

Natural AI Phone

User Guide

Natural AI Phone User Guide Contents

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User Guide

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

Unless noted otherwise, descriptions are for App Launcher.

Some operation descriptions may be simplified.

Before Using This Product

Read "[Safety Precautions](#)" in this guide thoroughly 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.

Notations in This Guide

- 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.
- Display may differ with descriptions in this guide after handset software upgrades, a change or end of service, etc. The information in the User Guide is subject to change without prior notice.
- In the User Guide, the product is referred to as "handset."

Getting Started

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Checking Your Purchased Items

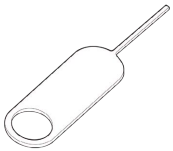
Checking Your Purchased Items

Before using handset, check that all the following items are bundled.

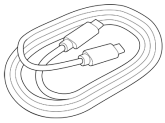
- Handset



- SIM Removal Tool (Complimentary Sample)



- USB Cable (C to C) (Complimentary Sample)



- Safety & Warranty Information

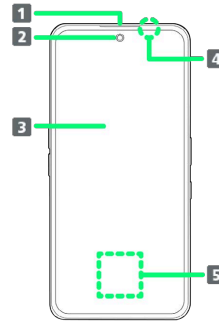
Purchased Items

Check the following regarding your purchased handset.

- Your [Natural AI Phone] handset is model number [BGX5].
- At time of purchase, a protective film (complimentary sample) is adhered to handset display. Before adhering a commercially available LCD protective film, remove this protective film (complimentary sample).
- For details on other optional accessories, contact [Customer Service](#).

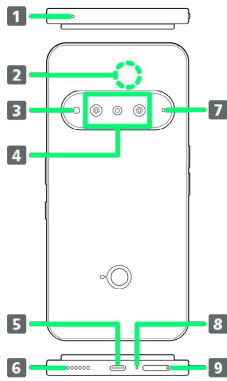
Parts & Functions

Handset (Front)



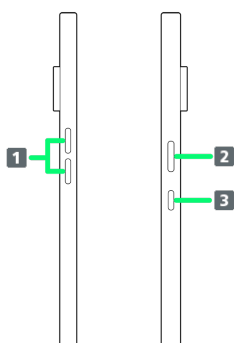
Part	Description
1 Earpiece/ Speaker	Hear the other party's voice here.
2 Front Camera	Use to shoot photos or videos of yourself.
3 Display	Handset uses a touchscreen-type Display. Operate with your fingers on Display.
4 Proximity/ Light Sensor	Detects ambient light level, etc.
5 Fingerprint Sensor	Unlock screen with fingerprint authentication.

Handset (Back/Sides)



Part	Description
1 Sub-Mic	Use while recording videos, when talking through Speakerphone, etc.
2 NFC Location	Hold up to a reader/writer to use NFC/Osaifu-Keitai®.
3 Mobile Light	Use as a light when taking photos, etc.
4 Rear Camera	Capture photos and video.
5 External Device Port	Connect USB Type-C cable, etc.
6 Speaker	Listen to music, video sound, etc.
7 Air Vent	Handset adjusts to barometric pressure.
8 Mic/Main Mic	Speak here when calling. Also use while recording videos.
9 SIM Card Tray	Install/remove USIM Card.

Handset Keys/Buttons



Part	Description
1 Volume Keys	Adjust volume.
2 Power Key	Toggle Display on/off.
3 AI Button	Activate Natural AI.

eSIM

eSIM is a SIM built into handset. Your eSIM enables you to start using a service plan with a contract subscription and simple setup. A separate USIM Card is not required.

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)

Downloading Service Plan with eSIM

- 1
Flick App Launcher up → ⚙️ (Settings) → Network & Internet
- 2
SIMs → eSIM
- 3
Use eSIM → Enable → Add SIM
· If your eSIM is enabled, Tap Add SIM .
- 4
Set up an eSIM → Scan QR code
· Depending on how you are using handset, the above step may not be displayed, and screen skips to the next step.
- 5
Set up → Enter confirmation code → Next → Done
 eSIM service plan download is completed.

Enable or Disable eSIM

- 1
Flick App Launcher up → ⚙️ (Settings) → Network & Internet
- 2
SIMs → eSIM → Select eSIM
- 3
Use this SIM
 eSIM changes between enabled and disabled.
· If confirmation appears, follow onscreen prompts.

Erasing Service Plan with eSIM

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

SIMs → eSIM → Select eSIM

3

Erase eSIM → Erase

🚩 Your service plan with eSIM is erased.

! Restart Your Service Plan with eSIM after Erasing It

To restart it, have a new QR code reissued to download the plan again.

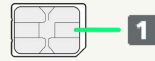
Your service plan with eSIM is not terminated by erasing it.

USIM Card

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

💡 Handling USIM Card

Check the following regarding USIM Card handling.



1 IC chip

For USIM Card handling, see the following website.

<https://www.softbank.jp/mobile/support/protect/usim/>
(Japanese)

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

! USIM Card Cautions

Observe the following when using USIM Card.

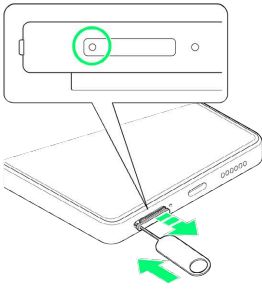
- Customer is responsible for any damage caused by inserting USIM Card in an other-brand IC card reader, etc. SoftBank Corp. is not responsible in such case.
- USIM Card is the property of SoftBank Corp.
- USIM is replaceable (at cost) in case of loss/damage.
- Return USIM Card to SoftBank Corp. when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

Inserting USIM Card

Always power off beforehand.

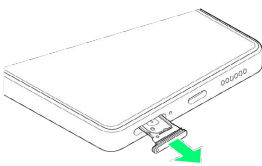
1

Insert SIM Removal Tool (complimentary sample) in hole in SIM Card Tray



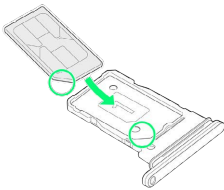
2

Pull out SIM Card Tray



3

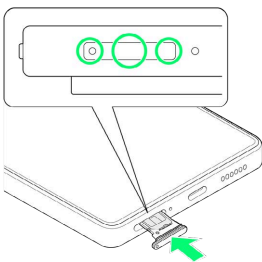
Set USIM Card in SIM Card Tray




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

4

Insert SIM Card Tray straight in SIM Card Tray Slot



 USIM Card is inserted.

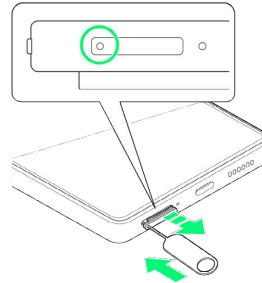
- Press firmly where circled O, and make sure there is no gap between handset and SIM Card Tray.

Removing USIM Card

Always power off beforehand.

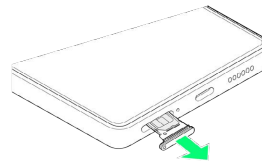
1

Insert SIM Removal Tool (complimentary sample) in hole in SIM Card Tray



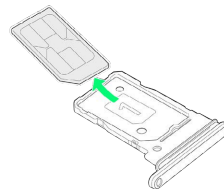
2

Pull out SIM Card Tray



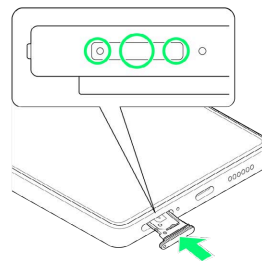
3


Remove USIM Card from SIM Card Tray



4

Insert SIM Card Tray straight in SIM Card Tray Slot



 USIM Card is removed.

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

Charging Battery

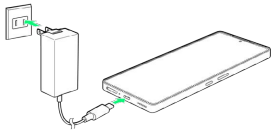
! Charging Cautions

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

Charging with AC Charger

AC Charger is an optional accessory. Be sure to use an AC Charger specified by SoftBank. For information on AC Charger and other peripheral devices, see SoftBank Website.

How to charge handset using AC Charger (USB Type-C™ quick charge AC Charger for USB PD-PPS [ZSDBAV] (SB-AC22-TCPD)) is described as an example.



1

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



2

Raise plug on AC Charger and plug into AC outlet

3

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

🏠 Charging ends.

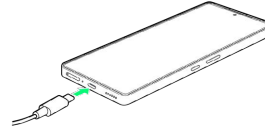
Charging by PC

Always turn on PC beforehand.

Battery may not charge depending on type of connection to the PC.

1

Insert USB Type-C plug of USB Type-C cable into External Device Port



2

Insert USB plug of USB Type-C cable into USB port on PC

3

After charging, remove USB Type-C cable from handset and PC

🏠 Charging ends.

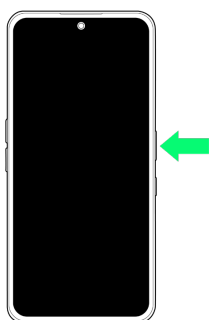
Power On/Off

Force-restart handset if it does not respond normally when operated, such as the screen freezing or an application not opening.

Powering On

1

Power Key (Long Press)



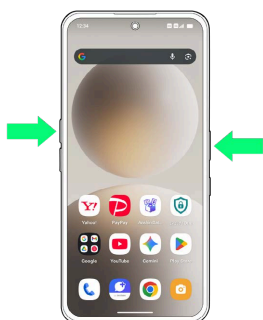
Lock screen appears.

- For unlocking screen, see "[Unlocking Screen](#)."
- Startup wizard appears the first time handset is powered on. See "[Making Initial Settings](#)" to make settings.

Powering Off

1

Press Power Button and Volume Up Button



2

Power off

Handset powers off.

Making Initial Settings

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

To use USIM Card, insert USIM Card before powering on handset.

* See "[Resetting Handset](#)" for details on resetting handset to its initial settings.

Making Initial Settings

1

はじめる

2

次へ

- To change language, select language from "言語を選択" → Tap **Next**.
- Tap to set Vision Settings. See "[Accessibility](#)" for details.
- Tap to place an emergency call.

3

Follow onscreen prompts

- The following setting items are available. Depending on what you select in each item, the items that appear after will vary.
 - Wi-Fi connection settings
 - eSIM setup*1
 - Copying settings, accounts, etc. from another device
 - Google account settings*2
 - Text size settings
 - Screen lock method/fingerprint unlock settings
 - Google service settings
 - Data backup settings*3
 - Browser and search service settings
 - Content sharing settings*3
 - Gemini settings*3
 - Google Pay settings*3
 - Settings for adding other accounts, changing wallpaper, etc.*3, 4
 - Natural AI ID new user save/login settings*5

*1 eSIM settings open if USIM Card is not installed. See "[eSIM](#)" for details on eSIM setup.

*2 Google account settings open. For details on Google account settings, see "[Using a Google Account](#)."

*3 Appears when you set a Google account.

*4 If you have not set a Google account, only confirmation for "Review additional apps" appears.

*5 After logging in to Natural AI, FocusSpace is set as Home Screen. See "[FocusSpace](#)" for details on FocusSpace.

Using a Google Account




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

Google Account Cautions

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


Creating a Google Account

1

Flick App Launcher up   (Settings)  Passwords, Passkeys & Accounts

2


Add account  Google

 Window for logging in to a Google account opens.


3

Create account  For my personal use


4



Enter first name  Enter last name  Next

5


Enter date of birth and gender  Next

6

Select email address  Next

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

7


Enter password  Next

8

Next




9

I agree

 Account is created.


Logging In with a Google Account

1


Flick App Launcher up   (Settings)  Passwords, Passkeys & Accounts

2


Add account  Google

 Window for logging in to a Google account opens.

3


In login window for Google account, enter email address  Next

4

Enter password  Next

5

Continue by following onscreen prompts

 You are logged in to your Google account.

Setting a Natural ID Account

Create a Natural ID account first to use Natural AI. See "[Using Natural AI](#)" for details on use.

Creating a Natural ID Account

1

Flick App Launcher right

2

Continue → Sign Up

3

Check terms of usage, Agree and Next

4

Check the privacy policy, Agree and Use

5

Enter phone number → Continue

· Alternatively, Tap Sign up with Google to log in with a Google account.

