au

# AQUOS *SERIE*

# SHV38

## Basic Manual


• The company names and product names appearing in this manual are trademarks or registered trademarks of their respective holders.
• For exemptions, refer to “Notes on Usage” available on the au homepage.



May 2016, 1st Edition
Sold by: KDDI CORPORATION,
OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: SHARP CORPORATION


# For inquiries, call:

## Customer Service Center

**For general information, charges, and operation assistance** (toll free)
Business hours: 9:00 to 20:00 (7 days a week)

| From fixed-line phones: | From au cell phones: |
|---|---|
| 0077-7-111 | 157 area code not required |

Pressing “zero” will connect you to an operator, after calling “157” on your au cellphone.

**For service cancelation procedure in case of loss or theft** (toll free)
Business hours: 24 hours (7 days a week)

| From fixed-line phones: | From au cell phones: |
|---|---|
| 0077-7-113 | 113 area code not required |

In case above numbers are not available, call toll-free:

0120-977-033 (except Okinawa)
0120-977-699 (Okinawa)

## Keitai Guarantee Service Center

**For loss, theft or damage** (toll free)
Business hours: 9:00 to 20:00 (7 days a week)
From fixed-line phones/au cell phones:
0120-925-919

モバイル・リサイクル・ネットワーク

Cell phone and PHS operators collect and recycle unused telephones, batteries and battery chargers at stores bearing the logo regardless of brand and manufacturer to protect the environment and reuse valuable resources.

やめましょう、歩きスマホ。

キケン！水ぬれ充電

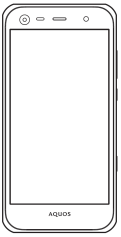
濡れた状態での充電は、異常な発熱・焼損などの原因となり大変危険です。

# Preface

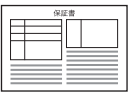
Thank you for buying the “AQUOS SERIE SHV38” (simply called the “SHV38” or the “product” from here on).
Before using the product, be sure to read the “Basic Manual” (this manual) and “Notes on Usage”/“Setting Guide” available on the au homepage to ensure correct use. After you have finished reading the manuals, be sure to keep them accessible and store the printed manuals (“取扱説明書” (Basic Manual), “ご利用にあたっての注意事項” (Notes on Usage) and “設定ガイド” (Setting Guide)) (Accessories) in safe places so that you can refer to them whenever you need them. If you lose the printed manuals (Accessories), contact an au shop or Customer Service Center.

# List of Packaged Items

Before you start using the product, make sure that you have all the following packaged items with the product.




SHV38




保証書 (Warranty) (Japanese)

- 取扱説明書 (Basic Manual) (Japanese)
- ご利用にあたっての注意事項 (Notes on Usage) (Japanese)
- 設定ガイド (Setting Guide) (Japanese)

The following items are not included in the package.

- microSD memory card
- AC adapter
- Earphone
- microUSB cable

- Purchase a specified charger (sold separately).

◎ The battery is built into the product.
◎ Illustrations of cell phones in this manual are only for reference. They may look different from the actual product.

# Operating Instructions

## ■ “Basic Manual” and “Setting Guide”

The “Basic Manual” (this manual) and “Setting Guide” available on the au homepage describe basic operations of major functions.
For detailed descriptions of various functions, refer to the “Instruction Manual application” (Japanese version) that can be used on the product or “Full Instruction Manual” (Japanese) available on the au homepage:
**http://www.au.kddi.com/english/support/manual/**

- The company names and product names appearing in this manual are trademarks or registered trademarks of their respective holders. Also, ™ and ® marks are sometimes omitted.

## ■ “Instruction Manual Application” (Japanese/English Version)

You can use the “Instruction Manual application” (Japanese version) on the product to check detailed operational procedures.
Also, you can activate intended functions from an explanation screen depending on the functions.
On the home screen, “Apps Sheet” → [取扱説明書] (Instruction Manual).
Also, you can use the “Instruction Manual application” (English version) on the product to check operational procedures.
On the home screen, “Apps Sheet” → [Basic Manual] after switching the display language to English (▶P. 12).

- To use the application for the first time, you need to download and install it by following on-screen instructions.

# Cell Phone Etiquette

## Use of cell phones is not allowed in the following places!

- Do not listen to music or watch videos/TV while driving a car or riding a motorbike or bicycle. Use of a cell phone while driving a car or riding a motorbike is prohibited by law. (Use of a cell phone while riding a bicycle may be punishable by some regulations.) Be attentive to traffic around you while walking. Not being able to hear surroundings or looking only at the display may cause a traffic accident. Be careful especially at train crossings, on station platforms, and at crosswalks.
- Since using the product on airplanes is restricted, follow the instructions given by the respective airlines.

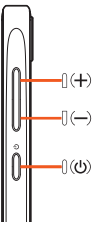
## Be considerate of people around you

- Do not make calls in theaters, museums, libraries, and other similar places. Turn power off or turn on manner mode so as not to disturb others around you with your ringtones.
- Do not use the cell phone outside in town where you might hinder other pedestrians.
- Viewing a cell phone screen while walking is a serious hazard. Do not suddenly stop to talk on/operate the cell phone or do so while walking.
- Move to areas where you will not inconvenience others on bullet trains, in hotel lobbies, etc.
- Refrain from talking in a loud voice.
- Check whether sound from earphones, etc. is audible when near others on a train.
- Obtain the permission of other people before you take their photos with the cell phone's camera.
- Keep general morals when you use the camera function.
- Some people close to you in crowded places such as packed trains may be using a cardiac pacemaker. Turn on “Airplane mode” or turn the cell phone off in such places.
- Abide by the rules of hospitals and other medical institutions where it is forbidden to use or carry cell phones.

# Illustrations and Descriptions in This Manual

## Note on Key Illustrations

In this manual, the key illustrations are simplified as shown below.




## Description of Operations for Selecting Item/Icon/Key etc.

In this manual, operation procedures are described as below.

| Description | Explanation |
|---|---|
| On the home screen, “Apps Sheet” → [Phone] → Enter “141” → [CALL]. | Slide/flick the Feel Home screen to switch to the Apps Sheet, and then tap “ Phone”. Continue by tapping “ 1 ”, “ 4 ”, and “ 1 ”, and finally “ CALL ”. |
| (⏻) (hold down for at least 2 seconds). | Hold (⏻) down for at least 2 seconds. |

* Tapping is to select a key or icon displayed on the screen by lightly tapping it with your finger.

## ■ Notes on Illustrations/Screenshots

Screenshots and operations in this maul are based on attaching an au Nano IC Card 04 to the product.
Screenshots may differ from actual screen. Portions of the screen are sometimes omitted.

In this manual, part of the screen such as icons are omitted.

