

AQUOS R9 pro

User Guide

AQUOS R9 pro User Guide Contents

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About the User Guide

In the User Guide, most operation descriptions are based on the handset at time of purchase.

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

The information in the User Guide is subject to change without prior notice.

Before Using This Product

Read "[Safety Precautions](#)" thoroughly beforehand for proper usage.

Accessible services may be limited by subscription contract conditions.

Data Communication

- Handset is designed to be always connected to the Internet. Communication is initiated automatically for some functions such as data syncing.
- Large-volume data communication, such as downloading applications and viewing videos, incurs expensive transmission fees. Subscription to a flat-rate plan is strongly recommended.
- Even if connected by Wi-Fi, some applications and services incur transmission fees.
- In order to accurately measure the current location, handset is equipped with a function that automatically acquires assist data such as satellite navigation information (data is sent to the service provider of such function), and data transmission fees may be incurred for acquiring assist data.

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."
"A504SH" here refers to this mobile phone "AQUOS R9 pro."

Getting Started

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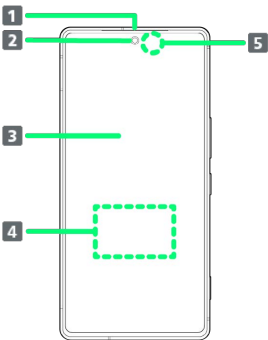
Package Contents

Package Contents

- Handset (AQUOS R9 pro)
 - Battery is built into handset.
 - Handset back cover is not removable.
- Quick Switch Adapter (Complimentary sample)
- クイックスタート (Japanese)

Parts & Functions

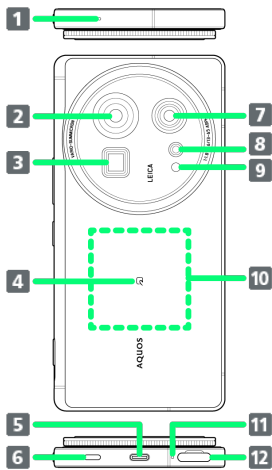
Handset (Front)



Name	Description
1 Earpiece/ Speaker	Hear the other party's voice here.
2 Front Camera	Use to shoot photos or videos of yourself.
3 Display	Touchscreen-type display; operate with your fingers on Display.
4 Fingerprint Sensor ¹	Use fingerprint authentication to unlock screen.
5 Proximity/ Light Sensor ¹	Proximity Sensor prevents Touchscreen misoperation during calls. Light Sensor adjusts Display brightness according to ambient light.

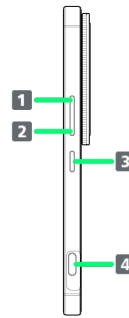
1 Do not apply stickers or other coverings over the sensors.

Handset (Back and Sides)



Name	Description
1 Mic	Use while recording videos. Make sure not to cover Mic.
2 Standard Camera	Capture photos and videos.
3 Telephoto Camera	Capture photos and videos.
4 FeliCa mark	Hold up to reader/writer to use NFC/Osaifu-Keitai®.
5 External Connection Jack	Connect USB Type- C™ plug such as Quick Switch Adapter, AC Adaptor (optional accessories) and earphones-microphones (commercially available).
6 Speaker	Listen to music, video sound, etc.
7 Wide-Angle Camera	Capture photos and videos.
8 Spectrum Sensor	Adjust white balance of subject, which is easily affected by differences in light sources, and enable capturing with faithful colors.
9 Mobile Light	Use as a camera flash, flashlight, etc.
10 Wireless charging point	Align with this point when charging with the wireless charger.
11 Mic/Recorder Mic	During a call, talk to the other party here. Also use for audio recording while recording videos and speech recognition while using EMOPA. Make sure not to cover Mic/Recorder Mic.
12 Card Tray	Insert/remove SIM Card.

Handset Keys



Name	Description
1 Volume Up Key	Increase volume.
2 Volume Down Key	Decrease volume.
3 Power Key	Turn Display off/on. Long Press to power on or activate Gemini™. ¹
4 Shutter Key	Use for camera shooting, etc. Long Press to activate camera.

1 Other applications can also be set up to activate. Also set whether to activate Camera by pressing Power Key twice.

eSIM

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



Handling eSIM

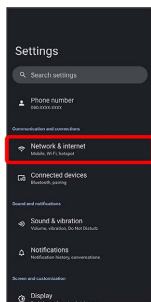
To learn about setting up your service plan with eSIM, see the following website.

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

Download your service plan with eSIM

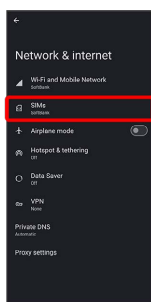
1

In Home Screen, (Settings) → Network & internet



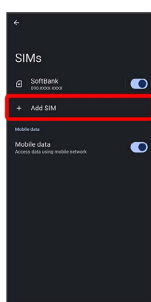
2

SIMs



3

Add SIM



4

Set up an eSIM



5

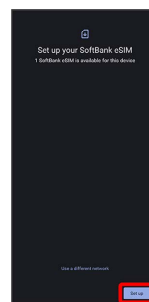
Scan a QR code



- Depending on the situation, the above step may not be displayed and skip to the next step.

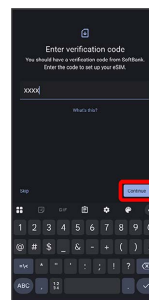
6

Set up



7


Enter verification code → Continue



8

Close





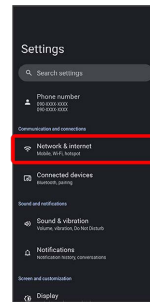
 Your service plan with eSIM is downloaded.

- To set up eSIM, Tap **Settings**. Continue by following onscreen prompts.

Enable or disable eSIM

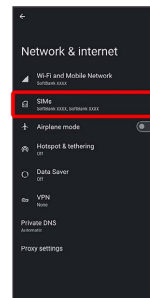
1

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






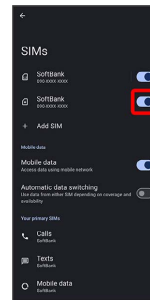
2


SIMs



3

 /  for  (SoftBank)





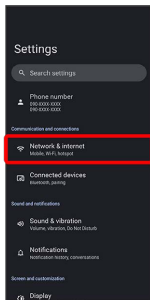
 eSIM switches to enable or disable.

- If confirmation appears, follow onscreen prompts.

Erase your service plan with eSIM

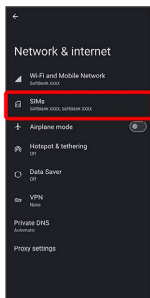
1

In Home Screen,  (Settings)  Network & internet



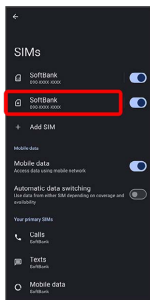
2

SIMs



3

SoftBank for 



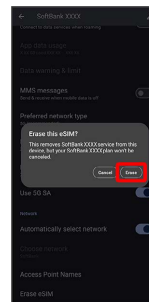
4


Erase SIM




5

Erase



 Your service plan with eSIM is erased.

 Restart your service plan with eSIM after erasing it

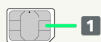
Your service plan with eSIM is not terminated by erasing it. To restart it, you need a new QR code to download the plan again.

SIM Card

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

Handling SIM Card

Check the following regarding SIM Card handling.



1 IC (gold) chip

- For SIM Card handling, see the following Website.
<https://www.softbank.jp/mobile/support/protect/usim/> (Japanese)
- Avoid applying labels. May damage SIM Card.
- SIM is replaceable (at cost) in case of loss/damage.
- Wipe clean with a dry, soft cloth.
- Always keep the IC (gold) chip clean.

SIM Card Cautions

Observe the following when using SIM Card.

- Within Japan, SIM Card must be installed to make emergency calls (110, 119, 118).
- Always follow emergency procedures to suspend service if your SIM Card or handset (SIM Card inserted) is lost/stolen. For details, contact [Customer Service](#).
- Customer is responsible for any damage caused by inserting SIM Card in an other-brand IC card reader, etc. SoftBank Corp. is not responsible in such case.
- It is recommended that you back up information that is saved on SIM Card. SoftBank Corp. is not responsible for damages from saved information that is lost.
- Always power off handset before inserting/removing SIM Card.
- Note that SIM Card specifications and performance may change without notice.
- Return SIM Card to SoftBank Corp. when canceling subscription.
- SIM Card is the property of SoftBank Corp.
- Returned SIM Cards are recycled for environmental purposes.
- Some services, functions, etc. may have restrictions when an other-carrier SIM card is used. SoftBank Corp. does not guarantee operation whatsoever.

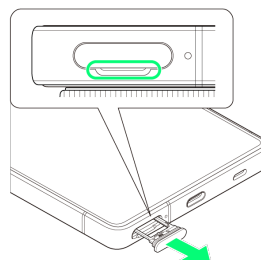
Inserting SIM Card

Always power off beforehand.

- Set SIM Card in Card Tray beforehand. Do not insert SIM Card without setting it in Card Tray.

1

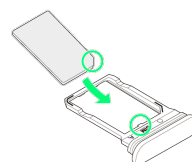
With Display upward, pull out Card Tray by hooking a finger on groove (○)



- Do not pull out Card Tray with Display downward or handset held upright. SIM Card may fall from Card Tray and become misplaced.
- Do not pull Card Tray forcefully or at an angle; damage may result. Gently pull Card Tray out horizontally.

2

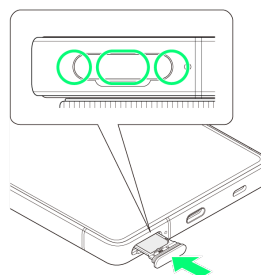
Set SIM Card in Card Tray



- Place gently while pressing SIM Card against the protruding part, noting orientation of SIM Card (notch/IC (gold) chip facing down).
- Make sure SIM Card is in Card Tray. Inserting Card Tray with SIM Card on its edge may cause damage.

3

With Display upward, insert Card Tray in SIM Card Slot



 SIM Card is inserted.

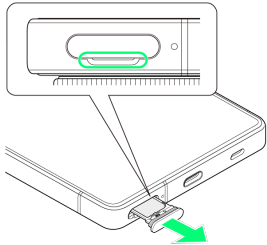
- Insert Card Tray with "SIM" printed side facing up gently all the way horizontally in direction shown above.
- Push Card Tray firmly where circled (○) so that there is no gap between handset and Card Tray.
- To maintain water and dust resistance, use handset with Card Tray completely closed.

