DuraForce EX
User Guide

DuraForce EX
User Guide Contents

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Introduction

Thank you for purchasing DuraForce EX.

Before You Begin

・DuraForce EX is referred to as "handset" in this guide.
・Read "Safety Precautions" and this guide thoroughly beforehand for proper usage.
・Accessible services may be limited by contract conditions.
・Unauthorized copying of any part of this guide is prohibited.
・Guide content subject to change without prior notice.
・Contact SoftBank Customer Support, General Information if you find inaccuracies.

Guide Usage Notes

・Most operation descriptions are based on default settings.
・In this guide and on handset, "abroad" means "outside Japan" with regard to handset/service usage.
・In this guide, microSD™/microSDHC™/microSDXC™ Card is referred to as "SD Card."

Data Communication

・Since constant Internet connection is possible with the product, data communication may be performed automatically.
・If you transmit a large amount of data, such as when downloading applications or watching video, data communication charges become high. Therefore, subscription to the flat-rate service for data communication charges is recommended.
・Depending on the applications or service you use, data communication charge may be applied even in Wi-Fi communication.

Screenshots & Key Labels

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

Preparing to Use Handset

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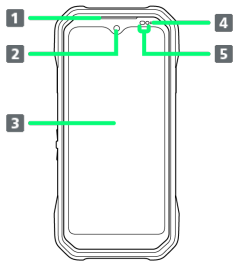
Package Contents

Package Contents

・Handset (DuraForce EX)
・AC Charger [KYCAV1]
・クイックスタート (Japanese)
・お願いとご注意 (Japanese)

Parts & Functions

Handset (Front)



Part	Description
1 Earpiece/ Speaker	Hear the other party's voice, sound of music or video, etc. here.
2 In-Camera	Use to shoot photos or videos of yourself.
3 Display	Touchscreen-type display, operate with your fingers on Display.
4 Notification/ Charging LED	Lights/flashes while charging, when powering handset on, etc.
5 Light/ Proximity Sensor	Detects surrounding brightness/prevents Touchscreen misoperation during call.

Cautions

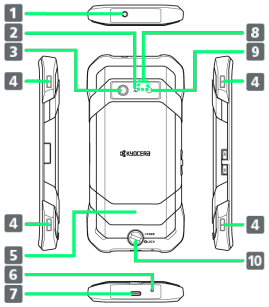
Water Resistance

Handset is airtight to maintain water resistance (IPX8). Pressing handset forcefully may produce sound around Earpiece/Speaker, but this is not a function or performance abnormality.

HYBRID SHIELD

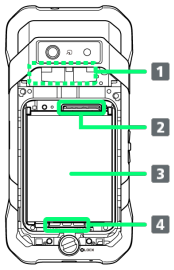
"HYBRID SHIELD", with exclusive structure, is used for DuraForce EX to prevent Display from being damaged due to glass breakage. To take advantage of its structure, an acrylic screen is attached at the time of purchase. Use handset with the screen attached. Never attempt to remove the screen with a tool, etc. Doing so may break handset Display.

Handset (Back/Side)



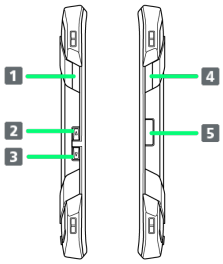
Part	Description
1 Earphone/ Microphone Jack	Connect an earphone/microphone.
2 mark	Put this mark over a reader to use handset as Osaifu-Keitai®.
3 Out-Camera	Capture photos and videos.
4 Straphole	Attach a strap.
5 Back Cover	To attach/remove USIM Card, SD Card, and Battery.
6 Mic	Speak here.
7 External Device Port	Connect AC Charger or USB Type-C™ cable (sold separately)
8 Sub-Mic	Use when recording a movie sound.
9 Mobile Light	Use light when taking photos, etc.
10 Lock Knob	Lock Back Cover.

Handset (Back: without Back Cover)



Part	Description
1 Internal Battery	Internal Battery to replace Battery Pack with the power on.
2 USIM Card/ SD Card Tray	Attach USIM Card and SD Card.
3 Battery Pack	Attach supplied Battery Pack (KYBFN1).
4 Battery Lock	Lock Battery Pack.

Keys



Part	Description
1 Direct Key Left	Press once, twice, or long to activate a assigned function.
2 Volume Up Key	Increase the volume.
3 Volume Down Key	Decrease the volume.
4 Direct Key Right	Press once, twice, or long to activate the function assigned to each button operation.
5 Power Key/ Fingerprint Sensor	Turn Display on/off. Long Press for Emergency call/Power off/ Reboot/Screenshot/Battery replacement menu; power on when powered off. If your fingerprint is registered, you can unlock handset by fingerprint recognition.

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 a USIM card.

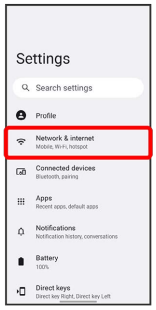
Handling eSIM

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

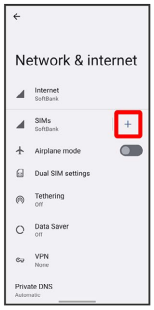
1

In Home Screen, (Settings) Network & internet



2

+



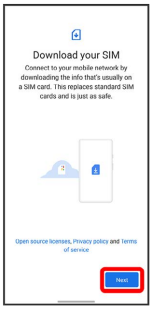
・If USIM Card is not inserted, Tap SIMs .

3

Download a SIM instead?

4

Next



5

Scan a QR code

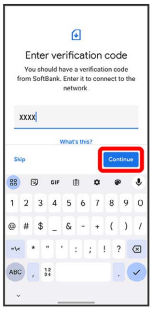
・This step may not be needed and skipped. In that case, the screen shows next step.

6

Download

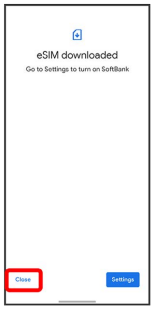
7

Enter carrier confirmation code Continue



8

Close



Your service plan with eSIM is downloaded.

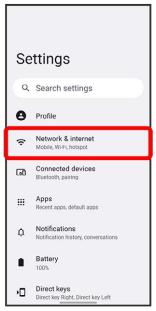
・Tap Settings to set eSIM. Continue by following onscreen instructions.

Enable or disable eSIM

Method to disable eSIM is described as an example.

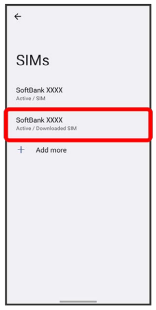
1

In Home Screen, (Settings) Network & internet



2

SIMs Select eSIM



・Downloaded SIM is displayed for eSIM.

・If you use eSIM only, you need not select SIM.

3

Use SIM ( ) Yes

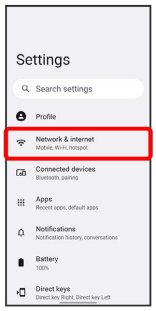
eSIM is disabled.

・Use SIM ( ) Yes to enable eSIM.

Erase your service plan with eSIM

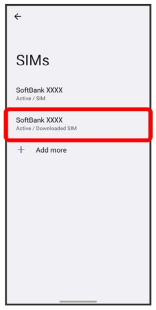
1

In Home Screen, (Settings) Network & internet



2

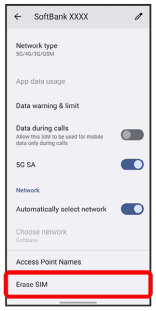
SIMs Select eSIM



・Downloaded SIM is displayed for eSIM.
・If you use eSIM only, you need not select SIM.

3

Erase SIM



4

Erase

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.

USIM Card

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

Handling USIM Card

For USIM card handling, see following items.

1 IC chip

For USIM card handling, see website below.
https://www.softbank.jp/mobile/support/protect/usim/

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

USIM Card Cautions

Observe the following when using USIM Card.

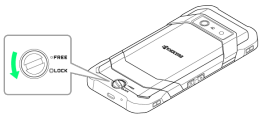
- Customer is responsible for any damage caused by inserting USIM Card in an other-brand IC card reader, etc. SoftBank Corp. is not responsible in such case.
- USIM Card is the property of SoftBank Corp.
- USIM is replaceable (at cost) in case of loss/damage.
- Return USIM Card to SoftBank Corp. when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

Inserting USIM Card

Always power off beforehand, and turn backside up.

1

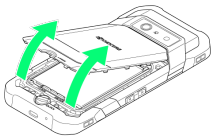
Turn Lock Knob counterclockwise



- Turn Lock Knob to match with "FREE."

2

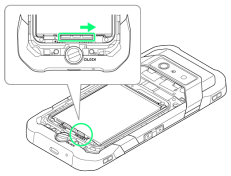
Remove Back Cover



- Lift Back Cover by notch in direction shown with finger (nail).

3

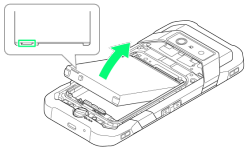
Slide Battery Lock in direction of "UNLOCK" (right)



- Battery Lock is unlocked. You cannot remove Battery Pack if Battery Lock is locked.

4

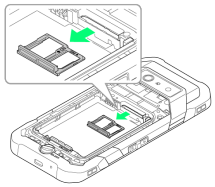
Lift Battery Pack by notch in direction shown with fingernail to remove it



- Do not use a tool such as a screwdriver to remove Battery Pack. Doing so may damage Battery Pack.

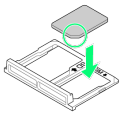
5

Pull out USIM Card/SD Card Tray straight



6

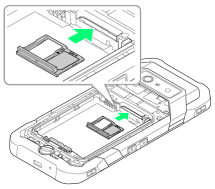
Set USIM Card in USIM Card/SD Card Tray with the IC (metal) side facing down



- Note location of notch.
- Make sure USIM Card is completely in USIM Card/SD Card Tray and not jutting upward.

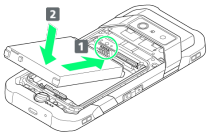
7

Insert USIM Card/SD Card Tray straight until it stops



8

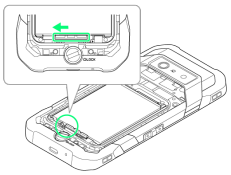
Install Battery Pack



- Make sure USIM Card/SD Card Tray is attached securely before installing Battery Pack.
- Confirm terminal position, slide Battery Pack (1), and then press it securely (2).
- Make sure Battery Lock is unlocked. You cannot install Battery Pack if Battery Lock is locked.

9

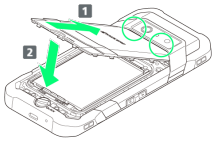
Slide Battery Lock in direction of "LOCK" (left)



- Battery Lock is locked and Battery Pack is secured.

10

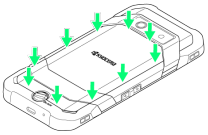
Align two claws of Back Cover with handset notches on upper part (1), and then attach Back Cover (2)



- Make sure Lock Knob indicates "FREE."

11

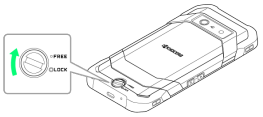
Make sure Back Cover is not jutting upward and press it in directions shown starting from upper part (Camera side) of handset to close Back Cover securely



- Make sure Lock Knob indicates "FREE" and Battery Lock is at "LOCK" direction (left). Installing Back Cover forcibly may damage it.
- You cannot close Back Cover if Battery Lock is unlocked.
- If Back Cover is jutting upward, waterproof/dustproof performance is not guaranteed. After installing Back Cover, visually confirm it is closed securely.

12

Turn Lock Knob clockwise to match with "LOCK"



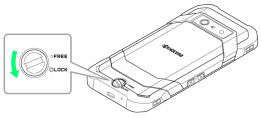
When Back Cover is locked, ○ on the left of "LOCK" turns red.

Removing USIM Card

Always power off beforehand, and turn backside up.

1

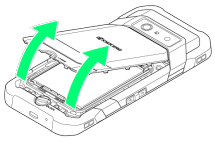
Turn Lock Knob counterclockwise



・Turn Lock Knob to match with "FREE."

2

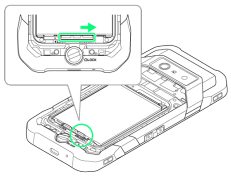
Remove Back Cover



・Lift Back Cover by notch in direction shown with finger (nail).

3

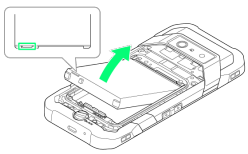
Slide Battery Lock in direction of "UNLOCK" (right)



・Battery Lock is unlocked. You cannot remove Battery Pack if Battery Lock is locked.

4

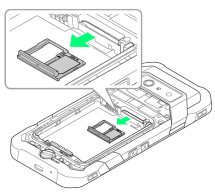
Lift Battery Pack by notch in direction shown with fingernail to remove it



・Do not use a tool such as a screwdriver to remove Battery Pack. Doing so may damage Battery Pack.

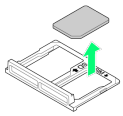
5

Pull out USIM Card/SD Card Tray straight



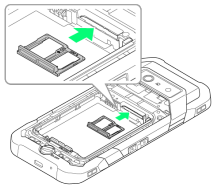
6

Remove USIM Card from USIM Card/SD Card Tray



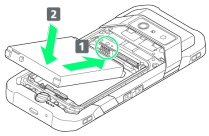
7

Insert USIM Card/SD Card Tray straight until it stops



8

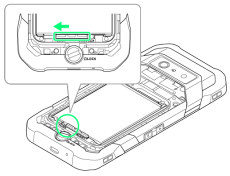
Install Battery Pack



・Make sure USIM Card/SD Card Tray is attached securely before installing Battery Pack.
・Confirm terminal position, slide Battery Pack (1), and then press it securely (2).
・Make sure Battery Lock is unlocked. You cannot install Battery Pack if Battery Lock is locked.

9

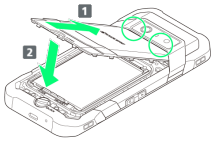
Slide Battery Lock in direction of "LOCK" (left)



・Battery Lock is locked and Battery Pack is secured.

10

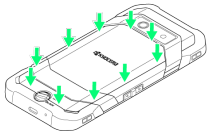
Align two claws of Back Cover with handset notches on upper part (1), and then attach Back Cover (2)



・Make sure Lock Knob indicates "FREE."

11

Make sure Back Cover is not jutting upward and press it in directions shown starting from upper part (Camera side) of handset to close Back Cover securely



・Make sure Lock Knob indicates "FREE" and Battery Lock is at "LOCK" direction (left). Installing Back Cover forcibly may damage it.
・You cannot close Back Cover if Battery Lock is unlocked.
・If Back Cover is jutting upward, waterproof/dustproof performance is not guaranteed. After installing Back Cover, visually confirm it is closed securely.

12

Turn Lock Knob clockwise to match with "LOCK"

When Back Cover is locked, ○ on the left of "LOCK" turns red.

SD Card

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

SD Card Cautions

Data

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

Reading/Writing Data

Never power off while reading or writing data.

Battery Level

A low battery charge may prevent reading/writing to SD Card.

Handling SD Card

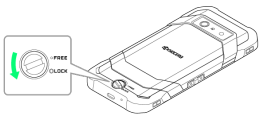
Use/store SD Cards away from the reach of infants. May cause choking if swallowed.

Inserting SD Card

Always power off beforehand, and turn backside up.

1

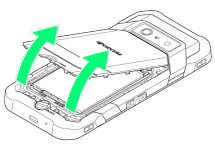
Turn Lock Knob counterclockwise



・Turn Lock Knob to match with "FREE."

2

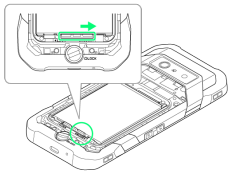
Remove Back Cover



・Lift Back Cover by notch in direction shown with finger (nail).

3

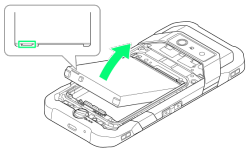
Slide Battery Lock in direction of "UNLOCK" (right)



・Battery Lock is unlocked. You cannot remove Battery Pack if Battery Lock is locked.

4

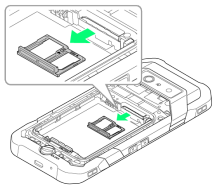
Lift Battery Pack by notch in direction shown with fingernail to remove it



・Do not use a tool such as a screwdriver to remove Battery Pack. Doing so may damage Battery Pack.

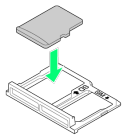
5

Pull out USIM Card/SD Card Tray straight



6

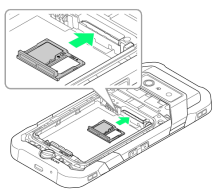
Set SD Card in USIM Card/SD Card Tray with the IC (metal) side facing down



・Make sure SD Card is completely in USIM Card/SD Card Tray and not jutting upward.

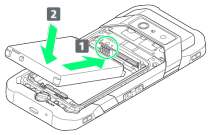
7

Insert USIM Card/SD Card Tray straight until it stops



8

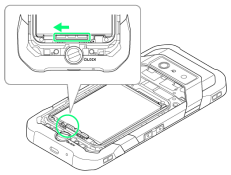
Install Battery Pack



・Make sure USIM Card/SD Card Tray is attached securely before installing Battery Pack.
・Confirm terminal position, slide Battery Pack (1), and then press it securely (2).
・Make sure Battery Lock is unlocked. You cannot install Battery Pack if Battery Lock is locked.

9

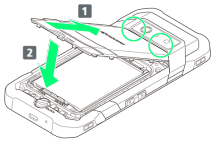
Slide Battery Lock in direction of "LOCK" (left)



・Battery Lock is locked and Battery Pack is secured.

10

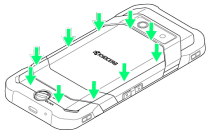
Align two claws of Back Cover with handset notches on upper part (1), and then attach Back Cover (2)



・Make sure Lock Knob indicates "FREE."

