OPPO Reno10 Pro 5G

User Guide

OPPO Reno10 Pro 5G User Guide Contents

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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 Using This Product

Read "Safety Precautions" and this guide thoroughly beforehand for proper usage.
Accessible services may be limited by subscription contract conditions.

Data Communication

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

Screenshots & Key Labels

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

Other Notations

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

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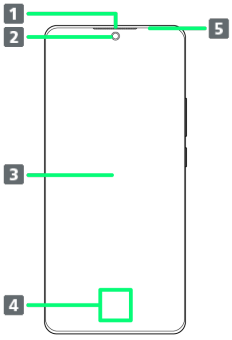
Parts & Functions

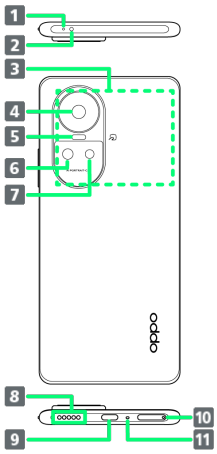
Handset (Front)



Part	Description
1 Receiver	Hear the other party's voice here.
2 Front Camera	Use to shoot photos or videos of yourself.
3 Display (Touchscreen)[1]	Touchscreen-type display, operate with your fingers on Display.
4 Fingerprint Sensor	Unlock screen with fingerprint authentication.
5 Proximity sensor/ Ambient light sensor	Detects proximity of your face during a call and adjusts handset for Display on/ off, and detects surrounding brightness and adjusts Display backlight.

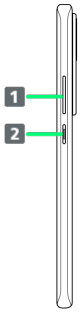
1 Display is provided with protective film (complimentary sample) at time of purchase. Remove before adhering a commercially available LED protective film.

Handset (Back/Side)



Part	Description
1 Sub-Mic	Use to shoot videos or for speaker phone.
2 Infrared Transmitter	Transmit infrared when using handset as a remote controller.
3 NFC Detection Area	Hold up to reader/writer when using NFC/ Osaifu-Keitai®.
4 Main Camera	Capture still images and videos with a main lens.
5 Flashlight	Use as camera flash when taking photos, etc.
6 Telephoto Camera	Capture still images and videos with a telephoto lens.
7 Ultra Wide-Angle Camera	Capture still images and videos with an ultra wide-angle lens.
8 Speaker	Hear sound (music, videos, etc.) from here.
9 USB Type-C™ Port	Connect USB Type-C Cable, etc.
10 SIM Card Tray	Install/remove SIM Card.
11 Main Mic	Speak here.

Handset Keys



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

eSIM

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

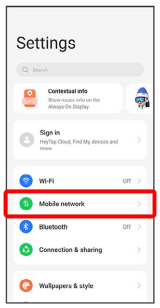
Handling eSIM

To learn about setting up your service plan with eSIM, see the following website.
https://www.softbank.jp/mobile/support/product/sim/esim/

Download your service plan with eSIM

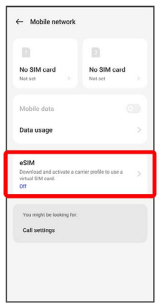
1

In Home Screen, (Settings) Mobile network



2

eSIM



3

eSIM

4

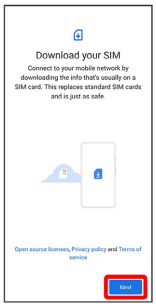
Enable

5

Add eSIM

6

Next



7

Scan QR code

・This step may not be needed and skipped. In that case, the screen shows next step.

8

Download

9

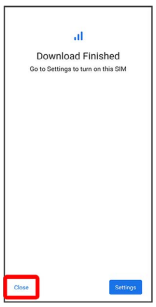
Enter a four-digit code set in subscription contract

Continue

・If you download an eSIM with SIM card attached, tapping Settings shows the screen to select which SIM you use as a default one. Follow onscreen instructions.

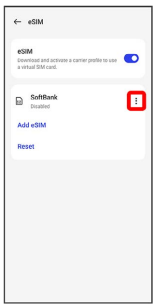
10

Close



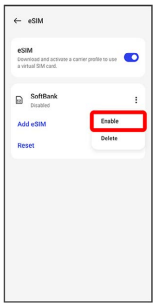
11

⋮



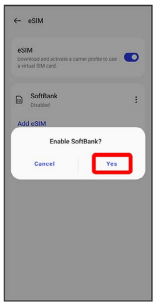
12

Enable



13

Yes



Your service plan with eSIM is downloaded.

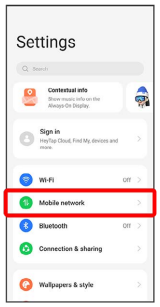
Notes on downloading eSIM

After downloading eSIM, restart handset and make sure the phone number of your eSIM is enabled on the "Mobile network" screen.

Enable or disable eSIM

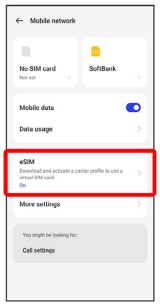
1

In Home Screen, (Settings) Mobile network

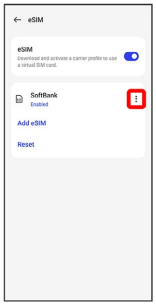


2

eSIM

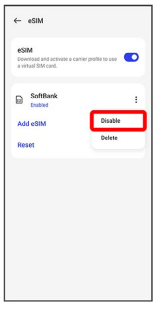


3



4

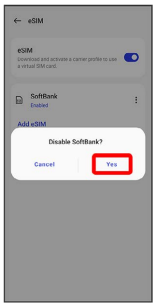
Disable



・To enable eSIM, Tap Enable .

5

Yes

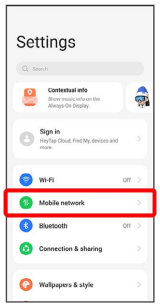


You can set enabling or disabling eSIM.

Erase your service plan with eSIM

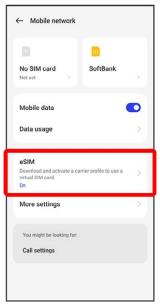
1

In Home Screen, (Settings) Mobile network



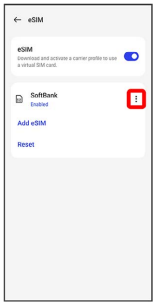
2

eSIM



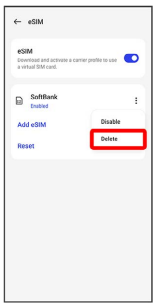
3

⋮



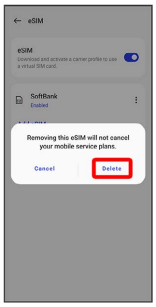
4

Delete



5

Delete



Your service plan with eSIM is erased.

Restart your service plan with eSIM after erasing it

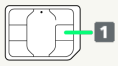
Your service plan with eSIM is not terminated by erasing it. To restart it, you need a new QR code to download the plan again.

SIM Card

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

Handling SIM Card

For SIM Card handling, see following items.



1 IC chip

For SIM Card handling, see SoftBank Website.
https://www.softbank.jp/mobile/support/protect/usim/
(Japanese)

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

SIM Card Cautions

Observe the following when using SIM Card.

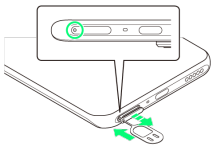
- Customer is responsible for any damage caused by inserting SIM Card in an other-brand IC card reader, etc. SoftBank Corp. is not responsible in such case.
- SIM Card is the property of SoftBank Corp.
- SIM Card is replaceable (at cost) in case of loss/damage.
- Return SIM Card to SoftBank Corp. when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

Inserting SIM Card

Always power off beforehand.

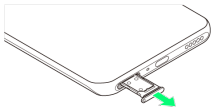
1

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



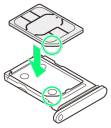
2

Pull out SIM Card Tray



3

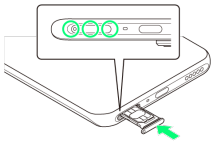
Place SIM Card in SIM Card Tray



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

4

Insert SIM Card Tray in slot straight



SIM Card is inserted.

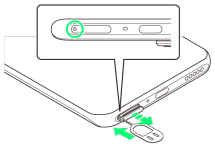
・Press firmly where circled ○, and make sure there is no gap between handset and SIM Card Tray.

Removing SIM Card

Always power off beforehand.

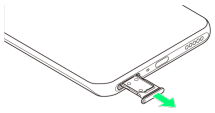
1

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



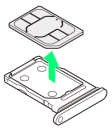
2

Pull out SIM Card Tray



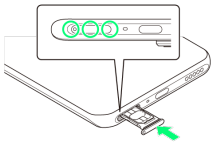
3

Remove SIM Card from SIM Card Tray



4

Insert SIM Card Tray in slot straight



SIM Card is removed.

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

Internal Storage

Internal Storage

Internal storage can be used for saving data including system data, applications, and video and photos taken with Camera.

Internal Storage Cautions

Data

Data saved on internal storage 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 data.

Charging Battery

Charging Cautions

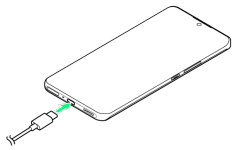
Never connect USB Type-C plug while handset or peripheral equipment is wet.

Charging with AC Charger

Always use the supplied AC Charger (complimentary sample) and USB Type-C™ Data Cable (complimentary sample), or the optional AC Charger (USB Type-C™ rapid charging AC Charger with USB PD-PPS capability [ZSDBAV] (SB-AC22-TCPD)).
For information on other peripheral devices, see SoftBank Website.
How to charge using the supplied AC Charger (complimentary sample) and USB Type-C™ Data Cable (complimentary sample) is described as an example.

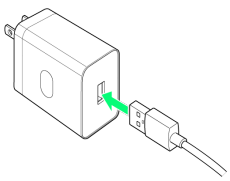
1

Insert USB Type-C plug on USB Type-C™ Data Cable (complimentary sample) in handset USB Type-C Port



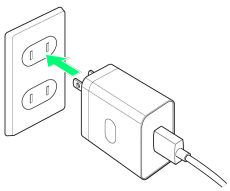
2

Insert USB plug on USB Type-C™ Data Cable (complimentary sample) in USB Port on AC Charger (complimentary sample)



3

Plug AC Charger (complimentary sample) into power outlet



Charging starts.

4

When charging is complete, unplug AC Charger (complimentary sample) and remove USB Type-C plug on USB Type-C™ Data Cable (complimentary sample) from handset

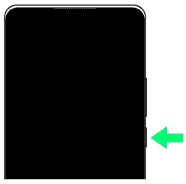
Charging ends.

Power On/Off

Powering On

1

Power Key & Screen Lock Key (Long Press)



Lock Screen appears.

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

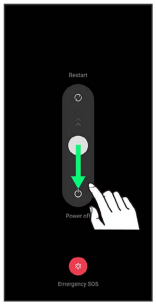
Powering Off

1

Press Power Key & Screen Lock Key and Volume Up Key at the same time

2

Drag ○ to Power off



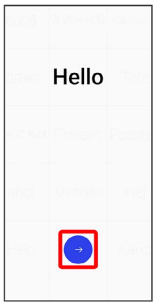
Handset powers off.

