

3

Follow onscreen instructions



System update available

Build number : XX.X.X.X.XXX

*Do not turn off the phone while the installation is running.

For more information, visit our website.

Update size: XXX kB



Downloading updates over a cellular network, metered Wi-Fi, or while roaming may cause additional charges.

Download and install



Software update starts.


Handset Screens

- Layout
- Toggling Home Screen Sheets
- Navigation Bar
- Portrait Orientation & Landscape Orientation

Layout



Item	Description
1 Status Bar	Flick down for Notifications Window. Continue and Flick screen down for Quick Settings.
2 Customize Area	Place application shortcuts, folders, widgets freely.
3 Dock	Place shortcuts (applications), folders, etc. Appears even when Home Screen sheets toggled.
4 Navigation Bar	Tap icons to access functions. For Navigation Bar, see "Navigation Bar."

5 Side Sense Bar	Open Side Sense menu, return, open Multi Window menu, etc.
6 Quick Search Box	Search for applications or search  (Google) with entered words and phrases.

Toggling Home Screen Sheets

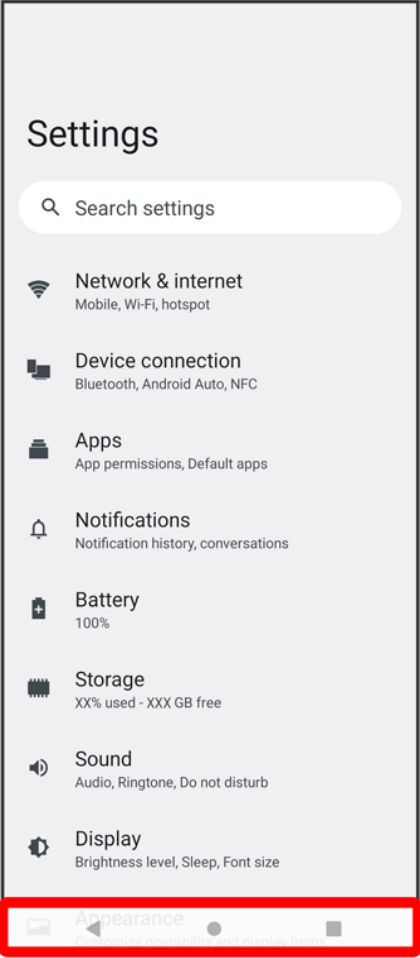
Customize each Home Screen sheet with application shortcuts, widgets, etc. to make handset more convenient. Flick Home Screen left/right to toggle sheets.









- In any Home Screen sheet, Tap  to return to Home Screen top sheet.






Navigation Bar

Tap icons on Navigation Bar (Display bottom) for the following functions/operations. Also use gesture action. For details, see "System Settings."



Item	Description
 (Back)	Return to previous screen. Appears as  for onscreen keyboard; Tap to close keyboard.
 (Home)	Tap for Home Screen. Touch & Hold for Google Assistant.
 (History)	Show history of used applications to activate/exit them. Also capture screenshot of shown application, view in a pop-up window, or activate multi-window switch.
 (To landscape orientation) /  (to portrait orientation)	Appears when handset and screen orientations are different. Tap  for horizontal orientation, and  for vertical orientation.

Portrait Orientation & Landscape Orientation

 appears on Navigation Bar when handset is rotated sideways. Tap  to change screen to landscape orientation. To change to portrait orientation, rotate handset vertically and Tap . Set "Auto-rotate screen" to on to change screen to landscape orientation automatically when

handset is rotated horizontally. For details on Auto-rotate screen, see "Display Settings."

- Depending on the current screen, the orientation may not change even by changing handset orientation.

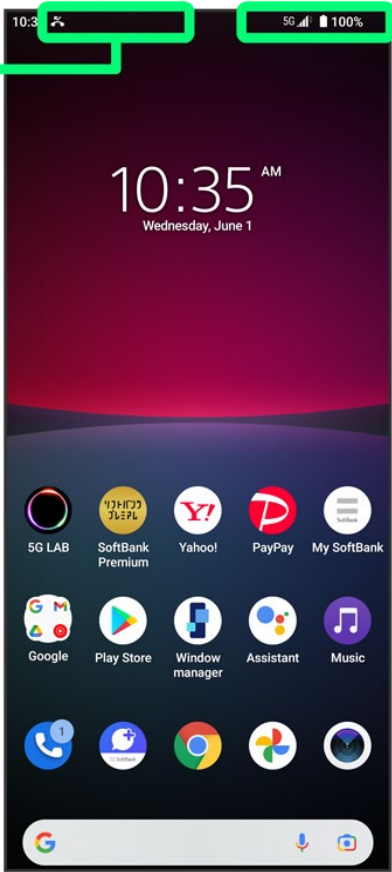


Status Bar

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

- ↓ [Status Bar Layout](#)
- ↓ [Main Notification Indicators](#)
- ↓ [Main Status Indicators](#)

Status Bar Layout























① Notification Indicators

② Status Indicators

Main Notification Indicators













Notification Indicators appearing in Status Bar include the following.






Indicator	Description
-----------	-------------

	Missed Call
	Call Arriving/Calling/Dialing
	Call on Hold
	New Answering Machine Message / Voicemail
	New Gmail
	New Text Message (SMS) / S! Mail / +Message
	Error/Caution
	Wi-Fi Open Network Available
	USB Device Connected
	Sharing File via Bluetooth
	Data Uploading
	Data Downloading
	Application Update Available
	Calendar Event Reminder
	Alarm Sounding/Snoozing/Unchecked Alarm/Next Alarm
	Stopwatch in Use
	Timer in Use
	Low Battery Alert (15% or less)
	SD Card Detected/Mounting/Unmounting
	Software Update Notice/Waiting to Restart after Update

Main Status Indicators

Status Indicators appearing in Status Bar include the following.

Indicator	Description
	Battery Full (100%)
	Battery Charging
	Battery Low
	STAMINA® Mode
	Signal Strength
	5G Data in Use¹
	4G LTE/4G Data in Use²
	3G Data in Use
	No Signal
	Airplane Mode
	Wi-Fi Connected
	Wi-Fi Connected without Internet Accessibility, or Unstable Wi-Fi Signal

	Bluetooth Connected
	Silent Mode (vibrate)
	Silent Mode (no vibrate)
	Do Not Disturb ⁴ On
	Obtaining Current Location

- 1 Although "5G" may appear in standby (top of Display), this may change to "4G" with data communication then being by the 4G network.
- 2 Handset supports FDD-LTE (SoftBank 4G LTE) and AXGP (SoftBank 4G); indicator appears when handset is connected to either. Handset connects to SoftBank 4G first.
- 3 Number at left in icon indicates the connection standard of the access point.
4: IEEE 802.11n
5: IEEE 802.11ac
No number: IEEE 802.11a/b/g
- 4 For details on Do Not Disturb, see "Sound Settings."

Using Notifications Window

Check Notification Indicators and the details in Notifications Window.

↓ [Opening Notifications Window](#)

↓ [Notifications Window Layout](#)

Opening Notifications Window

1


Flick Status Bar down



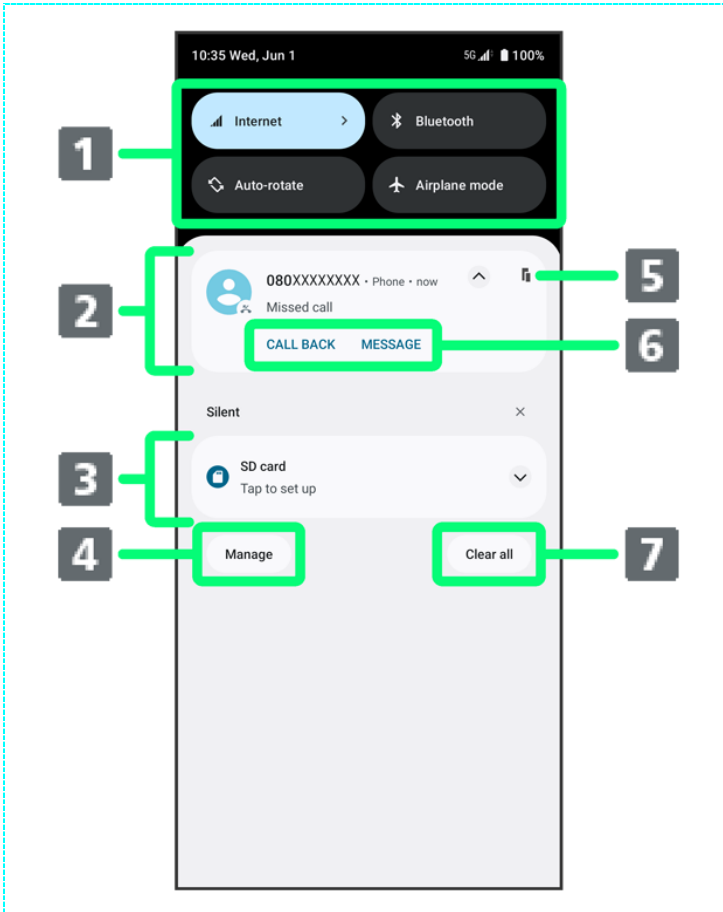
 Notifications Window opens.

Closing Notifications Window

Flick screen up

■ Alternatively, Tap  to close Notifications Window.

Notifications Window Layout



- ① Show portion of Quick Settings
- ② Show notifications (incoming calls, etc.) and active functions
- ③ Show silent notifications
- ④ Manage notifications
- ⑤ Show in pop-up window¹
- ⑥ Use notification details²
- ⑦ Delete all notifications³






1 Icon may not appear depending on notification.

2 Available applications depend on notification. Example: with call notification, dial/send SMS to phone number that call was from.

3 Deletion may not be possible depending on notification.



Notifications Window Operations

Setting Notifications Not to Appear

In Notifications Window, Touch & Hold notification to set  Turn off notifications  
() for item not to show notification  Apply

■ Some notifications are not changeable.

Changing Notification Types

In Notifications Window, Touch & Hold notification to change  Priority/Default/Silent
 Apply

- Notification type is not changeable for some notifications.
- Shown types depend on the notification.

Using Quick Settings

Tap icons to toggle functions on/off, etc.

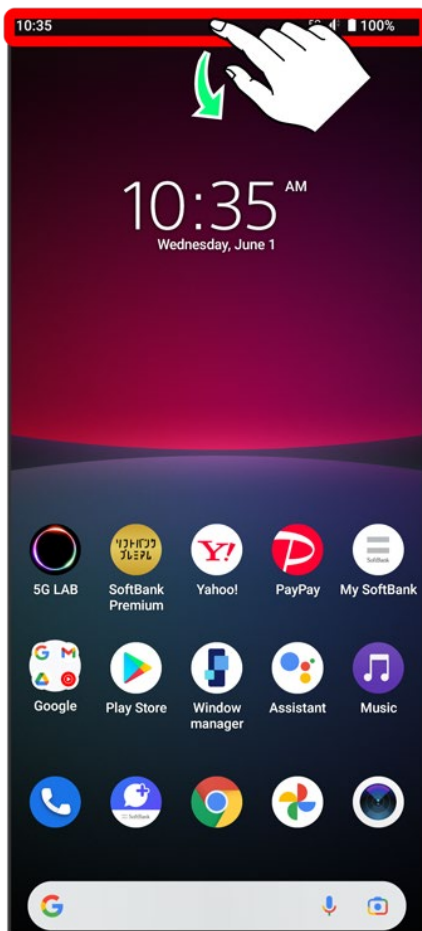
↓ [Opening Quick Settings](#)

↓ [Quick Settings Layout](#)

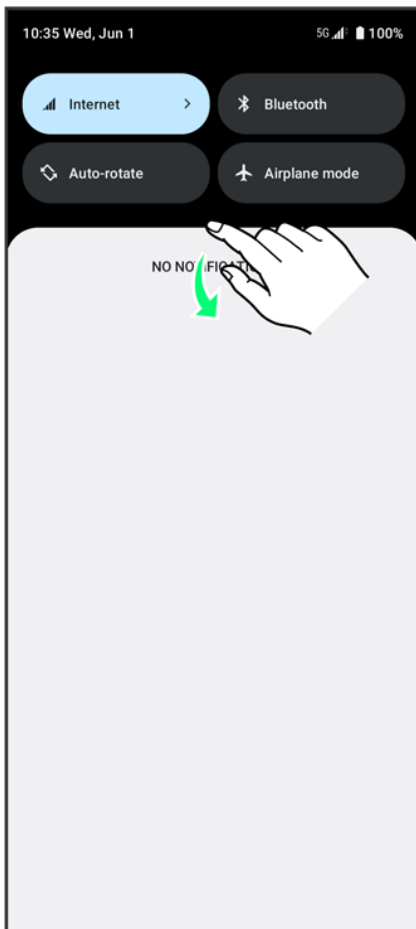
Opening Quick Settings

1

Flick Status Bar down



Flick screen down



 Quick Settings opens.

- Alternatively, Flick Status Bar down using two fingers.



Screen while Music Playing

When playing back music with Music or other application, control panel appears in Quick Settings. Play, pause, etc. and change where to output audio.



