AQUOS R5G
User Guide

AQUOS R5G
User Guide Contents

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About the User Guide

In the User Guide, most operation descriptions are based on the handset at time of purchase.
Unless noted otherwise, descriptions are for Home Screen (AQUOS Home). Some operation descriptions may be omitted.
The information in the User Guide is subject to change without prior notice.

Before Using This Product

Read "Safety Precautions" thoroughly beforehand for proper usage.
Accessible services may be limited by subscription contract conditions.

Data Communication

- Handset is designed to be always connected to the Internet. Communication is initiated automatically for some functions such as data syncing.
- Large-volume data communication, such as downloading applications and viewing videos, incurs expensive transmission fees. Subscription to a flat-rate plan is strongly recommended.
- Even if connected by Wi-Fi, some applications and services incur transmission fees.

Screenshots & Key Labels

Screenshots in the User Guide may differ in appearance with actual Display. Key labels in the User Guide are simplified for description purposes and differ with actual Display.

Other Notations

In the User Guide, the product is referred to as "handset."
microSD™/microSDHC™/microSDXC™ Card is referred to as "SD Card."
"908SH" here refers to this mobile phone "AQUOS R5G."

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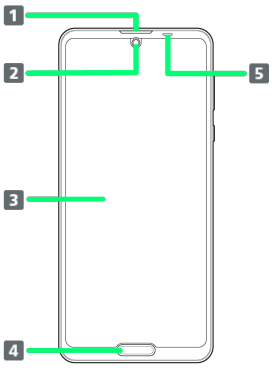
Package Contents

Package Contents

・Handset (AQUOS R5G)
　・Battery is built into handset.
　・Handset back cover is not removable.
・SIM Removal Tool (Complimentary sample)
・TV Antenna Cable (Complimentary sample)
・クイックスタート (Japanese)
・お願いとご注意 (Japanese)

Parts & Functions

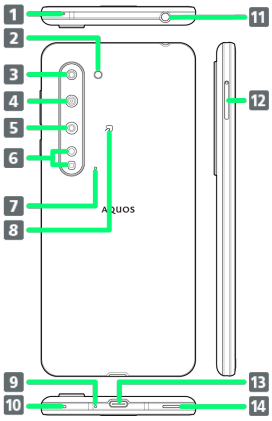
Handset (Front)



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

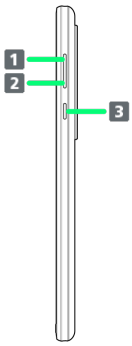
1　Do not apply stickers or other coverings over the sensors.

Handset (Back and Sides)



Name	Description
1 Mic	Use while recording videos or when talking through Speakerphone. Make sure not to cover Mic.
2 Mobile Light	Use as a camera flash, flashlight, etc.
3 Telephoto Camera	Capture photos and videos with a telephoto lens.
4 Wide-Angle Camera	Capture photos and videos with a wide-angle lens.
5 Standard Camera	Capture photos and videos with a standard lens.
6 ToF (Time-of-Flight) Camera	Depth-sensing camera for realistic bokeh soft-focusing and enhanced AR experience.
7 Mic	Use while recording videos.
8 FeliCa mark	Hold up to reader/writer to use NFC/ Osaifu-Keitai®.
9 Mic/ Recorder Mic	Talk to the other party here. Also use while recording videos or when talking to emopa. Make sure not to cover Mic/Recorder Mic.
10 Charging/ Notification Lamp	Illuminates while charging or for missed calls and notifications.
11 Earphones-Microphone Jack	Connect stereo earphones with mic (commercially available) here.
12 Card Tray	Insert/remove SD Card and SIM Card.
13 External Connection Jack	Connect to the AC Adaptor, etc.
14 Speaker	Listen to music, video sound, etc.

Handset Keys



Name	Description
1 Volume Up Key	Increase volume.
2 Volume Down Key	Decrease volume.
3 Power Key	Turn Display off/on. Long Press for power on/off, reboot, etc.

Charging/Notification Lamp

Lights/flashes while charging or for missed calls, new SMS, etc.

Lamp color and illumination	Indication
Red, lit	Charging (Battery level less than about 94%)
Green, lit	Charging (Battery level more than about 95%)
Red, flashing	Charging not possible
White, flashing[1]	Notifications (missed calls, new SMS, etc.)

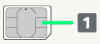
1 Flashes when Display turned off.

SIM Card

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

Handling SIM Card

Check the following regarding SIM Card handling.



1 IC (gold) chip

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

SIM Card Cautions

Observe the following when using SIM Card.

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

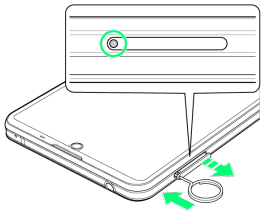
Inserting SIM Card

Always power off beforehand.

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

1

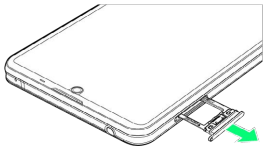
With Display upward, insert SIM Removal Tool in removal hole in Card Tray



- Press firmly and straight until Card Tray ejects.

2

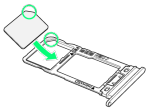
Pull out Card Tray



- With Display upward, pull out Card Tray. Pulling out Card Tray with Display downward or handset held upright can allow SIM Card and SD Card to fall from Card Tray and become misplaced.
- Do not pull Card Tray forcefully or at an angle; damage may result. Gently pull Card Tray out horizontally.

3

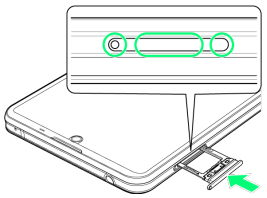
Set SIM Card in Card Tray



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

4

Insert Card Tray in SIM/SD Card Slot



SIM Card is inserted.

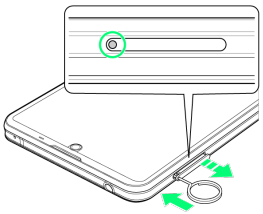
- Do not insert Card Tray upside down.
- Insert gently all the way horizontally in direction shown.
- Push Card Tray firmly where circled (○) so that there is no gap between handset and Card Tray.
- To maintain water and dust resistance, use handset with Card Tray completely closed.

Removing SIM Card

Always power off beforehand.

1

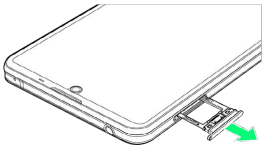
With Display upward, insert SIM Removal Tool in removal hole in Card Tray



・Press firmly and straight until Card Tray ejects.

2

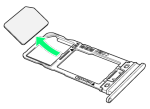
Pull out Card Tray



・With Display upward, pull out Card Tray. Pulling out Card Tray with Display downward or handset held upright can allow SIM Card and SD Card to fall from Card Tray and become misplaced.
・Do not pull Card Tray forcefully or at an angle; damage may result. Gently pull Card Tray out horizontally.

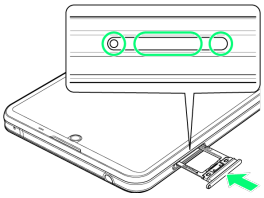
3

Remove SIM Card



4

Insert Card Tray in SIM/SD Card Slot



SIM Card is removed.

・Do not insert Card Tray upside down.
・Insert gently all the way horizontally in direction shown.
・Push Card Tray firmly where circled (○) so that there is no gap between handset and Card Tray.
・To maintain water and dust resistance, use handset with Card Tray completely closed.

SIM-Unlocking Handset

Handset can be SIM-unlocked. SIM-unlocking handset allows other-carrier SIM cards to be used with it.

・Some services, functions, etc. may have restrictions when an other-carrier SIM card is used. SoftBank Corp. does not guarantee operation whatsoever.
・For details on SIM unlocking, see SoftBank Website.

Internal Storage and SD Card

Handset supports SD Card up to 1 TB. Some SD Cards may not operate properly.
Internal storage can be used for saving data including system data, applications, and video and photos taken with Camera.

Organizing photos shot on your previous model

Inserting SD Card containing saved photos or videos that were shot on a previous model may cause Sort images in SD card to appear.
Tap CHECK START.
・Tap CHECK START to optimize viewing of file names, etc. in (Photos).

Internal Storage/SD Card Cautions

Data on Internal Storage/SD Card

Data on internal storage/SD Card may be lost/altered due to accidents, malfunctions, repairs, handset upgrade/replacement, mishandling, etc. Back up important data regularly. SoftBank Corp. is not liable for any damages resulting from loss/alteration of data.
・Do not insert or remove SD Card forcefully.
・Do not touch terminals or expose them to metal objects.
・Never power off while reading or writing data.
・Make sure not to erase or overwrite data accidentally.

microSDXC Card

Handset supports microSDXC Cards (SDXC-compatible SD Cards). microSDXC Cards are supported by SDXC-compatible devices only.

Exchanging Data with Non-SDXC-Compatible Devices

To exchange data between handset and non-SDXC-compatible devices, use SD Cards (microSD/microSDHC Cards) supported by handset and those devices. Inserting a microSDXC Card used on handset in a non-SDXC-compatible device may corrupt card data. In such cases, do not format the microSDXC Card on that device even if prompted to do so.
Formatting deletes all microSDXC Card data and changes the file system. The original storage capacity may be unavailable after formatting. To use a corrupted microSDXC Card, format it on an SDXC-compatible device.

Save Location

By default, data, including photos and videos taken with handset, is saved in internal storage. Even with downloaded commercially-available applications described as saving data on SD Card, data is saved in internal storage.
・To save photos and videos taken with handset on SD Card, insert SD Card before using Camera, then change save location as follows.
In Home Screen, (Camera) ⋮ COMMON Save To SD card

SD Card Caution

Keep SD Card away from infants; may cause choking if swallowed.

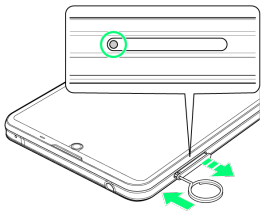
Inserting SD Card

Always power off beforehand.

・Set SD Card in Card Tray beforehand. Do not insert SD Card without setting it in Card Tray.

1

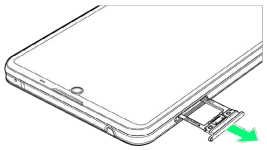
With Display upward, insert SIM Removal Tool in removal hole in Card Tray



・Press firmly and straight until Card Tray ejects.

2

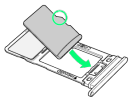
Pull out Card Tray



・With Display upward, pull out Card Tray. Pulling out Card Tray with Display downward or handset held upright can allow SIM Card and SD Card to fall from Card Tray and become misplaced.
・Do not pull Card Tray forcefully or at an angle; damage may result. Gently pull Card Tray out horizontally.

3

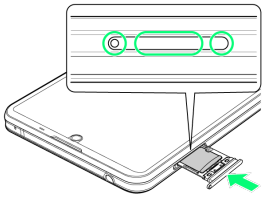
Set SD Card in Card Tray



・Place gently, noting orientation of SD Card (terminal side facing down).
・Make sure SD Card is in Card Tray. Inserting Card Tray with SD Card on its edge may cause damage.

4

Insert Card Tray in SIM/SD Card Slot



SD Card is inserted.

・Do not insert Card Tray upside down.
・Insert gently all the way horizontally in direction shown.
・Push Card Tray firmly where circled (○) so that there is no gap between handset and Card Tray.
・To maintain water and dust resistance, use handset with Card Tray completely closed.

Formatting SD Card

When using a new SD Card for the first time, always format it on handset.

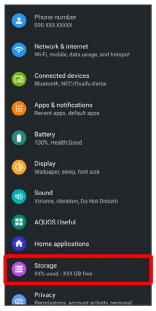
・Formatting erases all data on SD Card. Format SD Card with caution.
・When formatting, keep handset charged or charge it adequately beforehand.
・Insert SD Card beforehand. See "Inserting SD Card" for details.

1

In Home Screen, (Settings)

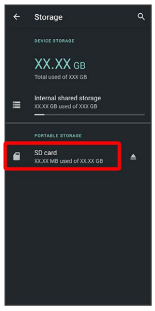
2

Storage



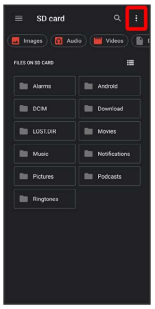
3

SD card



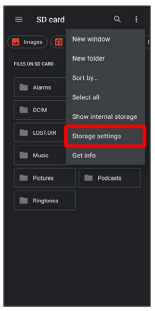
4

⋮



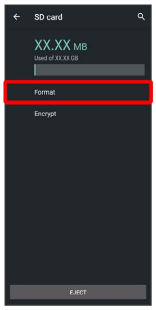
5

Storage settings



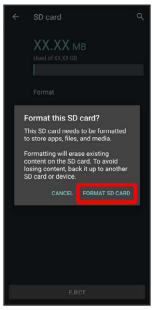
6

Format



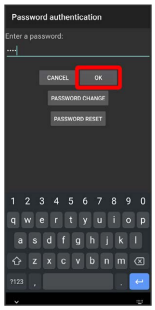
7

FORMAT SD CARD



8

Enter Operation Password → OK



・If Operation Password is unset, follow onscreen prompts.

9

Done

All data on SD Card is erased.

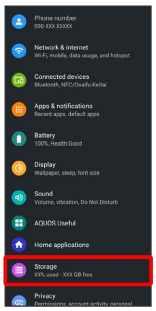
Unmounting SD Card

1

In Home Screen, (Settings)

2

Storage



3

⏏

SD Card is unmounted.

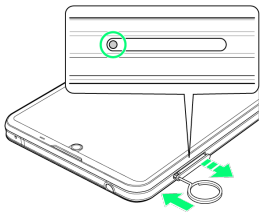
・To mount SD Card again, SD card → MOUNT .

Removing SD Card

Always power off beforehand.

1

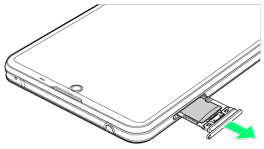
With Display upward, insert SIM Removal Tool in removal hole in Card Tray



・Press firmly and straight until Card Tray ejects.

2

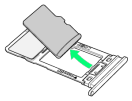
Pull out Card Tray



・With Display upward, pull out Card Tray. Pulling out Card Tray with Display downward or handset held upright can allow SIM Card and SD Card to fall from Card Tray and become misplaced.
・Do not pull Card Tray forcefully or at an angle; damage may result. Gently pull Card Tray out horizontally.

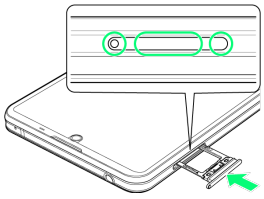
3

Remove SD Card



4

Insert Card Tray in SIM/SD Card Slot



SD Card is removed.

・Do not insert Card Tray upside down.
・Insert gently all the way horizontally in direction shown.
・Push Card Tray firmly where circled (○) so that there is no gap between handset and Card Tray.
・To maintain water and dust resistance, use handset with Card Tray completely closed.

Charging Handset

Battery is built into handset.

Internal Battery

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

Recycling

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

Battery Cautions

Storage

To help maintain performance and life of Internal Battery, do not store in the following conditions (battery level should be at approximately 40% for optimal storage).
・Full (immediately after charging is complete)
・Exhausted (too low to power on handset)

Bulges of Internal Battery

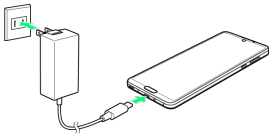
Depending on use, bulges may appear near end of battery life; this does not affect safety.

Internal Battery Replacement

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

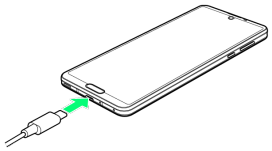
Charging with AC Adaptor

Use an AC Adaptor (USB Type-C™ quick charge AC Adaptor for USB PD [ZSDBAS] (SB-AC20-TCPD)) (optional accessory).
For information on other peripheral devices, see SoftBank Website.



1

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



2

Raise plug on AC Adaptor and plug into outlet

Charging/Notification Lamp illuminates once charging starts.

3

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

Charging ends.

Indications while Charging

Charging/Notification Lamp

Charging/Notification Lamp illuminates red while charging; illuminates green when charge is almost full.
・If Charging/Notification Lamp is blinking, charging is not working properly. Make sure that you are using Charger and products specified by SoftBank Corp. If you are using specified products only, contact a SoftBank Shop or Customer Service.

Lock Screen while Charging

Charging progress appears in lock screen.
・"Charging": normal charging
・"Charging rapidly": rapid charging
・"Charging slowly": low-speed charging; handset begins low-speed charging depending on the conditions, such as when nearly charged.

Charging Cautions

Water Resistance

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

Handling Cords

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

About Charging Abroad

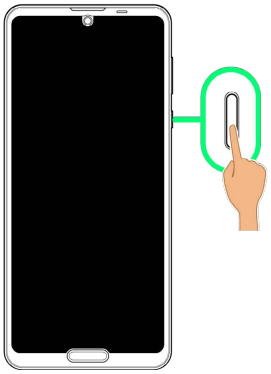
SoftBank Corp. is not liable for problems resulting from charging handset abroad.

Power On/Off

Powering On

1

Long Press Power Key until SHARP logo appears



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

・An initial settings wizard may appear the first time handset is powered on. For details on initial settings, see "Making Initial Settings."

2

Flick lock screen up

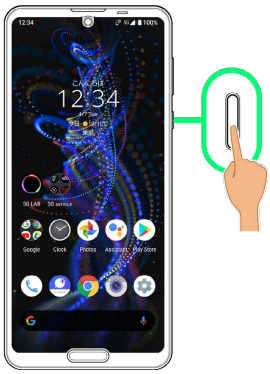
Home Screen appears.

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

Powering Off

1

Power Key (Long Press)



2

Power off

Handset powers off.

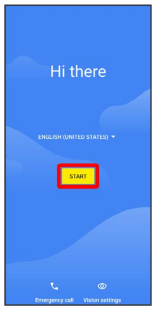
Making Initial Settings

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

Making Initial Settings

1

Select language then START



- To place an emergency call, Tap Emergency call .
- To set visual assistance, Tap Vision settings . See "Accessibility" for details.

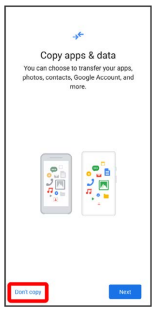
2

Set Wi-Fi items

- Follow onscreen prompts.
- To skip Wi-Fi settings, select Use mobile network for setup / SKIP . Continue by following onscreen prompts.

3

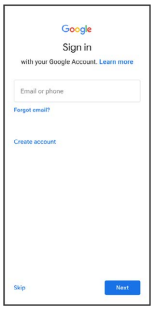
Don't copy



- Tap Next to copy data from another mobile, etc. Follow onscreen prompts.

4

Set up a Google Account

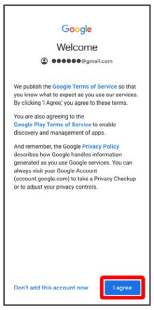


・See "Google Account" for details on a Google Account.

・If not making Google account settings, Tap Skip → Skip .

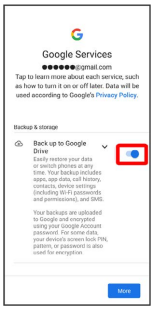
5

I agree



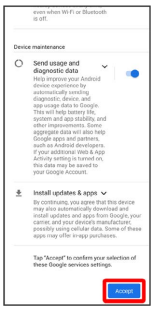
6

Set/check each item



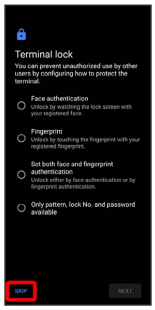
7

Accept



8

SKIP



・Tap method → NEXT to set selected method. See "Using Fingerprint Authentication Function," "Setting Screen to Unlock by Tracing Pattern," "Requiring Lock No. (PIN) Entry for Unlocking Screen," "Setting Screen to Unlock with Password," and "Using Face Authentication" for details.

・Follow onscreen prompts to set up Google Assistant™.

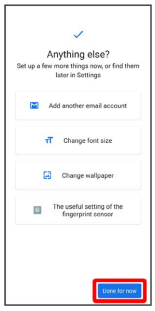
9

Skip

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

10

Set each item → Done for now



Handset restarts, and initial settings are complete.

・To make My SoftBank settings, after initial settings, Drag Status Bar down, then Tap Information about My SoftBank .

Google Account

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

Google Account Cautions

Google Account Mail Address & Password

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

Google Account Operations & User Interface

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

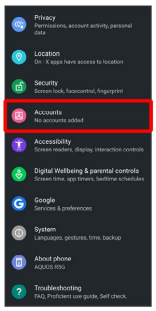
Creating a Google Account

1

In Home Screen, (Settings)

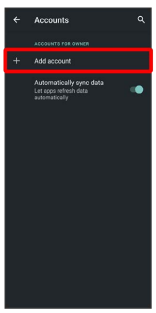
2

Accounts



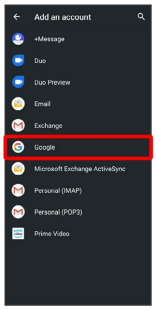
3

Add account



4

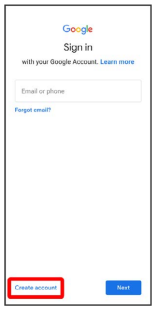
Google



Window for logging in to a Google account opens.

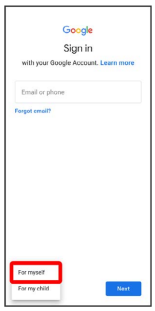
5

Create account



6

For myself



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

7

Enter first name → Enter last name → Next

8

Set/enter date of birth and gender → Next

9

Select a mail address → Next

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

10

Enter password → Re-enter password → Next

11

Yes, I'm in

・To add a phone number for security only, Tap More options . Continue by following onscreen prompts.

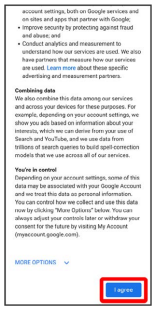
・To not add a phone number, Tap Skip .

12

Next

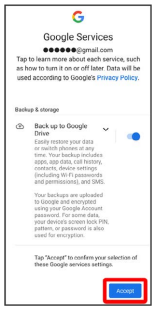
13

Check the privacy policy and terms of use I agree



14

Select whether to enable data backup → Accept

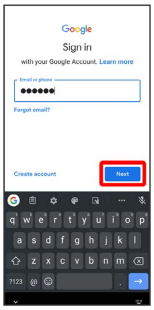


Account is created.

Signing in to a Google Account

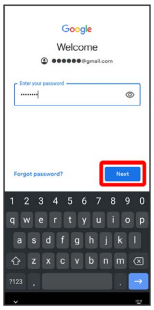
1

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



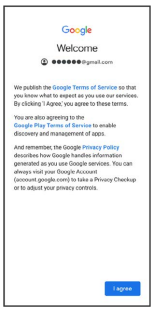
2

Enter password ➔ Next



3

Continue by following onscreen prompts

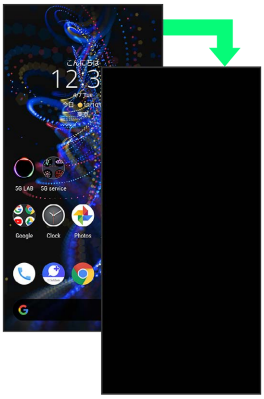


You are signed in to your Google Account.

Unlocking Screen

Screen Lock

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



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

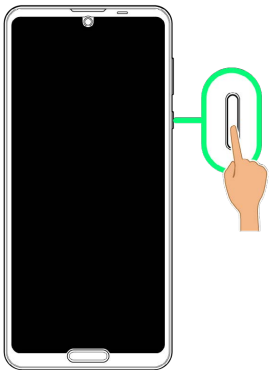
If Screen Lock Activates while Playing Music

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

Unlocking Screen

1

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



Lock screen appears.

2

Flick lock screen up

Screen is unlocked.

・To change the unlock method for enhanced security, set handset to require pattern drawing or lock no. (PIN)/ password entry for unlocking screen or set screen to be unlocked with your fingerprint/face as needed. See "Using Fingerprint Authentication Function," "Setting Screen to Unlock by Tracing Pattern," "Requiring Lock No. (PIN) Entry for Unlocking Screen," "Setting Screen to Unlock with Password," and "Using Face Authentication" for details.
・After Flicking screen up when is displayed, enter pattern / lock no. (PIN) / password to unlock.

Another Way to Turn On Display

Set Display to turn on when handset is picked up and held still (Turn screen on by holding). See "Auto Sleep Off Settings" for details.

Basic Operations

Basic Operations.....24
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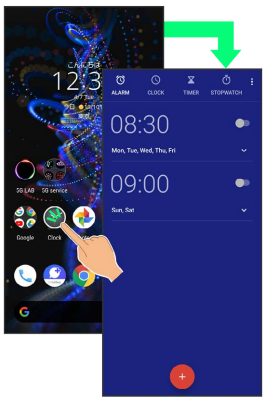
Using Manner Mode.....26
Using Airplane Mode.....28
Text Entry.....28
Using Fingerprint Authentication Function.....29
Updating the System.....32
Using ROBOQUL.....33

Basic Operations

Selecting Options and Navigating Screens

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

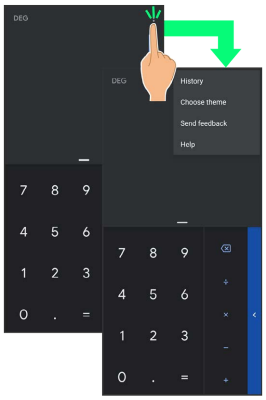


・To return to the previous screen, Flick the edge of screen to the left/right.

Menu Operations

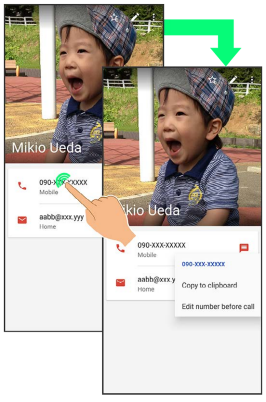
1

Tap ⋮ at Display top or bottom for available settings and items.



2

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



Using Touchscreen

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

About Touchscreen

In Case of Unintended Operation

If handset initiates operation without Touchscreen (Display) being operated or does not respond after Touchscreen being operated, Press Power Key to turn off Display, Press Power Key again to turn on Display and then operate handset.

Touchscreen Usage Notes

Touchscreen may not respond in these situations:

・Use with gloves/long fingernails
When using handset with gloves on, enable glove mode.
・Use of pens, pencils or sharp objects
・Use with objects on/against Display
・Use while wet

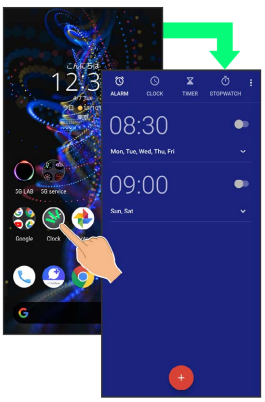
Touchscreen Usage Cautions

To prevent malfunctions, do not:

・Touch Display with wet fingers
・Use if Display is wet
If Display is wet, wipe it with a soft cloth.
・Subject Display to force/pressure
・Place a sticker or shield (commercially-available protective film, privacy protector shield, etc.) on Display

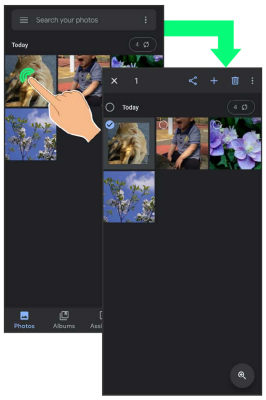
Tap

Contact Display lightly and briefly.



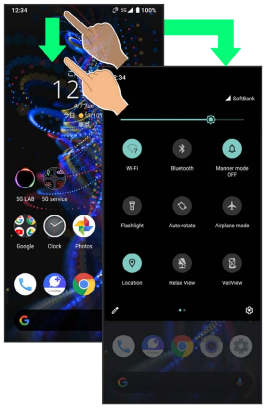
Touch & Hold

Contact Display lightly; release finger when screen changes.



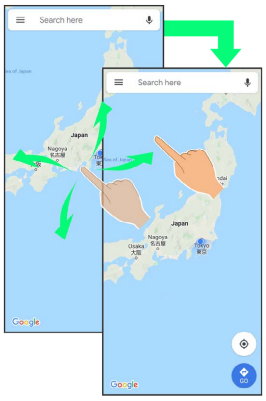
Drag

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



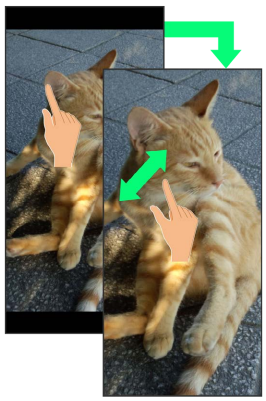
Flick

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



Pinch/Spread

Contact Display lightly, then move fingers toward each other (Pinch) or away from each other (Spread).



Using Manner Mode

Mute ringtones and other handset sounds to avoid disturbing others around you.
Manner mode setting is also accessible from Quick Settings Window.

Manner Mode Options

Settable items are the following.
・Vibe
Ringtones and other handset sounds are muted; handset vibrates for incoming calls/messages, etc.
・Mute
Ringtones and other handset sounds are muted; handset does not vibrate for incoming calls/messages, etc.

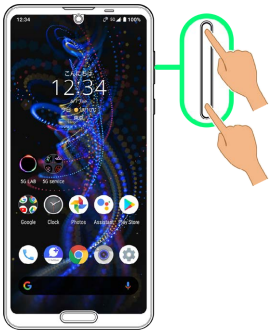
Manner Mode Cautions

Camera shutter sound, video recording tones, alarms, media sound, etc. still play even in Manner mode.
・Alternatively, to mute alarms and media sound, use "Do not disturb." See "Sound Settings" for details.

Activating Manner Mode (Vibe)

1

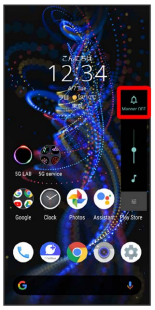
Press Volume Up/Down Key



Volume bar appears.

2

(Manner OFF)



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

Manner Mode (Vibe) Operations

Setting from Quick Settings

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

Drag Status Bar down

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

Canceling Manner Mode (Vibe)

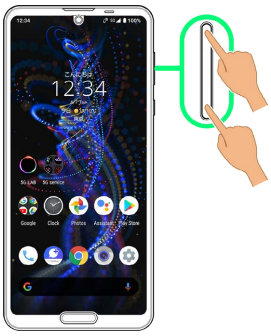
Press Volume Up/Down Key for volume bar, (Vibe) (Mute)

Icon changes to (Manner OFF), and handset exits Manner mode.

Activating Manner Mode (Mute)

1

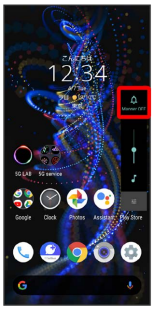
Press Volume Up/Down Key



Volume bar appears.

2

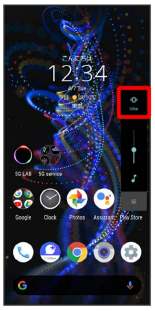
(Manner OFF)



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

3

(Vibe) while volume bar is displayed



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

Manner Mode (Mute) Operations

Setting from Quick Settings

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

Drag Status Bar down

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

Canceling Manner Mode (Mute)

Press Volume Up/Down Key for volume bar, (Mute)

Icon changes to (Manner OFF), and handset exits Manner mode.

Using Airplane Mode

Leaving power on, suspend signal-transmitting functions.

Activating Airplane Mode

1

Drag Status Bar down

Notifications Window opens.

2

Airplane mode activates.

Canceling Airplane Mode

From Notifications Window,

Airplane Mode Caution

Activating Airplane mode disables Wi-Fi and Bluetooth®, interrupting corresponding transmissions.
Wi-Fi/Bluetooth® connections can be used even in Airplane mode by enabling Wi-Fi/Bluetooth® after activating Airplane mode; make sure that such connection/transmission is allowed in your current location before use.

Text Entry

Keyboards

Use onscreen keyboards for text entry.

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

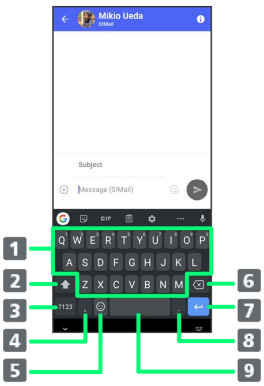
Enabling One-Handed Mode

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

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

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

Keyboard Layout



1 Enter characters.

2 Toggle case.

3 Switch to number/symbol keyboard.

4 Enter comma. Touch & Hold to specify settings or enable One-handed mode.

5 Switch to emoji/emoticon keyboard.

6 Delete characters.

7 Insert line break. Touch & Hold for options; enable One-handed mode, or move to other entry fields.

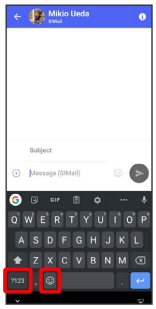
8 Enter period. Touch & Hold for a set of other punctuation marks and symbols.

9 Enter space.

Switching Keyboards

1

In a text entry window, ?123 / ☺



Entry mode is switched.

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

Entering Letters

To enter Phone:

1

In a text entry window, P → h → o → n → e → [ ] / ↵

Phone is entered.

・To toggle case, Tap ⇧ / ⬆ before typing a letter. Tap ⇧ / ⬆ twice to type in all capitals(⬆). By default, the first word of each sentence is capitalized automatically.

Using Fingerprint Authentication Function

Fingerprint Authentication Function

Hold finger to sensor to authenticate and use handset.
Use this function to unlock screen or use it as a Back/Recents key.

Fingerprint Authentication Function Cautions

Observe the following when using the fingerprint authentication function.

・Authentication is based on fingerprint characteristics. This function may be unusable if your fingerprint characteristics are not prominent.

・Ability to authenticate (assuming finger is held to sensor correctly) depends on conditions of use. Saving your fingerprint may be difficult if finger is in any of the following conditions. Washing/wiping hands, using different finger, saving a wider area, etc. may improve capability.

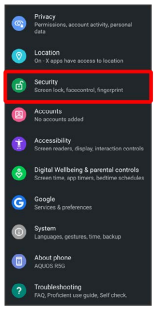
- Wrinkled with moisture (e.g., after a bath)
- Wet with water, sweat, etc.
- Dry
- Covered with handcream, etc.
- Stained with mud or oil
- Rough or damaged (cut, sore, etc.)
- Fingerprint is faint (finger surface is worn)
- Fingerprint is deformed due to weight gain or loss
- Finger surface condition at the time of authentication is extremely different than when fingerprint was saved

・Fingerprint authentication technology does not guarantee successful personal authentication/verification. SoftBank Corp. is not liable for any damages resulting from use of handset by third party or lost opportunities to use handset.

Saving Fingerprints

1

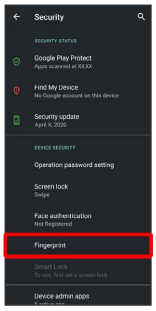
In Home Screen, (Settings) Security



Security menu opens.

2

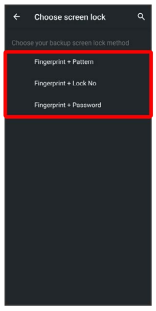
Fingerprint



Fingerprint settings open.

3

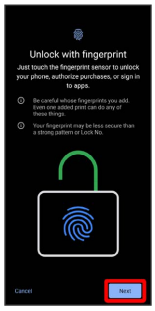
Follow onscreen prompts and set pattern / lock no. (PIN) / password for unlocking screen



- This is a backup method for unlocking the screen if unable to authenticate with your fingerprint.
- If method for unlocking screen is setting other than None or Swipe, first unlock screen.
- See "Setting Screen to Unlock by Tracing Pattern," "Requiring Lock No. (PIN) Entry for Unlocking Screen," and "Setting Screen to Unlock with Password" for details on setting a method for unlocking screen.

4

Next

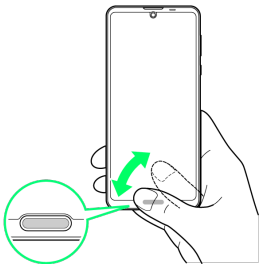


5

Next

6

Hold finger to sensor until handset vibrates



- Move finger a little at a time and hold it to sensor.
- Repeat until screen appears indicating fingerprint is saved.
- If finger is already saved, use another finger.

7

Done

Fingerprint is saved.

- To save other fingerprints, Tap Add another.

Saving Fingerprints

Savable Number of Fingerprints

Save up to 5 fingerprints.

