® and Wi-Fi (Wireless LAN)-Compatible Devices and Interference

Bluetooth® and Wi-Fi (IEEE 802.11 b/g/n) use the same frequency band (2.4 GHz). Using Bluetooth® near a Wi-Fi (wireless LAN) access point or device may cause interference and affect communication speed connection. If this occurs, either distance handset and the device connecting by Bluetooth®, or turn off the Wi-Fi (wireless LAN) device so as to prevent interference.

## Wi-Fi (Wireless LAN)

Do not use where there are devices with magnetic fields (electrical products, AV/OA equipment, etc.) or where there is an electromagnetic field.

- The effect of magnetism and electrical noise may cause increased noise and prevent communication. Handset may in particular be affected by a microwave oven.
- Proximity to a TV, radio, etc. can block reception and cause a snowy TV screen.
- If multiple Wi-Fi (wireless LAN) access points using the same channel are in proximity, handset may not detect access points correctly.

# Intellectual Property Rights

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↓ [Copyrights and Portrait Rights](#)

↓ [Trademarks](#)

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# Export Controls and Regulations

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↓ [Export Controls and Regulations](#)

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## Export Controls and Regulations

The products may be subject to the application of the Foreign Exchange and Foreign Trade Act and other related laws and regulations in Japan. In addition, the Export Administration Regulations (EAR) of the United States may be applicable.

In cases of exporting or reexporting the products, customers are requested to follow the necessary procedures at their own responsibility and cost. Please contact the Ministry of Economy, Trade and Industry of Japan or the Department of Commerce of the United States for details about procedures.

# Declaration

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↓ Declaration

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## Declaration

- OPPO has a policy of ongoing development. Thus, OPPO reserves the right to make changes or improvements to any of the products described in this document without prior notice. The contents of this document are all provided "as is". Except as required by applicable law, no warranties of any kind, either express or implied, are made in relation to the accuracy, reliability or contents of this document.
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# Radio Wave Exposure and Specific Absorption Rate (SAR) Information

"A102OP" here refers to this mobile phone "OPPO A55s 5G".

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↓ [Specific Absorption Rate \(SAR\) for This Product \(for Japan\)](#)

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↓ [European RF Exposure Information](#)

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↓ [FCC RF Exposure Information](#)

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## Specific Absorption Rate (SAR) for This Product (for Japan)

This mobile phone 【A102OP】 is compliant with the Japanese technical regulations\* and international guidelines for exposure to radio waves.

The Japanese technical regulations on human exposure to radio frequency energy have established permitted levels of radio frequency energy, based on the standards developed by independent scientific organizations through periodic and thorough evaluation of scientific studies.

The regulations employ a unit of measurement known as the Specific Absorption Rate, or SAR.

The SAR limit is 2 watts/kilogram (W/kg) averaged over ten grams of tissue.

The limit includes a substantial safety margin designed to assure the safety of all persons regardless of age and health.

The value of the limit is equal to the value stipulated in the international guideline recommended by ICNIRP\*\*, which is in collaboration with the World Health Organization (WHO).

The highest SAR value for this mobile phone is 1.490 W/kg\*\*\* when tested for use at the ear, and 1.245 W/kg\*\*\* when worn on the body in the below manner\*\*\*\*.

While there may be differences between the SAR levels of various phones and at various positions, all phones meet the Japanese technical regulations.

Although the SAR is determined at the highest certified power level, the actual SAR of the phone during operation can be well below the maximum value.

\* The technical regulations are provided in the Article 14-2 of the Ministry Ordinance Regulating Radio Equipment.

\*\* International Commission on Non-Ionizing Radiation Protection

\*\*\* The value is under simultaneous transmission use conditions.



\*\*\*\* Use at positions other than at the ear

This mobile phone may be used at positions other than at the ear. By using an accessory such as a belt clip holster that maintains a 0.5 cm separation with no metal (parts) between it and the body and the mobile phone, this mobile phone will comply with international guidelines for radio wave protection.

The WHO has announced that "A large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established as being caused by mobile phone use."

For more information about SAR, see the following websites:

Ministry of Internal Affairs and Communications (MIC)

<https://www.tele.soumu.go.jp/e/sys/ele/body/index.htm>

Association of Radio Industries and Businesses (ARIB)

<https://www.arib-emf.org/01denpa/denpa02-02.html> (Japanese)

World Health Organization

<https://www.who.int/news-room/fact-sheets/detail/electromagnetic-fields-and-public-health-mobile-phones>

List of Specific Absorption Rates (SAR) for radio waves by smartphone/3G model

<https://www.softbank.jp/mobile/support/sar/> (Japanese)

## European RF Exposure Information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health. The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg and the highest SAR value for this device when tested at the ear is 1.32 W/kg\*. As mobile devices offer a range of functions, they can be used in other positions, such as on the body. In this case, the highest tested SAR value is 1.33 W/kg\* at the separation distance of 0.5 cm from the body. For electronic safety, maintain the separation distance with accessories containing no metal, that position handset a minimum of the above distance. Use of other accessories may not ensure compliance with RF exposure guidelines.

\* The tests are carried out in accordance with international guidelines for testing.

Simplified Declaration of Conformity for 【A102OP】

Hereby, Guangdong OPPO Mobile Telecommunications Corp., Ltd. declares that the radio

equipment type 【A102OP】 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://www.oppo.com/en/certification/>.

## FCC RF Exposure Information

Your handset is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The guidelines are based on standards that were developed by independent scientific organization through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR.

The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations (e.g. at the ear and worn on the body) as required by the FCC for each model.

The highest SAR value for this model handset as reported to the FCC when tested for use at the ear is 1.18 W/kg, and when worn on the body in a holder or carry case, is 1.08 W/kg.

Body-worn Operation; This device was tested for typical body-worn operations with the handset kept 1.5 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.5 cm separation distance between the user's body and the handset. The use of beltclips, holsters and similar accessories should not contain metallic components in its assembly.

The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided. The FCC has granted an Equipment Authorization for this model handset with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handset is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/ea/> after searching on FCC ID R9C-A102OP.

Additional information on Specific Absorption Rates (SAR) can be found on the FCC website at <https://www.fcc.gov/general/radio-frequency-safety-0>.