

Be sure to read before using

Quick Start

SAMSUNG Galaxy Z Flip7

取扱説明書 (User Guide) (Japanese)
Detailed operating instructions can be checked with this handset, or with a computer.
From handset
Select "Online Manual" which is registered in browser's bookmarks.
From computer
<https://www.softbank.jp/mobile/support/product/samsung-galaxy-z-flip7/> (Japanese)

List of Bundled Items

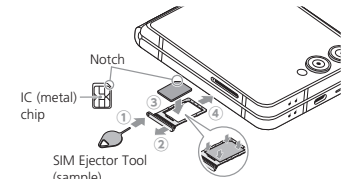
- Handset
- フイックスタート(Quick Start) (Japanese)
- SIM Ejector Tool (sample)
- USB Cable (C to C) (sample)

- USB Cable (C to C) (sample) is capable of charging up to 3A.
- The information in this manual may differ from the actual handset screen due to software upgrades, service changes or terminations, and so on. Additionally, the content of this manual is subject to change without notice.
- The illustrations of handset and samples used in this manual are for illustrative purposes. They may differ from the actual products.

Before Using

When using handset for the first time, insert the nanoSIM Card and then turn on the power.

Inserting nanoSIM Card



Downloading eSIM

An eSIM can be used with handset. For details on how to download an eSIM, see the "取扱説明書 (User Guide)" (Japanese).

- 16 Rear Camera^{*4}
- 17 Cover Display (Touchscreen)^{*4}
- 18 Wireless Charging Area: When charging wirelessly, please align compatible devices or wireless charger with this area.
- 19 NFC/Osaifu-Keitai[®] Holding Area^{*10}: When using NFC/Osaifu-Keitai[®], hold this area over the reader.
- 20 Flash/Light
- *1 Be careful not to obstruct with your fingers or other objects. Doing so may cause the related functions to not work normally. Additionally, do not accidentally insert the SIM Ejector Tool (sample) or similar objects into these holes as this may cause damage.
- *2 Handset has built-in magnets. Implanted pacemakers or defibrillators, and other electronic medical equipment may be adversely affected by these magnets. If you are using any such electronic medical equipment, carry or use handset at least 15 cm away from where the device is. In particular, be careful not to put handset into your jacket pocket. If your electronic medical equipment is affected, discontinue use of handset and consult your physician or the manufacturer of your electronic medical equipment.
- *3 Keep handset away from objects that may be affected by magnetism. Not doing so might result in loss of recorded information on credit cards, bankbooks, access cards, parking tickets, and so on.
- *4 Earpiece and Speaker are combined.
- *5 Do not push or press hard with fingernails or other sharp objects. Doing so may cause scratches or dents.
- *6 Do not cover with stickers or other objects. Doing so may cause functions to not work normally.
- *7 Protective film (consumable part) is already attached. There is a fold in the center of handset, but this is normal.
- *8 Do not put any films or stickers with adhesives on the display.
- *9 The Osaifu-Keitai[®] symbol (📲) is not printed on handset. When using, hold this area over the reader/writer.
- *10

Power ON

1 Press and hold (Side Button)/Fingerprint Sensor for 2 seconds or more.

2 Flick (swipe) in any direction to unlock the screen.

(Side Button) /Fingerprint Sensor

• After pressing and holding, Lock Screen appears.

Don't

Handset Back Cover cannot be removed. Do not try to remove it. 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.

Do

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

Don't

Do not drop, stomp on, throw or subject to excessive force or strong impacts/vibrations.
May cause fire, burns, injury, electric shock, etc.

Don't

Keep conductive materials (anything metal, pencil lead, etc.) away from charging terminals and External Connection Port. Do not let dust, sand, etc. enter them.
May cause fire, burns, injury, electric shock, etc.

Don't

Do not stick metallic items (such as stickers, straps or tools that contain metal) on or between the wireless charger (commercially available) and handset.
May cause fire, burns, injury, etc.

Do

When charging with a wireless charger (commercially available), remove any cover that is on handset.
Failure to charge arising from material and thickness of the cover or foreign objects, such as dust caught between handset and the cover may cause fire, burns or injury.

Do

Turn handset off near high-precision electronic control equipment or electronic equipment using low-power signals.
Radio waves may cause electronic devices to malfunction or may adversely affect the operation.
*Examples of electronic equipment to avoid
Hearing aids, implanted pacemakers or defibrillators, other electronic medical equipment, and other automatic control equipment. 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.

