


disadvantage resulting for user or third parties.

Updating Applications

1

In Home Screen,  (Play Store)

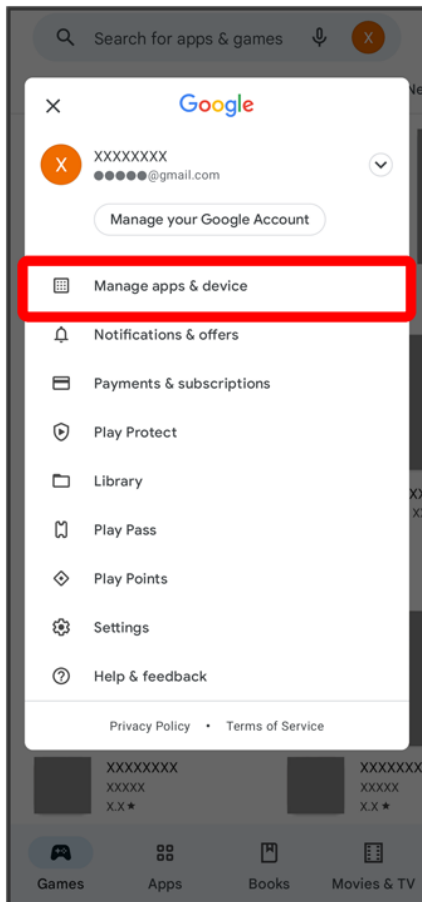


 Google Play appears.

- If confirmation appears, follow onscreen instructions.

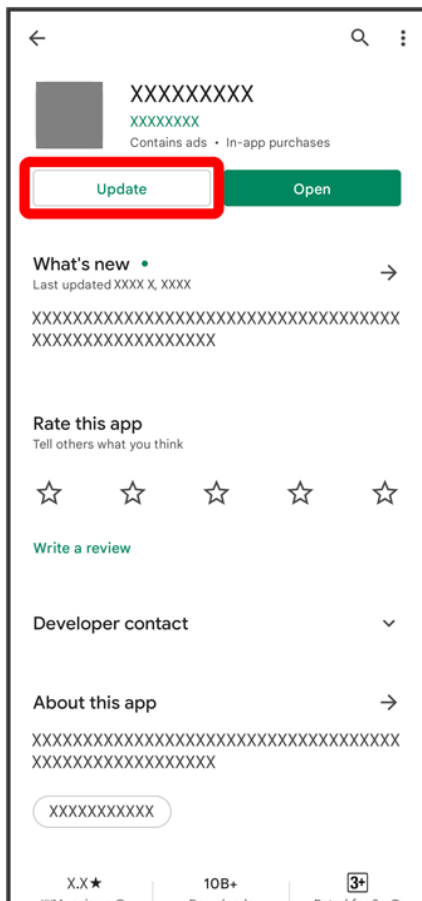
2

Tap account icon at right of search bar → Manage apps & device



3

Manage → Updates available → Tap application to update → Update



Application is updated.

- If confirmation appears, follow onscreen instructions.

+ Setting Application Updates

Setting Automatic Updates for Applications

In Google Play, Tap account icon at right of search bar → Settings → Network preferences → Auto-update apps → Set update method → DONE

Setting Automatic Updates for Individual Applications

In Google Play, Tap account icon at right of search bar → Manage apps & device → Manage → Tap application → ⋮ → Enable auto update (✓)

- Automatic updates are unavailable for some applications.


Connecting by Wi-Fi

Handset supports Wi-Fi (wireless LAN). Access the Internet via a household Wi-Fi connection environment.

↓ [Selecting a Network Connection](#)

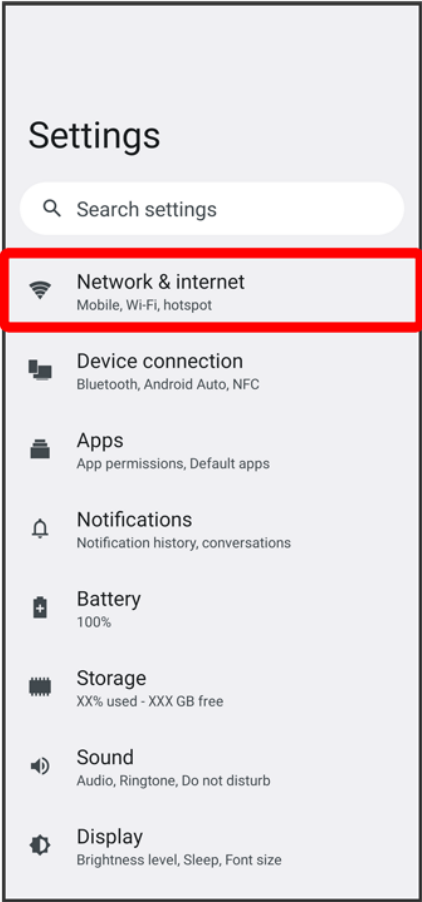
Selecting a Network Connection

1

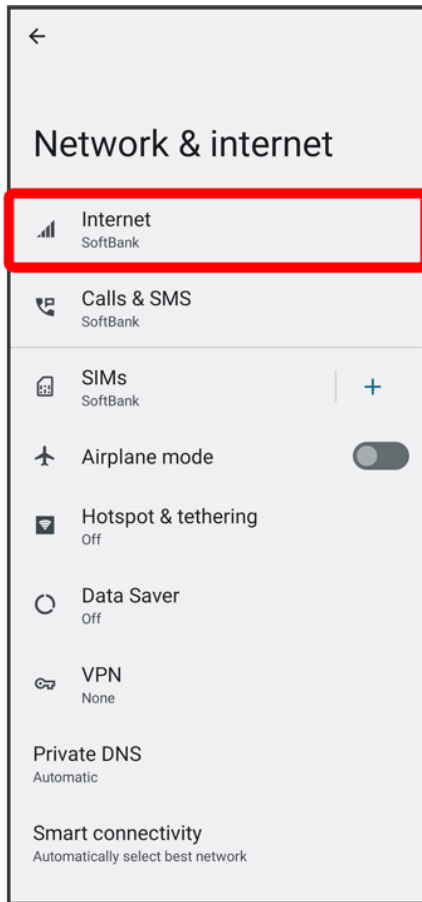
In Home Screen,  (Settings)



Network & internet



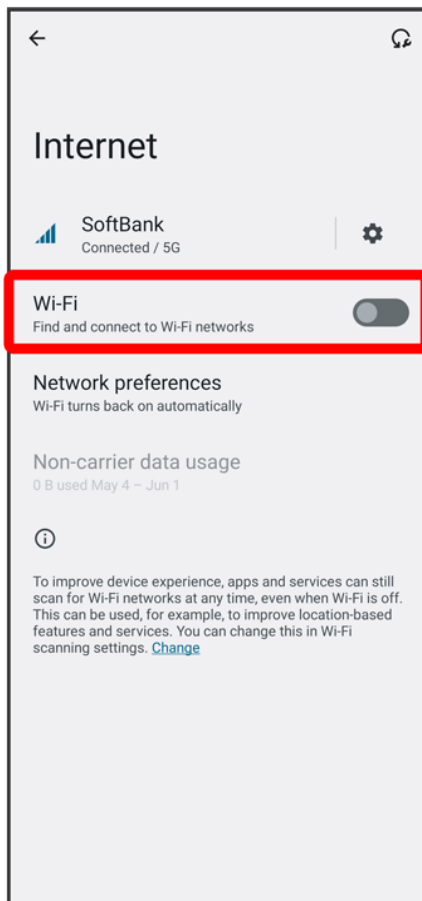
Internet



🚩 Screen for Internet opens.

4

Wi-Fi (🔵)

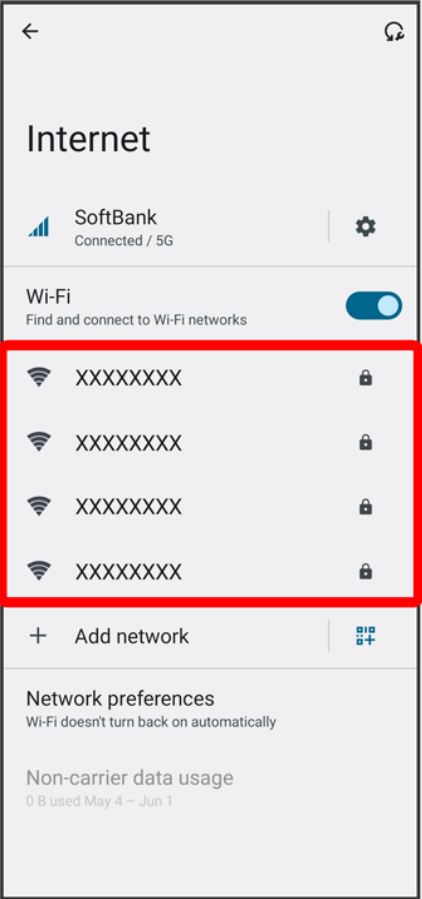


🚩 Wi-Fi is enabled.

- Wi-Fi networks are scanned. Available networks appear after scanning.
- Tap **Wi-Fi** to toggle on (🔵)/off (⚪).

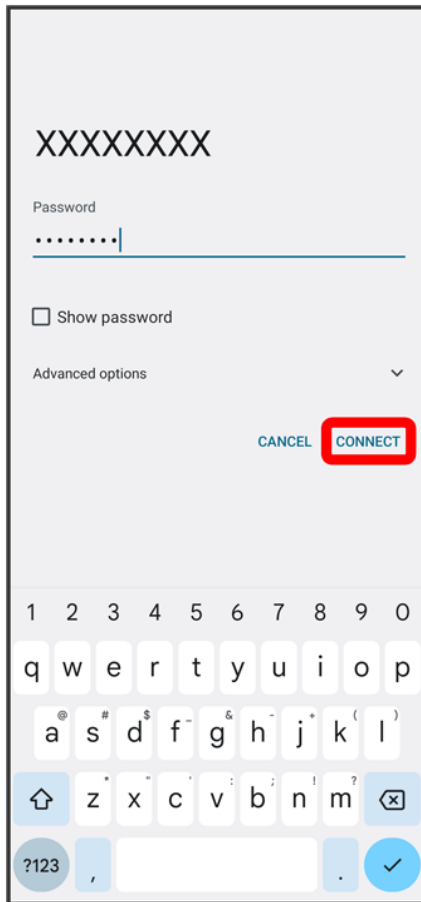
5

Tap Wi-Fi network



6

Enter password ➡ CONNECT



🚩 Handset is connected.

- The password, for a household wireless LAN router, is sometimes found on a sticker on the router (WEP, WPA, KEY, etc.). Contact the router manufacturer for information. For password for a public wireless LAN, check with user's service provider.
- Entering a password is not required if an access point is not security protected.

Using Bluetooth Function

Connect to a Bluetooth-capable wireless phone, etc. for calls or to a hands-free device such as a headset.


↓ [Enabling Bluetooth Function](#)

Bluetooth Function Cautions

Information may not appear correctly on both devices depending on the transferred data.

Enabling Bluetooth Function

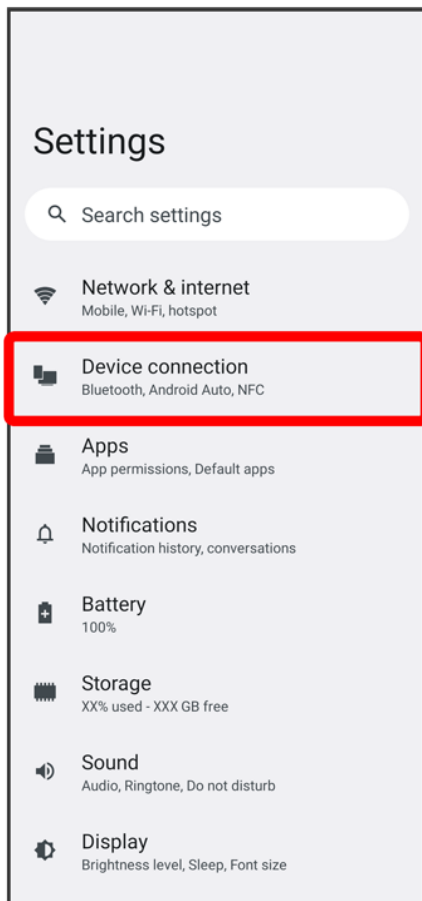
1

In Home Screen,  (Settings)



2

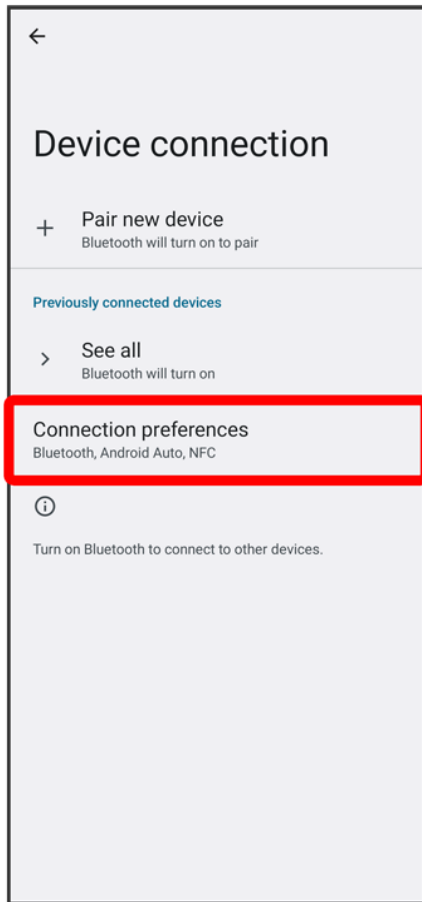
Device connection



 Screen for connecting device opens.

