

Be sure to read this manual before use.

Quick Start

XPERIA 10^{VIII}

Notes on the Web Help Guide

- "ヘルプガイド (Web取扱説明書) (Web Help Guide)" (Japanese) provides detailed instructions on starting up and using the device. Please view the Web Help Guide on your computer or smartphone.



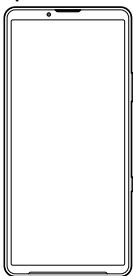
https://rd1.sony.net/help/mobile/xperia-10m8_s/ja/ (Japanese)

- On this smartphone, please open the web browser and tap the registered bookmark for "オンラインマニュアル (Online manual)".
- On your computer, please open a browser and go to <https://www.softbank.jp/mobile/support/product/xperia10m8/> (Japanese).

Checking the package contents

Thank you for purchasing an Xperia 10 VIII.

■ Xperia 10 VIII main unit



■ "クイックスタート (Quick Start)" leaflet (Japanese)

- The model name of this device, the Xperia 10 VIII, is "A602SO".
- In this manual, microSD/microSDHC/microSDXC cards are collectively referred to as "microSD cards".
- For more information on optional accessories, please contact our Customer Service (→P.42).

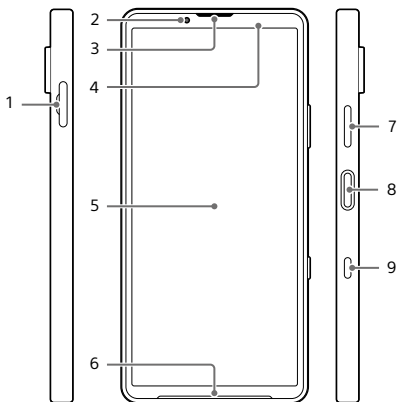
Before using the device

Before you start using the device, make sure to read "Safety Precautions" to ensure correct use.

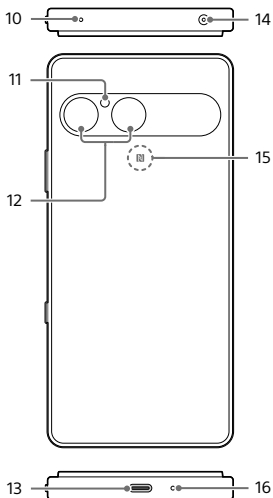
Before assuming that the device is malfunctioning, please refer to the following website.

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

Part names



- 1 SIM card/microSD card tray
- 2 Front camera
- 3 Ear speaker/Second loudspeaker
- 4 Proximity sensor/Light sensor
- 5 Display
- 6 Main loudspeaker
- 7 Volume button/Zoom button (up/down)
- 8 Power button/Fingerprint sensor
- 9 Shutter button



- 10 Second microphone
- 11 Light/Flash
- 12 Main camera
- 13 USB Type-C™ port
- 14 3.5 mm audio jack
- 15 NFC/Osaifu-Keitai® detection area
- 16 Main microphone

SIM card

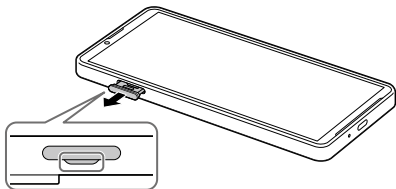
A SIM card is an integrated circuit (IC) card containing your phone number and other information.

Inserting a SIM card

Always turn off the device beforehand.

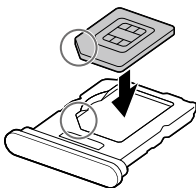
1. Pull out the tray from the device.

- Hook your fingernail in the groove and then pull the cover of the SIM card/microSD card tray slot straight out.



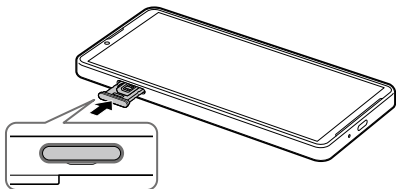
2. Place the SIM card in the tray with the IC chip (metal contacts) facing up.

- Check the SIM card's orientation relative to the notch.
- Make sure the SIM card is placed in the tray securely.



3. Keeping the device held level, push the tray straight into the slot.

- Check the tray orientation.
- Push the tray back into the slot completely and make sure there are no gaps between the device and the SIM card/microSD card tray slot cover.



eSIM

An eSIM is an integrated SIM already built into the device. An eSIM-supported device allows you to use a phoneline simply with a contract subscription and device configuration, without the need to replace SIM cards. For details on downloading and configuring an eSIM, please refer to the following website.

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

microSD card

You can save data to a microSD card or transfer data from the card to your device. microSD cards can be used with other compatible devices.

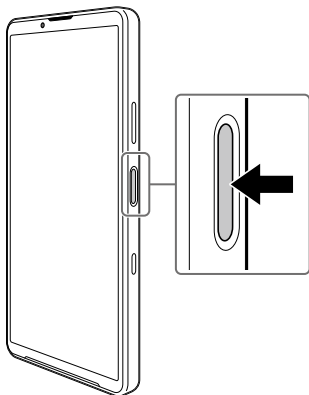
For instructions on inserting a microSD card, please refer to "ヘルプガイド (Web取扱説明書) (Web Help Guide)" (Japanese).

- A microSD card is not included in the package contents. Please purchase one if necessary.
- This device supports commercially available microSD cards of up to 2 GB, microSDHC cards of up to 32 GB, and microSDXC cards of up to 2 TB.
- Please contact the respective manufacturers for information on compatible microSD cards.
- Do not remove the microSD card or turn off the device while using the card. Doing so may cause data loss or result in a malfunction.

Power operation

■ Turning on the device

1. Long press the power button until the device vibrates.



Setting up a Wi-Fi® connection

Preparing the Wi-Fi router

1. Make sure that the power of the Wi-Fi router to be connected is turned on.
2. Check the network name (SSID) and password (shown as "encryption key", "KEY", "PSK-AES", etc.).