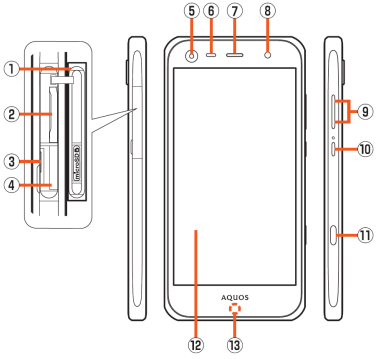
Actual screen

In this manual

◎ Explanations of this manual are based on the case when the color of the main unit is “White” as an example.
◎ Explanations of this manual are based on the case when the product is held vertically. If you hold it horizontally, menu items/icons/on-screen keys etc. may be different.
◎ Descriptions in this manual are based on operation in Feel Home. Operations may be different if home applications have been changed (by using “Home applications”, etc.).
◎ Menu items, layers and icons described in this manual may be different according to functions being used and conditions.
◎ In this manual, “microSD™ memory card (commercially available)”, “microSDHC™ memory card (commercially available)” and “microSDXC™ memory card (commercially available)” are abbreviated as “microSD memory card” or “microSD”.
◎ All of the indicated amounts exclude tax unless otherwise specified.

# Names and Functions of Parts

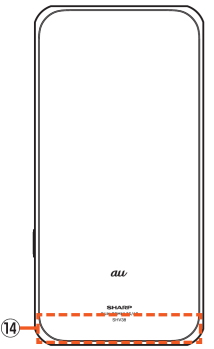
## ■ Front/Left Side/Right Side

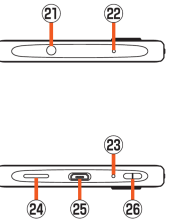



① **au Nano IC Card 04/microSD memory card cover**
② **au Nano IC Card 04 tray slot**
③ **IMEI tray**
Allows you to confirm the product’s IMEI.
④ **microSD memory card slot**
⑤ **In camera lens**
⑥ **Proximity sensor/Light sensor**
Proximity sensor prevents inadvertent operations of the touch panel during a call.
Light sensor detects the ambient brightness and adjusts the brightness of display.

⑦ **Earpiece (Receiver)**
⑧ **Mobile light ( In camera )**
⑨ **音量(+)音量(−) Volume up/down key**
Adjust the volume.
Hold down 音量(−) on the lock screen to set/disable the manner mode.
⑩ **音量(⏻) Power key**
Turn the screen on/off.
Hold it down to turn on/off the power, restart the product, etc.
⑪ **Shutter Key**
⑫ **Display (Touch panel)**
The protective film is pasted on the surface of the display. When you use commercially available protective films, remove the protective film.
⑬ **Charging/Incoming indicator**
The brightness of the indicator is suppressed automatically while sleeping (23:00 to 6:30) by default.

## Back/Top and Bottom




⑭ **Internal antenna**
⑮ **Out camera lens**
⑯ **Mobile light**
⑰ **TV antennas**
⑱ **GPS antennas**
⑲ **Wi-Fi®/Bluetooth® antennas**
⑳ **おサイフケータッチ mark**
Hold it over a reader/writer when using Osaifu-Keitai®/NFC.
㉑ **Earphone/Microphone jack**
When you use (watch/record) TV, connect SHARP TV antenna cable 02 to the earphone/microphone jack of the product (▶P.5).
㉒ **Sub microphone**
㉓ **Mouthpiece (Microphone)**
㉔ **Speaker**
㉕ **External connection jack**
Use when connecting the common AC adapter 05 (sold separately), the microUSB cable 01 (sold separately), USB cable for peripherals (commercially available), etc. to the product.
When you connect the common AC adapter 05 (sold separately), the microUSB cable 01 (sold separately), etc. to the product, some applications may not function properly since the geomagnetic sensor is affected by the magnetism of connected devices. Use the product after removing the cable.
㉖ **Strap eyelet/Air vent**
There is an air vent to maintain the product performance inside it.

◎ The back cover of the product cannot be removed. Removing it forcibly may cause damage or a fault.
◎ The battery is built into the product, and cannot be removed by the customer. To force the power off, refer to “Turning the Power Off Forcibly” (▶P.11).

**au Nano IC Card 04/microSD memory card cover**

◎ Note that pulling or applying excessive force on an au Nano IC Card 04/ microSD memory card cover may cause damage.

**IMEI tray**

◎ An IMEI (international mobile station equipment identity) is a special identification code assigned to each phone. You can pull the IMEI tray out to confirm the IMEI of the product.
◎ The IMEI is information required when requesting servicing or repairs.
◎ The IMEI tray cannot be removed from the main unit. Take care not to apply force when handling.
◎ You can also operate the product to confirm the IMEI.
On the home screen, “Apps Sheet” → [Settings] → [About phone] → [Status] → [SIM status] and confirm the IMEI field.

**Display (Touch panel)**

◎ If the product is equipped with a commercially available corresponding flip cover, you can turn the display on/off by opening/closing the flip cover. If you close the equipped flip cover obliquely, the display may not be turned off.

**Proximity sensor /Light sensor, proximity sensors , earpiece (receiver), mouthpiece (microphone), speaker, sub microphone, air vent (inside of the strap eyelet)**

◎ Placing stickers, etc. over the proximity sensor (upper part of the display)/ light sensor, proximity sensors
◎ Covering earpiece (receiver), mouthpiece (microphone), speaker or sub microphone, strap eyelet with stickers, fingers, etc. may hinder product performance.
◎ Be careful not to cover the earpiece (receiver) by a strap attached to the product during a call etc.

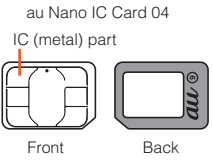
**Internal antenna, Wi-Fi®/Bluetooth® antennas, Wi-Fi®/GPS/TV antennas**

◎ Antennas are built into the product. Do not cover with hand during calls or data communication. Doing so may affect call/communication quality.

# Using the au Nano IC Card 04

## au Nano IC Card 04

The au Nano IC Card 04 records your personal information such as phone numbers.
This product supports au Nano IC Card 04.

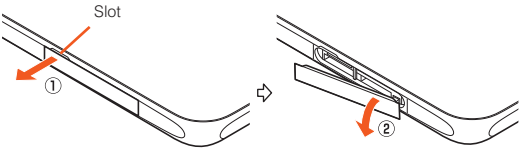



◎ Make sure to unplug the microUSB plug of the common AC adapter 05 (sold separately) etc. from the product when attaching or removing the au Nano IC Card 04.

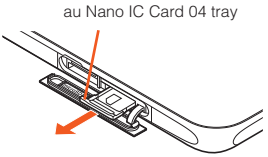
## Attaching the au Nano IC Card 04

Before attaching the au Nano IC Card 04, turn the product off.

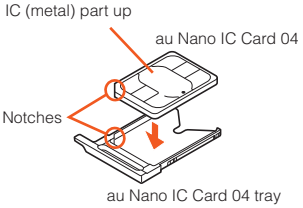
**1 Open the au Nano IC Card 04/microSD memory card cover.**
Hook the tip of a finger into the slot and pull out it forward (①), and then rotate it in the direction of the arrow to open (②).



