Introduction

Most operation descriptions are based on default settings.
Unless noted otherwise, descriptions are for Home Screen. Some operation descriptions may be omitted.

- Before You Begin
- Data Communication
- Screenshots & Key Labels
- Other Notations

Before You Begin

- Read "Safety Precautions" and this guide thoroughly beforehand for proper usage.
- Accessible services may be limited by contract conditions.
- Unauthorized copying of any part of this guide is prohibited.
- Guide content subject to change without prior notice.

Data Communication

- Handset is designed to be always connected to the Internet. Some functionality, such as data syncing, initiate transmission automatically.
- Large-volume data communication (application downloads, video viewing, etc.) incur expensive transmission fees. Subscription to a flat-rate data plan is strongly recommended.
- Depending on applications and services used, transmission fees may be incurred even while connected by Wi-Fi.

Screenshots & Key Labels

Screenshots and Key labels are provided for reference only. Actual handset windows, menus, etc. may differ in appearance.

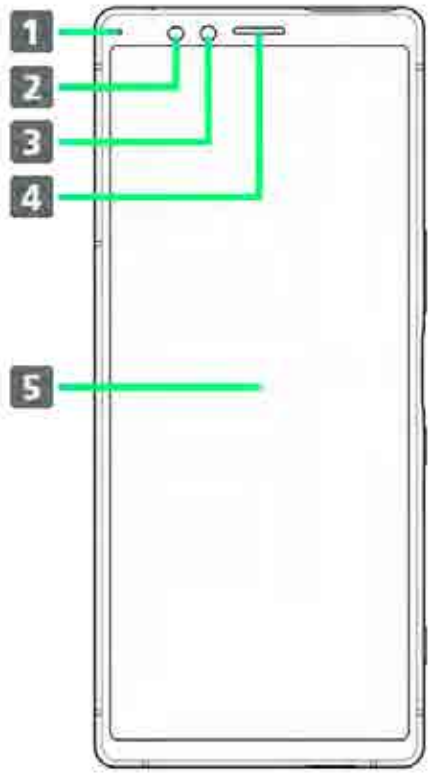
Other Notations

- Xperia is referred to as "handset" in this guide.
- In this guide, microSD™/microSDHC™/microSDXC™ Card is referred to as "SD Card."
- In this guide and on handset, "abroad" means "outside Japan" with regard to handset/service usage.

Parts & Functions

- Handset (Front)
- Handset (Back/Side)
- Handset Keys
- CE mark and FCC ID
- Available radio frequencies
- Notification Lamp

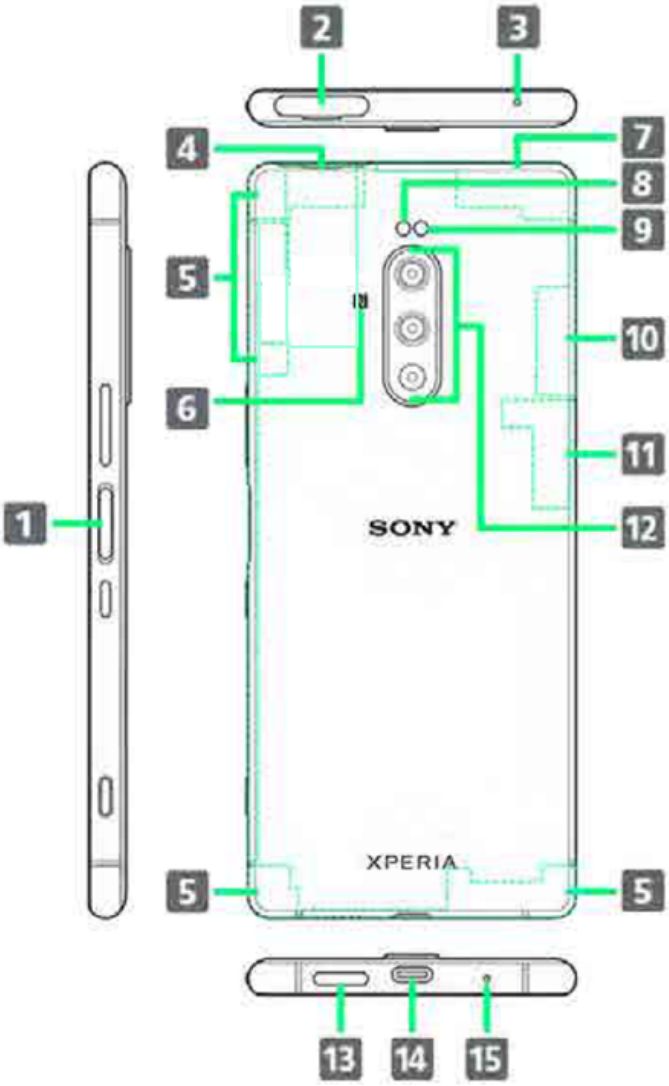
Handset (Front)