Making Initial Settings

When powering on for the first time, an initial settings wizard appears for optionally making Wi-Fi, Google™ account, and other settings. Follow onscreen instructions to set items. Initial settings described here are based on handset with SIM card installed. To use eSIM, set up Wi-Fi during initial settings and set up eSIM after completing initial settings. For details, see "eSIM."

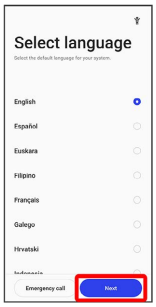
Making Initial Settings

1



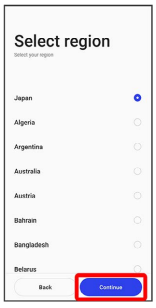
2

Select English , then Tap Next



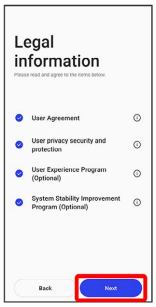
3

Select Japan , then Continue



4

Tap each item ( ) Next



5

Select Wi-Fi network to connect to

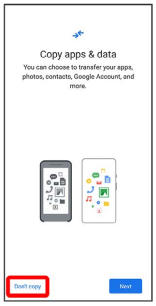
・To skip Wi-Fi network connection, Tap Skip . Continue by following onscreen instructions.

6

Follow onscreen instructions to set Wi-Fi Next

7

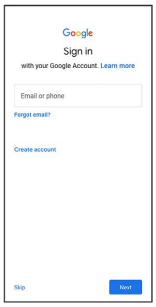
Don't copy



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

8

Follow onscreen instructions to set a Google account



・For details on Google accounts, see "Setting a Google Account."

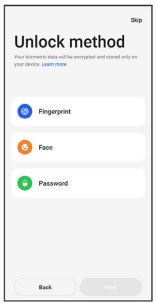
・If not making Google account settings, Tap Skip .

9

Set/check Google Services → Accept

10

Follow onscreen instructions to set unlock method



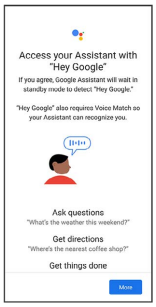
・To skip setting unlock method, Tap Skip .

11

Continue

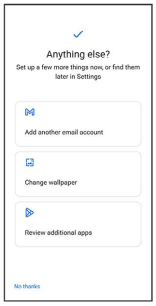
12

Follow onscreen instructions to set Google Assistant



13

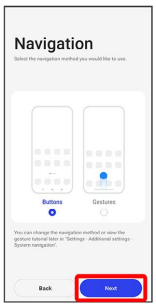
Follow onscreen instructions to set other items



・To skip setup for other items, Tap No thanks .

14

Select navigation method → Next



15

Get started

Settings are complete.

Setting a Google Account

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

Google Account Cautions

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

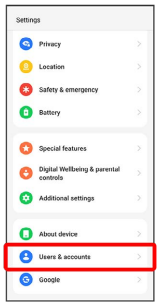
Creating a Google Account

1

In Home Screen, (Settings)

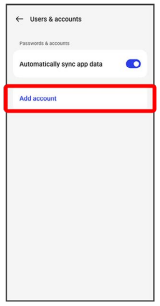
2

Users & accounts



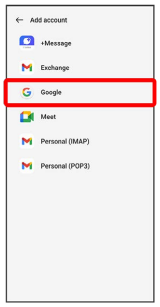
3

Add account



4

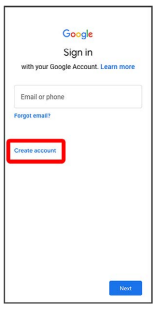
Google



Window for logging in to a Google account opens.

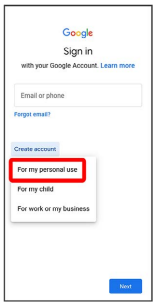
5

Create account



6

For my personal use



7

Enter First name Surname Next

・If confirmation appears, follow onscreen instructions.

8

Enter date of birth and gender → Next

9

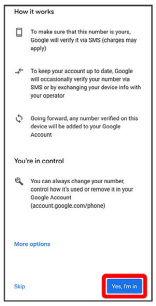
Choose your Gmail address or Tap Create your own Gmail address → Enter username (mail address) → Next

10

Enter password → Next

11

Yes, I'm in



・To skip adding a phone number, Tap Skip .

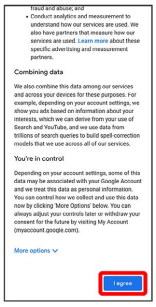
・To add a phone number only for security protection, Tap More options . Continue by following onscreen instructions.

12

Next

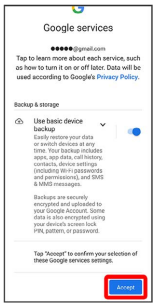
13

Check the privacy policy and terms of usage, I agree



14

Set Google services and Tap Accept



Account is created.

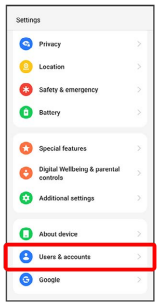
Logging In with a Google Account

1

In Home Screen, (Settings)

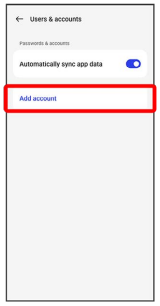
2

Users & accounts



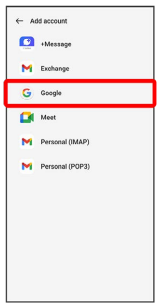
3

Add account



4

Google



Window for adding another Google account opens.

5

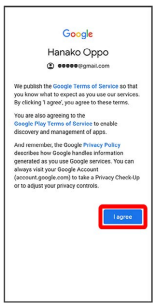
In window for adding another Google account, enter mail address Next

6

Enter password Next

7

Follow onscreen instructions



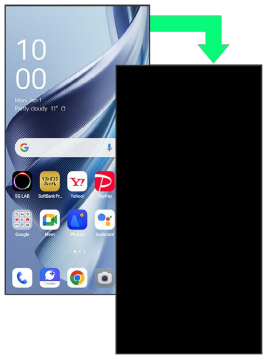
You are logged in to your Google account.

Locking Screen

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

Screen Lock

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



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

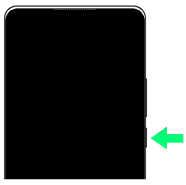
When Screen Locks during Music Playback

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

Unlocking Screen

1

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



Lock Screen appears.

2

Flick/Swipe Lock Screen up

Screen is unlocked.

・The method for unlocking the screen can be changed. For how to unlock screen, see "Password & Security."

Basic Operations

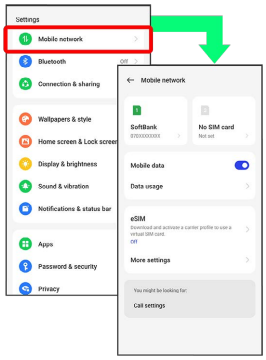
Basic Operation.....22
Using Touchscreen.....22
Silent Mode.....23
Airplane Mode.....24
Text Entry.....24
Updating Software.....25

Basic Operation

Selecting Options and Navigating Screens

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

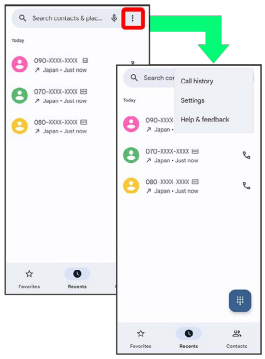
・Tap ◁ to go back to previous screen.



Menu Operations

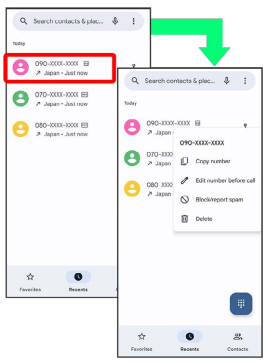
1

Tap ⋮ for available settings and items.



2

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

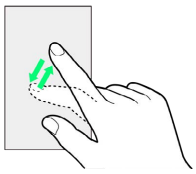


Using Touchscreen

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

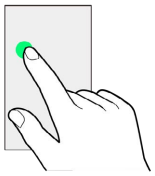
Tap

Contact Display lightly and briefly.



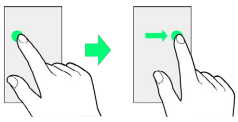
Touch & Hold

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



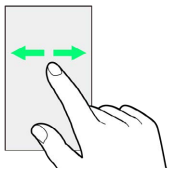
Drag

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



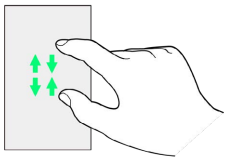
Flick/Swipe

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



Pinch/Spread

Contact Display lightly, then close/widen fingers.



Silent Mode

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

Silent Mode Cautions

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

Entering Silent Mode (Vibration)

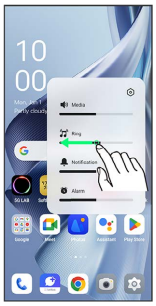
1

Press Volume Key

2

3

Drag the "Ring" bar to the left end



Icons of "Ring" and "Notification" bar turn to / and Silent mode (Vibration) is set.

Entering Silent Mode from Control Center

Use Control Center to enter Silent mode (Vibration).

Flick/Swipe Status Bar down ( )

Airplane Mode

Disable functions that emit signals. Handset stays powered on.

Using Airplane Mode

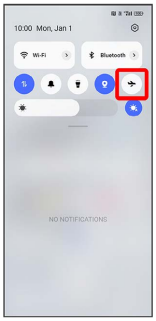
1

Flick/Swipe Status Bar down

Notifications Window opens.

2

(Airplane mode)



Handset is in Airplane mode.

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

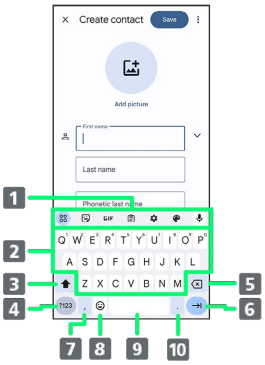
Text Entry

Keyboards

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

- To set keyboard to use, while keyboard displayed, Tap , then Languages English (US) QWERTY / Handwriting / QWERTZ / AZERTY / Dvorak / Colemak / PC / Morse code Done .
- Tap to hide keyboard.

QWERTY Keyboard Layout



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

Switching Character Types (Entry Modes)

1

In QWERTY keyboard, Tap ?123

Entry mode is changed to number and symbol mode.

・To enter more symbols, Tap =\<.

・Tap ABC to back to alphabet mode.

Updating Software

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

Before Updating Software

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

Software Update Cautions

During Update

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

Signal Reception during Update

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

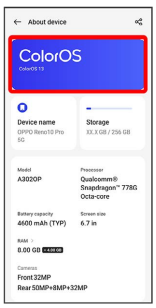
If Using Other Functions

Other functions cannot be operated during a software update.

Updating Software

1

In Home Screen, (Settings) About device ColorOS



2

Follow onscreen instructions

Software update starts.

Handset Interface

ColorOS..... 28
Handset Screens..... 28
Status Bar..... 29
Using Notifications Window..... 30
Using Control Center..... 31

ColorOS

ColorOS

Handset uses ColorOS. ColorOS is an Android operating system, based on Android and uniquely customized by OPPO.
Designed so that anyone can operate it, it has a simple and easy-to-view user interface, a selectable icon design, animated display, and other features.
Enjoy faster application launch, enhanced overall performance, and use handset for extended periods with its power-saving function.