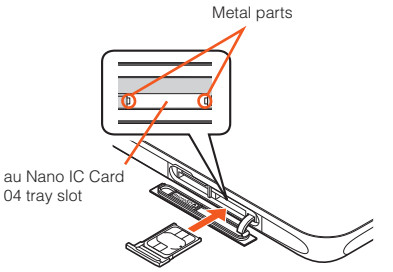

**2 Slowly pull the au Nano IC Card 04 tray straight out by hooking a finger on it.**




**3 Put the au Nano IC Card 04 on the au Nano IC Card 04 tray.**
Make sure the notches on the au Nano IC Card 04 and au Nano IC Card 04 tray face the proper orientation and put the card slowly on the tray.




**4 Slowly insert the au Nano IC Card 04 tray into the au Nano IC Card 04 tray slot, taking care not to let the tray be caught on the metal parts on both sides of the slot.**
Confirm the position of the au Nano IC Card 04 tray slot and the orientation of the au Nano IC Card 04 tray carefully, and insert the tray all the way into the slot in the direction of the arrow. Inserting the tray forcibly may damage the tray.




**5 Close the au Nano IC Card 04/microSD memory card cover.**

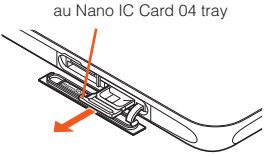
◎ Inserting the au Nano IC Card 04 tray not deeply enough may prevent the product from functioning properly.
◎ Take care not to lose or damage the removed au Nano IC Card 04 tray.

## Removing the au Nano IC Card 04

Before removing the au Nano IC Card 04, turn the product off.

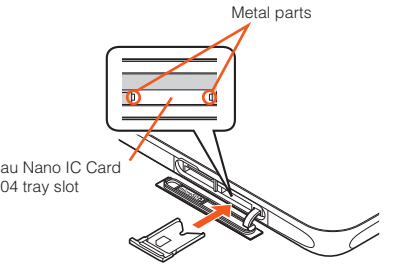
**1 Open the au Nano IC Card 04/microSD memory card cover (▶P.6).**

**2 Slowly pull the au Nano IC Card 04 tray straight out by hooking a finger on it.**




**3 Remove the au Nano IC Card 04 from the au Nano IC Card 04 tray.**

**4 Slowly insert the au Nano IC Card 04 tray into the au Nano IC Card 04 tray slot, taking care not to let the tray be caught on the metal parts on both sides of the slot.**
Confirm the position of the au Nano IC Card 04 tray slot and the orientation of the au Nano IC Card 04 tray carefully, and insert the tray all the way into the slot in the direction of the arrow. Inserting the tray forcibly may damage the tray.




**5 Close the au Nano IC Card 04/microSD memory card cover.**

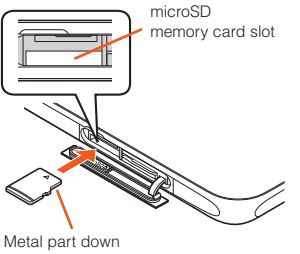
# Using a microSD Memory Card

## Attaching a microSD Memory Card

**1 Open the au Nano IC Card 04/microSD memory card cover (▶P.6).**

**2 Slowly insert the microSD memory card into the microSD memory card slot.**

Confirm the orientation for inserting, then insert in the direction of the arrow until it clicks and is locked.
Releasing the microSD memory card before it is locked may cause it to pop out.




**3 Close the au Nano IC Card 04/microSD memory card cover.**

◎ Make sure that the top/bottom and front/rear of the microSD memory card are facing correctly.
Trying to force a wrongly oriented card into the slot could make it impossible to remove the card or result in damage.
◎ Do not touch the terminal part of a microSD memory card.

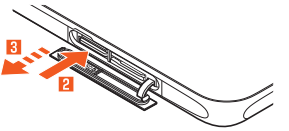
## Removing the microSD Memory Card

Be sure to unmount microSD card before removing. Not doing so may corrupt data or card may no longer operate properly.

**1 Open the au Nano IC Card 04/microSD memory card cover (▶P.6).**

**2 Slowly push the microSD memory card in all the way.**

After it clicks, let the microSD memory card come back out a little without releasing it. Releasing the card when it is pushed deeply into the slot may cause it to pop out.




**3 Slowly pull the microSD memory card straight out.**

**4 Close the au Nano IC Card 04/microSD memory card cover.**

◎ Do not remove the microSD memory card forcefully. Doing so may result in damage or data loss.
◎ The microSD memory card may become warm after a long time use, but this is not a fault.

# Charging

## Charging

When you purchase the product, the internal battery is not fully charged. Be sure to charge the internal battery before use.

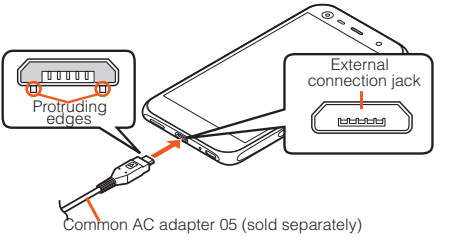
- If the performance of the battery does not recover (e.g. the usable time after each charge has become extremely short), the internal battery may be at the end of service life. On the home screen, “Apps Sheet” → [Settings] → [About phone] → [Status] → [Battery status] to check the charging performance of the internal battery.
- While charging, the charging/incoming indicator illuminates in red, and the battery icon is displayed with ϟ superimposed. When the battery is charged to approximately 95%, the charging/incoming indicator illuminates in green. When charging is finished, the charging/incoming indicator goes out.

◎ The product may become warm while charging, but this is normal.
◎ Depending on the operation procedure and usage environment, the temperature inside the product may get high and the product may even get heated. In such case, charging may stop for security reasons.
◎ Charging the internal battery while using the camera function etc. may lengthen the charging time.
◎ If you perform various operations with a specified charger (sold separately) connected to the product, charging/discharging may take place repeatedly in a short time. Frequently charging the internal battery shortens its service life.
◎ If you charge the internal battery when the battery has run out, the charging/incoming indicator may not illuminate soon. However, charging is in progress.
◎ If the charging/incoming indicator flashes in red, force the power off (▶P.11) and turn the product on again. If the indicator continues to flash, stop charging the internal battery and contact an au shop or the Keitai Guarantee Service Center.
◎ If you stop charging while the charging/incoming indicator still illuminates during charging, the cell phone may be left not fully charged even if is displayed on it. In such case, the usage times shorten.

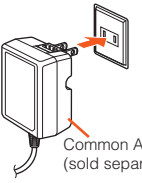
## Charging with the Specified AC Adapter (Sold Separately)

The followings are the explanation of how to connect the common AC adapter 05 (sold separately) to charge. For details on the specified AC adapter (sold separately), refer to “Introduction of Peripheral Devices” (▶P.17).