Quick Settings



Closing Quick Settings

Flick screen up

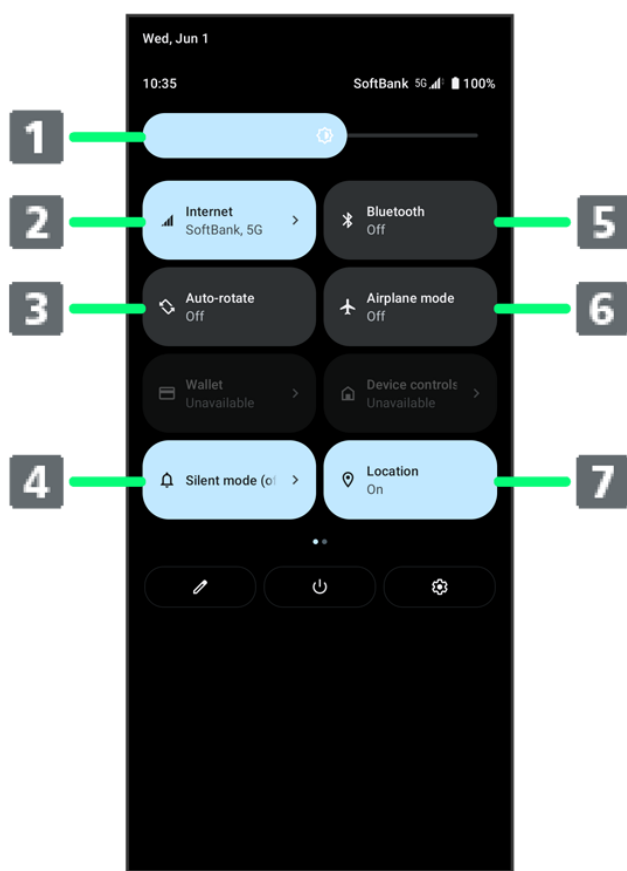
- Alternatively, Tap  to close Quick Settings.

Arranging Quick Settings

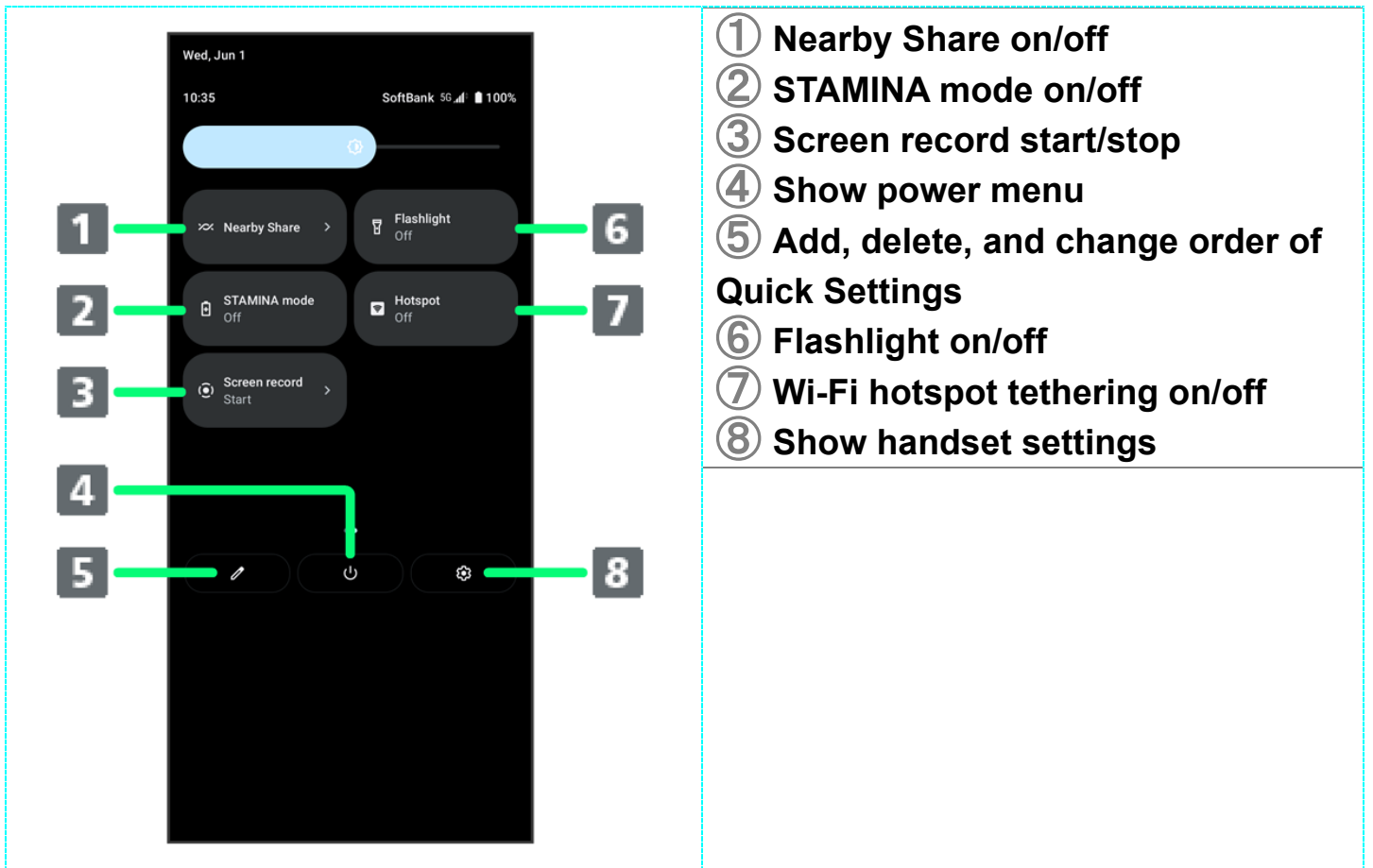
Add, delete, and change order of functions in Quick Settings.

In Quick Settings,   Follow onscreen instructions and Drag icon

Quick Settings Layout



- ① Adjust brightness
- ② Set Wi-Fi/mobile data
- ③ Auto-rotate screen on/off
- ④ Silent mode (vibrate) / Silent mode (no vibrate) / Silent mode (off)
- ⑤ Bluetooth on/off
- ⑥ Enter/exit Airplane mode
- ⑦ Location on/off



Placing/Answering Calls

↓ [Placing Calls](#)

↓ [Answering Calls](#)

↓ [In-Call Screen Layout/In-Call Operations](#)



Phone Function

Emergency Location Report

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

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

VoLTE/VoLTE (HD+) and HD Voice

Handset supports VoLTE/VoLTE (HD+) and HD Voice for higher voice call quality.



Hints

Q Difficulty during call

A It may not be possible to make a call properly in a noisy location.

A When calling using Speaker, check the call volume. Raising the call volume may make calling difficult.

Q Sound pops momentarily during a call

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




Emergency Call Cautions


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

Placing Calls

1

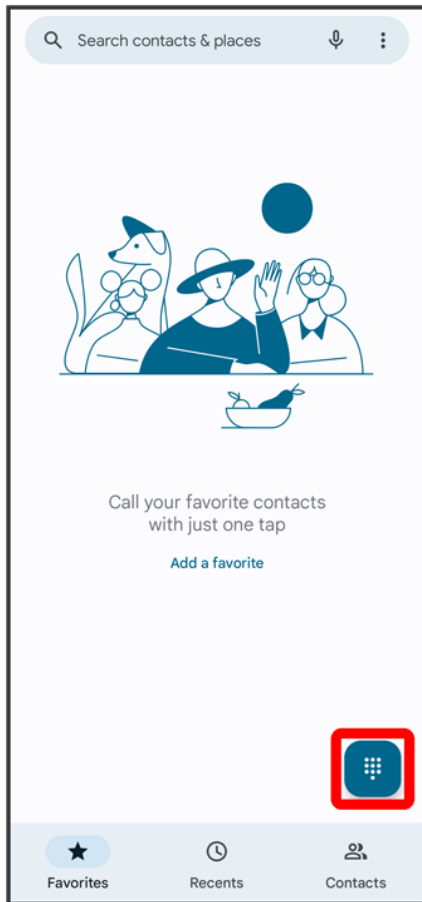
In Home Screen,  (Phone)



 Phone opens.

2

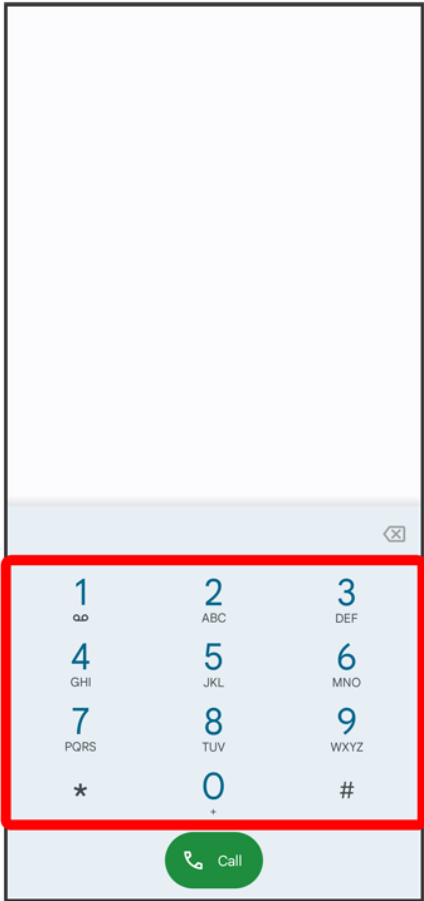




🚩 Dialing screen opens.

3

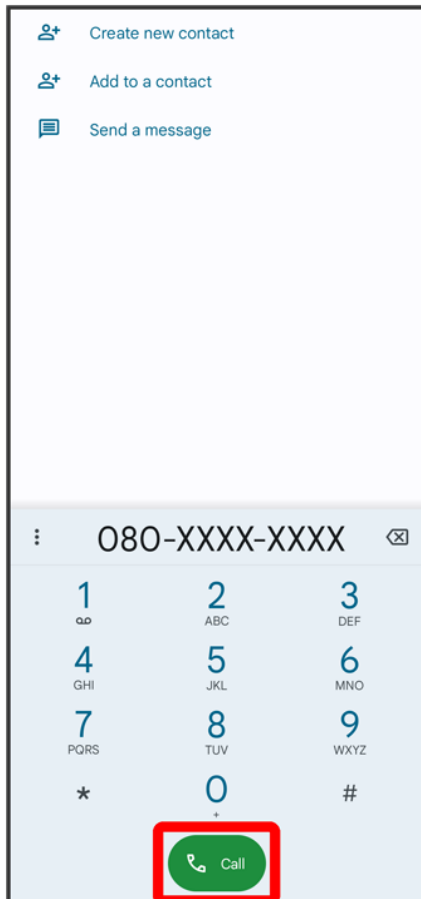
Tap dialpad to enter the other party's number




- Enter area code first for calling landline numbers.

4

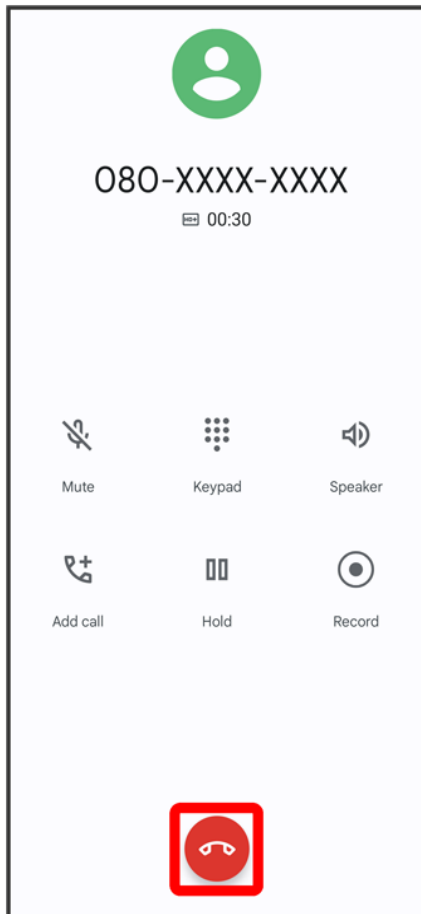
Call




 Handset dials number. Call begins when other party answers.

5

To end the call, 



 Call ends.

Calling the Emergency Number When the Phone's Screen is Locked

Click Lock Screen up  **EMERGENCY CALL**  Enter number for emergency service
 

■ Available only when screen lock is set to "Pattern," "PIN," or "Password."

Hints


Q Call does not connect

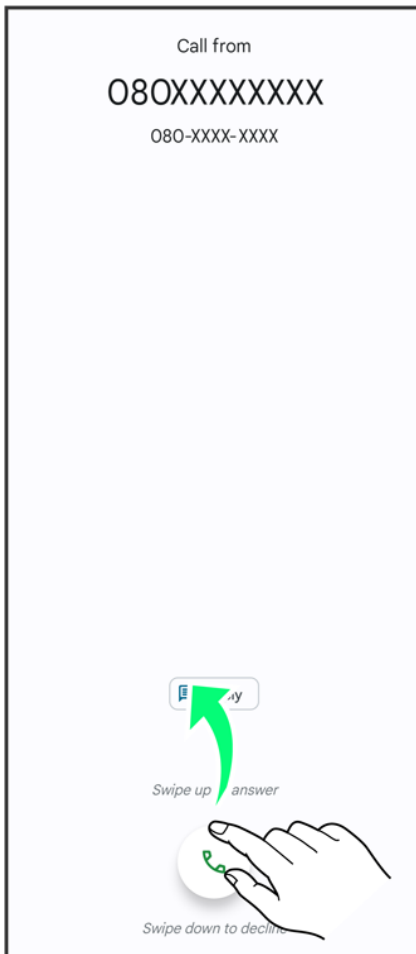
A Was the number dialed using the area code? Dial the number starting with "0."

A Are conditions for calling poor? Call again after moving where signal is good.

Answering Calls

1

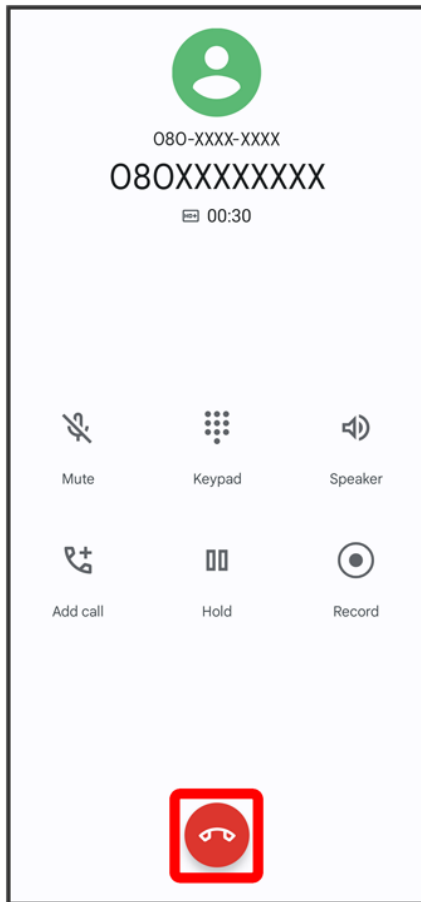
Swipe (Flick)  up when call is arriving




Call begins.

