arrows We2
User Guide

arrows We2
User Guide Contents

Introduction

About the User Guide..... 3

Getting Started

Parts & Functions..... 6
eSIM..... 7
SIM Card..... 11
SD Card..... 12
Charging Battery..... 16
Power On/Off..... 17
Making Initial Settings..... 18
Using a Google Account..... 21
Unlocking Screen..... 24

Basic Operations

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

Handset Interface

Handset Screens..... 34
Status Bar..... 36
Using Notifications Window..... 38
Using Quick Settings..... 38

Phone

Placing/Answering Calls..... 42
Optional Services..... 44
Phone Number..... 50
Using Contacts..... 50

Messaging

Sending Messages (+Message)..... 54
Using Gmail..... 55

Internet

Using Chrome..... 58

Camera

Capturing Still Images/Videos..... 62
Viewing Captured Still Images/Videos (Photos)..... 64

Application Basics

Applications..... 66
Adding/Deleting Application..... 67

Wi-Fi/Bluetooth®

Connecting by Wi-Fi..... 72
Using Bluetooth® Function..... 73

Handset Settings

Handset Settings..... 76
Data Usage Settings.....77
Battery and device care Settings..... 77
Display Settings.....78
Sound Settings.....78
Security & privacy Settings..... 79
System Settings.....82
Other Settings.....83

Global Services

Global Roaming..... 90
Making Calls while Abroad..... 91

Warranty/Specifications/Customer Services

Warranty & After-Sales Service..... 96
Specifications.....96
Customer Service.....97

Safety Precautions

Safety Precautions.....100
Materials.....108
Handset & Hardware Care..... 108
Bluetooth® Function.....111
Wi-Fi (Wireless LAN)..... 111
Water, Dust, and Shock Resistance..... 112
Export Control Regulations..... 116
Intellectual Property Rights.....117
Specific Absorption Rate (SAR) Information of This Product..... 118

About the User Guide

In the User Guide, most operation descriptions are based on handset at time of purchase.
Unless noted otherwise, descriptions are for Home Screen.
Some operation descriptions may be simplified.
Screens and operation may differ depending on your environment (updates, etc.).

Before Using This Product

- Read "Quick Start" and "Safety Precautions" thoroughly for proper usage.
  * Use within temperatures of 5°C to 35°C and humidity 45% to 85%.
  See "Safety Precautions" for use in a bath room.
- Accessible services may be limited by subscription contract conditions.

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.Therfore, subscription to the flat-rate service for data communication charfes 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 in the User Guide may differ in appearance with actual Display. Key labels in the User Guide are simplified for description purposes and differ with actual Display.

Other Notations

In the User Guide, the product is referred to as "handset."
microSD™/microSDHC™/microSDXC™ Card is referred to as "SD Card."

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Parts & Functions..... 6
eSIM..... 7
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SD Card..... 12
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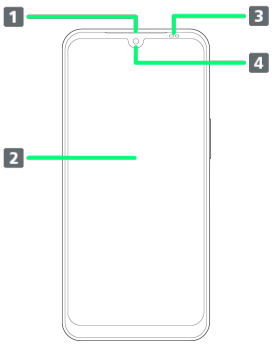
Making Initial Settings..... 18
Using a Google Account..... 21
Unlocking Screen..... 24

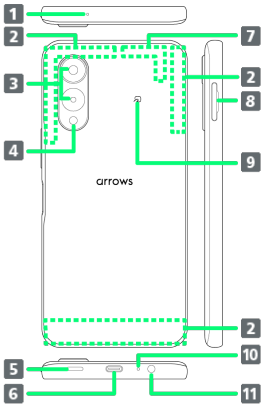
Parts & Functions

Handset (Front)



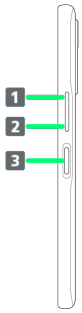
Part	Description
1 Earpiece	Hear the other party's voice here.
2 Display	Touchscreen-type display, operate with your fingers on Display.
3 Light/ Proximity Sensor	Detects ambient light level, etc.
4 Front Camera	Use to shoot photos or videos of yourself.

Handset (Back/Side)



Part	Description
1 Second Mic	Filters noise during calls. Also use as mic for hands-free calls.
2 5G/4G antenna area	Internal Antenna for calls and data communication.
3 Back Camera	Capture still images and video. Remove the clear protective film on Camera at time of purchase before use.
4 Mobile Light	Use as a light when taking photos, etc.
5 Speaker	Listen to music, video sound, etc.
6 USB Type-C™ Port	Connect a USB Type-C cable, etc.
7 5G/4G/ GPS/Wi-Fi/ Bluetooth® antenna area	Internal Antennas for GPS, Wi-Fi, and Bluetooth® functions as well as calls and data communication.
8 Slot Cap	Install/remove SD Card and SIM Card.
9 mark	Hold up to a reader/writer to use NFC/ Osaifu-Keitai®.
10 Mic/ Recorder Mic	Speak here.
11 Stereo Earphones Port	Connect headphones, etc.

Keys



Part	Description
1 Volume Up Key	Raise volume.
2 Volume Down Key	Lower volume.
3 Power Key/ Fingerprint Sensor	Toggle Display on/off. Long Press to power on handset or activate Google Assistant™. Use fingerprint authentication to unlock screen, or activate an application saved with your fingerprint linked to it.

eSIM

eSIM is an integrated SIM that is pre-embedded in handset. An eSIM-capable handset enables use of a phone line only with your subscription contract and settings, and does not require replacing a SIM card in handset as with a USIM card.

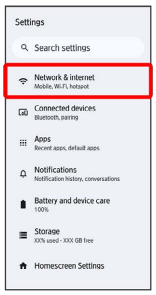
Handling eSIM

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

Download your service plan with eSIM

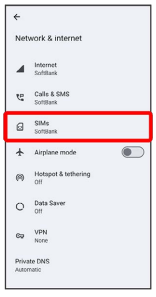
1

In Home Screen, Network & internet



2

SIMs



3

Add SIM

4

Set up an eSIM

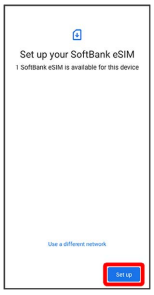
5

Scan a QR code

・Depending on the situation, the above step may not be displayed and the procedure may move on to the next step.

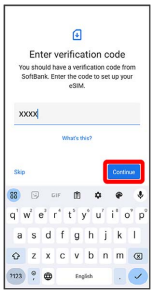
6

Set up



7

Enter verification code assigned from SoftBank at time of subscription → Continue



8

Close

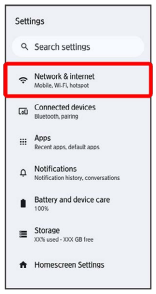
Your service plan with eSIM is downloaded.

・Once eSIM is enabled, notification arrives by SMS.

Enable or disable eSIM

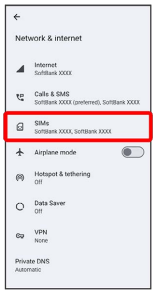
1

In Home Screen, ⚙ ➔ Network & internet



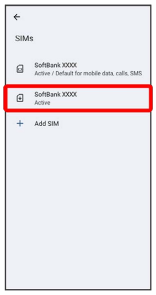
2

SIMs



3

SoftBank XXXX for 📱



4

Use SIM

・To enable eSIM, Tap Use SIM . No further operation required.

5

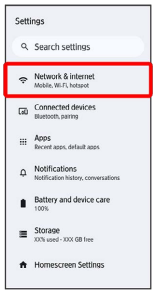
Turn off

You can set enabling or disabling eSIM.

Erase your service plan with eSIM

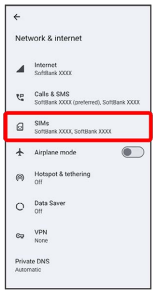
1

In Home Screen, ⚙ ➔ Network & internet



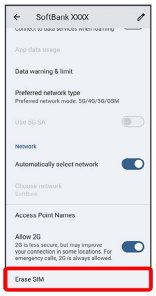
2

SIMs



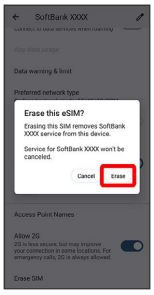
3

SoftBank XXXX for ⬇ ➔ Erase SIM



4

Erase



Your service plan with eSIM is erased.

After eSIM Is Erased

To use eSIM again after it has been erased, first have a QR code for downloading eSIM reissued.
Even if eSIM has been erased, your subscription contract remains valid.

SIM Card

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

Handling SIM Card

For SIM card handling, see following items.

1 IC chip

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

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

SIM Card Cautions

Observe the following when using SIM Card.

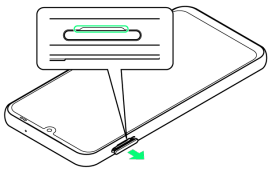
- Customer is responsible for any damage caused by inserting SIM Card in an other-brand IC card reader, etc. The company is not responsible in such case.
- SIM Card is the property of the company.
- SIM is replaceable (at cost) in case of loss/damage.
- Return SIM Card to the company when cancelling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

Inserting SIM Card

Always power off beforehand.

1

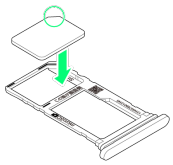
With handset Display upward, use groove to open Slot Cap, and pull out straight without bending in direction shown



- Slot Cap detaches from handset.

2

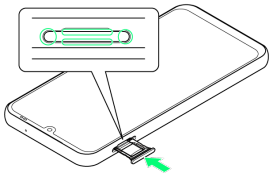
Set SIM Card in Tray of Slot Cap with IC chip facing down



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

3

With Display upward, insert Slot Cap



SIM Card is inserted.

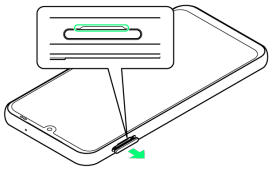
- Insert straight without bending in direction shown, and press firmly where circled ○.
- Make sure there is no gap between handset and Slot Cap.

Removing SIM Card

Always power off beforehand.

1

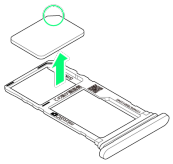
With handset Display upward, use groove to open Slot Cap, and pull out straight without bending in direction shown



・Slot Cap detaches from handset.

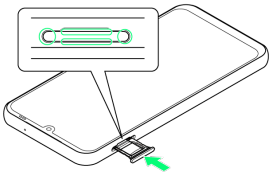
2

Remove SIM Card



3

With Display upward, insert Slot Cap



SIM Card is removed.

・Insert straight without bending in direction shown, and press firmly where circled ○.
・Make sure there is no gap between handset and Slot Cap.

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 accidently or as a result of damage. It is recommended that you keep a separate copy of important data. The company 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.

Using Applications That Handle Large Amounts of Data

Use a high-speed SD card (class 10 or faster recommended).

Handling SD Card

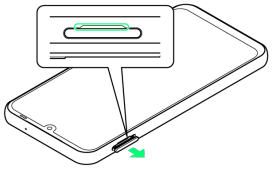
Use/store SD Cards away from the reach of infants. May cause choking if swallowed.

Inserting SD Card

Always power off beforehand.

1

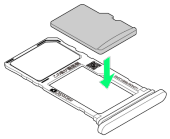
With handset Display upward, use groove to open Slot Cap, and pull out straight without bending in direction shown



・Slot Cap detaches from handset.

2

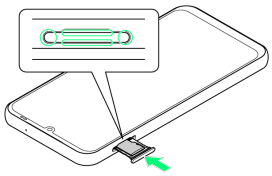
Set SD Card in Tray of Slot Cap with metal terminals facing down



・Be sure to place SD Card in correct Tray.
・Make sure SD Card is placed in Tray securely.

3

With Display upward, insert Slot Cap



SD Card is inserted.

・Insert straight without bending in direction shown, and press firmly where circled ○.
・Make sure there is no gap between handset and Slot Cap.

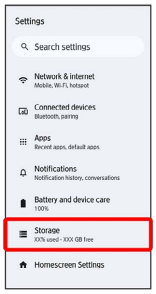
Formatting SD Card

1

In Home Screen,

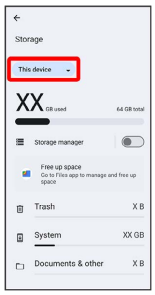
2

Storage



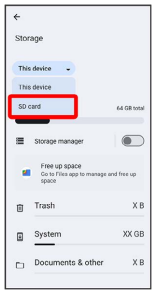
3

This device



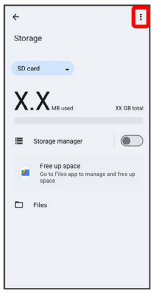
4

SD card



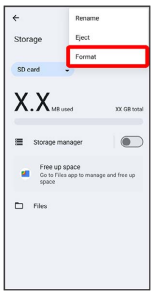
5

⋮



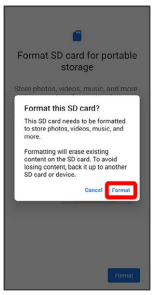
6

Format



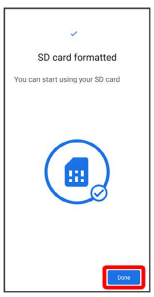
7

Format



8

Done



All data on SD Card is erased.

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

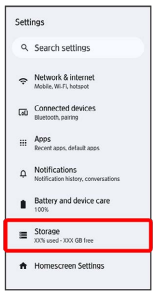
Always unmount SD Card before removing.

1

In Home Screen,

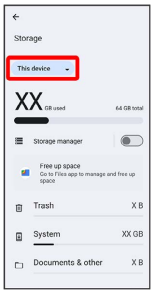
2

Storage



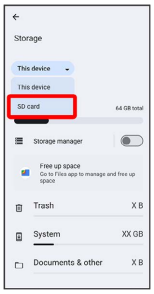
3

This device



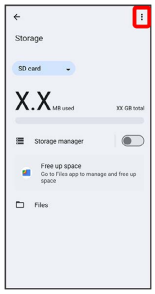
4

SD card



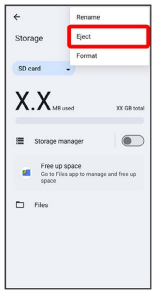
5

⋮



6

Eject



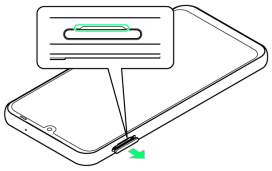
SD Card is unmounted.

Removing SD Card

Always unmount SD Card and power off first.

1

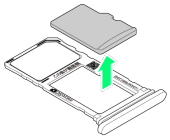
With handset Display upward, use groove to open Slot Cap, and pull out straight without bending in direction shown



・Slot Cap detaches from handset.

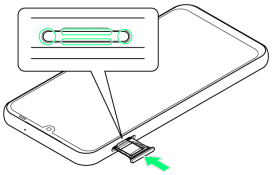
2

Remove SD Card



3

With Display upward, insert Slot Cap



SD Card is removed.

・Insert straight without bending in direction shown, and press firmly where circled ○.
・Make sure there is no gap between handset and Slot Cap.

Charging Battery

Charging Cautions

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

Internal Battery

Battery is built into handset.
Handset Battery is the following type.

Displayed	Battery Type
Li-ion 00	Lithium-ion

Recycling

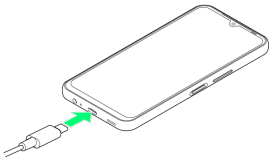
This is the recycling mark for lithium-ion batteries.

Charging with AC Charger

AC Charger is an optional accessory. Be sure to use an AC Charger specified by SoftBank. For information on AC Charger and other peripheral devices, see SoftBank Website.
Operation using AC Charger (USB Type-C™ quick charge AC Charger for USB PD-PPS [ZSDBAV] (SB-AC22-TCPD)) is explained here.

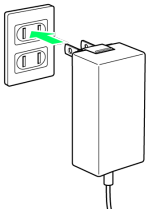
1

Insert USB Type-C plug of AC Adaptor into USB Type-C Port



2

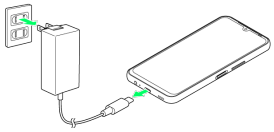
Raise plug on AC Charger and plug into household AC outlet



Charging starts.

3

Remove AC Charger from handset, unplug from outlet, and lower plug



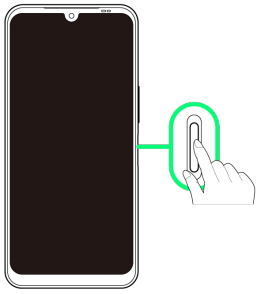
Charging ends.

Power On/Off

Powering On

1

Power Key (Long Press)



Lock screen appears.

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

Powering Off

1

Power Key + Volume Up Key

2

Power off

Handset powers off.

Making Initial Settings

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

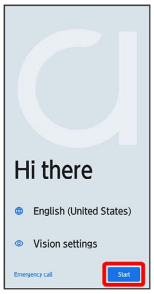
eSIM Cautions

If using eSIM, first do the following before powering on handset.
・Remove SIM Card from handset.
・Ensure handset can connect to a Wi-Fi network.
・Prepare the QR code for saving eSIM.

