

# AQUOS sense5G

## User Guide



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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."

"A004SH" here refers to this mobile phone "AQUOS sense5G."



# Getting Started

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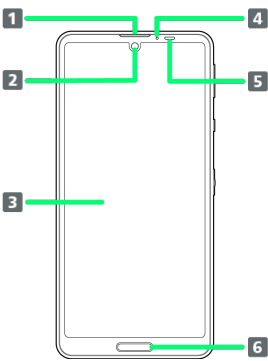
## Package Contents

### Package Contents

- Handset (AQUOS sense5G)
  - Battery is built into handset.
  - Handset back cover is not removable.
- Quick Switch Adapter (Complimentary sample)
- クイックスタート (Japanese)
- お願いとご注意 (Japanese)

## Parts & Functions

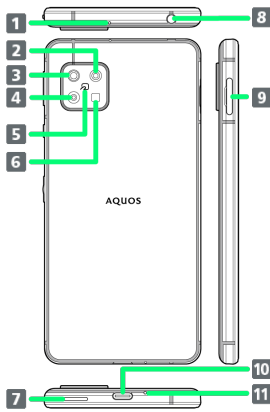
### Handset (Front)



Name	Description
<b>1</b> Earpiece	Hear the other party's voice here.
<b>2</b> Front Camera	Use to shoot photos or videos of yourself.
<b>3</b> Display	Touchscreen-type display; operate with your fingers on Display.
<b>4</b> Charging/ Notification Lamp	Illuminates while charging or for missed calls and notifications.
<b>5</b> Proximity/ Light Sensor <sup>1</sup>	Proximity Sensor prevents Touchscreen misoperation during calls. Light Sensor adjusts Display brightness according to ambient light.
<b>6</b> Fingerprint Sensor	Use fingerprint authentication to unlock screen, or use as Home key.

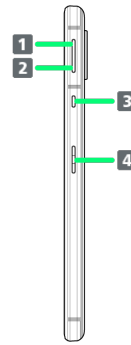
1 Do not apply stickers or other coverings over the sensors.

## Handset (Back and Sides)



Name	Description
<b>1</b> Mic	Use while recording videos or when talking through Speakerphone. Make sure not to cover Mic.
<b>2</b> Wide-Angle Camera	Capture photos and videos with a wide-angle lens.
<b>3</b> Telephoto Camera	Capture photos and videos with a telephoto lens.
<b>4</b> Standard Camera	Capture photos and videos with a standard lens.
<b>5</b> FeliCa mark	Hold up to reader/writer to use NFC/Osaifu-Keitai®.
<b>6</b> Mobile Light	Use as a camera flash, flashlight, etc.
<b>7</b> Speaker	Listen to music, video sound, etc.
<b>8</b> Earphones-Microphone Jack	Connect stereo earphones with mic (commercially available) here.
<b>9</b> Card Tray	Insert/remove SD Card and SIM Card.
<b>10</b> External Connection Jack	Connect USB Type-C™ plug such as AC adapter.
<b>11</b> 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.

## Handset Keys



Name	Description
<b>1</b> Volume Up Key	Increase volume.
<b>2</b> Volume Down Key	Decrease volume.
<b>3</b> Assistant Key	Trigger Google Assistant™. Also trigger chosen functions. <sup>1</sup>
<b>4</b> Power Key	Turn Display off/on. Long Press for power on/off, reboot, etc.

<sup>1</sup> See "[Assistant Key Settings](#)" for details.

## 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 <sup>1</sup>	Notifications (missed calls, new SMS, etc.)

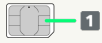
<sup>1</sup> Flashes when Display turned off.

## 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.

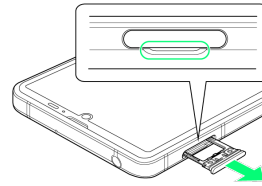
### Inserting SIM Card

Always power off beforehand.

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

1

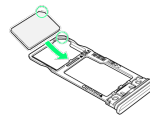
With Display upward, pull out Card Tray by hooking a finger on groove (○)



- 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.

2

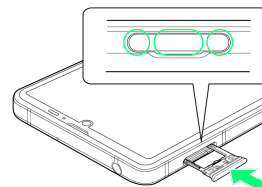
Set SIM Card in Card Tray




- 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.

3

Insert Card Tray in SIM/SD Card Slot



 SIM Card is inserted.

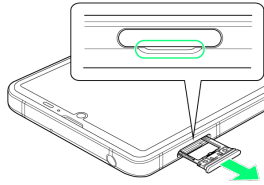
- Do not insert Card Tray upside down.
- Insert gently all the way horizontally in direction shown.
- Push Card Tray firmly where circled (○) so that there is no gap between handset and Card Tray.
- To maintain water and dust resistance, use handset with Card Tray completely closed.

## Removing SIM Card

Always power off beforehand.

1

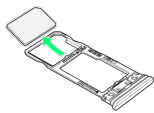
With Display upward, pull out Card Tray by hooking a finger on groove (○)



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- Do not pull Card Tray forcefully or at an angle; damage may result. Gently pull Card Tray out horizontally.

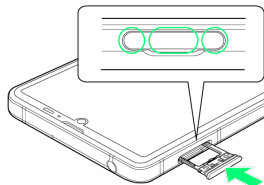
2


Remove SIM Card



3

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

- 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.

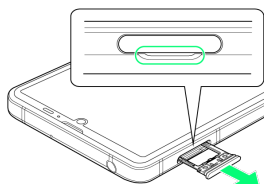
## Inserting SD Card

Always power off beforehand.

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

1

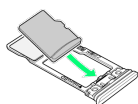
With Display upward, pull out Card Tray by hooking a finger on groove (○)



- 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.

2

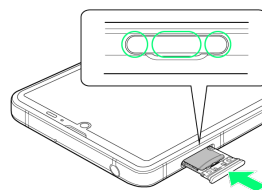
Set SD Card in Card Tray



- 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.

3

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.

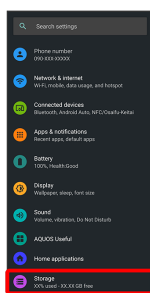
1

In Home Screen,  (Settings)



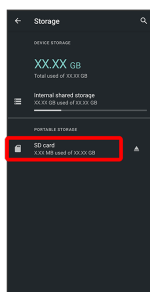
2

### Storage

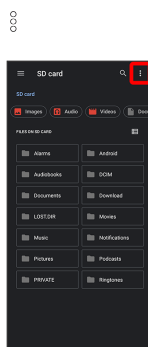


3

### SD card

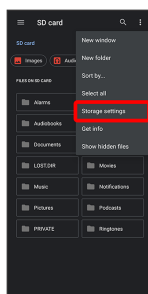


4



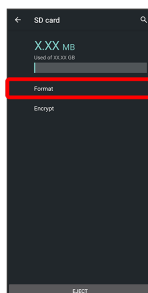
5

### Storage settings



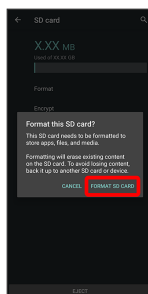
6

### Format



7

### FORMAT SD CARD



Done



🚩 All data on SD Card is erased.

## Unmounting SD Card

1

In Home Screen, ⚙️ (Settings)



2

Storage



3



🚩 SD Card is unmounted.

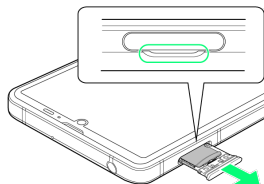
• To mount SD Card again, SD card ➡ MOUNT .

## Removing SD Card

Always power off beforehand.

1

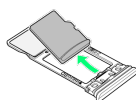
With Display upward, pull out Card Tray by hooking a finger on groove (○)



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- Do not pull Card Tray forcefully or at an angle; damage may result. Gently pull Card Tray out horizontally.

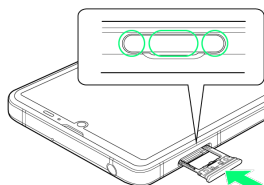
2

Remove SD Card



3

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.



モバイル・リサイクル・ネットワーク  
携帯電話やそのリサイクルにご協力ください。

### 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

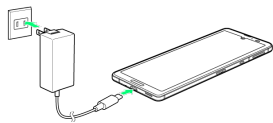
Depending on use, bulges may appear near end of battery life; this does not affect safety.

#### 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](#).

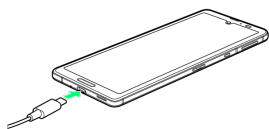
## Charging with AC Adaptor

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

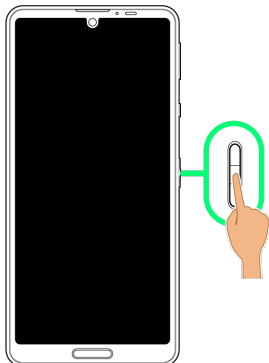
SoftBank Corp. is not liable for problems resulting from charging handset abroad.

## 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)



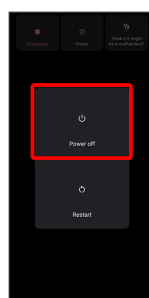
2

Power



3

Power off



Handset powers off.

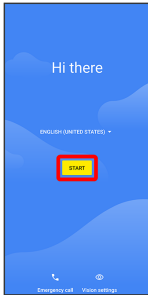
## Making Initial Settings

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

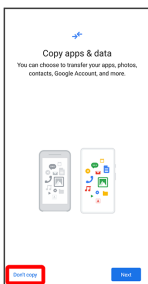
Set Wi-Fi items



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

3

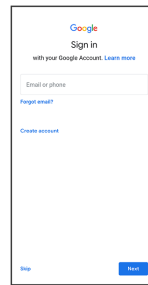
Don't copy



- Tap **Next** to copy data from another mobile, etc. and complete the initial settings. See "[クイックスイッチアダプターを利用してデータを取り込む](http://help.mb.softbank.jp/aquos-sense5g/05-06-04-04.html)" (Japanese) for details.

4

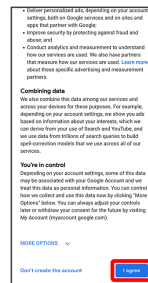
Set up a Google Account



- See "[Google Account](#)" for details on a Google Account.
- If not making Google account settings, Tap **Skip** → **Skip**.

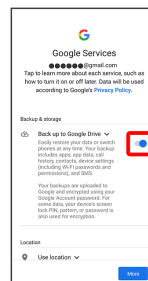
5

I agree



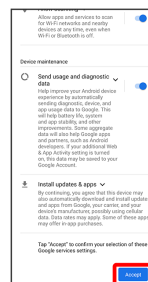
6

Set/check each item



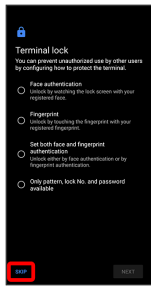
7

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.

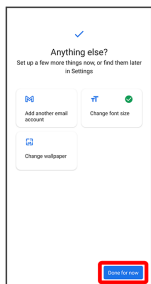
9

Skip



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

10

Set each item **Done for now**

Initial settings are complete.

## 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

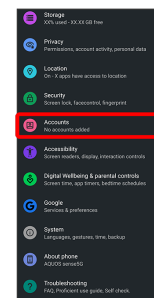
1

In Home Screen,  (Settings)



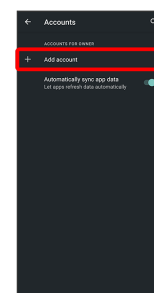
2

Accounts



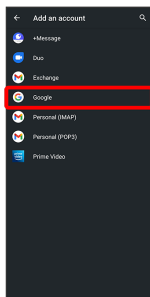
3

Add account



4

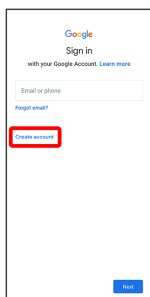
Google



Window for logging in to a Google account opens.

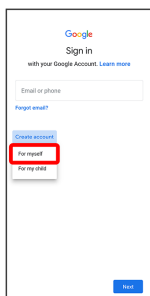
5

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**



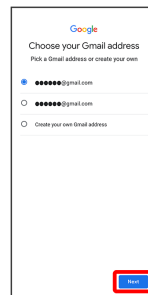
8

Set/enter date of birth and gender → **Next**



9

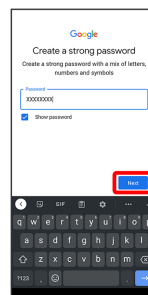
Select a mail address → **Next**



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

10

Enter password → **Next**



11

Yes, I'm in



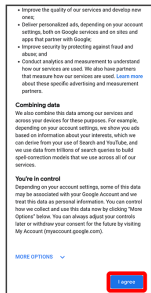
To add a phone number for security only, Tap **More options**. Continue by following onscreen prompts.  
To not add a phone number, Tap **Skip**.

12

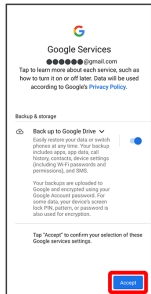

Next



13

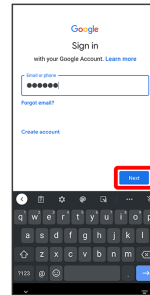
Check the privacy policy and terms of use ☐ I agree

14

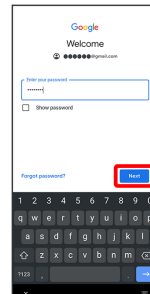
Select whether to enable data backup ☐ Accept
 Account is created.

## Signing in to a Google Account

1

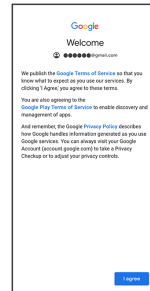

In window for logging in to a Google account, enter mail address  Next

2

Enter password  Next

3

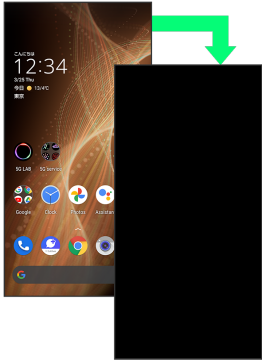
Continue by following onscreen prompts


 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.

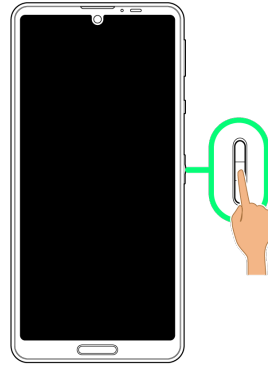
### If Screen Lock Activates while Playing Music


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

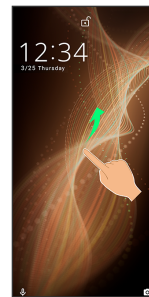
When Display is turned off (screen lock active), Power Key





 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.

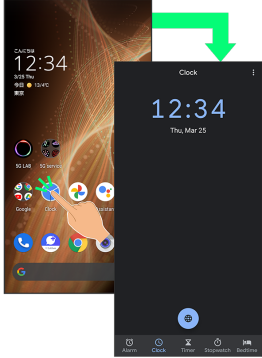
# Basic Operations

- Basic Operations..... 22
- Using Touchscreen..... 23
- Using Manner Mode..... 24
- Using Airplane Mode..... 26
- Text Entry..... 27
- Using Fingerprint Authentication Function..... 28
- Updating the System..... 30
- Using ROBOQUL..... 31

## Basic Operations

### Selecting Options and Navigating Screens

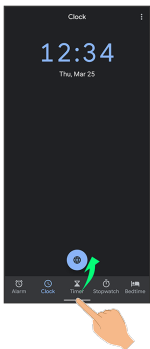
Tap items, icons, onscreen keys, etc. to open assigned items.



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

### Moving to Home Screen

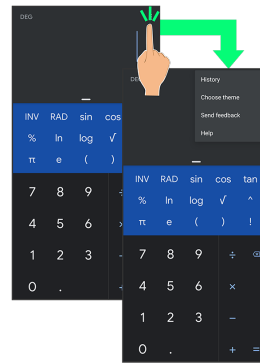
Flick Navigation Bar (where icons appear at edge of Display) to move to Home Screen.



## Menu Operations

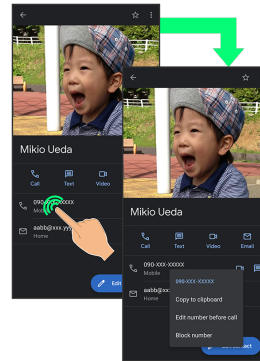
1

Tap at Display top 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
- Use of pens, pencils or sharp objects
- Use with objects on/against Display
- Use while wet

### Touchscreen Usage Cautions

To prevent malfunctions, do not:

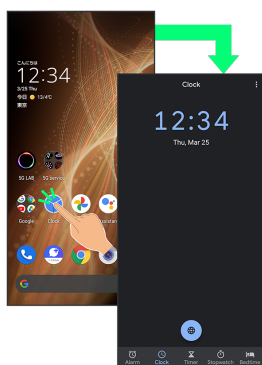
- Touch Display with wet fingers
- Use if Display is wet

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

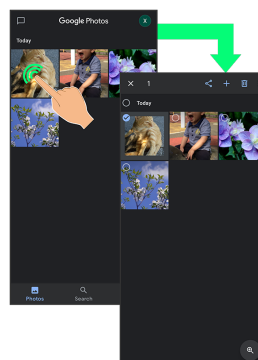
### Tap

Contact Display lightly and briefly.



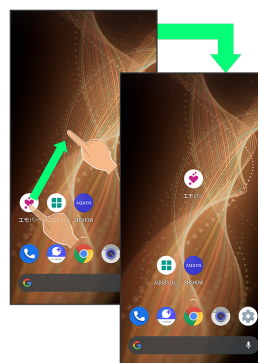
### Touch & Hold

Contact Display lightly; release finger when screen changes.



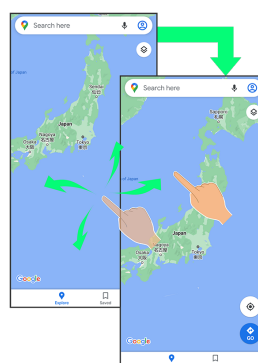
### Drag

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



### Flick (Swipe)

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

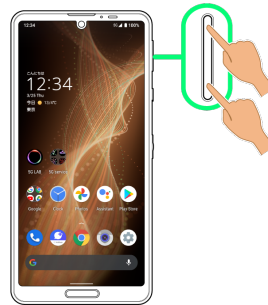
Camera shutter sound, video recording tones, alarms, media sound, etc. still play even in Manner mode.


- Alternatively, to mute alarms and media sound, use "Do Not Disturb." See "[Sound Settings](#)" for details.

## Activating Manner Mode (Vibe)


1

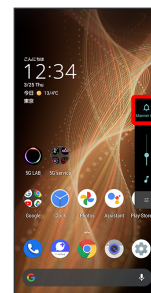
Press Volume Up/Down Key





 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.


Flick 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)

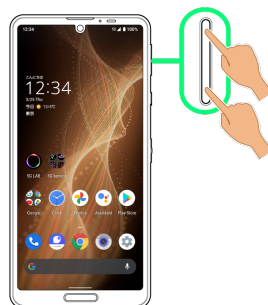
→  (Mute)

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.

Flick 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

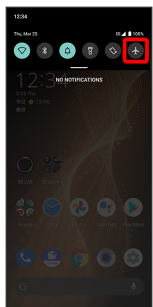
1


Flick Status Bar down




 Notifications Window opens.

2



 Airplane mode activates.

 Canceling Airplane Mode

From Notifications Window, 

 Airplane Mode Caution

Wi-Fi and Bluetooth® Function Cautions

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.


FM Radio

Activating Airplane mode stops FM radio reception. Refrain from using FM radio onboard an aircraft.