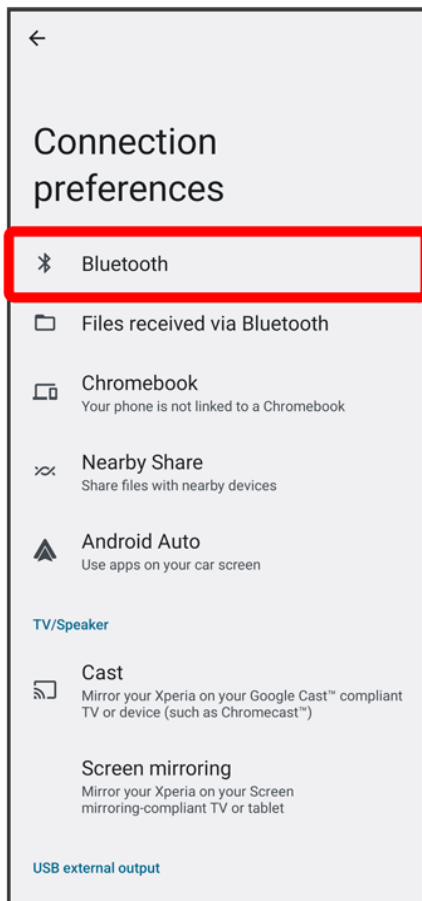
3


Connection preferences



4

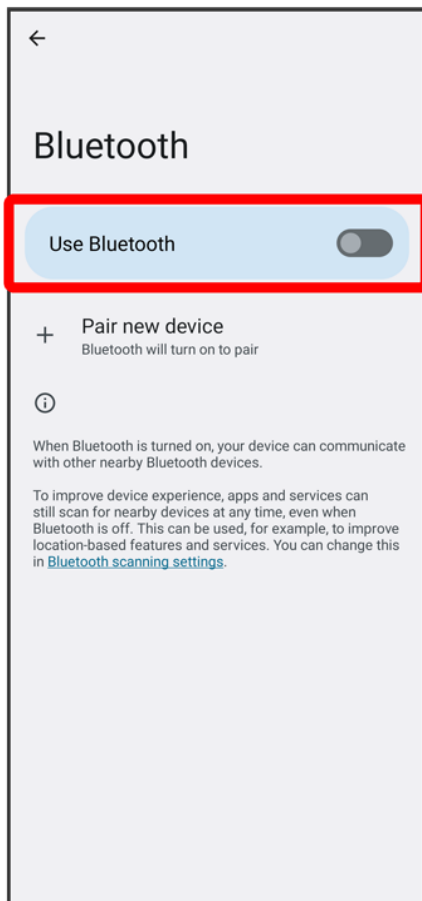
Bluetooth



 Bluetooth settings open.

5

Use Bluetooth ()



🚩 Bluetooth function is enabled.

- Tap **Use Bluetooth** to toggle on (🔵)/off (⚪).

Handset Settings

Main setting options are described.
Shown items and their arrangement may differ depending on current settings, etc.
Viewing after logging in to a Google account is described.

↓ [Handset Settings](#)


Handset Settings

Customize operation of handset functions. Handset settings include the following items.


| Item | Description |
|---------------------------------------|--|
| Network & internet | Make network and Internet settings for Wi-Fi, mobile data, etc. |
| Device connection | Make connection settings to other devices, such as Bluetooth connection and NFC/Osaifu-Keitai® settings. |
| Apps | Make application settings. |
| Notifications | Make notification settings. |
| Battery | Check Battery usage, make settings to save battery power, etc. |
| Storage | Check internal, SD Card, and USB drive storage, and delete SD Card and USB drive data. |
| Sound | Set ringtone, touch sounds, etc. |
| Display | Set screen brightness, font size, etc. |
| Appearance | Make settings for clock design, Simple Home, etc. |
| Wallpaper | Make wallpaper settings. |
| Accessibility | Set captions, magnification gestures, and other useful accessibility functions. |
| Security | Set security functions such as screen lock, PIN, etc. |
| Privacy | Make privacy settings such as application permissions and showing passwords. |
| Location | Make Location settings. |
| Safety & emergency | Make settings for emergency information, emergency SOS, Emergency Location Service, and wireless emergency alerts. |
| Passwords & accounts | Manage saved passwords and create, add, etc. accounts. |
| Digital Wellbeing & parental controls | Manage time that handset is used, set parental limitations on use, etc. |

| | |
|--------------------|--|
| Google | Make settings for Google services. |
| System | Check and make settings for languages & input, gestures, date & time, backup, system update, reset, etc. |
| About phone | Check device name, own phone number, etc. |

1

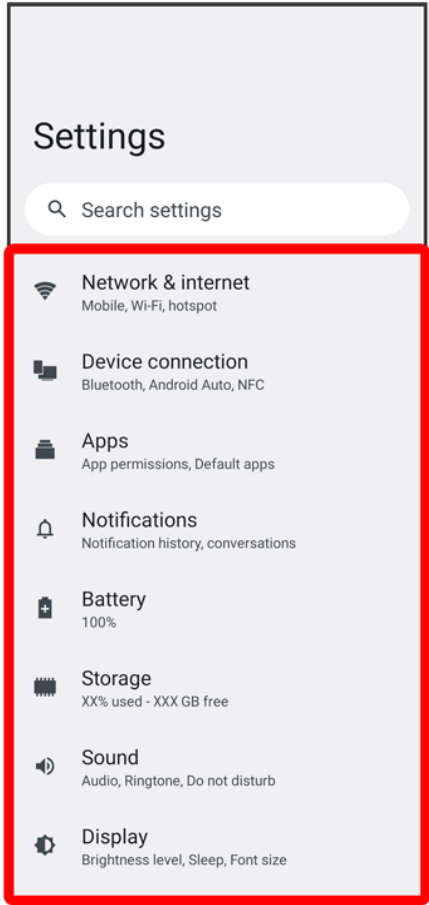
In Home Screen,  (Settings)



 Handset settings open.

2

Select item to set



🚩 Settings open.

Data Usage Settings

Check mobile data traffic and set limit.

↓ Checking Application Data Usage



+ Data Usage Operations

Viewing Data Usage with Wi-Fi

In Home Screen,  (Settings)  Network & internet  Internet  Non-carrier data usage



Enabling Mobile Data

In Home Screen,  (Settings)  Network & internet  SIMs  Use SIM






- Tap **Use SIM** to toggle on () / off () .
- If confirmation appears, follow onscreen instructions.



Setting Data Saver

In Home Screen,  (Settings)  Network & internet  Data Saver  Use Data Saver

- Tap **Use Data Saver** to toggle on () / off () .

Setting Applications Not Subject to Data Saver

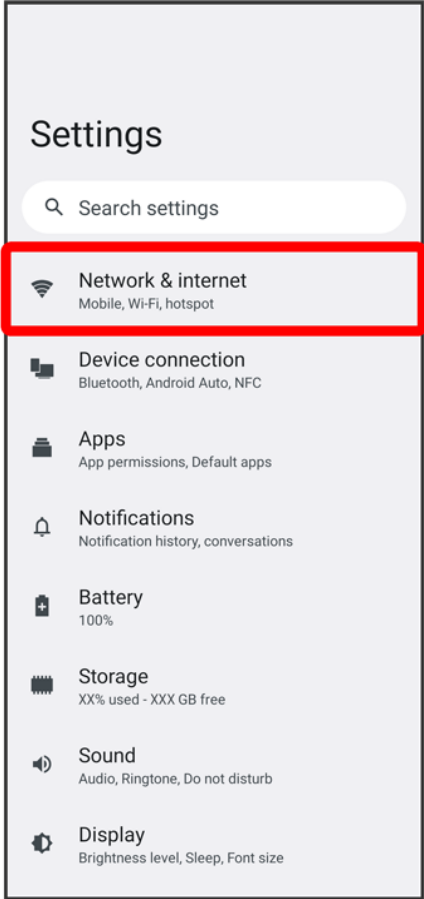
In Home Screen,  (Settings)  Network & internet  Data Saver  Unrestricted data  Tap application not to be subject

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

Checking Application Data Usage

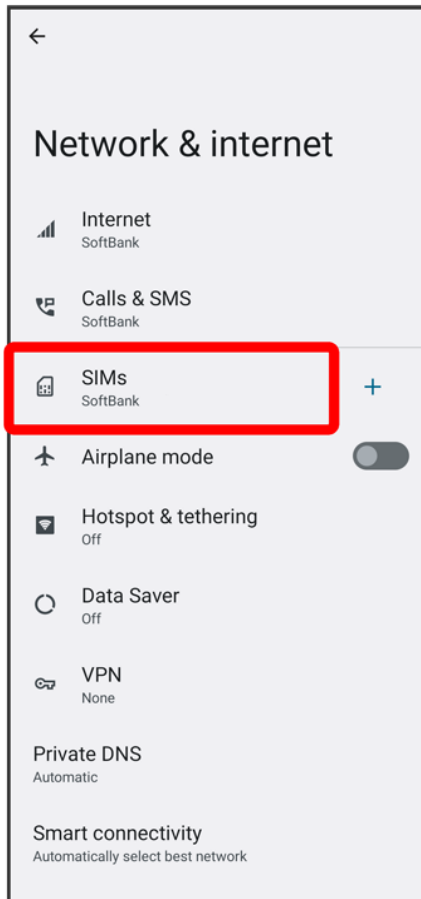
1

In Home Screen,  (Settings)  Network & internet



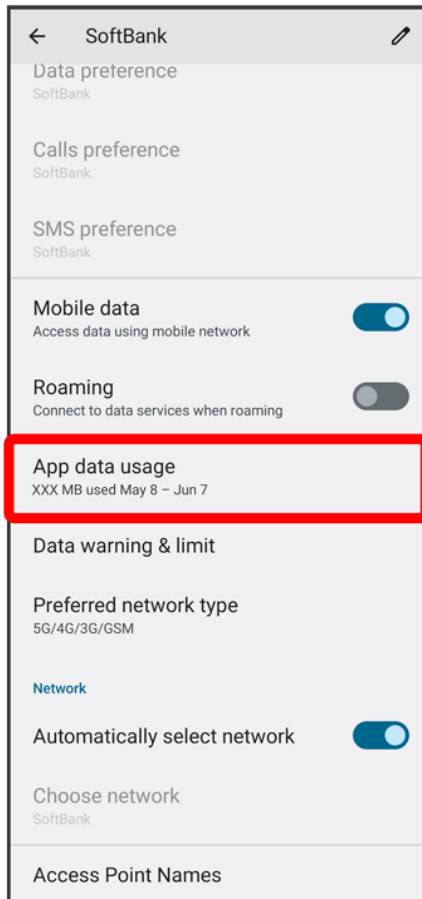
2

SIMs



3

App data usage



Check application data usage in Mobile data usage window.

Battery Settings

Check Battery usage, make settings to save battery power, etc.

↓ [Battery Settings](#)

Battery Settings

Items that can be checked/set are the following.

| Item | Description |
|---|--|
| Battery level and estimated time until depletion¹ | Check Battery and time remaining based on current usage. |
| Battery usage | Check usage since last full charge. |
| STAMINA mode | Save Battery by limiting heavy-consumption functions such as background communication and some visual effects. |
| Battery Care | Keep Battery better and longer performing. Set handset to learn charging habits (long time periods where connected to charging equipment) and adjust charging speed. Set this to "Always" to use Battery Care even when charging while powered off. |
| Adaptive Battery | Limit Battery usage of seldom-used applications. |
| Battery percentage | Enable battery level to be shown in Status Bar. |

¹ Screen view may differ depending on usage.

Sound Settings


Set ringtone, touch sounds, etc.