2

To end the call, 




 Call ends.

Arriving Call Operations

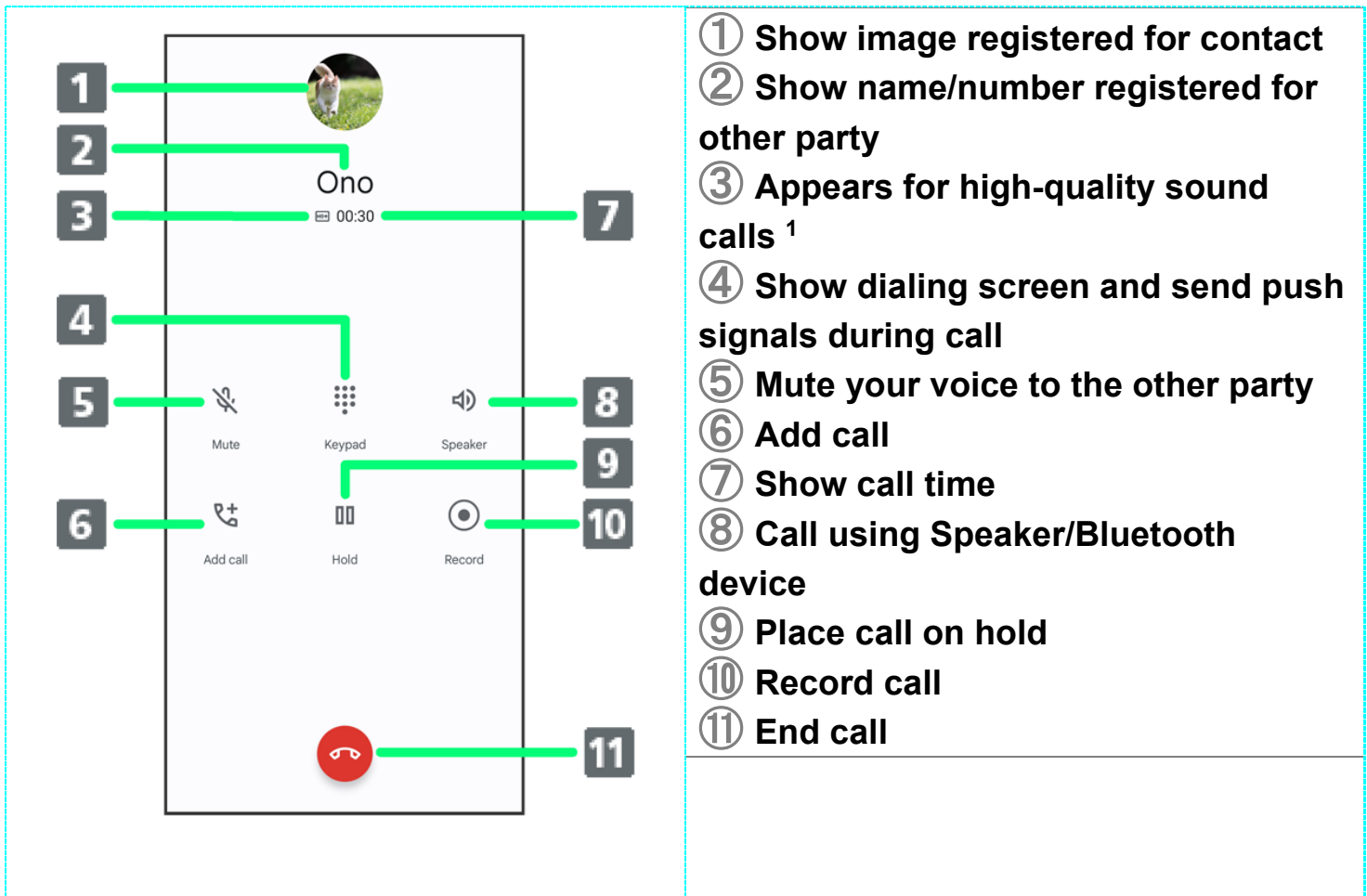
Cancelling Ringtone

Press Volume Key or Power Key when call is arriving



Rejecting Arriving Calls

Swipe (Flick)  down when call is arriving

In-Call Screen Layout/In-Call Operations



- ① Show image registered for contact
- ② Show name/number registered for other party
- ③ Appears for high-quality sound calls ¹
- ④ Show dialing screen and send push signals during call
- ⑤ Mute your voice to the other party
- ⑥ Add call
- ⑦ Show call time
- ⑧ Call using Speaker/Bluetooth device
- ⑨ Place call on hold
- ⑩ Record call
- ⑪ End call

1 Appears  for calls with HD Voice, and  for calls with VoLTE (HD+).

Optional Services

Use the following optional services.

- Optional Services
- Using Call Forwarding
- Using Voicemail
- Using Call Waiting
- Using Group Calling
- Using Caller ID Notification
- Using Outgoing Call Barring
- Using Incoming Call Barring

Optional Services


Use the following optional services.

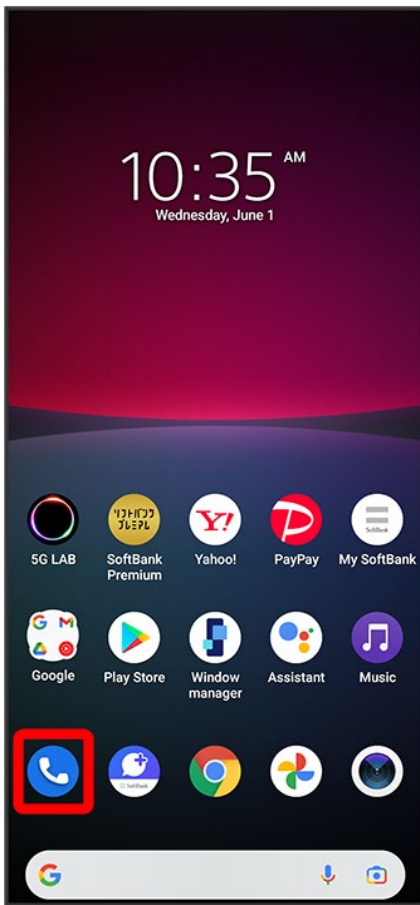
Service	Description
Call Forwarding	Divert calls to a preset number when out of service area or unable to answer.
Voice mail	Divert calls to a Voicemail Center to take messages when out of service area or unable to answer.
Call Waiting ¹	Answer calls during a call.
Group Calling ¹	Merge multiple calls.
Caller ID notification / display	Send or hide your number when placing calls.
Outgoing Call Barring / Incoming Call Barring	Restrict incoming/outgoing calls by conditions.

¹ Requires separate subscription.

Using Call Forwarding

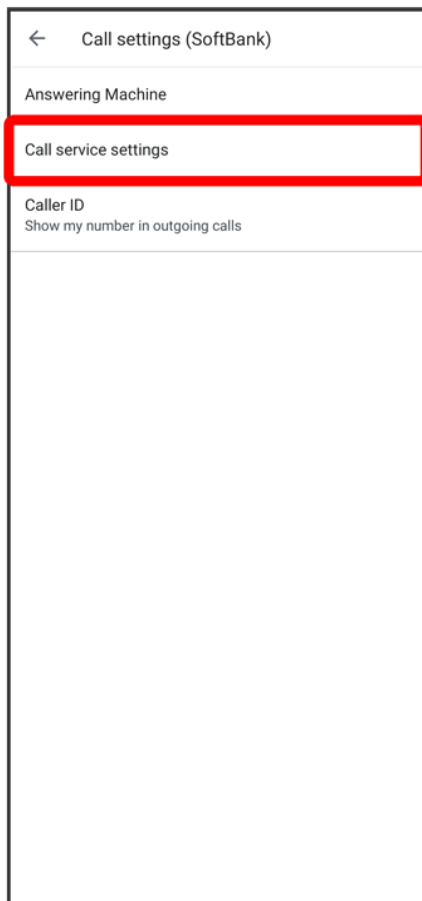
1

In Home Screen,  (Phone)



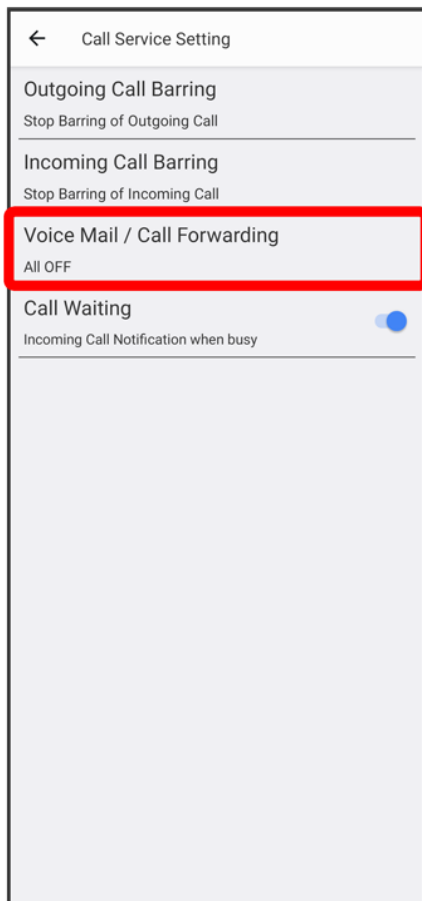
2

  Settings  Calling accounts  SoftBank  Call service settings



3

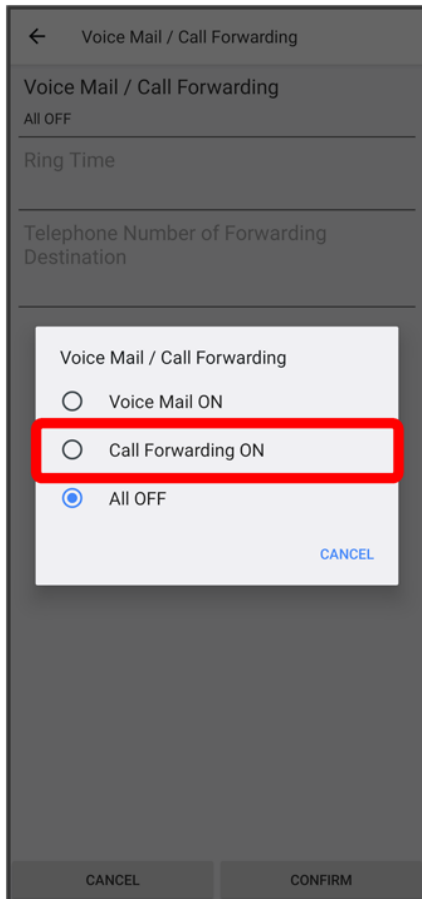
Voice Mail / Call Forwarding



 Voice Mail / Call Forwarding settings open.

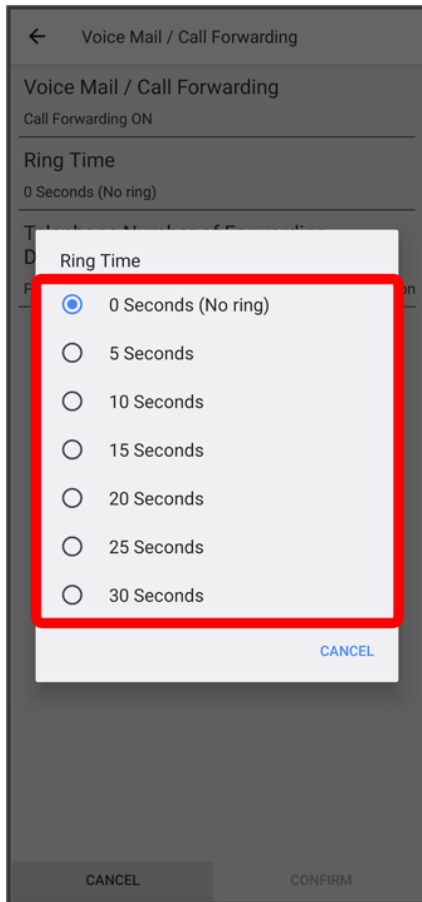
4

Voice Mail / Call Forwarding  Call Forwarding ON



5

Ring Time ➡ Select ring time



6

Telephone Number of Forwarding Destination ➡ Tap phone number field ➡ Enter
phone number to forward to ➡ REGISTER

Voice Mail / Call Forwarding

Voice Mail / Call Forwarding

Call Forwarding ON

Ring Time

Telephone Number of Forwarding Destination

SELECTION FROM CONTACTS

080XXXXXXXXX

CANCEL

REGISTER

CANCEL

CONFIRM

1

2 ABC

3 DEF

—

4 GHI

5 JKL

6 MNO

↵

7 PQRS

8 TUV

9 WXYZ

✕

* #

0 +

.