6

Enter 6-digit authentication code

· Tap Allow to enter 6-digit authentication code automatically.

7

Enter name → Continue

8

Enter email address → Continue


 A tutorial (Japanese) appears.

9

Start creating FocusSpace → Enter details to save in FocusSpace

 A focus (card) is created.

+ Deleting an Account

In FocusSpace, Tap user icon →  → Delete your data and account → Delete account → Enter 6-digit authentication code

· Tap Allow to enter 6-digit authentication code automatically.

Logging In with a Natural ID Account

1

Flick App Launcher right

2

Continue → Sign in

3

Enter phone number → Continue


· Alternatively, Tap Sign in with Google to log in with a Google account.

4

Enter 6-digit authentication code

· Tap Allow to enter 6-digit authentication code automatically.

+ Logging Out

In FocusSpace, Tap user icon →  → Logout →

Logout

Unlocking Screen

Screen Lock

Display goes out after a set period of inactivity to save battery power (screen is locked).

This also prevents accidental Touchscreen operation.

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


If Screen Lock Activates while Playing Music

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

Unlocking Screen


1

When screen is locked, Power Key

 Lock screen appears.

2

Flick lock screen up

 Screen is unlocked.

- The method for unlocking the screen can be changed. See ["Unlocking Screen by Swiping Screen,"](#) ["Unlocking Screen by Tracing Pattern,"](#) ["Unlocking Screen with PIN,"](#) and ["Unlocking Screen with Password"](#) for details on screen lock methods.

Natural AI

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Natural AI Interface/Natural AI Function

Already built into the Natural OS on handset, Natural AI is always there as your personal AI.

It grasps your situation or the context, then naturally supports you in your daily activities such as by summarizing or sending messages, working together with other apps, or organizing your goals and schedule.

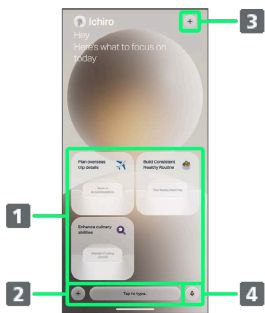
Log in with a Natural ID account to use Natural AI.

See "[Creating a Natural ID Account](#)" and "[Logging In with a Natural ID Account](#)" for details on Natural ID account settings.

FocusSpace


FocusSpace consists of up to 6 displayed cards, each called a "focus". Each card collects together all your important things, as well as your day-to-day routine, scheduled events, and medium- and long-term goals.

Information you add is automatically compiled and organized, and Natural AI learns this information to support your daily lifestyle. See "[Using FocusSpace](#)" and "[Creating a Focus \(Card\) in FocusSpace](#)" for details.



- 1** Saved focuses (cards) appear.
Tap a focus (card) to show its details, next action, etc.
Touch & Hold a focus (card) to edit it directly without opening it or delete it.
- 2** Open Natural AI directly and check details quickly or details that are not collected together in a focus (card). Alternatively, Swipe screen up in FocusSpace to open Natural AI.
- 3** Save a new focus (card).
- 4** Use when entering by voice.

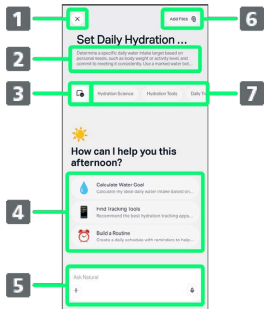



- 1** Close screen.
- 2** An explanation of the focus (card) details appears as context. Based on this content, Natural AI suggests a next step or collects together information in the focus (card). Tap  to edit.
- 3** Select an item to add information as context.
- 4** Select task to do from shown sub-focuses (cards).
Touch & Hold to edit it directly without opening it or delete it.
- 5** ActionSpace appears. Any chat in the ActionSpace is also added to the context for a focus (card).
- 6** Add file. Adding a file may update the context.
- 7** Keywords related to the Natural AI-suggested action appear.

ActionSpace

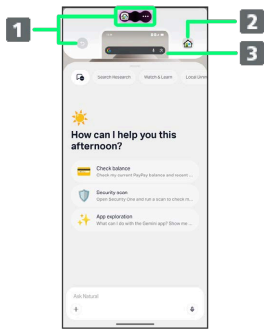
The ActionSpace appears by Tapping a sub-focus (card) or Pressing AI Button.

· When sub-focus (card) Tapped



- 1 Close screen.
- 2 An explanation of the focus (card) details appears as context. Based on this content, Natural AI suggests a next step or collects together information in the focus (card). Tap  to edit.
- 3 Start a new chat, or show chat history.
- 4 Natural AI-suggested action appears.
- 5 Enter what you want to know or do next.
- 6 Add file. Adding a file may update the context.
- 7 Keywords related to the Natural AI-suggested action appear.

· When AI Button Pressed



- 1 Return to screen shown when AI Button pressed.
- 2 Icon appears for app shown when AI Button pressed.
- 3 Screen shown when AI Button pressed appears.

Generative UI

An interface, such as chat, online shopping, video search, or restaurant search, is created according to information you entered.

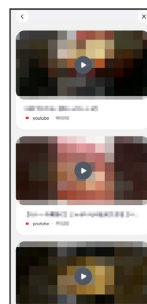
· Online shopping



· Chat



· Video



· Restaurant



Entering Additional Requests

Touch & Hold an item created by Generative AI, then enter an additional request by keyboard or voice to check a review, search for related information, etc. See ["Using Anything to Anything"](#) for details.

Using Natural AI

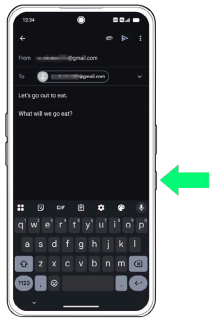
Log in with a Natural ID account to use Natural AI. See "[Creating a Natural ID Account](#)" and "[Logging In with a Natural ID Account](#)" for details on Natural ID account settings.

Using AI Button

Natural AI comprehends shown screen content, and then shows a suggestion.

1

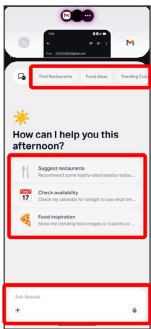
Press AI Button



Natural AI shows a suggestion based on screen content.

2

Either Tap a keyword or action, or enter what you want to know or an action in bar



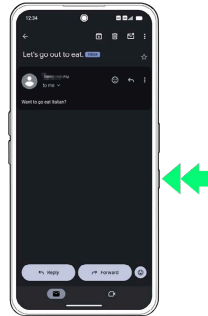
Continue by following onscreen prompts.

Using Understanding System

When you want Natural AI to learn screen content, Press AI Button twice, and Natural AI learns the content and uses it in suggestions. Information entered in Natural AI, items purchased through Generative UI, reserved restaurants, and similar information are also stored as user data and used in suggestions.

1

When content you want Natural AI to learn is shown, Press AI Button twice



Shown screen content is learned by Natural AI.

+ Managing Learned Data

Adding Learned Data

In FocusSpace, Tap user icon → ⚙️ → Memory
Settings → Manage memories → + → Add learned data

Editing Learned Data

In FocusSpace, Tap user icon → ⚙️ → Memory
Settings → Manage memories → Tap category of learned data to edit → Tap learned data to edit → Edit learned data

Selecting Items for Learned Data

In FocusSpace, Tap user icon → ⚙️ → Memory
Settings → / for "How the System Learns"
· Tap / to toggle on/off.

Selecting Items for Using Learned Data

In FocusSpace, Tap user icon → ⚙️ → Memory
Settings → / for "How the System Responds"
· Tap / to toggle on/off.

Using Anything to Anything

Touch & Hold an item created by Generative AI to enter an additional request by keyboard or voice to check a review, search for related information, etc.

1

Touch & Hold item in Generative UI results



2

Enter by voice while "Listening" appears.



A response, results, etc. appear based on entered information.

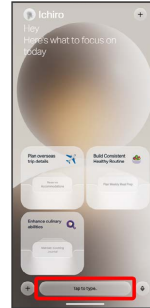
- Slide finger down to enter with keyboard.

Using Bar

Use bar to ask Natural AI questions.

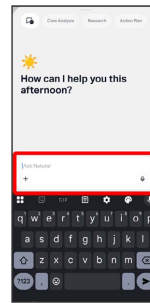
1

In FocusSpace, Tap to type..



2

Ask Natural → Enter what you want to know or an action



A response or action appears.

- Tell Natural AI to add a schedule event, and the event is saved to Google Calendar.
- Information from YouTube, Tabelog, online shops, etc. is viewable in Generative UI results.
- Tap (+) to upload photos, files, etc.

Creating a Focus (Card) in FocusSpace

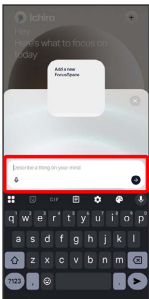
1


In FocusSpace, 



2

Add a new FocusSpace  Enter a focus  




 A focus (card) is added.


- Focus (card) titles are created automatically.
- Create up to 6 focuses (cards). Creating a 7th focus (card) causes similar focuses (cards) to be combined.
- Touch & Hold space in FocusSpace with no icons to create a focus (card) with voice entry.

+ Managing Focuses (Cards)



Adding Information to Focuses (Cards)


Touch & Hold focus (card)  Describe your change . . .

 Enter additional information

 Information is added to focus (card).

Deleting Focuses (Cards)

Touch & Hold focus (card)  Delete  Delete

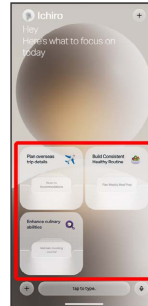
 Focus (card) is deleted.



Using FocusSpace

Use FocusSpace and support your daily lifestyle. See "[FocusSpace](#)" for details on FocusSpace layout.

1

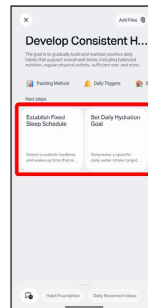
In FocusSpace, Tap focus (card)



- Touch & Hold focus (card)  Tap  to delete focus (focus).

2

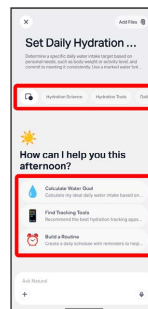
Tap focus (card) under "Next steps"




- Add to the context for a focus (card), or select information you want to know about. See "[FocusSpace](#)" for details.

3

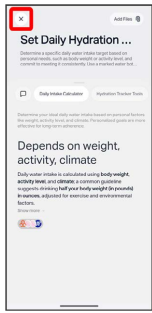
Tap action item




 A Generative UI result showing collected information and video from chat, online-shop-related information appears.

- Repeat operation to view other related information.

4



 Return to previous screen.

- Repeat steps 2 to 4, check shown details, so you can create and stick with a good plan.

Basic Operations

Silent Mode.....	24
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Silent Mode

Mute ringtones, notification sounds, etc. to avoid disturbing others around you.

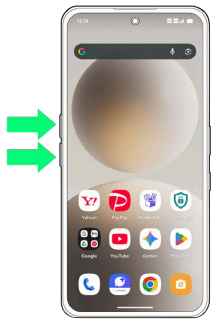
! Silent Mode Cautions

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

Using Silent Mode (Vibration)




1


Press Volume Keys



Volume adjust bar appears.

2

On volume adjust bar,   

Icon on volume adjust bar changes to , and handset enters Silent mode (vibration).

Using Silent Mode (Mute)




1


Press Volume Keys



Volume adjust bar appears.

2

On volume adjust bar,   

Icon on volume adjust bar changes to , and handset enters Silent mode (mute).


Airplane Mode

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

Using Airplane Mode

1

Flick Status Bar down

 Notifications Window opens.


2

Flick Notifications Window down

 Quick Settings open.

3

Airplane mode Off (On)


 Handset is in Airplane mode.

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

Text Entry

Keyboards

Use onscreen keyboards for text entry.

- To hide keyboard, Tap .


