

# Xperia 5 IV

## User Guide



## Xperia 5 IV User Guide Contents

Introduction	
About the User Guide.....	3
Getting Started	
Parts & Functions.....	6
eSIM.....	7
SIM Card.....	11
SD Card.....	12
Charging Internal Battery.....	16
Power On/Off.....	17
Making Initial Settings.....	17
Setting a Google Account.....	20
Locking Screen.....	23
Basic Operations	
Basic Operation.....	26
Using Touchscreen.....	26
Silent Mode.....	27
Airplane Mode.....	29
Text Entry.....	29
Updating Software.....	30
Handset Interface	
Handset Screens.....	34
Status Bar.....	35
Using Notifications Window.....	36
Using Quick Settings.....	37
Phone	
Placing/Answering Calls.....	40
Optional Services.....	42
Phone Number.....	48
Using Contacts.....	49
Messaging	
Sending Messages (+Message).....	52
Using Gmail.....	53
Internet	
Using Chrome™.....	56
Camera	
Capturing Still Images/Videos.....	60
Viewing Still Images/Videos (Photos).....	62
Application Basics	
Applications.....	64
Adding Applications.....	65
Wi-Fi/Bluetooth	
Connecting by Wi-Fi.....	70
Using Bluetooth Function.....	71

## Handset Settings

Handset Settings.....	74
Data Usage Settings.....	75
Battery Settings.....	76
Sound Settings.....	76
Display Settings.....	77
Security Settings.....	78
System Settings.....	79
Other Settings.....	80

## Global Services

Global Roaming.....	88
Making Calls while Abroad.....	89

## Warranty/Specifications/Customer Service

Warranty & After-Sales Service.....	94
Specifications.....	94
Customer Service.....	95

## Safety Precautions

Safety Precautions.....	98
Important Product Information.....	107
Bluetooth/Wi-Fi (WLAN).....	109
Water Resistance/Dustproofing.....	111
Export Controls and Regulations.....	113
Intellectual Property Rights.....	113
RF Exposure Information/Specific Absorption Rate (SAR) Information.....	115
FCC Statement for the USA.....	116

## About the User Guide

Most operation descriptions are based on default settings.  
Unless noted otherwise, descriptions are for Home Screen.  
Some operation descriptions may be omitted.

### Before You Begin

- Read "Safety Precautions" and this guide thoroughly beforehand for proper usage.
- Accessible services may be limited by contract conditions.
- Unauthorized copying of any part of this guide is prohibited.
- Guide content subject to change without prior notice.

### 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 and Key labels are provided for reference only.  
Actual handset windows, menus, etc. may differ in appearance.

### Other Notations

- Xperia 5 IV is referred to as "handset" in this guide.
- In this guide, microSD™/microSDHC™/microSDXC™ Card is referred to as "SD Card."
- In this guide and on handset, "abroad" means "outside Japan" with regard to handset/service usage.

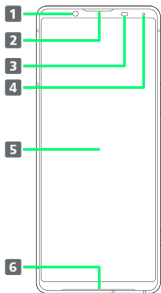


# Getting Started

- Parts & Functions..... 6
- eSIM..... 7
- SIM Card..... 11
- SD Card..... 12
- Charging Internal Battery..... 16
- Power On/Off..... 17
- Making Initial Settings..... 17
- Setting a Google Account..... 20
- Locking Screen..... 23

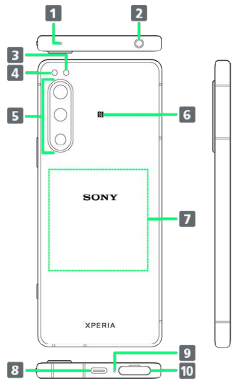
Parts & Functions

Handset (Front)



Part	Description
<b>1</b> Front Camera	Use to shoot still images, videos of yourself, etc.
<b>2</b> Earpiece/ Speaker	Hear the other party's voice here.
<b>3</b> Proximity/ Light Sensor	Detects surrounding brightness to automatically adjust Display or backlight and prevent Touchscreen misoperation during a call.
<b>4</b> Notification Lamp	Flashes for notifications while Display is off. Lights while charging.
<b>5</b> Display	Touchscreen-type display, operate with your fingers on Display.
<b>6</b> Speaker	Listen to music as well as video, etc. audio.

Handset (Back/Side)



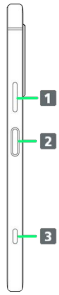
Part	Description
<b>1</b> Second Mic	Reduces noise for calling.
<b>2</b> Headset Jack	Connect commercially available headphones. This port supports tetrapolar headset that conforms to the CTIA standard.
<b>3</b> RGB-IR Sensor	Recognizes surrounding light sources when shooting.
<b>4</b> Flash/ Photo Light	Use as camera flash when taking photos, etc.
<b>5</b> Main Camera	Capture still images and videos.
<b>6</b> NFC/ Osaifu-Keitai® Detection Area	Hold up to a reader/writer to use NFC/ Osaifu-Keitai®.
<b>7</b> Wireless Charging Position	Position wireless charger.
<b>8</b> USB Type-C® Port	Connect USB Type-C cable (commercially available), etc.
<b>9</b> Mic	Speak here.
<b>10</b> SIM Card/ SD Card Slot	Insert SIM Card/SD Card.

Using USB Type-C Port

Connect DisplayPort-compatible USB Type-C cable (commercially available) and show handset screen on a TV or computer monitor. Also, use a USB-LAN adapter (commercially available) and connect to the Internet with a wired LAN cable. Your USB Type-C cable, USB-LAN adapter, or access point device might not work in some instances.



## Handset Keys



Part	Description
<b>1</b> Volume/ Zoom Up/ Down Key	Adjust Volume. Adjust Zoom while using Photo Pro.
<b>2</b> Power Key/ Fingerprint Sensor	Power on/off. For details, see " <a href="#">Power On/Off</a> ." Turn Display on/off. Or, use Fingerprint authentication.
<b>3</b> Shutter Key	Use as Camera shutter. Long Press to launch Photo Pro.

## FCC ID

To view the regulatory compliance mark

- Find and tap **Settings** → **About phone** → **Certificates**

Regulatory compliance mark such as FCC ID is displayed on the screen.

## eSIM

eSIM is an integrated SIM already built into handset. An eSIM-capable handset allows you to use a phoneline simply with a contract subscription and configuring handset, without the needed replacement of SIM cards.

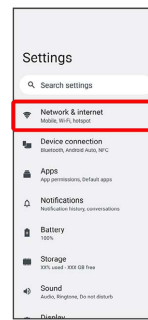
### Handling eSIM

For eSIM handling, see the following website. <https://www.softbank.jp/mobile/support/product/sim/esim/> (Japanese)

## Downloading eSIM

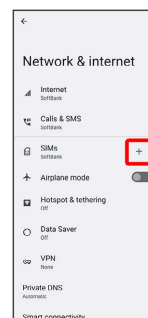
**1**

In Home Screen, **(Settings)** → **Network & internet**



**2**

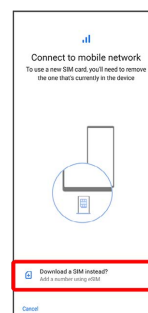
**+** for "SIMs"



- If no SIM Card is installed, Tap **SIMs**.

**3**

**Download a SIM instead?**



4

Next



5

Scan the QR code



- Handset may not display the above step, and instead go to the next step, depending on your conditions of usage.

6

Download



7

Enter verification code issued at time of subscription with SoftBank → Continue



8

Close



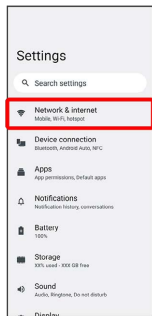
🚩 eSIM download is completed.

- Tap **Settings** to enable eSIM. Continue by following onscreen instructions.

## Enabling/Disabling eSIM

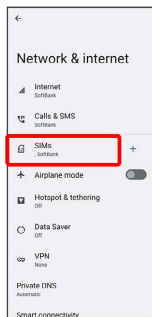
1

In Home Screen, (Settings) → Network & internet



2

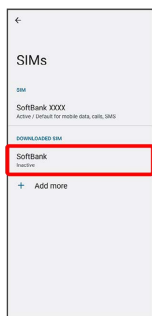
SIMs



· If no SIM Card is installed, go to step 4 .

3

Under "DOWNLOADED SIM", SoftBank



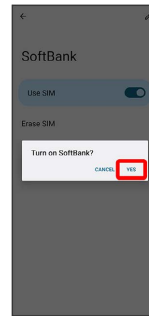
4

Use SIM



5



YES

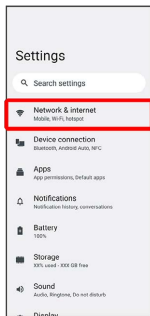


🚩 eSIM changes between enabled and disabled.

## Erasing eSIM

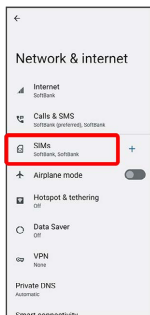
1

In Home Screen,  (Settings)  Network & internet




2

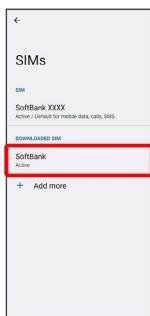
### SIMs



· If no SIM Card is installed, go to step [4](#).

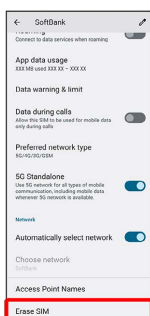
3

Under "DOWNLOADED SIM", 



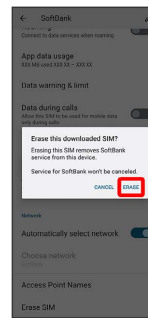
4


### Erase SIM



5

### ERASE



 eSIM is erased.

### ! After Erasing eSIM

To use an eSIM again after having erased it, the QR code for downloading an eSIM must be reissued.

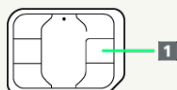
Erasing an eSIM does not cancel your subscription contract.

## SIM Card

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

### 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.

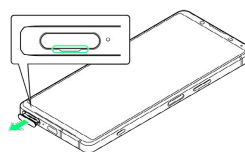
- Customer is responsible for any damage caused by inserting SIM Card in an other-brand IC card reader, etc. SoftBank Corp. is not responsible in such case.
- SIM Card is the property of SoftBank Corp.
- SIM is replaceable (at cost) in case of loss/damage.
- Return SIM Card to SoftBank Corp. when cancelling 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 stored on SIM Card. SoftBank Corp. is not responsible for damages from stored 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 unmount SD Card beforehand. For details, see "[Unmounting SD Card](#)."

#### 1

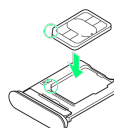
Pull Tray out from handset



- Pull SIM Card/SD Card Slot Cover out straight using fingernail in groove.

#### 2

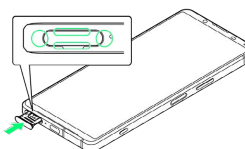
Set SIM Card into Tray with IC chip (metal) facing up




- Check SIM Card orientation by notch.
- Make sure SIM Card is in Tray securely.

#### 3

Holding handset held level, press Tray in straight



 SIM Card is inserted.

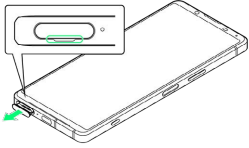
- Check Tray orientation.
- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Slot Cover.

## Removing SIM Card

Always unmount SD Card beforehand. For details, see ["Unmounting SD Card."](#)

1

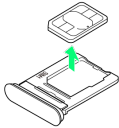
Pull Tray out from handset



- Pull SIM Card/SD Card Slot Cover out straight using fingernail in groove.

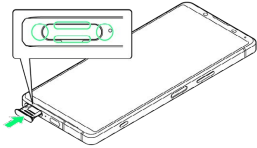
2


Remove SIM Card from Tray



3

Holding handset held level, press Tray in straight



 SIM Card is removed.

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

## SD Card

Handset supports SD Cards up to 1 TB. Some SD Cards may not operate properly.

When using a new SD Card for the first time, always format it on handset.

### SD Card Cautions

#### Data

Information stored on SD Card can become 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 to SD Card.

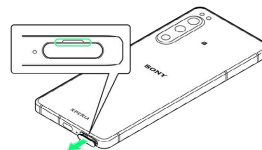
### Handling SD Card

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

## Inserting SD Card

1

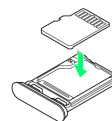
With back of handset up, pull Tray out from handset



- Pull SIM Card/SD Card Slot Cover out straight using fingernail in groove.

2

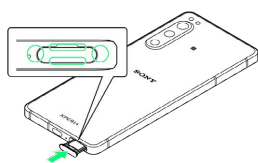
Set SD Card into Tray with metal terminals facing up





- Make sure SD Card is in Tray securely.

3

Holding handset held level, press Tray in straight




 SD Card is inserted.

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

## Formatting SD Card

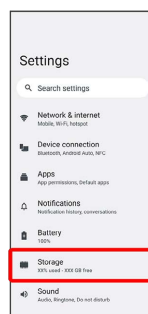
1

In Home Screen,  (Settings)



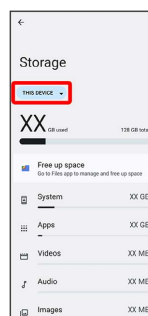
2

Storage



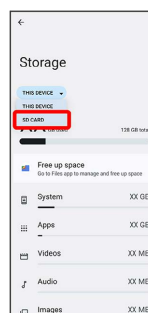
3

THIS DEVICE

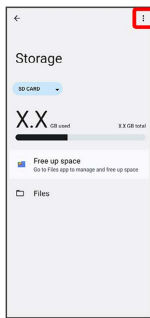


4

SD CARD

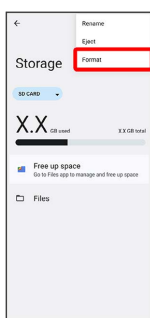


5



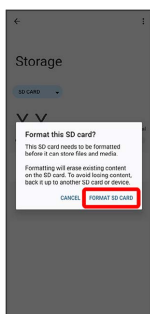
6

## Format



7

## FORMAT SD CARD



8

## Done



All data on SD Card is erased.



## Cautions when Formatting SD Card


Observe the following when formatting SD Card.

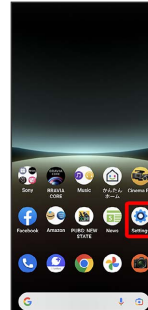
- Formatting erases all data on SD Card. Carefully check any SD Card that was used on another device before formatting.
- Charge Internal Battery while formatting, or format with adequate battery charge.

## Unmounting SD Card

Always unmount SD Card before removing.