11

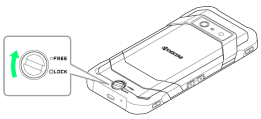
Make sure Back Cover is not jutting upward and press it in directions shown starting from upper part (Camera side) of handset to close Back Cover securely



・Make sure Lock Knob indicates "FREE" and Battery Lock is at "LOCK" direction (left). Installing Back Cover forcibly may damage it.
・You cannot close Back Cover if Battery Lock is unlocked.
・If Back Cover is jutting upward, waterproof/dustproof performance is not guaranteed. After installing Back Cover, visually confirm it is closed securely.

12

Turn Lock Knob clockwise to match with "LOCK"



When Back Cover is locked, ○ on the left of "LOCK" turns red.

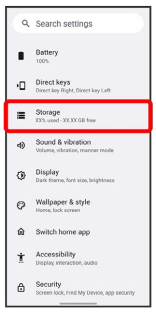
Formatting SD Card

1

In Home Screen, (Settings)

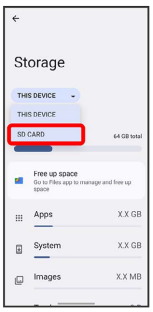
2

Storage



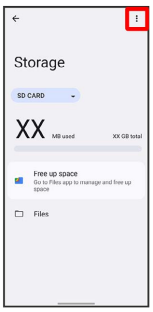
3

THIS DEVICE SD CARD



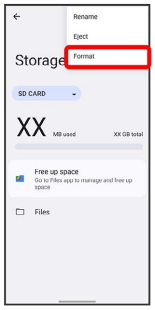
4

⋮



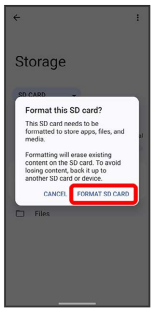
5

Format



6

FORMAT SD CARD



7

Done

Handset erases all data in SD Card.

Formatting SD Card Cautions

Observe the following when formatting SD Card.

・Formatting erases all data on SD Card. Carefully check any SD Card that was used on another device before formatting.

・Charge Battery while formatting, or format with adequate battery charge.

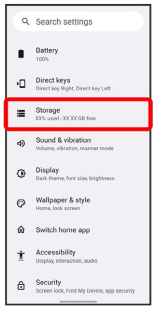
Unmounting SD Card

1

In Home Screen, (Settings)

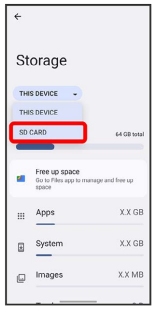
2

Storage



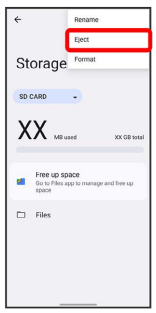
3

THIS DEVICE SD CARD



4

Eject



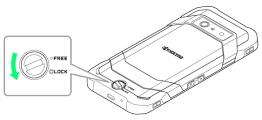
"SD card is safely ejected" appears, and SD Card is unmounted.

Removing SD Card

Always power off beforehand, and turn backside up.

1

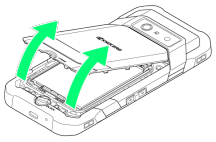
Turn Lock Knob counterclockwise



・Turn Lock Knob to match with "FREE."

2

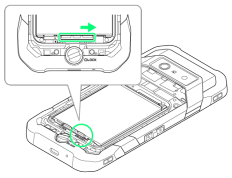
Remove Back Cover



・Lift Back Cover by notch in direction shown with finger (nail).

3

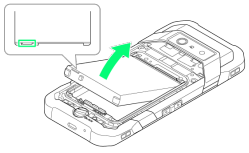
Slide Battery Lock in direction of "UNLOCK" (right)



・Battery Lock is unlocked. You cannot remove Battery Pack if Battery Lock is locked.

4

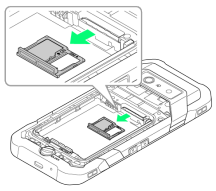
Lift Battery Pack by notch in direction shown with fingernail to remove it



・Do not use a tool such as a screwdriver to remove Battery Pack. Doing so may damage Battery Pack.

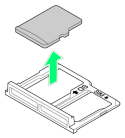
5

Pull out USIM Card/SD Card Tray straight



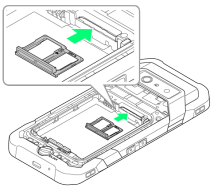
6

Remove SD Card from USIM Card/SD Card Tray



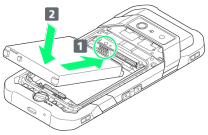
7

Insert USIM Card/SD Card Tray straight until it stops



8

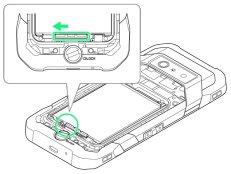
Install Battery Pack



・Make sure USIM Card/SD Card Tray is attached securely before installing Battery Pack.
・Confirm terminal position, slide Battery Pack (1), and then press it securely (2).
・Make sure Battery Lock is unlocked. You cannot install Battery Pack if Battery Lock is locked.

9

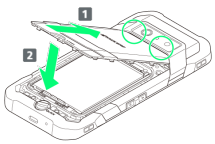
Slide Battery Lock in direction of "LOCK" (left)



・Battery Lock is locked and Battery Pack is secured.

10

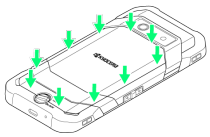
Align two claws of Back Cover with handset notches on upper part (1), and then attach Back Cover (2)



・Make sure Lock Knob indicates "FREE."

11

Make sure Back Cover is not jutting upward and press it in directions shown starting from upper part (Camera side) of handset to close Back Cover securely



・Make sure Lock Knob indicates "FREE" and Battery Lock is at "LOCK" direction (left). Installing Back Cover forcibly may damage it.
・You cannot close Back Cover if Battery Lock is unlocked.
・If Back Cover is jutting upward, waterproof/dustproof performance is not guaranteed. After installing Back Cover, visually confirm it is closed securely.

12

Turn Lock Knob clockwise to match with "LOCK"

When Back Cover is locked, ○ on the left of "LOCK" turns red.

Inserting & Removing Battery Pack

Inserting Battery Pack

Turn backside up when installing Battery Pack.

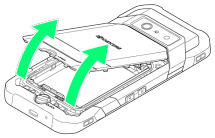
1

Turn Lock Knob counterclockwise

・Turn Lock Knob to match with "FREE."

2

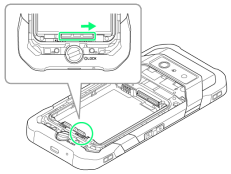
Remove Back Cover



・Lift Back Cover by notch in direction shown with finger (nail).

3

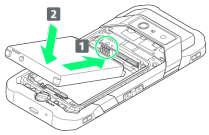
Slide Battery Lock in direction of "UNLOCK" (right)



・Battery Lock is unlocked. You cannot install Battery Pack if Battery Lock is locked.

4

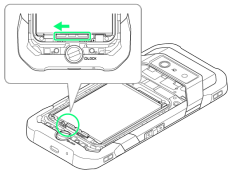
Install Battery Pack



・Make sure USIM Card/SD Card Tray is attached securely before installing Battery Pack.
・Confirm terminal position, slide Battery Pack (1), and then press it securely (2).
・Make sure Battery Lock is unlocked. You cannot install Battery Pack if Battery Lock is locked.

5

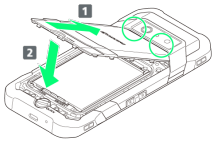
Slide Battery Lock in direction of "LOCK" (left)



・Battery Lock is locked and Battery Pack is secured.

6

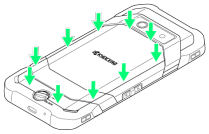
Align two claws of Back Cover with handset notches on upper part (1), and then attach Back Cover (2)



・Make sure Lock Knob indicates "FREE."

7

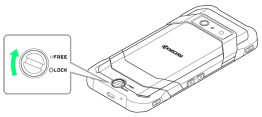
Make sure Back Cover is not jutting upward and press it in directions shown starting from upper part (Camera side) of handset to close Back Cover securely



・Make sure Lock Knob indicates "FREE" and Battery Lock is at "LOCK" direction (left). Installing Back Cover forcibly may damage it.
・You cannot close Back Cover if Battery Lock is unlocked.
・If Back Cover is jutting upward, waterproof/dustproof performance is not guaranteed. After installing Back Cover, visually confirm it is closed securely.

8

Turn Lock Knob clockwise to match with "LOCK"



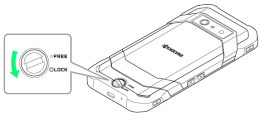
When Back Cover is locked, ○ on the left of "LOCK" turns red.

Removing Battery Pack

Turn backside up when installing Battery Pack.

1

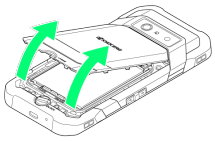
Turn Lock Knob counterclockwise



・Turn Lock Knob to match with "FREE."

2

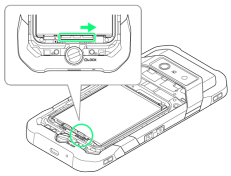
Remove Back Cover



・Lift Back Cover by notch in direction shown with finger (nail).

3

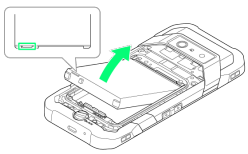
Slide Battery Lock in direction of "UNLOCK" (right)



・Battery Lock is unlocked. You cannot remove Battery Pack if Battery Lock is locked.

4

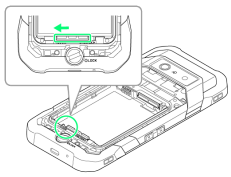
Lift Battery Pack by notch in direction shown with fingernail to remove it



・Do not use a tool such as a screwdriver to remove Battery Pack. Doing so may damage Battery Pack.

5

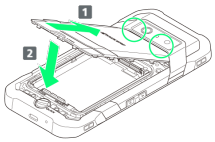
Slide Battery Lock in direction of "LOCK" (left)



・Battery Lock is locked.

6

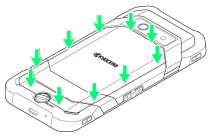
Align two claws of Back Cover with handset notches on upper part (1), and then attach Back Cover (2)



・Make sure Lock Knob indicates "FREE."

7

Make sure Back Cover is not jutting upward and press it in directions shown starting from upper part (Camera side) of handset to close Back Cover securely



・Make sure Lock Knob indicates "FREE" and Battery Lock is at "LOCK" direction (left). Installing Back Cover forcibly may damage it.
・You cannot close Back Cover if Battery Lock is unlocked.
・If Back Cover is jutting upward, waterproof/dustproof performance is not guaranteed. After installing Back Cover, visually confirm it is closed securely.

8

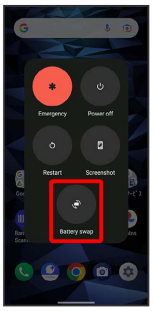
Turn Lock Knob clockwise to match with "LOCK"

When Back Cover is locked, ○ on the left of "LOCK" turns red.

Replacing Battery Pack with the Power On

1

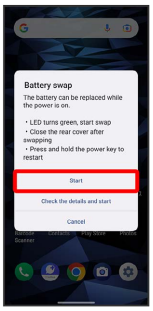
Long Press Power Key/Fingerprint Sensor → Battery swap



・When you replace Battery Pack for the first time, procedure to replace Battery Pack appear. Flick Screen to left or tap NEXT to see details.

2

Start



・Tap Check the details and start to check procedure.
・You can replace Battery Pack when Notification/Charging LED blinks in red and then lights in green.
・While app or system processing is in progress, Notification/Charging LED does not light in green and Battery Pack replacement is cancelled. Terminate app currently executed and retry.
・To cancel replacing Battery Pack, press Power Key/Fingerprint Sensor while Notification/Charging LED is blinking in red.
・You cannot cancel replacing Battery Pack when Notification/Charging LED lights in green. Replace Battery Pack following the procedure.

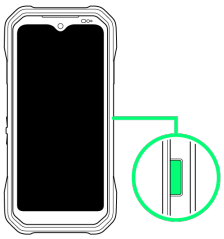
3

Remove Back Cover and replace with new Battery Pack

・For removing/inserting Battery Pack, see "Removing Battery Pack" and "Inserting Battery Pack."
・After removing Battery Pack, replace it within 2 minutes; otherwise, handset terminates app currently executed forcibly and note that unsaved data may be erased.

4

Long Press Power Key/Fingerprint Sensor (at least 2 seconds)



Battery Pack has been replaced.

Cautions on Replacing Battery Pack

Observe the following when replacing Battery pack.

- To avoid data loss or system error while replacing Battery Pack, remove a cable or device from External Device Port and do not insert/remove USIM Card/SD Card Tray.
- When SD Card is specified as data destination, it may be changed while replacing Battery Pack. Specify data destination for each app again after replacing Battery Pack.
- You cannot receive a call or emergency alerts, as no communication is available while replacing Battery Pack.
- If Internal Battery is deteriorated, a message appears. Though you can continue replacing Battery Pack by tapping CONTINUE, it is recommended you replace Internal Battery.
- If anything is wrong with Internal Battery, a message appears and battery replacement is cancelled. Tap OK to replace Internal Battery.
- You cannot replace Battery Pack when it is extremely hot or cold. Use handset between 5℃ and 35℃.
- If Battery Pack terminal is dirty or covered with dust, wipe it gently with a dry and soft cloth.
- If PIN is set for USIM Card/eSIM, PIN entry screen appears after replacing Battery Pack. Enter PIN before use.

Charging Battery

Charging Cautions

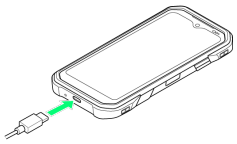
Never connect USB Type-C plug while handset or peripheral equipment is wet.

Charging with AC Charger

Be sure to use an AC Charger specified by SoftBank. For information on AC Charger and other peripheral devices, see SoftBank Website.
Charging with included AC Charger [KYCAV1] is described as an example.

1

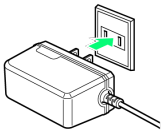
Insert USB Type-C plug of AC Charger into External Device Port



- Holding plug by connector, insert without bending as shown.

2

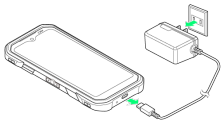
Plug AC Charger into household AC outlet



Notification/Charging LED lights up red when charging starts. Notification/Charging LED lights up green when charging ends.

3

When charging ends, unplug AC Charger from outlet, and disconnect from handset



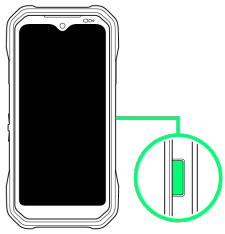
Charging ends.

Power On/Off

Powering On

1

Long Press Power Key/Fingerprint Sensor



Start Screen appears.

- See "Unlocking Start Screen" to unlock Start Screen.
- When handset is powered on for the first time, Long Press Power Key/Fingerprint Sensor for at least 5 seconds. After that, charge handset sufficiently.
- Startup wizard appears the first time handset is powered on. See "Making Initial Settings" to make settings.

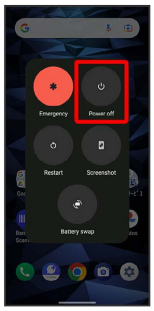
Powering Off

1

Long Press Power Key/Fingerprint Sensor

2

Power off



Handset powers off.

Making Initial Settings

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

Making Initial Settings

1

Select language → Start

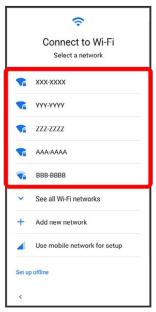
- If USIM Card is inserted, proceed to step 3.

2

Download a new eSIM → Next

3

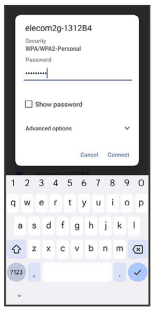
Select Wi-Fi network to connect to



- To skip Wi-Fi settings, select Set up offline. Continue by following onscreen instructions.
- To skip Wi-Fi settings with USIM Card inserted, select Use mobile network for setup / Set up offline. Continue by following onscreen instructions.

4

Follow onscreen instructions



・If Wi-Fi network selection screen appears, select Wi-Fi network to connect to again.
・If USIM Card is inserted, proceed to step 6 .

5

Download eSIM following onscreen instructions

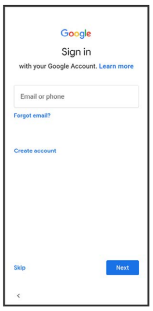
6

Don't copy

・Tap Next to copy data from another mobile. Follow onscreen instructions.

7

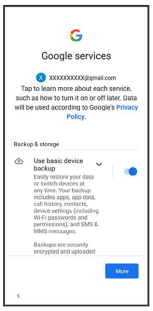
Follow onscreen instructions



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

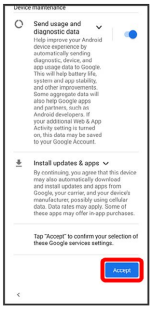
8

Follow onscreen instructions



9

Accept

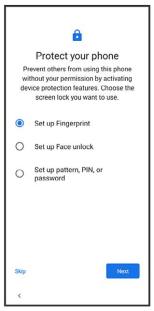


10

Confirm collection of the information about your use of the Battery swap Agree

11

Follow onscreen instructions



・If not setting a security method for Start Screen, Tap Skip .

12

Follow onscreen instructions

13

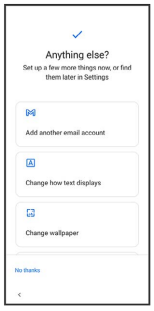
Follow onscreen instructions

・Tap Add a card to save credit card information. Follow onscreen instructions.

・If not saving credit card information, Tap Skip .

14

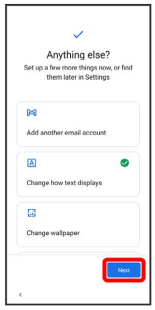
Follow onscreen instructions to make other settings



・If not making other settings, Tap No thanks to complete settings.

15

Next



Settings are complete.