QWERTY Keyboard Layout





- 1** Function icons appear (Toolbar)
- 2** Enter assigned characters
- 3** Toggle upper/lower case
- 4** Toggle entry modes
- 5** Delete character to left of cursor
- 6** Insert line break
- 7** Enter emoji, stickers, GIFs, or emoticons
- 8** Enter space

Switching Character Types (Entry Modes)

1

In a text entry window, Tap .

 Entry mode switches.

- Tap  to cycle through "alphabet" → "numbers."

Updating Software

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

Before Updating Software

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

Software Update Cautions

During Update

Handset cannot be used until software is updated. It may take time to update software. Never remove USIM Card or power off handset during a software update. The update may fail. A software update failure may disable handset. If that happens, contact Customer Service.

Signal during Update

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

If Using Other Functions


Other functions cannot be operated during a software update.


Updating Software

1

Flick App Launcher up   (Settings)  System

2

System updates  Continue by following onscreen prompts

 Software update starts.

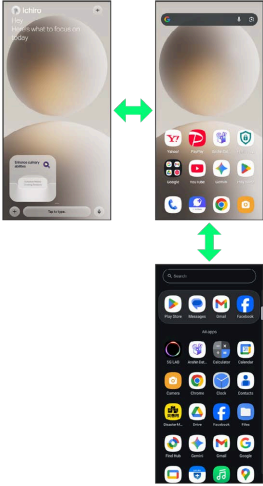
Handset Interface

Handset Screens.....	28
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Handset Screens

FocusSpace, App Launcher, & App List

Most handset operations start in FocusSpace, App Launcher, or in app list. Flick App Launcher up for app list, or to the right for FocusSpace.

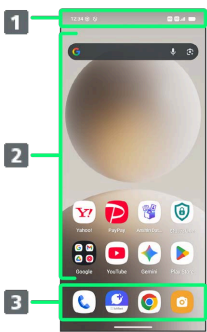


+ Changing Home Screen

Flick App Launcher up → (Settings) → AI Home Screen → FocusSpace / App launcher

🏠 Home Screen is changed.

App Launcher Layout

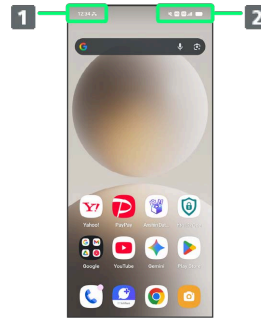


Item	Description
1 Status Bar	Flick down for Notifications Window. Flick down using two fingers for Quick Settings.
2 Customize Area	Place application shortcuts, folders, widgets freely.
3 Dock	Place applications and folders. Placed applications and folders continue to appear even when App Launcher sheets toggled.

Status Bar

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

Status Bar Layout



- 1 Notification Indicators
- 2 Status Indicators

Main Notification Indicators

Notification Indicators appearing in Status Bar include the following.

Indicator	Description
	New Gmail
	New SMS/+Message
	USB Connected
	Call Arriving/Dialing
	Call in Progress
	Missed Call
	New Message (Voicemail)
	Calendar Event Notification
	Alarm Sounding / Snoozing / Unchecked Alarm / Next Alarm Set
	Timer Running
	Stopwatch Running
	Data Uploading
	Data Downloading
	Application Update Notification
	Application Installation(s) Complete
	Sharing File via Bluetooth®

Main Status Indicators

Status Indicators appearing in Status Bar include the following.

Indicator	Description
	Bluetooth® Connected
	Do Not Disturb Set
	In Manner Mode (Do Not Disturb)
	Using Voice Service and High-Speed, Large-Volume Data Communication ¹
	Voice Service and Data Communication Available (5G) ^{1, 2}
	Voice Service and Data Communication Available (4G LTE/4G) ^{1, 3}
	Voice Service Unavailable
	Voice Service and Data Communication Unavailable
	Wi-Fi Connected
	Roaming
	No Signal
	Airplane Mode
	Battery Low
	Battery Charged
	Battery Charging
	Obtaining Location

- 1 If neither "5G+," "5G," or "4G" appears, data communication is unavailable even if appears.
- 2 Although "5G" may appear in standby (top of Display), this may change to "4G" with data communication then being by the 4G network.
- 3 Handset supports FDD-LTE (SoftBank 4G LTE) and AXGP (SoftBank 4G); indicator appears when handset is connected to either. Handset connects to SoftBank 4G first.

Using Notifications Window

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

Opening Notifications Window

1

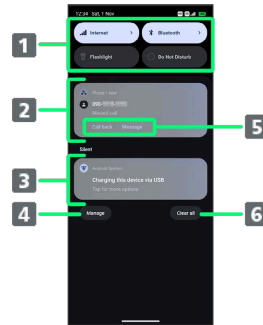
Flick Status Bar down

Notifications Window opens.

+ Closing Notifications Window

Flick Notifications Window up

Notifications Window Layout



- 1 Show portion of Quick Settings
- 2 Show notifications (incoming calls, etc.) and active functions
- 3 Show silent notifications
- 4 Manage notifications
- 5 Use corresponding functions¹
- 6 Delete all notifications²

- 1 Usable functions depend on the notification.
- 2 Deletion may not be possible depending on notification.


Using Quick Settings

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

Opening Quick Settings

1

Flick Status Bar down

 Notifications Window opens.

2

Flick Notifications Window down

 Quick Settings open.

· Alternatively, Flick Status Bar down using two fingers.


+ Quick Settings

Closing Quick Settings

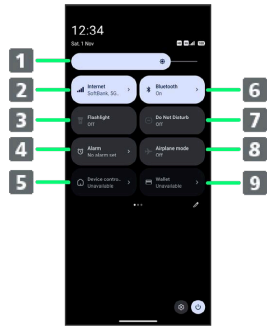
Flick Quick Settings up

Arranging Quick Settings

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

In Quick Settings,   Follow onscreen instructions and Drag icon

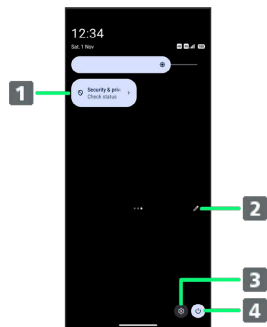
Quick Settings Layout



- 1** Adjust brightness
- 2** Toggle Wi-Fi on/off
- 3** Flashlight on/off
- 4** Alarm Setting
- 5** Open device controls
- 6** Bluetooth® on/off
- 7** Do Not Disturb on/off
- 8** Airplane mode on/off
- 9** Open wallet



- 1** Auto-rotate on/off
- 2** Battery Saver on/off
- 3** Screen record
- 4** Set mic access
- 5** Open QR code scanner
- 6** Show cast screen
- 7** Quick Share settings
- 8** Set Camera access



1 Check Security & privacy status

2 Edit Quick Settings

3 Show handset settings

4 Show power menu

Phone

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Placing/Answering Calls

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

Phone Function

Emergency Location Report

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

- Location Report does not incur registration/transmission fees.
- Location/signal conditions affect positioning accuracy. Always provide location and call purpose.
- Hiding Caller ID (using 184, etc.) cancels Location Report. However, corresponding agency may obtain location information in life threatening situations.
- Only VoLTE (LTE network) is available when connecting to a corresponding agency in Japan.
- Within Japan, USIM Card must be installed or eSIM must be enabled to make emergency calls (110, 118, 119).

VoLTE

Handset supports VoLTE and HD Voice for higher voice call quality. For details, see "[Using VoLTE](#)" and "[HD Voice](#)."

Hints

Q. Difficulty during call

- A. It may not be possible to make a call properly in a noisy location.
- A. When calling using Speaker, check the call volume. Raising the call volume may make calling difficult.

Q. Sound pops momentarily during a call

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

Emergency Call Cautions

Areas Where Usable


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


Airplane Mode

Note that emergency calls cannot be made in Airplane mode.

Placing Calls


1

In App Launcher,  (Phone)

 Phone opens.

2

Keypad

 Call window opens.


3

Tap dialpad to enter the other party's number


- Enter area code first for calling landline numbers.


4

Call

 Handset dials number. Call begins when other party answers.

5

To end call, 

 Call ends.

Calling Emergency Number When the Phone's Screen is Locked

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

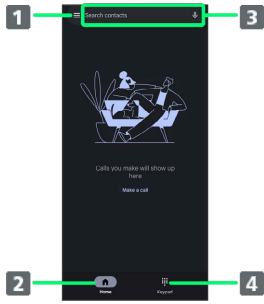
- This method is available when method for unlocking screen is a setting other than **Swipe**. For details on screen lock methods, see "[Security & Privacy Settings](#)."

Hints

Q. Call does not connect

- A. Was the number dialed using the area code? Dial the number starting with "0."
- A. Are signal conditions poor? Call again after moving where signal is good.

Phone Screen Layout



- 1 Show menu
- 2 Show call history
- 3 Enter a contact to search
- 4 Show dialpad

Answering Calls (Display Off)

1

When a call is arriving, Swipe toward **Answer**

Call begins.

2

To end call,

Call ends.

+ Arriving Call Operations

Cancelling Ringtone

Press Volume Keys when call is arriving

Rejecting Arriving Calls

When a call is arriving, Swipe toward **Decline**

Answering Calls (Display On)

1

When a call is arriving, **Answer**

Call begins.

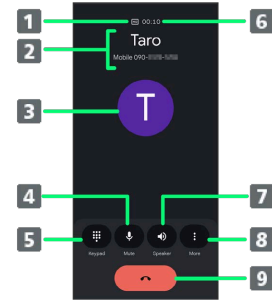
2

To end call,

Call ends.

In-Call Screen Layout/In-Call Operations

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



- 1 Appears for HD Voice calls
- 2 Show name/number of other party
- 3 Image of other party appears
- 4 Mute your voice to the other party
- 5 Show dialpad
- 6 Show call time
- 7 Call using Speaker
- 8 Place call on hold, or add call
- 9 End call

Using VoLTE

VoLTE (Voice over LTE) is a system enabling voice calls over LTE networks.

- Available when the counterpart model is a VoLTE-compatible model from SoftBank/Y!mobile. In addition, it is necessary for both handset and the counterpart model to be within the SoftBank 4G LTE (FDD LTE) service area, with "Preferred network type" set to "5G (recommended)" or "4G".
- For information on countries and regions where VoLTE international roaming is supported, see the following website:

<https://www.softbank.jp/mobile/service/global/overseas/other-services/volte/> (Japanese)

! VoLTE Caution

VoLTE uses 4G network service, and is unavailable when 4G network service is disabled on handset. If VoLTE is unavailable, follow the steps below to check whether 4G network service is enabled.

Flick App Launcher up (Settings) **Network & Internet** **SIMs** **SoftBank** **Preferred network type**

- If disabled, Tap **5G (recommended)** / **4G** to enable.

HD Voice

HD Voice supports a wide range of audio tones for clearer, more natural-quality voice calls.

- Available when the counterpart model is an HD Voice-compatible model from SoftBank/Y!mobile.
- HD Voice is compatible with VoLTE. Use HD Voice with VoLTE for voice calls of even higher quality.

Optional Services

Use these optional services for voice calls:

Optional Services


The following optional services are available.

Service	Description
Call Forwarding	Divert calls to a preset number when out of service area or unable to answer.
Voicemail Plus ¹	Divert calls to a Voicemail Center to take messages when out of service area or unable to answer.
Call Waiting ¹	Answer calls during a call.
Group Calling ¹	Merge multiple calls.
Caller ID Notification	Send or hide your number when placing calls.
Call Barring	Restrict incoming/outgoing calls by conditions.
Flat Rate Stop Service ¹	Stop call dialing (voice calls, mail service, packet communication) when call charges have exceeded a set amount.
Number Block ¹	Set handset to prevent next calls from arriving from prank or nuisance callers.

¹ Requires separate subscription

Using Call Forwarding

1

In App Launcher,  (Phone)

2

 → Settings → Calling accounts → SoftBank → Call Service Settings

 Call Service Settings open.

3

Voice Mail / Call Forwarding → Voice Mail / Call Forwarding → Call Forwarding ON

4


Ring Time → Tap ring time

5

Telephone Number of Forwarding Destination → Tap number entry field → Enter forwarding number → REGISTER

6


CONFIRM

 Call Forwarding is set.