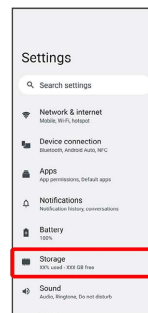
1

In Home Screen,  (Settings)



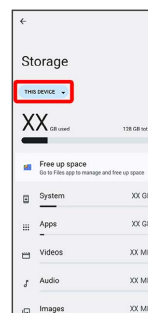
2

## Storage



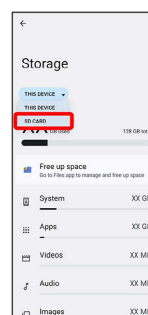
3

## THIS DEVICE



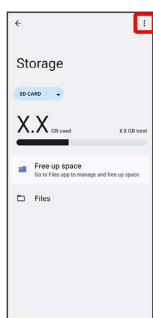
4

## SD CARD



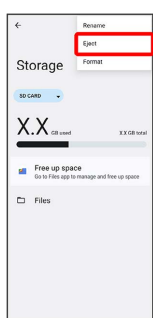



5



6

Eject



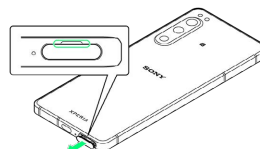
 SD Card is unmounted.

## Removing SD Card

Always unmount SD Card beforehand. For details, see ["Unmounting SD Card."](#)

1

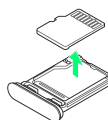
With back of handset up, pull Tray out from handset



- Pull SIM Card/SD Card Slot Cover out straight using fingernail in groove.

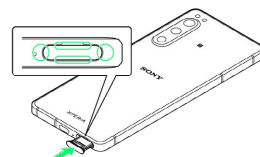
2


Remove SD Card from Tray



3

Holding handset held level, press Tray in straight



 SD Card is removed.

- Check Tray orientation.
- Press firmly where circled O, and make sure there is no gap between handset and SIM Card/SD Card Slot Cover.

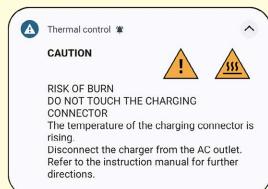
## Charging Internal Battery

### ! Charging Cautions

Observe the following when charging.

- Never connect USB Type-C plug while handset or peripheral equipment is wet.
- If the message below appears on handset, a charging malfunction has occurred.

Please stop using handset and contact [Customer Service](#) for repair.



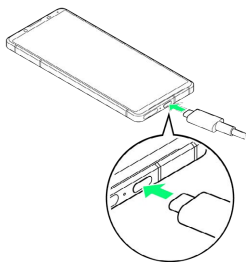
### Charging with AC Charger

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

Charging with AC Charger (USB Type-C® rapid charging AC Charger with USB PD-PPS capability [ZSDBAV] (SB-AC22-TCPD)) is described as an example.

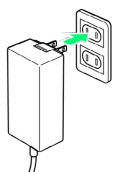
1

Insert USB Type-C connector of AC Charger straight into USB Type-C Port



2

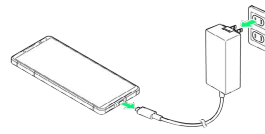
Unfold power plug of AC Charger and plug into household AC



🚩 Charging start sound sounds and Notification Lamp on handset lights up when charging starts.

3

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



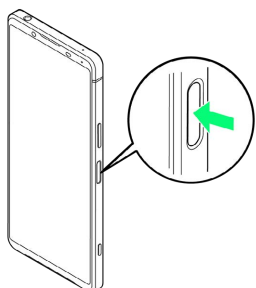
🚩 Charging ends.

## Power On/Off

### Powering On

1

Long Press Power Key until handset vibrates



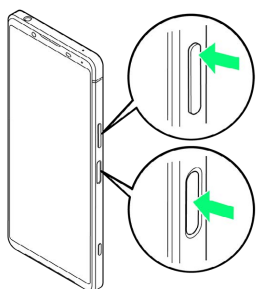
Lock Screen appears.

- For details on unlocking screen, see "[Unlocking Screen](#)."
- Initial settings appear for the first time handset is powered on. For details on initial settings, see "[Making Initial Settings](#)."
- Battery level is not sufficient if Notification Lamp flashes red or low battery indicator appears when Power Key is Long Pressed with handset powered off. Charge Internal Battery.

### Powering Off

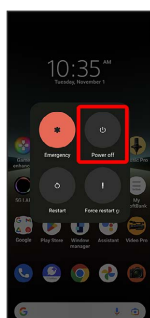
1

Press Power Key and Volume Up Key



2

Power off



Handset powers off.

## Making Initial Settings

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

### eSIM Cautions

When using eSIM, do the following before powering on.

- Remove SIM Card from handset.
- Make sure that handset can connect to the Wi-Fi network.
- Have the QR code ready for eSIM registration.

### Making Initial Settings

1

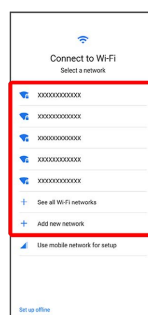
日本語 → English → United States → GET STARTED



- To use eSIM, next select [Download a SIM instead?](#) → [Next](#) . Continue by following onscreen instructions. To use SIM Card, next Tap [Skip](#) .

2

Follow onscreen instructions to set Wi-Fi



- To skip Wi-Fi settings while using SIM Card, Tap [Use mobile network for setup](#) / [Set up offline](#) . Continue by following onscreen instructions.

3

Set items to check → Accept



4

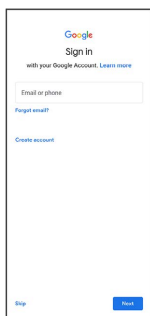
Follow onscreen instructions to transfer data



- To set up handset new, Tap **Don't copy**.
- To copy data from another handset on which a Google account is set, Tap **Next**, then follow onscreen instructions.

5

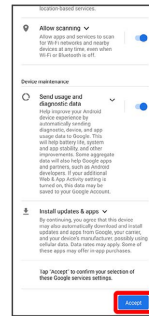
Follow onscreen instructions to set a Google account



- For details on Google accounts, see "[Setting a Google Account](#)."
- If not making Google account settings, Tap **Skip**.

6

Select items to set → Accept



7

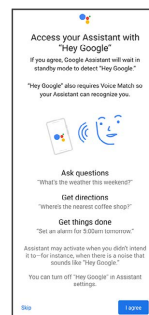
Follow onscreen instructions to set screen lock / unlocking using fingerprint



- To not set, Tap **Skip**.
- A screen lock is required after restarting handset, fingerprint is not recognized, etc. Do not forget to set.

8

Follow onscreen instructions to set Google Assistant/Voice Match/Google Pay



9

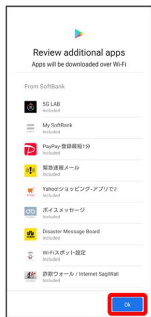
Continue



• To complete setup later, Tap **Leave & get reminder** .

10

Ok



11

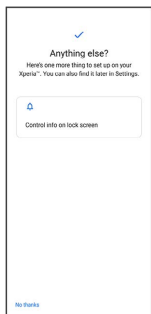
Next



• To use gesture action, Tap **Gesture navigation** .

12

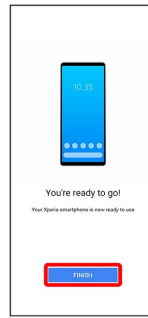
Follow onscreen instructions make other settings



• To not make other settings, Tap **No thanks** .

13

FINISH



🚩 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.

### Google Account Cautions

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

## Creating a Google Account

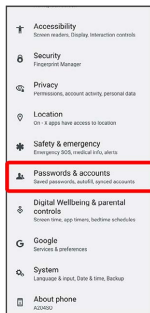
1

In Home Screen,  (Settings)



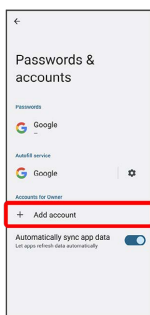
2

### Passwords & accounts



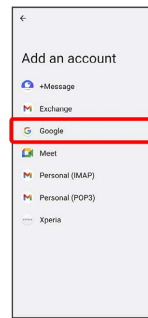
3

### Add account



4

### Google

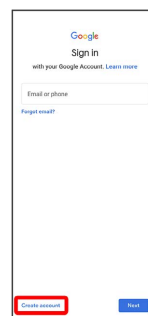


Window for logging in to a Google account opens.

- If fingerprints are already saved, screen for fingerprint authentication may appear. Hold finger to sensor to authenticate fingerprint.
- If method for unlocking screen is "Pattern" / "PIN" / "Password," screen for unlocking screen lock may appear. Enter method for unlocking screen.

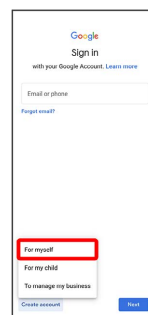
5

### Create account



6

### For myself



- To create a child's account, Tap **For my child** then follow onscreen instructions.
- To create a business account, Tap **To manage my business** then follow onscreen instructions.

7

Enter First name → Last name → Next

8

Enter date of birth → Select gender → Next

9

Select Gmail™ address → Next

- To create a Gmail address, **Create your own Gmail address** → Enter username (mail address) → Next .

10

Enter password → Next

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**


14

Set Google service → Accept

Account is created.

## Logging In with a Google Account

1

In Home Screen,  (Settings)



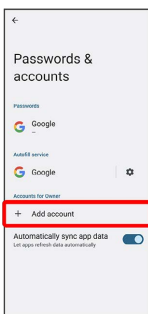
2

### Passwords & accounts



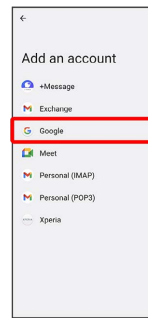
3

### Add account



4


### Google

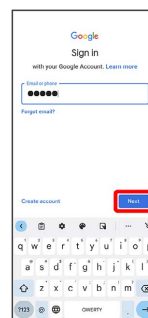


Window for logging in to a Google account opens.


- If fingerprints are already saved, screen for fingerprint authentication may appear. Hold finger to sensor to authenticate fingerprint.
- If method for unlocking screen is "Pattern" / "PIN" / "Password," screen for unlocking screen lock may appear. Enter method for unlocking screen.

5

Enter mail address  Next



6


Enter password  Next





Follow onscreen instructions



 You are logged in to your Google account.

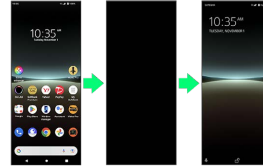
## Locking Screen

### Screen Lock

Display goes out after a set period of inactivity to save battery power (screen lock).

This also prevents accidental Touchscreen operation.

While Display is off (screen is locked), Press Power Key for Lock Screen.



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



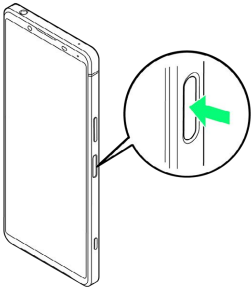
### When Screen Locks during Music Playback

Music playback continues. While Display is off (screen is locked), Press Power Key for music panel in Lock Screen. Use pause, next song, etc. (operation may differ with application).

## Unlocking Screen

**1**

While Display is off (screen is locked), Press Power Key

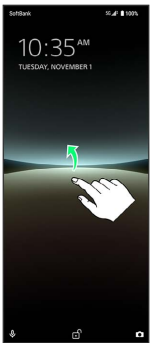


Lock Screen appears.

- Alternatively, if Ambient display is enabled, Double-Tap Ambient screen or Press Power Key. For details on Ambient screen, see "[Appearance Settings](#)."

**2**

Flick screen up



Screen is unlocked.

- The method for unlocking the screen can be changed.
- For fingerprint authentication, Touch Fingerprint Sensor with authentication finger to unlock screen.

# Basic Operations

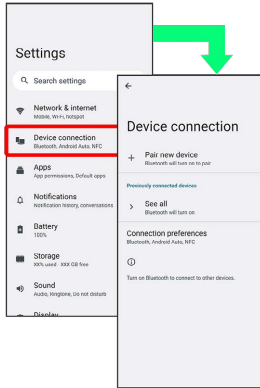
Basic Operation.....	26
Using Touchscreen.....	26
Silent Mode.....	27
Airplane Mode.....	29
Text Entry.....	29
Updating Software.....	30

## Basic Operation

### Selecting Options and Navigating Screens


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

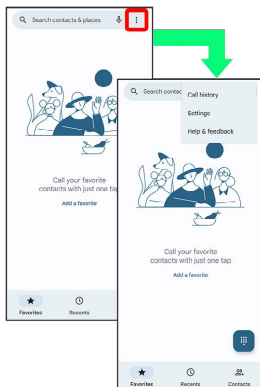
- Tap  to go back to previous screen.



### Menu Operations

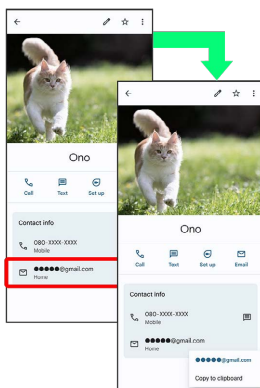
1

Tap  for available settings and items.



2

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

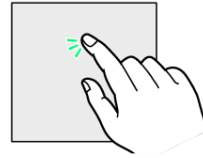


## Using Touchscreen

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

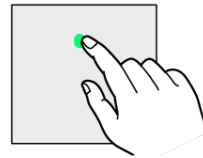
### Tap

Contact Display lightly and briefly.



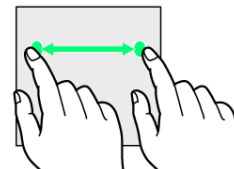
### Touch & Hold

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



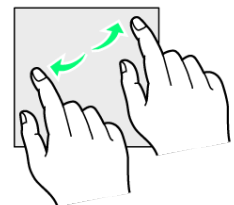
### Drag

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



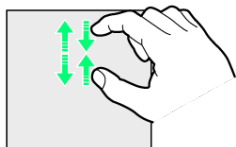
### Swipe/Flick

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.

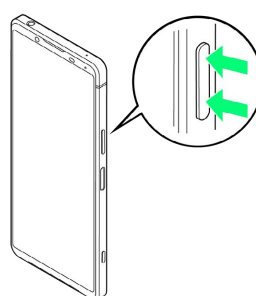
### ! Silent Mode Cautions

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

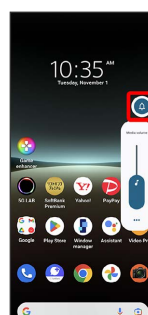
### Entering Silent Mode (Vibrate)

1

Press Volume Up or Down Key



2



3

While volume adjustment bar is shown,



Icon changes to , and handset enters Silent mode (vibrate).