↓ [Sound Settings](#)

Sound Settings

Settings can be made for the following items.

| Item | Description |
|------------------------------|---|
| Audio settings | Set for sound. <ul style="list-style-type: none">•360 Reality Audio Immersive audio technology that allows you to enjoy encompassing 360-degree sound for a rich audio experience. Certified 360 Reality Audio headphones photo-analyze your hearing characteristics and bring you a more real experience.•360 Upmix A unique sound technology from Sony that takes normal stereo sound and puts you in an immersive sound space.•DSEE Ultimate Enable accurate, scaled-up replay of compressed sound files and CD-level sound using AI technology. Use high-resolution audio headphones for sound quality that approximates high resolution. |
| Media volume | Adjust media volume. |
| In-call volume | Adjust call volume. |
| Ring and notification volume | Adjust ring volume and notification sound. |
| Alarm volume | Adjust alarm volume. |
| Do Not Disturb | Enable/disable Do Not Disturb. Also make Do Not Disturb settings. |
| Phone ringtone - SIM 1 | Set SIM 1 ringtone. |
| Phone ringtone - SIM 2 | Set SIM 2 ringtone. |
| Media | Enable the player in Quick Settings to no longer appear once media playback has ended. |
| Vibrate for calls | Make vibration settings for incoming calls. |
| Notification sound | Set notification sound. |
| Default alarm ringtone | Set alarm ringtone. |
| Dial pad tones | Enable confirmation tones when Dialpad Tapped. |

| | |
|--------------------------------------|---|
| Screen locking sound | Enable tone when locking or unlocking screen. |
| Charging sounds and vibration | Enable tone when charging starts. |
| Touch sounds | Enable tones for Tap operation. |
| Touch vibration | Enable vibration for  (home), keyboard operation, etc. |

Display Settings

Set screen brightness, font size, etc.

↓ [Display Settings](#)

Display Settings

Settings can be made for the following items.

| Item | Description |
|---|---|
| Image quality settings | Make settings for color gamut, contrast, and high-quality processing when playing back videos. |
| White balance | Set white balance. |
| Brightness level | Set brightness of Display. |
| Adaptive brightness | Enable adjustment of brightness for surroundings. |
| Font size | Set size of font for Display. |
| Display size | Set the size of images, icons, etc. in Display. |
| Dark theme | Make settings for using a dark theme. |
| Lock screen | Make settings for clock design in Lock Screen, messages in Lock Screen, etc. |
| Screen timeout | Set a period of inactivity after which Display turns off automatically. |
| Auto-rotate screen | Enable Display to rotate with handset orientation automatically. |
| Side sense | Set Side sense. |
| One-handed mode | Set one-handed mode. |
| Smart backlight control | Set backlight to remain on even without any Tap operation while holding handset. |
| Night Light | Set a night light. |
| Prevent accidental operations with screen off | Enable handset to prevent misoperation (unintended keypress, screen operation) when in a pocket or bag. |
| Screen saver | Set screensaver. |

Security Settings

Set security functions such as screen lock, PIN, etc.

↓ Security Settings

↓ Enabling SIM PIN

↓ Changing SIM PIN

+ 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, then Tap None then DELETE.

Security Settings

Settings can be made for the following items.

| Item | Description |
|--|---|
| Google Play Protect ¹ | Enable regular scanning of handset to check for security threats. |
| Find My Device ¹ | Set Find My Device on/off and check method for finding handset. |
| Security update ¹ | Check for system updates. |
| Google Play system update ¹ | Check for Google Play system updates. |
| Screen lock | Set method for unlocking screen. |
| Fingerprint Manager | Set fingerprints. |
| Smart Lock | Set conditions for automatically unlocking screen when method for unlocking screen is "Pattern" / "PIN" / "Password." |
| Device admin apps | Enable/disable handset management applications. |
| SIM card lock | Make settings for SIM Card lock. |
| Encryption & credentials | Make settings for encryption and credentials. |
| Trust agents | Enable/disable Trust agents. |
| App pinning | Set to keep only screen of specified application in view. When set to ON, pinned screen cannot be moved. |
| Confirm SIM deletion | Enable handset to require user verification before deleting eSIM. |

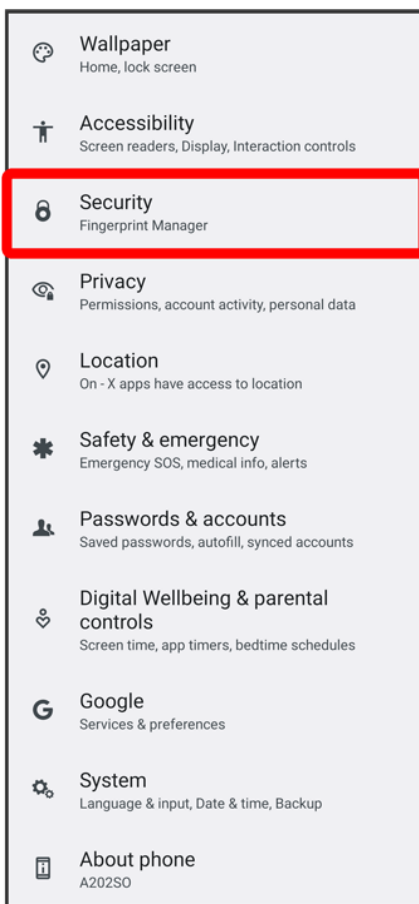
¹ Screen view may differ depending on usage.

Enabling SIM PIN

When PIN is enabled, a window for entering PIN appears to allow handset use each time handset is powered on with SIM Card installed/eSIM enabled.

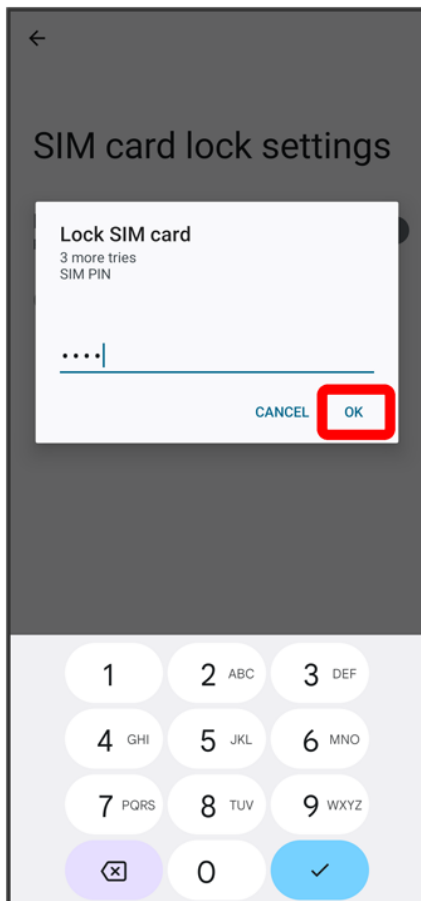
1


In Home Screen,  (Settings)  **Security**



2

SIM card lock  **Lock SIM card**  **Enter PIN**  **OK** ()



 PIN is enabled.

PIN Cautions

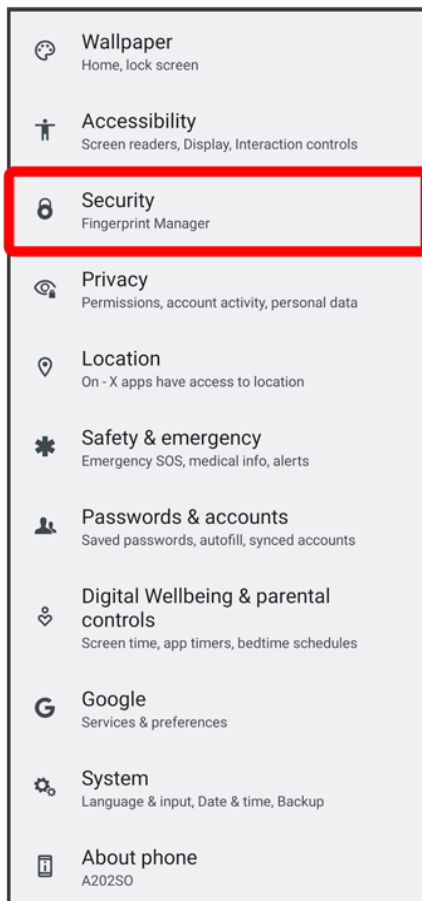
Entering incorrect PIN three consecutive times activates PIN Lock. To cancel, Personal Unblocking Key (PUK) is required; contact Customer Service. Entering incorrect PUK ten consecutive times locks SIM Card/eSIM, disabling handset. For recovery, SIM Card/eSIM must be reissued by SoftBank (fees apply).

Changing SIM PIN

First enable SIM PIN to change PIN.

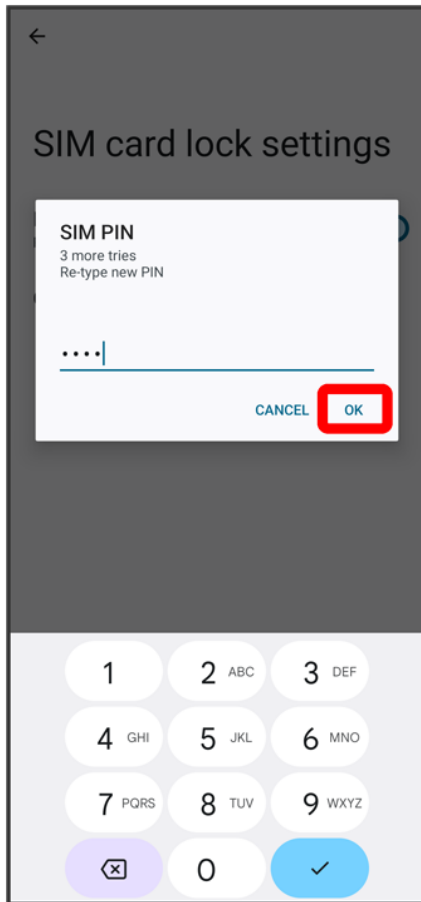
1

In Home Screen,  (Settings)  **Security**



2

SIM card lock → Change SIM PIN → Enter current PIN → OK → Enter new PIN → OK
→ Re-enter new PIN → OK



🚩 PIN is changed.

System Settings

Check and make settings for languages & input, gestures, date & time, backup, system update, reset, etc.

↓ System Settings

System Settings

Settings can be made for the following items.


| Item | Description |
|--------------------|--|
| Languages & input | Make settings for handset language and text entry. |
| Gestures | Make handset operation settings, such as Side sense and System navigation. |
| Date & time | Make settings for date and time. |
| Backup | Make settings for data backup functions. |
| System update | Check for updates. For details, see "Updating Software." |
| Reset options | Reset settings and initialize data. |
| Application update | Make settings for updating applications, automatic updates, etc. |

+ Languages & Input Operations

Setting Handset Language

In Home Screen, ⚙ (Settings) → System → Languages & input → Languages →

Add a language → Tap language → Tap region

- Language appearing at top is used.
- Drag  to change order of languages.

Setting Keyboard/Voice Input

In Home Screen, ⚙ (Settings) → System → Languages & input → On-screen

keyboard → Tap keyboard/voice input method → Tap item → Follow onscreen instructions

Other Settings

- ↓ Network & Internet Settings
- ↓ Device Connection Settings
- ↓ Apps Settings
- ↓ Notifications Settings
- ↓ Storage Settings
- ↓ Appearance Settings
- ↓ Wallpaper Settings
- ↓ Accessibility Settings
- ↓ Privacy Settings
- ↓ Location Settings
- ↓ Safety & emergency Settings
- ↓ Passwords & Accounts Settings
- ↓ Digital Wellbeing & parental controls Settings
- ↓ Google Settings
- ↓ About phone Settings

Network & Internet Settings


Make network and Internet settings for Wi-Fi, mobile data, etc. Settings can be made for the following items.

| Item | Description |
|---------------------|--|
| Internet | Make Wi-Fi connection and mobile data settings. For details on Wi-Fi, see "Connecting by Wi-Fi." |
| Calls & SMS | Show call and SMS information. |
| SIMs | Make mobile data settings. For details on cellular provider settings and roaming, see "Global Roaming." |
| Airplane mode | Disable all functions that emit signals. Handset stays powered on. |
| Hotspot & tethering | Use handset as Wi-Fi router to access Internet from a PC, game console, etc. |

| | |
|---------------------------|---|
| Data Saver | Stop background data communication for some applications. |
| VPN | Add a VPN. |
| Private DNS | Make private DNS settings. |
| Smart connectivity | Enable automatic connection to the optimal network when both a Wi-Fi network and mobile data are available. |

Device Connection Settings

Make connection settings to other devices, such as Bluetooth connection and NFC/Osaifu-Keitai® settings. For details on Bluetooth connection, see "Enabling Bluetooth Function." Settings can be made for the following items.

| Item | Description |
|---|--|
| Connected device display¹ | Any devices connected by Bluetooth and USB appear. Tap  at right of device name or the device name to make Bluetooth device settings and USB connection settings. |
| Pair new device | Search for and pair nearby Bluetooth devices. |
| Previously connected devices | Paired devices appear. Tap See all for all paired Bluetooth devices. |
| Connection preferences | <ul style="list-style-type: none">• Bluetooth Make Bluetooth connection settings.• Files received via Bluetooth View history of files received by Bluetooth connection.• Chromebook Make Chromebook settings.• Nearby Share Share files with nearby devices.• Android Auto Connect to a vehicle display that supports Android Auto to use Google Maps, voice operation, etc.• Cast View handset screen on Google Cast™-capable device.• Screen mirroring² View handset screen on Screen mirroring-capable device.• NFC/Osaifu-Keitai Make settings for NFC/Osaifu-Keitai®.• Printing Set printing from handset to be possible with a printer. |

- 1 Shown screen depends on connected device.
- 2 The output image portion of images appears black on an output device where played-back contents are copyright-protected or where an application is displayed for which external output is not permitted.