Do

If charging continues even after specified charging time, stop charging.
Failure to do so may cause fire, burns, injury, etc. due to overcharging or for other reasons.

Do

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.

Do

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.

Do

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

Caution

Don't

Do not use if broken.
May cause fire, burns, injury, etc.

Don't

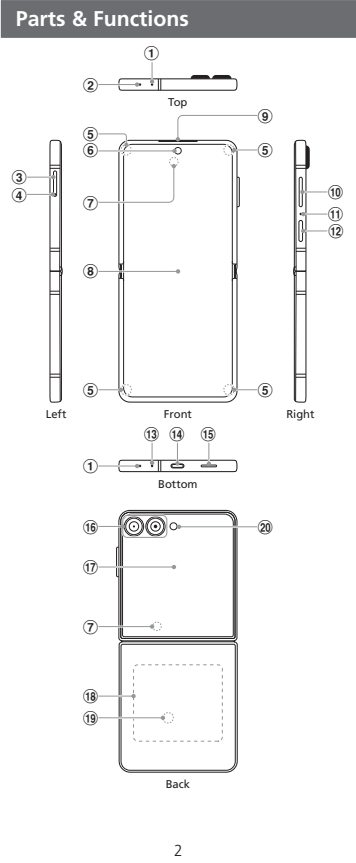
Do not leave handset on unstable or sloping surfaces. Be careful especially while handset is set to vibrate.
Handset or related hardware may fall, resulting in injury, etc.

Don't

Do not use or store in a location that is subject to excessive dust, high humidity, or high temperatures.
Doing so may cause fire, burns, or electric shock, etc. For details on water resistance, see the "取扱説明書 (User Guide)" (Japanese).

Don't

For use by a child, explain instructions and supervise use.
May cause accidental swallowing, injury, electric shock, etc.



Safety Precautions

■ Before using handset, read these "Safety Precautions" carefully to use it properly. After reading this manual, store it in a safe place for future reference.

■ These precautions are intended to protect you and others around you. Read and follow them carefully to avoid injury, damage to handset or damage to property.

■ The symbols below differentiate between the levels of danger that can occur if handset is not used within the specified guidelines.

Danger	This symbol indicates that incorrect handling has a high possibility of causing death or serious injury ^{(*)1} .
Warning	This symbol indicates that incorrect handling poses a risk of causing death or serious injury ^{(*)1} .
Caution	This symbol indicates that incorrect handling poses a risk of causing slight injury ^{(*)2} or damage ^{(*)3} to handset or property.

*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 outpatient treatment.

*2 Slight injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term outpatient treatment.

*3 Damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

■ Descriptions of Prohibitory/Compulsory Pictograms

Prohibited actions	Use with wet hands prohibited
Disassembly prohibited	Compulsory actions
Unplug from outlet	

- Back Cover cannot be removed. Attempting to remove Back Cover with excessive force may cause damage or malfunction.
- Handset's battery is built into the device and you cannot replace it yourself.
- For details of handset's antenna position, see the "取扱説明書 (User Guide)" (Japanese).
- Do not attempt to fold handset in the opposite direction. Doing so may cause damage.
- Do not press on Main Display/Cover Display or Front Camera lens with pointed objects such as pen nibs or fingernails.
- Do not apply excessive pressure to the folds of Main Display. Doing so may damage Main Display.
- Do not let foreign objects (cards, coins, keys, etc.) get caught inside handset when closing it. Doing so may damage Main Display.
- The protective film on Main Display is there to prevent display damage, so do not remove it. If removed, handset might have to be repaired at a cost to the customer when the film is reattached. Additionally, do not put other films or stickers on the display. Doing so may damage the display.
- Use handset in a location where it will not be affected by magnetism.

- 1 Air Vent^{*1}
- 2 Mouthpiece/Microphone (top)^{*1}
- 3 nanoSIM Card Tray
- 4 nanoSIM Card Tray Insertion Hole
- 5 Magnetic Areas^{*2, *3}
- 6 Front Camera^{*4}
- 7 Proximity/Light Sensor^{*5}
- 8 Main Display (Touchscreen)^{*4, *6, *7, *8}
- 9 Earpiece/Speaker^{*1, *9}
- 10 Volume Up Button/Volume Down Button
- 11 Microphone (side)^{*1}
- 12 Side Button/Fingerprint Sensor^{*5}
- 13 Mouthpiece/Microphone (bottom)^{*1}
- 14 USB Type-C Port (for connecting external devices)
- 15 Speaker^{*1}
- 3

Common to Handset, Internal Battery, Charging Device (Commercially Available), nanoSIM Card, and Wireless Charger (Commercially Available)

Danger

Don't

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.