Part	Description
1 **Notification Lamp**	Flashes for notifications while Display is off. Lights while charging.
2 **Proximity/Light Sensor**	Detects surrounding brightness to automatically adjust Display or backlight and prevent Touchscreen misoperation during a call.
3 **Front Camera**	Use to shoot still images, videos of yourself, etc.
4 **Earpiece/Speaker**	Hear the other party's voice here. Also, hear sound (music, videos, TV, etc.) from here.
5 **Display**	Touchscreen-type display, operate with your fingers on

	Display.

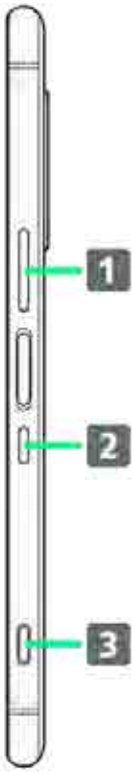
Handset (Back/Side)



Part	Description
1 **Fingerprint Sensor**	Unlock screen with fingerprint authentication.
2 **SIM Card/SD Card Slot**	Insert SIM Card/SD Card.
3 **Second Mic**	Reduces noise for calling.
4 **Nameplate**	CE mark, FCC ID, IMEI information printed sticker is attached. Do not remove nameplate.
5 **Internal Antenna Area**	Internal Antenna for calls and data communication.
6 **NFC / Osaifu-Keitai® Detection Area**	Hold up to a reader/writer to use NFC / Osaifu-Keitai®.
7 **Internal Antenna/Wi-Fi® Antenna Area**	Internal Antenna for calls, data communication and Wi-Fi.
8 **Flash/Photo Light**	Use as camera flash when taking photos, etc.
9 **RGBC-IR Sensor**	Automatically adjusts white balance based for shooting based on the light source.
10 **GPS Antenna/Wi-Fi/Bluetooth® Antenna Area**	Internal Antenna for GPS and Wi-Fi and Bluetooth® feature.

11 **Wi-Fi® Antenna Area**	Internal Antenna for Wi-Fi.
12 **Camera**	Capture still images and videos.
13 **Speaker**	Listen to music as well as video, TV, etc. audio.
14 **USB Type-C™ Port**	Connect USB Type-C cable (commercially available), etc.
15 **Mic**	Speak here.

Handset Keys

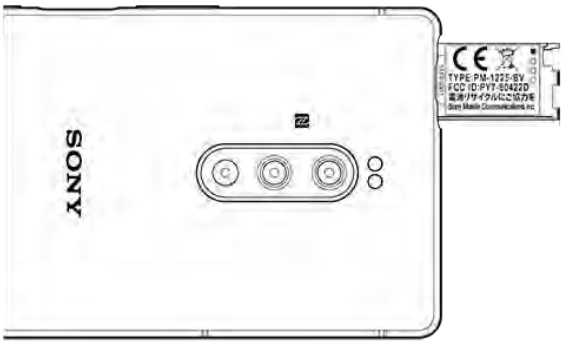


Part	Description
1 **Volume/Zoom Up/Down Key**	Adjust Volume. Adjust Zoom while using Camera.
2 **Power Key/Screen Lock Key**	Long Press for power on/off. Turn Display on/off.
3 **Camera Key**	Use as Camera shutter. Long Press to launch Camera.

CE mark and FCC ID

Open the slot cover, and insert a fingernail into the hook at the edge of the label tray, then pull it out

straight.



Available radio frequencies

GSM/GPRS/EDGE : 850, 900, 1800, 1900MHz
UMTS : 2100 (Band I), 1900 (Band II), 1700 (Band IV), 900 (Band VIII)MHz
LTE : Bands 1, 2, 3, 4, 8, 11, 12, 17, 28, 38, 39, 40, 41, 42
WLAN 2.4G/5G
NFC
GSM 850/900 : 33dBm
DCS (1800)/PCS (1900) : 30dBm
UMTS : 24dBm
LTE : 23dBm(Bands 1, 2, 3, 4, 8, 11, 12, 17, 28, 38, 39, 40, 42), 26dBm(Band 41)
WLAN : 2.4GHz<100mW, 5.15-5.35GHz<200mW, 5.47-5.725GHz<200mW, 5.735-5.835GHz<25mW
NFC 13.56MHz

Notification Lamp

Lights/flashes while charging or for arriving calls/mail.