Setting a Google Account

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

Google Account Cautions

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

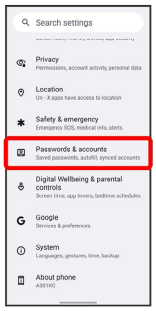
Creating a Google Account

1

In Home Screen, (Settings)

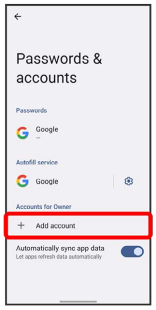
2

Passwords & accounts



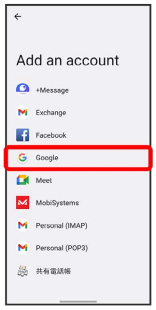
3

Add account



4

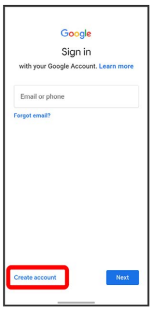
Google



Window for logging in to a Google account opens.

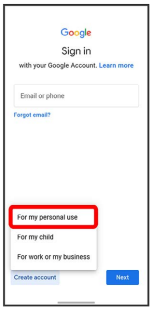
5

Create account



6

For my personal use



・To create an account for a child or business management, Tap For my child / For work or my business and follow onscreen instructions.

7

Enter first name → Enter last name → Next

8

Enter date of birth → Select gender → Next

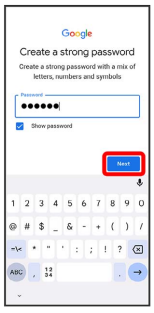
9

Select username (mail address) → Next

・To create a username (mail address) you prefer, Tap Create your own Gmail address → Enter username (mail address) → Next .

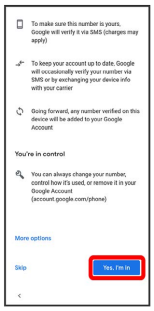
10

Enter password → Next



11

Yes, I'm in



・If not adding a phone number, Tap Skip .

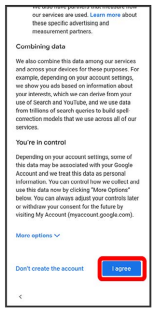
・To add a phone number for security purposes only, Tap More options . Continue by following onscreen instructions.

12

Next

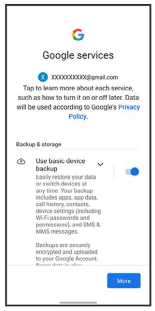
13

Check the privacy policy and terms of use, then I agree



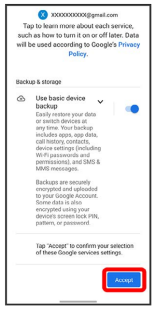
14

Follow onscreen instructions



15

Accept



Account is created.

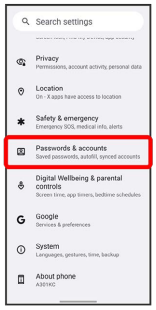
Logging In with a Google Account

1

In Home Screen, (Settings)

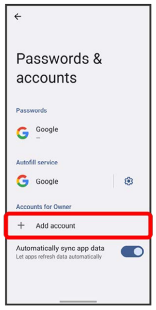
2

Passwords & accounts



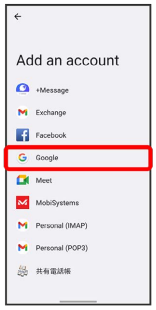
3

Add account



4

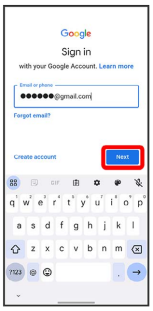
Google



Window for logging in to a Google account opens.

5

In window for logging in to a Google account, enter mail address or phone number Next



6

Enter password Next

7

Follow onscreen prompts

You are logged in to your Google account.

Waking Handset from Sleep

Display goes out after a set period of inactivity. Alternatively, Press Power Key/Fingerprint Sensor to enter sleep manually. This saves battery power and prevents accidental Touchscreen operation.

Sleep

Display goes out after a set period of inactivity to save power (sleep).
Touchscreen becomes inoperative and prevents accidental operation.

・Press Power Key/Fingerprint Sensor while Display is on to enter sleep manually.

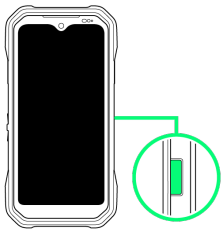
If Handset Enters Sleep while Music Playing

Music continues to play. After pressing Power Key/Fingerprint Sensor while Display is off (sleep), operation panel appears in Start Screen (operation depends on application being used).

Unlocking Start Screen

1

In Sleep mode, Press Power Key/Fingerprint Sensor



Start Screen appears.

2

Drag/Flick screen

Start Screen is unlocked.

・If Pattern / PIN / Password is set for Start Screen, follow onscreen instructions to unlock.
・Security method for Start Screen can be changed. See "Security Settings" for the security method.
・Registering your face enables you to unlock security of Start Screen by auto face recognition when Display is turned on.
・Registering your fingerprint enables you to unlock security of Start Screen by touching Power Key/Fingerprint Sensor when Display is turned on.

Basic Operations

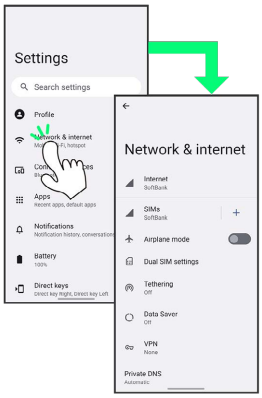
Basic Operation.....32
Using Touchscreen.....32
Silent Mode.....33
Airplane Mode.....35
Text Entry.....35
Updating Software.....36

Basic Operation

Selecting Options and Navigating Screens

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

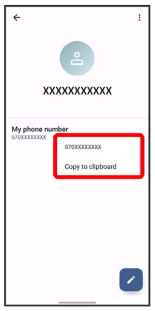
・Flick Screen from left edge to inner side to go back to previous screen.



Menu Operations

Tap ⋮ for available settings and items.

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



Using Touchscreen

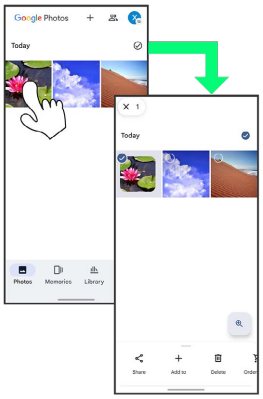
Handset uses a touchscreen-type Display. Operate with your fingers on Display.

Tap

Contact Display lightly and briefly.

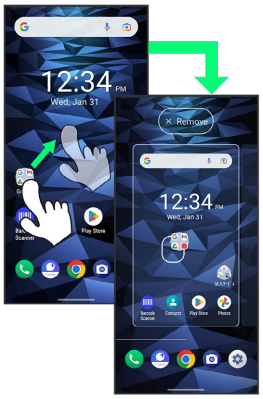
Touch & Hold

Contact Display lightly; release finger when screen changes.



Drag

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

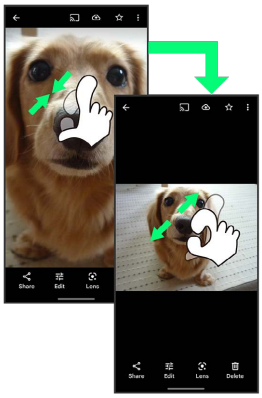


Swipe/Flick

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

Pinch/Spread

Contact Display lightly, then close/widen fingers.



Silent Mode

Mute ringtones and other handset sounds to avoid disturbing others around you.

Silent Mode Cautions

Camera shutter, video start/stop tones, Alarm, video/music audio during calls sound when Silent mode is set to vibrate/mute. In drive mode, Alarm and media audio (movie/music) are muted.

Using Silent Mode (Vibrate)

1

Press Volume Up/Down Key

2

While volume adjust bar appears, (OFF) (Vibrate)

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

Using Silent Mode (Vibrate)

From Quick Settings

Enter Silent mode (Vibrate) from Quick Settings.

Flick Status Bar down using two fingers Manner mode OFF

Exiting Silent Mode (Vibrate)

Press Volume Up/Down Key While volume adjust bar appears, (Vibrate) (OFF)

Icon changes to (OFF), and Silent mode is disabled.

Using Silent Mode (Mute)

1

Press Volume Up/Down Key

2

While volume adjust bar appears, (OFF) (Mute)

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

Using Silent Mode (Drive)

1

Press Volume Up/Down Key

2

While volume adjust bar appears, (OFF) (Drive)

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

Using Silent Mode (Mute)

From Quick Settings

Enter Silent mode (Mute) from Quick Settings.

Flick Status Bar down using two fingers Manner mode OFF Manner mode Vibrate

Exiting Silent Mode (Mute)

Press Volume Up/Down Key While volume adjust bar appears, (Mute) (OFF)

Icon changes to (OFF), and Silent mode is disabled.

Using Silent Mode (Drive)

From Quick Settings

Enter Silent mode (Drive) from Quick Settings.

Flick Status Bar down using two fingers Manner mode OFF Manner mode Vibrate Manner mode Mute

Exiting Silent Mode (Drive)

Press Volume Up/Down Key While volume adjust bar appears, (Drive) (OFF)

Icon changes to (OFF), and Silent mode is disabled.

Airplane Mode

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

Using Airplane Mode

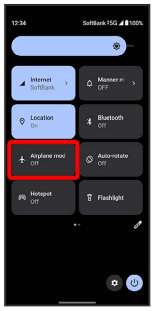
1

Flick Status Bar down using two fingers

Quick Settings open.

2

Airplane mode



Handset is in Airplane mode.

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

Text Entry

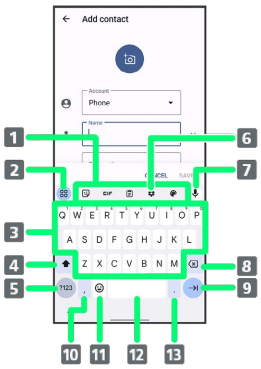
Keyboards

Use onscreen keyboards for text entry.

・To switch between keyboards, Tap in keyboard → Languages → English (US) → QWERTY / Handwriting / QWERTZ / AZERTY / Dvorak / Colemak / PC / Morse code (✓) → Done.

・To hide keyboard, Tap .

QWERTY Keyboard Layout

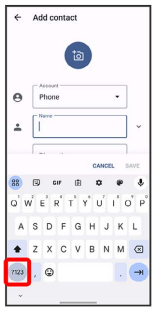


1 Shortcuts for frequently used functions (Toolbar)
2 Show all tool items Also customize Toolbar
3 Enter characters
4 Toggle uppercase/lowercase
5 Switch to number/symbol keyboard
6 Show settings menu
7 Activate voice input
8 Delete character to left of cursor
9 Insert line break or move to next entry field ; confirm current characters
10 Enter a ","; Long Touch for settings menu/enable One-handed mode
11 Enter emoji / stickers / GIFs /emoticons
12 Enter space
13 Enter a "." ; Long Touch for symbols

Switching Keyboards

1

In a text entry window, Tap ?123



Keyboard switches.

Updating Software

Check whether updates are required via the Internet, and update as required. Checking and performing available software update is free.

Before Updating Software

Saved data may be lost depending on condition of handset (malfunctioning, damaged, water seepage, 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.
When a device is running software update, don't remove a USIM card from the device or turn its power off. Doing so can cause failure of the update and result in the device that may be inoperable or malfunction. If the device is inoperable or malfunctions, contact Customer Service.

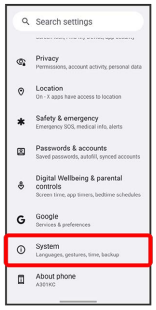
Signal during Update

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

Updating Software

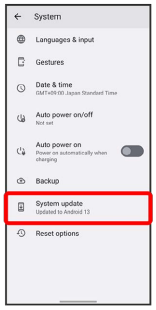
1

In Home Screen, (Settings) System



2

System update



3

Follow onscreen prompts

Software update starts.

Handset Interface

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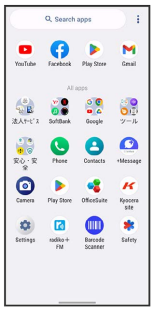
Handset Screens

Home Screen & Apps Menu

Most handset operations start in Home Screen (appears at power on) or in Apps Menu.



Home Screen Layout

Part	Description
1 Status Bar	Flick down for Notifications Window. Flick down using two fingers for Quick Settings.
2 Standby area	Place application shortcuts, folders, widgets freely.
3 Quick launch area	Tap an icon to launch application or function. Customize Home Screen with application shortcuts, widgets, and folders.
4 Navigation Bar	Flick to operate.

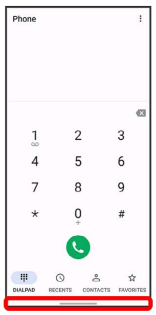
Toggling Home Screen Sheets

Flick Home Screen left/right to toggle sheets.

・In any Home Screen sheet, Flick upward to return to Home Screen top sheet.

Navigation Bar

Flick to operate icons on Navigation Bar (Display bottom) for the following functions/operations.



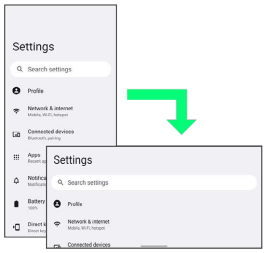
Part	Description
Flick upward	Return to Home Screen.
Flick upward and stop finger	Open listing of recently used applications and activate or delete applications.
Flick right	Switch to app used immediately before.
[1] (rotate sideways) / [1] (rotate upright)	The screen changes to portrait/landscape orientation.

1 Appears when Auto-rotate screen is disabled and handset is rotated upright/sideways.

Portrait Orientation & Landscape Orientation

When handset is rotated sideways, appears on Navigation Bar. Tap to change screen to landscape orientation. To change to portrait orientation, rotate handset upright and Tap . When Auto-rotate screen is enabled and handset is rotated sideways, screen automatically changes to landscape orientation.

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



Multi-Window

Split screen to view and operate 2 applications.
Activate the 2 applications beforehand. Viewing and operating (Contacts) and (Phone) is described as an example.

・Multi-Window is unavailable with some applications.

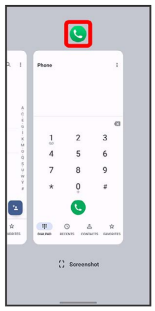
1

Flick Navigation Bar upward and stop finger

History of recently used applications opens.

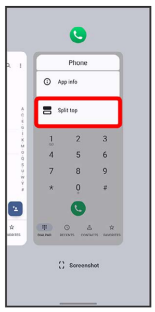
2

Tap application to use



3

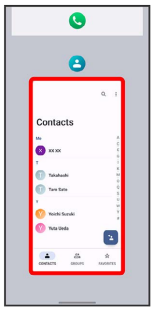
Split top



Multi-Window opens, and application appears at top of Display.

4

From application history at bottom of Multi-Window, Tap next application



Tapped application opens.

Multi-Window Operations

Switching between Applications

Flick Navigation Bar upward and stop finger → Tap application to use

・Activate application beforehand.

Exiting Multi-Window

Flick pane bar (▬▬▬) up or down

Capturing Screenshots

Press Power Key/Fingerprint Sensor and Volume Down Key at the same time.

・Alternatively, Long Press Power Key/Fingerprint Sensor → Screenshot or Flick Navigation Bar upward and stop finger → Screenshot .

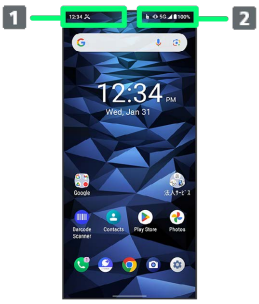
・View captured screenshots in (Photos), etc.

・Screenshot capture may not work depending on the application or function.

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
	New Message (Auto Answering)
	Call Arriving/in Progress
	Missed Call
	New Message (Voicemail)
	Calendar Event Notification
	Snoozing/Unchecked Alarm
	Timer Running
	Stopwatch Running
	Urgent News
	Data Uploading
	Data Downloading
	Application Update Notification
	Sharing File via Bluetooth®
	Readying SD Card

Main Status Indicators

Status Indicators appearing in Status Bar include the following.

Indicator	Description
	Auto Answering Set
	Bluetooth® Connected
	Silent Mode (Vibrate)
	Silent Mode (Mute)
	Silent Mode (Drive)
5G	Voice service/Data communication available (5G)[1]
4G	Voice service/Data communication available (4G LTE/4G)[2]
5G	Voice service unavailable/Data communication available (5G)[1]
4G	Voice service unavailable/Data communication available (4G LTE/4G)[2]
	Voice service available/Data communication unavailable
	Voice service/Data communication unavailable
	Wi-Fi Connected
	Signal Strength
	Roaming
	Airplane Mode
	Charge Battery
	Battery Charged
	Battery Charging
	Battery Care Mode
	Glove Touch Mode (On) Set
	Obtaining Location
	Talking Using Speaker
	Start Using Camera
	Start Using Mic

1 Even if "5G" appears on Display (upper part), 4G communication may be used, changing the icon to "4G."

2 Handset supports FDD-LTE (SoftBank 4G LTE) and AXGP (SoftBank 4G); indicator appears when handset is connected to either. Handset connects to SoftBank 4G first.

Using Notifications Window

Flick Status Bar down to open Notifications Window. Open Notification Indicators to check details.

Opening Notifications Window

1

Flick Status Bar down

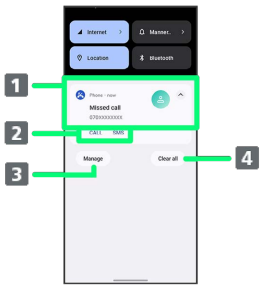
Notifications Window appears.

Closing Notifications Window

Flick Notifications Window up

・Alternatively, Flick Navigation Bar upward to close Notifications Window/Quick Settings.

Notifications Window Layout



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

2 Use notification content[1]

3 Manage notifications

4 Erase all notifications

1 Usable functions differ with each notification. For example, dialing or SMS are available with a new call notification. For example, dialing or SMS are available with a new call notification.