## 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).

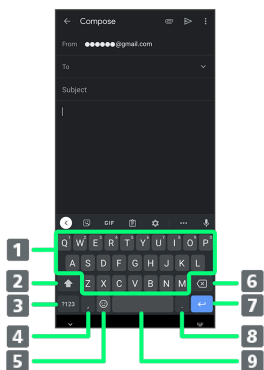
### + Enabling One-Handed Mode

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

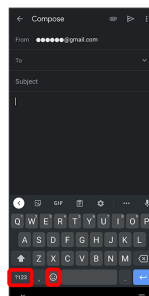



- 1 Enter characters.
- 2 Toggle case.
- 3 Switch to number/symbol keyboard.
- 4 Enter comma. Touch & Hold to specify settings or enable One-handed mode.
- 5 Switch to emoji/emoticon keyboard.
- 6 Delete characters.
- 7 Insert line break. Touch & Hold for options; enable One-handed mode, or move to other 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,  / .



 Entry mode is switched.

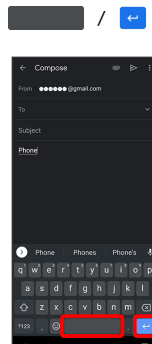
- Tap  /  /  to toggle between alphabet entry mode and number/symbol/emoji/emoticon entry mode.


### Entering Letters






To enter Phone:

1

In a text entry window,          .



 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

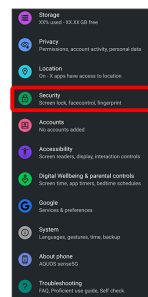
1


In Home Screen,  (Settings)



2

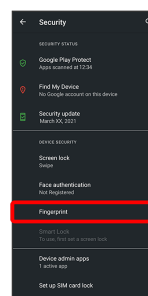
### Security




 Security menu opens.

3

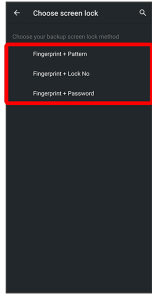
### Fingerprint



 Fingerprint settings open.

4

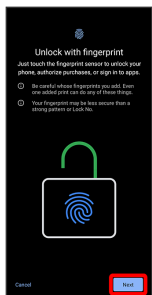
Follow onscreen prompts and set pattern / lock no. (PIN) / password for unlocking screen



- 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.

5

Next



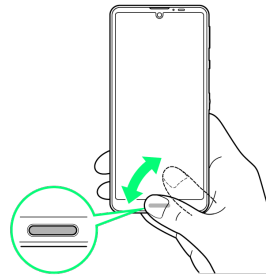
6

Next



7

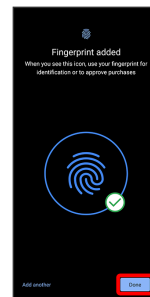
Hold finger to sensor until handset vibrates



- 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.

8

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

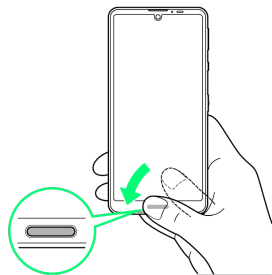
Observe the following when using Fingerprint Sensor.


- Do not hit or subject handset to excessive shock. Do not hit or subject handset to excessive shock. 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

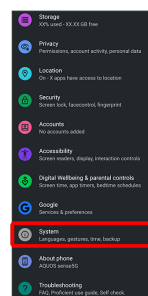
Saved data may be lost depending on condition of handset (malfunctioning, damaged, water seepage, etc.). It is recommended that you back up important data before updating the system. SoftBank Corp. is not responsible for damages from loss of data.

## 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.

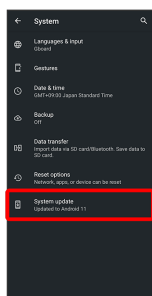
1

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.

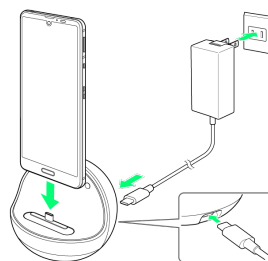
- To update firmware, the following conditions are required.
  - ROBOQUL is connected to an AC Adaptor
  - Handset is placed in ROBOQUL
  - Handset is connected to the network
  - At least 30% battery is remaining
- The firmware update will be interrupted if the battery becomes too low or handset/AC 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



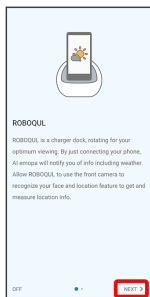
2

Unlock screen with handset placed in ROBOQUL

Description of ROBOQUL appears.

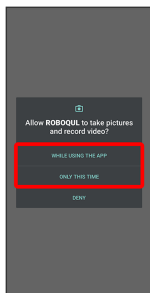
3

NEXT



4

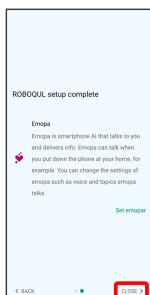
WHILE USING THE APP / ONLY THIS TIME




· For several functions, continue in the same way.

5

CLOSE



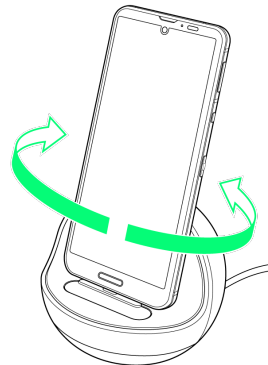
 ROBOQUL setting is complete.

· To make emopa settings, Tap **Set emopa**, 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

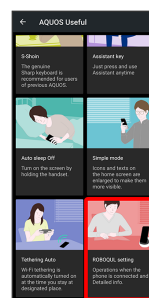
In Home Screen,  (AQUOS Useful)




 AQUOS Useful menu opens.

2

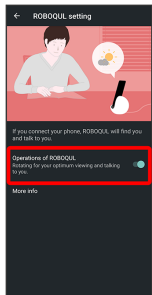
ROBOQUL setting





 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).....42
- Checking Notifications (Notifications Window).....44
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- Capturing Screenshots (Clip Now).....47
- Scrolling Screen Automatically (ScrollAuto).....48
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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 quickly activate Google Assistant (Flick screen from bottom left up to the right) or (Camera) (Flick screen from bottom right up to the left). 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.



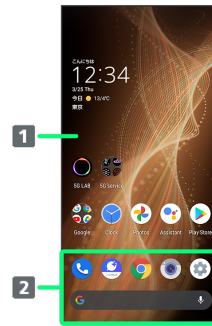
- 1 Show message set for lock screen.<sup>1</sup>
- 2 Time and date appear here.
- 3 Notifications of incoming calls/messages or from applications, etc. appear here.<sup>2</sup>
- 4 Display screen lock status
- 5 Messages and news from emopa appear here (emopa area).<sup>3</sup>

- 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 \(http://help.mb.softbank.jp/aquos-sense5g/05-07-12.html\)](http://help.mb.softbank.jp/aquos-sense5g/05-07-12.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.

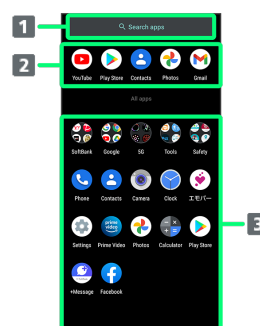
### Toggling Home Screen Sheets

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

- Adding widgets in Home Screen adds more Home Screen sheets. See "[Adding Widgets](#)" for details.



### App List Layout

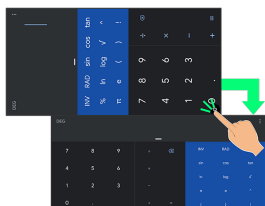


- 1 Search for application
- 2 View predicted applications
- 3 App list  
Tap to activate applications. See "[Activating Applications](#)" for details.

## 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.

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

1

Drag bottom of Display up



Recent apps window opens.

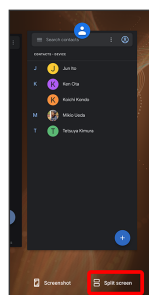
2

Drag recently used applications to the left or right and Tap application to use in history



3

Split screen



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

## 4

In Home Screen/app list, Tap application to use



Tapped application opens at bottom of Multi-Window.

- Alternatively, in recent apps window, Tap icon of application in list **Split screen** to split the screen.

### + Multi-Window Operations

#### Changing Top/Bottom Areas of Multi-Window

Drag pane bar ( ) up or down

#### 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.



- May be unavailable for some applications.
- View captured screenshots in (Photos), etc.
- Alternatively, use Clip Now and drag Display from corner to center to capture a screenshot. See "[Capturing Screenshots \(Clip Now\)](#)" for details.

### Changing Wallpaper

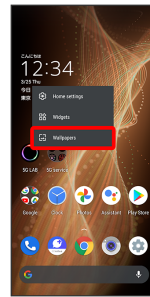
## 1

Touch & Hold open area of Home Screen



## 2

#### Wallpapers



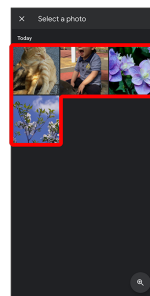
## 3

Tap application ( , etc.)



## 4

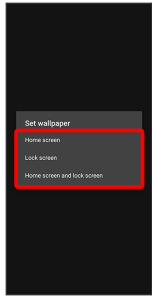
Select image



- 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.

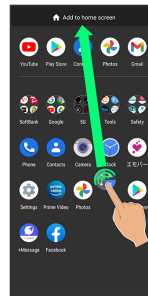
### Using SHSHOW

- Touch & Hold open area of Home Screen → **Wallpapers**
- **SHSHOW** → Follow onscreen prompts

## Adding Shortcuts

1

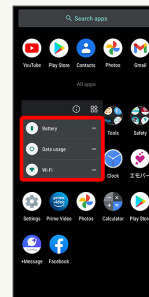
In app list, Touch & Hold application and Drag to "Add to home screen"



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.

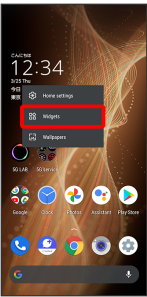
1

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 " <a href="#">Applications &amp; Notifications</a> " for details.
Add number on notification dots	Set whether to show number of notifications with notification dots.
Add app icons 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 Google Search widget	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
	Call (Dialing/Arriving/in Progress)
	Call on Hold
	Missed Call
	New Answer Phone Message
	New Voicemail
	New SMS/+Message
	New Gmail™
	Alarm Sounding/Snoozing/Upcoming Alarm
	Calendar Event Notification
	Application Update Available
	Data Downloaded
	Bluetooth® Data Reception Request
	Mounting SD Card
	Screenshot Failed
	More Notifications

## Main Status Indicators

Status Indicators appear on the right.



Indicator	Description
	Battery Strength
	Energizing
	Battery Saver On
	Signal Strength
	No Signal (5G/4G LTE/4G/3G)
	5G Data in Use
	4G LTE/4G Data in Use¹
	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
	Alarm Set
	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.

# Checking Notifications (Notifications Window)

Open notifications and check handset status.

## Opening Notifications Window

1

Flick Status Bar down

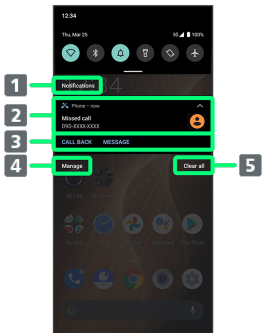


Notifications Window opens.

## Closing Notifications Window

Flick Notifications Window up

## Notifications Window Layout



- 1 Category<sup>1</sup>
- 2 Notifications and active functions.
- 3 Use corresponding functions.<sup>2</sup>
- 4 Manage notifications.
- 5 Delete all notifications and close Notifications Window.

- 1 Notifications are shown in "Conversations," "Notifications," and "Silent" categories.
- 2 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

Flick Status Bar down




 Notifications Window opens.

## Deleting Notifications

1

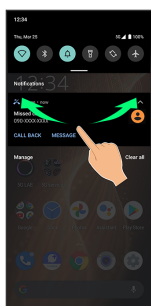
Flick Status Bar down




 Notifications Window opens.

2

Flick notification left/right



 Notification is deleted.


- Some notifications may not be deleted.

## Deleting All Notifications

1

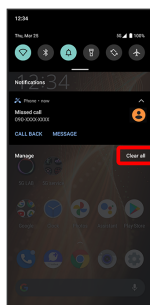
Flick Status Bar down




 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

Flick Status Bar down



Notifications Window opens.

2

Flick Notifications Window down



Quick Settings Window opens.

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

## + Closing Quick Settings

Flick 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 Manner mode (OFF / Vibe / Mute).
- 6 Toggle Airplane mode on/off.
- 7 Toggle Auto-rotate screen on/off.



- 1 Toggle Location on/off.
- 2 Toggle RelaxView on/off.
- 3 Toggle Wi-Fi hotspot tethering on/off.
- 4 Toggle VeilView on/off.
- 5 Show Nearby Share
- 6 Toggle Battery Saver on/off.



- 1 Show cast screen.
- 2 Start Screen Record
- 3 Open Edit screen for Quick Settings Window.
- 4 Indicate position of Setting key sheet.<sup>1</sup>
- 5 Open Settings.




1 Flick Setting key area left/right to toggle sheets.

## 💡 Display during Music Playback




Operation panel opens in Quick Settings Window and enables operations such as play/pause.

## + 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)

Drag Display from corner to center to capture a screenshot.

### Enabling Clip Now

1

In Home Screen,  (AQUOS Useful)




 AQUOS Useful menu opens.

2

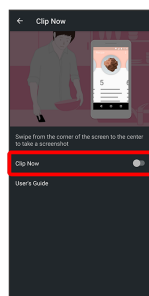
#### Clip Now




 Clip Now menu opens.

3

#### Clip Now ( )



 Clip Now is enabled.


· Tap [Clip Now](#) to toggle on (  )/off (  ).

## + Checking How to Use Clip Now

In Clip Now window, [User's Guide](#)

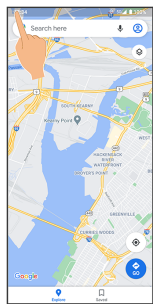
Capturing Screenshots

Capture screenshots for saving as files.

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

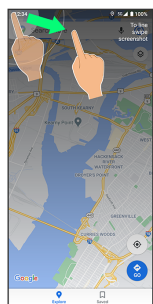
1


Touch upper left (upper right) corner of Display



2

Drag to line



 Screenshot is saved.

Scrolling Screen Automatically (ScrollAuto)


Scroll the screen up and down automatically.

Enabling ScrollAuto

1

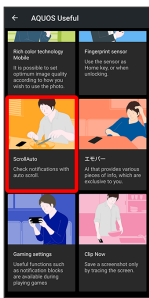
In Home Screen,  (AQUOS Useful)




 AQUOS Useful menu opens.

2

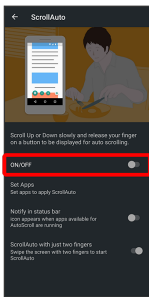
ScrollAuto







 ScrollAuto menu opens.

3

ON/OFF (  )





 ScrollAuto is enabled.

- Tap  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 (  ).

### Setting Whether to Swipe with Two Fingers to Autoscroll

In ScrollAuto menu, **ScrollAuto with just two fingers**

- Tap **ScrollAuto with just two fingers** to toggle on (  )/off (  ).

## Using ScrollAuto


The feature may not follow the setting with certain applications.

1

Drag up slowly

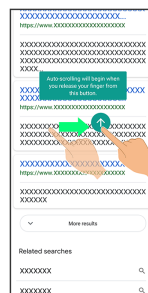


  appears.

- When Display is Dragged down,  appears instead.

2

Slide finger to  and release



 Screen scrolls automatically.



- Alternatively, while Tap **ScrollAuto with just two fingers** is enabled, Drag from bottom upward or from top downward with two fingers to start scrolling.
- 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
Behavior block	Set whether to disable "Return" action in gesture navigation or automatic brightness adjustment.
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.
How to use	Check how to use gaming menu.
Search settings	Set search string to search on web site or within social media from gaming menu.
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.
FAQ	Check FAQ on support website.

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

#### Set Whether to Block "Return" Action in Gesture Navigation or Automatic Brightness Adjustment

In Gaming settings, / for "Behavior block"

- Tap to toggle on ( ), to toggle off ( ).
- Behavior block** → Tap function to block to toggle option on ( )/off ( ).

#### 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, **Game image quality**

- Tap **Game image quality** to toggle on ( )/off ( ).

### Making Settings for Performance of Games

In Gaming settings, **Performance** → **Prioritize high-definition display** / **Give priority to light action** → **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, **View Menu**

- Tap **View Menu** to toggle on ( )/off ( ).

### 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** → Tap application

- Tap application name to toggle on ( )/off ( ).

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

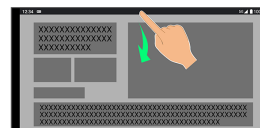
In Gaming settings, **Notification at auto-registration.**

- Tap **Notification at auto-registration.** to toggle on ( )/off ( ).

## Opening Gaming Menu

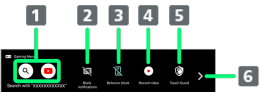
1

Click 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 notification blocking on/off.
- 3 Toggle operation blocking on/off.
- 4 Record screens while games are running.
- 5 Activate touch guard.
- 6 Switch gaming menu.



- 1 Switch gaming menu.
- 2 Activate Gaming settings.

# Phone

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- Handset Phone Number..... 66
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- Address Book..... 68

## 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

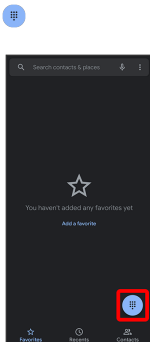
1


In Home Screen,  (Phone)



 Phone opens.

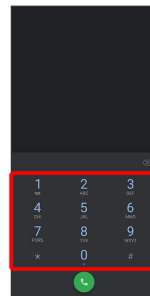
2




 Dialpad window opens.

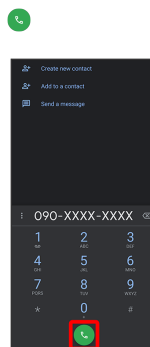
3


Use onscreen dialpad to enter number




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

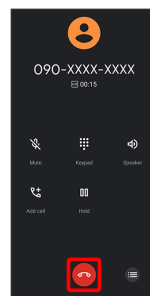
4




 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

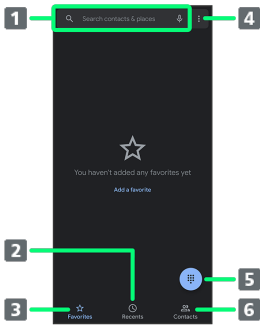
Areas Where Usable


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

Airplane Mode

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


Phone Window Layout

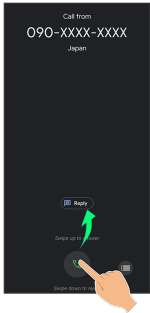



- 1 Search field.  
Search contacts and locations. Tap  to voice search.
- 2 Show call history.
- 3 Show favorites.
- 4 Open menu.
- 5 Show dialpad.
- 6 Show contacts.

## Answering Calls (Display Off)


1

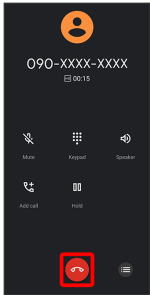
Flick  up when call is arriving




 Call connects.

2

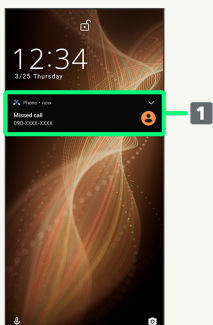
To end call, 




 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. Flick 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






During call,   **Absence Memo**

- When screen is unlocked, **Incoming call**     
**Absence Memo** .




### Playing Back Answer Phone Messages

- In lock screen, Tap notification twice  Tap message
- When screen is unlocked, Flick Status Bar down for Notifications Window, then Tap notification  Tap message.
- To stop playback, Tap  .