Color and How Illuminated	Indicates
Lit red	Charging (charge:14% or less)
Lit orange	Charging (charge:15% to 89%)
Lit green	Charging (charge:90% or more)
Flashing red	Charge:14% or less
Flashing white[1]	Missed call / new Gmail / new +Message

1 Flashes while Display is off.

Flashing Red

Battery level is not sufficient if Notification Lamp flashes several times in red when Power Key is Pressed with handset powered off.
Notification Lamp first flashes several times in red if charging is started with handset powered off.

SIM Card

SIM Card is an IC card containing phone number and other customer information.

- Inserting SIM Card
- Removing SIM Card
- SIM-Unlocking Handset

Inserting SIM Card

Always unmount SD Card beforehand.

1

Pull Tray out from handset

■ Pull SIM Card/SD Card Slot Cover out straight using groove.

2

Set SIM Card into Tray with IC chip facing up

- Check SIM Card orientation by notch.
- Make sure SIM Card is in Tray securely.

3

Holding handset held level, press Tray in straight

SIM Card is inserted.

- Check Tray orientation.
- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Slot Cover.

Removing SIM Card

Always unmount SD Card beforehand.

1

Pull Tray out from handset

■ Pull SIM Card/SD Card Slot Cover out straight using groove.

2

Remove SIM Card from Tray

3

Holding handset held level, press Tray in straight

SIM Card is removed.

- Check Tray orientation.
- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Slot Cover.

SIM-Unlocking Handset

Handset can be SIM-unlocked. SIM-unlocking handset allows other-carrier SIM cards to be used with it.

- Some services, functions, etc. may have restrictions when an other-carrier SIM card is used. SoftBank Corp. does not guarantee operation whatsoever.
- For details, see SoftBank Website.

SD Card

Handset supports SD Cards up to 512 GB. Some SD Cards may not operate properly. When using a new SD Card for the first time, always format it on handset.

- Inserting SD Card
- Formatting SD Card
- Removing SD Card

SD Card Cautions

Data

Information stored on SD Card can become lost or changed accidentally or as a result of damage. It is recommended that you keep a separate copy of important data. SoftBank Corp. is not responsible for damages from data that is lost or changed.

Reading/Writing Data

Never power off while reading or writing data.

Battery Level

A low battery charge may prevent reading/writing to SD Card.

Handling SD Card

Use/keep SD Cards away from the reach of infants. May cause choking if swallowed.

Inserting SD Card

1

Pull Tray out from handset

■ Pull SIM Card/SD Card Slot Cover out straight using groove.

2

Set SD Card into Tray with the metal terminals facing up

■ Make sure SD Card is in Tray securely.

3

Holding handset held level, press Tray in straight

SD Card is inserted.

- Check Tray orientation.
- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Slot Cover.

Formatting SD Card

1

In Home Screen, (Apps)

12:34 PM
Google
Calendar
Settings
Play Store
Phone
Apps
Chrome
Camera

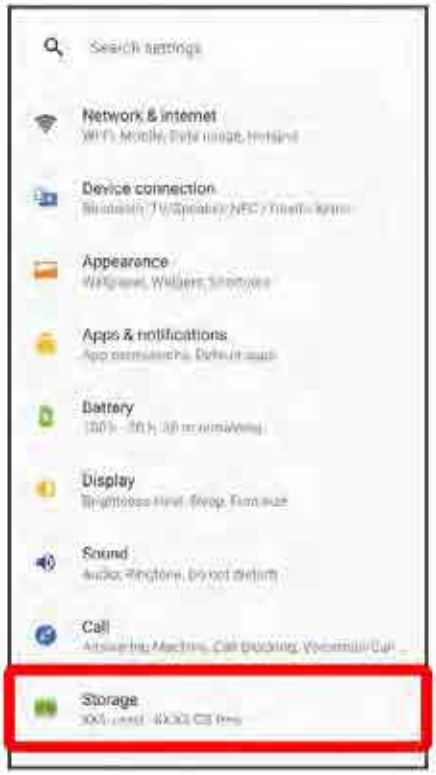
2

(Settings)

Search
Phone
Chrome
Camera
Music
Album
Video & TV
PS App
Contacts
Calendar
News
Weather
Play Store
Clock
Calculator
Facebook
Settings
Google