Setting up the Wi-Fi connection on your device

1. On the Home screen, find and tap [Settings] > [Network & internet] > [Internet].
2. Tap the [Wi-Fi] switch to turn on the function.
3. Tap the Wi-Fi network to be connected.
4. Enter the Wi-Fi router password and tap [Connect].
 - You can view the password by tapping  (Show password).
 - Once the Wi-Fi connection is established, [Connected] will appear under the Wi-Fi network name.
 - While connecting to the Wi-Fi network,  (Wi-Fi signal) is shown in the status bar at the top of the screen.

If the Wi-Fi connection cannot be established

If [Saved/Check password and try again] is shown under the Wi-Fi network name, perform the following steps to set up the Wi-Fi connection again.

1. Tap the name of the Wi-Fi network to be set up again.
2. Enter the Wi-Fi router password and tap [Connect].
 - You can view the password by tapping  (Show password).
 - Once the Wi-Fi connection is established, [Connected] will appear under the Wi-Fi network name.

Safety Precautions

- Before using this device, thoroughly read these safety precautions for proper use.
- These safety precautions describe instructions that should be observed to prevent damage to property or injury to the customer or others using the device.

Explanation of symbols

The following symbols indicate the different levels of injury or damage that may result if the guidelines are not observed and the device is used improperly.

 Danger	This symbol indicates that death or serious injury ¹ may directly and immediately result from improper use.
 Warning	This symbol indicates that death or serious injury ¹ may result from improper use.
 Caution	This symbol indicates that minor injury ² and/or property damage ³ may result from improper use.

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

Explanation of graphic symbols for prohibited or compulsory actions

 Don't	Indicates an action that is prohibited.
 No disassembly	Indicates that disassembly is prohibited.
 No wet hands	Indicates that handling with wet hands is prohibited.
 Do	Indicates compulsory actions in accordance with instructions.
 Unplug	Indicates that the power plug must be disconnected from an outlet.

Precautions common to the main unit, AC adapters (optional accessories), and SIM cards



Do not use, store, or leave the device in a location where it is subject to high temperatures or the accumulation of heat (e.g. by a fire, near a heater, under a kotatsu or bedding, in direct sunlight, in a car in the hot sun, etc.).

Doing so might cause fire, burns, injury, electric shock, etc.



Do not put the device inside a cooking appliance such as a microwave oven or IH cooking heater or a high-pressure container such as a pressure cooker.

Do not place the device near such cooking appliances, either.

Doing so might cause fire, burns, injury, electric shock, etc.



Do not allow liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.) to get inside the charging terminal or the external connection terminals.



Don't

Also, do not charge the device when it is wet or in a place where water may come into contact with it, such as in a bathroom or near a humidifier.

Doing so might cause fire, burns, injury, electric shock, etc.

For details about waterproofness, refer to "Notes on waterproof and dustproof performance" (→P.31).

Do not subject the device to strong pressure or break the device. Especially when carrying the device in the pocket of your clothes, do not let the device hit against its surroundings or place it between objects.



Don't

Doing so may cause fire, burns, injury, etc. due to damage to the internal battery.

* The following are examples that you should be careful of:

- Sitting or squatting with the device inside the pocket of your trousers or skirt
- Putting the device in the pocket of your outerwear and catching it in a door
- Stepping on the device on a soft object such as a sofa, bed, or bedding or on the floor
- Putting the device inside the seat of a train or bus

Do not disassemble or modify the device.

Doing so might cause fire, burns, injury, electric shock, etc.



No disassembly

Do not try to remove the internal battery from the device.

Doing so might cause fire, burns, injury, etc.



Don't

The back panel cannot be removed. Do not try to remove it from the device. Also, if the device is swollen due to swelling of the internal battery, etc., do not try to remove the back panel or press on it forcibly.



Don't

Doing so might cause fire, burns, injury, etc.

Use only optional accessories specified by SoftBank Corp. for the device.



Do

Using accessories other than those specified or those with an unknown manufacturer, retailer, or specifications might cause fire, burns, injury, electric shock, etc.



Warning

Do not subject the device to strong force, impacts, or vibration such as by letting it fall, stepping on it, or throwing it.

Doing so might cause fire, burns, injury, electric shock, etc.



Don't

Do not allow conductive materials (such as metal objects or pencil lead) to come into contact with the charging terminal or the external connection terminals or allow dust or sand, etc. to get inside.

Doing so might cause fire, burns, injury, electric shock, etc.



Don't

If charging does not finish after a specified time, stop charging.

Failure to do so might cause fire, burns, injury, etc. due to overcharge, etc.



Do

Always turn off the device before you enter a place where flammable gas may be present or dust is generated. Stop charging the device if you are charging it.

Ignition of flammable gas might cause an explosion, fire, etc.



Do

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

Do not charge the device at a gas station, etc.
Take care not to drop the device at a gas station, etc.
In particular, do not use the device while filling.
Ignition of flammable gas might cause an explosion, fire, etc.



Do

If you notice anything unusual about the device during operation, charging, or storage such as an unusual odor, abnormal noise, smoke generation, overheating, discoloration, or deformation, perform the following measures carefully, checking the safety around you.

- Remove the power plug from the outlet.
 - Turn off the power of the device.
- Failure to do so might cause fire, burns, injury, electric shock, etc.



Do

Caution

Do not use the device or peripheral devices when they are damaged.

Doing so might cause fire, burns, injury, etc.



Don't

Do not place the device on an unstable or inclined platform. Be careful especially when vibrations are set.

The device might fall and cause injury, etc.



Don't

Do not use or keep the device in a place that is very humid, dusty, or subject to high temperatures.

Doing so might cause fire, burns, electric shock, etc.
For details about waterproofness/dust-proofness, refer to "Notes on waterproof and dustproof performance" (→P.31).



Don't

If children use the device, parents or guardians should give them proper instructions and not allow them to use the device in the wrong manner.

Use of the device in the wrong manner might lead to accidental ingestion, injury, electric shock, etc.



Don't

Keep the device out of the reach of babies or infants and store it where pets cannot come into contact with it.

In particular, be careful when storing small parts such as the SIM card/microSD card tray.