Removing SIM Card

Always power off beforehand.

1

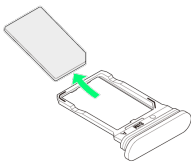
With Display upward, pull out Card Tray by hooking a finger on groove (○)



- Do not pull out Card Tray with Display downward or handset held upright. SIM Card may fall from Card Tray and become misplaced.
- Do not pull Card Tray forcefully or at an angle; damage may result. Gently pull Card Tray out horizontally.

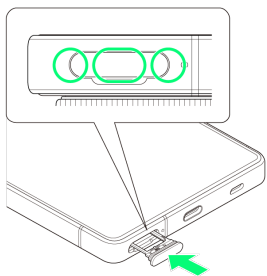
2

Remove SIM Card



3

With Display upward, insert Card Tray in SIM Card Slot



SIM Card is removed.

- Insert Card Tray with "SIM" printed side facing up gently all the way horizontally in direction shown above.
- Push Card Tray firmly where circled (○) so that there is no gap between handset and Card Tray.
- To maintain water and dust resistance, use handset with Card Tray completely closed.

Internal Storage

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

Data on Internal Storage

Data on internal storage may be lost/alterd due to accidents, malfunctions, repairs, handset upgrade/replacement, mishandling, etc. Back up important data regularly. SoftBank Corp. is not liable for any damages resulting from loss/alteration of data.

- Never power off while reading or writing data.
- Make sure not to erase or overwrite data accidentally.

Charging Handset

Battery is built into handset.

Internal Battery

A lithium-ion battery is built into handset; it is not removable.

Recycling

This product requires a lithium-ion battery. Lithium-ion batteries are recyclable. To recycle a used lithium-ion battery, take it to any shop displaying the recycling symbol.



Battery Cautions

Storage

To help maintain performance and life of Internal Battery, do not store in the following conditions (battery level should be at approximately 40% for optimal storage).

- Full (immediately after charging is complete)
- Exhausted (too low to power on handset)

Bulges of Internal Battery

Depending on use, bulges may appear near end of battery life; this does not affect safety.

Internal Battery Replacement

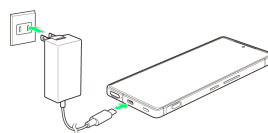
Internal Battery is a consumable item; may need to be replaced if operating time shortens noticeably. Internal Battery is not user replaceable; its replacement incurs fees and requires handset submission to a SoftBank Shop or other appropriate servicer. For details, contact a SoftBank Shop or [Customer Service](#).

Charging with AC Adaptor

AC Adaptor is optional. Be sure to use an AC Adaptor specified by SoftBank.

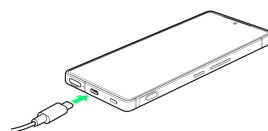
This section describes how to charge handset using AC Adaptor (USB Type-C™ quick charge AC Adaptor for USB PD-PPS [ZSDBAV] (SB-AC22-TCPD)) as an example.

For details on AC Adaptor and other peripheral devices, see SoftBank Website.



1

Insert USB Type-C plug of AC Adaptor into External Connection Jack



2

Raise plug on AC Adaptor and plug into outlet

Charging starts.

3

After charging, unplug AC Adaptor from outlet and disconnect from handset

Charging ends.

Lock Screen while Charging

Charging progress, time until charging completes (approximate), etc. appear in lock screen.

- "Charging": normal charging
- "Charging rapidly": rapid charging
- "Charging slowly": low-speed charging; handset begins low-speed charging depending on the conditions, such as when nearly charged.
- "In direct charging": direct charging.

Charging Cautions

Water Resistance

AC Adaptor is not waterproof. Never connect a USB Type-C plug while handset or charger is wet.

Handset is water resistant; however, if a USB Type-C plug is inserted while it is wet, liquid (tap water, beverage, sea water, pet urine, etc.) or a foreign object adhered to handset or a USB Type-C plug may cause overheating, burnout, fire, malfunction, burns, etc. due to electric shock, short-circuiting, etc.

Handling Cords


Do not pull, bend, or twist cord; may damage the cord.

About Charging Abroad

SoftBank Corp. is not liable for problems resulting from charging handset abroad.

Charging with a Wireless Charger

A third party wireless charger can be used to charge the Handset. See the User Guide for your wireless charger for information on charging the Handset.

Products with the  icon comply with the wireless charging standard issued by the Wireless Power Consortium (WPC).

- "Qi" is a registered trademark of Wireless Power Consortium.
- Align the wireless charging point on the Handset correctly with position of the wireless charger. See "[Handset \(Back and Sides\)](#)" for the location of the wireless charging point on the Handset.
- Remove the Handset case and/or cover, if fitted.

! Wireless Charging Cautions

Note the following when charging with a wireless charger:

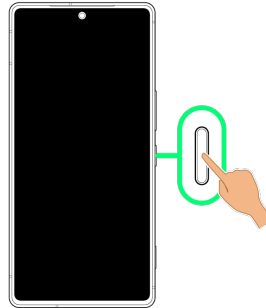
- Disable the Handset's vibrate function during charging. Enabling the vibrate function may prevent complete charging or cause the handset to fall off the charger.
- If charging causes audible interference on a TV or radio, move the charger further away from the TV or radio.
- If other wireless chargers are nearby, maintain a distance of at least 30 cm between chargers. Failing to do so may prevent the handset from being correctly detected or otherwise prevent charging.
- Charging may adversely affect calls or data communication.
- Do not place any metallic material between the handset and the Wireless Charger. Metallic materials may prevent charging or cause heat generation.
- Do not place objects such as IC cards between the handset and the Wireless Charger. Doing so may damage the IC card.
- Do not place the handset on a Wireless Charger while the AC Adaptor or USB Type-C cable is connected to the handset.
- Using the camera during charging may result in noise in the images.
- Using the handset during charging may stop or slow down charging (to avoid temperature increases in the handset).

Power On/Off

Powering On

1

Long Press Power Key until "SHARP" appears

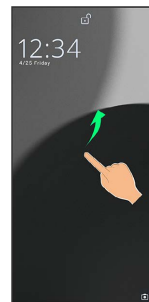



 Handset powers on, and lock screen appears after a while.


- An initial settings wizard may appear the first time handset is powered on. For details on initial settings, see "[Making Initial Settings](#)."

2

Flick lock screen up



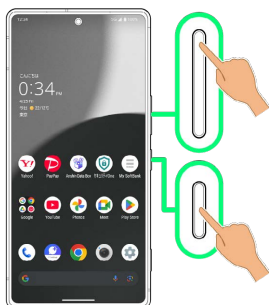
 Home Screen appears.

- After Flicking screen up when  is displayed, enter pattern / lock no. (PIN) / password to unlock.

Powering Off

1

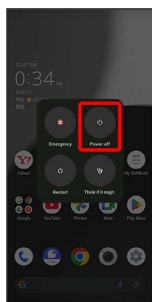
Power Key + Volume Up Key



Power menu opens.

2

Power off



Handset powers off.



Power Menu

If Pattern/Lock No. (PIN)/Password for unlocking screen is set, or face/fingerprint authentication is used,

Lockdown appears in Power menu.

Tap **Lockdown** to stop displaying notifications in lock screen, and disable screen unlocking by extended unlock, face authentication, or fingerprint authentication. To disable lockdown, unlock screen with set screen unlock method (Pattern/Lock No. (PIN)/Password).

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. You can also easily transfer data from a previously used smartphone, by connecting the included Quick Switch Adapter to handset External Connection Jack and then connecting the smartphone using a cable.

Insert SIM Card before powering on handset.



Transferring Data

Before Transferring Data

The following are required for transferring data.

- Handset
- Quick Switch Adapter
- The previously used smartphone
- Cable used with the previous smartphone

How to Transfer Data

Data transfer is performed from the initial settings screen that appears the first time handset is powered on. From "Copy apps & data" in the initial settings screen, follow onscreen prompts to connect the smartphones and transfer data.

- For details on transferring data using the Quick Switch Adapter, see the following website.
https://k-tai.sharp.co.jp/support/datacopy/pdf/easy_data_copy.pdf (Japanese)
- Charge handset and previously used smartphone adequately beforehand.
- Connect to Wi-Fi or mobile network beforehand.
- If transferring data from an iPhone®, set iMessage® and FaceTime® off beforehand.
- If iPhone data is encrypted, iTunes® password is required.

To Transfer Data after Initial Settings Have Been Completed

For details on transferring data after initial settings have been completed, see the following website.

https://k-tai.sharp.co.jp/support/datacopy/pdf/easy_data_copy.pdf (Japanese)



eSIM Cautions

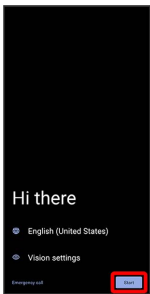
When using eSIM, confirm the following before powering on.

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

Making Initial Settings

1

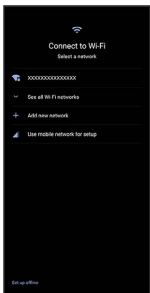
Select language then **Start**



- To set visual assistance, Tap **Vision settings**.
- To place an emergency call, Tap **Emergency call**.

2

Set Wi-Fi items



- Follow onscreen prompts. See "[Connecting by Wi-Fi](#)" for details.
- To complete initial settings via mobile network, select **Use mobile network for setup**. Continue by following onscreen prompts.
- When using eSIM, after connecting to Wi-Fi, Tap **Download eSIM** and follow onscreen prompts.

3

Next



- To not copy data from another mobile, etc., Tap **Don't copy**.

4

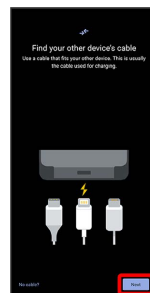
Power on previous smartphone and unlock it **Next**



- If previous smartphone is unusable, Tap **Can't use other device?** and follow onscreen prompts.

5

Prepare cable from previous smartphone **Next**



- If cable from previous smartphone is unavailable, Tap **No cable?** and follow onscreen prompts.

6

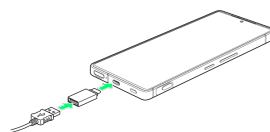
Connect the cable to previous smartphone **Next**



- If the cable is unusable, Tap **Cable doesn't fit?** and follow onscreen prompts.