✓

7

CONFIRM

←

Voice Mail / Call Forwarding

Voice Mail / Call Forwarding

Call Forwarding ON

Ring Time

10 Seconds

Telephone Number of Forwarding Destination

080XXXXXXX


CANCEL

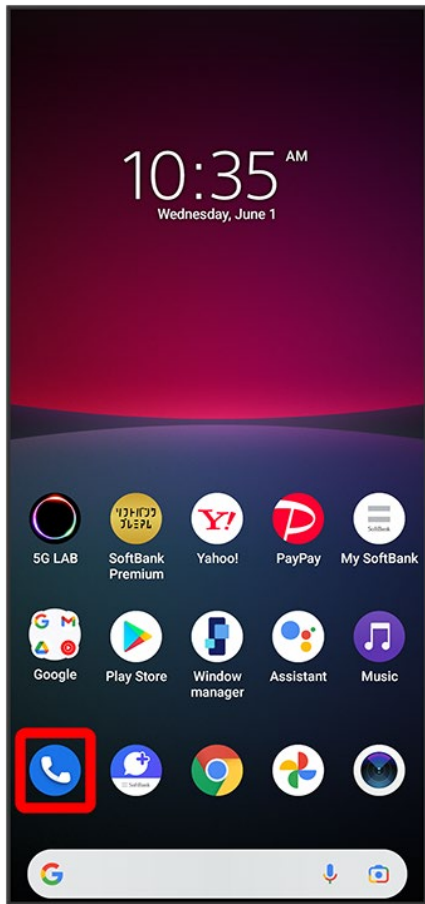
CONFIRM

 Call Forwarding is activated.

Using Voicemail

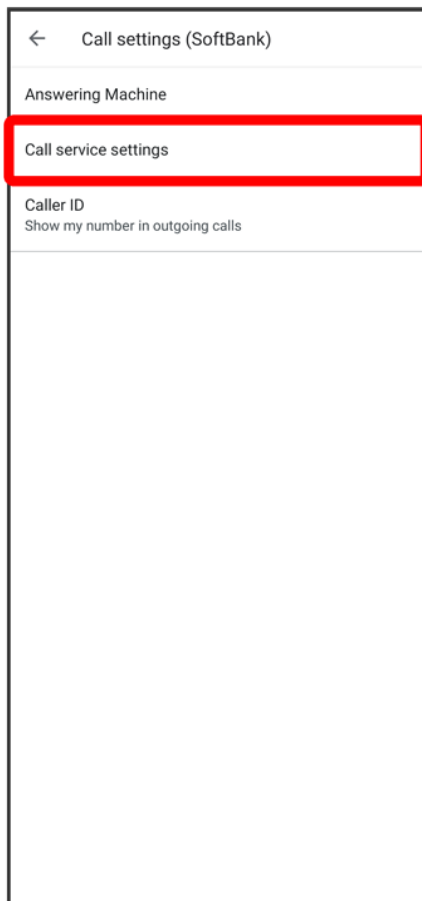
1

In Home Screen,  (Phone)



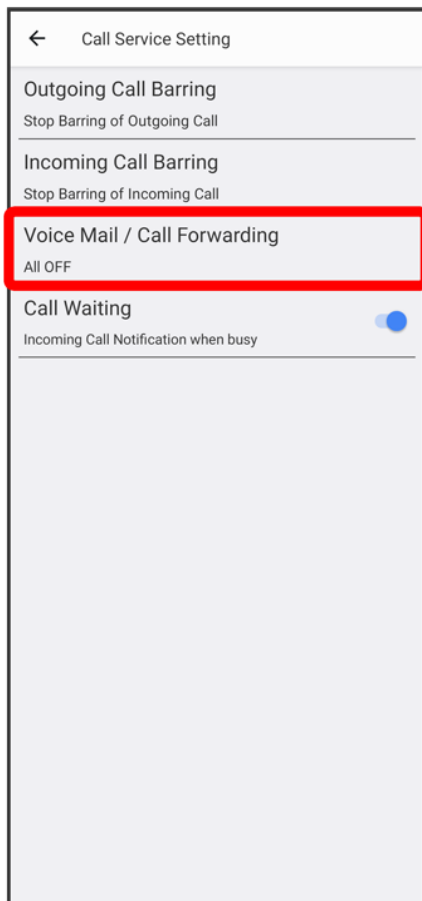
2

☰ ➔ Settings ➔ Calling accounts ➔ SoftBank ➔ Call service settings



3

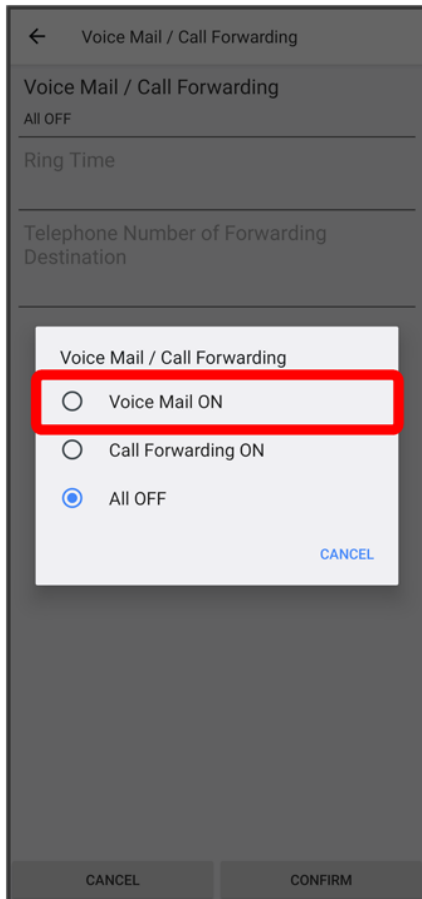
Voice Mail / Call Forwarding



 Voice Mail / Call Forwarding settings open.

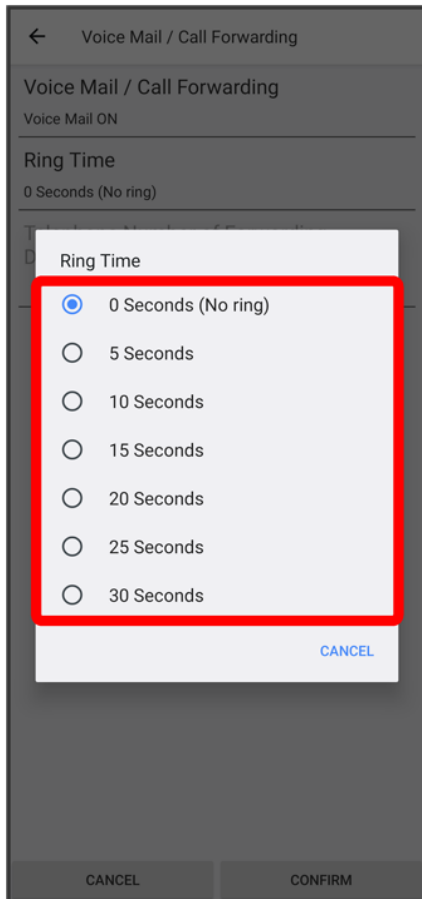
4

Voice Mail / Call Forwarding  Voice Mail ON



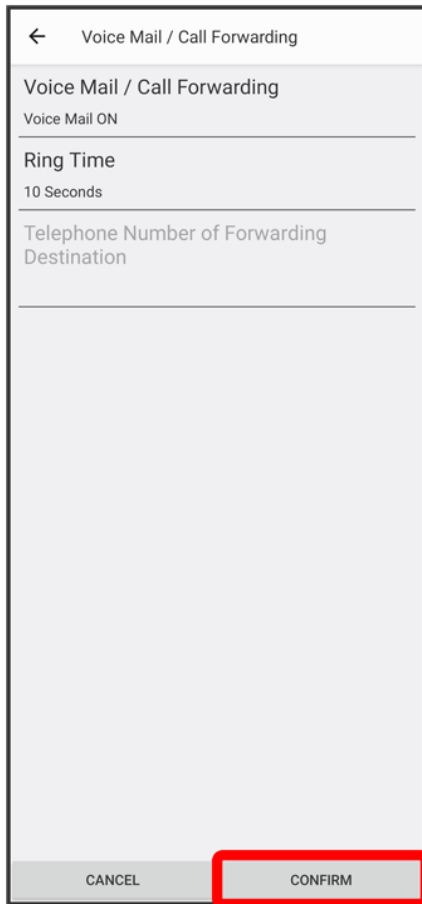
5


Ring Time ➡ Select ring time




6

CONFIRM



 Voicemail is activated.

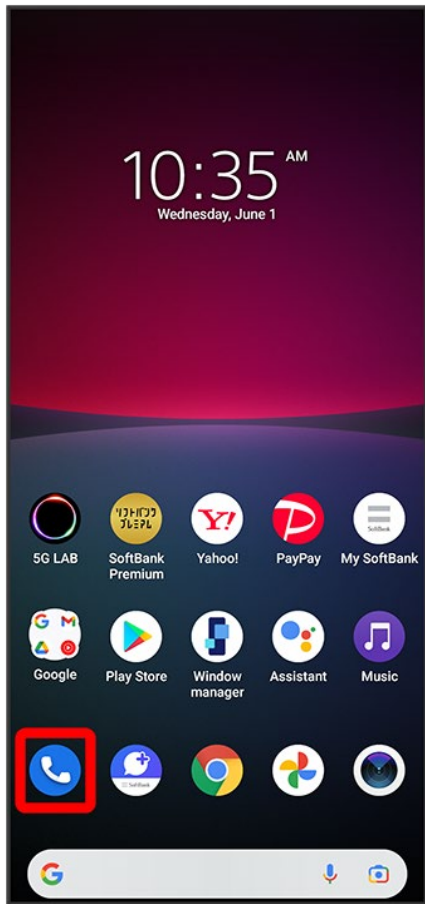
-  appears in Status Bar for new message. Flick Status Bar down and Tap Voicemail notification, then follow the voice prompts.

Using Call Waiting

This service requires subscription.

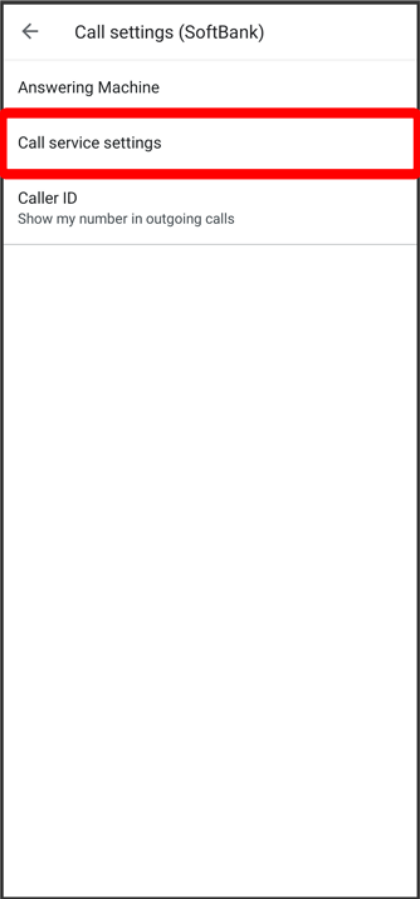
1

In Home Screen,  (Phone)



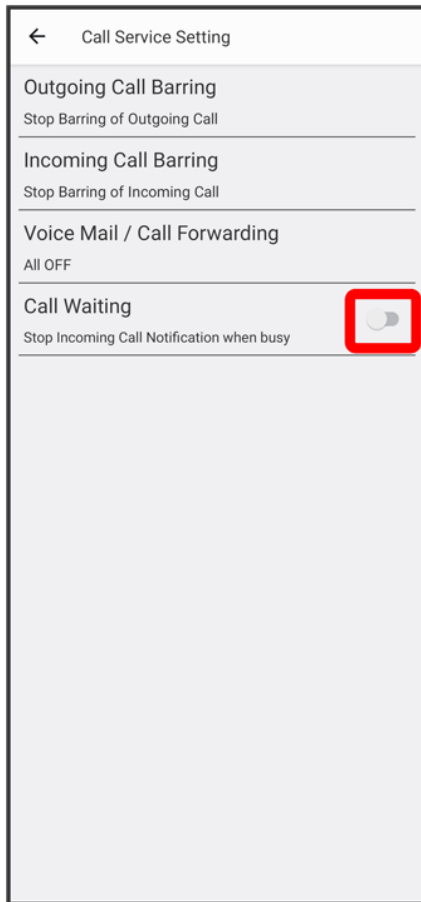
2

☰ ➔ Settings ➔ Calling accounts ➔ SoftBank ➔ Call service settings






3

☐ for Call Waiting (☒)



 Call Waiting is set.

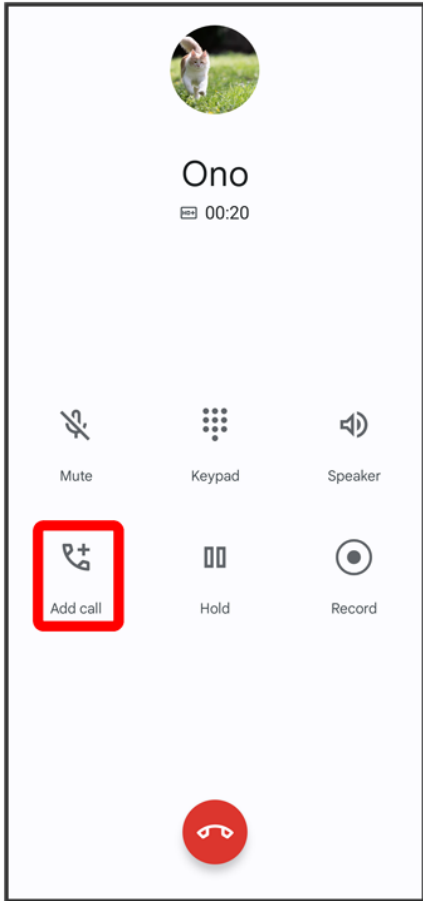
- Tap icons to toggle set () / cancel (.
- If Call Waiting is set and a second call arrives during a call, Call Waiting tone is heard. Swipe (Flick)  up to begin call.


Using Group Calling

This service requires subscription.