Backup Screen Unlock Methods

Make sure not to forget pattern / lock no. (PIN) / password set as backup for unlocking screen.

Fingerprint Saving Operations

Setting/Changing Names of Saved Fingerprints

In Fingerprint settings, Tap saved fingerprint → Enter name → OK

Deleting Fingerprints

In Fingerprint settings, for saved fingerprint → YES, REMOVE

Troubleshooting

Q. Failure to save fingerprint

A. Keep your finger pressed on the sensor slightly harder. Using a different finger may also improve authentication performance.

Fingerprint Sensor Cautions

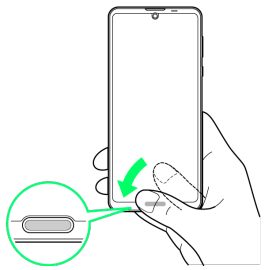
Observe the following when using Fingerprint Sensor.

- Do not hit or subject handset to excessive shock. May cause malfunction or damage. Do not scratch sensor surface or poke with a pen, pin, or other pointed object.
- Do not place stickers on sensor surface or mark with ink.
- Dust, smudges, or other soiling on sensor may affect authentication. Clean the Fingerprint Sensor surface from time to time.
- Holding finger to sensor for too short/long a time may affect authentication. Hold finger straight on sensor so that spiral of fingerprint is in center of sensor.
- Fingerprint Sensor may not activate if you start saving your fingerprint or performing authentication with your finger on the sensor. Release it and retry.

Performing Fingerprint Authentication

1

In authentication window, hold finger to sensor



Fingerprint is authenticated.

Troubleshooting

Q. Fingerprint is not authenticated

A. Remove finger then try authenticating again.
Or, Flick lock screen up and unlock screen using backup unlock method set when saving fingerprint.

Updating the System

Check whether system updates are required via the network, and update manually as required.

Software Update Cautions

Applications

Applications may be updated or newly added, or names, icons, operations and user interfaces of applications may be changed.

System Update Cautions

Observe the following before a system update.

・It may take time to update the system.

・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 a system update may cause an update failure (an update failure may disable handset).

Data Backup

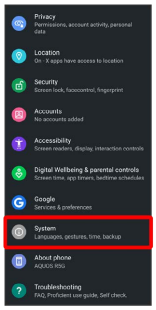
Saved data may be lost depending on condition of handset (malfunctioning, damaged, water seepage, etc.). It is recommended that you back up important data before updating the system. SoftBank Corp. is not responsible for damages from loss of data.

Updating the System

Notification appears when a system update is required. Tap the notification and follow onscreen prompts. If notification does not appear, check whether a system update is required as follows and update the system.

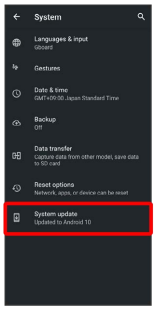
1

In Home Screen, (Settings) System



2

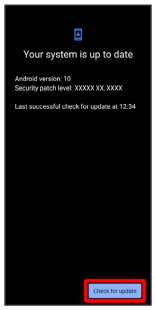
Advanced System update



System update window appears.

3

Check for update



4

Continue by following onscreen prompts

System update begins.

・Use other functions during a system update. However, for 10 days after a system update notification, update installation pauses while using other functions. Tap Resume to restart the installation and also use other functions.

・After the system update proceeds, Restart now appears at the end. Tap and complete the system update.

If Handset Does Not Restart after Tapping "Restart now"

An update failure may disable handset. If handset is disabled, contact your contracted SoftBank Customer Service.

Using ROBOQUL

When charging using ROBOQUL and handset is powered on, ROBOQUL swivels when Display lights up, at start of charging, for incoming calls, alarms, etc. If emopa is enabled, ROBOQUL makes an audio notification as it swivels.

ROBOQUL Firmware Updates

ROBOQUL firmware is updatable. When an update is required, "Updating ROBOQUL" appears on handset when connected to ROBOQUL. Follow onscreen prompts to update firmware.

・To update firmware, the following conditions are required.
- ROBOQUL is connected to an AC Adaptor
- Handset is placed in ROBOQUL
- Handset is connected to the network
- At least 30% battery is remaining

・The firmware update will be interrupted if the battery becomes too low or handset/AC Adaptor is removed from ROBOQUL. ROBOQUL will become unusable if a firmware update is interrupted. Make sure that the required conditions are met, and then connect handset to ROBOQUL again and complete a firmware update.

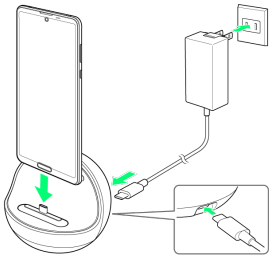
・Handset checks for firmware updates via the network once a week when placed in ROBOQUL. Firmware is also updated via the network. Transmission fees are incurred when using the network.

Before Using ROBOQUL

You must set permissions for ROBOQUL to use functions beforehand.

1

Power on handset and charge with ROBOQUL



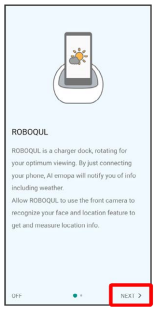
2

Unlock screen with handset placed in ROBOQUL

Description of ROBOQUL appears.

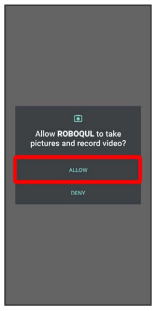
3

NEXT



4

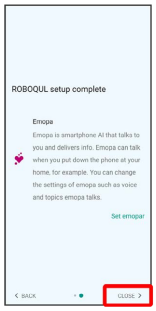
ALLOW



・For several functions, continue in the same way.

5

CLOSE



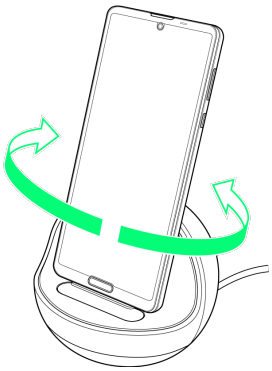
ROBOQUL setting is complete.

・To make emopa settings, Tap Set emopar , then follow onscreen prompts.

Setting ROBOQUL

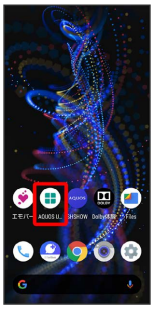
Set whether ROBOQUL swivels while charging with ROBOQUL.

・When enabled while charging using ROBOQUL and handset is powered on, ROBOQUL swivels when Display lights up, at start of charging, for incoming calls, alarms, etc.



1

In Home Screen, (AQUOS Useful)



AQUOS Useful menu opens.

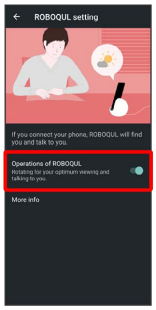
2

ROBOQUL setting

ROBOQUL setting window opens.

3

Operations of ROBOQUL



Setting is complete.

・Tap Operations of ROBOQUL to toggle on ( )/off ( ).

Viewing Information on ROBOQUL

In ROBOQUL setting window, More info

Handset Interface

Handset Screens..... 36
Icons at Display Top (Status Bar).....43
Checking Notifications (Notifications Window).....45
Checking Notifications (Quick Settings Window)..... 47
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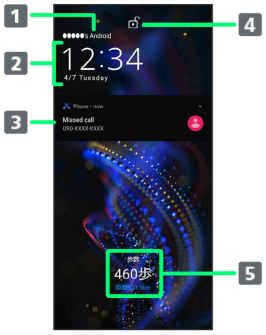
Handset Screens

Lock Screen Layout

Lock screen appears at power on or when Power Key is Pressed while Display is turned off (screen lock active). From lock screen, unlock screen or Flick screen up from the bottom left or right to quickly activate Google Assistant. By default, Wallpaper changes randomly each time lock screen appears (Lock Photo Shuffle). Change Wallpaper for lock screen as needed. See "Changing Wallpaper" for details.



1 Show message set for lock screen.[1]

2 Time and date appear here.

3 Notifications of incoming calls/messages or from applications, etc. appear here.[2]

4 Display screen lock status

5 Messages and news from emopa appear here (emopa area).[3]

1 Appears when Lock screen message is set. See "Display Settings" for details.

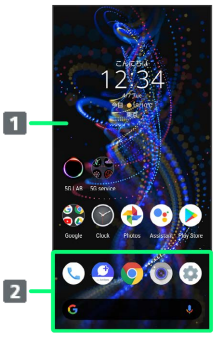
2 If Organize notifications on the lock screen is enabled, a notification viewed the first time does not appear the second and subsequent times. See "Display Settings" and "Applications & Notifications" for details.

3 Appear when emopa is configured. See "エモパーを利用する (http://help.mb.softbank.jp/aquos-r5g/05-08-11.html)" (Japanese) for details.

Home Screen & App List

Most handset operations start in Home Screen or in app list. Flick Home Screen up to display app list and activate applications or change handset settings (To change Home Screen, switch to another home screen app.)

Home Screen Layout



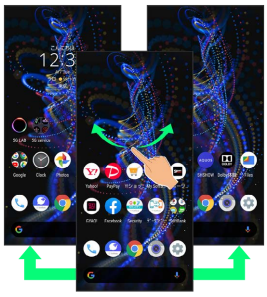
1 Desktop sheet
Place application shortcuts, folders, widgets freely. Flick left/right to toggle sheets.

2 Favorites Tray
Place application shortcuts and folders freely. Activate applications quickly from any Home Screen sheet or use Google Search Bar.

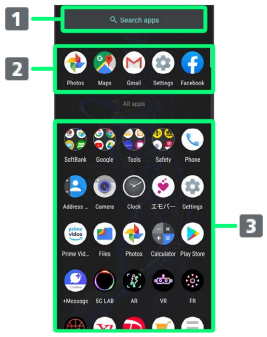
Toggling Home Screen Sheets

Home Screen consists of several sheets.
Flick left/right to toggle Home Screen sheets.

・Adding application shortcuts and widgets in Home Screen adds more Home Screen sheets. See "Adding Shortcuts" and "Adding Widgets" for details.



App List Layout



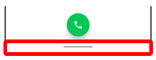
1 Search for application

2 View predicted applications

3 App list
Tap to activate applications. See "Activating Applications" for details.

Navigation Bar

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



Name	Description
1 (Back key)	Tap to return to previous screen. Appears as 1/ 2 for onscreen keyboard; Tap to close keyboard.
2 (Home key)	Flick up to return to Home Screen. Drag up to display the list of recently used applications and activate or delete them from the list. Flick to the right to activate a recently used application.
3 (Home key)	Tap to return to Home Screen.
1 (Recents key)	Tap to open a list of recently used applications to activate or remove them from the list.
4 (Rotate Horizontally key)/ 4 (Rotate Vertically key)	Tap to switch current screen between portrait/landscape orientation.
5 (Keyboard key)	Tap to change keyboards.
6 (Menu key)	Tap to show menu.

1 Appears when 3-button navigation is enabled. See "System Settings" for details.

2 Appears when Gesture navigation is enabled. See "System Settings" for details.

3 Appears when 3-button navigation is enabled and Use as Home Key is disabled. See "Fingerprint Sensor Settings" and "System Settings" for details.

4 Appears when Auto-rotate screen is disabled and handset is rotated vertically/horizontally. See "Quick Settings Window Layout," "Display Settings," and "Accessibility" for details.

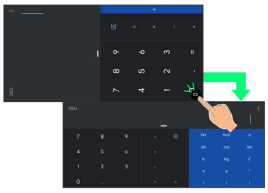
5 Appears when keyboard is open.

6 Appears for some applications.

Portrait Orientation & Landscape Orientation

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

Enable Auto-rotate screen to allow current screen to switch to landscape orientation when handset is rotated sideways. See "Quick Settings Window Layout," "Display Settings," and "Accessibility" for details.



Multi-Window

Split screen to view and operate two applications.

Activate the two applications beforehand. Viewing and operating (Address Book) and (Phone) is described as an example.

・Viewing in Multi-Window is not available for some applications.

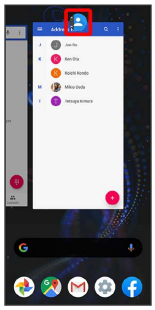
1

Drag bottom of Display up

Recent apps window opens.

2

Tap icon of application to use in history



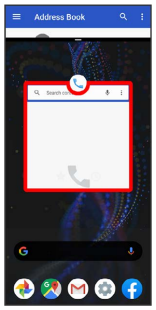
3

Split screen

Multi-Window opens, and selected application opens at top of Display.

4

From application history at bottom of Multi-Window, Tap next application



Tapped application opens at bottom of Multi-Window.

Multi-Window Operations

Switching between Applications

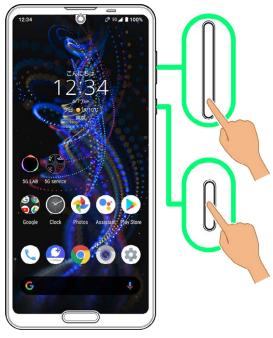
Flick ▬ up → Tap application

Exiting Multi-Window

Flick pane bar (▬) up/down

Capturing Screenshots

Long Press Power Key and Volume Down Key at the same time to capture a screenshot of the current screen.
Alternatively, Long Press Power Key then Tap → Screenshot to capture a screenshot.



- May be unavailable for some applications.
- View captured screenshots in (Photos), etc.
- Alternatively, use Clip Now and slide your finger along the edge of Display to capture a screenshot. See "Capturing Screenshots (Clip Now)" for details.

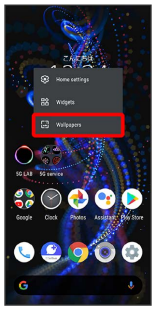
Changing Wallpaper

1

Touch & Hold open area of Home Screen

2

Wallpapers

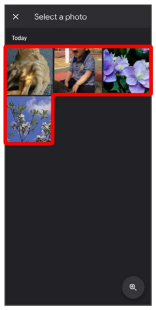


3

Tap application (Photos , etc.)

4

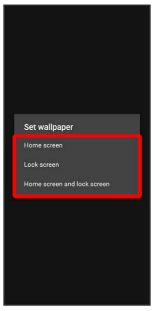
Select image



- Operations may vary depending on selected item. Follow onscreen prompts.

5

Home screen / Lock screen / Home screen and lock screen



Setting is complete.

- Tap Home screen to set the image as Wallpaper for Home Screen only.
- Tap Lock screen to set the image as Wallpaper for lock screen only.
- Tap Home screen and lock screen to set the image as Wallpaper for both Home Screen and lock screen.

Wallpaper Change Operations

Using Lock Photo Shuffle

Change Wallpaper randomly each time lock screen appears.

Touch & Hold open area of Home Screen ➔ Wallpapers ➔ Lock Photo Shuffle ➔ OFF (ON) ➔ Select folder to show with Lock Photo Shuffle (✓)

- All images in selected folder appear randomly.
- Tap > at right of folder name to view images in folder.

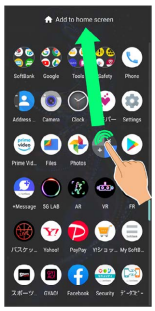
Using SHSHOW

Touch & Hold open area of Home Screen ➔ Wallpapers ➔ SHSHOW ➔ Follow onscreen prompts

Adding Shortcuts

1

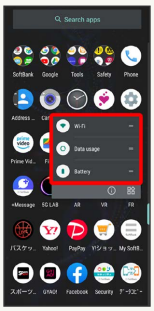
In app list, Touch & Hold application and Drag to "Add to home screen"



Shortcut is added automatically.

Function Shortcuts

With some applications, Touch & Hold for shortcuts to functions. Touch & Hold function shortcut then release finger at location in Home Screen to add function shortcut.



Deleting Shortcuts

In Home Screen, Touch & Hold icon ➔ Drag to "Remove"

Adding Widgets

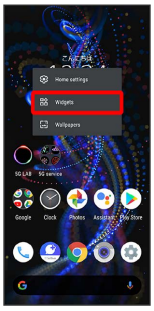
Add Chrome™ bookmarks, Analog clock, etc. as follows.

1

Touch & Hold open area of Home Screen

2

Widgets



A list of widgets opens.

3

Touch & Hold widget

4

Drag to location to add widget

Widget is added.

・Drag to sheet visible at edge of Display to toggle sheets and add. Drag to rightmost sheet to add one more sheet and add.

Removing Widgets

In Home Screen, Touch & Hold widget → Drag to "Remove"

Adding Folders

Add folders to collect icons.

・Folders can also be created in Favorites Tray and app list.

1

In Home Screen, Touch & Hold icon to place in folder

2

Drag to another icon to group with

Folder is added, and two icons are saved in the folder.

Folder Operations

Changing Folder Names

In Home Screen, Tap folder ➔ Tap area to enter folder name at bottom of window ➔ Enter folder name ➔

・Change folder names the same way in Favorites Tray and app list.

Placing Icons in Folder

In Home Screen, Touch & Hold icon ➔ Drag to folder

・Place icons the same way in Favorites Tray and app list.

Moving Icons Out of Folder

In Home Screen, Tap folder ➔ Touch & Hold icon ➔ Drag it out of folder

・Move icons the same way in Favorites Tray and app list.

Deleting Folders

In Home Screen, Touch & Hold folder ➔ Drag to "Remove"

・Delete folders the same way in Favorites Tray and app list.

・Applications in folder are also deleted.

Moving Icons/Widgets

Icons can also be rearranged in Favorites Tray and app list.

1

In Home Screen, Touch & Hold icon/widget

2

Drag to target location

Icon/widget is moved.

・To a folder:Drag icon to target folder.

Making Home Screen Settings

Settable items are the following.

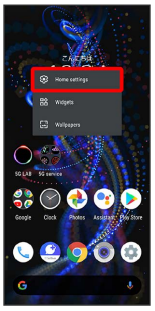
Item	Description
Notification dots	Set whether to show dots with application icons for notifications. See "Applications & Notifications" for details.
Add number on notification dots	Set whether to show number of notifications with notification dots.
Add icon to Home screen	Set whether icon is added to Home Screen after downloading new application.
Display Google app	Set whether to show news, weather, etc. at left of Home Screen.
Display the Google search bar	Set whether to show Google Search Bar in Favorites Tray.
App suggestions	Set whether to show application suggestions in app list and Recents.
Allow Home screen rotation	Set whether to rotate Home Screen with handset orientation automatically.

1

Touch & Hold open area of Home Screen

2

Home settings



3

Set items

Settings are complete.

Icons at Display Top (Status Bar)

Indicators (new message notification, handset status, etc.) appear at the top of Display.

Status Bar Layout

1 Notifications, warnings, etc. appear here. (Notification Indicators)

2 Handset status and other information appear here. (Status Indicators)

Main Notification Indicators

Notification Indicators appear on the left.

・Notification Indicators do not appear in lock screen.

Indicator	Description
	Glove Mode On
	Call (Dialing/Arriving/in Progress)
	Call on Hold
	Missed Call
	New Answer Phone Message
	New Voicemail
	New SMS/+Message
	New Email
	New Gmail™
	Alarm Sounding/Snoozing/Upcoming Alarm
	Calendar Event Notification
	TV Viewing in Progress
	Application Update Available
	Application Installation Complete
	Data Downloaded
	Bluetooth® Data Reception Request
	Mounting SD Card
	Screenshot Captured
	Screenshot Failed
	More Notifications

Main Status Indicators

Status Indicators appear on the right.

Indicator	Description
	Battery Strength
	Charging
	Battery Saver On
	Signal Strength
	No Signal (5G/4G LTE/4G/3G)
	5G Data in Use
	4G LTE/4G Data in Use[1]
	3G Data in Use
	Airplane Mode
	Wi-Fi Connected
	Bluetooth® Connected
	Manner Mode (Vibe)
	Manner Mode (Mute)
	Wi-Fi Hotspot Tethering in Use
	Do Not Disturb Set
	Getting Location Information
	NFC/Osaifu-Keitai® Set
	Answer Phone Set
	Answer Phone Set (Message Recorded)
	Alarm Set
	NFC/Osaifu-Keitai® Lock Set (SIM Card)[2]
	Hidden Statuses

1 Corresponding indicator appears when handset is connected to FDD-LTE (SoftBank 4G LTE) or AXGP (SoftBank 4G). Between these Networks, handset connects to SoftBank 4G whenever possible.

2 Also appears when a SIM Card with NFC locked on another mobile phone is then installed in handset.

Checking Notifications (Notifications Window)

Open notifications and check handset status.

Opening Notifications Window

1

Drag Status Bar down

Notifications Window opens.

Closing Notifications Window

Drag Notifications Window up

Notifications Window Layout

1 Notifications and active functions.
2 Use corresponding functions.[1]
3 Manage notifications.
4 Delete all notifications and close Notifications Window.

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

Notifications Window Operations

Switching between Detailed & Simple Views for Notifications in Notifications Window

In Notifications Window, Drag notification down/up with two fingers at the same time, or Pinch/Spread

・Unavailable for some notifications.

Making Notification Settings

In Notifications Window, Drag notification left/right → ⚙ → Follow onscreen instructions

・Settable items depend on the notification.

Checking Notifications

1

Drag Status Bar down

Notifications Window opens.

Deleting Notifications

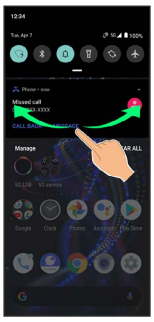
1

Drag Status Bar down

Notifications Window opens.

2

Flick notification left/right



Notification is deleted.

・Some notifications may not be deleted.

Deleting All Notifications

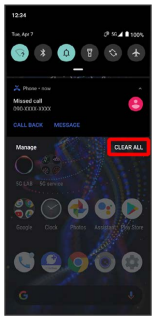
1

Drag Status Bar down

Notifications Window opens.

2

CLEAR ALL



All notifications are deleted.

・Some notifications may not be deleted.

Checking Notifications (Quick Settings Window)

Tap icons to toggle functions on/off, etc.

Opening Quick Settings Window

1

Drag Status Bar down

Notifications Window opens.

2

Drag Status Bar down

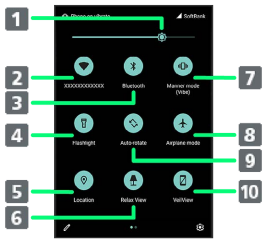
Quick Settings Window opens.

・Alternatively, to open Quick Settings Window, Drag Status Bar down with two fingers with Notifications Window closed.

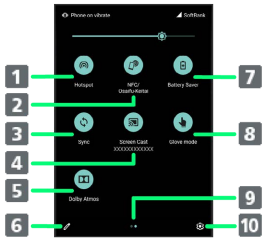
Closing Quick Settings

Drag Quick Settings up

Quick Settings Window Layout



1 Adjust Display brightness.
2 Toggle Wi-Fi on/off.
3 Toggle Bluetooth® function on/off.
4 Toggle Mobile Light on/off.
5 Toggle Location on/off.
6 Toggle RelaxView on/off.
7 Toggle Manner mode (OFF / Vibe / Mute).
8 Toggle Airplane mode on/off.
9 Toggle Auto-rotate screen on/off.
10 Toggle VeilView on/off.



1 Toggle Wi-Fi hotspot tethering on/off.
2 Toggle NFC/Osaifu-Keitai® on/off.
3 Toggle account sync on/off.
4 Show cast screen.
5 Toggle Dolby Atmos on/off.[1]
6 Open Edit screen for Quick Settings Window.
7 Toggle Battery Saver on/off.
8 Toggle glove mode on/off.
9 Indicate position of Setting key sheet.[2]
10 Open Settings.

1 For details on Dolby Atmos, see "Sound Settings."
2 Flick Setting key area left/right to toggle sheets.

Customizing Quick Settings Window

Rearranging Setting Keys

In Quick Settings Window, Touch & Hold Setting key Drag Setting key to rearrange it

Adding Setting Keys

In Quick Settings Window, ✎ ➔ Touch & Hold Setting key below "HOLD AND DRAG TO ADD TILES" ➔ Drag Setting key to target location

Deleting Setting Keys

In Quick Settings Window, ✎ ➔ Touch & Hold Setting key ➔ Drag to "DRAG HERE TO REMOVE"

Resetting Quick Settings Window

In Quick Settings Window, ✎ ➔ ⋮ ➔ Reset

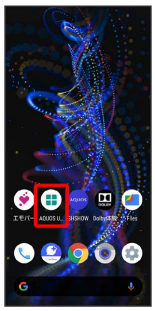
Capturing Screenshots (Clip Now)

Slide finger along the edge of Display to capture a screenshot.

Enabling Clip Now

1

In Home Screen, ⊞ (AQUOS Useful)



AQUOS Useful menu opens.

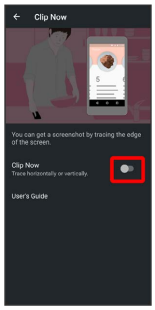
2

Clip Now

Clip Now menu opens.

3

○ for "Clip Now" (●)



Clip Now is enabled.

・Tap ● to disable Clip Now again (○).

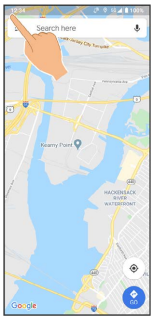
Capturing Screenshots

Capture screenshots for saving as files.

・Some screens may not be capturable.
・View captured screenshots in (Photos), etc.

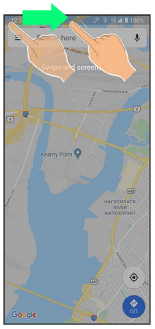
1

Touch upper left (upper right) corner of Display



2

Slide finger right/down (left/down) along edge of Display



Screenshot is saved.

Setting Clip Now

Set sliding gesture for capturing screenshots.

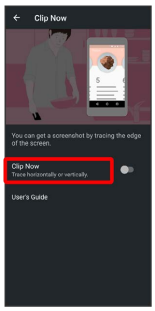
1

In Home Screen, (AQUOS Useful) Clip Now

Clip Now menu opens.

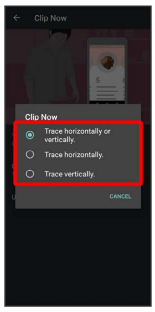
2

Clip Now



3

Tap item



Setting is complete.

Viewing Instructions for Clip Now

In Clip Now menu, User's Guide

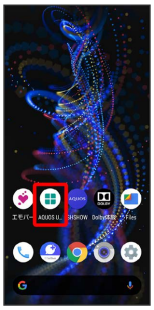
Scrolling Screen Automatically (ScrollAuto)

Scroll the screen up and down automatically.

Enabling ScrollAuto

1

In Home Screen, (AQUOS Useful)



AQUOS Useful menu opens.

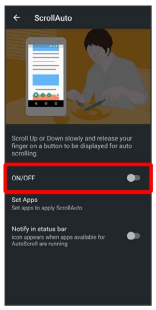
2

ScrollAuto

ScrollAuto menu opens.

3

ON/OFF ( )



ScrollAuto is enabled.

・Tap ON/OFF to toggle on ( )/off ( ).

ScrollAuto Operations

Setting ScrollAuto to Applications

In ScrollAuto menu, Set Apps Tap application name

・Tap application name to toggle on ( )/off ( ).
・If confirmation appears, follow onscreen prompts.

Setting Whether to Show Status Bar Indicator while Running Target Applications

In ScrollAuto menu, Notify in status bar

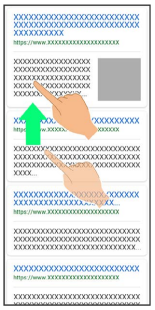
・Tap Notify in status bar to toggle on ( )/off ( ).

Using ScrollAuto

The feature may not follow the setting with certain applications.

1

Drag up slowly



appears.

・When Display is Dragged down, appears instead.

2

Slide finger to and release

Screen scrolls automatically.

・Screen may not scroll depending on where you start Dragging.
・Scroll stops when Display is Tapped or after five minutes.

ScrollAuto Usage Note

ScrollAuto does not work when Display is Flicked or Dragged quickly.
ScrollAuto supports vertical scrolling only.

ScrollAuto Operations

Changing Scrolling Speed

While scrolling, /

Pausing Scrolling

While scrolling,

・While paused, Tap to resume scrolling.

Opening ScrollAuto Window while Scrolling

While scrolling,

Using Gaming Menu

While playing a game, record game screen or search for walkthrough sites and make gaming screen and other settings.

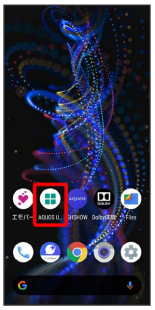
Gaming Settings

Make gaming screen quality and notification settings. Settable items are the following.

Item	Description
Block notifications while games are running	Set whether to block notifications while games are running, etc.
Game image quality	Set whether to optimize image quality of games.
Performance	Make settings for performance of games.
View Menu	Set whether to display gaming menu while games are running.
Recording settings	Set recording quality of game screen, etc.
Search settings	Set search string to search on web site or within social media from gaming menu.
High-speed display	Set fast-moving videos and applications to appear smoothly. See "High-Speed Display Settings" for details.
App list	Set applications applicable to gaming settings.
Notification at auto-registration	Set whether to notify when installed application is automatically saved as target of Gaming settings.

1

In Home Screen, (AQUOS Useful)



AQUOS Useful menu opens.

2

Gaming settings

Gaming settings open.

3

Set each item

Setting is complete.

Gaming Settings Operations

Setting Whether to Block Notifications while Games are Running

In Gaming settings, / for "Block notifications while games are running"

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

Setting Whether to Block all Notifications or Block Notifications during Incoming Phone Calls

In Gaming settings, Block notifications while games are running Block all notifications (display and sounds) / Don't block incoming phone calls

Setting Whether to Optimize Image Quality of Games

In Gaming settings, / for "Game image quality"

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

Making Settings for Performance of Games

In Gaming settings, Performance Prioritize high-definition display / Balance / Prioritize light movement QUIT GAME AND APPLY.

・Also end the game running in the background.

Setting Whether to Display Gaming Menu while Games are Running

In Gaming settings, / for "View Menu"

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

Setting Recording Quality of Game Screen

In Gaming settings, Recording settings → High resolution (1080p) / Normal resolution (720p) / Low resolution (480p)

Setting Sound of Screen Recordings while Games are Running

In Gaming settings, Recording settings → Record app sound only / Record using the microphone. / Don't record.

Setting Where to Save Screen Recordings while Games are Running

In Gaming settings, Recording settings → Body priority / SD card priority

Setting Search String to Search on Web Site or within Social Media from Gaming Menu

In Gaming settings, Search settings → Input search string →

Setting Applications Applicable to Gaming Settings

In Gaming settings, App list → / for application name

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

Setting Whether to Notify when Installed Application is Automatically Saved as Target of Gaming Settings

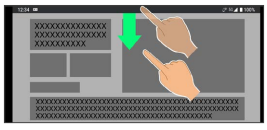
In Gaming settings, / for "Notification at auto-registration."

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

Opening Gaming Menu

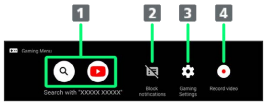
1

Drag Status Bar down while running target applications



Gaming Menu opens in Notifications Window.

Gaming Menu Layout



1 Search on web site or within social media.

2 Toggle Block Notifications on/off while games are running.

3 Activate Gaming settings.

4 Record screens while games are running.

Phone

Placing/Answering Calls..... 56
Optional Services..... 61
Handset Phone Number..... 68
Making Phone Settings..... 69
Address Book..... 70

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.

Support for VoLTE/VoLTE (HD+) and HD Voice

Handset supports VoLTE/VoLTE (HD+) and HD Voice for high-quality call sound. See "Using VoLTE/VoLTE (HD+)" and "HD Voice" for details.

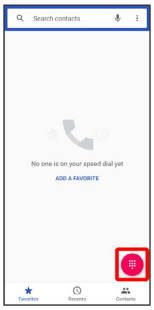
Placing Calls

1

In Home Screen, (Phone)

Phone opens.

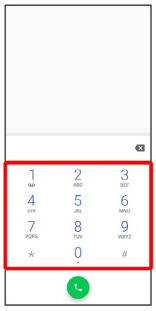
2



Dialpad window opens.

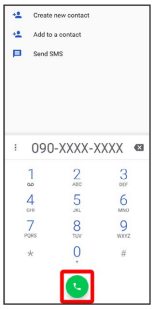
3

Use onscreen dialpad to enter number



・Include area code for landline numbers.
・To correct number, Tap to delete digit(s), then enter correct number.

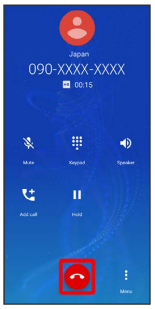
4



Handset dials number. Call begins when other party answers.

5

To end call,



Call ends.

Emergency Calls

Emergency Location Report

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

- Location Report does not incur registration/transmission fees.
- Location/signal conditions affect positioning accuracy. Always provide location and call purpose.
- Hiding Caller ID (using 184, etc.) cancels Location Report. However, corresponding agency may obtain location information in life threatening situations.
- Location Report is not sent for calls made while outside Japan.

After Making an Emergency Call with Reject Call Enabled

Reject call is disabled for about two hours to receive calls from corresponding agency. To manually enable Reject call again after making an emergency call:

In Home Screen, (Phone) ➔ ⋮ ➔ Settings ➔ Blocked numbers ➔ RE-ENABLE NOW

Calling Emergency Number When Handset Screen is Locked

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

- Use if method for unlocking screen is setting other than None or Swipe. See "Setting Screen to Unlock by Tracing Pattern," "Requiring Lock No. (PIN) Entry for Unlocking Screen," and "Setting Screen to Unlock with Password" for details on screen lock methods.

Troubleshooting

Q. Call does not connect

A. Did you dial all digits for the number? Dial all digits for numbers starting with a "0" area code, etc.

A. Is the signal weak? Change locations and call again.

Emergency Call Cautions

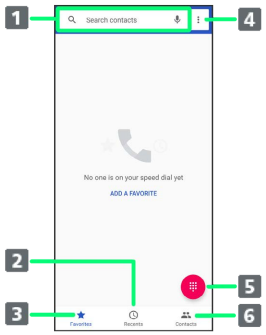
Areas Where Usable

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

Airplane Mode

Note that emergency calls cannot be made in Airplane mode. Drag Status Bar down and cancel it.

Phone Window Layout



1 Search field.
Search contacts. Tap to voice search.

2 Show call history.

3 Show favorites.

4 Open menu.

5 Show dialpad.

6 Show contacts.

Answering Calls (Display Off)

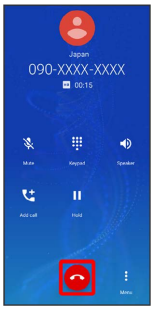
1

Flick up when call is arriving

Call connects.

2

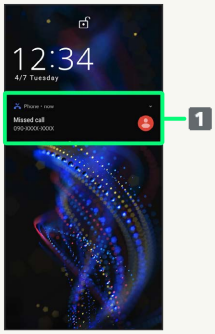
To end call,



Call ends.

Missed Calls

For unanswered calls, notification appears in lock screen.



1 Notification

- Tap notification twice to check missed call records and call back as needed.
- When screen is unlocked, appears on Status Bar. Drag Status Bar down for Notifications Window, then Tap notification. When CALL BACK / MESSAGE appear below notification, Tap to call back or send SMS.

Arriving Call/Answer Phone Operations

Answering with Answer Phone

As call is arriving, Flick up Absence Memo

- When screen is unlocked, Incoming call Flick up Absence Memo .

Playing Back Answer Phone Messages

In lock screen, Tap notification twice Tap message

- When screen is unlocked, Drag Status Bar down for Notifications Window, then Tap notification Tap message.
- To stop playback, Tap Pause .

Editing Subjects of Answer Phone Messages

In Home Screen, (Phone) Settings Calls Answer phone Answer phone list Touch & Hold message Edit Subject Enter subject name OK

Copying Answer Phone Messages to Internal Storage/SD Card

In Home Screen, (Phone) Settings Calls Answer phone Answer phone list Touch & Hold message Export AQUOS R5G / SD card Select where message is saved ALLOW ACCESS TO "XX" ALLOW OK

- Before saving to internal storage, Tap Show internal storage .
- "XX" changes with the name of where being saved.

Rejecting Arriving Calls

As call is arriving, Flick down

- When screen is unlocked, Tap DECLINE .

Not Answering Call and Sending SMS

As call is arriving, Flick up Tap message to send

- When screen is unlocked, Incoming call Flick up Tap message to send.
- Tap Write your own... to create and send message.