**1 Confirm the direction of the microUSB plug of the common AC adapter 05 (sold separately) and insert it in the direction of the arrow to the external connection jack of the product.**




**2 Plug the common AC adapter 05 (sold separately) power plug into a 100 V AC power outlet.**



**3 When charging is finished, pull the microUSB plug of the common AC adapter 05 (sold separately) straight out from the external connection jack of the product.**

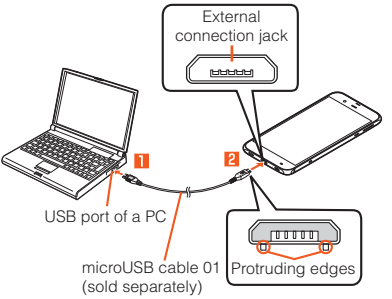
**4 Unplug the common AC adapter 05 (sold separately) power plug from the power outlet.**

◎ Although you can charge the internal battery while the power is turned on, charging time lengthens.

## Charging with a PC

The followings are the explanation of how to charge the internal battery by connecting the product to a USB port of a PC through which the battery can be charged.

**1 Connect the microUSB cable 01 (sold separately) to a USB port of a PC after the PC is activated completely.**




**2 Connect the microUSB cable 01 (sold separately) to the product.**

◎ If you use the microUSB cable to charge the internal battery, it may take the internal battery longer to be fully charged than if you use the specified AC adapter (sold separately).

◎ Turn the protruding side of the microUSB plug down and insert the microUSB plug to the external connection jack of the product straightly. Inserting the microUSB plug in the wrong direction may result in damage to the external connection jack of the product.

◎ If you charge the internal battery when the battery has run out, the charging/incoming indicator may not illuminate. In such case, use the specified AC adapter (sold separately) for charging.

## Turning the Power On/Off

### Turning the Power On

**1 (hold down for at least 2 seconds) while the product is turned off.**

◎ The initial setting of the touch panel will be executed until “AQUOS” disappears from the screen after the power is turned on. Do not touch the screen, otherwise touch panel operations may not be performed properly.

### Turning the Power Off

**1 (hold down for at least 2 seconds).**

**2 [Power off].**

### Restarting the Product

You can restart the product after turning it off.

**1 (hold down for at least 2 seconds).**

**2 [Reboot].**

### ■ Turning the Power Off Forcibly

You can force the product to turn off if the screen freezes or you are unable to turn the product off.

**1 ▯(⏻) (hold down for at least 8 seconds).**

Release your finger after the product vibrates to turn the power off.

◎ If the power is turned off forcibly, unsaved data will be deleted. Do not turn the power off forcibly unless you cannot operate the product.

### ■ Booting in Safe Mode

Turn the product off then boot it in a state close to that at time of purchase. If operation of the product is unstable, it may be due to applications installed after purchasing the product. If symptoms improve when booted in safe mode, uninstalling the applications you installed may remedy symptoms.

**1 ▯(⏻) (hold down for at least 2 seconds).**

**2 Long touch "Power off" → [OK].**

"Safe mode" is displayed at the bottom of the screen.
To end safe mode, reboot the product.

◎ When the product is turned off, you can boot it in safe mode by ▯(⏻) (hold down for at least 2 seconds) to turn it on, and then holding down ▯(←) until the lock screen is displayed after the SHARP logo appears.
◎ It is recommended that you back up your data on the product before booting in safe mode.
◎ Widgets that you yourself created may be deleted.
◎ Safe mode is not a normal state for the product to be booted in. End safe mode before normal use.

## Turning the Screen On/Off

If you press ▯(⏻) or no operation is made for a specified time, the screen is turned off.

### ■ Turning the Screen On

**1 ▯(⏻) while the screen is turned off.**

◎ When you put the product in your pocket, bag, etc., turn the screen off. Putting the product in while the screen is turned on may cause inadvertent operations.

## Lock Screen

The lock screen is displayed if you turn the screen on.
If you use the function of Unlock with your eyes, you can unlock the lock screen immediately just by looking at the lock screen so that your eyes are scanned (recognized) by the in camera.

《Lock screen》

① **Wallpaper**
② **Address Book Plus**
Display information registered in the address book. Frequently used contacts such as favorites can be displayed in the notifications area.
③ **Notifications area**
Notifications for missed calls, new e-mail/SMS, etc. appear as a pop-up. Double-tap notification for corresponding screen.
Drag notifications area down for list of notifications. Tap notifications for corresponding screen.

④ **Shortcuts**
Slide “ ” to top of screen for shortcuts.
⑤ **Clock/emopa area**
⑥ **Screen lock**
Slide “ ” to top of screen to unlock the screen.
• If a password, etc. is set in “Screen lock”, it is displayed as .
⑦ **Activate camera**
Slide “ ” to top of screen to activate SHCamera.

## Switching the Display Language to English

You can switch the display language for function names and other items to English.

1. **On the home screen, “Apps Sheet”.**
2. **[設定] (Settings).**
3. **[言語と入力] (Language & input).**
4. **[言語] (Language).**
5. **[English].**

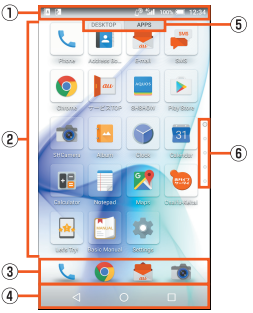
## Using the Feel Home

Feel Home is a home screen that consists of the Desktop Sheet, the Apps Sheet, and the dock.
You can tap widgets/shortcuts on the Desktop Sheet and icons on the Apps Sheet to use functions. You can also register shortcuts for favorite apps in the dock.
• Slide/flick the home screen to the left/right to switch between the Desktop and Apps Sheets.

**Switching sheets**

《Desktop Sheet》 《Apps Sheet》

### Viewing the Feel Home




① **Status bar**
② **Desktop Sheet/Apps Sheet**
③ **Dock**
You can register a shortcut for the application in the dock, to start quickly.
④ **Navigation Bar**

⑤ **Guide Tab**
When you switch the Desktop Sheet/Apps Sheet, the sheet name will be displayed.
⑥ **Page Indicator**
The current position of the Desktop Sheet/Apps Sheet will be displayed.

◎ Slide/flick the Desktop and Apps Sheets up/down to switch pages.
◎ Long touch "" to activate the Google™ application and you can search the internal memory and websites for information.
• You can change the application to activate by long touching "" after operating the following.
On the home screen, "Apps Sheet" → [Settings] → [Apps] → [ ] → [Default Apps] → [Assist & voice input] → [Assist app] → select an application to activate

# Using the Status Bar

## Icons

The notification icons to notify you of a missed call, a new mail message, a running operation, etc. are displayed on the left side of the status bar, while the status icons to show the status of the product are on the right side.