Using Quick Settings

Flick Notifications Window down to access Quick Setting. Tap icons to toggle functions on/off, etc.

Opening Quick Settings

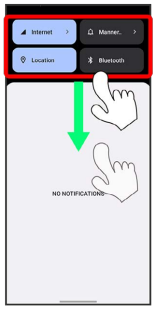
1

Flick Status Bar down

Notifications Window appears.

2

Flick Notifications Window down



Quick Settings open.

・Alternatively, Flick Status Bar down using two fingers.

Quick Settings Operations

Closing Quick Settings

Flick Quick Settings up

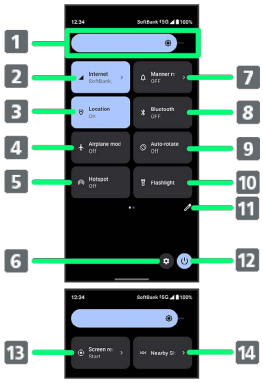
・Alternatively, Flick Navigation Bar upward to close Quick Settings.

Arranging Quick Settings

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

In Quick Settings, ✎ ➔ Follow onscreen instructions and Drag icon

Quick Settings Layout



1. Adjust brightness
2. Mobile network/Wi-Fi on/off
3. Location Information on/off
4. Airplane mode on/off
5. Tethering on/off
6. Show handset settings
7. Silent mode on/off
8. Bluetooth® on/off
9. Auto-rotate on/off
10. Flashlight on/off
11. Edit Quick Settings
12. Show Power Menu
13. Screen record on/off
14. Show Nearby Share

Phone

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Placing/Answering Calls

How to dial directly to make a call and answer a call, as well as options when a call is arriving/during a call are described.

Phone Function

Emergency Location Report

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

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

VoLTE/VoLTE (HD+) and HD Voice

Handset supports VoLTE/VoLTE (HD+) and HD Voice for higher voice call quality.

Hints

Q. Difficult to talk on handset

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

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

Q. Sound pops momentarily during a call

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

Emergency Call Cautions

Areas Where Usable

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

Airplane Mode

Note that emergency calls cannot be made in Airplane mode.

Placing Calls

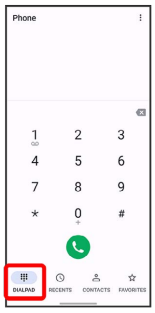
1

In Home Screen, (Phone)

Phone opens.

2

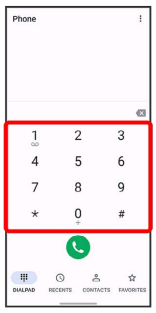
DIALPAD



Call window opens.

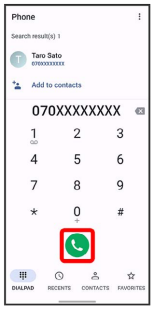
3

Tap dialpad to enter the other party's number



- Enter area code first for calling landline numbers.

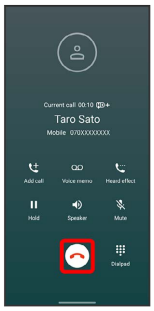
4



Handset dials number. Call begins when other party answers.

5

To end call,



Call ends.

Calling an Emergency Number when Start Screen Is Locked

Emergency → Enter number for emergency service →

・Available when security method is any setting other than None or Swipe. See "Security Settings" for Start Screen security.

Hints

Q. Call does not connect

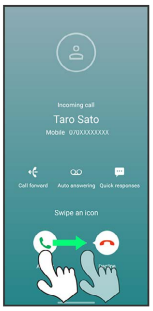
A. Was the number dialed using the area code? Dial the number starting with "0."

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

Answering Calls

1

When call arrives, Drag to right

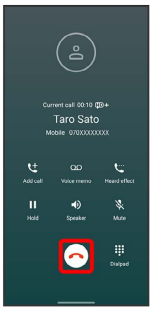


Call begins.

・If Step-up ring volume is on, ringtone volume gradually increases for a call from the same number within 10 minutes after a missed call.

2

To end call,



Call ends.

Arriving Call Operations

Cancelling Ringtone

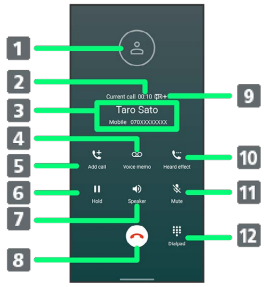
Press Volume Up/Down Key when call is arriving

Rejecting Arriving Calls

Drag to left when call is arriving

In-Call Screen Layout/In-Call Operations

During a call, Tap icons to use the following functions.



1 Show image registered for contact
2 Show call time
3 Show name/number of other party
4 Record call
5 Call another party
6 Place call on hold
7 Call using Speaker
8 End call
9 Calling using HD Voice
10 Set call quality
11 Mute your voice to the other party
12 Show dialpad

When USIM Card and eSIM Are Used at the Same Time

SIM in use appears.

Optional Services

This handset is compatible with SoftBank Optional Services.

Optional Services

The following optional services are available.

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

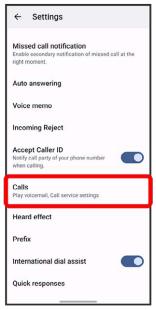
Using Call Forwarding

1

In Home Screen, (Phone)

2

⋮ ➔ Settings ➔ Calls

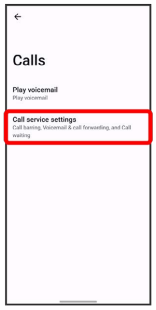


Call settings open.

・When USIM card and eSIM are used at the same time, Tap ⋮ ➔ Settings ➔ Calls ➔ Tap SIM to set.

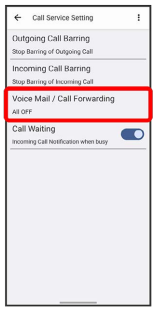
3

Call service settings



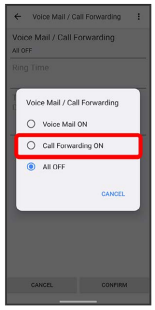
4

Voice Mail / Call Forwarding



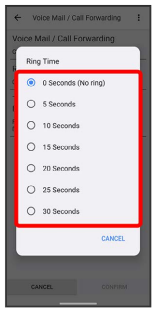
5

Voice Mail / Call Forwarding ➔ Call Forwarding ON



6

Ring Time ➔ Select ring time



7

Telephone Number of Forwarding Destination ➔ Enter number ➔ REGISTER

The forwarding number is set.

8

CONFIRM

Call Forwarding is set.

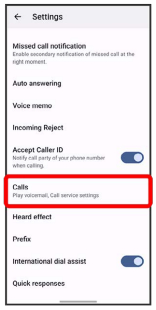
Using Voicemail

1

In Home Screen, (Phone)

2

⋮ → Settings → Calls

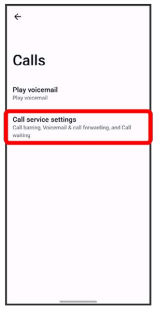


Call settings open.

・When USIM card and eSIM are used at the same time, Tap ⋮ → Settings → Calls → Tap SIM to set.

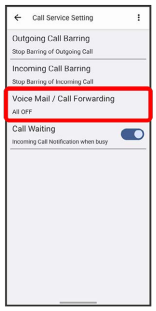
3

Call service settings



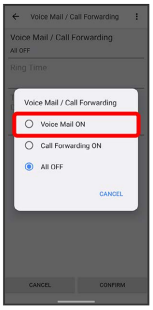
4

Voice Mail / Call Forwarding



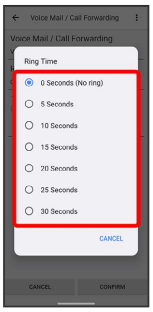
5

Voice Mail / Call Forwarding → Voice Mail ON



6

Ring Time → Select ring time



7

CONFIRM

Voicemail is set.

・ appears in Status Bar for new message. Flick Status Bar downward, Tap Voicemail notification, and follow voice guidance.

Using Call Waiting

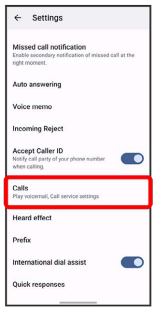
Requires separate subscription.

1

In Home Screen, (Phone)

2

Settings → Calls

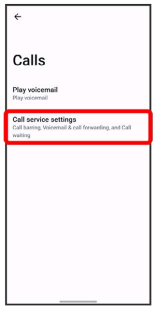


Call settings open.

・When USIM card and eSIM are used at the same time, Tap → Settings → Calls → Tap SIM to set.

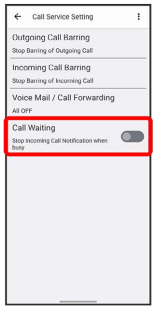
3

Call service settings



4

of "Call Waiting" ( )



Call Waiting is set.

・Tap to toggle on ( )/off ( ).

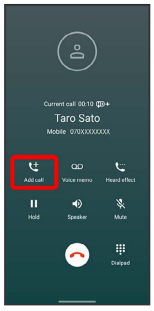
・When call arrives during another call, tone sounds. Drag to right to begin call.

Using Group Calling

Requires separate subscription.

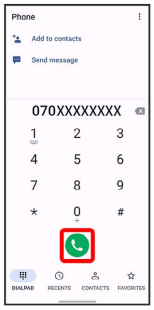
1

During a call,



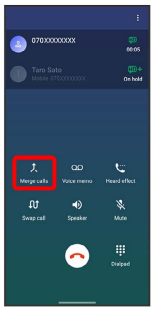
2

Enter number



3

When call connects,



Group Calling starts.

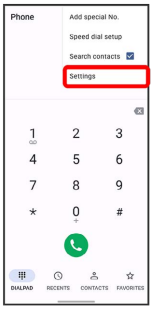
Using Caller ID Notification

1

In Home Screen, (Phone)

2

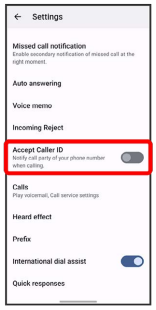
Settings



Settings open.

3

Accept Caller ID ( )



Notify Caller ID is set.

・Tap Accept Caller ID to toggle on ( )/off ( ).

Using Call Barring

Restrict outgoing/incoming calls and SMS messages for specified phone number.

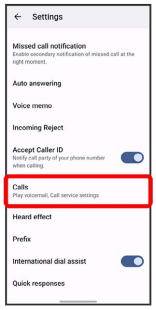
・When attempting to place/send a call/SMS while outgoing/incoming call is restricted, a message appears. Message may take time to appear in some areas.
・Depending on areas, sending SMS may not be restricted.

1

In Home Screen, (Phone)

2

Settings Calls

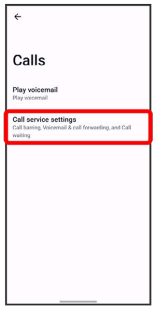


Call settings open.

・When USIM card and eSIM are used at the same time, Tap Settings Calls Tap SIM to set.

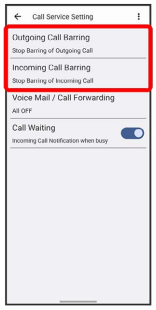
3

Call service settings



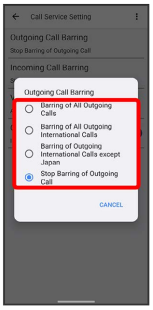
4

Outgoing Call Barring / Incoming Call Barring



5

Tap outgoing/incoming restriction



Call Barring is set.

Phone Number

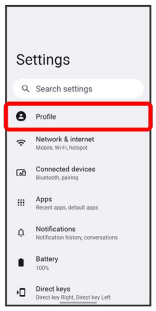
Checking Your Phone Number

1

In Home Screen, (Settings)

2

Profile



Check phone number.

Using Contacts

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

Contacts Cautions

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

Adding New Contacts

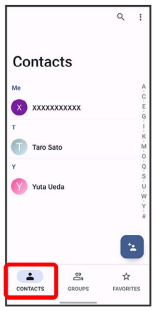
1

In Home Screen, (Contacts)

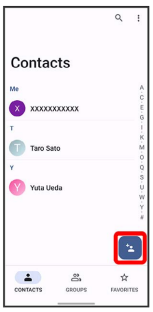
Contacts appear.

2

CONTACTS



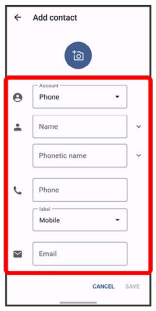
3



・If confirmation appears, follow onscreen instructions.

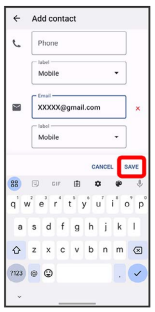
4

Enter items



5

SAVE



Contact is added.

Saving Contacts from Call Window

Save a number entered in call window directly to Contacts.

In Home Screen, (Phone) DIALPAD Tap dialpad to enter number to save Add to contact Create contact Enter items SAVE

Messaging

+Message..... 58
Using Gmail..... 58

+Message

Using +Message

For information on +Message, see this SoftBank Website.
http://help.mb.softbank.jp/app/plusmessage/sp/ (Japanese)

Using Gmail

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

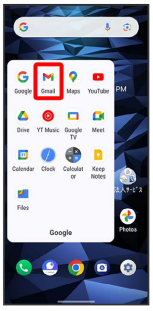
Creating/Sending Mail

1

In Home Screen, (Google)

2

(Gmail)



Mail list opens.

3

Compose

Mail composition window opens.

4

Enter recipient/subject/mail text

Mail 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 where file is saved → Select file to attach

Save Mail Being Composed as a Draft

In mail composition window, ⋮ → Save draft

Delete Mail Being Composed

In mail composition window, ⋮ → Discard

・If confirmation appears, follow onscreen instructions.

Internet

Using Chrome..... 62

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

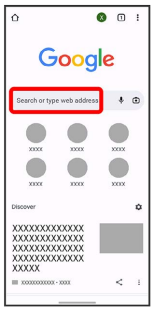
In Home Screen, (Chrome)

Chrome opens.

・If confirmation appears, follow onscreen instructions.
・Tapping Web links within text messages automatically opens Chrome.

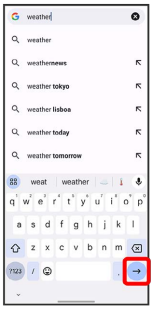
2

Tap Entry field



3

Enter search words 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 tabs, Tap 2 and then target tab.

Adding Bookmarks

1

In Home Screen, (Chrome)

Chrome opens.

2

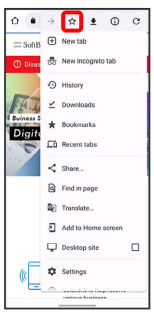
Show Website to add

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.....66
Viewing Still Images/Videos (Photos).....68

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.

Mobile Light Warning

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

Capturing Still Images

1

In Home Screen, (Camera)

Viewfinder appears.

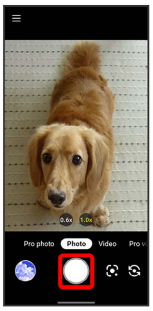
・If confirmation appears, follow onscreen instructions.

2

Flick Viewfinder left/right to select Pro photo / Photo

3

Aim Camera at subject



Shutter clicks and still image is saved.

・Touch & Hold to shoot continuously.

Capturing Videos

1

In Home Screen, (Camera)

Viewfinder appears.

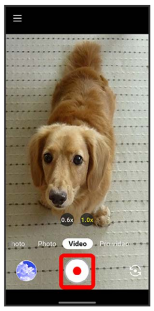
・If confirmation appears, follow onscreen instructions.

2

Flick Viewfinder left/right to select Video / Pro video

3

Aim Camera at subject



Video recording starts.

・Tap while recording a video to capture a still image. The still image is saved at the size set with Aspect ratio.

4

To stop recording,

Video recording stops and video is saved.

Viewing Still Images/Videos (Photos)

Show still images and videos downloaded or captured with Camera. Log in to your Google account beforehand.

Opening Still Images/Videos

Show captured or downloaded still images and videos.
Supported file formats:

Type	File Format
Still image	JPEG, GIF, PNG, BMP, WebP
Video	MP4, 3GPP, TS, WebM

1

In Home Screen, (Photos)

Still image/video list opens.

・If confirmation appears, follow onscreen instructions.

2

Tap still image/video

Still image/video appears.

Zooming Still Images

When viewing still image, Tap Display twice or Pinch.

Application Basics

Applications.....70
Adding/Deleting Applications.....71

Applications

Setting Required Permissions for Applications

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

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

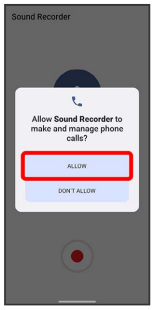
1

Flick Home screen up (ツール) (Sound Recorder)

Sound Recorder window opens.

2

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 See all XX apps Tap application Permissions Tap function Allow / Don't allow

・XX in See all XX apps indicates number of installed applications.
・Depending on function, items other than Allow / Don't allow may appear.

Setting Applications with Permitted Usage for Each Function

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

・Depending on application or function, items other than Allow / Don't allow may appear.

Adding/Deleting Applications

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

Installing Applications

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

Installing Free Applications

1

In Home Screen, (Play Store)

Google Play appears.

・If confirmation appears, follow onscreen instructions.

2

Tap free application

3

Install

Application is downloaded and installed.

Purchasing Paid Applications

1

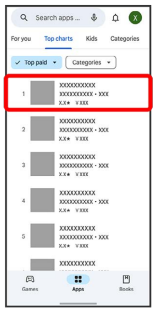
In Home Screen, (Play Store)

Google Play appears.

・If confirmation appears, follow onscreen instructions.

2

Tap paid application



3

Tap amount

・If payment confirmation appears, follow onscreen instructions.

4

Buy

5

Enter Google account password Verify

Application is downloaded and installed.

・If confirmation appears, follow onscreen instructions.

Purchased Applications

Payment

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

On Other Android Devices

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

Requesting Refunds

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

Tap account icon on Google Play Manage apps & device Manage Tap application Google Play refund policy Request a refund Follow onscreen instructions

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 → Manage apps & device → Manage → Tap application to update → Update

Application is downloaded and installed.