Failure to do so might cause accidental ingestion, injury, electric shock, etc.



Don't

Be careful of the temperature when using the device continuously or while charging because it might become warm. Also, be careful not to come into continuous contact with the device unintentionally in the pocket of your clothes, when you fall asleep, etc.

The device or the AC adapter might become warm when using an app or making a call, during data communication, when watching a video, when playing a game continuously, or while charging. If you remain directly in contact with the warm part continuously, it might cause redness of the skin, itching, a rash, a low-temperature burn, etc. depending on your physical condition.



Do

Main unit



Danger

Do not throw the device into a fire or apply heat to it.

Doing so might cause fire, burns, injury, etc.



Don't

Do not stab the device with a sharp object (a nail, etc.) or apply excessive force to it, such as by hitting it with a hard object (a hammer, etc.) or stepping on it.

Doing so might cause fire, burns, injury, etc.



Don't

If any internal substance from the device comes in contact with your eyes or mouth, immediately rinse your eyes or mouth with clean water and then consult a doctor right away.

The effects of the internal substance might cause blindness, medical problems, etc.



Do



Warning

Do not turn on the light/flash or use the flash with the light-emitting part close to another person's eyes. Keep enough distance, especially from babies.

Failure to do so might cause blurred vision, etc.
Also, an accident such as injury might occur if the person becomes dazzled or startled.



Don't

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

Doing so might cause seizures, loss of consciousness, etc.



Don't

Do not allow liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.), pieces of metal (cutter blades, staples, etc.), or flammable objects to enter the SIM card/microSD card tray slot of the device.

Do not insert a SIM card or microSD card in the wrong location or orientation.

Doing so might cause fire, burns, injury, electric shock, etc.



Don't

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

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



Don't

Power off the device or put it in Airplane mode before boarding an airplane.



Do

Use of mobile phones on board is restricted. Follow the instructions of each airline.

The radio waves from the device might adversely affect on-board electronic equipment.

Prohibited acts related to mobile phone usage on an airplane might be punishable by law.

Follow the instructions of each medical facility for the use of mobile phones on their premises.



Do

Power off the device in a place where its use is prohibited.

The radio waves from the device might affect electronic equipment and electronic medical equipment.

Always keep the device away from your ears when making a call handsfree, while sounding the ringtone loudly, or during stand-by.



Do

Also, when you play games or play back videos, music, etc. with earphones/microphone, etc. connected to the device, adjust the volume adequately.

Loud sound is emitted from the device when calling with a hands-free set.

Even in the standby mode, a ringtone or an alarm may sound suddenly.

Listening to loud sound for long hours continuously may cause a hearing disability such as deafness.

Moreover, sound that is too loud will make it difficult for you to hear ambient sounds and may cause an accident.

If you have a weak heart, set the vibration or ringtone volume carefully.



Do

Sudden vibrations or a ringtone sounding for an incoming call may startle you and affect your heart.

If you are wearing any electronic medical equipment, check with the manufacturer or vendor of the relevant medical electronic equipment whether its operation might be affected by radio waves.



Do

The radio waves from the device might affect electronic medical equipment.

Power off the device near electronic devices or equipment operating on high-precision control or weak signals.



The radio waves from the device might interfere with the operation of the electronic devices or equipment.

- * The following are examples of electronic devices or equipment that you should be careful of: Hearing aids, implantable cardiac pacemakers, implantable cardioverter defibrillators, other electronic medical equipment, and other automatically controlled devices or equipment. If you use an implantable cardiac pacemaker, implantable cardioverter defibrillator, or other electronic medical equipment, check with the manufacturer or vendor of the medical electronic equipment whether its operation can be affected by radio waves.

Be careful of broken parts or exposed internal parts of the device when the display, back panel, or camera lens is broken.



Touching damaged or exposed parts might cause burns, injury, electric shock, etc.

If the internal battery leaks or gives off a strange smell, immediately stop using the device and remove it from the vicinity of open flames.



The leaking liquid might ignite, catch fire, explode, etc.

Be careful not to allow a pet, etc. to bite the device.



Doing so might cause fire, burns, injury, etc. because of ignition, bursting, heat, or leaking of the internal battery.



Caution

When using the motion sensor, check the safety around you, hold the device firmly, and do not shake it unnecessarily.



Failure to do so might cause an accident such as injury.

If the display is damaged and an internal substance, etc. leaks out, do not allow it to come into contact with your skin such as that of your face or hands, clothes, etc.



Doing so might cause injury, etc. to your eyes or skin.

If the internal substance gets into your eyes, mouth, etc. or comes into contact with your skin or clothes, immediately rinse with clean water.

If it gets into your eyes, mouth, etc., immediately consult a doctor after rinsing.

Do not discard the device together with ordinary garbage.



Doing so might lead to fire, burns, injury, etc. Also, it might cause environmental destruction. When the device is no longer in use, bring it to a store such as a SoftBank Shop or dispose of it according to the recycling program of your local municipality.

If a substance leaks out from the internal battery, do not allow the fluid to come into contact with your skin such as that of your face or hands, clothes, etc.



Doing so might cause injury, etc. to your eyes or skin. If the internal substance gets into your eyes, mouth, etc. or comes into contact with your skin or clothes, immediately rinse with clean water.

If it gets into your eyes, mouth, etc., immediately consult a doctor after rinsing.

Before using the device in a car, check with the automobile manufacturer or dealer for the effects of radio waves.



Depending on the vehicle model, radio waves from the device may cause the vehicle's electronic equipment to malfunction. In that case, stop using the device immediately.

If any skin abnormality develops due to the use of the device, immediately stop using the device and consult a doctor.



Depending on your physical constitution or health, itchiness, a rash, eczema, etc. might develop. Refer to "Material list" (→P.23) for materials used in each part of the device.

Magnetic components are used in the device's ear speaker/second loudspeaker (top center of the display), main loudspeaker (bottom left of the back), vibrator (bottom right of the back), and main camera (from the top right to top center of the display and from the top left to top center of the back). Make sure no pieces of metal (cutter blades, staples, etc.) are adhered to the device.