7

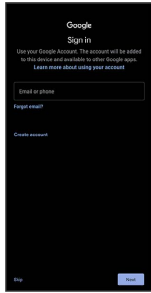
Insert USB plug on cable into Type-A jack on Quick Switch Adapter, and insert USB Type-C plug on Quick Switch Adapter into External Connection Jack



- If Quick Switch Adapter is unavailable, Tap **Cable doesn't fit?** **Next** **No adapter?**.
- If confirmation appears on previous smartphone, follow onscreen prompts.

8

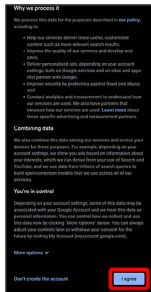
Set up a Google Account



- See "[Google Account](#)" for details on a Google Account.
- After setting a Google account, a list of transferable data appears.

9

I agree



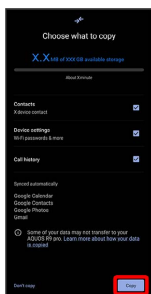
10

On previous smartphone, follow onscreen prompts



11

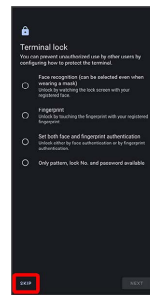
Tap items to import → Copy



Import starts.

12

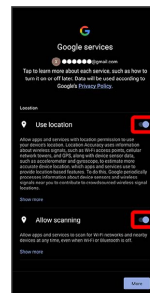
SKIP



- Tap method → **NEXT** to set selected method.

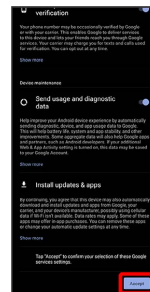
13

Set/check each item



14

Accept



- If confirmation appears, follow onscreen prompts.

15

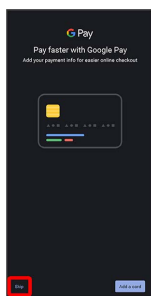
Continue



- To stop initial settings and be reminded later, Tap **Leave & get reminder**.
- If confirmation appears, follow onscreen prompts.
- Follow onscreen prompts to set up Gemini.

16

Skip



- After Tapping **Add a card** follow onscreen prompts to save card information.

17

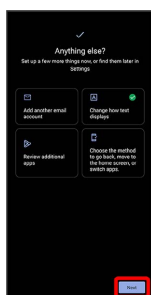
利用する



- Follow onscreen prompts to set up My AQUOS.
- To not use My AQUOS, Tap **スキップ**.

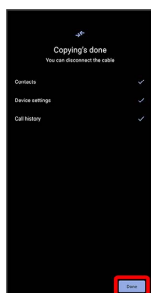
18

Set each item → Next



19

Done

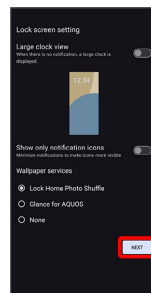


Initial settings are complete.

- After import is complete, remove cable.

20

Make settings for notifications in lock screen, and Wallpaper service, etc. → **NEXT**



Initial settings are complete.

- If confirmation appears, follow onscreen prompts.

Quick Switch Adapter Usage Cautions

Use only for transferring data, and do not use for any other purpose (such as charging).

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

Google Account Mail Address & Password

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

Google Account Operations & User Interface

Operations and user interface are subject to change due to automatic application updates or other reasons.

Creating a Google Account

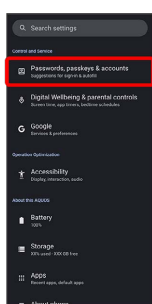
1

In Home Screen, (Settings)



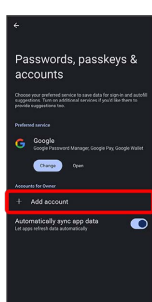
2

Passwords, passkeys & accounts



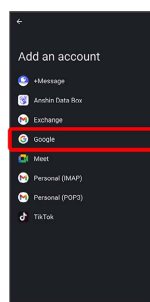
3

Add account



4

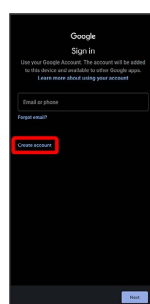
Google



Window for logging in to a Google account opens.

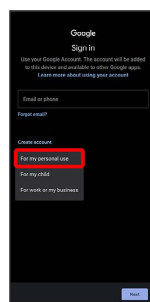
5

Create account



6

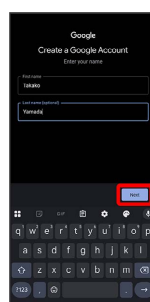
For my personal use




To create a child's account, Tap **For my child**, then follow onscreen prompts.

7


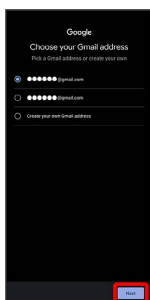
Enter first name → Enter last name → Next





8


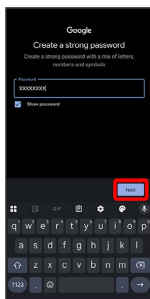
Set/enter date of birth and gender  Next

9

Select a mail address  Next

· To create another mail address, Tap **Create your own Gmail address**  Enter user name (mail address)  Next .

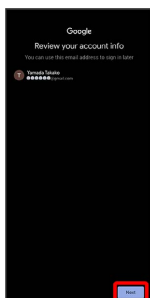
10

Enter password  Next

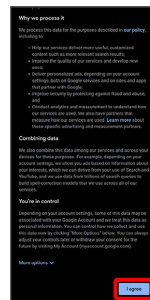
· If confirmation appears, follow onscreen prompts.

11


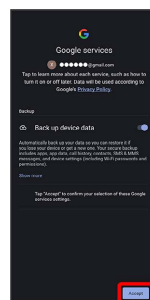
Next




12

Check the privacy policy and terms of use **I agree**

13

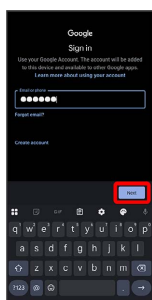
Select whether to enable data backup and restore  Accept

 Account is created.

Signing in to a Google Account

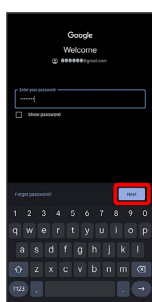
1

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



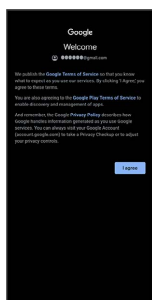
2


Enter password → **Next**



3

Continue by following onscreen prompts




 You are signed in to your Google Account.

Connecting by Wi-Fi

Handset supports Wi-Fi (wireless LAN). Access the Internet via household Wi-Fi networks.

Connecting Selected Access Points

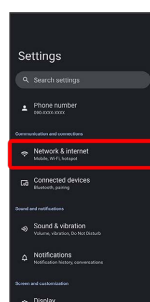
1

In Home Screen,  (Settings)



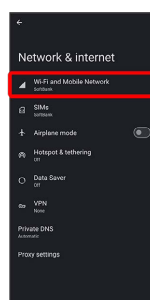
2

Network & internet




3


Wi-Fi and Mobile Network





 Wi-Fi and Mobile Network menu opens.

4

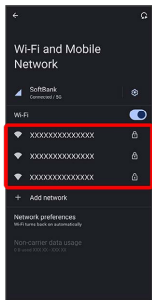
Wi-Fi ()

 Wi-Fi is enabled.

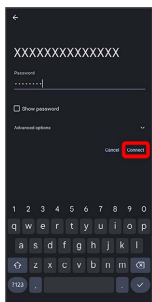
- Access point search starts; available access points appear upon completion.
- Tap **Wi-Fi** to toggle on ()/off ().


5

Tap access point



6

Enter password → **Connect**

 Handset connects to the access point.

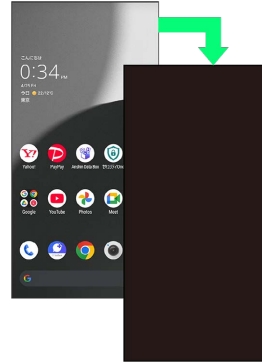
- Password (indicated by WEP, WPA, KEY, etc.) may be found on a label on your Wi-Fi router. For details, contact the vendor of the router. For public wireless LAN services, check the password with your ISP.
- Depending on access point, password entry may not be required.

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.

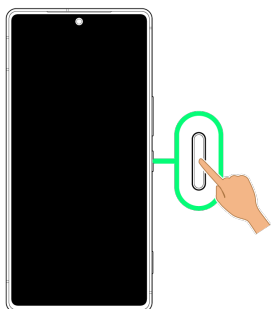
If Screen Lock Activates while Playing Music


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

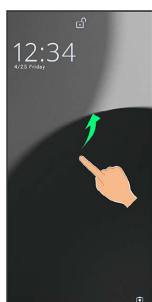
When Display is turned off (screen lock active), Power Key





 Lock screen appears.

2

Flick lock screen up



 Screen is unlocked.

- To change the unlock method for enhanced security, set handset to require pattern drawing or lock no. (PIN)/ password entry for unlocking screen or set screen to be unlocked with your fingerprint/face as needed.
- After Flicking screen up when  is displayed, enter pattern / lock no. (PIN) / password to unlock.

Global Services

Global Roaming.....	24
Calling from Outside Japan.....	25

Global Roaming

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



Handset connects to an appropriate cellular provider automatically by default.

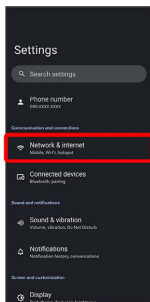
A specific carrier can also be selected manually.

Change carrier and roaming settings.

Setting a Cellular Provider

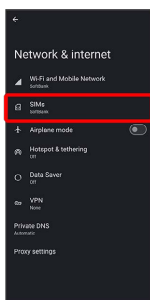
1

In Home Screen,  (Settings)  Network & internet



2


SIMs



3

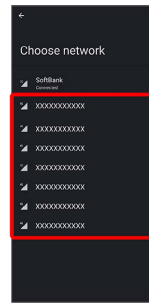
SoftBank  Automatically select network





 Handset searches for all available networks.

4

Tap provider



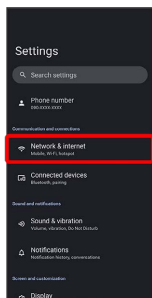
 Cellular provider is set.