Making Initial Settings

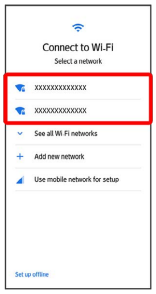
1

Select language then START



2

Tap Wi-Fi network to connect to



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

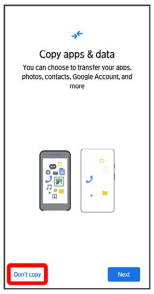
3

Select Wi-Fi network to connect to

・When using eSIM, connect to Wi-Fi, Tap Download eSIM and follow onscreen instructions.

4

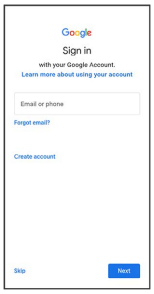
Don't copy



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

5

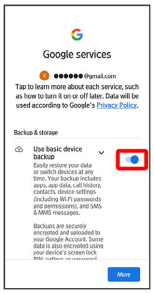
Follow onscreen instructions to set up a Google account



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

6

In Google services screen, set services to use



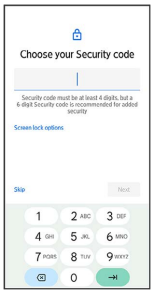
・Tap / for service to toggle on ( )/ off ( ).

7

Accept

8

Follow onscreen instructions to set screen lock



・To not set a screen lock, Tap Skip .

9

Follow onscreen instructions to set Google Assistant

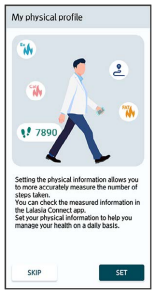
・To not set Google Assistant, Tap Skip .

10

arrows Home → Set

11

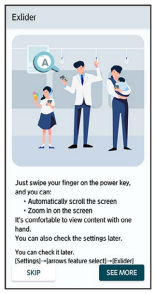
Follow onscreen instructions to set My physical profile



・To not set My physical profile, Tap SKIP .

12

Follow onscreen instructions to set Exlider



・To not set Exlider, Tap SKIP .

13

Follow onscreen instructions to set To use FCNT service

・To not set FCNT service, Tap SKIP .

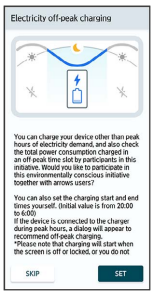
14

Follow onscreen instructions to set nuisance call countermeasure function

・To not set nuisance call filtering, Tap Skip .

15

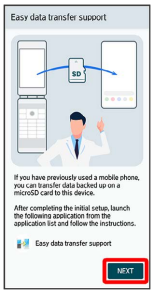
Follow onscreen instructions to set Electricity off-peak charging



・To not set Electricity off-peak charging, Tap SKIP .

16

NEXT

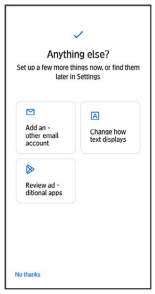


17

Check the information on sending data and Tap ACCEPT & CONTINUE

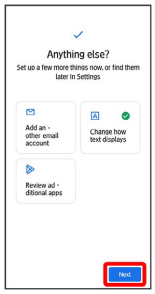
18

Select items to set, and follow onscreen instructions



19

Next



Settings are complete.

Using 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.

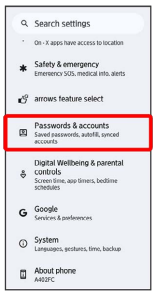
Creating a Google Account

1

In Home Screen, ⚙

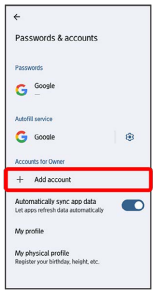
2

Passwords & accounts



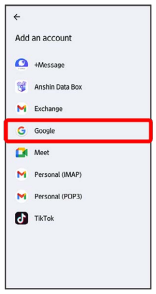
3

Add account



4

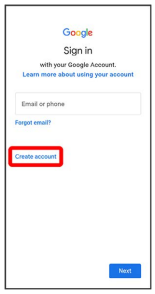
Google



Window for adding a Google account opens.

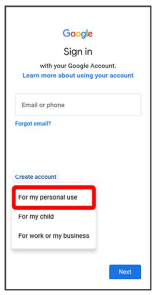
5

Create account



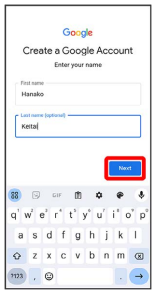
6

For my personal use



7

Enter first name ➔ Enter last name ➔ Next

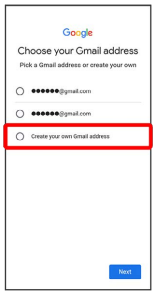


8

Enter date of birth and gender → Next

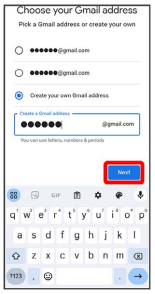
9

Create your own Gmail address



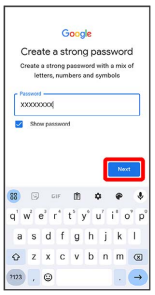
10

Enter username (mail address) → Next



11

Enter password → Next



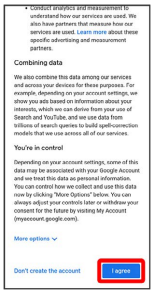
・If confirmation appears, follow onscreen instructions.

12

Next

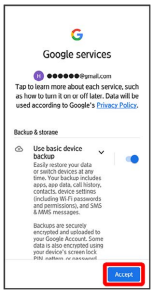
13

I agree



14

Set Google services → Accept



Google Account is created.

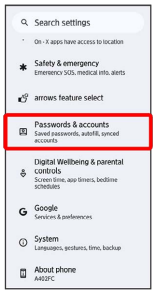
Logging In with a Google Account

1

In Home Screen, ⚙

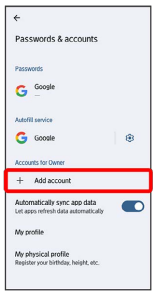
2

Passwords & accounts



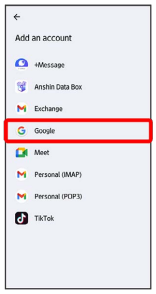
3

Add account



4

Google



Window for adding a Google account opens.

5

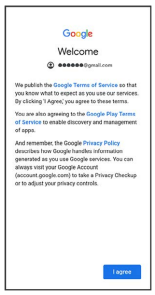
Enter mail address ➔ Next

6

Enter password ➔ Next

7

Follow onscreen prompts



You are signed in to your Google Account.

Unlocking Screen

Screen Lock

After a period of inactivity, Display turns off to save battery power (screen lock active).
Screen lock prevents accidental Touchscreen operation.

・To activate screen lock manually, Press Power Key when Display is turned on.

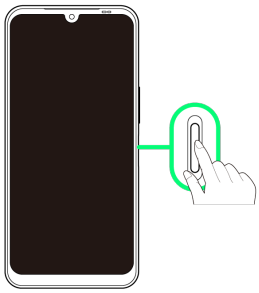
If Screen Lock Activates while Playing Music

Music continues to play. For operation, Press Power Key to open lock screen and use operation panel (operations may vary depending on application).

Unlocking Screen

1

When screen is locked, Power Key



Lock screen appears.

2

Flick screen up

Screen is unlocked.

・The method for unlocking the screen can be changed. See "Security & privacy Settings" for the unlock method.

Basic Operations

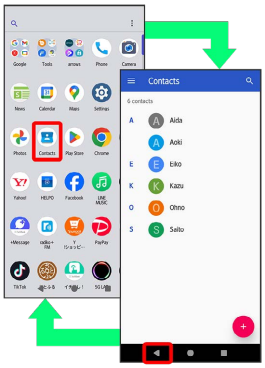
Basic Operation.....26
Using Touchscreen.....26
Manner Mode.....27
Airplane Mode.....29
Text Entry.....29
Updating Software.....30

Basic Operation

Selecting Options and Navigating Screens

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

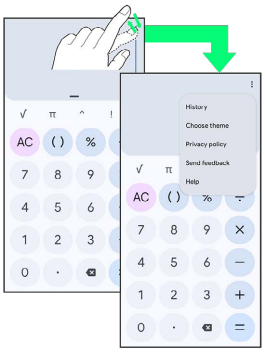
・Tap ◀ to go back to previous screen.



Menu Operations

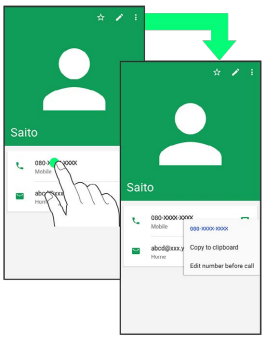
1

Tap ⋮ for available settings and items.



2

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

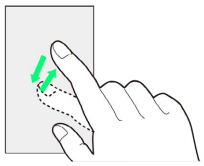


Using Touchscreen

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

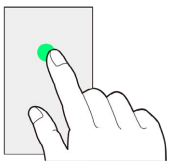
Tap

Contact Display lightly and briefly.



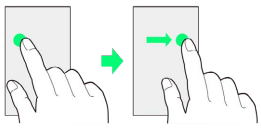
Touch & Hold

Contact Display lightly; release finger when screen changes.



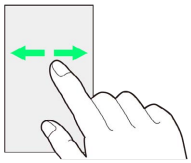
Drag

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



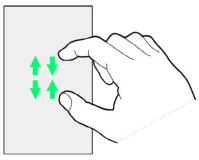
Swipe/Flick

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



Pinch/Spread

Contact Display lightly, then close/widen fingers.



Manner Mode

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

Manner Mode Cautions

Shutter sound when shooting still images, video recording tones, media sound, alarms, etc. still play even in Manner mode.

・Use "Do Not Disturb" to mute media and alarms. See "Sound Settings" for details.

Activating Manner Mode (Vibrate)

1

Press Volume Up/Volume Down Key

Volume bar appears.

2

3

Icon changes to , and handset vibrates for arriving calls, new mail, etc.

・To exit Manner mode, Press Volume Up/Volume Down Key for volume bar, then

Setting from Quick Settings

Manner mode (vibrate) setting is also accessible from Quick Settings.

Flick Status Bar down Flick Notifications Window down Manner (off)

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

Activating Manner Mode (Muted)

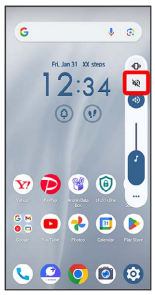
1

Press Volume Up/Volume Down Key

Volume bar appears.

2

3



Icon changes to , and handset is silent for arriving calls, new mail, etc.

・To exit Manner mode, Press Volume Up/Volume Down Key for volume bar, then

Setting from Quick Settings

Manner mode (muted) setting is also accessible from Quick Settings.

Flick Status Bar down Flick Notifications Window down Manner (off) Manner (vibrate)

Icon changes to , and handset enters Manner mode (muted).

Airplane Mode

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

Using Airplane Mode

1

Flick Status Bar down

Notifications Window opens.

2

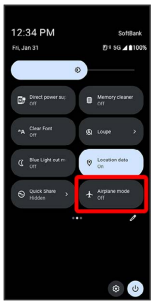
Flick Notifications Window down

Quick Settings open.

・Alternatively, to open Quick Settings when Notifications Window is not open, Flick Status Bar down with two fingers.

3

Airplane mode Off (On)



Handset is in Airplane mode.

・While in Airplane mode, repeat to exit Airplane mode.

Text Entry

Keyboards

Use onscreen keyboards for text entry.

・Tap Text entry field for keyboard. To hide it, Tap ▼.
・Text entry descriptions are for Google Keyboard (default input method).

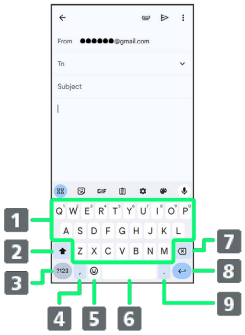
Enabling One-Handed Mode

Shrink onscreen keyboard for easier one-handed operation; switch between Left-handed mode and Right-handed mode as needed.

When keyboard is open, Touch & Hold , / ↵ and slide finger over /

・Tap › / ‹ to switch between Right-handed mode and Left-handed mode.
・Tap to disable One-handed mode.

Keyboard Layout



1 Enter characters.
2 Toggle case.
3 Switch to number/symbol keyboard.
4 Enter comma. Touch & Hold to specify settings or enable One-handed mode.
5 Switch to emoji/emoticon keyboard.
6 Enter space.
7 Delete characters.
8 Insert line break. Touch & Hold for options; enable One-handed mode, or move to other entry fields.
9 Enter period. Touch & Hold for a set of other punctuation marks and symbols.

Switching Keyboards

1

In a text entry window, ?123 / ☺

Entry mode is switched.

・Tap ?123 / ☺ / ABC to toggle between alphabet entry mode and number/symbol/emoji/emoticon entry mode.

Updating Software

Check whether updates are required via the Internet, and update as required.

Before Updating Software

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

Software Update Cautions

During Update

It may take time to update software.
When a device is running software update, don't remove a SIM 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.

If Using Other Functions

Other functions cannot be operated during a software update.

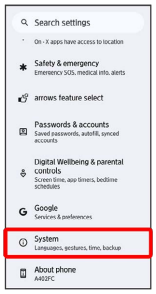
Updating Software

1

In Home Screen,

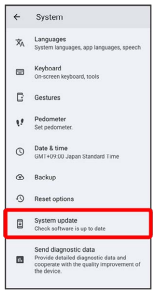
2

System



3

System update



4

Continue by following onscreen instructions.

Software update starts.

Handset Interface

Handset Screens..... 34
Status Bar..... 36
Using Notifications Window..... 38
Using Quick Settings..... 38

Handset Screens

Home Screen Layout

1 Status Bar
Flick down for Notifications Window. Flick Notifications Window down to open Quick Settings.

2 Dock
Tap an icon to activate application or function. Customize with application shortcuts. Also, create folders.

3 Navigation Bar
Tap icons to access functions.

4 Customize Area
Place application shortcuts, folders, widgets freely.

Toggling Home Screen Sheets

Flick Home Screen left/right to toggle sheets.

・In any Home Screen sheet, Tap ● to return to Home Screen top sheet.

Navigation Bar

Tap, Drag, or Flick icons on Navigation Bar (Display bottom) for the following functions/operations.

Icon	Description
◀ [1] (Back)	Tap to return to previous screen. Appears as ▼ [1] for onscreen keyboard; Tap to close keyboard.
● [1] (Home)	Tap to return to Home Screen.
▬ [2] (Home)	Flick up to return to Home Screen. Drag up to open a list of recently used applications to activate or remove them from the list. Flick right to activate the previously activated application.
■ [1] (Recent apps)	Tap to open a list of recently used applications to activate or remove them from the list.
[3] (Rotate horizontally)/ [3] (Rotate vertically)	Tap to switch current screen between portrait/landscape orientation.
[4] (Keyboard)	Tap to change keyboards.

1 Appears when 3-button navigation is enabled.
2 Appears when Gesture navigation is enabled.
3 Appears when Auto-rotate screen is disabled and handset is rotated vertically/horizontally.
4 Appears when keyboard is open.

Switching Navigation Bar Activation

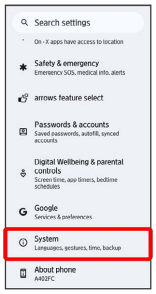
Switch Navigation Bar activation and how to list recently used applications.

1

In Home Screen, ⚙

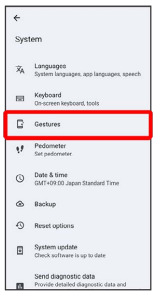
2

System



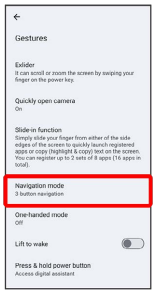
3

Gestures



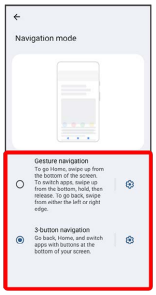
4

Navigation mode



5

Gesture navigation / 3-button navigation



Navigation Bar activation switches.

Portrait Orientation & Landscape Orientation

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

Enable Auto-rotate screen to change screen to landscape orientation automatically when handset is rotated horizontally.

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

Status Bar

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

Status Bar Layout

1 Notification Indicators

2 Status Indicators

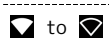
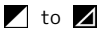
Main Notification Indicators

Notification Indicators appearing in Status Bar include the following.

Icon	Description
12:34	Time
	Battery Level Approximately 20% or Less
	New Gmail™
	New Text Message (SMS)/+Message
	Wi-Fi Open Network Available
	USB Device Connected
	Dialing/Call Arriving/in Progress
	Call on Hold
	Missed Call
	New Answering Machine Message
	New Message (Voicemail)
	Calendar Event Notification
	Alarm Sounding/Snoozing/Upcoming Alarm
	Timer Running
	Stopwatch Running
	Emergency Alert
	Sending Data
	Downloading/Receiving Data
	Application Update Notification
	Application Installation Complete
	Mobile Data Usage Reaches Set Limit
	Bluetooth® Data Reception Request
	Error Indication
	SD Card Available
	Software Update Notification
	Space Low in Internal Storage
	Camera Automatically Closes
	Hidden Notifications

Main Status Indicators

Status Indicators appearing in Status Bar include the following.