Using Voicemail Plus

Requires separate subscription.

1

In App Launcher,  (Phone)

2

 → Settings → Calling accounts → SoftBank → Call Service Settings

 Call Service Settings open.

3

Voice Mail / Call Forwarding → Voice Mail / Call Forwarding → Voice Mail ON


4

Ring Time → Tap ring time

5

CONFIRM


 Voicemail Plus is set.

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


Using Call Waiting

Requires separate subscription.

1

In App Launcher,  (Phone)

2


 → Settings → Calling accounts → SoftBank → Call Service Settings

 Call Service Settings open.

3

for Call Waiting ()

 Call Waiting is set.

• When call arrives during another call, tone sounds. Swipe  toward Answer to begin call.

Using Group Calling

Requires separate subscription.

1


During a call, **More** → **Add call**

2

Enter number → **Call**


3

When the other party answers, **More** → **Merge**


 Group Calling starts.


Using Caller ID Notification

1

In App Launcher,  (Phone)


2

 → **Settings** → **Calling accounts** → **SoftBank** → **Additional settings**

 More settings open.

3

Caller ID → **Network default** / **Hide number** / **Show number**

 Caller ID Notification is set.


· Set to **Network default** to notify number.

Using Call Barring


Restrict calls and SMS to/from specific phone numbers.


- When attempting to place a call/send SMS while calling is restricted, a message appears. Message may take time to appear in some areas.
- It may not be possible to restrict outgoing SMS in some areas.

1

In App Launcher,  (Phone)


2

 → **Settings** → **Calling accounts** → **SoftBank** → **Call Service Settings**

 Call Service Settings open.

3

Outgoing Call Barring / **Incoming Call Barring** → Tap outgoing/incoming restriction

 Call Barring is set.

Using Contacts

Save phone numbers, mail addresses, etc.

Use labels to manage contacts in groups.



Specify and block numbers to reject arriving calls and SMS.


Contacts Cautions

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

Adding New Contacts

1



Flick App Launcher up   (Contacts)


 Contacts appear.

2

· If confirmation appears, follow onscreen prompts.

3

Enter items  

 Contact is added.


Messaging

Sending Messages (+Message)..... 42

Sending Messages (+Message)

Sending New Messages

1


In App Launcher,  (+Message)



2

Message    New message



3


Tap contact to send to

 Message screen opens.

- To send to a phone number/mail address not saved in contacts, enter a phone number/mail address in "Enter name and phone number" field  Tap  and create message.

4

Tap message entry field and enter text  

 Message is sent.

Internet

Using Chrome..... 44

Using Chrome

Use Chrome simply by entering words to search and URLs.

TLS


TLS (Transport Layer Security) is a protocol for encrypting sent/received data. While in a screen connected by TLS, data is encrypted to safely send/receive private information, credit card numbers, corporate secrets, etc., and provide protection against online threats (eavesdropping, falsification, impersonation, etc.).


TLS Cautions

When opening a secured page, users must decide as their responsibility whether or not to open the page with use of TLS. SoftBank Corp. and the Certification Authorities DigiCert Japan G.K. and Cybertrust make no guarantees whatsoever to users regarding security of TLS.

Using Chrome

1

In App Launcher,  (Chrome)



 Chrome opens.


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

2

Tap entry box

3

Enter search words or URL  


 Search results appear or a Website opens.

Chrome Operations




Opening New Tabs

Open several tabs to switch between Websites easily.

In Chrome,   **New tab**

- To switch tabs, Tap  and then target tab. Number in icon changes with number of open tabs.




Closing Tabs


In Chrome,   Tap  for tab

- Alternatively, swipe tab left/right to close.

Searching within Website

Search for strings of characters within Websites.

With Website open,   **Find in page**  Enter search text

 Search results are shown highlighted.

Camera

Capturing Photos/Videos..... 46

Capturing Photos/Videos

💡 File Formats for Photos/Videos

File Format for Photos

File format for photos is JPEG.

File Format for Videos

File format for videos is MPEG-4.

⚠️ Camera Cautions

If Lens Becomes Dirty

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

Avoid Exposure to Direct Sunlight


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


🚫 Mobile Light Warning

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

Capturing Photos

1


In App Launcher,  (Camera)

 Photo Viewfinder appears.


· If confirmation appears, follow onscreen prompts.


2

Aim Camera at subject

- In Photo Viewfinder, Pinch/Spread to use zooming.
- Tap Display  Drag screen up/down to adjust brightness.
- Tap subject to focus at location Tapped. Touch & Hold subject for auto exposure/auto focus lock.

3

 /either Volume Key

 Shutter clicks and photo is saved.


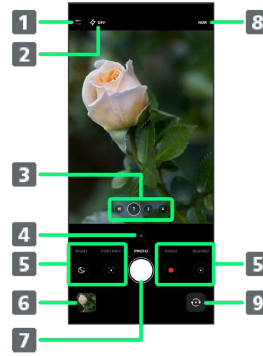
· Long Press  /either Volume Key for continuous capture.

Photo Viewfinder Layout



- 1 General camera settings
- 2 Flash setting
- 3 Zoom magnification
Tap icon to toggle zoom magnification. Drag icons up/down for adjust bar, then Drag left/right to adjust zoom magnification.
- 4 Show setting icons
Set exposure, timer, aspect ratio, etc.
- 5 Toggle shooting modes
- 6 View just-captured photo/video
- 7 Shutter
- 8 HDR setting
- 9 Switch between Rear Camera and Front Camera

Capturing Videos

1


In App Launcher,  (Camera)  VIDEO

 Video Viewfinder appears.


- If confirmation appears, follow onscreen prompts.
- Alternatively, Drag shooting mode left/right to toggle shooting modes.

2




Aim Camera at subject

- In Video Viewfinder, Pinch/Spread to use zooming.
- Tap Display  Drag screen up/down to adjust brightness.
- Tap subject to focus at location Tapped. Touch & Hold subject for auto exposure/auto focus lock.

3

 /either Volume Key

 Video recording starts.

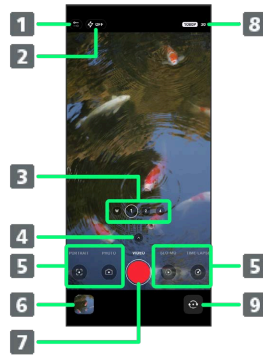
- To capture photos while recording video, Tap .
- To pause capture while recording video, Tap . Tap  to restart capturing.

4

To stop recording,  /either Volume Key

 Video recording stops and video is saved.

Video Viewfinder Layout



1 General camera settings

2 Flash setting

3 Zoom magnification

Tap icon to toggle zoom magnification. Drag icons up/down for adjust bar, then Drag left/right to adjust zoom magnification.

4 Show setting icons

Toggle flash on/off and grid display.

5 Toggle shooting modes

6 View just-captured photo/video

7 Capture start/stop

8 Toggle picture quality

9 Switch between Rear Camera and Front Camera


Application Basics

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Applications


Setting Required Permissions for Applications

Set the operation of applications when activating for the first time.

The type and content of a confirmation differs with the application. Activating  (Camera) for the first time is described as an example.

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


1

In App Launcher,  (Camera)

- If confirmation appears, follow onscreen prompts.

2










While using the app / **Only this time**

 Setting is complete.









- For several functions, continue in the same way.
- Shown items sometimes depend on the function.

+ Other Ways to Set Required Permissions for Applications

Setting Functions to Use for Each Application

Flick App Launcher up   (Settings)  Apps 
 See all XX apps  Tap application  Permissions
 Tap function  Tap required permission

Setting Applications with Permitted Usage for Each Function

Flick App Launcher up   (Settings)  Security &
 Privacy  Privacy controls  Permission manager
 Tap function  Tap application  Tap required permission

Wi-Fi/Bluetooth

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Connecting by Wi-Fi

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

Connecting Selected Access Points

1

Flick App Launcher up → (Settings) → Network & Internet

2

Internet

Internet settings open.

3

Wi-Fi ()

Wi-Fi is enabled.

· Tap **Wi-Fi** to toggle on ()/off ().

4

Tap access point

5

Enter password → **Connect**

Handset is connected.

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

+ Wi-Fi Operations

Enable Notification when Public Network Is Available

In Internet settings, **Network preferences** → **Notify for public networks**

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

Install Certificate

In Internet settings, **Network preferences** → **Install certificates** → Follow onscreen prompts

Check MAC Address

In Internet settings, Tap connected access point

MAC address appears below "Randomized MAC address"

Check IP Address

In Internet settings, Tap connected access point

IP address appears below "IP address."

Checking Access Point Activity while Connected

In Internet settings, Tap connected access point

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

Making Settings Manually for Connecting

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

Internet

🚩 Internet settings open.

3

Wi-Fi ()

🚩 Wi-Fi is enabled.


· Tap **Wi-Fi** to toggle on ()/off ().

4

Add network

5

Enter network name

· Tap  to open QR code scan window. After scanning QR code, SSID and password is shared and Wi-Fi connection is possible.

6

Tap Security field → Select security

7

Tap Password field → Enter password

8

Save

🚩 Handset is connected.

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

Delete Connected Access Points

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

Internet

Internet settings open.

3

Tap connected access point

4

Forget

🚩 Handset disconnects from the access point.

· After disconnecting from an access point connection, the password may need to be entered again to reconnect.

Deleting Saved Access Points

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

Internet

Internet settings open.

3

Saved networks

4

Tap access point → Forget

🚩 The access point is deleted.

Using Wi-Fi Direct

Use Wi-Fi Direct to connect to other Wi-Fi Direct devices simply via Wi-Fi, without an access point or via the Internet.

1

Flick App Launcher up → (Settings) → Network & Internet

2

Internet

Internet settings open.

3

Wi-Fi ()

Wi-Fi is enabled.

· Tap Wi-Fi to toggle on ()/off ().

4

Network preferences

5

Wi-Fi Direct

Wi-Fi Direct settings open.

6

Tap device to connect to → On other device, accept connection

Handset is connected via Wi-Fi Direct.

- If connection is not accepted after a certain period, the connection request is cancelled.
- Tap the connected device and then **OK** to stop the connection.

Using Bluetooth® Function

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

? Hints

- Q. Cannot use Bluetooth®
- A. Is handset in Airplane mode? If in Airplane mode, Bluetooth® function is disabled. Bluetooth® function can be enabled again after placing handset in Airplane mode.

! Bluetooth® Function Cautions

Files may not appear correctly on recipient devices.

Using Bluetooth® Function

The Bluetooth® function is a technology that enables wireless connection with PCs, Bluetooth® devices with hands-free functionality, etc. The following are available.

Function	Description
Audio output	Listen to music, etc. wirelessly.
Hands-free calls	Call hands-free, using Bluetooth®-capable hands-free devices and headsets.
Data exchange	Exchange data with Bluetooth® devices.

Enabling Bluetooth® Function

1

Flick App Launcher up → ⚙️ (Settings) → Connected Devices

2

Connection preferences

3

Bluetooth

🚩 Bluetooth® settings open.

4

Use Bluetooth ()

🚩 Bluetooth® function is enabled.

· Tap **Use Bluetooth** to toggle on ()/off ().

+ Change Handset Name Appearing on Other Device

In Bluetooth® settings, **Device name** → Enter name → **Rename**

· Available when **Use Bluetooth** is enabled.

! Bluetooth® Function Cautions

Connection

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

File Transfer

Files may not appear correctly on recipient devices.

Pairing Bluetooth® Devices

Search for and pair nearby Bluetooth® devices. Registered Bluetooth® devices can be connected simply.

- Enable the Bluetooth® function on the Bluetooth® devices being paired beforehand.

1

Flick App Launcher up → ⚙️ (Settings) → Connected Devices

2

Pair new device

🚩 Nearby Bluetooth® devices appear in "Available devices."

3

Tap device to pair

4

Follow onscreen prompts to accept device

🚩 The Bluetooth® device is paired to handset.

- Methods for accepting differ depending on devices being paired.