· To set an appropriate cellular provider automatically, Tap **Automatically select network** ().

Changing Roaming Setting

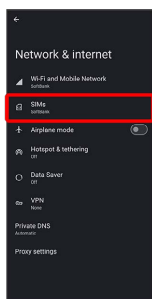
1

In Home Screen, (Settings) → Network & internet



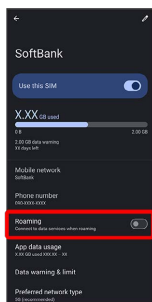
2

SIMs



3

SoftBank → Roaming ()



Roaming is enabled.

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

Calling from Outside Japan

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

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

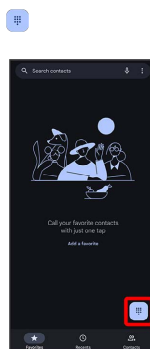
International Calls to Japan and Other Countries from Abroad

1

In Home Screen, (Phone)



2



Dialpad window opens.

3

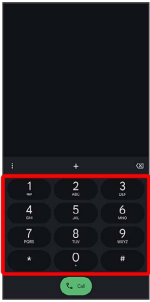
Touch & Hold 0



"+" appears.

4

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




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

5

Call




 Handset dials number. Call begins when other party answers.

Calling Landlines & Mobiles within Current Country

Place calls the same way you would within Japan.

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


1

In Home Screen,  (Phone)



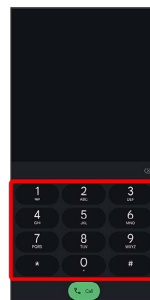
2



 Dialpad window opens.

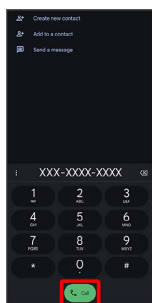
3


Use onscreen dialpad to enter number



4

Call



 Handset dials number. Call begins when other party answers.

Warranty/Specifications/
Customer Service

Warranty & After-Sales Service..... 30
Specifications.....30
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Warranty & After-Sales Service

Warranty

- Handset warranty is for 1 year from date of purchase.
- Repair may be made free of charge under the terms of repair service. See SoftBank Website for terms of repair service.
<https://www.softbank.jp/mobile/support/product/warranty/> (Japanese)
- Warranty covers handset. Cables and complimentary sample accessories are not covered by warranty.

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.
Repair parts (for maintaining product performance) are stocked for approximately 4 years after end of production. However, repair may not be possible even at cost within this period due to stock conditions.

Further inquiries

For more information on after-sales service, contact a nearby SoftBank Shop or [Customer Service](#).

Specifications

Some information may differ due to specification changes.

Handset

Handset specifications are as follows.

- Times in the table vary with location, status, settings, etc.
- OEL Display employs precision technology; however, some pixels may remain on/off.
- Please note that the temperature of handset may increase due to processing during continuous use or when operating under high loads.

Item	Description
Dimensions (W x H x D)	Approx. 78 mm x 162 mm x 9.3 mm (without protruding parts)
Weight	Approx. 229 g
Internal Battery Capacity	5,000 mAh
Continuous Talk Time ¹	4G LTE:Approx. 2,960 minutes
Continuous Standby Time ²	4G:Approx. 710 hours 4G LTE:Approx. 700 hours 5G:Approx. 640 hours ³
Charging Time ⁴	AC Adaptor (USB Type-C™ quick charge AC Adaptor for USB PD-PPS [ZSDBAV] (SB-AC22-TCPD)): Approx. 120 minutes

- 1 Average measured with handset fully charged, in strong signal conditions at rest.
- 2 Average measured with handset fully charged, without calls or operations, in strong signal conditions at rest, and with data communication and Urgent News disabled. May vary with battery strength, ambient temperature, settings, etc.
- 3 This is the approximate time in a 5G standalone environment.
- 4 Measured when charging with handset powered off.

Quick Switch Adapter

Item	Description
Length	Approx. 32 mm
Weight	Approx. 4.6 g

Materials (Handset)

Parts	Materials Used/Surface Finish
Display Surface (Glass Part)	Tempered glass/AF coating
Outer Casing (Metal Part), Volume Key (Up/Down), Power Key, Shutter Key, Camera Panel Periphery, Card Tray (Exterior), Card Tray (Metal Part)	Aluminum/anodizing
Outer Casing (Resin Part), Opening for External Connection Jack Part	PBT resin (containing glass)
Back Surface	UV curable resin + Epoxy resin (containing glass)
Camera Panel	Tempered glass/AF coating, AR coating
Camera panel ornament (ring part)	Stainless steel/PVD processing, AF coating
Card Tray (Resin Part)	POM resin
Card Tray Gasket	Silicone rubber

Materials (Quick Switch Adapter)

Parts	Materials Used/Surface Finish
USB Type-C plug (Metal part)	Stainless steel/nickel plating
USB Type-C plug (Resin part), USB Type-A plug (Resin part)	LCP resin
USB Type-A plug (Metal part)	SPCC/nickel plating
Handset (Metal part)	Aluminum alloy/anodizing
Handset (Resin part)	PBT resin

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




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Handset & Hardware Care.....	44
General Notes.....	46
RF Exposure Information of This Product.....	49
Water & Dust Resistance.....	51

Safety Precautions

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







Safety Precautions

These labels show degree of risk from improper use.

Label	Description
 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, injuries with residual aftereffects from poisoning, etc., and injuries requiring hospital admission for treatment or long-term hospital attendance as an outpatient.
- 2 Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.
- 3 Property damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

These symbols signify prohibited/compulsory actions.

Symbol	Description
	Prohibited actions
	Disassembly prohibited
	Exposure to liquids prohibited
	Use with wet hands prohibited
	Compulsory actions
	Unplug from outlet


Handset, SIM Card, Quick Switch Adapter, AC Adaptor (Optional Accessory), Wireless Charger (Sold Separately) (Common)

DANGER

 Prohibited


Do not use, store, or leave in extreme heat or where heat collects, such as fire, heat sources, under a kotatsu (blanketed warming table) or blanket, direct sunlight, inside vehicles in the hot sun, etc.

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

 Prohibited

Keep away from cooking appliances (microwave ovens, induction stoves, etc.) and pressure vessels (e.g., pressure cookers).


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

 Prohibited

Keep charging terminals and External Connection Jack free of water or other liquids (drinking water, sweat, sea water, pet urine, etc.).

Do not charge handset while it is wet or near water (in the bathroom, near a humidifier, etc.).

May cause fire, burns, injury, electric shock, etc.
For details on water resistance, see "[Water & Dust 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 or modify.

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



Do not try to remove Internal Battery from handset.

May cause fire, burns, injury, etc.



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 Corp.

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, stomp, throw or subject to excessive force or strong impact/vibration.

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



Keep conductive materials (metal strip, pencil lead, etc.) away from charging terminals and External Connection Jack. Do not let dust, sand, etc. enter them.

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



When caring for handset, ensure that no disinfectant or water enters gaps, Charging Terminal, External Connection Jack, Earpiece/ Speaker, Mic/Recorder Mic, Mic, Speaker, or Camera Panel Ornament.

Handset breakage may cause injury, electric shock, etc.



Do not adhere or place metallic objects (e.g. stickers or clips with metal content) on or between wireless charger or handset.

May cause fire, burns, injury, etc.



When charging with wireless charger, remove any covers on handset.

Thickness of cover material or dust, etc., between handset and cover may prevent charging and/or cause fire, burns, injury, etc.



Power off handset near electronic devices that employ high precision control systems or weak signals.

Radio waves may cause electronic devices to malfunction or may adversely affect the operation.

Take added care near these devices: Hearing aids, implanted pacemakers/defibrillators and other electronic medical devices; other automatic control devices. If you are using an implanted pacemaker, implanted defibrillator, or other electronic medical device, check with its manufacturer or the vendor on radio wave effects.



Compulsory

If charging continues even after specified Charging Time, stop charging.

Failure to do so may cause fire, burns, injury, etc. due to overcharge or for other reasons.



Compulsory

When entering very dusty locations or locations where flammable gases are generated, be sure to power off handset beforehand and stop any charging in progress.

May ignite flammable gases, etc. and cause explosion, fire, etc.



Compulsory

Use in facilities such as gas stations should be in accordance with the facility guidelines.

Do not charge handset in facilities such as gas stations.

Take care not to drop handset in facilities such as gas stations and in particular do not use while refueling.

May ignite flammable gases, etc. and cause explosion, fire, etc.



Compulsory

If there is abnormal odor/sound, smoke, overheating, discoloration, distortion, or other abnormalities during use, charging, or storage, do the following while exercising caution.

- Unplug from the outlet.
- Power off handset.

Failure to follow the above steps may cause fire, burns, injury, electric shock, etc.

⚠ CAUTION



Prohibited

Do not use if broken.

May cause fire, burns, injury, etc.



Prohibited

Do not place on unstable surfaces; take added care when vibration is set.

Handset or related hardware may fall, resulting in injury, etc.



Prohibited

Do not use or store in a location that is subject to excessive dust, high humidity, or high temperatures.

May cause fire, burns, electric shock, etc.

For details on water and dust resistance, see "[Water & Dust Resistance](#)"



Prohibited

For use by a child, explain instructions and supervise use.

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



Prohibited

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

Take particular care with storage locations for small parts such as Card Tray and Quick Switch Adapter.

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



Compulsory

Use handset with caution, as it may become hot with continued use or while charging. Be careful not to place handset in clothes pocket, etc. and fall asleep, allowing unintentional continued contact.

Handset or AC Adaptor may become hot after continued use of applications, call functions, data communication and video viewing functions, etc. or while charging. Continuous direct contact with hot surfaces may cause skin redness, itching, rash, or low-temperature burns depending on your individual physical condition.

Handset

⚠ DANGER

Prohibited

Do not throw into a fire or apply heat.

May cause fire, burns, injury, etc.



Prohibited

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.



Compulsory

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

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

⚠ WARNING

Prohibited

Do not shine Mobile Light close to eyes.

Maintain a safe distance, especially from small children.

May cause visual impairment or other problems; may temporarily affect eyesight or startle, leading to injury or other accident.



Prohibited

Do not stare at Display for a long period when it is flickering.

May cause spasms, loss of consciousness, etc.



Prohibited

Do not let water or other liquids (drinking water, sweat, sea water, pet urine, etc.) or a foreign metal object (cutter blades, staples, etc.) and flammable material, etc. enter SIM Card Slot.