### Main Notification Icons

| Icon | Description |
|---|---|
| | Missed call |
| | New E-mail message |
| | New SMS message |
| | New PC-mail message |
| | New Gmail™ message |
| | Making a call, talking, receiving a call |
| | Talking in high quality sound with a model supporting VoLTE provided by au. |
| | Call on hold |
| | Answering memo information |
| | Available space on the internal memory being run out |
| | Update available |
| | Installation completion of application |
| | Software update available |
| | Icons collected |

### Main Status Icons

| Icon | Description |
|---|---|
| 12:34 | Time |
| ～ | Battery level<br>～ : Battery level display : No battery<br>• While charging, the battery icon is displayed with superimposed.<br>• Percentage of the remaining battery level appears on the left side of the battery icon |
| | Airplane mode set |
| ～ | Signal strength (Receiving electric field)<br>～ : Level display : Out of service area<br>• The icon indicating network is displayed at the upper left. : LTE/WiMAX 2+ available*<br>• During a communication, the icon is displayed with superimposed. |
| | Roaming |
| | Manner mode status<br>: Standard manner mode : Total silence mode<br>: Alarms only mode : Priority only mode |
| | During a call using hands-free |
| | Microphone set to "Mute" during a call |
| | Answering memo set<br>: No Answering memo<br>: Answering memo (one to nine entries)<br>: Answering memo (ten entries) |

* Both "LTE" and "WiMAX 2+" networks are available. "4G" is displayed for either network. Your cell phone connects to the network deemed to be the least congested according to the network traffic.

## Using the Notification/Status Panel

In the notification/status panel, you can check the details on notification icons and status icons or activate an application corresponding to the icon.
You can also set the manner mode, VeilView, etc.

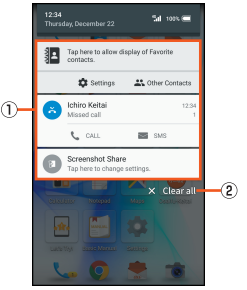
### ■ Displaying the notification panel

**1 Slide the status bar down.**

### ■ Displaying the status panel

**1 Drag the status bar down with your two fingers.**
Alternatively, long touch "■" to display the status panel.

### ■ Viewing the Notification/Status Panel




《Notification panel》

《Status panel》

① **Notification**
Check the status of the product and notifications as well as make settings for Address Book Plus. Tap notifications to activate corresponding application.
- Flick notifications to the left or right to delete them. Some notifications cannot be deleted.
- Slide the displayed area up to view hidden notifications.
- Slide notifications up or down using two fingers or pinch in/pinch out to switch between detailed and simple views.
- Long touch notification → Tap [ ⓘ ] to make notification settings for the application.

② **Clear all**
Tap it to clear all the notifications. You may not be able to delete a notification depending on the notification.

③ **Brightness adjusting bar**
Drag it to adjust the brightness of the screen.

④ **Function buttons**
Change settings of the frequently used function. Operations are different depending on the functions.

⑤ **Settings**
Tap it to make various settings for the product.

⑥ **Customize**
Change or rearrange the displayed function buttons.

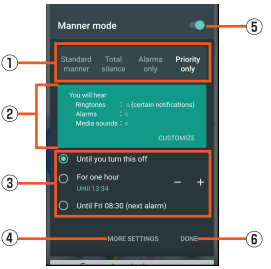
⑦ **Battery level**
Tap it to check the battery usage.

◎ Slide the screen up/down or tap the top of the screen to switch the notification panel/status panel.

## Setting the Manner Mode

Set not to disturb others around you in public.

**1 Display the status panel → Tap “Manner mode” in function buttons.**




《Manner mode setting screen》

① **Type of manner mode**
② **Explanation of operations**
③ **Duration until disabling manner mode**
④ **More settings**
⑤ **ON/OFF setting**
Tap it to disable the manner mode.
⑥ **Done**
Finish the manner mode setting.

## Setting App Permissions

When you activate applications/functions to access to the function or information of the product for the first time, the confirmation screen for requesting the permission of access authority is displayed.

**Example: Activating Album**

**1 On the confirmation screen of “First things first” → [NEXT].**

**2 [DENY]/[ALLOW].**
In general, tap “ALLOW” and allow the application to use the functions.
If there are multiple functions to use, operate in the same way.

### Setting Functions to Use

You can make settings for the functions to use by following steps below as well.

**■ Setting functions to use by application**

**1 On the home screen, “Apps Sheet” → [Settings] → [Apps].**

**2 Select an application → [Permissions].**

**3 Select a function.**

**■ Setting applications to use by function**

**1 On the home screen, “Apps Sheet” → [Settings] → [Apps] → [⚙] → [App permissions].**

**2 Select a function.**

**3 Select an application.**

◎ If you deny the permission, the application/function may not be activated or the use of function may be restricted.
◎ The explanation screen for permissions may be displayed depending on the applications/functions. Also, multiple confirmation screens may be displayed or the displayed contents may differ. Check the displayed contents carefully and follow the on-screen instructions.
◎ In this manual, some description of the confirmation screens may be omitted.

## Switching Input Methods

You can switch input methods for character entry.
• Following operation explanations use “Japanese - S-Shoin”.

1. **On the home screen, “Apps Sheet” → [Settings].**
2. **[Language & input] → [Current Keyboard].**
3. **[CHOOSE KEYBOARDS].**
4. **[Google Keyboard]/[S-Shoin]/[Google voice typing].**

## Switching Software Keyboards

1. **On the character entry screen, [ ] → [Input UI] → [QWERTY keyboard]/[12 keyboard].**

## Checking Your Own Phone Number

1. **On the home screen, “Apps Sheet” → [Settings] → [Profile].**

## Setting Twist magic

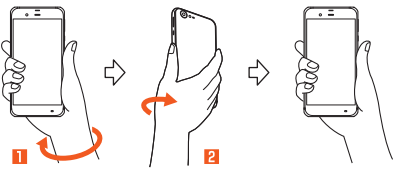
You can switch to the previous application that you have used by twisting your wrist with the product held.

1. **On the home screen, “Apps Sheet” → [Settings] → [Useful] → [Twist magic].**
2.

| | |
|---|---|
| Turn on/off Twist magic | Set whether to use Twist magic. |
| Settings to restrict operation | Set applications in which operations of Twist magic are restricted. Twist magic is not operated while using the set application. |
| Let's Try! | Check how to use “Twist magic” by “Let's Try!” application. |

### ■ Using Twist magic

1. **Twist your wrist holding the product.**
2. **Return your wrist to the original position.**
   Switch to the previous application that you have used.