Icon	Description
	Keep Lit When Held (Display Turned On When Movement Is Detected)
	Bluetooth® Connected
	Manner Mode (Vibrate)[1]
	Manner Mode (Muted)
	5G Available[2]
	4G LTE/4G Available[3]
	Voice Services Unavailable, Data Communication Services Available
	Voice Services Available, Data Communication Services Unavailable
	Voice Services Unavailable, Data Communication Services Unavailable
	Roaming
 to	Wi-Fi Connected (Indicated in 5 levels)
	Connected to Wi-Fi Network Without Internet Access
	Communication in Use
 to	Signal Strength (Indicated in 5 levels)
	No Signal
	Airplane Mode
	Battery Charged (100%)
	Battery Low
	Battery Charging
	Talking with Speakerphone
	Talking while Muted
	Do Not Disturb Mode is On
	Using Wi-Fi Tethering
	Getting Location Information
	VPN Connected
	Alarm Set[1]
	Data Saver is On
	Camera in Use[4]
	Microphone in Use[4]
	Hidden Statuses

1 Displayed when Notifications Window is opened.

2 Although "5G" may appear in standby (top of Display), this may change to "4G" with data communication then being by the 4G network.

3 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.

4 Displayed when an application starts using Camera/Microphone. Displayed as a green dot while Camera/Microphone is in use.

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

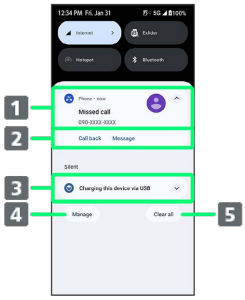
Notifications Window opens.

Closing Notifications Window

Flick Notifications Window up

・Alternatively, Tap ◀.

Notifications Window Layout



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

2 Use corresponding functions[1]

3 Silent notifications

4 Manage notifications

5 Delete all notifications and close Notifications Window

1 Usable functions depend on the notification. As an example, dial or send an SMS to the phone number of a new call.

Using Quick Settings

Flick Notifications Window down to open Quick Settings. Tap or otherwise use icons on Quick Settings to set each function on/off.

Opening Quick Settings

1

Flick Status Bar down

Notifications Window opens.

2

Flick Notifications Window down

Quick Settings open.

・Alternatively, Flick Status Bar down using two fingers.

Closing/Editing Quick Settings

Closing Quick Settings

Flick Notifications Quick Settings up ➔ Flick Notifications Window up

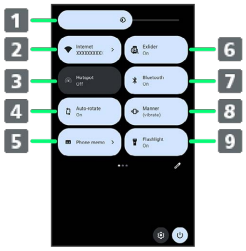
・Alternatively, Tap ● to close Quick Settings.

Editing Quick Settings

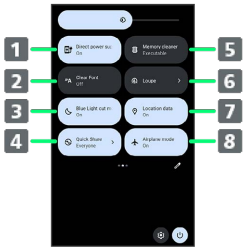
Add, delete, and change order of functions in Quick Settings.

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

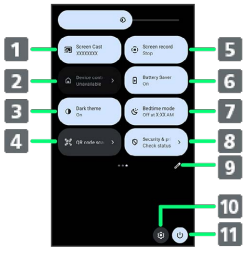
Quick Settings Layout



1. Adjust brightness
2. Toggle Wi-Fi on/off
3. Toggle Wi-Fi hotspot on/off
4. Toggle Auto-rotate on/off
5. Toggle Phone memo on/off
6. Toggle Exlider on/off
7. Toggle Bluetooth® function on/off
8. Toggle Manner mode (off / vibrate / muted)
9. Turn Flashlight on/off



1. Toggle Direct power supply on/off
2. Toggle Clear Font on/off
3. Toggle Blue Light cut mode on/off
4. Display Quick Share
5. Run Memory Cleaner
6. Open Loupe magnifier
7. Toggle Location on/off
8. Toggle Airplane mode on/off



1. Activate Screen Cast
2. Activate Device control
3. Toggle Dark theme on/off
4. Open QR code scan window
5. Toggle Screen record start/stop
6. Toggle Battery Saver on/off
7. Toggle Bedtime mode on/off
8. Display security notifications, access permission status, etc.
9. Open Edit screen for Quick Settings
10. Open Settings
11. Open Power menu (Power off , Restart , etc.)

Phone

Placing/Answering Calls.....42
Optional Services.....44
Phone Number.....50
Using Contacts.....50

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 and HD Voice

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

Hints

Q. Difficulty during call

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

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

Q. Sound pops momentarily during a call

A. Are you changing location while calling? Sound pops when signal is weak and handset switches to a different area.

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.

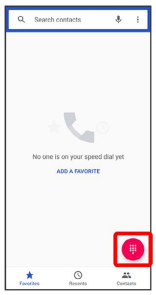
Placing Calls

1

In Home Screen,

Phone opens.

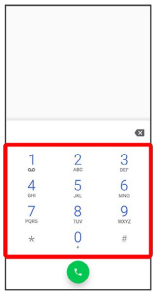
2



Call window opens.

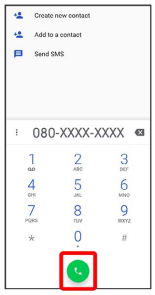
3

Tap dialpad to enter the other party's number



- Enter area code first for calling landline numbers.

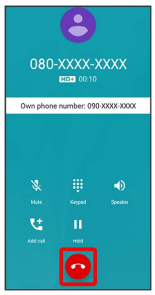
4



Handset dials number. Call begins when other party answers.

5

To end call,



Call ends.

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

In lock screen, Flick up → Emergency → Enter number for emergency service →

・Available if Security unlock preference is setting other than None or Swipe. See "Security & privacy Settings" for details on unlocking screen.

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

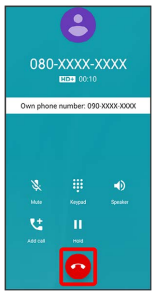
1

Flick up when call is arriving

Call begins.

2

To end call,



Call ends.

Main Arriving Call Operations

Cancelling Ringtone

Press Power/Volume Up/ Volume Down Key when call is arriving

Rejecting Arriving Calls

Flick down when call is arriving

In-Call Screen Layout/In-Call Operations

1 Show name/number of other party
2 Appears during HD Voice (HD)/HD+ Voice (HD+) call
3 Show own number
4 Mute your voice to the other party
5 Call another party
6 Show image registered for contact
7 Show call time
8 Show dialpad
9 Call using Speaker
10 Place call on hold
11 End call

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.
Voice mail	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.

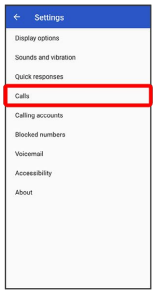
Using Call Forwarding

1

In Home Screen,

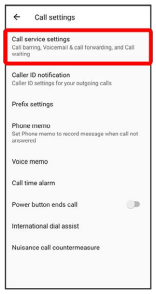
2

⋮ ➔ Settings ➔ Calls



3

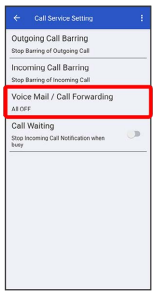
Call service settings



Call Service Setting window opens.

4

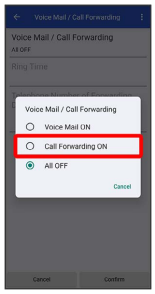
Voice Mail / Call Forwarding



Voice Mail / Call Forwarding window opens.

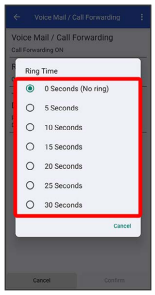
5

Voice Mail / Call Forwarding ➔ Call Forwarding ON



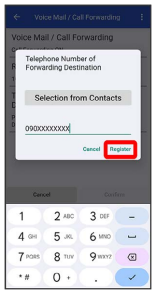
6

Ring Time ➔ Tap ring time



7

Telephone Number of Forwarding Destination ➔ Tap phone number entry field ➔ Enter forwarding number ➔ Register



8

Confirm

Call Forwarding is set.

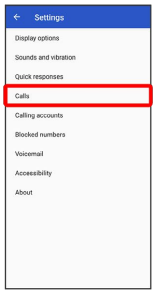
Using Voice mail

1

In Home Screen,

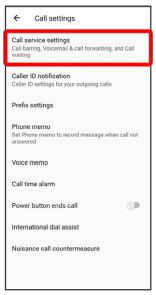
2

 Settings Calls



3

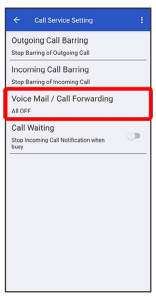
Call service settings



Call Service Setting window opens.

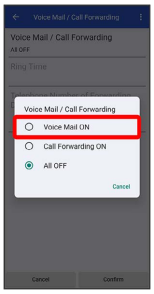
4

Voice Mail / Call Forwarding



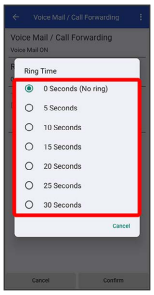
5

Voice Mail / Call Forwarding Voice Mail ON



6

Ring Time Tap ring time



7

Confirm

Voicemail is set.

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

Using Call Waiting

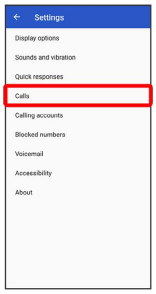
Requires separate subscription.

1

In Home Screen,

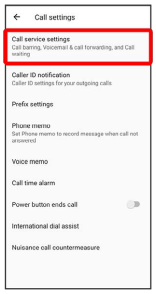
2

Settings → Calls



3

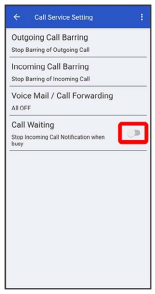
Call service settings



Call Service Setting window opens.

4

for "Call Waiting" ( )



Call Waiting is set.

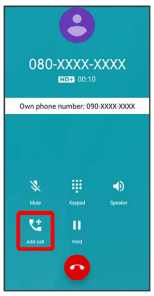
- Tap to toggle on ( )/ off ( ).
- When call arrives during another call, tone sounds. Flick up to begin call.

Using Group Calling

Requires separate subscription.

1

During a call, Add call



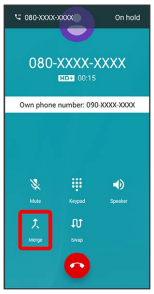
Call window opens.

2

Enter number

3

When call connects, Merge



Group Calling starts.

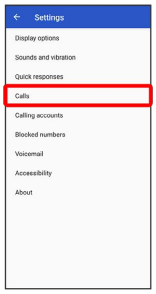
Using Caller ID Notification

1

In Home Screen,

2

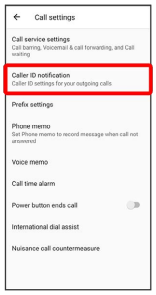
Settings Calls



Call Settings open.

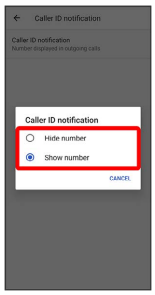
3

Caller ID notification



4

Caller ID notification Hide number / Show number



Notify Caller ID is set.

Using Call Barring

Restrict calls and SMS to/from specific phone numbers.

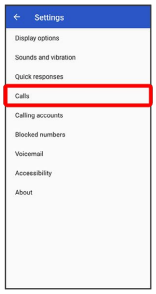
・When attempting to place/send a call/SMS while outgoing calling is restricted, a message appears. This message may take time to appear in some areas.
・SMS may not be restricted in some areas.

1

In Home Screen,

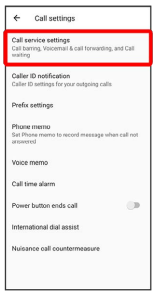
2

Settings → Calls



3

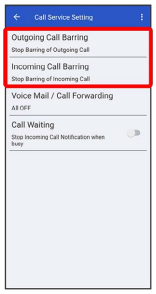
Call service settings



Call Service Setting window opens.

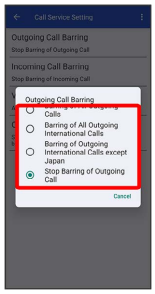
4

Outgoing Call Barring / Incoming Call Barring



5

Tap outgoing/incoming restriction



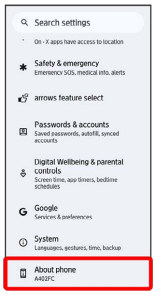
Call Barring is set.

Phone Number

Checking Your Phone Number

1

In Home Screen, ⚙ > About phone



Tap Phone number (sim slot 1) / Phone number (sim slot 2) to show handset 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. The company is not responsible for any damages from lost or changed contacts.

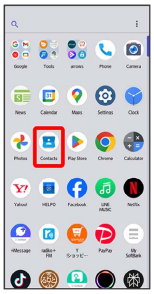
Adding New Contacts

1

Flick Home Screen up

2

(Contacts)



Contacts appear.

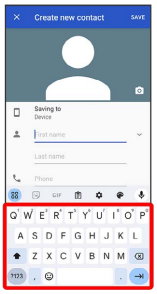
3

+

・If confirmation appears, follow onscreen instructions.

4

Set items



5

SAVE

Contact is saved.

Saving Contacts from Call Window

Save a number entered in call window directly to Contacts.

In Home Screen, Tap dialpad to enter number to save Create new contact Set each item SAVE

・If confirmation appears, Tap Contacts Always

Messaging

Sending Messages (+Message)..... 54
Using Gmail..... 55

Sending Messages (+Message)

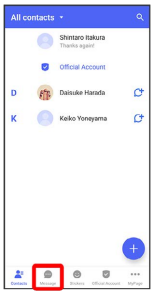
Sending New Messages

1

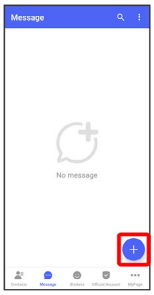
In Home Screen,

2

Message



3

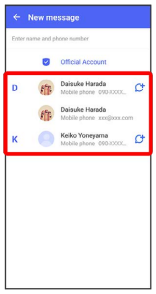


4

New message

5

Tap recipient

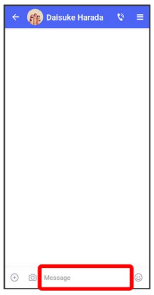


Message window opens.

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

6

Tap message entry field



7

Enter message

Message is sent.

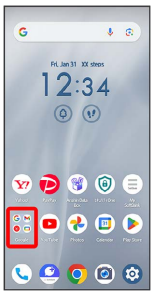
Using Gmail

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

Creating/Sending Mail

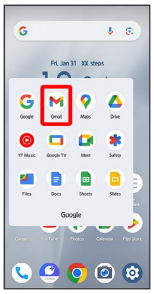
1

In Home Screen, (Google)



2

(Gmail)

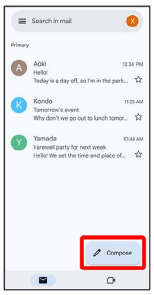


Mail list opens.

・If confirmation appears, follow onscreen instructions.

3

Compose



Mail composition window opens.

4

Enter recipient/subject/mail text

5

Mail is sent.

Operations when Composing Mail

Adding Cc/Bcc

In mail composition window, in "To" field Enter recipient

Attaching Files

In mail composition window, Attach file Tap where file is saved Tap file to attach

Save Mail Being Composed as a Draft (Send Later)

In mail composition window, Save draft

Delete Mail Being Composed

In mail composition window, Discard

Internet

Using Chrome..... 58

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 DigiCert Japan G.K. and Cybertrust make no guarantees whatsoever to users regarding security of TLS.

Using Chrome

1

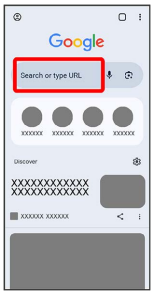
In Home Screen,

Chrome opens.

・If confirmation appears, follow onscreen instructions.

2

Tap entry box



・If confirmation appears, follow onscreen instructions.

3

Enter words to search and URLs

4

→

Search results appear or a Web page opens.

Opening New Windows

Open several windows to switch between Websites easily.

In Chrome, ⋮ → New tab

・To switch windows, Tap 2 and then target window.

・Number in 2 changes with number of windows.

Adding Bookmarks

1

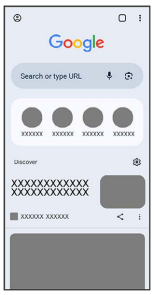
In Home Screen,

Chrome opens.

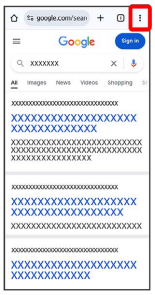
・If confirmation appears, follow onscreen instructions.

2

Show Web page to add

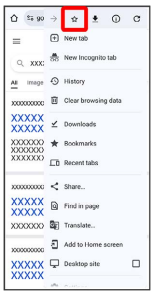


3



4

☆ (★)



Current Web page is added to Bookmarks.

Bookmark Operations

Editing Bookmarks

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

Deleting Bookmarks

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

Camera

Capturing Still Images/Videos.....62
Viewing Captured Still Images/Videos (Photos).....64

Capturing Still Images/Videos

Capturing Still Images/Videos

File Format for Still Images

File format for still images is JPEG.

File Format for Videos

File format for videos is MP4.

Camera Cautions

If Lens Becomes Dirty

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

Avoid Exposure to Direct Sunlight

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

Battery Level while Shooting

Using Camera consumes much Battery power. Shooting with a low Battery level may cause screen to be dark or Viewfinder to appear snowy.