Don't

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.

Don't

Keep charging terminals and External Connection Port free of water or other liquids (drinking water, sweat, seawater, 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 the "取扱説明書 (User Guide)" (Japanese).

Don't

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 when handset is in your pants or skirt pocket.
• Getting handset caught in a door or car door when it is in your shirt pocket.
• Sitting or stepping on handset when it is on a sofa, bed, blankets, or other soft items, or on the floor.
• Tucked into a seat on a train, bus, etc.

Don't

Do not disassemble or modify.
May cause fire, burns, injury, electric shock, etc.

Don't

Do not try to remove Internal Battery from handset.
May cause fire, burns, injury, etc.

Don't

Do not leave handset within the reach of small children or pets.
Please be especially careful about the storage place of small parts, such as nanoSIM Card Tray and SIM Ejector Tool (sample).
May cause accidental swallowing, injury, electric shock, etc.

Do

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 specified charging device (commercially available) may become hot after continued use of apps, call features, data communication and video viewing features, 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

Don't

Do not throw it into a fire or apply heat to it.
May cause fire, burns, injury, etc.

Don't

Do not pierce it 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.

Do

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

Don't

Do not illuminate or flash the light close to a person's eyes. Maintain a safe distance, especially away from small children.
Not doing so may cause blurred vision, etc. Also, you may get dazzled or surprised and cause an accident.

Don't

Do not stare at Display for a long period when it is flickering.
May cause spasms, loss of consciousness, etc.

Don't

Do not let water or other liquids (drinking water, sweat, seawater, pet urine, etc.) or a foreign object such as anything metal, (cutting blades, staples, etc.) and flammable material, etc. enter nanoSIM Card Slot.
In addition, insert nanoSIM Card into the correct opening in the correct orientation.
May cause fire, burns, injury, electric shock, etc.

Don't

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.

Do

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.

Do

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.

Do

When you are on a hands-free call, while ringtone is playing loudly, when in standby, etc., be sure to keep handset at a safe distance away 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 hands-free call, handset emits sound loudly. Even in standby, the ringtone or alarm may ring suddenly. Listening to loud sounds continuously for a long time may cause hearing impairment or other damage to your ears. In addition, not being able to hear surroundings may cause an accident.

Do

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.

- 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.
- If Display, rear cover 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.
- Should the substance inside Internal Battery leak or emit a strange smell, immediately stop use and move it away from fire.**
Leaked fluid may catch fire, causing the battery to ignite, burst, etc.
- Do not let your pet bite handset.**
May cause Internal Battery to ignite, burst, overheat, or leak, causing fire, burns, injury, etc.

Caution

When using the motion sensor, stay alert to your surroundings, hold handset firmly, and do not swing it excessively.
Failure to do so may cause injury or other accident.

If Display breaks and substance in handset leaks out, 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 out and consult a doctor immediately.

Do not dispose of handset with regular trash.
May cause fire, burns, injury, etc. Additionally, it may also cause environmental destruction. When handset is no longer needed, take it to a SoftBank shop, or follow the local regulations regarding handset collection.

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

Before cleaning, unplug AC Charger from the outlet.
Cleaning AC Charger without unplugging it may cause fire, burns, electric shock, etc.

Caution

Do not hold onto the specified charging device (commercially available) for long periods when it is plugged into the outlet.
May cause burns, etc.

nanoSIM Card

Caution

When handling nanoSIM Card, be careful of the cut surfaces so that body parts such as your fingers do not get injured.
Cut edges may be sharp and cause injury.

Usage Near Medical Equipment and in Medical Institutions

Warning

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

When electronic medical equipment other than implanted pacemakers or defibrillators are in use outside of medical facilities (such as in home care settings), check with the device manufacturer to determine how the device is affected by electrical signals.
Radio waves may adversely affect the operations of electronic medical devices.

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Passcodes

A personal identification number (PIN) for the switchboard is required when using handset. This is the 4-digit PIN that you used when you signed up for the service and is required when operating optional services from a landline or feature phone. For details, see the “取扱説明書 (User Guide)” (Japanese).