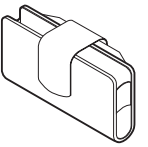

## Setting Airplane mode

1. **On the home screen, “Apps Sheet” → [Settings] → [More] → [Airplane mode].**

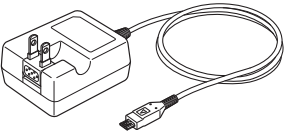
# Introduction of Peripheral Devices

■ **SHARP TV antenna cable 02 (02SHHSA)**

■ **au Carrying Case G Black (0106FCA) (sold separately)**



■ **Common AC Adapter 03 (0301PQA) (sold separately)**
**Common AC Adapter 05 (0501PWA) (sold separately)**
**Common AC Adapter 03 Navy (0301PBA) (sold separately)**
**Common AC Adapter 03 Green (0301PGA) (sold separately)**
**Common AC Adapter 03 Pink (0301PPA) (sold separately)**
**Common AC Adapter 03 Blue (0301PLA) (sold separately)**
**AC Adapter JUPITRIS (White) (L02P001W) (sold separately)**
**AC Adapter JUPITRIS (Red) (L02P001R) (sold separately)**
**AC Adapter JUPITRIS (Blue) (L02P001L) (sold separately)**
**AC Adapter JUPITRIS (Pink) (L02P001P) (sold separately)**
**AC Adapter JUPITRIS (Champagne) (L02P001N) (sold separately)**



Common AC adapter 05

- Illustrations and forms may not match depending on the AC adapter you use.

■ **Portable charger 02 (0301PFA) (sold separately)**

■ **microUSB cable 01 (0301HVA) (sold separately)**
**microUSB cable 01 Navy (0301HBA) (sold separately)**
**microUSB cable 01 Green (0301HGA) (sold separately)**
**microUSB cable 01 Pink (0301HPA) (sold separately)**
**microUSB cable 01 Blue (0301HLA) (sold separately)**

◎ It may not be possible to adequately charge the product with the portable charger 02 (sold separately).

◎ For the latest information about available peripheral devices, check the au homepage (**http://www.au.kddi.com/english/**) or contact Customer Service Center.

◎ The product does not support ASYNC/Fax transmission.

◎ The above-mentioned peripheral devices can be purchased from au Online Shop. You may not be able to purchase one depending on the stock status.
**http://auonlineshop.kddi.com/**

**Earphone/Microphone**

◎ An earphone/microphone with the switch or depending on the type of the earphone/microphone, it may not be available with the product.

# Troubleshooting

Before you assume that the product is malfunctioning, check the following:

| Trouble | Detail |
|---|---|
| Battery usage time is short. | • Make sure you do not often use the product in places where (out of service area) is displayed. (▶P.13)<br>• Make sure the internal battery does not approach the end of its service life. Check the battery status. (▶P.9)<br>• Is the internal battery charged enough? (▶P.9)<br>• Suspend the functions not being used. (▶P.14) |
| Cannot make calls. | • Is an au Nano IC Card 04 inserted? (▶P.6)<br>• Make sure “Airplane mode” is not set. (▶P.16)<br>• Is the power turned on? (▶P.10) |
| Cannot receive calls. | • Is reception good enough? (▶P.13)<br>• Is the product within the service area? (▶P.13)<br>• Make sure “Airplane mode” is not set. (▶P.16)<br>• Is the power turned on? (▶P.10)<br>• Is an au Nano IC Card 04 inserted? (▶P.6) |
| Cannot hear the other party. | • Make sure you are not covering the earpiece with your ear.<br>Place the earpiece over your earhole. |
| Cannot recognize a microSD memory card/ Cannot find target data. | • Is a microSD memory card inserted properly? (▶P.8)<br>• Make sure data is not saved on the internal memory. Data can be saved on the internal memory besides a microSD memory card. |
| Cannot operate the keys/touch panel. | • Turn off the power and then turn it on.<br>• Is the power turned on? (▶P.10) |
| Cannot charge the battery. | • Is the power plug of the specified charger (sold separately) securely plugged into an outlet? (▶P.9) |
| Cannot turn on the power. | • Is the internal battery charged? (▶P.9)<br>• Did you hold (⏻) down? (▶P.10) |
| Cannot operate/The screen does not respond/Cannot turn off the power. | • You can force the power off by holding down (⏻) for at least 8 seconds and releasing your finger after the product vibrates. Turn the product on again after a while. (▶P.11) |
| Cannot operate the touch panel as intended. | • Make sure you are not operating with the tip of a fingernail or with foreign object between the screen and your fingers.<br>• Restart the product. (▶P.10) |
| Screen response is slow when you tap on the screen/press the keys. | • Screen response may be slowed down when a large amount of data is stored in the product or being transmitted between the internal memory and a microSD memory card. |
| An error of the au IC card (UIM) or a message indicating that the card is not inserted is displayed. | • Is an au Nano IC Card 04 inserted? (▶P.6) |
| The power is turned off automatically. | • Make sure the battery has not run out. (▶P.9) |
| The power is turned off while the wake-up logo is displayed. | • Make sure the battery has not run out. (▶P.9) |
| (out of service area icon) is displayed. | • Is reception good enough? (▶P.13)<br>• Is the product within the service area? (▶P.13)<br>• Is your hand off the area around the internal antenna? (▶P.4)<br>• Is an au Nano IC Card 04 inserted? (▶P.6) |
| The display or charging/incoming indicator illuminates/ flashes, but the ringtone does not ring. | • Make sure the manner mode is not set. (▶P.15) |
| A message indicating that charging is necessary is displayed. | • The battery is almost empty. (▶P.9) |

| Trouble | Detail |
|---|---|
| When making a call, a beeping sound is heard from the earpiece and a connection cannot be established. | • Is reception good enough? (▶P. 13)<br>• Is the product within the service area? (▶P. 13)<br>• The wireless line is busy or the other party is on another line. Try again later. |

If symptoms do not improve after checking each of the above, information is provided through au Customer Support on the au homepage below.
**http://www.au.kddi.com/english/support/**

## Updating Software

The product supports the software update.
The software update function can also be used for operating system updates. An operating system update is a software update which also includes updating of the product's operating system.

**1 On the home screen, "Apps Sheet" → [Settings] → [About phone] → [Software update].**

Start to check whether software update is necessary or not. Tap "OK" to check it in the background. When it is necessary, you can download and install data for software update.

- When "Software update" appears in the notification panel, tap it and follow the on-screen.

**2 [YES] → [OK].**

If you install it later, [LATER] → [OK]. The confirmation screen for installing will appear after approximately 24 hours.

### ■ Notes on Software Update

- You are charged for data communication when connecting to the Internet from the product by using packet communication. Large-volume data communication occurs in particular for operating system updates. Use of Wi-Fi® is recommended.
- When software update is necessary, you will be informed on au homepage, etc. For details, contact an au shop or Customer Service Center (call toll-free 157). In addition, users of the SHV38 will receive a notice from au, when software update is necessary to improve the functionality of the SHV38.
- It is recommended to back up your data before updating software.
- If the software update is performed, the product will restart before and after the update.
- If the software update has failed or stopped, perform the same procedures again.
- If the software update fails, it may become impossible to operate the product. If this happens, bring it to an au shop or PiPit (not accepted by some shops).
- Charge the battery sufficiently before starting update. If the battery level is insufficient or the battery runs out during the update, the software update will fail.
- Check out the signal reception status. The software update may fail if the product is in a place with bad signal reception status.
- Various data registered on the product (address books, mails, still pictures, music data, etc.) and information of settings will not be changed even after software is updated. However, note that data may not be protected depending on the state of the product (fault, damage, getting wet with water, etc.).
- After software is updated, the download of next update software may automatically start (consecutive update).
- During international roaming, the software update function can only be used with a Wi-Fi® connection. As this function cannot be used without a Wi-Fi® connection, be sure to first connect via Wi-Fi® before updating software.
- After you have updated the operating system, you cannot return it to the previous version.