Adhered objects might cause injury, etc.

Do not leave the device within the reach of children or persons requiring supervision.



The device uses magnets. If swallowed, there is a risk of choking or serious harm to internal organs. If a magnet has been swallowed, immediately consult a doctor.

Do not bring the device near medical equipment.



The device uses magnets that may affect pacemakers, variable-pressure hydrocephalus shunts, and other medical equipment. Do not bring the device near persons using such equipment. If you use such equipment, consult your doctor before using the device.

Watch the display in an adequately bright place at a certain distance from it.



Watching in a dark place or at a close distance might reduce visual acuity, etc.

Precautions for AC adapters



Warning

Do not use an AC adapter or USB Type-C cable if the cable is damaged.

Doing so might cause fire, burns, electric shock, etc.



Don't

If you hear thunder, do not touch an AC adapter or USB Type-C cable.

Doing so might cause electric shock, etc.



Don't

Do not short-circuit the charging terminal while it is connected to an outlet. Do not touch the charging terminal with your hands, fingers, or any part of your body.

Doing so might cause fire, burns, electric shock, etc.



Don't

Do not place heavy objects on the cable of an AC adapter or USB Type-C cable and do not apply excessive force to the cable, such as by pulling on it.

Doing so might cause fire, burns, electric shock, etc.



Don't

Do not bring metal objects into contact with an AC adapter when connecting the plug to or disconnecting it from an outlet.

Doing so might cause fire, burns, electric shock, etc.



Don't

Do not connect a voltage converter (such as a travel converter for overseas travel) to an AC adapter.

Doing so might cause ignition, overheating, electric shock, etc.



Don't

Do not apply excessive force to the connecting part when an AC adapter or USB Type-C cable is connected to the device.

Doing so might cause fire, burns, injury, electric shock, etc.



Don't

Do not touch the cable, charging terminals, or power plug of an AC adapter or a USB Type-C cable with wet hands.

Doing so might cause fire, burns, electric shock, etc.



No wet hands

Use an AC adapter only with the specified power supply and voltage.



When charging the device overseas, use an AC adapter that can be used overseas.

Using the incorrect power supply and voltage might cause fire, burns, electric shock, etc.

AC adapter: 100 V AC (Connect to an AC outlet for internal household use.)

AC adapter that can be used overseas: 100 V AC to 240 V AC (Connect to an AC outlet for internal household use.)

Clean dust from the power plug.



Using it with dust adhered might cause fire, burns, electric shock, etc.

Firmly insert the AC adapter into an outlet.



Insecure insertion might cause fire, burns, electric shock, etc.

When you disconnect the power plug of the AC adapter from an outlet, do not apply excessive force to it such as by pulling on the cable of the AC adapter. Instead, hold the adapter by the main part to disconnect it.



Pulling on the cable of the AC adapter might damage the cable, causing fire, burns, electric shock, etc.

When plugging/unplugging a USB Type-C cable into/from the device, plug/unplug it straight in the direction of the device without applying excessive force, such as by pulling on the cable.



Incorrect plugging/unplugging might cause fire, burns, injury, electric shock, etc.

If the charging terminal becomes bent or otherwise deformed, stop using it immediately. Do not use it even if the deformation is repaired.



Failure to do so might cause fire, burns, injury, electric shock, etc. due to a short-circuit of the charging terminal.

Always remove the power plug from the outlet when not using an AC adapter.



Keeping it plugged in might cause fire, burns, electric shock, etc.

Immediately remove the power plug from the outlet if a liquid such as water (drinking water, sweat, seawater, urine of pet animals, etc.) adheres to it.



Failure to do so might lead to fire, burns, electric shock, etc. due to a short-circuit caused by the adhered substance, etc.

Before cleaning, remove the power plug from the outlet.



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



Caution

Do not touch an AC adapter continuously when it is connected to an outlet.



Doing so might cause a burn, etc.

SIM cards



Caution

Be careful not to hurt your fingers, etc. on the cut surface when handling a SIM card.



The cut surface may be sharp, and it might cause injury.

Use near electronic medical equipment or in healthcare facilities



Warning

If you wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator, or if there is any possibility that a person in close proximity to you might be wearing such equipment, carry or use the device at least 15 cm away from the implant at all times.



Do

The radio waves from the device might have harmful effects on the operation of the electronic medical equipment. If there is any chance that the distance between the device and the person closest to you might become less than 15 cm, such as when you cannot freely move around, set the device not to emit radio wave in advance (Airplane mode, power off, etc.).

If you need to use electronic medical equipment other than an implantable cardiac pacemaker or implantable cardioverter defibrillator outside a medical facility, such as for treatment at home, consult the relevant electronic medical equipment manufacturer for the effects of radio waves on the equipment.



Do

The radio waves from the device might have harmful effects on the operation of the electronic medical equipment.

Follow the instructions given by each medical facility regarding the use of the device on their premises.



Do

The radio waves from the device might have harmful effects on the operation of electronic medical equipment.

Material list

Part	Material	Surface treatment
Exterior case (top part, bottom part, side part)	Nylon resin (with glass fiber)	Painting
Exterior case (volume button/zoom button, shutter button, back panel)	Polycarbonate resin	Painting
Exterior case (cover of the SIM card/microSD card tray slot, camera ring (peripheral part of main camera))	Polycarbonate resin (with glass fiber)	Painting
Transparent plate (display)	Toughened glass	AFP treatment
Transparent plate (camera lens)	Toughened glass	AFP treatment + AR treatment
Light/Flash lens	Polycarbonate resin	—
Power button/ Fingerprint sensor	Epoxy resin	Painting
Ear speaker/Second loudspeaker (upper part) mesh	Polyester resin	Dyeing
Main loudspeaker (lower part) mesh	Polycarbonate resin	—
Rubber seals on the cover of the SIM card/microSD card tray slot	Silicon rubber	—
SIM card/microSD card tray	Polycarbonate resin (with glass fiber) + stainless steel	—