Bluetooth®/Wi-Fi® Function

The connections between handset and all other Bluetooth® and wireless LAN (Wi-Fi®) compatible devices have not been verified. Therefore, connections with all Bluetooth® and wireless LAN (Wi-Fi®) compatible devices cannot be guaranteed. For details on how to set up Wi-Fi®, see the “取扱説明書 (User Guide)” (Japanese).

Updating Software

Please keep your software up-to-date. For details on how to update your software, see the “取扱説明書 (User Guide)” (Japanese).

Technical Standards Conformity Certification

Never use a modified handset.
Use of modified devices violates the Radio Act and Telecommunications Business Act. Handset has received the certification of conformity with technical regulations for the specified radio station based on the Radio Act, and certification of conformity with terminal devices based on the Telecommunications Business Act. As proof of this, the “Technical Compliance Mark (TCM)” is displayed on handset. You can check the digital inscription on this unit by following the steps below.
Flick (swipe) up Home Screen, tap [Settings] > [About phone] > [Regulatory information].

When removing nanoSIM Card, be careful of the tip of SIM Ejector Tool (sample) to avoid injury to your finger or other parts of your body.
Not doing so may cause injuries when touching the tip of SIM Ejector Tool (sample).

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-board electronic devices, depending on the type of vehicle. If this occurs, discontinue use immediately.

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 materials of parts ▶P.18 “Material List”

When opening and closing handset, be careful not to get your fingers or other body parts caught.
This may cause injury or an accident.

The Earpiece/Speaker, Rear Camera, Speaker, and Front Camera use magnetic parts check that nothing metal (cutter blades, staples, etc.) is adhering on them.
Any metal on handset may cause injury, etc.

Look at Display in a sufficiently bright place at a reasonable distance.
Looking in a dark place or at a close distance may deteriorate vision or cause other problems.

Charging Device (Commercially Available)

Warning

Do not use if the cord of the specified charging device (commercially available) or wireless charger (commercially available) gets damaged.
Doing so may cause fire, burns, or electric shock, etc.

If thunder occurs, do not touch the specified charging device (commercially available) or the wireless charger (commercially available).
May cause electric shock, etc.

Do not short-circuit charging terminals when AC Charger is plugged into the outlet. In addition, keep your hands and other body parts away from charging terminals.
Doing so may cause fire, burns, or electric shock, etc.

Do not place heavy objects on or pull the cord of the specified charging device (commercially available) or wireless charger (commercially available).
Doing so may cause fire, burns, or electric shock, etc.

When plugging in the specified charging device (commercially available) or unplugging it from the outlet, do not allow any metal objects to come into contact with it.
Doing so may cause fire, burns, or electric shock, etc.

Do not use a voltage converter (travel converter for overseas use, etc.) when charging with the specified charging device (commercially available).
May cause ignition, overheating, electric shock, etc.

When the specified charging device (commercially available) is connected to handset, do not apply excessive force to the connection.
May cause fire, burns, injury, electric shock, etc.

Do not charge handset with the wireless charger (commercially available) when any parts are wet with drinking water, sweat, seawater, urine from pet animals, or other liquids.
Do not charge handset while it is near water (in the bathroom, near a humidifier, etc.).
May cause fire, burns, injury, electric shock, etc.

Do not touch the cord of the charging device (commercially available), USB cable, charging terminals, power plug, or wireless charger (commercially available) with wet hands.
Doing so may cause fire, burns, or electric shock, etc.

Use with the specified power supply voltage.
When charging handset overseas, use a charging device (commercially available) designed for overseas use.
Use with other power supply voltages may cause fire, burns, electric shock, etc.
AC Charger (commercially available): 100 V AC (for connection to a household AC outlet)
AC Charger for global use (commercially available): Between 100 V AC and 240 V AC (for connection to a household AC outlet)