**Do not conduct the following operations during the software update**

- Do not move during software update.

**The following operations are not available during the software update**

- Operations are not available during software update. Making a call to 110 (Police), 119 (Fire and Ambulance), 118 (Regional Coast Guard Headquarters) or 157 (Customer Service Center) is not available either. Also, the alarm etc. does not function.

# After-Sales Service

## ■ When Asking for Repair

For repair, contact Keitai Guarantee Service Center.

| | |
|---|---|
| During the warranty period | Repairs will be done based on the Company's terms of services of the free-of-charge repair warranty described on the warranty card. |
| Outside the warranty period | We shall repair the product for a charge as requested by the customer if repair renders it usable. |

◎ Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
◎ Recycled parts that meet the Company's quality standards are sometimes used for repair.
◎ au cell phones collected by Replacement mobile phone delivery service which you used before are recycled to cell phones for replacement after repairs. Also parts replaced by au after-sales service are collected and recycled by the Company. They are not returned to customers.
◎ Instances where the product has been changed, modified, or analyzed (including software modification or analysis (including rooting, etc.) reverse-engineered, reverse-compiled, or reverse-assembled) or has been repaired at a location other than an authorized repair location designated by the company may not be covered by warranty or may prevent the product from being accepted for repairs.

## ■ Performance Parts for Repair

The Company retains performance parts for repair of the SHV38 main unit and its peripheral devices for 4 years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.

## ■ Warranty Card

At the store of purchase, thoroughly check and read the name of the retailer, date of purchase and other necessary details filled in on the warranty card, and be sure to keep it in a safe place.

## ■ Keitai Guarantee Service Plus LTE

An after-sales service membership program on a monthly basis called "Keitai Guarantee Service Plus LTE" (monthly fee: 380 yen, tax excluded) is available for using your au cell phone for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For details of this service, check on the au homepage or contact Keitai Guarantee Service Center.

◎ You can apply for membership only at the time of purchasing your au cell phone.
◎ Once you cancel the membership, you cannot reapply for it until you purchase an au cell phone next time.
◎ Note that when changing the model or purchasing an extra cell phone, this service only covers the most recently purchased au cell phone.
◎ When an au cell phone is handed over to you or someone else, the "Keitai Guarantee Service Plus LTE" membership is also handed over to the successor of the cell phone.
◎ When you get a new au cell phone by changing the model, purchasing an extra cell phone, etc., the "Keitai Guarantee Service Plus" or "Keitai Guarantee Service Plus LTE" membership for the old au cell phone is automatically canceled.
◎ Service contents are subject to change without notice.

## ■ au Nano IC Card 04

The au Nano IC Card 04 is lent to you by au. In case of loss or damage, the card will be replaced at your expense. When malfunction is suspected, or in case of theft or loss, contact an au shop or PiPit.

## After-Sales Service

If you are unsure about anything regarding after-sales service, contact the following service counter.

**Customer Service Center (service cancelation procedure in case of loss or theft)**

From a fixed-line phone, **0077-7-113** (toll free)
From an au cell phone, **113** without area code (toll free)
Business hours: 24 hours (7 days a week)

**Keitai Guarantee Service Center (for loss, theft or damage)**

From a fixed-line phone/an au cell phone,
**0120-925-919** (toll free)
Business hours 9:00 to 20:00 (7 days a week)

**Online Replacement Desk (24 hours)**

* From PCs and smartphones only
**https://cs.kddi.com/support/n_login.html**

- Applications for servicing can be made via the Internet for “damage”, “water seepage”, “theft”, or “loss”. Naturally-occurring malfunction (power does not turn on, the screen is frozen, etc. due to causes other than damage or water seepage) require consultation by telephone.
- Applications via the Internet require that you provide your e-mail address.

## au After-Sales Service Information

| Service contents | Keitai Guarantee Service Plus LTE member | Non-Keitai Guarantee Service Plus LTE member |
|---|---|---|
| Replacement mobile phone delivery service (spontaneous failure: 1st year) | Free | N/A |
| Replacement mobile phone delivery service (spontaneous failure: 2nd year and later) | Refer to the following charges list of “Replacement mobile phone delivery service” (membership) | N/A |
| Replacement mobile phone delivery service (partial damage, water soak, irreparable damage, theft and loss) | Refer to the following charges list of “Replacement mobile phone delivery service” (membership) | N/A |
| Holding over and repair (spontaneous failure: 1st year) | Free | Free |
| Holding over and repair (spontaneous failure: 2nd year and later) | Free (three-year warranty) | Actual cost |
| Holding over and repair (partial damage) | Customer charge Upper limit: 5,000 yen | Actual cost |
| Holding over and repair (water soak and irreparable damage) | Customer charge 10,000 yen | Actual cost |
| Holding over and repair (theft and loss) | N/A | N/A (By model replacement) |

* Charge amounts are all tax excluded.

### Charges list of “Replacement mobile phone delivery service” (membership)

| Applied condition | First use | Second use |
|---|---|---|
| General | 5,000 yen/ Benefit for longtime au user[*1] 3,000 yen | 8,000 yen/ Benefit for longtime au user[*1] 6,000 yen |
| Both “Discount for web application”[*2]/“Discount for nonuse of substitute”[*3] are applied | 4,000 yen/ Benefit for longtime au user[*1] 2,000 yen | 7,000 yen/ Benefit for longtime au user[*1] 5,000 yen |
| Only “Discount for nonuse of substitute”[*3] is applied | 4,500 yen/ Benefit for longtime au user[*1] 2,500 yen | 7,500 yen/ Benefit for longtime au user[*1] 5,500 yen |

* Charge amounts are all tax excluded.

*1 This discount applies to customers who have used au for 3 years (25 months) or more, and all the lines within that customer's Family Discount. For customers using a data communication device or tablet, this discount applies to customers who are subscribed to a set discount (WIN Single Set Discount or Smartphone Set Discount) and have been under the contract of the line eligible for the set discount for 3 years or more.

*2 Discount for web application: If you apply for the "Replacement mobile phone delivery service" through the au homepage, you get a discount of 500 yen on the fee.
"Discount for nonuse of substitute" can be applied automatically at the same time since a substitute mobile phone is not borrowed if you apply for "Discount for web application".

*3 Discount for nonuse of substitute: When using the "Replacement mobile phone delivery service" and you do not borrow a substitute mobile phone, you get a discount of 500 yen on the fee.
For details, check on the au homepage.