In addition, insert SIM Card into correct openings in correct orientation.

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



Prohibited

Do not expose Camera lens to direct sunlight for an extended period.

May cause fire, burns, injury, etc. due to light-collecting mechanism of the lens.



Prohibited

Do not stare proximity sensor.

May temporarily affect eyesight, leading to accidents.



Compulsory

Power off handset or activate Airplane mode before boarding an airplane.

Handset use on airplanes is restricted; follow the instructions given by the respective airlines.

Radio waves may adversely affect an airplane's electronic devices.

If you engage in a prohibited activity while using handset on an airplane, you may be punished by law.



Compulsory

Regarding handset use in a hospital, follow the instructions given by the respective medical institution.

Power off handset where handset use is prohibited.

Radio waves may adversely affect an airplane's electronic devices or electronic medical devices.



Compulsory

When you are on a handsfree call, while ringtone is playing loudly, when in standby, etc., be sure to keep handset at a safe distance from your ears.

When you attach earphones-microphone to handset and play games, videos, or music, adjust the volume to a comfortable level beforehand.

When making a handsfree call, handset emits sound loudly. Even in standby, the ringtone or alarm may ring suddenly. Listening to loud sound continuously for a long time may cause hearing impairment or other difficulty. In addition, not being able to hear surroundings may cause an accident.



Compulsory

If you have a weak heart, adjust ringtone vibration and volume as needed.

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



Compulsory

If you are using an electronic medical device, check with its manufacturer or vendor on radio wave effects before using handset.

Radio waves may adversely affect electronic medical devices, etc.



Compulsory

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

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



Compulsory

If Internal Battery leaks or there is abnormal odor, discontinue use immediately and keep sources of flame away.

Leaked fluid may catch fire, causing the battery to ignite, burst, etc.



Compulsory

Do not let your pet bite handset.

May cause Internal Battery to ignite, burst, overheat, or leak, causing fire, burns, injury, etc.

⚠ CAUTION



Prohibited

When using the motion sensor and electromagnetic sensor, make sure of the safety around you and hold handset firmly; do not swing with excessive force.

Failure to do so may cause injury or other accident.



Prohibited

If Display breaks and substance in handset leaks, do not let it get on your skin (face, hands, etc.) or clothes.

May harm sight, skin, etc.

If substance in handset gets in eyes, mouth, etc. or on your skin or clothes, immediately rinse with clean water.

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



Prohibited

Do not dispose of handset with regular trash.

May cause fire, burns, injury, etc. May also adversely affect the environment. When handset is no longer needed, take it to a SoftBank shop, or follow the local regulations regarding handset collection.



Prohibited

If substance in Internal Battery leaks, do not let it get on your skin (face, hands, etc.) or clothes.

May harm sight, skin, etc.

If substance in handset gets in eyes, mouth, etc. or on your skin or clothes, immediately rinse with clean water.

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



Compulsory

Before using handset in a vehicle, check with the manufacturer or dealer of the vehicle on radio wave effects.

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.



Compulsory

For any skin abnormalities associated with handset use, discontinue use and consult a doctor immediately.

Handset use may cause itchiness, skin irritation, rashes, etc. depending on your physical condition.

For details on materials used for handset parts, see "[Materials \(Handset\)](#)."



Compulsory

Earpiece/Speaker, Speaker, and Camera use magnetic parts; check that nothing metal (cutter blades, staples, etc.) is adhering.

Metal strip on handset may cause injury, etc.



Compulsory

See Display in a sufficiently bright place at a reasonable distance.

Seeing in a dark place or at a close distance may deteriorate vision or cause other problems.

AC Adaptor (Optional Accessory), Wireless Charger (Sold Separately)

WARNING



Prohibited

Do not use AC Adaptor or Wireless Charger if the cord is damaged.

May cause fire, burns, electric shock, etc.



Prohibited

Do not touch AC Adaptor or Wireless Charger if thunder is audible.

May cause electric shock, etc.



Prohibited

Do not short-circuit charging terminals when AC Adaptor is plugged into the outlet. In addition, keep your hands and other body parts away from charging terminals.

May cause fire, burns, electric shock, etc.



Prohibited

Do not place a heavy object on top of AC Adaptor or Wireless Charger cord; do not apply excessive force by pulling, etc.

May cause fire, burns, electric shock, etc.



Prohibited

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

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



Prohibited

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

May cause ignition, overheating, electric shock, etc.



Prohibited

When AC Adaptor is connected to handset, do not apply excessive force to the connection.

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



Prohibited

Do not use wireless charger to charge anything that is wet due to contact with water or other fluids (beverages, sweat, seawater, pet urine, etc.).

Do not charge handset near water (in the bathroom, near a humidifier, etc.).

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



Do Not Use Wet Hands

Do not touch AC Adaptor cord, charging terminals, power plug, or Wireless Charger with wet hands.

May cause fire, burns, electric shock, etc.



Compulsory

Use at the specified power supply voltage.

When charging handset overseas, use AC Adaptor designed for overseas use.

Use at other power supply voltages may cause fire, burns, electric shock, etc.

AC Adaptor: AC 100 V (connect to a household AC outlet only)

AC Adaptor designed for overseas use: AC 100 V - 240 V (connect to a household AC outlet only)



Compulsory

Wipe off any dust on the power plug.

Using Charger when dust is on plug may cause fire, burns, electric shock, etc.



Compulsory

Plug AC Adaptor into the outlet firmly.

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



Compulsory

When unplugging from the outlet, grasp AC Adaptor and pull, without forcefully pulling cord.

Pulling the AC Adaptor cord may damage the cord, causing fire, burns, electric shock, etc.



Compulsory

If you are using an implanted pacemaker, implanted defibrillator, or other electronic medical device, consult a doctor fully before using wireless charger.

Radio waves may adversely affect operation of electronic medical devices.



Compulsory

When inserting/removing USB Type-C plug into/ from handset, insert/remove it straight into/ from Jack, without forcefully pulling cord.

Inserting/removing in an incorrect orientation may cause fire, burns, injury, electric shock, etc.



Compulsory

If charging terminals become bent or deformed, discontinue use immediately. In addition, do not use AC Adaptor by restoring the terminals to their original state.

May cause fire, burns, injury, electric shock, etc. due to short-circuiting of charging terminals.



Disconnect Power Source

When not using AC Adaptor, unplug it from the outlet.

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



Disconnect Power Source

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

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



Disconnect Power Source

Before cleaning, unplug AC Adaptor from the outlet.

Cleaning AC Adaptor without unplugging it may cause fire, burns, electric shock, etc.

⚠ CAUTION



Prohibited

Do not touch AC Adaptor for long periods when it is plugged into the outlet.

May cause burns, etc.

SIM Card

⚠ CAUTION



Compulsory

When handling SIM Card, be careful with cut edges so as not to damage your hands or other body parts.

Cut edges may be sharp and cause injury.

Quick Switch Adapter

WARNING



Prohibited

Do not short-circuit terminals while connected to handset. Do not touch terminals with hands, fingers or any part of body.

May cause fire, burns, electric shock, etc.



Prohibited

When connecting/disconnecting Quick Switch Adapter to/from handset, keep metal objects away.

May cause fire, burns, electric shock, etc.



Prohibited

Do not apply excessive force to terminals while Quick Switch Adapter is connected to handset.

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



Do Not Use Wet Hands

Do not touch Quick Switch Adapter with wet hands.

May cause fire, burns, electric shock, etc.



Compulsory

Wipe off any dust on terminals.

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



Compulsory

Insert Quick Switch Adapter into handset firmly.

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



Compulsory

If terminal is deformed or bent, discontinue use immediately. Also, do not use handset by restoring the deformed terminal.

Short circuit of the terminals may cause fire, burns, injury, or electric shock.

CAUTION



Prohibited

Do not touch Quick Switch Adapter continuously while it is plugged into handset.

May cause burns, etc.



Compulsory

For any skin abnormalities associated with handset use, discontinue use and consult a doctor immediately.

Handset use may cause itchiness, skin irritation, rashes, etc. depending on your physical condition.

For details on materials used for handset parts, see "[Materials \(Quick Switch Adapter\)](#)."

Handset Use & Electronic Medical Devices

WARNING



Compulsory

If you are using, or are likely to be around other persons using an implanted pacemaker, implanted defibrillator, or other electronic medical device, carry or use handset at least 15 cm away from where the device is.

Radio waves may adversely affect operation of electronic medical devices. In a situation where you may not be able to maintain a distance of at least 15 cm from other persons, such as when your movement is restricted, disable radio wave emission by activating Airplane mode, powering off handset, etc.



Compulsory

Before using an electronic medical device other than an implanted pacemaker or implanted defibrillator outside a medical institution (for home treatment, etc.), check with its manufacturer on radio wave effects.

Radio waves may adversely affect operation of electronic medical devices.



Compulsory

Regarding handset use in a medical institution, follow the instructions given by the medical institution.

Radio waves may adversely affect operation of electronic medical devices.

Important Product Information

General Use

- If your SIM Card or handset (with SIM Card inserted) is lost or stolen, suspend your service immediately. For details, contact [Customer Service](#).
- Handset transmissions may be disrupted inside buildings, tunnels or underground, or when moving into/out of such places; may affect calls.
- Use handset without disturbing others.
- Handsets are radios as stipulated by the Radio Law. Under the Radio Law, handsets must be submitted for inspection upon request.
- Handset use near landlines, TVs or radios may cause interference.
- Beware of eavesdropping.
Because this service is completely digital, the possibility of signal interception is greatly reduced. However, some transmissions may be overheard.
 - Eavesdropping
Deliberate/accidental interception of communications constitutes eavesdropping.
- Beware of harmful/malicious websites. Take added care when posting personal information.
- Handset uses an OEL display.
The same image shown continuously and at a high brightness setting may burn into Display. It is recommended that you lower Display brightness/shorten time until Display turns off (sleep). Colors on an OEL display may also appear differently when viewed at an angle.
- An export license may be required to carry handset into other countries if it is to be used by or transferred to another person. However, no such license is required when taking handset abroad for personal use on a vacation or business trip and then bringing it back.
Export control regulations in the United States provide that an export license granted by the US government is required to carry handset into Cuba, Iran, North Korea or Syria.
- Many different kinds of applications can be installed on handset from Google Play (provided by Google LLC). SoftBank Corp. is not responsible in any way for user-installed applications (quality, reliability, legality, fitness for a purpose, credibility, accuracy, etc.) or resulting malfunctions (viruses, etc.).
- Emergency Calls
 - Only VoLTE (LTE network) is available when connecting to corresponding agency in Japan.
 - Within Japan, SIM Card must be installed or eSIM must be enabled to make emergency calls (110, 119, 118).