3

Storage



4

SD card

Storage
XX.XX GB
Internal shared storage
SD card
Transfer data to SD card

5

SD card
Name
Android
LOST.DIR

6

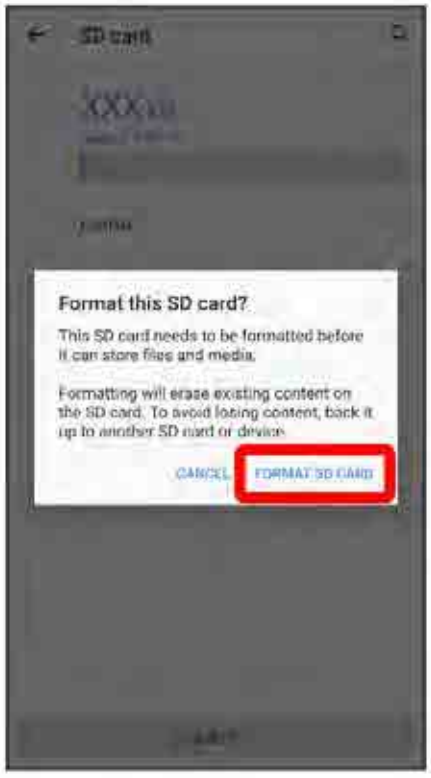
Storage settings

7

Format

8

FORMAT SD CARD



9

Done

All data on SD Card is erased.

Cautions when Formatting SD Card

Observe the following when formatting SD Card.

- Formatting erases all data on SD Card. Carefully check any SD Card that was used on another device before formatting.
- Charge Internal Battery while formatting, or format with adequate battery charge.

Removing SD Card

Always unmount SD Card beforehand.

1

Pull Tray out from handset

- Pull SIM Card/SD Card Slot Cover out straight using groove.

2

Remove SD Card from Tray

3

Holding handset held level, press Tray in straight

SD Card is removed.

- Check Tray orientation.
- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Slot Cover.

Charging Internal Battery

Charging with AC Charger

Charging with Wireless Charger

Charging with AC Charger

AC Charger is an optional accessory. Be sure to use an AC Charger specified by SoftBank. For information on AC Charger and other peripheral devices, see SoftBank Website.
Operation using AC Charger (USB Type-C™ rapid charging AC Charger with USB PD capability [ZSDBAS] (SB-AC20-TCPD) (scheduled release starting early November 2018)) is explained here.

1

Insert USB Type-C connector of AC Charger straight into USB Type-C Port

2

Unfold power plug of AC Charger and plug into household AC

Charging start sound sounds and Notification Lamp on handset lights up when charging starts.

3

When charging is complete, unplug AC Charger and remove USB Type-C connector of AC Charger straight from handset

Charging ends.

Charging with Wireless Charger

Handset can be charged using a wireless charger.
For details on charging, see the instructions included with the wireless charger.

■ Products with a comply with WPC (Wireless Power Consortium) wireless charging standards.

Wireless Charging Cautions

Observe the following when charging with a wireless charger.

- When charging, be sure to align the wireless charging position on the handset with the wireless charger position properly.
- Remove any covers (commercially available) attached to handset before charging.
- Do not subject handset to vibration while charging. Vibration causing handset to move may prevent charging from completing or cause handset to fall.
- If a TV or radio produce noise while charging, distance handset and charge.
- If another wireless charging device is nearby, distance the wireless charger at least 30 cm away. Handset may not be detected properly and may not charge.
- While charging, calling, data transmission, and TV reception may be affected.
- Do not allow metal objects between handset and the wireless charger. Metal object may become hot.
- Do not allow an IC card or similar item to be lodged between handset and the wireless charger. IC card may be damaged.
- Do not place handset on the wireless charger while AC Charger, USB Type-C cable, USB host cable, etc. is connected.
- Using Camera while charging may cause images to be grainy with noise.
- Using handset while charging may cause handset to slow down or stop charging as it is designed to avoid reaching a high temperature.

Power On/Off

Powering On

Powering Off

Powering On

1

Long Press Power Key until handset vibrates once

Lock Screen appears.

- For details on unlocking screen, see "Unlocking Screen."
- Startup wizard appears for the first time handset is powered on. Follow onscreen instructions.
- Battery level is not sufficient if low battery indicator appears when Power Key is Pressed with handset powered off. Charge Internal Battery.

Powering Off

1

Long Press Power Key

2

Power off

Handset powers off.

Setting a Google Account

Use a Google account and get more convenience with Google services. A Google account is required to use some services or fully use some applications.

- Creating a Google Account
- Logging In with a Google Account

Google Account Cautions

Be careful not to forget your Google account mail address or password.