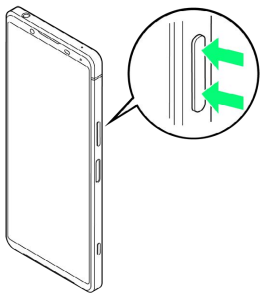
**+** Entering from Quick Settings

Also use Quick Settings to enter Silent mode (vibrate).  
Flick Status Bar down ➡ Flick window down ➡ **Silent mode (off)**

**Entering Silent Mode (No Vibrate)**

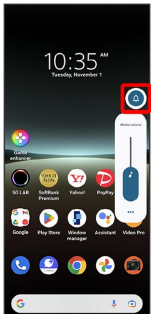
**1**

Press Volume Up or Down Key



**2**

**A**



**3**

While volume adjustment bar is shown,



Icon changes to , and handset enters Silent mode (no vibrate).

**+** Entering from Quick Settings

Also use Quick Settings to enter Silent mode (no vibrate).  
Flick Status Bar down ➡ Flick window down ➡ **Silent mode (off)** ➡ **Silent mode (vibrate)**

## Airplane Mode

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

### Using Airplane Mode

1


Flick Status Bar down



2

Airplane mode




 Handset is in Airplane mode.

- Use same operation again while in Airplane mode to cancel.

## Text Entry

### 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.

- Tap  to hide keyboard.

### + Keyboard Operations


#### Setting Keyboard to Use



In a text entry window,   Languages  English (US)  Select keyboard  Done

- Set several keyboards.

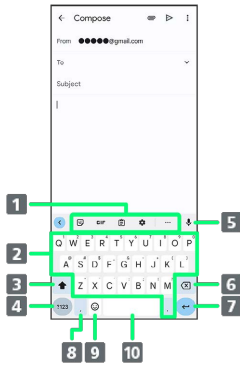
#### Switching Keyboards

Set several keyboards to switch between.

In a text entry window, 

- Alternatively, Long Press   Tap keyboard to switch to.

## QWERTY Keyboard Layout



- 1 Use the keyboard option menu (Toolbar).
- 2 Enter a character.
- 3 Switch between all lower case and sentence case. Double-Tap for all upper case.
- 4 Toggle entry modes.
- 5 Use voice input.
- 6 Delete a character before cursor.
- 7 Confirm text input or enter line break. , , , or appears depending on application.
- 8 Enter a comma. Touch & Hold for text entry settings or to set one-handed mode. With several set keyboards, Touch & Hold for emoji, emoticons, etc.
- 9 Show emoji, emoticons, etc. With several set keyboards, to switch between keyboards.
- 10 Enter a space.

## 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

Steps to update software depend on what is being updated in the software. Checking/updating does not incur transmission fees.

### Software Update Cautions

#### Signal Reception

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.

#### Saved Data/Settings

Saved data may be lost depending on condition of handset (malfunctioning, damaged, water exposure, etc.). SoftBank Corp. is not responsible for damages from loss of data. Updating software may revert some settings to their defaults.

### Updating Software Automatically

Update software automatically.

When the update is complete, Tap the notification in the Notifications Window and restart handset.



## Updating Software Manually

Tap the software update notification in the Notifications Window and follow onscreen instructions.  
Alternatively:

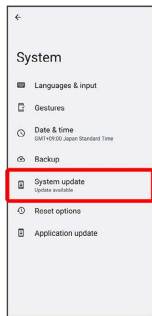
1

In Home Screen, (Settings) → System



2


System update



3

Follow onscreen instructions



 Software update starts.



# Handset Interface

- Handset Screens..... 34
- Status Bar..... 35
- Using Notifications Window..... 36
- Using Quick Settings.....37

# Handset Screens

## Layout

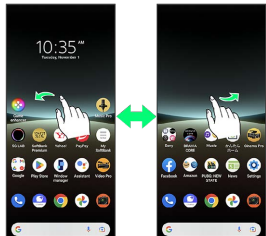


Item	Description
1 Status Bar	Flick down for Notifications Window. Continue and Flick screen down for Quick Settings.
2 Customize Area	Place application shortcuts, folders, widgets freely.
3 Dock	Place shortcuts (applications), folders, etc. Appears even when Home Screen sheets toggled.
4 Navigation Bar	Tap icons to access functions. For Navigation Bar, see "Navigation Bar."
5 Side Sense Bar	Open Side Sense menu, return, open Multi Window menu, etc.
6 Quick Search Box	Search for applications or search (Google) with entered words and phrases.

## Toggling Home Screen Sheets

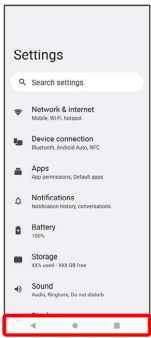
Customize each Home Screen sheet with application shortcuts, widgets, etc. to make handset more convenient. Flick Home Screen left/right to toggle sheets.

- In any Home Screen sheet, Tap to return to Home Screen top sheet.



## Navigation Bar

Tap icons on Navigation Bar (Display bottom) for the following functions/operations.  
Also use gesture action. For details, see "System Settings."



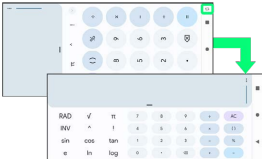
Item	Description
(Back)	Return to previous screen. Appears as  for onscreen keyboard; Tap to close keyboard.
(Home)	Tap for Home Screen. Touch & Hold for Google Assistant.
(History)	Show history of used applications to activate/exit them. Also capture screenshot of shown application, view in a pop-up window, or use multi-window.
(To landscape orientation) /  (to portrait orientation)	Appears when handset and screen orientations are different. Tap  for horizontal orientation, and  for vertical orientation.

## Portrait Orientation & Landscape Orientation

appears on Navigation Bar when handset is rotated sideways. Tap to change screen to landscape orientation. To change to portrait orientation, rotate handset vertically and Tap .

Set "Auto-rotate screen" to on to change screen to landscape orientation automatically when handset is rotated horizontally. For details on Auto-rotate screen, see "Display Settings."

- 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



- 1 Notification Indicators
- 2 Status Indicators


















## Main Notification Indicators

Notification Indicators appearing in Status Bar include the following.

Indicator	Description
	Missed Call
	Call Arriving/Calling/Dialing
	Call on Hold
	New Answering Machine Message / Voicemail
	New Gmail
	New Text Message (SMS) / S! Mail / +Message
	Error/Caution
	Wi-Fi Open Network Available
	USB Device Connected
	Sharing File via Bluetooth®
	Data Uploading
	Data Downloading
	Application Update Available
	Linked to Dynamic Vibration
	Calendar Event Reminder
	Alarm Sounding/Snoozing/Unchecked Alarm/Next Alarm
	Stopwatch in Use
	Timer in Use
	Battery Share Function Notification
	Low Battery Alert (15% or less)
	SD Card Detected/Mounting/Unmounting
	Software Update Notice/Waiting to Restart after Update

Main Status Indicators

Status Indicators appearing in Status Bar include the following.

Indicator	Description
	Battery Full (100%)
	Battery Charging
	Battery Low
	STAMINA® Mode
	Signal Strength
	5G Data in Use <sup>1</sup>
	4G LTE/4G Data in Use <sup>2</sup>
	3G Data in Use
	No Signal
	Airplane Mode
	Wi-Fi Connected
	Wi-Fi Connected without Internet Accessibility, or Unstable Wi-Fi Signal
	Bluetooth Connected
	Silent Mode (vibrate)
	Silent Mode (no vibrate)
	Do Not Disturb <sup>4</sup> On
	Obtaining Current Location

- 1 Although "5G" may appear in standby (top of Display), this may change to "4G" with data communication then being by the 4G network.
- 2 Handset supports FDD-LTE (SoftBank 4G LTE) and AXGP (SoftBank 4G); indicator appears when handset is connected to either. Handset connects to SoftBank 4G first.
- 3 Number at left in icon indicates the connection standard of the access point.

4: IEEE 802.11n

5: IEEE 802.11ac

6: IEEE 802.11ax

No number: IEEE 802.11a/b/g
- 4 For details on Do Not Disturb, see "Sound Settings."

Using Notifications Window


Check Notification Indicators and the details in Notifications Window.

Opening Notifications Window

1


Flick Status Bar down



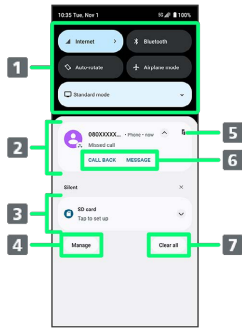
 Notifications Window opens.

+ Closing Notifications Window

Flick screen up

· Alternatively, Tap  to close Notifications Window.

## Notifications Window Layout



- 1 Show portion of Quick Settings
- 2 Show notifications (incoming calls, etc.) and active functions
- 3 Show silent notifications
- 4 Manage notifications
- 5 Show in pop-up window<sup>1</sup>
- 6 Use notification details<sup>2</sup>
- 7 Delete all notifications<sup>3</sup>

- 1 Icon may not appear depending on notification.
- 2 Available applications depend on notification. Example: with call notification, dial/send +Message/SMS to phone number that call was from.
- 3 Deletion may not be possible depending on notification.

### + Notifications Window Operations

#### Setting Notifications Not to Appear

In Notifications Window, Touch & Hold notification to set  
 → Turn off notifications → ( ) for item not to show notification → Apply

- Some notifications are not changeable.

#### Changing Notification Types

In Notifications Window, Touch & Hold notification to change  
 → Priority / Default / Silent → Apply

- Notification type is not changeable for some notifications.
- Shown types depend on the notification.

## Using Quick Settings

Tap icons to toggle functions on/off, etc.

### Opening Quick Settings

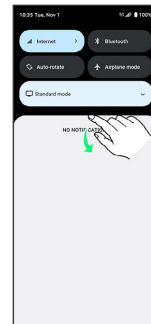
1

Flick Status Bar down



2

Flick screen down



Quick Settings opens.

- Alternatively, Flick Status Bar down using two fingers.

### 💡 Screen while Music Playing

When playing back music with Music or other application, control panel appears in Quick Settings. Play, pause, etc. and change where to output audio.

### + Quick Settings


#### Closing Quick Settings

Flick screen up

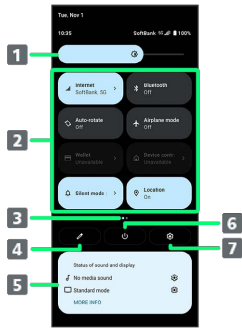
- Alternatively, Tap  to close Quick Settings.

#### Arranging Quick Settings

Add, delete, and change order of functions in Quick Settings.

In Quick Settings,  → Follow onscreen instructions and Drag icon

## Quick Settings Layout



- 1** Adjust brightness
- 2** Quick Setting Tools  
Tap to toggle each function on/off, etc.
- 3** Current display position  
Show the display position of Quick Setting Tools. Flick Quick Setting Tools left or right to change the display position.
- 4** Add, delete, and change display position of Quick Setting Tools
- 5** Show information and current settings for sound/image quality
- 6** Show power menu
- 7** Show handset settings



# Phone

- Placing/Answering Calls.....40
- Optional Services.....42
- Phone Number.....48
- Using Contacts.....49

## Placing/Answering Calls

### 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/VoLTE (HD+) and HD Voice

Handset supports VoLTE/VoLTE (HD+) 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.

### Emergency Call Cautions


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

## Placing Calls

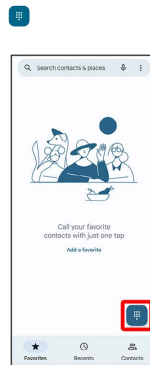
1


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

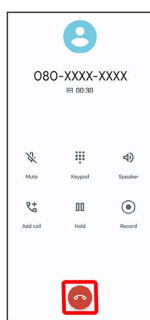
Call



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

In Lock Screen, Flick screen up → **EMERGENCY CALL**

→ Enter number for emergency service →

· Available only when method for unlocking screen is set to "Pattern," "PIN," or "Password."

### ? 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

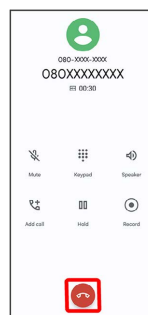
Swipe (Flick) up when call is arriving



Call begins.

2

To end the call,



Call ends.

### + Arriving Call Operations

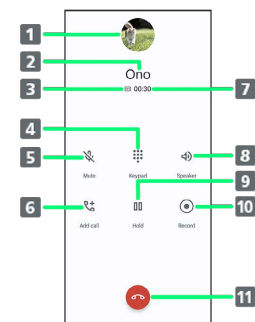
#### Cancelling Ringtone

Press Volume Key or Power Key when call is arriving

#### Rejecting Arriving Calls

Swipe (Flick) down when call is arriving

In-Call Screen Layout/In-Call Operations



- 1 Show image registered for contact
- 2 Show name/number registered for other party
- 3 Appears for high-quality sound calls <sup>1</sup>
- 4 Show dialing screen and send push signals during call
- 5 Mute your voice to the other party
- 6 Add call
- 7 Show call time
- 8 Call using Speaker/Bluetooth device
- 9 Place call on hold
- 10 Record call
- 11 End call

<sup>1</sup> Appears for calls with HD Voice, and for calls with VoLTE (HD+).

Optional Services

Use the following optional services.

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.
Voice mail	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.
Caller ID notification / display	Send or hide your number when placing calls.
Outgoing Call Barring / Incoming Call Barring	Restrict incoming/outgoing calls by conditions.

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





## Using Call Forwarding

1

In Home Screen,  (Phone)



2

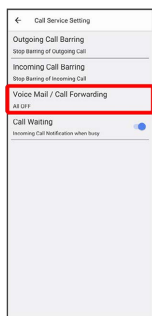
   

Call service settings



3

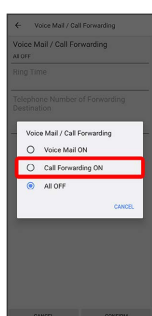
Voice Mail / Call Forwarding



 Voice Mail / Call Forwarding settings open.

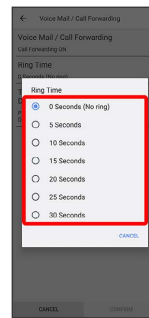
4

Voice Mail / Call Forwarding  Call Forwarding ON






5

Ring Time  Select ring time



6

Telephone Number of Forwarding Destination  Tap phone number field  Enter phone number to forward to 


REGISTER



7


CONFIRM



 Call Forwarding is activated.