Heat from Handset Use

- Depending on how or where used, interior of handset may become hot. Handset may then power off as a safety precaution.
Let handset cool before powering on handset.


Camera



- Mind etiquette when using Camera.
- Test Camera before shooting special moments.
- Do not use Camera in places where shooting is prohibited.
- Shot images may not be used/transferred without copyright holder (photographer) permission, except for personal use.

Urgent News (Application)

- When Urgent News is received, handset notifies user via message, alert, and by vibrating.
 - Urgent News is enabled by default (can also be disabled).
 - By default, Alert sounds at maximum volume even when Silent mode is set, and vibration is enabled regardless of Silent mode setting (can be changed).
- Alerts are not received during calls/transmissions or in poor signal conditions.
(Alerts can be received during voice calls over VoLTE.)
- Depending on usage/situation, handset may receive alerts for other areas or no alerts.
- SoftBank Corp. cannot be held liable for any damages associated with this service, including accidents resulting from received information, reception timing or reception failure.
- TLS (Transport Layer Security) Caution
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 DigiCert Japan G.K. and Cybertrust make no guarantees whatsoever to users regarding security of TLS.

Technical Regulations Conformity Certification

Handset conforms to technical regulations pursuant to the Radio Law and the Telecommunications Business Law. To check technical regulations conformity certification information (e.g., ):

In Home Screen,  (Settings)  [About phone](#) 

[Regulatory labels](#)

Voluntary Control of Radio Interference

Handset conforms to technical regulations pursuant to the Rules for Voluntary Control Measures of VCCI; the corresponding conformity mark is shown on electronic rating plate on handset. To check the electronic rating plate:

In Home Screen,  (Settings)  [About phone](#) 

[Regulatory labels](#)

Handset & Hardware Care


Handset & Hardware Care

- Use handset within 5°C - 35°C and 35% - 85% humidity.
For use in bathrooms, see "[Cautions for Use in a Bathroom](#)."
- Avoid extreme temperature or direct sunlight.
- Handset/Internal Battery may become warm during operation or while charging. This is normal.
- Warranty does not cover malfunctions resulting from misuse.
- Wipe clean with a dry, soft cloth (such as for eye glasses).
 - Wiping forcefully may scratch Display.
 - Allowing moisture or smudges to remain on Display may leave blemishes.
 - Wiping with alcohol, thinner, benzine, detergent, etc. may remove print or fade colors.
- Avoid scratching Display.
- Avoid heavy objects or excessive pressure. May cause malfunction or injury.
 - Do not sit or squat with handset in your pants or skirt pocket. Be careful in particular when wearing heavy clothing.
 - Do not place heavy objects on handset inside handbags, packs, etc.
- Handset back cover is not removable. Do not try to remove it; may cause damage or malfunction, or affect water and dust resistance.
- Connect only specified products to Jacks. Other devices may malfunction or cause damage.
- When walking outside, moderate handset volume to avoid accidents.
- If thunder is audible while outdoors, discontinue use; there is a risk of lightning strike or electric shock.
- When holding handset, do not block Earpiece/Speaker, Mic/Recorder Mic, Speaker, or Mic.
- Do not cover or place a sticker/label over Proximity Sensor; Display may remain off during calls, disabling handset operation.
- If your hair is between Earpiece and your ear during calls, Proximity Sensor may not function properly.
Display may remain on; touching Display accidentally may end the call.
- Do not cover Light Sensor or place a sticker/label over it; may hinder ambient light detection, resulting in malfunction of Light Sensor.
- Handset Earpiece is located at the center of Display upper end. If other party's voice is hard to hear during calls, hold handset so that Earpiece is next to your earhole for better audibility.

Display (Touchscreen)

- Touchscreen is designed to be touched lightly with fingers. Do not press Display strongly with fingers or press on it with sharp objects (fingernails, ballpoint pens, pins, etc.).
- Touchscreen may not respond even if touched in these situations. Operating the display as follows may cause it to malfunction:
 - Use with gloves*1
 - Use with long fingernails
 - Use with objects on/against Display
 - Use by sticking protective film or sticker, etc. on Display
 - Use while wet
 - Use when your fingers are wet or sweaty
 - Use underwater

*1 When using handset with gloves on, enable Improved touch sensitivity. To set:

In Home Screen, (Settings) → Display → Improved touch sensitivity ()

Quick Switch Adapter

- Keep Quick Switch Adapter free of water or other liquids (drinking water, sweat, sea water, pet urine, etc.) or a foreign object such as dust.
Quick Switch Adapter is not water and dust resistant. Do not use in high humidity (e.g., bathroom) or in rain, etc. With the adapter put on your body, the moisture from perspiration may corrode the inside and cause it to malfunction.
- Clean the terminals, etc. from time to time to maintain them in clean condition.
Use in a soiled condition may prevent normal use.
Avoid damaging terminal when cleaning.
- Do not drop or subject to impact. May cause malfunction or damage.
- Do not subject to strong impact. Do not deform the terminal. May cause malfunction.

Earphones-Microphone

Some earphones-microphones may not work properly.

Forcing Power Off

If handset has stopped processing or won't respond to operation, power off forcibly as follows.
Press and hold Power key and Volume Up key simultaneously for at least 8 seconds.

- Display goes out and handset powers off.

Bluetooth® Function

SoftBank Corp. is not liable for any damages resulting from data/information leakage due to use of handset Bluetooth® function.

· Frequency Band

The Bluetooth® function utilizes the 2.4 GHz frequency band. To check information and precautions regarding frequency bands:

In Home Screen, ⚙ (Settings) → About phone →

Regulatory labels

2.4FH/XX8

This radio station utilizes 2.4 GHz band.

FH: FH-SS modulation, with a maximum interference range of about 80 m.

XX: Other modulation, with a maximum interference range of about 80 m.

It is not possible for the radio station to avoid using the frequency band of a mobile unit identification apparatus.

■ Precautions

The frequency band utilized by handset Bluetooth® function is shared with industrial, scientific or medical equipment, including household microwave ovens, and used by radio stations, amateur radio stations, etc. (hereafter "other radio stations").

1. Before using Bluetooth®, visually check that no other radio stations sharing the same frequency band are in use nearby.
2. Should interference occur between handset and other radio stations, move it to a different location or cancel Bluetooth® function immediately.
3. For additional information and support, contact [Customer Service](#).

Wi-Fi (Wireless LAN)

Wireless LAN (hereafter "Wi-Fi") uses radio waves to enable communication between compatible devices within range. However, it is advisable for the user to configure security settings to avoid risk of data interception.

- Do not use Wi-Fi near electrical appliances, audiovisual equipment or office automation equipment; may affect Wi-Fi transmission speed, availability, clarity, etc. (Especially when a microwave oven is in use.)
- If there are multiple access points nearby, handset may not detect access points correctly.

· Frequency Band

Wi-Fi utilizes 2.4 GHz, 5 GHz bands, and 6 GHz frequency bands.

To check information and precautions regarding frequency bands:

In Home Screen, ⚙ (Settings) → About phone →

Regulatory labels

2.4DS/OF4

This radio station utilizes 2.4 GHz band.

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

Handset supports Wi-Fi channels 1 - 13 in 2.4 GHz band.

Handset does not connect to access points set to other channels.

· Cautions on Using 2.4 GHz band

The frequency band utilized by handset Wi-Fi is shared with industrial, scientific or medical equipment, including household microwave ovens, and used by radio stations, amateur radio stations, etc. (hereafter "other radio stations").

1. Before using Wi-Fi, visually check that no other radio stations sharing the same frequency band are in use nearby.
2. Should interference occur between handset and other radio stations, move it to a different location or disable Wi-Fi immediately.
3. For additional information and support, contact [Customer Service](#).

· Cautions on Using 5 GHz band

Three bands are available within 5 GHz frequency band: 5.2 GHz, 5.3 GHz, and 5.6 GHz (W52, W53, and W56).

- W52 (5.2 GHz band; channels 36, 40, 44, 48)
- W53 (5.3 GHz band; channels 52, 56, 60, 64)

- W56 (5.6 GHz band; channels 100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144)

Use of 5.2 GHz or 5.3 GHz band wireless LAN for outdoor communication is prohibited by law (excluding communication with the access points and relay stations of high-output data communications systems operating in the 5.2 GHz band).

Although 5.8 GHz band wireless LAN (W58/149, 153, 157, 161, 165 ch) is also available in the 5 GHz frequency band, you cannot use in Japan under the law.

- Cautions on Using 6GHz band

Handset can use 6L; 5925-6425 MHz in the 6 GHz wireless LAN frequency band.

(6L; 1, 5, 9, 13, 17, 21, 25, 29, 33, 37, 41, 45, 49, 53, 57, 61, 65, 69, 73, 77, 81, 85, 89, 93 ch)

- In IEEE 802.11 wireless LAN, only IEEE 802.11ax/be supports 6GHz band.

The 6 GHz transmit power class supports LPI (Low Power Indoor) and VLP (Very Low Power).

Use of 6 GHz band wireless LAN operating in LPI mode for outdoor communication is prohibited by law.

However, it can be used for 6GHz tethering (VLP mode) or when connecting to AP in VLP mode.

· Cautions on Simultaneous Use with Bluetooth® function
Wi-Fi (IEEE 802.11b/g/n/ax/be) and Bluetooth® function transmit on the 2.4 GHz band. Enabling handset Bluetooth® function or using Bluetooth® devices near handset may affect Wi-Fi transmission speed, availability and clarity. Should interference occur, cancel handset Bluetooth® function or discontinue Bluetooth® device use.

- Available channels vary by country.
- For use of Wi-Fi aboard aircraft, check with airline beforehand.
- In some countries/regions, there are restrictions on the use of Wi-Fi. Check the local laws and regulations before using Wi-Fi on handset abroad.

FeliCa and NFC Reader/Writer



- FeliCa and NFC Reader/Writer of handset is designated as inductive reading-and-writing communication equipment under the Radio Law.
- It uses the 13.56 MHz frequency band. If other FeliCa and NFC reader/writers are used nearby, keep an adequate distance from them.