Connecting to Paired Bluetooth® Devices

Connect handset and paired Bluetooth® device.

- Enable the Bluetooth® function on handset and the paired Bluetooth® device beforehand.

1

Flick App Launcher up → ⚙️ (Settings)

2

Connected Devices

🚩 Connection settings open.

3

Tap device

🚩 Handset connects to Tapped device.

+ Paired Bluetooth® Device Operations

Change Name of Paired Device

In connection settings, ⚙️ for paired device → ✎️ →
Enter name → Rename

Cancelling Pairing

In connection settings, ⚙️ for paired device →
Forget → Forget device

Receiving Data by Bluetooth®

1

Flick Status Bar down → Tap Bluetooth® transfer notification → ACCEPT

2

After data is received, Drag Status Bar down → Open notification for received file

3

Select the received data

🚩 Check the received data.

- If confirmation appears, follow onscreen prompts.

Sending Data by Bluetooth®

Contacts data is described as an example.

1

Flick App Launcher up → 👤 (Contacts)

2

Touch & Hold contact to send → 📎 → Bluetooth

3

Tap device

🚩 Data is sent.

- If confirmation appears, follow onscreen prompts.

Handset Settings

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Handset Settings

The User Guide describes main setting options.

Handset Settings

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

Item	Description
Natural ID	View, edit, or delete account information saved for Natural ID.
Network & Internet	Make network and Internet settings for Wi-Fi, mobile network, data usage, etc.
Connected Devices	Make Bluetooth® and other device connection settings.
AI Home Screen	Set main Home Screen to be FocusSpace or App Launcher.
Customization	Set Wallpaper for App Launcher (Home Screen)/lock screen and the color of icons and text, etc.
Lock Screen	Make settings for lock screen.
Apps	Make application settings.
Notifications	Make notification settings.
Battery	Check Battery usage and make settings to save battery power.
Storage	Check memory space of internal storage and USB drive.
Sound & Vibration	Make ringtone, operation tones, and other sound settings.
Display	Set Display brightness, when Display turns off, etc.
Accessibility	Set captions, magnification gestures, and other useful accessibility functions.
Security & Privacy	Make security and privacy settings such as device scanning, permissions manager, and password display.
Location	Make settings for location information.
Safety & emergency	Make settings such as Open Personal Safety, Emergency SOS, Emergency Location Service, and wireless emergency alerts.
Passwords, Passkeys & Accounts	Make settings for password management and Google Autofill. Also, make settings to create/add accounts, and sync accounts.
Digital Wellbeing & Parental Controls	Manage time that handset is used, and set parental limitations on use.
Google	Make settings for Google services.
System	Check and make settings for languages, date and time, backup, reset, system update, etc.
Special Features	Set the navigation mode, expanded RAM, etc.

About Phone Check handset information.

1

Flick App Launcher up → ⚙️ (Settings)

🚩 Handset settings open.

2

Select item to set

🚩 Settings open.

Data Usage Settings

Check mobile data usage and set limit.

Checking Application Data Usage

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

SIMs → SoftBank → App data usage

📶 Check application data usage in Mobile data usage window.

Setting Reset Date for Data Usage

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

SIMs → SoftBank → Data warning & limit

3

Mobile data usage cycle → Set date to reset every month → Set

📶 Reset date is set.

Setting Amount by Which Data Usage Increases to Alert User

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

SIMs → SoftBank → Data warning & limit

3

Data warning → Enter amount for alert → Set

📶 Amount for data alert is set.

• Data usages are approximate, and may differ from the actual data usage.

Changing Automatic Data Communication & Sync Settings

Customize settings to automatically lower amount of data communication.

Change settings in the following ways.

Item	Description
Location	Disable location information. See " Location " for details.
Automatically sync app data	Disable automatic syncing of applications and data set in your account. See " Passwords, Passkeys & Accounts " for details.
Background data communication	Restrict background data. See " Restricting Mobile Data in Background " for details.
Communication while abroad	Set handset to not permit data while using handset abroad. Flick App Launcher up → ⚙️ (Settings) → Network & Internet → SIMs → SoftBank → Roaming (<input type="checkbox"/>)

Setting Upper Limit on Mobile Data Usage

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

SIMs → SoftBank → Data warning & limit

3

Set data limit → OK

4

Data limit → Enter limit → Set

📶 Limit on data is set.

Restricting Mobile Data in Background

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

SIMs → SoftBank → App data usage

3

Tap application name → Background data ()

🚩 Restriction on background data is set.

Battery Settings

Check Battery consumption settings and Battery usage.

Battery Settings

Items that can be checked or set are the following.

Item	Description
Battery life and time remaining	Check Battery, time remaining, and current usage.
Battery usage	Check Battery usage.
Battery Saver	Enable Battery Saver function.
Adaptive Battery	Enable limiting of battery usage of seldom-used applications.
Battery percentage	Enable battery level to be shown in Status Bar.

+ Battery Operations

Enabling Limiting of Battery Usage of Seldom-Used Applications

Flick App Launcher up → ⚙️ (Settings) → Battery → Adaptive Battery → Use Battery Manager ()

· Tap Use Battery Manager to toggle on ()/off ().

Enable % Battery Level to Be Shown in Status Bar

Flick App Launcher up → ⚙️ (Settings) → Battery → Battery percentage ()

· Tap Battery percentage to toggle on ()/off ().

Using Battery Saver

1

Flick App Launcher up → ⚙️ (Settings) → Battery

2

Battery Saver → Use Battery Saver ()

🚩 Battery Saver setting is complete.

- When Battery Saver is on, color of Battery icon changes.
- When Battery Saver is on, handset switches to Dark theme automatically.

Sound & Vibration Settings

Make ringtone, vibration, and other similar settings.

Sound & Vibration Settings

Settable items are the following.

Item	Description
Media volume	Set volume for music, videos, etc.
Call volume	Set volume for calls.
Ring volume	Set volume for Phone ringtone, etc.
Notification volume	Set volume for notifications.
Alarm volume	Set volume for alarm.
Do Not Disturb	Set priority notifications, etc.
Vibration & haptics	Enable vibration when calls or notifications arrive.
Live Caption	Enable captions to show automatically when audio is detected.
Phone ringtone	Set a ringtone.
Default notification sound	Set default notification sound.
Default alarm sound	Set default alarm sound.
Media	Set whether to hide the media player when a media playback is finished.
Dial pad tones	Enable tap tones when Tapping dialpad.
Screen locking sound	Enable tone when locking/unlocking screen.
Charging sounds and vibration	Enable tone and handset to vibrate at start of charging.
Tap & click sounds	Enable tap tones when Tapping a menu, etc.
Always show icon when in vibrate mode	Enable icon to appear in Status Bar when in Manner mode (Vibration).

Setting Ringtone

1

Flick App Launcher up → ⚙️ (Settings) → Sound & Vibration

2

Phone ringtone → Tap ringtone

🔊 Ringtone plays.

3

OK

🔊 Setting is complete.

Setting Volume for Ringtone

1

Flick App Launcher up → ⚙️ (Settings) → Sound & Vibration

2

Slide Ring volume 🗲

🔊 Ringtone plays to check volume.

• Slide 🗲 right to increase volume, and left to decrease volume.

Setting Volume for Music and Videos

1

Flick App Launcher up → ⚙️ (Settings) → Sound & Vibration

2

Drag Media volume 🗲 left/right

🔊 Sample sound plays.

Setting Volume for Alarm

1

Flick App Launcher up → ⚙️ (Settings) → Sound & Vibration

2

Drag Alarm volume 🗲 left/right

🔊 Alarm sound plays.

Display Settings

Set Display brightness, when Display turns off, etc.

Display Settings

Settable items are the following.

Item	Description
Brightness level	Set brightness of Display.
Adaptive brightness	Enable adjustment of brightness for surroundings.
Screen timeout	Set a period of inactivity after which Display turns off automatically.
Dark theme	Set Dark theme on/off and a schedule.
Display size and text	Set size of text, images, and icons.
Night Light	Enable screen to appear with a yellowish hue.
Colors	Set screen color.
Color contrast	Set screen contrast.
Auto-rotate screen	Enable screen to rotate with handset orientation automatically.
Display white balance	Enable white balance of screen to be adjusted.
Refresh rate	Set the refresh rate.
Screen saver	Set screen saver.

Setting Time until Display Goes Out

1

Flick App Launcher up → ⚙️ (Settings) → Display

2

Screen timeout → Select time

🚩 Setting of Display timeout is complete.

Setting Size of Text

1

Flick App Launcher up → ⚙️ (Settings) → Display

2

Display size and text → Drag "Font size" ● left/right

🚩 Setting is complete.

· Check the set display size in preview.

Setting Size of Images and Icons

1

Flick App Launcher up → ⚙️ (Settings) → Display

2

Display size and text → Drag "Display size" ● left/right

🚩 Setting is complete.

- May not operate correctly depending on application.
- Check the set display size in preview.

Security & Privacy Settings

Make screen lock, PIN, and other settings.

Security & Privacy Settings

Settable items are the following.

- Notification appears above setting items that may be unsafe for security reason.

Item	Description
App security	Enable handset scan for security issues.
Device unlock	Set method for unlocking screen.
Account security	Check the security of handset, logged-in Google account, and saved passwords.
Device finders	Enable handset location to be shown if handset is lost.
System & updates	Set security updates and backup.
Privacy controls	Make privacy settings, or set access permissions to applications.
Privacy dashboard	Check applications that used location, Camera, Mic, etc. in past 24 hours.
More security & privacy	Make settings for encryption, credentials, App pinning feature, Google autofill service, etc.

Code Types

The following codes are required for handset use.

Code	Description
Center Access Code	Four-digit code you have set in subscription contract. See " Center Access Code " for details.
SIM PIN	Code for USIM Card/eSIM. See " Enabling SIM PIN " for details.
PIN	Code for unlocking screen. See " Unlocking Screen with PIN " for details.

PIN Types

In addition to the SIM PIN for USIM Card/eSIM, there is a different PIN for unlocking the screen. Do not forget these codes.

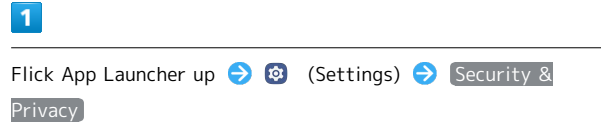
Center Access Code

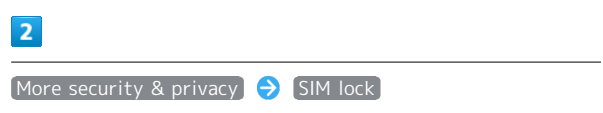
Center Access Code is the four-digit code set at time of subscription, and is required such as when using option services from a landline phone.

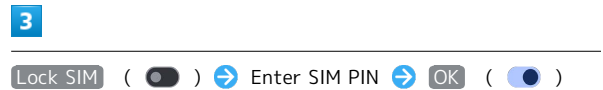
- Do not forget Center Access Code. If you forget the code, contact us for recovery. For details, contact [Customer Service](#).
- Be careful not to reveal security codes to others. If misused by others, the company is not liable for any resulting damages.

Enabling SIM PIN


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

- 

Flick App Launcher up → ⚙️ (Settings) → Security & Privacy
- 

More security & privacy → SIM lock
- 

Lock SIM () → Enter SIM PIN → OK ()

 SIM PIN is enabled.

SIM PIN Cautions

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

Changing SIM PIN

First enable SIM PIN to change SIM PIN.

1

Flick App Launcher up → ⚙️ (Settings) → Security & Privacy

2

More security & privacy → SIM lock

3

Change SIM PIN → Enter current SIM PIN → OK → Enter new SIM PIN → OK → Enter new SIM PIN again → OK

🚩 SIM PIN is changed.

Unlocking Screen by Swiping Screen

1

Flick App Launcher up → ⚙️ (Settings) → Security & Privacy

2

Device unlock → Screen lock

· If method for unlocking screen before change is setting other than **None** or **Swipe**, first unlock screen.

3

Swipe

🚩 Setting is complete.