Using Voicemail

1

In Home Screen,  (Phone)



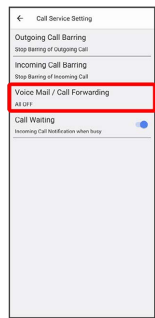
2

  Settings  SoftBank   
Call service settings



3

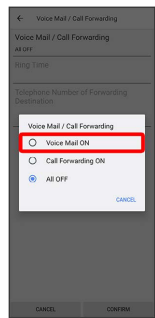
Voice Mail / Call Forwarding



 Voice Mail / Call Forwarding settings open.

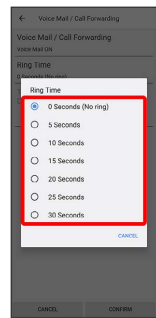
4

Voice Mail / Call Forwarding  Voice Mail ON



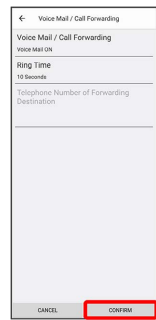
5


Ring Time  Select ring time




6

CONFIRM



 Voicemail is activated.

 appears in Status Bar for new message. Flick Status Bar down and Tap Voicemail notification, then follow the voice prompts.

## Using Call Waiting

This service requires subscription.

1

In Home Screen, (Phone)



2

Settings → Calling accounts → SoftBank → Call service settings



3

for Call Waiting ( )



Call Waiting is set.

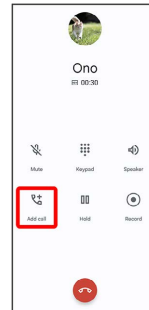
- Tap icon to toggle on ( )/off ( ).
- If Call Waiting is set and a second call arrives during a call, Call Waiting tone is heard. Swipe (Flick) up to begin call.

## Using Group Calling

This service requires subscription.

1

During a call, Add call



Dialing screen opens.

2

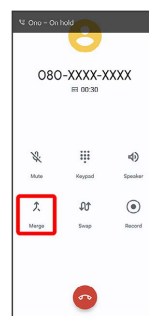
Enter phone number → Call



Call is added.

3


When the other party answers, Merge



Group Calling starts.

Using Caller ID Notification

1

In Home Screen,  (Phone)



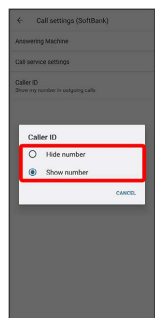
2


  Settings  Calling accounts  SoftBank



3

Caller ID  Hide number / Show number




 Caller ID notification is set.

Using Outgoing Call Barring

Restrict outgoing calls.

1

In Home Screen,  (Phone)



2

  Settings  Calling accounts  SoftBank 

Call service settings



3

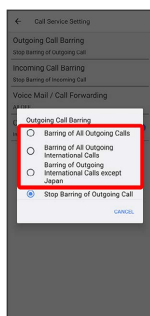
Outgoing Call Barring





4

Tap outgoing restriction



Outgoing Call Barring is set.

- To disable Outgoing Call Barring, Tap **Stop Barring of Outgoing Call**.

## Using Incoming Call Barring

Restrict incoming calls and SMS.

1

In Home Screen, (Phone)



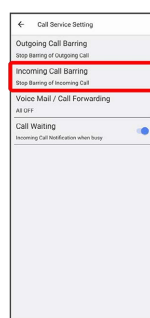
2

**Settings** **Calling accounts** **SoftBank**



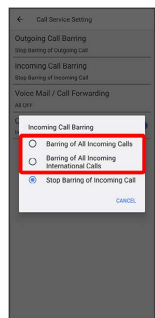
3


Incoming Call Barring



4

Tap incoming restriction




 Incoming Call Barring is set.

· To disable all Incoming Call Barring, Tap **Stop Barring of Incoming Call** .

# Phone Number

## Checking Your Phone Number

1


In Home Screen,  (Settings)



2

### About phone



 Your phone number appears below "Phone number (sim slot 1)" / "Phone number (sim slot 2)" field.

## Using Contacts


Save phone numbers, mail addresses, etc. to Contacts.  
Operation when logged in to a Google account is described as an example.

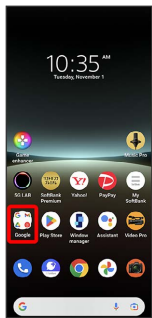
### ! Contacts Cautions

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

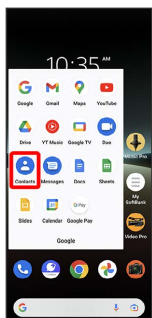
1


In Home Screen,  (Google)



2

 (Contacts)




 Contacts appear.

3



4








Enter items  Save





 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

· Tap  More details  More fields to enter other items for contact.



# Messaging

Sending Messages (+Message).....	52
Using Gmail.....	53

## Sending Messages (+Message)

### Sending New Messages

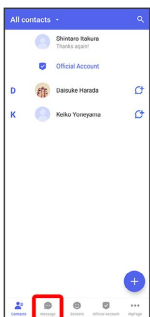
1

In Home Screen,  (+Message)



2

Message



3



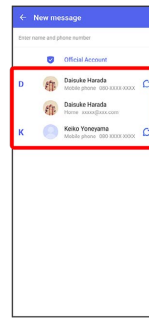
4


New message





5

Tap destination

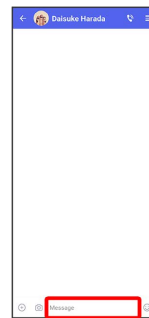


 Message window opens.



To send to a phone number/email address not saved in contacts, Tap destination entry field at top of Display  Enter phone number/email address  **Add** and create message.

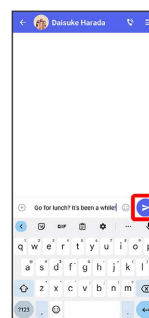
6


Tap message entry field



7

Enter message  




 Message is sent.

## Using Gmail

Use Google's webmail service. Use this service to exchange email.


### Creating/Sending Mail

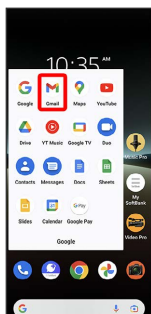
1

In Home Screen,  (Google)



2

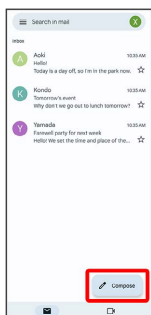
 (Gmail)



 Mail list opens.

3

Compose




 Mail composition window opens.

4



Enter recipient/subject/mail text  






 Message is sent.

### + Operations when Composing Mail



#### Adding Cc/Bcc

In mail composition window,  for "To"  Enter recipient





#### Attaching Files

In mail composition window,   Attach file   
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   






Internet

Using Chrome™ ..... 56

## Using Chrome™

Use Chrome simply by entering words to search and URLs.

### 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

### 1

In Home Screen,  (Chrome)



 Chrome opens.



- If confirmation appears, follow onscreen instructions.

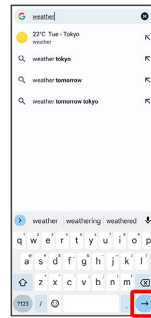
### 2


Tap entry box at top



### 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.

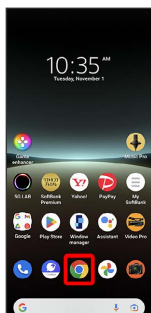
In Chrome,   New tab


- To switch between tabs, Tap  next to entry field at top of Display and Tap tab (number in icon indicates opened tabs).

## Adding Bookmarks

1

In Home Screen,  (Chrome)



 Chrome opens.

• If confirmation appears, follow onscreen instructions.

2

Show Website to add



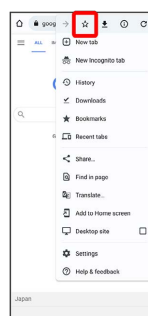
3


⋮



4


☆



 Current Website is added to Bookmarks.


## + Bookmark Operations

### Editing Bookmarks

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

• Alternatively, Tap ⋮ of bookmark → **Edit** .

### Deleting Bookmarks

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

• Alternatively, Tap ⋮ of bookmark → **Delete** .



# Camera

Capturing Still Images/Videos.....	60
Viewing Still Images/Videos (Photos).....	62

## Capturing Still Images/Videos

Photo Pro (Photography Pro) has a BASIC mode for easily capturing still images and videos as your smartphone's camera, as well as AUTO/P/S/M modes that can be used as on a real camera. How to capture using BASIC mode is described as an example.

### Capturing Still Images/Videos

#### File Format for Still Images

File formats for still images are JPEG/RAW (AUTO / P / S / M modes only).

#### File Format for Videos

File format for videos is MP4.

### 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.

#### Camera Endurance Mode


Handset temperature may become high when used continuously with camera endurance mode on.

### Flash/Photo Light Warning

Do not shine Flash/Photo Light close to eyes. Do not look at Flash/Photo Light directly while in use. Do not shine Mobile Light at other people's eyes. May affect eyesight, etc.


## Capturing Still Images

1



In Home Screen,  (Photo Pro)

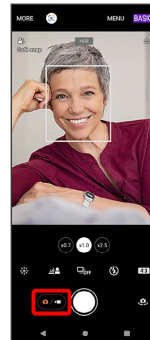


 Viewfinder appears.

- If confirmation appears, follow onscreen instructions.
- Alternatively, Press handset Shutter Key for one second or more, or Press Power Key twice, or in Lock Screen, Touch & Hold  to quick-activate Photo Pro.
- If there is no operation on Viewfinder, Photo Pro operation ends.

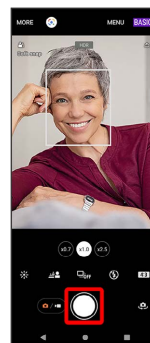
2


Tap  to switch to "Photo" Viewfinder (  )



3

Aim Camera at subject → Check Viewfinder, then 




 Shutter clicks and still image is saved.


## Capturing Videos

1



In Home Screen,  (Photo Pro)

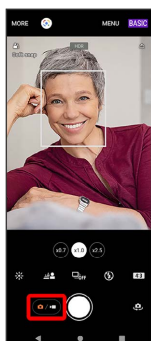


 Viewfinder appears.

- If confirmation appears, follow onscreen instructions.
- Alternatively, Press handset Shutter Key for one second or more, or Press Power Key twice, or in Lock Screen, Touch & Hold  to quick-activate Photo Pro.
- If there is no operation on Viewfinder, Photo Pro operation ends.

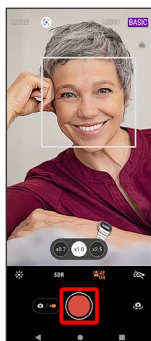
2


Tap  to switch to "Video" Viewfinder (  )





3

Aim Camera at subject → Check Viewfinder, then 




 Video capturing starts.

- To pause, Tap  or to resume, Tap .

4

To stop recording, 



 Video capturing stops and video is saved.


# Viewing Still Images/Videos (Photos)

## Showing Still Images/Videos

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

Type	File Format
Still image	BMP, GIF, HEIC, ICO, JPG, PNG, TIFF, WEBP, some Raw files
Video	3GP, 3G2, ASF, AVI, DIVX, M2T, M2TS, M4V, MKV, MMV, MOD, MOV, MP4, MPG, MTS, TOD, WMV

1

In Home Screen,  (Photos)

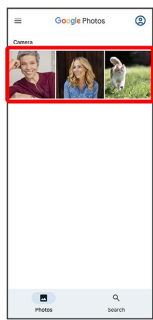



 Still image/video list opens.

- If confirmation appears, follow onscreen instructions.

2

Tap still image/video



 Still image/video window opens.

- Tap still image/video window to show/hide menu and other icons.
- Flick still image/video window up to show captured date & time.
- To select other files, in still image/video window, select file again or Flick still image/video window left or right.

## Zooming In or Out Still Image

In still image window, Tap Display twice or Pinch




# Application Basics

Applications.....	64
Adding Applications.....	65

# Applications


## Setting Required Permissions for Applications

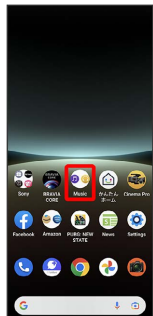
Set the operation of applications when activating for the first time.

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


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

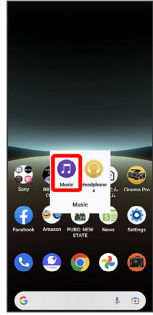
1

In Home Screen,  (Music)



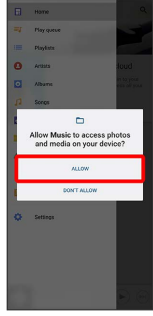
2


 (Music)



3

ALLOW








 Settings are complete.



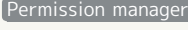
- Shown setting items depend on the function having permission set.
- For several functions, continue in the same way.

## + Other Ways to Set Required Permissions for Applications

### Setting Functions to Use for Each Application

In Home Screen,  (Settings) →    
 → Tap application →  → Tap function → Tap required permission

### Setting Applications with Permitted Usage for Each Function

In Home Screen,  (Settings) →   
 → Tap function → Tap application → Tap required permission

## 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.

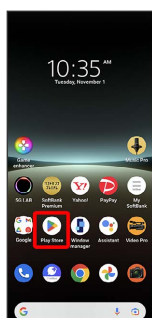
### ! Installing Applications

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.

2

Tap free application



3

Install

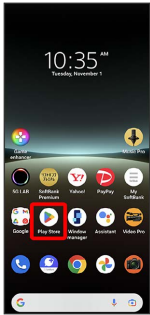


 Application is downloaded and installed.

## Purchasing Paid Applications

1

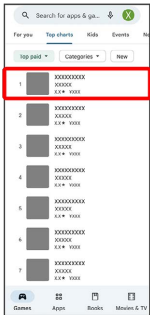
In Home Screen,  (Play Store)



 Google Play appears.

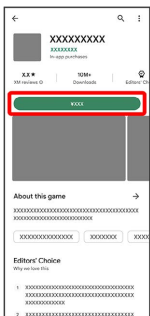
2

Tap paid application



3

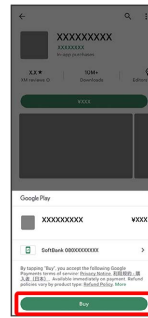
Tap amount




· If confirmation appears, follow onscreen instructions.

4

Buy



 Application is downloaded and installed.

· If confirmation appears, follow onscreen instructions.

### 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 at right of search bar → [Manage apps & device](#) → [Manage](#) → Tap application for requesting a refund → [Refund](#) → [Request refund](#)

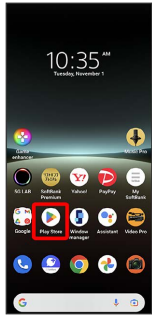
### Purchasing Applications

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

## Updating Applications

1

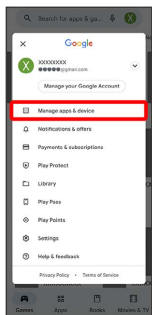
In Home Screen,  (Play Store)



 Google Play appears.