### 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 sense5G** / **SD card**  Select where message is saved  
 **USE THIS FOLDER**  **ALLOW**  **OK**




### 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, **Reply**  Tap message to send

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

### Forwarding Arriving Calls

During call,   **Forwarding**

- When screen is unlocked, **Incoming call**     
**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

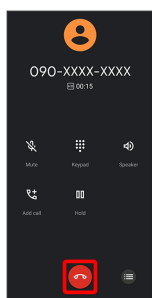
When call is arriving, **ANSWER**



Call connects.

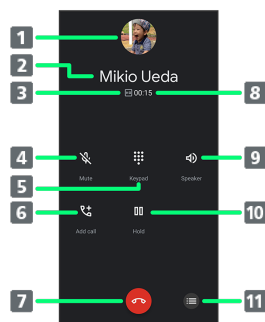
2

To end call,



Call ends.

## Call Window Layout/In-Call Operation



- 1 Other party photo.
- 2 Other party name/number.
- 3 HD Voice ( )/HD+ Voice ( ) 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, **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 .

### 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 sense5G / SD card → Select where message is saved → USE THIS FOLDER → ALLOW → OK

## ? 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 → 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 <sup>1</sup>	Answer calls during a call.
Group Calling <sup>1</sup>	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

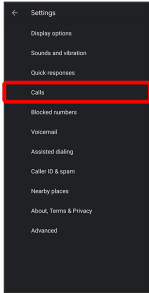
In Home Screen,  (Phone)



 Phone opens.

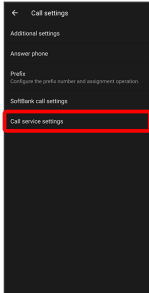
2


 



3

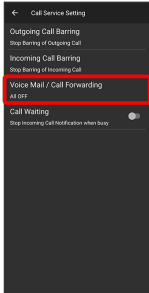
### Call service settings




 Call service settings open.

4

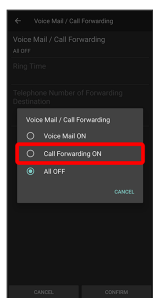
### Voice Mail / Call Forwarding



 Voice Mail/Call Forwarding opens.

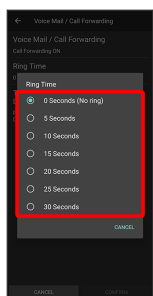
5

Voice Mail / Call Forwarding → Call Forwarding ON



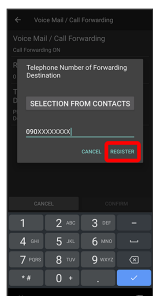
6

Ring Time → Tap the ring time



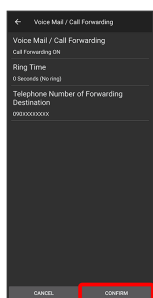
7

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

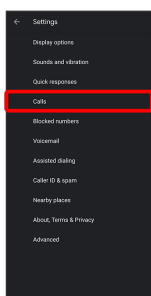
In Home Screen,  (Phone)



 Phone opens.

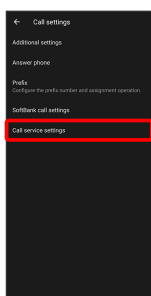
2


 **Settings**  **Calls**



3

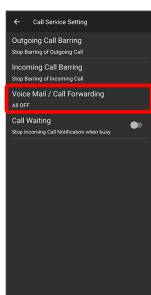
Call service settings




 Call service settings open.

4

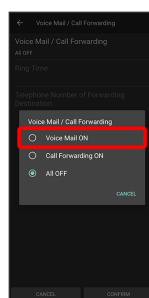
Voice Mail / Call Forwarding



 Voice Mail/Call Forwarding opens.

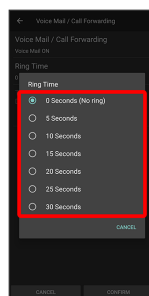
5

Voice Mail / Call Forwarding  Voice Mail ON



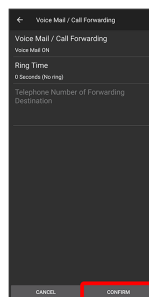
6


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

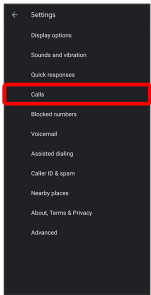
In Home Screen,  (Phone)



 Phone opens.

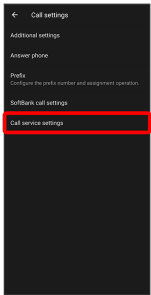
2


  **Settings**  **Calls**



3

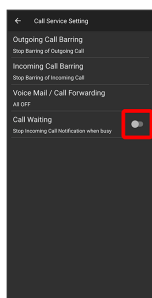
**Call service settings**



 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

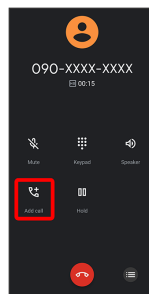
☒ for "Call Waiting" ( ☐ ) in all service settings screen

## Group Calling

Requires separate subscription.

1

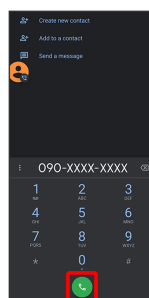
During a call, Add call



Dialpad window opens.

2

Enter number

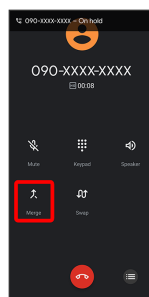


Call is added.

- Alternatively, Flick top of dialpad window down Tap contact Tap number of call to add to add call.
- Flick top of dialpad window down Tap for Call History entry to add.

3


When call connects, Merge




Group Calling starts.

# Notify Caller ID

1

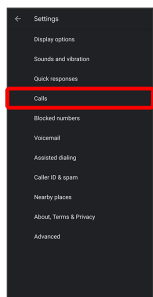
In Home Screen,  (Phone)



 Phone opens.

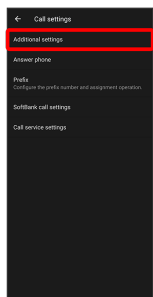
2


 Settings  Calls




3

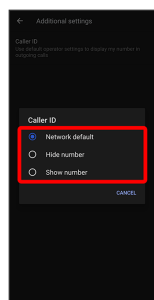
Additional settings




 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	<ul style="list-style-type: none"> <li>Barring of All Outgoing Calls Restrict all outgoing calls.</li> <li>Barring of All Outgoing International Calls Restrict international calls; while outside Japan, calls within current country are allowed.</li> </ul>
	<ul style="list-style-type: none"> <li>Barring of Outgoing International Calls except Japan Restrict international calls; while outside Japan, calls within current country and to Japan are allowed.</li> <li>Stop Barring of Outgoing calls Cancel all outgoing call restrictions.</li> </ul>
Incoming Call Barring	<ul style="list-style-type: none"> <li>Barring of All Incoming Calls Restrict all incoming calls.</li> <li>Barring of All Incoming International Calls Reject calls while outside Japan.</li> <li>Stop Barring of Incoming Call Cancel all incoming call restrictions.</li> </ul>

1

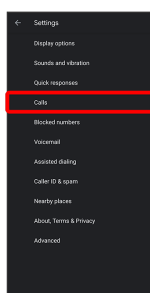
In Home Screen,  (Phone)



 Phone opens.

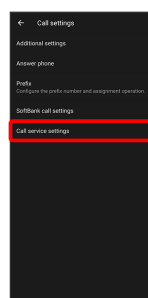
2


 Settings  Calls



3

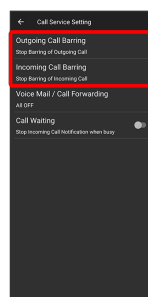
Call service settings



 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.
	- Choose theme Set themes of  (Phone) and  (Contacts).
Sounds and vibration	Set ringtone, notification sound, etc. See " <a href="#">Sound Settings</a> " 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 Save prefixes to add to numbers when dialing and set operation of prefixes.
	- SoftBank call settings Make subaddress settings.
Blocked numbers	- Call service settings Set rules for incoming and outgoing calls, Voice Mail, Call Forwarding and Call Waiting.
Voicemail	- Notifications Make notification settings.
	- Advanced Settings Check Voicemail settings.
Assisted dialing	- Assisted dialing Add country code candidates automatically when making calls overseas from Call History or Address Book.
	- Default home country Set country codes to be added when using Dial Assist.
Caller ID & spam	- See caller and spam ID Set whether to show name of caller unregistered in contacts.
	- Filter spam calls Set whether to show information about incoming calls that are suspected to be spam.

## Nearby places

- Nearby places

Set whether to show search results for nearby places.

- Personalized search results

Set whether to show search results including search history when logging in to a Google account.

- Google Account

Check or add a Google account when **Personalized search results** is enabled.

- Location permission is denied

Tap to enable location information to search for nearby spots, and change to **Location settings**.

## About, Terms &amp; Privacy

Check version information, privacy policy, and terms of service.

## Advanced

Set whether to silence an incoming call, etc. when handset is placed with its screen face down on a flat surface.

1

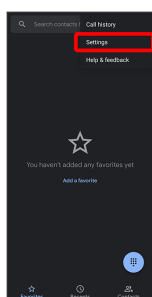
In Home Screen, ☎ (Phone)



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** → **Edit Prefix** → Enter prefix number → OK

## Setting Operation of Prefixes

In Call settings, **Calls** → **Prefix** → **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

In Home Screen, (Google)



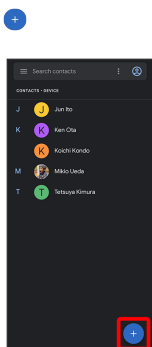
2

(Contacts)



☑ Contacts opens.

3

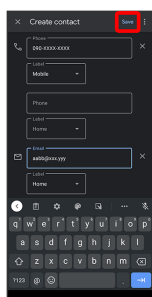


Window for saving new contact opens.

- 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 ( ☒ )

- Tap label to toggle selected ( ☒ )/unselected ( ☐ ).
- 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

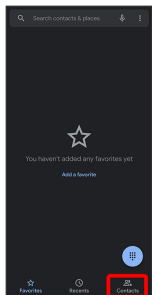
In Home Screen,  (Phone)




 Phone opens.

2

Contacts

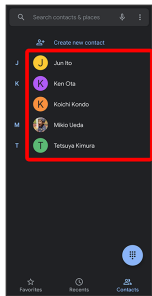



 Contacts appear.

· In Home Screen,  (Google)   (Contacts) to show contacts.

3

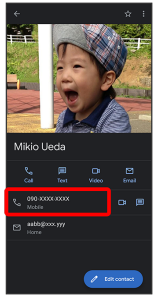
Tap contact




 Contact opens.

4

Tap number



 Handset dials number. Call begins when other party answers.

· Alternatively, Tap  to make a call.

# Messaging

Using +メッセージ (+Message).....	72
Using Gmail.....	72

## Using +メッセージ (+Message)

### Using +Message


For +Message, see SoftBank Website.

<http://help.mb.softbank.jp/app/plusmessage/sp/> (Japanese)

## Using Gmail

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

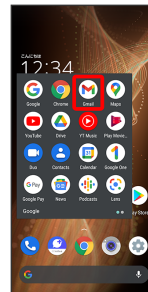
### Setting an Account


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)

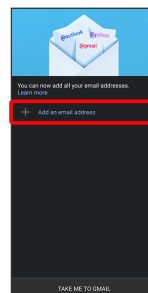


 Account setup menu opens.

- If confirmation appears, follow onscreen prompts.

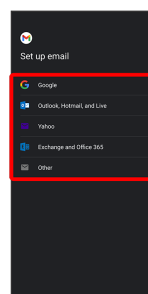
2

Add an email address




3

Tap account type




4

Follow onscreen prompts

 Account setup is complete.

## Creating/Sending Gmail

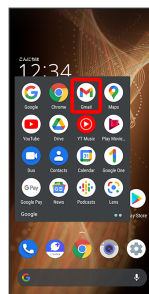
1


In Home Screen,  (Google)



2

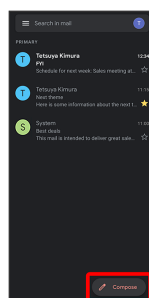
 (Gmail)




 Message list opens.

3

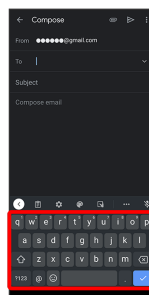
Compose



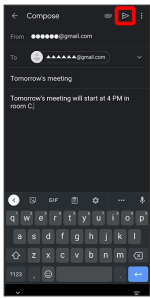
 Message composition window opens.

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 .



### Selecting Recipients from Address Book

In message composition window,   Add from  
  Select recipient





### Setting Confidential Mode

In message composition window,   Confidential  
  Set each item  

### Saving Current Message as Draft

While creating message,   Save draft

### Discarding Current Message

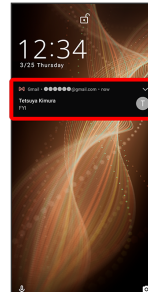
In message composition window,   Discard   


## 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,  appears on Status Bar. Flick Status Bar down, then Tap notification.

## Opening Gmail

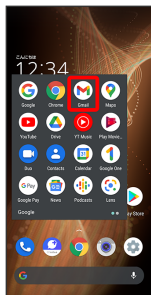
1

In Home Screen,  (Google)



2

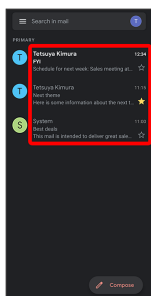
 (Gmail)




 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, Flick down

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



# Internet

Using the Internet (Chrome).....78

## 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)

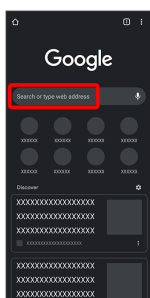


 Chrome activates.



- If confirmation appears, follow onscreen prompts.

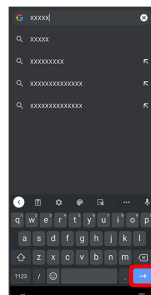
2

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  and then target tab.
- Number in  changes with number of tabs.

### Opening Recent Tabs


In Chrome,    Tap tab

### Viewing Websites without Leaving Browsing History, Cookies, Etc.




In Chrome,   **New incognito tab**  Follow onscreen prompts


### Closing Tabs

In Chrome,   for tab


- Alternatively, Flick tab left/right to close.
- Number in  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,  (Google) →  (Files) →

 →  → Tap image, etc.


· If confirmation appears, follow onscreen prompts.

## Adding Bookmarks

1

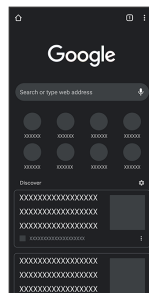
In Home Screen,  (Chrome)



 Chrome activates.

2

Show Website to add

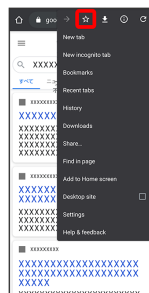



3



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

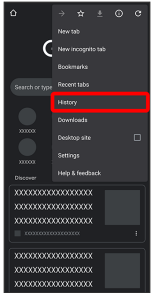
In Home Screen,  (Chrome)




 Chrome activates.

2

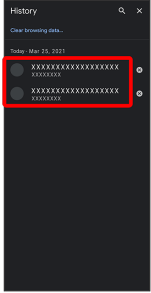
  History




 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.
Privacy and security	Set whether to allow sites to access your payment methods, clear browsing history, etc.
Notifications	Make notification settings.
Themes	Set a screen theme when using Chrome.
Home page	Set a homepage.
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

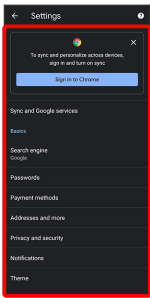
In Home Screen,  (Chrome)




 Chrome activates.

2

  Settings  Set items



 Settings are complete.

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



Camera

Capturing Photos/Videos..... 84

## 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 **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

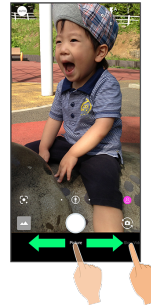


Photo Viewfinder appears.

· Drag shooting mode at bottom to left/right and select **Portrait** to focus on subject and capture a photo with a softened background.

3

Aim Back Camera at subject



· Tap Display → Drag brightness adjustment bar up/down to adjust brightness.  
· With Telephoto Camera/Standard Camera, Tap subject to focus at location Tapped. 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.

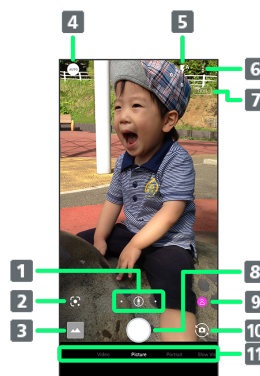
Q. Images are dark/grainy

- 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 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<sup>1</sup> zoom magnification. Standard Camera, Wide-Angle Camera, and Telephoto Camera change automatically according to zoom magnification.

### 2 Google Lens™

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

### 3 Photos/thumbnail

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

### 4 Shooting menu

Change shooting scene.

### 5 Mobile Light

Change Mobile Light setting.

### 6 Settings

Access various Camera settings.

### 7 HDR indicator<sup>2</sup>

Appears when HDR function activates for capture.

### 8 Capture photo

### 9 Recognition icon<sup>3, 4</sup>

Subject recognized by AI (person (👤), dog (🐕), cat (🐈), cuisine (🍴), flowers (🌸), evening view (🌃), fireworks (🎆), B&W (🖼️), night mode (🌙), not recognized (AI)).

Tap to toggle AI recognition on/off. When off, AI appears.

### 10 Front/Back Camera switch

Switch between Front Camera and Back Camera.

### 11 Shooting mode

Drag left/right to change shooting modes (Video / Picture / Portrait / Slow Video / Time Lapse).

1 Alternatively, in Photo Viewfinder, Pinch/Spread.

2 Appears when Auto HDR is enabled.

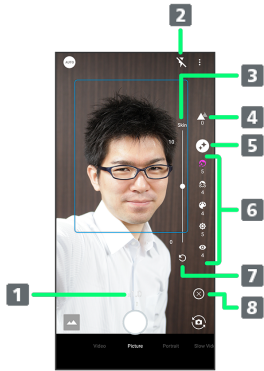
3 Appears during Auto.

4 AI adjusts with optimal mode for subject. Shot is captured with recognized scene or optimal quality or shutter speed for subject. After capturing subject recognized as a

whiteboard/blackboard, confirmation appears. Tap **YES** to correct shot to appear viewed from in front.

- 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<sup>1</sup> 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<sup>2</sup>  
Set manually.
- 4** DeFocus background bokeh
- 5** AQUOS beauty  
Set whether to use AQUOS beauty function.
- 6** AQUOS beauty setting icon<sup>3</sup>  
Adjust skin tone, diminutive features, color, brightness, and large eyes.
- 7** Reset icon  
Reset manual adjustments.
- 8** Toggle to show (⊗)/hide (⊕) DeFocus and AQUOS beauty setting icons.

- 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)

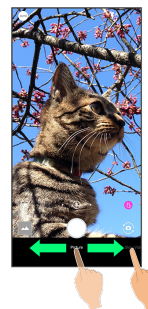


- If confirmation appears, follow onscreen prompts.

**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 **Slow Video** to capture video with smoother motion than normal.
- 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.

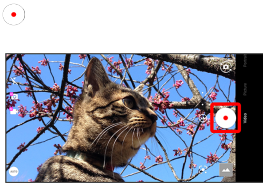
**3**

Aim Back Camera at subject



- Tap Display  Drag brightness adjustment bar left/right to adjust brightness.
- With Telephoto Camera/Standard Camera, Tap subject to focus at location Tapped. 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, 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 ()<sup>1</sup>, 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-sense5g/04-06-07.html>)" (Japanese) for details.