1

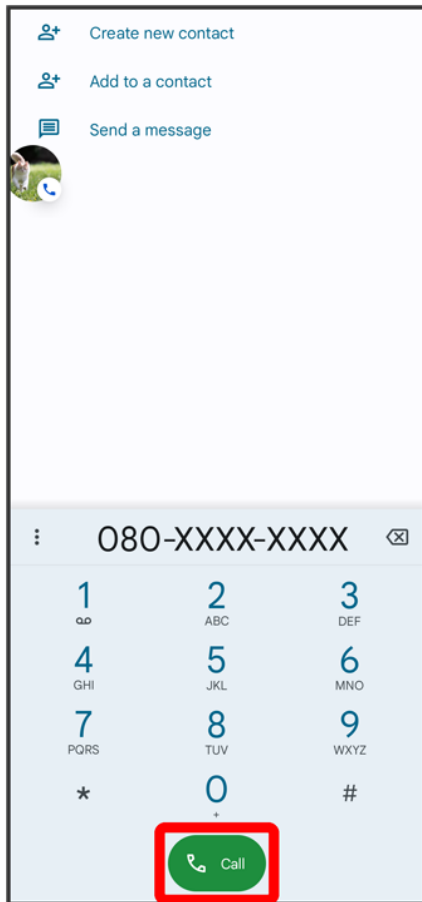
During a call, **Add call**



 Dialing screen opens.

2

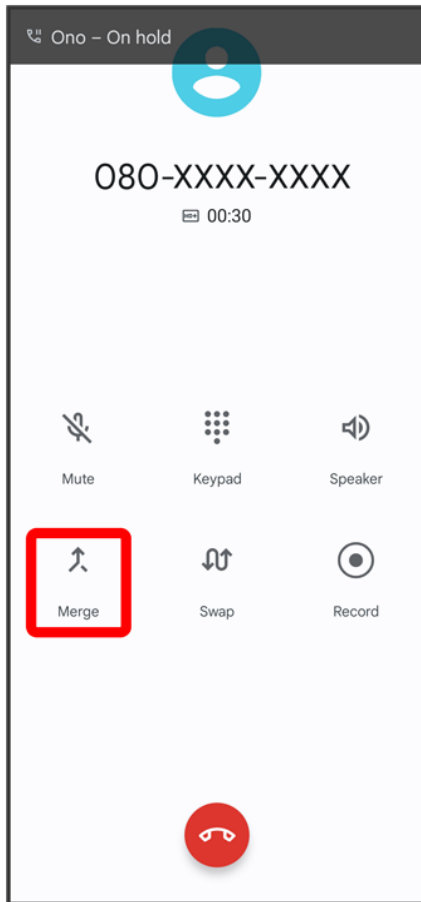
Enter phone number  **Call**




🚩 Call is added.

3


When the other party answers, Merge



 Group Calling starts.

Using Caller ID Notification

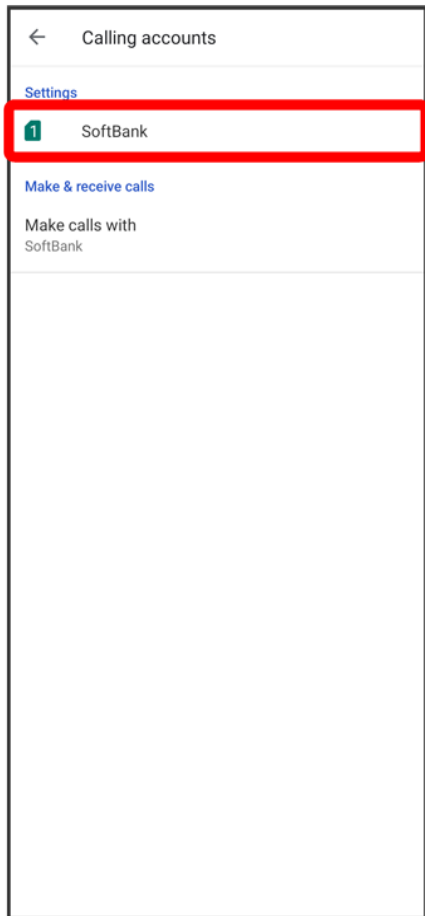
1

In Home Screen,  (Phone)



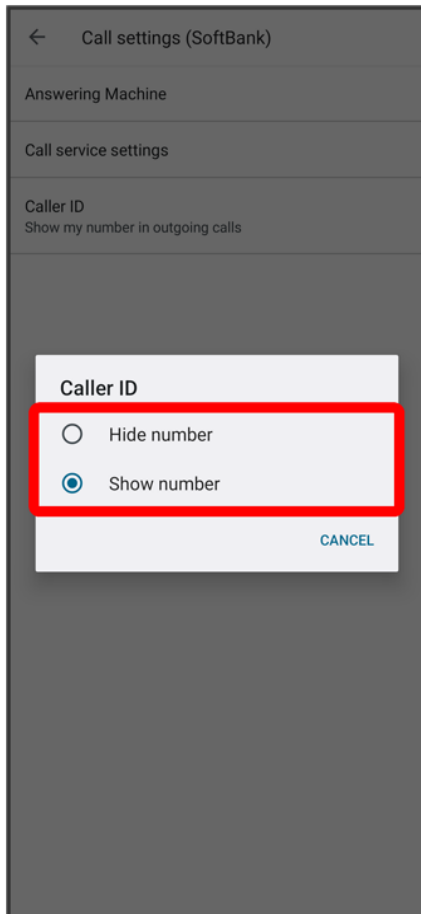
2

☰ ➔ Settings ➔ Calling accounts ➔ SoftBank



3

Caller ID  Hide number/Show number



 Caller ID notification is set.

Using Outgoing Call Barring

Restrict outgoing calls and SMS to phone numbers.

- It may not be possible to restrict outgoing SMS in some areas.

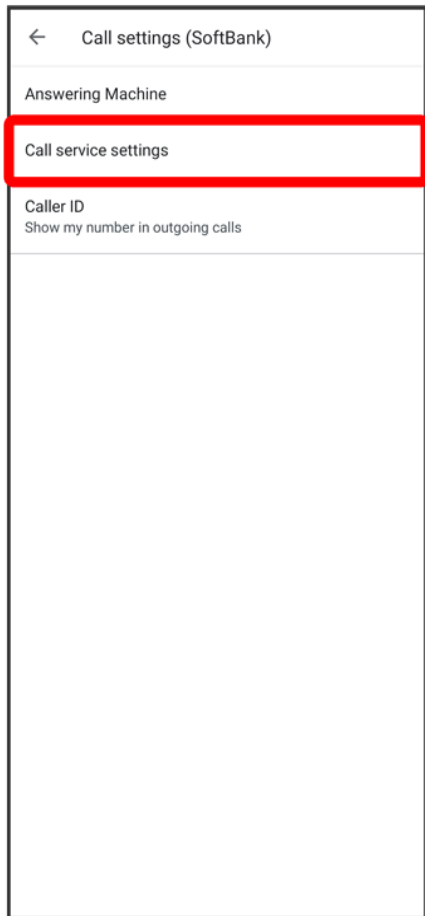
1

In Home Screen,  (Phone)



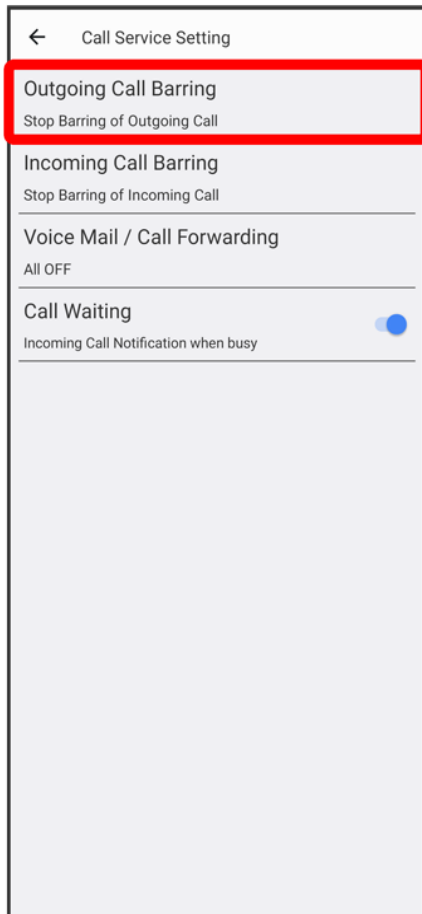
2

☰ ➡ Settings ➡ Calling accounts ➡ SoftBank ➡ Call service settings



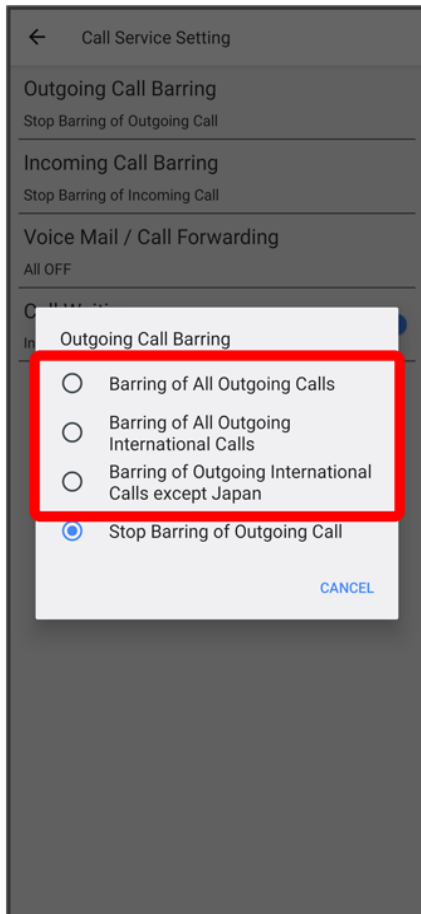
3

Outgoing Call Barring



4

Tap outgoing restriction



 Outgoing Call Barring is set.

- To disable Outgoing Call Barring, Tap **Stop Barring of Outgoing Call**.

Using Incoming Call Barring

Restrict incoming calls and SMS.

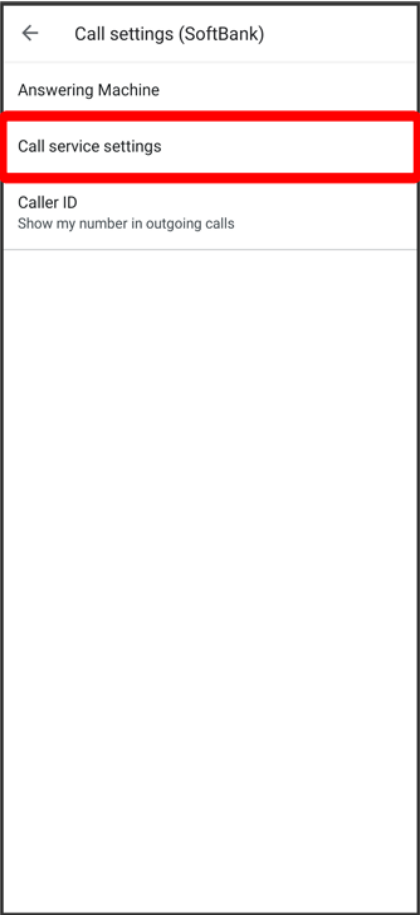
1

In Home Screen,  (Phone)



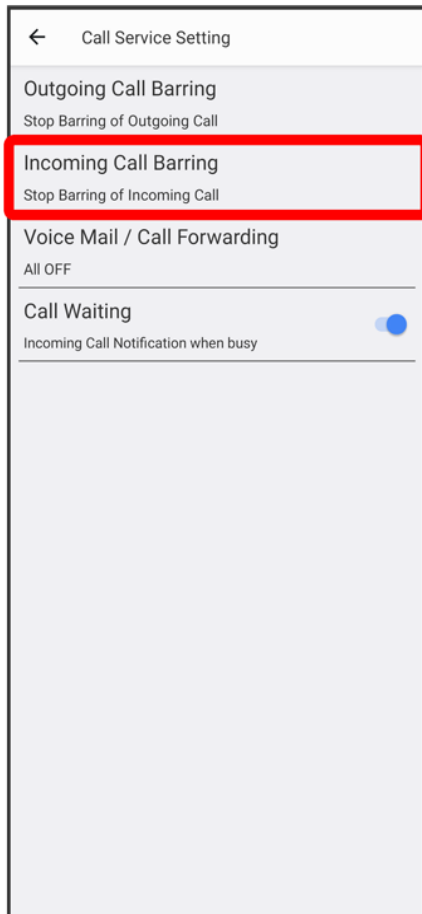
2

☰ ➔ Settings ➔ Calling accounts ➔ SoftBank ➔ Call service settings



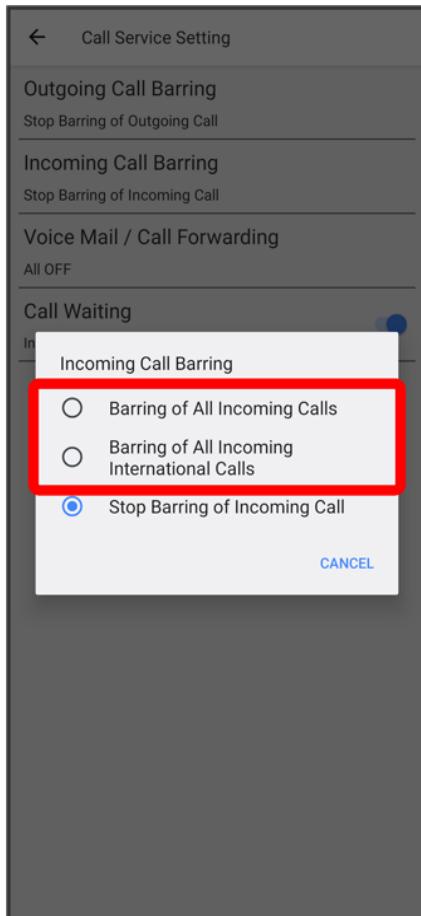
3

Incoming Call Barring



4

Tap incoming restriction



🚩 Incoming Call Barring is set.


- To disable all Incoming Call Barring, Tap **Stop Barring of Incoming Call**.