Unlocking Screen by Tracing Pattern

1

Flick App Launcher up → ⚙️ (Settings) → Security & Privacy

2

Device unlock → Screen lock

· If method for unlocking screen before change is setting other than **None** or **Swipe**, first unlock screen.

3

Pattern → Enter new pattern → Next

4

Enter new pattern again → Confirm

5

Select method of notification display → Done

🚩 Setting is complete.

Unlocking Screen with PIN

1

Flick App Launcher up → ⚙️ (Settings) → Security & Privacy

2

Device unlock → Screen lock

· If method for unlocking screen before change is setting other than **None** or **Swipe**, first unlock screen.

3

PIN → Enter new PIN → Next

4

Enter new PIN again → Confirm

5

Select method of notification display → Done

🚩 Setting is complete.

Unlocking Screen with Password

1

Flick App Launcher up → (Settings) → Security & Privacy

2

Device unlock → Screen lock

· If method for unlocking screen before change is setting other than **None** or **Swipe**, first unlock screen.

3

Password → Enter new password → Next

4

Enter new password again → Confirm

5

Select method of notification display → Done

🚩 Setting is complete.

System Settings

Check and make settings for languages, date and time, reset, etc.

System Settings

Settable items are the following.

Item	Description
Languages	Set functions for language and text entry.
Keyboard	Make settings for on-screen keyboard to use and functions for text entry.
System updates	Check whether system updates are required via the network, and update manually as required. See " Updating Software " for details.
Date & time	Make date and time settings.
Backup	Make settings such as whether to back up application data, photos and videos, etc. to Google server.
Reset options	Reset network settings, application settings, and initialize handset.

Using 24-Hour Format

1

Flick App Launcher up → (Settings) → System

2

Date & time → Use locale default ()

🚩 24-hour or 12-hour format is automatically set depending on your language and region.

- Tap **Use locale default** to toggle on ()/off ().
- If **Use locale default** is disabled, Tap **Use 24-hour format** to toggle 24-hour format ()/12-hour format ().

Resetting Handset

1

Flick App Launcher up → ⚙️ (Settings) → System

2

Reset options → Erase all data (factory reset)

3

Erase all data → Erase all data

🚩 Handset is reset.

! After Erasing eSIM

To use an eSIM again after having erased it, the QR code for downloading an eSIM must be reissued. Erasing an eSIM does not cancel your service contract.

Other Settings

Natural ID

Log in to check your name, phone number, residential address, etc. and make settings.

Log in to your Natural ID account beforehand.

See "[Creating a Natural ID Account](#)" and "[Logging In with a Natural ID Account](#)" for details on Natural ID account settings.

Item	Description
⚙️ (Settings)	Edit user information, check terms of usage and privacy policy, delete data and account, etc.
Name	Check name.
My home address	Check residential address.

Network & Internet

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

Item	Description
Internet	Make settings for using Wi-Fi connection and mobile network. See " Connecting by Wi-Fi " for details on using Wi-Fi connection.
Calls & SMS	Set the SIM used when making a call or using SMS.
SIMs	Make settings for mobile network.
Airplane mode	Disable all functions that emit signals. Handset stays powered on.
Hotspot & tethering	Use handset as Wi-Fi router to access Internet from a PC, game console, etc.
Data Saver	Make settings for Data Saver.
VPN	Set VPN access points.
Private DNS	Set private DNS.

+ Setting Whether to Allow 2G Communication

Flick App Launcher up → ⚙️ (Settings) → Network & Internet → SIMs → SoftBank → Allow 2G

- Tap **Allow 2G** to toggle on (●) / off (●).
- In Japan, 2G service is unprovided. Do not toggle on (●).
- If traveling abroad, service is unavailable if not toggled on (●) in some countries.

Connected Devices

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

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

AI Home Screen

Set main Home Screen to be either FocusSpace or App Launcher.

Customization

Make settings for lock screen and App Launcher (Home Screen). Settable items are the following.

Item	Description
Lock Screen	Set lock screen Wallpaper, shortcuts, etc.
Home Screen	Set App Launcher Wallpaper, color, icon theme, layout, etc.

Lock Screen

Make settings for lock screen. Settable items are the following.

Item	Description
Privacy	Make notification display settings.
Add text on lock screen	Set text shown in lock screen.
Use device controls	Enable use of device controls.
Shortcuts	Set shortcuts in lock screen.
Always show time and info	Enable the time and information to be shown when screen is locked.
Tap to check phone	Enable the time and notifications to be viewable when screen is locked by Tapping.
Lift to check phone	Enable the time and notifications to be viewable when handset is lifted up.
Wake screen for notifications	Enable Display to turn on for notifications.

Apps

Make application settings. Settable items are the following.

- Any recently used applications appear in "Recently opened apps."

Item	Description
See all XX apps	Check and make settings for installed applications.
Default apps	Set applications used as default.
App Locker	Set a lock per application.
Assistant	Set an assistant.
Screen time	Check history of total usage time. Limit usage time per application.
Cloud media app	Set a cloud media application.
Unused apps	Open unused applications.
App battery usage	Enable limiting of battery usage based on usage per each application.
Special app access	Make settings for special application access.

Notifications

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

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

Storage

Check internal storage and USB drive, mount USB drive, and delete data on USB drive. Settable items are the following.


Item	Description
This device ^{1, 2}	Check total space/free space in internal storage.
USB drive ²	Check data saved on USB drive. Mount or unmount USB drive, format it, etc.

1 When USB drive is not connected, details of used space in internal storage is shown.

2 Shown while USB drive is connected.

Accessibility

Make caption, magnification gesture, and other useful accessibility function settings. Settable items are the following.

Item	Description
Experience	Set whether to use "Experience", etc.
Thermal Application	Set whether to use "Thermal Application", etc.
セキュリティ One (Security One)	Set whether to use "セキュリティOne (Security One)", etc.
TalkBack	Set accessibility service (TalkBack) to read out screen information.
Select to Speak	Enable Tapped items on Display to be read out.
Display size and text	Set size of text, images, and icons on Display.
Color and motion	Set the color of Display and icons, and animation of setting switch (), etc., or set Dark theme on/off and a schedule.
Extra dim	Enable screen to be dimmed darker than minimum screen brightness.
Magnification	Set screen to be enlargeable.
Accessibility Menu	Enable use of large menu.
Switch Access	Enable handset functions to be assigned to keys.
Timing controls	Set time to hold down screen for Touch & Hold, to show messages for a short time, etc.
System controls	Set navigation bar, enable Power Key to end call during call, and enable screen to rotate according to handset orientation.
Vibration & haptics	Enable vibration for arriving calls and messages.
Live Caption	Enable captions for dialog in media, etc.
Caption preferences	Make settings for captions.
Audio description	Enable readout of screen content.
Flash notifications	Enable Mobile Light or screen to flash for incoming calls or alarm notifications, etc.
Hearing devices	Set whether to use a hearing aid, etc.
Audio adjustment	Enable monaural audio playback, and left/right audio balance.
Accessibility shortcuts	Set size of shortcut button that opens Accessibility Menu, enable shortcut from lock screen, etc.
Text-to-speech output	Make detailed voice-to-text settings.

Location

Make settings for location information. Settable items are the following.

Item	Description
Use location	Toggle location information on/off.
App location permissions	Check permission to access location information and set whether to allow use of location information for each application.
Location services	Make settings for shared functions with Google Location Sharing, Emergency Location Service, etc.

Safety & emergency

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

Item	Description
Open Personal Safety	Make settings for Personal Safety.
Medical information	Check and edit your own medical information (name, address, blood type, allergies, etc.).
Emergency contacts	Check and edit your emergency contacts.
Emergency SOS	Enable an emergency call to be made when Power Key is quickly pressed five or more times.
Crisis alerts	Enable notifications to be received about nearby natural disasters, etc.
Emergency Location Service	Enable location to be sent in an emergency.
Earthquake alerts	Enable alarm to sound when an earthquake is detected near your current location.
Unknown tracker alerts	Enable notifications to be received when an unknown Bluetooth® tracker is detected, etc.
Silence notifications while driving	Enable notifications for arriving calls and messages to be silenced automatically when handset detects that you are driving a vehicle.
Wireless emergency alerts	Make settings for wireless emergency alerts.

Passwords, Passkeys & Accounts

Create/add accounts, sync accounts, etc. Settable items are the following.

Item	Description
Preferred service	Enable Autofill with Google and set content to be entered.
Add account	Create or add accounts.
Automatically sync app data	Enable automatic data syncing.

+ Setting Automatic Syncing

Flick App Launcher up → ⚙️ (Settings) → Passwords, Passkeys & Accounts → Automatically sync app data → OK

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

Digital Wellbeing & Parental Controls

Check handset usage habits, and make settings to limit usage frequency. Settable items are the following.

Item	Description
XX minutes / XX hr, XX min	View total duration of handset use today.
View app activity details	Check history of total handset usage time. Limit usage time per application.
App timers	Set limit on daily use time for each application.
Bedtime mode	Activate Bedtime mode at specified time.
Focus	Pause applications that might be a distraction. Also specify day and time.
Screen time reminders	Enable notification of time applications are used.
Manage notifications	Manage application notifications.
Do Not Disturb	Make settings for Do Not Disturb.
Heads Up	Enable alert to prompt you to be aware of surroundings when using handset while walking.
Show icon in the app list	Enable Digital Wellbeing to be shown as application in app list.
Set up parental controls	Set controls on usage as a parent/guardian.

Google

Make settings for Google services. Select menu item and follow onscreen prompts.

For details on each menu item, see explanation, label, etc. located in the menu item.

Special Features

Set gesture operation and RAM expansion. Settable items are the following.

Item	Description
Gestures	Set handset action for navigation or when button is pressed.
RAM Booster	Set RAM expansion.

About Phone

Check handset information. Items that can be checked or set are the following.

Item	Description
Natural OS	Check the system's build number. Tap Update to check whether updates are required via the Internet, and update as required.
Natural AI	Check the Natural AI version. Tap Update to check whether updates are required via the Internet, and update as required.
Device Name	Change handset name.
Screen, Processor, RAM / ROM, Camera, Battery	Check handset specifications.
Android version	Check Android OS version, security patch level, etc.
IMEI 1, IMEI 2	Check handset IMEIs.
SIM 1, SIM 2 ¹	Check SIM status.
Model number ¹	Check model name.
Serial number ¹	Check serial number.
IP address ¹	Check IP address.
Wi-Fi MAC address ¹	Check Wi-Fi MAC address.
Device Wi-Fi MAC address ¹	Check handset Wi-Fi MAC address.
Bluetooth address ¹	Check Bluetooth® address.
Uptime ¹	Check operating time since handset startup.
Legal Information	Check third-party licenses and Google terms of service.
Regulation Labels	Check certifications.
Brain Product Safety & Regulatory Information	Check safety precautions and legal and regulatory information.
Warranty and After Service	Check warranty, after-sales service, etc.

¹ Tap **See all** for a list.

Global Services

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Global Roaming

Handset is global roaming service eligible. Use the same handset number outside Japan.

Handset connects to an appropriate cellular provider automatically be default.

Setting a Cellular Provider

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

SIMs → SoftBank → Automatically select network

3

Tap provider

🇯🇵 Cellular provider is set.

· To connect automatically to an appropriate provider, Tap Automatically select network (●).

Changing Data Roaming Setting

Change setting for data communication outside Japan.

1

Flick App Launcher up → ⚙️ (Settings) → Network & Internet

2

SIMs → SoftBank → Roaming (●)

🇯🇵 Data roaming is disabled.

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

Making Calls while Abroad

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

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

International Calls to Japan and Other Countries from Abroad

1

In App Launcher, ☎️ (Phone)

🇯🇵 Phone opens.

2

Keypad

🇯🇵 Call window opens.

3

Touch & Hold 0

🇯🇵 "+" appears.

4

Enter country code then other party's 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.


Calls to Landline Phones/Cell Phones in Country of Stay

Place calls the same way you would within Japan.

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


1

In App Launcher,  (Phone)

 Phone opens.

2

Keypad


 Call window opens.

3

Tap dialpad to enter the other party's number

4

Call

 Handset dials number. Call begins when other party answers.