5



Tone sounds and video is saved.

## ? 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.

## Video Viewfinder Layout



### 1 Mobile Light

Change Mobile Light setting.

### 2 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.

### 3 AI Live Story<sup>1</sup>

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.

### 4 Shooting menu

Change shooting scene.

### 5 Settings

Access various Camera settings.

### 6 Photos/thumbnaill<sup>2</sup>

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

### 7 Camera switch

Tap to toggle between Standard Camera ()<sup>3</sup>, Wide-Angle Camera ()<sup>3</sup>, and Telephoto Camera ()<sup>3</sup>. Touch & Hold for zoom magnification adjustment bar. Drag up/down to adjust<sup>3</sup> zoom magnification. Standard Camera, Wide-Angle Camera, and Telephoto Camera change automatically according to zoom magnification.

### 8 Capture video

### 9 Front/Back Camera switch

Switch between Front Camera and Back Camera.

### 10 Shooting mode

Drag up/down to change shooting modes ( / / / / ).

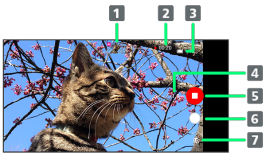
1 Unavailable when Video Size is / .


2 If AI creates a short movie with AI Live Story enabled ( displayed), appears on thumbnail. Tap icon to open Short Movie Playback screen.

3 Alternatively, in Video Viewfinder, Pinch/Spread.

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<sup>1</sup>,  appears at the top of the thumbnail.
- 2** Shooting time
- 3** Battery level
- 4** Zoom magnification  
Tap for adjustment bar. Drag up/down to adjust<sup>2</sup> zoom magnification.
- 5** Stop capturing
- 6** Photo capture
- 7** Confirm short movie creation<sup>3</sup>  
Flashes when a short movie is finalized.

1 Operates when AI Live Shutter is enabled (  ).

2 Alternatively, in Video Viewfinder, Pinch/Spread.

3 Operates when AI Live Story is enabled (  ).






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

# Music & Images

Listening to Music (YT Music).....	90
Viewing & Managing Photos/Videos (Photos).....	92

# 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,    
  and enable  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.

Handset also supports Qualcomm® aptX™ HD audio, Qualcomm aptX Adaptive Audio, Qualcomm TrueWireless™ stereo plus and LDAC™.

### File Formats

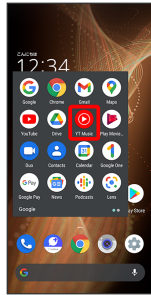
Supported file formats:


- 3GPP, MPEG-4, ADTS raw AAC, MPEG-TS, FLAC, GSM, MIDI, RTTTL/RTX, iMelody, MP3, MKV, WAVE, OGG

## Playing Music

1

In Home Screen,  (Google)  (YT Music)

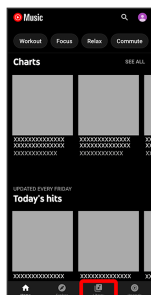



 YT Music opens.

- If confirmation appears, follow onscreen prompts.

2

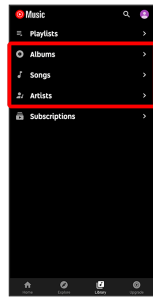
Library



 Library opens.

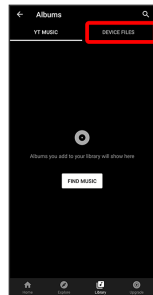
3

Albums / Songs / Artists



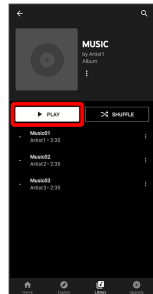
4


DEVICE FILES



5

Tap item   /Tap song



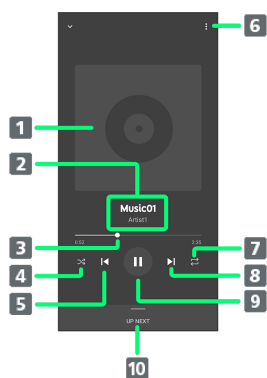
 Song plays.

- For  (in  ), Tap song directly.

## Opening Music Playback Screen

While playing song, Tap playback bar at Display bottom

## Music Playback Screen Layout

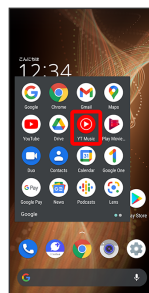


- 1 Song image.
- 2 Song title/artist.
- 3 Drag slider to adjust playback position.
- 4 Toggle shuffle playback on/off.
- 5 Play previous song/play current song from beginning.
- 6 Add to playlist, add to queue, etc.
- 7 Toggle repeat all songs, repeat current song, normal playback.
- 8 Play next song.
- 9 Pause/play.
- 10 Show list of songs.

## Creating Playlists

1

In Home Screen, (Google) → (YT Music)

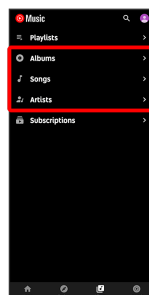


YT Music opens.

• If confirmation appears, follow onscreen prompts.

2

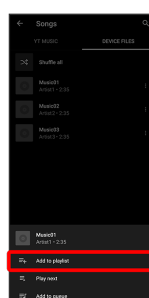
Library → Albums / Songs / Artists



• If selecting Artists, Tap artist name.

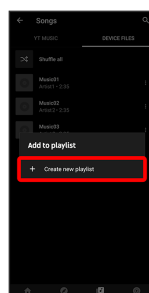
3

→ Add to playlist



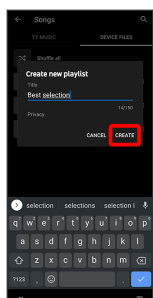
4

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.

**!** Photos 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 ⋮ ➔ **Download** 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)

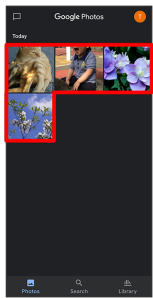


📷 Photos opens.

- 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 video shot in Slow Video mode. See "[スロービデオモードで撮った動画を再生する \(http://help.mb.softbank.jp/aquos-sense5g/04-06-06-02.html\)](http://help.mb.softbank.jp/aquos-sense5g/04-06-06-02.html)" (Japanese) for details on how to play videos.
- 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, Touch & Hold photo/video ( ) Tap another photo/video

- Tap photo/video to toggle selected ( )/unselected ( ).

### Changing Photos Window Layout

In Photos, Pinch/Spread

- View changes between large view, day view, and month view.

### Creating Album or Shared Album

In Photos, **Library** **Create album** / **New Album** Follow onscreen prompts

### Creating Animation, Collage, or Movie

In Photos, **Library** **Utilities** **Animation** / **Collage** / **Movie** 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, **Library** **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, **Download**

- 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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- Applications.....99
- Adding/Deleting Applications..... 101

## 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. Initial setting of エモパ一 is described as an example.

- Permission may also be required for applications running in the background.
- An application may not function correctly if permission to use it is not set.
- If the permission is not set twice in a row for the same privilege, confirmation will not appear.

1

In Home Screen,  (エモパ一)



 An initial setting screen appears.

- Continue by following onscreen prompts.

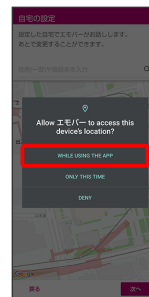
2

When access permission screen for location information appears, **分かりました**



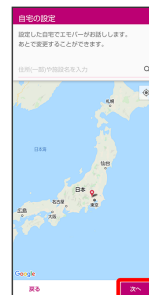
3

WHILE USING THE APP



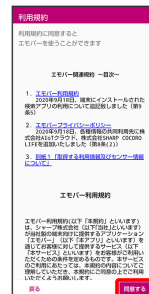
4

Set home and **次へ**



5

同意する



6

完了



- Continue by following onscreen prompts.

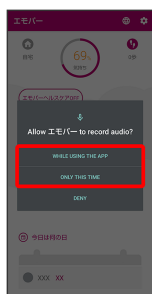
7

When permission setting screen for エモパ〜 appears, **NEXT**



8

WHILE USING THE APP / ONLY THIS TIME



- Tap **ONLY THIS TIME** to temporarily permit usage of application.

9

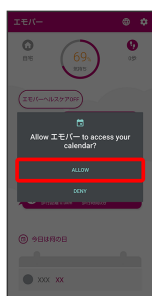
**ALLOW**



- Normally, select **ALLOW** to permit usage of the function.

10

**ALLOW**



11

**ALLOW**



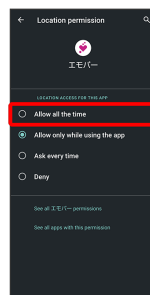
12

設定に進む

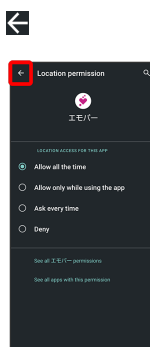


13

Allow all the time



14



🏠 エモパ〜 Setting is complete.

## + 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 , Allow only while using the app or Ask every time appears for some functions.
- If confirmation appears, follow onscreen prompts.

### Setting Whether to Prevent System from Resetting Application Permission

In Home Screen, ⚙️ (Settings) → Apps & notifications → SEE ALL XX APPS → Tap application name → Permissions → Remove permissions if app isn't used

- Tap Remove permissions if app isn't used to toggle on ( ☒ )/off ( ☐ ).
- May not be usable with some applications.

### 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 , Allow only while using the app or Ask every time appears for some applications.
- If confirmation appears, follow onscreen prompts.

## Setting Battery Optimization

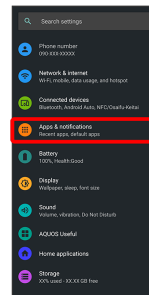
Enable Battery optimization to prevent applications from running while Display is turned off (except while charging).

- 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

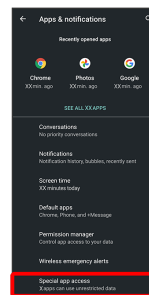
1

In Home Screen, ⚙️ (Settings) → Apps & notifications



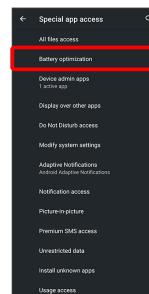
2

Advanced → Special app access



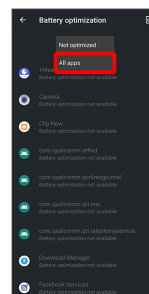
3

Battery optimization



4

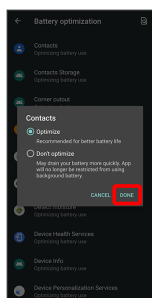
Not optimized → All apps




5

Tap application name → Optimize / Don't optimize →

DONE



 Setting is complete.

## Applications

### Activating Applications

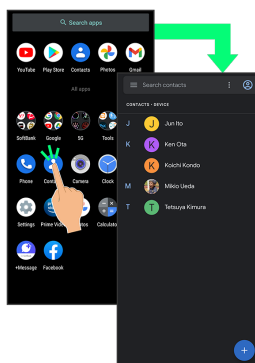
1


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

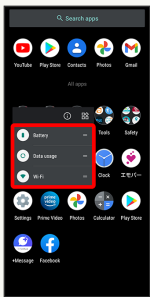
Some applications first require permission to access handset data or privileges to access important functions such as photographing.

Confirmation appears for applications requiring permission when first activated. Follow onscreen prompts.

- See "[Confirmation when First Activating Applications](#)" for details.

## Function Shortcuts

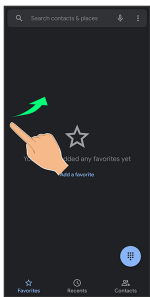
With some applications, Touch & Hold for shortcuts to functions. Tap function shortcut to launch function directly.



## 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 bottom of 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.

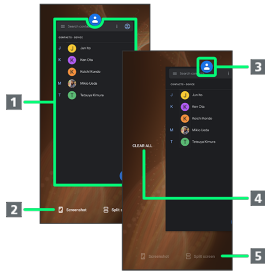
- In app list, recent apps window does not open by Dragging bottom of Display up.
- When **3-button navigation** is enabled, Tap ☐ on Navigation Bar for recent apps window. See "[Convenient Operation Settings](#)" for details.

## 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.<sup>1</sup>
- 2 Capture Screenshots
- 3 Show application menu.
- 4 Remove all applications from the list.<sup>2</sup>
- 5 Split screen (Multi-Window)

- 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.

### Capturing Screenshot of Application in Recent Apps Window

In recent apps window, Screenshot

- May not be usable with some applications.

### Splitting Screen (Multi-Window)

In recent apps window, Split screen → Follow onscreen prompts

- In recent apps window, Tap icon of application in list → Split screen to split window.
- 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 "App 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)

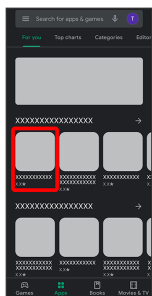


Google Play opens.

- If confirmation appears, follow onscreen prompts.

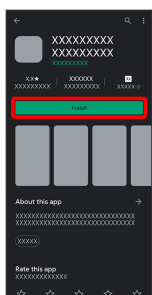
2

Tap free application



3

Install



Application downloads and installs.

· If confirmation appears, follow onscreen prompts.

## Purchasing Applications

1

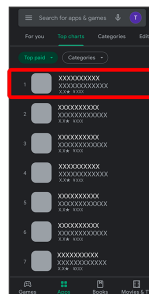
In Home Screen,  (Play Store)

Google Play opens.

· If confirmation appears, follow onscreen prompts.

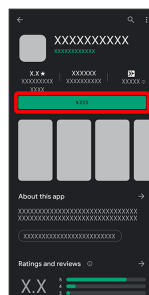
2

Tap paid application



3

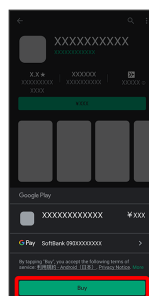
Tap price



· If payment confirmation appears, follow onscreen prompts.

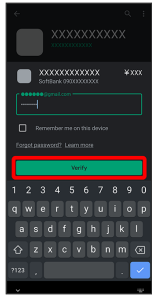
4

Buy



5

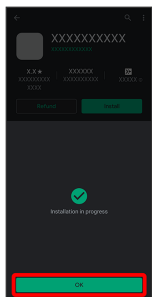
Enter password for Google account → Verify



- 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)

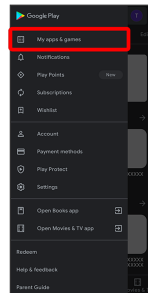


Google Play opens.

- If confirmation appears, follow onscreen prompts.

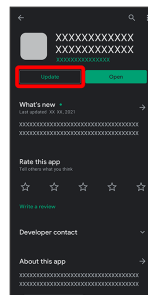
2

→ 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.

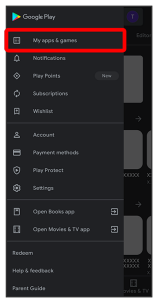
- If confirmation appears, follow onscreen prompts.

2



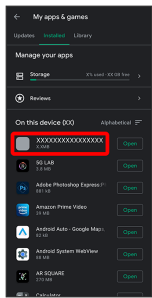
3

My apps & games



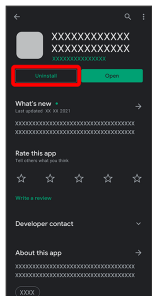
4

Tap application



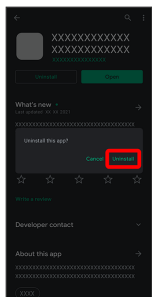
5


Uninstall



6

Uninstall



 Application is deleted.



# Managing Data

- File Storage.....108
- Backup & Restore..... 108
- Importing Data from Other Mobiles..... 109

## 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
Y!バックアップ (Y! Backup)	Save handset data to cloud server, or load server data to handset.
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 " <a href="#">Importing Contacts via Bluetooth® (Data Transfer)</a> ," " <a href="#">Importing Data from SD Card (Data Transfer)</a> ," and " <a href="#">System Settings</a> " 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

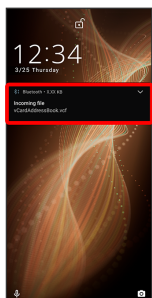
Import data from other mobiles, etc. using Bluetooth® or SD Card.

### 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

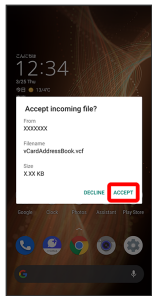
Tap Bluetooth® share notification twice



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

2

ACCEPT



3

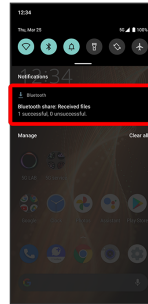
After data reception, Flick Status Bar down



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.

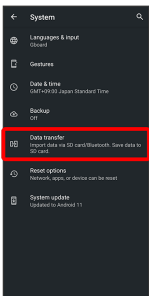
1


In Home Screen,  (Settings)



2

System  Advanced  Data transfer

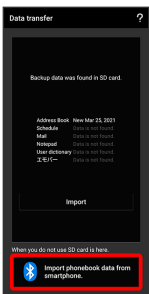


 Data transfer window opens.

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

3

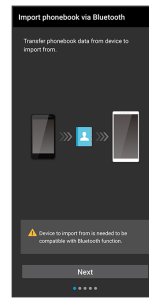
Data import  Import phonebook data from smartphone.




- 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.

4

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.

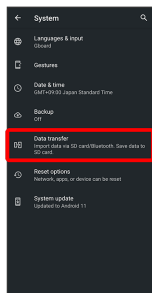
1

In Home Screen,  (Settings)



2

System  Advanced  Data transfer

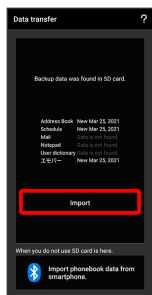


 Data transfer window opens.

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

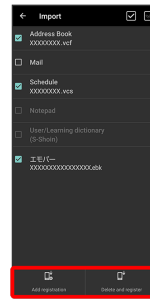
3

Data import  Import



4

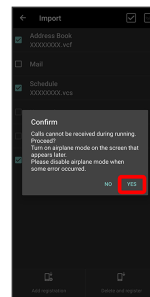
Tap item to import  Tap file to import  Add  
registration / Delete and register



- If confirmation appears, follow onscreen prompts.

5




YES

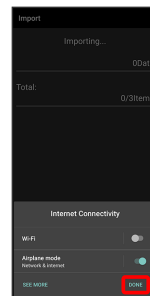


 Import starts.





- If confirmation appears, follow onscreen prompts.

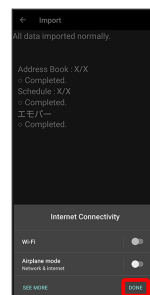
6

 for "Airplane mode" (  )  DONE




7

OK   for "Airplane mode" (  )  DONE



---

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..... 114

Using Bluetooth® Function..... 120

Using Tethering..... 125

## 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

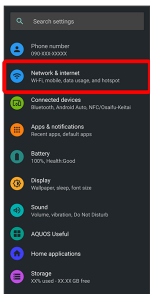
1

In Home Screen,  (Settings)



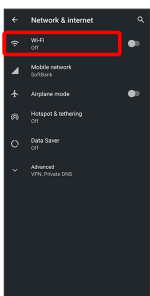
2


Network & internet



3

Wi-Fi






 Wi-Fi menu opens.

4

Use Wi-Fi (  )

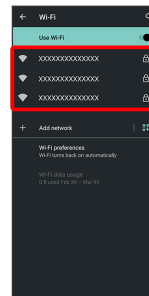


 Wi-Fi is enabled.

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

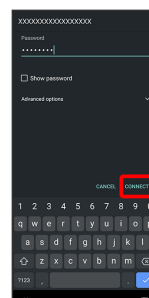
5

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** → **Notify for public networks**

· Tap **Notify for public networks** 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

### 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.

### Disconnecting Connected Access Point

In Wi-Fi menu, Tap connected access point → **DISCONNECT**

· Tap **CONNECT** to connect to disconnected access point.