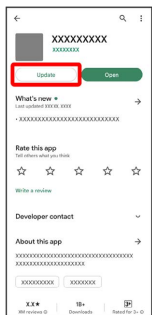
2


Tap account icon at right of search bar → Manage apps & device



3

Manage → Updates available → Tap application to update → Update



 Application is updated.

## + Setting Application Updates


### Setting Automatic Updates for Applications

In Google Play, Tap account icon at right of search bar

→ Settings → Network preferences → Auto-update apps → Set update method → DONE

### Setting Automatic Updates for Individual Applications

In Google Play, Tap account icon at right of search bar

→ Manage apps & device → Manage → Tap application → ⋮ → Enable auto update (  )

· Automatic updates are unavailable for some applications.



# Wi-Fi/Bluetooth

Connecting by Wi-Fi.....	70
Using Bluetooth Function.....	71

## Connecting by Wi-Fi

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

### Selecting a Network Connection

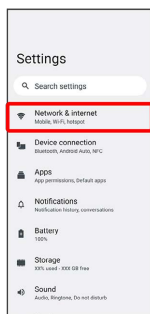
1

In Home Screen, (Settings)



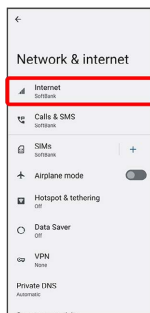
2

#### Network & internet



3

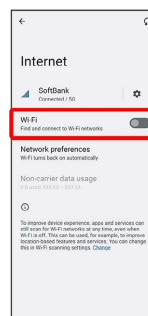
#### Internet



Screen for Internet opens.

4

Wi-Fi ( )

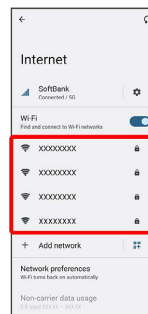


Wi-Fi is enabled.

- Wi-Fi networks are scanned. Available networks appear after scanning.
- Tap **Wi-Fi** to toggle on ( )/off ( ).

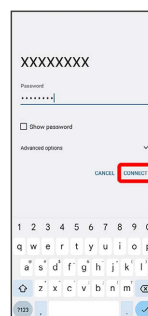
5

Tap Wi-Fi network



6

Enter password → **CONNECT**



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.

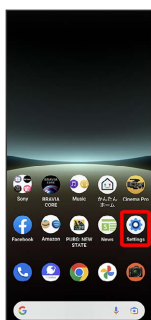
### Bluetooth Function Cautions

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

## Enabling Bluetooth Function

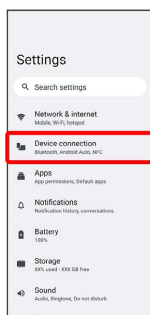
1

In Home Screen, (Settings)



2

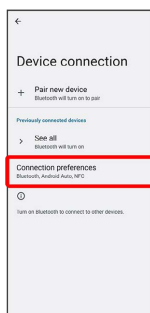
Device connection



Screen for connecting device opens.

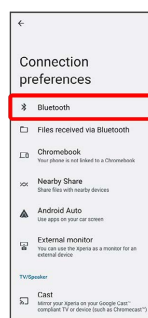
3

Connection preferences



4

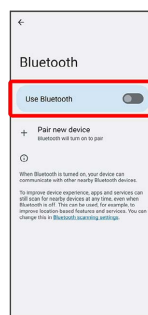
Bluetooth



Bluetooth settings open.

5

Use Bluetooth ( )



Bluetooth function is enabled.

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



# Handset Settings

- Handset Settings..... 74
- Data Usage Settings..... 75
- Battery Settings..... 76
- Sound Settings..... 76
- Display Settings..... 77
- Security Settings..... 78
- System Settings..... 79
- Other Settings..... 80

# Handset Settings

Main setting options are described.  
Shown items and their arrangement may differ depending on current settings, etc.  
Viewing after logging in to a Google account is described.

## Handset Settings

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

Item	Description
Network & internet	Make network and Internet settings for Wi-Fi, mobile data, etc.
Device connection	Make connection settings to other devices, such as Bluetooth connection and NFC/Osaifu-Keitai® settings.
Apps	Make application settings.
Notifications	Make notification settings.
Battery	Check Battery usage, make settings to save battery power, etc.
Storage	Check internal, SD Card, and USB drive storage, and delete SD Card and USB drive data.
Sound	Set ringtone, touch sounds, etc.
Display	Set screen brightness, font size, etc.
Appearance	Make settings for ambient display, clock design, and Simple Home.
Wallpaper	Make wallpaper settings.
Accessibility	Set captions, magnification gestures, and other useful accessibility functions.
Security	Set security functions such as screen lock, PIN, etc.
Privacy	Make privacy settings such as application permissions and showing passwords.
Location	Make Location settings.
Safety & emergency	Make settings for emergency information, emergency SOS, Emergency Location Service, and wireless emergency alerts.
Passwords & accounts	Manage saved passwords and create, add, etc. accounts.
Digital Wellbeing & parental controls	Manage time that handset is used, set parental limitations on use, etc.
Google	Make settings for Google services.
System	Check and make settings for languages & input, gestures, date & time, backup, system update, reset, etc.
About phone	Check device name, own phone number, etc.

1

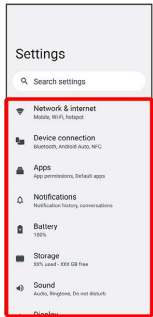
In Home Screen, (Settings)



Handset settings open.

2

Select item to set



Settings open.

## Data Usage Settings

Check mobile data traffic and set limit.

### + Data Usage Operations

#### Viewing Data Usage with Wi-Fi

In Home Screen, (Settings) → Network & internet  
→ Internet → Non-carrier data usage

#### Enabling Mobile Data

In Home Screen, (Settings) → Network & internet  
→ SIMs → Mobile data

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

#### Setting Data Saver

In Home Screen, (Settings) → Network & internet  
→ Data Saver → Use Data Saver

· Tap Use Data Saver to toggle on ( )/off ( ).

#### Setting Applications Not Subject to Data Saver

In Home Screen, (Settings) → Network & internet  
→ Data Saver → Unrestricted data → Tap

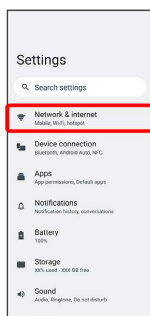
application not to be subject

· Tap application to toggle on ( )/off ( ).

## Checking Application Data Usage

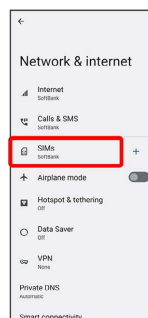
1

In Home Screen, (Settings) → Network & internet



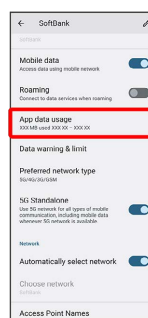
2

SIMs



3

App data usage



Check application data usage in Mobile data usage window.

# Battery Settings

Check Battery usage, make settings to save battery power, etc.

## Battery Settings

Settings can be made for the following items.

Item	Description
XX% About XX left <sup>1</sup>	Check Battery and usable time remaining (approximate).
Battery usage	Check usage since last full charge.
STAMINA mode	Save Battery by limiting heavy-consumption functions such as background communication and some visual effects.
Battery Care	Keep Battery better and longer performing. Set handset to learn charging habits (long time periods where connected to charging equipment) and adjust charging speed. Set this to "Always" to use Battery Care even when charging while powered off.
Battery share function	Charge a Qi-compatible device from handset.
Adaptive Battery	Limit Battery usage of seldom-used applications.
Battery percentage	Enable battery level to be shown in Status Bar.

<sup>1</sup> Screen view may differ depending on usage.


# Sound Settings

Set ringtone, touch sounds, etc.

## Sound Settings

Settings can be made for the following items.

Item	Description
Audio settings	Set for sound. · Dolby Sound Adjust sound for each profile and enjoy optimal sound. · 360 Reality Audio Immersive audio technology that allows you to enjoy encompassing 360-degree sound for a rich audio experience. Certified 360 Reality Audio headphones photo-analyze your hearing characteristics and bring you a more real experience. · 360 Upmix A unique sound technology from Sony that takes normal stereo sound and puts you in an immersive sound space.
	· DSEE Ultimate Enable accurate, scaled-up replay of compressed sound files and CD-level sound using AI technology. Use high-resolution audio headphones for sound quality that approximates high resolution. · Effect priority The effect set to ON (either 360 Upmix or DSEE Ultimate) takes priority over Dolby Sound for the media sound of the applications saved here. · Intelligent wind filter Enable filtering of wind noise on the mic when recording.
	Media volume Set volume for music and videos. Add vibration when playing back movies, videos, and music for an enhanced experience.
	Dynamic Vibration During playback with a supporting application, Press Volume Key for volume adjust bar to adjust vibration. Muting media volume also turns Dynamic Vibration off.
	In-call volume Adjust call volume.
	Ring and notification volume Adjust ring volume and notification sound.
	Alarm volume Adjust alarm volume.
	Do Not Disturb Enable/disable Do Not Disturb. Also make Do Not Disturb settings.
	Phone ringtone - SIM 1 Set SIM 1 ringtone.

Phone ringtone - SIM 2	Set SIM 2 ringtone.
Media	Enable the player in Quick Settings to no longer appear once media playback has ended.
Vibrate for calls	Make vibration settings for incoming calls.
Notification sound	Set notification sound.
Default alarm ringtone	Set alarm ringtone.
Dial pad tones	Enable confirmation tones when Dialpad Tapped.
Screen locking sound	Enable tone when locking or unlocking screen.
Charging sounds and vibration	Enable tone when charging starts.
Touch sounds	Enable tones for Tap operation.
Touch vibration	Enable vibration for  (home), keyboard operation, etc.

## Display Settings

Set screen brightness, font size, etc.

### Display Settings

Settings can be made for the following items.

Item	Description
Image quality settings	Make settings for color gamut, contrast, and high-quality processing when playing back videos.
White balance	Set white balance.
High refresh rate	Enable smooth screen rendering.
Brightness level	Set brightness of Display.
Adaptive brightness	Enable adjustment of brightness for surroundings.
Font size	Set size of font for Display.
Display size	Set the size of images, icons, etc. in Display.
Dark theme	Make settings for using a dark theme.
Dynamic color	Enable the color of notifications, settings screens, and some applications to be customized to match the wall paper.
Lock screen	Make settings for ambient display, clock design in Lock Screen, messages in Lock Screen, etc.
Screen timeout	Set a period of inactivity after which Display turns off automatically.
Auto-rotate screen	Enable Display to rotate with handset orientation automatically.
Side sense	Set Side sense.
One-handed mode	Set one-handed mode.
Smart backlight control	Set Display to remain on even without any Tap operation while holding handset.
Night Light	Set a night light.
Prevent accidental operations with screen off	Enable handset to prevent misoperation (unintended keypress, screen operation) when in a pocket or bag.
Screen saver	Set screensaver.

# Security Settings

Set security functions such as screen lock, PIN, etc.

## + Setting Screen Not to Lock

In Home Screen, ⚙️ (Settings) ➡️ Security ➡️ Screen lock ➡️ None

· If method for unlocking screen is setting other than **None** or **Swipe** before changing setting, first Tap **Screen lock** and enter method for unlocking screen, then Tap **None** then **DELETE** .

## Security Settings

Settings can be made for the following items.

Item	Description
Google Play Protect	Enable regular scanning of handset to check for security threats.
Find My Device	Set Find My Device on/off and check method for finding handset.
Security update	Check for updates. For details on security update, see <a href="#">"Updating Software."</a>
Google Play system update <sup>1</sup>	Check for Google Play system updates.
Screen lock	Set method for unlocking screen.
Fingerprint Manager	Set fingerprints.
Press to unlock with fingerprint	Disable fingerprint authentication while Display is off unless Power Key is Pressed.
Smart Lock	Set conditions for automatically unlocking screen when method for unlocking screen is "Pattern" / "PIN" / "Password."
Device admin apps	Enable/disable handset management applications.
SIM card lock	Make settings for SIM Card lock.
Encryption & credentials	Make settings for encryption and credentials.
Trust agents	Set trust agents on/off when method for unlocking screen is set to "Pattern," "PIN," or "Password."
App pinning	Set to keep only screen of specified application in view. When set to ON, pinned screen cannot be moved.
Confirm SIM deletion	Enable handset to require user verification before erasing an eSIM when method for unlocking screen is set to "Pattern," "PIN," or "Password."

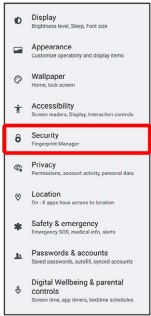
<sup>1</sup> Screen view may differ depending on usage.

## Enabling SIM PIN

When PIN is enabled, a window for entering PIN appears to allow handset use each time handset is powered on with SIM Card installed/eSIM enabled.

1

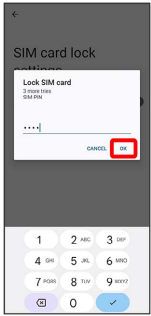
In Home Screen, ⚙️ (Settings) ➡️ Security



2

SIM card lock ➡️ Lock SIM card ➡️ Enter PIN ➡️ OK

( ☒ )



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 by SoftBank (fees apply).

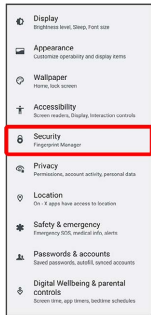


## Changing SIM PIN

First enable SIM PIN to change PIN.

1


In Home Screen, (Settings) → Security



2

SIM card lock → Change SIM PIN → Enter current PIN  
→ OK → Enter new PIN → OK → Re-enter new PIN  
→ OK



 PIN is changed.

## System Settings

Check and make settings for languages & input, gestures, date & time, backup, system update, reset, etc.

## System Settings

Settings can be made for the following items.


Item	Description
Languages & input	Make settings for handset language and text entry.
Gestures	Make handset operation settings, such as Side sense and System navigation.
Date & time	Make settings for date and time.
Backup	Make settings for data backup functions.
System update	Check for updates. For details, see <a href="#">"Updating Software."</a>
Reset options	Reset settings and initialize data.
Application	Make settings for updating applications, automatic updates, etc.

### + Languages & Input Operations

#### Setting Handset Language

In Home Screen, (Settings) → System → Languages & input → Languages → Add a language

→ Tap language → Tap region

- Language appearing at top is used.
- Drag  to change order of languages.