Apps Settings

Make application settings. Settings can be made for the following items.

| Item | Description |
|-----------------------------|---|
| Recently opened apps | Recently opened applications appear. |
| See all XX apps | Check and make settings for installed applications. |
| Default apps | Set applications that launch as standard applications. |
| Screen time | Check Screen time, Notifications received, and Times opened for handset and each application. |
| Unused apps | Check unused applications. |
| Special app access | Check/change settings of applications, etc. that access handset functions and information. |

Notifications Settings

Make notification settings. Settings can be made for the following items.


| Item | Description |
|--|---|
| App settings | Manage notifications for individual applications. |
| Notification history | Show recent notifications and notifications set to snoozing. |
| Conversations | Show conversations set as high priority or with changed settings. |
| Bubbles | Enable conversations to be shown as bubbles (floating icons). |
| Device & app notifications | Manage applications and devices that can read notifications. |
| Notifications on lock screen | Make settings for showing notification details in Lock Screen. |
| Sensitive notifications¹ | Enable sensitive information to be shown in notifications in Lock Screen. |
| Keep notifications | Enable showable notifications to continue to be shown in Lock Screen. |
| Do Not Disturb | Make settings for Do Not Disturb. |
| Wireless emergency alerts | Check wireless emergency alert history, and make wireless emergency alert settings. |

| | |
|---|--|
| Hide silent notifications is statusbar | Enable silent notifications to appear in Status Bar. |
| Allow notification snoozing | Enable notifications to appear repeatedly (snooze). |
| Notification dot on app icon | Enable a dot to appear on icons for new application notifications. |
| Use LED light to show incoming notifications | Enable Notification Lamp for notifications (new mail, etc.). |
| Enhanced notifications | Enable suggestions for actions, replies, etc. |

1 Appears when method for unlocking screen is "Pattern" / "PIN" / "Password."

Storage Settings

Check internal, SD Card, and USB drive storage, and delete SD Card and USB drive data. Settings can be made for the following items.

| Item | Description |
|--------------------------------|---|
| THIS DEVICE¹ | Tap and select SD CARD/USB DRIVE to check used space/total space on SD Card/USB DRIVE. To access internal storage again, Tap SD CARD/USB DRIVE  THIS DEVICE . |
| XXGB used 128 GB total | Check used space/total space in internal storage. |
| Free up space | Select and delete/uninstall files and applications to increase free space. |

1 Appears when an SD card or USB drive is installed.

Appearance Settings

Make settings for clock design, Simple Home, etc. Settings can be made for the following items.

| Item | Description |
|----------------------------------|---|
| Clocks | Change type of clock in Lock Screen. |
| Multitasking usage guides | Check useful functions such as Side Sense, multi-window, and pop-up window. |
| Simple Home | Switch to Simple Home. |

Wallpaper Settings

Make wallpaper settings. Settings can be made for the following items.

| Item | Description |
|--|---|
| Live Wallpapers / Photos / Wallpapers | Set Home Screen and Lock Screen wallpaper from taken photos, downloaded images, live wallpapers, or wallpapers. |

Accessibility Settings

Set captions, magnification gestures, and other useful accessibility functions. Settings can be made for the following items.

| Item | Description |
|--|---|
| Live Transcribe | Enable voice-to-text conversion. |
| Smart Security | Enable use of Smart Security. |
| Sound Notificatons | Enable detection and notifications for important sounds in your surroundings. |
| 詐欺ウォール (SagiWall) | Enable Internet SagiWall. |
| Select to Speak¹ | Enable Tapped items on Display to be read out. |
| TalkBack¹ | Set TalkBack to read out screen information. |
| Text and display | Make text and display settings such as font size, display size, and high-contrast text. |
| Extra dim | Dim screen more than brightness set in "Brightness level." |
| Dark theme | Make settings for using a dark theme. |
| Magnification | Enable use of magnified action. |
| Accessibility Menu | Enable use of large menu. |
| Switch Access | Enable handset operation with switches instead of Tapping the screen. |
| Timing controls | Set detection time for Touch & Hold on Display, and delay for a pointer click when using a mouse. |
| System controls | Make settings for system navigation, one-handed mode, Power Button to end call ² , and auto-rotate screen. |
| Vibration & haptic strength | Set handset to vibrate for calls/ringtone, notifications, and touch operation. |
| Caption preferences | Enable captions, as well as caption language, size, etc. |
| Audio adjustment | Enable monaural audio playback, and set audio left-right balance. |
| Accessibility shortcuts | Make accessibility button settings, and enable accessibility functions to activate by Long Pressing Volume Up and Down at the same time for several seconds in Lock Screen. |
| Text-to-speech output | Set engine for text readout, as well as change readout speed and play sample. |

- 1 Readout is in "Language" set in "Text-to-speech output."
- 2 When enabled and Display has gone out during a call, first Press Power Key to turn Display on, then Press Power Key to end call.

Privacy Settings

Make privacy settings such as application permissions and showing passwords. Settings can be made for the following items.

| Item | Description |
|-------------------------------------|---|
| Privacy dashboard | Check applications that have recently used permissions. |
| Permission manager | Check/change application permissions. For details, see "Setting Required Permissions for Applications." |
| Show passwords | Enable entered characters to be visible briefly before changing to "●" in text entry window for SIM PIN / screen lock PIN / password. |
| Notifications on lock screen | Make settings for showing notification details in Lock Screen. |
| Autofill service from Google | Set information saved to your Google account, such as passwords, to be entered by Tapping only once. |
| Show clipboard access | Enable notifications for applications that have accessed text, images, etc. copied to the clipboard. |
| Google location history | Enable handset to save locations of visited places. |
| Activity controls | Select activities and information that are savable to Google. |
| Ads | Make settings for advertisements that appear. |
| Usage & diagnostics | Enable diagnostic data as well as data on handset and application usage to be sent to Google for Android improvement purposes. |

Location Settings

Make Location settings. Settings can be made for the following items.

| Item | Description |
|---------------------------------|--|
| Use location | Enable use of wireless networks and GPS so as to obtain information on current location. |
| Recent access | Show applications recently using location. Tap See all to show all applications recently using location. |
| App location permissions | Permit use of location information per individual application. |
| Location services | Make settings for location services such as Google Location |

History, Google Location Accuracy, Google Location Sharing, and Emergency Location Service.

Safety & emergency Settings

Make settings for emergency information, emergency SOS, Emergency Location Service, and wireless emergency alerts. Settings can be made for the following items.

| Item | Description |
|-----------------------------------|--|
| OPEN EMERGENCY INFORMATION | Save/view blood type and other immediately required information such as and emergency contact information. |
| Emergency information | Save/view blood type and other immediately required information such as and emergency contact information. |
| Emergency SOS | Enable use of Emergency SOS, and handset action when Emergency SOS is used. |
| Emergency Location Service | Enable the Emergency Location Service (ELS) to send your location automatically to the operator at an emergency response agency when a call or message is placed to an emergency number. |
| Wireless emergency alerts | Check wireless emergency alert history, and make wireless emergency alert settings. |


Passwords & Accounts Settings

Manage saved passwords and create, add, etc. accounts. Settings can be made for the following items.

| Item | Description |
|------------------------------------|---|
| Passwords | Manage passwords with a password manager. |
| Autofill service | Select and make settings for an autofill service. |
| Account for Owner | Added account appears on handset. |
| Add account | Create and add accounts. |
| Automatically sync app data | Enable automatic updating of data for applications. |

Digital Wellbeing & parental controls Settings

Manage time that handset is used, set parental limitations on use, etc. Settings can be made for the following items.

| Item | Description |
|----------------------------------|---|
| Dashboard | Check Screen time, Notifications received, and Times opened for handset and each application. |
| Bedtime mode | Change Display to monochrome or enable Do Not Disturb at preset time. |
| Focus mode | Pause applications that might be a distraction. |
| Manage notifications | Set notifications on/off for applications that have recently sent notifications or that have sent a large number of notifications. |
| Do Not Disturb | Enable/disable Do Not Disturb. Also make Do Not Disturb settings. |
| Heads Up | Enable a notification to pay attention around you when using handset while walking, etc. |
| Show icon in the app list | Enable  (Digital Wellbeing) to be shown in app list. |
| Parental controls | Use family link for parents and remotely manage handset and limit handset use time. |

Google Settings

Make settings for Google services. Settings can be made for the following items.

| Item | Description |
|-----------------------------------|--|
| Manage your Google Account | Make Google account settings. |
| Ads | Make settings for advertisements that appear. |
| Autofill | Set auto-filling of forms and confirmation codes. |
| Backup | Make backup settings. |
| Device & sharing | <ul style="list-style-type: none">• Cast options Enable control directly from Cast media control notifications when playing media on TV or speaker with Chromecast on same Wi-Fi network.• Chromebook Connect handset to Chromebook.• Devices Make notification settings for a device near handset.• Nearby connections |

| | |
|--------------------------------------|---|
| | Connect handset to a nearby device for data exchange. •Nearby Share Share files with nearby devices. |
| Find My Device | Set method for finding handset when misplaced. |
| Mobile data & messaging | •Device phone number Make settings for use of phone number set to be recognized by Google. |
| Parental Controls | Use family link for parents and remotely manage handset and limit handset use time. |
| Personalize using shared data | Let Google applications use on-device data saved by applications and other providers. |
| Set up & restore | •Restore contacts Restore backed up contacts. •Set up nearby device Make settings for a device near handset. •Set up your work profile Make work profile settings. |
| Settings for Google apps | Set Google Fit, Google Play Instant, and other Google applications. |

About phone Settings

Check device name, own phone number, etc.

Items that can be checked/set are the following.

| Item | Description |
|----------------------------------|---|
| Device name | Check/change handset name. |
| Phone number (sim slot 1) | Check SIM slot 1 phone number. |
| Phone number (sim slot 2) | Check SIM slot 2 phone number. |
| Legal information | Show legal information. |
| Certificates | Check credentials. |
| Your Xperia ID | Check your Xperia ID. |
| Detailed Diagnostics | Enable detailed handset diagnostic data to be sent for improving Xperia™ quality. |
| SIM status (sim slot 1) | Check SIM information for SIM slot 1. |
| SIM status (sim slot 2) | Check SIM information for SIM slot 2. |
| Model | Check handset model name, serial number, etc. |
| IMEI (sim slot 1) | Check SIM slot 1 IMEI. |
| IMEI (sim slot 2) | Check SIM slot 2 IMEI. |

| | |
|---------------------------------|----------------------------------|
| Android version | Check the Android version. |
| Battery life | Check Battery performance. |
| IP address | Check IP address. |
| Wi-Fi MAC address | Select and check saved networks. |
| Device Wi-Fi MAC address | Check Wi-Fi MAC address. |
| Bluetooth address | Check Bluetooth address. |
| Up time | Check up time. |
| Build number | Check build number. |

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 communications method and roaming settings as needed.