### Disconnecting Saved Access Points

In Wi-Fi menu, **Saved networks** → Tap access point to disconnect → **DISCONNECT**

· Tap **CONNECT** to connect to disconnected access point.

## ? 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

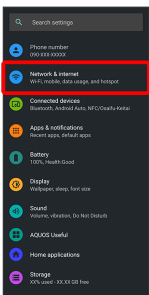
1

In Home Screen, (Settings)



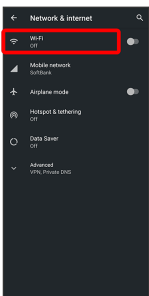
2

### Network & internet



3

### Wi-Fi



Wi-Fi menu opens.

4

### Use Wi-Fi ( )

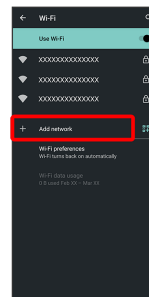



Wi-Fi is enabled.

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

5

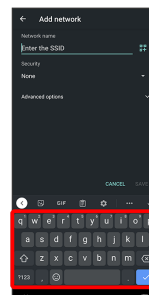
### Add network



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

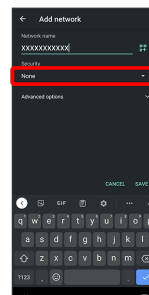
6

Enter network name



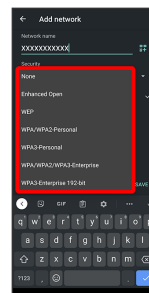
7

Tap Security field



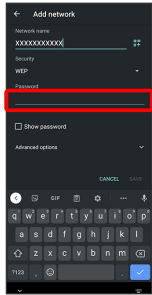
8

Select security



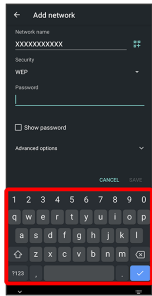
9

Tap Password field



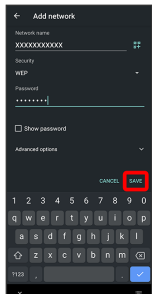
10


Enter password



11

SAVE




 Handset is connected.

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

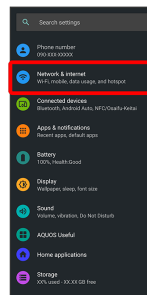
## Deleting Connected Access Points

1

In Home Screen,  (Settings)

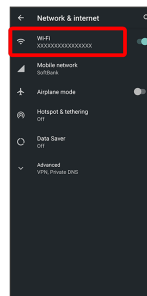
2


Network &amp; internet



3

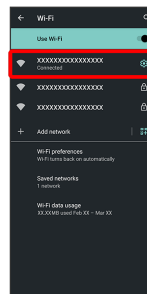
Wi-Fi



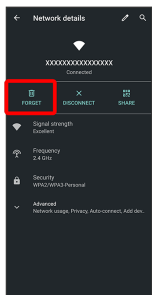
 Wi-Fi menu opens.

4

Tap connected access point



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

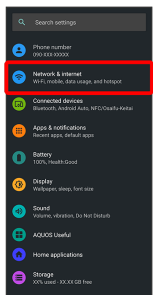
1

In Home Screen, (Settings)



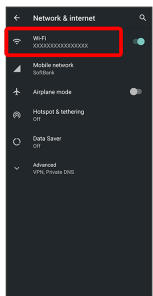
2

Network & internet



3

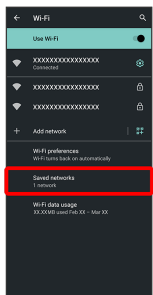
Wi-Fi



Wi-Fi menu opens.

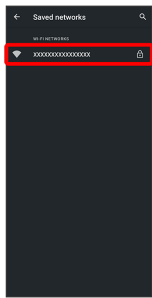
4

Saved networks



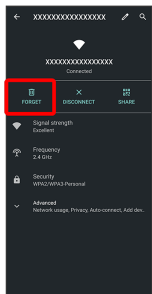
5

Tap access point



6

FORGET





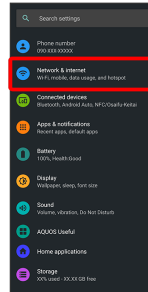
The access point is deleted.

## 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.

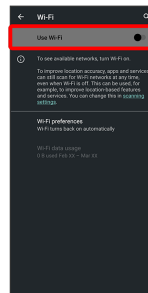
1

In Home Screen,  (Settings)  Network & internet




2

Wi-Fi  Use Wi-Fi (  )

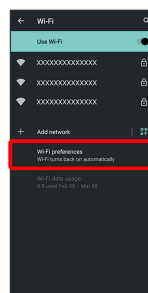


Wi-Fi is enabled.

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

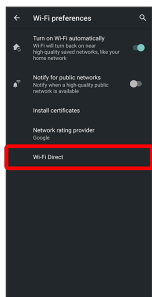
3

Wi-Fi preferences



4

Advanced ➔ Wi-Fi Direct

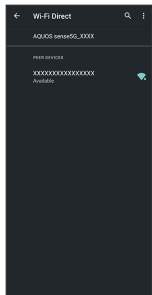


Found Wi-Fi Direct compatible devices appear in Peer devices field.

· 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

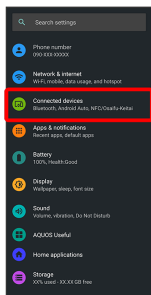
1

In Home Screen, (Settings)



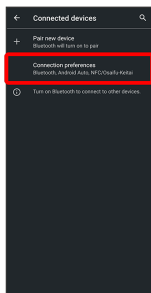
2

Connected devices



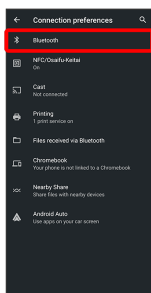
3

Connection preferences



4

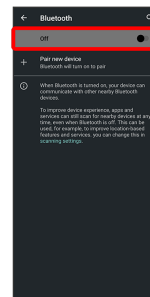
Bluetooth



Bluetooth® menu opens.

5

Off



Bluetooth® is enabled ( On ).

To disable Bluetooth®, Tap ( 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.

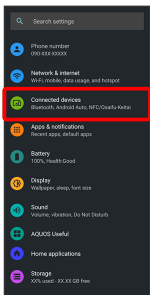
1

In Home Screen,  (Settings)



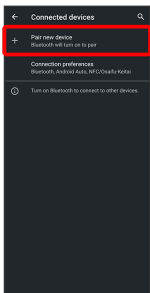
2


### Connected devices



3

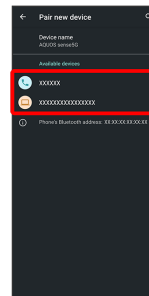
### Pair new device



 Found Bluetooth® devices appear in Available devices field.

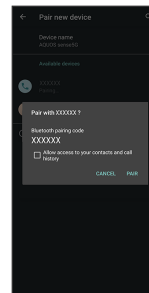
4


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.

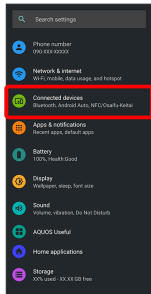
## Connecting to Paired Bluetooth® Devices

Connect handset and paired Bluetooth® device.

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

1

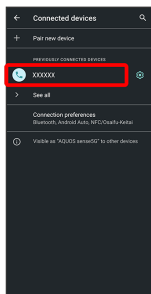
In Home Screen, ⚙️ (Settings) ➔ Connected devices



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

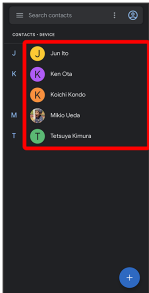
In Home Screen,  (Google)   (Contacts)



Contacts opens.





2

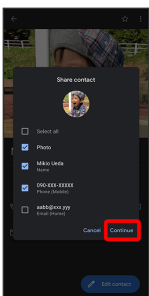
Tap contact



Contact opens.

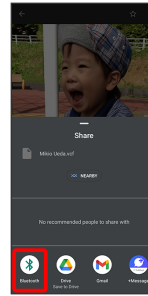
3

  Share  Tap items to share  Continue



4

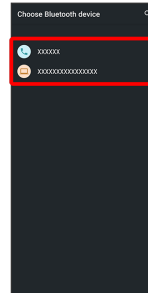
Bluetooth



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






5

Tap target device



Data is sent.

### + Sending to Several Contacts

In Contacts, Touch & Hold contact  Tap another contact (  )   **Bluetooth**  Tap target device

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

# 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.

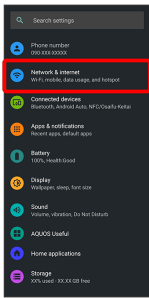
## Setting Tethering

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®.
Ethernet tethering	Set whether to use Ethernet tethering.

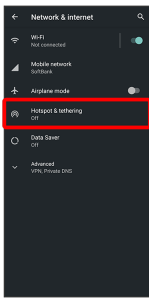
1

In Home Screen, (Settings) → Network & internet



2

Hotspot & tethering



Hotspot & tethering menu opens.

3

Set each item

Setting is complete.



# Handset Settings

- About Settings..... 128
- Data Usage Settings..... 129
- Battery Settings.....134
- Display Settings..... 135
- Sound Settings.....141
- AQUOS Useful Settings.....146
- Privacy Settings..... 149
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- System Settings.....162
- Other Handset Settings.....167

# 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	Set history of notifications, bubbles, and recently sent notifications, etc.
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 face authentication.
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

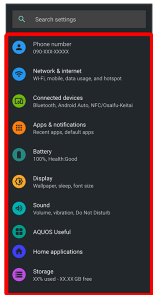
In Home Screen, ⚙️ (Settings)



Settings appear.

2

Select item to set



Settings open.

## Data Usage Settings

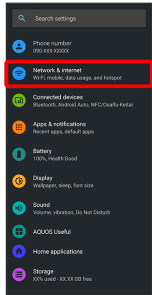
Check the amount of your mobile data usage (per month) and restrict usage.

Data usage is only as tracked by handset, and may differ from actual data usage statement.

### Checking Application Data Usage

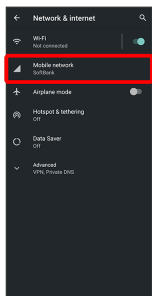
1


In Home Screen, (Settings) → Network & internet



2

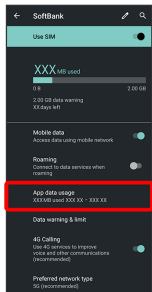
Mobile network




 Mobile network window opens.

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 network window, **Data warning & limit** →




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 network window, **Data warning & limit** →

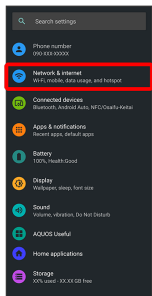
Set data limit

- 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

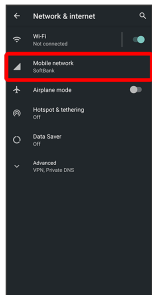
1

In Home Screen, (Settings) → Network & internet



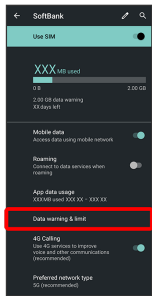
2

Mobile network



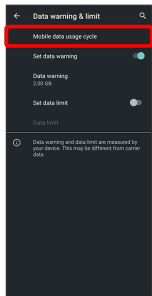
3

Data warning & limit



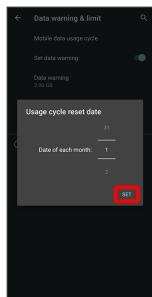
4

Mobile data usage cycle



5

Flick date up/down to set reset date → SET

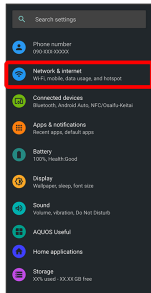


Reset date is set.

## Setting an Alert Amount for Increased Data Usage

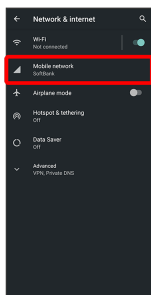
1

In Home Screen, (Settings) → Network & internet



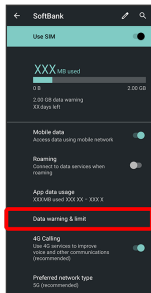
2

Mobile network



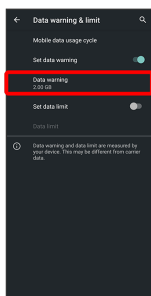
3

Data warning & limit



4

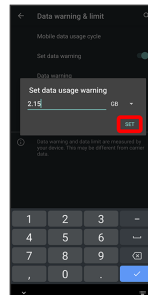
Data warning



• Available when **Set data warning** is enabled.

5

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.

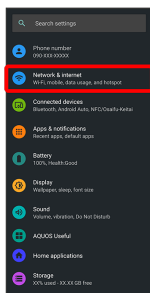
Change settings in the following ways.

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

## Setting a Limit on Mobile Data Usage

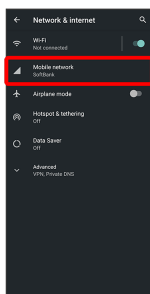
1

In Home Screen, (Settings) → Network & internet



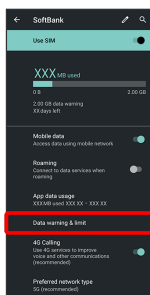
2

### Mobile network



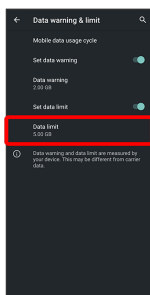
3

### Data warning & limit



4

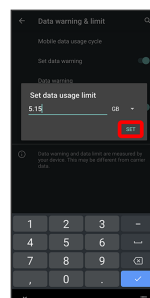
### Data limit



· Available when **Set data limit** is enabled.

5

Enter amount for limit → SET



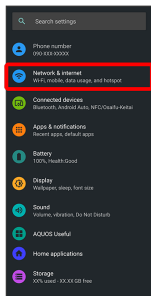
Limit on data is set.

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

## Restrict Background Mobile Data

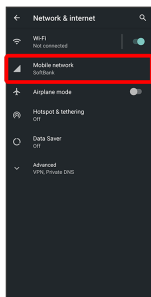
1

In Home Screen, (Settings) → Network & internet



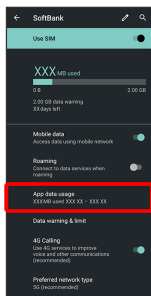
2

### Mobile network



3

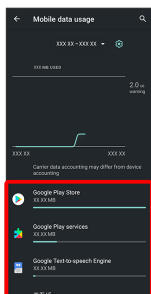
### App data usage



Mobile data usage window opens.

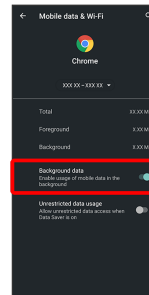
4

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 ( ).

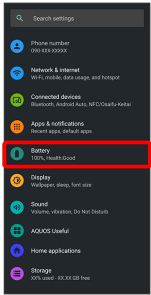
#### Setting Whether to Show Battery Strength in Percent beside Battery Indicator on Status Bar

In Home Screen, (Settings) → Battery → Battery percentage  
· Tap Battery percentage to toggle on ( )/off ( ).

## Using Battery Saver

1

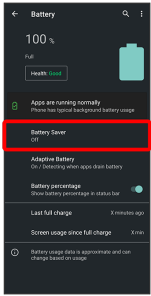
In Home Screen, (Settings) → Battery



Battery opens.

2

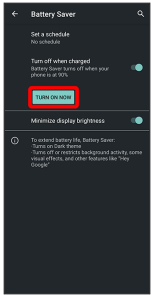
### Battery Saver



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 charged**

· Tap **Turn off when 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.
Bright Keep	Set whether to keep Display from turning off while handset is held.
Advanced	Make settings for Wallpaper, Font Settings, Notch display settings, etc.



## + 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** →  /  for "Dark theme"




· Tap to toggle on (  )/off (  ).



### Setting Time for Dark Theme

In Home Screen,  (Settings) → **Display** → **Dark theme** → **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 Dark Theme from nightfall until morning.

## Setting Whether to Keep Display On while Holding Handset








In Home Screen,  (Settings)  

- 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.







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

In Home Screen,  (Settings)    Tap application name ( **Photos** etc.) 

## Setting Preloaded Image as Wallpaper for Home Screen and Lock Screen





In Home Screen,  (Settings)       **Home screen** / **Lock screen** / **Home screen and lock screen**



## Setting Text Font

In Home Screen,  (Settings)     Tap font 

- 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)   

- 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)   





- 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)    











- To disable RelaxView, Tap **TURN OFF NOW** .

## Setting Brightness for RelaxView

In Home Screen,  (Settings)    Drag "Intensity" slider to adjust





- Available when RelaxView is enabled.



## Setting Time for RelaxView

In Home Screen,  (Settings)       Specify time   Specify time 






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

## Setting Whether to Enable VeilView






In Home Screen,  (Settings)    

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





## Setting VeilView Pattern



In Home Screen,  (Settings)     Tap item

## Setting VeilView Density





In Home Screen,  (Settings)     **High** / **Normal** / **Low**



## Setting Whether Screen is Easier to See in Bright Sunlight

In Home Screen,  (Settings)   

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


## Setting Whether to Change Back light Brightness and Reduce Power Consumption According to screen

In Home Screen,  (Settings)   

- 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 / Show sensitive content only when unlocked / Don't show notifications at all

- **Show sensitive content only when unlocked** 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 (  ).
- Notifications that cannot be deleted still appear even when **Organize notifications on the lock screen** is on.
- Notification Indicators on Status Bar are not 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, face authentication, 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

- Tap **Clock display ON** to toggle on (  )/off (  ).

## Setting Whether Screen Stays Locked when Notifications Arrive

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

- 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 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

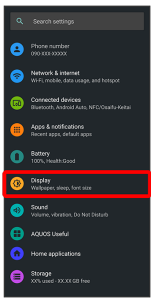
In Home Screen, ⚙️ (Settings) ➡️ Display ➡️ Advanced ➡️ Auto-rotate screen

- 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 Display Timeout

1

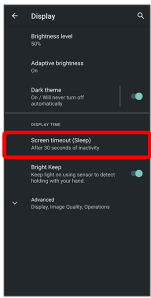
In Home Screen, ⚙️ (Settings) ➡️ Display



🚩 Display menu opens.

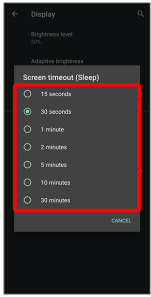
2

Screen timeout (Sleep)



3

Tap time




🚩 Set time until Display goes out.

- Set a shorter time to save battery power.
- If confirmation appears, follow onscreen prompts.

## Setting Font Size

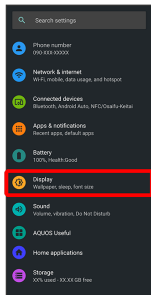
1


In Home Screen,  (Settings)



2

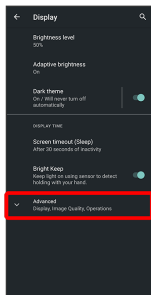
### Display



 Display menu opens.

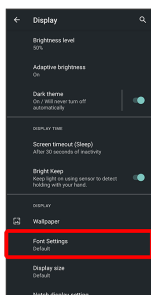
3

### 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

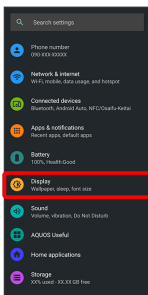
1


In Home Screen,  (Settings)



2

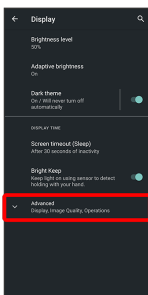
### Display



 Display menu opens.