#### Setting Keyboard/Voice Input

In Home Screen, (Settings) → System → Languages & input → On-screen keyboard → Tap keyboard/voice input method → Tap item → Follow onscreen instructions

# Other Settings

## Network & Internet Settings

Make network and Internet settings for Wi-Fi, mobile data, etc. Settings can be made for the following items.

Item	Description
Internet	Make Wi-Fi connection and mobile data settings. For details on Wi-Fi, see "Connecting by Wi-Fi."
Calls & SMS	Show call and SMS information.
SIMs	Make mobile data settings. For details on communications method settings, cellular provider settings, and roaming, see "Global Roaming."
Airplane mode	Disable all functions that emit signals. Handset stays powered on.
Hotspot & tethering	Use handset as Wi-Fi router to access Internet from a PC, game console, etc.
Data Saver	Stop background data communication for some applications.
VPN	Add a VPN.
Private DNS	Make private DNS settings.
Smart connectivity	Enable automatic connection to the optimal network when both a Wi-Fi network and mobile data are available.

### + Enabling Use of 5G Network for All Mobile communication when 5G Network Is Available



In Home Screen, (Settings) → Network & internet

→ SIMs → 5G Standalone

· Tap 5G Standalone to toggle on ( /off ( ).

## Device Connection Settings

Make connection settings to other devices, such as Bluetooth connection and NFC/Osaifu-Keitai® settings. For details on Bluetooth connection, see "Enabling Bluetooth Function." Settings can be made for the following items.

Item	Description
Connected device display <sup>1</sup>	Any devices connected by Bluetooth and USB appear. Tap  at right of device name or the device name to make Bluetooth device settings and USB connection settings.
Pair new device	Search for and pair nearby Bluetooth devices.
Previously connected devices	Paired devices appear. Tap <b>See all</b> for all paired Bluetooth devices. <ul style="list-style-type: none"><li>· Bluetooth</li><li>Make Bluetooth connection settings.</li><li>· Files received via Bluetooth</li><li>View history of files received by Bluetooth connection.</li><li>· Chromebook</li><li>Make Chromebook settings.</li><li>· Nearby Share</li><li>Share files with nearby devices.</li><li>· Android Auto</li><li>Connect to a vehicle display that supports Android Auto to use Google Maps, voice operation, etc.</li><li>· External monitor</li><li>Connect to a camera such as the Sony α (alpha) and use handset as a monitor. After setting this option on,  (External monitor) appears in app list.</li><li>· Cast</li><li>View handset screen on Google Cast™-capable device.</li><li>· Screen mirroring<sup>2</sup></li><li>View handset screen on Screen mirroring-capable device.</li><li>· Video<sup>3</sup></li><li>Make settings for image output to a USB-connected device.</li><li>· Audio</li><li>Make settings for audio output to a USB-connected device.</li><li>· NFC/Osaifu-Keitai</li><li>Make settings for NFC/Osaifu-Keitai®.</li><li>· Wireless controller for PS5 and PS4</li><li>Set handset to be controllable by wireless controller for PS5 or PS4.</li><li>· Printing</li><li>Set printing from handset to be possible with a printer.</li></ul>

1 Shown screen depends on connected device.  
2 The output image portion of images appears black on an output device where played-back contents are copyright-

protected or where an application is displayed for which external output is not permitted.

- 3 Depending on the displayed application and specifications of the external device, the image signal may not be output according to handset settings.

## Apps Settings

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

Item	Description
Recently opened apps	Recently opened applications appear.
See all XX apps	Check and make settings for installed applications.
Default apps	Set applications that launch as standard applications.
Screen time	Check Screen time, Notifications received, and Times opened for handset and each application.
Unused apps	Check unused applications.
Special app access	Check/change settings of applications, etc. that access handset functions and information.

## Notifications Settings

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

Item	Description
App settings	Manage notifications for individual applications.
Notification history	Show recent notifications and notifications set to snoozing.
Conversations	Show conversations set as high priority or with changed settings.
Bubbles	Allow bubbles to be shown on top of applications (floating icons).
Device & app notifications	Manage applications and devices that can read notifications.
Notifications on lock screen	Make settings for showing notification details in Lock Screen.
Sensitive notifications <sup>1</sup>	Enable sensitive information to be shown in notifications in Lock Screen.
Keep notifications	Enable showable notifications to continue to be shown in Lock Screen.
Do Not Disturb	Enable/disable Do Not Disturb. Also make Do Not Disturb settings.
Wireless emergency alerts	Check wireless emergency alert history, and make wireless emergency alert settings.
Hide silent notifications in status bar	Enable silent notifications to appear in Status Bar.
Allow notification snoozing	Enable notifications to appear repeatedly (snooze).
Notification dot on app icon	Enable a dot to appear on icons for new application notifications.
Use LED light to show incoming notifications	Enable Notification Lamp for notifications (new mail, etc.).
Enhanced notifications	Enable suggestions for actions, replies, etc.

<sup>1</sup> Appears when method for unlocking screen is "Pattern" / "PIN" / "Password."

## Storage Settings

Check internal, SD Card, and USB drive storage, and delete SD Card and USB drive data. Settings can be made for the following items.

Item	Description
THIS DEVICE <sup>1</sup>	Tap and select SD Card/USB drive name to check used space/total space on SD Card/USB drive. To access internal storage again, Tap <b>SD CARD</b> /USB drive name ➔ <b>THIS DEVICE</b> .
XXGB used 128 GB total	Check used space/total space in internal storage.
Free up space	Delete temporary application files to increase free space.

<sup>1</sup> Appears when an SD card or USB drive is installed.

## Appearance Settings

Make settings for ambient display, clock design, and Simple Home. Settings can be made for the following items.

Item	Description
Ambient display (Always-on display)	Make ambient display settings to allow checking of time, notifications, details of playing music, etc. while screen locked.
Clocks	Change type of clock in Lock Screen.
Multitasking usage guides	Check useful functions such as Side Sense, multi-window, and pop-up window.
Simple Home	Switch to Simple Home.
Show status of sound and display	Enable "Status of sound and display" to appear in Quick Settings.

## Wallpaper Settings

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

Item	Description
Live Wallpapers / Photos / Wallpapers	Set Home Screen and Lock Screen wallpaper from taken photos, downloaded images, live wallpapers, or wallpapers.

## Accessibility Settings

Set captions, magnification gestures, and other useful accessibility functions. Settings can be made for the following items.

Item	Description
Live Transcribe	Enable voice-to-text conversion.
Smart Security	Enable use of Smart Security.
Sound Notifications	Enable detection and notifications for important sounds in your surroundings.
詐欺ウォール (SagiWall)	Enable Internet SagiWall.
Select to Speak <sup>1</sup>	Enable Tapped items on Display to be read out.
TalkBack <sup>1</sup>	Set TalkBack to read out screen information.
Text and display	Make text and display settings such as font size, display size, and high-contrast text.
Extra dim	Enable screen to dim more than brightness set in "Brightness level."
Dark theme	Make settings for using a dark theme.
Magnification	Enable use of magnified action.
Accessibility Menu	Enable use of large menu.
Switch Access	Enable handset operation with switches instead of Tapping the screen.
Timing controls	Set detection time for Touch & Hold on Display, and delay for a pointer click when using a mouse.
System controls	Make settings for system navigation, one-handed mode, Power Button to end call <sup>2</sup> , and auto-rotate screen.
Vibration & haptic strength	Set handset to vibrate for calls/ringtone, notifications, and touch operation.
Caption preferences	Enable captions, as well as caption language, size, etc.
Audio adjustment	Enable monaural audio playback, and set audio left-right balance.
Accessibility shortcuts	Make accessibility button settings, and enable accessibility functions to activate by Long Pressing Volume Up and Down at the same time for several seconds in Lock Screen.
Text-to-speech output	Set engine for text readout, as well as change readout speed and play sample.

<sup>1</sup> Readout is in "Language" set in "Text-to-speech output."

<sup>2</sup> When enabled and Display has gone out during a call, first Press Power Key to turn Display on, then Press Power Key to end call.

## Privacy Settings

Make privacy settings such as application permissions and showing passwords. Settings can be made for the following items.

Item	Description
Privacy dashboard	Check applications that have recently used permissions.
Permission manager	Check/change application permissions. For details, see " <a href="#">Setting Required Permissions for Applications</a> ."
Show passwords	Enable entered characters to be visible briefly before changing to "●" in text entry window for SIM PIN / screen lock PIN / password.
Notifications on lock screen	Make settings for showing notification details in Lock Screen.
Autofill service from Google	Set information saved to your Google account, such as passwords, to be entered by Tapping only once.
Show clipboard access	Enable notifications for applications that have accessed text, images, etc. copied to the clipboard.
Google location history	Enable handset to save locations of visited places.
Activity controls	Select activities and information that are savable to Google.
Ads	Make settings for advertisements that appear.
Usage & diagnostics	Enable diagnostic data as well as data on handset and application usage to be sent to Google for Android improvement purposes.

## Location Settings

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

Item	Description
Use location	Enable use of wireless networks and GPS so as to obtain information on current location.
Recent access	Show applications recently using location. Tap <b>See all</b> to show all applications recently using location.
App location permissions	Permit use of location information per individual application.
Location services	Make settings for location services such as Google Location History, Google Location Accuracy, Google Location Sharing, and Emergency Location Service.

## Safety & Emergency Settings

Make settings for emergency information, emergency SOS, Emergency Location Service, and wireless emergency alerts. Settings can be made for the following items.

Item	Description
OPEN EMERGENCY INFORMATION	Save/view blood type and other immediately required information such as and emergency contact information.
Emergency information	Save/view blood type and other immediately required information such as and emergency contact information.
Emergency SOS	Enable use of Emergency SOS, and handset action when Emergency SOS is enabled.
Emergency Location Service	Enable the Emergency Location Service (ELS) to send your location automatically to the operator at an emergency response agency when a call or message is placed to an emergency number.
Wireless emergency alerts	Check wireless emergency alert history, and make wireless emergency alert settings.


## Passwords & Accounts Settings

Manage saved passwords and create, add, etc. accounts. Settings can be made for the following items.

Item	Description
Passwords	Manage passwords with a password manager.
Autofill service	Select and make settings for an autofill service.
Accounts for Owner	Added account appears on handset.
Add account	Create and add accounts.
Automatically sync app data	Enable automatic updating of data for applications.

## Digital Wellbeing & Parental Controls Settings

Manage time that handset is used, set parental limitations on use, etc. Settings can be made for the following items.

Item	Description
Dashboard	Check Screen time, Notifications received, and Times opened for handset and each application.
Bedtime mode	Change Display to monochrome or enable Do Not Disturb at preset time.
Focus mode	Pause applications that might be a distraction.
Manage notifications	Manage notifications for individual applications.
Do Not Disturb	Enable/disable Do Not Disturb. Also make Do Not Disturb settings.
Heads Up	Enable a notification to pay attention around you when using handset while walking, etc.
Show icon in the app list	Enable  (Digital Wellbeing) to be shown in app list.
Parental controls	Use family link for parents and remotely manage handset and limit handset use time.

## Google Settings

Make settings for Google services. Settings can be made for the following items.

Item	Description
Manage your Google Account	Make Google account settings.
Ads	Make settings for advertisements that appear.
Autofill	Set information saved to your Google account, such as passwords, to be entered by Tapping only once, and also set autofill for confirmation codes.
Backup	Make backup settings. <ul style="list-style-type: none"> <li>· Cast options</li> </ul> Enable control directly from Cast media control notifications when playing media on TV or speaker with Chromecast on same Wi-Fi network. <ul style="list-style-type: none"> <li>· Chromebook</li> </ul>
Device & sharing	Make Chromebook settings. <ul style="list-style-type: none"> <li>· Devices</li> </ul> Make notification settings for a device near handset. <ul style="list-style-type: none"> <li>· Nearby connections</li> </ul> Connect handset to a nearby device for data exchange. <ul style="list-style-type: none"> <li>· Nearby Share</li> </ul> Share files with nearby devices.
Find My Device	Set "Find My Device" on/off and check method for finding handset.
Mobile data & messaging	<ul style="list-style-type: none"> <li>· Device phone number</li> </ul> Make settings for use of phone number set to be recognized by Google.
Parental Controls	Use family link for parents and remotely manage handset and limit handset use time.
Personalize using shared data	Let Google applications use on-device data saved by applications and other providers.
Set up & restore	<ul style="list-style-type: none"> <li>· Restore contacts</li> </ul> Restore backed up contacts. <ul style="list-style-type: none"> <li>· Set up nearby device</li> </ul> Make settings for a device near handset. <ul style="list-style-type: none"> <li>· Set up your work profile</li> </ul> Make work profile settings.
Settings for Google apps	Set Google Fit, Google Play Instant, and other Google applications.

## About Phone

Check device name, own phone number, etc. Settings can be made for the following items.

Item	Description
Device name	Check/change handset name.
Phone number (sim slot 1)	Check SIM slot 1 phone number.
Phone number (sim slot 2)	Check SIM slot 2 phone number.
Legal information	Show legal information.
Certificates	Check credentials.
Your Xperia ID	Check your Xperia ID.
Detailed Diagnostics	Enable detailed handset diagnostic data to be sent for improving Xperia™ quality.
SIM status (sim slot 1)	Check SIM information for SIM slot 1.
SIM status (sim slot 2)	Check SIM information for SIM slot 2.
Model	Check handset model name, serial number.
IMEI (sim slot 1)	Check SIM slot 1 IMEI.
IMEI (sim slot 2)	Check SIM slot 2 IMEI.
Android version	Check the Android version.
Battery life	Check Battery performance.
IP address	Check IP address.
Wi-Fi MAC address	Select and check saved networks.
Device Wi-Fi MAC address	Select saved networks and check Wi-Fi MAC address.
Bluetooth address	Check Bluetooth address.
Up time	Check up time.
Build number	Check build number.





# Global Services

Global Roaming.....	88
Making Calls while Abroad.....	89

# Global Roaming

Handset is Global Roaming Service eligible. Use the same handset number outside Japan.

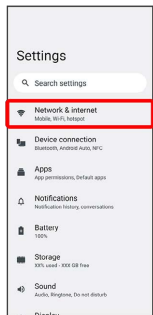
Handset connects to an appropriate cellular provider automatically by default. A specific carrier can also be selected manually.

Change communications method and roaming settings as needed.

## Setting the Carrier

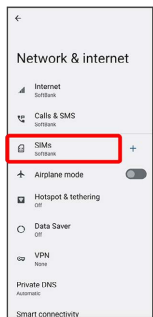
1

In Home Screen, (Settings) → Network & internet



2

### SIMs



3

Automatically select network ( )



· Disable ( ) to search for available networks.