・If confirmation appears, follow onscreen instructions.

Setting Application Updates

Setting Automatic Application Updates

Tap account icon on Google Play screen → Settings → Network preferences → Auto-update apps → Set update method

Setting Automatic Updates for Individual Applications

Tap account icon on Google Play screen → Manage apps & device → Manage → Tap application → ⋮ → Enable auto update (☑)

・Automatic updates are unavailable for some applications.

Wi-Fi/Bluetooth®

Connecting by Wi-Fi..... 76
Using Bluetooth® Function..... 77

Connecting by Wi-Fi

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

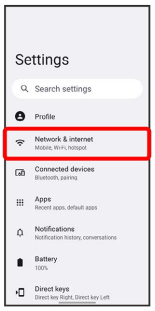
Connecting Selected Access Points

1

In Home Screen, (Settings)

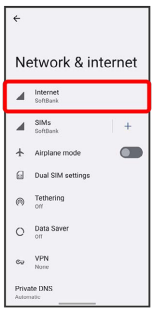
2

Network & internet



3

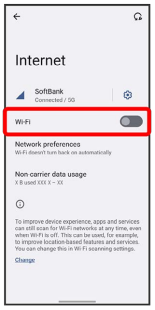
Internet



Internet settings open.

4

Wi-Fi ( )

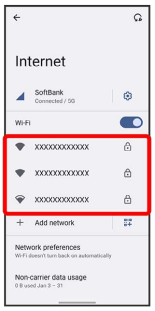


Wi-Fi is enabled.

・Tap Wi-Fi to toggle on ( )/off ( ).

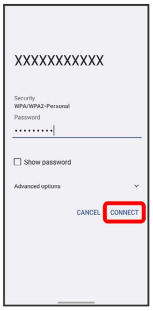
5

Tap access point



6

Enter password CONNECT



Handset is connected.

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

Using Bluetooth® Function

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

Hints

Q. Cannot use Bluetooth®

A. Is handset in Airplane mode? If in Airplane mode, Bluetooth® function is disabled. Bluetooth® function can be enabled again after placing handset in Airplane mode.

Bluetooth® Function Cautions

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

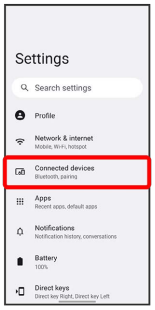
Enabling Bluetooth® Function

1

In Home Screen, (Settings)

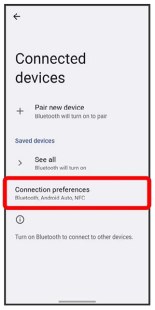
2

Connected devices



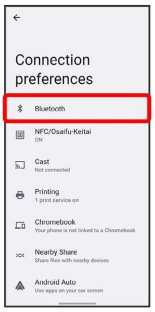
3

Connection preferences



4

Bluetooth



Bluetooth® settings open.

5

Use Bluetooth ( )

Bluetooth® function is enabled.

・To disable Bluetooth® function, Tap Use Bluetooth ( ).

Handset Settings

Handset Settings.....80
Data Usage Settings.....81
Battery Settings.....82
Display Settings.....83
Sound & Vibration Settings.....83
Security Settings.....84
System Settings.....85
Other Settings.....86

Handset Settings

Handset Settings

In Home Screen, (Settings) to customize operation of handset functions. Handset settings include the following items.

Item	Description
Profile	Check and edit your phone number, e-mail address, etc.
Network & internet	Make network and Internet settings for Wi-Fi, mobile networks, Airplane Mode, etc.
Connected devices	Make settings for Bluetooth® connection, etc.
Apps	Make settings for installed applications.
Notifications	Make notification settings.
Battery	Check Battery usage and make settings to save battery power.
Direct keys	Make settings for Direct Keys.
Storage	Check space in internal storage and on SD Card/USB Storage. Also erase SD Card/USB storage data or mount/unmount SD Card/ USB storage.
Sound & vibration	Make ringtone, operation tones, and other sound settings.
Display	Make settings for Display brightness, font size, etc.
Wallpaper & style	Change wallpaper or make settings for style, etc.
Switch home app	Switch the Home screen to Simple Home or Standard Home.
Accessibility	Set captions, magnification gestures, and other useful accessibility functions.
Security	Make settings for Start Screen security, USIM Card lock, etc.
Privacy	Make settings regarding privacy such as app permissions or password display.
Location	Make location settings.
Safety & emergency	Make settings for emergency information/ emergency call such as medical information or emergency contacts for first responders to see in emergency.
Passwords & accounts	Create/add accounts and sync accounts.
Digital Wellbeing & parental controls	Check handset usage habits at a glance and get more offline time.
Google	Make settings for Google services.
System	Check and make settings for language and input, date and time, backup, reset, etc.
About phone	Check device name or own phone number, etc.

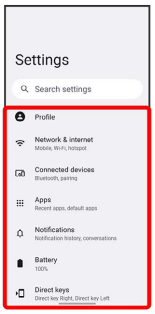
1

In Home Screen, (Settings)

Handset settings open.

2

Set items



Settings are made.

Data Usage Settings

Data Usage Operations

Set Data Saver

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

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

Set Functions Not Subject to Data Saver

In Home Screen, (Settings) Network & internet Data Saver Unrestricted data Tap functions to set ( )

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

Enable Cellular Data

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

・If confirmation appears, follow onscreen instructions.

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

・When USIM card and eSIM are used at the same time, select SIM to set.

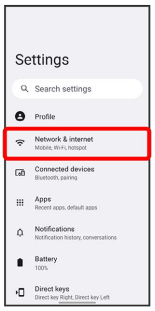
View Data Usage with Wi-Fi

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

Data Usage Settings

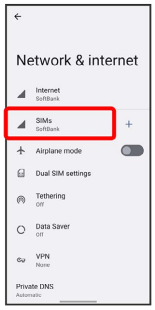
1

In Home Screen, (Settings) Network & internet



2

SIMs



Data usage window opens.

・When USIM card and eSIM are used at the same time, select SIM to display.

Battery Settings

Battery Settings

Check Battery consumption settings and Battery usage.
Settable items are the following.

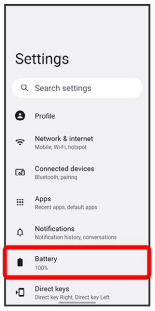
Item	Description
XX%	Check Battery, time remaining, etc.
Battery usage	Check handset usage since last full charge and check or make settings for battery usage for each app.
Battery Saver	Set Battery saver.
Adaptive Battery	Enable adjustment that apps which are not used often are running less.
Battery percentage	Set showing battery percentage in status bar.
Battery Care Mode	Enable Battery Care Mode.
Battery swap	Make settings for replacing Battery Pack with the Power on or set whether to allow use of usage data.

Using Battery Care Mode

Avoid charging completely to keep Battery optimal and longer-lasting.

1

In Home Screen, (Settings) Battery

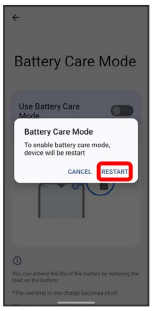


2

Battery Care Mode

3

Use Battery Care Mode RESTART



Handset restarts and Battery Care Mode is ON.

・If Battery Care Mode is ON, charging will stop at 85%. However, battery percentage is displayed as "100%." Battery icon changes to .

Display Settings

Display Settings

Make settings for Display brightness, Wallpaper, etc. Settable items are the following.

Item	Description
Brightness level	Set brightness of Display.
Adaptive brightness	Enable adjustment of brightness for surroundings.
Lock screen	Set notification operations, etc. on Start Screen.
Sleep time	Set a period of inactivity after which Display turns off automatically.
Keep screen on while holding	Set whether to turn on Display while holding handset.
Dark theme	Set dark theme on/off and make schedule settings.
Screen saver	Set screen saver.
Display size and text	Set the size of font and icons appearing in Display.
Night Light	Tint screen amber.
Glove touch mode	Enable Touch action when wearing gloves.
Pocket mode	Set whether to reduce unintended touch operations while handset is in a pocket or bag, etc.
Auto-rotate screen	Set whether to rotate Display with handset orientation automatically.
Display quick settings	Set whether to show Quick Settings Panel.

Sound & Vibration Settings

Sound & Vibration Settings

Make ringtone, operation tones, vibration intensity and other sound settings. Settable items are the following.

Item	Description
Media volume	Set volume for music, videos, etc.
Call volume	Set volume for call.
Ring & notification volume	Set volume for Phone ringtone, etc.
Alarm volume	Set volume for alarm.
Manner mode	Mute ringtones and other handset sounds to avoid disturbing others around you.
Phone ringtone	Set Phone ringtone.
Live Caption	Set to detect speech and generate captions automatically.
Media	This option allows users to hide the media player after it completes media playing.
Vibration pattern	Set vibration pattern.
Vibration & haptics	Set vibration intensity.
Default notification sound	Set notification sound.
Default alarm sound	Set alarm sound.
Dial pad tones	Set operation sound in call window on/off.
Screen locking sound	Set unlocking sound for Start Screen security on/off.
Charging sounds and vibration	Set charging start sound and vibration on/off.
Charged sounds and vibration	Set charging end sound and vibration on/off.
Touch sounds	Set Tapping sound on/off.
Do Not Disturb	Set/cancel Do not disturb. Make settings such as notification action when Do Not Disturb is set.

Security Settings

Security Settings

Make settings for Lock Screen security, USIM Card lock, etc. Settable items are the following.

・Displayed items depend on the setting for Screen lock .

Item	Description
Google Play Protect	Set whether to scan handset for security issues.
Find My Device	Set location to be shown if handset is lost.
Security update	Check for available system updates.
Google Play system update	Update OS and security patches.
Screen lock	Set Screen lock.
Face & Fingerprint Unlock	Set to unlock Lock Screen by face/ fingerprint recognition.
More security settings	・Smart Lock Enable handset to check if it is being carried and to check for trusted place or device and unlock Start Screen. ・Device admin apps Set whether to enable device administration functionality. ・SIM card lock Make settings for USIM Card/eSIM lock. ・Encryption & credentials Make settings for encrypt handset data and set credentials storage. ・Trust agents Set whether to show trusted agents. ・App pinning Set to keep only screen of specified application in view. ・Confirm SIM deletion Set to verify it is you before erasing a downloaded SIM.

Setting Handset Not to Lock Start Screen

In Home Screen, (Settings) Security Screen lock None

・If method for unlocking screen is setting other than None or Swipe before changing setting, first Tap Screen lock and unlock screen.

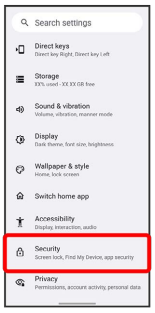
・If confirmation appears, follow onscreen instructions.

Enabling USIM/eSIM PIN

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

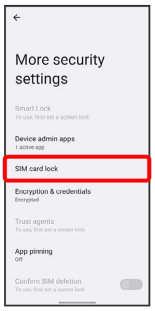
1

In Home Screen, (Settings) Security



2

More security settings SIM card lock



・When USIM card and eSIM are used at the same time, select SIM to set.

3

Lock SIM card ( ) Enter PIN OK

PIN is enabled.

PIN Cautions

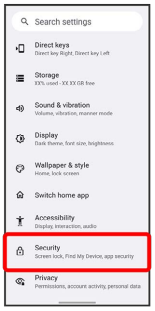
Entering incorrect PIN 3 consecutive times activates PIN Lock. To cancel, Personal Unblocking Key (PUK) is required; For details about PUK, contact .Customer Service. Entering incorrect PUK ten consecutive times locks USIM Card/eSIM, disabling handset. For recovery, USIM Card/eSIM must be reissued at a SoftBank (fees apply).

Changing USIM/eSIM PIN

First enable USIM/eSIM PIN to change PIN.

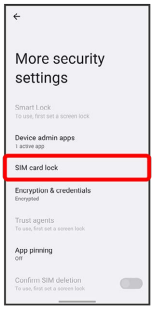
1

In Home Screen, (Settings) Security



2

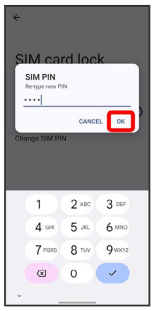
More security settings SIM card lock



・When USIM card and eSIM are used at the same time, select SIM to set.

3

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



PIN is changed.

System Settings

System Settings

Check and make settings for language and input, date and time, backup, and reset, etc. Settable items are the following.

Item	Description
Languages & input	Make settings for display and text entry.
Gestures	Set whether to enable Camera activation when Power Key/Fingerprint Sensor is Pressed twice, and set Navigation Bar, One-handed mode, etc.
Date & time	Make settings for date and time.
Auto power on/off	Set time and day to power off handset automatically.
Auto power on	Set whether to start handset automatically when charged during power off.
Backup	Backup application data, call history, etc. to Google server.
System update	Make settings for system update. For details, see "Updating Software."
Reset options	Reset network settings, application settings, and initialize data.

Languages & Input Operations

Set the Display Language

In Home Screen, (Settings) System Languages & input Languages Tap language OK

Set Input Method

In Home Screen, (Settings) System Languages & input On-screen keyboard Tap input method Tap setting items Follow onscreen instructions

Other Settings

Profile

Check and edit your phone number, e-mail address, etc.

Profile Operations

Editing Profile

In Home Screen, (Settings) Profile Set each item SAVE

Sharing Profile

In Home Screen, (Settings) Profile Share Select app Follow onscreen instructions

Deleting Saved Profile Information

In Home Screen, (Settings) Profile Delete OK

Network & Internet Settings

Make network and Internet settings for Wi-Fi, mobile networks, data usage, etc. Settable items are the following.

Item	Description
Internet	Enable mobile network or Wi-Fi connection. For details, see "Connecting by Wi-Fi."
SIMs	Set a network type, etc. For details, see "Global Roaming."
Airplane mode	Disable all settings that emit signals. Handset stays powered on.
Dual SIM settings	Select SIM to use, and check SIM information.
Tethering	Make tethering settings.
Data Saver	Turn off background data generated by some apps.
VPN	Add a VPN.
Private DNS	Make private DNS settings.
Adaptive connectivity	Set whether to manage network connection automatically.

Connected Devices Settings

Make settings for Bluetooth® connection and other settings. Settable items are the following.

Item	Description
Pair new device	Search for and pair nearby Bluetooth® devices.
Saved devices	Check and make settings for Bluetooth® devices paired before.
Connection preferences	Make settings for Bluetooth® connection, Cast etc.

Apps Settings

Make settings for installed applications. Make settings for installed applications. Settable items are the following.

Item	Description
See all XX apps	Check and make settings for installed applications.
Default apps	Make settings for default applications.
Screen time	View time spent in apps.
Unused apps	Delete unused apps to increase storage space or delete app permissions.
Special app access	Make settings for access of Special applications.

Notifications Settings

Make notification settings. Make notification settings. Settable items are the following.

Item	Description
App settings	Make notification settings for each applications
Notification history	View Notification history.
Conversations	Check notifications of conversation with high priority.
Bubbles	Set whether to show notifications of conversation with a floating icon.
Device & app notifications	Manage apps which can read notifications.
Notifications on lock screen	Control how notifications show on Start Screen.
Sensitive notifications	Set whether to show sensitive notifications in Lock Screen while Screen is locked.
Do Not Disturb	Set advanced notification management.
Wireless emergency alerts	Make settings for Emergency alerts.
Hide silent notifications in status bar	Set whether to show silent notifications in Status Bar.
Allow notification snoozing	Set whether to allow notification snoozing.
Notification dot on app icon	Set whether to show notification dot on app icon.
Blink light	Set whether to allow handset to blink Notification/Charging LED for incoming notifications.
Enhanced notifications	Set whether to show suggested operations or replies.

Direct Keys Settings

Make settings for functions to activate by pressing Direct Keys on sides of handset. Settable items are the following.

Item	Description
Direct key Right/Direct key Left	・Single press Set function to activate by pressing once. ・Double press Set function to activate by pressing twice. ・Press and hold Set function to activate by long press. ・Answer and end call Set whether to answer/end a call by long pressing Direct Key. ・Wake up device Set whether to activate app even while Screen is off.

Storage Settings

Check space in internal storage and on SD Card/USB Storage. Also erase SD Card/USB storage data or mount/unmount SD Card/USB storage. Settable items are the following.

Item	Description
THIS DEVICE	View information on internal storage usage.
SD CARD	Make settings and check total space/free space for SD Card.
USB storage name	Make settings for USB storage and check storage space.

Wallpaper & Style Settings

Make settings for wallpaper or color of Home Screen or Lock Screen. Settable items are the following.

Item	Description
Change wallpaper	Change wallpaper for Home Screen/Lock Screen.
Wallpaper colors	Set color palette based on specified wallpaper tone.
Basic colors	Set basic color for screen display.
Dark theme	Change screen display to black-based color.
Themed icons	Set whether to show corresponding app icons in plain color.

Switch Home App Settings

Switch Home Screen app. Settable items are the following.

Item	Description
Simple Home	Simple Home Screen arranging necessary information and frequently used functions to find them easily
Standard Home	Standard Home Screen

Accessibility Settings

Set captions, magnification gestures, and other useful accessibility functions. Settable items are the following.

Item	Description
Downloaded apps	Set whether to allow accessibility functions for apps.
Select to Speak	Set whether to speak tapped item.
TalkBack	Set handset to read out screen information.
Display size and text	Set the size of font and icons appearing in Display or text contrast.
Color and motion	Set color correction, color inversion, Dark theme, remove animation, etc.
Extra dim	Set whether to reduce brightness of Display more.
Magnification	Set whether to enlarge view by Triple-Tapping or using accessibility key.
Accessibility Menu	Set whether to use accessibility menu.
Switch Access	Set handset to be controllable by one or several switches.
Vibration & haptics	Set vibration intensity for incoming call, notifications, and tapping operation.
Timing controls	Set response time for long pressing Screen or set time to display temporary messages, etc.
System controls	Set System navigation, One-handed mode, Auto-rotate screen, etc.
Live Caption	Set whether to generate captions automatically when handset detects speech.
Caption preferences	Make settings for captions.
Audio description	Set whether to read descriptions of movie or TV program compatible with Audio description.
Audio adjustment	Set whether to use monaural audio or balance left-right sound.
Accessibility shortcuts	Make settings for accessibility shortcuts
Text-to-speech output	Set the engine for text readout, as well as change the readout speed and play a sample.