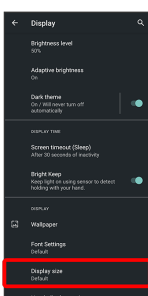
3

### Advanced



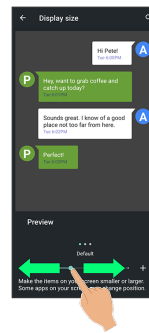
4


### 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 & notification volume	Set ringtones for incoming calls, etc. and volume for notifications.
Alarm volume	Set volume for Alarm.
Vibrate for calls	Make vibration settings for incoming calls.
Do Not Disturb	Make detailed Manner mode settings.
Live Caption	Set whether to show captions for dialog in media, etc.
Media <sup>1</sup>	Set whether to hide player from Quick Settings Window when music or video, etc. playback ends.
Prevent ringing	Set whether Manner mode is activated by Pressing Power Key and Volume Up Key, etc.
Advanced	Make settings for default notification ringtone or alarm ringtone, and other sounds and vibrations.

<sup>1</sup> Uses only for compatible applications.

### Sound Operations

#### Setting Volume for Calls

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

- Sound plays at set volume when releasing finger from .

#### Activating/Canceling Do Not Disturb

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

#### Setting Action for Conversations, Calls, and Messages When Do Not Disturb Is Set



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

### Making Application Interruption Settings

In Home Screen, (Settings) → Sound → Do Not Disturb → Apps → Add apps → Follow onscreen prompts





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

In Home Screen, (Settings) → Sound → Do Not Disturb → Alarms & other interruptions → Alarms / Media sounds / Touch sounds / Reminders / Calendar events

- Tap Alarms / Media sounds / Touch sounds / Reminders / Calendar events to toggle on (  )/off (  ).

### Setting Specific Hours or Events to Activate Do Not Disturb

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

- To add an item, Tap Add more .
- Tap an item to toggle on (  )/off (  ).
- Tap  on right of item to edit item.
- Tap  on right of item → DELETE → DELETE to delete item.

### Setting Period until Do Not Disturb Is Canceled

In Home Screen, (Settings) → Sound → Do Not Disturb → Duration for Quick Settings → 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 Notification Action when Do Not Disturb Is Set

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






- After Tapping Custom , follow onscreen prompts.




### 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)    






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




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

In Home Screen,  (Settings)    





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



### Setting Whether to Enable Live Captioning by Using Volume Key

In Home Screen,  (Settings)    








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







### Setting Whether to Hide Player from Quick Settings Window when Music or Video, etc. Playback Ends

In Home Screen,  (Settings)   






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

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

In Home Screen,  (Settings)     /  






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

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






In Home Screen,  (Settings)    / 

- Available when "Prevent ringing" is On.





### Setting Sound for Notifications





In Home Screen,  (Settings)    

### Setting Default Alarm Sound





In Home Screen,  (Settings)    





### Setting Whether Dialpad Tones Sound

In Home Screen,  (Settings)   





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





### Setting Whether Tone Sounds when Locking/Unlocking Screen

In Home Screen,  (Settings)   





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





### Setting Whether Tone Sounds and Handset Vibrates when Starting Charging

In Home Screen,  (Settings)   





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





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

In Home Screen,  (Settings)   

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


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

In Home Screen,  (Settings)   

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

## Setting Ringtones

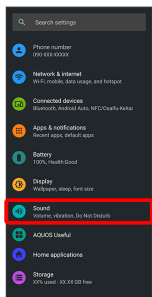
1


In Home Screen,  (Settings)



2

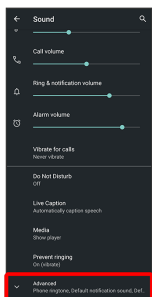
### Sound



 Sound menu opens.

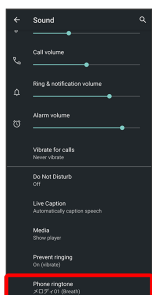
3

### Advanced



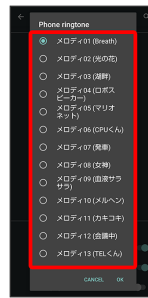
4


### Phone ringtone



5

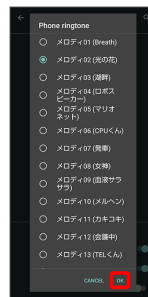
Tap ringtone




 Ringtone plays.

6


OK



 Setting is complete.

## Setting Volume for Ringtones for Incoming Calls and Notifications

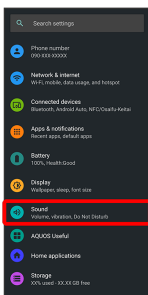
1


In Home Screen,  (Settings)




2

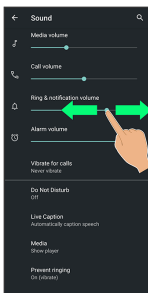
### Sound





 Sound menu opens.

3

Drag "Ring & notification volume"  left/right




 Ringtone plays to check volume.

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

## Setting Volume of Music and Videos

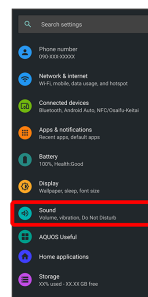
1


In Home Screen,  (Settings)




2

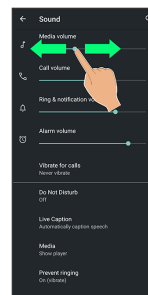
### Sound




 Sound menu opens.

3


Drag "Media volume"  left/right



 Sample sound plays.

## Setting Alarm Volume

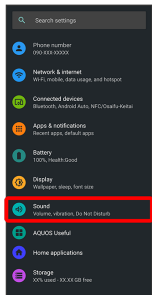
1


In Home Screen,  (Settings)




2

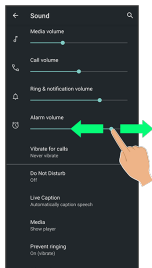
Sound




 Sound menu opens.

3

Drag "Alarm volume"  left/right




 Alarm sound plays.

## Setting Vibration for Incoming Calls

Make vibration settings for incoming calls.

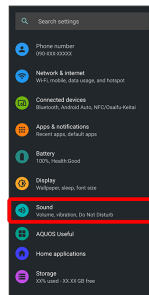
1

In Home Screen,  (Settings)



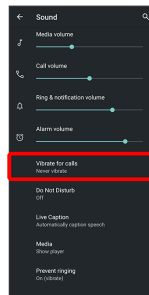
2

Sound



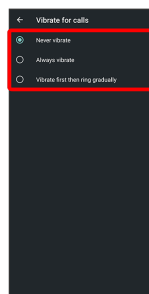
3


Vibrate for calls



4

Never vibrate / Always vibrate / Vibrate first then ring gradually



 Setting is complete.

## 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
Rich color technology Mobile	Set screen display and quality according to use. See " <a href="#">Display Settings</a> " for details on each item.
Fingerprint sensor	Make settings for using Fingerprint Sensor.
ScrollAuto	Make settings for automatic scrolling. See " <a href="#">Enabling ScrollAuto</a> " for details.
エモ/パー	Set emopa.
Gaming settings	Make gaming screen quality and notification settings. See " <a href="#">Gaming Settings</a> " for details.
Clip Now	Make settings for using Clip Now.
S-Shoin	Switch to and make settings for the Sharp-brand keyboard "S-Shoin." For details on S-Shoin, see " <a href="http://help.mb.softbank.jp/aquos-sense5g/06-08-06-03.html">S-Shoinの設定 (http://help.mb.softbank.jp/aquos-sense5g/06-08-06-03.html)</a> " (Japanese).
Assistant key	Set what action occurs when pressing Assistant Key.
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.
Tethering Auto	Make settings for using tethering auto. See " <a href="http://help.mb.softbank.jp/aquos-sense5g/06-01-03-03.html">テザリングオートを利用する (http://help.mb.softbank.jp/aquos-sense5g/06-01-03-03.html)</a> " (Japanese) for details.
ROBOQUL setting	Set whether ROBOQUL swivels for new calls, notifications, etc. when using ROBOQUL. See " <a href="#">Setting ROBOQUL</a> " for details.
Convenient operation settings	Set what action occurs when pressing Power Key, and make Navigation Bar settings.

### 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 by Sliding Finger over Sensor

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.  
 • If confirmation appears, follow onscreen prompts.

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

In Home Screen, (Settings) → AQUOS Useful → Fingerprint sensor → / for "Pay Trigger"  
 • Tap to toggle on ( )/off ( ).

##### Setting Application to Start by Long Pressing Fingerprint Sensor

In Home Screen, (Settings) → AQUOS Useful → Fingerprint sensor → Pay Trigger → Tap name of application

##### 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.




## Assistant Key Settings

Set function activated by pressing Assistant Key.





Item	Description
Basic functions	Check descriptions of basic Assistant Key functions on Sharp Website.
Special use for AQUOS	Check how to use Assistant as only available with AQUOS on Sharp Website.
Assistant App	Set function activated by pressing Assistant Key.

### + Assistant Key Operations











Check descriptions of basic Google Assistant functions on Sharp Website.

In Home Screen,  (Settings)  AQUOS Useful   
Assistant key  Basic functions

Check descriptions of basic Google Assistant functions as only available with AQUOS on Sharp Website.

In Home Screen,  (Settings)  AQUOS Useful   
Assistant key  Special use for AQUOS

Setting Whether Pressing Assistant Key Activates Google Assistant or emopa

In Home Screen,  (Settings)  AQUOS Useful   
Assistant key   /  for "Assistant App"  
• Tap  to toggle on (  ),  to toggle off (  ).  
• Tap Assistant App to change activated application.





## 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.

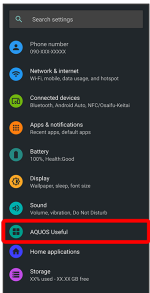
1


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** / **Length of press-and-hold time (longer)** / **Icon shape**

• Tap **Kantan Home** / **Font size(Largest)** / **Hakkiri View** / **Batch change simple keyboard** / **Length of press-and-hold time (longer)** / **Icon shape** to toggle on (  ) / off (  ).

• If confirmation appears, follow onscreen prompts.

## Convenient Operation Settings

Set what action occurs when pressing Power Key, and make Navigation Key settings.

Item	Description
Press and hold to activate app	Setting application to start by long pressing Power Key.
Press twice to activate camera	Set whether to activate Camera by pressing Power Key twice.
System navigation	Make Navigation Bar settings.

### + Operations with Convenient Operation Settings

#### Setting Whether to Long Press Power Key to Start Application

In Home Screen, (Settings) → AQUOS Useful → Convenient operation settings → / for "Press and hold to activate app"  
· Tap to toggle on ( ), to toggle off ( ).

#### Setting Application to Start by Long Pressing Power Key

In Home Screen, (Settings) → AQUOS Useful → Convenient operation settings → Press and hold to activate app → Tap name of application

#### Setting Whether to Activate Camera by Pressing Power Key Twice

In Home Screen, (Settings) → AQUOS Useful → Convenient operation settings → Press twice to activate camera → Quickly open camera  
· Tap Quickly open camera to toggle on ( )/off ( ).

#### Setting Whether to List Recently Used Applications by Dragging Bottom of Display Up or Tapping

In Home Screen, (Settings) → AQUOS Useful → Convenient operation settings → System navigation → Gesture navigation / 3-button navigation  
· After selecting 3-button navigation, appears on Navigation Bar.

## 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 " <a href="#">Setting Required Permissions for Applications</a> " for details.
Visible passwords	Set whether characters visible as password entered.
Notifications on 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 → Notifications on 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)     Follow onscreen prompts








· Log in to a Google account beforehand.

### Setting Ads

In Home Screen,  (Settings)   Follow onscreen prompts

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

In Home Screen,  (Settings)    /  

· Tap   to toggle  (  ),  to toggle  (  ).

# Location Settings

Make settings for location information.




## Location Settings

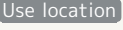


Settable items are the following.

Item	Description
Use location	Set whether to use location information.
App access to location	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)  



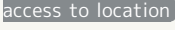




· Tap  to toggle on (  )/off (  ).

### Showing Applications Recently Using Location


In Home Screen,  (Settings) 

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



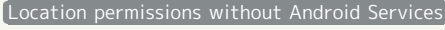
### Setting Whether to Permit Use of Location per Each Application

In Home Screen,  (Settings)   Tap application name  /  /  / 

· If confirmation appears, follow onscreen prompts.



·  does not appear for some applications.

### Setting Access Permissions for Sources Other than Android Services

In Home Screen,  (Settings)   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.
Screen lock	Set a screen lock.
Face authentication	Set screen to unlock with face authentication. Save fingerprints.
Fingerprint	See " <a href="#">Using Fingerprint Authentication Function</a> " for details.
Smart Lock	Enable handset to check whether it is being carried or for trusted place or device and unlock screen.
Device admin apps	Enable/disable applications managing handset.
Set up SIM card lock	Change lock and SIM PIN for SIM Card.
Advanced	Make settings for encryption, credentials, etc.

+ 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" → Lock after screen timeout → 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 → REMOVE TRUSTED DEVICE / DONE

- If confirmation appears, follow onscreen prompts.

## Setting Whether to Enable Device Administration Applications

In Home Screen, (Settings) → Security → 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

## Viewing Details of Credentials Installed by User

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

## 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 → App 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 → App pinning → Lock device when unpinning ( ) → Pattern / Lock No. (PIN) / Password → Set pattern / lock no. (PIN) / password

- Set "App pinning" to On beforehand.
- If pattern / lock no. (PIN) / password for unlocking screen is set beforehand, Tap App 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
Center Access Code	A four-digit code set in subscription contract. See "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.

Center Access Code

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

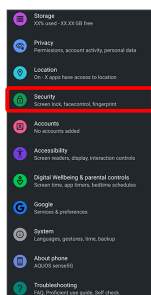
- Do not forget Center Access Code. If you forget the code, contact us for recovery. For details, contact Customer Service.
- Be careful not to reveal security codes to others. If misused by others, SoftBank Corp. is not liable for any resulting damages.

## 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

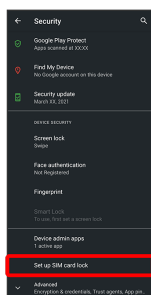
In Home Screen, (Settings) → Security



Security menu opens.

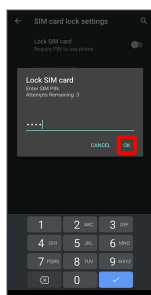
2

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, 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.

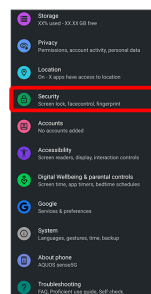
- Entering incorrect SIM PIN three consecutive times activates PIN Lock. To cancel, Personal Unblocking Key (PUK) is required; contact [Customer Service](#).
- Entering incorrect PUK ten consecutive times activates PUK Lock, disabling handset. For recovery, SIM Card must be reissued at a SoftBank Shop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

## Changing SIM PIN

Enable SIM card lock first. See "[Enabling SIM PIN](#)" for details.

1

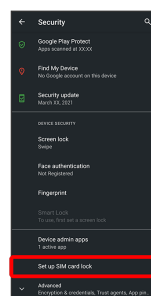
In Home Screen, (Settings) → Security



Security menu opens.

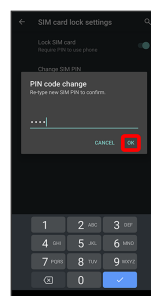
2

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

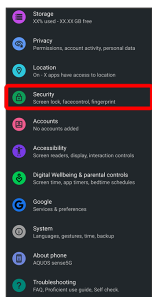
1


In Home Screen,  (Settings)



2

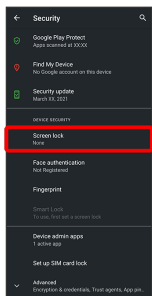
### Security



 Security menu opens.

3

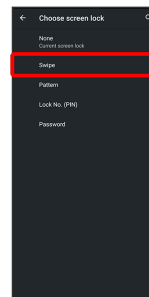
### Screen lock




- 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

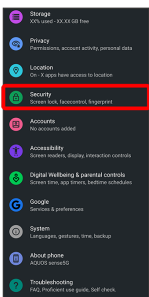
1

In Home Screen, (Settings)



2

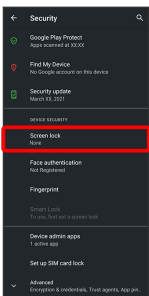
### Security



Security menu opens.

3

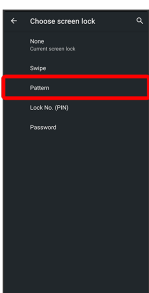
### Screen lock



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

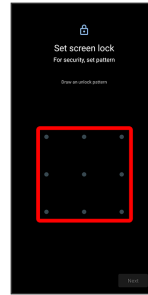
4

### Pattern



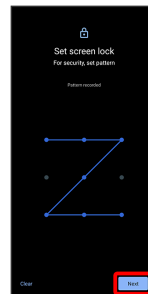
5

Enter new pattern



6

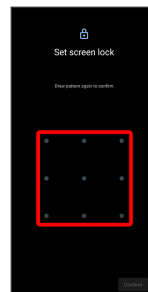
Next



· Tap **Clear** to erase entered pattern.

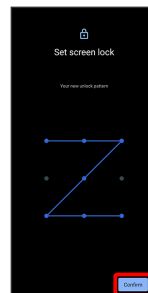
7

Enter new pattern again



8

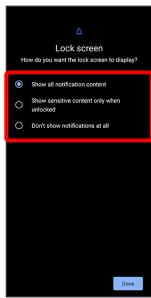
Confirm



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

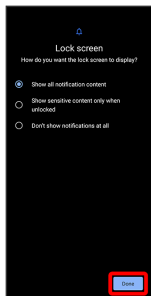
9

Select method of notification display



10

Done



Setting is complete.

## Requiring Lock No. (PIN) Entry for Unlocking Screen

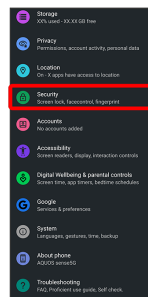
1

In Home Screen, (Settings)



2

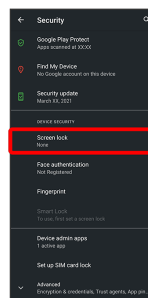
Security



Security menu opens.

3

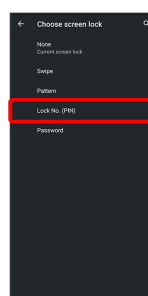
Screen lock



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

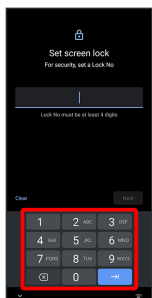
4

Lock No. (PIN)



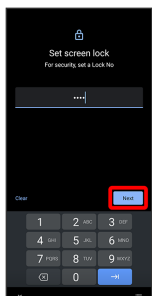
5

Enter new lock no. (PIN)



6

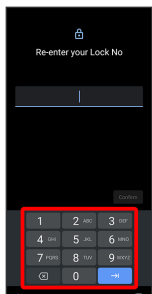
Next



· Tap **Clear** to erase entered lock no. (PIN).

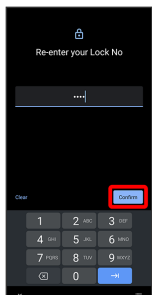
7

Enter new lock no. (PIN) again



8

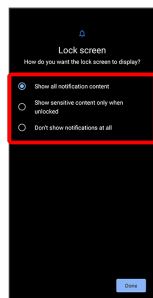
Confirm



- 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).

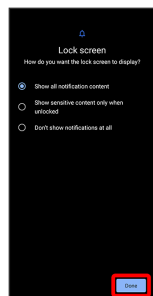
9


Select method of notification display



10


Done



 Setting is complete.