4

Tap network to connect to

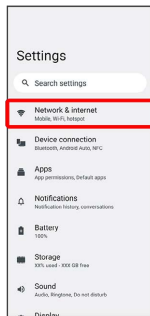


The selected carrier is set.

## Changing Roaming Setting

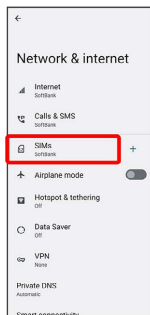
1

In Home Screen, (Settings) → Network & internet



2

SIMs



3

Roaming ( )



Roaming setting is changed.

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

## 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/Regions from Abroad

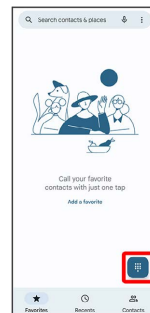
1

In Home Screen, (Phone)



Phone opens.

2



Dialing screen opens.

3

Touch & Hold 0



"+" is entered.

4

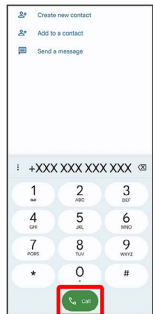
Enter country code then other party number (omit first 0)



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

5

Call



Handset dials number. Call begins when other party answers.

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

Place calls the same way you would within Japan.

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

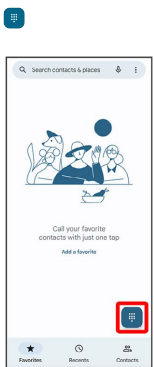
1

In Home Screen, (Phone)



Phone opens.

2



Dialing screen opens.

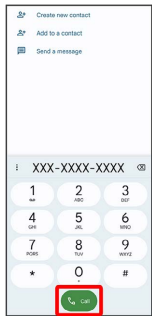
3


Tap dialpad to enter the other party's number



4

Call



 Handset dials number. Call begins when other party answers.



Warranty/Specifications/  
Customer Service

Warranty & After-Sales Service..... 94  
Specifications.....94  
Customer Service..... 95

## Warranty & After-Sales Service

### Warranty

- The warranty period is 1 year from the date of newly purchase.
- 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 3 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

Item	Description
Dimensions (W x H x D)	Approx. 67 × 156 × 8.2 mm
Weight	Approx. 172 g
Continuous Talk Time <sup>1</sup>	4G (LTE): Approx. 1,800 minutes
Continuous Standby Time <sup>1</sup>	4G: Approx. 560 hours 4G (LTE): Approx. 520 hours 5G: Approx. 500 hours <sup>2</sup>
Charging Time	Approx. 120 minutes AC Charger (USB Type-C® rapid charging AC Charger with USB PD-PPS capability [ZSDBAV] (SB-AC22-TCPD)) <sup>3</sup>

- 1 May become shorter depending on battery charge, surrounding conditions such as temperature, signal conditions where used, and function settings.
- 2 Approximate time in standalone environment.
- 3 For details on compatible chargers, see SoftBank Website.



## Customer Service

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

### 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 10:00am - 7:00pm / Chat 9:00am - 8:00pm

### 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




- Safety Precautions.....98
- Important Product Information.....107
- Bluetooth/Wi-Fi (WLAN)..... 109
- Water Resistance/Dustproofing..... 111
- Export Controls and Regulations..... 113
- Intellectual Property Rights.....113
- RF Exposure Information/Specific Absorption Rate (SAR) Information..... 115
- FCC Statement for the USA..... 116

# Safety Precautions

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







## 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 injury, high temperature burns, low temperature burns, 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), Wireless Charger (Commercially Available), SIM Card (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.  
For water resistance/dustproofing, see "[Water Resistance/Dustproofing](#)."

 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, such as a bath room or near a humidifier.

May cause fire, burns, injury, electric shock, etc.  
For water resistance, see "[Water Resistance/Dustproofing](#)."



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
- Getting the product caught in the seat on a train or bus



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

Back Cover on handset is not removable. 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.

For water resistance, see "[Water Resistance/Dustproofing](#)."



Avoid Liquids Or Moisture

Do not allow liquids such as water (drinking water, sweat, sea water, urine of pets, etc.) to come into Charging Terminals or USB Type-C Port/Headset Jack.

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

For water resistance, see "[Water Resistance/Dustproofing](#)."



Compulsory

Use optional accessories specified by SoftBank.

Using unspecified accessories or those of unknown manufacture, origin, or specification 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 or USB Type-C Port/ Headset Jack 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.



Prohibited

Do not adhere anything metal (stickers containing metal material, etc.) to a wireless charger (commercially available) or handset.

May cause fire, burns, injury, etc.



Prohibited

Do not place anything metal (straps or clips containing metal material, etc.) between a wireless charger (commercially available) and handset.

May cause fire, burns, injury, etc.



Compulsory

Remove any covers from handset before charging with a wireless charger (commercially available).

Cover material/thickness or any dirt lodged between handset and the cover may prevent handset from charging properly, and may result in fire, burns, injury, etc.



Compulsory

Power off handset near electronic devices or equipment operating on high precision control or weak 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

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.

For water resistance, see "[Water Resistance/Dustproofing](#)."



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 or pet's reach.

In particular, be careful where small parts are stored, such as SIM Card/SD Card Tray.

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



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, gaming, or charging Internal 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. Be careful of placing handset in a pocket and when going to bed.

## 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 Flash/Photo Light with the light-emitting part close to other people's eyes. In particular, keep away from infants.

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



Prohibited

Do not light up or flash Flash/Photo 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 Slot.

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.



Prohibited

Do not look into Proximity/Light Sensor.

May affect eyesight or lead to an accident.



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.

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.

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 an earphone/microphone, 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

If Display, Back Cover, or Camera lens is broken, do not touch the broken components 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.



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

If skin abnormalities develop during use, 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

Make sure that metallic pieces (cutter blade, staples, etc.) are not adhered to Earpiece/ Speaker (top center, Display), Speaker (bottom left, back), vibrator area (top right, back) since magnetic parts are included.

Adhered objects may cause injury, etc.



Compulsory

Do not leave handset in reach of children or persons requiring supervision.

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

If the magnet has been swallowed, immediately consult a doctor.



Compulsory

Do not bring handset near medical devices.

Handset uses magnets; they may affect pacemakers, variable-pressure hydrocephalus shunts, and other medical devices. Do not bring handset near persons using these devices. If you use such a device, consult your doctor before using the product.



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), Wireless Charger (Commercially Available)

### WARNING



Prohibited

Do not use AC Charger (optional accessory) or wireless charger (commercially available) if the cord is damaged.

May cause fire, burns, electric shock, etc.



Prohibited

If thunder is audible, do not touch AC Charger (optional accessory) or wireless charger (commercially available).

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 wireless charger (commercially available) 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 metals to come in contact.

May cause fire, burns, electric shock, etc.



Prohibited

Do not use a voltage converter (such as a travel converter for overseas use) when charging with AC Charger (optional accessory).

May ignite, overheat, cause electric shock, etc.



Prohibited

Do not apply unnecessary force to the connection part when handset and AC Charger (optional accessory) are connected.

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



Prohibited

Do not charge anything that is wet with liquids such as water (drinking water, sweat, sea water, urine of pets, etc.) using a wireless charger (commercially available). Do not charge where handset can come in contact with water, such as a bath room or near a humidifier.

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



Do Not Use Wet Hands

Do not touch the cord of AC Charger (optional accessory), charging terminals, power plug, or wireless charger (commercially available) 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 (optional accessory) when charging overseas.

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

AC Charger: 100V AC (Household AC power outlet only)

AC Charger for global use: 100V to 240V 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) to 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 may be damaged if it is pulled out and it may cause fire, burns, electric shock, etc.



Compulsory

Persons with an implanted pacemaker, defibrillator, or other electronic medical equipment should consult carefully with a doctor before using a wireless charger (commercially available).

Handset radio waves may affect electronic medical equipment.



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.



When cleaning, disconnect the power plug from an outlet.

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

## ⚠ CAUTION



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

May cause burns, etc.

## SIM Card

## ⚠ CAUTION



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.

## Handset Use & Electronic Medical Equipment

## ⚠ WARNING



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.



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.



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.



Observe each medical facility's instruction when using handset.

Handset radio waves may affect electronic medical equipment.

## Material List

· Xperia 5 IV Main Unit

Part	Material/Surface Treatment
Exterior case (top, bottom, side, Volume/ Zoom Up/ Down Key, Shutter Key, Camera ring (around Main Camera))	Aluminum alloy/Anodized
Exterior case (antenna slit, USB Type-C Port, Headset Jack)	PBT resin (with glass fiber)/ -
Exterior case (SIM Card/ SD Card Slot Cover)	PC resin/Coating
Transparent plate (Display, Back Cover)	Strengthened glass/AFP processing
Transparent plate (Main Camera)	Strengthened glass/AFP processing + AR processing
Power Key/ Fingerprint Sensor	Epoxy resin/Coating
Earpiece/ Speaker (top) mesh	Polyester resin/dyed
Rubber gasket of SIM Card/ SD Card Slot Cover	Silicone rubber/-
SIM Card/ SD Card Slot Cover inside	PC resin + elastomer resin/-
SIM Card/SD Card Tray	Nylon resin + stainless steel alloy/-

## Important Product Information

### Handset, SIM Card, AC Charger (Optional Accessory) (Common)

- Do not get wet. AC Charger (optional accessory) is not water resistant. 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.
- External abnormalities such as damage or deformation may degrade the water resistance/dustproof performance.
- Use handset, SIM Card (inserted in handset) within temperatures of 5°C to 35°C and humidity 35% to 85%. Avoid extreme temperatures and humidity (temporary use at 36°C to 40°C and humidity 86% to 90%).
- Charge Internal Battery within temperatures of 5°C to 35°C.
- Do not use where there is much humidity, dust, or vibration, or near landline phone, TV, radio, etc.
- For using power outlet with drop-off prevention structure, see the user's manual.
- Handset exterior case is not removable. Trying to remove case may cause breakage or malfunction.
- Battery is built in and is not removable.
- Internal Battery is a lithium-ion battery.



### Li-ion 00

- 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.
- Storing handset with full-charged or insufficient battery level deteriorates battery performance. It is recommended to store handset with 40% battery level.
- Turning off by pressing Power Key does not shut off handset from power source completely. Unplug AC Charger power plug to completely turn it off. Use AC Charger (optional accessory) near a power outlet for easy unplugging in case that malfunction is detected.
- Display may become dim when handset temperature rises. It is not abnormal.
- Do not subject handset to excessive shock. Do not deform USB Type-C Port/Headset Jack. May cause malfunction.
- Occasionally clean Charging Terminals with a dry, cotton swab etc. Dirt on Charging Terminals may cause power shut-off or insufficient charging. Take care not to damage Charging Terminals when cleaning.
- Clean with a dry, soft cloth. Rubbing hard with a dry cloth etc. may scratch them. Wiping off with wet dustcloth may cause malfunction. Using alcohol, thinner, benzene, detergent, etc. may fade color/print.
- Do not leave Camera in direct sunlight. Concentrated sunlight through Lens may cause handset to malfunction.
- Do not bring magnetic data or magnetic objects close to handset. Magnetic data on cash card, credit card, etc. may be erased or may cause handset malfunction.

## Charging

- AC Charger (optional accessory) may become warm while charging. It is not abnormal.
- If charging is started while handset is powered off, although handset is unavailable for operation, screen indicating that handset is charging appears. For this reason, do not charge where handset is required to be powered off.
- Check battery level with Status Indicator at the top of screen.
- Operation time of Internal Battery varies by usage environment or the battery condition.
- Internal Battery is consumable item. Operation time per charge decreases by charging repeatedly. When operation time with full-charged is extremely shortened, it is time to replace. Internal Battery is not customer-replaceable. Bring handset to a SoftBank Shop etc. to replace Internal Battery. Fee is incurred for the replacement. Contact a SoftBank Shop or [Customer Service](#).
- Using application while charging may shorten Internal Battery life.

## Display (Touchscreen)

- Handset uses a touchscreen Display. Operate with your fingers on Display.
- Touch with your fingers lightly. Do not press forcibly with fingers or push with a sharp-pointed object (nail, ball-point pen, pins, etc.)
- Touchscreen may not work or malfunction in the following cases:
  - Operation with gloves on
  - Operation with fingernail
  - Foreign object on Display
  - Protection sheet or sticker applied on Display
  - Waterdrop or dew condensation on Display
  - Operation with fingers wet or sweaty
  - Operation under water
- Although Display is made with hardened and shatterproof glass, touching scattered or exposed parts accidentally may cause injuries.
- Handset uses an OEL display; ghost images may appear. The same image on Display for a long time, a higher-than-necessary brightness setting, or extremely long use may cause brightness to partially dim, color to change, or may burn images into Display. Depending on viewing angle, uneven color or brightness or change in colors may be visible. This is normal for OEL displays.

## Volume

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



## Rising Handset Temperature

This mark is displayed when the surface temperature of the product rises during use. When the mark is displayed, there is a risk of burns if you continue using the product while holding it in your hands. In this case, please refrain from holding it in your hands.



## Earpiece/Speaker

Handset earpiece is also used as a speaker. Loud sound may be heard from the speaker when playing sound, for arriving incoming calls, etc.

Subjecting your ears to loud sound may affect your hearing ability. Use Earpiece/Speaker with care to prevent your ears from being subject to loud sound. For example, remove Earpiece/Speaker from your ears as soon as a call is ended.

## Technical Conformity

Handset is certified as wireless equipment for low power electric data communication based on the Radio Law. No license is required for using handset as the wireless radio station. However, disassembling/modifying handset may be subject to penalty by law.

- Disassembling/modifying handset
- Never use modified handset. Using the tablet if modified is a violation of the Radio Law.

Handset is compliant with the technical standard conformance of specified wireless equipment based on the Radio Law, and as a proof of it, the "Technical Compliance Mark" (TM) appears on the electronic nameplate of handset. Electronic nameplate can be viewed in the following way.

To view: In Home Screen, (Settings)

The technical standard conformance certification etc. is invalidated by removing the screws and altering the inside of handset. Using handset with invalid technical standard conformance certification etc. is a violation of the Radio Law.

- Do not alter the basic software illegally. May be regarded as software modification and repairs may be refused.