Forwarding Arriving Calls

As call is arriving, Flick up Forwarding

- When screen is unlocked, Incoming call Flick up Forwarding .
- Set a phone number to forward calls to beforehand. See "Call Forwarding" for details.

Stopping Ringtone and Vibration

As call is arriving, Volume Up/Volume Down Key

Answering Calls (Display On)

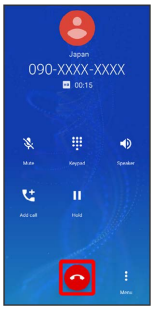
1

When call is arriving, ANSWER

Call connects.

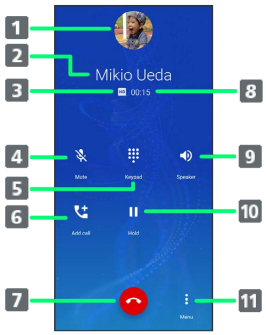
2

To end call,



Call ends.

Call Window Layout/In-Call Operation



1. Other party photo.
2. Other party name/number.
3. HD Voice (HD)/HD+ Voice (HD+) call in progress.
4. Mute own voice.
5. Show dialpad.
6. Add call.
7. End call.
8. Call time.
9. Use Speakerphone.
10. Place call on hold.
11. Open menu.

In-Call/Voice Memo Operations

Adjusting Call Volume

During call, Volume Up/Down Key

Recording Call (Voice Memo)

During call, Menu → Voice Memo

・To end recording, Tap Stop .

Playing Back Voice Memos

In Home Screen, (Phone) → ⋮ → Settings → Calls → Answer phone → Voice Memo List → Tap Voice Memo

・To stop playback, Tap Pause .

Editing Subjects of Voice Memos

In Home Screen, (Phone) → ⋮ → Settings → Calls → Answer phone → Voice Memo List → Touch & Hold message → Edit Subject → Enter subject name → OK

Copying Voice Memos to Internal Storage/SD Card

In Home Screen, (Phone) ➔ ⋮ ➔ Settings ➔ Calls ➔ Answer phone ➔ Voice Memo List ➔ Touch & Hold message ➔ Export ➔ ☰ ➔ AQUOS R5G / SD card ➔ Select where message is saved ➔ ALLOW ACCESS TO "XX" ➔ ALLOW ➔ OK

- Before saving to internal storage, Tap ⋮ ➔ Show internal storage .
- "XX" changes with the name of where being saved.

Troubleshooting

Q. Difficulty with call

A. It may be difficult to make a call in a location with noise.

A. Check the call volume when using Speakerphone. It may be difficult to make a call with a raised call volume.

Q. The other party cannot hear me

A. Are you covering Mic/Recorder Mic on the bottom surface of handset with your finger, etc.? Make sure not to cover Mic/Recorder Mic.

A. Have you muted handset? The other party cannot hear you if handset is muted.

Q. Sound experiences popping during a call

A. Are you moving location during a call? Popping may occur when switching areas for a better signal. This is not a malfunction.

Using VoLTE/VoLTE (HD+)

VoLTE (Voice over LTE) is a system enabling voice calls over LTE networks. Compared to voice calls over conventional 3G connections, high-sound quality calls and reduced time until ringtones sound are possible. VoLTE (HD+) provides a clearer and more natural quality call than conventional VoLTE.

- VoLTE/VoLTE (HD+) are available when the counterpart model is respectively a VoLTE- or VoLTE (HD+)-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", and "4G Calling" enabled.
- See "Service web page (https://www.softbank.jp/mobile/service/global/overseas/volte/)" (Japanese) for information on countries and regions where VoLTE international roaming is supported.

Disabling VoLTE/VoLTE (HD+)

In Home Screen, (Settings) ➔ Network & internet ➔ Mobile network ➔ 4G Calling ( )

- Tap 4G Calling to toggle on ( )/off ( ).

VoLTE/VoLTE (HD+) Cautions

VoLTE/VoLTE (HD+) use 4G network service, and are unavailable when 4G network service is disabled on handset. If VoLTE/VoLTE (HD+) are unavailable, follow the steps below to check whether 4G network service is enabled ( ).

In Home Screen, (Settings) ➔ Network & internet ➔ Mobile network ➔ Advanced ➔ Preferred network type

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

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 and 3G network. 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 all/unanswered calls to a preset number.
Voicemail	Divert all/unanswered calls to Voicemail Center; access messages via handset/ touchtone phones.
Call Waiting[1]	Answer calls during a call.
Group Calling[1]	Merge multiple calls.
Notify Caller ID	Send or hide your number when placing calls.
Call Barring	Restrict incoming/outgoing calls by conditions.

1 Requires separate subscription.

Call Forwarding

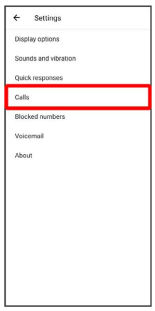
1

In Home Screen, (Phone)

Phone opens.

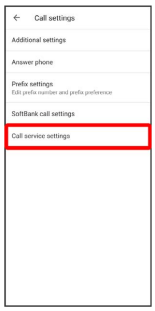
2

Settings Calls



3

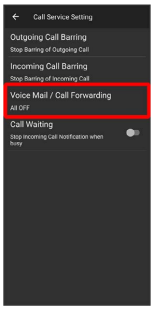
Call service settings



Call service settings open.

4

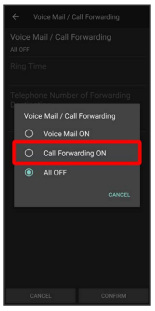
Voice Mail / Call Forwarding



Voice Mail/Call Forwarding opens.

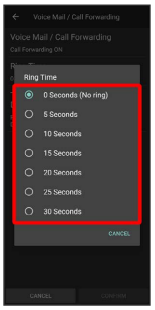
5

Voice Mail / Call Forwarding ➔ Call Forwarding ON



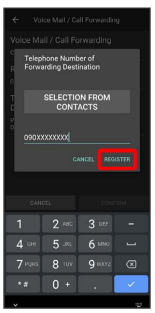
6

Ring Time ➔ Tap the ring time



7

Telephone Number of Forwarding Destination ➔ Tap the phone number input area ➔ Enter the forwarding destination phone number ➔ REGISTER



8

CONFIRM

Call Forwarding is set.

Canceling Call Forwarding

In Voice Mail/Call Forwarding screen, Tap Voice Mail / Call Forwarding ➔ All OFF ➔ CONFIRM

Voicemail

1

In Home Screen, (Phone)

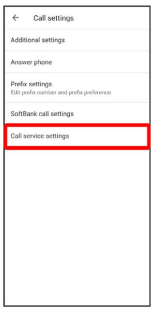
Phone opens.

2

⋮ ➔ Settings ➔ Calls

3

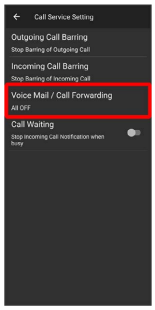
Call service settings



Call service settings open.

4

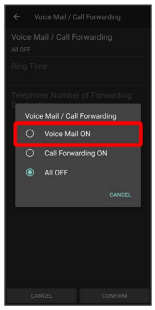
Voice Mail / Call Forwarding



Voice Mail/Call Forwarding opens.

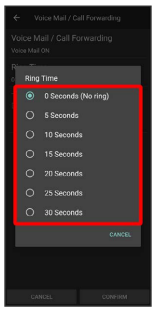
5

Voice Mail / Call Forwarding ➔ Voice Mail ON



6

Ring Time ➔ Tap the ring time



7

CONFIRM

Voicemail is set.

Voicemail

Voicemail and Answer Phone

Voicemail and Answer Phone differ mainly in the following ways.

- Voicemail:Messages are held at the Voicemail Center. Messages are held even when handset is not turned on or outside a service area. Message playback is subject to your subscription call charges.
- Answer Phone:Messages are held on handset. Use Answer Phone only when handset is turned on or within a service area.

When New Message is Recorded

appears on Status Bar. To play message, Tap Voicemail in Notifications Window, then follow voice guidance.

Canceling Voicemail

In Voice Mail/Call Forwarding screen, Tap Voice Mail / Call Forwarding ➔ All OFF ➔ CONFIRM

Call Waiting

Requires separate subscription.

1

In Home Screen, (Phone)

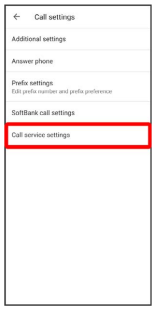
Phone opens.

2

⋮ ➔ Settings ➔ Calls

3

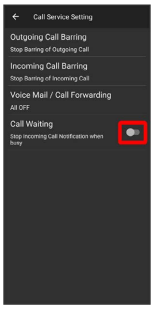
Call service settings



Call service settings appear.

4

for "Call Waiting" (●)



Call Waiting is set.

When Call Arrives during Another Call

A tone sounds; Flick up to begin call.

Canceling Call Waiting

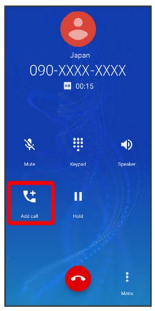
for "Call Waiting" ( ) in all service settings screen

Group Calling

Requires separate subscription.

1

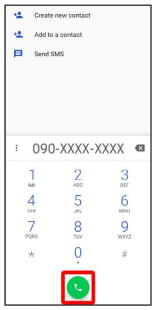
During a call, Add call



Dialpad window opens.

2

Enter number

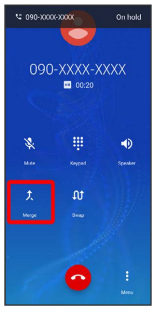


Call is added.

- Flick top of dialpad window down Contacts Tap contact Tap number.
- Flick top of dialpad window down Recents Tap for Call History entry to add.

3

When call connects, Merge



Group Calling starts.

Notify Caller ID

1

In Home Screen, (Phone)

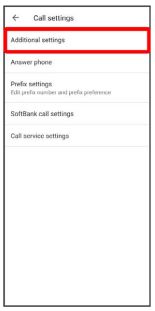
Phone opens.

2

Settings Calls

3

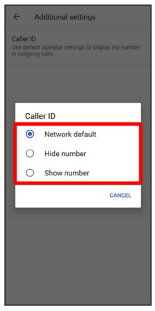
Additional settings



Additional settings appear.

4

Caller ID Network default / Hide number / Show number



Caller ID is set.

・Set to Network default to notify number.

Call Barring

Restrict outgoing/incoming calls and SMS messages.

・When attempting to place a call while calling is restricted, a message appears. Message may take time to appear in some areas.

Restriction	Description
Outgoing Call Barring	- Barring of All Outgoing Calls Restrict all outgoing calls. - Barring of All Outgoing International Calls Restrict international calls; while outside Japan, calls within current country are allowed. - Barring of All Outgoing International Calls except Japan Restrict international calls; while outside Japan, calls within current country and to Japan are allowed. - Stop Barring of Outgoing calls Cancel all outgoing call restrictions.
Incoming Call Barring	- Barring of All Incoming Calls Restrict all incoming calls. - Barring of All Incoming International Calls Reject calls while outside Japan. - Stop Barring of Incoming Call Cancel all incoming call restrictions.

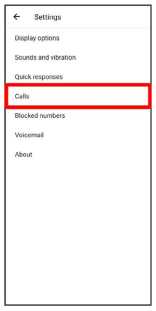
1

In Home Screen, (Phone)

Phone opens.

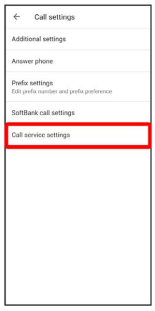
2

⋮ ➔ Settings ➔ Calls



3

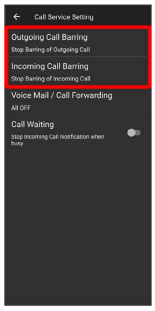
Call service settings



Call service settings opens.

4

Outgoing Call Barring / Incoming Call Barring



5

Follow onscreen prompts

Restriction is set.

Call Barring Operations

Setting Call Barring

In Call service settings, Outgoing Call Barring / Incoming Call Barring ➔ Tap barring method

Canceling All Outgoing Call Restrictions

In Call service settings, Outgoing Call Barring ➔ Stop Barring of Outgoing Call

Canceling All Incoming Call Restrictions

In Call service settings, Incoming Call Barring ➔ Stop Barring of Incoming Call

Troubleshooting

Q. Calling is not barred

A. Are you using Call Forwarding or Voicemail? Calling may not be barred even if Barring of All Outgoing Calls and Barring of All Incoming Calls are set.

Handset Phone Number

Checking Your Phone Number

1

In Home Screen, (Settings)

Settings appear.

・Handset number is shown below "Phone number."

Making Phone Settings

Making Phone Settings

Check phone information and make settings. Settable items are the following.

Item	Description
Display options	- Sort by Change the sort order of callers/callees in Call History. - Name format Change how caller/callee names are displayed in Call History.
Sounds and vibration	Set ringtone, notification sound, etc. See "Sound Settings" for details.
Quick responses	Edit an SMS message for when unable to answer a call.
Calls	- Additional settings Set caller IDs. - Answer phone Set Answer phone. - Prefix settings Save prefixes to add to numbers when dialing and set operation of prefixes. - SoftBank call settings Make international call and subaddress settings. - Call service settings Set rules for incoming and outgoing calls, Voice Mail, Call Forwarding and Call Waiting.
Blocked numbers	Set numbers to block calls from.
Voicemail	- Notifications Make notification settings. - Advanced Settings Check Voicemail settings.
About	Check build version, open source license, privacy policy, and terms of service.

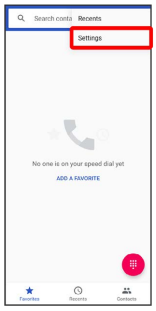
1

In Home Screen, (Phone)

Phone opens.

2

⋮ → Settings



Phone settings open.

3

Set each item

Setting is complete.

Phone Setting Operations

Editing SMS Message to Send to Caller when Unable to Answer

In Phone settings, Quick responses → Tap message to edit → Enter message → OK

Checking Storage Available and Recordable Number of Answer Phone Messages and Voice Memos

In Phone settings, Calls → Answer phone → Current storage status

Setting/Canceling Answer Phone

In Phone settings, Calls → Answer phone → Answer phone → Mannermode / ON / OFF

Checking Answering Message for Answer Phone

In Phone settings, Calls → Answer phone → Answering message confirm → Touch & Hold "Answering message content" → Play

Setting Answering Time for Answer Phone

In Call settings, Calls → Answer phone → Answer time setting → Select time → SET

・If arriving calls are disconnected before answer time that is set for Answer phone passes, disable Call Forwarding or Voicemail. See "Call Forwarding" and "Voicemail" for details on Call Forwarding or Voicemail.

Saving Prefixes to Add to Numbers when Dialing

In Call settings, Calls → Prefix settings → Edit Prefix → Enter prefix number → OK

Setting Operation of Prefixes

In Call settings, Calls → Prefix settings → Prefix Preference → Always / Show Dialog every time / Never

Setting Whether "*" in Number Is Subaddress Delimiter

In Call settings, Calls → SoftBank call settings → Sub address settings

・If confirmation appears, follow onscreen prompts.

Rejecting Calls from Unnotified Numbers

In Call settings, Blocked numbers → Unknown

・Tap Unknown to toggle on ( )/off ( )

Barring Calls from Specified Numbers

In Call settings, Blocked numbers → ADD A NUMBER → Enter the number → YES

Address Book

Save phone numbers and mail addresses as well as birthdays, nicknames, etc.
Set ringtones for each contact as needed.

Address Book Caution

Contacts may be altered/lost if handset is left uncharged or due to accidents, malfunctions, repairs, handset upgrade/replacement, mishandling, etc. Back up important contacts and other data regularly. SoftBank Corp. is not liable for any damages resulting from loss/alteration of contacts.

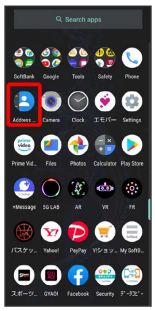
Adding New Contacts

1

Flick Home Screen up

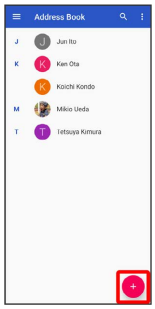
2

(Address Book)



Address Book opens.

3

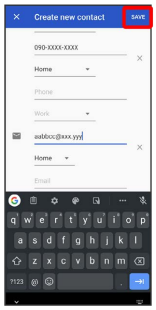


Window for saving new contact opens.

・If confirmation appears, follow onscreen prompts.

4

Set/enter each item → SAVE



Contact is saved.

Operations when Saving Contacts

Showing Other Savable Items

In window for creating new contact, More fields

・Save residential address, chat, memos, etc.

Setting (Labels) Groups

In window for creating new contact, More fields → Label → Tap label (☑)

・Log in to your Google account beforehand.
・To add a new label, in window for creating new contact, More fields → Label → Create new... → Enter name of label → OK .

Saving Type of Phone Number, Etc.

In window for creating new contact, ▼ → Tap type to save

・For Custom, enter type name → OK .

Deleting Entered Phone Number, Etc.

In window for creating new contact, ✕ for item

Syncing with Contacts on Server

Sync handset Address Book with Google contacts on server. Also sign in to a Google Account before syncing with a non-Google Account.

In Home Screen, (Settings) → Accounts → Tap account to sync → Account sync → Contacts ( )

Dialing from Contacts

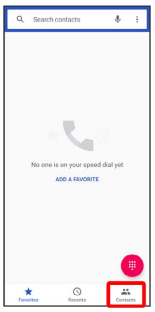
1

In Home Screen, (Phone)

Phone opens.

2

Contacts

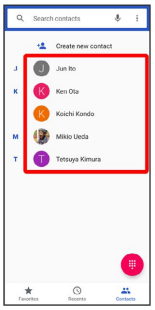


Contacts appear.

・Alternatively, to open Contacts in Home Screen, Flick Home Screen up (Address Book).

3

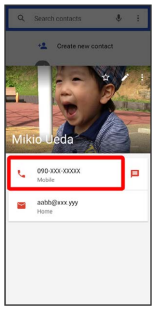
Tap contact



Contact opens.

4

Tap number



Handset dials number. Call begins when other party answers.

Messaging

Sending Messages (＋メッセージ (+Message))..... 74
Using Gmail..... 75
Using Email.....78

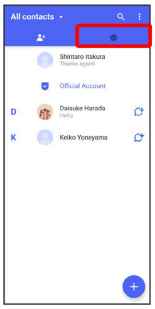
Sending Messages (＋メッセージ (+Message))

Sending New Messages

1

In Home Screen, （＋メッセージ）

2



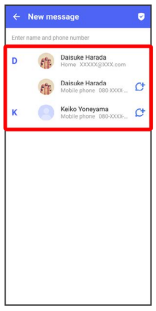
3

4

New message

5

Tap recipient

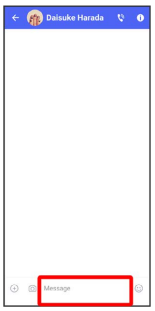


Message window opens.

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

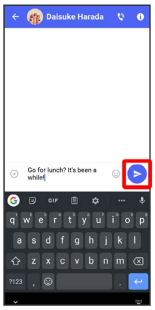
6

Tap message entry field



7

Enter message



Message is sent.

Using Gmail

Use Gmail (Google's webmail service) as well as your work/ personal email.

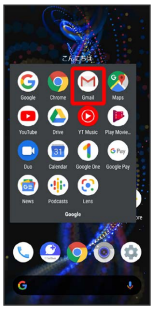
Setting an Account

Set up a Google Account or an email account to use Gmail. When activating (Gmail) for the first time, account setup menu appears; complete setup.

・Account setup menu does not appear if you are already signed in to a Google Account.
・To use your existing account, information such as username (user ID), password, and server name is required.

1

In Home Screen, (Google) (Gmail)

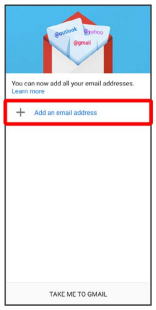


Account setup menu opens.

・If confirmation appears, follow onscreen prompts.

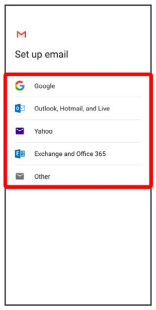
2

Add an email address



3

Tap account type



4

Follow onscreen prompts

Account setup is complete.

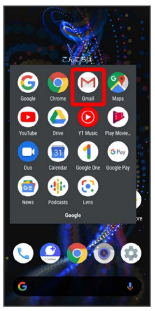
Creating/Sending Gmail

1

In Home Screen, (Google)

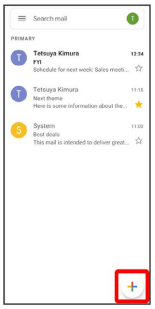
2

(Gmail)



Message list opens.

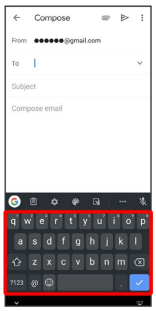
3



Message composition window opens.

4

Enter recipient, subject and text



5

Message is sent.

Operations when Creating Message

Adding Cc/Bcc Recipients

In message composition window, in Recipient field → Enter recipient

Attaching Files

In message composition window, → Attach file → Select where file is saved → Select file

・To attach files saved in Google Drive™, select Insert from Drive.

Selecting Recipients from Address Book

In message composition window, → Add from Contacts → Select recipient

Setting Confidential Mode

In message composition window, → Confidential mode → Set each item → SAVE

Saving Current Message as Draft

While creating message, → Save draft

Discarding Current Message

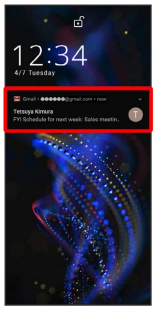
In message composition window, → Discard

Opening New Gmail

When message arrives, new message notification appears in lock screen.

1

In lock screen, Tap new message notification twice



Message window opens.

・For two or more new messages, message list opens; Tap one.
・When screen is unlocked, or appears on Status Bar. Drag Status Bar down, then Tap notification.

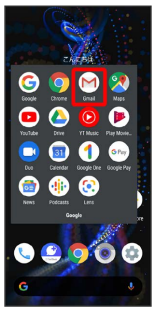
Opening Gmail

1

In Home Screen, (Google)

2

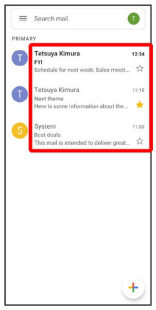
(Gmail)



Message list opens.

3

Tap message



Message window opens.

Operations when Opening Messages

Replying to Messages

In message window, for message to reply to Create message

・To reply to all, in message window, for message to reply to Reply all .
・Alternatively, at bottom of message window, Tap Reply / Reply all .

Forwarding Messages

In message window, ⋮ for message to forward ➔ Forward ➔ Create message ➔ ▷

・Alternatively, at bottom of message window, Tap Forward .

Resetting Messages as Unread

In message window, ✉

・Alternatively, in message list, Tap icon for message to reset as unread (✓) ➔ ✉ ➔ ← .

Deleting Messages

In message window, 🗑

・Alternatively, in message list, Tap icon for message to delete (✓) ➔ 🗑 .

Archiving Messages

In message window, 📥

・Alternatively, in message list, Tap icon for message to archive (✓) ➔ 📥 .

Syncing Accounts Manually

In message list, Drag down

・Sync sent and received messages manually at any time regardless of the automatic sync settings.

Using Email

Send/receive email using (Email), an email-only application.

Setting an Account

Set up an email account to use email.
When activating (Email) for the first time, account setup menu appears; complete setup.

・Information such as username (ID), password, and server name is required.

1

Flick Home Screen up ➔ (Tools) ➔ (Email)

Account setup menu opens at first activation.

・If confirmation appears, follow onscreen prompts.

2

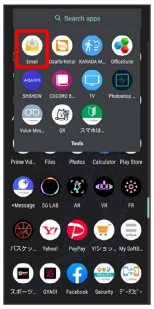
Follow onscreen prompts to set up account

Account setup is complete.

Creating/Sending Email

1

Flick Home Screen up ➔ (Tools) ➔ (Email)



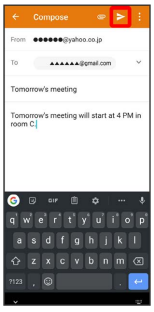
Message list opens.

2

Message composition window opens.

3

Enter recipient, subject and text ➔



Message is sent.

Operations when Creating Message

Adding Cc/Bcc Recipients

In message composition window, ⌄ in Recipient field ➔ Enter recipient

Attaching Files

In message composition window, 📎 ➔ Attach file ➔ Select where file is saved ➔ Select file

Saving Current Message as Draft

While creating message, ⋮ ➔ Save draft

Discarding Current Message

In message composition window, ⋮ ➔ Discard ➔ DISCARD

Adding Quick Response Text

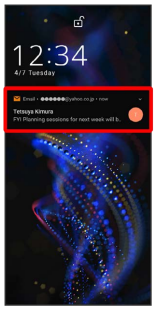
In message composition window, ⋮ ➔ Insert quick response ➔ Select text

Opening New Email

When message arrives, new message notification appears in lock screen.

1

In lock screen, Tap new message notification twice



Message window opens.

- For two or more new messages, message list opens; Tap one.
- When screen is unlocked, ✉ appears on Status Bar. Drag Status Bar down, then Tap notification.

Opening Email

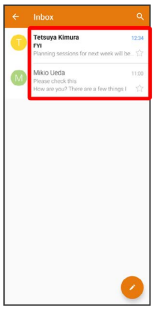
1

Flick Home Screen up ➔ (Tools) ➔ (Email)

Message list opens.

2

Tap message



Message window opens.

Operations when Opening Messages

Replying to Messages

In message window, ➔ Create message ➔

・To reply to all, in message window, ⋮ ➔ Reply all .

Forwarding Messages

In message window, ⋮ ➔ Forward ➔ Create message ➔

Resetting Messages as Unread

In message window,

・Alternatively, in message list, Tap icon for message to reset as unread ( ) ➔ ➔ ➔ .

Deleting Messages

In message window, ➔ OK

・Alternatively, in message list, Tap icon for message to delete ( ) ➔ ➔ OK .

Syncing Accounts Manually

In message list, Drag down

・Sync sent and received messages manually at any time regardless of the automatic sync settings.

Internet

Using the Internet (Chrome).....82

Using the Internet (Chrome)

Use Chrome simply by entering words to search for or 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 Caution

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

Using Chrome

1

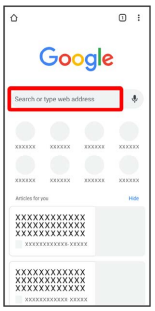
In Home Screen, (Chrome)

Chrome activates.

・If confirmation appears, follow onscreen prompts.

2

Tap Text entry field



3

Enter search string or URL

Search results appear or a Website opens.

Chrome Operations

Opening New Tabs

Open multiple Websites in different tabs to switch between them easily.

In Chrome, ⋮ New tab

・To switch tabs, Tap 2 and then target tab.

・Number in 2 changes with number of tabs.

Opening Recent Tabs

In Chrome, ⋮ Recent tabs Tap tab

Viewing Websites without Leaving Browsing History, Cookies, Etc.

In Chrome, ⋮ New incognito tab Follow onscreen prompts

Closing Tabs

In Chrome, 2 for tab

・Alternatively, Flick tab left/right to close.

・Number in 2 changes with number of tabs.

Searching within Website

In Chrome, ⋮ Find in page Enter search text

Search results are highlighted.

Saving (Downloading) Images

In Chrome, Touch & Hold image Download image

・☑ appears on Status Bar when image is saved (downloaded). To open the image, Tap download complete notification in Notifications Window.

・Open saved (downloaded) image from (Files), (Photos), etc.

Opening Saved (Downloaded) Image, Etc.

In Home Screen, (Files) Browse Downloads Tap image, etc.

・If confirmation appears, follow onscreen prompts.

Adding Bookmarks

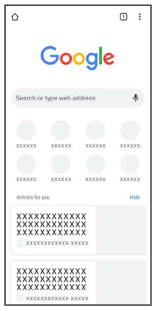
1

In Home Screen, (Chrome)

Chrome activates.

2

Show Website to add

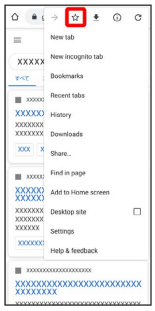


3

⋮

4

☆ (★)



Current Website is added to Bookmarks.

Bookmark Operations

Editing Bookmarks

In Chrome, ⋮ ➔ Bookmarks ➔ ⋮ for bookmark to edit ➔ Edit ➔ Edit each item ➔ ←

Moving Bookmarks

In Chrome, ⋮ ➔ Bookmarks ➔ ⋮ for bookmark to move ➔ Move to... ➔ Select location

・SoftBank folder and bookmarks in SoftBank folder cannot be moved.

Deleting Bookmarks

In Chrome, ⋮ ➔ Bookmarks ➔ ⋮ for bookmark to delete ➔ Delete

Checking Browsing History

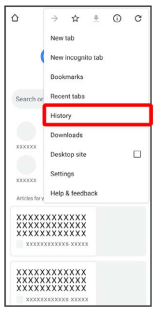
1

In Home Screen, (Chrome)

Chrome activates.

2

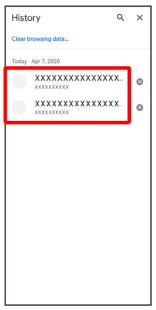
⋮ ➔ History



History window opens.

3

Tap record



Website opens.

Setting Chrome

Make Chrome settings. Settable items are the following.

Item	Description
Sign in to Chrome	Sign in to your Google Account and make settings for bookmarks, history, etc. View account information.
Sync and Google services	Set whether to sync with Chrome and check Chrome data on other devices, and to use Google services.
Search engine	Select a search engine.
Passwords	Enable or disable the saving of user names and passwords by websites, confirm/delete websites that have saved passwords, etc.
Payment methods	Set whether to automatically enter payment information in forms, and edit credit card information.
Addresses and more	Set whether to automatically enter information such as residence addresses, phone numbers and mail addresses in forms, and edit residence addresses and other information.
Notifications	Make notification settings.
Home page	Set a homepage.
Privacy	Set whether to allow sites to access your payment methods, clear browsing history, etc.
Accessibility	Set text size, etc.
Site settings	Set whether to allow cookies, enable JavaScript, etc.
Languages	Make language settings.
Lite mode	Set whether to use the Google server for faster page loading.
Downloads	Set save destination, etc. for downloaded data.
About Chrome	View version information, etc. about Chrome.

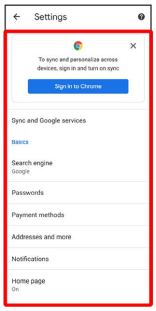
1

In Home Screen, (Chrome)

Chrome activates.

2

Settings Set items



Settings are complete.

・For some items, additional settings may appear when Tapping the item.

Camera

Capturing Photos/Videos..... 88

Capturing Photos/Videos

Photos and videos taken with handset are saved to handset (internal storage).
To save them on SD Card, insert SD Card before using Camera, then change save location as follows.
In Home Screen, (Camera) ➔ ⋮ ➔ COMMON ➔ Save To ➔ SD card

Camera Cautions

General Use

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

If Lens Becomes Dirty

Fingerprints/smudges on lens prevent capturing of clear images. 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 turn on Mobile Light close to eyes, look directly at Mobile Light when on, or shine Mobile Light in eyes; may affect eyesight or cause other problems.

Capturing Photos

Capture photos.
Operation with the shooting scene set to AI Auto is described as an example.

1

In Home Screen, (Camera)

・If confirmation appears, follow onscreen prompts.

2

Drag shooting mode at bottom to left/right and select Picture

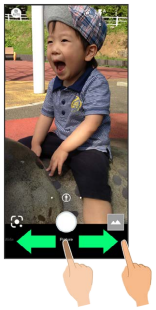
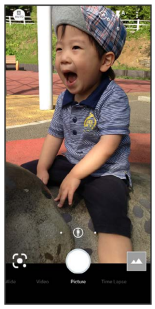


Photo Viewfinder appears.

3

Aim Back Camera at subject



・Tap Display ➔ Drag brightness adjustment bar up/down to adjust brightness.
・With Telephoto Camera/Standard Camera, Touch & Hold subject for focus lock. To cancel, Tap area outside the focus mark.
・See "Photo Viewfinder (Back Camera) Layout" and "Photo Viewfinder (Front Camera) Layout" for details on operation in Photo Viewfinder.

4

○ / Volume Up/Down Key

Shutter clicks and photo is saved.

・To capture continuously, Touch & Hold ○ or Press Volume Up/Down Key for 1+ seconds.

Troubleshooting

Q. Camera exits suddenly

A. Continuing to use Camera while handset is warm causes warning to appear, after which Camera saves captured image data and exits.

A. Camera exits automatically after a period of inactivity.

A. Camera automatically exits when battery level is very low. Charge handset adequately before using Camera.

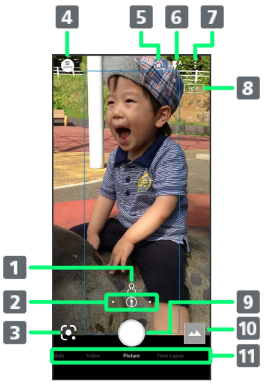
Q. Images are dark/grainy

A. Is there a strong light near the subject, or a strong light source in the screen? Avoid letting a strong light source (the sun, light, etc.) in the screen. Leaving handset in a warm place for a long time or where Camera is in direct sunlight for a long time may affect image quality.

Q. Images captured with Mobile Light appear whitish

A. A finger or cover near the lens can reflect light from Mobile Light and cause captured images to appear whitish.

Photo Viewfinder (Back Camera) Layout



1 Recognition icon[1]
Subject recognized by AI (person ( ), dog ( ), cat ( ), cuisine ( ), flowers ( ), evening view ( ), fireworks ( ), B&W ( )).

2 Camera switch
Tap to toggle between Standard Camera ( ), Wide-Angle Camera ( ), and Telephoto Camera ( ).
Touch & Hold for zoom magnification adjustment bar.
Drag left/right to adjust[2] zoom magnification.
Standard Camera, Wide-Angle Camera, and Telephoto Camera change automatically according to zoom magnification.

3 Google Lens™
Use Google Lens to copy text captured with Camera and to search for products.

4 Shooting menu
Change shooting scene.

5 Front/Back Camera switch
Switch between Front Camera and Back Camera.

6 Mobile Light
Change Mobile Light setting.

7 Settings
Access various Camera settings.

8 HDR indicator[3]
Appears when HDR function activates for capture.

9 Capture photo

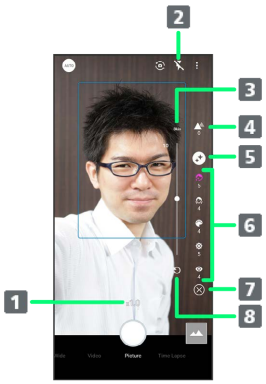
10 Photos/thumbnail
Open (Photos), or view immediately captured photo/video.

11 Shooting mode
Drag left/right to change shooting modes (8K Wide / Video / Picture / Time Lapse).

1 Appears during AI Auto .
2 Alternatively, in Photo Viewfinder, Pinch/Spread.
3 Appears when Auto HDR is enabled.

・Indicators shown in Viewfinder and available functions/settings vary depending on Camera type and shooting mode/scene.

Photo Viewfinder (Front Camera) Layout



1 Zoom magnification
Tap for adjustment bar. Drag left/right to adjust[1] zoom magnification.

2 Selfie Flash
Enable so entire screen fires in place of a flash; people appear bright in selfies taken at night.

3 Adjustment bar[2]
Set manually.

4 DeFocus background bokeh

5 AQUOS beauty
Set whether to use AQUOS beauty function.

6 AQUOS beauty setting icon[3]
Adjust skin tone, diminutive features, color, brightness, and large eyes.

7 Toggle to show (⊗)/hide (≋) DeFocus and AQUOS beauty setting icons.

8 Reset icon
Reset manual adjustments.

1 Alternatively, in Photo Viewfinder, Pinch/Spread.
2 Appears after Tapping Bokeh icon or AQUOS beauty setting icon.
3 Appears when AQUOS beauty function is enabled.

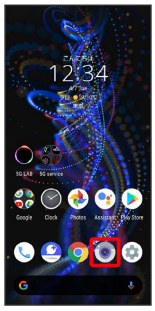
・Indicators shown in Viewfinder and available functions/settings vary depending on Camera type and shooting mode/scene.

Recording Videos

Capture videos.
Operation with the shooting scene set to Auto is described as an example.