Handset Screens

Home Screen Layout

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

Toggling Home Screen Sheets

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

Navigation Buttons

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

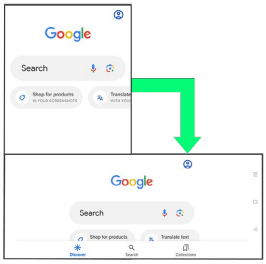
・Available when navigation mode set to Buttons . For details on changing the navigation mode, see "Additional Settings."

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

Portrait Orientation & Landscape Orientation

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

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



Status Bar

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

Status Bar Layout

1 Notification Indicators
2 Status Indicators

Main Notification Indicators

Notification Indicators appearing in Status Bar include the following.

Indicator	Description
	New Gmail
	New Text Message (SMS) / +Message
	Missed Call
	New Message (Voicemail)
	Calendar Event Reminder
	Snoozing Alarm / Unchecked Alarm / Alarm within 15 Minutes / Timer Running
	Sharing File via Bluetooth®
	High Performance Mode
	Wi-Fi Tethering ON

Main Status Indicators

Status Indicators appearing in Status Bar include the following.

Indicator	Description
	Bluetooth® On
	Silent Mode (Vibration)
	Do Not Disturb
	5G Data in Use 1[1]
	4G LTE/4G Data in Use (With Carrier Aggregation)
	4G LTE/4G Data in Use
	HSPA+ Data in Use
	HSDPA Data in Use
	3G Data in Use
	VoLTE Calls On
	SIM 1/SIM 2 Enabled
	Wi-Fi Connected
	Signal Strength
	Roaming
	No Signal
	Airplane Mode
	High Performance Mode
	Charge Battery
	Battery Low
	Battery Full
	Battery Charging
	Power Saving Mode
	Obtaining Current Location
	Alarm Set
	NFC On
	Camera for App Activated
	Mic for App Activated

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

Using Notifications Window

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

Opening Notifications Window

1

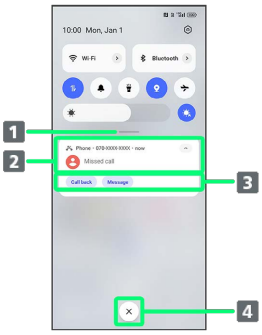
Flick/Swipe Status Bar down

Notifications Window opens.

Closing Notifications Window

Flick/Swipe Notifications Window up

Notifications Window Layout



1 Open Control Center

2 Show notifications (incoming calls, etc.) and active functions[1, 2]

3 Use notification details[3]

4 Delete all notifications, close Notifications Window[4]

1 Show categorized as "Alerting notifications", "Silent notifications",

2 Flick notifications left/right to delete.

3 Available applications depend on notification.

4 Deletion may not be possible depending on notification details.

Using Control Center

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

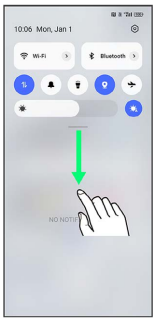
Opening Control Center

1

Flick/Swipe Status Bar down

2

Flick/Swipe Notifications Window down



Control Center appears.

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

Control Center

Closing Control Center

Flick/Swipe Control Center up

・Alternatively, Tap ◁ .

Arranging Control Center

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

In Control Center, ⋮ ➔ Edit tiles ➔ Follow onscreen instructions and Drag icon

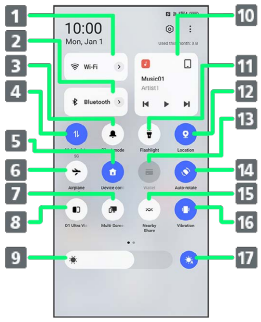
・Tap ⊕ on the upper right of icon to add, and Tap ⊖ to delete.

Setting Media Output

In Control Center, ⋮ ➔ Media output ➔ Select output source

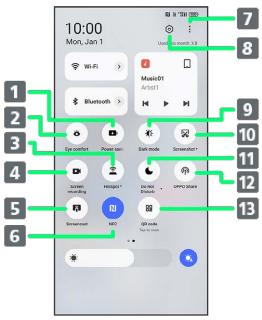
Control Center Layout

・For some functions, ▼ appears next to their names. Tap it to change settings and Tap MORE for detailed settings.



1. Wi-Fi on/off
2. Bluetooth® on/off
3. Silent mode (Vibration) on/off
4. Mobile data on/off
5. Device control on/off
6. Airplane mode on/off
7. Use Multi-Screen Connect
8. 01 Ultra Vision Engine on/off
9. Adjust Display brightness
10. Music playback screen[1]
11. Flashlight on/off
12. Location on/off
13. Wallet on/off
14. Auto-rotate on/off
15. Use Nearby Share
16. Vibration on/off
17. Display brightness auto on/off

1 Appears when playing back a music file on Music.



1. Power saving mode on/off
2. Eye comfort on/off
3. Personal hotspot on/off
4. Activate Screen recording
5. Use Screencast
6. NFC on/off
7. Edit Control Center/Set Media output
8. Activate Settings
9. Dark mode on/off
10. Capture screenshot
11. Do Not Disturb on/off
12. OPPO Share on/off
13. Scan QR code

Phone

Placing/Answering Calls..... 34
Optional Services..... 36
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Using Contacts..... 41

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 and HD Voice

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

Hints

Q. Difficulty during call

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

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

Q. Sound pops momentarily during a call

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

Areas Where Emergency Call is Usable

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

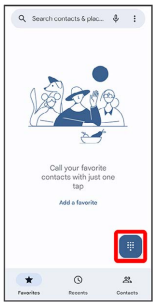
Placing Calls

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 the other party answers.

5

To end the call,

Call ends.

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

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

・Available only when screen lock is set. For details on setting screen lock, see "Password & Security."

Hints

Q. Call does not connect

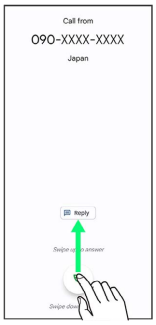
A. Was the number dialed using the area code? Dial the number starting with "0."

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

Answering Calls

1

Flick/Swipe up when call is arriving



Call begins.

2

To end the call,

Call ends.

Arriving Call Operations

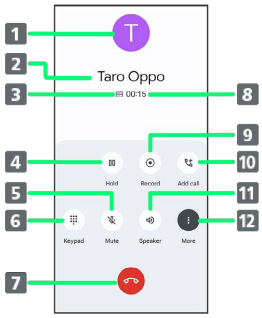
Cancelling Ringtone

Press Volume Key when call is arriving

Rejecting Arriving Calls

Flick/Swipe down when call is arriving

In-Call Screen Layout/In-Call Operations



1 Show image saved for contact.
2 Show name or number of other party.
3 Appears for calls with HD Voice.
4 Place call on hold. [1]
5 Mute your voice to the other party.
6 Show/hide dialpad.
7 End call.
8 Show call time.
9 Record call. [1]
10 Call another party. [1]
11 Call using Speaker.
12 Show/hide Hold , Record , and Add call .

1 Appears when tapping More .

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

1 Requires separate subscription.

Using Call Forwarding

1

In Home Screen, (Phone)

Phone opens.

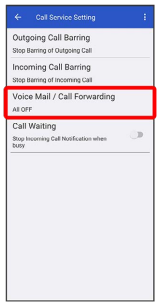
2

⋮ ➔ Settings ➔ Calling accounts ➔ Carrier-related settings ➔ Call service settings

Call service settings open.

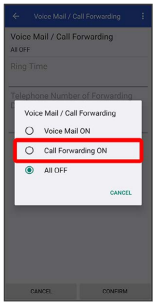
3

Voice Mail / Call Forwarding



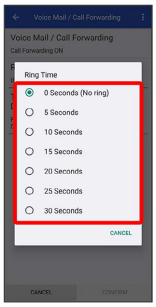
4

Voice Mail / Call Forwarding ➔ Call Forwarding ON



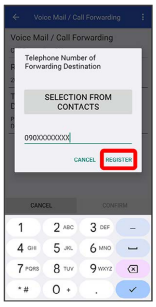
5

Ring Time ➔ Select ring time



6

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



7

CONFIRM

Call Forwarding is activated.

Using Voicemail

1

In Home Screen, (Phone)

Phone opens.

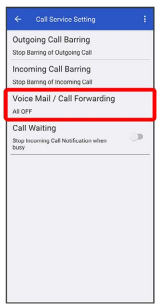
2

⋮ ➔ Settings ➔ Calling accounts ➔ Carrier-related settings ➔ Call service settings

Call service settings open.

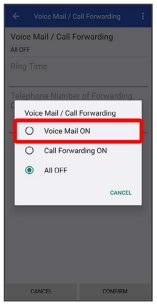
3

Voice Mail / Call Forwarding



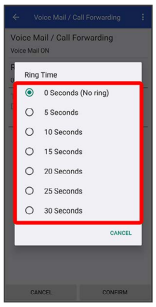
4

Voice Mail / Call Forwarding ➔ Voice Mail ON



5

Ring Time ➔ Select ring time



6

CONFIRM

Voicemail is activated.

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

Using Call Waiting

This service requires subscription.

1

In Home Screen, (Phone)

Phone opens.

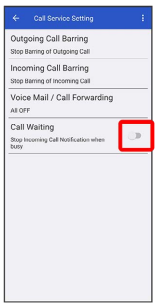
2

Settings → Calling accounts → Carrier-related settings → Call service settings

Call service settings open.

3

for Call Waiting ( )



Call Waiting is set.

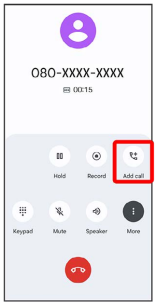
・When call arrives during another call, tone sounds. Tap Answer & end other call to end current call and answer incoming call. Flick/Swipe up to place current call on hold and answer incoming call.

Using Group Calling

This service requires subscription.

1

During a call, More → Add call

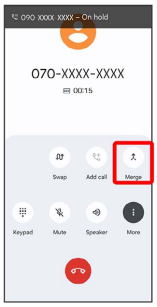


2

Enter number → Call

3

When the other party answers, More → Merge



Group Calling starts.

Using Caller ID Notification

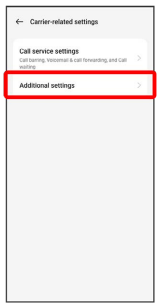
1

In Home Screen, (Phone)

Phone opens.

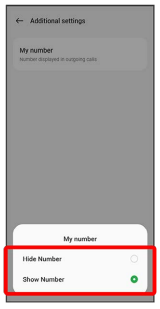
2

Settings → Calling accounts → Carrier-related settings → Additional settings



3

My number → Hide Number / Show Number



Caller ID is set.

Using Call Barring

Restrict incoming and outgoing calls and SMS to specific numbers.

- When attempting to place a call and SMS while dialing is restricted, a message appears. Message may take time to appear in some areas.
- SMS sending may not be restricted depending on the area.

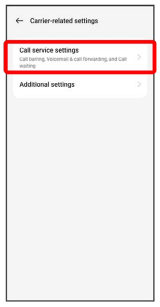
1

In Home Screen, (Phone)

Phone opens.