Material List		
Part	Material	Surface treatment
Main Display (Touchscreen)	FTG+PET	AF coating
Main Display Peripherals	PA+GF	SF coating
Cover Display (Touchscreen)	Glass	AF coating
Exterior case (side, top, bottom, rear)	Aluminum	Anodized
Outer case (antenna slit section)	PBT+GF45	-
Protector cap (hinge)	F75 (metal powder agent)	PVD (DLC) coating
Dust cover	TPU	-
nanoSIM Card Tray	PC	-
nanoSIM Card Tray (side)	Aluminum	Anodized
nanoSIM Card Tray (seal)	Silicone rubber	-
Rear cover	Glass	Haze coating
Side Button/Fingerprint Sensor	Epoxy	Paint coating
Volume Up Button/Volume Down Button	Aluminum	Anodized
Rear Camera window	Glass	AF coating
Rear Camera surrounding area	Aluminum	Anodized
SIM Ejector Tool (sample)	SUS304	Barrel polished
USB Cable (C to C) (sample)	Plug (metal part)	SUS304
	Plug (resin part)	PC
	Cable	TPE

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

■ 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. 9:00 am - 7:00 pm/Sat., Sun., and Holidays 9:00 am - 5:00 pm/9:00 am - 8:00 pm (for general information)

Wipe off any dust on the power plug.
Using handset with dust adhering to it may cause fire, burns, or electric shock, etc.

Plug the specified charging device (commercially available) into the outlet firmly.
Failure to do so may cause fire, burns, electric shock, etc.

When unplugging the power plug from the outlet, do not pull on the specified charging device's (commercially available) cord with excessive force, hold onto the adapter and unplug it.
Pulling on the cord for the specified charging device (commercially available) may cause fire, burns, electric shock, etc.

If you have electronic medical equipment, such as an implanted cardiac pacemaker or an implanted cardioverter defibrillator, consult a doctor about the use of a wireless charger (commercially available).
Radio waves may adversely affect operation of electronic medical devices.

When inserting or removing the specified charging device (commercially available) into/from handset, insert/remove it straight into/from the port without forcefully pulling the cord.
Inserting/removing in an incorrect orientation may cause fire, burns, injury, electric shock, etc.

If charging terminals become bent or deformed, discontinue use immediately. In addition, do not use it after restoring the terminals to their original state.
Doing so may cause fire, burns, injury, electric shock, etc. due to short-circuiting of charging terminals.

When not using the specified charging device (commercially available), unplug it from the outlet.
Leaving it plugged in may cause fire, burns, injury, electric shock, etc.

If splashed with water or other liquids (drinking water, sweat, seawater, pet urine, etc.), unplug the specified charging device (commercially available) from the outlet immediately.
Splashing can cause short-circuiting, causing fire, burns, electric shock, etc.

Requests and Cautions

Handling Precautions

These precautions should be observed to prevent malfunctions of handset and to ensure that it performs to its full potential. For details, see the “取扱説明書 (User Guide)” (Japanese).

Emergency Location Report

- Only VoLTE (LTE network) is available when making an emergency call within Japan.
- In Japan, emergency call numbers (110, 118, 119) cannot be dialed if a nanoSIM Card is not inserted or an eSIM is not enabled.

Waterproof

Handset is waterproof with the nanoSIM Card Tray securely installed.
For details, see the “取扱説明書 (User Guide)” (Japanese).

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19

ソフトバンクは、
はじめています。
続けていきます。
環境への取り組み。

https://www.softbank.jp

August 2025, First Edition
SoftBank Corp.
Visit SoftBank Shop for assistance
Model: Galaxy Z Flip7
Importer: SAMSUNG ELECTRONICS JAPAN Co., Ltd.
Manufacturer: Samsung Electronics Co., Ltd.

22

Removing the screws and modifying the internal workings of handset will invalidate the certification of technical standards conformance. Never use handset without the valid certification. Doing so violates the Radio Act and Telecommunications Business Act.

Regulations for Export Trade Control

For details of the export control regulations, see the “取扱説明書 (User Guide)” (Japanese).

Warranty & After-Sales Service

Warranty

- The warranty period is 1 year from the date of new purchase.
- Repairs will be done based on terms of repair service. For terms of repair service, refer to the SoftBank website. https://www.softbank.jp/mobile/support/product/warranty/ (Japanese)

- Warranty covers only handset. Accessories such as cables are not covered by terms of repair service.
- SoftBank Corp. is not responsible for any damages to user or third party resulting from lost opportunities to make a call, etc. due to breakage, malfunction, or problems with product.
- 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 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 your nearest SoftBank Shop or call your carrier's Customer Service (▶P.22).
In that event, please let us know the problem in as much detail as possible.

- During the warranty period, repairs are made under the terms of repair service.

21

20