1

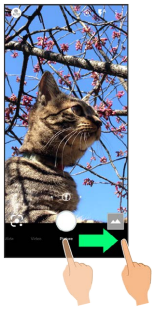
In Home Screen, (Camera)



・If confirmation appears, follow onscreen prompts.

2

Drag shooting mode at bottom to left/right and select Video



Video Viewfinder appears.

・Drag shooting mode at bottom to left/right and select 8K Wide to capture video in high resolution.
・Drag shooting mode at bottom to left/right and select Time Lapse to capture video where passage of time is sped up for a compressed-time video.

3

Aim Back Camera at subject

・Tap Display Drag brightness adjustment bar left/right to adjust brightness.
・With Telephoto Camera/Standard Camera, Touch & Hold subject for focus lock. To cancel, Tap area outside the focus mark.
・See "Video Viewfinder Layout" for details on operation in Video Viewfinder.

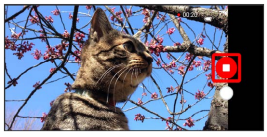
4

Video recording starts (window while capturing).

・During video capture and at zoom magnification of 0.9 or less, Tap ○ or Press Volume Up/Down Key to capture a photo. If AI Live Shutter ( ) is enabled during video shooting, the AI identifies smiling faces or the faces of dogs/cats, decides on the best image composition and automatically takes the shot.

・Enable AI Live Story ( ), and AI may create a short movie separately from the captured video. See "AIライブストーリーが作成したショートムービーを再生する (http://help.mb.softbank.jp/aquos-r5g/04-06-06.html)" (Japanese) for details.

5



Tone sounds and video is saved.

8K Wide

Uses Wide-Angle Camera only. Switching cameras unavailable.
AI Live Story and some functions are also unavailable.
8K videos may be unsavable to an SD Card with a slow write speed. Recommended SD Card: UHS Speed Class 3.

Troubleshooting

Q. Camera exits suddenly

A. Continuing to use Camera while handset is warm causes warning to appear, after which Camera saves captured image data and exits.

A. Camera exits automatically after a period of inactivity.

A. Camera automatically exits when battery level is very low. Charge handset adequately before using Camera.

Q. Images are dark/grainy

A. Is there a strong light near the subject, or a strong light source in the screen? Avoid letting a strong light source (the sun, light, etc.) in the screen. Leaving handset in a warm place for a long time or where Camera is in direct sunlight for a long time may affect image quality.

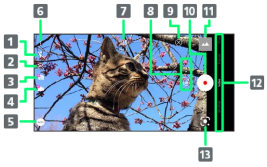
Q. Images captured with Mobile Light appear whitish

A. A finger or cover near the lens can reflect light from Mobile Light and cause captured images to appear whitish.

Q. Zoomed 8K Wide images are grainy

A. 8K Wide is suited to outdoors where it is comparatively bright. To capture indoor or dark scenes, Video mode is recommended.

Video Viewfinder Layout



1 Mobile Light
Change Mobile Light setting.

2 Front/Back Camera switch
Switch between Front Camera and Back Camera.

3 AI Live Shutter
If AI Live Shutter ( ) is enabled during video shooting, the AI recognizes people, dogs or cats, etc., decides the image composition and automatically takes the shot.

4 AI Live Story[1]
If AI Live Story is enabled ( ) when a long video is captured, AI adds effects and BGM to attractive scenes to create a short movie.

5 Shooting menu
Change shooting scene.

6 Settings
Access various Camera settings.

7 Wind noise reduction
Enable or disable wind noise reduction.

8 Camera switch
Tap to toggle between Standard Camera ( ), Wide-Angle Camera ( ), and Telephoto Camera ( ).
Touch & Hold for zoom magnification adjustment bar.
Drag up/down to adjust[2] zoom magnification.
Standard Camera, Wide-Angle Camera, and Telephoto Camera change automatically according to zoom magnification.

9 Toggle to show ( )/hide ( ) wind noise reduction icon.

10 Capture video

11 Photos/thumbnail[3]
Open (Photos), or view immediately captured photo/video.

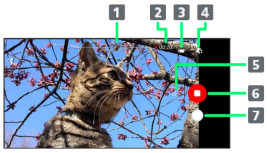
12 Shooting mode
Drag up/down to change shooting modes (8K Wide / Video / Picture / Time Lapse).

13 Google Lens
Use Google Lens to copy text captured with Camera and to search for products.

1 Unavailable when Video Size is 4K (60fps) / FULL HD (60fps) .
2 Alternatively, in Video Viewfinder, Pinch/Spread.
3 If AI creates a short movie with AI Live Story enabled (displayed), appears on thumbnail. Tap icon to open Short Movie Playback screen.

・Indicators shown in Viewfinder and available functions/settings vary depending on Camera type and shooting mode/scene.

Video Viewfinder Layout While Capturing



1 Captured photo
Displayed when a still image is captured during video shooting. When AI Live Shutter automatically shoots a photo[1], AI appears at the top of the thumbnail.

2 Shooting time

3 Battery level

4 Confirm short movie creation[2]
Flashes when a short movie is finalized.

5 Zoom magnification
Tap for adjustment bar. Drag up/down to adjust[3] zoom magnification.
Standard Camera, Wide-Angle Camera, and Telephoto Camera change automatically according to zoom magnification.

6 Stop capturing

7 Photo capture

1 Operates when AI Live Shutter is enabled ( ).
2 Operates when AI Live Story is enabled ( ).
3 Alternatively, in Video Viewfinder, Pinch/Spread.

・Indicators shown in Viewfinder and available functions/settings vary depending on Camera type and shooting mode/scene.

Music & Images

Listening to Music (YT Music)..... 94
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Listening to Music (YT Music)

Enjoy a broad range of music contents including official albums and music videos. Playing back music saved to internal storage/SD Card is described as an example.
Sign in to a Google Account first, and in YT Music, Settings Library & downloads and enable Show device files .

Play Music

Playing High-Resolution Audio

Handset supports high-resolution audio playback.
To play high-resolution audio, a headset or speaker (commercially available) compatible to high-resolution is required.
Before playing high-resolution audio, turn off Dolby Atmos® first.
Handset also supports Qualcomm® aptX™ HD audio, Qualcomm aptX Adaptive Audio, Qualcomm TrueWireless™ stereo plus and LDAC™.

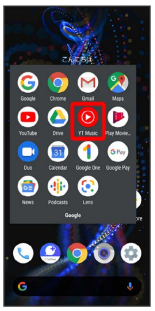
File Formats

Supported file formats:
・3GPP, MPEG-4, ADTS raw AAC, MPEG-TS, FLAC, GSM, MIDI, RTTTL/RTX, OTA, iMelody, MP3, MKV, WAVE, OGG

Playing Music

1

In Home Screen, (Google) (YT Music)

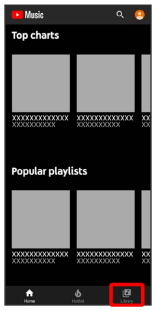


YT Music opens.

・If confirmation appears, follow onscreen prompts.

2

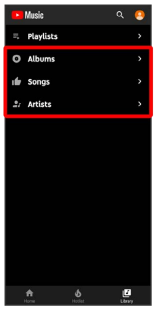
Library



Library opens.

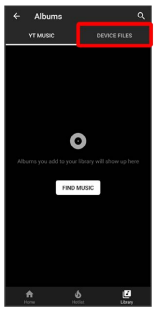
3

Albums / Songs / Artists



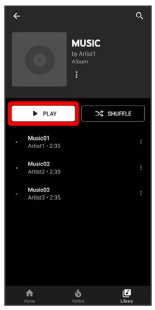
4

DEVICE FILES



5

Tap item PLAY /Tap song



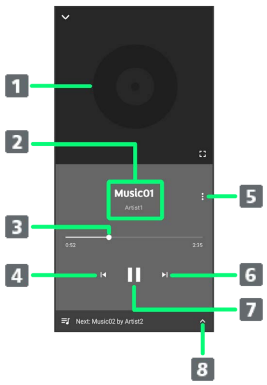
Song plays.

・For Songs (in 3), Tap song directly.

Opening Music Playback Screen

While playing song, Tap playback bar at Display bottom

Music Playback Screen Layout

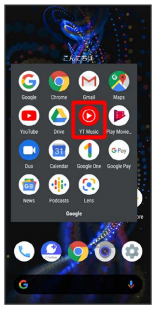


1 Song image.
2 Song title/artist.
3 Drag slider to adjust playback position.
4 Play previous song/play current song from beginning.
5 Add to playlist, add to queue, etc.
6 Play next song.
7 Pause/play.
8 Show list of songs.

Creating Playlists

1

In Home Screen, (Google) (YT Music)

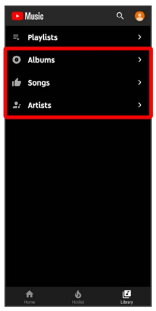


YT Music opens.

・If confirmation appears, follow onscreen prompts.

2

Library Albums / Songs / Artists



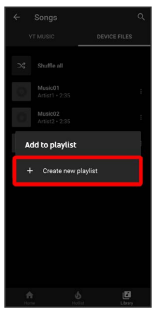
・If selecting Artists, Tap artist name.

3

Add to playlist

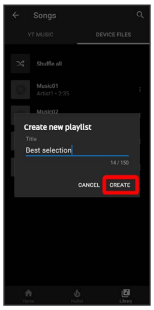
4

Create new playlist



5

Enter title ➔ CREATE



Playlist is created.

Adding Currently Playing Song to a Playlist

In Music Playback screen, ⋮ ➔ Add to playlist ➔ Tap playlist name

Song is added to playlist.

Viewing & Managing Photos/Videos (Photos)

View photos/videos saved in internal storage, on SD Card and in Google online storage. Viewing after logging in to a Google account is described.

Font Cautions

If no photos or videos are saved on handset or SD Card, operations such as Match with movie and Focus playback in file view window may be unavailable. In file view window, Tap ⋮ ➔ Save to device to save files to handset.

Viewing Photos/Videos

View captured/downloaded photos and videos.

Image	File format
Photo	JPEG, PNG, GIF, BMP, WebP, HEIF
Video	3GPP, MPEG-4, MPEG-TS, WebM, Matroska

1

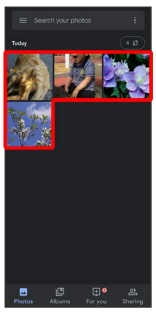
In Home Screen, (Photos)

Photos opens.

・If confirmation appears, follow onscreen prompts.

2

Tap photo/video



Photo/video is played back (file view window).

Icons in Photos

Icons below appear according to shooting mode, settings, etc. used.

・ appears with number of 2 or more photos taken while capturing video. Tap a photo in Photos and then Tap Match with movie in file view window to play video or photo.

・ appears for photos captured with Intelligent Framing. Tap photo for original image (captured photo) and a recommended image (intelligently framed photo) to appear at bottom of Display. Flick left/right in thumbnails to toggle original and recommended images.
may not appear immediately after activating handset. Wait a while and then re-open photo.

Photo/Video Viewing Operations

Selecting Multiple Files

In Photos, ⋮ → Select → Tap photo/video (✓)

・Tap photo/video to toggle selected (✓)/unselected (◯).

・Alternatively, Touch & Hold a photo/video (✓) → Tap another photo/video.

Changing Photos Window Layout

In Photos, ⋮ → Layout → Comfortable view / Day view / Month view

・Alternatively, in Photos, Pinch/Spread.

Creating an Album, Shared Album, Movie, Animation, or Collage

In Photos, ⋮ → Album / Shared album / Movie / Animation / Collage → Follow onscreen prompts

Checking Photo or Video Details

In file view window, ⁞

・If ⁞ is hidden, Tap Display first.

・Also displayed when Flicking Display up.

Adding Photos/Videos to Album

In file view window, ⁞ → Add to album → Follow onscreen prompts

・If ⁞ is hidden, Tap Display first.

Archiving Photos/Videos

In file view window, ⁞ → Move to Archive

Shown image is moved to Archive.

・In Photos, Tap ☰ → Archive to view archived photo/videos.

・If confirmation appears, follow onscreen prompts.

・If ⁞ is hidden, Tap Display first.

Saving Photos/Videos on Handset

In file view window, ⁞ → Save to device

・If ⁞ is hidden, Tap Display first.

Deleting Photos/Videos from Handset

In file view window, ⁞ → Delete from device → Delete from device

・Backup data in Google online storage is not deleted.

・If ⁞ is hidden, Tap Display first.

Saving Images as Wallpapers or in Address Book Contact Photos

In file view window for photo, ⁞ → Use as → Follow onscreen prompts

・If ⁞ is hidden, Tap Display first.

Using Slideshow

In file view window, ⁞ → Slideshow

・To stop slideshow, Tap image.

・If ⁞ is hidden, Tap Display first.

Printing Photos

In file view window for photo, ⁞ → Print → Follow onscreen prompts

・Also use to save images to internal storage or SD Card in PDF format.

・If ⁞ is hidden, Tap Display first.

Setting Whether to Play Back Videos in Loop

In file view window for video, ⁞ → Loop video off / Loop video on

・If ⁞ is hidden, Tap Display first.

Saving Frame from Video as Photo (Atokara Capture)

In file view window for video, ⋮ ➔ Edit in Atokara Capture ➔ Drag ● left/right to view frame to capture ➔ ◎

Shown frame is saved to internal storage/SD Card.

- If ⋮ is hidden, Tap Display first.
- To move backward/forward frame by frame, Tap ◁| / |▷ or Drag frame left/right. Frame may not be shown depending on the video size.
- To save the current image as a photo and share it, Tap ⋖. Follow onscreen prompts.
- Install additional application capable of image editing to change shown content.

Selecting Video Playback Application

In file view window for video, ⋮ ➔ View in ➔ Tap application

- If ⋮ is hidden, Tap Display first.

Zooming In/Out on Photos

In file view window for photo, Tap Display twice or Pinch/Spread

Playing Back Video Focused In

AI recognizes people and pets and zooms in automatically during playback (enlarged view).

In file view window for video, Focus playback

Video plays with main window and subwindow.

- Tap subwindow to toggle full view/enlarged view.
- Automatically zoomed subject and zoom magnification depend on playback timing.
- To change the zoomed subject, Double Tap the subject to zoom in on in full view. AI may be unable to detect the subject (subject size, distance, speed, etc.); in this instance, subject remains the same.
- Playback may zoom even when a subject is not present.
- The optimal zoom magnification is set according to capture size, distance to subject, etc. Zooming and zoom magnification are completely automatic.
- Unavailable with videos captured with Front Camera.

Application Basics

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Confirmation when First Activating Applications

Set the operation of applications when activating for the first time.
The type and content of a confirmation differ with the application. The following explains two types of confirmation: First things first and Battery optimization.

Setting Required Permissions for Applications

Permit applications to use data on handset, Camera, etc. Activating (Email) for the first time is described as an example.

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

1

Flick Home Screen up

2

(Tools) (Email)

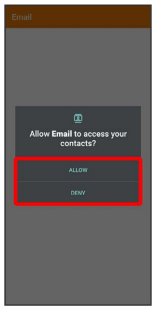
・If Privacy Policy window appears, Tap AGREE .

3

In First things first confirmation, NEXT

4

DENY / ALLOW



Setting is complete.

・Normally, select ALLOW to permit usage of the function.
・For several functions, continue in the same way.

Other Ways to Set Required Permissions for Applications

Setting Functions to Use by Application

In Home Screen, (Settings) Apps & notifications SEE ALL XX APPS Tap application name Permissions Tap function Allow / Deny

・Allow all the time or Allow only while using the app appear for some functions.
・If confirmation appears, follow onscreen prompts.

Setting Applications with Permitted Usage by Function

In Home Screen, (Settings) Apps & notifications Advanced Permission manager Tap function Tap application name Allow / Deny

・Alternatively, in Home Screen, (Settings) Privacy Permission manager .
・Allow all the time or Allow only while using the app appear for some applications.
・If confirmation appears, follow onscreen prompts.

Setting Battery Optimization

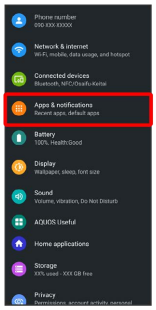
Enable Battery optimization to prevent applications from running while Display is turned off (except while charging).

・Confirmation for optimizing Battery appears when launching or making settings for some applications. Normally, ignore Battery optimization. Optimizing the Battery may cause some applications to exit.
・If Battery optimization is enabled, applications are disabled while Display is turned off (except while charging). Applications/functions may become unusable or other unintentional operation may occur.

Setting Battery Optimization in Settings

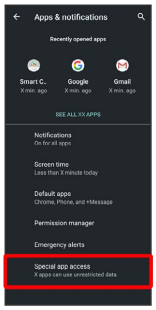
1

In Home Screen, (Settings) ➔ Apps & notifications



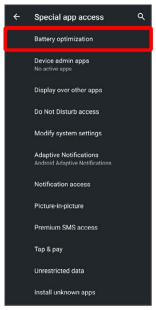
2

Advanced ➔ Special app access



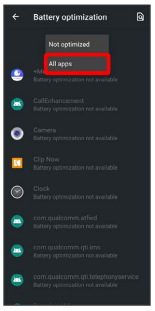
3

Battery optimization



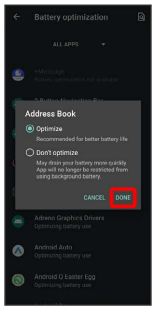
4

Not optimized ➔ All apps



5

Tap application name ➔ Optimize / Don't optimize ➔ DONE



Setting is complete.

Applications

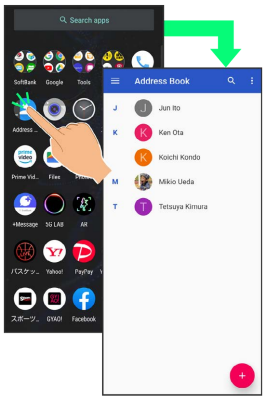
Activating Applications

1

Flick Home Screen up

2

Tap application



Application activates.

・If confirmation appears, follow onscreen prompts.
・Some applications can be activated from Home Screen.

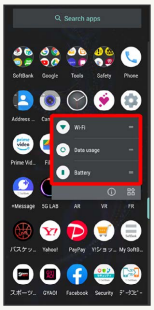
Using Applications

Setting Required Privileges for Using Applications

Some applications first require permission to access handset data or privileges to access important functions such as photographing.
Confirmation appears for applications requiring permission when first activated. Follow onscreen prompts.
・See "Confirmation when First Activating Applications" for details.

Function Shortcuts

With some applications, Touch & Hold for shortcuts to functions. Tap function shortcut to launch function directly.



Exiting Applications

1

Flick the edge of screen to the left or right again and again while applications are running

Home Screen returns and application exits.

・Home Screen also returns when Flicking Display up, but application does not exit. Exit it from recent apps window. See "Opening Recent Apps Window" for details.

Where to Obtain Applications & Updates

Use Google Play™ to obtain new applications or update installed ones. See "Adding/Deleting Applications" for details.

Opening Recent Apps Window

1

Drag bottom of Display up

Recent apps window opens.

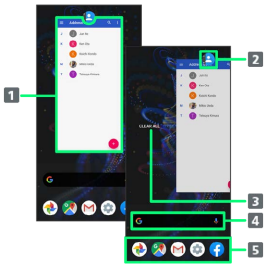
- In Home Screen, even by Dragging any part of Display up, recent apps window opens.
- In Home Screen, recent apps window does not open by Dragging bottom of Display up.
- When 3-button navigation is enabled, Tap ☐ on Navigation Bar for recent apps window. See "Navigation Bar" and "System Settings" for details.

Opening Most Recently Activated Application

Flick bottom of Display to the right

- When 3-button navigation is enabled, Tap ☐ in recent apps window.

Recent Apps Window Layout



1 Activate recently used applications.[1]
2 Show application menu.
3 Remove all applications from the list.[2]
4 Google Search bar.
5 View predicted applications.

1 Flick up to remove from the application list.
2 Appears when Flicking application list to the right.

Application Menu Operations

Checking Application Information

In recent apps window, Tap icon of application in list → App info

- May not be usable with some applications.

Splitting Screen (Multi-Window)

In recent apps window, Tap icon of application in list → Split screen → Follow onscreen prompts

- See "Multi-Window" for details.
- May not be usable with some applications.

Pinning Screen

In recent apps window, Tap icon of application in list → Pin → GOT IT

- Appears when "Screen pinning" is enabled. See "Security Settings" for details.

Adding/Deleting Applications

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

Getting Help with Google Play

In Google Play, ☰ → Help & feedback

Google Play Help window opens.

Google Play Cautions

Application Installation Disclaimer

Many different kinds of applications can be installed on handset from Google Play (provided by Google LLC). SoftBank Corp. is not responsible in any way for user-installed applications (quality, reliability, legality, fitness for a purpose, credibility, accuracy, etc.) or resulting malfunctions (viruses, etc.).

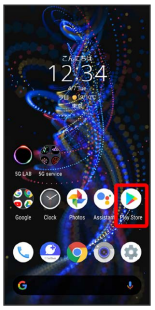
Google Play Operations & User Interface

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

Installing Free Applications

1

In Home Screen, (Play Store)



Google Play opens.

・If confirmation appears, follow onscreen prompts.

2

Tap free application

3

Install

Application downloads and installs.

・If confirmation appears, follow onscreen prompts.

Purchasing Applications

1

In Home Screen, (Play Store)

Google Play opens.

・If confirmation appears, follow onscreen prompts.

2

Tap paid application

3

Tap price

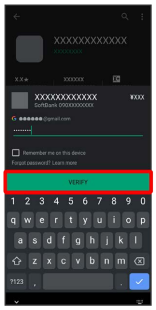
・If payment confirmation appears, follow onscreen prompts.

4

BUY

5

Enter password for Google account VERIFY



・If confirmation appears, follow onscreen prompts.

6

OK

Application downloads and installs.

・If confirmation appears, follow onscreen prompts.

Purchased Applications

Payment

Pay once. Re-downloads of uninstalled applications are free of charge.

Use on Other Android™ Devices

Install same application on other Android devices under same Google Account at no added cost.

Refund Requests

Request refunds within designated period. Returned applications are deleted from handset; no payment is required. One refund request per application.

In Google Play, My apps & games Tap application Refund YES

Application Purchase Disclaimer

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

Updating Installed Applications

1

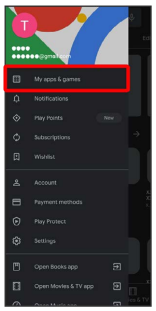
In Home Screen, (Play Store)

Google Play opens.

・If confirmation appears, follow onscreen prompts.

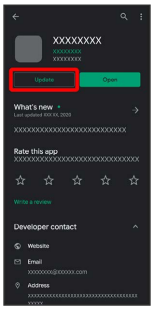
2

My apps & games



3

Tap application Update



Application downloads and installs.

・If confirmation appears, follow onscreen prompts.

Making Application Update Settings

Setting Automatic Update Options

In Google Play, Settings Auto-update apps Select update item DONE

Setting Automatic Update by Application

In Google Play, My apps & games Tap application Enable auto update

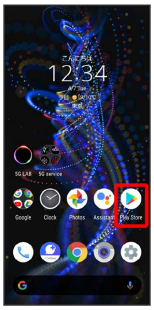
・If confirmation appears, follow onscreen prompts.
・Tap Enable auto update to toggle on ( )/off ( ).
・Automatic update is not available for some applications.

Uninstalling Applications

Applications installed via Google Play can be deleted (uninstalled).

1

In Home Screen, (Play Store)



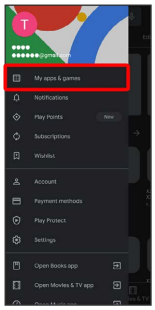
Google Play opens.

・If confirmation appears, follow onscreen prompts.

2

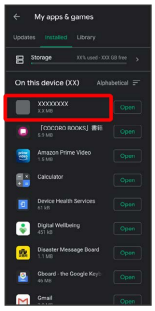
3

My apps & games



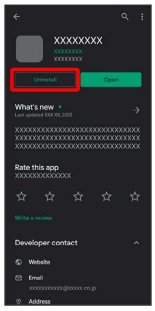
4

Tap application



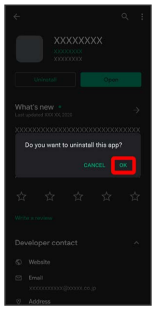
5

Uninstall



6

OK



Application is deleted.

Managing Data

File Storage.....110
Backup & Restore.....110
Importing Data from Other Mobiles.....111

File Storage

File Save Location

Save data to internal storage or SD Card.
Default save location is internal storage; save location when creating data may be changed depending on application.
Main file types and save locations are the following.

File Type	Description
Contacts, Bookmark, Calendar, Mail	Created files are saved to internal storage. Save locations cannot be changed.
Photos, videos	Created files are saved to internal storage.

・See "Internal Storage and SD Card" for more about SD Cards including insertion/removal procedure.

Backup & Restore

Backup/Restore Options

Backup and restore options are the following.

Option	Description
Corresponding applications	Depending on application, backup/restore settings can be changed.
Data transfer	Use Data transfer to import data on other mobiles or SD Card data saved on handset, or save (back up) handset data to SD Card. See "Importing Contacts via Bluetooth® (Data Transfer)," "Importing Data from SD Card (Data Transfer)," and "System Settings" for details.
Transfer to other devices (e.g., PCs)	Connect handset to a PC or other device using a commercially available USB Type-C cable to exchange data.

Importing Data from Other Mobiles

Import data from other mobiles, etc. using Bluetooth® or SD Card.

Importing Data with Wi-Fi Direct® (Data Transfer)

Transfer data from previously used smartphone to handset by connecting via Wi-Fi Direct.
Transfer data to handset without connecting to network or saving data on SD Card.

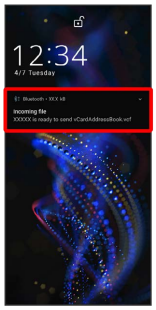
In Home Screen, (Settings) → System → Advanced → Data transfer → Take over via Wi-Fi. → Follow onscreen prompts

Receiving Data via Bluetooth® (e.g., Address Book)

When data reception request arrives, notification appears in lock screen. To receive data:
Enable Bluetooth® beforehand.

1

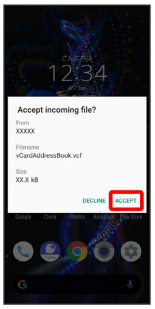
Tap Bluetooth® share notification twice



・In Home Screen, appears on Status Bar. Drag Status Bar down, then Tap Bluetooth® share notification.

2

ACCEPT



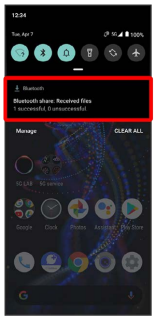
3

After data reception, Drag Status Bar down

Notifications Window opens.

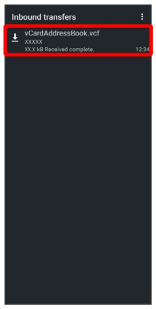
4

Tap Bluetooth® share notification



5

Tap file



Data is saved.

・If confirmation appears, follow onscreen prompts.

Opening Files Received by Bluetooth® Transfer

In Home Screen, (Settings) → Connected devices → Connection preferences → File received via Bluetooth → Tap file → Follow onscreen prompts

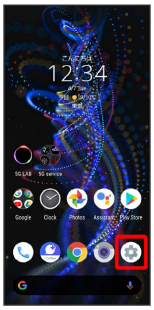
Importing Contacts via Bluetooth® (Data Transfer)

Import contacts from other mobiles using Bluetooth®.

・Enable Bluetooth® beforehand.

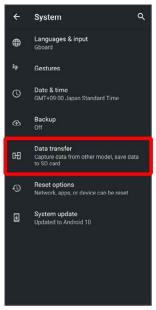
1

In Home Screen, (Settings)



2

System ➔ Advanced ➔ Data transfer



3

Take over via SD card / Bluetooth.

Data transfer window opens.

・To transfer data from iPhone, Tap Take over via Wi-Fi., then follow onscreen prompts.

・In Data transfer window, Tap Function information to view a video tutorial (Japanese) on Sharp Website.

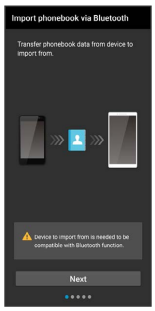
4

Data import ➔ Import phonebook data from smartphone.

・If SD Card is not inserted or there is no backup file on inserted SD Card, Select device to import from window appears. Follow onscreen prompts.

5

Follow onscreen prompts



Import of contacts is complete.

Caution for Importing Data

Import is not available if there is only a little free space in internal storage. Process stops if Battery runs low. Operate with adequate battery charge whenever possible.

Importing Data from SD Card (Data Transfer)

Import data (Address Book, Schedule (Calendar), User/Learning dictionary (S-Shoin), emopa) saved to SD Card on other mobiles or handset to handset.

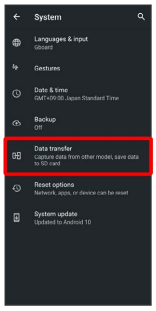
・Insert SD Card containing a backup file beforehand. See "Inserting SD Card" for details.
・Address Book data (contacts) may not be imported correctly depending on the device used for saving them.

1

In Home Screen, (Settings)

2

System ➔ Advanced ➔ Data transfer



3

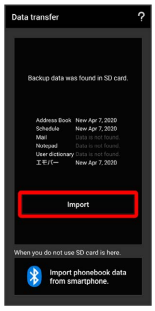
Take over via SD card / Bluetooth.

Data transfer window opens.

・To transfer data from iPhone, Tap Take over via Wi-Fi., then follow onscreen prompts.
・In Data transfer window, Tap Function information to view a video tutorial (Japanese) on Sharp Website.

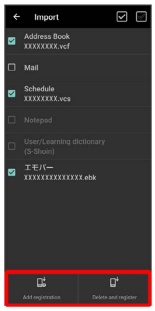
4

Data import ➔ Import



5

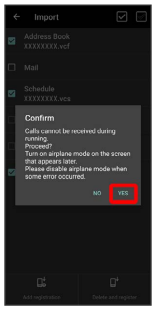
Tap item to import ➔ Tap file to import ➔ Add registration / Delete and register



・If confirmation appears, follow onscreen prompts.

6

YES



Import starts.

・If confirmation appears, follow onscreen prompts.

7

for "Airplane mode" ( ) ➔ DONE

8

OK → for "Airplane mode" ( ) → DONE

9

Complete

Import is complete.

Cautions for Importing Data

Import is not available if there is only a little free space in internal storage. Process stops if Battery runs low. Operate with adequate battery charge whenever possible. When importing User/Learning dictionary (S-Shoin), existing User/Learning dictionary (S-Shoin) data in internal storage is deleted.

Wi-Fi/Bluetooth®

Connecting by Wi-Fi.....116
Using Bluetooth® Function.....122
Using Tethering.....127

Connecting by Wi-Fi

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

Automatic Updates for Optimizing Wi-Fi Connection

While using Wi-Fi, updates for optimizing connection may be received or applied automatically.

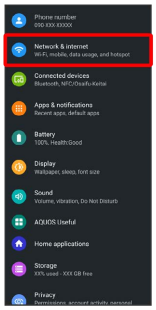
Connecting Selected Access Points

1

In Home Screen, (Settings)

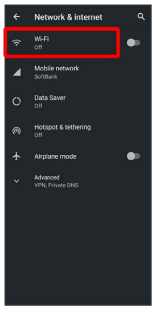
2

Network & internet



3

Wi-Fi



Wi-Fi menu opens.

4

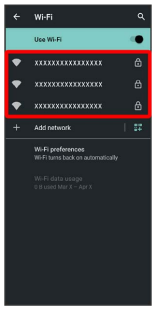
Use Wi-Fi ( )

Wi-Fi is enabled.

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

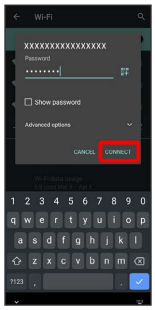
5

Tap access point



6

Enter password CONNECT



Handset connects to the access point.

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

Wi-Fi Operations

Enabling/Disabling Automatic Use of Wi-Fi when High-Quality Network Is Saved (Home Network, Etc.)

In Wi-Fi menu, Wi-Fi preferences → Turn on Wi-Fi automatically

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

Enabling/Disabling Available Network Notifications

In Wi-Fi menu, Wi-Fi preferences → Open network notification

・Tap Open network notification to toggle on ( )/ off ( ).

Installing Certificates

In Wi-Fi menu, Wi-Fi preferences → Advanced → Install certificates → Follow onscreen prompts

Enabling/Disabling Network Rating Provider

In Wi-Fi menu, Wi-Fi preferences → Advanced → Network rating provider → Select provider

Checking MAC Address

In Wi-Fi menu, Wi-Fi preferences → Advanced

・MAC address is shown below "MAC address."

Checking IP Address

In Wi-Fi menu, Wi-Fi preferences → Advanced

・IP address is shown below "IP address."

Viewing Data Usage with Wi-Fi

In Wi-Fi menu, Wi-Fi data usage

Checking Access Point Activity while Connected

In Wi-Fi menu, Tap connected access point

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

Share Wi-Fi Password with Other Device

Scan QR code on Display with other device to share.

In Wi-Fi menu, Tap connected access point → SHARE

QR code appears.

Troubleshooting

Q. Cannot detect access points

A. There may be multiple access points using neighboring channels. In this instance, handset may not detect access points correctly.

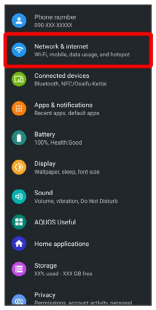
Entering Details Manually to Connect

1

In Home Screen, (Settings)

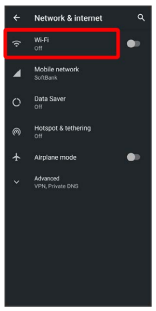
2

Network & internet



3

Wi-Fi



Wi-Fi menu opens.

4

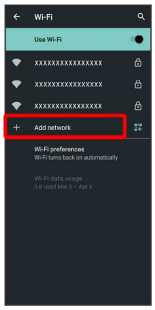
Use Wi-Fi ( )

Wi-Fi is enabled.

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

5

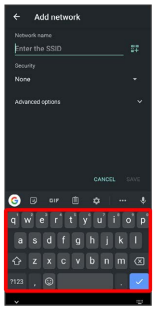
Add network



・Tap for Add network to open QR code scan window. After scanning QR code, password is shared and Wi-Fi connection is possible.

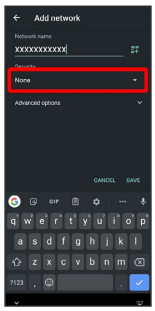
6

Enter network name



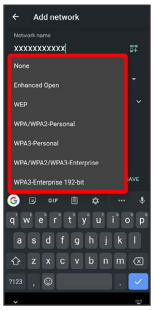
7

Tap Security field



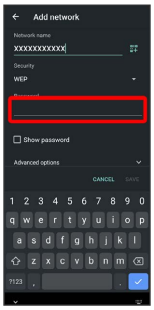
8

Select security



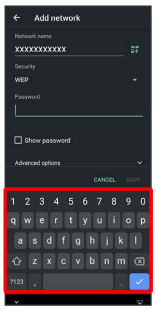
9

Tap Password field



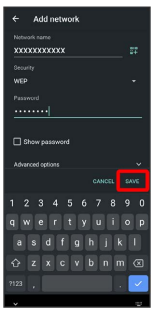
10

Enter password



11

SAVE



Handset is connected.

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

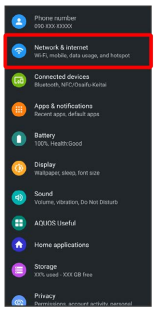
Deleting Connected Access Points

1

In Home Screen, (Settings)

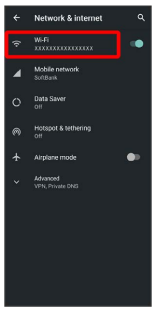
2

Network & internet



3

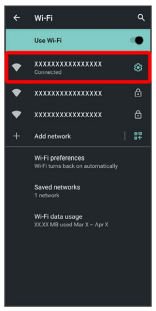
Wi-Fi



Wi-Fi menu opens.

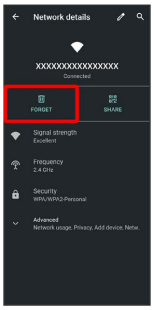
4

Tap connected access point



5

FORGET



Handset disconnects from the access point.