2

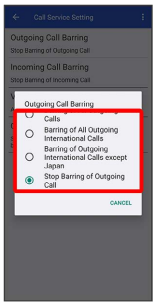
Settings → Calling accounts → Carrier-related settings → Call service settings



Call service settings open.

3

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



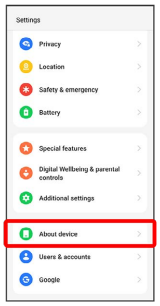
Call Barring is set.

Phone Number

Checking Your Phone Number

1

In Home Screen, (Settings) About device



2

Status SIM card status

Your phone number appears below "Phone number" field.

Using Contacts

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

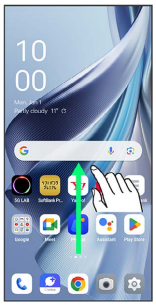
Contacts Cautions

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

Adding New Contacts

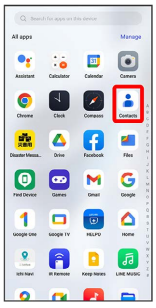
1

Flick/Swipe Home Screen up



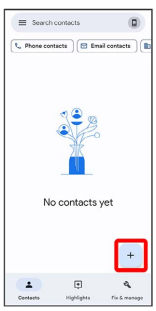
2

(Contacts)



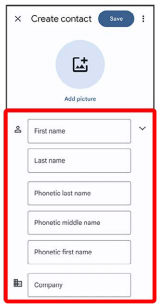
Contacts appear.

3



4

Enter items



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

5

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

Messaging

Sending Messages..... 44
Using Gmail..... 45

Sending Messages

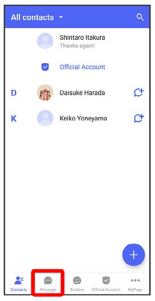
Sending New Messages

1

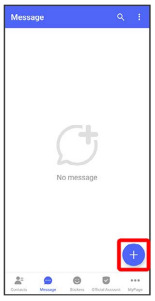
In Home Screen, (+Message)

2

Message

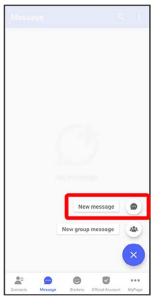


3



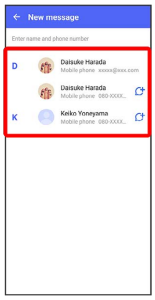
4

New message



5

Tap destination

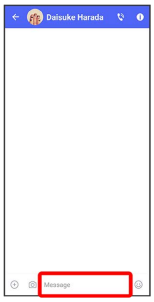


Message window opens.

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

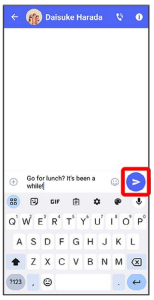
6

Tap message entry field



7

Enter message



Message is sent.

Using Gmail

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

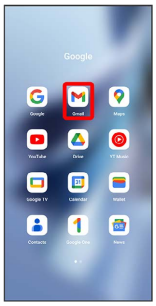
Creating/Sending Mail

1

In Home Screen, (Google)

2

(Gmail)

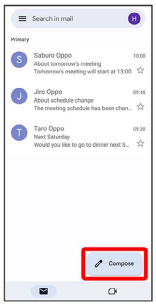


Mail list opens.

・If confirmation appears, follow onscreen instructions.

3

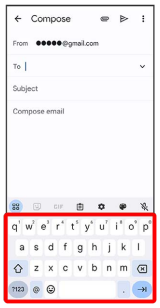
Compose



Mail composition window opens.

4

Enter recipient/subject/mail text



5

Message is sent.

Operations when Composing Mail

Adding Cc/Bcc

In mail composition window, for recipient Enter recipient

Attaching Files

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

Saving Mail Being Composed as a Draft (Send Later)

In mail composition window, Save draft

Deleting Mail Being Composed

In mail composition window, Discard

Internet

Using Chrome..... 48

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

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 2 and Tap tab. Number in icon matches number of opened tabs.

Adding Bookmarks

1

In Home Screen, (Chrome)

Chrome opens.

2

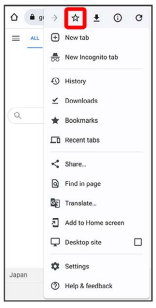
Show Website to add

3

⋮

4

☆



Current Website is added to Bookmarks.

Bookmark Operations

Editing Bookmarks

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

Deleting Bookmarks

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

Camera

Capturing Still Images/Videos.....52
Viewing Still Images/Videos (Photos).....53

Capturing Still Images/Videos

File Format for Still Images/Videos

File Format for Still Images

File format for still images is JPEG.

File Format for Videos

File format for videos is MPEG-4.

Camera Cautions

If Lens Becomes Dirty

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

Avoid Exposure to Direct Sunlight

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

Flashlight Warning

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

Capturing Still Images

1

In Home Screen, (Camera)

・If confirmation appears, follow onscreen instructions.

2

PHOTO

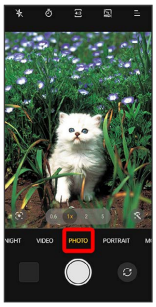


Photo Viewfinder appears.

・Alternatively, Drag shooting mode left/right.

3

Aim Camera at subject

Shutter clicks and still image is saved.

Capturing Videos

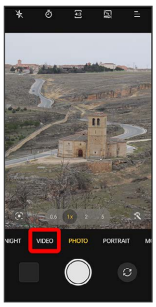
1

In Home Screen, (Camera)

・If confirmation appears, follow onscreen instructions.

2

VIDEO

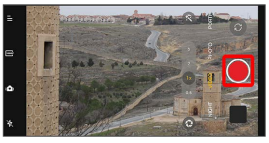


Video Viewfinder appears.

・Alternatively, Drag shooting mode left/right.

3

Aim Camera at subject



Video recording starts.

4

To stop recording,

Video recording stops and video is saved.

Viewing Still Images/Videos (Photos)

Showing Still Images/Videos

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

Type	File Format
Still image	JPEG, PNG, GIF, BMP, HEIF
Video	AVI, 3GP, MP4, WMV, MKV, MOV, ASF, FLV, TS, WEBM

1

In Home Screen, (Photos)

2

Photos

Still image/video list opens.

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

3

Tap still image/video

Still image/video window opens.

・Tapping a video on the still image/video list starts playback automatically.
・If confirmation appears, follow onscreen instructions.
・To select other files, return to still image/video window and select file, or Flick/Swipe still image/video window left or right and select.

Operations when Viewing Still Images/ Videos

Zooming In or Out Still Image

In still image window, Tap Display twice or Pinch

Viewing Still Image/Video Details

In still image/video window, More Details

Application Basics

Applications.....56
Adding/Deleting Application.....57

Applications

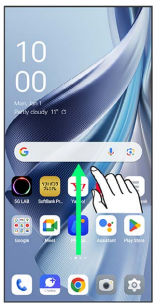
Setting Required Permissions for Applications

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

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

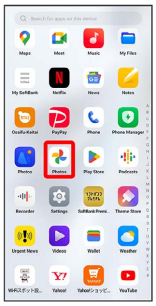
1

Flick/Swipe Home Screen up



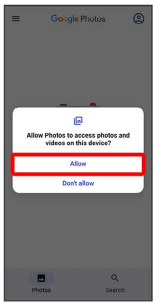
2

(Photos)



3

Allow



Settings are complete.

・For several functions, continue in the same way.

Other Ways to Set Required Permissions for Applications

Setting Functions to Use for Each Application

In Home Screen, (Settings) Apps App management Tap application Permissions Tap each function Allow / Don't allow

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

Setting Applications with Permitted Usage for Each Function

In Home Screen, (Settings) Privacy Select "Permissions" tab Permission manager Tap function Tap application Allow / Don't allow

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

Adding/Deleting Application

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.

・If confirmation appears, follow onscreen instructions.

2

Tap free application

3

Install

Application is downloaded and installed.

・If confirmation appears, follow onscreen instructions.

Purchasing Paid Applications

1

In Home Screen, (Play Store)

Google Play appears.

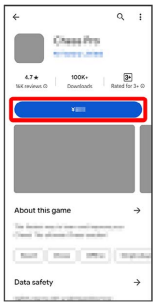
・If confirmation appears, follow onscreen instructions.

2

Tap paid application

3

Tap amount



Follow onscreen instructions. The application is downloaded and installed.

Purchased Applications

Payment

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

On Other Android Devices

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

Requesting Refunds

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

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

Purchasing Applications

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

Updating Applications

1

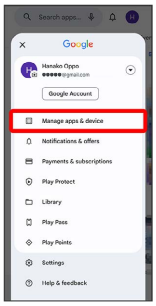
In Home Screen, (Play Store)

Google Play appears.

・If confirmation appears, follow onscreen instructions.

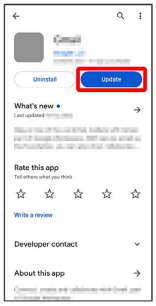
2

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



3

Manage → Tap application to update → Update



Application is updated.

・If confirmation appears, follow onscreen instructions.

Setting Application Updates

Setting Automatic Updates for Applications

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

Setting Automatic Updates for Individual Applications

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

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

Wi-Fi/Bluetooth

Connecting by Wi-Fi.....62
Using Bluetooth® Function..... 63

Connecting by Wi-Fi

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

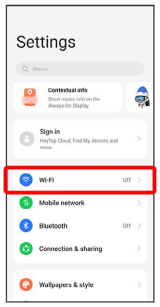
Selecting a Network Connection

1

In Home Screen, (Settings)

2

Wi-Fi



Wi-Fi settings open.

3

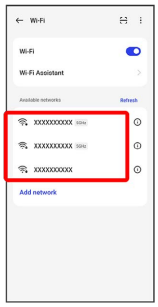
Wi-Fi ( )

Wi-Fi is enabled.

・Tap Wi-Fi to toggle on ( )/off ( ).

4

Tap Wi-Fi network



5

Enter password ✓

Handset is connected.

・The password, for a household wireless LAN router, is sometimes found on a sticker on the router (WEP, WPA, KEY, etc.). Contact the router manufacturer for information. For password for a public wireless LAN, check with user's service provider.

・Entering a password is not required if an access point is not security protected.

Using Bluetooth® Function

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

Bluetooth® Function Cautions

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

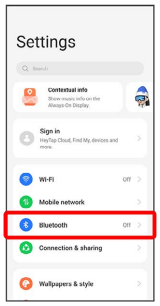
Enabling Bluetooth® Function

1

In Home Screen, (Settings)

2

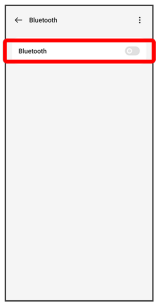
Bluetooth



Bluetooth® settings open.

3

Bluetooth ( )



Bluetooth® function is enabled.

・Tap Bluetooth to toggle on ( )/off ( ).

Handset Settings

Handset Settings.....66
Data Usage Settings.....67
Display & Brightness Settings.....68
Sound & Vibration Settings.....68
Password & Security.....69
Battery Settings.....73
Additional Settings.....74
Other Settings.....75

Handset Settings

Main setting operations are described.