Using Camera while Handset Warm

Continuing to use Camera while handset is warm causes warning to appear, and handset may power off.

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

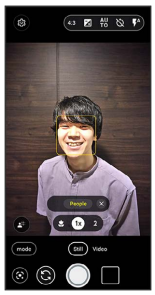
In Home Screen,

Photo Viewfinder appears.

・If confirmation appears, follow onscreen instructions.

2

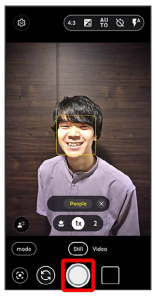
Aim handset Camera(Back Camera) at subject



・When using main camera, Pinch/Spread to zoom out/in.
・Tap subject for focus lock.

3

/Volume Up Key/Volume Down Key



Shutter clicks and still image is saved.

・If Long Press RapidPic is enabled, Touch & Hold or Press Volume Up Key/Volume Down Key for 1+ seconds to capture continuously.

Capturing Videos

1

In Home Screen,

Still Image/Video Viewfinder appears.

・If confirmation appears, follow onscreen instructions.

2

Video

Video Viewfinder appears.

3

Aim handset Camera(Back Camera) at subject

・Pinch/Spread to zoom out/in.

・Tap subject for focus lock.

4

/Volume Up Key/Volume Down Key

Video recording starts.

・Tap to pause video recording. Tap to resume recording.

・During capture, Tap to capture a still image.

5

To stop recording, /Volume Up Key/Volume Down Key

Tone sounds and video is saved.

Viewing Captured Still Images/ Videos (Photos)

View still images/videos saved to internal storage, SD Card, and Google online storage. Viewing while logged in to your Google account is explained here.

Showing Still Images/Videos

Show captured or downloaded still images and videos. Supported file formats are as follows. Some files may not display properly.

Type	File Format
Still image	JPEG, GIF, PNG, BMP, WebP, HEIF, HEIC, AVIF
Video	3GPP, MPEG-4, Matroska, MPEG-TS, WebM

1

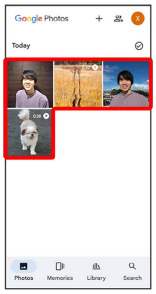
In Home Screen, (Photos)

Photos opens.

・If confirmation appears, follow onscreen instructions.

2

Tap still image/video



Still image/video window opens.

Zooming In/Out on Still Images

In still image window, Tap Display twice or Pinch/Spread

Application Basics

Applications.....66
Adding/Deleting Application.....67

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 (Lalasia Connect) for the first time is described as an example.

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

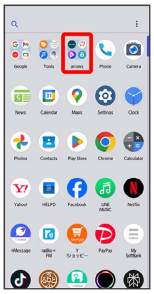
1

Flick Home Screen up

Launcher opens.

2

(arrows)



3

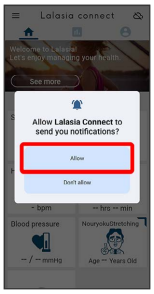
(Lalasia Connect)

An initial settings wizard appears.

・If confirmation appears, follow onscreen instructions.

4

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

・Allow all the time / Always allow all / Allow only while using the app / Ask every time appears depending on function.
・If confirmation appears, follow onscreen instructions.

Setting Applications with Permitted Usage for Each Function

In Home Screen, Security & privacy Privacy Permission manager Tap function name Tap application name Allow / Don't allow

・Allow all the time / Always allow all / Allow only while using the app / Ask every time appears depending on function.
・If confirmation appears, follow onscreen instructions.

Adding/Deleting Application

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

How to Use Google Play

In Google Play, X → Help & feedback

Installing Applications

Many different kinds of applications can be installed on handset from Google Play (provided by Google LLC). 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.).

Installing Free Applications

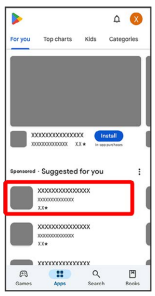
1

In Home Screen, (Play Store)

Google Play appears.

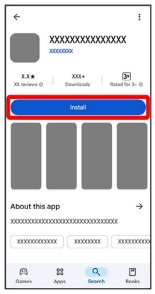
2

Tap free application



3

Install



Application is downloaded and installed.

・If confirmation appears, follow onscreen instructions.

Purchasing Paid Applications

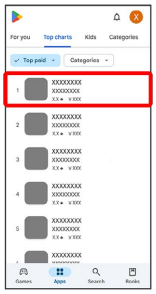
1

In Home Screen, (Play Store)

Google Play appears.

2

Tap paid application



3

Tap amount

4

Follow onscreen instructions

Application is downloaded and installed.

・If confirmation appears, follow onscreen instructions.

Purchased Applications

Payment

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

On Other Android™ Devices

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

Requesting Refunds

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

In Google Play, X → Manage apps & device → Manage → Tap application → Refund → Request refund

Purchasing Applications

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

Updating Applications

1

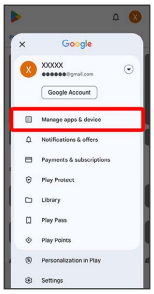
In Home Screen, (Play Store)

Google Play appears.

・If confirmation appears, follow onscreen instructions.

2

X → Manage apps & device



3

Manage → Updates available → Tap app to update → Update

The application is updated.

Setting Application Updates

Setting Automatic Application Updates

In Google Play, X → Settings → Network preferences → Auto-update apps → Set update method

Setting Automatic Updates for Individual Applications

In Google Play, X → Manage apps & device → Manage → Tap application name → ⋮ → Enable auto update (☑)

・Auto-updating may not be enabled for some applications.
・Tap Enable auto update to toggle on (☑)/off (☐).

Wi-Fi/Bluetooth®

Connecting by Wi-Fi..... 72
Using Bluetooth® Function..... 73

Connecting by Wi-Fi

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

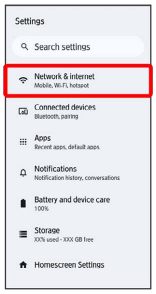
Connecting Selected Access Points

1

In Home Screen, ⚙

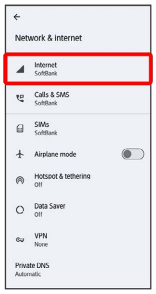
2

Network & internet



3

Internet



Wi-Fi settings open.

4

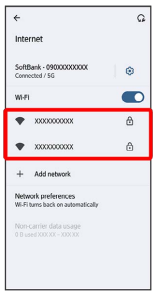
Wi-Fi ( )

Wi-Fi is enabled.

・Tap Wi-Fi to toggle on ( )/off ( ).

5

Tap access point



・If confirmation appears, follow onscreen instructions.

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.

Wi-Fi Operations

Setting Whether to Automatically Use Wi-Fi when High-Quality Network Is Saved (Home Network, Etc.)

In Wi-Fi settings, Network preferences → Turn on Wi-Fi automatically

・Tap Turn on Wi-Fi automatically to toggle on ( )/ off ( ).

Setting Whether to Show Notification when Public Network Available

In Wi-Fi settings, Network preferences → Notify for public networks

・Tap Notify for public networks to toggle on ( )/ off ( ).

Installing Certificates

In Wi-Fi settings, Network preferences → Install certificates → Follow onscreen instructions

Viewing Data Usage with Wi-Fi

In Wi-Fi settings, Non-carrier data usage

Checking Access Point Activity while Connected

In Wi-Fi settings, Tap connected access point

Connection activity, signal strength, frequency, security, etc. appear.

Sharing Wi-Fi Password with Other Device

Scan QR code on Display with other device to share.

In Wi-Fi settings, Tap connected access point → Share

QR code appears.

Using Bluetooth® Function

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

Bluetooth® Function Cautions

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

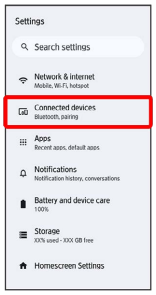
Enabling Bluetooth® Function

1

In Home Screen,

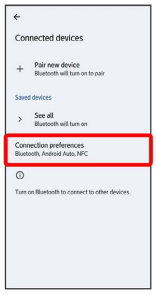
2

Connected devices



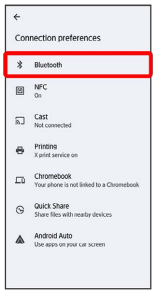
3

Connection preferences



4

Bluetooth



Bluetooth® menu opens.

5

Use Bluetooth ( )

Bluetooth® function is enabled.

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

Change Handset Name Appearing on Other Device

In Bluetooth® menu, Device name ➔ Enter name ➔ Rename

・Can be changed when Use Bluetooth is enabled.

Bluetooth® Cautions

Connection

Bluetooth® connection may not be possible with some Bluetooth® devices. In addition, noise may interfere with wireless or hands-free conversations.

File Transfer

Files may not appear correctly on recipient devices.

Handset Settings

Handset Settings..... 76
Data Usage Settings.....77
Battery and device care Settings..... 77
Display Settings.....78
Sound Settings.....78
Security & privacy Settings..... 79
System Settings.....82
Other Settings.....83

Handset Settings

The User Guide describes main setting options.
Items that appear and arrangement depend on current settings, etc.

Handset Settings

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

・Tap search bar at top of Display to search for items in settings menu.

Item	Description
Network & internet	Make network and Internet settings for Wi-Fi, mobile networks, etc.
Connected devices	Make Bluetooth® connection and other settings.
Apps	Make application settings.
Notifications	Make notification settings.
Battery and device care	Check Battery usage and make settings to reduce Battery consumption, etc.
Storage	Check memory space of internal storage, USB drive, and SD Card, mount or unmount SD Card, erase data on SD Card, etc.
Homescreen Settings	Change home application and make settings for Home Screen.
Display	Set Display brightness, font size, etc.
Wallpaper	Make settings for wallpapers, icons, etc.
Sound	Make ringtone, operation tone, and other sound settings.
Call settings	Make call-related settings.
Accessibility	Set captions, magnification gestures, and other useful accessibility functions.
Security & Privacy	Make settings for screen lock, face authentication, application feature access history and permissions, etc.
Location	Set options for location information.
Safety & emergency	Make settings for emergency information and emergency calls.
arrows feature select	Make settings for Clear Font, Emergency buzzer, Junior mode settings, and other recommended settings.
Passwords & accounts	Make settings for password management and Google Autofill. Also create or add accounts. Make settings for My physical profile, etc.
Digital Wellbeing & parental controls	Manage time that handset is used, set parental limitations on use, etc.
Google	Make settings for Google services.
System	Make settings for language and keyboard, date and time, backup, reset, etc.
About phone	View the handset's name and the phone number.

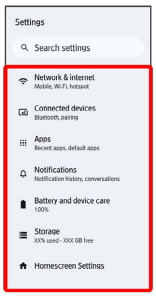
1

In Home Screen,

Handset settings open.

2

Tap item to set



Settings open.

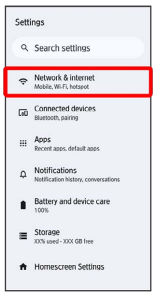
Data Usage Settings

Check mobile data traffic (per month) and set limit.

Checking Application Data Usage

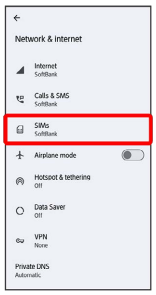
1

In Home Screen, Settings → Network & internet



2

SIMs

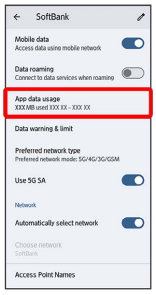


3

SoftBank

4

App data usage



Check mobile data usage in Mobile data usage window.

Battery and device care Settings

Check Battery usage and make settings to reduce Battery consumption, etc.

Battery and device care Settings

Items that can be checked/set are the following.

Item	Description
XX%	Check Battery strength, condition, etc.
Battery usage	Check Battery usage.
Battery monitor	Check Battery status and tips on how to extend battery life.
Charging for extending battery life / Direct power supply	Set whether to switch to a charging method that extends battery life.
Battery Saver	Set Battery saver.
Battery percentage	Set showing battery percentage in status bar.
Electricity off-peak charging	Set the time to charge to avoid peak power supply times.
Diagnostic support	Diagnose handset problems and get support finding solutions.
Virtual memory	Set the amount of space of internal storage to be used as virtual memory.
Memory Cleaner	Close background applications to free up memory.

Display Settings

Make settings for Display brightness, font size, etc.

Display Settings

Settable items are the following.

Item	Description
Brightness level	Set brightness of Display.
Adaptive brightness	Enable automatic adjustment of brightness for surroundings.
Lock screen	Make settings for notifications to show in lock screen, etc.
Screen timeout	Set a period of inactivity after which Display turns off automatically.
Keep lit when held	Set whether to keep Display from turning off while handset is held.
Dark theme	Set whether to enable Dark theme and time for using Dark theme.
Font settings	Set type of font for Display.
Display size and text	Set size of text, images, and icons, etc.
Blue Light cut mode	Set whether to lessen blue light emitted from Display. Set handset to enter Blue Light cut mode automatically.
Auto-rotate screen	Set whether to rotate Display with handset orientation automatically.
Screen saver	Set screen saver images and timing for activating screen saver.
Lift to wake	Set whether to turn on Display when handset is picked up (e.g., from a desk) and held still.

Sound Settings

Make ringtone, operation tone, and other sound settings.

Sound Settings

Settable items are the following.

Item	Description
Media volume	Set volume for music, videos, etc.
Call volume	Set volume for calls.
Ring volume	Set volume for Phone ringtone, etc.
Notification volume	Set notification volume.
Alarm volume	Set volume for alarm.
Do Not Disturb	Make settings for while in Do Not Disturb mode.
Phone ringtone	Set Phone ringtone.
Live Caption	Set whether to show captions for audio in videos, etc.
Media	Set whether to continue showing media player in Quick Settings after deleting controller in Notifications Window, etc.
Vibration & haptics	Set whether handset vibrates for incoming calls and keyboard taps.
Default notification sound	Set notification ringtone.
Default alarm sound	Set alarm ringtone.
Dial pad tones	Set whether confirmation tones sound when Dialpad Tapped.
Screen locking sound	Set whether tone sounds when locking or unlocking screen by Pressing Power Key.
Charging sounds and vibration	Set whether tone sounds and handset vibrates when charging starts
Tap & click sounds	Set whether confirmation tones sound when Tapping a menu item, etc.
Always show icon when in vibrate mode	Set whether to always show on Status Bar when in Manner (vibrate) mode.
Device start-up sound	Set whether to play a sound when handset activates.
Vibrate after calling	Set whether handset vibrates when a call ends.

Security & privacy Settings

Make settings for screen lock, face authentication, application feature access history and permissions, etc.

Security & privacy Operations

Setting Screen Not to Lock

In Home Screen, Security & privacy → Device unlock → Security unlock preference → None

・If method for unlocking screen is setting other than None or Swipe before changing setting, first Tap Security unlock preference and unlock screen.
・If confirmation appears, follow onscreen instructions.

Keeping Only Screen of Specified Application in View

In Home Screen, Security & privacy → More security & privacy → Application pinning → Use app pinning ( ) → OK → ● → Activate application to pin → ■ → Tap icon for application → Pin → Got it

・Touch & Hold ◀ and ■ to unpin screen.

Security & privacy Settings

Settable items are the following.

Item	Description
App security	Set whether to scan handset for security issues.
Device unlock	Set screen unlock option, and save face data and fingerprint. See Online Manual (https://www.softbank.jp/mobile/support/product/arrows-we2/) (Japanese) for details on fingerprint authentication.
Account security	Check the security of handset, logged-in Google account, and saved passwords.
Device finders	Set location to be shown if handset is lost, etc.
System & updates	With security update, check whether updates are required via the network, and update as required. See "Updating Software" for details on security updates. Check Google Play system updates. Make settings such as whether to back up application data, Wi-Fi passwords, etc. to Google One™. See "System Settings" for details on backup.
Privacy	Check application feature access history and permissions, and set permissions. See "Setting Required Permissions for Applications" for details on Permission manager. See "Location" for details on access to location information.
More security & privacy (arrows security)	・One stop security settings Show advice on security settings and features tailored to handset usage. ・Face & Fingerprint Unlock Save face data and fingerprints, and set face authentication and fingerprint authentication function. ・AppDoubleLock Set whether to verify identity when activating set application, using screen unlock pattern/PIN/password, face authentication, or fingerprint authentication function, etc. ・Privacy mode Set whether to hide applications, notifications, and received calls in Home Screen. ・Junior mode Limit usable applications and usage time. ・arrows passport Save and manage credentials such as ID (account) and password. Saved credentials can be referenced when entering credentials.
More security & privacy (privacy)	・Notifications on lock screen Set type of notifications to show in lock screen. ・Show media on lock screen Set whether to continue showing media player on lock screen after deleting controller in Notifications Window. ・App content Set whether to allow applications to send contents to Android System. ・Android System Intelligence Set whether to display reply suggestions based on the interacted users, used applications and contents, etc. ・Autofill service from Google Set whether to autofill passwords and other information saved to your Google account. ・Usage & diagnostics Set whether to send usage status and diagnosis information to Google automatically.