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

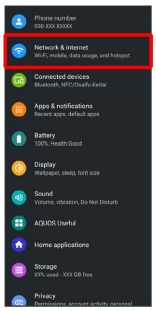
Deleting Saved Access Points

1

In Home Screen, (Settings)

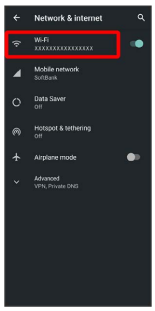
2

Network & internet



3

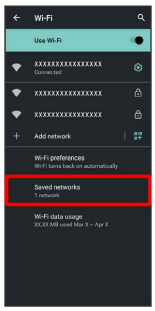
Wi-Fi



Wi-Fi menu opens.

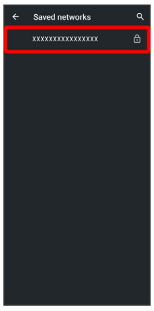
4

Saved networks



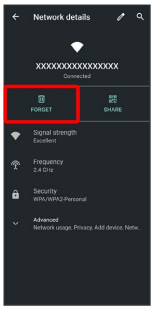
5

Tap access point



6

FORGET



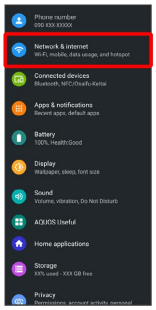
The access point is deleted.

Using Wi-Fi Direct

Use Wi-Fi Direct to establish a Wi-Fi connection with other Wi-Fi Direct compatible devices with no need for an access point or Internet connection.

1

In Home Screen, (Settings) Network & internet



2

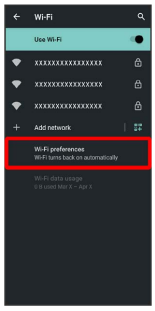
Wi-Fi Use Wi-Fi ( )

Wi-Fi is enabled.

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

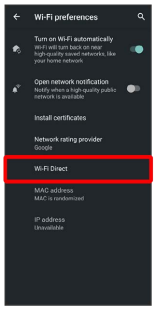
3

Wi-Fi preferences



4

Advanced → Wi-Fi Direct



Found Wi-Fi Direct compatible devices appear in Peer devices field.

・If target device does not appear, Tap ⋮ → Search for devices and search again.

5

Tap target device → Follow onscreen prompts for authentication

Handset connects to the device.

・If connection is not accepted after a certain period, the connection request is canceled.
・To stop the connection, Tap the connected device → OK .

Using Bluetooth® Function

Connect handset to other Bluetooth® devices (e.g., headset) for handsfree conversations, or connect to other Bluetooth®-capable mobile phones, etc. to exchange data.

Bluetooth® Connectivity

The Bluetooth® function is a technology that enables wireless connection with PCs, Bluetooth® devices with handsfree functionality, etc. such as the following.

Function	Description
Sound output	Listen to music, audio, etc. wirelessly.
Handsfree conversation	Use Bluetooth® devices (e.g., headsets) for handsfree conversations.
Data exchange	Exchange data with Bluetooth® devices.

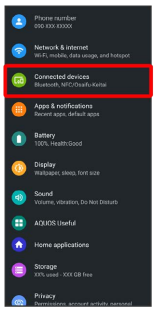
Enabling Bluetooth® Function

1

In Home Screen, (Settings)

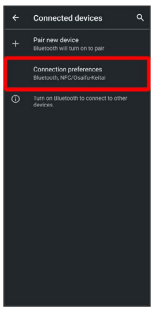
2

Connected devices



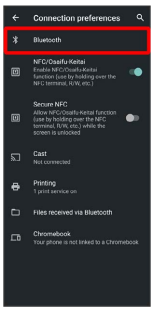
3

Connection preferences



4

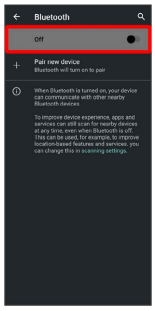
Bluetooth



Bluetooth® menu opens.

5

Off



Bluetooth® is enabled (On).

・To disable Bluetooth®, Tap On (Off).

Renaming Handset Name that Appears on Other Devices

In Bluetooth® menu, Device name → Enter name → RENAME

・Available when "Bluetooth" is enabled.

Troubleshooting

Q. Cannot use Bluetooth®

A. Handset may be in Airplane mode. If in Airplane mode, Bluetooth® function is disabled. Bluetooth® function can be enabled again after placing handset in Airplane mode.

Bluetooth® Cautions

Connection

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

File Transfer

Files may not appear correctly on recipient devices.

Pairing Bluetooth® Devices

Search for and pair nearby Bluetooth® devices. Paired Bluetooth® devices can be connected easily.

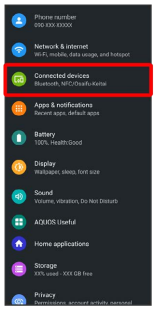
・Set Bluetooth® devices pair to be discoverable on handset first.

1

In Home Screen, (Settings)

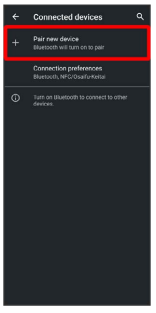
2

Connected devices



3

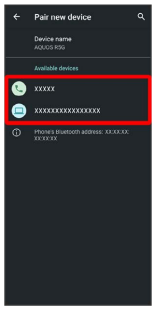
Pair new device



Found Bluetooth® devices appear in Available devices field.

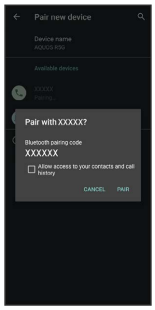
4

Tap target device



5

Continue by following onscreen prompts to authenticate



Pairing completes; handset connects to some devices (e.g., handsfree devices) automatically.

・Authentication procedure varies by device. Passkey entry may be required.
・Passkey is a 1 to 16-digit number or a set of characters/symbols required for authentication between handset and other devices.

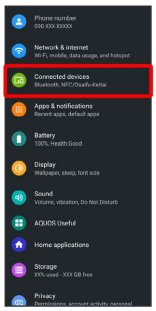
Connecting to Paired Bluetooth® Devices

Connect handset and paired Bluetooth® device.

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

1

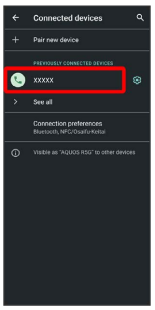
In Home Screen, (Settings) Connected devices



Connected devices menu opens.

2

Tap target device



Handset connects to the device.

Connection by Accepting Connection Requests

Handset automatically accepts connection requests from paired devices. For unpaired devices, set handset to be discoverable, then perform pairing operation on other devices. When connection request arrives, follow onscreen prompts.

・If confirmation appears, follow onscreen prompts.

Paired Bluetooth® Device Operations

Renaming Paired Devices

In Connected devices menu, for paired device Enter name RENAME

Unpairing Devices

In Connected devices menu, for device to unpair FORGET FORGET DEVICE

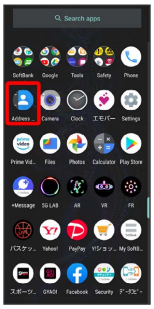
Receiving Data via Bluetooth®

See "Receiving Data via Bluetooth® (e.g., Address Book)" and "Importing Contacts via Bluetooth® (Data Transfer)" for details.

Sending Data via Bluetooth® (e.g., Address Book)

1

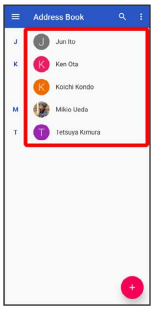
Flick Home Screen up ➔ (Address Book)



Address Book opens.

2

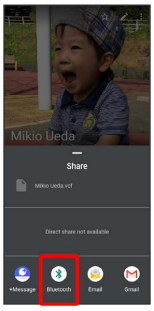
Tap contact



Contact opens.

3

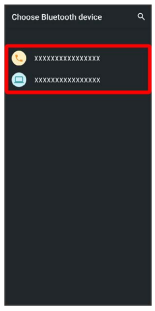
⋮ ➔ Share ➔ Bluetooth



・If confirmation appears, follow onscreen prompts.
・If Bluetooth is hidden, Flick share menu up first.

4

Tap target device



Data is sent.

Sending to Several Contacts

Touch & Hold contact in Address Book ➔ Tap another contact (☑) ➔ ➔ Bluetooth ➔ Tap other device

・If confirmation appears, follow onscreen prompts.
・If Bluetooth is hidden, Flick share menu up first.
・Tap contact to toggle selected (☑)/unselected (☐).

Using Tethering

About Tethering

Tethering makes handset act as an external modem (like a Wi-Fi router).
Use tethering to connect a PC or game device to the Internet through handset.

・Requires separate subscription.
・Use after confirming that handset is updated to the latest system.

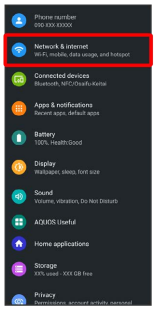
Setting Tethering

When using tethering, several methods are available for connecting handset with other devices.
Make settings according to connection method and status of target device beforehand.
Settable items are the following.

Item	Description
Wi-Fi hotspot	Set whether to enable tethering via Wi-Fi, and make Wi-Fi hotspot tethering settings for network name, security, etc.
USB tethering	Set whether to enable tethering via a commercially available USB Type-C cable. Although data transfer is faster with USB 3.1, it may affect call and data transfer quality.
Bluetooth tethering	Set whether to enable tethering via Bluetooth®.

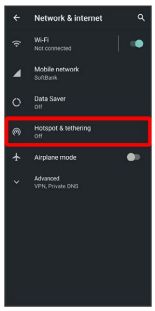
1

In Home Screen, (Settings) Network & internet



2

Hotspot & tethering



Hotspot & tethering menu opens.

3

Set each item

Setting is complete.

Handset Settings

About Settings..... 130
Data Usage Settings..... 131
Battery Settings.....136
Display Settings..... 137
Sound Settings.....143
AQUOS Useful Settings.....148
Privacy Settings..... 152
Location Settings..... 153
Security Settings.....154
System Settings.....165
Other Handset Settings.....170

About Settings

The User Guide describes main setting options.

About Settings

Customize operation of handset functions.

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

・Suggested settings appear as candidates at top of settings menu.

Handset settings include the following items.

Item	Description
Phone number	Check own phone number.
Network & internet	Make network and Internet settings for Wi-Fi, mobile network, hotspot tethering, etc.
Connected devices	Make Bluetooth® and other device connection settings.
Apps & notifications	Make notification and application settings applications.
Battery	Check Battery usage and make settings to save battery power.
Display	Set Display brightness, wallpaper, etc.
Sound	Set ringtone, notification sound, etc.
AQUOS Useful	Set ROBOQUL motion and useful functions such as Simple mode and Clip Now.
Home applications	Change the home application.
Storage	Check memory space of internal storage, USB drive and SD Card, mount or unmount SD Card, erase data on SD Card, etc.
Privacy	Make application permissions, password display and other settings.
Location	Make settings for location information.
Security	Make security settings including screen lock and security codes.
Accounts	Create or add accounts. Make settings for syncing created or added accounts
Accessibility	Set captions, magnification gestures, and other useful accessibility functions.
Digital Wellbeing & parental controls	Prevent excessive handset use by setting timers for each application or showing number of notifications received and frequency of screen unlocking, etc.
Google	Make settings for Google services.
System	Make settings for language, input, date and time, backup, reset, etc.
About phone	Check and make settings for handset information.
Troubleshooting	Check FAQ on Sharp Website and do a self-check.

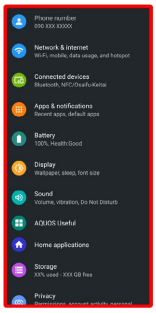
1

In Home Screen, ⚙ (Settings)

Settings appear.

2

Select item to set



Settings open.

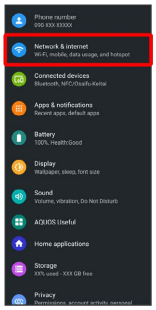
Data Usage Settings

Check the amount of your mobile data usage (per month) and restrict usage.
Data usage is only as tracked by handset, and may differ from actual data usage statement.

Checking Application Data Usage

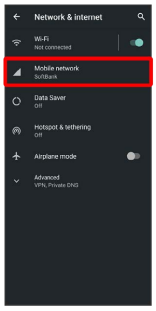
1

In Home Screen, (Settings) Network & internet



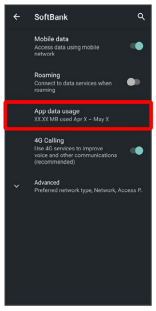
2

Mobile network



3

App data usage



Check application data usage in Mobile data usage window.

Mobile Data Usage Operations

Setting Whether to Permit Restriction on Use of Data when Data Saver Set

In Mobile data usage window, Tap application name Unrestricted data usage

- Tap Unrestricted data usage to toggle on ( )/off ( ).
- See "Network & Internet" for details on Data Saver.

Setting Whether to Alert User when Mobile Data Usage Reaches Alert Amount

In Mobile data usage window, Set data warning

- Tap Set data warning to toggle on ( )/off ( ).
- When data usage reaches the alert amount, appears on Status Bar.

Setting Whether to Use Restriction on Use of Mobile Data

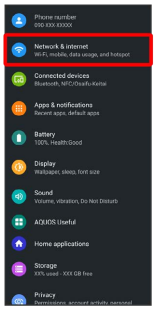
In Mobile data usage window, Set data limit

- Tap Set data limit to toggle on ( )/off ( ).
- If confirmation appears, follow onscreen prompts.
- When data usage reaches the upper limit, appears on Status Bar, and notification indicating that mobile data is disabled appears. Follow onscreen prompts.

Setting Reset Date for Data Usage

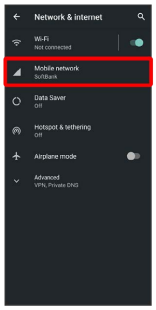
1

In Home Screen, (Settings) Network & internet



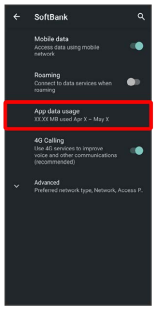
2

Mobile network



3

App data usage

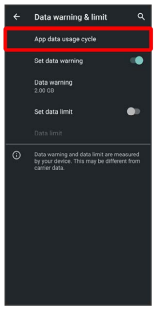


Mobile data usage window opens.

4

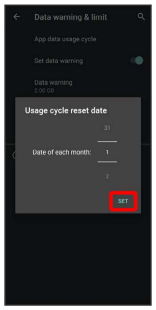
5

App data usage cycle



6

Flick date up/down to set reset date SET

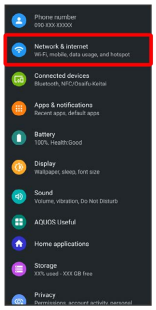


Reset date is set.

Setting an Alert Amount for Increased Data Usage

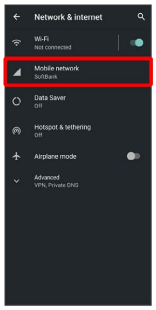
1

In Home Screen, (Settings) Network & internet



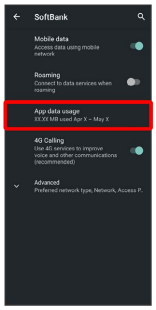
2

Mobile network



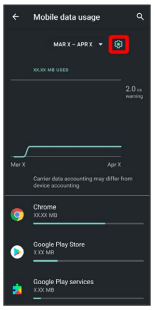
3

App data usage



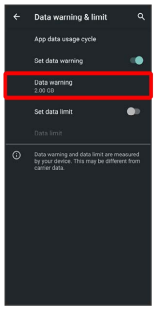
Mobile data usage window opens.

4



5

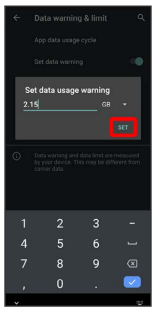
Data warning



・Available when Set data warning is enabled.

6

Enter amount for alert SET



Amount for data alert is set.

・Tap to change the unit (MB or GB).
・Data usages are approximate, and may differ from the actual data usage.

Changing Automatic Data Communication & Sync Settings

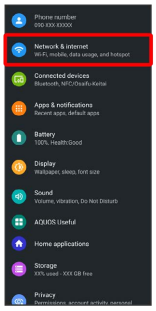
Customize settings to automatically lower amount of data communication.
Change settings in the following ways.

Item	Description
Location	Disable location information. See "Location Settings" for details.
Automatic syncing	Disable automatic syncing of applications and data set in your account. See "Accounts" for details.
Background data communication	Restrict background data. See "Restrict Background Mobile Data" for details.
Communication while abroad	Set handset to not permit data while using handset abroad. See "Changing Roaming Setting" for details.

Setting a Limit on Mobile Data Usage

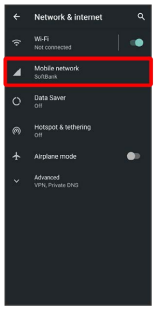
1

In Home Screen, (Settings) Network & internet



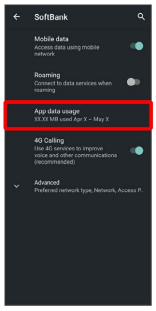
2

Mobile network



3

App data usage

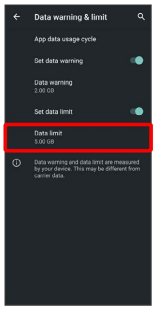


Mobile data usage window opens.

4

5

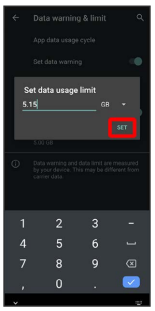
Data limit



・Available when Set data limit is enabled.

6

Enter amount for limit SET



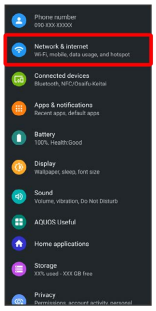
Limit on data is set.

・Tap to change the unit (MB or GB).
・Data usages are approximate, and may differ from the actual data usage.

Restrict Background Mobile Data

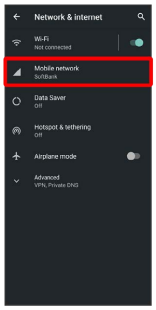
1

In Home Screen, (Settings) Network & internet



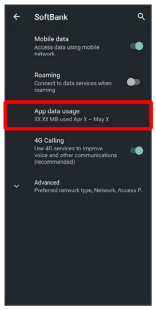
2

Mobile network



3

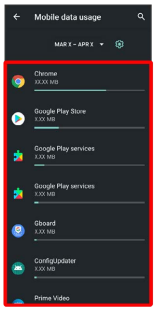
App data usage



Mobile data usage window opens.

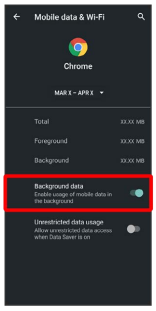
4

Tap application name



5

Background data ( )



Restriction on background data is set.

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

Battery Settings

Check battery usage, or save battery power by restricting some handset features.

Battery Settings

Settable items are the following.

Item	Description
XX%	Check battery strength, condition, etc.
Battery Saver	Save battery power by restricting some handset features.
Adaptive Battery	Set whether to limit battery usage of seldom-used applications.
Battery percentage	Set whether to show battery strength in percent on Status Bar.
Last full charge	Check time elapsed since last full charge.
Screen usage since full charge	Check screen battery usage since full charge.

Battery Operations

Checking Battery Usage

In Home Screen, (Settings) Battery ⋮ Battery usage

Checking Battery Usage for Each Application

In Home Screen, (Settings) Battery ⋮ Battery usage Tap application name

Setting Whether to Limit Battery Usage of Seldom-Used Applications

In Home Screen, (Settings) Battery Adaptive Battery Use Adaptive Battery

・Tap Use Adaptive Battery to toggle on ( )/off ( ).

Setting Whether to Show Battery Strength in Percent beside Battery Indicator on Status Bar

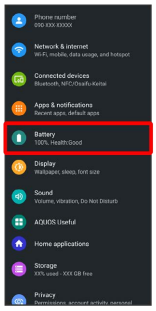
In Home Screen, (Settings) Battery Battery percentage

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

Using Battery Saver

1

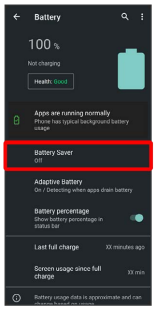
In Home Screen, (Settings) Battery



Battery opens.

2

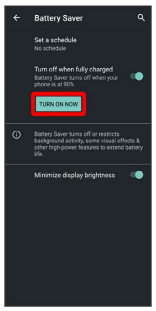
Battery Saver



Battery Saver menu appears.

3

TURN ON NOW



Setting is complete.

・To disable Battery Saver, Tap TURN OFF NOW .

・The setting switches to TURN ON NOW when charging starts, and Battery Saver is automatically disabled.

Battery Saver Operations

Enabling Battery Saver Automatically when Battery Level Falls to Specified Level

In Battery Saver menu, Set a schedule → Based on percentage → Drag bar to adjust battery level

・To cancel the setting, Tap No schedule .

Setting Whether to Automatically Disable Battery Saver when Battery Level is 90%

In Battery Saver menu, Turn off when fully charged

・Tap Turn off when fully charged to toggle on ( )/off ( ).

Setting Whether to Minimize Display Brightness

In Battery Saver menu, Minimize display brightness

・Tap Minimize display brightness to toggle on ( )/off ( ).

Display Settings

Set Display brightness, wallpaper, etc.

Display Settings

Settable items are the following.

Item	Description
Brightness level	Set Display brightness.
Adaptive brightness	Set whether to automatically adjust of Display brightness for surroundings.
Dark theme	Set whether to enable Dark theme.
Screen timeout (Sleep)	Set a period of inactivity after which Display turns off automatically.
Advanced	Make settings for Wallpaper, Font Settings, High-speed display, etc. See "High-Speed Display Settings" for details on High-speed display.

Display Operations

Setting Display Brightness

In Home Screen, (Settings) → Display → Brightness level → Drag bar to adjust brightness

Setting Whether to Automatically Adjust Display Brightness for Surroundings

In Home Screen, (Settings) → Display → Adaptive brightness → Adaptive brightness

・Tap Adaptive brightness to toggle on ( )/off ( ).

Setting Whether to Enable Dark Theme

In Home Screen, (Settings) → Display → Dark theme

・Tap Dark theme to toggle on ( )/off ( ).

Setting Image in Internal Storage or on SD Card as Wallpaper for Home Screen and Lock Screen

In Home Screen, (Settings) → Display → Advanced → Wallpaper → Tap application name (Photos etc.) → Follow onscreen prompts

Setting Preloaded Image as Wallpaper for Home Screen and Lock Screen

In Home Screen, (Settings) → Display → Advanced → Wallpaper → Preset wallpaper → Select image → SET TO WALLPAPER → Home screen / Lock screen / Home screen and lock screen

Setting Text Font

In Home Screen, (Settings) → Display → Advanced → Font Settings → Text font → Tap font → APPLY AFTER REBOOT

- Tap SEARCH DOWNLOAD FONT to search for fonts on Google Play.
- Depending on the application, changing the font may prevent text from being shown correctly. Reset to the preset font.

Setting Whether to Show Contents on Side of Display Notch

In Home Screen, (Settings) → Display → Advanced → Notch display setting

- Tap Notch display setting to toggle on ( )/off ( ).

Setting Whether to Hide Navigation Bar for Wider Screen

Flick bottom of Display up for Navigation Bar when hidden.

In Home Screen, (Settings) → Display → Advanced → Hide navigation bar

- Tap Hide navigation bar to toggle on ( )/off ( ).
- Available when 3-button navigation is enabled.
- If confirmation appears, follow onscreen prompts.

Enabling RelaxView for Eye-friendly Image Quality

In Home Screen, (Settings) → Display → Advanced → RelaxView → TURN ON NOW

- To disable RelaxView, Tap TURN OFF NOW .

Setting Brightness for RelaxView

In Home Screen, (Settings) → Display → Advanced → RelaxView → Drag "Intensity" slider to adjust

- Available when RelaxView is enabled.

Setting Time for RelaxView

In Home Screen, (Settings) → Display → Advanced → RelaxView → Schedule → Turns on at custom time → Start time → Specify time → OK → End time → Specify time → OK

- Tap Turns on from sunset to sunrise to enable RelaxView from nightfall until morning.

Setting Whether to Enable VeilView

In Home Screen, (Settings) → Display → Advanced → VeilView → VeilView

- Tap VeilView to toggle on ( )/off ( ).

Setting VeilView Pattern

In Home Screen, (Settings) → Display → Advanced → VeilView → Pattern setting → Tap item

Setting VeilView Density

In Home Screen, (Settings) → Display → Advanced → VeilView → Density setting → High / Normal / Low

Setting Whether Screen is Easier to See in Bright Sunlight

In Home Screen, (Settings) → Display → Advanced → Outdoor view

- Tap Outdoor view to toggle on ( )/off( ).

Setting Whether Display Colors Still Appear Natural under Warm-Color Lighting

In Home Screen, (Settings) → Display → Advanced → Smart color matching

- Tap Smart color matching to toggle on ( )/off ( ).

Setting Whether to Control Backlight According to Video to Reduce Power Consumption

In Home Screen, (Settings) → Display → Advanced → Power saving backlight

- Tap Power saving backlight to toggle on ( )/off ( ).

Setting Screen Saver Images and Display Options

In Home Screen, (Settings) Display Advanced Screen saver Current screen saver Clock / Colors / Photos

- After Tapping Clock / Photos , next Tap for "Current screen saver" and follow onscreen prompts.
- To check set screen saver, Tap START NOW . Check when When to start is setting other than Never .

Setting Timing for Activating Screen Saver

In Home Screen, (Settings) Display Advanced Screen saver When to start Tap item

Setting Whether to Show Notifications in Lock Screen

In Home Screen, (Settings) Display Advanced Lock screen display Lock screen Show all notification content / Hide sensitive content / Don't show notifications at all

- Set when unlock method is setting other than None .
- Hide sensitive content appears when unlock method is setting other than None or Swipe .

Setting Whether to Hide Notification Viewed in Lock Screen so New Notifications Are Easier to View

In Home Screen, (Settings) Display Advanced Lock screen display Organize notifications on the lock screen

- Tap Organize notifications on the lock screen to toggle on ( )/off ( ).
- Set when unlock method is setting other than None .
- Notifications that cannot be deleted still appear even when Organize notifications on the lock screen is on.
- Notification Indicators in Status Bar cannot be hidden.

Showing Message Set for Lock Screen

In Home Screen, (Settings) Display Advanced Lock screen display Lock screen message Enter message SAVE

- Set when unlock method is setting other than None .

Setting Whether to Show Menu for Activating Lockdown

In Home Screen, (Settings) Display Advanced Lock screen display Show lockdown option

- Tap Show lockdown option to toggle on ( )/off ( ).
- Set when unlock method is setting other than None or Swipe .

Using Lockdown

Use Lockdown to disable screen unlocking by Smart Lock or fingerprint authentication. Notifications no longer appear in lock screen.

Power Key (Long Press) Lockdown

Setting Whether Clock and Notification Indicators Appear after Set Time while Display Is Turned Off (Screen Lock)

In Home Screen, (Settings) Display Advanced Lock screen display Clock display ON

- Set when unlock method is setting other than None .
- Tap Clock display ON to toggle on ( )/off( ).

Setting Whether Clock and Notification Indicators Appear by Tapping Screen Twice while Display is Turned Off (Screen Lock)

In Home Screen, (Settings) Display Advanced Lock screen display Double-tap to check phone Double-tap to check phone

- Set when unlock method is setting other than None .
- Tap Double-tap to check phone to toggle on ( )/off ( ).

Setting Whether Screen Stays Locked when Notifications Arrive

In Home Screen, (Settings) Display Advanced Lock screen display New notifications

- Set when unlock method is setting other than None .
- Tap New notifications to toggle on ( )/off( ).

Setting Image Quality

In Home Screen, (Settings) Display Advanced Basic settings Recommended / Standard quality / Dynamic / Natural

Setting HDR Video Quality

In Home Screen, (Settings) Display Advanced HDR video HDR standard / HDR dynamic / HDR cinema

Setting Whether to Optimize Display Quality According to Video

In Home Screen, (Settings) Display Advanced HDR video HDR enhancer

・Tap HDR enhancer to toggle on ( )/off( ).

Setting Whether to Use HDR Video-like Rendering for Standard Video

In Home Screen, (Settings) Display Advanced Virtual HDR

・Tap Virtual HDR to toggle on ( )/off ( ).

Setting Whether to Enable Hakkiri View, More Suitable Resolution for Middle-Age/Senior Users

In Home Screen, (Settings) Display Advanced Hakkiri View

・Tap Hakkiri View to toggle on ( )/off ( ).

Setting Whether to Rotate Display with Handset Orientation Automatically

In Home Screen, (Settings) Display Advanced Auto-rotate screen

・Tap Auto-rotate screen to toggle on ( )/off ( ).
・Disable Auto-rotate screen to save battery power.
・The feature may not follow the setting with certain applications.

Setting Whether to Enable Touch Operation Even with Gloves On

In Home Screen, (Settings) Display Advanced glove mode

・Tap glove mode to toggle on ( )/off ( ).

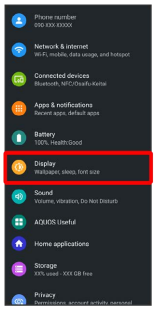
Glove Mode Cautions

Observe the following when using glove mode.
・Touch operation may not be possible depending on materials of your gloves.
・Disable glove mode ( ) when not wearing gloves or when using handset in a bathroom.

Setting Display Timeout

1

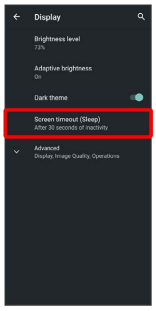
In Home Screen, (Settings) Display



Display menu opens.

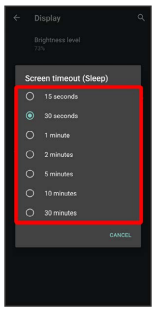
2

Screen timeout (Sleep)



3

Tap time



Set time until Display goes out.

・Set a shorter time to save battery power.

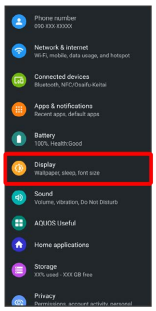
Setting Font Size

1

In Home Screen, (Settings)

2

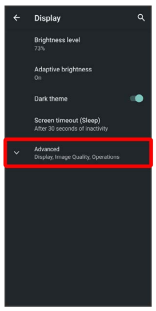
Display



Display menu opens.

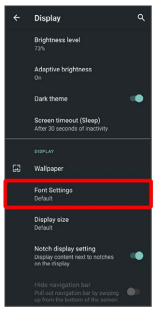
3

Advanced



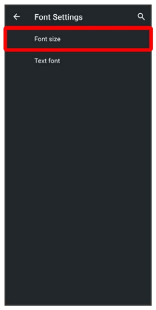
4

Font Settings



5

Font size



6

Drag left/right

Font size is changed.

・Check the set font size in Preview.

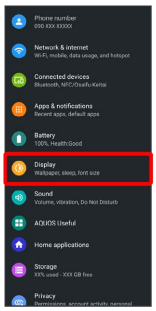
Setting Size of Images and Icons

1

In Home Screen, (Settings)

2

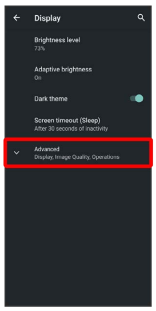
Display



Display menu opens.

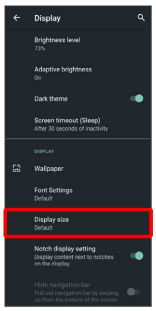
3

Advanced



4

Display size



5

Drag left/right

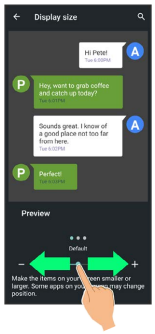


Image and icon sizes are changed.

- The feature may not follow the setting with certain applications.
- Check the set display size in Preview.

Sound Settings

Set ringtone, notification sound, etc.

Sound Settings

Settable items are the following.

Item	Description
Media volume	Set volume for music, videos, etc.
Call volume	Set volume for calls.
Ring volume	Set volume for ringtones for incoming calls, etc.
Alarm volume	Set volume for Alarm.
Vibrate for calls	Set whether handset vibrates for incoming calls.
Do Not Disturb	Make detailed Manner mode settings.
Live Caption	Set whether to show captions for dialog in media, etc.
Prevent ringing	Set whether Manner mode is activated by Pressing Power Key and Volume Up Key, etc.
Phone ringtone	Set ringtone.
Advanced	Make settings for default notification and alarm sounds, Dolby Atmos, and other sounds and vibrations.

Dolby Atmos®

Handset supports Dolby Atmos. In Sound window, Tap Advanced → Advanced settings and enable Dolby Atmos ( ) to enjoy 3D surround effect with Dolby Atmos contents.
The audio effect is also present with media sound, ringtones, and alarms other than Dolby Atmos contents.

Sound Operations

Setting Volume for Calls

In Home Screen, (Settings) → Sound → Drag for "Call volume" to adjust

・Sound plays at set volume when releasing finger from .

Setting Action for Calls when Do Not Disturb Is Set

In Home Screen, (Settings) → Sound → Do Not Disturb → Calls → Set each item

Setting SMS, MMS, and Messaging Application Action when Do Not Disturb Is Set

In Home Screen, (Settings) → Sound → Do Not Disturb → SMS, MMS, and messaging apps → Allow messages → Tap item

Setting Whether to Allow Alarm/Media Sounds/Touch Operation Sounds/Reminders/Events when Do Not Disturb is Set

In Home Screen, (Settings) → Sound → Do Not Disturb → See all exceptions → Allow alarms / Play media sounds / Allow touch sounds / Allow reminders / Allow events

・Tap Allow alarms / Play media sounds / Allow touch sounds / Allow reminders / Allow events to toggle on ( )/off ( ).

Setting Application Notifications to Appear when Do Not Disturb Is Set

In Home Screen, (Settings) → Sound → Do Not Disturb → See all exceptions → Allow apps to override → Follow onscreen prompts

Setting Notification Action when Do Not Disturb Is Set

In Home Screen, (Settings) → Sound → Do Not Disturb → Restrict notifications → No sound from notifications / No visuals or sound from notifications / Custom

・After Tapping Custom, follow onscreen prompts.

Setting Period until Do Not Disturb Is Canceled

In Home Screen, (Settings) → Sound → Do Not Disturb → Default duration → Until you turn off / For 1 hour / Ask every time → OK

・In For 1 hour, Tap - / + to change time until Do not disturb is canceled.

Setting Rules to Keep Do Not Disturb Active during Specific Hours or Events

In Home Screen, (Settings) → Sound → Do Not Disturb → Schedules → Sleeping / Event → Set each item

・To add a rule, Tap Add more.
・Tap rule to toggle on ( )/off ( ).
・Tap on right of rule to edit rule.
・Tap on right of rule → DELETE → DELETE to delete rule.

Activating/Canceling Do Not Disturb

In Home Screen, (Settings) Sound Do Not Disturb TURN ON NOW / TURN OFF NOW

Setting Whether to Show Captions Automatically when Playing Media

In Home Screen, (Settings) Sound Live Caption Live Caption

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

Setting Whether Profanity Shown as Asterisks

In Home Screen, (Settings) Sound Live Caption Hide profanity

- Tap Hide profanity to toggle on ( )/off ( ).

Setting Whether Laughter, Applause, Music, Etc. Captioned with Sound Labels

In Home Screen, (Settings) Sound Live Caption Show sound labels

- Tap Show sound labels to toggle on ( )/off ( ).

Setting Whether to Enable Live Captioning by Using Volume Key

In Home Screen, (Settings) Sound Live Caption Live Caption in volume control

- Tap Live Caption in volume control to toggle on ( )/off ( ).

Setting Whether Manner Mode Is Activated by Pressing Power Key and Volume Up Key

In Home Screen, (Settings) Sound Prevent ringing Off / On

- Tap Off to toggle On ( ), On to toggle Off ( ).

Setting Manner Mode That Is Activated by Pressing Power Key and Volume Up Key

In Home Screen, (Settings) Sound Prevent ringing Vibrate / Mute

- Available when "Prevent ringing" is On.

Setting Sound for Notifications

In Home Screen, (Settings) Sound Advanced Default notification sound Follow onscreen prompts

Setting Default Alarm Sound

In Home Screen, (Settings) Sound Advanced Default alarm sound Follow onscreen prompts

Setting Dolby Atmos

In Home Screen, (Settings) Sound Advanced Advanced settings Follow onscreen prompts

- Tap in "Dolby Sound" to toggle on ( ), to toggle off ( ).
- Tap DYNAMIC / MOVIE / MUSIC / CUSTOM to change between profiles to use.
- To return each profile to its default settings, Tap at right of profile name.