Important product information

Handling precautions

■ Precautions common to the main unit, SIM cards, and AC adapters

- Do not splash with water.
AC adapters are not waterproof. Avoid using them in humid places such as in a bathroom or exposing them to rain. Contact with moisture or liquid due to perspiration from wear on your body may cause internal corrosion, resulting in a malfunction. If a malfunction is determined to be caused by water exposure as described above, the warranty will not apply to repairs. Even if repairs are possible, repair charges will be incurred.
- External abnormalities such as damage or deformation may degrade the waterproof and dustproof performance.
- Use the device and SIM card (inserted into the device) within temperatures of 5°C to 35°C and humidity of 35% to 85%. Avoid using them at extreme temperatures or humidity. (Temporary use is possible at temperatures of 36°C to 40°C and humidity of 86% to 90%.)
- Charge the internal battery within temperatures of 5°C to 35°C.
- Do not use the device in the following environments.
 - Where there is a large amount of humidity, dust, or vibration
 - Near landlines, televisions, radios, etc.
- When using a power outlet with a mechanism to prevent falling out, refer to its user's manual.
- The exterior case of the device is not removable. Trying to remove the case may cause breakage or a malfunction.
- The battery is built into the device and is not removable.
- The internal battery of the device is a lithium-ion battery.



Li-ion 00

- Lithium-ion batteries are precious, recyclable resources. Do not discard old mobile phones, batteries, or chargers with ordinary waste. Instead, bring them to the nearest shop with the Mobile Recycle Network logo.
- Storing the device with a full charge or an insufficient battery level deteriorates the battery performance. It is recommended to store the device with a battery level of approximately 40%.
- Turning off the device by pressing the power button does not shut the device off from the power source completely. Unplug the AC adapter from the power outlet to completely turn it off. Use the AC adapter near a power outlet for easy unplugging in case a malfunction is detected.

- The display may become dim when the device temperature rises. This is not a malfunction.
- Do not subject the device to excessive impacts. Do not deform the USB Type-C port or 3.5 mm audio jack. This may cause a malfunction.
- Occasionally clean the charging terminals with a dry cotton swab, etc. Dirt on the charging terminals may cause shutoff of the power or insufficient charging. Take care not to damage the charging terminals when cleaning them.
- Clean with a dry, soft cloth.
 - Rubbing hard with a dry cloth, etc. may scratch the device.
 - Wiping with a wet dustcloth may cause a malfunction.
 - Using alcohol, paint thinner, petroleum benzine, detergent, etc. may fade the color or printing on the device.
- Do not leave the camera lens exposed to direct sunlight. This may cause color deterioration or burn-in of the image sensor.
- Do not bring magnetic data or magnetic objects close to the device. This may cause magnetic data on cash cards, credit cards, etc. to be erased or the device to malfunction.

■ Charging

- The AC adapter may become warm while charging. This is not a malfunction.
- If charging is started while the device is powered off, although the device will be unavailable for operation, a screen indicating that the device is charging will appear. For this reason, do not charge in places where the device is required to be powered off.
- Check the battery level via the status icon at the top of the screen.
- The operating time of the internal battery varies according to the usage environment and condition of the battery.
- The internal battery is a consumable item. The operating time per charge decreases with repeated charging. When the operating time of the device after a full charge has become extremely shortened, it is time to replace the battery. The internal battery is not replaceable by customers. Bring the device to a SoftBank Shop, etc. to replace the internal battery. Replacement will incur a fee. Please contact a SoftBank Shop or Customer Service (→P.42).
- Using applications for a long time while charging may shorten the internal battery life.

■ Display (Touchscreen)

- The device is equipped with a touchscreen display. Operate the display with your fingers.
- Touch the display lightly with your fingers. Do not press forcibly with your fingers or push with a sharply pointed object (fingernail, ballpoint pen, pin, etc.)
- The touchscreen may not work or malfunction in the following cases:
 - Operation while wearing gloves
 - Operation with fingernails
 - Operation while there is a foreign object placed on the display
 - Operation with a protective sheet or stickers applied to the display
 - Operation with water droplets or dew condensation on the display
 - Operation with wet or sweaty fingers
 - Operation underwater
- Although the display is made with toughened and shatterproof glass, touching shattered or exposed parts accidentally may cause injuries.
- The device is equipped with an OLED panel, which may sometimes produce afterimages. Avoid displaying the same image for long periods of time, setting the screen brightness to a higher level than necessary, or displaying the screen for an extremely long period of time. Doing so may cause the brightness of the display to decrease partially, colors to change, or image retention to occur. In addition, depending on the viewing angle, unevenness in color or brightness and changes in color may occur. These are due to the structure of the OLED panel and are not malfunctions.

■ Volume (Loudness warning)

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



■ Temperature rise of the device (High-temperature warning)

This symbol is displayed when the surface temperature of the device rises during use. When the symbol is displayed, the surface of the device, including the display and back panel, will be hot, and there is a risk of burns if you continue using the device while holding it in your hands. In this case, do not continuously hold the device directly in your hand during use.



■ Ear speaker/Second loudspeaker

The ear speaker of the device is also used as a loudspeaker. Loud sounds may be emitted from the speaker when playing audio, for arriving incoming calls, etc. Subjecting your ears to loud sounds may affect your hearing ability. Use the ear speaker/second loudspeaker with care to prevent your ears from being subjected to loud sounds. For example, move the ear speaker/second loudspeaker away from your ears as soon as a call has ended.

■ Certification based on the Radio Act

The device is certified as wireless equipment for low-power data communication based on the Radio Act. No license is required to use the device as a wireless radio station. However, disassembling or modifying the device may be subject to penalties by law.

- Do not disassemble or modify the device.
- Never use the device if it has been modified.
Use of a modified device violates the Radio Act.
The device is compliant with the technical standard conformity certification of specified radio equipment based on the Radio Act. As proof of this, the "Technical Compliance Mark" appears on the electronic nameplate of the device.
The electronic nameplate can be checked as follows.
Checking procedure: On the Home screen, find and tap [Settings] > [About phone] > [Certificates].
If modifications are made to the internal components of the device by, for example, removing screws, the certification of technical standard conformity will become invalid.
Never use the device when the certification is invalid, as it is a violation of the Radio Act.
- Do not alter the basic software illegally. It may be regarded as software modification, and repairs may be refused.