More security & privacy (security)	・Extend Unlock[1] Set whether to unlock screen automatically when handset is being carried, in trusted place, or near trusted device. ・Android Safe Browsing Set whether to display warning notifications about security threats such as harmful links or websites. ・Device admin apps Set whether to enable device administration applications. ・SIM lock Make settings for SIM Card lock. ・Encryption & credentials Make settings for encryption and credentials storage. ・Trust agents[1] Set whether to show trusted agents. ・Application pinning Set to keep only screen of specified application in view. ・Confirm SIM deletion Set whether handset confirms your identity before deleting eSIM information.

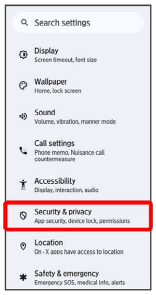
1 Settable if Security unlock preference is setting other than None or Swipe .

Enabling SIM PIN

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

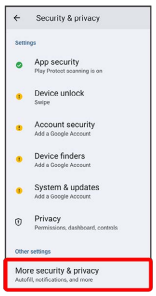
1

In Home Screen, ⚙ ➔ Security & privacy



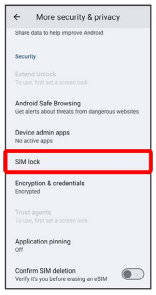
2

More security & privacy



3

SIM lock



4

Lock SIM ( ) ➔ Enter PIN ➔ OK

PIN is enabled.

PIN Cautions

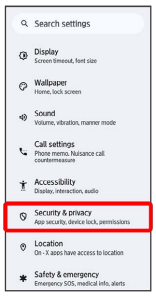
Entering incorrect PIN three consecutive times activates PIN Lock. To cancel, Personal Unblocking Key (PUK) is required; contact "Customer Service". Entering incorrect PUK ten consecutive times locks SIM Card/eSIM, disabling handset. For recovery, SIM Card/eSIM must be reissued at a SoftBank (fees apply).

Changing SIM PIN

First enable SIM PIN to change PIN.

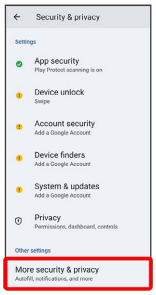
1

In Home Screen, ⚙ ➔ Security & privacy



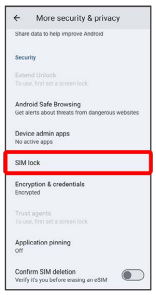
2

More security & privacy



3

SIM lock



4

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

PIN is changed.

System Settings

Make settings for language and keyboard, date and time, backup, reset, etc.

System Settings

Settable items are the following.

Item	Description
Languages	Make settings for display language, language used for voice input, etc.
Keyboard	Make settings for on-screen keyboard to use and functions for text entry.
Gestures	Set whether pressing Power Key twice activates Camera, actions when long pressing Power Key, etc.
Pedometer	Set whether handset starts counting steps. Count history is also deletable.
Date & time	Make settings for date and time.
Backup	Make settings such as whether to back up application data, photos, videos, etc. to Google One.
Reset options	Reset network settings, application settings, and internal storage.
System update	Check whether updates are required via the Internet, and update as required. See "Updating Software" for details.
Send diagnostic data	Set whether to send detailed handset diagnostic data for improving handset quality.

System Operations

Changing to Japanese Language

In Home Screen, Settings ➔ System ➔ Languages ➔ System Languages ➔ Add a language ➔ 日本語（日本） ➔ Drag ＝ for "日本語（日本）" up ➔ Change ➔ OK

Handset changes to Japanese language after restarting.

Making Settings for Text-to-Speech

In Home Screen, Settings ➔ System ➔ Languages ➔ Text-to-speech output ➔ Follow onscreen instructions

Setting Whether to Use Voice Input

In Home Screen, Settings ➔ System ➔ Keyboard ➔ On-screen keyboard ➔ / for "Google Voice Typing"

・Tap to toggle on ( ), to toggle off ( ).

・If confirmation appears, follow onscreen instructions.

Setting Keyboard/Voice Input

In Home Screen, Settings ➔ System ➔ Keyboard ➔ On-screen keyboard ➔ Tap keyboard/voice input to set ➔ Tap item to set ➔ Follow onscreen instructions

Adding Words to Personal Dictionary

In Home Screen, Settings ➔ System ➔ Keyboard ➔ Personal dictionary ➔ For all languages / English (United States) / Japanese ➔ ＋ ➔ Tap entry field ➔ Enter phrase ➔ ⇥ ➔ Enter shortcut ➔ ✓ ➔ ◀

・Saved phrases are not applied to Super ATOK ULTIAS.

Setting Speed of Pointer for Mouse/Trackpad

In Home Screen, Settings ➔ System ➔ Keyboard ➔ Pointer speed ➔ Drag ● left/right to adjust speed ➔ OK

Other Settings

Network & internet

Make network and Internet settings for Wi-Fi, mobile networks, etc.

Item	Description
Internet	Enable Wi-Fi connection. See "Connecting by Wi-Fi" for details.
Calls & SMS	Set SIM to use when multiple SIMs are enabled.
SIMs	Make settings for mobile network. For details on Data roaming and Automatically select network, Choose network, see "Global Roaming." See "Data Usage Settings" for details on App data usage. Allow 2G is not available in Japan. See "Download your service plan with eSIM" and "Erase your service plan with eSIM" for details on downloading and erasing eSIM.
Airplane mode	Disable all functions that emit signals. Handset remains powered on. See "Airplane Mode" for details.
Hotspot & tethering	Make settings for tethering.
Data Saver	Set whether to stop background data communication for some applications.
VPN	Set VPN access points.
Private DNS	Make private DNS settings.

Network & Internet Operations

Enabling Mobile Data

In Home Screen, Network & internet SIMs SoftBank Mobile data

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

Setting Data Saver

In Home Screen, 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, Network & internet Data Saver Unrestricted data Tap name of application that is not subject ( )

・Tap application name to toggle on ( )/off ( ).

Connected devices

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

Item	Description
Pair new device	Search for and pair nearby Bluetooth® devices.
Connection preferences	Make settings for Bluetooth® connection, NFC/Osaifu-Keitai® operation, etc. See "Using Bluetooth® Function" for details on Bluetooth®.

Apps

Make application settings. 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	Check history of total handset usage time. Limit usage time per application. For details, see "Digital Wellbeing & parental controls."
Cloud media app	Make settings for cloud media applications.
Unused apps	Display unused applications.
App battery usage	Set whether to limit battery usage based on usage per each application.
Special app access	Make settings for access of Special applications.

Setting Applications to Block Notifications from

Block all notifications from specified application.

In Home Screen, Apps See all XX apps Tap application to block notifications from Notifications All XXX notifications ( )

・Tap All XXX notifications to toggle on ( )/off ( ).

Notifications

Make notification settings. Settable items are the following.

Item	Description
App notifications	Manage notifications per application.
Notification history	Set whether to show history of recent notifications and notifications set to snoozing.
Conversations	Check conversations set as high priority or with their settings changed.
Bubbles	Set whether to allow applications to show bubbles.
Device & app notifications	Manage notification access permissions for devices and applications.
Notifications on lock screen	Set type of notifications to show in lock screen.
Sensitive notifications[1]	Set whether to show sensitive notifications in lock screen.
Do Not Disturb	Make settings for while in Do Not Disturb mode.
Flash notifications	Set whether to flash Mobile Light or screen for incoming calls or alarm notifications, etc.
Wireless emergency alerts	Make settings for Emergency alerts.
Hide silent notifications in status bar	Set whether to hide silent notification on Status Bar.
Allow notification snoozing	Set whether to allow notification snoozing.
Notification dot on app icon	Set whether to show notification dot on application icon.
Enhanced notifications	Set whether notifications are reduced or silenced depending on type and usage of application that sent notifications.

1 Settable if Security unlock preference is setting other than None or Swipe .

Storage

Check memory space of internal storage, USB drive, and SD Card, mount or unmount SD Card, erase data on SD Card, etc. Settable items are the following.

・Available items vary depending on SD Card and USB drive status.

Item	Description
This device	View information on internal storage usage.
SD card[1]	Check data saved on SD Card. Also perform SD Card operations such as formatting and mounting/unmounting. For details on formatting and unmounting SD Card, see "SD Card."
USB drive[2]	Check data saved on USB drive.

1 Appears when SD Card is installed.
2 Appears when the USB host function is in use.

Homescreen Settings

Change home application and make settings for Home Screen.

Item	Description
Homescreen Selector	Change home application.
Simple mode switching	Change to a simple and intuitive Home Screen and easy-to-read text. See Online Manual (https://www.softbank.jp/mobile/support/product/arrows-we2/) (Japanese) for details.
Simple Home Settings	Make settings for Simple Home.

Wallpaper

Make settings for wallpapers, icons, etc.

Item	Description
Live Wallpapers	Set live wallpapers.
Photos	Select photos from (Photos) to use as wallpaper.
Wallpaper & style	Set wallpaper for Home Screen/lock screen, icon/text color, shortcuts to display on lock screen, etc. Tap Lock screen / Home screen at Display top to switch setting items.

Accessibility

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

Item	Description
Exlider	Set whether to enable screen scrolling and zooming using Power Key, etc.
Select to Speak	Set whether to read out tapped text on screen by using shortcuts, etc.
TalkBack	Set whether to use text to speech in order to use handset without looking at screen, etc.
セキュリティOne	Set whether to use (セキュリティOne), etc.
Display size and text	Set size of text, images, and icons on Display. See Online Manual (https://www.softbank.jp/mobile/support/product/arrows-we2/) (Japanese) for details on font size. See Online Manual (https://www.softbank.jp/mobile/support/product/arrows-we2/) (Japanese) for details on size of images and icons.
Color and motion	Set the color of Display and icons, and animation of setting switch (/), etc.
Extra dim	Set whether to dim screen darker than minimum screen brightness, etc.
Magnification	Set whether to enable enlarged view by using a shortcut.
Accessibility Menu	Set whether to use Accessibility Menu to adjust volume, brightness, etc. by using shortcuts.
Timing controls	Set time to press Display for Touch & Hold, time to show messages visible temporarily, etc.
System controls	Set Navigation Bar, whether to end call when Power Key is pressed during call, and whether to rotate Display with handset orientation automatically, etc. See "Switching Navigation Bar Activation" for details on navigation bar.
Vibration & haptics	Set whether handset vibrates for arriving calls and messages. See "Sound Settings" for details.
Live Caption	Set whether to show captions for audio in videos, etc.
Caption preferences	Make settings for captions.
Audio description	Set whether to read out description of screen content.
Flash notifications	Set whether to flash Mobile Light or screen for incoming calls or alarm notifications, etc.
Audio adjustment	Set whether to use monaural audio playback, and audio left-right balance.
Accessibility shortcuts	Set size of shortcut button which opens Accessibility Menu and whether to enable shortcut from lock screen, etc.
Text-to-speech output	Make detailed settings for text-to-speech options. See "System Settings" for details.

Location

Set options for location information. Settable items are the following.

Item	Description
Use location	Turn on or off Location Information.
See all	Show applications recently using location.
App location permissions	Check permission to access location information and set whether to allow use of location information for each application.
Location services	Make settings for Google location history, emergency location service, etc.

Safety & emergency

Make settings for emergency information and emergency calls. Settable items are the following.

Item	Description
Medical information	Check and edit your own medical information (name, address, blood type, allergies, etc.).
Emergency contacts	Check and edit your emergency contacts.
Emergency SOS	Set whether to make an emergency call when Power Key is quickly pressed five or more times.
Crisis alerts	Set whether to receive notifications about nearby natural disasters, etc.
Emergency Location Service	Set whether to send location in emergency.
Earthquake alerts	Set whether to sound alarm when earthquake is detected near your current location.
Unknown tracker alerts	Set whether to receive notifications when an unknown Bluetooth® tracker is detected, etc.
Wireless emergency alerts	Make settings for Urgent News. See Online Manual (https://www.softbank.jp/mobile/support/product/arrows-we2/) (Japanese) for details.

arrows feature select

Make settings for Clear Font, Emergency buzzer, Junior mode, and other recommended settings. Settable items are the following.

Item	Description
Clear Font	Set whether the size of characters and icons adjusts automatically so the screen is always clearly viewable.
Super ATOK ULTIAS	Make settings for selecting a keyboard, smartphone input (flick) learning mode, and ATOK Keyboard Express.
Exlider	Set whether to enable screen scrolling and zooming using Power Key, etc.
FAST FingerLauncher	Allow placing a finger on Fingerprint Sensor to unlock screen or quickly activate frequently used applications.
Slide-in function	Set this and drag a "slide spot" at edge of screen to the left and activate application in shown applications list, capture and edit a screenshot of shown screen, or use finger on screen to copy text.
Smart Selfy	Check how to activate Portrait from lock screen.
FAST Memo	Save text and voice memo quickly from lock screen, or activate Camera to save photos as memos.
Virtual memory	Set the amount of space of internal storage to be used as virtual memory.
Memory Cleaner	Close background applications to free up memory.
Battery monitor	Check Battery status and tips on how to extend battery life.
Charging for extending battery life / Direct power supply	Set whether to switch to a charging method that extends battery life.
Diagnostic support	Diagnose handset problems and get support finding solutions.
One stop security settings	Show advice on security settings and features tailored to handset usage.
How to wash and maintain	Check how to wash and maintain handset.
Privacy mode	Set whether to hide applications, notifications, and received calls in Home Screen.
AppDoubleLock	Set whether to verify identity when activating set application, using screen unlock pattern/PIN/password, face authentication, or fingerprint authentication function, etc.
Application pinning	Set to keep only screen of specified application in view.
arrows passport	Save and manage credentials such as ID (account) and password. Saved credentials can be referenced when entering credentials.
Nuisance call countermeasure function	Set whether to automatically record calls from a phone number not saved in contacts.
Anti-refund fraud	Set whether to automatically record calls when a call to a phone number not saved in contacts is detected to contain a message related to refund fraud. The anti-refund fraud function was developed by FCNT LLC, with advice from the Tokyo Metropolitan Police Department's Unconventional Fraud Countermeasures Headquarters.
Emergency buzzer	Loud buzzer that is usable such as in an emergency. Set whether to automatically make a call or send an SMS when the buzzer is used.
Lalasia Connect	Support health management based on data such as step count, walking speed, heart rate, sleep time, and blood pressure (entered by user). Also provide games to train your brain by solving various problems.
arrows portal (La Member's)	Use content to update support information and usage of arrows.
Raku-Raku Community	Use a safe and secure SNS mainly for the adult generation where members can interact with each other through common interests and topics.
Game Zone	Capability and customizable features for smooth, enjoyable gameplay.
Simple mode switching	Change to a simple and intuitive Home Screen and easy-to-read text.
Junior mode	Limit usable applications and usage time.

Passwords & accounts

Make settings for password management and Google Autofill. Also create or add accounts. Make settings for My physical profile, etc. Settable items are the following.

Item	Description
Passwords	Check passwords stored in Android, Chrome, etc.
Autofill service	Set whether to use Google Autofill and what to enter.
Add account	Create or add accounts.
Automatically sync app data	Set permissions for syncing app data automatically.
My profile	Set own contact information.
My physical profile	Set birthday, gender, height, and weight.

Automatically Syncing app Data

In Home Screen, ⚙ → Passwords & accounts → Automatically sync app data → OK

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

Digital Wellbeing & parental controls

Manage time that handset is used, set parental limitations on use, etc. Settable items are the following.

Item	Description
XX minute/XX hr, XX min	Check total handset usage time for day.
Dashboard	Check history of total handset usage time. Limit usage time per application.
Bedtime mode	Activate Bedtime mode at specified time.
Focus mode	Pause applications that might be a distraction. Also specify day and time.
Manage notifications	Make notification settings for applications.
Do Not Disturb	Make settings for while in Do Not Disturb mode.
Heads Up	If you're walking while using your phone, get a reminder to focus on what's around you.
Show icon in the app list	Set whether to show Digital Wellbeing as an application in app list.
Set up parental controls	Set parental limitations on use.

Google

Make settings for Google services. Settable items are the following.

・Log in to your Google account beforehand.

Item	Description
Manage your Google Account	Make settings for a Google account.
Ads	Make settings for your advertising ID.
Autofill	Set whether to autofill information saved to your Google account such as password, or your SMS verification code.
Backup	Make backup settings.
Device & sharing	Set whether to control media directly from Notifications Window when playing on TV or speaker equipped with Chromecast™, etc. on the same Wi-Fi network, set notifications about device near handset, or share files using Quick Share.
Find My Device	Set whether location is shown if handset is lost.
Kids and Family	Create a family group with features for children and family members, and set parental limitations on use, etc.
Mobile data & messaging	Set whether to allow handset's phone number to be recognized when setting up your Google account.
Personal Safety	Set whether to receive notifications when an unknown Bluetooth® tracker is detected, etc.
Personalize using shared data	Set whether to allow use of shared data.
Set up & restore	Make settings for work profile and nearby devices, and restore contacts from a backup.
Settings for Google apps	Make settings for recording walking and running activity, managing your weight, etc. with services such as Google Fit and Google Play Instant.

About phone

View the handset's name and the phone number. Items that can be checked/set are the following.