## Fingerprint Authentication

- Fingerprint authentication uses the characteristics of your fingerprint. If your fingerprint image has few characteristics, fingerprint authentication may not be available.
- Authentication performance (authenticating fingerprint when using Fingerprint Sensor) depends on usage condition. If your finger is under any of the following conditions, registration of fingerprint may be difficult or authentication performance may degrade. Washing/wiping hands, using different finger, etc. may improve capability.
  - Wrinkled after taking a bath, etc.
  - Wet with water, sweat, etc.
  - Dried
  - Covered with grease (e.g. hand cream)
  - Dirty with mud or oil
  - Rough or injured (cut, inflammation, etc.)
  - Abraded and faded
  - The shape of fingerprint has changed due to weight loss or weight gain
  - The surface condition of finger is extremely different from when you registered fingerprint
- Personal authentication and identification are not completely guaranteed by fingerprint authentication technology. Note that SoftBank Corp. is not liable for any damage incurred due to misuse by a third party or due to handset being unable to be used.

## ! Precautions on Fingerprint Sensor

- Do not hit or apply strong impact. This may cause a malfunction or damage. Also, do not scratch the surface or poke it with a sharp object such as a ballpoint pen or pin tip.
- Do not attach stickers or do not daub with ink, etc.
- If dirt such as dust or sebum is attached to Fingerprint Sensor, reading fingerprints may be difficult or the authentication performance may be degraded. Occasionally clean the surface of Fingerprint Sensor.
- If the time of touching is too short or too long, authentication may fail. Touch the center of Fingerprint Sensor straight with the vortex of your fingerprint.
- Activating Fingerprint Sensor may fail if a finger is placed on it before starting registration or authentication. Release your finger once and try again.

## Forcibly Powering Off

If Display stops responding or handset cannot be powered off, Long Press both Power Key and Volume Up Key at the same time for at least 10 seconds. After handset vibrates three times in a row, release Keys and handset powers off.

## Bluetooth/Wi-Fi (WLAN)

### Frequencies

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/region.
- For use in an airplane, contact your airline.

### Notes on Using Bluetooth Devices

Handset operates on the same frequency band used by home electric appliances such as microwave ovens, industrial, scientific and medical equipment, premises radio stations for identifying mobile units used in the manufacturing lines of plants (radio stations requiring a license), specified low power radio stations (radio stations requiring no license) and amateur radio stations (hereinafter referred to as "another station.")

- Before using handset Bluetooth function, confirm that premises radio stations, specified low power radios and amateur radios are not in use nearby.
- In the event of handset causing harmful radio wave interference with "another station," promptly change the operating frequency or stop radio wave emission by turning off the power, etc.
- For further questions, contact a SoftBank Shop or [Customer Service](#).

### Reception Interference Caused by Wi-Fi (WLAN) Devices

Handset Bluetooth function uses the same frequency band (2.4 GHz) as Wi-Fi (WLAN) devices. Using near Wi-Fi (WLAN) devices may cause radio interference, low-communication speed, noise or connection failure. In that case, take the following measures.

- Provide distance between Bluetooth device and Wi-Fi (WLAN) device. Required distance varies by device.
- If the problem persists, power off Bluetooth device or Wi-Fi (WLAN) device.

## Wi-Fi (WLAN)

- Wi-Fi (WLAN) uses radio waves to exchange information and LAN connection is freely established within an area where the radio wave reaches. Meanwhile, if no security is set, Wi-Fi communications may be intercepted or hacked by malicious parties. It is recommended to make necessary security settings on your responsibility.
- Use handset WLAN function only in Japan.
- Do not use Wi-Fi near magnetic devices such as electrical appliances or AV/OA devices.  
Magnetic/radio waves may hinder or disable communication. Avoid microwave ovens especially.  
Using near a TV or radio, etc. may cause interference; may affect TV reception.  
If there are multiple Wi-Fi access points using the same channel, search may fail.
- Enable Wi-Fi to search available Wi-Fi networks and then establish connection.
- Connect to Wi-Fi network before accessing Internet via Wi-Fi (WLAN).
- Take care with radio signal strength for Wi-Fi (WLAN).  
Radio signal strength for Wi-Fi network differs depending on the access point location. Moving close to a Wi-Fi router may improve radio signal strength.
- To save battery power, disable Wi-Fi (WLAN) when not used.

## Notes on Using 2.4 GHz Devices

WLAN devices operate on the same frequency band used by home electric appliances such as microwave ovens, industrial, scientific and medical equipment, premises radio stations for identifying mobile units used in the manufacturing lines of plants (radio stations requiring a license), specified low power radio stations (radio stations requiring no license) and amateur radio stations.

- Before using handset, confirm that premises radio stations, specified low power radios, and amateur radio stations are not in use nearby.
- In the event of handset causing harmful radio wave interference with premises radio stations for identifying mobile units, promptly change the operating frequency or stop radio wave emission by turning off the power, etc. and then contact a SoftBank Shop or [Customer Service](#) for measurement against the cross talk (e.g. installing partition.)
- Also, in the event of handset causing radio wave interference with specified low power radios and amateur radio stations, contact a SoftBank Shop or [Customer Service](#).

## Notes on Using 5 GHz Devices

In 5 GHz frequency bandwidth, handset can use following 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).

## Reception Interference Caused by Bluetooth Devices

Bluetooth and WLAN (IEEE802.11b/g/n/ax) use the same frequency band. Using near Wi-Fi (WLAN) devices may cause radio interference, low-communication speed, noise or connection fault. Or may cause communication interruption or sound distortion when streaming data is played. In that case, take the following measures.

- Provide distance between Wi-Fi (WLAN) device and Bluetooth device. Required distance varies by device.
- If the problem persists, power off Bluetooth device.



## Water Resistance/Dustproofing

Handset complies with IPX5<sup>1</sup>, IPX8<sup>2</sup> water resistance standards and IP6X<sup>3</sup> dustproof standard with SIM Card/SD Card Slot Cover firmly closed.

1 Protection against water jet (at 12.5 L/minute from every direction from a distance of approximately 3 m for over 3 minutes through 6.3 mm nozzle)

2 Protection against seepage when slowly submerged in still tap water at room temperature to depth of 1.5 m for 30 minutes

3 Protection against dust ingress when being placed in an apparatus with grit and dust of diameters of 75 µm or less and shaken for 8 hours

### Handset Water Resistance/Dustproofing

Handset water resistance/dustproofing provides the following:

Calling in the rain without umbrella (approximately 20 mm rainfall per hour)

- Do not open or close SIM Card/SD Card Slot Cover with wet hands or when handset gets wet.

Washing handset when it gets dirty or stained with liquid other than tap water

- Wash with tap water at normal temperature (5°C - 35°C) with weak water flow (less than 6 L/minute) at distance of approximately 10 cm away from the tap or shower.
- When washing handset, make sure to securely close SIM Card/SD Card Slot Cover. Do not use a brush or sponge. Drain and the use handset after washing.

Using handset at a poolside

- Do not get water from a pool on handset or soak it in pool water.

### Maintaining Water Resistance/Dustproof Performance

Observe the following to avoid water or dust ingress.

- Do not get any liquid other than room temperature tap water on handset, or soak it in such liquid.
- Firmly close SIM Card/SD Card Slot Cover. Even a fine particle (one hair, one grain of sand, tiny fiber, etc.) put between the port contact surfaces may allow water or dust to ingress.
- Do not push Earpiece/Speaker, Mic, Speaker, Second Mic, USB Type-C Port, or Headset Jack with a sharp-pointed object.
- Do not let handset fall. Scratch on handset may degrade water resistance/dustproof performance.
- Rubber gaskets on inner side of SIM Card/SD Card Slot Cover play important roles for water resistance/dustproofing. Do not remove or damage them. Also, prevent dust from adhering onto them.

### Precautions

Do not perform the following actions.

- Washing with Soap/Detergent/Bath powder
- Washing using brush/sponge
- Machine-washing
- Applying strong water flow
- Soaking in ocean water
- Using in hot spring
- Exposing to sand/mud

Observe the following precautions to use handset properly.

- Do not apply water flow stronger than allowed directly from a tap or shower. Handset provides IPX5 water resistance, but doing so may cause malfunction.
- If handset gets wet with salt water, sea water, beverage, or mud or sand adheres, wash it immediately. If they dry, they become hard to remove and may cause damage or malfunction.
- Do not put in hot water, use in a sauna or apply hot airflow (from a hair dryer etc.).
- Do not move handset in water or slam handset against surface of water.
- Soaking handset in tap water should be no more than 30 minutes.
- For using handset at a swimming pool, obey rules of the facility.
- Handset does not float on water.
- Do not let water remain on handset. In cold region, water freezes up and may cause malfunction.
- Do not allow water to remain in the Earpiece/Speaker, Mic, Speaker, Second Mic, USB Type-C Port, or Headset Jack. Such water may interfere with calls or get clothes or bag wet.
- If handset gets splashed with water or other liquid while SIM Card/SD Card Slot Cover is opened, seepage may occur resulting in electric shock or malfunction. In that case, stop using and power off handset, then contact a SoftBank Shop or [Customer Service](#).
- If rubber gasket on back of SIM Card/SD Card Slot Cover becomes scratched or deformed, contact a SoftBank Shop or [Customer Service](#) for part replacement.
- Do not connect earphones, etc. to handset that is wet with water. May cause malfunction.
- Do not use USB Type-C Port or Headset Jack if wet or dirty/dusty. May affect water/dust resistance, or may cause electric shock and short-circuiting, resulting in malfunction, burns, or fire.
- Do not leave handset in a humid place for a long time. Take handset out from bathroom after using.
- Avoid moving handset from cold place to warm place suddenly. Wait until handset temperature gets warm and before bringing it to bathroom etc.
- Complete protection is not guaranteed under all conditions. Malfunctions due to improper handling by the user are not covered by Warranty.

## Draining

When handset gets wet, remaining water may flow out after wiping it off. Drain as shown.

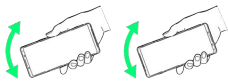
**1**

Wipe off moisture on handset surface and back side with dry, clean cloth etc.



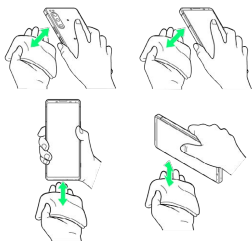
**2**

Shake handset approximately 20 times until there is no more water splattering (Left), then turn upside down and shake it approximately 20 times again (Right)



**3**

Wipe off water drained from handset with clean cloth etc.



- Turn Earpiece/Speaker, Mic, Speaker, USB Type-C Port, Second Mic, Headset Jack, Power Key/Fingerprint Sensor, Volume/Zoom Up/Down Key, Shutter Key and SIM Card/SD Card Slot Cover, Camera ring (around main camera) face down onto cloth etc. to drain water.
- Turn upside down and wipe off.

**4**

Place handset on dry, clean cloth etc., and dry naturally at room temperature for a couple of hours



Water is drained.

## Charging

Check the following while and after charging.

- While charging, check that handset is not wet. Never charge while handset is wet.
- Never connect USB Type-C connector when handset or AC Charger is wet. Handset provides water resistance, but liquids (tap water, beverages, sea water, pet urine, etc.) adhered to USB Type-C connector may cause electric shock or short circuit, resulting in fire, burns, or malfunctions.
- Do not use AC Charger (optional accessory), USB Type-C cable (commercially available) in a bathroom, shower room, kitchen, lavatory or other highly humid area. Doing so may cause fire or electric shock.
- Do not touch AC Charger (optional accessory) or USB Type-C cable (commercially available) with wet hand. Doing so may cause electric shock.

## Export Controls and Regulations

### 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.

## Intellectual Property Rights



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## RF Exposure Information/Specific Absorption Rate (SAR) Information

"A204SO" here refers to this mobile phone "Xperia 5 IV".

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

This mobile phone A204SO 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 1.7083 W/kg\*\*\* when tested for use at the ear, and 0.8985 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 1.5 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 0.27 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 0.76 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.

## 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 as reported to the authorities for this phone model when tested for use by the ear is 0.58 W/kg, when worn on the body is 0.63 W/kg and when WiFi hotspot mode is 0.63 W/kg. For body-worn operation, this phone has been tested and meets the FCC RF exposure guidelines. Please use an accessory designated for this product or an accessory which contains no metal and which positions the handset a minimum of 1.0 cm from the body. For devices which include "WiFi hotspot" functionality, SAR measurements for the device operating in WiFi hotspot mode were taken using a separation distance of 1.0 cm. When using the device as charger, you need to put the phone on a flat surface and 20 cm separation distance from user during the charging mode. 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 <https://www.fcc.gov/oet/ea/> after searching on FCC ID PY7-17565F. Additional information on Specific Absorption Rates (SAR) can be found on the FCC website at <https://www.fcc.gov/general/radio-frequency-safety-0>.

## FCC Statement for the USA

### FCC Statement for the USA

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
  - (2) This device must accept any interference received, including interference that may cause undesired operation.
- Any change or modification not expressly approved by Sony may void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Xperia 5 IV User Guide Index

### A

About the User Guide.....	3
Adding Applications.....	65
Airplane Mode.....	29
Applications.....	64

### B

Basic Operation.....	26
Battery Settings.....	76
Bluetooth/Wi-Fi (WLAN).....	109

### C

Capturing Still Images/Videos.....	60
Charging Internal Battery.....	16
Connecting by Wi-Fi.....	70
Customer Service.....	95

### D

Data Usage Settings.....	75
Display Settings.....	77

### E

eSIM.....	7
Export Controls and Regulations.....	113

### F

FCC Statement for the USA.....	116
--------------------------------	-----

### G

Global Roaming.....	88
---------------------	----

### H

Handset Screens.....	34
Handset Settings.....	74

### I

Important Product Information.....	107
Intellectual Property Rights.....	113

### L

Locking Screen.....	23
---------------------	----

### M

Making Calls while Abroad.....	89
--------------------------------	----

Making Initial Settings..... 17

## O

Optional Services.....42

Other Settings..... 80

## P

Parts & Functions..... 6

Phone Number..... 48

Placing/Answering Calls.....40

Power On/Off..... 17

## R

RF Exposure Information/Specific Absorption Rate (SAR)  
Information..... 115

## S

Safety Precautions..... 98

SD Card..... 12

Security Settings..... 78

Sending Messages (+Message)..... 52

Setting a Google Account.....20

Silent Mode..... 27

SIM Card..... 11

Sound Settings..... 76

Specifications..... 94

Status Bar..... 35

System Settings..... 79

## T

Text Entry.....29

## U

Updating Software..... 30

Using Bluetooth Function..... 71

Using Chrome™..... 56

Using Contacts.....49

Using Gmail..... 53

Using Notifications Window..... 36

Using Quick Settings.....37

Using Touchscreen..... 26

## V

Viewing Still Images/Videos (Photos)..... 62

## W

Warranty & After-Sales Service..... 94

Water Resistance/Dustproofing..... 111





# Xperia 5 IV User Guide

October 2022, First Edition  
SoftBank Corp.

Visit [SoftBank Shop](#) for assistance

Model : Xperia 5 IV  
Manufacturer : Sony Corporation