Creating a Google Account

1

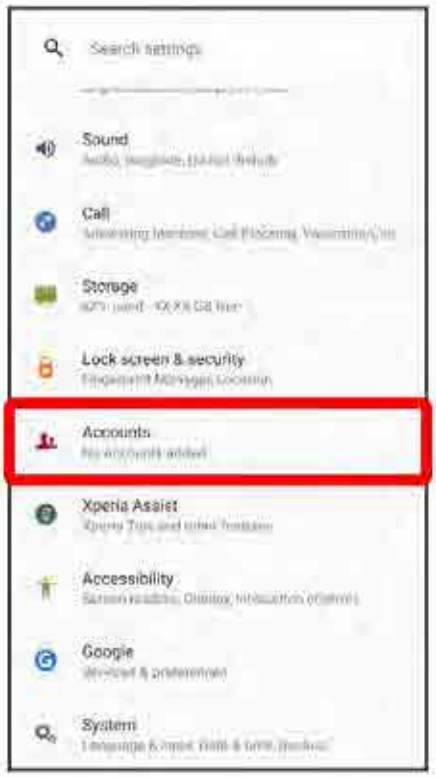
In Home Screen, (Apps)

2

(Settings)

3

Accounts

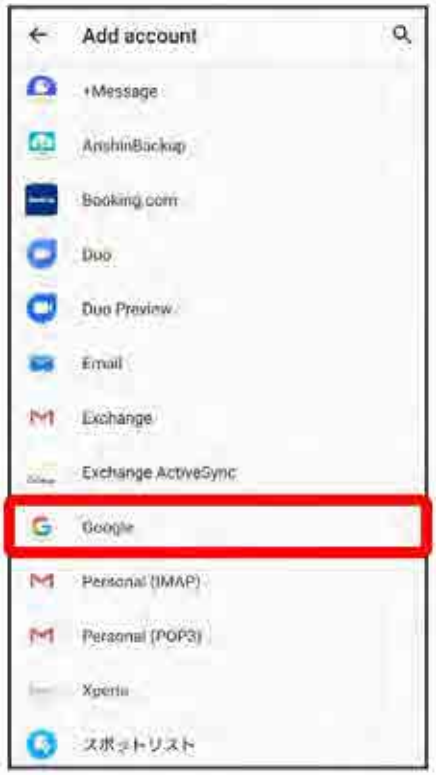


4

Add account

5

Google



Window for logging in to a Google account opens.

6

Create account

Google
Sign in
with your Google Account. Learn more
Forgot email?
Create account
Next

7

For myself

Google
Sign in
with your Google Account. Learn more
Forgot email?
For myself
For my child
Next

■ To create a child's account, Tap For my child then follow onscreen instructions.

8

Enter First name ➔ Last name ➔ Next

■ If confirmation appears, follow onscreen instructions.

9

Enter date of birth ➔ Select gender ➔ Next

10

Enter user name (mail address) Next

11

Enter password → Enter password again (for confirmation) → Next

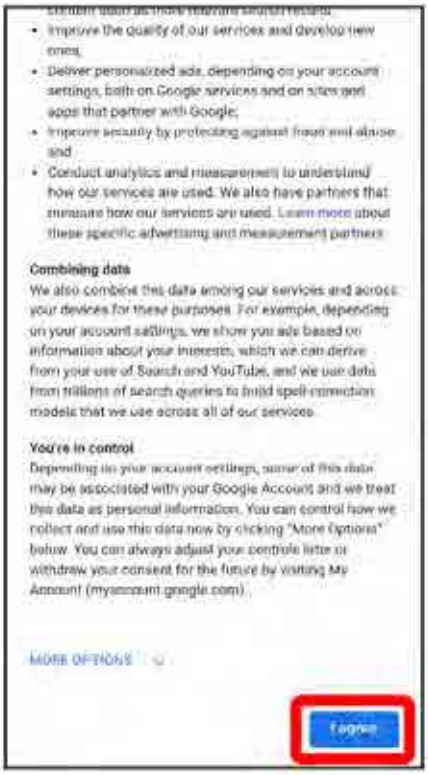
12

Yes, I'm in

Reset your password if you forget it
Receive video calls & messages
Make Google services, including ads, more relevant to you
How it works
Google will occasionally verify your number by exchanging your device info with your carrier or via SMS (charges may apply)
Any number verified on this device will be added to your Google Account
You're in control
This won't make your number public
You can always change your number, control how it's used, or remove it in your Google Account (account.google.com/phone)
More options
Skip
Yes, I'm in

13

I agree


Improve the quality of our services and develop new ones,
Deliver personalized ads, depending on your account settings, both on Google services and on sites and apps that partner with Google,
Improve security by protecting against fraud and abuse, and
Conduct analytics and measurement to understand how our services are used. We also have partners that measure how our services are used. Learn more about these specific advertising and measurement partners
Combining data
We also combine this data among our services and across your devices for these purposes. For example, depending on your account settings, we show you ads based on information about your interests, which we can derive from your use of Search and YouTube, and we use data from billions of search queries to build spell-correction models that we use across all of our services.
You're in control
Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data now by clicking "More options" below. You can always adjust your controls later or withdraw your consent for the future by visiting My Account (myaccount.google.com)
MORE OPTIONS
I agree

A Google account is created.