Item	Description
Device name	View the device name.
Phone number (sim slot 1)/ Phone number (sim slot 2)	View you device's phone number.
Regulatory labels	View regulatory details such as the technical conformity mark and wireless LAN (Wi-Fi) frequency bands.
Legal information	View third-party licenses, Google terms of service, etc.
SIM status (sim slot 1)/ SIM status (sim slot 2)	View information on SIM Card/eSIM (network name, phone number, etc.).
Model	View device's model and serial number.
EID	Check eSIM identification number.
IMEI (sim slot 1)/IMEI (sim slot 2)	View device's IMEI information.
Android version	View handset Android version.
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 handset Wi-Fi MAC address.
Bluetooth address	View the device's Bluetooth® address.
Up time	View handset operation time.
Build number	View you device's build number.

Global Services

Global Roaming..... 90
Making Calls while Abroad..... 91

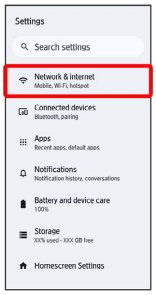
Global Roaming

Handset is Global roaming Service eligible. Use the same handset number outside Japan.
Handset connects to an appropriate mobile provider automatically by default.
A specific provider can also be selected manually.
Change communication method and data roaming settings.

Setting a Mobile Provider

1

In Home Screen, Network & internet

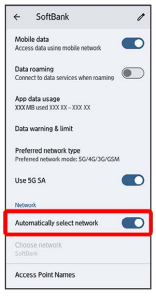


2

SIMs SoftBank

3

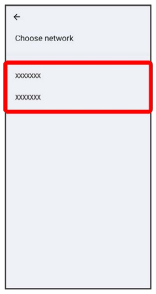
Automatically select network ( )



Handset searches for available networks.

4

Tap provider



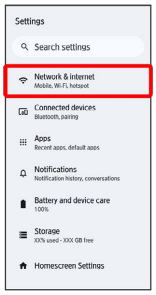
Mobile provider is set.

Changing Data Roaming Setting

Change setting for data communication outside Japan.

1

In Home Screen, ⚙ ➔ Network & internet

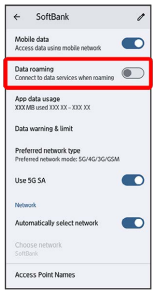


2

SIMs ➔ SoftBank

3

Data roaming ( )



Data roaming is abled.

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

Making Calls while Abroad

Carry "海外ご利用ガイド" (Japanese guide) overseas. For details, see the following website.
https://www.softbank.jp/mobile/set/common/p/pdf/international/roaming/global_service_international_guide.pdf

Setting Whether to Use Abroad Assistant

In Home Screen, ☎ ➔ ⋮ ➔ Settings ➔ Calls ➔ International dial assist ➔ Automatic conversion

・Tap Automatic conversion to toggle on ( )/off ( ).

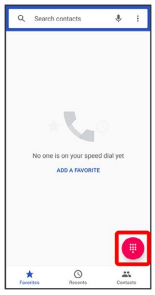
International Calls to Japan from Abroad

1

In Home Screen, ☎

Phone opens.

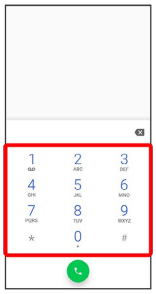
2



Call window opens.

3

Tap dialpad to enter other party's number

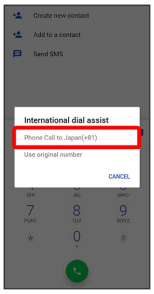


・Do not add + before number.

4

5

Phone Call to Japan(+81)



Handset dials number. Call begins when other party answers.

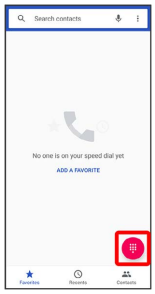
Calls to Landline Phones/Cell Phones in Country of Stay

1

In Home Screen,

Phone opens.

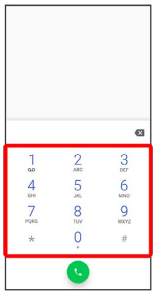
2



Call window opens.

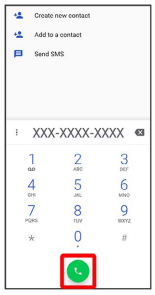
3

Tap dialpad to enter other party's number



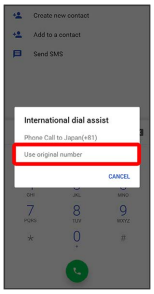
・Do not add + before number.

4



5

Use original number



Handset dials number. Call begins when other party answers.

Warranty/Specifications/ Customer Services

Warranty & After-Sales Service..... 96
Specifications.....96
Customer Service..... 97

Warranty & After-Sales Service

Warranty

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

Cautions

Damages

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

Accidents/Repair

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

Disassembly/Modification

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

After-Sales Service

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

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

Further inquiries

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

Specifications

Handset

Item	Description
Dimensions (W x H x D)	Approx. 155 x 73 x 8.9 mm
Weight	Approx. 179 g
Internal Battery	Type: Lithium-ion Nominal voltage: 3.91 V Nominal capacity: 4500 mAh
Continuous Talk Time	4G LTE(FDD-LTE): Approx. 2,850 minutes
Continuous Standby Time	4G (FDD-LTE): Approx. 520 hours 4G (AXGP): Approx. 520 hours 5G (SA): Approx. 410 hours 5G (NSA): Approx. 520 hours *5G standby time is the estimated time in a 5G standalone environment.
Charging Time	AC Charger (USB Type-C™ quick charge AC Charger for USB PD-PPS [ZSDBAV] (SB-AC22-TCPD)): Approx. 140 minutes

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, 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, 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.....100
Materials.....108
Handset & Hardware Care.....108
Bluetooth® Function.....111
Wi-Fi (Wireless LAN).....111
Water, Dust, and Shock Resistance.....112
Export Control Regulations.....116
Intellectual Property Rights.....117
Specific Absorption Rate (SAR) Information of This Product.....118

Safety Precautions

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

Safety Precautions

These indications show degree of risk from improper use.

Mark	Descriptions
⚠ **DANGER**	Great risk of death or serious injury[1]
⚠ **WARNING**	Risk of death or serious injury[1]
⚠ **CAUTION**	Risk of minor injury[2] or property damage[3]

1 Serious injury: This refers to loss of sight, injury, burns (high- and low-temperature), electric shock, broken bones, poisoning, etc. with remaining aftereffects, and injuries requiring hospital admission or long-term hospital visitation.
2 Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission or long-term hospital visitation.
3 Property damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

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

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

Handset, Charger, SIM Card (Common)

⚠ DANGER

Prohibited

Do not use, store, or leave where heat reaches a high temperature or accumulates (e.g. near fire or heater, under/in a kotatsu or bedding, in direct sunlight, inside a car in the hot sun, etc.).

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

Prohibited

Do not put in or place nearby a cooking appliance such as a microwave oven, or IH cooktop, or high-pressure container such as a pressure cooker.

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

Prohibited

Do not allow water or any liquids (such as drinking water, sweat, sea water, pet urine) to enter or come into contact with charging terminal or USB Type-C Port.

Do not charge handset in wet conditions, or in places where it may come into contact with water, such as bathroom or near a humidifier.

May cause fire, burns, injury, electric shock, etc.
See "Water, Dust, and Shock Resistance" for details on water resistance.

Prohibited

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.

Internal Battery breakage may cause 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
・Handset becoming caught in a seat on a train or bus

Do Not Disassemble

Do not disassemble or modify.

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

Do not try to remove Internal Battery.

May cause fire, burns, injury, etc.

Handset Back Cover cannot be removed. Do not try to remove. Even if handset bulges due to bulges of Internal Battery, etc., do not try to remove Back Cover or press it with excessive force.

May cause fire, burns, injury, etc.

Use optional accessories specified by SoftBank.

Using third party accessories or those whose manufacturer, distributor, or specifications are unclear may result in fire, burns, injury, electric shock, etc.

⚠ WARNING

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

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

Do not allow conductive objects (such as metal pieces or pencil leads) to come into contact with charging terminal, USB Type-C Port, or Earphone-Microphone jack. Ensure that dust and sand do not enter these ports.

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

When cleaning handset, ensure that no disinfectant or water enters gaps, charging terminal, external device port, or microphone and speaker.

Handset breakage may cause electric shock, etc.

Stop charging if charging does not complete within a prescribed charging time.

Overcharging may cause fire, burns, injury, etc.

Always power off handset or stop charging before entering anywhere flammable gas or dust may be generated.

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

For use at a gas station or similar location, follow the instructions of the facility.

Do not charge at a gas station or similar location.
If using at a gas station or similar location, be careful not to drop, and in particular, do not use while filling.
Ignition of flammable gas, etc. may cause explosion, fire, etc.

Do the following while exercising caution if there is unusual odor/sound, smoke, overheating, discoloration, distortion, or anything else unusual during use, charging, or storage.

・Unplug power plug from outlet.
・Power off handset.

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

⚠ CAUTION

Do not use damaged equipment.

May cause fire, burns, injury, etc.

Do not place on unstable surface (wobbling table, uneven surface, etc.). In particular, be careful while handset is set to vibrate.

Handset may fall and cause injury, etc.

Do not use or store in a humid, dusty, or high-temperature place.

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

Do not allow children to use equipment in wrong way. A guardian should provide instruction.

Failure to do so may result in accidental swallowing, injuries, electric shock, etc.

Do not leave within the reach of small children or where pets can touch.

In particular, take care with where Slot Cap Tray, etc. are stored.

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

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

Handset or AC Charger may become hot after continued use of applications, call functions, data communication, video viewing functions, etc. or while charging. Continued and direct contact with hot portions of handset may cause skin redness, itchiness, skin irritation, low-temperature burns, etc. depending on your physical condition.

Handset

⚠ DANGER

Do not throw handset into a fire or apply 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 to excessive force.

May cause fire, burns, injury, etc.

If substance in handset gets in eyes, mouth, etc., rinse with clean water and consult a doctor immediately.

Substance in handset may cause loss of sight or other physical harm.

⚠ WARNING

Do not light up or flash the Mobile Light with the light-emitting part close to other people's eyes. In particular, keep adequate distance from infants.

May cause vision impairment. May temporarily blind or startle, and cause injury or other accident.

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

May cause convulsions, loss of consciousness, etc.

Do not let water or other liquids (drinking water, sweat, sea water, pet urine, etc.), metal objects (cutter blades, staples, etc.), or flammable materials enter Slot Cap openings.

Be sure to insert SIM Card and SD Card in correct positions and orientations.

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

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

Concentrated light may cause fire, burns, injury, etc.

Do not sound buzzer close to ears.

May cause hearing impairment or other difficulty.

Power off handset or place in Airplane mode before boarding an aircraft.

Use of handset on board an aircraft is restricted. Follow instructions of the airline.
Radio waves may adversely affect an aircraft's electronic devices.
Prohibited use aboard an aircraft may be subject to penalty by law.

For use at a hospital, follow the instructions of the institution.

Power off handset where its use is prohibited.
Handset radio waves may affect electronic devices or other electronic medical equipment.

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

Adjust to an adequate volume when using earphones with microphone or similar accessory to play games or play back videos/music.

Handset sound is loud when calling hands free.
Even in standby, 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 make surroundings inaudible and may cause an accident.

Users with a heart condition should adjust vibration and ringtone volume as needed.

Handset suddenly vibrating and ringing for an arriving call may startle you, which can affect your heart.

If wearing an electric medical device or similar apparatus, check with the manufacturer or vendor regarding any effect that radio waves may have on it.

Radio waves may adversely affect electronic medical devices, etc.

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

Radio waves may cause electronic devices to malfunction or may adversely affect operation.
* Take additional care near these devices:
Hearing aids, implanted cardiac pacemakers, implanted cardioverter defibrillators, other electronic medical equipment, and other automatically controlled devices or equipment. If you are using an implanted pacemaker, implanted defibrillator, or other electronic medical device, check with the manufacturer or vendor regarding any effect that radio waves may have on it.

If Display or Camera lens breaks, be careful with broken parts and exposed handset parts.

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

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

Leaking fluid may ignite, causing fire, rupture, etc.

Do not allow pets, etc. to bite handset.

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

⚠ CAUTION

Before using the motion sensor, ensure your safety around you, hold handset firmly, and do not wave more than necessary.

Not doing so may cause injury or other accident.

If Display is broken, do not allow leaking internal substance to come in contact with your skin (face, hands, etc.), clothes, etc.

May harm sight, skin, etc.
If any internal substance gets in your eyes, mouth, etc., or gets on your skin or clothes, immediately rinse with clean water.
If it gets in your eyes, mouth, etc., rinse and immediately consult a doctor.

Do not dispose of handset together with ordinary trash.

May cause fire, burns, injury, etc. May also adversely affect the environment. Bring old handset where accepted such as a SoftBank Shop, or follow municipal instructions for recycling.

Do not allow leaking internal substance from Internal Battery to come in contact with your skin (face, hands, etc.), clothes, etc.

May harm sight, skin, etc.
If any internal substance gets in your eyes, mouth, etc., or gets on your skin or clothes, immediately rinse with clean water.
If it gets in your eyes, mouth, etc., rinse and immediately consult a doctor.

Before using handset in a car, check with the car manufacturer or dealer regarding any effect that radio waves may have on it.

In rare cases, radio waves may adversely affect operation of on-vehicle electronic devices, depending on the type of vehicle. If this occurs, discontinue use immediately.

If skin abnormalities develop during use, immediately cease using handset and consult a doctor.

Continuing use may cause itching, rash, eczema, or other symptoms depending on your physical condition.
See "Materials" for materials used in each component.

Back Camera, Earpiece, Speaker, and Vibrator use magnetic parts; ensure that no metal objects (cutter blades, staples, etc.) are attached to handset.

Anything adhering may cause injury, etc.

View Display in a well-lit place at an adequate distance.

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

Charger

⚠WARNING

Do not use AC Charger if cord is damaged.

May cause fire, burns, electric shock, etc.

DC Chargers are only for use with minus-earth vehicles. Do not use with plus-earth vehicles.

May cause fire, burns, electric shock, etc.

If thunder is audible, do not touch AC Charger.

May cause electric shock, etc.

Do not short-circuit charging terminal when it is connected to an outlet.

Do not allow any part of yourself (hands, fingers, etc.) to come in contact with charging terminal.

May cause fire, burns, electric shock, etc.

Do not put anything heavy on the cord of AC Charger or pull it forcefully

May cause fire, burns, electric shock, etc.

When plugging/unplugging AC Charger, keep metal objects away.

May cause fire, burns, electric shock, etc.

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

May ignite, overheat, cause electric shock, etc.

Do not apply excessive force to where handset and AC Charger are connected.

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

Do not touch Charger cord, charging terminal, or power plug with wet hands.

May cause fire, burns, electric shock, etc.

Use with specified power supply and voltage.

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

Incorrect power supply and voltage may cause fire, burns, electric shock, etc.
AC Charger: 100 V AC (household AC power outlet only)
AC Charger for global use: 100 V to 240 V AC (household AC power outlet only)
DC Charger: 12 V/24 V DC (only for use with minus-earth vehicle)

Always use a specified fuse when replacing a fuse in a DC Charger.

Using unspecified fuses may cause fire, burns, electric shock, etc. See individual instructions regarding specified fuses.

Wipe off any dust on power plug.

Using while dusty may cause fire, burns, electric shock, etc.

Insert the power plug of Charger in outlet firmly.

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

When unplugging from an outlet, grasp AC Charger body and do not pull cord or otherwise subject to excessive force.

Pulling cord of Charger may damage it and cause fire, burns, electric shock, etc.

Insert or remove the connector of AC Charger without bending or applying force such as pulling cord.

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

Cease using handset immediately if charging terminal is bend or otherwise deformed. Also, do not repair charging terminal to use Charger.

Short-circuiting of charging terminal may cause fire, burns, injury, electric shock, etc.

If not using handset, unplug from outlet.

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

If splashed with water or other liquid (drinking water, sweat, sea water, pet urine, etc.), immediately unplug from outlet.

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

Before caring for equipment, unplug from outlet.

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

⚠ CAUTION

Do not prolong touching AC Charger when it is connected to an outlet.

May cause burns, etc.

SIM Card

⚠ CAUTION

When handling SIM Card, be careful not to hurt yourself (fingers, etc.) on cut edges.

Cut edges may be sharp and cause injury.

Handset Use & Electronic Medical Equipment

⚠ WARNING

If you are using an implanted pacemaker, implanted defibrillator, or other electronic medical device, or if there is a possibility that someone nearby is using one, carry and use handset at least 15cm away from where the medical equipment is attached.

Radio waves may adversely affect operation of electronic medical devices. Disable this product transmissions (e.g. Airplane mode) or power off this product when it is difficult to keep a distance of at least 15 cm away from others such as in a crowd.

When using electronic medical equipment (other than implanted cardiac pacemakers/ defibrillators) outside medical facilities, check with the equipment manufacturer, etc. regarding any effect that radio waves may have on it.

Radio waves may adversely affect operation of electronic medical devices.

For use at a medical facility, follow the instructions of the facility.

Radio waves may adversely affect operation of electronic medical devices.