## Setting Screen to Unlock with Password

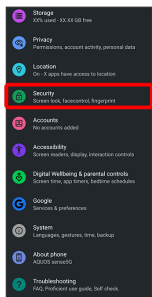
1


In Home Screen,  (Settings)



2

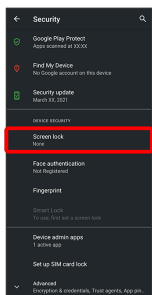
### Security



 Security menu opens.

3

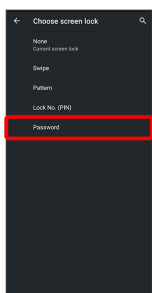
### Screen lock



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

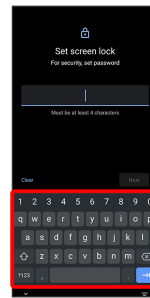
4

### Password



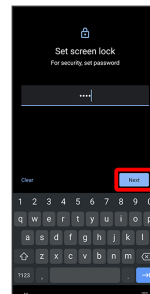
5

Enter new password



6

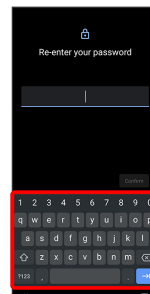
Next



• Tap **Clear** to erase entered password.

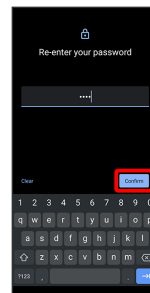
7

Enter new password again



8

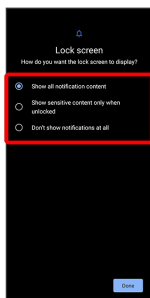
Confirm



• If method for unlocking screen before change is setting other than **None** or **Swipe**, setting is complete.  
• Tap **Clear** to erase entered password.

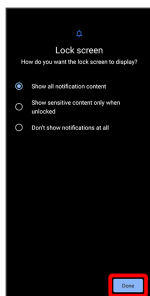
9

Select method of notification display



10

Done



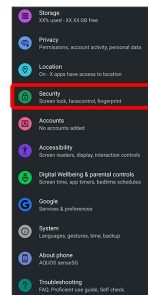
Setting is complete.

## Using Face Authentication

When face data is saved, handset authenticates with face when Display is on, and screen unlocks.

1

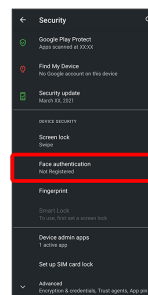
In Home Screen, (Settings) Security



Security menu opens.

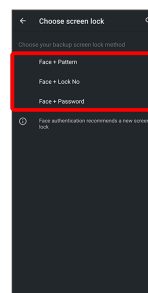
2

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.

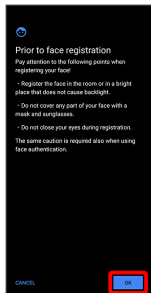
4

NEXT



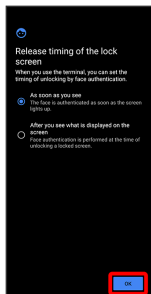
5

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

## ! Face Authentication Cautions

### Cautions for Saving Face Data

Access permission for camera is required when saving face data. To permit access, Tap WHILE USING THE APP.

· When Tapping ONLY THIS TIME / DENY, the face authentication may not operate normally.

### Cautions for Screen Unlock Using Face Authentication

When 4 hours or longer passed after Display is turned off, the screen cannot be unlocked with face authentication.

To unlock screen, use unlock method ( Pattern / Lock No. (PIN) / Password ). After unlocked, the screen can be unlocked with face authentication.

# 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, or to activate Manner Mode by pressing Power Key and Volume Up Key simultaneously, 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 " <a href="#">Importing Contacts via Bluetooth® (Data Transfer)</a> " and " <a href="#">Importing Data from SD Card (Data Transfer)</a> " for details on transferring data. See " <a href="#">Updating the System</a> " 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.

- If method for unlocking screen is setting other than None or Swipe , first Tap Build number 7 times and unlock screen.

### 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 ( ) → REMOVE

### Setting Input Method

In Home Screen, (Settings) → System → Languages & input → On-screen keyboard → Tap input method → Follow onscreen prompts

- To add/delete input method, Tap Manage on-screen keyboards , then follow onscreen prompts.

### Setting Language for Voice Input

In Home Screen, (Settings) → System → Languages & input → On-screen 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 → On-screen 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 → On-screen keyboard → Google voice typing → Offline speech recognition → Tap language

### Downloading Languages for Voice Recognition

In Home Screen, (Settings) → System → Languages & input → On-screen 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 → On-screen keyboard → Google voice typing → Offline speech recognition → AUTO-UPDATE → Tap item

## Setting Whether to Hide Offensive Words

In Home Screen, (Settings) → System → Languages & input → On-screen 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 → On-screen 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 → On-screen 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 → On-screen 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 → Use on-screen keyboard (●)

- Tap **Use on-screen keyboard** to toggle on (●) / off (○).

## Showing Shortcuts List when Using Physical Keyboard

In Home Screen, (Settings) → System → Languages & input → Physical keyboard → Keyboard shortcuts

## 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 bar to adjust speed → 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 "Speech rate" bar to adjust speed


### Setting Pitch for Text-to-Speech

In Home Screen,  (Settings) → **System** → **Languages & input** → **Advanced** → **Text-to-speech output** → Drag "Pitch" bar to adjust pitch height


### 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** → **Quickly open camera** → **Quickly open camera**




· Tap **Quickly open 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 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 Operate Connected Device in Screen Displayed when Long Pressing Power Key

In Home Screen,  (Settings) → **System** → **Gestures** → **Power menu** → **Device controls** → **Show device controls**


· Tap **Show device controls** to toggle on (  )/off (  ).



### Setting Whether to Operate Connected Device in Lock Screen

In Home Screen,  (Settings) → **System** → **Gestures** → **Power menu** → **Sensitive content**


· Tap **Sensitive content** to toggle on (  )/off (  ).  
· Set pattern / lock no. (PIN) / password for unlocking screen beforehand.  
· Available when **Show device controls** is enabled.

### 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)) to SD Card.

In Home Screen, (Settings) → System → Advanced → Data transfer → 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

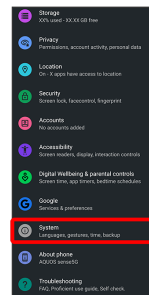
1

In Home Screen, (Settings)



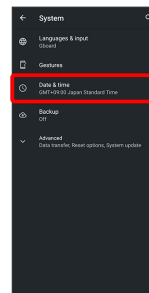
2

System

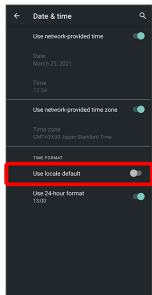



3





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 (  ).

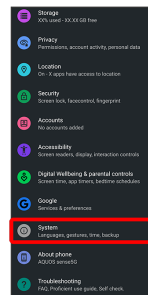
## Resetting Handset

1

In Home Screen,  (Settings)

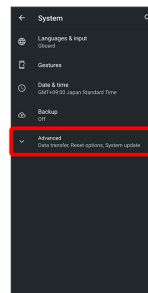
2

### System



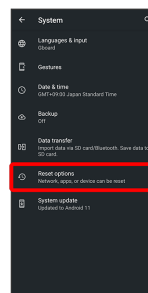
3

### Advanced



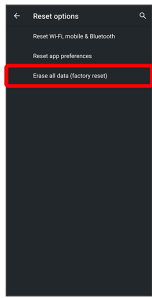
4

### Reset options



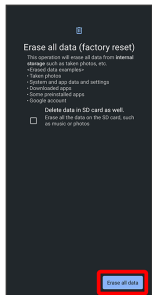
5

Erase all data (factory reset)



6

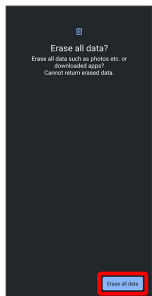
Erase all data



- To also erase SD Card data, Tap **Delete data in SD card as well**. ( ☒ ).
- Unlocks screen when unlock method is setting other than **None** or **Swipe** .

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.
Airplane mode	Leaving power on, suspend signal-transmitting functions.
Hotspot & tethering	Make tethering settings. See "Using Tethering" for details.
Data Saver	Make settings for Data Saver.
Advanced	Make settings for VPN and Private DNS.

Network & Internet Operations



Setting Whether to Enable All Communications over Mobile Network

In Home Screen, (Settings) → Network & internet → Mobile network → Use SIM  / Off 

· Tap Off  to switch to Use SIM  , and Tap Use SIM  to switch to Off  .



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 → 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 Whether to Stop Signal-Transmitting Functions

In Home Screen, (Settings) → Network & internet → Airplane mode

· Tap Airplane mode to toggle on (  )/off (  ).



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 (  ).

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 " <a href="#">Pairing Bluetooth® Devices</a> " for details.
Connection preferences	Make settings for Bluetooth® connection, NFC/Osaifu-Keitai® operation, etc. For details on Bluetooth®, see " <a href="#">Using Bluetooth® Function.</a> " For details on NFC/Osaifu-Keitai® and NFC protection, see " <a href="#">NFC／おサイフケータイ®を利用する (http://help.mb.softbank.jp/aquos-sense5g/05-05-04.html)</a> " (Japanese). For details on files received with Bluetooth®, see " <a href="#">Receiving Data via Bluetooth® (e.g., Address Book).</a> "

## + Connected Device Operations

### Viewing Handset Screen on Other Device

In Home Screen, (Settings) → Connected devices → Connection preferences → Cast → Tap target device → START NOW

### 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

### Making Nearby Share Settings

In Home Screen, (Settings) → Connected devices → Connection preferences → Nearby Share → Follow onscreen prompts

### Making Android Auto™ Settings

In Home Screen, (Settings) → Connected devices → Connection preferences → Android Auto → Follow onscreen prompts

## ! Cautions for Using Cast

Connection with Miracast® device is not supported.

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.
Conversations	Show conversations set as high priority or changed their settings.
Notifications	Make settings for notification history, bubbles, recently sent notification, 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 digital assistant application, and set default application for Browser, Home Screen, Phone, Caller ID/Spam Call, 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 ( <a href="http://help.mb.softbank.jp/aquos-sense5g/05-07-02.html">http://help.mb.softbank.jp/aquos-sense5g/05-07-02.html</a> )" (Japanese) for details on emergency broadcasts.

Bubble Function

Bubble function is available only for compatible applications.

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

Checking Conversations Set as High Priority or Changed their Settings

In Home Screen, (Settings) → Apps & notifications → Conversations

Setting Whether to Show Recent Notifications and Notifications Set to Snoozing

In Home Screen, (Settings) → Apps & notifications → Notifications → Notification history → Use notification history

- Tap Use notification history to toggle show (●) / hide (●).
- Notifications received after Use notification history is enabled are shown.

Setting Whether to Allow Applications to Show Bubbles

In Home Screen, (Settings) → Apps & notifications → Notifications → Bubbles → Allow apps to show bubbles

- Tap Allow apps to show bubbles to toggle show (●) / hide (●).

Setting Alerting and Silent Notifications to Appear in Lock Screen

In Home Screen, (Settings) → Apps & notifications → Notifications → Notifications on lock screen → Show conversations, default, and silent / Hide silent conversations and notifications

- Tap Don't show any 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.

Setting Whether to Hide Silent Notification on Status Bar

In Home Screen, ⚙ (Settings) → Apps & notifications → Notifications → Advanced → Hide silent notifications in status bar

- Tap **Hide silent notifications in status bar** to toggle show (🟢)/hide (⚪).

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 Digital assistant Applications

In Home Screen, ⚙ (Settings) → Apps & notifications → Default apps → Digital assistant app → Follow onscreen prompts

Setting Default Applications for Browser, Home Screen, Phone, Caller ID/Spam Applications, SMS, etc.

In Home Screen, ⚙ (Settings) → Apps & notifications → Default apps → Browser app / Caller ID & spam 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) <sup>1</sup>	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 " <a href="#">Internal Storage and SD Card</a> ."

<sup>1</sup> Appears when the USB host function is in use. See "[USB ホスト機能を利用する \(http://help.mb.softbank.jp/aquos-sense5g/05-06-08.html\)](http://help.mb.softbank.jp/aquos-sense5g/05-06-08.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 lock no. (PIN)/password to unlock screen → 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 app 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 app data → OK  
 • Tap Automatically sync app data → OK to toggle on ( )/off ( ).

## Accessibility

Set captions, magnification gestures, and other useful accessibility functions. Settable items are the following.






Item	Description
Text-to-speech output	Make detailed voice-to-text settings. See " <a href="#">System Settings</a> " for details.
Font size	Set the size of text appearing in Display. See " <a href="#">Setting Font Size</a> " for details.
Display size	Set the size of images, icons, etc. in Display. See " <a href="#">Setting Size of Images and Icons</a> " for details.
Dark theme	Set whether to switch to a dark-themed screen. See " <a href="#">Display Settings</a> " for details.
Magnification	Set whether to enable enlarged view by using a shortcut.
Color correction	Set whether to correct colors when red and green are indistinguishable, etc.
Color inversion	Set whether to invert Display colors, etc.
Large mouse pointer	Set whether to use a large pointer.
Remove animations	Set whether not to show animation when Tapping setting switch (  /  ).
Autoclick (dwell timing)	When using Mouse/Trackpad, set time until clicking when pointer is stopped.
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 " <a href="#">Display Settings</a> " 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.
System navigation	Make Navigation Bar settings. See " <a href="#">Convenient Operation Settings</a> " for details.
Live Caption	Set whether to show captions for dialog in media, etc. See " <a href="#">Sound Settings</a> " 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.





Advanced

Set whether to enable enlarged view or color correction, or color inversion by long pressing Volume Up/Down keys simultaneously in Lock Screen.






## + Accessibility Operations



### Setting Whether to Enable Enlarged View by Using Shortcut

In Home Screen,  (Settings)  Accessibility  Magnification  /  for "Magnification shortcut"

- If confirmation appears, follow onscreen prompts.
- Tap  to toggle on (  ),  to toggle off (  ).
- Tap **Magnification shortcut** to set shortcut type. 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 **Deuteranomaly** / **Protanomaly** / **Tritanomaly** to select a mode.



### Setting Whether to Correct Color by Using Shortcut

In Home Screen,  (Settings)  Accessibility  Color correction  /  for "Color correction shortcut"

- If confirmation appears, follow onscreen prompts.
- Tap  to toggle on (  ),  to toggle off (  ).
- Tap **Color correction shortcut** to set shortcut type. Follow onscreen prompts.





### Setting Whether to Invert Display Colors

In Home Screen,  (Settings)  Accessibility  Color inversion  Use color inversion 




- Tap **Use color inversion** to toggle on (  )/off (  ).

### Setting Whether to Invert Display Color by Using shortcut




In Home Screen,  (Settings)  Accessibility  Color inversion  /  for "Color inversion shortcut"

- If confirmation appears, follow onscreen prompts.
- Tap  to toggle on (  ),  to toggle off (  ).
- Tap **Color inversion shortcut** to set shortcut type. Follow onscreen prompts.




## Setting Whether to Use a Large Pointer

In Home Screen,  (Settings)  






- Tap  to toggle on () / off ()







## Setting Whether Not to Show Animation when Tapping Setting Switch ( / )

In Home Screen,  (Settings)  





- Tap  to toggle on () / off ()




## When Using Mouse/Trackpad, Setting Time until Clicking when Pointer Is Stopped

In Home Screen,  (Settings)    /  / 




/  / 

- If  is selected, drag  to adjust time until clicking.




## Setting Whether to End Call by Pressing Power Key during Call

In Home Screen,  (Settings)  






- Tap  to toggle on () / off ()

## Setting Time to Press Display for Touch & Hold

In Home Screen,  (Settings)  




 Tap item



## Setting Time to Show Messages Visible Temporarily

In Home Screen,  (Settings)  


 Tap time

## Setting Whether Handset Vibrates for Incoming Calls, Etc.




In Home Screen,  (Settings)  

 / 

- Enable  beforehand. See "[Setting Vibration for Incoming Calls](#)" for details.


## Setting Whether Handset Vibrates when Receiving Messages

In Home Screen,  (Settings)  


 / 

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



In Home Screen,  (Settings)  


 



 / 

- Enable  beforehand. See "[Sound Settings](#)" for details.



## Setting Whether to Use Monaural Audio Playback

In Home Screen,  (Settings)  






- Tap  to toggle on () / off ()

## Setting Left/Right Balance of Audio




In Home Screen,  (Settings)  

Drag "Audio balance" bar to adjust left/right balance




## Setting Whether to Show Captions

In Home Screen,  (Settings)  

- Tap  to toggle on () / off ()




## Setting How Captions Shown



In Home Screen,  (Settings)  


 

 /  Tap item



## Setting Caption Language


In Home Screen,  (Settings)  




  



## Making Text Easier to See by Adding Outline, Etc.

In Home Screen,  (Settings)  



- Tap  to toggle on () / off ()

Setting Whether to Enable Enlarged View or Color Correction, or Color Inversion by Long Pressing Volume Up/Down keys Simultaneously in Lock Screen

In Home Screen, (Settings) → Accessibility → Advanced → Shortcut from lock screen

· Tap Shortcut from lock screen to toggle on ( )/ off ( ). Set shortcut (long pressing Volume Up/Down keys simultaneously) beforehand.

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
XX minutes/XXhXXm <sup>1</sup>	View total duration of handset use today.
Dashboard <sup>1</sup>	Check history of total duration of handset use. Also restrict usage of individual applications.
Bedtime mode <sup>1</sup>	Activate Bedtime Mode at specified time.
Focus mode <sup>1</sup>	Pause applications that might be a distraction. Also specify day and time for individual applications.
Manage notifications <sup>1</sup>	Make application notification settings.
Do Not Disturb <sup>1</sup>	Make Do Not Disturb settings. See "Sound Settings" for details.
Show icon in the app list <sup>1</sup>	Set whether to show Digital Wellbeing as application in app list.
Set up parental controls	Set controls on usage as a parent/guardian.

<sup>1</sup> 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 → Show all XX apps → 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 → Show all XX apps → 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.
- May not be usable with some applications.

## Removing Set Limit on Use

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Dashboard → Tap application name →

## Setting Bedtime Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Bedtime mode → Based on your schedule / While charging at bedtime → Follow onscreen prompts

- If confirmation appears, follow onscreen prompts.
- To cancel the setting, Tap Off .
- Enabling Based on your schedule / While charging at bedtime adds Do Not Disturb schedule. See "Sound Settings" for details on Do Not Disturb.

## Setting Whether to Activate Do Not Disturb while Bedtime Mode is Activated

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Bedtime mode → Customize → Do Not Disturb

- Tap Do Not Disturb to toggle on ( )/off ( ).

## Setting Whether to Hide Screen Colors while Bedtime Mode is Activated

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Bedtime mode → Customize → Grayscale

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

## Enabling Focus Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Focus mode → Show all XX apps → 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 → Show all XX apps → Select applications → Set a schedule → Tap days → Set

## Setting Time to Activate Focus Mode

In Home Screen, (Settings) → Digital Wellbeing & parental controls → Focus mode → Show all XX apps → 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 → 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.
Autofill	Set whether to autofill information saved to your Google account such as password, or your SMS verification code.
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 to whether to control directly from Notifications Window when playing media on TV or speaker equipped with Chromecast, etc. on the same Wi-Fi network, to set notifications about device near Handset, or to share files using Nearby Share.
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.