Privacy Settings

Make privacy settings. Settable items are the following.

Item	Description
Privacy dashboard	Show apps which used permissions within 24 hours.
Permission manager	View and edit app permissions.
Camera access	Set whether to allow app or services to use Camera.
Microphone access	Set whether to allow app or services to use Mic.
Show passwords	Mask or unmask characters briefly as you type your passwords.
Notifications on lock screen	Control how notifications show on Start Screen.
Android System Intelligence	Show suggestions based on interaction with other users or used apps/contents.
App content	Set whether to allow apps to send contents to Android system.
Show clipboard access	Set whether to show a message when apps access copied texts or images.
Autofill service from Google	Fill in forms with information saved in Google Account like passwords by one tap.
Activity controls	Control the activities and information you allow Google to save.
Ads	Control the ads you see.
Usage & diagnostics	Choose whether to send usage and diagnostics information to Google.

Location Settings

Make location settings. Settable items are the following.

Item	Description
Use location	Turn on or off Location Information.
Recent access	View apps that accessed your handset's location information.
App location permissions	View and change permissions ("Allow all the time," "Allow only while using the app," "Don't allow") for app to access your handset's location.
Location services	Make settings for location history, location accuracy, location sharing, emergency location service, etc.

Safety & Emergency Settings

Make settings for medical information in emergency or emergency call. Settable items are the following.

Item	Description
OPEN PERSONAL SAFETY	Show emergency contacts, medical information, etc.
Medical information	Register medical information.
Emergency contacts	Set emergency contacts.
Emergency SOS	Set whether to use emergency SOS and make settings for operations when activating emergency SOS, making a call to emergency service, sharing information with emergency contacts, etc.
Crisis alerts	Set whether to activate Crisis alerts.
Emergency Location Service	Set whether to send current location information in emergency.
Earthquake alerts	Set whether to activate Earthquake alerts.
Wireless emergency alerts	Make settings for Wireless emergency alerts.

Passwords & Accounts Settings

Create/add accounts and sync accounts. Settable items are the following.

Item	Description
Passwords	Make settings for password manager.
Autofill service	Make settings for Autofill service.
Add account	Create or add accounts.
Automatically sync app data	Set permissions for syncing data automatically.

Digital Wellbeing & Parental Controls Settings

Check handset usage habits at a glance and get more offline time. Settable items are the following.

・Displayed items depend on the handset status.

Item	Description
XXhr, XXmin	Check total handset usage time for the day.
Dashboard	Check history of total handset usage time. Limit usable time for each application.
Bedtime mode	Change Display to monochrome, halt notifications, etc. at preset time.
Focus mode	Pause app which prevents you from concentrating.
Manage notifications	Make notification settings for applications.
Do Not Disturb	Set/cancel advanced notification management. Make settings such as notification action when advanced notification management is set.
Heads Up	Set whether to display notification which urges you to stop using handset while walking.
Show icon in the app list	Enable Digital Wellbeing icon to be shown in app list.
Set up parental controls	Supervise handset remotely with family link app for parents and restrict usage time.

Google Settings

Make settings for Google services together at the same time. Settable items are the following.

Item	Description
Ads	Make settings for your advertising ID.
Autofill	Set whether to enter information such as password or SMS confirmation code saved in your Google account automatically.
Backup	Make settings for backup.
Devices & sharing	Make settings for Chromecast, Chromebook™, and nearby devices, and share files using nearby share.
Find My Device	Set whether to show handset location if it is lost.
Mobile data & messaging	Make settings for phone number, etc. for setting up a Google Account again.
Parental controls	Make settings for parental controls.
Personalize using shared data	Set whether to use shared data.
Set up & restore	Make settings for a nearby device/work profile and restore contacts.
Settings for Google apps	Make settings for Google Fit, which records walking and running activity and manages your weight, etc., and Google Play Instant.

About Phone

Check device name or own phone number, etc. Settable items are the following.

Item	Description
Device name	View/change the device name.
Phone number (sim slot 1/2)	View your device's phone number.
Legal information	View legal information.
Technical regulations conformity certification	View technical regulations conformity certification.
SIM status (sim slot 1/2)	View information stored in the SIM.
Model	View device's model name and serial number.
IMEI (sim slot 1/2)	View device's IMEI information.
Android version	View the versions of Android OS.
IP address	View the device's IP address.
Wi-Fi MAC address	View the device's Wi-Fi MAC address.
Device Wi-Fi MAC address	View the device's Device Wi-Fi MAC address.
Bluetooth address	View the device's Bluetooth® address.
Up time	View screen time.
Build number	View the device's build number.

Global Services

Global Roaming..... 94
Making Calls while Abroad..... 95

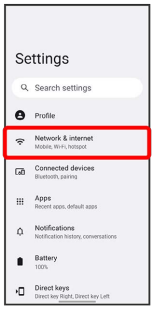
Global Roaming

Handset is Global Roaming Service eligible. Use the same handset number outside Japan.
Handset connects to an appropriate cellular provider automatically by default. A specific carrier can also be selected manually.
Change communications method and roaming settings as needed.

Setting a Cellular Provider

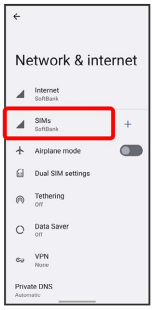
1

In Home Screen, (Settings) Network & internet



2

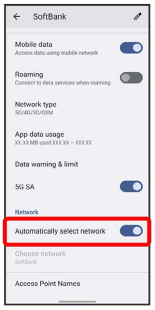
SIMs



・When USIM card and eSIM are used at the same time, select SIM to set.

3

Automatically select network ( )



Handset searches for available network.

・If Automatically select network is off ( ), Tap Choose network .

4

Tap provider

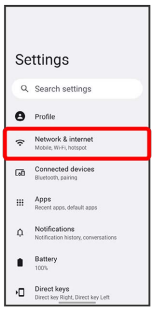
Cellular provider is set.

・To set an appropriate cellular provider automatically, Tap Automatically select network ( ).
・If using handset in Japan, set Automatically select network on ( ). To select a provider manually, select SoftBank . Connection is only possible by selecting SoftBank.

Changing Data Roaming Setting

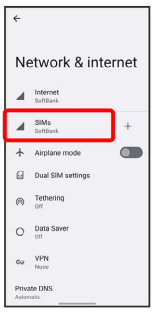
1

In Home Screen, (Settings) Network & internet



2

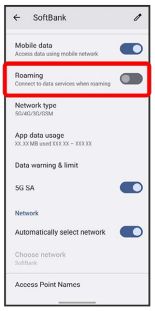
SIMs



・When USIM card and eSIM are used at the same time, select SIM to set.

3

Roaming ( )



Data roaming is enabled.

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

Making Calls while Abroad

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

International Calls to Japan and Other Countries from Abroad

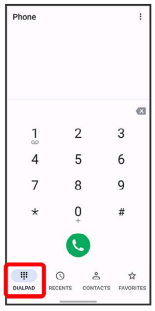
1

In Home Screen, (Phone)

Phone opens.

2

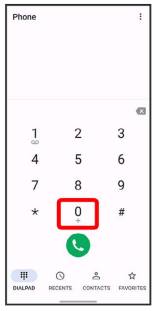
DIALPAD



Call window opens.

3

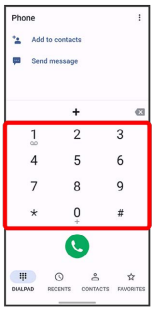
Touch & Hold 0



"+" is entered.

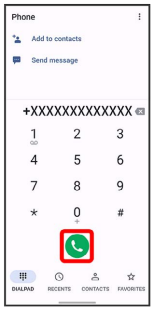
4

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



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

5



Handset dials number. Call begins when other party answers.

Calls to Landline Phones/Cell Phones in Country of Stay

Place calls the same way you would within Japan.

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

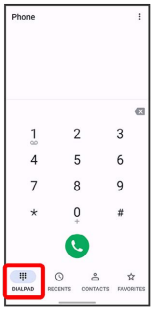
1

In Home Screen, (Phone)

Phone opens.

2

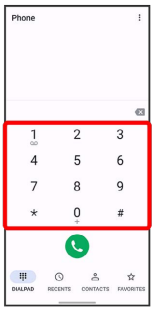
DIALPAD



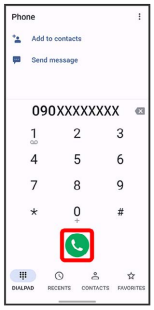
Call window opens.

3

Tap dialpad to enter the other party's number



4



Handset dials number. Call begins when other party answers.

Warranty/Specifications/ Customer Services

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Specifications.....100
Customer Service.....102

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/ (Japanese)
・Warranty covers only handset and AC Charger [KYCAV1]. 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
Weight	Approx. 248g
Continuous Talk Time[1]	Approx. 2070 minutes (4G LTE)
Continuous Standby Time[2]	Approx. 500 minutes (5G) Approx. 670 minutes (4G LTE) Approx. 680 minutes (AXGP) *Standby time for 5G is an approximate time in the 5G stand alone environment.
Charging Time (handset power off)	AC Charger (KYCAV1): Approx. 200 minutes
Dimensions (W x H x D)	Approx. 77 × 163 × 14.9 mm (excluding projections)

1 Average for a fully charged Battery and normal signal reception at a single location.
2 Average for a fully charged Battery and normal signal reception at a single location without being in call or operation. Value when data transmission is disabled. Time varies with conditions of usage (charge, temperature, etc.) and function settings.

Materials

・Handset

Parts	Material/Finishing
Outer Case (Display Side, Side Panel)	PC resin/UV cured coating
Back Cover (Upper part of Camera), Back Cover, Volume Up/Down Key, Direct Key Left/Right, Lock Knob	PC resin
Outer Case (Top, Bottom Bumper)	TPU + PC resin
Power Key/ Fingerprint Sensor	Epoxy resin/Heat cured coating
Display	Chemically strengthened glass
Out-Camera Lens	Chemically strengthened glass/Antifouling treatment
Outer Panel (Mobile Light)	PMMA resin
Earpiece/ Speaker (Mesh part)	Polyester/Water-repelling treatment
Case Fitting Screw	SWCH/Trivalent chromate treatment
USIM Card/ SD Card Tray, Battery Lock	POM resin
Battery Pack Terminal	Copper/Gold plating (Ni plating for foundation)
Nameplate label	PET
Rubber Seal	Silicon

・HYBRID SHIELD

Parts	Material/Finishing
Outer	Special composite resin

・Battery Pack (KYBFN1) (Supplied)

Parts	Material/Finishing
Outer Case	PC resin
Label	PET/Matte varnish
Sticker	PET
Submersion Discrimination Seal	PP membrane
Terminal	Copper/Gold plating (Ni plating for foundation)

・AC Charger (KYCAV1) (Supplied)

Parts	Material/Finishing
Main Unit (Outer Case)	PC resin
Cord	PVC
Power Plug	Zinc/Nickel
Charging Terminal	Stainless/Nickel

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

Safety Precautions.....104
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Safety Precautions

For proper handset use, carefully read Safety Precautions beforehand. Keep this guide for future reference.
Observe these safety precautions to prevent injury or damage to property.

Safety Precautions

Risks of injury or damage from improper use are categorized by levels.

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 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 Injury includes: Physical injury, high-temperature burns, low-temperature burns, electric shock, and other conditions not requiring hospitalization or long-term treatment.
3 Damage to property includes: Incidental damage to structures and household property and/or to pets and livestock.

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

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

Handset, Battery Pack, USIM Card, AC Charger, Desktop Holder (Optional), Battery Charger (Common)

⚠DANGER

Prohibited

Do not use, store, or leave handset or related hardware in places subject to high temperatures or where heat collects (near an open flame or heating equipment, under a kotatsu or blanket, in direct sunlight, or inside a car on a hot day).

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

Prohibited

Do not place handset or related hardware in or near a microwave oven, induction cooktop, etc. or pressure cooker.

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

Prohibited

Do not place handset or related hardware directly on or get soiled with sand, dirt or mud. Do not touch if hands are dirty with sand, etc.

May cause fire, burns, injury, electric shock, etc.
For details on water and dust resistance, see "Water/Dust/Shock Resistance."

Prohibited

Do not charge if exposed to water or other liquid (beverage, sweat, seawater, pet urine, etc.). Do not charge where equipment will be in contact with water (bathroom or near a humidifier).

May cause fire, burns, injury, electric shock, etc.
For details on water resistance, see "Water/Dust/Shock Resistance."

Do not apply excessive force to or break handset. Particularly when carrying handset in your clothes pocket, do not bump it or place it between objects.

Damage to Internal Battery or Battery Pack may result in fire, burns, injury, etc.
* Examples of where to be careful
・Sitting or squatting with handset in your pants or skirt pocket
・Handset becoming caught in a sliding door or vehicle door when in a jacket pocket
・Stepping on handset when it is on something soft such as a sofa, bed, or futon or on the floor
・Getting handset caught between the gap of a seat of train or bus

Do not disassemble or modify.

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

Do not try to remove Internal Battery from handset.

May cause fire, burns, injury, etc.

Do not get wet with water or other liquid (beverage, sweat, seawater, pet urine, etc.).

May cause fire, burns, injury, electric shock, etc.
For details on water resistance, see "Water/Dust/Shock Resistance."

Do not allow water or other liquid (beverage, sweat, seawater, pet urine, etc.) to enter External Device Port or Earphone/Microphone Jack.

May cause fire, burns, injury, electric shock, etc.
For details on water resistance, see "Water/Dust/Shock Resistance."

Use only SoftBank-designated optional accessories.

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

⚠WARNING

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

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

Do not allow conductive materials (anything metal, pencil lead, etc.) to contact or dust to enter External Device Port or Earphone/Microphone Jack.

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

Do not cover or wrap with a blanket, etc. during use or while charging.

May cause fire, burns, etc.

When cleaning handset, be careful not to allow disinfectant or moisture to come into the gaps of handset, External Device Port, Earphone/Microphone Jack, Mic, or Earpiece/Speaker.

Handset is damaged and may cause injuries or electric shock, etc.

If charging does not complete even after specified charging time, stop charging.

Overcharging or other conditions may cause fire, burns, injury, etc.

Always turn off handset as well as stop charging before entering gas stations or other places where flammable gases or fine particulates generate.

Using handset in presence of flammable gases 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.

If you notice an unusual odor, unusual sound, smoke, overheating, discoloration, deformation, etc. while using, charging or storing handset, do the following with safety and care.

- Unplug from outlet.
- Turn handset power off.
- Remove Battery Pack from handset.

Not doing the above may cause fire, burns, injury, electric shock, etc.

⚠ CAUTION

Do not use damaged.

May cause fire, burns, injury, etc.

Do not place on an uneven or unstable surface. Be particularly careful while vibrator is activated.

May fall, leading to injury, etc.

Do not store in a humid or dusty location or any place that reaches a high temperature.

May cause fire, burns, electric shock, etc.
For details on water and dust resistance, see "Water/Dust/Shock Resistance."

Before a child uses handset or related hardware, a parent/guardian should provide instruction and ensure proper usage.

Failing to do so may cause accidental ingestion, 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, take care with where small parts such as USIM Card/SD Card Tray, etc. are stored.

They may swallow parts, or may cause injury, electric shock, etc.

Note that equipment may become warm if handset is used for a continued period or while charging. Be careful not to have unintended, continued contact with equipment such as by falling asleep with equipment in pocket, etc.

Handset, Battery Pack, or AC Charger may become warm when using applications, calling, exchanging data, watching videos, etc. for a continued period or when charging. Continued contact with hot parts may cause redness, itchiness, rash, low-temperature burns, etc. depending on the individual.

Handset

⚠ DANGER

Do not throw in fire or heat.

May cause fire, burns, injury, etc.

Do not pierce with a sharp object (nail, etc.), hit with a hard object (hammer, etc.), step on, or otherwise subject equipment to excessive force.

May cause fire, burns, injury, etc.

If internal matter should get in your eyes, mouth, etc., immediately rinse with clean water, and then promptly seek medical attention.

Internal matter may cause loss of eyesight, affect health, etc.

⚠ WARNING

Do not shine Mobile Light near or photograph with Mobile Light close to someone's eyes. Especially, do not photograph infants up close.

May affect eyesight, etc. May also temporarily affect eyesight or startle, leading to injury or other accident.

Do not shine Mobile Light at or use Mobile Light to photograph the driver of a vehicle, etc.

May interfere with driving, leading to accident, etc.

Do not look at a repeatedly flickering screen for a long period.

May cause convulsions, loss of consciousness, etc.

Do not allow water or other liquids (beverage, sweat, seawater, pet urine, etc.) or foreign objects such as anything metal, flammable material, etc. to enter handset USIM Card/SD Card Slot.

Do not mistake USIM Card and SD Card Slots.

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

Do not expose Camera Lens to direct sunlight for extended period.

Concentration of light by lens may cause fire, burns, injury, etc.

Before boarding an aircraft, power off handset or place handset in Airplane mode.

Restrictions are in place for use aboard aircraft; follow airline instructions.
If any functions that power on handset automatically are activated, deactivate them.
Radio waves may affect operation of onboard electronic equipment.
Prohibited use aboard an aircraft may be punishable by law.

Follow instructions of each medical institution for use in a hospital.

Power off handset where use is prohibited.
If any functions that power on handset automatically are activated, deactivate them.
Radio waves may affect operation of electronic equipment and electric medical devices.

Always keep handset away from ears when making a Speakerphone call, the ringtone is sounding loudly, or when waiting for a call.