Materials

arrows We2

Parts	Materials Used/Surface Finish
Display Panel	Tempered glass/AF coating
Exterior Case (side)	PA-GF plastic/UV cured acrylic coating
Exterior Case (Back Surface)	PC plastic/UV cured acrylic coating
Mobile Light Panel	PMMA/none
Back Camera Panel	Tempered glass/AF coating
Camera Frame	PC plastic/UV cured acrylic coating
Power Key/ Fingerprint sensor	EMC/UV cured acrylic coating
Volume Key	PC plastic/UV cured acrylic coating
Slot Cap (cap)	PC-GF plastic/UV cured acrylic coating
Slot Cap (seal)	Silicone rubber/none
Slot Cap (tray)	PC plastic + stainless steel/none

Handset & Hardware Care

Handset, SIM Card, AC Charger, Optional Accessories (Common)

- Use handset with Slot Cap firmly closed to ensure water resistance (IPX5, IPX8 equivalent).
  However, this is not guaranteed for all conditions of usage. Do not allow water to enter handset and do not splash water on AC Charger/optional accessories.
  AC Charger/optional accessories are not water resistant. Do not open/close Slot Cap in rain or while water is on handset. May allow water to enter handset and cause corrosion. Handset will not covered by warranty if malfunction is determined to be due to such water exposure.
- Excessive force on handset may break it and cause it to malfunction. Do not sit down with handset in a back pocket, and do not place heavy objects in a bag with handset inside. Such malfunction is not covered by warranty even if handset exterior appears undamaged.
- Display and Back Camera Panel are made of hardened glass, however, they may be broken if subjected to excessive force or strong impact. If broken, cease use and do not touch fragments.
- Avoid extreme temperatures.
  ・Use within temperatures of 5℃ to 35℃ and humidity 45% to 85%.
  See "What water resistance allows it to do" for use in a bathroom.
- Do not use in a dusty place or where there is much vibration.
- Clean with a dry, soft cloth. Using benzine, thinner, alcohol, detergent, etc. may fade color/print.
- Handset use near TVs, speakers, etc. may cause interference.
- Handset normally may become warm while calling, using applications, charging, etc.
- A guardian should instruct children and ensure safe use, and should also supervise use. Failure to do so may result in injuries.
- Do not place near corrosive chemicals or where corrosive gases are generated. May cause malfunction or loss of internal data.
- Insert/remove connector on external device in/from USB Type-C Port or Stereo Earphones Port without bending. Insert/remove in correct direction. Failure to do so may cause breakage or malfunction.
- Do not bring cash cards, floppy disks, credit cards, telephone cards, or other magnetic media near handset. May cause recorded data to be erased.
- Do not subject SD Card to vibration or shock or power off handset while it is being accessed.
  May cause data to be erased or may cause malfunction.
- Do not scratch, bend, twist, or place heavy objects on equipment. Do not drop or subject to impact. May cause internal data to be erased or may cause malfunction.

Handset

・Handset is certified as conforming to technical standards for specified wireless equipment based on the Radio Law. To show the ㊣ mark of technical conformity:
In Home Screen, ⚙ ➔ About phone ➔ Regulatory labels
・Contacts, mail, bookmarks, and other data saved on handset may be altered or lost due to accident, malfunction/repair, or other handling. Be sure to back up important data. SoftBank is not responsible for any damages or loss of profit from alteration/loss of data.
・Display is manufactured with high precision technology, however, some pixels may not illuminate or may always be illuminated, and is normal.
・Do not intentionally apply strong force to Display (pressing hard, hitting, etc.). May cause scratching or breakage.
・Do not press fingernails, sharp objects, or hard objects against Keys or Display. May cause scratching or breakage. Touch panel is designed to be touched lightly. Do not press strongly with fingers or pointed objects (fingernails, ball pen, pin, etc.).
To prevent malfunction of Display, do not:
・Operate with gloved hands
・Operate with fingernails
・Operate with an object on Display
・Attach protective sheet or sticker
・Operate Display while wet or dewed
・Operate with wet or sweaty fingers
・Operate under water
・In a public place, use handset without disturbing others.
・Repeated and continuous video shooting or using applications for a long time may make handset warm, and prolonged contact may cause low-temperature burns.
・Handset may become warm during use or charging. Handset may stop charging or dim Display as a safety precaution, but is normal.
If handset is used under such conditions, alert may appear and handset may power off.
・Continuing to use Camera while handset is warm causes warning to appear, and handset may power off.
・If handset becomes extremely hot during use, cease use immediately.
・If the same screen is viewed for a long while, afterimages may remain. It is recommended to set a short delay time for handset to turn Display off to prevent afterimages and save power.
・Clean Display with a dry, soft cloth. Using a wet cloth or glass cleaner may cause it to malfunction.
・Do not cover Light Sensor with your finger or a sticker.
・Do not cover Proximity Sensor with a sticker. Display may remain off and inoperable when calls arrive or during calls.
・If your hair covers your ear during a call, proximity sensor may not work properly or may brush Display and end call.
・Covering internal antenna area with fingers or metal objects may affect sensitivity.
・Being brought in from cold outdoors to warm indoors, cold air from air conditioning, etc. may cause condensation in handset. Condensation may result in malfunction.
・Place your ear on center of Speaker for best reception. Ears can block Speaker and make sound inaudible.
・Handset is designed not to easily be disassembled. Modifying handset is prohibited by the Radio Law.
・Keep away from objects with a magnetic field such as magnets, speakers, and TVs. May cause malfunction.
・Using handset while charging may cause charging time to take longer or prevent charging from being completed.
・Use a disinfectant alcohol sheet or spray and wipe handset to disinfect and provide a certain level of virus protection.*1
When disinfecting handset, first turn off Display to prevent misoperation.
If using a spray, hold spray bottle about 5 cm from handset, spray a mist and wipe. Then wipe with a water-dampened cloth to remove any alcohol or cleaning fluid. If using a disinfectant alcohol sheet or paper towel dampened with cleaning fluid, wipe handset then wipe with a water-dampened cloth to remove any alcohol or cleaning fluid.
・Usable chemicals are the following.
Alcohol*2, sodium hypochlorite solution, surfactants (kitchen detergent), surfactants (household cleaner). However, be sure to use a solution containing no more than 0.05 w/v% of chlorine or chlorine-based additives.
*1 Verified using FCNT LLC testing based on disinfection methods as released by the Ministry of Health, Labour and Welfare of Japan, the Ministry of Economy, Trade and Industry [National Institute of Technology and Evaluation (NITE)], and the Consumer Affairs Agency (handset performance is verified under test conditions, and ability to clean with all disinfectant products/cleaners is not guaranteed).
*2 Commercially available alcohol (ethanol) disinfectant and alcohol-type (ethanol) wet tissue.

Touch Panel

・Lock screen before putting handset in a pocket or bag to avoid misoperation.
・Use finger to Tap Display. Do not use a sharp object such as a ball point pen or pencil. Display may not operate correctly, and may also scratch or damage Display.
・Do not adhere stickers or any sheet (commercially-available protective film, privacy screen, etc.) on touch panel. Touch panel may not operate correctly.
・Do not Tap with fingernails. Fingernails may crack and cause injury.

Internal Battery

- Under extreme temperatures such as in a car with closed windows in summer, Battery capacity lowers and shortens Battery time. Service life is also shortened. Use in normal temperatures as much as possible.
- Internal Battery may bulge near the end of its service life depending on usage, but does not affect safety.
- Internal Battery is consumable. Replace if operating time shortens noticeably even after charging. Internal Battery is not user replaceable; submit to a SoftBank Shop, etc. for replacement at a fee. Contact "Customer Service" or a SoftBank Shop.
  To check Battery performance:
  In Home Screen, Battery and device care Battery monitor
- Charge handset before use when using for the first time or after it has not been used for a long time.
- If handset does not complete charging for a long time, disconnect handset from AC Charger and charge again.
- When Battery is low, alert appears and handset powers off after a while. Handset may not be able to start up on empty Battery even while charging. Charge for a while first.

AC Charger

- Unplug from outlet when not using.
- Grasp AC Charger body to unplug. Do not forcefully pull cable out.
- Do not wrap AC Charger cable around AC Charger. May cause electric shock, overheating, or fire.
- Do not bend blades of AC Charger plug or connector of cable. May cause electric shock, overheating, or fire.
- AC Charger is for indoor use only.

Camera

- Mind etiquette when using Camera.
- Do not expose Camera Lens to direct sunlight. Concentrated sunlight through Lens may discolor or burn imaging element.
- SoftBank is not responsible for restoring altered or erased data or for damages or loss of profit whatsoever from altered or erased data if image data taken with Camera was altered or erased through malfunction, repair, or other handling of handset.
- Test Camera before recording important events (wedding, etc.).
- Be considerate of privacy of others when taking or distributing/posting still images or videos. May infringe on right of portrait.
- Do not take pictures of books on sale or text of which picture-taking is prohibited.

Copyrights

- The rights of copyright holders to music, video, computer programs, databases, etc. are protected by copyright laws. You may copy these materials for private use only. Copying for purposes other than the above (including data format conversion), modifying, transferring copies, and distributing on networks may be subject to compensation for loss or prosecution of "copyright infringement" or "infringement of moral rights of author." If copying using handset, observe copyright laws. Observe copyright laws when shooting with Camera.
- Software contained in handset is copyrighted work including copyrights and moral rights of author and is protected by copyright laws. Do not reproduce, modify, alter, separate from hardware, reverse-assemble, reverse-compile or reverse-engineer all or part of the software. Do not allow a third party to do same.
- Except where exempted by copyright laws, forwarding copyrighted images is prohibited.
- Images taken with Camera may not be used/transferred without copyright holder (photographer) permission, except for personal use. When publishing taken pictures of others to Internet websites, etc., take care with copyrights or portrait rights. Note that taking pictures or videos at demonstrations, performances or exhibitions may be prohibited even if only for personal use.

Portrait Rights

- Portrait rights protect individuals' right to refuse to be photographed or to refuse unauthorized publication/use of their photographs. Portrait rights consist of the right to privacy, and right of publicity which protects the interests of celebrities. Therefore, photographing others, including celebrities, and publishing/distributing their photographs without permission is illegal; use Camera responsibly.

SIM Card

- Note that SIM Card is replaced at cost in case of loss or if damaged. Bring old SIM Card (after canceling contract, etc.) to a SoftBank Shop.
- If SIM Card seems to be malfunctioning, or has been stolen, lost, or damaged, contact a SoftBank Shop or "Customer Service".
- Customer is responsible for malfunction caused by inserting SIM Card in an other-brand IC card reader, etc.
- Do not touch IC (metal) portion of SIM Card or let metal, etc. come in contact with it and short-circuit it. Static electricity, etc. may alter or erase data or cause malfunction.
- Do not scratch IC (metal) portion of SIM Card. May cause malfunction.
- Always keep the IC (metal) portion of SIM Card clean. Clean with a dry, soft cloth.
- Do not place stickers on SIM Card.

Bluetooth® Function

Handset is equipped with Bluetooth®-compliant security features for communication via Bluetooth®. However, these may be inadequate depending on settings. Be aware when using Bluetooth®.
SoftBank is not responsible for any information which may be leaked during communication via Bluetooth®.

Frequency Bands

Frequency bands used by handset Bluetooth® function are as below.

2.4FH/XX1
Frequency band is 2.4 GHz. FH-SS or other-method modulation, with a maximum interference range of 10 m.

Utilizes 2,400 MHz to 2,483.5 MHz band without mobile device bandwidth differentiation.
Usable channels depend on the country.
Before using aboard an aircraft, check with the airline beforehand.

When Using Bluetooth®

- Handset Bluetooth® function is certified as conforming with Japanese domestic standards, FCC standards, and EC directives. Use of handset Bluetooth® function is restricted in some countries/regions. Be sure to check laws and other conditions of the country/region.
- 2.4 GHz band used by Bluetooth® devices is shared by many other different devices. As a result, Bluetooth® devices use technology to minimize interference from devices using the same frequency band, however, communication speed and distance may be reduced or communication may be interrupted in some instances.
- Communication speed and distance depends on distance between devices, obstacles, and the Bluetooth® devices.

Usage Precautions

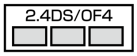
Handset Bluetooth® function uses 2.4 GHz frequency band. This is the same frequency band used by household appliances such as microwave ovens and industrial, scientific, and medical equipment, other same-type radio stations, (licensed) premises radio stations used to identify mobile units used in manufacturing lines, (unlicensed) specified low-power radio stations, and (licensed) amateur radio stations (below, "other radio stations").
1. Before using handset, check that other radio stations are not in use nearby.
2. If interference should occur with other radio stations, change handset location, or stop operation of the device (stop emission of radio waves).
3. If unsure how to proceed, contact a SoftBank Shop or "Customer Service".

Wi-Fi (Wireless LAN)

A wireless LAN (WLAN) exchanges information using radio waves, and allows you to freely establish a LAN connection if you are within an area where radio waves reach. However, communication without appropriate security settings may allow communication to be intercepted by malicious parties. It is recommended to make security settings, and is at your discretion.
SoftBank is not responsible for any information which may be leaked during communication via wireless LAN.

Frequency Bands

Frequency bands used by handset wireless LAN function are as below.



2.4DS/OF4
Frequency band is 2.4 GHz. DS-SS and OFDM modulation.
Maximum interference range of 40 m.

Utilizes 2,400 MHz to 2,483.5 MHz band with mobile device bandwidth differentiation.
Usable channels depend on the country.
Before using aboard an aircraft, check with the airline beforehand.
Locations where usable while abroad may be restricted depending on the country. Be sure to check laws and other conditions of the country/region regarding frequencies usable there.
If out of service area, channels 12 and 13 in the 2.4 GHz band cannot be used regardless of use domestically or abroad.

When Using Wi-Fi (Wireless LAN)

- Handset Wi-Fi (wireless LAN) function is certified as conforming with Japanese domestic standards, FCC standards, and EC directives. Use of handset Wi-Fi (wireless LAN) function is restricted in some countries/regions. Be sure to check laws and other conditions of the country/region.
- Do not use Wi-Fi where there is an electromagnetic field such as near electrical appliances or AV/OA devices.
- Magnetic fields and electrical noise may affect communication (especially when using a microwave oven).
- It may interfere with reception if near a TV, radio, etc., and the TV screen may become unviewable.
- If multiple Wi-Fi (wireless LAN) access points are nearby using neighboring channels, handset may not search for access points correctly.
- Handset cannot be used even aboard an aircraft that supports Wi-Fi (wireless LAN). Place handset in Airplane mode and power off. Note that it may be usable with some airlines. Contact your airline for information.

Usage Precautions 2.4 GHz Devices

WLAN devices use the same frequency band used by household appliances such as microwave ovens and industrial, scientific, and medical equipment, other same-type radio stations, (licensed) premises radio stations used to identify mobile units used in manufacturing lines, (unlicensed) specified low-power radio stations, and (licensed) amateur radio stations (below, "other radio stations").
1. Before using handset, check that other radio stations are not in use nearby.
2. If interference should occur with other radio stations, change handset location, or stop operation of the device (stop emission of radio waves).
3. If unsure how to proceed, contact a SoftBank Shop or "Customer Service".

Usage Precautions for 5 GHz Devices

Using a 5.2/5.3-GHz-band wireless LAN outdoors is prohibited by law (this does not apply to communication with access points/relay stations of high-output data communications systems operating in the 5.2 GHz band).
Frequency bands and channel numbers available in Japan are as follows.

- 5.2 GHz band: 5,180 to 5,240 MHz (36, 38, 40, 42, 44, 46, 48 ch)
- 5.3 GHz band: 5,260 to 5,320 MHz (52, 54, 56, 58, 60, 62, 64 ch)
- 5.6 GHz band: 5,500 to 5,720 MHz (100, 102, 104, 106, 108, 110, 112, 116, 118, 120, 122, 124, 126, 128, 132, 134, 136, 140, 144 ch)

Water, Dust, and Shock Resistance

Handset has water resistance equivalent to IPX5*1 and IPX8*2, as well as dust resistance equivalent to IP6X*3 on the condition that Slot Cap is securely attached. Also, handset comprises a shock-resistant structure that has passed testing*4 in accordance with US MIL standards.
*1 IPX5 means that handset continues to function as a communication device after applying a jet flow of 12.5 L/min. from every direction from a distance of approximately 3 m for at least 3 minutes using water nozzle in 6.3 mm inner diameter.
*2 IPX8 means that a mobile phone continues to function as a communication device after being slowly submerged to depth of 1.5 m in still tap water at room temperature, left there for 30 minutes and then taken out.
*3 IP6X indicates the level of protection and means that a mobile phone is able to prevent intrusion of dust after being agitated in a test device with 75 μm or smaller particles for 8 hours.
*4 Original drop testing conducted in accordance with MIL-STD-810H Method 516.8 Procedure IV defined by the U.S. Department of Defense.

What water resistance allows it to do

- You can use handset to talk without using an umbrella in the rain (rainfall of about 20 mm per hour).
  - When your hands or handset are wet, avoid opening/closing Slot Cap.
- Handset can be hand-washed with tap water at room temperature.
  - Hold Slot Cap down to keep it from opening, and wash without rubbing forcefully.
  - Do not apply water flow stronger than allowed.
  - Do not use a brush, sponge, or any soap other than that specified (→P.).
  - If mud or dirt is on handset, swish it several times in a bowl of tap water and then rinse it with running water.
  - After washing, drain water as prescribed.
- Handset can be washed using domestic-brand household foam-type handsoap or domestic-brand household liquid dish detergent (FCNT LLC testing). Do not use items other than those above (soap bars, powder soap, etc.).
  - For details on how to wash, see "Washing."
  *Handset performance is verified under test conditions, and ability to clean with all foam-type handsoaps or liquid dish detergents is not guaranteed.
- Wash any soap bubbles from handset well, with low-pressure water flow (6 L/min or less tap water at normal temperature). After washing, drain water with a dry, clean cloth.
- Attach Slot Cap securely before washing handset.
- Handset can be used in a bath room.
  - After using in a bath room, drain water as prescribed.
  - Do not immerse in a bathtub. Do not use in hot water. May cause malfunction. If accidentally dropped in a bathtub, immediately remove from tub and drain water as prescribed.
  - Never immerse in hot spring water or water containing soap other than that specified (→P.) or bath powder. In case handset gets wet with water other than tap water, rinse it. For details on how to wash, see "Washing."