Handset Settings

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

Item	Description
Wi-Fi	Enable Wi-Fi connection. See "Connecting by Wi-Fi" for details.
Mobile network	Check information and make settings for SIM Card, network, data usage, etc.
Bluetooth	Enable Bluetooth® connection. See "Using Bluetooth® Function" for details.
Connection & sharing	Make tethering, wireless casting, and other settings.
Wallpapers & style	Make Themes, Wallpapers, and other settings.
Home screen & Lock screen	Make Home Screen and Lock Screen settings.
Display & brightness	Make settings for Display such as brightness, font size, Icon styles, auto rotate, etc.
Sound & vibration	Set ringtone, touch sounds, etc.
Notifications & status bar	Make notification and Status Bar settings.
Apps	Make application settings.
Password & security	Make settings for password as well as fingerprint authentication or face recognition.
Privacy	Make privacy settings such as app permissions and password display.
Location	Make settings for location.
Safety & emergency	Make settings for emergency information and emergency SOS. See "Safety & Emergency" for details.
Battery	Check battery usage and make settings to save battery power.
Special features	Make settings for Quick Start, Smart Sidebar, etc.
Digital Wellbeing & parental controls	Manage time that handset is used, set parental limitations on use, etc.
Additional settings	Make settings for date, time, etc.
About device	View device name, phone number, etc.
Users & accounts	Create accounts as well as add, sync, etc.
Google	Make settings for Google services.

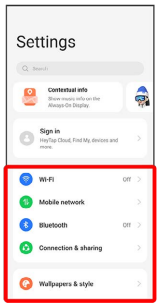
1

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

Setting Data Saving

In Home Screen, (Settings) → Mobile network → Data usage → Data saving → Data saving → Turn on

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

Setting Applications Not Subject to Data Saving

In Home Screen, (Settings) → Mobile network → Data usage → Data saving → Unrestricted apps →
Tap application not to be subject

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

Enabling Mobile Data

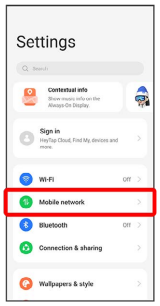
In Home Screen, (Settings) → Mobile network → Mobile data

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

Data Usage Settings

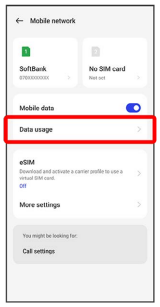
1

In Home Screen, (Settings) → Mobile network



2

Data usage



Data Usage window opens.

Display & Brightness Settings

Set screen brightness, auto screen off, etc.

Display & Brightness Settings

Settings can be made for the following items.

Item	Description
Light mode/ Dark mode	Set Light mode for normal use and Dark mode for reduced power consumption.
Scheduled	Set timing to automatically switch between Light mode and Dark mode.
Dark mode settings	Set style, wallpaper, etc. for Dark mode. ・Appears when Dark mode is set.
Brightness	Set the brightness of Display.
Auto brightness	Enable adjustment of brightness for surroundings.
Screen color mode	Set color mode of Display.
Eye Comfort	Make eye comfort settings and reduce blue light from Display.
Font	Set type or size of text for Display.
Display size	Set size of image for Display.
Video Color Boost	Extend video color gamut.
Bright HDR video mode	Raise brightness when playing back HDR videos.
Auto rotate	Enable Display to rotate with handset orientation automatically.
Auto screen off	Set time for Display to turn off after no operation.
Adaptive Sleep	Set whether to keep Display on while looking at it. ・If confirmation appears, follow onscreen instructions.
Screen refresh rate	Set screen refresh rate.
Full screen for apps	Set display range for each app.

Sound & Vibration Settings

Set ringtone, touch sounds, etc.

Sound & Vibration Settings

Settings can be made for the following items.

Item	Description
Silent mode	Enable Silent mode.
Vibrate on ring	Enable vibration for incoming calls.
Vibrate on silent	Enable vibration while in Silent mode.
Do Not Disturb	Set to turn OFF all ringtones and vibrations for functions except Alarm, Timer, or Calendar event.
Media	Set volume for music, videos, etc.
Ringtone	Set volume for ringtone, etc.
Notifications	Set volume for notifications, etc.
Alarm	Adjust alarm volume.
Ringtone	Set a ringtone.
Notification sound	Set notification sound.
Real Sound Technology	Set sound effect.
Haptics and tones	Enable confirmation tones when Tapping dialpad and for touch operation.
More	Set default recorder and in-ear monitoring.

Password & Security

Set a screen lock, passwords, etc.

Security Codes

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

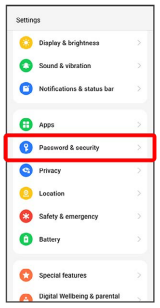
- Do not forget Center Access Code. If you forget the code, contact us for recovery. Contact Customer Service for details.
- Be careful not to reveal security codes to others. If misused by others, SoftBank Corp. is not liable for any resulting damages.

Enabling SIM PIN

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

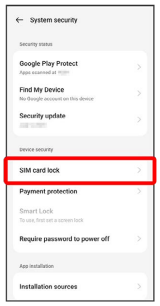
1

In Home Screen, (Settings) Password & security



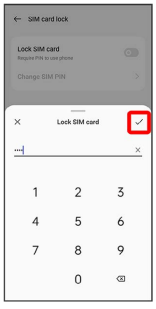
2

System security SIM card lock



3

Lock SIM card Enter PIN ✓



PIN is enabled.

PIN Cautions

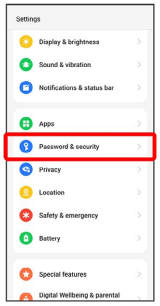
Entering incorrect PIN three consecutive times activates PIN Lock. To cancel, Personal Unblocking Key (PUK) is required; contact Customer Service. Entering incorrect PUK ten consecutive times locks SIM Card/eSIM, disabling handset. For recovery, SIM Card/eSIM must be reissued at a SoftBank (fees apply).

Changing SIM PIN

First enable SIM PIN to change PIN.

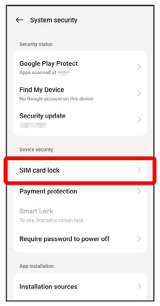
1

In Home Screen, (Settings) Password & security



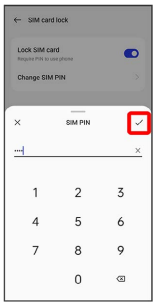
2

System security SIM card lock



3

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



PIN is changed.

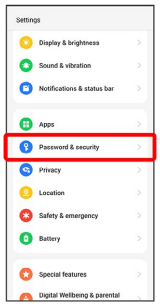
Setting Password to Unlock Screen With

1

In Home Screen, (Settings)

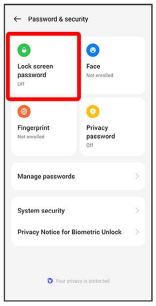
2

Password & security



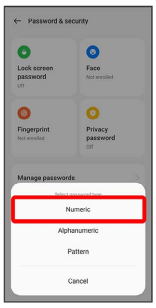
3

Lock screen password



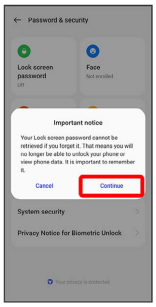
4

Numeric



5

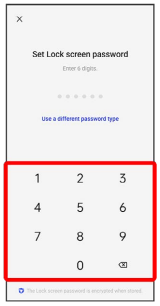
Confirm the cautions, then Tap Continue



Entry window for Lock Screen password appears.

6

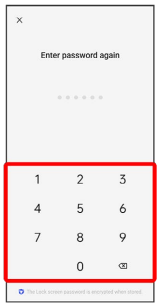
Enter new password



・If confirmation appears, follow onscreen instructions.

7

Enter new password again



Password is set.

・If confirmation appears, follow onscreen instructions.

Changing Password Length before Setting

In entry window for Lock Screen password, Use a different password type → 4 digits / 4-16 digits / Alphanumeric / Pattern → Enter new password → Enter new password again

・If confirmation appears, follow onscreen instructions.

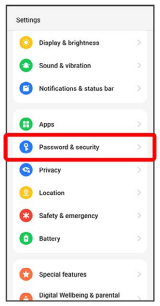
Unlock Screen by Tracing Pattern

1

In Home Screen, (Settings)

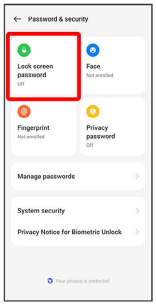
2

Password & security



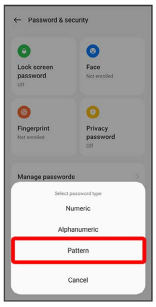
3

Lock screen password



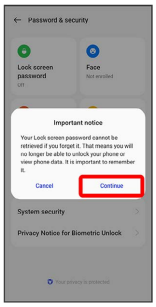
4

Pattern



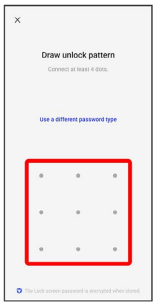
5

Confirm the cautions, then Tap Continue



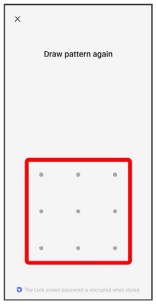
6

Enter new pattern



7

Enter new pattern again



Pattern is set.

・If confirmation appears, follow onscreen instructions.

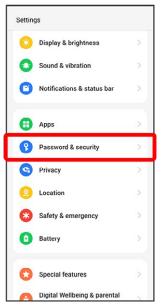
Using Face Authentication

1

In Home Screen, (Settings)

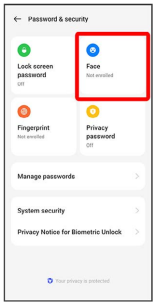
2

Password & security



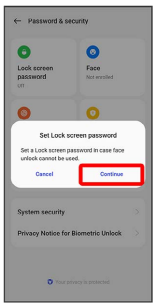
3

Face



4

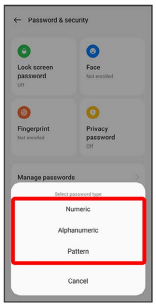
Confirm the cautions, then Tap Continue



・If Lock Screen password is already set, unlock screen.

5

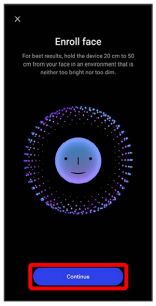
Follow onscreen instructions to set Lock Screen password



・See "Setting Password to Unlock Screen With" for details on Lock Screen password.

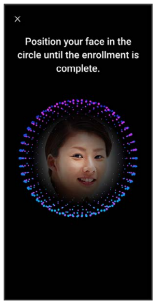
6

Continue



7

Position your face frontward in the onscreen circle



8

Done

Face is saved.

Battery Settings

Check battery usage and make settings to save battery power.

Battery Settings

Items that can be checked/set are the following.

Item	Description
Battery level	Check battery level.
Battery usage	Check 24-hour power consumption.
Battery usage by app	Check 24-hour power consumption and usage time for individual applications. In addition, change settings for extending battery duration.
Power saving mode	Make settings for Power saving mode and Super power saving mode.
Battery health	Make setting not to charge battery fully to prevent its deterioration. In addition, check current battery capacity percentage compared with that at the time of purchase.
More settings	Enable High performance mode (this mode has a higher power requirement), optimize battery consumption of application automatically, etc.