14

Next

15

Set Google service ACCEPT

Account is created.

Logging In with a Google Account

1

In Home Screen, (Apps)

12:34 PM
Google
Calendar
Settings
Play Store
Phone
Apps
Chrome
Camera

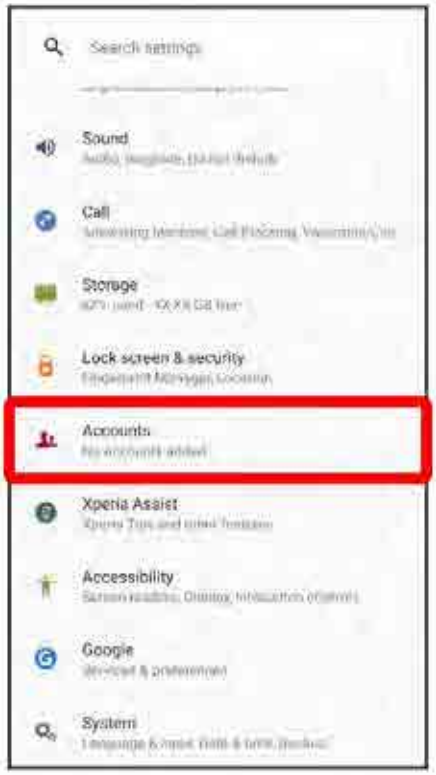
2

(Settings)

Search
Phone
Chrome
Camera
Music
Album
Video & TV
PS App
Contacts
Calendar
News
Play Store
Clock
Calculator
Facebook
Settings
Google

3

Accounts



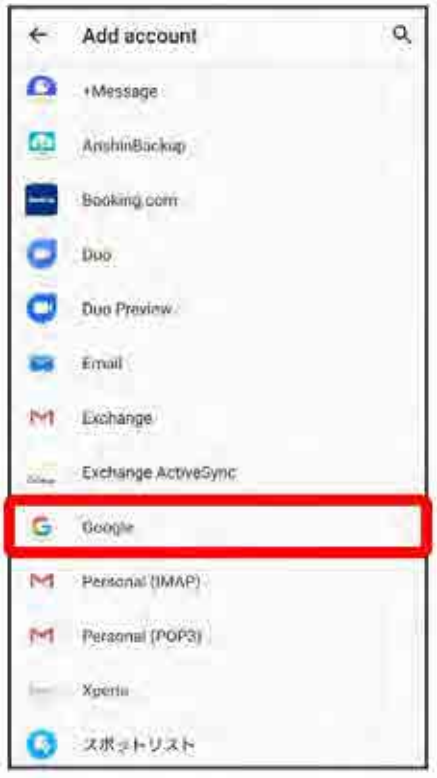
4

Add account

Accounts
Add account
Automatically sync data

5

Google


Add account
+Message
AnshinBackup
Booking.com
Duo
Duo Preview
Email
Exchange
Exchange ActiveSync
Google
Personal (IMAP)
Personal (POP3)
Xperia
スポットリスト

Window for logging in to a Google account opens.

6

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

7

Enter password → Next

8

Follow onscreen instructions

You are logged in to your Google account.

Locking Screen

Display goes out after a set period of inactivity to save battery power (screen is locked). This also prevents accidental Touchscreen operation.
Press Power Key while Display is on to lock screen manually.

Unlocking Screen

Unlocking Screen

1

While Display is off (screen is locked), Press Power Key

Lock Screen appears.

■ Alternatively, if Ambient display is enabled, Double-Tap Ambient screen or Press Power Key.

2

Flick screen up

Screen is unlocked.

- The method for unlocking the screen can be changed.
- For fingerprint authentication, Touch Fingerprint Sensor with authentication finger to unlock screen.