Also, make sure that other radio wireless stations using the same frequency bands are not nearby.

- Before using aboard an aircraft, check with the airline beforehand. Use may be restricted depending on the country.

Be sure to check laws and other conditions of the country/region.

- Designation can be checked as follows.

In Home Screen,  (Settings)  About phone 

Regulatory labels

General Notes

"A504SH" here refers to this mobile phone "AQUOS R9 pro."

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, which is applicable to all persons, and the right to publicity, which protects the interests of celebrities. Therefore, photographing others including celebrities and publicizing/distributing their photographs without permission is illegal; use Camera responsively.

Copyrights


Copyright laws protect sounds, images, computer programs, databases, other materials and copyright holders. Duplicated material is limited to private use only. Use of materials beyond this limit or without copyright holder permission may constitute copyright infringement, and be subject to criminal punishment. Comply with copyright laws when using images shot with Camera.

The software contained in handset is copyrighted material; copyright, moral right and other related rights are protected by copyright laws. Do not copy, modify, alter, disassemble, decompile or reverse-engineer the software; do not separate it from hardware in whole or part.

Open Source Software

- Handset contains software based on GNU General Public License (GPL), GNU Lesser General Public License (LGPL), and other licenses.

To check details of relevant software licenses:

In Home Screen,  (Settings)  About phone  Legal information  Third-party licenses

- The source code of software based on GPL, LGPL, and Mozilla Public License (MPL) is provided on the following website free of charge.

<https://k-tai.sharp.co.jp/support/developers/oss/>
(Japanese)

Regulatory Information

In some countries/regions including Europe*1, there are restrictions on the use of 5/6GHz WLAN that may limit the use to indoors only.

Please check the local laws and regulations beforehand.

*1 Belgium [BE], Bulgaria [BG], Czech Republic [CZ], Denmark [DK], Germany [DE], Estonia [EE], Ireland [IE], Greece [EL], Spain [ES], France [FR], Croatia [HR], Italy [IT], Cyprus [CY], Latvia [LV], Lithuania [LT], Luxembourg [LU], Hungary [HU], Malta [MT], Netherlands [NL], Austria [AT], Poland [PL], Portugal [PT], Romania [RO], Slovenia [SI], Slovakia [SK], Finland [FI], Sweden [SE], United Kingdom (Northern Ireland) [UK(NI)], Switzerland [CH], Liechtenstein [LI], Iceland [IS] and Norway [NO].

Norway: Use of this radio equipment is not allowed in the geographical area within a radius of 20 km from the centre of Ny-Alesund, Svalbard.

Hereby, SHARP CORPORATION declares that the radio equipment type A504SH 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://jp.sharp/k-tai/>

Manufacturer's Address:

SHARP CORPORATION,
1 Takumi-cho, Sakai-ku, Sakai-shi,
Osaka 590-8522, Japan

Frequency Range of Supported Bands in EU

Item	Description
GSM 900	Tx 880.2 to 914.8 MHz Rx 925.2 to 959.8 MHz
DCS 1800	Tx 1710.2 to 1784.8 MHz Rx 1805.2 to 1879.8 MHz
WCDMA FDD I	Tx 1922.4 to 1977.6 MHz Rx 2112.4 to 2167.6 MHz
WCDMA FDD VIII	Tx 882.4 to 912.6 MHz Rx 927.4 to 957.6 MHz
LTE Band 1	Tx 1922.5 to 1977.5 MHz Rx 2112.5 to 2167.5 MHz
LTE Band 3	Tx 1710.7 to 1784.3 MHz Rx 1805.7 to 1879.3 MHz
LTE Band 7	Tx 2502.5 to 2567.5 MHz Rx 2622.5 to 2687.5 MHz
LTE Band 8	Tx 880.7 to 914.3 MHz Rx 925.7 to 959.3 MHz
LTE Band 20	Tx 834.5 to 859.5 MHz Rx 793.5 to 818.5 MHz
LTE Band 28	Tx 704.5 to 746.5 MHz Rx 759.5 to 801.5 MHz
LTE Band 38	Tx 2572.5 to 2617.5 MHz Rx 2572.5 to 2617.5 MHz
LTE Band 40	Tx 2302.5 to 2397.5 MHz Rx 2302.5 to 2397.5 MHz
n1	Tx 1920 to 1980 MHz Rx 2110 to 2170 MHz
n3	Tx 1710 to 1785 MHz Rx 1805 to 1880 MHz
n28	Tx 703 to 748 MHz Rx 758 to 803 MHz
n40	Tx/Rx 2300 to 2400 MHz
n78	Tx/Rx 3300 to 3800 MHz
Bluetooth	Tx 2402 to 2480 MHz Rx 2402 to 2480 MHz
WLAN 2.4 GHz	Tx/Rx 2412 to 2472 MHz (BW:20 MHz) Tx/Rx 2422 to 2462 MHz (BW:40 MHz)
WLAN 5 GHz	W52 (U-NII 1): Tx/Rx 5180 to 5240 MHz (BW:20 MHz) Tx/Rx 5190 to 5230 MHz (BW:40 MHz) Tx/Rx 5210 MHz (BW:80 MHz) W53 (U-NII 2A): Tx/Rx 5260 to 5320 MHz (BW:20 MHz) Tx/Rx 5270 to 5310 MHz (BW:40 MHz) Tx/Rx 5290 MHz (BW:80 MHz) W52/W53: Tx/Rx 5250 MHz (BW:160 MHz) W56 (U-NII 2C): Tx/Rx 5500 to 5700 MHz (BW:20 MHz) Tx/Rx 5510 to 5670 MHz (BW:40 MHz) Tx/Rx 5530 to 5610 MHz (BW:80 MHz) Tx/Rx 5570 MHz (BW:160 MHz)

WLAN 6GHz	6L (U-NII 5):
	Tx/Rx 5955 to 6415 MHz (BW:20 MHz)
	Tx/Rx 5965 to 6405 MHz (BW:40 MHz)
	Tx/Rx 5985 to 6385 MHz (BW:80 MHz)
	Tx/Rx 6025 to 6345 MHz (BW:160 MHz)
	Tx/Rx 6105 to 6265 MHz (BW:320 MHz)
NFC	Tx/Rx 13.56 MHz
UWB	7.9872 GHz
GNSS	GPS:Rx L1 (1575.42 MHz)
	GLONASS:Rx G1 (1598.0625 to 1605.375 MHz)
	Galileo:Rx E1 (1575.42 MHz)
	BeiDou:Rx B1I (1561.098 MHz)
	BEIDOU:Rx B1C (1575.42 MHz)
	GPS:Rx L5 (1176.450 MHz)
	Galileo:Rx E5a (1176.450 MHz)
	BEIDOU:Rx B2a (1176.450 MHz)

Maximum Transmit Power

Item	Description
GSM 900	+33 dBm (Power Class4)
DCS 1800	+30 dBm (Power Class1)
WCDMA FDD I	+24 dBm (Power Class3)
WCDMA FDD VIII	+24 dBm (Power Class3)
LTE Band 1	+23 dBm (Power Class3)
LTE Band 3	+23 dBm (Power Class3)
LTE Band 7	+23 dBm (Power Class3)
LTE Band 8	+23 dBm (Power Class3)
LTE Band 20	+23 dBm (Power Class3)
LTE Band 28	+23 dBm (Power Class3)
LTE Band 38	+23 dBm (Power Class3)
LTE Band 40	+23 dBm (Power Class3)
n1	+23 dBm (Power Class3)
n3	+23 dBm (Power Class3)
n28	+23 dBm (Power Class3)
n40	+23 dBm (Power Class3)
n78	+23 dBm (Power Class3)
Bluetooth	+17.0 dBm (Power Class1)
WLAN 2.4 GHz	+15.0 dBm
WLAN 5 GHz	+14.2 dBm
WLAN 6GHz	+14.2 dBm
NFC	0 dBμA/m at 10m
UWB	-41.3 dBm/MHz

Battery Cautions

Use specified Charger only.

Non-specified equipment use may cause Internal Battery to leak, overheat, burst or ignite, and may cause Charger to overheat, ignite, malfunction, etc.

Battery is built into handset. Do not dispose of handset with ordinary refuse; take it to a SoftBank Shop for appropriate disposal.

Charge handset in ambient temperature 5°C - 35°C; Internal Battery may leak/overheat and performance may deteriorate outside this range.

Mobile Light

Do not shine Mobile Light in eyes.

May temporarily affect eyesight or startle, leading to accidents.

Volume Level Caution

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



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 not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

■FCC Information to User

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation; if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient/relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.
 - A. The use of antennas mounted on outdoor structures, e.g., antennas mounted on the outside of a building or on a telephone pole, or any fixed outdoors infrastructure is prohibited. Antennas may be mounted only on the hand held UWB device.
 - B. UWB devices may not be employed for the operation of toys. Operation onboard an aircraft, a ship or a satellite is prohibited.
 - C. This device is approved under Part 15.519 for handheld use only.

RF Exposure Information of This Product

【A504SH】 here refers to this mobile phone 【AQUOS R9 pro】.

RF Exposure Information of This Product (for Japan)

This mobile phone 【A504SH】 complies with the Japanese technical regulations on human exposure to radio frequency (RF) electromagnetic energy.

This mobile phone is designed in observance of the Japanese technical regulations regarding human exposure to radio waves (*1). These technical regulations are consistent with the limits of human exposure to radio waves established by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is in collaboration with the World Health Organization (WHO), and the International Committee on Electromagnetic Safety (ICES) in IEEE. The permissive limits include substantial safety margins designed to assure the safety of all persons, regardless of age and health.

The technical regulations set out limits of exposure to radio waves as the SAR (Specific Absorption Rate, for up to 6GHz) and the PD (Power Density, for above 6GHz), and the limits for the SAR and the PD for mobile phones are 2.0 W/kg and 2 mW/cm², respectively. If a mobile phone supports simultaneous transmission of the frequency bands which should be evaluated in the SAR and PD, the technical regulations require that the Total Exposure Ratio (TER) should be used to indicate its compliance. The TER of less than or equal to 1 indicates the mobile phone satisfies the limits.

The TER for this mobile phone when tested for use near head is 0.962, and that when worn on the body is 0.474 (*2, *3). There may be slight differences of the SAR and PD values in individual product, but they all satisfy the limits. The actual SAR and PD 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 required to access the mobile network(s).

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."