Phone Number

↓ [Checking Your Phone Number](#)

Checking Your Phone Number

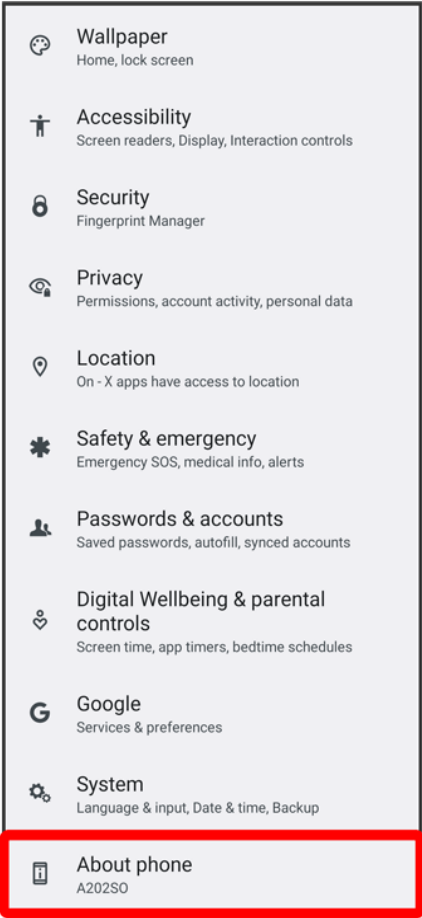
1


In Home Screen,  (Settings)



2

About phone



 Your phone number appears below "Phone number (sim slot 1)" / "Phone number (sim slot 2)" field.

Using Contacts

Save phone numbers, mail addresses, etc. to Contacts.

Operation when logged in to a Google account is described as an example.

↓ [Adding New Contacts](#)

Contacts Cautions

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

Adding New Contacts

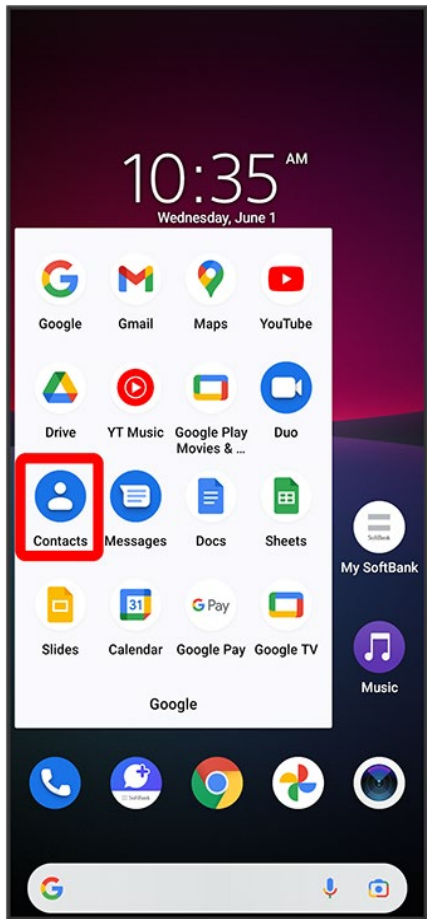
1

In Home Screen,  (Google)



2

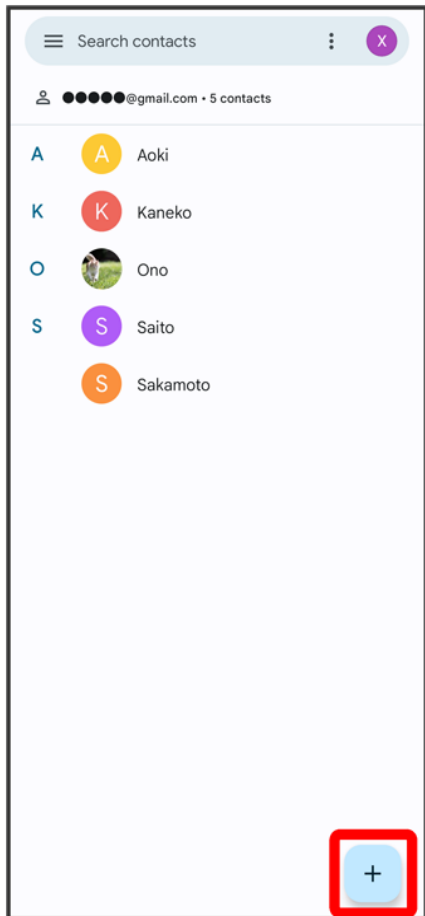
 (Contacts)



🚩 Contacts appear.

3

+



- If confirmation appears, follow onscreen instructions.

4

Enter items ➡ Save

×

Create contact

Save

Last name

••

Phonetic last name

Phonetic middle name

Phonetic first name

Company

Phone

080-XXXX-XXXX

×

Label

Mobile

1

2 ABC

3 DEF

—

4 GHI

5 JKL

6 MNO

↵

7 PQRS

8 TUV

9 WXYZ

✕

* #

0 +








.

→

🚩 Contact is added.

+ **Saving Contacts from Dialing Screen**

Save a number entered in dialing screen directly to Contacts.

In Home Screen,  (Phone)    Tap dialpad to enter number to save  Create new contact  Enter each item  Save

■ Tap More details  More fields to enter other items for contact.

Sending Messages (+Message)

↓ Sending New Messages

Sending New Messages

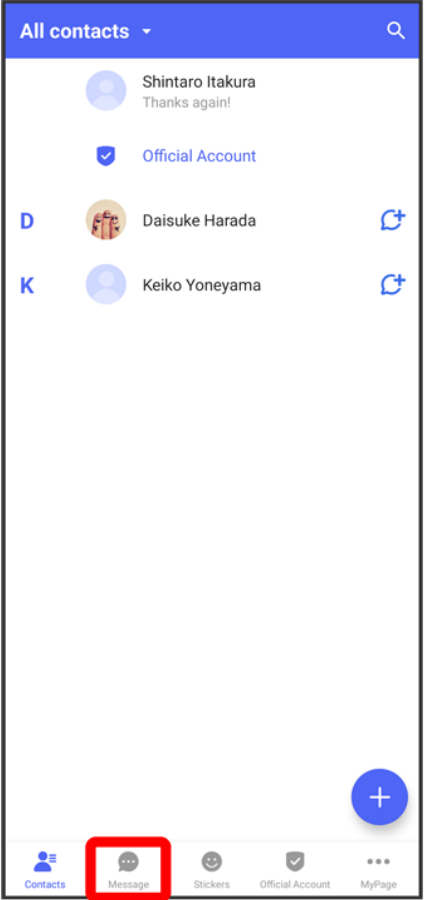
1

In Home Screen,  (+Message)



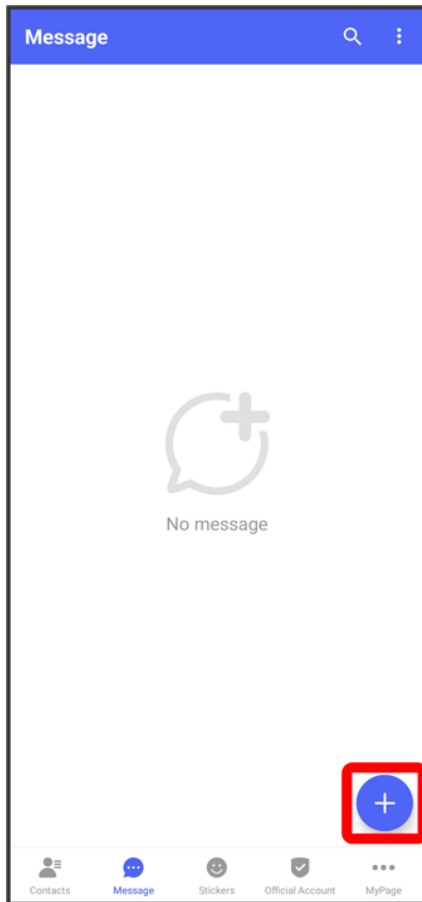
2

Message



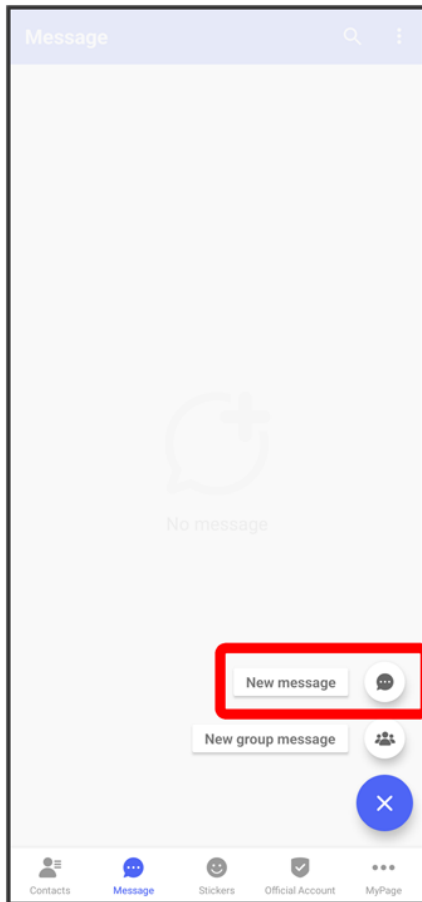
3





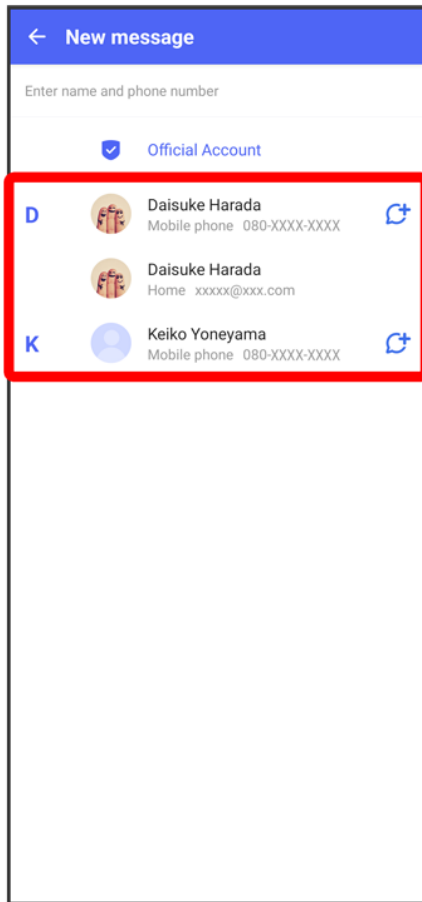
4

New message



5

Tap destination

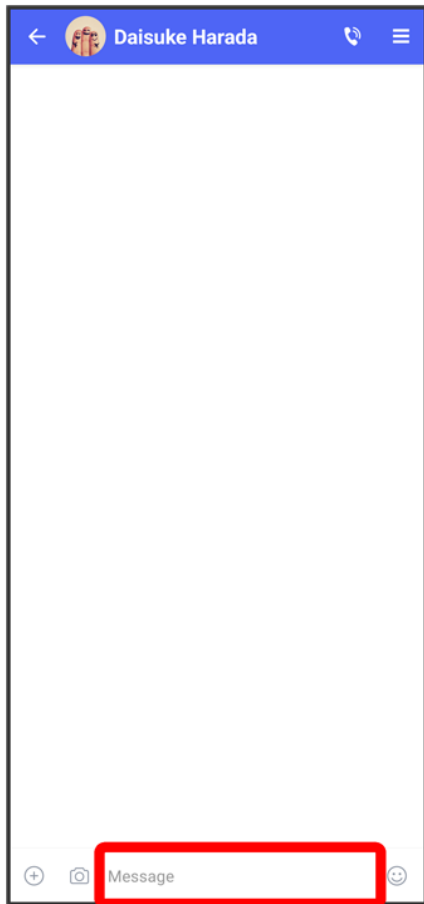


Message window opens.

- To send to a phone number/email address not saved in contacts, Tap destination entry field at top of Display ➡ Enter phone number/email address ➡ Add and create message.

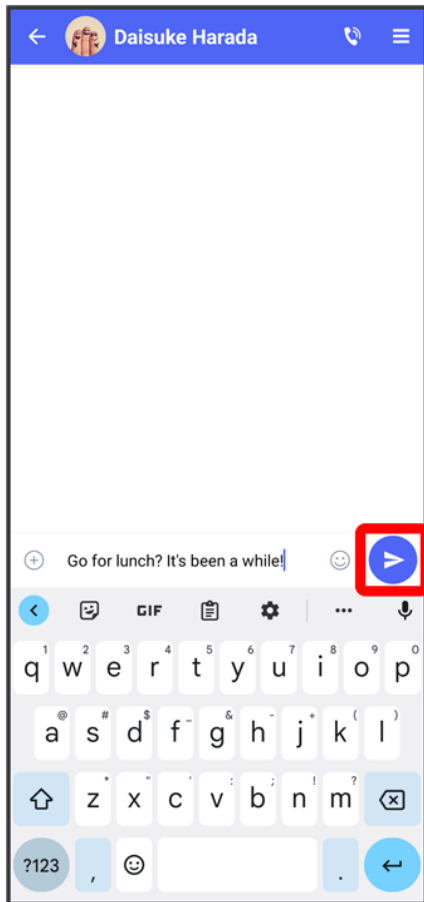
6

Tap message entry field



7

Enter message ➡ ➤



🚩 Message is sent.