If an earphone-microphone, etc. is attached for gaming or video/music playback, adjust to a moderate volume.

When making a Speakerphone call, handset emits sound loudly.
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 surrounding sound may also cause an accident.

Individuals with a weak heart should take care with handset vibration and ringtone settings for new calls/mail.

Handset suddenly vibrating and ringing for a new call may startle you, and affect your heart.

Individuals with an electric medical device should consult with the device manufacturer or distributor regarding any effects from electronic signals before using handset.

Radio waves may affect operation of electric medical devices, etc.

Keep handset power off near high precision electronic devices or devices using weak signals.

Radio waves may cause malfunctioning or otherwise affect electronic devices.
Devices that may be affected:
Hearing aids, implanted cardiac pacemakers and implanted defibrillators, other electric medical equipment, other automatically controlled equipment, etc. Individuals using an implanted cardiac pacemaker, implanted defibrillator, or other electric medical equipment should consult with the device manufacturer or distributor regarding any effects from electronic signals.

If Display or Camera Lens becomes damaged, be careful with shattered parts and exposed handset interior.

Touching broken portions or exposed components may cause burns, injury, electric shock, etc.

If Internal Battery leaks or emits odor, immediately discontinue use and keep away from flames.

Leaking fluid can catch fire and ignite, rupture, etc.

Do not allow pets, etc. to bite handset.

Internal Battery or Battery Pack may ignite, rupture, overheat, or leak, resulting in fire, burns, injury, etc.

⚠ CAUTION

Prohibited

Do not swing handset around by holding the strap, etc.

May cause an accident such as injury.

Prohibited

When using Motion Sensor, check the safety around you, hold handset firmly, and do not shake it unnecessarily.

May cause an accident such as injury.

Prohibited

If Display breaks and internal matter leaks, avoid getting it on your skin (face, hands, etc.), clothes, etc.

May cause harm to your vision, skin, etc.
If internal matter should get in your eyes, mouth, etc., or on your skin or clothes, immediately rinse with clean water. After rinsing your eyes, mouth, etc., promptly seek medical attention.

Prohibited

To open Battery Cover, use only as much strength as necessary.

Battery Cover may break, causing injury, etc.

Prohibited

Do not pinch a part of your body such as fingers when attaching Battery Cover.

May cause injury, etc.

Prohibited

Do not use with Battery Cover removed.

May cause burns, injury, electric shock, etc.

Prohibited

Do not dispose of with ordinary waste.

May cause fire, burns, injury, etc. May also degrade the environment. Bring old handsets to a SoftBank Shop or other location accepting handsets, or dispose of in accordance with local collection regulations.

Prohibited

If internal matter from Internal Battery leaks, avoid getting it on your skin (face, hands, etc.), clothes, etc.

May cause harm to your vision, skin, etc.
If internal matter should get in your eyes, mouth, etc., or on your skin or clothes, immediately rinse with clean water. After rinsing your eyes, mouth, etc., promptly seek medical attention.

Compulsory

Before using handset in a vehicle, consult with the vehicle manufacturer or distributor regarding any effects from electronic signals.

Some makes of car may have onboard electronic devices that can be affected. Immediately discontinue use if such devices are onboard.

Compulsory

If any skin abnormality occurs with use of handset, immediately discontinue use and seek medical attention.

May cause itchiness, rash, etc. depending on the individual. For details on materials used in handset, see "Materials."

Compulsory

Handset Earpiece/Speaker uses magnetic components. Make sure that nothing metal (cutter blades, staples, etc.) have become attached to them.

Attached objects may cause injury, etc.

Compulsory

When viewing Display, view in a sufficiently bright place with Display at an adequate distance.

Viewing in a dark place or too closely may affect vision, etc.

Battery Pack

⚠ DANGER

Do not allow metal objects (necklaces, hairpins, etc.) and conductive materials to come in contact with External Device Port. Do not carry or store such objects or materials with Battery Pack.

May cause fire, burns, injury, etc.

Do not force Battery Pack if difficult to install in handset/Battery Charger (optional) or difficult to remove from handset/Battery Charger (optional).

May cause fire, burns, injury, etc.
For details on how to insert/remove Battery Pack, see "Inserting & Removing Battery Pack."

Do not throw Battery Pack in fire or heat Battery Pack.

May cause fire, burns, injury, etc.

Do not pierce, hammer, step on, or otherwise subject to excessive force.

May cause fire, burns, injury, etc.

Check the orientation of Battery Pack before installing it in handset/Battery Charger (optional).

Installing in the wrong orientation may cause Battery Pack to catch fire, explode, overheat, or leak, causing fire, burns, injury, etc.
For details on how to insert/remove Battery Pack, see "Inserting & Removing Battery Pack."

If matter from inside Battery Pack gets into eyes, immediately rinse with clean water, and consult a doctor.

Matter from Battery Pack may result in loss of eyesight or illness, etc.

⚠ WARNING

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

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

If you notice an unusual odor, overheating, discoloration, deformation, etc., do not use Battery Pack.

May cause fire, burns, injury, etc.

If strong shock is applied to Battery Pack, or if you notice any deformation or damage on Battery Pack surface, immediately discontinue use.

May cause fire, burns, injury, etc.

If matter from inside Battery Pack is leaking or has an unusual odor, immediately discontinue use and keep it away from open flames.

Leaking fluid may ignite, causing ignition, rupturing, etc.

Do not allow a pet, etc. to bite Battery Pack.

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

⚠ CAUTION

If matter from inside Battery Pack leaks, do not let it get on skin (face, hands, etc.), clothing, etc.

May cause harm to your vision, skin, etc. If matter gets in eyes/mouth or on skin/clothing, immediately rinse with clean water. If matter gets in eyes/mouth, first rinse and then promptly seek medical attention.

Do not dispose of with ordinary waste.

May cause fire, burns, injury, etc. May also degrade the environment. Tape terminals on old Battery Pack to insulate them and take to a SoftBank Shop or other location accepting handsets, or dispose of in accordance with local collection regulations.

Do not use or charge a wet Battery Pack.

May cause fire, burns, or injury.

AC Charger, Desktop Holder (Optional), Battery Charger (Optional)

⚠ WARNING

Do not use AC Charger if cable is damaged.

May cause fire, burns, electric shock, etc.

If thunder is audible, do not touch AC Charger.

May cause electric shock.

Do not short-circuit Charging Terminals while plugged in. Do not touch Charging Terminals with hands, fingers, etc.

May cause fire, burns, electric shock, etc.

Do not place heavy objects on, pull, or otherwise subject AC Charger cable.

May cause fire, burns, electric shock, etc.

When plugging in/unplugging AC Charger, do not allow anything metal (metal strap, etc.) to come in contact.

May cause fire, burns, electric shock, etc.

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

May cause ignition, overheating, electric shock, etc.

If AC Charger is connected to handset, Desktop Holder (optional), or Battery Charger (optional), do not place excessive force where they are connected.

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

Do not touch AC Charger cord, Charging Terminals, power plug, Desktop Holder (optional), or Battery Charger (optional) with wet hands.

May cause fire, burns, electric shock, etc.

Wipe away dust on power plug.

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

When plugging in AC Charger, plug in firmly.

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

Hold AC Charger by body to unplug and do not pull forcefully by cord.

Pulling by cord can damage cord, causing fire, burns, electric shock, etc.

When connecting/disconnecting AC Charger from handset, Desktop Holder (optional), or Battery Charger (optional), insert/remove straight from terminal without bending, and without pulling by cord or otherwise subjecting to excessive force.

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

If Charging Terminals are bent or otherwise deformed, immediately discontinue use. Do not try to return to original shape and resume use.

Short-circuiting of Charging Terminals may cause fire, burns, injury, electric shock, etc.

If not using AC Charger, unplug power plug from outlet.

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

If water or other liquid (beverage, sweat, seawater, pet urine, etc.) gets on AC Charger, immediately unplug from outlet.

Water or other liquid getting on AC Charger may cause short-circuiting, resulting in fire, burns, electric shock, etc.

Before caring for equipment, unplug from outlet.

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

⚠ CAUTION

Do not be touching AC Charger for a long period while plugged in.

May cause burns, etc.

USIM Card

⚠ CAUTION

When handling USIM Card, be careful not to scratch fingers, etc. on notch.

The notch may be sharp and may cause injury.

Handset Use & Electronic Medical Equipment

⚠ WARNING

Compulsory

When carrying handset, keep a minimum of 15 cm from implanted cardiac pacemaker, implanted defibrillator, etc.

Radio waves may interfere with the operation of electric medical devices.

Compulsory

When using electronic medical equipment (other than implanted cardiac pacemaker/defibrillator) outside of medical institutions, consult device manufacturer about the influence of radio waves.

Radio waves may interfere with the operation of electric medical equipment.

Compulsory

Set handset to not emit radio waves (power off or place in Airplane mode) if you will be in a packed location and cannot maintain a distance of 15 cm from those around you.

Persons with an implanted pacemaker, defibrillator, etc. may be around you. Radio waves may affect operation of electric medical devices.

Compulsory

Follow instructions of each medical institution for use of handset in a hospital.

Radio waves may affect operation of electric medical devices.

General Notes

Observe the following for optimal performance. Please use handset after reading carefully.

General Use

Read battery label to confirm battery type; use/dispose of Battery Pack accordingly.

Label	Battery Type
Li-ion00	Lithium-ion

- Content saved to handset (contacts, mail, music, photos, videos, etc.) may be altered or erased if handset encounters an accident or damage, requires repair, or by other handling. Keep a copy of important content. SoftBank Corp. is not liable for any damages or lost profit resulting from alteration or loss of content.
- Do not use in places with much dust or vibration.
- Use of handset near a landline phone, TV, or radio may affect the image and sound quality of the equipment.
- Depending on conditions of use (in call, using Internet or mail, charging, etc.), handset and USIM Card may become warm. This is not a defect or malfunction.
- Be sure to charge Internal Battery/Battery Pack before using handset for the first time or if handset has not been used for a long time. (During charging, Internal Battery/ Battery Pack may become warm. This is not a defect or malfunction.)
- Depending on usage, bulges may appear on Internal Battery/ Battery Pack near end of battery life. This is normal for lithium-ion batteries and does not affect safety.
- The sticker with the product number on handset (at surface of Battery chamber) certifies that your SoftBank handset is approved by the Radio Law and Telecommunications Business Law. Do not remove.
- Mail saved on handset, downloaded content (whether paid for or free), etc. cannot be transferred to an exchange SoftBank handset (replacing old handset, submitting handset for repairs, etc.).
- When using handset in public places, take care not to annoy other people around you.
- Wearing polarized sunglasses may cause Display to appear dark or distorted at certain angles.
- Be sure to center Earpiece/Speaker over ear to hear Earpiece/Speaker sound. Your ear may block Earpiece/ Speaker (sound hole) and prevent clear sound.
- Trying to use keys during content playback may cause content to stop or other abnormal operation.
- Surrounding brightness is detected by Light Sensor. Avoid covering Sensor.
- Note that viewing photo viewfinder continuously for a long period while capturing photos and repeatedly using video capture, browser, etc. for a long period will cause a portion of handset to become warm, and may cause low-temperature burns if in prolonged contact with your skin.
- Handset may become warm depending on usage and where used, and some functions (charging, etc.) will stop as a precaution. Handset powers off if use is continued while warm.

・If a message appears indicating error due to temperature while External Device Port is in use, immediately disconnect cable.
・SD Card may be warm after extended use. This is normal.
・Do not use or store SD Card in locations prone to static electricity or electrical noise.
・Back up SD Card data to a PC or other media. SoftBank Corp. is not liable for any damages resulting from loss of saved data due to damage, etc. of SD Card.
・Be careful not to forget Pattern / PIN / Password for unlocking Start Screen if set. If forgotten, you will be required to visit your nearest SoftBank Shop for assistance. Saved information and settings will be lost.
・Many different kinds of applications can be installed on handset from Google Play (provided by Google™). The company 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.).
・A Google account is required for use of Google services such as Google Play.
Your Google account is used by other setting functions and synchronization functions; be sure to keep a written record of account information.
・Never modify handset. Use of modified handset is a violation of the Radio Law and Telecommunications Business Law.
Handset has received certification of compliance with technical standards as a specific wireless device based on the Radio Law as well as compliance with technical standards as a device based on the Telecommunications Business Law, indicated by the "technical conformity mark 技." To check certification: In Home Screen, (Settings) About phone Technical regulations conformity certification
Removing screws and modifying handset interior voids technical conformity certification. Using handset with its technical conformity certification voided infringes on the Radio Law and Telecommunications Business Law, and handset should never be used in this condition.
・AC Charger, Desktop Holder (optional), and Battery Charger (optional) are for domestic use only. Do not use them overseas.

Precautions

・Excess weight on handset may damage Display or internal parts, resulting in malfunction. Do not sit with handset in pocket or place at bottom of bag with other heavy objects. Even without exterior damage, it will not be covered under warranty.
・Do not use the following items in extreme temperatures or high humidity (use in temperatures between 5℃ - 35℃ and humidity within 35% - 85%).
-AC Charger
・-Desktop Holder (optional)
・-Battery Charger (optional)
・Do not use the following items in extreme temperatures or high humidity. Use in temperatures between 5℃ - 35℃ and humidity within 35% - 90% (limited use in temperatures between 36℃ - 40℃).
-DuraForce EX unit
・-Battery Pack
・To clean handset, wipe it with a dry, soft cloth. Do not use benzine, thinner, soap, or other agent; may alter exterior or print.
・Do not remove the sticker on Battery Pack.
・Usable battery time decreases in extreme temperature conditions (left in car with closed windows on a hot day, etc.). Battery life also shortens. Using handset at room temperature is recommended.
・Before extended period of disuse, remove Battery Pack from handset and store it away from high temperature and humidity. Note that not energizing handset for extended period may cause content in handset to be erased.
・Internal Battery/Battery Pack is near end of its life when charging no longer restores handset functionality or bulges appear. Replace Internal Battery or purchase specified new Battery Pack. For replacement, visit a SoftBank Shop or contact Customer Service. Life depends on conditions of usage.
・Internal Battery is used only when replacing Battery Pack with handset power on. If Internal Battery is near end of its life, a message informing you Internal Battery is deteriorated on Display when replacing Battery Pack. It is recommended you replace Internal Battery as soon as possible. To check Internal Battery status: In Home Screen, (Settings) Battery Battery swap Built-in battery health
・Do not dispose of handset/Battery Pack with other waste. For environmental and recycling reasons, please take old handset/Battery Pack to a SoftBank Shop, etc., where Internal Battery/Battery Pack can be recycled.

Li-ion00

・Handset Display pixels may be missing or remain lit. This is not a defect or malfunction.
・Do not subject Display to strong shock such pressing forcefully or hitting it. May cause scratches or breakage.
・Do not let a hard object rub against and scratch Display or Camera Lens.
・When placing handset in a pocket or bag, ensure that metal or other hard materials do not contact Display.
・Water forms inside handset (called condensation) if moved from a cold to hot place (outdoors to indoors) or used in high humidity. May cause malfunction.

・Do not leave near air conditioning vent. Condensation from sudden temperature changes may corrosion of handset interior and malfunction.
・A strong magnet nearby may cause malfunction.
・Display may be difficult to view in bright conditions (outdoors, under fluorescent lighting, etc.). This is not a defect or malfunction.
・If not using AC Charger, unplug from outlet.
・Do not wrap cable of AC Charger around plug. May cause electric shock, ignition, or fire.
・USIM Card remains the property of SoftBank Corp. If lost or damaged, it is replaced at cost. If it seems to be malfunctioning or if lost/stolen, visit a SoftBank Shop or contact Customer Service. Take old USIM Card (after subscription cancelation, etc.) to a SoftBank Shop.
・Do not use excessive force to insert/remove USIM Card.
・Malfunction due to inserting USIM Card in another IC Card reader/writer, etc. is at your own risk.
・Keep IC (metal) portion clean for use.
・Do not adhere labels, etc. on USIM Card.
・Do not disassemble or modify USIM Card. May cause content to be erased or malfunction.
・Install SD Card correctly. SD Card can only be used if installed correctly.

Touchscreen

・Operate Touchscreen with fingers for touch operation. Do not operate with a pen, pencil, or other pointed object. In addition to not operating correctly, it may scratch or damage Display.
・Touch screen may not operate or may misoperate in the following instances.
・Stickers or commercially-available sheets are adhered to Display
・Display is soiled
・Operation with fingernails
・If carrying in pocket or bag, metal or other conductive objects that are close to Touchscreen may cause it to misoperate.
・While touch operation is possible while wearing gloves when Glove touch mode is enabled, glove thickness/material may prevent optimal operation.
・Touchscreen may not operate properly if gloves have any water on them. Wipe away water.
・Touchscreen may not operate properly if glove fingers do not fit. Use pads of fingers to operate.
・It is recommended that Glove touch mode be disabled when not wearing gloves or before using handset where Display will be exposed to wetting.
・If touch operations with both gloved finger and bare finger are done at the same time, handset will prioritize operation with bare finger.
・If handset initiates operation even when the touch panel (Display) is not touched, or if handset does not respond to touch operation, first Press Power Key/Fingerprint Sensor to turn Display off then back on again.

Camera

・Do not leave Camera Lens under direct sunlight. May burn or fade colors of elements.
・Capturing or saving photos after handset has been left in a warm location for a long period may affect images.
・Camera is high-precision, including pixels which always appear bright or dark. Blue, red, white, etc. dots will appear when shooting in extremely dark conditions.
・When shooting indoors under fluorescent lighting, flickering (extremely faint and not visible) may appear as stripes in image. This is not a defect or malfunction.
・Camera may make sound during operation, such as when being activated. This is not a defect or malfunction.
・Note that viewing photo viewfinder continuously for a long period while capturing photos and repeatedly using video capture for a long period will cause a portion of handset to become warm, and may cause low-temperature burns if in prolonged contact.
・Observe proper etiquette when using Camera.
・Creating a public nuisance with Camera may be punishable by law.
・Practice taking and previewing pictures, videos, and audio before using Camera on important occasions like wedding ceremonies.
・Photo files (below, content) may be altered or erased due to repairs or other handling. SoftBank Corp. is not liable for any damages or lost profit resulting from content alteration/erasure or its restoration.
・Do not use Camera in locations where shooting photos or videos is prohibited.