■ Emergency call location notification

- Only VoLTE (LTE network) can be used when connecting to emergency services in Japan.

Notes on using the Bluetooth®/Wi-Fi (WLAN) functions

■ Frequency bands

The frequency bands used by the Bluetooth/Wi-Fi (WLAN) functions of the device are as follows:

2.4FH4/XX8/DS4/OF4
■■■

2.4: The frequency band is 2 400 MHz.

FH/XX/DS/OF: The modulations are FH-SS, other modulation, DS-SS, and OFDM.

4: The estimated range of radio frequency interference is up to 40 meters.

8: The estimated range of radio frequency interference is up to 80 meters.

■■■: Utilizes the 2 400 MHz to 2 483.5 MHz band without mobile device bandwidth differentiation

Available channels may vary depending on the country and region.

For use in an aircraft, please contact the airline beforehand.

■ Notes on using a Bluetooth device

The device operates in the same frequency band used by home electric appliances such as microwave ovens; industrial, scientific, and medical equipment; on-premise radio stations for identifying mobile units used in the production lines of plants (radio stations requiring a license); specified low-power radio stations (radio stations not requiring a license); and amateur radio stations (hereinafter referred to as "other radio stations").

- Before using the Bluetooth function of the device, confirm that other radio stations are not in use nearby.
- In the event of the device causing harmful radio-wave interference with other radio stations, promptly change your location or stop radio-wave emission by turning off the power, etc.
- If you have questions, please contact a SoftBank Shop or Customer Service (→P.42).

■ Notes on the Wi-Fi (WLAN) function

- Since Wi-Fi (WLAN) uses radio waves to exchange information, LAN connections can be freely established wherever the radio waves reach. On the other hand, if no security settings are configured, Wi-Fi communications may be intercepted or hacked by malicious parties. It is recommended to configure the necessary security settings on your own responsibility.
- Do not use Wi-Fi near magnetic devices such as electrical appliances or audiovisual and office automation devices.
 - Magnetic/radio waves may hinder or disable communication. Avoid using the device near microwave ovens in particular.
 - Using the device near a TV, radio, etc. may cause interference or affect TV reception.
 - If there are multiple Wi-Fi (WLAN) access points using the same channel, searching may fail.

■ Notes on using a 2.4 GHz device

WLAN devices operate in the same frequency band used by home electric appliances such as microwave ovens; industrial, scientific, and medical equipment: on-premise radio stations for identifying mobile units used in the production lines of plants (radio stations requiring a license); specified low-power radio stations (radio stations not requiring a license); and amateur radio stations (radio stations requiring a license).

- Before using the device, confirm that on-premise radio stations, specified low-power radio stations, or amateur radio stations are not in use nearby.
- In the event of the device causing harmful radio-wave interference with an on-premise radio station for identifying mobile units, promptly change the operating frequency or stop radio-wave emission and then please contact a SoftBank Shop or Customer Service (→P.42) for measures against interference (e.g., installing a partition).
- In the event of the device causing radio-wave interference with a specified low-power radio station or amateur radio station, or if you encounter any other difficulties, please contact a SoftBank Shop or Customer Service (→P.42).

■ Notes on using a 5 GHz device

In the 5 GHz frequency bandwidth, the device can use the following bands:

- 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 or relay stations of high-output data communications systems operating in the 5.2 GHz band.)

■ Notes on using a 6 GHz device

In the 6 GHz frequency bandwidth, the device can use the following channels:

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

Using a 6-GHz-band wireless LAN operating in the LPI mode outdoors is prohibited by law.

Notes on waterproof and dustproof performance

The device complies with IPX5 and IPX8 waterproof and IP6X dustproof performance when the cover of the SIM card/microSD card tray slot is firmly closed.

IPX5: Protection against jetting water (at 12.5 liters per minute from any direction at a distance of approximately 3 meters for over 3 minutes through a 6.3 mm nozzle)

IPX8: Protection against seepage when slowly submerged in still tap water at room temperature to a depth of 1.5 meters for 30 minutes

IP6X: Protection against dust ingress when placed in an apparatus with grit and dust of diameters of 75 micrometers or less and shaken for 8 hours

For details on waterproofness/dust-proofness, please refer to "ヘルプガイド (Web取扱説明書) (Web Help Guide)" (Japanese).

When charging

Ensure the following while and after charging.

- While charging, ensure that the device is not wet. Never charge while the device is wet.
- Never connect the USB Type-C connector to the device when the device or the AC adapter is wet. The device is waterproof, but liquids (tap water, beverages, seawater, pet urine, etc.) adhered to the USB Type-C connector may cause an electric shock or short circuit, resulting in fire, burns, or a malfunction.
- Do not use the AC adapter or USB Type-C cable in a bathroom, shower room, kitchen, lavatory, or other humid area. Doing so may cause a fire or electric shock.
- Do not touch the AC adapter or USB Type-C cable with wet hands. Doing so may cause an electric shock.