For more information about RF exposure information, see the following websites:

Ministry of Internal Affairs and Communications (MIC)
<https://www.tele.soumu.go.jp/e/sys/ele/body/index.htm>
 Association of Radio Industries and Businesses (ARIB)
<https://www.arib-emf.org/01denpa/denpa02-02.html>
 (Japanese)

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 the Article 14-2 of the Ministry Ordinance Regulating Radio Equipment.

*2 Including other radio systems that can be simultaneously used with 5G/LTE.

*3 The values of SAR and PD that the TER values are calculated are as follows: For temporal region (near ear), SAR: 0.938 W/kg, PD: 0.986 mW/cm²; For body-worn, SAR: 0.440 W/kg, PD: 0.507 mW/cm².

European RF Exposure Information

This mobile phone 【A504SH】 is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by the international guidelines. The guidelines were developed by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) and include safety margins designed to assure the protection of all persons, regardless of age and health conditions. The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile phones is 2.0 W/kg. The highest SAR value for this mobile phone when tested for use near head is 0.72 W/kg, and that when worn on the body at the separation distance of 0.5 cm from the body is 0.87 W/kg (*4). 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.

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

Simplified Declaration of Conformity for 【A504SH】
Hereby, SHARP CORPORATION declares that the radio equipment type 【A504SH】 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://jp.sharp/k-tai/>.

FCC RF Exposure Information

This mobile phone 【A504SH】 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 0.68 W/kg, and that when worn on the body as shown below is 0.64 W/kg.

Body-worn Operation: This mobile phone was tested for typical body-worn operations with the separation distance of 1.0 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain the above separation distance between the user's body and the mobile phone. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with the FCC RF exposure requirements and should be avoided. When using the Battery Share of device, this device should be operated with a minimum distance of 20 cm between the device and your body.

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 APYHRO00333 in the FCC ID Search webpage: <https://www.fcc.gov/oet/ea/fccid>.

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

FCC ID Location

The device is electronically labeled and the FCC ID can be displayed from Home Screen as follows: In Home Screen, (Settings) → About phone → Regulatory labels .

Water & Dust Resistance

Handset Water & Dust Resistance

Handset has IPX5¹-, IPX8²-equivalent water protection and IP6X³-equivalent dust protection with Card Tray closed firmly leaving no gap between handset and Card Tray.

1 IPX5 compliant means that a handset continues to function as a phone after being subjected to a water jet (approximately 12.5 liters/min.) discharged from a nozzle (inner diameter:6.3 mm), from all directions (approximately 3 m from handset) for at least 3 minutes.

2 IPX8 compliant means that a handset continues to function as a phone after being gently submerged in tap water at room temperature and a depth of 1.5 m in still water, and taken out after approximately 30 minutes.

3 IP6X compliant means that a handset continues to function as a phone and its safety is maintained after being agitated in a device containing dust of 75 µm or smaller in diameter for 8 hours and then removed from the device.

- Water and dust resistance may be affected under some circumstances. Warranty does not cover malfunctions resulting from misuse.
- Handset is compliant with IPX5 and IPX8 water protection standards as well as IP6X dust protection standard. However, ingress of dirt, sand, mud, metal powder, food, beverage, sea water, etc. may cause malfunction.





■ Handset Care

- Close Card Tray firmly leaving no gap between handset and Card Tray. Any debris (single hair, grain of sand, minute fiber, etc.) trapped between gasket and contacting surface may allow ingress of water/dust.
- If handset is exposed to liquids with Card Tray open, they may enter handset and cause electric shock or malfunction. Discontinue use and power off.
- If handset is wet, wipe it with a dry cloth.
- Never open/close Card Tray with wet hands or while handset is wet or has a foreign object adhered to it.
- Do not use External Connection Jack while it is wet or obstructed by sand/dirt; may affect water and dust resistance or may cause malfunction, burns or fire due to electric shock, short-circuiting, etc.
- Handset is only water resistant against fresh/tap water between 5°C - 35°C.

Precautions

- Do not subject handset to soap, detergent, bath powder/oil, sea/pool/spa water, hot water, etc.
- Rinse off sea/pool water, beverage, dirt, sand, mud, etc. immediately with fresh/tap water between 5°C - 35°C; residue may cause malfunction if allowed to dry.
- Do not soak handset in bath or pool; never use it in water (including key operation).
- Handset is not resistant to water pressure. Avoid high-pressure water/shower (over 6 liters/min.) and water immersion.
- Do not expose handset to high humidity for long periods; avoid prolonged use in bath/shower rooms.
- Volume may be low when an opening such as Earpiece/Speaker, Mic/Recorder Mic, Speaker, or Mic is wet; dry handset before use (see "Drying Handset").
- AC Adaptor and other optional accessories are not waterproof or dustproof. Do not use in high humidity or where exposed to water (e.g., outdoors, in bathrooms, at sinks, etc.). May cause fire, electric shock, or malfunction.
- Do not subject handset to strong impact (e.g., from a fall); do not poke Earpiece/Speaker, Mic/Recorder Mic, Speaker, or Mic, etc. with a sharp object; may affect water and dust resistance.
- Avoid placing handset directly on sand. Sand may penetrate Earpiece/Speaker, Mic/Recorder Mic, Speaker, or Mic, etc., resulting in low volume.
- To prevent condensation, warm handset to room temperature before bringing it from a cold place into a warm place such as a bathroom. If condensation occurs, leave handset at room temperature until it is dry.
- Handset does not float on water.
- Keep handset out of heavy rain.

Cautions for Use in a Bathroom

- Do not let handset get wet with liquids other than tap water at room temperature (spa water, soapy water, detergent solutions, bubble bath water, etc.); do not submerge it in a bathtub.
May cause malfunction.
If handset gets exposed to liquids other than tap water or falls in a bathtub, wash it, remove moisture and let handset dry naturally in the way specified in "[Washing Handset](#)" and "[Drying Handset](#)."
- Use handset at 5°C - 40°C with humidity of 99% or less, for up to 2 hours.
Note that this does not guarantee continuous operation of all functions.
- After exposing handset to water, be sure to remove moisture and let it dry naturally in the way specified in "[Drying Handset](#)."
Let handset dry naturally after using it in a bathroom or when condensation occurs inside Camera lens, etc.
- Be careful not to splash hot water on handset.
- Extreme temperature changes may cause condensation.
Wait until handset reaches room temperature before bringing it from a cold place into a warm bathroom.
In addition, do not splash cold water on handset when it is warm in a bathroom.
May cause malfunction.
- Never charge handset in a bathroom.
- Depending on the layout and condition of a bathroom, handset may not receive a signal (call functions and data communication may be unavailable).
- If operated with wet hands, handset may not respond or may malfunction.
- Do not use in a bath room with earphones or other external device connected.
- Disable Improved touch sensitivity beforehand as follows.
In Home Screen,  (Settings)  Display  Improved touch sensitivity ()

Charging Cautions

- Never connect a USB Type-C plug while handset or AC Adaptor is wet.
Handset is water resistant; however, if a USB Type-C plug is inserted while it is wet, liquid (tap water, beverage, sea water, pet urine, etc.) or a foreign object adhered to handset or a USB Type-C plug may cause overheating, burnout, fire, malfunction, burns, etc. due to electric shock, short-circuiting, etc.
- Do not use AC Adaptor where water is regularly in use (kitchens, bathrooms, shower rooms, etc.); may cause fire or electric shock.

Care & Maintenance

- Proper care of Card Tray gasket is crucial for continued handset water and dust resistance. Observe the following:
 - Do not remove or damage gasket.
Keep it clean.
 - If Card Tray is damaged or deformed, contact a SoftBank Shop.
- Do not insert a sharp object into Card Tray gap or External Connection Jack.
- To maintain water and dust resistance, it is recommended to replace Card Tray every 2 years regardless of its condition. Customer-requested Card Tray replacement incurs fees and requires handset submission. For details, contact a SoftBank Shop or [Customer Service](#).

Washing Handset

Wipe off dirt, sand, beverage, etc., gently with a cloth. Then hold handset approximately 10 cm below faucet or shower head and wash with low-pressure tap water (6 liters/min. or lower) at room temperature (5°C - 35°C). Wash with your hands, holding Card Tray so it makes no gap with handset; do not use a brush or sponge. Dry handset before use; after drying it well, power on.

- Before washing handset, make sure that Card Tray is closed firmly leaving no gap between handset and Card Tray.
- Do not use a washing machine or ultrasonic cleaner.
- External Connection Jack tends to accumulate dust, sand, etc.; rinse and dry them completely before use. Any residue may cause malfunction, burns or fire.
- Do not put a cotton swab, cloth, etc. into External Connection Jack; may affect water resistance, causing malfunction.

Drying Handset

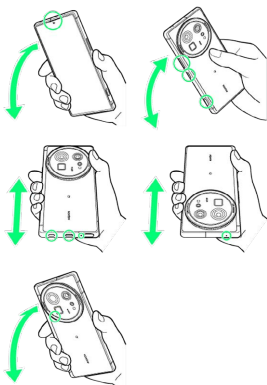
After exposing handset to water, be sure to dry Earpiece/ Speaker, Volume Keys, Power Key, Shutter Key, Speaker, External Connection Jack, Mic/Recorder Mic, Mic, and Camera panel (ring part).

1

Wipe handset surface with dry cloth

2

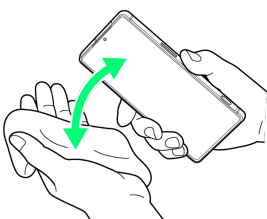
Holding handset firmly by its sides, shake it about 20 times



· When shaking handset, hold it firmly so as not to drop it.

3

Pat against dry cloth to remove moisture from openings and grooves



· Water may be trapped in openings; pat against a dry cloth to remove it.

4

Leave handset on dry cloth for approximately 2 - 3 hours at room temperature

 Handset is dried.

Cautions

When Removing Moisture

Do not put a cotton swab, cloth, etc. into openings; may affect water and dust resistance.

After Drying Procedure

Do not use handset in wet conditions.

- Calls may fail, or moisture may transfer to clothes, bag, etc.
- Moisture may short-circuit External Connection Jack or other parts.
- Exposure to cold may freeze moisture and cause malfunction.

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AQUOS R9 pro User Guide

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Visit [SoftBank Shop](#) for assistance

Model : AQUOS R9 pro
Manufacturer : SHARP CORPORATION