Basic Operation

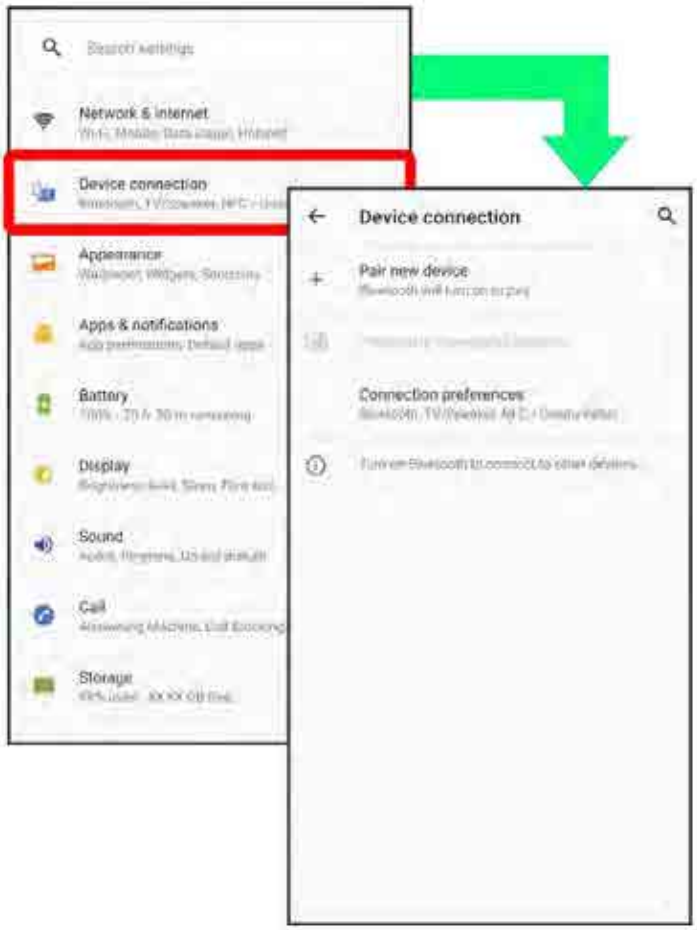
Selecting Options and Navigating Screens

Menu Operations

Selecting Options and Navigating Screens

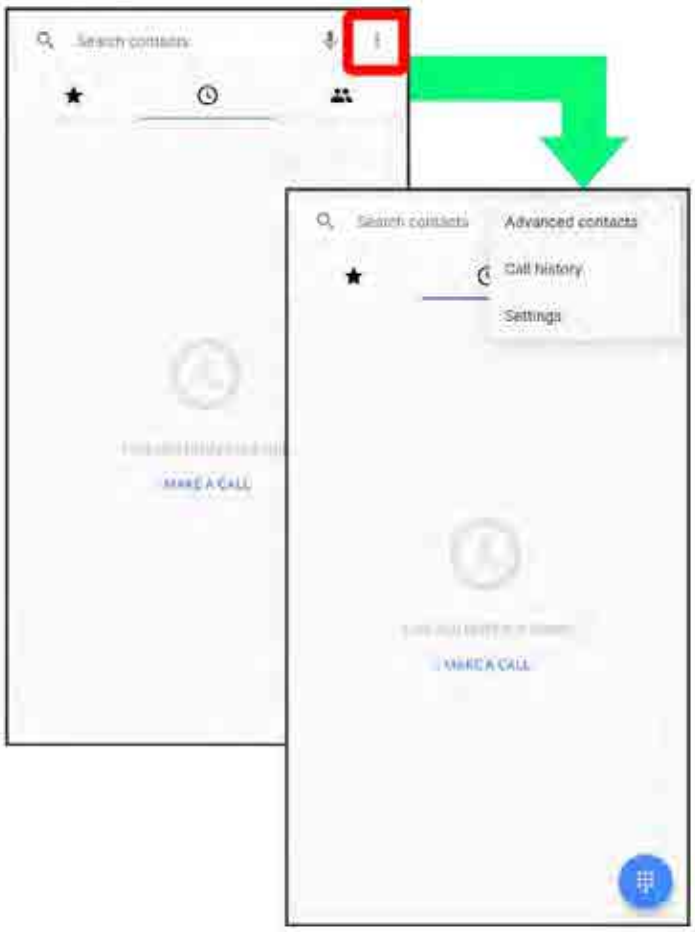
Tap items, icons, onscreen keys, etc. to open assigned items.

■ Tap ◀ to go back to previous screen.