## 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.
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.
Device Wi-Fi MAC address	Check the Wi-Fi MAC address of the device.
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

Checking 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

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 Secure storage to delete cache used by the application.
- Tap Frequently Asked Questions to check FAQ on Sharp Website.
- 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 How to manage device overheating 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

Global Roaming.....	182
Calling from Outside Japan.....	183

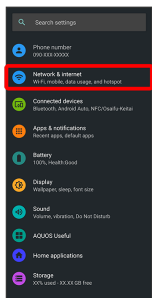
# Global Roaming

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

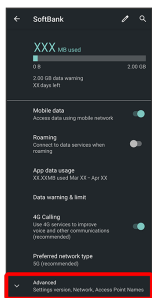
1

In Home Screen, (Settings) → Network & internet



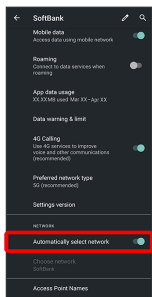
2

Mobile network → Advanced



3

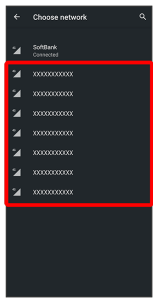
Automatically select network



Handset searches for all available networks.

4

Tap provider



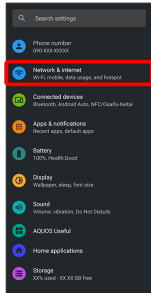
Cellular provider is set.

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

## Changing Roaming Setting

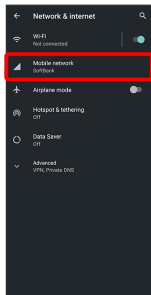
1

In Home Screen, (Settings) → Network & internet



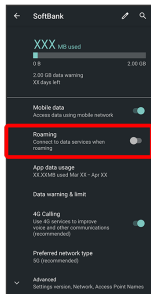
2

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/](http://mb.softbank.jp/en/global_services/)

Print out roaming area/rate information to carry while traveling abroad as needed.

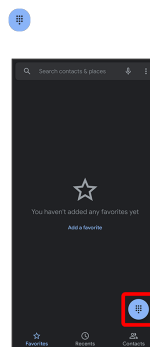
## International Calls to Japan and Other Countries from Abroad

1

In Home Screen, (Phone)



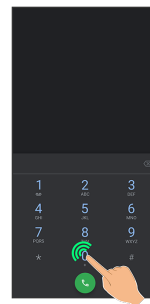
2



Dialpad window opens.

3

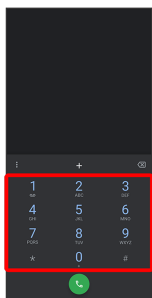
Touch & Hold 0



"+" appears.

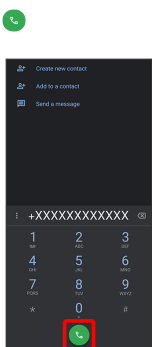
4


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



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

5




 Handset dials number. Call begins when other party answers.

## Calling Landlines & Mobiles within Current Country

Place calls the same way you would within Japan.

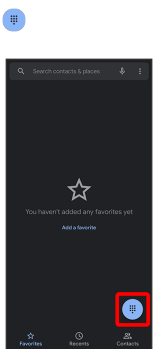
· Do not enter country code or omit first 0 from phone numbers.


1

In Home Screen,  (Phone)



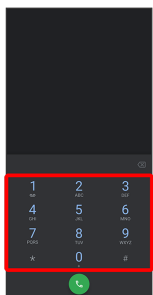
2



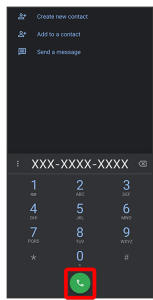
 Dialpad window opens.


3

Use onscreen dialpad to enter number



4



 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 \(http://help.mb.softbank.jp/aquos-sense5g/02-05-05.html\)](http://help.mb.softbank.jp/aquos-sense5g/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 \(http://help.mb.softbank.jp/aquos-sense5g/02-05-05.html\)](http://help.mb.softbank.jp/aquos-sense5g/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 \(http://help.mb.softbank.jp/aquos-sense5g/02-05-05.html\)](http://help.mb.softbank.jp/aquos-sense5g/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 \(http://help.mb.softbank.jp/aquos-sense5g/02-05-05.html\)](http://help.mb.softbank.jp/aquos-sense5g/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:

Flick Status Bar down  

### "5G"/"4G" Not Shown with Signal Strength 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:

Flick Status Bar down  

### "5G"/"4G" Not Shown with Signal Strength 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 \(http://help.mb.softbank.jp/aquos-sense5g/04-05-01-04.html\)](http://help.mb.softbank.jp/aquos-sense5g/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:

Flick 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** , **Allow only while using the app** or **Ask every time** appears 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.
- LCD display employs precision technology; however, some pixels may remain on/off.

Item	Description
Dimensions (W x H x D)	Approx. 71 mm x 148 mm x 8.9 mm (without protruding parts)
Weight	Approx. 178 g
Maximum Output	0.2W (4G) 0.2W (4G LTE) 0.2W (5G (n77))
Internal Battery Capacity	4,570 mAh
Continuous Talk Time <sup>1</sup>	4G LTE:Approx. 2,810 minutes 5G:Approx. 2,810 minutes
Continuous Standby Time <sup>2</sup>	4G:Approx. 880 hours 4G LTE:Approx. 880 hours 5G:Approx. 880 hours
Charging Time <sup>3</sup>	AC Adaptor (USB Type-C™ quick charge AC Adaptor for USB PD [ZSDBAS] (SB-AC20-TCPD): Approx. 150 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 when charging with handset powered off.

### Quick Switch Adapter

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

## Materials (Handset)

Parts	Materials Used/Surface Finish
Display Surface (Glass Part)	Tempered glass/AF coating
Display Ornament	PC resin/hard coating
Outer Casing (Metal Part), Power Key, Volume Key (Up/Down), Assistant Key, Camera Ornament, Card Tray (Exterior)	Aluminum/anodizing
Outer Casing (Antenna Slit, Opening for Earphones-Microphone Jack Part, Opening for External Connection Jack)	PBT resin (containing glass)
Camera Panel	Tempered glass/AF coating, AR coating
Earpiece Ornament	Stainless steel/electrodeposition
Card Tray	POM resin
Card Tray Gasket	Silicone rubber
IMEI Plate	PET resin
IMEI Label	PET resin/printing
Fingerprint sensor	Epoxy resin/ hard coating
Fingerprint Sensor Ornament	Stainless steel/PVD processing

## Materials (Quick Switch Adapter)

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

## Customer Service

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

### Smartphone Technical Support Center

- From a SoftBank handset, dial toll free at 151
- From a landline/IP phone, dial toll free at 0800-1700-151
- Business hours : Mon. - Fri. 9:00am - 7:00pm / Sat., Sun., and Holiday 9:00am - 5:00pm / 9:00am - 8:00pm (for general information)

# Safety Precautions




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# 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
 <b>DANGER</b>	Great risk of death or serious injury <sup>1</sup>
 <b>WARNING</b>	Risk of death or serious injury <sup>1</sup>
 <b>CAUTION</b>	Risk of minor injury <sup>2</sup> or property damage <sup>3</sup>


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

These symbols signify prohibited/compulsory actions.

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


Handset, SIM Card, Quick Switch Adapter, AC Adaptor (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, & Shock 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, & Shock Resistance](#)."



Prohibited

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

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

\* Examples of where to be careful

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



Do Not Disassemble

Do not disassemble or modify.

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



Prohibited

Do not try to remove Internal Battery from handset.

May cause fire, burns, injury, etc.



Prohibited

Do not try to remove handset back cover.

May cause fire, burns, injury, etc.



Avoid Liquids Or Moisture

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, & Shock Resistance](#)."



Avoid Liquids Or Moisture

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, & Shock Resistance](#)."



Compulsory

Use optional accessories specified by SoftBank Corp.

Using unspecified accessories may cause fire, burns, injury, electric shock, etc.

## WARNING



Prohibited

Do not drop, stomp, throw or subject to excessive force or strong impact/vibration.

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



Prohibited

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.



Prohibited

Do not cover/wrap with a blanket, etc. while using or charging.

May cause fire, burns, etc.



Compulsory

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

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



Compulsory

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

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



Compulsory

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

Do not charge handset in facilities such as gas stations.

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

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



Compulsory

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

- Unplug from the outlet.
- Power off handset.

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

**⚠ CAUTION**

Prohibited

Do not use if broken.

May cause fire, burns, injury, etc.



Prohibited

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

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



Prohibited

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

May cause fire, burns, electric shock, etc.

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



Prohibited

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

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



Prohibited

Do not leave within the reach of small children.

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

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



Compulsory

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

Handset or AC Adaptor may become hot after continued use of applications, call functions, data communication and video viewing functions, etc. or while charging. 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**

Prohibited

Do not throw into a fire or apply heat.

May cause fire, burns, injury, etc.



Prohibited

Do not pierce with a sharp object (nail, etc.), hit with a hard object (hammer, etc.), step on, or otherwise subject to excessive force.

May cause fire, burns, injury, etc.



Compulsory

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

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

 **WARNING**



Prohibited

Do not shine Mobile Light close to eyes.  
Maintain a safe distance, especially from small children.

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



Prohibited

Do not 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.

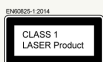
May cause fire, burns, injury, etc. due to light-collecting mechanism of the lens.



Prohibited

Do not look into Proximity Sensor.

May temporarily affect eyesight, leading to accidents.



Compulsory

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

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

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

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



Compulsory

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

Power off handset where handset use is prohibited.

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



Compulsory

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

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

When making a handsfree call, handset emits sound loudly. Even in standby, the ringtone or alarm may ring suddenly. Listening to loud sound continuously for a long time may cause hearing impairment or other difficulty.

In addition, not being able to hear surroundings may cause an accident.



Compulsory

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

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



Compulsory

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

Radio waves may adversely affect electronic medical devices, etc.



Compulsory

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

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

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



Compulsory

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

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



Compulsory

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

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



Compulsory

Do not let your pet bite handset.

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

## ⚠ CAUTION



Prohibited

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

Failure to do so may cause injury or other accident.



Prohibited

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

May harm sight, skin, etc.

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

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



Prohibited

Do not dispose of handset with regular trash.

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



Prohibited

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

May harm sight, skin, etc.

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

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



Compulsory

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

In rare cases, radio waves may adversely affect operation of on-vehicle electronic devices, depending on the type of vehicle. If this occurs, discontinue use immediately.



Compulsory

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

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

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



Compulsory

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

Metal strip on handset may cause injury, etc.



Compulsory

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

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

## AC Adaptor (Optional Accessory)

### WARNING



Prohibited

Do not use AC Adaptor if the cord is damaged.

May cause fire, burns, electric shock, etc.



Prohibited

Do not touch AC Adaptor if thunder is audible.

May cause electric shock, etc.



Prohibited

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

May cause fire, burns, electric shock, etc.



Prohibited

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

May cause fire, burns, electric shock, etc.



Prohibited

When plugging/unplugging AC Adaptor, keep metal objects (metal straps, etc.) away.

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



Prohibited

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

May cause ignition, overheating, electric shock, etc.



Prohibited

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

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



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.

## Quick Switch Adapter

### WARNING



Prohibited

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

May cause fire, burns, electric shock, etc.



Prohibited

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

May cause fire, burns, electric shock, etc.



Prohibited

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

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



Do Not Use Wet Hands

Do not touch Quick Switch Adapter with wet hands.

May cause fire, burns, electric shock, etc.



Compulsory

Wipe off any dust on terminals.

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



Compulsory

Insert Quick Switch Adapter into handset firmly.

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



Compulsory

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

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

### CAUTION



Prohibited

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

May cause burns, etc.



Compulsory

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

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

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

## 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.
- Handset uses LCD display.  
Therefore, if you view screen with polarizing sunglasses on, the screen may appear darker or distorted, depending on the characteristics of the sunglasses and the viewing angle.
- An export license may be required to carry handset into other countries if it is to be used by or transferred to another person. However, no such license is required when taking handset abroad for personal use on a vacation or business trip and then bringing it back.  
Export control regulations in the United States provide that an export license granted by the US government is required to carry handset into Cuba, Iran, North Korea, 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.


### Camera




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

## Urgent News (Application)

- When Urgent News is received, handset notifies user via message, alert, and by vibrating.
  - Urgent News is enabled by default (can also be disabled).
  - By default, Alert sounds at maximum volume even when Manner mode is set, and vibration is enabled regardless of Manner mode setting (can be changed).
  - See "緊急速報メールを利用する (<http://help.mb.softbank.jp/aquos-sense5g/05-07-02.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.
- 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 5°C – 35°C and 35% – 85% humidity.  
For use in bathrooms, see "Cautions for Use in a Bathroom."
- Avoid extreme temperature or direct sunlight.
- Handset/Internal Battery may become warm during operation or while charging. This is normal.
- Warranty does not cover malfunctions resulting from misuse.
- Wipe clean with a dry, soft cloth (such as for eye glasses).
  - Wiping forcefully may scratch Display.
  - Allowing moisture or smudges to remain on Display may leave blemishes.
  - Wiping with alcohol, thinner, benzine, detergent, etc. may remove print or fade colors.
- Avoid scratching Display.
- Avoid heavy objects or excessive pressure. May cause malfunction or injury.
  - Do not sit or squat with handset in your pants or skirt pocket. Be careful in particular when wearing heavy clothing.
  - Do not place heavy objects on handset inside handbags, packs, etc.
- Handset back cover is not removable. Do not try to remove it; may cause damage or malfunction, or affect water and dust resistance.
- Connect only specified products to Jacks. Other devices may malfunction or cause damage.
- 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)

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

## Quick Switch Adapter

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

## Earphones-Microphone

Some earphones-microphones may not work properly.

- Do not subject Earphones-Microphone Jack to strong impact while using earphones-microphone; may affect water and dust resistance.

## 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 40 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.

2.4FH4/XX8

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

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

### ■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.

## FeliCa and NFC Reader/Writer

- FeliCa and NFC Reader/Writer of handset is designated as inductive reading-and-writing communication equipment under the Radio Law.
- It uses the 13.56 MHz frequency band. If other FeliCa and NFC reader/writers are used nearby, keep an adequate distance from them.  
Also, make sure that other radio wireless stations using the same frequency bands are not nearby.
- Before using aboard an aircraft, check with the airline beforehand. Use may be restricted depending on the country.  
Be sure to check laws and other conditions of the country/region.
- Designation can be checked as follows.

In Home Screen, (Settings) About phone   
 Authentication

## General Notes

"A004SH" here refers to this mobile phone "AQUOS sense5G."

### 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 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 A004SH 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	To receive FM broadcasting, connect the headset cable to the ø3.5 audio jack

## 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 8	Tx 880.7 to 914.3 MHz Rx 925.7 to 959.3 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
Bluetooth	Tx 2402 to 2480 MHz Rx 2402 to 2480 MHz
WLAN 2.4 GHz	Tx/Rx 2412 to 2472 MHz (BW:20 MHz only)
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) GLONASS:Rx G1 (1598.0625 to 1605.375 MHz) Galileo:Rx E1 (1575.42 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 8	+23 dBm (Power Class 3)
LTE Band 28	+23 dBm (Power Class 3)
LTE Band 38	+23 dBm (Power Class 3)
Bluetooth	+12.6 dBm (Power Class 1)
WLAN 2.4 GHz	+15.0 dBm
WLAN 5 GHz	+15.0 dBm
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.

## Mobile Light

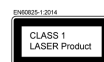
Do not shine Mobile Light in eyes.

May temporarily affect eyesight or startle, leading to accidents.

## Laser (proximity sensor)

Do not stare into proximity sensor.

May temporarily affect eyesight, leading to accidents.



## Volume Level Caution

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



## FCC Notice

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

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

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

### ■FCC Information to User

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

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

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

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

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

【A004SH】 here refers to this mobile phone 【AQUOS sense5G】.

### Specific Absorption Rate (SAR) for This Product (for Japan)

This mobile phone 【A004SH】 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 1.522 W/kg\*\*\* when tested for use at the ear, and 0.452 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 0.850 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 0.990 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 【A004SH】  
Hereby, SHARP CORPORATION declares that the radio equipment type 【A004SH】 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 0.50 W/kg, and when worn on the body in a holder or carry case, is 0.29 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 APYHRO00292.

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, & Shock Resistance

### Handset Water, Dust, & Shock Resistance

Handset has IPX5<sup>1</sup>-, IPX8<sup>2</sup>-equivalent water protection and IP6X<sup>3</sup>-equivalent dust protection with Card Tray closed firmly leaving no gap between handset and Card Tray. Handset also complies with MIL standards for shock resistance.<sup>4</sup>

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.

#### 4. MIL standards

Handset has been independently tested as per guidelines complying with MIL-STD-810H (MIL-STD-810G for drop impact resistance) as established by the U.S. Department of Defense. For details about the test, see the following website.

[https://jp.sharp/products/aquos-sense5g/spec.html#s\\_mil](https://jp.sharp/products/aquos-sense5g/spec.html#s_mil) (Japanese)

- 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 5°C - 35°C.

### Precautions

- Do not subject handset to soap, detergent, bath powder/oil, sea/pool/spa water, hot water, etc.
- Rinse off sea/pool water, beverage, dirt, sand, mud, etc. immediately with fresh/tap water between 5°C - 35°C; residue may cause malfunction if allowed to dry.
- Do not soak handset in bath or pool; never use it in water (including key operation).
- Handset is not resistant to water pressure. Avoid high-pressure water/shower (over 6 liters/min.) and water immersion.
- Do not expose handset to high humidity for long periods; avoid prolonged use in bath/shower rooms.
- Volume may be low when an opening such as 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 5°C - 40°C with humidity of 99% or less, for up to 2 hours.  
Note that this does not guarantee continuous operation of all functions.
- After exposing handset to water, be sure to remove moisture and let it dry naturally in the way specified in ["Drying Handset."](#)  
Let handset dry naturally after using it in a bathroom or when condensation occurs inside Camera lens, etc.
- Be careful not to splash hot water on handset.
- Extreme temperature changes may cause condensation. Wait until handset reaches room temperature before bringing it from a cold place into a warm bathroom. In addition, do not splash cold water on handset when it is warm in a bathroom. May cause malfunction.
- Never charge handset in a bathroom.
- Depending on the layout and condition of a bathroom, handset may not receive a signal (call functions and data communication may be unavailable).
- If operated with wet hands, handset may not respond or may malfunction.
- Do not use in a bath room with earphones or other external device connected.

## 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 (5°C - 35°C). Wash with your hands, holding Card Tray so it makes no gap with handset; do not use a brush or sponge. Dry handset before use; after drying it well, power on.

- Before washing handset, make sure that Card Tray is closed firmly leaving no gap between handset and Card Tray.
- Do not use a washing machine or ultrasonic cleaner.
- 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

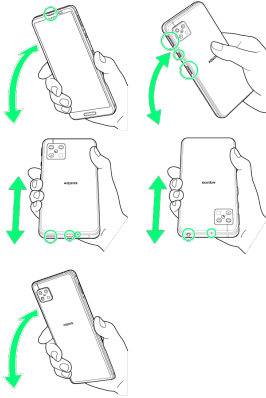
After exposing handset to water, be sure to dry Earpiece, Volume Keys, Power Key, Assistant Key, Speaker, External Connection Jack, Mic/Recorder Mic, Earphones-Microphone Jack, Mic, and Camera ornament.

**1**

Wipe handset surface with dry cloth

**2**

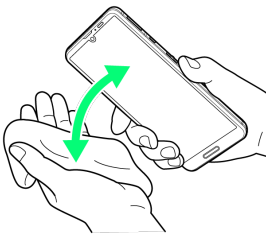
Holding handset firmly by its sides, shake it about 20 times



- 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 sense5G User Guide

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SoftBank Corp.

Visit [SoftBank Shop](#) for assistance

Model : AQUOS sense5G  
Manufacturer : SHARP CORPORATION