**Replacement mobile phone delivery service**

◎ When you have trouble with your au cell phone, you can have a cell phone for replacement (same model and color as your old one*) delivered to any destination that you specify by calling us. Please return your old faulty au cell phone within 14 days after the cell phone for replacement is delivered to you.
* If the same model in the same color is difficult to provide, a replacement cell phone of a model and a color that are specified by KDDI is provided.

◎ You can use this service up to twice within one year starting from the day when you first use this service. If you have not used this service over the past one year at the time of your application for this service, the application will be regarded as your first time. If you have, the application will be regarded as your second time.
* For details, check on the au homepage.

◎ In the event of theft or loss, an au IC card has to be reissued when using this service. In such a case, the au IC card reissue fee of 1,900 yen is separately required.

**Holding over and repair**

◎ Damages and malfunctions intentionally caused by the customer as well as those due to modification (e.g. disassembly, change of parts, painting, etc.) by the customer are not covered by this service.

◎ You cannot receive a refund for replacement of the outer casing due to stains, scratches, paint removal, etc. on the outer casing.

## SIM-Unlocking the Product

This product can be SIM-unlocked. SIM-unlocking the product allows other-carrier SIM cards to be used with it.

- Requests can be made for SIM-unlocking on the au homepage or at an au shop.
- Some services, functions, etc. may have restrictions when an other-carrier SIM card is used. The Company does not guarantee operation whatsoever.
- Setting after SIM-unlocking the product: On the home screen, "Apps Sheet" → [Settings] → [About phone] → [Status] → [SIM status] → [SIM lock status].
- For details, refer to the au homepage.
  **https://cs.kddi.com/support/simcard/**

# Main Specifications

■ **Main unit (SHV38)**

| | |
|---|---|
| Display | Approx. 5.0 inches, approx. 16.77 million colors, IGZO, 1,920×1,080 (FHD) |
| Weight | Approx. 135 g (including the internal battery) |
| Size (W×H×D) | Approx. 67 mm×135 mm×8.6 mm (thickest point: Approx. 9.43 mm) |
| Memory (built-in) | RAM: Approx. 3 GB<br>Internal Storage: Approx. 16GB |
| Continuous talk time (in Japan) | Approx. 1,590 min. |
| Continuous talk time (overseas (GSM)) | Approx. 1,000 min. |
| Continuous standby time (in Japan) | Approx. 500 hours |
| Continuous standby time (overseas (GSM)) | Approx. 560 hours |
| Continuous tethering time | Approx. 700 min. |
| Maximum Wi-Fi® tethered connections | 10 devices |
| Charging time | Common AC adapter 05 (sold separately): Approx. 140 min. |
| Full Seg continuous watching time*1 | Approx. 8 hours and 10 min. |
| 1Seg continuous watching time*1 | Approx. 12 hours and 10 min. |
| Camera device | **Out camera**<br>CMOS image sensor<br>**In camera**<br>CMOS image sensor |
| Effective pixels | **Out camera**<br>Approx. 21.00 million pixels In camera<br>Approx. 8.00 million pixels |
| Bluetooth® function | Communication method: Bluetooth® Standard Ver.4.2<br>Output: Bluetooth® Standard Power Class 1<br>Communication distance*2: Within 10 m with no obstacles in the range<br>Compatible Bluetooth® profiles*3: GATT, HSP, HFP, A2DP, AVRCP, OPP, SPP, PBAP*4, HID, PAN, PAN NAP, PANU, aptX, SCMS-T, HOGP*5, DUN*6<br>Frequency bands: 2.4 GHz band |
| Network environment | IEEE802.11a/b/g/n (2.4 GHz/5 GHz)*7/ac*7*8 conformant |
| Interface | microUSB jack, 3.5φ (quadrupoles) earphone/ microphone jack (supported earphones: tripolar headphone (Lch/Rch/GND) and quadrupolar earphone with microphone (Lch/Rch/GND/MIC)) |

*1 The Full Seg/1Seg continuous watching time varies depending on the usage.
*2 It changes according to objects obstructing devices and signal reception.
*3 This is the specification provided in Bluetooth® standards for making communication between Bluetooth®-compatible devices in accordance with their intended use.
*4 Some contents of address books data may not be properly displayed on the device of the other party.
*5 This profile supports Bluetooth® Standard Ver.4.0.
*6 Supported for some car navigation systems only. See the au homepage for usage.
*7 Supports MIMO.
*8 Supports MU-MIMO (Client mode).
(Refer to the respective companies' websites for information on supported products.)

◎ The continuous talk time and continuous standby time may drop to less than half depending on the battery charging status, usage environment such as temperature, reception condition at the location where the product is used, and the function settings.

# Specific Absorption Rate (SAR) of Cell Phones

This model【SHV38】cell phone complies with Japanese technical regulations for exposure to radio waves and international guidelines on radio wave protection.

This cell phone has been designed in observance of the Japanese technical regulations regarding exposure to radio waves (*1) and limits to exposure to radio waves recommended by equivalent international guidelines.

These international guidelines were set out by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is in collaboration with the World Health Organization (WHO), and the permissible limits include a substantial safety margin designed to assure the safety of all persons, regardless of age and health condition. The Japanese technical regulations and international guidelines define the limits using a unit of measurement known as the Specific Absorption Rate (SAR), which represents the average amount of radio frequency energy absorbed by the human body. The SAR limit for cell phones is 2.0 W/kg. The highest SAR value for this cell phone when tested for use near the head is 0990 W /kg (*2), and when worn on the body, is 0.669 W/kg (*2). There may be slight differences in SAR levels among individual products, but they all satisfy the limit.

The actual SAR of this cell phone while talking on the phone can be well below that indicated above. This is due to the cell phone being designed to only output the minimum power required to communicate with a base station. Therefore in general, the closer you are to a base station, the lower the power output of the cell phone.

This cell phone can be used in positions other than against your head. Use a carrying case or similar accessory that holds the phone at least 1.5 cm separated from the body and ensure no metal parts are located between you and the cell phone. Under these conditions, this cell phone satisfies Japanese technical regulations and international guidelines for radio wave protection.

The World Health Organization has stated 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”.

If you would like to know more detailed information, please refer to the WHO website.

**http://www.who.int/docstore/peh-emf/publications/facts_press/fact_english.htm**

Please refer to the websites listed below if you would like to know more detailed information regarding SAR.

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- ○ Ministry of Internal Affairs and Communications website:
  **http://www.tele.soumu.go.jp/e/sys/ele/index.htm**
- ○ Association of Radio Industries and Businesses website:
  **http://www.arib-emf.org/01denpa/denpa02-02.html**
- ○ SHARP homepage:
  **http://k-tai.sharp.co.jp/support/sar/**
- ○ au homepage:
  **http://www.au.kddi.com/english/**

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*1 Technical regulations are defined by the Ministerial Ordinance Related to the Radio Law (Article 14-2 of Radio Equipment Regulations).

*2 The value is including other radio systems that can be simultaneously used.