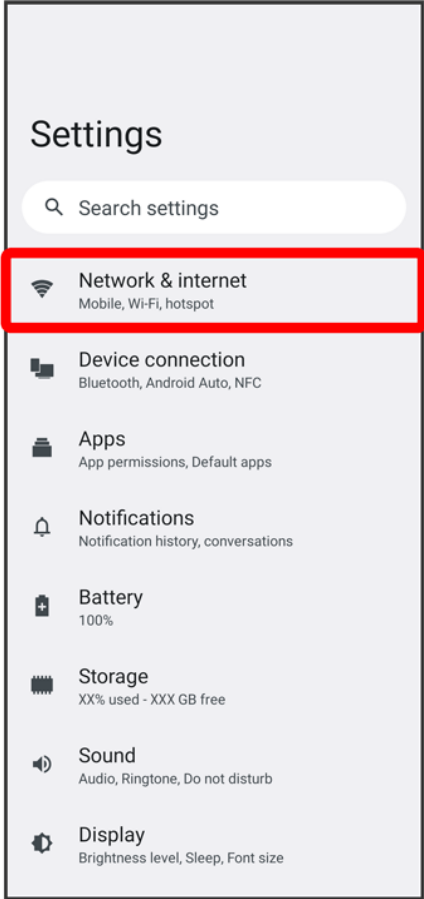
↓ [Setting the Carrier](#)

↓ [Changing Roaming Setting](#)

Setting the Carrier

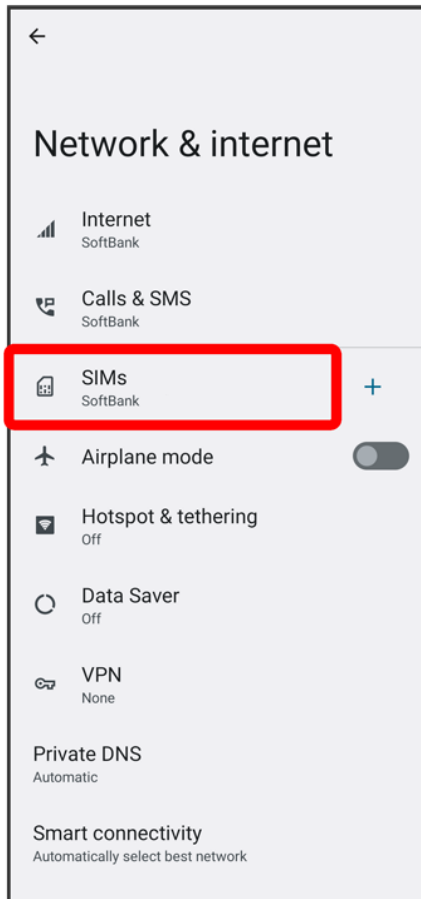
1

In Home Screen,  (Settings)  **Network & internet**



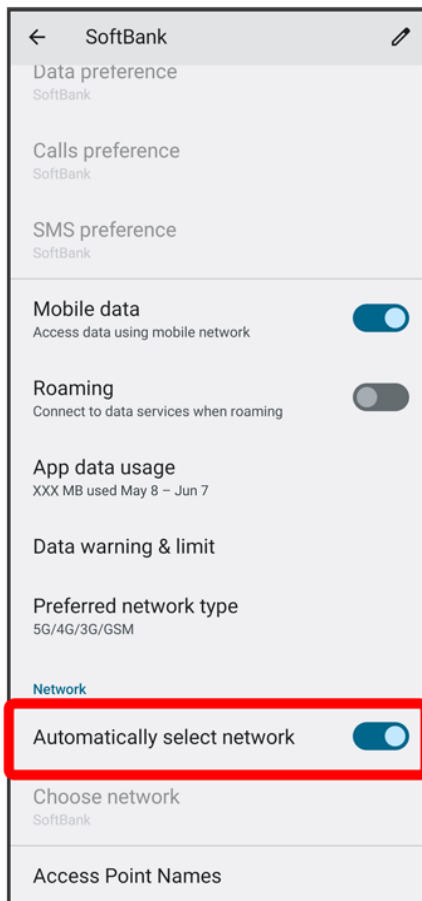
2


SIMs



3

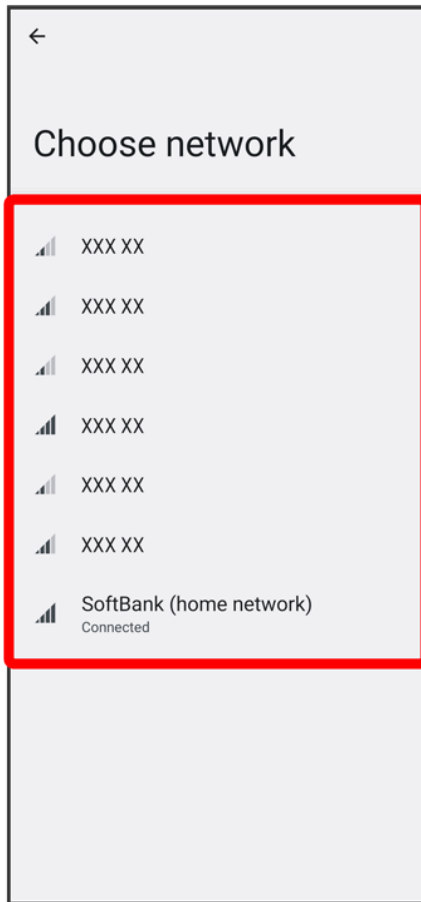
Automatically select network ()



- Disable () to search for available networks.

4

Tap network to connect to

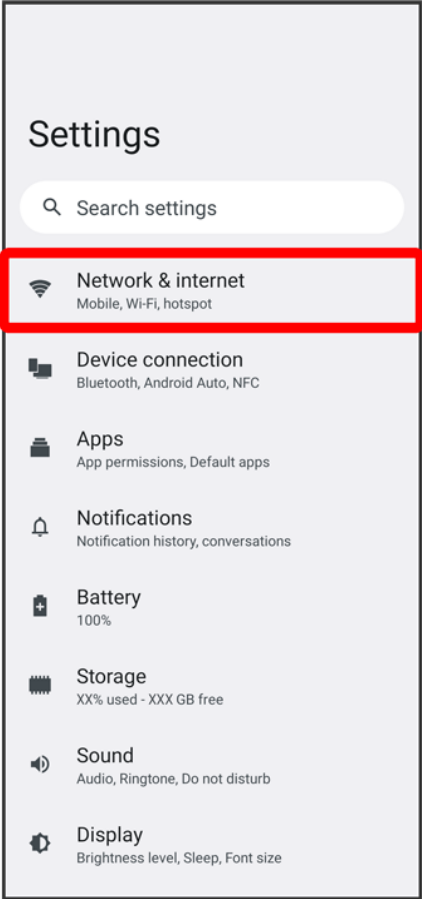


🚩 The selected carrier is set.

Changing Roaming Setting

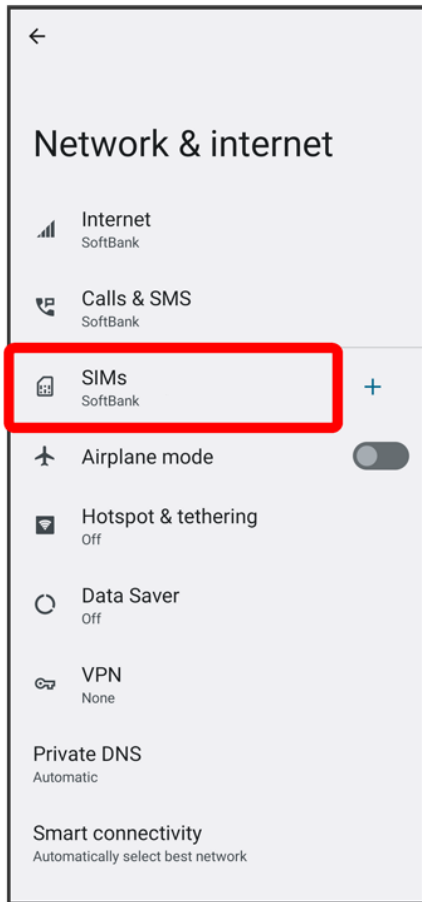
1

In Home Screen, ⚙️ (Settings) ➔ Network & internet



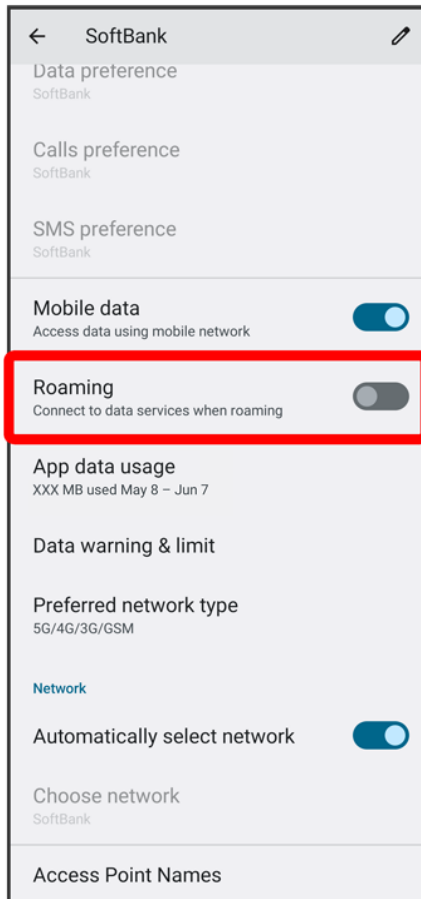
2

SIMs




3

Roaming ()



 Roaming setting is changed.

- Tap **Roaming** to toggle on () / off () .
- If confirmation appears, follow onscreen instructions.

Making Calls while Abroad

See SoftBank Website to learn about roaming areas/services, etc.

<https://www.softbank.jp/en/mobile/service/global/>

↓ [International Calls to Japan and Other Countries/Regions from Abroad](#)

↓ [Calls to Landline Phones/Cell Phones in Country/Region of Stay](#)

International Calls to Japan and Other Countries/Regions from Abroad

1

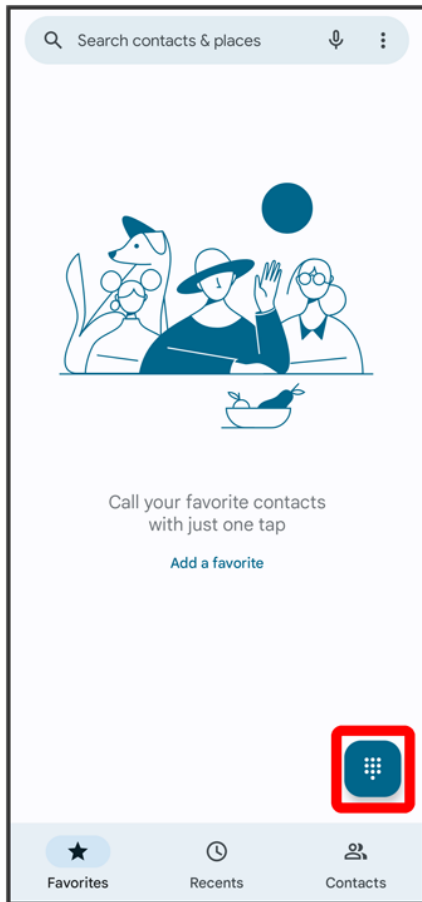
In Home Screen,  (Phone)



🚩 Phone opens.


2

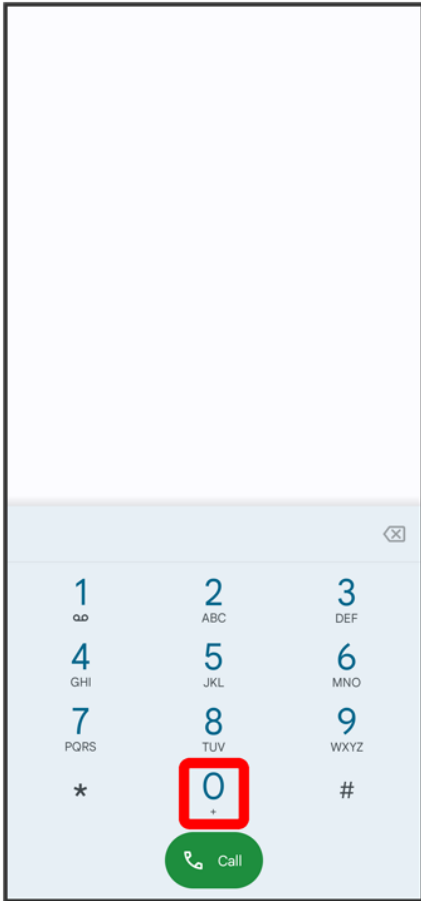




🚩 Dialing screen opens.

3

Touch & Hold 



🇬🇧 "+" is entered.

4

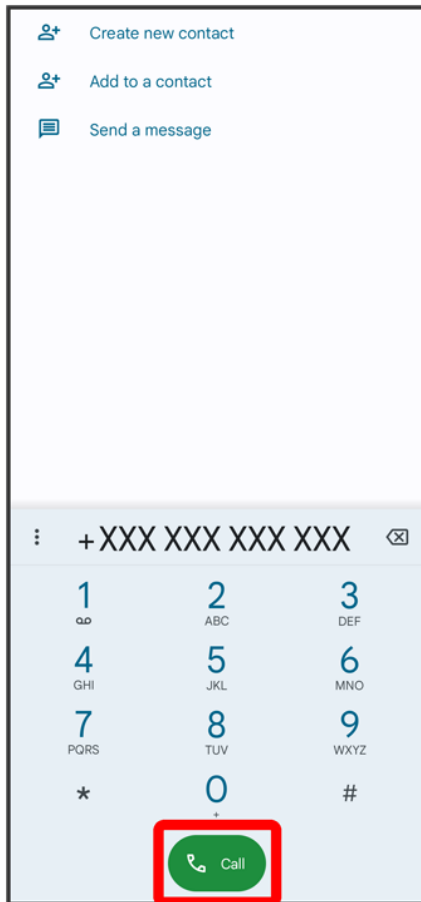
Enter country code then other party number (omit first 0)




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

5

Call



 Handset dials number. Call begins when other party answers.