Setting Whether Dialpad Tones Sound

In Home Screen, (Settings) Sound Advanced Dial pad tones

- Tap Dial pad tones to toggle on ( )/off ( ).
- Disable Dial pad tones to save battery power.

Setting Whether Tone Sounds when Locking/Unlocking Screen

In Home Screen, (Settings) Sound Advanced Screen locking sounds

- Tap Screen locking sounds to toggle on ( )/off ( ).
- Disable Screen locking sounds to save battery power.

Setting Whether Tone Sounds and Handset Vibrates when Starting Charging

In Home Screen, (Settings) Sound Advanced Charging sounds and vibration

- Tap Charging sounds and vibration to toggle on ( )/off ( ).
- Disable Charging sounds and vibration to save battery power.

Setting Whether Confirmation Tones Sound when Tapping a Menu, Etc.

In Home Screen, (Settings) Sound Advanced Touch sounds

- Tap Touch sounds to toggle on ( )/off ( ).
- Disable Touch sounds to save battery power.

Setting Whether Handset Vibrates when Tapping Dialpad, Keyboard, Etc.

In Home Screen, (Settings) Sound Advanced Touch vibration

- Tap Touch vibration to toggle on ( )/off ( ).
- Disable Touch vibration to save battery power.

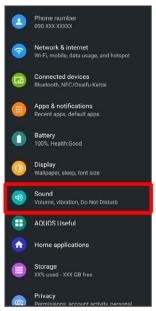
Setting Ringtones

1

In Home Screen, (Settings)

2

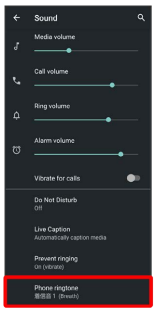
Sound



Sound menu opens.

3

Phone ringtone



4

Tap ringtone

Ringtone plays.

5

OK

Setting is complete.

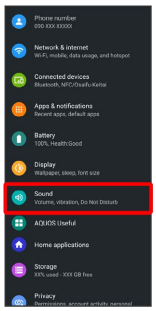
Setting Ringtone Volume

1

In Home Screen, (Settings)

2

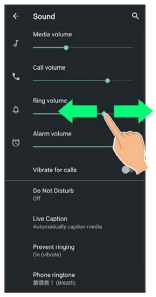
Sound



Sound menu opens.

3

Drag "Ring volume" left/right



Ringtone plays to check volume.

・Drag right to increase volume, and left to decrease volume.

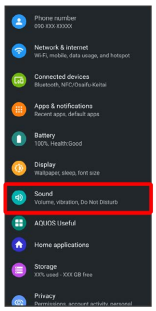
Setting Volume of Music and Videos

1

In Home Screen, (Settings)

2

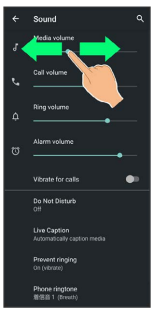
Sound



Sound menu opens.

3

Drag "Media volume" left/right



Sample sound plays.

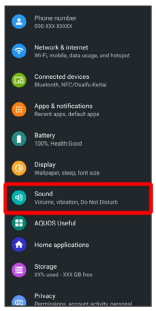
Setting Alarm Volume

1

In Home Screen, (Settings)

2

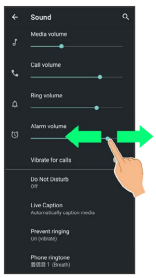
Sound



Sound menu opens.

3

Drag "Alarm volume" left/right



Alarm sound plays.

Setting Vibration for Incoming Calls

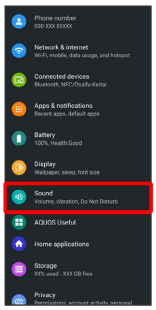
Set whether handset vibrates for incoming calls.

1

In Home Screen, (Settings)

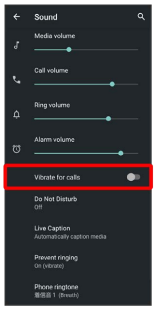
2

Sound



3

Vibrate for calls



Setting is complete.

・Tap Vibrate for calls to toggle on ( )/off ( ).

AQUOS Useful Settings

Set ROBOQUL motion and useful functions such as Simple mode and Clip Now.

AQUOS Useful Settings

Settable items are the following.

Item	Description
High-speed display	Set fast-moving videos and applications to appear smoothly.
Rich color technology Mobile	Set screen display and quality according to use. See "Display Settings" for details on each item.
Fingerprint sensor	Make settings for using Fingerprint Sensor.
ScrollAuto	Make settings for automatic scrolling. See "Enabling ScrollAuto" for details.
エモパー	Set emopa.
Gaming settings	Make gaming screen quality and notification settings. See "Gaming Settings" for details.
Clip Now	Set what action occurs when sliding your finger along the edge of Display. See "Setting Clip Now" for details.
Auto sleep Off	Set Display on or off by handling handset.
Simple mode	Set a simple and intuitive Home Screen and easy-to-read text.
ROBOQUL setting	Set whether ROBOQUL swivels for new calls, notifications, etc. when using ROBOQUL. See "Setting ROBOQUL" for details.

High-Speed Display Settings

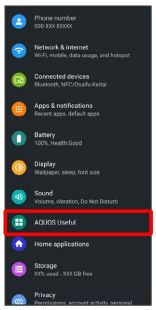
Set fast-moving videos and applications to appear smoothly.

1

In Home Screen, (Settings)

2

AQUOS Useful



AQUOS Useful menu opens.

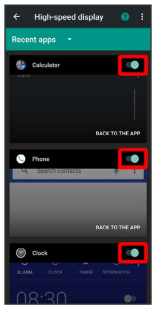
3

High-speed display

High-speed display window opens.

4

/ for application name



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

・Tap Recent apps / All apps to change applications shown in high-speed display window.

High-Speed Display Operations

Viewing Information on High-Speed Display

In high-speed display window,

Setting Whether High-Speed Display is Automatically Enabled when Installing Applications

In high-speed display window, ⋮ ON when installing

・Tap ON when installing to toggle on ( )/off ( ).

Setting Whether Notification Appears when First Launching Compatible Application

In high-speed display window, ⋮ Notify valid apps

・Tap Notify valid apps to toggle on ( )/off ( ).

Fingerprint Sensor Settings

See "Using Fingerprint Authentication Function" for details on saving and authenticating fingerprints.

Fingerprint Sensor Operations

Setting Whether to Use Fingerprint Sensor as Home Key

In Home Screen, (Settings) > AQUOS Useful > Fingerprint sensor > Use as Home Key

- Tap Use as Home Key to toggle on ( )/off ( ).

Setting Whether to Use Fingerprint Sensor as Back Key/Recents Key

In Home Screen, (Settings) > AQUOS Useful > Fingerprint sensor > / for "Use gestures"

- Tap to toggle on ( )/off ( ).
- Tap Use gestures to change operation when sliding finger over sensor.
- Available when Use as Home Key is enabled.

Setting Whether Long Pressing Fingerprint Sensor Activates Google Assistant, emopa, Etc.

In Home Screen, (Settings) > AQUOS Useful > Fingerprint sensor > / for "Also use long press"

- Tap to toggle on ( )/off ( ).
- Tap Also use long press to change activated application.
- Available when Use as Home key is enabled.

Setting Whether to Hide Navigation Bar for Wider Screen

Flick bottom of Display up for Navigation Bar when hidden.

In Home Screen, (Settings) > AQUOS Useful > Fingerprint sensor > Hide navigation bar

- Tap Hide navigation bar to toggle on ( )/off ( ).
- Available when 3-button navigation is enabled.
- If confirmation appears, follow onscreen prompts.

Auto Sleep Off Settings

Set Display on or off by handling handset. Settable items are the following.

Item	Description
Turn screen on by holding	Set whether to turn on Display when handset is picked up (e.g., from a desk) and held still.
Bright Keep	Set whether to keep Display from turning off while handset is held.

Auto Sleep Off Operations

Setting Whether to Turn On Display when Handset is Picked Up

In Home Screen, (Settings) > AQUOS Useful > Auto sleep Off > Turn screen on by holding

- Tap Turn screen on by holding to toggle on ( )/off ( ).
- Whether handset is picked up is determined from handset angle and Proximity/Light Sensor; holding handset upright or moving while holding it may affect the determination.

Setting Whether to Keep Display On while Holding Handset

In Home Screen, (Settings) > AQUOS Useful > Auto sleep Off > Bright Keep

- Tap Bright Keep to toggle on ( )/off ( ).
- Hand-held state is determined from handset angle and Proximity/Light Sensor; usage status may affect determination of hand-held state.

Simple Mode Settings

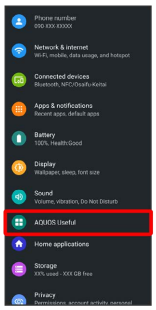
Set a simple and intuitive Home Screen and easy-to-read text.

1

In Home Screen, (Settings)

2

AQUOS Useful



AQUOS Useful menu opens.

3

Simple mode

Simple mode window opens.

4

Set each item

Setting is complete.

Simple Mode Operations

Setting Simple and Intuitive Home Screen and Easy-to-Read Text at Same Time

In Simple mode window, SET ALL ON → YES

Setting Home Screen, Size of Text, Etc. Individually

In Simple mode window, Kantan Home / Font size (Largest) / Hakkiri View / Batch change simple keyboard

- Tap Kantan Home / Font size(Largest) / Hakkiri View / Batch change simple keyboard to toggle on ( )/ off ( ).
- If confirmation appears, follow onscreen prompts.

Privacy Settings

Make application permissions, password display and other settings.

Privacy Settings

Settable items are the following.

Item	Description
Permission manager	Set applications with permitted usage by function. See "Setting Required Permissions for Applications" for details.
Visible passwords	Set whether characters visible as password entered.
Lock screen	Set whether to show notifications in lock screen.
Device Personalization Services	Delete data based on used applications and contents.
Advanced	Making Settings for Autofill service from Google, Google location history™, etc.

Privacy Operations

Setting Whether Characters Visible as Password Entered

In Home Screen, (Settings) Privacy Visible passwords

・Tap Visible passwords to toggle on ( )/off ( ).

Setting Whether to Show Notifications in Lock Screen

In Home Screen, (Settings) Privacy Lock screen Show all notification content / Show sensitive content only when unlocked / Don't show notifications at all

・Show sensitive content only when unlocked appears when screen lock unlocking method is not None or Swipe .

Using Google Autofill Service

In Home Screen, (Settings) Privacy Advanced Autofill service from Google Follow onscreen prompts

・Log in to a Google account beforehand.

Setting Google Location History

In Home Screen, (Settings) Privacy Advanced Google location history Follow onscreen prompts

・Log in to a Google account beforehand.

Setting Activity Controls

In Home Screen, (Settings) Privacy Advanced Activity controls Follow onscreen prompts

・Log in to a Google account beforehand.

Setting Ads

In Home Screen, (Settings) Privacy Advanced Ads Follow onscreen prompts

Setting Whether to Send Usage Status and Diagnosis Information to Google Automatically

In Home Screen, (Settings) Privacy Advanced Usage & diagnostics Off / On

・Tap Off to toggle On ( ), On to toggle Off ( ).

Location Settings

Make settings for location information.

Location Settings

Settable items are the following.

Item	Description
Use location	Set whether to use location information.
App permission	Set whether to permit use of location information per each application.
Location permissions without Android Services	Set access permissions for sources other than Android services.
Advanced	Making Settings for Google Location History, Emergency Location Service, etc.

Location Operations

Setting Whether to Use Location Information

In Home Screen, (Settings) → Location → Use location

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

Showing Applications Recently Using Location

In Home Screen, (Settings) → Location

・Applications recently using location appear at bottom of "RECENT LOCATION REQUESTS."

Setting Whether to Permit Use of Location per Each Application

In Home Screen, (Settings) → Location → App permission → Tap application name → Allow all the time / Allow only while using the app / Deny

・If confirmation appears, follow onscreen prompts.
・Allow all the time does not appear for some applications.

Setting Access Permissions for Sources Other than Android Services

In Home Screen, (Settings) → Location → Location permissions without Android Services → Follow onscreen prompts

Setting Whether to Use Wi-Fi and Bluetooth® Scanning to Increase Accuracy of Location

In Home Screen, (Settings) → Location → Advanced → Wi-Fi and Bluetooth scanning → Wi-Fi scanning / Bluetooth scanning

・Tap Wi-Fi scanning / Bluetooth scanning to toggle on ( )/off ( ).

Setting Whether to Send Location in Emergency

In Home Screen, (Settings) → Location → Advanced → Emergency Location Service → Send ELS Location

・Tap Send ELS Location to toggle on ( )/off ( ).

Setting Whether to Improve Location Accuracy

In Home Screen, (Settings) → Location → Advanced → Google Location Accuracy → Improve Location Accuracy

・Tap Improve Location Accuracy to toggle on ( )/off ( ).

Setting Whether to Use Location History

In Home Screen, (Settings) → Location → Advanced → Google Location History → Follow onscreen prompts

・Log in to a Google account beforehand.

Managing Location Share Setting

In Home Screen, (Settings) → Location → Advanced → Google Location Sharing → Follow onscreen prompts

・Log in to a Google account beforehand.

Security Settings

Make security settings including screen lock and security codes.

Security Settings

Settable items are the following.

Item	Description
Google Play Protect	Set whether to scan handset for security issues.
Find My Device	Set whether location is shown if handset is lost.
Security update	Check for available system updates.
Google Play system update	Check for available Google Play updates.
Operation password setting	Set a code, required for using some functions.
Screen lock	Set a screen lock.
Face authentication	Set screen to unlock with face authentication.
Fingerprint	Save fingerprints. See "Using Fingerprint Authentication Function" for details.
Smart Lock	Enable handset to check whether it is being carried or for trusted place or device and unlock screen.
Advanced	Make settings for SIM card lock, NFC/Osaifu-Keitai® operation, encryption, credentials, etc. For details on NFC/Osaifu-Keitai®, see "NFC／おサイフケータイ®を利用禁止にする (http://help.mb.softbank.jp/aquos-r5g/05-06-05.html)" (Japanese).

Security Operations

Setting Screen Not to Lock

In Home Screen, (Settings) Security Screen lock None

- If method for unlocking screen is setting other than None or Swipe before changing setting, first Tap Screen lock and unlock screen.
- If confirmation appears, follow onscreen prompts.

Setting Whether Traced Pattern is Visible when Unlocking Screen

In Home Screen, (Settings) Security for "Screen lock" Make pattern visible

- Tap Make pattern visible to toggle on ( )/off ( ).
- Set when unlock method is Pattern.

Setting Time after Display Off until Screen Locks

In Home Screen, (Settings) Security for "Screen lock" Automatically lock Tap item

- Set when unlock method is setting other than None or Swipe.

Setting Whether Pressing Power Key Immediately Locks Screen

In Home Screen, (Settings) Security for "Screen lock" Power button instantly locks

- Tap Power button instantly locks to toggle on ( )/off ( ).
- Set when unlock method is setting other than None or Swipe.

Setting Screen to Remain Unlocked while Being Carried

In Home Screen, (Settings) Security Smart Lock Enter pattern / lock no. (PIN) / password On-body detection Off (On)

- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
- To disable, Tap On (Off).
- If confirmation appears, follow onscreen prompts.

Setting Screen to Remain Unlocked while in Specific Place

In Home Screen, (Settings) Security Smart Lock Enter pattern / lock no. (PIN) / password Trusted places Home / Add trusted place Follow onscreen prompts

- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
- To select Home, log in to a Google account beforehand.
- If confirmation appears, follow onscreen prompts.

Deleting Places Added as Trusted Places

In Home Screen, (Settings) Security Smart Lock Enter pattern / lock no. (PIN) / password Trusted places Tap place Delete

- If confirmation appears, follow onscreen prompts.

Setting Screen to Unlock by Using Trusted Device

In Home Screen, (Settings) → Security → Smart Lock → Enter pattern / lock no. (PIN) / password → Trusted devices → ADD TRUSTED DEVICE → Tap device → Follow onscreen prompts

- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
- Turn "Bluetooth" On and pair with a Bluetooth® device beforehand.
- If confirmation appears, follow onscreen prompts.

Deleting Devices Added as Trusted Devices

In Home Screen, (Settings) → Security → Smart Lock → Enter pattern / lock no. (PIN) / password → Trusted devices → Tap name of device → OK / REMOVE TRUSTED DEVICE

- If confirmation appears, follow onscreen prompts.

Setting Whether to Enable Device Administration Applications

In Home Screen, (Settings) → Security → Advanced → Device admin apps → Tap device admin application name → Follow onscreen prompts

Checking Type of Storage for Credentials

In Home Screen, (Settings) → Security → Advanced → Encryption & credentials

- The type of credentials storage is shown below "Storage type."

Setting Whether to Allow Applications Access to Trusted Certificates and Other Credentials

In Home Screen, (Settings) → Security → Advanced → Encryption & credentials → Trusted credentials → SYSTEM / USER → Tap certificate → DISABLE / ENABLE / REMOVE

Viewing Details of Credentials Installed by User

In Home Screen, (Settings) → Security → Advanced → Encryption & credentials → User credentials → Tap certificate → DONE

Deleting Credentials Installed by User

In Home Screen, (Settings) → Security → Advanced → Encryption & credentials → User credentials → Tap certificate → REMOVE

Installing Encrypted Certificates

In Home Screen, (Settings) → Security → Advanced → Encryption & credentials → Install from storage → Follow onscreen prompts

- If method for unlocking screen before change is setting other than None or Swipe, first unlock screen.
- Credentials may be required when configuring a Wi-Fi network. How to obtain credentials varies by the issuer.

Deleting All Credentials and Resetting Credential Storage Password

In Home Screen, (Settings) → Security → Advanced → Encryption & credentials → Clear credentials → OK

- Clearing credential storage also deletes all VPN settings.
- If method for unlocking screen is setting other than None or Swipe, first Tap OK and unlock screen.

Setting Whether to Show/Hide Trusted Agents

In Home Screen, (Settings) → Security → Advanced → Trust agents → Tap agent name

- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
- Tap agent name to toggle on ( )/off ( ).

Setting Screen of Only Specified Application to Be Kept in View

In Home Screen, (Settings) → Security → Advanced → Screen pinning → Off (On) → Activate application to pin → Drag bottom of Display up → Tap icon of application in history → Pin → GOT IT

- To unpin, wait while Dragging bottom of Display up.

Requiring Screen to Be Unlocked after Screen of Only Specified Application No Longer Kept in View

In Home Screen, (Settings) → Security → Advanced → Screen pinning → Lock device when unpinning ( ) → Pattern / Lock No. (PIN) / Password → Set pattern / lock no. (PIN) / password

- Set "Screen pinning" to On beforehand.
- If pattern / lock no. (PIN) / password for unlocking screen is set beforehand, Tap Screen pinning to show Ask for unlock pattern before unpinning / Ask for PIN before unpinning / Ask for password before unpinning. Tap Ask for unlock pattern before unpinning / Ask for PIN before unpinning / Ask for password before unpinning to toggle on ( )/off ( ).

Screen Lock Cautions

Make sure to make a note of and not forget pattern / lock no. (PIN) / password set for unlocking screen. If you forget the code, visit your nearest SoftBank Shop for recovery. Note that saved files and settings will be lost.

Main Security Codes

The following are main security codes required for handset use.

Code	Description
Operation Password	A code required for using some functions. See "Operation Password and Center Access Code" for details.
Center Access Code	A four-digit code set in subscription contract. See "Operation Password and Center Access Code" for details.
SIM PIN	A code for SIM Card. SIM PIN is 9999 by default (change as needed). See "Enabling SIM PIN" for details.
Lock No. (PIN)	A code for unlocking screen. See "Requiring Lock No. (PIN) Entry for Unlocking Screen" for details.

Operation Password and Center Access Code

Center Access Code is a four-digit code set in subscription contract; necessary to use optional services from landlines, etc.

- 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, SoftBank Corp. is not liable for any resulting damages.

Resetting Operation Password

If prompted for Operation Password, PASSWORD RESET ➔ OK . Continue by following onscreen prompts.

- My SoftBank authentication is required to reset Operation Password.

Setting Operation Password

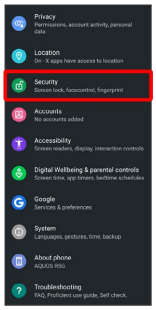
In Home Screen, (Settings) ➔ Security ➔ Operation password setting ➔ OK ➔ Enter Operation Password ➔ OK ➔ Re-enter Operation Password ➔ OK ➔ OK

Enabling SIM PIN

When SIM PIN is enabled, PIN entry is required for handset use each time handset is powered on with SIM Card installed. It is effective for preventing unauthorized use by others.

1

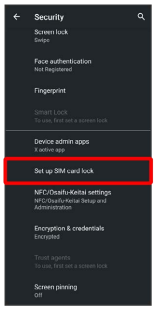
In Home Screen, (Settings) ➔ Security



Security menu opens.

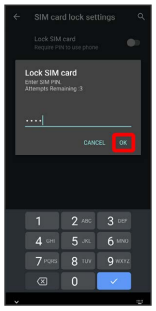
2

Advanced ➔ Set up SIM card lock



3

Lock SIM card ➔ Enter SIM PIN ➔ OK ( )



SIM card lock is enabled.

Disabling SIM Card Lock

In Security menu, Advanced ➔ Set up SIM card lock ➔ Lock SIM card ➔ Enter SIM PIN ➔ OK ( )

SIM PIN Entry Cautions

SIM PIN entry is required when changing SIM PIN, when powering handset on with SIM card lock enabled, etc.

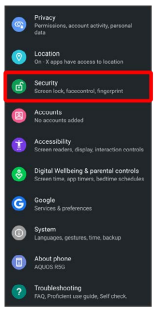
- Entering incorrect SIM PIN three consecutive times activates PIN Lock. To cancel, Personal Unblocking Key (PUK) is required; contact Customer Service.
- Entering incorrect PUK ten consecutive times activates PUK Lock, disabling handset. For recovery, SIM Card must be reissued at a SoftBank Shop (fees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

Changing SIM PIN

Enable SIM card lock first. See "Enabling SIM PIN" for details.

1

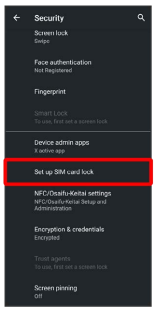
In Home Screen, (Settings) Security



Security menu opens.

2

Advanced Set up SIM card lock



3

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

SIM PIN is changed.

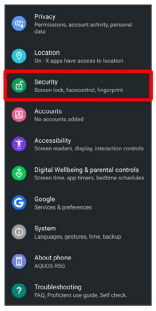
Setting Screen to Unlock by Flicking Screen

1

In Home Screen, (Settings)

2

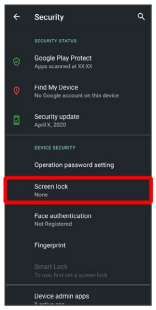
Security



Security menu opens.

3

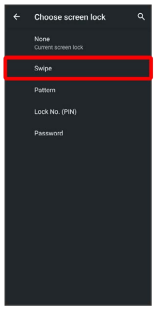
Screen lock



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

4

Swipe



Setting is complete.

・If confirmation appears, follow onscreen prompts.

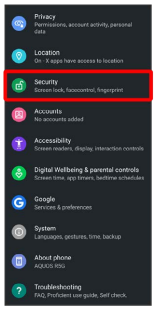
Setting Screen to Unlock by Tracing Pattern

1

In Home Screen, (Settings)

2

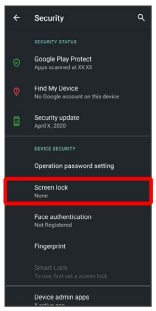
Security



Security menu opens.

3

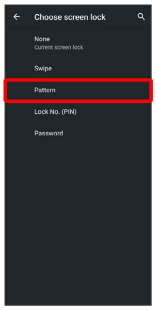
Screen lock



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

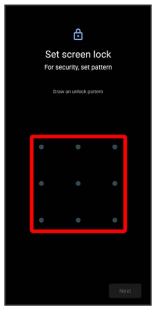
4

Pattern



5

Enter new pattern



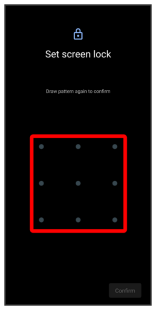
6

Next

・Tap Clear to erase entered pattern.

7

Enter new pattern again



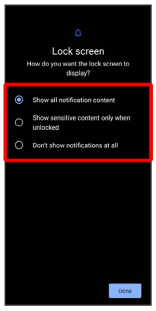
8

Confirm

・If method for unlocking screen before change is setting other than None or Swipe, setting is complete.

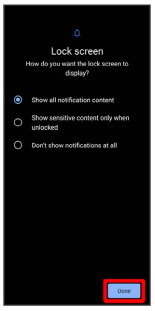
9

Select method of notification display



10

Done



Setting is complete.

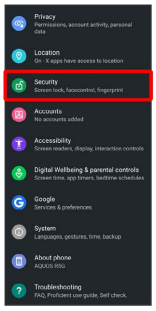
Requiring Lock No. (PIN) Entry for Unlocking Screen

1

In Home Screen, (Settings)

2

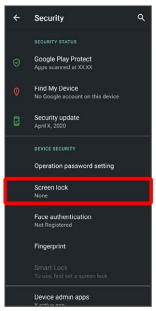
Security



Security menu opens.

3

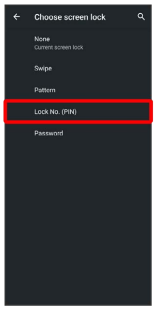
Screen lock



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

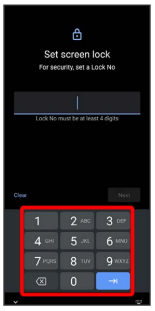
4

Lock No. (PIN)



5

Enter new lock no. (PIN)



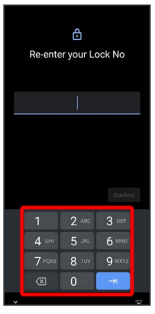
6

Next

・Tap Clear to erase entered lock no. (PIN).

7

Enter new lock no. (PIN) again



8

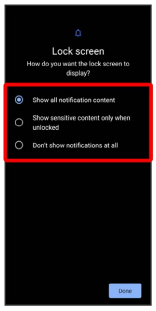
Confirm

・If method for unlocking screen before change is setting other than None or Swipe, setting is complete.

・Tap Clear to erase entered lock no. (PIN).

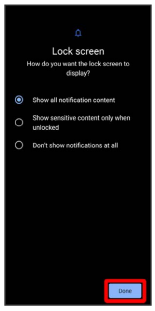
9

Select method of notification display



10

Done



Setting is complete.

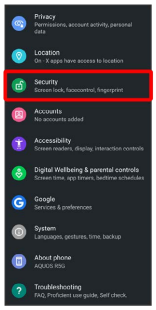
Setting Screen to Unlock with Password

1

In Home Screen, (Settings)

2

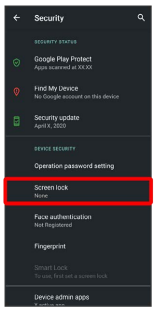
Security



Security menu opens.

3

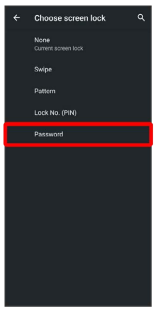
Screen lock



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

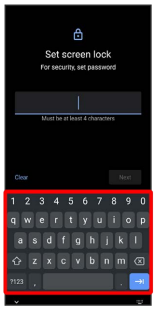
4

Password



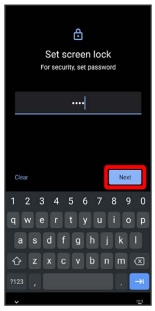
5

Enter new password



6

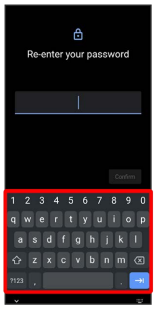
Next



・Tap Clear to erase entered password.

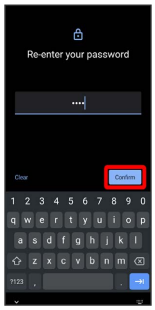
7

Enter new password again



8

Confirm

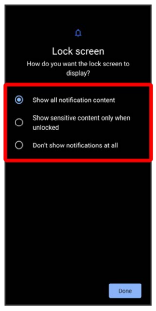


・If method for unlocking screen before change is setting other than None or Swipe, setting is complete.

・Tap Clear to erase entered password.

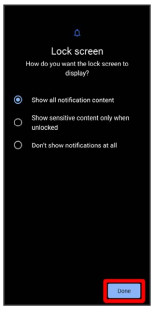
9

Select method of notification display



10

Done



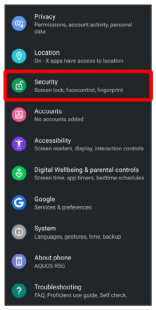
Setting is complete.

Using Face Authentication

When face data is saved, handset authenticates with face when Display is on, and screen unlocks.

1

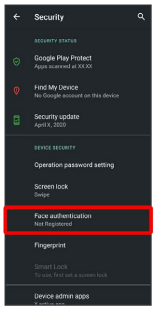
In Home Screen, (Settings) Security



Security menu opens.

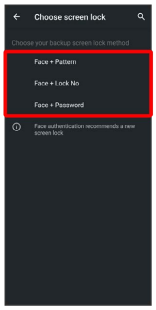
2

Face authentication



3

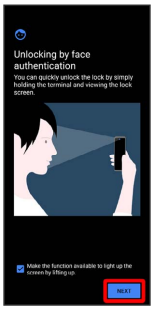
Follow onscreen prompts and set pattern / lock no. (PIN) / password for unlocking screen



- This is a backup method for unlocking the screen if unable to authenticate with your face.
- Unlocks screen when unlock method is setting other than None or Swipe .
- See "Setting Screen to Unlock by Tracing Pattern," "Requiring Lock No. (PIN) Entry for Unlocking Screen," and "Setting Screen to Unlock with Password" for details on setting a method for unlocking screen.

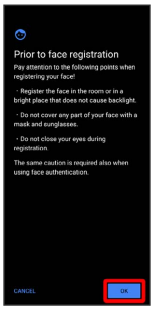
4

NEXT



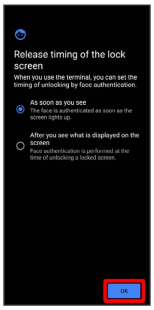
5

OK



6

Align face with onscreen guides Tap when to unlock screen OK



Face data is saved.

Face Authentication Operations

Deleting Face Data

In Home Screen, (Settings) Security Face authentication Enter pattern / lock no. (PIN) / password Deletion of face data YES

Changing When to Unlock Screen after Saving Face Data

In Home Screen, (Settings) Security Face authentication Enter pattern / lock no. (PIN) / password Tap when to unlock screen

Checking Overview and Precautions for Face Authentication after Saving Face Data

In Home Screen, (Settings) Security Face authentication Enter pattern / lock no. (PIN) / password Face authentication / Precautions

System Settings

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

System Settings

Settable items are the following.

Item	Description
Languages & input	Make settings for display language and text entry.
Gestures	Set whether to activate Camera by Pressing Power Key twice, whether to show Clock, etc. by Tapping screen twice while Display is turned off (Screen Lock), etc.
Date & time	Make settings for date and time.
Backup	Make settings such as whether to back up application data, Wi-Fi Password, etc. to Google server.
Advanced	Transfer data and update the system. See "Importing Contacts via Bluetooth® (Data Transfer)" and "Importing Data from SD Card (Data Transfer)" for details on transferring data. See "Updating the System" for details on system updates.

System Operations

Accessing Developer Options

In Home Screen, (Settings) → About phone → Build number seven times → ← → System → Advanced → Developer options

Developer options open.

Adding Languages Shown on Display

In Home Screen, (Settings) → System → Languages & input → Languages → Add a language → Tap language

Setting Language Shown on Display

In Home Screen, (Settings) → System → Languages & input → Languages → Drag for language to top

・Add languages beforehand.

Deleting Added Languages

In Home Screen, (Settings) → System → Languages & input → Languages → ⋮ → Remove → Tap languages ( ) → → OK

Setting Input Method

In Home Screen, (Settings) → System → Languages & input → Virtual keyboard → Tap input method → Follow onscreen prompts

・To add/delete input method, Tap Manage keyboards, then follow onscreen prompts.

Setting Language for Voice Input

In Home Screen, (Settings) → System → Languages & input → Virtual keyboard → Google voice typing → Languages → Tap languages → SAVE

・Touch & Hold language to set it as the primary language, and follow onscreen prompts.

Setting Spoken Results Method for Searches

In Home Screen, (Settings) → System → Languages & input → Virtual keyboard → Google voice typing → Spoken results → Tap item

・Select Hands-free searches only for output only when headset connected.

Checking Details of Languages Installed for Voice Recognition

In Home Screen, (Settings) → System → Languages & input → Virtual keyboard → Google voice typing → Offline speech recognition → Tap language

Downloading Languages for Voice Recognition

In Home Screen, (Settings) → System → Languages & input → Virtual keyboard → Google voice typing → Offline speech recognition → ALL → Tap language → DOWNLOAD

Setting Update Method for Languages for Voice Recognition

In Home Screen, (Settings) → System → Languages & input → Virtual keyboard → Google voice typing → Offline speech recognition → AUTO-UPDATE → Tap item

Setting Whether to Hide Offensive Words

In Home Screen, (Settings) → System → Languages & input → Virtual keyboard → Google voice typing → Hide offensive words

・Tap Hide offensive words to toggle on ( )/off ( ).

Setting Whether to Enable Audio Recording with Bluetooth® Device

In Home Screen, (Settings) → System → Languages & input → Virtual keyboard → Google voice typing → Bluetooth audio recording

・Tap Bluetooth audio recording to toggle on ( )/off ( ).

Setting Whether to Enable Voice Typing with Bluetooth® Headset when Display Is Turned Off (Screen Lock)

In Home Screen, (Settings) → System → Languages & input → Virtual keyboard → Google voice typing → Allow Bluetooth requests with device locked

・Tap Allow Bluetooth requests with device locked to toggle on ( )/off ( ).
・If confirmation appears, follow onscreen prompts.

Setting Whether to Enable Voice Typing with Wired Headset when Display Is Turned Off (Screen Lock)

In Home Screen, (Settings) → System → Languages & input → Virtual keyboard → Google voice typing → Allow wired headset requests with device locked

・Tap Allow wired headset requests with device locked to toggle on ( )/off ( ).
・If confirmation appears, follow onscreen prompts.

Showing Virtual Keyboard when Using Physical Keyboard

In Home Screen, (Settings) → System → Languages & input → Physical keyboard → Show virtual keyboard ( )

・Tap Show virtual keyboard to toggle on ( )/off ( ).

Showing Shortcuts List when Using Physical Keyboard

In Home Screen, (Settings) → System → Languages & input → Physical keyboard → Keyboard shortcuts helper

Setting Whether to Check Spelling During Entry

In Home Screen, (Settings) → System → Languages & input → Advanced → Spell checker → Use spell checker

・Tap Use spell checker to toggle on ( )/off ( ).
・Tap Languages to set languages to check spelling.
・Tap for "Default spell checker" to set spelling check operation.

Using Autofill Service

In Home Screen, (Settings) → System → Languages & input → Advanced → Autofill service → Follow onscreen prompts

・Log in to a Google account beforehand.
・Tap for "Autofill service" to make settings.

Adding Words to Personal Dictionary

In Home Screen, (Settings) → System → Languages & input → Advanced → Personal dictionary → For all languages / English(United States) / Japanese → → Tap entry field → Enter words → → Enter shortcut → →

Deleting Words from Personal Dictionary

In Home Screen, (Settings) → System → Languages & input → Advanced → Personal dictionary → For all languages / English(United States) / Japanese → Tap word(s) →

Setting Speed of Pointer for Mouse/Trackpad

In Home Screen, (Settings) → System → Languages & input → Advanced → Pointer speed → Drag to adjust → OK

・The longer the bar, the faster the speed.

Setting Speech Synthesis Engine for Text-to-Speech

In Home Screen, (Settings) → System → Languages & input → Advanced → Text-to-speech output → Preferred engine → Tap engine

・Tap for "Preferred engine" to set operation of speech synthesis engine.