General Notes




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Safety Precautions

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

Safety Precautions

These indications show degree of risk from improper use.







Indication	Description
 DANGER (DANGER)	Great risk of death or serious injury ¹
 WARNING (WARNING)	Risk of death or serious injury ¹
 CAUTION (CAUTION)	Risk of minor injury ² or property damage ³

1 Serious injury: This refers to loss of sight, injury, burns (high- and low-temperature), electric shock, broken bones, poisoning, etc. with remaining aftereffects, and injuries requiring hospital admission or long-term hospital visitation.

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

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

Symbols indicating prohibited/mandatory actions

Indication	Description
	Prohibited actions.
	Disassembly prohibited.
	Exposure to liquids prohibited.
	Use with wet hands prohibited.
	Mandatory actions.
	Unplug from outlet.

Handset, USB Cable (C to C)
(Complimentary Sample), USIM Card, SIM
Removal Tool (Complimentary Sample),
AC Charger, (Common)

DANGER



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

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



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

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



Do not get dirty with or place directly on sand, soil, or mud. Do not handle with dirty hands.

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

See "[Water/Dust Resistance Cautions](#)" for details on water/dust resistance.



Do not let water or other liquid (beverage, sweat, sea water, pet urine, etc.) to enter the charging terminal or external connector terminal or get them wet. 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.

See "[Water/Dust Resistance Cautions](#)" for details on water/dust resistance.



Prohibited

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

Internal Battery breakage may cause fire, burns, injury, etc.

* Examples of where to be careful

- Sitting or squatting with handset in your pants or skirt pocket
- Handset becoming caught in a sliding door or vehicle door when in a jacket pocket
- Stepping on handset when it is on something soft such as a sofa, bed, or futon or on the floor
- Handset becoming caught in a seat on a train or bus



Do Not Disassemble

Do not disassemble or modify.

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



Prohibited

Do not try to remove Internal Battery from handset.

May cause fire, burns, injury, etc.



Prohibited

Handset Back Cover cannot be removed. Do not try to remove. Also do not try to remove Back Cover or try to press it in if handset is bulging, such as if Internal Battery is swollen.

May cause fire, burns, injury, etc.



Compulsory

Use optional accessories specified by SoftBank.

Using unspecified accessories or those of unknown manufacture, origin, or specification may cause fire, burns, injury, electric shock, etc.

WARNING



Prohibited

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

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



Prohibited

Do not allow conductive materials (such as metal objects and pencil lead) to come into contact with the charging terminal or External Device Port, or dust, sand, etc. to enter them.

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



Avoid Liquids Or Moisture

When caring for handset, ensure that no disinfectant or water enters gaps, charging terminal, External Device Port, Mic/Main Mic, Sub-Mic, or Speaker.

Handset breakage may cause injury, electric shock, etc.



Compulsory

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

Overcharging may cause fire, burns, injury, etc.



Compulsory

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

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



Compulsory

Follow the instructions of a gas station or other such location before using handset there.

Do not charge handset at a gas station, etc.

Take care not to drop handset at a gas station, etc.; in particular, do not use handset while filling.

Ignition of flammable gas, etc. may 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 outlet.
- Power off handset.

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

⚠ CAUTION

Prohibited

Do not use damaged equipment.

May cause fire, burns, injury, etc.



Prohibited

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

Handset may fall and cause injury, etc.



Prohibited

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

May cause fire, burns, electric shock, etc.

See "[Water/Dust Resistance Cautions](#)" for details on water/dust resistance.



Prohibited

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

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



Prohibited

Do not leave within the reach of young children or pets.

Take particular care with storage locations for small parts such as SIM Card Tray and SIM Removal Tool (complimentary sample).

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



Compulsory

Use handset with caution, as it may become hot with continued use or while charging. Avoid unintentional continued contact with handset for a long time such as by placing handset in clothes pocket, falling asleep, etc.

Handset or AC Charger may become hot after continued use of applications, call functions, data communication, video viewing functions, etc. or while charging. Continued contact with hot parts may cause redness, itchiness, rash, low-temperature burns, etc. depending on your 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.

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

⚠ WARNING

Prohibited

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

May harm eyesight. May temporarily blind or startle, and cause injury or other accident.



Prohibited

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

May cause convulsions, loss of consciousness, etc.



Prohibited

Do not let water or other liquid (beverage, sweat, sea water, pet urine, etc.) or foreign objects such as anything metal (cutter blades, staples, etc.), flammable material, etc. enter SIM Card Tray Slot.

In addition, insert USIM Card into correct opening in correct orientation.

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



Prohibited

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

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



Compulsory

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

Use of handset on board an aircraft is restricted. Follow instructions of the airline.

Radio signals may adversely affect an aircraft's electronic devices.

Prohibited use aboard an aircraft may be subject to penalty by law.



Compulsory

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

Power off handset where its use is prohibited.

Radio signals may affect operation of electronic equipment and electric medical devices.



Compulsory

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 from your ears.

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

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



Compulsory

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

Handset suddenly vibrating and ringing for a new call may startle and affect persons with heart conditions.



Compulsory

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

Radio signals may adversely affect electric medical devices, etc.



Compulsory

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

Radio signals may cause electronic devices to malfunction or may adversely affect their operation.

* Examples of electronic devices requiring care if they are nearby

Hearing aids, implanted cardiac pacemakers, implanted cardioverter defibrillators, other electric medical devices, and other automatically controlled devices or equipment.

If you are using an implanted pacemaker, implanted defibrillator, or other electric medical device, check with the manufacturer or vendor regarding any effect that radio signals may have on it.



Compulsory

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

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



Compulsory

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

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



Compulsory

Do not allow pets, etc. to bite handset.

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

⚠ CAUTION



Prohibited

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

Not doing so may cause injury or other accident.



Prohibited

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

May harm your eyes, skin, etc.

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

If it gets in your eyes, mouth, etc., rinse and consult a doctor immediately.



Prohibited

Do not dispose of handset together with ordinary trash.

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



Prohibited

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

May harm your eyes, skin, etc.

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

If it gets in your eyes, mouth, etc., rinse and consult a doctor immediately.



Compulsory

When removing USIM Card, be careful not to scratch yourself (fingers, etc.) with the point of the SIM Removal Tool (complimentary sample).

Contact with the point of the SIM Removal Tool (complimentary sample) may cause injury, etc.



Compulsory

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

Handset radio signals may affect the vehicle's electronic equipment in some car models. In such a case, cease using handset.



Compulsory

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

Continuing use may cause itching, rash, eczema, or other symptoms depending on your physical condition.

See "[Material List](#)" for materials used in each component.



Compulsory

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

Anything adhering may cause injury, etc.



Compulsory

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

Viewing in a dark place or too closely may affect your eyesight.



Prohibited

Do not allow metal objects (necklaces, hairpins, etc.) or conductive materials to come into contact with External Device Port. Also, do not carry or store with such items.

May cause fire, burns, injury, etc.

USB Cable (C to C) (Complimentary Sample), AC Charger

⚠ WARNING



Prohibited

Do not use AC Charger or USB Cable (C to C) (complimentary sample) if cord is damaged.

May cause fire, burns, electric shock, etc.



Prohibited

If thunder is audible, do not touch AC Charger or USB Cable (C to C) (complimentary sample).

May cause electric shock, etc.



Prohibited

Do not short-circuit charging terminal when it is connected to an outlet. Do not allow any part of yourself (hands, fingers, etc.) to come in contact with charging terminal.

May cause fire, burns, electric shock, etc.



Prohibited

Do not put anything heavy on the cord of AC Charger or USB Cable (C to C) (complimentary sample) or pull it forcefully.

May cause fire, burns, electric shock, etc.



Prohibited

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

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 ignite, overheat, cause electric shock, etc.



Prohibited

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

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



Do Not Use Wet Hands

Do not touch AC Charger cord, USB Cable (C to C) (complimentary sample), charging terminal, or power plug with wet hands.

May cause fire, burns, electric shock, etc.



Compulsory

Use with specified power supply and voltage.

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

Incorrect power supply and voltage may cause fire, burns, electric shock, etc.

AC Charger: 100 V AC (household AC power outlet only)

AC Charger for global use: 100 V to 240 V AC (household AC power outlet only)



Compulsory

Wipe off any dust on power plug.

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



Compulsory

Insert the power plug of AC Charger in outlet firmly.

Not doing so may cause fire, burns, electric shock, etc.



Compulsory

When unplugging from an outlet, grasp AC Charger body and do not pull cord of USB Cable (C to C) (complimentary sample) or otherwise subject to excessive force.

Pulling cord of USB Cable (C to C) (complimentary sample) may damage it and cause fire, burns, electric shock, etc.



Compulsory

Insert or remove USB Cable (C to C) (complimentary sample) into/from handset without bending or applying force such as pulling cord.

Not doing so correctly may cause fire, burns, injury, electric shock, etc.



Compulsory

Cease use immediately if the charging terminal is bent or otherwise deformed. Also, do not repair charging terminal to use AC Charger.

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



Disconnect Power Source

If not using, unplug from the outlet

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



Disconnect Power Source

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

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



Disconnect Power Source

Before caring for equipment, unplug from the outlet.

Not doing so may cause fire, burns, electric shock, etc.

CAUTION



Prohibited

Do not touch AC Charger continuously while it is plugged into the outlet.

May cause burns, etc.

USIM Card

CAUTION



Compulsory

Be careful not to scratch yourself (finger, etc.) with the edges when handling the USIM card.

Edges may be sharp and cause injury.

SIM Removal Tool (Complimentary Sample)

WARNING



Prohibited

Tip of the SIM Removal Tool (complimentary sample) is pointed. Do not use pointed at yourself or others.

May allow it to strike yourself or others, causing injury or loss of sight.

CAUTION



Prohibited

Do not place within reach of infants.

May cause accidental swallowing, choking, injury, etc.

Handset Use & Electric Medical Devices

WARNING



Compulsory

If you or someone around you may be wearing an implanted pacemaker, implanted defibrillator, or other electric medical device, carry or use handset at least 15 cm away from the implant.

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



Compulsory

When using an electric medical device (other than an implanted cardiac pacemaker/defibrillator) outside medical facilities, check with the device manufacturer, etc. regarding any effect that radio signals may have on it.

Radio signals may affect the operation of electric medical devices.



Compulsory

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

Radio signals may affect the operation of electric medical devices.

General Notes

Handset, USB Cable (C to C) (Complimentary Sample), USIM Card, SIM Removal Tool (Complimentary Sample) (Common)

- Do not splash with water. AC Charger is not waterproof. Do not use in high humidity (e.g., bathroom), in rain, etc. Note that if carrying handset on you, humidity from perspiration can corrode the handset interior and cause malfunction. Handset will not covered by warranty if malfunction is determined to be due to such water exposure and may not be subject to repair. In the event malfunction is not covered by warranty, any repairs will be at cost.
- Avoid use or storage in extremely hot, cold, humid, or dusty places. Use within temperatures of 0°C to 35°C and humidity 30% to 80%.
- Always charge where at an appropriate temperature (0°C to 35°C).
- Do not use in these locations.
 - Where there is much humidity, dust, or vibration
 - Near landline phone, TV, radio, etc.
- Do not disassemble, modify, or repair. May cause malfunction.
- If handset has become hot, cease use for a while. Continuing to use handset for a long period while at a high temperature can cause low-temperature burns.
- Do not use alcohol, thinner, benzene, detergent, etc. to clean handset. If soiled with oil, dirt, or other hard-to-remove soiling, clean using a soft, dry cloth.
- Clean terminals with a dry cotton swab, etc. occasionally. Soiled terminals can cause a poor connection, with handset sometimes powering off or not charging adequately. Avoid damaging terminals when cleaning.

Internal Battery

- Battery is built in and is not removable.
- To have Internal Battery replaced, submit to a SoftBank Shop, etc. for replacement at a fee. Contact a SoftBank Shop or [Customer Service](#). NEVER replace by yourself - may cause fire or explosion.
- This product requires a lithium-ion battery. Lithium-ion batteries are precious, recyclable resources. To recycle a used lithium-ion battery, take it to any shop displaying the recycling symbol.