Calls to Landline Phones/Cell Phones in Country/Region of Stay

Place calls the same way you would within Japan.

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

1

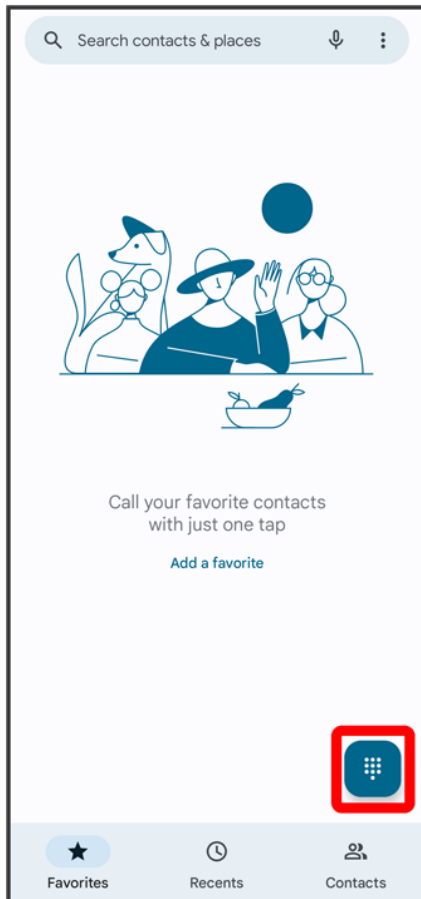
In Home Screen,  (Phone)



🚩 Phone opens.

2

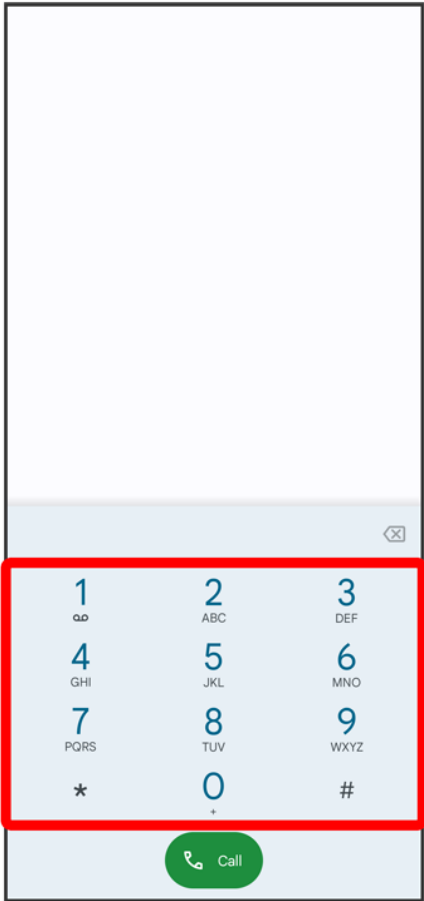




🚩 Dialing screen opens.

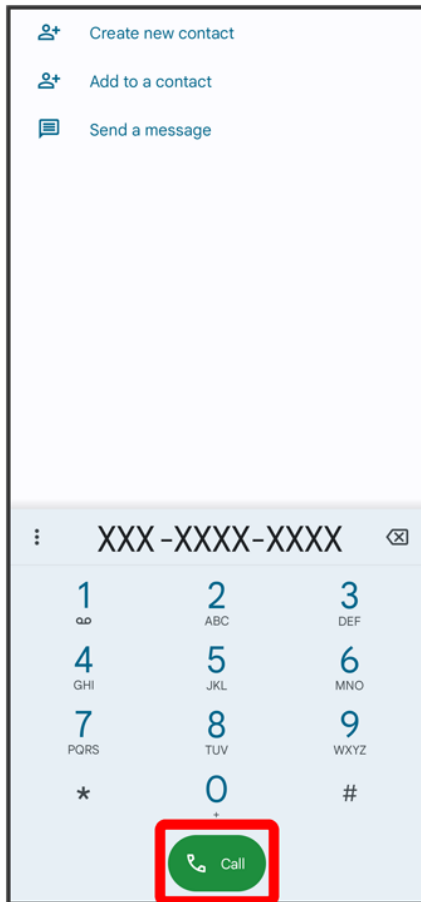
3

Tap dialpad to enter the other party's number



4

Call



Handset dials number. Call begins when other party answers.

Warranty & After-Sales Service

↓ Warranty

↓ After-Sales Service

Warranty

- The warranty period is 1 year from the date of newly purchase.
- Repairs will be done based on terms of repair service. Terms of repair service is referred to SoftBank website.
<https://cdn.softbank.jp/mobile/set/common/pdf/legal/spguide/common/warranty.pdf> (Japanese)
- Warranty covers only handset. Cables and complimentary sample accessories are not covered under the terms of the 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, malfunction, or trouble of product.

Accidents/Repair

Files and settings may be lost or altered due to accidents or repairs. Keep a copy of important files, etc. SoftBank Corp. is not liable for damages resulting from loss or alteration of files (contacts/images/sound etc.) or settings due to accident or repair.

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 repair service.
- After the warranty period, if handset can be repaired, repairs will be made at cost. The functional parts necessary to repair the handset will be available for 3 years generally after the manufacture

is discontinued. Repair may not be possible because of a shortage of repair parts even during the warranty period.



Further inquiries

For more information on after-sales service, contact a nearby SoftBank Shop or Customer Service.

Specifications

↓ Handset

Handset

| Item | Description |
|--------------------------------------|---|
| Dimensions (W x H x D) | Approx. 68 × 155 × 8.6 mm |
| Weight | Approx. 161 g |
| Continuous Talk Time ¹ | 4G (LTE): Approx. 2,400 minutes |
| Continuous Standby Time ¹ | 5G: Approx. 855 hours ² 4G: Approx. 1,050 hours 4G (LTE): Approx. 1,020 hours |
| Charging Time | Approx. 150 minutes AC Charger (USB Type-C® rapid charging AC Charger with USB PD-PPS capability [ZSDBAV] (SB-AC22-TCPD)) ³ |

- 1 May become shorter depending on battery charge, surrounding conditions such as temperature, signal conditions where used, and function settings.
- 2 Approximate time in standalone environment.
- 3 For details on compatible chargers, see SoftBank Website.

Customer Service

If you encounter any difficulties or are unsure of anything, contact customer service.

↓ [SoftBank Customer Support](#)

↓ [Smartphone Technical Support Center](#)

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

Read safety precautions before using handset.
Observe precautions to avoid injury to self or others, or damage to property.

| | |
|---|---|
| ↓ | Safety Precautions |
| ↓ | Handset, AC Charger (Optional Accessory) (Common) |
| ↓ | Handset |
| ↓ | AC Charger (Optional Accessory) |
| ↓ | SIM Card |
| ↓ | Handset Use & Electronic Medical Equipment |
| ↓ | Material List |







Safety Precautions

These labels indicate the degree of risk from improper use. Make sure you thoroughly understand their meanings before reading on.

| Mark | Descriptions |
|---|--|
|  DANGER | Great risk of death or serious injury ¹ from improper use |
|  WARNING | Risk of death or serious injury ¹ from improper use |
|  CAUTION | Risk of minor injury ² or damage to property ³ from improper use |

- 1 Serious injury includes: Loss of eyesight, physical injury, high temperature burns, low temperature burns, electric shock, fractures, poisoning and other conditions having side effects or requiring hospitalization or long term treatment.
- 2 Minor injury includes: Physical injury, high temperature burns, low temperature burns, electric shock, and other conditions not requiring hospitalization or long-term treatment.
- 3 Damage to property includes: Incidental damage to structures and household property and/or to pets and livestock.


These symbols indicate prohibited or compulsory actions. Make sure you thoroughly understand their meanings before reading on.


| Mark | Descriptions |
|--|--------------------------------|
|  Prohibited | Prohibited actions |
|  Do Not Disassemble | Disassembly prohibited |
|  Avoid Liquids Or Moisture | Exposure to liquids prohibited |
|  Do Not Use Wet Hands | Use with wet hands prohibited |
|  Compulsory | Compulsory actions |
|  Disconnect Power Source | Unplug AC Charger from outlet |


Handset, AC Charger (Optional Accessory) (Common)



DANGER

- 
Prohibited

Do not use, store, leave in a high temperature or heat accumulating place (e.g. near fire or heater appliances, under kotatsu or bedding, in direct sunlight, inside a sun-heated car, etc.)
May cause fire, burns, injury, electric shock, etc.
- 
Prohibited

Do not put in or place nearby cooking appliances such as a microwave oven, or IH cooking heater, or high-pressure container such as pressure cooker.
May cause fire, burns, injury, electric shock, etc.
- 
Prohibited

Do not allow sand, soil, or mud to contact, or do not place directly on sand, soil, or mud. Do not touch with soiled hands.

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

For water resistance/dustproofing, see "Water Resistance/Dustproofing."



Prohibited

Do not charge when handset or related accessory is wet with liquids such as water (drinking water, sweat, sea water, urine of pets, etc.) Do not charge where handset can come in contact with water, such as a bath room or near a humidifier.

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

For water resistance, see "Water Resistance/Dustproofing."



Prohibited

Do not subject handset to excessive force or break it. Especially when carrying it in your pocket, do not hit it or press it between other objects.

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

* Take additional care in instances such as the following:

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



Do Not
Disassemble

Do not disassemble, modify, or solder.

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



Prohibited

Do not try to remove Internal Battery.

May cause fire, burns, injury, etc.



Prohibited

Back Cover on handset is not removable. Do not try to remove.

May cause fire, burns, injury, etc.



Avoid Liquids
Or Moisture

Do not allow handset or related accessory to get wet with liquids such as water (drinking water, sweat, sea water, urine of pets, etc.)

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

For water resistance, see "Water Resistance/Dustproofing."



Avoid Liquids
Or Moisture

Do not allow liquids such as water (drinking water, sweat, sea water, urine of pets, etc.) to come into Charging Terminals or USB Type-C Port/Headset Jack.

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

For water resistance, see "Water Resistance/Dustproofing."



Compulsory

Use optional accessories specified by SoftBank.

Using unspecified accessories or those of unknown manufacture, origin, or specification may cause fire, burns, injury, electric shock, etc.



WARNING



Prohibited

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

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



Prohibited

Do not allow Charging Terminals or USB Type-C Port/ Headset Jack to contact conductive materials (metal parts, pencil leads, etc.), or do not allow dust to enter inside.

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



Prohibited

Do not cover or wrap with bedding or other cloths while using or charging.

May cause fire, burns, etc.



Compulsory

Stop charging if not complete when the prescribed charging time has passed.

Overcharge may occur resulting in fire, burns, injury, etc.



Compulsory

Always turn off handset before entering a place where flammable gas may be present, or a place where dusts are generated. Stop charging handset if charging it.

Ignition of flammable gas may cause explosion, fire, etc.



Compulsory

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

Do not charge handset at a gas station, etc.

Take care not to drop handset at a gas station, etc.; in particular, do not use handset while filling.

Ignition of flammable gas may cause explosion, fire, etc.



Compulsory

Take the following actions, exercising caution, in case of abnormal smell, noise, smoke, heat generation, discoloring or deformation while using, charging, or storing.

-Disconnect the power plug from an outlet

-Power off handset

Continued use may cause fire, burns, injury, electric shock, etc.



CAUTION



Prohibited

Do not use damaged handsets or related accessories.

May cause fire, burns, injury, etc.



Prohibited

Do not place handset on unstable/uneven surfaces. Be extra careful while the vibrator is set.

Handset may drop and cause injury.



Prohibited

Do not use or store handset and related accessories in humid, dusty, or high-temperature places.

May cause fire, burns, electric shock, etc.

For water resistance, see "Water Resistance/Dustproofing."



Prohibited

Do not allow children to use handset or related accessories in the wrong way. Guardians should supervise use by children.

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



Prohibited

Do not place handset and related accessories within an infant's or pet's reach. In particular, be careful where small parts are stored, such as SIM Card/SD Card Tray.
May cause accidental swallowing, injury, electric shock, etc.



Compulsory

Handset temperature may become high when used continuously or while charging. Avoid continued contact with handset for a long time involuntarily such as by placing handset in clothes pocket, falling asleep, etc.

While using applications, calling, transmitting data, watching videos, gaming, or charging Internal Battery, the temperature of handset or AC Charger (optional accessory) may become high. Continued contact with a high-temperature area may cause redness, itching, rash of skin, or low-temperature burns depending on the user's physical condition. Be careful of placing handset in a pocket and when going to bed.