Setting Language for Text-to-Speech

In Home Screen, (Settings) → System → Languages & input → Advanced → Text-to-speech output → Language → Tap language

Setting Speed for Text-to-Speech

In Home Screen, (Settings) → System → Languages & input → Advanced → Text-to-speech output → Drag for "Speech rate" to adjust

Setting Pitch for Text-to-Speech

In Home Screen, (Settings) → System → Languages & input → Advanced → Text-to-speech output → Drag for "Pitch" to adjust

Playing Sample

In Home Screen, (Settings) → System → Languages & input → Advanced → Text-to-speech output → PLAY

Resetting Speed/Pitch for Text-to-Speech

In Home Screen, (Settings) → System → Languages & input → Advanced → Text-to-speech output → RESET

Setting Whether to Activate Camera by Pressing Power Key Twice

In Home Screen, (Settings) → System → Gestures → Jump to camera → Jump to camera

・Tap Jump to camera to toggle on ( )/off ( ).

Setting Whether to List Recently Used Applications by Dragging Bottom of Display Up or Tapping □.

In Home Screen, (Settings) → System → Gestures → System navigation → Gesture navigation / 3-button navigation

・After selecting 3-button navigation, □ appears on Navigation Bar.

Setting Whether Clock, Etc. Appears by Tapping Screen Twice while Display is Turned Off (Screen Lock)

In Home Screen, (Settings) → System → Gestures → Double-tap to check phone → Double-tap to check phone

・Tap Double-tap to check phone to toggle on ( )/off ( ).

Setting Whether Manner Mode Is Activated by Pressing Power Key and Volume Up Key

In Home Screen, (Settings) → System → Gestures → Prevent ringing → Off / On

・Tap Off to toggle On ( ), On to toggle Off ( ).

Setting Manner Mode That Is Activated by Pressing Power Key and Volume Up Key

In Home Screen, (Settings) → System → Gestures → Prevent ringing → Vibrate / Mute

・Available when "Prevent ringing" is On.

Setting Whether to Use Date Information from Network

In Home Screen, (Settings) → System → Date & time → Use network-provided time

・Tap Use network-provided time to toggle on ( )/off ( ).

Setting Date and Time Manually

In Home Screen, (Settings) → System → Date & time → Date / Time → Specify date/time → OK

・Available when Use network-provided time is disabled.

Setting Whether to Use Time Zone Information from Network

In Home Screen, (Settings) → System → Date & time → Use network-provided time zone

・Tap Use network-provided time zone to toggle on ( )/off ( ).

Setting Time Zone Manually

In Home Screen, (Settings) → System → Date & time → Time zone → Region → Select region

・Available when Use network-provided time zone is disabled.

Setting Backup to Google Drive

In Home Screen, (Settings) → System → Backup → Back up to Google Drive

・Tap Back up to Google Drive to toggle on ( )/off ( ).
・Log in to a Google account beforehand.
・If confirmation appears, follow onscreen prompts.
・When Back up to Google Drive is enabled, Back up now to back up to Google Drive.

Setting Backup Account

In Home Screen, (Settings) System Backup Account Tap account OK

- Available when Back up to Google Drive is enabled.
- To add account, Tap Add account, then follow onscreen prompts.

Saving Data to SD Card

Save data (Address Book, Schedule (Calendar), user/learning dictionary (S-Shoin), emopa) to SD Card.

In Home Screen, (Settings) System Advanced Data transfer Take over via SD card / Bluetooth. Save data to SD card Tap data type Save YES for "Airplane mode" ( ) DONE OK for "Airplane mode" ( ) DONE Complete

- Insert SD Card beforehand. See "Inserting SD Card" for details.
- If method for unlocking screen is setting other than None or Swipe, first Tap Save data to SD card and unlock screen.
- If confirmation appears, follow onscreen prompts.
- Data saved by handset may not be imported correctly depending on the device.
- Tap Function information to view a video tutorial (Japanese) on Sharp Website.
- At least 11 MB of free space in internal storage is required for saving data. Process stops if Battery runs low. Operate with adequate battery charge whenever possible.

Resetting Network Settings

In Home Screen, (Settings) System Advanced Reset options Reset Wi-Fi, mobile & Bluetooth RESET SETTINGS RESET SETTINGS

- If method for unlocking screen is setting other than None or Swipe, first Tap RESET SETTINGS and unlock screen.

Resetting Application Settings

In Home Screen, (Settings) System Advanced Reset options Reset app preferences RESET APPS

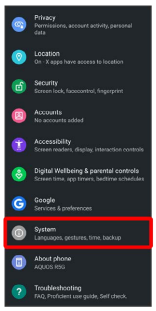
Setting 24-Hour Time Indication

1

In Home Screen, (Settings)

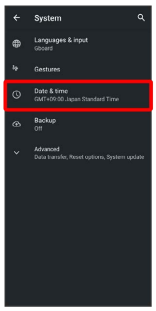
2

System



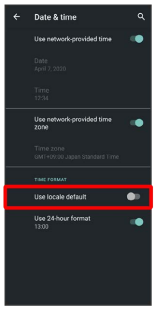
3

Date & time



4

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 ( ).
・When Use locale default is disabled, Tap Use 24-hour format to toggle 24-hour format ( )/12-hour format ( ).

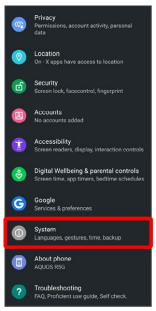
Resetting Handset

1

In Home Screen, (Settings)

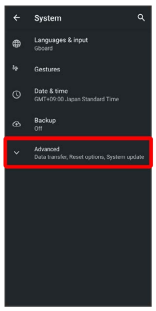
2

System



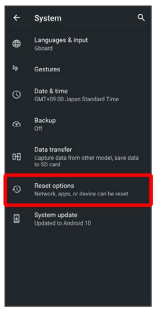
3

Advanced



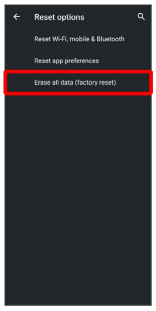
4

Reset options



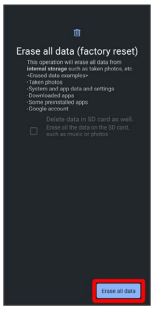
5

Erase all data (factory reset)



6

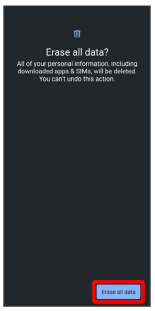
Erase all data



・To also erase SD Card data, Tap Delete data in SD card as well. ( ).

7

Erase all data



Handset is reset.

Cautions when Erasing All Data (Factory Reset)

Observe the following when erasing all data (factory reset).

・Erasing all data (factory reset) deletes all data in internal storage irreversibly. Back up important data beforehand.

・Deleted content cannot be restored. Reset with caution.

Other Handset Settings

Phone Number

See "Checking Your Phone Number" for details on phone number.

Network & Internet

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

Item	Description
Wi-Fi	Enable Wi-Fi connection. See "Connecting by Wi-Fi" for details.
Mobile network	Configure mobile network settings. See "Global Roaming" for details on roaming, automatic network selection, and network. See "Data Usage Settings" for details on application data usage.
Data Saver	Make settings for Data Saver.
Hotspot & tethering	Make tethering settings. See "Using Tethering" for details.
Airplane mode	Leaving power on, suspend signal-transmitting functions.
Advanced	Make settings for VPN and Private DNS.

Network & Internet Operations

Setting Whether to Use Mobile Data

In Home Screen, (Settings) → Network & internet → Mobile network → Mobile data

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

Setting Whether to Use LTE for Voice Calling

In Home Screen, (Settings) → Network & internet → Mobile network → 4G Calling

・Tap 4G Calling to toggle on ( )/off ( ).

Using 5G/4G LTE/4G/3G Network

In Home Screen, (Settings) → Network & internet → Mobile network → Advanced → Preferred network type → 5G (recommended) / 4G / 3G ( )

Adding Access Points

In Home Screen, (Settings) → Network & internet → Mobile network → Advanced → Access Point Names → → Tap item → Set/enter each item → → Save

Deleting Added Access Points

In Home Screen, (Settings) → Network & internet → Mobile network → Advanced → Access Point Names → → Reset to default

Setting Data Saver

In Home Screen, (Settings) → Network & internet → Data Saver → Use Data Saver

・Tap Use Data Saver to toggle on ( )/off ( ).

Setting Whether to Exclude Application(s) from Data Saver

In Home Screen, (Settings) → Network & internet → Data Saver → Unrestricted data → Tap application name

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

Setting Whether to Stop Signal-Transmitting Functions

In Home Screen, (Settings) → Network & internet → Airplane mode

・Tap Airplane mode to toggle on ( )/off ( ).

Adding VPN Destinations

In Home Screen, (Settings) → Network & internet → Advanced → VPN → → Set/enter details → SAVE

・Tap an added VPN to connect/disconnect it. Tap to edit/delete it.

Setting Private DNS

In Home Screen, (Settings) → Network & internet → Advanced → Private DNS → Tap item → SAVE

・After Tapping Private DNS provider hostname, enter hostname.

Connected Devices

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

・Names and status of devices connected by Bluetooth® and USB appear at top of Display.

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, NFC/Osaifu-Keitai® operation, etc. For details on Bluetooth®, see "Using Bluetooth® Function." For details on NFC/Osaifu-Keitai® and NFC protection, see "NFC／おサイフケータイ®を利用する (http://help.mb.softbank.jp/aquos-r5g/05-06.html)" (Japanese). For details on files received with Bluetooth®, see "Receiving Data via Bluetooth® (e.g., Address Book)."

Connected Device Operations

Viewing Handset Screen on Other Device

In Home Screen, (Settings) ➔ Connected devices ➔ Connection preferences ➔ Cast ➔ ⋮ ➔ Enable wireless display (☑) ➔ Tap target device

・To disable wireless display, Tap ⋮ ➔ Enable wireless display again (■).
・"Wi-Fi" turns on if turned off when wireless display is enabled.

Making Printing Settings

In Home Screen, (Settings) ➔ Connected devices ➔ Connection preferences ➔ Printing ➔ Follow onscreen prompts

Making Chromebook™ Settings

In Home Screen, (Settings) ➔ Connected devices ➔ Connection preferences ➔ Chromebook ➔ Follow onscreen prompts

Applications & Notifications

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

・Any recently used applications appear in "Recently opened apps."
・For details on Permission manager and Battery optimization, see "Confirmation when First Activating Applications."

Item	Description
SEE ALL XX APPS	Check and make settings for installed applications.
Notifications	Make settings for notification action and Do not disturb. See "Sound Settings" for details on Do not disturb settings.
Screen time	Check history of total duration of handset use. Also restrict usage of individual applications. See "Digital Wellbeing & Parental Controls" for details.
Default apps	Make settings for assistant application, and set default applications for Browser, Home Screen, Phone, SMS, etc.
Advanced	Make settings for permission manager, emergency broadcasts, and special application access. See "緊急速報メールを利用する (http://help.mb.softbank.jp/aquos-r5g/05-08-02.html)" (Japanese) for details on emergency broadcasts.

Application and Notification Operations

Making Application Settings

In Home Screen, (Settings) ➔ Apps & notifications ➔ SEE ALL XX APPS ➔ Tap application name ➔ Set each item

View System Applications

In Home Screen, (Settings) ➔ Apps & notifications ➔ SEE ALL XX APPS ➔ ⋮ ➔ Show system

Resetting Application Settings

In Home Screen, (Settings) ➔ Apps & notifications ➔ SEE ALL XX APPS ➔ ⋮ ➔ Reset app preferences ➔ RESET APPS

Setting Alerting and Silent Notifications to Appear in Lock Screen

In Home Screen, (Settings) → Apps & notifications → Notifications → Notifications on lockscreen → Show alerting and silent notifications / Show alerting notifications only

・Tap Don't show notifications not to show alerting and silent notifications.

Setting Whether to Show Sensitive Notifications in Lock Screen

In Home Screen, (Settings) → Apps & notifications → Notifications → Sensitive notifications

・Tap Sensitive notifications to toggle show ( )/hide ( ).
・Sensitive notifications appears when unlock method is setting other than None or Swipe .

Setting Whether to Hide Notification Viewed in Lock Screen so New Notifications Are Easier to View

In Home Screen, (Settings) → Apps & notifications → Notifications → Organize notifications on the lock screen

・Tap Organize notifications on the lock screen to toggle on ( )/off ( ).
・Notifications that cannot be deleted still appear even when Organize notifications on the lock screen is on.
・Notification Indicators in Status Bar cannot be hidden.

Setting Whether to Allow Notification Snoozing

In Home Screen, (Settings) → Apps & notifications → Notifications → Advanced → Allow notification snoozing

・Tap Allow notification snoozing to toggle show ( )/hide ( ).

Setting Whether Show Suggested Actions and Replies Automatically when Notifications Arrive

In Home Screen, (Settings) → Apps & notifications → Notifications → Advanced → Suggested actions and replies

・Tap Suggested actions and replies to toggle show ( )/hide ( ).

Showing/Hiding Notification Dots

In Home Screen, (Settings) → Apps & notifications → Notifications → Advanced → Allow notification dots

・Tap Allow notification dots to toggle show ( )/hide ( ).

Setting Whether to Flash Charging/Notification Lamp for Notifications

In Home Screen, (Settings) → Apps & notifications → Notifications → Advanced → Blink light

・Tap Blink light to toggle on ( )/off ( ).

Setting Sound for Notifications

In Home Screen, (Settings) → Apps & notifications → Notifications → Advanced → Default notification sound → Follow onscreen prompts

Setting Assist Applications

In Home Screen, (Settings) → Apps & notifications → Default apps → Assist app → Follow onscreen prompts

Setting Default Applications for Browser, Home Screen, Phone, SMS, Etc.

In Home Screen, (Settings) → Apps & notifications → Default apps → Browser app / Home app / Phone app / SMS app → Tap application name

・Tap for "Home app" to set Home Screen application.

Setting Integration with Other Applications, Etc.

In Home Screen, (Settings) → Apps & notifications → Default apps → Opening links → Follow onscreen prompts

Make Settings for Special Application Access

In Home Screen, (Settings) → Apps & notifications → Advanced → Special app access → Set each item

Home Applications

Change the home application.

・Home applications installed via Google Play can be deleted (uninstalled). See "Uninstalling Applications" for details.

Item	Description
AQUOS Home	Change home application to AQUOS Home.
AQUOS Kantan Home	Change home application to AQUOS Kantan Home.

Storage

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

・Available items vary depending on USB drive status.

Item	Description
Internal shared storage	View information on internal storage usage.
(USB drive name)[1]	Check data saved on USB drive.
SD Card	Check data saved on SD Card. Mount or unmount SD Card, encrypt SD Card, etc. For details on mounting/unmounting SD Card, see "Internal Storage and SD Card."

1 Appears when the USB host function is in use. See "USB ホスト機能を利用する (http://help.mb.softbank.jp/aquos-r5g/05-07-08.html)" (Japanese) for details.

Storage Operations

Checking Data Saved in Internal Storage

In Home Screen, (Settings) Storage Files

・If SD Card is installed, Tap Internal shared storage Files .

Encrypting/Decrypting SD Card Data

In Home Screen, (Settings) Storage SD card Storage settings Encrypt / Release encryption CONFIRM Enter Operation Password OK START

・Set lock no. (PIN)/password for unlocking screen beforehand.

Cautions for SD Card Encryption/ Decryption

Observe the following when encrypting/decrypting SD Card data.

- Charge handset adequately beforehand, and keep handset charged during the process.
- Set lock no. (PIN)/password for unlocking screen beforehand.
- Encryption/decryption is not available if there is not enough free space on SD Card.
- Encrypted SD Card cannot be used on any device other than the one used for encrypting the SD Card.
- To use encrypted SD Card normally, decrypt the SD Card.
- If you reset handset with SD Card encrypted, data on the SD Card becomes unusable. Disable encryption before resetting handset.
- An unencrypted SD Card becomes read-only when installed in a device that has been used for encrypting another SD Card.
- To write to read-only SD Card, encrypt it.
- SD Card encryption/decryption may take some time. Do not stop charging or remove SD Card during the process. If the process is interrupted, SD Card data may be lost.

Accounts

Create or add accounts. Make settings for syncing created or added accounts. Settable items are the following.

Item	Description
Add account	Create or add accounts.
Automatically sync data	Set whether to automatically sync data.

Account Operations

Adding an Account

In Home Screen, (Settings) → Accounts → Add account → Tap type of account to add → Follow onscreen prompts

Setting Applications to Sync for Each Account

In Home Screen, (Settings) → Accounts → Tap account → Account sync → Tap applications and data to sync

- Tap sync item to toggle on ( )/off ( ).

Setting Whether to Automatically Sync Data

In Home Screen, (Settings) → Accounts → Automatically sync data → OK

- Tap Automatically sync data → OK to toggle on ( )/off ( ).

Accessibility

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

Item	Description
Volume key shortcut	Set whether to enable accessibility functions by using Volume Key.
Text-to-speech output	Make detailed voice-to-text settings. See "System Settings" for details.
Font size	Set the size of text appearing in Display. See "Setting Font Size" for details.
Display size	Set the size of images, icons, etc. in Display. See "Setting Size of Images and Icons" for details.
Dark theme	Set whether to switch to a dark-themed screen. See "Display Settings" for details.
Magnification	Set whether to enable enlarged view by Triple-Tapping or a shortcut.
Color correction	Set whether to correct colors when red and green are indistinguishable.
Color inversion	Set whether to invert Display colors.
Large mouse pointer	Set whether to use a large pointer.
Remove animations	Set whether not to show animation when Tapping setting switch (/).
Dwell timing	Set handset to click function after pointer stops moving.
Power button ends call	Set whether to end call by Pressing Power Key during a call.
Auto-rotate screen	Set whether to rotate Display with handset orientation automatically. See "Display Settings" for details.
Touch & hold delay	Set time to press Display for Touch & Hold.
Time to take action (Accessibility timeout)	Set time to show messages visible temporarily.
Vibration & haptic strength	Set whether handset vibrates for arriving calls and messages.
Live Caption	Set whether to show captions for dialog in media, etc. See "Sound Settings" for details.
Mono audio	Set whether to use monaural audio playback.
Audio balance	Set left/right balance of audio.
Caption preferences	Make settings for captions.
High contrast text	Set whether to make onscreen text easier to read, such as by using outlines.

Accessibility Operations

Setting Whether to Enable Accessibility Functions by Using Volume Key

In Home Screen, (Settings) → Accessibility → Volume key shortcut → Use service

- Tap Use service to toggle on ( )/off ( ).
- Enable Use service first time, then continue by selecting service.

Setting Whether Triple-Tapping Enlarges View

In Home Screen, (Settings) → Accessibility → Magnification → Magnify with triple-tap → Use service

- Tap Use service to toggle on ( )/off ( ).

Setting Whether to Enlarge View by Using Accessibility Key

In Home Screen, (Settings) → Accessibility → Magnification → Magnify with button → Use service

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

Setting Whether to Correct Colors when Red and Green Are Indistinguishable

In Home Screen, (Settings) → Accessibility → Color correction → Use color correction

- Tap Use color correction to toggle on ( )/off ( ).
- Tap Correction mode to select a mode.
- If confirmation appears, follow onscreen prompts.

Setting Whether to Invert Display Colors

In Home Screen, (Settings) → Accessibility → Color inversion

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

Setting Whether to Use a Large Pointer

In Home Screen, (Settings) → Accessibility → Large mouse pointer

- Tap Large mouse pointer to toggle on ( )/off ( ).

Setting Whether Not to Show Animation when Tapping Setting Switch (/)

In Home Screen, (Settings) → Accessibility → Remove animations

- Tap Remove animations to toggle on ( )/off ( ).

Setting Whether Pointer Clicks after Stopping when Using Mouse/Trackpad

In Home Screen, (Settings) → Accessibility → Dwell timing → Use service

- Tap Use service to toggle on ( )/off ( ).
- Drag "Delay before click" to adjust delay.

Setting Whether to End Call by Pressing Power Key during Call

In Home Screen, (Settings) → Accessibility → Power button ends call

- Tap Power button ends call to toggle on ( )/off ( ).

Setting Time to Press Display for Touch & Hold

In Home Screen, (Settings) → Accessibility → Touch & hold delay → Tap item

Setting Time to Show Messages Visible Temporarily

In Home Screen, (Settings) → Accessibility → Time to take action (Accessibility timeout) → Tap time

Setting Whether Handset Vibrates for Incoming Calls, Etc.

In Home Screen, (Settings) → Accessibility → Vibration & haptic strength → Ring vibration → On / Off

- Enable Vibrate for calls beforehand. See "Setting Vibration for Incoming Calls" for details.

Setting Whether Handset Vibrates when Receiving Messages

In Home Screen, (Settings) → Accessibility → Vibration & haptic strength → Notification vibration → On / Off

Setting Whether Handset Vibrates when Tapping Dialpad, Keyboard, Etc.

In Home Screen, (Settings) → Accessibility → Vibration & haptic strength → Touch feedback → On / Off

- Enable Touch vibration beforehand. See "Sound Settings" for details.

Setting Whether to Use Monaural Audio Playback

In Home Screen, (Settings) Accessibility Mono audio

・Tap Mono audio to toggle on ( )/off ( ).

Setting Left/Right Balance of Audio

In Home Screen, (Settings) Accessibility

Drag "Audio balance" bar to adjust left/right balance

Setting Whether to Show Captions

In Home Screen, (Settings) Accessibility Caption preferences Use captions

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

Setting How Captions Shown

In Home Screen, (Settings) Accessibility Caption preferences Language / Text size / Caption style Tap item

・Available when Use captions is enabled.

Making Text Easier to See by Adding Outline, Etc.

In Home Screen, (Settings) Accessibility High contrast text

・Tap High contrast text to toggle on ( )/off ( ).

Digital Wellbeing & Parental Controls

Prevent excessive handset use by setting timers for each application or showing number of notifications received and frequency of screen unlocking, etc. Settable items are the following.

Item	Description
XXhXXm[1]	View total duration of handset use today.
Dashboard[1]	Check history of total duration of handset use. Also restrict usage of individual applications.
Wind Down[1]	Set whether to activate Do not disturb at a specified time.
Focus mode[1]	Pause applications that might be a distraction. Also specify day and time for individual applications.
Manage notifications[1]	Make application notification settings.
Do Not Disturb[1]	Make detailed Manner mode settings. See "Sound Settings" for details.
Show icon in the app list[1]	Set whether to show Digital Wellbeing as application in app list.
Set up parental controls	Set controls on usage as a parent/ guardian.

1 If hidden, Tap Show your data first.

Digital Wellbeing & Parental Controls Operations

Checking Handset Use Time, Frequency of Notifications, and Frequency of Screen Unlocking

In Home Screen, (Settings) Digital Wellbeing & parental controls Dashboard Screen time Screen time / Notifications received / Times opened

Checking Handset Use Time, Frequency of Notifications, and Number of Activations for Each Application

In Home Screen, (Settings) Digital Wellbeing & parental controls Dashboard Tap application name Screen time Screen time / Notifications received / Times opened

・Tap Daily / Hourly to check use time, frequency of notifications, and number of activations per day or per hour.

Setting Limit on Daily Use Time for Each Application

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Dashboard → Tap application name → App timer → Set hours/minutes → OK

・As set limits are then reached, icons for the applications turn gray and applications cannot be used until next day.

Removing Set Limit on Use

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Dashboard → Tap application name →

Setting Wind Down Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Wind Down → Use Wind Down

・Tap Use Wind Down to toggle on ( )/off ( ).
・If confirmation appears, follow onscreen prompts.
・Enabling Use Wind Down adds rule to Do not disturb. See "Sound Settings" for details on Do not disturb.

Setting Days to Activate Wind Down Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Wind Down → Tap days

・Available when Use Wind Down is enabled.

Setting Time to Activate Wind Down Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Wind Down → Start → Specify time → OK → End → Specify time → OK

・Available when Use Wind Down is enabled.

Setting Whether to Hide Screen Colors in Wind Down Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Wind Down → Grayscale

・Tap Grayscale to toggle on ( )/off ( ).
・Available when Use Wind Down is enabled.

Setting Whether to Activate Do Not Disturb in Wind Down Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Wind Down → Do Not Disturb

・Tap Do Not Disturb to toggle on ( )/off ( ).
・Available when Use Wind Down is enabled.

Enabling Focus Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Focus mode → Select applications → Turn on now

・To cancel the setting, Tap Turn off now .
・Tap Take a break and the end time to temporarily turn off Focus Mode.

Setting Days to Activate Focus Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Focus mode → Select applications → Set a schedule → Tap days → Set

Setting Time to Activate Focus Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Focus mode → Select application → Set a schedule → Start → Specify time → OK → End → Specify time → OK → Set

Deleting Schedule Set for Focus Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Focus mode → Tap for schedule

Managing Application Notifications

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Manage notifications → Follow onscreen prompts

Setting Whether to Show Digital Wellbeing as Application in App List

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Show icon in the app list

・Tap Show icon in the app list to toggle on ( ) to toggle on ( ).

Setting Parental Controls

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Set up parental controls → Follow onscreen prompts

Google

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

Item	Description
Account services	Make settings for recording walking and running activity, managing your weight, etc. with services such as Google Fit™ and Google Play Instant.
Ads	Make settings for your advertising ID.
Backup	Make backup settings.
Chromebook	Make Chromebook settings.
Data & messaging	Configure messages to be exchangeable between handsets using differing applications, and set a phone number to allow you to reset your Google account.
Device connections	Set whether to control directly from Notifications Window when playing media on TV or speaker with Chromecast on same Wi-Fi network, and make notification settings for a device near handset.
On-device sharing	Set whether to allow use of on-device data.
Parental controls	Set controls on usage as a parent/ guardian.
Security	Make security settings in case of handset loss.
Set up & restore	Make settings for work profile and nearby devices, and restore contacts from a backup.
Verification code autofill	Set whether to autofill verification code.

About Phone

Items that can be set/checked are the following.

Item	Description
Device name	Change handset name.
Phone number	Check phone number.
Emergency information	Edit emergency information.
Legal information	Check third-party licenses, Google terms of service, etc.
Authentication	Check information on Technical Conformance Certification or Checking VCCI Information.
Adjust sensitivity of sensor	Calibrate motion and electromagnetic sensors.
Carrier Setting	Set a cellular provider.
Brand	Check brand.
Battery status	Check depletion of Battery.
SIM status	Check SIM Card status.
Model & hardware	Check model name, serial number, etc.
IMEI	Check IMEI barcode.
Android version	Check the Android version.
IP address	Check the IP address.
Wi-Fi MAC address	Check the MAC address.
Bluetooth address	Check the Bluetooth® address.
Up time	Check handset operation time.
Build number	Check the build number.

About Phone Operations

Changing Handset Name

In Home Screen, (Settings) → About phone → Device name → Enter handset name → OK → OK

Your Phone Number, Checking Battery Level, and Other Handset Status

In Home Screen, (Settings) → About phone

- Next, Battery status to check battery depletion.
- Next, IMEI to check IMEI barcode.

Editing Emergency Information

Save your own medical information (name, address, blood type, allergies, etc.) to handset as emergency information.

In Home Screen, (Settings) → About phone → Emergency information → Add information → Set/enter each item

Adding Emergency Contact

In Home Screen, (Settings) → About phone → Emergency information → Add contact → Tap contact

Deleting Emergency Contacts

In Home Screen, (Settings) → About phone → Emergency information → ✕ for contact → REMOVE

Erasing All Emergency Information

In Home Screen, (Settings) → About phone → Emergency information → ⋮ → Clear all → CLEAR

Viewing Emergency Information

In lock screen, Flick up → Emergency → EMERGENCY INFORMATION twice

・Use if method for unlocking screen is setting other than None or Swipe. See "Setting Screen to Unlock by Tracing Pattern," "Requiring Lock No. (PIN) Entry for Unlocking Screen," and "Setting Screen to Unlock with Password" for details on setting a method for unlocking screen.

Checking Legal Information

In Home Screen, (Settings) → About phone → Legal information → Follow onscreen prompts

Checking Technical Conformance Certification

Handset conforms to technical standards under the Radio Law and Telecommunications Business Law.

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

Checking VCCI Information

Handset conforms to technical standards under the VCCI regulations, and is indicated by the conformance mark on handset electronic nameplate.

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

Adjusting Motion Sensor/Magnetic Sensor

In Home Screen, (Settings) → About phone → Adjust sensitivity of sensor → OK → Follow onscreen prompts (until completion tone sounds) → OK

Setting Carrier

In Home Screen, (Settings) → About phone → Carrier Setting → Yes → Follow onscreen prompts

Troubleshooting

Check FAQ on Sharp Website and do a self-check.

Item	Description
FAQ	Check FAQ on Sharp Website.
Search for settings	Search for items in settings menu.
Proficient use guide	Activate (SHSHOW) to view information on getting the most out of your AQUOS smartphone/tablet.
Self check	Perform a self-check.

Troubleshooting Operations

Checking FAQ on Sharp Website

In Home Screen, (Settings) Troubleshooting FAQ

Searching for Items in Settings Menu

In Home Screen, (Settings) Troubleshooting Search for settings Enter search text

Search results appear.

Activating (SHSHOW) to View Information on Getting the Most Out of Your AQUOS Smartphone/Tablet

In Home Screen, (Settings) Troubleshooting Proficient use guide

Performing Self-Check

In Home Screen, (Settings) Troubleshooting Self check DIAGNOSE CHOOSE FROM THE SYMPTOMS. / CHOOSE THE PLACE THAT YOU WANT TO DIAGNOSE. Follow onscreen prompts

Diagnosis results appear.

・Tap diagnosis result for detailed result screen.

・Use Power Key for self-check (Long Press) Think if it might be a malfunction? CHOOSE FROM THE SYMPTOMS. / CHOOSE THE PLACE THAT YOU WANT TO DIAGNOSE.

Checking Memory Usage

In Home Screen, (Settings) Troubleshooting Self check Memory(RAM) usage

Restarting Handset in Safe Mode

In Home Screen, (Settings) Troubleshooting Self check Reboot with safe mode OK

・Handset restarts in a state near to its state at time of purchase.

Exiting Safe Mode and Restarting Handset

In Home Screen, (Settings) Troubleshooting Self check Reboot to cancel safe mode OK

Viewing Advice Related to Temperature Rise in Handset

In Home Screen, (Settings) Troubleshooting Self check Temperature advice

Follow onscreen prompts

Viewing Self Check Diagnostic History

In Home Screen, (Settings) Troubleshooting Self check Tap the diagnostic history to view

Follow onscreen prompts

Global Services

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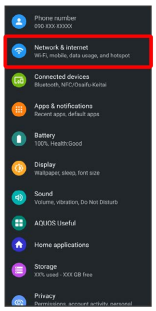
Global Roaming

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

Setting a Cellular Provider

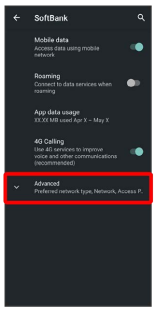
1

In Home Screen, (Settings) Network & internet



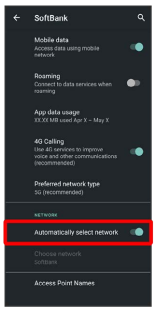
2

Mobile network Advanced



3

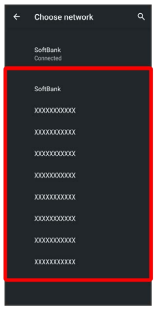
Automatically select network



Handset searches for all available networks.

4

Tap provider



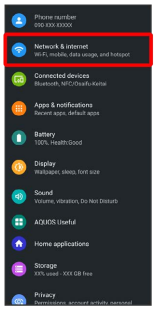
Cellular provider is set.

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

Changing Roaming Setting

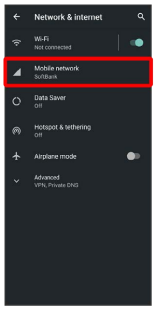
1

In Home Screen, (Settings) Network & internet



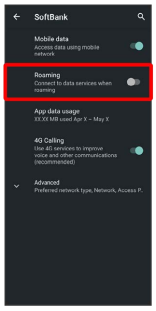
2

Mobile network



3

Roaming ( )



Roaming is enabled.

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

Calling from Outside Japan

See SoftBank Website to learn about roaming areas/rates, etc.
http://mb.softbank.jp/en/global_services/
Print out roaming area/rate information to carry while traveling abroad as needed.

Setting Whether to Use Abroad Assistant

While outside Japan, use Abroad assistant to select how to place calls.

In Home Screen, (Phone) Settings Calls SoftBank call settings Int'l call settings Abroad assistant

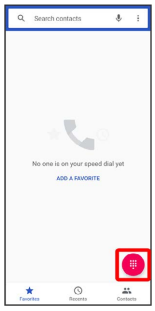
・Tap Abroad assistant to toggle on ( )/off ( ).

Calling Japan

1

In Home Screen, (Phone)

2



Dialpad window opens.

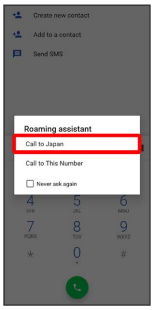
3

Use onscreen dialpad to enter number

・Do not add + before the number.

4

Call to Japan



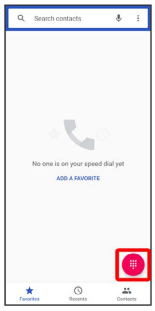
Handset dials number. Call begins when other party answers.

Calling Landlines & Mobiles within Current Country

1

In Home Screen, (Phone)

2



Dialpad window opens.

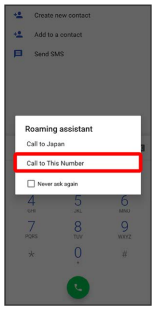
3

Use onscreen dialpad to enter number

・Do not add + before the number.

4

Call to This Number



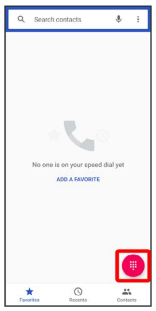
Handset dials number. Call begins when other party answers.

Calling Countries aside from Japan

1

In Home Screen, (Phone)

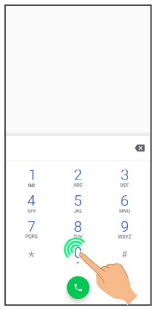
2



Dialpad window opens.

3

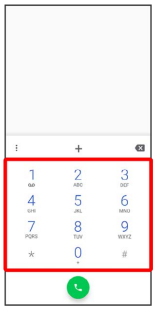
Touch & Hold 0



"+" appears.

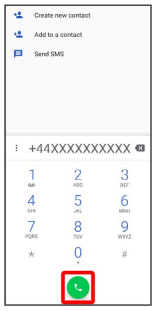
4

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



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

5



Handset dials number. Call begins when other party answers.

For Assistance

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Handset Powers Off

While Using Certain Applications

The application may be the cause.
Update the application if not the latest version.
If problem persists, delete the application, and check if same problem occurs again.
See "Updating Installed Applications" for details on updating applications.
See "Uninstalling Applications" for details on deleting applications.

After Installing a New Application

The new application may be the cause.
Delete the application in Safe mode.
See "セーフモードで起動する (http://help.mb.softbank.jp/aquos-r5g/02-05-05.html)" (Japanese) for details on activating Safe mode.
See "Uninstalling Applications" for details on deleting applications.

Handset Interior Is Hot

Continuing to use handset while warm may cause handset to power off as a safety precaution.
Let handset cool before powering on handset.

Handset Does Not Power On

Handset Interior Is Hot

Did handset remain powered on after continuing to use handset while handset was warm? Let handset cool before powering on handset.

No Battery Charge

Was handset charged? Charge handset.

Other

Are you Long Pressing Power Key? Continue Pressing Power Key until logo appears.

Cannot Charge / Charging Stops / Charging Is Slow

Charging Does Not Start

Check the following if charging does not start.

- Is the USB Type-C plug on AC Adaptor firmly connected to handset? Unplug and plug in again firmly.
- Is the plug on AC Adaptor firmly connected to an outlet? Unplug and plug in again firmly.
- Are you using an unspecified AC Adaptor or other product? Always use specified products. In addition to being unable to charge, using an unspecified product may deteriorate Internal Battery.
- Is Charging/Notification Lamp blinking? If Charging/Notification Lamp is blinking, handset is not charged. Charge using a specified product.
  If handset still does not charge, contact Customer Service or a SoftBank Shop.
- Is the USB Type-C plug on AC Adaptor soiled? Clean terminals with a clean, dry cotton swab, etc. and charge again.

Charging Stops

Charging stops automatically if handset becomes warm. Let handset cool and start charging handset again.