Additional Settings

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

Additional Settings

Settings can be made for the following items.

Item	Description
System navigation	Set the navigation mode and layout of Navigation Buttons.
Language & region	Set the language and region shown on Display.
Keyboard & input method	Make settings for keyboard and text entry.
Date & time	Make settings for date and time.
Accessibility	Set enlarged screen operation, captions, and other useful accessibility functions.
Gestures & motions	Make gesture and motion settings.
One-handed mode	Set whether to use One-handed mode.
Power Button	Set function when pressing Power Button.
Screenshot	Make screenshot settings.
Screen recording	Make screen recording settings.
Schedule power on/off	Set times for handset to power on and off automatically.
OTG connection	Enable handset to use USB On-The-Go and allow charging and data exchange between handset and other devices with a USB cable.
System services	Set whether to use advanced intelligent service.
Back up and reset	Set data backup using a Google account, and reset the system/app settings to their defaults.

Operations with Other Additional Settings

Adding Display Language

In Home Screen, (Settings) Additional settings Language & region Edit Tap on the right of language Yes / No

Setting Display Language

In Home Screen, (Settings) Additional settings Language & region Drag on the left of desired language to the top on list Change to XX

Enabling Voice Input

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

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

Setting Voice Input

In Home Screen, (Settings) Additional settings Keyboard & input method Manage keyboards Google Voice Typing Set items

Enabling Text-to-Speech Output

In Home Screen, (Settings) Additional settings Accessibility Select "Vision" tab Select to Speak Shortcut ( ) Allow OK

Setting Speed of Pointer for Mouse/Trackpad

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

Other Settings

Mobile Network

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

Item	Description
SIM	Set preferred network type and other SIM Card/eSIM settings.
Calling[1]	Set SIM to be used for calling.
Internet[1]	Set SIM to be used for the Internet.
Mobile data	Enable communication using mobile data.
Data usage	Check information and make settings for data usage. See "Data Usage Settings" for details.
eSIM	Add and delete eSIM. See "eSIM" for details.
More settings	Make settings for use of mobile data while calling.

1 Appears when both SIM 1 and SIM 2, or SIM Card and eSIM are enabled.

Connection & Sharing

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

Item	Description
Airplane mode	Enable Airplane mode. For details, see "Using Airplane Mode."
Personal hotspot	・Personal hotspot Make settings for higher-speed tethering. ・Bluetooth tethering Enable Bluetooth® tethering. ・USB tethering Enable USB tethering. ・Ethernet tethering Enable Ethernet tethering.
VPN	Add and make settings for a Virtual Private Network and connect to a more secure network.
NFC	Make NFC settings.
Private DNS	Make Private DNS settings and enhance network security.
Android Auto	Set Android Auto to use applications on car display.
Multi-Screen Connect	Bring handset close to your PC or tablet to connect automatically and perform tasks between devices. ・If confirmation appears, follow onscreen instructions.
Screencast	Enable Screencast and show handset screen on other display devices.
Print	Set print service for document, image, mail, and website printing.
Quick Connect	Set whether to detect nearby devices quickly and connect them.

Home Screen & Lock Screen

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

Item	Description
Home screen mode	Change Home screen mode.
Home screen layout	Set a Home Screen layout.
Icon pull-down gesture	Set function to swipe up on the left or right side of Display, pull down icons. and release finger on desired application to open it.
Lock Home screen layout	Enable handset to lock Home Screen layout.
Smart search in app drawer	Enable handset to predict and show applications.
Icon autofill	Enable handset to arrange icons in Home Screen.
Double-tap to lock	Enable handset to lock screen when blank on Display is double-tapped.
Swipe down on Home screen	Set either Shelf window, global search window or Notifications drawer to appear when Flicking/Swiping down in Home Screen.
App animation speed	Set speed of animation when applications activate/deactivate.
Lock Screen Magazine	Set handset to download and show wallpapers in Lock Screen at random.
Raise to wake	Set whether Display turns on when handset is picked up.
Double-tap to wake or turn off screen	Set whether Display turns on when Display is double-tapped.
Lock screen shortcuts	Create shortcut to activate an app or function on the bottom of Lock Screen.
Clock style	Change clock style.
Pocket mistouch prevention	Set whether to prevent mistouch while handset is in a pocket.
Recent tasks manager	In Recent window, enable handset to show total/used amount of task memory and lock applications running in background.

Notifications & Status Bar

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

Item	Description
Lock screen	Set whether to show Notifications drawer by swiping Lock screen or enable notifications to be shown in Lock Screen.
Banner	Set whether to simplify banner notifications while using an app in full screen.
App icon badges	Make settings for app icon badges, etc.
Status bar	Enable icon, remaining battery level, and real-time network speed, etc. to be shown in Status Bar.
Smart notification hiding	Set whether to hide banner notifications when handset detects another person watching its display.
More settings	Make settings for notification on data usage, notification snooze, and notification history, etc. on Notifications drawer.
App notifications	Set whether to allow notification for each application.

Setting Applications to Block Notifications From

In Home Screen, (Settings) Notifications & status bar Tap application to block notifications from Allow notifications ( )

Apps

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

Item	Description
App management	Check and make settings for installed applications.
App Cloner	Clone applications to run independently of originals.
Default apps	Set applications that launch as standard applications.
Disabled apps	Check and make settings for disabled applications.
Recover system apps	Recover uninstalled system applications.
Auto launch	Set applications to activate in background, etc.
Special app access	Set permissions for applications that change system settings, access notifications, etc.

Privacy

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

Item	Description
Permissions	・Permission manager Set permissions required by applications. See "Setting Required Permissions for Applications" for details. ・Camera access Set whether to allow app to use Camera. ・Microphone access Set whether to allow app to use Mic.
Privacy	・App Lock Set a privacy password to be required to open specified applications. ・Hide Apps Use a privacy password and hide applications from app list and Home Screen, requiring entering code on phone dialpad to show applications. ・Private Safe Use a privacy password and hide files. ・Privacy dashboard Check usage of apps allowed to access for each function and information. ・Show password Enable password to be visible as password is entered. ・Advanced settings Make Google settings for privacy. ・Alert me when apps read clipboard Set whether to allow notification when apps read data on clipboard. ・App content Set whether to allow contents transmission to Android system.

Location

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

Item	Description
Location	Set whether to use location information.
Wi-Fi and Bluetooth scanning	Enable handset to scan networks and devices even when Wi-Fi and Bluetooth® are disabled.
Recent location requests	Applications with access permission to location appear.
Earthquake alerts	Make settings for Earthquake alerts.
Google Location Accuracy	Improve accuracy of location information using Wi-Fi, the mobile network, and sensor data.
Google Location History	Save locations visited while holding handset.
Google Location Sharing	Set handset to share current location with other users.

Safety & Emergency

Make settings for emergency information and emergency SOS. Settings can be made for the following items.

Item	Description
Quickly access emergency call page	Set to access emergency call page by pressing Power Key five times quickly.
Emergency SOS	Set to make an emergency call automatically when accessing emergency call page.
Emergency sharing	Set whether to send SMS including location information to emergency contacts automatically in emergency or when battery remaining level falls below 15 %.
Emergency contacts	Set emergency contacts.
Medical info	Make settings for medical information.
About Safety & emergency	Check emergency sharing.
Emergency Location Service	If Emergency Location Service (ELS) is supported in your region, when you call or text an emergency number, handset can automatically send its location to emergency response partners.
Unknown tracker alerts	Set whether to allow notification when handset detects unknown tracker.
Wireless emergency alerts	Set whether to allow handset to receive emergency alerts. etc.
Emergency alert history	Check log of emergency alerts.

Special Features

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

Item	Description
Split screen	Set a split screen.
Flexible windows	Make settings for floating windows while playing game or check tutorial for floating windows.
Quick launch	Make settings for Quick launch.
Smart Sidebar	Make settings for Smart Sidebar.
Kid Space	Parents/guardians can control screen time, applications, and network connection.
Simple mode	Make settings for ringtone or font, or set whether to use Simple mode, which applies larger icons.

Digital Wellbeing & Parental Controls

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	Set screen to change to monochrome and mute ringtone, messages, notifications, etc. at specified time/day of week.
Focus mode	Select and pause applications that can be distracting.
Manage notifications	Make notification settings. See "Notifications & Status Bar" for details.
Do Not Disturb	Mute ringtone, messages, notifications, etc.
Heads Up	Enable alert when you are using handset while walking.
Show icon in the app list	Enable handset to show Digital Wellbeing icon.
Set up parental controls	Set parental limitations on handset use.

About Device

Check internal storage usage.

Item	Description
ColorOS	View and update the software version. See "Updating Software" for details.
Device name	Check handset name.
Storage	Check internal storage usage.
Model	Check handset model.
Processor	Check the processor.
Battery capacity	Check battery capacity.
Screen size	Check handset screen size.
RAM	Check the total amount of RAM memory.
Cameras	Check the number of pixels of Front Camera and Rear Camera
Android version	Check the Android version, security patch level, etc.
Version	Check the software version.
Legal information	Check licensing and Google terms of usage.
Status	Check handset status (battery, IMEI, IP address, etc.).
User guide	Check troubleshooting tips and handset safety and after-sales servicing information.
Experience improvement programs	Set whether to collect information about usage of handset for purpose of product performance improvement.
Regulatory	Check credentials and regulatory information.

Users & Accounts

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

Item	Description
Automatically sync app data	Enable automatic updating of data for applications.
Add account	Create and add accounts.

Setting Automatic Syncing

In Home Screen, (Settings) Users & accounts Automatically sync app data OK

・Tap Automatically sync app data to toggle on ( )/ off ( ).

Google

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

Global Services

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Making Calls while Abroad

See SoftBank Website to learn about roaming areas/services, etc.
https://www.softbank.jp/en/mobile/service/global/

International Calls to Japan and Other Countries from Abroad

1

In Home Screen, (Phone)

Phone opens.

・If confirmation appears, follow onscreen instructions.

2

Touch & Hold "0"

"+" is entered.

3

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

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

4

Call

Handset dials number. Call begins when the other party answers.

Calls to Landline Phones/Cell Phones in Country of Stay

Place calls the same way you would within Japan.

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

1

In Home Screen, (Phone)

Phone opens.

2

Tap dialpad to enter the other party's number

3

Call

Handset dials number. Call begins when the other party answers.

Warranty/Specifications/ Customer Service

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Warranty & After-Sales Service

Warranty

・The warranty period is 1 year from the date of newly purchase.
・Free repairs will be done based on terms of repair service. Terms of repair service is referred to SoftBank Website. https://www.softbank.jp/mobile/support/product/warranty/
・Warranty covers only handset. Accessories such as cables are not covered by terms of repair service.

Cautions

Damages

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

Accidents/Repair

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

Disassembly/Modification

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

After-Sales Service

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

・During the warranty period, repairs are made under the terms of repair service.
・After the warranty period, if handset can be repaired, repairs will be made at cost. The functional parts necessary to repair the handset will be available for 4 years generally after the manufacture is discontinued. Repair may not be possible because of a shortage of repair parts even during the warranty period.

