

# Handset, SIM Card, AC Charger (Optional Accessory) (Common)

- Do not get wet. AC Charger (optional accessory) is not water resistant. Avoid using in humid places such as a bathroom and exposing it to rain. Contact to dampness from sweat by wearing on your body may cause corrosion inside resulting in malfunction. If malfunction is determined to be caused by above water exposures, warranty will not apply to repair. In the case that repair is possible, repair charge is incurred.
- External abnormalities such as damage or deformation may degrade the water resistance/dustproof performance.
- Use handset, SIM Card (inserted in handset) within temperatures of 5°C to 35°C and humidity 35% to 85%. Avoid extreme temperatures, humidity, direct sunlight (temporary use at 36°C to 40°C and humidity 86% to 90%).
- Charge Internal Battery within temperatures of 5°C to 35°C.
- Do not use in a dusty place, where there is much vibration, or near landline phone, TV, radio, etc.
- For using power outlet with drop-off prevention structure, see the user's manual.
- Handset exterior case is not removable. Trying to remove case may cause breakage or malfunction.
- Battery is built in and is not removable.
- Internal Battery is a lithium-ion battery.



## Li-ion 00

- Lithium-ion batteries are precious, recyclable resources. Do not discard of old handsets, batteries, or chargers with ordinary waste, and instead bring them to the nearest shop with the Mobile Recycle Network mark.
- Storing handset with full-charged or insufficient battery level deteriorates battery performance. It is recommended to store handset with 40% battery level.
- Turning off by pressing Power Key does not shut off handset from power source completely. Unplug AC Charger power plug to completely turn it off. Use AC Charger (optional accessory) near a power outlet for easy unplugging in case that malfunction is detected.
- Display may become dim when handset temperature rises. It is not abnormal.
- Do not subject handset to excessive shock. Do not deform USB Type-C Port/Headset Jack. May cause malfunction.
- Occasionally clean Charging Terminals with a dry, cotton swab etc. Dirt on Charging Terminals

may cause power shut-off or insufficient charging. Take care not to damage Charging Terminals when cleaning.

- Clean with a dry, soft cloth. Rubbing hard with a dry cloth etc. may scratch them. Wiping off with wet dustcloth may cause malfunction. Using benzine, thinner, alcohol, detergent, etc. may fade color/print.
- Do not leave Camera in direct sunlight. Concentrated sunlight through Lens may cause handset to malfunction.
- Do not bring magnetic data or magnetic objects close to handset. Magnetic data on cash card, credit card, etc. may be erased or may cause handset malfunction.

## Charging

- AC Charger (optional accessory) may become warm while charging. It is not abnormal.
- If charging is started, although handset is unavailable for operation, screen indicating that handset is charging appears. For this reason, do not charge where handset is required to be powered off.
- Check battery level with Status Indicator at the top of screen.
- Operation time of Internal Battery varies by usage environment or the battery condition.
- Internal Battery is consumable item. Operation time per charge decreases by charging repeatedly. When operation time with full-charged is extremely shortened, it is time to replace. Internal Battery is not customer-replaceable. Bring handset to a SoftBank Shop etc. to replace Internal Battery. Fee is incurred for the replacement. Contact a SoftBank Shop or [Customer Service](#).
- Using application while charging may shorten Internal Battery life.

## Display (Touchscreen)

- Handset uses a touchscreen Display. Operate with your fingers on Display.
- Touch with your fingers lightly. Do not press forcibly with fingers or push with a sharp-pointed object (nail, ball-point pen, pins, etc.)
- Touchscreen may not work or malfunction in the following cases:
  - Operation with gloves on
  - Operation with fingernail
  - Foreign object on Display
  - Protection sheet or sticker applied on Display
  - Waterdrop or dew condensation on Display
  - Operation with fingers wet or sweaty
  - Operation under water

- Although Display is made with hardened and shatterproof glass, touching scattered or exposed parts accidentally may cause injuries.
- Handset uses an OEL display; ghost images may appear. The same image on Display for a long time, a higher-than-necessary brightness setting, or extremely long use may cause brightness to partially dim, color to change, or may burn images into Display. Depending on viewing angle, uneven color or brightness or change in colors may be visible. This is normal for OEL displays.

## Volume

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



## Rising Handset Temperature

This mark is displayed when the surface temperature of the product rises during use. When the mark is displayed, there is a risk of burns if you continue using the product while holding it in your hands. In this case, please refrain from holding it in your hands.



## Earpiece/Speaker





Handset earpiece is also used as a speaker. Loud sound may be heard from the speaker when playing sound, for arriving incoming calls, etc.

Subjecting your ears to loud sound may affect your hearing ability. Use Earpiece/Speaker with care to prevent your ears from being subject to loud sound. For example, remove Earpiece/Speaker from your ears as soon as a call is ended.

## Technical Conformity

Handset is certified as wireless equipment for low power electric data communication based on the

Radio Law. No license is required for using handset as the wireless radio station. However, disassembling/modifying handset may be subject to penalty by law.

- Disassembling/modifying handset
- Never use modified handset. Using modified handset is a violation of the Radio Law.  
Handset is compliant with the technical standard conformance of specified wireless equipment based on the Radio Law, and as a proof of it, the "Technical Compliance Mark  " appears on the electronic nameplate of handset.  
Electronic nameplate can be viewed in the following way.  
To view: in Home Screen,  (Settings)  About phone  Certificates
- The technical standard conformance certification etc. is invalidated by removing the screws and altering the inside of handset. Using handset with invalid technical standard conformance certification etc. is a violation of the Radio Law.
- Do not alter the basic software illegally. May be regarded as software modification and repairs may be refused.

## Fingerprint Authentication

- Fingerprint authentication uses the characteristics of your fingerprint. If your fingerprint image has few characteristics, fingerprint authentication may not be available.
- Authentication performance (authenticating fingerprint when using Fingerprint Sensor) depends on usage condition. If your finger is under any of the following conditions, registration of fingerprint may be difficult or authentication performance may degrade. Washing/wiping hands, using different finger, etc. may improve capability.
  - Wrinkled after taking a bath, etc.
  - Wet with water, sweat, etc.
  - Dried
  - Covered with grease (e.g. hand cream)
  - Dirty with mud or grease
  - Rough or injured (cut, inflammation, etc.)
  - Abraded and faded
  - The shape of fingerprint has changed due to weight loss or weight gain
  - The surface condition of finger is extremely different from when you registered fingerprint
- Personal authentication and identification are not completely guaranteed by fingerprint authentication technology. Note that SoftBank Corp. is not liable for any damage incurred due to misuse by a third party or due to handset being unable to be used.

### Precautions on Fingerprint Sensor

- Do not hit or apply strong impact. This may cause a malfunction or damage. Also, do not scratch the surface or poke it with a sharp object such as a ballpoint pen or pin tip.

- Do not attach stickers or do not daub with ink, etc.
- If dirt such as dust or sebum is attached to Fingerprint Sensor, reading fingerprints may be difficult or the authentication performance may be degraded. Occasionally clean the surface of Fingerprint Sensor.
- If the time of touching is too short or too long, authentication may fail. Touch the center of Fingerprint Sensor straight with the vortex of your fingerprint.
- Activating Fingerprint Sensor may fail if a finger is placed on it before starting registration or authentication. Release your finger once and try again.

## Forcibly Powering Off

If Display stops responding or handset cannot be powered off, Long Press both Power Key and Volume Up Key at the same time for about 8 seconds. After handset vibrates three times in a row, release Keys and handset powers off.