Charging Time Long Depending on AC Adaptor

Charging may be slower when using AC Adaptor other than for rapid charging.
For information on AC Adaptor for rapid charging specified by SoftBank, see SoftBank Website.

Battery Runs Out Quickly

Battery Runs Out Quickly Even With No Operation

Some applications may use data communication even if not being operated.
Changing the setting may remedy this. Refer to "Restrict Background Mobile Data."

Battery Runs Out Quickly in Certain Location

Are you where signal is weak or have been out of service area for a long period? Calling where signal is weak or being out of service area uses a lot of Battery.

Setting Handset to Save Battery Power

Frequently illuminating Mobile Light, frequently using functions that emit sound or communicate with external devices, using a bright display, or setting a long Display-on time shorten the time that handset can be used. Use Battery Saver to avoid wasting battery. See "Using Battery Saver" for details.

Display Turns Off Suddenly

While Using Certain Applications

The application may be the cause.
Update the application if not the latest version.
If problem persists, delete the application, and check if same problem occurs again.
See "Updating Installed Applications" for details on updating applications.
See "Uninstalling Applications" for details on deleting applications.

After Installing a New Application

The new application may be the cause.
Delete the application in Safe mode.
See "セーフモードで起動する (http://help.mb.softbank.jp/aquos-r5g/02-05-05.html)" (Japanese) for details on activating Safe mode.
See "Uninstalling Applications" for details on deleting applications.

Screen Freezes / Operation Is Unstable

While Using Certain Applications

The application may be the cause.
Update the application if not the latest version.
If problem persists, delete the application, and check if same problem occurs again.
See "Updating Installed Applications" for details on updating applications.
See "Uninstalling Applications" for details on deleting applications.

After Installing a New Application

The new application may be the cause.
Delete the application in Safe mode.
See "セーフモードで起動する (http://help.mb.softbank.jp/aquos-r5g/02-05-05.html)" (Japanese) for details on activating Safe mode.
See "Uninstalling Applications" for details on deleting applications.

Handset Operates on Own Without Touching Display / No Response to Touch Operation

Press Power Key to turn off Display, Press Power Key again to turn on Display, and then operate handset.

SIM Card Not Recognized

SIM Card Not Recognized

Check the following if handset does not recognize SIM Card.

・Is SIM Card inserted correctly? Is SIM Card inserted in the correct location and in the correct orientation? Power off handset, check that SIM Card is inserted correctly, and then power on handset again. If problem persists, SIM Card may be damaged.
・Is the IC (metal) portion of SIM Card smudged (fingerprints, etc.)? Remove SIM Card, wipe soiling with a clean, dry cloth, and insert correctly.
・Is a different SIM Card inserted? An unusable SIM Card may be inserted. Check that it is the correct SIM Card.

Cannot Use SD Card

While Using Certain Applications

The application may be the cause.
Update the application if not the latest version.
If problem persists, delete the application, and check if same problem occurs again.
See "Updating Installed Applications" for details on updating applications.
See "Uninstalling Applications" for details on deleting applications.

After Installing a New Application

The new application may be the cause.
Delete the application in Safe mode.
See "セーフモードで起動する (http://help.mb.softbank.jp/aquos-r5g/02-05-05.html)" (Japanese) for details on activating Safe mode.
See "Uninstalling Applications" for details on deleting applications.

Cannot Send/Receive Mail

Airplane Mode Set

Is handset in Airplane mode? appears in Status Bar when in Airplane mode. To cancel Airplane mode:
Drag Status Bar down

No "5G" Indication on Signal Level Indicator

Is Mobile data disabled? To check that Mobile data is enabled:
In Home Screen, (Settings) Network & internet Mobile network Mobile data ( )

Cannot Send with Attachment

The maximum size of files that can be attached to +Message is 100 MB.
To share large files, use Google Drive, etc.

Cannot Receive Mail from Certain Sender

Spam filter settings may be blocking delivery.
Check spam filter settings.

Disabled Access Point Is Set

Is a disabled access point set? To reset to initial settings:
In Home Screen, (Settings) Network & internet Mobile network Advanced Access Point Names Reset to default

In Location Where Signal Is Weak or Have Been Out of Service Area for a Long Period

Check whether you are where signal is weak or out of service area.
If problem persists, power handset off and then on again.

Cannot Connect to Internet

Airplane Mode Set

Is handset in Airplane mode? appears in Status Bar when in Airplane mode. To cancel Airplane mode:
Drag Status Bar down

No "5G" Indication on Signal Level Indicator

Is Mobile data disabled? To check that Mobile data is enabled:
In Home Screen, (Settings) Network & internet Mobile network Mobile data ( )

Cannot Connect while Using Browser

The browser may have become temporarily unstable.
Clearing the browser cache may remedy this.
See "閲覧履歴を削除する (http://help.mb.softbank.jp/aquos-r5g/04-05-01-04.html)" (Japanese) for details on clearing the browser cache.

Cannot Connect to Internet Only When Connected by Wi-Fi

There may be a problem with the Wi-Fi connection.
Check whether connection to the Internet is possible with the Wi-Fi connection disabled.
See "Deleting Saved Access Points" for details on disabling the Wi-Fi connection.

Disabled Access Point Is Set

Is a disabled access point set? To reset to initial settings:
In Home Screen, (Settings) Network & internet Mobile network Advanced Access Point Names Reset to default

In Location Where Signal Is Weak or Have Been Out of Service Area for a Long Period

Check whether you are where signal is weak or out of service area.
If problem persists, power handset off and then on again.

Cannot Talk on Phone / Cannot Hear Other Party

Cannot Make or Receive Calls

Is handset in Airplane mode? appears in Status Bar when in Airplane mode. To cancel Airplane mode:
Drag Status Bar down
Is handset where signals reach? Change locations while checking the signal indication and call again.

Cannot Receive Calls

If Call Forwarding or Voicemail is set, calls may be forwarded or sent to Voicemail before being answered.
See "Call Forwarding" and "Voicemail" for details.

Cannot Make Calls

Did you dial all digits for the number? Dial all digits for numbers starting with a "0" area code, etc.

Cannot Hear Other Party

Is the call volume low? Press Volume Up Key during call to increase volume.

In Location Where Signal Is Weak or Have Been Out of Service Area for a Long Period

Check whether you are where signal is weak or out of service area.
If problem persists, power handset off and then on again.

Cannot Use Applications

Cannot Install New Application

Is there only a little free space in internal storage? To check free space:
In Home Screen, (Settings) Storage
Applications not supported by handset cannot be installed.

Cannot Activate Applications

Did you set access privileges when first activating the application? Applications cannot be activated if access is not permitted. To change settings:
In Home Screen, (Settings) Apps & notifications See ALL XX APPS Tap application name Permissions Tap function Allow

- Allow all the time or Allow only while using the app appear for some functions.

Warranty/Specifications/ Customer Service

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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 free repair. See SoftBank Website for terms of free repair. https://cdn.softbank.jp/mobile/set/common/pdf/legal/spguide/common/warranty.pdf (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 or trouble of product.

Malfunction/Repairs

Information/settings on handset may be lost/changed due to malfunction or repairs. It is recommended that you keep a separate copy of contacts and other important information. SoftBank Corp. is not responsible for loss/change of data (contacts, images, sound, etc.) or settings due to damage or repairs.

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 free 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

Some information may differ due to specification changes.

Handset

Handset specifications are as follows.

・Times in the table vary with location, status, settings, etc.
・Display employs precision technology; however, some pixels may remain on/off.

Item	Description
Dimensions (W x H x D)	Approx. 75 mm x 162 mm x 8.9 mm (without protruding parts)
Weight	Approx. 189 g
Maximum Output	0.4W (4G) 0.2W (4G LTE) 0.2W (5G (n77))
Internal Battery Capacity	3,730 mAh
Continuous Talk Time[1]	4G LTE:Approx. 1,820 minutes 5G:Approx. 1,820 minutes
Continuous Standby Time[2]	4G:Approx. 450 hours 4G LTE:Approx. 450 hours 5G:Approx. 450 hours
TV Continuous Viewing Time[3]	Full Seg:Approx. 13 hours One Seg:Approx. 16 hours
Charging Time[4]	AC Adaptor (USB Type-C™ quick charge AC Adaptor for USB PD [ZSDBAS] (SB-AC20-TCPD): Approx. 170 minutes

1 Average measured with handset fully charged, in strong signal conditions at rest.
2 Average measured with handset fully charged, without calls or operations, in strong signal conditions at rest, and with data communication and Urgent News disabled. May vary with battery strength, ambient temperature, settings, etc.
3 Measured with handset fully charged, handset turned on side, "Adaptive brightness" for Display set to off and brightness set to 50%, using a commercially available stereo earphone-microphone, volume at maximum, to about 10% battery charge.
4 Measured when charging with handset powered off.

SIM Removal Tool

Item	Description
Length	Approx. 23 mm
Weight	Approx. 0.5 g

TV Antenna Cable

Item	Description
Cable Length	Approx. 136 mm (including plug and jack)
Weight	Approx. 5 g
4-Pole Mini-Plug	Round type, diameter 3.5 mm, 4-pole

Materials (Handset)

Parts	Materials Used/Surface Finish
Display Surface (Glass Part)	Tempered glass/AF coating
Display Periphery	PC resin/coating, hard coating
Back Surface	Acrylic resin + PC resin/hard coating
Outer Casing (Metal Part), Power Key, Volume Key (Up/Down), Camera Ornament, Card Tray (Exterior)	Aluminum/anodizing
Outer Casing (Resin Part), Earphones-Microphone Jack periphery (Inner Side), External Connection Jack Periphery (Inner Side)	PBT resin (containing glass)
Fingerprint Sensor	Epoxy resin/hard coating
Fingerprint Sensor Ornament	Stainless steel/PVD coating
Camera Panel	Tempered glass/AF coating, AR coating
Mobile Light, Charging/ Notification Lamp	PC resin
Card Tray	POM resin
Card Tray Gasket	Silicone rubber
IMEI Plate	PET resin/PET resin laminating
IMEI Label (IMEI Plate Part/Back Part)	PET resin/printing
Base Label (Back Part)	PET resin

Materials (SIM Removal Tool)

Parts	Materials Used/Surface Finish
SIM Removal Tool	Stainless steel

Materials (TV Antenna Cable)

Parts	Materials Used/Surface Finish
Earphones-Microphone Jack (Resin Part)	Elastomer resin
Earphones-Microphone Jack (Metal Part)	Nickel base, brass/gold plating
Cord	Elastomer resin
Plug (Resin Part)	Elastomer resin, PP resin, POM resin
Plug (Metal Part)	Nickel base, brass/gold plating

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/IP phone, dial toll free at 0800-919-0157
・Business hours : 9:00am - 8:00pm (Chat/Call)

Smartphone Technical Support Center

・From a SoftBank handset, dial toll free at 151
・From a landline/IP phone, dial toll free at 0800-1700-151
・Business hours : Weekdays 9:00am - 7:00pm / Sat., Sun. and holidays 9:00am - 5:00pm

Safety Precautions

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Safety Precautions

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

Safety Precautions

These labels show degree of risk from improper use.

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

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

These symbols signify prohibited/compulsory actions.

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

Handset, SIM Card, SIM Removal Tool, TV Antenna Cable, AC Adaptor (Sold Separately) (Common)

⚠ DANGER

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

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

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

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

Do not subject to or place directly on sand, soil, or mud. Do not touch with dirty hands.

May cause fire, burns, injury, electric shock, etc.
For details on water and dust resistance, see "Water & Dust Resistance."

Do not charge handset while it is wet with water or other liquids (drinking water, sweat, sea water, pet urine, etc.).

Do not charge handset where exposed to water (bathroom, etc.).

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

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

Internal Battery breakage may cause fire, burns, injury, etc.
* Examples of where to be careful
・Sitting or squatting with handset in your pants or skirt pocket
・Handset becoming caught in a sliding door or vehicle door when in a jacket pocket
・Stepping on handset when it is on something soft such as a sofa, bed, or futon or on the floor
・Handset becoming caught in a seat on a train or bus

Do not disassemble or modify.

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

Do not try to remove Internal Battery from handset.

May cause fire, burns, injury, etc.

Do not try to remove handset back cover.

May cause fire, burns, injury, etc.

Do not wet with water or other liquids (drinking water, sweat, sea water, pet urine, etc.).

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

Do not let water or other liquids (drinking water, sweat, sea water, pet urine, etc.) enter charging terminals or External Connection Jack.

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

Use optional accessories specified by SoftBank Corp.

Using unspecified accessories may cause fire, burns, injury, electric shock, etc.

⚠ WARNING

Do not drop, stomp, throw or subject to excessive force or strong impact/vibration.

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

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

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

Do not cover/wrap with a blanket, etc. while using or charging.

May cause fire, burns, etc.

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

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

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

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

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

Do not charge handset in facilities such as gas stations.
Take care not to drop handset in facilities such as gas stations and in particular do not use while refueling.
May ignite flammable gases, etc. and cause explosion, fire, etc.

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

・Unplug from the outlet.
・Power off handset.
Failure to follow the above steps may cause fire, burns, injury, electric shock, etc.

⚠ CAUTION

Do not use if broken.

May cause fire, burns, injury, etc.

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

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

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

May cause fire, burns, electric shock, etc.
For details on water and dust resistance, see "Water & Dust Resistance."

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

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

Do not leave within the reach of small children.

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

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

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

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

Handset

⚠ DANGER

Do not throw into a fire or apply heat.

May cause fire, burns, injury, etc.

Do not pierce with a sharp object (nail, etc.), hit with a hard object (hammer, etc.), step on, or otherwise subject to excessive force.

May cause fire, burns, injury, etc.

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

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

⚠ WARNING

Prohibited

Do not shine Mobile Light close to eyes. Maintain a safe distance, especially from small children.

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

Prohibited

Do not point Mobile Light at drivers when it is turned on.

May hinder driving performance, leading to an accident.

Prohibited

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

May cause spasms, loss of consciousness, etc.

Prohibited

Do not let water or other liquids (drinking water, sweat, sea water, pet urine, etc.) or a foreign object (metal strip, flammable material, etc.) enter SIM/SD Card Slot.

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

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

Prohibited

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

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

Prohibited

Do not look into Proximity Sensor or ToF Camera.

May temporarily affect eyesight, leading to accidents.

Compulsory

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

Handset use on airplanes is restricted; follow the instructions given by the respective airlines.
Radio waves may adversely affect an airplane's electronic devices.
If you engage in a prohibited activity while using handset on an airplane, you may be punished by law.

Compulsory

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

Power off handset where handset use is prohibited.
Radio waves may adversely affect an airplane's electronic devices or electronic medical devices.

Compulsory

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

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

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

Compulsory

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

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

Compulsory

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

Radio waves may adversely affect electronic medical devices, etc.

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

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

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

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

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

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

Do not let your pet bite handset.

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

⚠ CAUTION

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

Failure to do so may cause injury or other accident.

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

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

Do not dispose of handset with regular trash.

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

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

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

When removing SIM Card, do not scratch your fingers or other part of yourself with point of SIM Removal Tool.

May harm sight, skin, etc.
Contact with point of SIM Removal Tool may cause injury, etc.

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

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

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

Handset use may cause itchiness, skin irritation, rashes, etc. depending on your physical condition.
For details on materials used for handset parts, see "Materials (Handset)."

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

Metal strip on handset may cause injury, etc.

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

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

AC Adaptor (Optional Accessory)

⚠WARNING

Do not use AC Adaptor if the cord is damaged.

May cause fire, burns, electric shock, etc.

Do not touch AC Adaptor if thunder is audible.

May cause electric shock, etc.

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

May cause fire, burns, electric shock, etc.

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

May cause fire, burns, electric shock, etc.

When plugging/unplugging AC Adaptor, keep metal objects (metal straps, etc.) away.

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

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

May cause ignition, overheating, electric shock, etc.

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

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

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

May cause fire, burns, electric shock, etc.

Use at the specified power supply voltage.

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

Use at other power supply voltages may cause fire, burns, electric shock, etc.
AC Adaptor:AC 100 V (connect to a household AC outlet only)
AC Adaptor designed for overseas use:AC 100 V - 240 V (connect to a household AC outlet only)

Wipe off any dust on the power plug.

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

Plug AC Adaptor into the outlet firmly.

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

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

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

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

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

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

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

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

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

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

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

Before cleaning, unplug AC Adaptor from the outlet.

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

⚠ CAUTION

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

May cause burns, etc.

SIM Card

⚠ CAUTION

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

Cut edges may be sharp and cause injury.

SIM Removal Tool

⚠WARNING

Tip of SIM Removal Tool is pointed. Do not use pointed at yourself or others.

Doing so may allow it to strike yourself or others, causing injuries or loss of sight.

TV Antenna Cable

⚠WARNING

Do not touch TV Antenna Cable if thunder is audible.

May cause electric shock, etc.

Do not place a heavy object on top of TV Antenna Cable; do not apply excessive force by pulling, etc.

May cause fire, burns, electric shock, etc.

When connecting/disconnecting TV Antenna Cable to/from handset, keep metal objects (e.g., metal straps) away.

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

Do not touch TV Antenna Cable with wet hands.

May cause fire, burns, electric shock, etc.

TV Antenna Cable is not water or dust proof.

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

May cause fire, burns, electric shock, etc.

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

・Remove TV Antenna Cable from handset.

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

Compulsory

When disconnecting TV Antenna Cable from handset, grasp plug and pull, without forcefully pulling cord.

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

Handset Use & Electronic Medical Devices

⚠ WARNING

Compulsory

If you are using an electronic medical device (implanted pacemaker, implanted defibrillator, etc.), carry or use handset at least 15 cm away from where the device is.

Radio waves may adversely affect operation of electronic medical devices.

Compulsory

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

Radio waves may adversely affect operation of electronic medical devices.

Compulsory

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

There may be persons with an electronic medical device (implanted pacemaker, implanted defibrillator, etc.) nearby. Radio waves may adversely affect operation of electronic medical devices.

Compulsory

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

Radio waves may adversely affect operation of electronic medical devices.

Important Product Information

General Use

- If your SIM Card or handset (with SIM Card inserted) is lost or stolen, suspend your service immediately. For details, contact Customer Service.
- Handset transmissions may be disrupted inside buildings, tunnels or underground, or when moving into/out of such places; may affect calls.
- Use handset without disturbing others.
- Handsets are radios as stipulated by the Radio Law. Under the Radio Law, handsets must be submitted for inspection upon request.
- Handset use near landlines, TVs or radios may cause interference.
- Beware of eavesdropping.
  Because this service is completely digital, the possibility of signal interception is greatly reduced. However, some transmissions may be overheard.
  ・Eavesdropping
  Deliberate/accidental interception of communications constitutes eavesdropping.
- Beware of harmful/malicious websites. Take added care when posting personal information.
- Display uses liquid crystal.
  When wearing polarized sunglasses and depending on the angle, the screen may appear dark or distorted.
- An export license may be required to carry handset into other countries if it is to be used by or transferred to another person. However, no such license is required when taking handset abroad for personal use on a vacation or business trip and then bringing it back.
  Export control regulations in the United States provide that an export license granted by the US government is required to carry handset into Cuba, Iran, North Korea, Sudan or Syria.
- Many different kinds of applications can be installed on handset from Google Play (provided by Google LLC). SoftBank Corp. is not responsible in any way for user-installed applications (quality, reliability, legality, fitness for a purpose, credibility, accuracy, etc.) or resulting malfunctions (viruses, etc.).

Heat from Handset Use

- Depending on how or where used, interior of handset may become hot. Handset may then power off as a safety precaution.
  Let handset cool before powering on handset.
- Continuing to use Camera while handset is warm causes warning to appear, after which Camera saves captured image data and exits.

Camera

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

TV

・Handset transmissions may be disrupted inside buildings, tunnels or underground, or when moving into/out of such places; may affect TV viewing.
・As handset transmissions differ according to where used, TV viewing may not be possible in some areas. View in a location with good handset transmission.

Urgent News (Application)

・When Urgent News is received, handset notifies user via message, alert, and by vibrating.
 ・Urgent News is enabled by default (can also be disabled).
 ・Alert sounds at maximum volume by default, even when Manner mode is set (can also be muted).
 ・Vibration is enabled by default regardless of Manner mode setting (can also be disabled).
 ・See "緊急速報メールを利用する (http://help.mb.softbank.jp/aquos-r5g/05-08-02.html)" (Japanese) for details on Urgent News settings.
・Alerts are not received during calls/transmissions or in poor signal conditions.
(Alerts can be received during voice calls over VoLTE.)
・Depending on usage/situation, handset may receive alerts for other areas or no alerts.
・Standby Time may decrease when Urgent News is enabled.
・SoftBank Corp. cannot be held liable for any damages associated with this service, including accidents resulting from received information, reception timing or reception failure.

Technical Regulations Conformity Certification

Handset conforms to technical regulations pursuant to the Radio Law and the Telecommunications Business Law. To check technical regulations conformity certification information (e.g.,):
In Home Screen, (Settings) About phone Authentication

Voluntary Control of Radio Interference

Handset conforms to technical regulations pursuant to the Rules for Voluntary Control Measures of VCCI; the corresponding conformity mark is shown on electronic rating plate on handset. To check the electronic rating plate:
In Home Screen, (Settings) About phone Authentication

Handset & Hardware Care

Handset & Hardware Care

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

Display (Touchscreen)

Handset Display is Touchscreen.
If Display is wet, wipe it with a soft cloth.

・Touchscreen may not respond in these situations:
  ・Use with gloves/long fingernails[1]
  ・Use of pens, pencils or sharp objects
  ・Use with objects on/against Display
  ・Use while wet
・To prevent malfunctions, do not:
  ・Touch Display with wet fingers
  ・Use if Display is wet
  ・Subject Display to force/pressure
  ・Place a sticker or shield (commercially-available protective film, privacy protector shield, etc.) on Display
・In the following cases, Press Power Key to turn off Display, Press Power Key again to turn on Display and then operate handset.
  ・Handset operates automatically without touch input
  ・Handset does not respond to touch input

1 When using handset with gloves on, enable glove mode. To set:
In Home Screen, (Settings) Display Advanced glove mode ( )

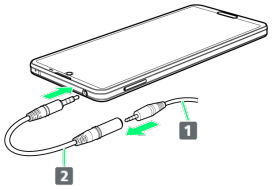
SIM Removal Tool

・Do not insert SIM Removal Tool in hole other than removal hole in 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 for any purpose other than described in this guide.
May cause malfunction or damage.
・Do not use SIM Removal Tool in other mobile terminals.
May cause malfunction or damage to mobile terminal.

TV Antenna Cable

To view TV, connect TV Antenna Cable to Earphones-Microphone Jack.

・To use earphones while using TV Antenna Cable, connect stereo earphones with mic (commercially available) (1) to earphones-microphone jack on TV Antenna Cable (2).
・Insert plug firmly. If plug is not inserted all the way, broadcasts may not be received or audio may not be heard.
・As connection may be poor if Jack is dirty, clean with a dry cotton swab, etc. Avoid damaging Jack when cleaning.
・Do not deform TV Antenna Cable plug or Earphones-Microphone Jack. Deforming may cause malfunction.
・Bringing earphone cord, etc. close to handset may result in noise.



Earphones-Microphone

Some earphones-microphones may not work properly.

・Do not subject Earphones-Microphone Jack to strong impact while using earphones-microphone; may affect water and dust resistance.

Self Check

If handset is unstable, diagnose the cause as follows.
In Home Screen, (Settings) Troubleshooting Self check Follow onscreen prompts

Forcing Power Off

If handset has stopped processing or won't respond to operation, power off forcibly as follows.
Power Key (Long Press for at least 8 seconds)

・Display goes out and handset powers off.

Bluetooth® Function

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

■Precautions
The frequency band utilized by handset Bluetooth® function is shared with industrial, scientific or medical equipment, including household microwave ovens, and used by radio stations, amateur radio stations, etc. (hereafter "other radio stations").
1. Before using Bluetooth®, visually check that no other radio stations sharing the same frequency band are in use nearby.
2. Should interference occur between handset and other radio stations, move it to a different location or cancel Bluetooth® function immediately.
3. For additional information and support, contact Customer Service.

・Frequency Band
This radio station utilizes 2.4 GHz band.
FH:FH-SS modulation, with a maximum interference range of about 80 m.
XX:Other modulation, with a maximum interference range of about 80 m.
It is not possible for the radio station to avoid using the frequency band of a mobile unit identification apparatus.

Wi-Fi (Wireless LAN)

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

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

■Precautions
The frequency band utilized by handset Wi-Fi is shared with industrial, scientific or medical equipment, including household microwave ovens, and used by radio stations, amateur radio stations, etc. (hereafter "other radio stations").
1. Before using Wi-Fi, visually check that no other radio stations sharing the same frequency band are in use nearby.
2. Should interference occur between handset and other radio stations, move it to a different location or disable Wi-Fi immediately.
3. For additional information and support, contact Customer Service.

・Frequency Band
This radio station utilizes 2.4 GHz and 5 GHz bands.
・2.4 GHz band
DSSS-OFDM modulation, with a maximum interference range of 40 m.

Handset supports Wi-Fi channels 1 - 13. Handset does not connect to access points set to other channels.
・Channels in 5 GHz band
Three bands are available within 5 GHz frequency band:5.2 GHz, 5.3 GHz, and 5.6 GHz (W52, W53, and W56).

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

Use of 5.2 GHz or 5.3 GHz band (W52/W53) for outdoor communication is prohibited by the Radio Law (excluding communication with the base stations or land mobile relay stations of high-output data communications systems operating in the 5.2 GHz band).

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

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

General Notes

"908SH" here refers to this mobile phone "AQUOS R5G."

Portrait Rights

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

Copyrights

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

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

Open Source Software

- Handset contains software based on GNU General Public License (GPL), GNU Lesser General Public License (LGPL), and other licenses.
  To check details of relevant software licenses:
  In Home Screen, (Settings) About phone Legal information Third-party licenses
- The source code of software based on GPL, LGPL, and Mozilla Public License (MPL) is provided on the following website free of charge.
  http://k-tai.sharp.co.jp/support/developers/oss/ (Japanese)

Regulatory Information

In some countries/regions including Europe*1, there are restrictions on the use of 5GHz WLAN that may limit the use to indoors only.
Please check the local laws and regulations beforehand.

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

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

Hereby, SHARP CORPORATION declares that the radio equipment type 908SH is in compliance with Directive 2014/53/EU.
The full text of the EU declaration of conformity is available at the following internet address:
https://jp.sharp/k-tai/

Manufacturer's Address:
SHARP CORPORATION,
1 Takumi-cho, Sakai-ku, Sakai-shi,
Osaka 590-8522, Japan

Description of Accessories

Item	Description
Headset, Handsfree	φ3.5 audio jack, Bluetooth
USB cable	For charging, peripherals, etc.
microSD Card	microSD/microSDHC/microSDXC
SIM card	SoftBank SIM card/non-SoftBank SIM cards Non-SoftBank SIM cards can be used after SIM-unlocking the handset.

Frequency Range of Supported Bands in EU

Item	Description
GSM 900	Tx 880.2 to 914.8 MHz Rx 925.2 to 959.8 MHz
DCS 1800	Tx 1710.2 to 1784.8 MHz Rx 1805.2 to 1879.8 MHz
WCDMA FDD I	Tx 1922.4 to 1977.6 MHz Rx 2112.4 to 2167.6 MHz
WCDMA FDD VIII	Tx 882.4 to 912.6 MHz Rx 927.4 to 957.6 MHz
LTE Band 1	Tx 1922.5 to 1977.5 MHz Rx 2112.5 to 2167.5 MHz
LTE Band 3	Tx 1710.7 to 1784.3 MHz Rx 1805.7 to 1879.3 MHz
LTE Band 7	Tx 2502.5 to 2567.5 MHz Rx 2622.5 to 2687.5 MHz
LTE Band 8	Tx 880.7 to 914.3 MHz Rx 925.7 to 959.3 MHz
LTE Band 20	Tx 834.5 to 859.5 MHz Rx 793.5 to 818.5 MHz
LTE Band 28	Tx 704.5 to 746.5 MHz Rx 759.5 to 801.5 MHz
LTE Band 38	Tx 2572.5 to 2617.5 MHz Rx 2572.5 to 2617.5 MHz
LTE Band 40	Tx/Rx 2302.5 to 2397.5 MHz
Bluetooth	Tx 2402 to 2480 MHz Rx 2402 to 2480 MHz
WLAN 2.4 GHz	Tx/Rx 2412 to 2472 MHz (BW:20MHz) Tx/Rx 2422 to 2462 MHz (BW:40MHz)
WLAN 5 GHz	W52 (U-NII 1): Tx/Rx 5180 to 5240 MHz (BW:20 MHz) Tx/Rx 5190 to 5230 MHz (BW:40 MHz) Tx/Rx 5210 MHz (BW:80 MHz) W53 (U-NII 2A): Tx/Rx 5260 to 5320 MHz (BW:20 MHz) Tx/Rx 5270 to 5310 MHz (BW:40 MHz) Tx/Rx 5290 MHz (BW:80 MHz) W56 (U-NII 2C): Tx/Rx 5500 to 5700 MHz (BW:20 MHz) Tx/Rx 5510 to 5670 MHz (BW:40 MHz) Tx/Rx 5530 to 5610 MHz (BW:80 MHz)
NFC	Tx/Rx 13.56 MHz
GNSS	GPS:Rx L1 (1575.42 MHz)/L5 (1176.45 MHz) GLONASS:Rx G1 (1598.0625 to 1605.375 MHz) Galileo:Rx E1 (1575.42 MHz)/E5a (1176.45 MHz) BeiDou:Rx B1 (1561.098 MHz)

Maximum Transmit Power

Item	Description
GSM 900	+33 dBm (Power Class 4)
DCS 1800	+30 dBm (Power Class 1)
WCDMA FDD I	+24 dBm (Power Class 3)
WCDMA FDD VIII	+24 dBm (Power Class 3)
LTE Band 1	+23 dBm (Power Class 3)
LTE Band 3	+23 dBm (Power Class 3)
LTE Band 7	+23 dBm (Power Class 3)
LTE Band 8	+23 dBm (Power Class 3)
LTE Band 20	+23 dBm (Power Class 3)
LTE Band 28	+23 dBm (Power Class 3)
LTE Band 38	+23 dBm (Power Class 3)
LTE Band 40	+23 dBm (Power Class 3)
Bluetooth	+12.5 dBm (Power Class 1)
WLAN 2.4 GHz	+15.0 dBm (ANT0 + ANT1)
WLAN 5 GHz	+15.0 dBm (ANT0 + ANT1)
NFC	0 dBμA/m at 10m

Battery Cautions

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

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

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

Volume Level Caution

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

■Headphone Signal Level
The maximum output voltage for Music Player function, measured in accordance with EN 50332-2, is 120.0 mV.

FCC Notice

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

■FCC Information to User
This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules.
These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.
However, there is no guarantee that interference will not occur in a particular installation; if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
1. Reorient/relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

Radio Wave Exposure and Specific Absorption Rate (SAR) Information

【908SH】 here refers to this mobile phone 【AQUOS R5G】.

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

This mobile phone 【908SH】 is compliant with the Japanese technical regulations* and international guidelines for exposure to radio waves.
The Japanese technical regulations on human exposure to radio frequency energy have established permitted levels of radio frequency energy, based on the standards developed by independent scientific organizations through periodic and thorough evaluation of scientific studies.
The regulation employs a unit of measurement known as the Specific Absorption Rate, or SAR.
The SAR limit is 2 watts/kilogram (W/kg) averaged over ten grams of tissue.
The limit includes a substantial safety margin designed to assure the safety of all persons, regardless of age and health.
The value of the limit is equal to the value stipulated in the international guideline recommended by ICNIRP**, which is in collaboration with the World Health Organization (WHO).
The highest SAR value for this mobile phone is 1.152 W/kg*** when tested for use at the ear, and 0.563 W/kg*** when worn on the body in the below manner****.
While there may be differences between the SAR levels of various phones and at various positions, all phones meet the Japanese technical regulations.
Although the SAR is determined at the highest certified power level, the actual SAR of the phone during operation can be well below the maximum value.

* The technical regulation is provided in the Article 14-2 of the Ministry Ordinance Regulating Radio Equipment.
** International Commission on Non-Ionizing Radiation Protection
*** The value is under simultaneous transmission use conditions.
**** Use at positions other than at the ear
This mobile phone may be used at positions other than at the ear. By using an accessory such as a belt clip holster that maintains a 1.5 cm separation with no metal (parts) between the body and the mobile phone, this mobile phone will comply with international guidelines for radio wave protection.

The WHO has announced 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 SAR, 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)
World Health Organization
https://www.who.int/peh-emf/publications/factsheets/en/

List of Specific Absorption Rates (SAR) for radio waves by smartphone/3G model
https://www.softbank.jp/mobile/support/sar/ (Japanese)

European RF Exposure Information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health. The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg and the highest SAR value for this device when tested at the ear is 0.19 W/kg*. As mobile devices offer a range of functions, they can be used in other positions, such as on the body. In this case, the highest tested SAR value is 0.74 W/kg* at the separation distance of 0.5 cm from the body.
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 RF exposure guidelines.

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

Simplified Declaration of Conformity for 【908SH】
Hereby, SHARP CORPORATION declares that the radio equipment type 【908SH】 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:https://jp.sharp/k-tai/.

FCC RF Exposure Information

Your handset is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.
The guidelines are based on standards that were developed by independent scientific organization 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.
The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations (e.g. at the ear and worn on the body) as required by the FCC for each model.
The highest SAR value for this model handset as reported to the FCC when tested for use at the ear is 0.54 W/kg, and when worn on the body in a holder or carry case, is 0.58 W/kg.
Body-worn Operation; This device was tested for typical body-worn operations with the handset kept 1.0 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.0 cm separation distance between the user's body and the handset. The use of beltclips, 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 FCC RF exposure requirements, and should be avoided. The FCC has granted an Equipment Authorization for this model handset with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handset is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/ea/ after searching on FCC ID APYHRO00282.
Additional information on Specific Absorption Rates (SAR) can be found on the FCC website at https://www.fcc.gov/general/radio-frequency-safety-0.

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

Water & Dust Resistance

Handset Water & Dust Resistance

Handset has IPX5[1]-, IPX8[2]-equivalent water protection and IP6X[3]-equivalent dust protection with Card Tray closed firmly leaving no gap between handset and Card Tray.

1 IPX5 compliant means that a handset continues to function as a phone after being subjected to a water jet (approximately 12.5 liters/min.) discharged from a nozzle (inner diameter:6.3 mm), from all directions (approximately 3 m from handset) for at least 3 minutes.
2 IPX8 compliant means that a handset continues to function as a phone after being gently submerged to the depth of 1.5 m in still tap water at room temperature, left there for approximately 30 minutes, then removed from it.
3 IP6X compliant means that a handset continues to function as a phone and its safety is maintained after being agitated in a device containing dust of 75 μm or smaller in diameter for 8 hours and then removed from the device.

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

■Handset Care

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

Precautions

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

Cautions for Use in a Bathroom

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

Charging Cautions

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

Care & Maintenance

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

Washing Handset

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

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

Drying Handset

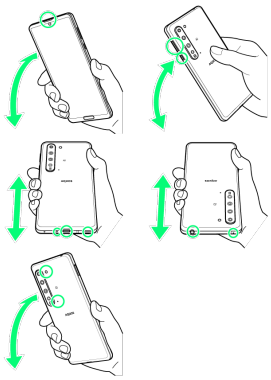
After exposing handset to water, be sure to dry Earpiece/Speaker, Volume Keys, Power Key, Speaker, External Connection Jack, Mic/Recorder Mic, Earphones-Microphone Jack, Mic, and Mobile Light.

1

Wipe handset surface with dry cloth

2

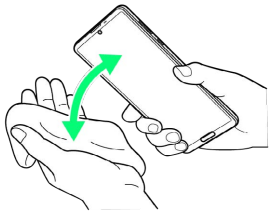
Holding handset firmly by its sides, shake it about 20 times



・When shaking handset, hold it firmly so as not to drop it.
・Shake with circled ○ portion downward to drain water from all holes and gaps.

3

Pat against dry cloth to remove moisture from openings and grooves



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

4

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

Handset is dried.

Cautions

When Removing Moisture

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

After Drying Procedure

Do not use handset in wet conditions.
・Calls may fail, or moisture may transfer to clothes, bag, etc.
・Moisture may short-circuit Earphones-Microphone Jack, External Connection Jack or other parts.
・Exposure to cold may freeze moisture and cause malfunction.

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AQUOS R5G User Guide

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Visit SoftBank Shop for assistance

Model : AQUOS R5G
Manufacturer : SHARP CORPORATION