Using Gmail

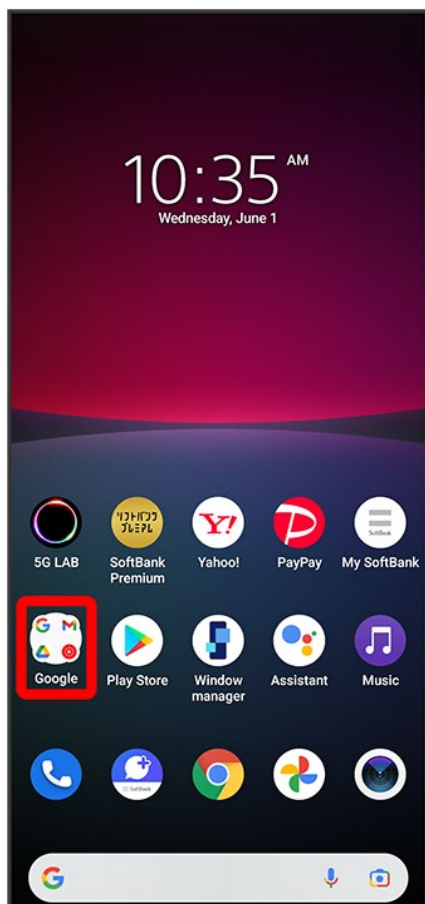
Use Google's webmail service. Use this service to exchange email.

↓ [Creating/Sending Mail](#)


Creating/Sending Mail

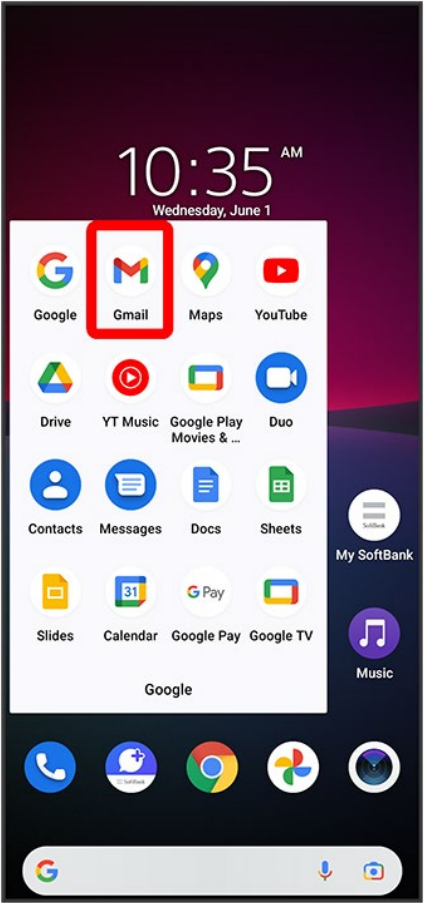
1


In Home Screen,  (Google)



2

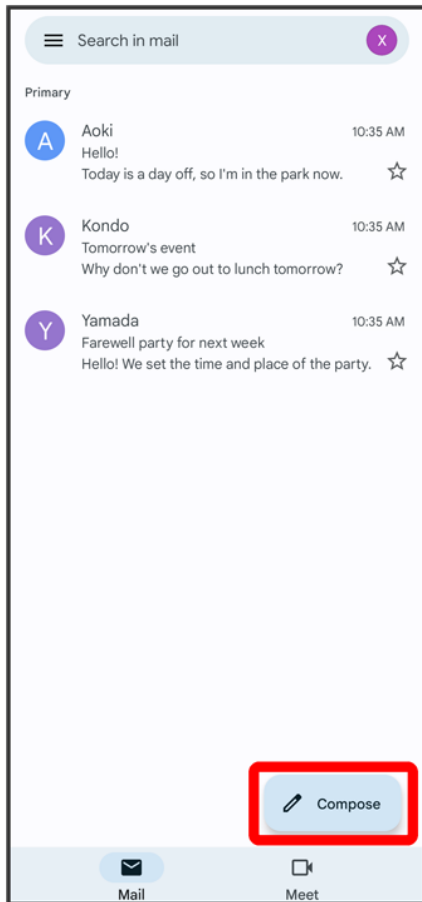
 (Gmail)



 Mail list opens.

3

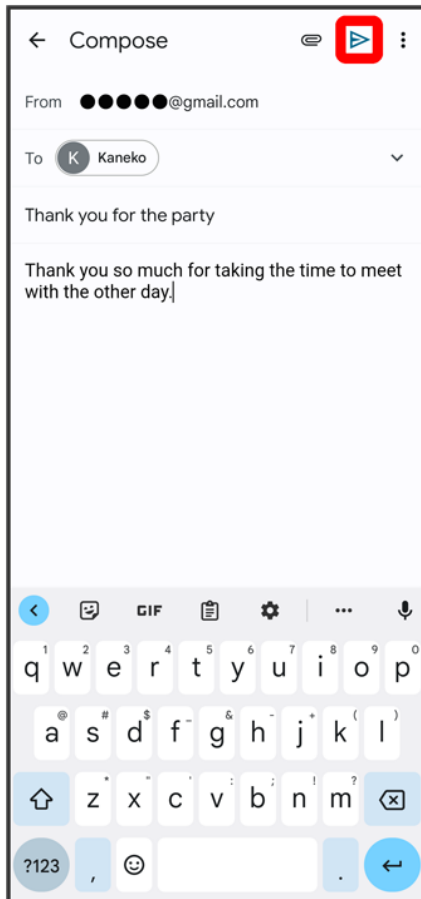
Compose



 Mail composition window opens.

4

Enter recipient/subject/mail text ➡ ➤



 Message is sent.

Operations when Composing Mail



Adding Cc/Bcc

In mail composition window,  for "To"  Enter recipient




Attaching Files

In mail composition window,   Attach file  Select file to attach

Saving Mail Being Composed as a Draft (Send Later)

In mail composition window,   Save draft

Deleting Mail Being Composed

In mail composition window,   Discard  Discard

Using Chrome™

Use Chrome simply by entering words to search and URLs.

↓ [Using Chrome](#)

↓ [Adding Bookmarks](#)



TLS

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




TLS Cautions

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

Using Chrome



In Home Screen,  (Chrome)

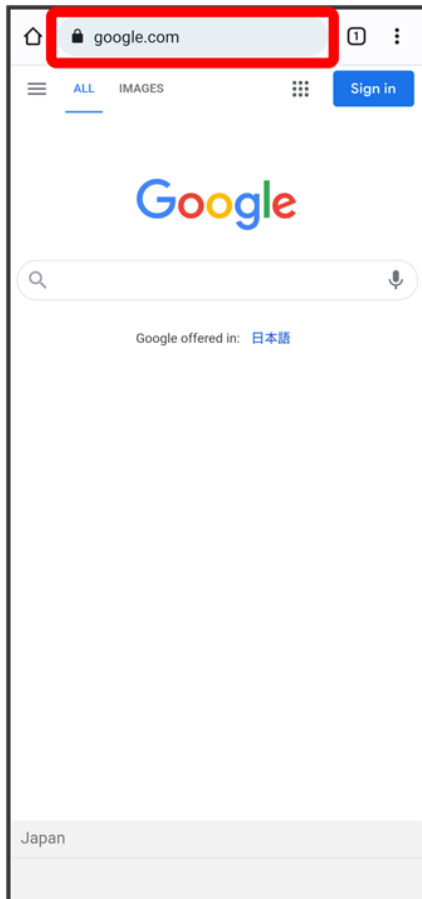


🚩 Chrome opens.

- If confirmation appears, follow onscreen instructions.

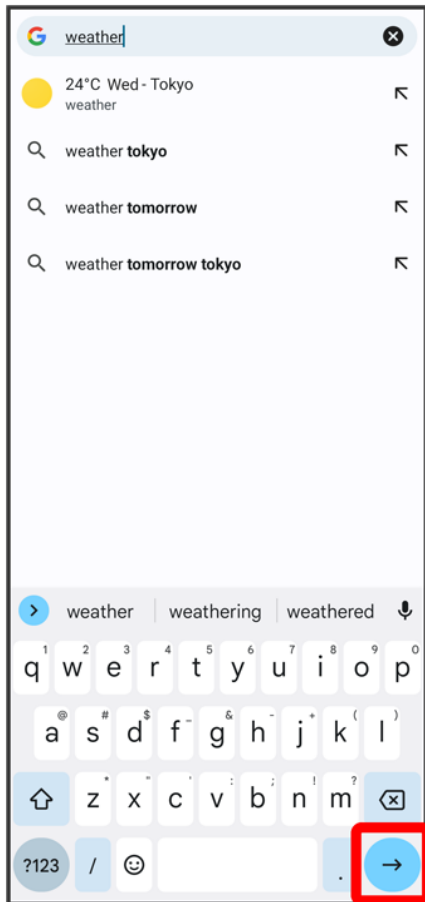
2

Tap entry box at top



3

Enter words to search or URL ➡ ➡




 Search results appear or a Website opens.

Opening New Tabs


Open several tabs to switch between Websites easily.

In Chrome,   **New tab**

- To switch between tabs, Tap  next to entry field at top of Display and Tap tab (number in icon indicates opened tabs).

Adding Bookmarks

1

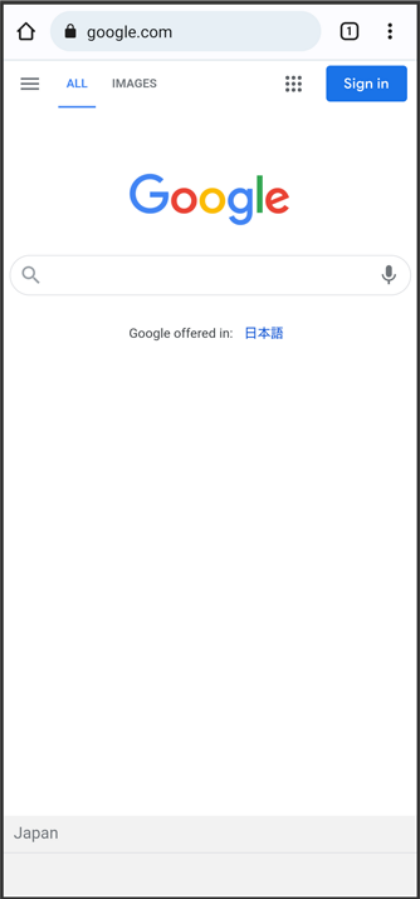
In Home Screen,  (Chrome)



🚩 Chrome opens.

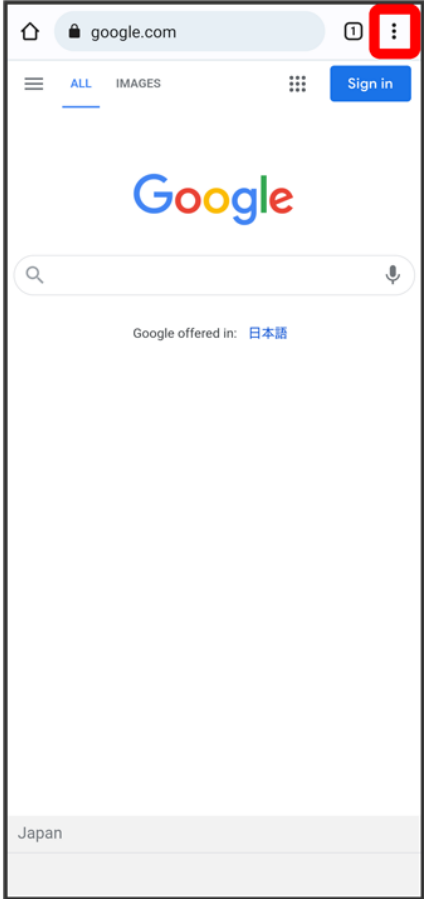
2

Show Website to add



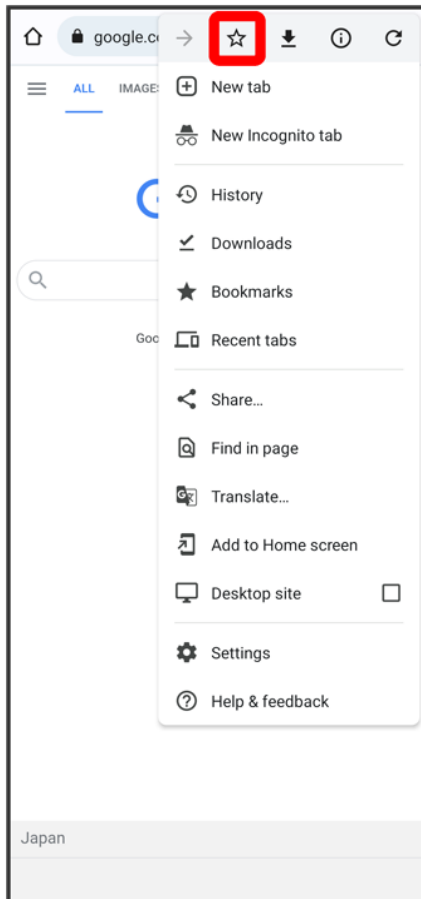
3





4





🚩 Current Website is added to Bookmarks.

+ Bookmark Operations

Editing Bookmarks

In Chrome, ⋮ ➔ Bookmarks ➔ Touch & Hold target bookmark ➔ ✎ ➔ Edit items
➔ ⬅ ➔ ➔ ⬅

■ Alternatively, Tap ⋮ of bookmark ➔ Edit.

Deleting Bookmarks

In Chrome, ⋮ ➔ Bookmarks ➔ Touch & Hold target bookmark ➔ 🗑️

■ Alternatively, Tap ⋮ of bookmark ➔ Delete.

Capturing Still Images/Videos

↓ [Capturing Still Images](#)

↓ [Capturing Videos](#)



Capturing Still Images/Videos

File Format for Still Images

File formats for still images are JPEG.

File Format for Videos

File format for videos is MP4.



Camera Cautions

If Lens Becomes Dirty

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

Avoid Exposure to Direct Sunlight

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




Flash/Photo Light Warning

Do not shine Flash/Photo Light close to eyes. Do not look at Flash/Photo Light directly while in use. Do not shine Mobile Light at other people's eyes. May affect eyesight, etc.


Capturing Still Images

1

In Home Screen,  (Camera)



 Viewfinder appears.

- If confirmation appears, follow onscreen instructions.
- Alternatively, Press Power Key twice, or in Lock Screen, Touch & Hold  to quick-activate Camera.
- If there is no operation on Viewfinder, Camera operation ends.