Further inquiries

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

Specifications

Handset

Item	Description
Dimensions (W × H × D)	Approx. 74.2 × 162.3 × 7.89 mm
Weight	Approx. 185 g
Battery Capacity	2 × 2,230 mAh/17.43 Wh
Continuous Talk Time[1]	5G (FDD-LTE): Approx. 1,500 minutes 4G (FDD-LTE): Approx. 1,740 minutes
Continuous Standby Time[1]	Approx. 210 hours (5G)[2] 4G (FDD-LTE): Approx. 534.75 hours 4G (AXGP): Approx. 534.75 hours
Charging Time	AC Charger (complimentary sample)/ USB Type-C™ Data Cable (complimentary sample): Approx. 28 minutes
Maximum Output	5G: Approx. 0.2 W 4G (AXGP): Approx. 0.4 W 4G (FDD-LTE): Approx. 0.2 W GSM: Approx. 2 W 3G: Approx. 0.25 W

1 Approximate time, based on fully charged handset, no calls or operation, and in strong signal conditions; actual available time may be shorter with environment of usage, applications, handset settings, frequency of use, etc. While "Allow alerts" is enabled, available time per charge may be shorter.
2 5G standby time is an approximate time in the SA (standalone) environment.

AC Charger (Complimentary Sample)

Item	Description
Input	AC 100 to 240V 50/60 Hz 2.5A
Output	DC 5V 2A/DC 5 to 11V 7.3A

USB Type-C™ Data Cable (Complimentary Sample)

Item	Description
Dimensions	1 m

SIM Card Slot Pin (Complimentary Sample)

Item	Description
Dimensions	Approx. 35 × 7.3 × 0.9 mm

Protective Case (Complimentary Sample)

Item	Description
Dimensions	Approx. 165.64 × 77.29 × 10.29 mm

Material List

Handset

Part	Material/Surface Treatment
Display	Strengthened glass/AF coating
Protective Film	Polyethylene terephthalate, silicone adhesives/-
Exterior Case (Top)	PMMA/hard coating
Outer Case (Bottom/Side)	PC + 20% GF/NCVM treatment
Back Cover (Silver gray)	Strengthened glass/Etching + AF coating
Back Cover (Glossy purple)	Strengthened glass/Polish + AF coating
Camera Panel (Top/Bottom)	Strengthened glass/Etching + AF coating
Camera Panel Decoration (Top)	Stainless steel/PVD treatment
Back Cover (Camera/ Flashlight part)	Aluminum/Etching + anodized
Flashlight	PMMA/-
Infrared Transmitter	PMMA/-
Power Key & Screen Lock Key	Aluminum/Anodized
Volume Key (Up/Down)	Aluminum/Anodized
SIM Card Tray (Exterior)	PC + 20% GF/NCVM treatment
SIM Card Tray (Card placement frame)	PC + 20% GF, SUS301/-
SIM Card Tray (Seal)	Silicone/-
IMEI Label, Protective Sheet (under IMEI label)	Polyethylene terephthalate/Laminated

AC Charger (Complimentary Sample)

Part	Material/Surface Treatment
Exterior Case	PC/-
Power plug	Copper alloy/Nickel plating

USB Type-C™ Data Cable (Complimentary Sample)

Part	Material/Surface Treatment
USB plug (Exterior case)	TPE/-
USB plug (Metal shell part)	Stainless steel/-
USB plug (Resin part inside metal shell part)	Nylon + Glass fiber/-
USB Type-C plug (Exterior case)	TPE/-
USB Type-C plug (Metal shell part)	Stainless steel/-
Cable	TPE/-

SIM Card Slot Pin (Complimentary Sample)

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

Protective Case (Complimentary Sample)

Part	Material/Surface Treatment
Protective Case	TPU/-

Customer Service

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

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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
⚠ **DANGER**	Great risk of death or serious injury[1] from improper use
⚠ **WARNING**	Risk of death or serious injury[1] from improper use
⚠ **CAUTION**	Risk of minor injury[2] or damage to property[3] from improper use

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

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

Mark	Descriptions
	Prohibited actions
	Disassembly prohibited
	Exposure to liquids prohibited
	Use with wet hands prohibited
	Compulsory actions
	Unplug AC Charger from outlet

Handset, AC Charger (Complimentary Sample), USB Type-C™ Data Cable (Complimentary Sample), SIM Card Slot Pin (Complimentary Sample), Protective Case (Complimentary Sample) (Common)

⚠ DANGER

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.

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.

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.

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

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

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

Internal Battery breakage may cause fire, burns, injury, etc.
* Take additional care in instances such as the following:
・Sitting or squatting with the product in your pants or skirt pocket
・The product becoming caught in a sliding door or vehicle door when in a jacket pocket
・Stepping on the product when it is on something soft such as a sofa, bed, or futon or on the floor
・Product becoming caught in a train or bus seat.

Do not disassemble, modify, or solder.

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

Do not try to remove Internal Battery.

May cause fire, burns, injury, etc.

Handset Back Cover cannot be removed. Do not try to remove. Also, if handset is swollen due to the swollen battery, etc., do not try to remove Back Cover or press it forcibly.

May cause fire, burns, injury, etc.

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.

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

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

Use optional accessories specified by SoftBank.

Using unspecified accessories or those with unclear manufacturer, distributor, or specifications may cause fire, burns, injury, electric shock, etc.

⚠ WARNING

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

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

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

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

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

May cause fire, burns, etc.

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

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

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.

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.

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

Do not use damaged handsets or related accessories.

May cause fire, burns, injury, etc.

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

Handset may drop and cause injury.

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

May cause fire, burns, electric shock, etc.

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.

Do not place handset and related accessories within an infant's reach, and store them where pets cannot touch them.

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

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

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

Continuing its use may cause itching, rashes, eczema, or other symptoms depending on the user's physical condition.
For the material of each parts, see "Material List."

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

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

Handset

⚠ DANGER

Do not throw handset into a fire or apply heat.

May cause fire, burns, injury, etc.

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.

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

Do not point Infrared Transmitter toward other people's eyes when using it.

May affect other people's eyes.

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

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

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

May hinder driving and cause accidents, etc.

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

May cause twitches, loss of consciousness, etc.

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

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

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

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.

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

Use of handset on board an airline is restricted. Follow the airline's instructions.
Cancel any functions that turn on handset automatically.
Handset radio waves may affect electronic devices of the aircraft.
Prohibited use aboard an aircraft may be subject to penalty by law.

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

Power off handset in a place where its use is prohibited.
Cancel any functions that turn on handset automatically.
Handset radio waves may affect electronic devices or other electronic medical equipment.

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

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

Handset sound is loud when calling hands free.
Even in standby, the ringtone or alarm may ring suddenly.
Listening to loud sound continuously for a long time may cause hearing impairment or other difficulty.
Too loud volume may cause inability to hear ambient sound and may also cause an accident.

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.

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.

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

Handset radio waves may cause electronic malfunctions, etc.
* Take additional care near these devices:
Hearing aids, implanted cardiac pacemakers, implanted cardioverter defibrillators, other electronic medical equipment, and other automatically controlled devices or equipment. For users of implanted cardiac pacemakers, implanted cardioverter defibrillators, other electric medical equipment, check with the equipment vendor or distributor for information about the effects of radio waves.

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

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

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.

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

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

⚠ CAUTION

Prohibited

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

Failure to do so may cause accidents such as injury.

Prohibited

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

May cause injury to eyes, skin, etc.
If the internal substance gets into your eyes, mouth, etc., or contacts your skin or clothes, immediately rinse with clean water.
Also, in case it gets into your eyes, mouth, etc., immediately consult a doctor after rinsing.

Prohibited

Do not dispose handset together with ordinary trash.

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

Prohibited

If the internal fluid is leaked from Internal Battery, do not allow it to contact the skin of your face or hands, or clothes.

May cause injury to eyes, skin, etc.
If the internal substance gets into your eyes, mouth, etc., or contacts your skin or clothes, immediately rinse with clean water.
Also, in case it gets into your eyes, mouth, etc., immediately consult a doctor after rinsing.

Prohibited

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

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

Compulsory

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

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

Compulsory

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

Adhered objects may cause injury, etc.

Compulsory

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

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

AC Charger (Complimentary Sample), USB Type-C™ Data Cable (Complimentary Sample)

⚠ WARNING

Do not use USB Type-C™ Data Cable (complimentary sample) if the cord is damaged.

May cause fire, burns, electric shock, etc.

If thunder is audible, do not touch AC Charger (complimentary sample) or USB Type-C™ Data Cable (complimentary sample).

May cause electric shock, etc.

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.

Do not put heavy objects on the cord of USB Type-C™ Data Cable (complimentary sample) or pull it strongly.

May cause fire, burns, electric shock, etc.

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

May cause fire, burns, electric shock, etc.

Do not use a voltage converter (travel converter for overseas use, etc.) when charging with AC Charger (complimentary sample).

May ignite, overheat, cause electric shock, etc.

Do not apply unnecessary force where connected when handset and USB Type-C™ Data Cable (complimentary sample) are connected.

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

Do not touch the cord of USB Type-C™ Data Cable (complimentary sample), charging terminals, or power plug with wet hands.

May cause fire, burns, electric shock, etc.

Use with specified power supply and voltage.

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

Using the incorrect power supply and voltage may cause fire, burns, electric shock, etc.
AC Charger (complimentary sample): 100 V AC (household AC power outlet only)
AC Charger for global use (optional accessory): 100 V to 240 V AC (household AC power outlet only)

Wipe off dust on the power plug.

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

Firmly insert the power plug of AC Charger (complimentary sample) in an outlet.

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

When unplugging from an outlet, grasp AC Charger main unit without applying force such as pulling the cord of USB Type-C™ Data Cable (complimentary sample).

The cord of USB Type-C™ Data Cable (complimentary sample) may be damaged if it is pulled out and it may cause fire, burns, electric shock, etc.

Insert or remove the connector of USB Type-C™ Data Cable (complimentary sample) straight against the port without applying force such as pulling the cord.

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

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.

Unplug power plug of AC Charger when not using it.

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

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 (complimentary sample) 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.

SIM Card Slot Pin (Complimentary Sample)

⚠ WARNING

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

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

⚠ CAUTION

Do not place within an infant's reach.

May cause accidental swallowing, choking, injury, etc.

Handset Use & Electronic Medical Equipment

⚠WARNING

Compulsory

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

Handset radio waves may affect implanted pacemakers or defibrillators.

Compulsory

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

Handset radio waves may affect electronic medical equipment.

Compulsory

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

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

Compulsory

Observe each medical facility's instruction when using handset.

Handset radio waves may affect electronic medical equipment.