・In a bathroom, use within temperatures of 5℃ to 45℃ and humidity 45% to 99%(temperature more than 36℃ or humidity more than 86% is limited to temporary use). Continuous operation is not guaranteed for every function.
・Do not put under running hot water from a faucet or shower.
・If handset is brought from a cold place to a warm place, dew may condense on Display or case due to a sudden change of temperature. If Display is hard to view or touch operation is difficult, wait a while for handset temperature to return to normal.

Usage Precautions

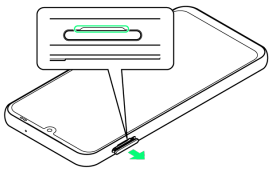
Avoid doing the following.
<Examples>
・Applying soap other than that specified/bath powder
・Washing with a brush / sponge
・Washing in a washing machine
・Exposing to too strong waterflow
・Immersing in seawater
・Using at a hot spring
Observe the following precautions for correct use.

・AC Charger/optional accessories are not water/dust resistant. Do not use where exposed to water (bath room, shower, kitchen, sink) while AC Charger is connected to handset USB Type-C Port.
・Do not apply water flow stronger than allowed. Although handset is resistant to IPX5, water may enter from a damaged portion and cause trouble such as electric shock or corrosion of Battery.
・If handset gets wet with salt water, seawater, refreshment beverage, etc. or soiled with mud or dirt, rinse immediately. If anything adhering dries, it will be hard to remove may cause damage or malfunction.
・Do not put in hot water, use in a sauna, or subject to hot airflow (from a hair dryer etc.).
・Do not move handset around in water or slap it against the surface of water.
・If using at a swimming pool, observe the rules of the facility.
・Handset does not float.
・Do not leave wet. In a cold region, may freeze and result in malfunction.
・Do not allow water to remain in Stereo Earphones Port, Mic/Recorder Mic, Earpiece, Speaker, or Second Mic. May affect call quality.
・Do not allow water to remain in USB Type-C Port.
・Wash handset using domestic-brand household foam-type handsoap or domestic-brand household liquid dish detergent. Do not use items other than those above (soap bars, powder soap, etc.).
・Do not use: business, non-additive, or alkaline foam-type handsoap, or business, non-additive, or alkaline dish detergent. Doing so may discolor handset.
・Do not wash with soap other than specified (→P.), bath powder, shampoo, rinse, facial cleanser, makeup remover, toothpaste, etc.
If on handset, immediately rinse with water.
・Hold Slot Cap down to keep it from opening, and handwash without using a brush or sponge.
・Do not wash in a washing machine, sonic washer, dishwasher, etc.
・If handset is exposed to liquid with Slot Cap open, it may enter handset and cause electric shock or malfunction. Cease use, power off handset, and contact a SoftBank Shop or "Customer Service".
・If Slot Cap seal is scratched or deformed, contact a SoftBank Shop or "Customer Service".
・Operation is not guaranteed for all conditions of actual use. Handset will not covered by warranty if malfunction is determined to be due to incorrect customer handling.

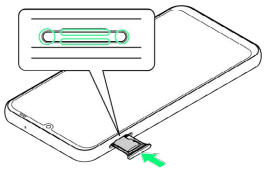
Maintaining Water/Dust Resistance

To prevent water or dust intrusion, be sure to observe the following.

・When installing/removing SIM Card or SD Card, with handset Display upward, use groove to open Slot Cap, and pull out straight without bending in direction shown.
*After opening Slot Cap, do not push down on ejected Slot Cap. May damage Slot Cap.



・After use, insert Slot Cap straight without bending in direction shown, and press firmly where circled ○. Make sure there is no gap between handset and Slot Cap.



・Close firmly. Anything tiny (a single hair, grain of sand, minute fiber, etc.) trapped between seal and contacting surface may allow ingress of water/dust.
・Do not poke Stereo Earphones Port, USB Type-C Port, Mic/Recorder Mic, Earpiece, Speaker, Second Mic, Slot Cap, etc. with anything pointed.
・Do not drop. Scratches, etc. can deteriorate water/dust resistance.
・Slot Cap rubber seal is crucial for continued water and dust resistance. Do not remove or scratch rubber seal. Do not allow dirt to get on seal.
・To maintain water and dust resistance, it is recommended to replace parts every 2 years regardless of their condition. Submit handset for parts replacement at a fee. Contact a SoftBank Shop or "Customer Service".

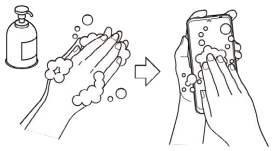
Washing

When washing handset, check precautions and follow these steps.

・Be sure to remove any store-bought accessories (handset covers, cases, etc.). Check precautions given for store-bought accessories.
・Wash handset using domestic-brand household foam-type handsoap or domestic-brand household liquid dish detergent. Do not use items other than those above (soap bars, powder soap, etc.).
・Be sure to use a solution containing no more than 0.05 w/v % of chlorine or chlorine-based additives.
・If using dish detergent, read the precautions for each product, and be sure to always use the indicated amount.
・Do not apply the dish detergent itself directly on handset. If on handset, immediately rinse with water.
・When washing handset, remove wrist watches, rings, applique nails, etc. May damage handset.
・When washing handset, first power off.
・Close Slot Cap securely.

1

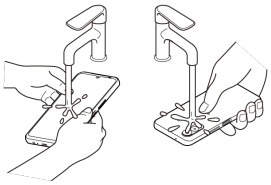
Dispense foam-type handsoap or dish detergent onto your hand, then place handset in your hand and rub soap onto front and back of handset



・Hold Slot Cap down to keep it from opening, and wash handset.

2

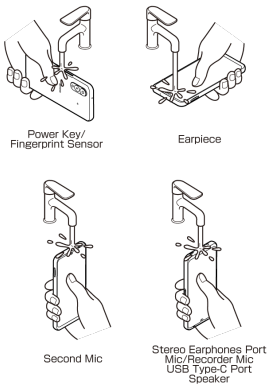
Rinse until all soap on handset front, back, each key, etc. is completely removed



・Wash handset with low-pressure water flow (6 L/min or less tap water at normal temperature), holding it approximately 10 cm below the faucet or shower head.
・Do not open/close Slot Cap.
・Do not run water directly on Slot Cap.

3

Rinse Power Key/Fingerprint Sensor, Earpiece, Second Mic, Stereo Earphones Port, Mic/Recorder Mic, USB Type-C Port, and Speaker



・Foam-type handsoap and dish detergent constituents remaining in Second Mic, Earpiece, Mic/Recorder Mic, or Speaker can cause clogging and affect sound quality of ringtone and calls.
USB Type-C Port may cause poor charging.
Be sure to wash soap away completely.

4

Draining Water

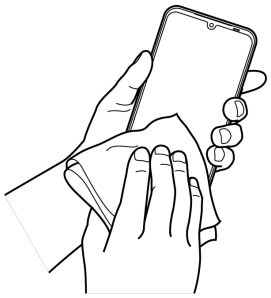
・For details on draining water, see "Draining Water."
・Dry adequately, and check that no moisture is remaining.

Draining Water

If handset has gotten wet, water may still seep out later after wiping off; drain water as follows.

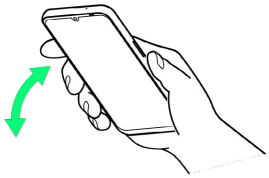
1

Hold handset firmly and wipe off moisture on front and back with a dry, clean cloth



2

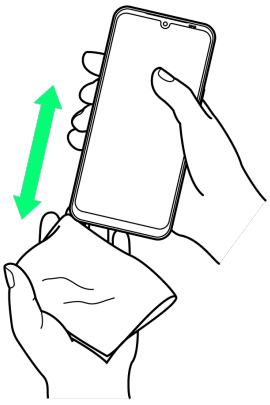
Hold handset firmly and shake approximately 20 times until no more water splatters (Change location of Earpiece and Mobile Light, and Power Key/Fingerprint Sensor and shake in the same way)



・Hold firmly so as not to drop it.

3

Press handset 10 times against a dry, clean cloth to completely wipe away water remaining in Power Key/Fingerprint Sensor, Stereo Earphones Port, USB Type-C Port, Mic/Recorder Mic, Earpiece, Speaker, Second Mic, Keys, etc.



4

Wipe off any water draining from handset with a dry, clean cloth and let dry

Water is drained.

・Water remaining in handset may seep out after wiping off.
・Do not wipe away remaining water in gaps directly with a cotton swab.

When Charging

Always check the following when and after charging.

・Never charge while handset is wet.
・Before charging wet handset, first drain well and then wipe away moisture with a dry, clean cloth.
・Check that no moisture or dirt remains in USB Type-C Port before use.
・Do not use AC Charger where exposed to water (bath room, shower, kitchen, sink). May cause fire or electric shock.
・Do not touch AC Charger with wet hands. May cause electric shock.

Export Control Regulations

Export Control Regulations

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

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Other

・Part of this product includes modules developed by Independent JPEG Group.
・FeliCa is a contactless IC card technology developed by Sony Corporation.
・This product is licensed under the AVC patent portfolio license for the personal and noncommercial use of a consumer to (i) encode video in compliance with the AVC standard (henceforth referred to as AVC video) and/or (ii) decode AVC video that was encoded by a consumer engaged in a personal and noncommercial activity and/or was obtained from a video provider licensed to provide AVC video. No license is granted or shall be implied for any other use. Additional information may be obtained from MPEG LA, LLC.
See HTTP://WWW.MPEGLA.COM (https://www.via-la.com/).

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・This product contains open source software complying with GNU General Public License (GPL), GNU Lesser General Public License (LGPL), etc.
For details on the software license, in Home Screen, → About phone → Legal information → Third-party licenses / Google Play system update licenses / System WebView licenses .
Software source codes based on the open source licenses are disclosed at the following website. See for details. https://www.fcnt.com/support/develop/ (Japanese)

Specific Absorption Rate (SAR) Information of This Product

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

This mobile phone 【arrows We2】 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 (*1) and the limits of exposure recommended in the international guidelines, which are equivalent to each other. The international guidelines were set out by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is in collaboration with the World Health Organization (WHO), and the permissible limits include a substantial safety margin designed to assure the safety of all persons, regardless of age and health conditions.

The technical regulations and the international guidelines set out the limits of exposure to radio waves as the Specific Absorption Rate, or SAR, which is the value of absorbed energy in any 10 grams of human tissue over a 6-minute period. The SAR limit for mobile phones is 2.0 W/kg. The highest SAR value for this mobile phone when tested for use near the head is 1.344 W/kg (*2), and that when worn on the body is 0.788 W/kg (*2). 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 1.5 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 websites listed below if you would like more detailed information regarding SAR.
Ministry of Internal Affairs and Communications Website:
https://www.tele.soumu.go.jp/e/sys/ele/index.htm
Association of Radio Industries and Businesses Website:
https://www.arib-emf.org/01denpa/denpa02-02.html (in Japanese only)
List of Specific Absorption Rates (SAR) information for SoftBank products
https://www.softbank.jp/mobile/support/sar/ (Japanese)

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

European RF Exposure Information

This mobile phone 【arrows We2】 is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by the international guidelines. The guidelines were developed by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) and include safety margins designed to assure the protection of all persons, regardless of age and health conditions. The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile phones is 2.0 W/kg. The highest SAR value for this mobile phone when tested for use near head is 1.269 W/kg, and that when worn on the body at the separation distance of 0.5 cm from the body is 0.617 W/kg (*3). For electronic safety, maintain the separation distance with accessories containing no metal, that position handset a minimum of the above distance. Use of other accessories may not ensure compliance with the guidelines.

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

Simplified Declaration of Conformity for 【arrows We2】
Trade Mark : arrows We2
Model Name : A402FC
Hereby, FCNT LLC declares that the radio equipment type 【arrows We2】 is in compliance with Directive 2014/53/EU.
The full text of the EU declaration of conformity is available at the following internet address: https://www.fcnt.com/support/ce/pdf/ce_a402fc.pdf

CE RF Power Table

Radio type (Description)	Transmitter Frequency / Maximum Output Power
GSM (GSM900)	880-915MHz / 33.0dBm
GSM (DCS1800)	1710-1785MHz / 30.5dBm
UMTS (FDD I)	1920-1980MHz / 25.0dBm
UMTS (FDD Ⅷ)	880-915MHz / 24.5 dBm
LTE (FDD 1)	1920-1980MHz / 25.0dBm
LTE (FDD 3)	1710-1785MHz / 25.0dBm
LTE (FDD 8)	880-915MHz / 24.5dBm
LTE (FDD 28)	703-748MHz / 24.5dBm
LTE (TDD 38)	2570-2620MHz / 24.0dBm
LTE (TDD 41)	2496-2690MHz / 24.0dBm
LTE (TDD 42)	3400-3600MHz / 24.5dBm
NR(n1)	1920-1980MHz / 24.5dBm
NR (n3)	1710-1785MHz / 24.5dBm
NR (n28)	703-748MHz / 24.5dBm
NR (n41)	2496-2690MHz / 23.5 dBm
NR (n77)	3300-4200MHz / 25.0dBm
NR (n78)	3300-3800MHz / 25.0dBm
WLAN 2.4GHz (WLAN 2.4GHz)	2400-2483.5MHz / 10.59dBm (EIRP)
WLAN 5GHz (WLAN 5G Band 1)	5150-5250MHz / 9.16dBm (EIRP)
WLAN 5GHz (WLAN 5G Band 2)	5250-5350MHz / 9.65dBm (EIRP)
WLAN 5GHz (WLAN 5G Band 3)	5470-5725MHz / 9.91dBm (EIRP)
WLAN 5GHz (WLAN 5G Band 4)	5725-5850MHz / 9.72dBm (EIRP)
Bluetooth (Bluetooth)	2400-2483.5MHz / 11.15dBm (EIRP)
RFID (RFID)	13.56MHz / -18.91dBμA/m at 10m

SAR distance Warning: The device could be used with a separation distance of 0.5cm to be human body.
The manufacturer of this product is FCNT LLC with its registered place of business at 7-10-1 Chuorinkan, Yamato-shi, Kanagawa 242-0007, Japan.

Federal Communications Commission (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.
・Changes or modifications made in or to the radio phone, not expressly approved by the manufacturer, will void the user's authority to operate the equipment.
・The device complies with 15.205 of the FCC Rules.

FCC RF Exposure Information

This mobile phone 【arrows We2】 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 0.36 W/kg, and that when worn on the body as shown below is 1.18 W/kg.

Body-worn Operation: This mobile phone was tested for typical body-worn operations with the separation distance of 0.5 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain the above separation distance between the user's body and the mobile phone. The use of 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 2BEPUFMP200 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.

arrows We2 User Guide Index

A

About the User Guide..... 3
Adding/Deleting Application.....67
Airplane Mode..... 29
Applications.....66

B

Basic Operation.....26
Battery and device care Settings..... 77
Bluetooth® Function.....111

C

Capturing Still Images/Videos.....62
Charging Battery..... 16
Connecting by Wi-Fi.....72
Customer Service..... 97

D

Data Usage Settings.....77
Display Settings.....78

E

eSIM.....7
Export Control Regulations.....116

G

Global Roaming..... 90

H

Handset & Hardware Care..... 108
Handset Screens..... 34
Handset Settings..... 76

I

Intellectual Property Rights.....117

M

Making Calls while Abroad..... 91
Making Initial Settings..... 18
Manner Mode..... 27
Materials.....108

O

Optional Services.....44
Other Settings.....83

P

Parts & Functions..... 6
Phone Number..... 50
Placing/Answering Calls..... 42
Power On/Off..... 17

S

Safety Precautions..... 100
SD Card..... 12
Security & privacy Settings..... 79
Sending Messages (+Message)..... 54
SIM Card..... 11
Sound Settings..... 78
Specific Absorption Rate (SAR) Information of This Product..... 118
Specifications..... 96
Status Bar..... 36
System Settings..... 82

T

Text Entry..... 29

U

Unlocking Screen..... 24
Updating Software..... 30
Using a Google Account..... 21
Using Bluetooth® Function..... 73
Using Chrome..... 58
Using Contacts..... 50
Using Gmail..... 55
Using Notifications Window..... 38
Using Quick Settings..... 38
Using Touchscreen..... 26

V

Viewing Captured Still Images/Videos (Photos)..... 64

W

Warranty & After-Sales Service..... 96
Water, Dust, and Shock Resistance..... 112
Wi-Fi (Wireless LAN)..... 111

arrows We2 User Guide

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SoftBank Corp.

Visit SoftBank Shop for assistance

Model : arrows We2
Manufacturer : FCNT LLC