2

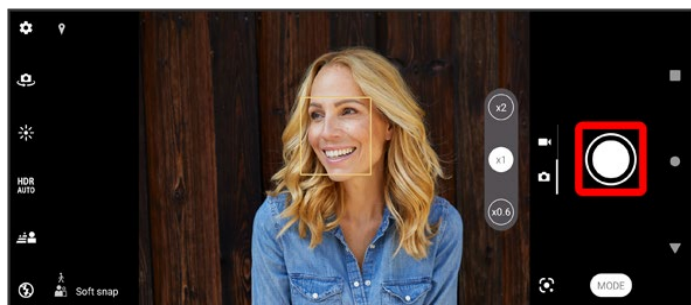
Swipe (Flick) Viewfinder to switch to "PHOTO" Viewfinder



- Swipe (Flick) up or down in a landscape viewfinder, or left or right in a portrait viewfinder.

3

Aim Camera at subject → Check Viewfinder, then ○



Shutter clicks and still image is saved.


Capturing Videos

1

In Home Screen, ○ (Camera)



 Viewfinder appears.

- If confirmation appears, follow onscreen instructions.
- Alternatively, Press Power Key twice, or in Lock Screen, Touch & Hold  to quick-activate Camera.
- If there is no operation on Viewfinder, Camera operation ends.

2

Swipe (Flick) Viewfinder to switch to "VIDEO" Viewfinder





- Swipe (Flick) up or down in a landscape viewfinder, or left or right in a portrait viewfinder.

3

Aim Camera at subject → Check Viewfinder, then 

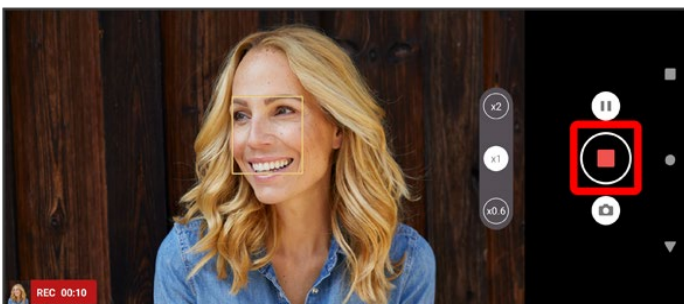


 Video capturing starts.

- To pause, Tap  or to resume, Tap .

4

To stop recording, 



 Video capturing stops and video is saved.

Viewing Still Images/Videos (Photos)


↓ Showing Still Images/Videos

Showing Still Images/Videos

Show captured or downloaded still images/videos. Supported file formats with Photos are as follows.

Type	File Format
Still image	BMP, GIF, HEIC, ICO, JPG, PNG, TIFF, WEBP, some Raw files
Video	3GP, 3G2, ASF, AVI, DIVX, M2T, M2TS, M4V, MKV, MMV, MOD, MOV, MP4, MPG, MTS, TOD, WMV

1

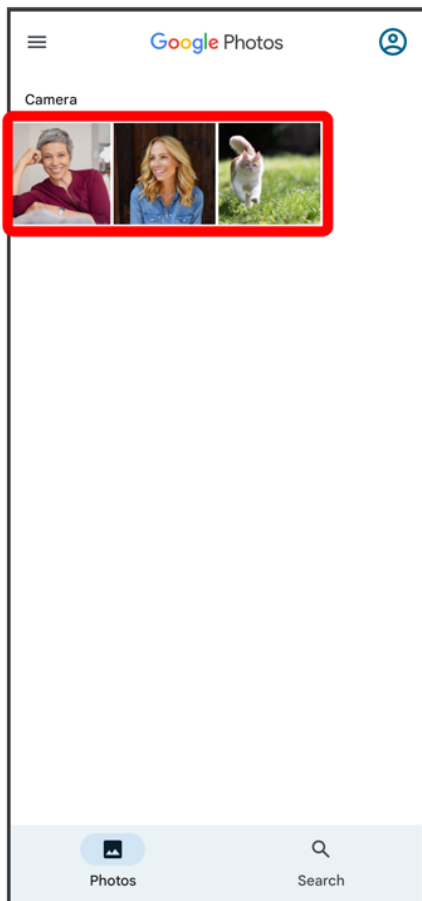
In Home Screen,  (Photos)



 Still image/video list opens.

 2

Tap still image/video



 Still image/video window opens.

- Tap still image/video window to show/hide menu and other icons.
- Flick still image/video window up to show captured date & time.
- To select other files, in still image/video window, select file again or Flick still image/video window left or right.

Zooming In or Out Still Image


In still image window, Tap Display twice or Pinch

Applications

↓ Setting Required Permissions for Applications

Setting Required Permissions for Applications

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

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

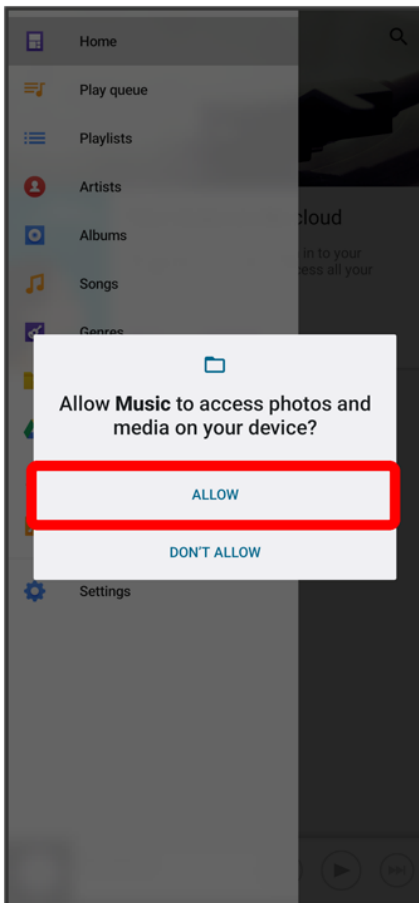
- An application may not function correctly if permission to use it was not set.

1

In Home Screen,  (Music)



ALLOW










Settings are complete.







- Shown setting items depend on the function having permission set.
- For several functions, continue in the same way.

Other Ways to Set Required Permissions for Applications

Setting Functions to Use for Each Application

In Home Screen,  (Settings)  Apps  See all XX apps  Tap application 
Permissions  Tap function  Tap required permission

Setting Applications with Permitted Usage for Each Function

In Home Screen,  (Settings)  Privacy  Permission manager  Tap function 
Tap application  Tap required permission

Adding Applications

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

↓ [Installing Free Applications](#)

↓ [Purchasing Paid Applications](#)

↓ [Updating Applications](#)

Installing Applications

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.).

Installing Free Applications

1

In Home Screen,  (Play Store)

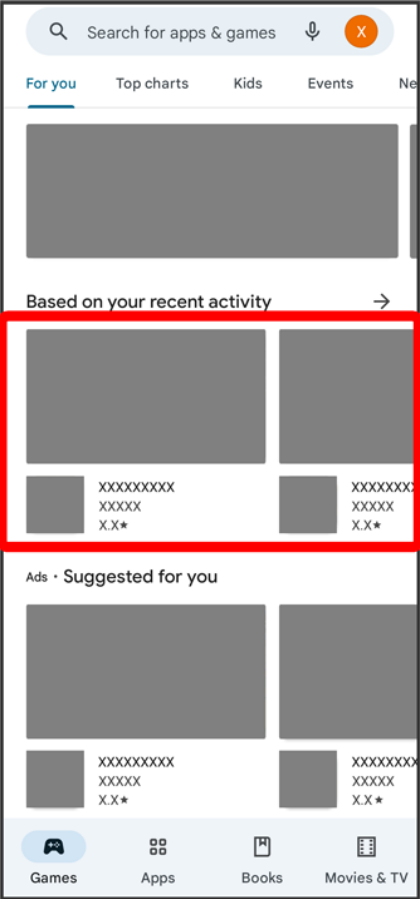


Google Play appears.

- If confirmation appears, follow onscreen instructions.

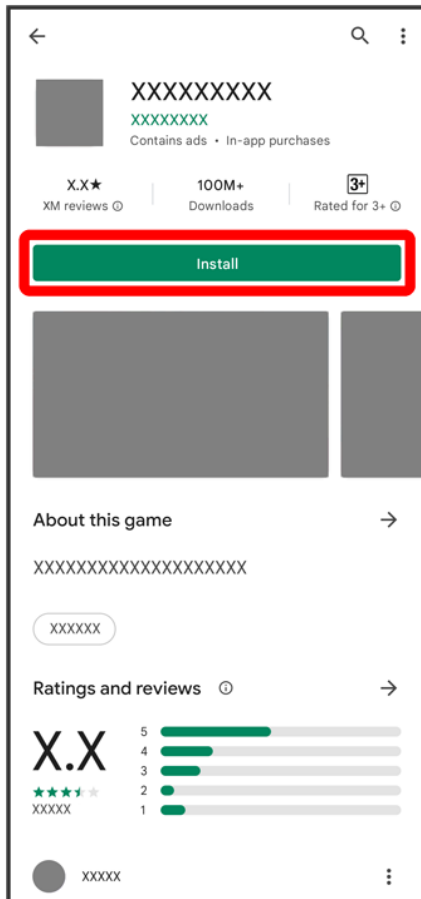
2

Tap free application



3

Install



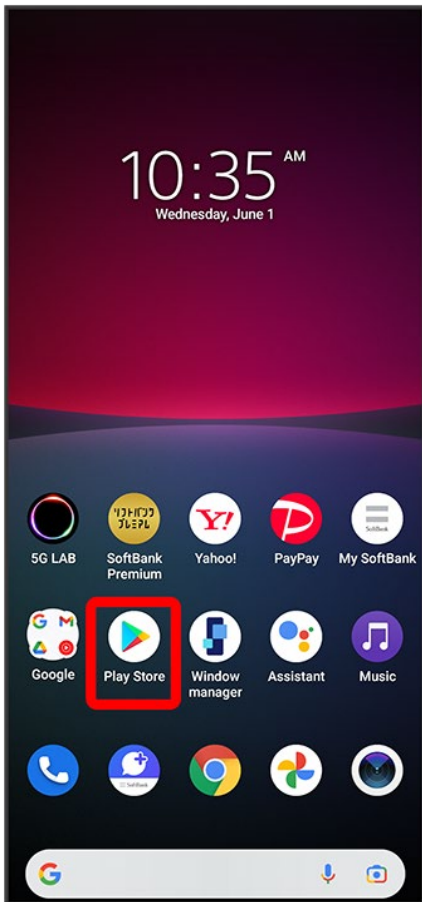
 Application is downloaded and installed.

- If confirmation appears, follow onscreen instructions.

Purchasing Paid Applications

1

In Home Screen,  (Play Store)

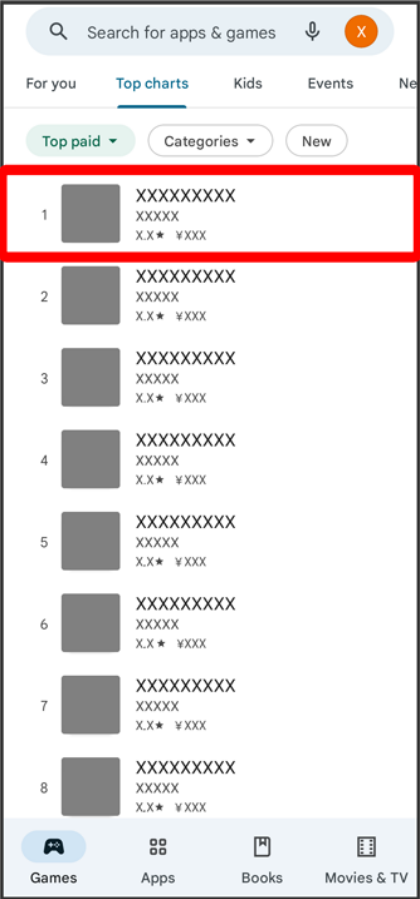


Google Play appears.

- If confirmation appears, follow onscreen instructions.

2

Tap paid application



3

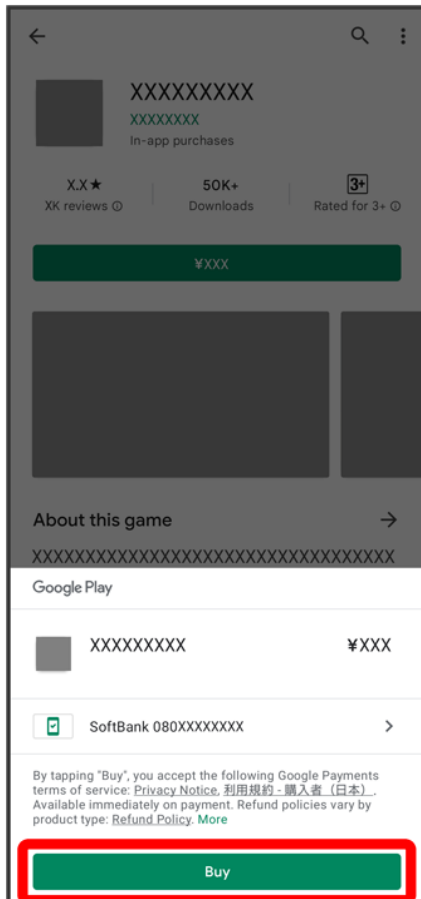
Tap amount



- If confirmation appears, follow onscreen instructions.

4

Buy



 Application is downloaded and installed.

- If confirmation appears, follow onscreen instructions.

Purchased Applications

Payment






Pay only once. Redownloads of uninstalled applications are free of charge.

On Other Android™ Devices

Install an application on any Android device under the same Google account for free.

Requesting Refunds

Refund is possible within a limited time. By requesting a refund, the application is deleted and the charge is cancelled. A refund request is valid only once per one application.

In Google Play, Tap account icon at right of search bar  Manage apps & device 
Manage  Tap application for requesting a refund  Refund  Request refund

Purchasing Applications

Purchase applications at your own risk. SoftBank Corp. is not responsible for any