Material List

OPPO Reno10 Pro 5G Main Unit

Part	Material/Surface Treatment
Display	Strengthened glass/AF coating
Protective Film	Polyethylene terephthalate, silicone adhesive/-
Exterior Case (Top)	PMMA/hard coating
Exterior Case (Bottom/side)	PC + 20% GF/NCVM
Back Cover (Silver gray)	Strengthened glass/etching + AF coating
Back Cover (Glossy purple)	Strengthened glass/polish + AF coating
Camera Panel (Top/bottom)	Strengthened glass/etching + AF coating
Camera Panel Decorative Panel (Top)	Stainless steel/PVD
Back Cover (Camera/Flash Light part)	Aluminum/etching + anodizing
Flash Light	PMMA/-
Infrared Transmitter	PMMA/-
Power Key/ Screen Lock Key	Aluminum/anodizing
Volume Key (Up/Down)	Aluminum/anodizing
SIM Card Tray (exterior)	PC + 20% GF/NCVM
SIM Card Tray (card placement frame)	PC + 20% GF, SUS301/-
SIM Card Tray (seal)	Silicone/-
IMEI Label, Protective Sheet (under IMEI label)	Polyethylene terephthalate/laminated

AC Charger (Complementary Sample)

Part	Material/Surface Treatment
Exterior Case	PC/-
Power Plug	Copper alloy/nickel plating

USB Type-C™ Data Cable (Complimentary Sample)

Part	Material/Surface Treatment
USB Plug (Exterior Case)	TPE/-
USB Plug (Metal shell part)	Stainless steel/-
USB Plug (Resin part inside of metal shell)	Nylon + glass fiber/-
USB Type-C Plug (Exterior Case)	TPE/-
USB Type-C Plug (Metal shell part)	Stainless steel/-
Cable	TPE/-

SIM Card Slot Pin (Complimentary Sample)

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

Protective Case (Complimentary Sample)

Part	Material/Surface Treatment
Protective Case	TPU/-

Important Product Information

Handset, AC Charger (Complimentary Sample), USB Type-C™ Data Cable (Complimentary Sample), SIM Card Slot Pin (Complimentary Sample), Protective Case (Complimentary Sample) (Common)

- AC Charger (complimentary sample) or USB Type-C™ Data Cable (complimentary sample) is not waterproof. Avoid using in humid places such as a bathroom and exposing it to rain. Contact to dampness from sweat by wearing on your body may cause corrosion inside resulting in malfunction. If malfunction is determined to be caused by above water exposures, warranty will not apply to repair. In the case that repair is possible, repair charge is incurred.
- Do not use in extremely hot, cold, humid, or dusty conditions. Always use within temperatures of 0°C to 35°C and humidity of 35% to 85%.
- Charge Internal Battery within temperatures of 5°C to 35°C.
- Do not use in these locations.
  - Where there is much humidity, dust, or vibration
  - Near a landline phone, TV, radio, etc.
- Note that handset temperature may become high when used for a long time, especially in high-temperature conditions.
- Discontinue using handset temporarily if its temperature becomes high. Prolonged contact with handset when at a temperature may cause low-temperature burns.
- Do not touch handset USB Type-C Port. Static electricity may affect internal components.
- Do not use ethanol, thinner, benzene, etc. when cleaning handset. Use a soft, dry cloth to wipe away oil, adhering substances, and other soiling that is hard to remove. Avoid using fingernails to prevent scratching of Display.
- Use a soft, dry cloth to clean AC Charger (complimentary sample) or USB Type-C™ Data Cable (complimentary sample).
- Occasionally clean terminals with a dry, cotton swab, etc. Dirt on terminals may cause power shut-off or insufficient charging. Take care not to damage terminals when cleaning.
- Avoid removing SIM Card when saving or transmitting data with handset. May erase data or affect handset.
- Read the health and safety information before using handset. A flashing screen while playing games or watching videos may cause dizziness or convulsions. If you experience these symptoms, consult a doctor.
- Do not place handset near magnetic objects such as magnetic stripe cards. Information saved on memory cards and credit cards may be corrupted by handset's magnetic field.
- Handset uses metal components. A user may experience itching, a rash, skin irritation, or other symptoms depending on their physical condition and health.
- Do not paint handset. Coating may penetrate handset and cause malfunction.

Internal Battery

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

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

・Lithium-ion batteries are precious, recyclable resources. Do not discard of old handsets, batteries, or chargers with ordinary waste, and instead bring them to the nearest shop with the Mobile Recycle Network mark.

Charging

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

To Ensure Safe Driving

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

Operating System

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

Emergency Alerts

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

Display (Touchscreen)

- Touchscreen-type display, operate with your fingers on Display.
- Display is designed to be contacted lightly by your fingers. Do not press strongly with your fingers or with anything pointed (fingernails, ball-point pen, pin, etc.).
- Display may not respond to touch operation in these situations. Note that malfunction may occur.
  - Operation with gloves on
  - Operation with fingernail
  - Foreign object on Display
  - Protection sheet or sticker applied on Display
  - Operation with water drops or condensation on Display
  - Operation with fingers wet or sweaty
  - Operation under water
- Immediately discontinue using handset if handset Display is broken. Avoid touching or removing broken parts, and immediately contact a SoftBank Shop or Customer Service.
- Immediately wipe away any liquid, metallic dust, or other matter which Display may have come in contact with.

Volume

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

SIM Card Slot Pin (Complimentary Sample)

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

Protective Case (Complimentary Sample)

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

Personal Information and Data Security

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

Technical Conformity

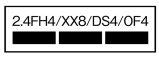
- Handset conforms to technical regulations pursuant to the Radio Law as a wireless radio station facility of a low-power data transmission system, and the mark of technical conformity can be viewed as follows:
  In Home Screen, (Settings) About device Regulatory
- Handset conforms to technical regulations,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

Bluetooth®/Wi-Fi (WLAN)

Connection/operation may not be possible with some Bluetooth®/Wi-Fi (wireless LAN) devices.
Handset Bluetooth®/Wi-Fi (wireless LAN) communication is secured in conformity with Bluetooth®/Wi-Fi (wireless LAN) standards, however, security may be insufficient depending on system environment and settings. Be aware of this when using Bluetooth®/Wi-Fi (wireless LAN) communication.
SoftBank Corp. is not responsible for damages from leakage of data or information occurring using Bluetooth®/Wi-Fi (wireless LAN) communication.

Frequency Bands (2.4 GHz Band)

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



2.4: Frequency band is 2,400 MHz.
FH/XX/DS/OF: Modulations are FH-SS, other modulation, DS-SS, OFDM.
4: Estimated range of radio frequency interference is up to 40 m.
8: Estimated range of radio frequency interference is up to 80 m.
■ ■ ■ : Utilizes 2,400 MHz to 2,483.5 MHz band without mobile device bandwidth differentiation.

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

Frequency Bands (5 GHz Band)

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

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

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

Cautions for General Use

The frequency band used by handset Bluetooth®/Wi-Fi (wireless LAN) functions is also used for operation by household appliances (microwave ovens) and industrial/scientific/medical equipment as well as by in-place radio stations (requiring a license) and specific low-power radio stations (not requiring a license) for mobile identification as used in production lines, and by amateur radio stations (requiring a license).
1. Before using Bluetooth®/Wi-Fi (wireless LAN), check that no in-place radio stations for mobile identification, specific low-power radio stations, or amateur radio stations are in operation nearby.
2. If use of handset Bluetooth®/Wi-Fi (wireless LAN) causes interference with regard to an in-place radio stations for mobile identification, immediately change the usage frequency, or discontinue use and take measures to avoid interference (putting a partition in place, etc.).
3. If handset is otherwise a cause of interference with regard to specific low-power radio stations for mobile identification or amateur radio stations and assistance is required, contact Customer Service.

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

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

Wi-Fi (Wireless LAN)

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

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

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Declaration

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Radio Wave Exposure and Specific Absorption Rate (SAR) Information

"A302OP" here refers to this mobile phone "OPPO Reno10 Pro 5G".

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

This mobile phone 【A302OP】 complies with the Japanese technical regulations and international guidelines regarding exposure to radio waves.
This mobile phone was designed in observance of the Japanese technical regulations regarding exposure to radio waves* and the limits of exposure recommended in the international guidelines, which are equivalent to each other. The international guidelines were set out by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is in collaboration with the World Health Organization (WHO), and the permissible limits include a substantial safety margin designed to assure the safety of all persons, regardless of age and health conditions.

The technical regulations and the international guidelines set out the limits of exposure to radio waves as the Specific Absorption Rate, or SAR, which is the value of absorbed energy in any 10 grams of human tissue over a 6-minute period. The SAR limit for mobile phones is 2.0 W/kg. The highest SAR value for this mobile phone when tested for use near the head is 1.562 W/kg**, and that when worn on the body is 1.529 W/kg**. There may be slight differences of the SAR values in individual product, but they all satisfy the limit. The actual value of SAR of this mobile phone while operating can be well below the indicated above. This is due to automatic changes in the power level of the device to ensure it only uses the minimum power required to access the network.

This mobile phone can be used at positions other than against your head. By using accessories such as a belt clip holster that maintains a 0.5 cm separation with no metal (parts) between it and the body, this mobile phone is certified the compliance with the Japanese technical regulations.

The World Health Organization has stated 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."
Please refer to the WHO website if you would like more detailed information.
https://www.who.int/news-room/fact-sheets/detail/electromagnetic-fields-and-public-health-mobile-phones

Please refer to the websites listed below if you would like more detailed information regarding SAR.
Ministry of Internal Affairs and Communications Website:
https://www.tele.soumu.go.jp/e/sys/ele/index.htm
Association of Radio Industries and Businesses Website:
https://www.arib-emf.org/01denpa/denpa02-02.html (in Japanese only)
List of SAR information of smartphone/3G model of SoftBank

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

* The technical regulations are provided in Article 14-2 of the Radio Equipment Regulations, a Ministerial Ordinance of the Radio Act.
** Including other radio systems that can be simultaneously used with 5G/LTE/3G (or LTE/3G or 3G).

European RF Exposure Information

This mobile phone 【A302OP】 is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by the international guidelines. The guidelines were developed by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) and include safety margins designed to assure the protection of all persons, regardless of age and health conditions. The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile phones is 2.0 W/kg. The highest SAR value for this mobile phone when tested for use near head is 0.935 W/kg*, and that when worn on the body at the separation distance of 0.5 cm from the body is 0.95 W/kg*. 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 the guidelines.

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

Simplified Declaration of Conformity for 【A302OP】
Hereby, OPPO declares that the radio equipment type 【A302OP】 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: https://www.oppo.com/en/certification/.

FCC RF Exposure Information

This mobile phone 【A302OP】 is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limit for exposure to radio frequency (RF) energy required by the Federal Communications Commission (FCC). The limit is based on standards that were developed by independent scientific organizations 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 conditions. The exposure standard for mobile phones employs a unit of measurement known as the Specific Absorption Rate (SAR). The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations as required by the FCC. The highest SAR value for this handset when tested for use near the head is 0.96 W/kg, and that when worn on the body as shown below is 0.23 W/kg.

Body-worn Operation: This mobile phone was tested for typical body-worn operations with the separation distance of 1.5 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain the above separation distance between the user's body and the mobile phone. The use of beltclips, holsters and similar accessories should not contain metallic components in its assembly.
The use of accessories that do not satisfy these requirements may not comply with the FCC RF exposure requirements and should be avoided.

The FCC has granted an equipment authorization for this mobile phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure requirements. Filed SAR information of this mobile phone can be found by searching FCC ID R9C-AC078 in the FCC ID Search webpage: https://www.fcc.gov/oet/ea/fccid.
Additional information on SAR can be found on the FCC website at https://www.fcc.gov/general/radio-frequency-safety-0.

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Visit SoftBank Shop for assistance

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