Handset



DANGER



Prohibited

Do not throw handset into a fire or apply heat.
May cause fire, burns, injury, etc.



Prohibited

Do not penetrate with a sharp object (nail), hit with a hard objects (hammer), stomp, or otherwise subject handset to strong force.
May cause fire, burns, injury, etc.



Compulsory

If the internal substance of handset gets into your eyes, mouth, etc., immediately rinse with clean water and consult a doctor.
May cause loss of sight, medical problem, etc.



WARNING



Prohibited

Do not light up or flash Flash/Photo Light with the light-emitting part close to other people's eyes. In particular, keep away from infants.

May harm eyesight. Flash may impair vision or frighten others causing accidents such as injury.



Prohibited

Do not light up or flash Flash/Photo Light toward a driver of a car.

May hinder driving and cause accidents, etc.



Prohibited

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

May cause twitches, loss of consciousness, etc.



Prohibited

Do not put liquid such as water (drinking water, sweat, sea water, urine of pets, etc.), metal, or flammable object into SIM Card/SD Card Slot.

Do not insert SIM Card or SD Card in the wrong position or orientation.

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



Prohibited

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

May cause fire, burns, injury, etc. due to light-condensing of lens.



Compulsory

Power off handset or set to Airplane mode before boarding an aircraft.

Use of handset on board an airline is restricted. Follow the airline's instructions.

Handset radio waves may affect electronic devices of the aircraft.

Prohibited use aboard an aircraft may be subject to penalty by law.



Compulsory

For use in hospitals, follow the medical facility's instructions.

Power off handset in a place where its use is prohibited.

Handset radio waves may affect electronic devices or other electronic medical equipment.



Compulsory

Always keep handset away from your ear when calling hands free, ringing loudly for incoming calls, or during standby.

Adjust the sound volume adequately when playing games or playing back videos or music with an earphone/microphone, etc. connected to handset.

Handset sound is loud when calling hands free.

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.

Too loud volume may cause inability to hear ambient sound and may also cause an accident.



Compulsory

Users with heart conditions should adjust vibration and ringtone volume as needed.

Handset suddenly vibrating and ringing for a new call may startle and affect persons with heart conditions.



Compulsory

When using electric medical equipment, etc., check with the equipment vendor or distributor for information about the effects of radio waves.

Handset radio waves may affect electronic medical equipment.



Compulsory

Power off handset near electronic devices that use precision control or faint signals.

Handset radio waves may cause electronic malfunctions, etc.

* Take additional care near these devices:

Hearing aids, implanted cardiac pacemakers, implanted cardioverter defibrillators, other electronic medical equipment, and other automatically controlled devices or equipment. For users of implanted cardiac pacemakers, implanted cardioverter defibrillators, other electric medical equipment, check with the equipment vendor or distributor for information about the effects of radio waves.



Compulsory

If Display or Camera lens is broken, do not touch the broken components or exposed inside of handset.

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



Compulsory

If Internal Battery leaks or has an unusual smell, immediately stop using, and keep away from fire.

The leaked fluid may catch on fire causing ignition, explosion, etc.



Compulsory

Do not allow a pet, etc. to bite handset.

Internal Battery may ignite, explode, overheat, or leak causing fire, burns, injury, etc.



CAUTION



Prohibited

When using the motion sensor, ensure the safety of the surroundings and hold handset firmly, not swinging around more than necessary.

Failure to do so may cause accidents such as injury.



Prohibited

If Display is broken, do not allow the leaked internal substance to contact the skin of your face or hands, or clothes.

May cause injury to eyes, skin, etc.

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

Also, in case it gets into your eyes, mouth, etc., immediately consult a doctor after rinsing.



Prohibited

Do not dispose handset together with ordinary trash.

May cause fire, burns, injury, etc. Also, may cause environmental destruction. Bring unnecessary handset into a sales outlet such as a SoftBank Shop or follow the municipality instructions for recycling.



Prohibited

If the internal fluid is leaked from Internal Battery, do not allow it to contact the skin of your face or hands, or clothes.

May cause injury to eyes, skin, etc.

If the internal substance gets into your eyes, mouth, etc., or contacts your skin or clothes,

immediately rinse with clean water.

Also, in case it gets into your eyes, mouth, etc., immediately consult a doctor after rinsing.



Compulsory

Before using handset in a car, check with the car manufacturer or dealer for information about the effects of radio waves.

Handset radio waves may affect the vehicle's electronic equipment in some car models. In that case, stop using handset immediately.



Compulsory

If skin abnormalities develop during use, immediately stop using handset and consult a doctor.

Continuing its use may cause itching, rashes, eczema, or other symptoms depending on the user's physical condition.

For the material of each parts, see "Material List."



Compulsory

Make sure that metallic pieces (cutter blade, staples, etc.) are not adhered to Earpiece (top center, Display), Speaker (bottom left, back), vibrator area (bottom right, back) since magnetic parts are included.

Adhered objects may cause injury, etc.



Compulsory

Do not leave handset in reach of children or persons requiring supervision.

Handset uses magnets. If swallowed, there is a risk of choking or serious harm to internal organs.

If the magnet has been swallowed, immediately consult a doctor.



Compulsory

Do not bring handset near medical devices.

Handset uses magnets; they may affect pacemakers, variable-pressure hydrocephalus shunts, and other medical devices. Do not bring handset near persons using these devices. If you use such a device, consult your doctor before using the product.



Compulsory

Watch Display in a well-lit place with enough distance kept.

Watching in a dark place or getting too close to Display may reduce visual acuity, etc.

AC Charger (Optional Accessory)



WARNING



Prohibited

Do not use AC Charger (optional accessory) if the cord is damaged.

May cause fire, burns, electric shock, etc.



Prohibited

If thunder is audible, do not touch AC Charger (optional accessory).

May cause electric shock, etc.



Prohibited

Do not short circuit Charging Terminals when it is connected to a power outlet. Also, do not allow body parts such as your hands or fingers to contact Charging Terminals.

May cause fire, burns, electric shock, etc.



Prohibited

Do not put heavy objects on the cord of AC Charger (optional accessory) or pull it strongly.

May cause fire, burns, electric shock, etc.



Prohibited

When plugging or unplugging AC Charger (optional accessory) to or from a power outlet, do not allow metals to come in contact.

May cause fire, burns, electric shock, etc.



Prohibited

Do not use a voltage converter (such as a travel converter for overseas use) when charging with AC Charger (optional accessory).

May ignite, overheat, cause electric shock, etc.



Prohibited

Do not apply unnecessary force to the connection part when handset and AC Charger (optional accessory) are connected.

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



Do Not Use
Wet Hands

Do not touch the cord of AC Charger (optional accessory), charging terminals, power plug, with wet hands.

May cause fire, burns, electric shock, etc.



Compulsory

Use with specified power supply and voltage.

Also, use AC Charger for global use (optional accessory) when charging overseas.

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

AC Charger: 100V AC (Household AC power outlet only)

AC Charger for global use: 100V to 240V AC (Household AC power outlet only)



Compulsory

Wipe off dust on the power plug.

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



Compulsory

Firmly insert the power plug of AC Charger (optional accessory) to an outlet.

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



Compulsory

When unplugging from an outlet, grasp AC Charger (optional accessory) main unit without applying force such as pulling the cord.

The cord of AC Charger may be damaged if it is pulled out and it may cause fire, burns, electric shock, etc.



Compulsory

Insert or remove the connector of AC Charger (optional accessory) straight against the port without applying force such as pulling the cord.

Incorrect insertion or removal may cause fire, burns, injury, electric shock, etc.



Compulsory

Stop using handset immediately if Charging Terminals are deformed or bent. Or, do not use AC Charger even with the deformation fixed.

Charging Terminals may short-circuit causing fire, burns, injury, electric shock, etc.



Disconnect
Power Source

Unplug power plug of AC Charger when not using it.

Keeping the power plug connected may cause fire, burns, electric shock, etc.



Disconnect
Power Source

If liquid such as water (drinking water, sweat, seawater, urine of pets, etc.) gets on equipment, immediately disconnect the power plug from an outlet.

Liquid on equipment may result in short-circuit causing fire, burns, electric shock, etc.



Disconnect
Power Source

When cleaning, disconnect the power plug from an outlet.

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



CAUTION



Prohibited

Do not touch AC Charger (optional accessory) that is connected to an outlet continuously.

May cause burns, etc.

SIM Card



CAUTION



Compulsory

When handling SIM Cards, be careful of the cut surface so as not to hurt your body parts such as fingers.

Cut surface may be sharp and may cause injury, etc.

Handset Use & Electronic Medical Equipment

WARNING



Compulsory

Persons with an implanted pacemaker or defibrillator should keep handset at least 15 cm away from the device.

Handset radio waves may affect implanted pacemakers or defibrillators.



Compulsory

When using electronic medical equipment (other than implanted cardiac pacemakers/defibrillators) outside medical facilities, check with the equipment vendor or distributor for information about the effects of radio waves.

Handset radio waves may affect electronic medical equipment.



Compulsory

Disable handset transmissions (e.g. airplane mode) or power off handset when it is difficult to keep a distance of at least 15 cm away from others such as in a crowd.

There may be someone who is wearing an implanted pacemaker or defibrillator. Handset radio waves may interfere with implanted pacemakers or defibrillators causing such devices to malfunction.



Compulsory

Observe each medical facility's instruction when using handset.

Handset radio waves may affect electronic medical equipment.

Material List

■ Xperia XX XX Main

| Part | Material/Surface Treatment |
|---|--|
| Exterior case (top, bottom, side) | Nylon resin (with glass fiber)/Coating |
| Exterior case (Volume/Zoom Up/Down Key, Back Cover) | PC resin/Coating |
| Exterior case (SIM Card/SD Card Slot Cover) | PC resin (with glass fiber)/Coating |
| Exterior case (Camera ring (around Main | Aluminum alloy/Anodized |

| | |
|---|---|
| Camera)) | |
| Transparent plate (Display) | Strengthened glass/AFP processing |
| Transparent plate (Camera Lens) | Strengthened glass/AFP processing + AR processing |
| Flash/Photo Light | Acrylic resin/- |
| Power Key/Fingerprint Sensor | Epoxy resin/Coating |
| Earpiece (top) mesh | PET/- |
| Speaker (bottom) mesh | PC resin/- |
| Rubber gasket of SIM Card/SD Card Slot Cover | Silicone rubber/- |
| SIM Card/SD Card Tray | PC resin (with glass fiber) + stainless steel plate/- |

Important Product Information

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

↓ Charging

↓ Display (Touchscreen)

↓ Volume

↓ Rising Handset Temperature

↓ Technical Conformity

↓ Fingerprint Authentication

↓ Forcibly Powering Off

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 and humidity (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 where there is much humidity, dust, or 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.




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 at least 10 seconds. After handset vibrates three times in a row, release Keys and handset powers off.

Bluetooth/Wi-Fi (WLAN)

- ↓ [Frequencies](#)
- ↓ [Notes on Using Bluetooth Devices](#)
- ↓ [Reception Interference Caused by Wi-Fi \(WLAN\) Devices](#)
- ↓ [Wi-Fi \(WLAN\)](#)
- ↓ [Notes on Using 2.4 GHz Devices](#)
- ↓ [Notes on Using 5 GHz Devices](#)
- ↓ [Reception Interference Caused by Bluetooth Devices](#)

Frequencies

Frequency band used by handset Bluetooth/Wi-Fi (WLAN) functions are as follows:

2.4FH4/XX8/DS4/OF4

- 2.4:Frequency band is 2400 MHz
- FH/XX/DS/OF: Modulations are FH-SS, other modulation, DS-SS, OFDM
- 4:Estimated range of radio frequency interference is up to 40 m
- 8:Estimated range of radio frequency interference is up to 80 m



:Utilizes 2,400 MHz to 2,483.5 MHz band without

mobile device bandwidth differentiation

- Available channels may vary by country/region.
- For use in an airplane, contact your airline.

Notes on Using Bluetooth Devices

Handset operates on the same frequency band used by home electric appliances such as microwave ovens, industrial, scientific and medical equipment, premises radio stations for identifying mobile units used in the manufacturing lines of plants (radio stations requiring a license),

specified low power radio stations (radio stations requiring no license) and amateur radio stations (hereinafter referred to as "another station.")

- Before using handset Bluetooth function, confirm that premises radio stations, specified low power radios and amateur radios are not in use nearby.
- In the event of handset causing harmful radio wave interference with "another station," promptly change the operating frequency or stop radio wave emission by turning off the power, etc.
- For further questions, contact a SoftBank Shop or Customer Service.