Music/Videos

・Do not listen to music or watch videos while driving a vehicle or riding a scooter/bicycle. Such use of a mobile phone is prohibited by law (use while riding a bicycle may also be punishable). Also be alert while walking; if surroundings are difficult to hear or attention is on Display, a traffic accident may result. Be careful especially at railway crossings, on station platforms, and at intersections.
・Listening at loud volume for an extended period may affect hearing.
・Take care not to disturb those around you (on train, etc.) with earphone or other noise.

Urgent News (Application)

・Urgent news reception is enabled by default.
・If Always alert at full volume is disabled, alert does not sound during Silent Mode. To disable, follow steps below.
・In Home Screen, (Settings) Notifications Wireless emergency alerts Always alert at full volume ( )
・Vibration is enabled by default. To disable, follow steps below.
・In Home Screen, (Settings) Notifications 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 alerts for other areas or no alerts.
・When urgent news reception is enabled, handset standby time becomes shorter.
・SoftBank Corp. cannot be held liable for any damages associated with this service, including accidents resulting from received information, reception timing, or reception/reception failure.

Bluetooth®

・Frequencies
Handset Bluetooth® function uses 2400 MHz - 2483.5 MHz frequencies in the 2.4 GHz band.
2.4FH1/XX4: Uses 2.4 GHz band, FH-SS and other modulation, with a maximum interference range of 40 m.
: Utilizes 2400 MHz - 2483.5 MHz band without mobile device bandwidth differentiation.

・Bluetooth® Cautions
・Handset Bluetooth® function is certified as conforming to Japanese domestic and FCC standards. Use is restricted in some countries/regions. Confirm local laws before use abroad.
・The 2.4 GHz band used by handset Bluetooth® function is shared by other devices. Handset Bluetooth® function tries to minimize effects of other devices using the same bandwidth, but connection speed and distance may be reduced or function may be disconnected.
・Connection speed and distance vary depending on distance between connected devices, obstacles, and Bluetooth® devices.
・Before Using Bluetooth®
Bluetooth® operating frequency band is used by industrial, scientific, consumer and medical equipment including microwave ovens, other similar radio stations, premises radio stations for identifying mobile units used in manufacturing lines (radio stations requiring a license), specified low power radio stations (radio stations requiring no license) and amateur radio stations (hereafter, "other radio stations").
1. Before handset use, be sure "other radio stations" are not in use nearby.
2. If handset radio waves interfere with "other radio stations," promptly move or power off.
3. For further information, visit a SoftBank Shop or contact Customer Service.
・All handset operations when connected with a Bluetooth®-compatible device are not verified and therefore not guaranteed.
・Handset supports the Bluetooth®-standard security function for secure radio communication. However, be careful when using Bluetooth®, as security may be insufficient depending on conditions of usage or settings.
・SoftBank Corp. accepts no liability for data/information leaks during communication using Bluetooth®.

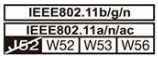
Wi-Fi (Wireless LAN)

・Wi-Fi Cautions

・Handset WLAN function is certified as compliant with Japanese domestic and FCC standards. Use of WLAN is restricted in some countries/regions. Check the laws and regulations of the country/region before using handset abroad.

・The 2.4 GHz band used by handset Wi-Fi function is shared by other devices. Handset Wi-Fi function tries to minimize effects of other devices using the same bandwidth, but connection speed and distance may be reduced or function may be disconnected.

・Connection speed and distance vary depending on distance between connected devices, obstacles, and Wi-Fi devices.



・Cautions on Using 2.4 GHz Band

Wi-Fi operating frequency band is used by industrial, scientific, consumer and medical equipment including microwave ovens, other similar radio stations, premises radio stations for identifying mobile units used in manufacturing lines (radio stations requiring a license), specified low power radio stations (radio stations requiring no license) and amateur radio stations (hereafter, "other radio stations").

1. Before handset use, be sure "other radio stations" are not in use nearby.
2. If handset radio waves interfere with "other radio stations," promptly move or power off.
3. For further information, visit a SoftBank Shop or contact Customer Service.

・Frequencies

Handset Wi-Fi function uses 2400 MHz - 2483.5 MHz frequencies in the 2.4 GHz band.

Uses 2.4 GHz band, DS-SS/OFDM modulation, with a maximum interference range of 40 m.

: Utilizes 2400 MHz - 2483.5 MHz band with mobile device bandwidth differentiation.

・Cautions on Using 5 GHz Band

Use of 5.2 GHz or 5.3 GHz band (W52/W53) for outdoor communication is prohibited by the Radio Law (excluding communication with the base stations or land mobile relay stations of high-output data communications systems operating in the 5.2 GHz band). Handset uses the following channels.

・W52 (5.2 GHz band/36, 40, 44, 48 ch)

・W53 (5.3 GHz band/52, 56, 60, 64 ch)

・W56 (5.6 GHz band/100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144 ch)

・All handset operations when connected with a Wi-Fi-compatible device are not verified and therefore not guaranteed.

・Handset supports the Wi-Fi-standard security function for secure radio communication. However, be careful when using Wi-Fi, as security may be insufficient depending on conditions of usage or settings.

・SoftBank Corp. accepts no liability for data/information leaks during communication using Wi-Fi.

Specific Absorption Rate (SAR) for This Product

【A301KC】 here refers to this mobile phone 【DuraForce EX】.

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

This mobile phone [A301KC] 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 0.742 W/kg**, and
that when worn on the body is 1.965 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)

* 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.

FCC RF Exposure Information

This mobile phone [A301KC] 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 0.577 W/kg, and that when worn on the body as shown below is 1.161 W/kg.
Body-worn Operation: This mobile phone was tested for typical body-worn operations with the separation distance of 1.0 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 belt clips, 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 JOYEB1173 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.

FCC Notice

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Note:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.
However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help and for additional suggestions.
Warning
The user is cautioned that changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

FCC Compliance Information

The product is certified by Federal Communications Commission (FCC).
The FCC ID of this product is JOYEB1173.
Or you can check as follows.
How to check:
In Home Screen, (Settings) About phone Technical regulations conformity certification

Water/Dust/Shock Resistance

Handset has water resistance equivalent to IPX5 and IPX8 and dust resistance equivalent to IP6X with Battery Cover completely installed. Handset also has shock resistance compliant with MIL standards (Kyocera testing methods). Specifically, handset can be used in rain (less than 20 mm per hour) without an umbrella. Handset can also be used in bathrooms, kitchens, at poolside, and other places with water.
* For details, see "In Various Environments."
However, failure to observe precautions given here may allow water, sand, foreign particles, etc. to enter handset and may cause overheating, ignition, electric shock, scratches, malfunction, etc. For safe handset use, first read precautions here.

IPX5 equivalent
Handset continues to function as a phone after being sprayed from all directions with 12.5 L of water per minute from a 6.3 mm diameter nozzle for at least 3 minutes, from a distance of approximately 3 m.

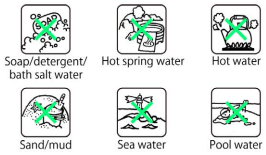
IPX8 equivalent
Handset continues to function as a phone without water intrusion after being slowly immersed in still tap water of room temperature to a depth of 1.5 m, and left there for approximately 30 minutes before being removed again. Do not let handset exposed to/immersed in liquid other than tap water such as soap, detergent, seasoning, juice, seawater, etc. Also, do not let handset immersed in/exposed to hot or cold water.

IP6X equivalent
Handset will be protected even after particulates in dustproof testing (dia. 75 μm or less) have entered handset.

Compliance with Military Standards
In addition to 21 test items in compliance with MIL-STD-810H as stipulated by the US Department of Defense, handset is compliant with our own 10 endurance test items.
* As handset is designed with shock resistance in everyday usage, handset may break if subjected to excessive impact such as being thrown against something. Dropping may produce scratches, etc. even if handset performance is unaffected.

Before Use

- To prevent water seepage, close Battery Cover firmly. Close Battery Cover completely, ensuring it is not raised.
- Particles (lint, a single hair, grain of sand/dirt, etc.) lodged between joining surfaces may allow water intrusion.
- Never attach or remove Battery Cover while hands or handset is wet.
- Do not place on sand, etc. Sand may enter Mic, Earpiece/Speaker, External Device Port, Earphone/Microphone Jack, etc. and affect sound.
- Do not use submersed (including key operation).
- Do not expose to or immerse in liquid other than room temperature fresh water or tap water (soap/detergent/bath salt water, hot spring water, hot water, muddy water, sea water, pool water, alcohol, etc.).



In Various Environments

- Rain
  - Do not use in heavy rain (20 mm or more per hour).
  * Water remaining on Display may cause Touchscreen to malfunction.
  - Never attach or remove Battery Cover while exposed to rain or while hands are wet. May cause malfunction, etc.
- Bath room
  - Do not immerse or drop in bathtub. Do not use submersed.
  * Water remaining on Display may cause Touchscreen to malfunction.
  - Do not immerse in soap/detergent/bath salt water or hot spring water.
  - Do not expose directly to warm shower.
  - Do not expose to hot water.
  - Avoid prolonged use in bath room.
  - Use handset in temperatures between 5°C - 35°C and humidity within 35% - 90% (limited use in temperatures between 36°C - 40°C).
- Kitchen
  - Do not expose to or immerse in liquid other than fresh water or tap water (water with soap/detergent or spices, or beverage).
  - Do not expose to or immerse in hot water or in chilled water.
  - Do not leave handset in extremely hot/cold locations, (e.g., near ovens/stoves or in refrigerators).
  - Do not subject handset to strong water pressure (more than 6 L per minute).
- Poolside
  - Do not immerse or drop in pool water. Do not use submersed.
  - Pool water is chlorinated. If wetted with pool water, promptly wash off with room temperature tap water. Do not use a brush.
  * Somewhat low water pressure (6 L or less per minute)

Shared Precautions

・Attach Battery Cover securely. Lodged particles, no matter how small (lint, a single hair, grain of sand, etc.), may allow water intrusion.
・Do not attach or remove Battery Cover while wearing gloves. Lodged particles (lint, hair, sand, etc.) from glove may allow water intrusion.
・Before attaching or removing Battery Cover, check that handset and hands do not have moisture, sand, grime, etc. on them. Any moisture, sand, grime, etc. can enter handset and become lodged in Battery Cover, and may cause malfunction or allow water seepage. If moisture, sand, grime, etc. is visible, no matter how small, first wipe handset and hands with lint-free clean, dry cloth before handling.
・Do not leave handset wetted. Water may enter from gaps. May also reduce volume. If wetted, shake handset, and promptly remove as much water as possible with a lint-free clean, dry cloth. In cold regions, handset may freeze and cause malfunction.
・Handset is waterproof for only for fresh water/tap water. Not waterproof for hot water, salt water, soap water, chemicals, sweat, etc. If exposed to other types of moisture or sand/mud/etc., promptly wash off with room temperature tap water. Hold handset making sure Battery Cover cannot open, and hand-wash without using a brush.
* Somewhat low water pressure (6 L or less per minute)
・Do not expose to strong water pressure (e.g., tap/shower water that hurts) above rating (IPX5, IPX8) or immerse for extended period.
・Do not wash in a washing machine, ultra-sonic washing machine, etc.
・Do not subject to strong shock while submersed (e.g., drop into basin, toilet, washing machine with water).
・Do not poke holes in Mic, Earpiece/Speaker, External Device Port, or Earphone/Microphone Jack with a sharp object.
・Rubber seal on Battery Cover and contact surface of handset is vital to waterproofing/dustproofing. Observe the following.
・Do not remove or scratch.
・Do not allow particles to adhere. Lodged particles (lint, hair, sand, etc.) may allow water intrusion. Always remove.
・Remaining liquid other than fresh water or tap water (hot water, salt water, detergent water, chemicals, sweat, etc.) may degrade waterproofing.
・Be careful rubber seal is not pinched when attaching Back Cover. Forcing Cap closed with rubber seal pinched can scratch seal and may degrade waterproofing/dustproofing.
・Replace components for water, dust, and shock resistance every two years regardless of appearance. Replacement can be provided at cost while handset is retained. Visit a SoftBank Shop or contact Customer Service.
・Do not drop or otherwise subject handset to strong shock. May degrade water, dust, or shock resistance.
・Handset is airtight to maintain water resistance (IPX8), and may produce noise around the Earpiece/Speaker when pressed hard, but this is not indicative of a problem with handset functions or performance.
・Handset will not float.
・Do not immerse in hot water, use in a sauna, or subject to hot air from a hair dryer, etc. Handset is not designed to be heat resistant.
・Use handset in temperatures between 5℃ - 35℃ and humidity within 35% - 90% (limited use in temperatures between 36℃ - 40℃). Use in extremes beyond these ranges may degrade water, dust, and shock resistance.
・Sudden temperature change results in condensation. Let handset reach room temperature before moving from cold to hot places (e.g., shower/bath) to prevent condensation. Handset has no anti-condensation features.
* If condensation forms inside Display, leave at room temperature until condensation dries.
・Do not run tap water directly on External Device Port or Earphone/Microphone Jack.
・Do not leave handset with any water drops on it. May short-circuit External Device Port or Earphone/Microphone Jack.
・Do not leave any water on External Device Port or Earphone/Microphone Jack.
・Before using External Device Port or Earphone/Microphone Jack, check that there is no foreign matter in Port.
・Handset fulfills performance requirements for assumed usage. However, handset is not guaranteed for any and all conditions of actual usage. Malfunction determined to be due to mishandling is not covered under warranty.

How to Clean Handset

Wipe off stain with a foam type hand soap or alcohol, etc. following steps in "When Using a Foam Type Hand Soap/Body Soap" or "When Using Alcohol, etc.."

Notes

Observe the following when cleaning handset.
・Remove commercially available accessories (strap, etc.). For handling commercially available accessories, refer to notes for each.
* Commercially available protection film may come off from handset.
・Handset is not designed to resist water pressure. Avoid exposing to high water pressure or submersing in water for a long period.
・When cleaning handset, make sure that Battery Cover is closed securely.
* Use a foam type hand soap/body soap manufactured by domestic manufacturers. Do not mix different types of form type hand soaps/body soaps.
Do not use a hand soap for kitchen, for business use, additive-free, or alkaline, a body soap for business use, additive-free, or alkaline, a solid soap, detergent, bath salt, shampoo, conditioner, facial cleanser, make-up remover, or toothpaste, etc. If one of these above is attached to the product, wash it with running water immediately.
The product performance is confirmed under the test environment. SoftBank Corp. does not guarantee that nothing wrong occurs to the product.

When Using a Foam Type Hand Soap/ Body Soap

1

Remove the cables from handset completely and turn it off

2

Wash your hands and wipe off water on them, apply a foam type hand soap/body soap on your palms and lather well, and then hold handset and rub front/back surface with the same strength

3

Rinse front/back surface and each key until foams of hand soap/body soap are removed completely

- Rinse with somewhat low water pressure (6 L or less per minute, between 5℃ - 30℃).
- Wash the holes of Mic, Earpiece/Speaker, External Device Port, or Earphone/Microphone Jack, etc. for approximately 30 seconds with running water.
- As remaining foams may cause malfunction, rinse handset well until foams are removed completely.

4

Drain the holes of Mic, Earpiece/Speaker, External Device Port, or Earphone/Microphone Jack, etc. sufficiently

- For details on draining, see "If Exposed to Water."

5

Dry handset sufficiently and check if any waterdrops remain on it

Cleaning is completed.

- Never charge while handset is wet.
- For details on drying, see "If Exposed to Water."

When Using Alcohol, etc.

1

Remove the cables from handset completely and turn it off

2

Apply small amount of isopropyl alcohol (99.7 % or less), ethanol (99.5 % or less), or sodium hypochlorite (1.0 % or less) to a lint-free soft cloth and wipe handset with it

Cleaning is completed.

Note

The product performance is confirmed under the test environment. SoftBank Corp. does not guarantee that nothing wrong occurs to the product.
Use isopropyl alcohol (99.7 % or less), ethanol (99.5 % or less), or sodium hypochlorite (1.0 % or less) sold for disinfection after reading instructions for each thoroughly. Improper use may result in a negative influence on human body or catching fire.

If Exposed to Water

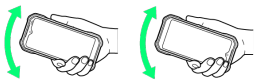
Using handset with any moisture on it may allow moisture to collect in Mic, Earpiece/Speaker, External Device Port, or Earphone/Microphone Jack, and may cause sound to be inaudible or may wet clothing, bag, etc. Follow steps below to drain water.

1

Wipe handset with a lint-free clean, dry cloth

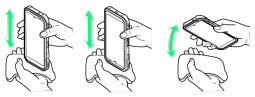
2

Shake handset as shown until there is no more wetting



3

Press a lint-free clean, dry cloth into gaps (Mic, External Device Port, Earphone/Microphone Jack, Earpiece/Speaker, etc.) to remove any water



4

After removing as much water as possible, leave handset at room temperature for at least 1 hour

Water is drained.

・Some water may still remain in handset. Do not leave handset beside/in items that you do not want to get wet (clothing, bag, etc.).

When Charging

When using handset for the first time, be sure to charge sufficiently first.
Check the following before and after charging.

・Never charge while handset is wet. Charging while wet may result in malfunction, overheating, etc.
・Do not touch AC Charger, Desktop Holder (optional), or Battery Charger (optional) with wet hands. May cause electric shock.
・Use AC Charger, Desktop Holder (optional), or Battery Charger (optional) where not exposed to water. May cause fire or electric shock.
・Do not use AC Charger, Desktop Holder (optional), or Battery Charger (optional) near water sources (bath room/ shower, sinks/basins, etc.). May cause fire or electric shock.

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DuraForce EX User Guide

February 2024, First Edition
SoftBank Corp.

Visit SoftBank Shop for assistance

Model : DuraForce EX
Manufacturer : KYOCERA Corporation