Trademarks



- The "SoftBank" and "ソフトバンク" names and logos are trademarks or registered trademarks of SoftBank Group Corp. in Japan and other countries/regions.
- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sony Group Corporation and their subsidiaries is under license.
- Wi-Fi® is a trademark or registered trademark of Wi-Fi Alliance®.
- microSD logo, microSDHC logo and microSDXC logo are trademarks of SD-3C, LLC.
- USB Type-C™ is a trademark of USB Implementers Forum.
-  is a trademark or registered trademark of NFC Forum, Inc. in the United States and other countries.
- This product is licensed under the MPEG-4 visual and AVC patent portfolio licenses for the personal and non-commercial use of a consumer for (i) encoding video in compliance with the MPEG-4 visual standard ("MPEG-4 video") or the AVC standard ("AVC video") and/or (ii) decoding MPEG-4 or AVC video that was encoded by a consumer engaged in a personal and non-commercial activity and/or was obtained from a video provider licensed by Via Licensing Alliance LLC to provide MPEG-4 and/or AVC video. No license is granted or shall be implied for any other use. Additional information including that relating to promotional, internal and commercial uses and licensing may be obtained from Via Licensing Alliance LLC. See <https://www.via-la.com/>.
- "ソニー" and "SONY", as well as product names, service names, and logomarks used in this instruction manual are registered trademarks or trademarks of Sony Group Corporation or its affiliates. All other product names, service names, company names, and logomarks are the trademarks or registered trademarks of their owners.
- The TM and ® marks are sometimes abbreviated in this instruction manual.
- Any rights not expressly granted herein are reserved. All other trademarks are property of their respective owners.

Network PIN

A Network PIN is necessary for using the device.

It is a 4-digit PIN that you set at the time of contract, which you will be requested to enter in cases such as when using optional services from a landline.

- Make sure not to forget your Network PIN. If you forget it, necessary procedures must be followed. For details, please contact our Customer Service (→P.42).
- Be careful not to let others know your Network PIN. If your Network PIN becomes known to anyone else and the device is maliciously used, SoftBank Corp. will not be liable for any damage.

Screen lock

Make sure not to forget your PIN, password, or pattern.

If you forget it, you will need to factory reset your device to unlock the screen, which will erase all your data.

Setting a SIM PIN

The SIM PIN is a passcode for your SIM card or eSIM, which is used to prevent unauthorized use by a third party. The SIM PIN is set to "9999" at the time of purchase.

- Entering an incorrect SIM PIN three consecutive times activates the PIN lock. To cancel the PIN lock, the Personal Unblocking Key (PUK) is required.
- For details on the PUK, please contact our Customer Service (→P.42).
- Entering an incorrect PUK ten consecutive times locks your SIM card or eSIM, disabling the device. For recovery, the SIM card or eSIM must be reissued by SoftBank Corp. (fees apply).

Locking your SIM card or eSIM via the SIM PIN

When the SIM PIN is enabled, a window for entering the SIM PIN appears to allow use of the device each time the device is turned on with a SIM card installed or eSIM enabled.

You can enable the SIM PIN by performing the following steps:

- 1. On the home screen, find and tap [Settings] > [Security] > [More security settings] > [SIM lock].**
 - 2. Tap the [Lock SIM] switch, enter the SIM PIN, and then tap [OK].**
- Once the SIM PIN is enabled, the [Lock SIM] switch is turned on.

Changing the SIM PIN

You can change the SIM PIN only when it is enabled.

You can change SIM PIN by performing the following steps:

- 1. On the home screen, find and tap [Settings] > [Security] > [More security settings] > [SIM lock] > [Change SIM PIN].**
- 2. Enter the current SIM PIN and tap [OK].**
- 3. Enter the new SIM PIN and tap [OK].**
- 4. Enter the new SIM PIN again and tap [OK].**

Software updates

- When updating the software, operate the device in a location with good signal reception and refrain from moving. Also, ensure the battery is sufficiently charged.
- Although software updates keep data saved to the device, data may be lost depending on the condition of the device (malfunction, damage, exposure to water, etc.). SoftBank Corp. is not responsible for any damage resulting from the loss of data.
- Updating the software may revert some settings to their defaults.
- Never remove the SIM card or turn off the device while updating the software. Doing so may result in an update failure.
- An update failure may disable the device. In this case, please contact our Customer Service (→P.42).

How to update the software

The update procedure depends on what is being updated in the software.

■ Updating the software automatically

The software is updated automatically.

When the update is complete, tap the notification in the notification panel and restart the device.

■ Updating the software manually

Tap the software update notification in the notification panel and follow the on-screen instructions.

You can also update the software manually by performing the following steps:

On the Home Screen, find and tap [Settings] > [System] > [System updates] and then follow the on-screen instructions.

- If the device does not restart after updating the software, perform the following steps.
To forcibly turn off the device, long press both the power button and the volume up button at the same time for at least 10 seconds. After the device vibrates three times in a row, release the buttons. The device will turn off. Then, turn the device back on again.
If the device will not start, please contact our Customer Service (→P.42).

Warranty and after-sales service

Warranty

- The warranty period is 1 year from the date when the device was newly purchased.
 - Repairs will be performed based on the Terms of Repair Service. For the Terms of Repair Service, please refer to the SoftBank website.
<https://www.softbank.jp/mobile/support/product/warranty/> (Japanese)
- The warranty covers only the main unit of the device. Accessories such as cables are not covered by the Terms of Repair Service.
 - SoftBank Corp. is not responsible for any damage to users or third parties resulting from lost opportunities to make a call, etc. due to breakdown, malfunction, or trouble with the device.
 - Files and settings may be lost or altered due to a malfunction or repairs. Keep a copy of important files, etc. SoftBank Corp. is not liable for damage resulting from loss or alteration of files (contacts, images, sound, etc.) or settings due to a malfunction or repairs.
 - Disassembly/modification of the device is prohibited under the Radio Act. Note that the device cannot be accepted for repairs if it has been modified.

After-sales service

To request repairs, please contact our Customer Service (→P.42) or a nearby SoftBank Shop.

In this case, please have details of symptoms ready.

- During the warranty period, repairs will be made under the Terms of Repair Service.

Radio-Wave Exposure and Specific Absorption Rate (SAR) Information

RF Exposure Information of This Product (for Japan)

This mobile phone A602SO complies with the Japanese technical regulations on human exposure to radio frequency (RF) electromagnetic energy.

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

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

The TER for this mobile phone when tested for use near head is 0.7545, and that when worn on the body is 0.4910 (*2, *3). There may be slight differences of the SAR and PD values in individual product, but they all satisfy the limits. The actual SAR and PD of this mobile phone while operating can be well below the indicated above. This is due to automatic changes in the power level of the device to ensure it only uses the minimum required to access the mobile network(s).