Reception Interference Caused by Wi-Fi (WLAN)

Devices

Handset Bluetooth function uses the same frequency band (2.4 GHz) as Wi-Fi (WLAN) devices. Using near Wi-Fi (WLAN) devices may cause radio interference, low-communication speed, noise or connection failure. In that case, take the following measures.

- Provide distance between Bluetooth device and Wi-Fi (WLAN) device. Required distance varies by device.
- If the problem persists, power off Bluetooth device or Wi-Fi (WLAN) device.

Wi-Fi (WLAN)

- Wi-Fi (WLAN) uses radio waves to exchange information and LAN connection is freely established within an area where the radio wave reaches. Meanwhile, if no security is set, Wi-Fi communications may be intercepted or hacked by malicious parties. It is recommended to make necessary security settings on your responsibility.
- Use handset WLAN function only in Japan.
- Do not use Wi-Fi near magnetic devices such as electrical appliances or AV/OA devices. Magnetic/radio waves may hinder or disable communication. Avoid microwave ovens especially. Using near a TV or radio, etc. may cause interference; may affect TV reception. If there are multiple Wi-Fi access points using the same channel, search may fail.
- Enable Wi-Fi to search available Wi-Fi networks and then establish connection.
- Connect to Wi-Fi network before accessing Internet via Wi-Fi (WLAN).
- Take care with radio signal strength for Wi-Fi (WLAN). Radio signal strength for Wi-Fi network differs depending on the access point location. Moving close to a Wi-Fi router may improve radio signal strength.
- To save battery power, disable Wi-Fi (WLAN) when not used.

Notes on Using 2.4 GHz Devices

WLAN devices operate on the same frequency band used by home electric appliances such as microwave ovens, industrial, scientific and medical equipment, premises radio stations for identifying mobile units used in the manufacturing lines of plants (radio stations requiring a license), specified low power radio stations (radio stations requiring no license) and amateur radio stations.

- Before using handset, confirm that premises radio stations, specified low power radios, and amateur radio stations are not in use nearby.
- In the event of handset causing harmful radio wave interference with premises radio stations for identifying mobile units, promptly change the operating frequency or stop radio wave emission by turning off the power, etc. and then contact a SoftBank Shop or Customer Service for measurement against the cross talk (e.g. installing partition.)
- Also, in the event of handset causing radio wave interference with specified low power radios and amateur radio stations, contact a SoftBank Shop or Customer Service.

Notes on Using 5 GHz Devices

In 5 GHz frequency bandwidth, handset can use following bands:

- 5.2 GHz band (W52/36, 40, 44, 48 ch)
- 5.3 GHz band (W53/52, 56, 60, 64 ch)
- 5.6 GHz band (W56/100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140 ch)
- 5.8 GHz band (W58/149, 151, 153, 155, 157, 159, 161, 165 ch)

Using a 5.2/5.3-GHz-band wireless LAN outdoors is prohibited by law (this does not apply to communication with access points/relay stations of high-output data communications systems operating in the 5.2 GHz band).

Reception Interference Caused by Bluetooth Devices

Bluetooth and WLAN (IEEE802.11b/g/n) use the same frequency band. Using near Wi-Fi (WLAN) devices may cause radio interference, low-communication speed, noise or connection fault. Or may cause communication interruption or sound distortion when streaming data is played. In that case, take the following measures.

- Provide distance between Wi-Fi (WLAN) device and Bluetooth device. Required distance varies by device.
- If the problem persists, power off Bluetooth device.

Water Resistance/Dustproofing

Handset complies with IPX5¹, IPX8² water resistance standards and IP6X³ dustproof standard with SIM Card/SD Card Slot Cover firmly closed.

1 Protection against water jet (at 12.5 L/minute from every direction from a distance of approximately 3 m for over 3 minutes through 6.3 mm nozzle)

2 Protection against seepage when slowly submerged in still tap water at room temperature to depth of 1.5 m for 30 minutes

3 Protection against dust ingress when being placed in an apparatus with grit and dust of diameters of 75 µm or less and shaken for 8 hours

↓ [Handset Water Resistance/Dustproofing](#)

↓ [Maintaining Water Resistance/Dustproof Performance](#)

↓ [Precautions](#)

↓ [Draining](#)

↓ [Charging](#)

Handset Water Resistance/Dustproofing

Handset water resistance/dustproofing provides the following:

Calling in the rain without umbrella (approximately 20 mm rainfall per hour)

- Do not open or close SIM Card/SD Card Slot Cover with wet hands or when handset gets wet.

Washing handset when it gets dirty or stained with liquid other than tap water

- Wash with tap water at normal temperature (5°C - 35°C) with weak water flow (less than 6 L/minute) at distance of approximately 10 cm away from the tap or shower.
- When washing handset, make sure to securely close SIM Card/SD Card Slot Cover. Do not use a brush or sponge. Drain and the use handset after washing.

Using handset at a poolside

- Do not get water from a pool on handset or soak it in pool water.

Maintaining Water Resistance/Dustproof Performance

Observe the following to avoid water or dust ingress.

- Do not get any liquid other than room temperature tap water on handset, or soak it in such liquid.
- Firmly close SIM Card/SD Card Slot Cover. Even a fine particle (one hair, one grain of sand, tiny fiber, etc.) put between the port contact surfaces may allow water or dust to ingress.
- Do not push Earpiece, Mic, Speaker, Second Mic, USB Type-C Port, or Headset Jack with a sharp-pointed object.
- Do not let handset fall. Scratch on handset may degrade water resistance/dustproof performance.
- Rubber gaskets on inner side of SIM Card/SD Card Slot Cover play important roles for water resistance/dustproofing. Do not remove or damage them. Also, prevent dust from adhering onto them.

Precautions

Do not perform the following actions.

- Washing with Soap/Detergent/Bath powder
- Washing using brush/sponge
- Machine-washing
- Applying strong water flow
- Soaking in ocean water
- Using in hot spring
- Exposing to sand/mud

Observe the following precautions to use handset properly.

- Do not apply water flow stronger than allowed directly from a tap or shower. Handset provides IPX5 water resistance, but doing so may cause malfunction.
- If handset gets wet with salt water, sea water, beverage, or mud or sand adheres, wash it immediately. If they dry, they become hard to remove and may cause damage or malfunction.
- Do not put in hot water, use in a sauna or apply hot airflow (from a hair dryer etc.).
- Do not move handset in water or slam handset against surface of water.
- Soaking handset in tap water should be no more than 30 minutes.
- For using handset at a swimming pool, obey rules of the facility.
- Handset does not float on water.
- Do not let water remain on handset. In cold region, water freezes up and may cause malfunction.
- Do not allow water to remain in the Earpiece, Mic, Speaker, Second Mic, USB Type-C Port, or Headset Jack. Such water may interfere with calls or get clothes or bag wet.
- If handset gets splashed with water or other liquid while SIM Card/SD Card Slot Cover is opened, seepage may occur resulting in electric shock or malfunction. In that case, stop using and power off handset, then contact a SoftBank Shop or Customer Service.
- If rubber gasket on back of SIM Card/SD Card Slot Cover becomes scratched or deformed, contact a SoftBank Shop or Customer Service for part replacement.
- Do not connect earphones, etc. to handset that is wet with water. May cause malfunction.

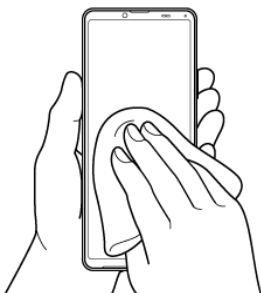
- Do not use USB Type-C Port or Headset Jack if wet or dirty/dusty. May lose water resistance, cause electric shock or short circuit, resulting in malfunction, fire, or burns.
- Do not leave handset in a humid place for a long time. Take handset out from bathroom after using.
- Avoid moving handset from cold place to warm place suddenly. Wait until handset temperature gets warm and before bringing it to bathroom etc.
- Complete protection is not guaranteed under all conditions. Malfunctions due to improper handling by the user are not covered by Warranty.

Draining

When handset gets wet, remaining water may flow out after wiping it off. Drain as shown.

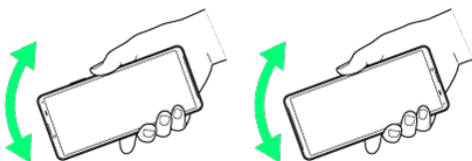
1

Wipe off moisture on handset surface and back side with dry, clean cloth etc.

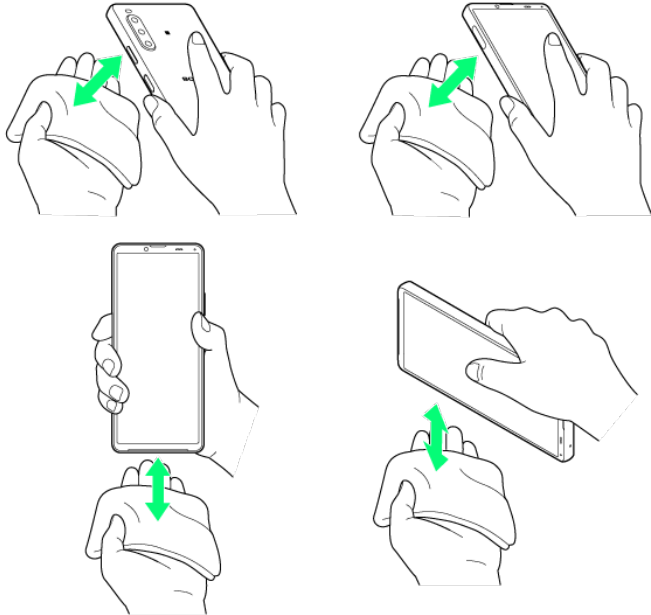


2

Shake handset approximately 20 times until there is no more water splattering (Left), then turn upside down and shake it approximately 20 times again (Right)



Wipe off water drained from handset with clean cloth etc.



- Turn Earpiece, Mic, Speaker, USB Type-C Port, Second Mic, Headset Jack, Power Key/Fingerprint Sensor, Volume/Zoom Up/Down Key, and SIM Card/SD Card Slot Cover, Camera ring (around main camera) face down onto cloth etc. to drain water.
- Turn upside down and wipe off.

Place handset on dry, clean cloth etc., and dry naturally at room temperature for a couple of hours



Water is drained.

Charging

Check the following while and after charging.

- While charging, check that handset is not wet. Never charge while handset is wet.
- Never connect USB Type-C connector when handset or AC Charger is wet. Handset provides water resistance, but liquids (tap water, beverages, sea water, pet urine, etc.) adhered to USB Type-C connector may cause electric shock or short circuit, resulting in fire, burns, or

malfunctions.

- Do not use AC Charger (optional accessory), USB Type-C cable (commercially available) in a bathroom, shower room, kitchen, lavatory or other highly humid area. Doing so may cause fire or electric shock.
- Do not touch AC Charger (optional accessory) or USB Type-C cable (commercially available) with wet hand. Doing so may cause electric shock.

Export Controls and Regulations

↓ [Export Controls and Regulations](#)

Export Controls and Regulations

The products may be subject to the application of the Foreign Exchange and Foreign Trade Act and other related laws and regulations in Japan.

In addition, the Export Administration Regulations (EAR) of the United States may be applicable.

In cases of exporting or reexporting the products, customers are requested to follow the necessary procedures at their own responsibility and cost. Please contact the Ministry of Economy, Trade and Industry of Japan or the Department of Commerce of the United States for details about procedures.

Intellectual Property Rights

↓ [Copyrights and Portrait Rights](#)

↓ [Trademarks](#)



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RF Exposure Information/Specific Absorption Rate (SAR) Information

"XXXXXX" here refers to this mobile phone "Xperia XX XX".

↓ [Specific Absorption Rate \(SAR\) for This Product \(for Japan\)](#)

↓ [European RF Exposure Information](#)

↓ [FCC RF Exposure Information](#)

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

This mobile phone XXXXXX 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 regulations employ 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 1.996 W/kg*** when tested for use at the ear, and 1.630 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 regulations are 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 it and 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/news-room/fact-sheets/detail/electromagnetic-fields-and-public-health-mobile-phones>

- 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 0.4 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 1.02 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.

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 as reported to the authorities for this phone model when tested for use by the ear is 0.46 W/kg, when worn on the body is 0.64 W/kg and when WiFi hotspot mode is 0.64 W/kg. For body-worn operation, this phone has been tested and meets the FCC RF exposure guidelines. Please use an accessory designated for this product or an accessory which contains no metal and which positions the handset a minimum of 1.0 cm from the body. For devices which include "WiFi hotspot" functionality, SAR measurements for the device operating in WiFi hotspot mode were taken using a separation distance of 1.0 cm.

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 <https://www.fcc.gov/oet/ea/> after searching on FCC ID PY7-83032A.

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 Statement for the USA

↓ [FCC Statement for the USA](#)

FCC Statement for the USA

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

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

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

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

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