Li-ion00

Charging Cautions

- Charge using AC Charger. Using any other charger may cause Internal Battery to leak, overheat, or cause a fire. Note that the company is not responsible whatsoever for any accident or problem arising from use of any other charger.
- If it is difficult to install or connect AC Charger to handset, do not try to force it.
- Do not use AC Charger if its plug is damaged or it is loose when plugged into an outlet.

Ensure Safe Driving

- Use while driving is dangerous. Be sure to observe the laws and regulations of the country or region where using handset. Before using handset, stop your vehicle in a safe location, and then use handset.

Display (Touchscreen)

- Touch Display (touchscreen) directly to operate handset.
- Touchscreen is designed to be touched lightly. Do not press strongly with fingers or pointed objects (fingernails, ballpoint pen, pin, etc.).
- Touchscreen may not respond to touch operation in these situations. Note that malfunction may occur.
 - Use with gloves
 - Use with long fingernails
 - Use with objects on/against touchscreen
 - Use with protective film, stickers, etc. on touchscreen
 - Use with wet or moist touchscreen
 - Use when your fingers are wet or sweaty
 - Use underwater

Urgent News

- At time of purchase, the receive setting is enabled.
- At time of purchase, Alert sounds at maximum volume even when Manner mode is set, and vibration is enabled regardless of Manner mode setting.
- Urgent News might not be received during calls or transmissions, or when signal is weak.
 - * Can be received during a voice call using VoLTE.
- Depending on usage/situation, handset may receive Urgent News for other areas or no Urgent News.
- The company is not responsible for damages caused by using this service, including accidents resulting from received information, reception timing, or reception/reception failure.

Volume






- Avoid listening with loud volume for long periods. May damage hearing.



SIM Removal Tool (Complimentary Sample)

- Do not insert SIM Removal Tool (complimentary sample) in a hole other than the hole for ejecting SIM Card Tray. May cause malfunction or damage.
- Do not apply excessive force. May cause malfunction or damage.
- Follow local rules regarding collection when disposing.
- Do not use SIM Removal Tool (complimentary sample) in other mobile terminals. May cause malfunction or damage to mobile terminal.

Technical Conformance Certification

- Handset is certified as complying with technical standards as a radio device of a low-output data communications system based on the Radio Law. To check its "technical conformity mark ":
 - Flick App Launcher up   (Settings)  **About Phone**
 -  **Regulatory Labels**
- Handset is certified as complying with technical standards, and any disassembly/modification is punishable by law.

Bluetooth®/Wi-Fi® (Wireless LAN) Function

Wireless connection/operation may not be possible with some Bluetooth®/Wi-Fi (wireless LAN) devices.

Handset is equipped with Bluetooth®/Wi-Fi (wireless LAN)-compliant security features for communication via Bluetooth®/Wi-Fi (wireless LAN). However, these may be inadequate depending on usage environment and settings. Be aware when using Bluetooth®/Wi-Fi (wireless LAN) function.

SoftBank is not responsible for any data or information which may be leaked during communication via Bluetooth®/Wi-Fi (wireless LAN).

Frequency Bands (2.4 GHz Band)

Frequency bands used by handset Bluetooth® function/Wi-Fi (wireless LAN) function are as below.

2.4FH8/XX8/DS4/OF4

2.4: Wireless facility using 2400 MHz band.

FH/XX/DS/OF: FH-SS modulation, other system, DS-SS, OFDM.

4: Expected maximum interference range of about 40 m.

8: Expected maximum interference range of about 80 m.

: Utilizes 2,402 MHz to 2,482 MHz band with mobile device bandwidth differentiation.

Usable channels depend on the country.

Before using aboard an aircraft, check with the airline beforehand.

Frequency Bands (5 GHz Band)

Within the 5 GHz frequency band, the handset can use 3 bands: 5.2 GHz band (W52), 5.3 GHz band (W53), and 5.6 GHz band (W56).

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

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

Notes on Use

Handset Bluetooth®/Wi-Fi (wireless LAN) functions use the same frequency band used by household appliances (microwave ovens) and industrial/scientific/medical equipment as well as by in-place radio stations (requiring a license) and specific low-power radio stations (not requiring a license) for mobile identification as used in production lines, and by amateur radio stations (requiring a license).

1. Before using the Bluetooth®/Wi-Fi (wireless LAN) function, check that no in-place radio stations for mobile identification, specific low-power radio stations, or amateur radio stations are in operation nearby.
2. If use of the Bluetooth®/Wi-Fi (wireless LAN) function causes interference with regard to an in-place radio station for mobile identification, immediately change the usage frequency, or discontinue use, then take measures to avoid interference (putting a partition in place, etc.).
3. If handset is otherwise a cause of interference with regard to specific low-power radio stations for mobile identification or amateur radio stations and assistance is required, contact [Customer Service](#).

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

As Bluetooth® and Wi-Fi (IEEE 802.11b/g/n/ax) use the same frequency band (2.4 GHz), signal interference occurs when Bluetooth® is used near a Wi-Fi (wireless LAN) access point or device, and may cause slower communication speed and poor connection. In this instance, ways to prevent harmful interference include using handset and a Bluetooth®-connected device a distance away, or powering off the Wi-Fi (wireless LAN) device.

Wi-Fi (Wireless LAN)

Do not use Wi-Fi where there is an electromagnetic field such as near electrical appliances or AV/OA devices.

- Magnetic fields and electrical noise may affect communication, especially when using a microwave oven.
- It may interfere with reception if near a TV, radio, etc., and the TV screen may become unviewable.
- If multiple Wi-Fi (wireless LAN) access points are nearby using neighboring channels, handset may not search for access points correctly.

Water/Dust Resistance Cautions

Handset Water & Dust Resistance

Handset has protection (JIS C 0920) for water resistance equivalent to IPX4(1) and dust resistance equivalent to IP5X (2) with SIM Card Tray closed firmly (according to company testing).

Be sure to read "[Important](#)" carefully to ensure correct usage. Failing to observe the described information can allow water, sand, and other foreign matter into handset, and may cause overheating, fire, electric shock, injury, or malfunction.

(1) IPX4 indicates that handset continues to function as a phone after exposure to water splashing from every direction.

(2) IP5X indicates that handset continues to function as a phone and maintains its safety after being agitated in a test device with 75 µm or smaller particles for 8 hours.

Operation is not guaranteed for all conditions of actual use. Warranty does not cover malfunctions resulting from misuse.

Important

- Do not splash handset with or immerse it in the following liquids.
 - Water with soap / detergent / bath powder
 - Seawater, pool water
 - Hot spring water, hot water
 - Chemical, makeup, etc.
- Do not dip in hot water, use in a sauna, or subject to hot airflow from a hair dryer etc.
- Do not leave wet.
- To prevent condensation, let handset adjust to room temperature before bringing it from a cold location to a warm location.
- Never charge handset while it is wet.
- Do not use underwater.
- Do not wash in a washing machine, etc.
- Never open or close SIM Card Tray while handset is wet.
- Handset does not float.
- Do not place directly on a beach, sandbox, or other sandy surface. Sand, etc. in Earpiece/Speaker, Mic/Main Mic, Speaker, Sub-Mic, or other part may affect sound, and may cause malfunction.
- Ensure SIM Card Tray is always closed securely.
- Accessories and optional parts are not waterproof/dustproof.

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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 service.

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.
- 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

Handset

Item	Description
Dimensions (W x H x D)	Approx. 78 mm x 164 mm x 8.3 mm
Weight	Approx. 200 g
Continuous Talk Time	4G LTE: Approx. 2,800 minutes
Continuous Standby Time	5G: Approx. 627.8 hours 4G (AXGP Network): Approx. 680.2 hours 4G (FDD-LTE Network): Approx. 680.2 hours * Standby time for 5G is an approximate time in a 5G standalone environment.
Charging Time	AC Charger (USB Type-C™ rapid charging AC Charger with USB PD-PPS capability [ZSDBAV] (SB-AC22-TCPD)): Approx. 75 minutes

SIM Removal Tool (Complimentary Sample)

Item	Description
Dimensions	Approx. 8.0 x 34.4 mm

USB Cable (C to C) (Complimentary Sample)

Item	Description
Dimensions	Approx. 100 cm

Material List

Handset

Part	Materials Used/Surface Finish
Display	Glass/AF coating
Protective film	PET/silicone adhesive
Volume Keys, Power Key, AI Button, Camera ring	Aluminum/anodizing
Middle frame, SIM Card Tray (plastic portion)	Polycarbonate resin + 20% GF/coating
SIM Card Tray (metal portion)	Stainless steel/-
SIM Card Tray gasket	Elastomer/-
Camera cover	Glass/AR&AF coating
Back Cover	Glass/AF coating

SIM Removal Tool (Complimentary Sample)

Part	Materials Used/Surface Finish
SIM Removal Tool	Stainless steel

USB Cable (C to C) (Complimentary Sample)

Part	Materials Used/Surface Finish
Cable sheath	TPE/-
Connector (plug)	LCP (liquid crystal polymer), stainless steel, copper/-
Connector (plastic)	TPE (thermoplastic elastomer)/-

Radio Wave Exposure and Specific Absorption Rate (SAR) Information

[BGX5] here refers to this mobile phone [Natural AI Phone].

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

This mobile phone [BGX5] complies with the Japanese technical regulations and international guidelines regarding exposure to radio waves.

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

The technical regulations and the international guidelines set out the limits of exposure to radio waves as the Specific Absorption Rate, or SAR, which is the value of absorbed energy in any 10 grams of human tissue over a 6-minute period. The SAR limit for mobile phones is 2.0 W/kg. The highest SAR value for this mobile phone when tested for use near the head is 1.973 W/kg (*2), and that when worn on the body is 1.987 W/kg (*2). There may be slight differences of the SAR values in individual product, but they all satisfy the limit.

The actual value of SAR of this mobile phone while operating can be well below the indicated above. This is due to automatic changes in the power level of the device to ensure it only uses the minimum power required to access the network.

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

The World Health Organization has stated that "a large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established as being caused by mobile phone use."

Please refer to the websites listed below if you would like more detailed information regarding SAR.

Ministry of Internal Affairs and Communications Website:
<https://www.tele.soumu.go.jp/e/sys/ele/index.htm>

Association of Radio Industries and Businesses Website:
<https://www.arib-emf.org/01denpa/denpa02-02.html> (in Japanese only)

List of Specific Absorption Rates (SAR) information for SoftBank products

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

*1 The technical regulations are provided in Article 14-2 of the Radio Equipment Regulations, a Ministerial Ordinance of the Radio Act.

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

European RF Exposure Information

This mobile phone [BGX5] is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by the international guidelines. The guidelines were developed by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) and include safety margins designed to assure the protection of all persons, regardless of age and health conditions. The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile phones is 2.0 W/kg. The highest SAR value for this mobile phone when tested for use near head is 1.298 W/kg, and that when worn on the body at the separation distance of 0.5 cm from the body is 1.460 W/kg (*3). For electronic safety, maintain the separation distance with accessories containing no metal, that position handset a minimum of the above distance. Use of other accessories may not ensure compliance with the guidelines.

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

Simplified Declaration of Conformity for [BGX5]
Hereby, [Name of Manufacturer] declares that the radio equipment type [BGX5] is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <http://brain.ai/certification>.

FCC RF Exposure Information

This mobile phone [BGX5] 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 1.19 W/kg, and that when worn on the body as shown below is 1.19 W/kg.

Body-worn Operation: This mobile phone was tested for typical body-worn operations with the separation distance of 0.5 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain the above separation distance between the user's body and the mobile phone. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with the FCC RF exposure requirements and should be avoided.

The FCC has granted an equipment authorization for this mobile phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure requirements. Filed SAR information of this mobile phone can be found by searching FCC ID 2BQR5-BGX5 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>.

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)

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Natural AI Phone User Guide

March 2026, First Edition
SoftBank Corp.

Visit SoftBank Shop for assistance

Model : Natural AI Phone
Manufacturer : Brain Technologies, Inc.
Importer : Brain AI Japan K.K.