This mobile phone can be used at positions other than against your head. By using accessories such as a belt clip holster that maintains a 1.5 cm separation with no metal (parts) between it and the body, this mobile phone is certified the compliance with the Japanese technical regulations.

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

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

- Ministry of Internal Affairs and Communications (MIC)
<https://www.tele.soumu.go.jp/e/sys/ele/body/index.htm>
- Association of Radio Industries and Businesses (ARIB)
<https://www.arib-emf.org/01denpa/denpa02-02.html>
(Japanese)
- List of Specific Absorption Rates (SAR) for radio waves
<https://www.softbank.jp/mobile/support/sar/>
(Japanese)

*1 The technical regulations are provided in the Article 14-2 of the Ministry Ordinance Regulating Radio Equipment.

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

*3 The values of SAR and PD that the TER values are calculated are as follows: For temporal region (near ear), SAR: 1.5090 W/kg, Absorbed Power Density (APD): 0.0000 mW/cm² / Incident Power Density (IPD): 0.0000 mW/cm²; For body-worn, SAR: 0.9820 W/kg, APD: 0.0000 mW/cm² / IPD: 0.0000 mW/cm².

FCC RF Exposure Information

THIS MODEL OF PHONE HAS BEEN CERTIFIED IN COMPLIANCE WITH THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

This model of phone has been designed to comply with applicable safety requirements for exposure to radio waves. Your phone is a radio transmitter and receiver. It is designed to not exceed the limits* of exposure to radio frequency (RF) energy set by governmental authorities. These limits establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by international scientific organizations through periodic and thorough evaluation of scientific studies.

The standards include a safety margin designed to assure the safety of all individuals, regardless of age or health. The radio-wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate (SAR). Tests for SAR are conducted using standardized methods with the phone transmitting at its highest certified power level in all used frequency bands. While there may be differences between the SAR levels of various phone models, they are all designed to meet the relevant guidelines for exposure to radio waves.

The highest SAR value as reported to the authorities for this model of phone was 0.30 W/kg* when tested for use at the ear, 0.62 W/kg* for body-worn operation, and 0.62 W/kg for the Wi-Fi hotspot mode. For body-worn operation, this phone has been tested and meets the FCC RF exposure guidelines. Please use an accessory designated for this phone or an accessory that contains no metal and that positions the phone at a minimum of 5 mm from the body. For devices that include "Wi-Fi hotspot" functionality, SAR measurements for the device operating in the Wi-Fi hotspot mode were taken using a separation distance of 5 mm. Use of third-party accessories may result in different SAR levels than those reported.

** Before a model of phone is available for sale to the public in the US, it must be tested and certified by the Federal Communications Commission (FCC) that it does not exceed the limit established by the government-adopted requirement for safe exposure*. The tests are performed with the phone positioned at the ear or worn on the body as required by the FCC for each model. The FCC has granted an Equipment Authorization for this model of phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. While there may be differences between the SAR levels of various phones, all mobile phones granted an FCC equipment authorization meet the government requirement for safe exposure. SAR information on this model of phone is on file at the FCC and can be found under the Display Grant section of <https://www.fcc.gov/oet/ea/fccid> after searching on FCC ID PY7-52715J. Additional SAR-related information can also be found on the FCC website at <https://www.fcc.gov/general/radio-frequency-safety-0>.

* In the United States, the SAR limit for mobile phones used by the public is 1.6 watts/kilogram (W/kg) averaged over one gram of tissue. The standard incorporates a margin of safety to give additional protection for the public and to account for any variations in measurements.

** This paragraph is only applicable to authorities and customers in the United States.

European RF Exposure Information

This model of phone has been designed to comply with applicable safety requirements for exposure to radio waves. These requirements are based on scientific guidelines that include safety margins designed to assure the safety of all individuals, regardless of age or health.

The radio-wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standardized methods with the phone transmitting at its highest certified power level in all used frequency bands.

While there may be differences between the SAR levels of various phone models, they are all designed to meet the relevant guidelines for exposure to radio waves.

SAR data information for residents in countries/regions that have adopted the SAR limit recommended by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is 2 W/kg averaged over ten (10) grams of tissue (for example, the European Union, Japan, Brazil, and New Zealand):

For body-worn operation, this phone has been tested with no separation from the body and meets RF exposure guidelines at this distance.

The highest SAR value for this model of phone when tested by Sony for use at the ear was 0.40 W/kg (10 g).

In the case where the phone is worn on the body, the highest tested SAR value was 0.73 W/kg (10 g).

FCC Statement for the USA

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Any change or modification not expressly approved by Sony may void the user's authority to operate the equipment.

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

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC ID

To view the regulatory compliance mark

- Find and tap [Settings] > [About phone] > [Certificates].

A regulatory compliance mark such as an FCC ID is displayed on the screen.

Customer Service

If you encounter any difficulties or are unsure of anything, please feel free to contact our Customer Service below.

■ SoftBank Customer Support

- From a SoftBank smartphone, dial toll free at 157.
- From a landline, dial toll free at 0800-919-0157.
- Business hours:
10:00 a.m. – 7:00 p.m. (calls) / 9:00 a.m. – 8:00 p.m. (chat)

■ Smartphone Technical Support Center

- From a SoftBank smartphone, dial toll free at 151.
- From a landline, dial toll free at 0800-1700-151.
- Business hours:
9:00 a.m. – 7:00 p.m. (Mon.–Fri.) /
9:00 a.m. – 5:00 p.m. (Sat., Sun., and holidays) /
9:00 a.m. – 8:00 p.m. (for general information)



ソフトバンクは、
はじめています。
続けていきます。
環境への取り組み。

<https://www.softbank.jp>



やめましょう、
歩きスマホ。



モバイルリサイクルネットワーク
携帯電話・PDAのリサイクルに協力中。



キケン！
水ぬれ充電



あぶない！
電池への衝撃

First Edition, September 2026

SoftBank Corp.

Visit a SoftBank Shop for assistance.

Model: Xperia 10 VIII

Manufactured by: Sony Corporation