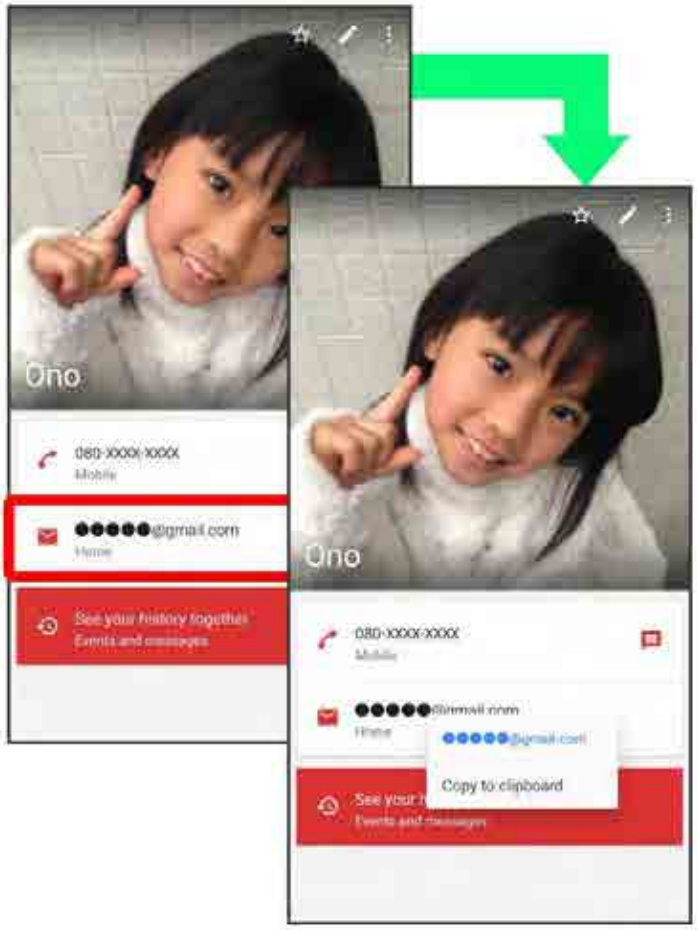


Menu Operations

Tap ⋮ for available settings and items.



Screens may also have settings and items that are available by Touching & Holding Display.


Ono
080-xxxx-xxxx
Mobile
●●●●●@gmail.com
Home
See your history together
Events and messages
Ono
080-xxxx-xxxx
Copy to clipboard

Silent Mode

Set ringtone, operation sounds, etc. not to sound to avoid disturbing others around you.

- Using Silent Mode (Vibrate)
- Using Silent Mode (No Vibrate)

Using Silent Mode (Vibrate)

1

Press Volume Up or Down Key

2

Icon changes to , and handset enters Silent mode (vibrate).

- Tap Silent mode icon to toggle between , , and .

Using Silent Mode (No Vibrate)

1

Press Volume Up or Down Key

2

Icon changes to , and handset enters Silent mode (vibrate).

3

While volume adjustment bar is shown,

Icon changes to , and handset enters Silent mode (no vibrate).

- Tap Silent mode icon to toggle between , , and .

Updating Software

Steps to update software depend on what is being updated in the software.

Updating Software Automatically

Updating Software Manually

Software Update Cautions

Signal Reception

Operate handset where signal reception is good and without changing location. Also operate with adequate battery charge. Signal becoming weak or Internal Battery becoming low during an update may cause an update failure. An update failure may disable handset.

Saved Data/Settings

Saved data may be lost depending on condition of handset (malfunctioning, damaged, water exposure, etc.). The company is not responsible for damages from loss of data.

Updating software may revert some settings to their defaults.

SIM PIN

If SIM PIN is enabled, a SIM PIN entry window appears after software is updated. Enter SIM PIN.

Updating Software Automatically

Update software automatically.

When the update is complete, Tap the notification in the Notifications Window and restart handset.

Updating Software Manually

Tap the software update notification in the Notifications Window and follow onscreen instructions.

Alternatively:

■ In Home Screen, (Apps) (Settings) System Advanced System update

Follow onscreen instructions

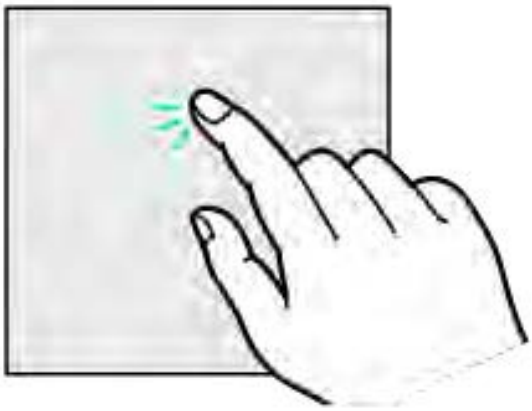
Using Touchscreen

Handset uses a touchscreen-type Display. Operate with your fingers on Display.

- Tap
- Touch & Hold
- Drag
- Swipe/Flick
- Pinch/Spread

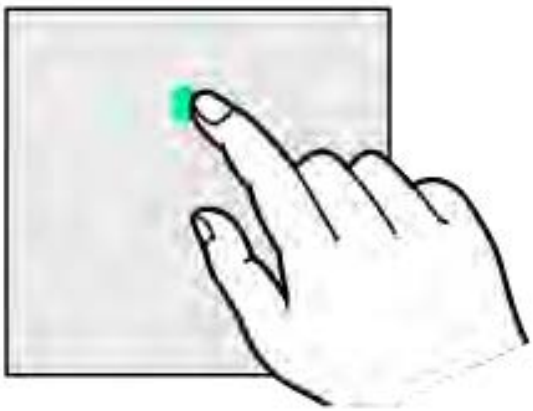
Tap

Contact Display lightly and briefly.



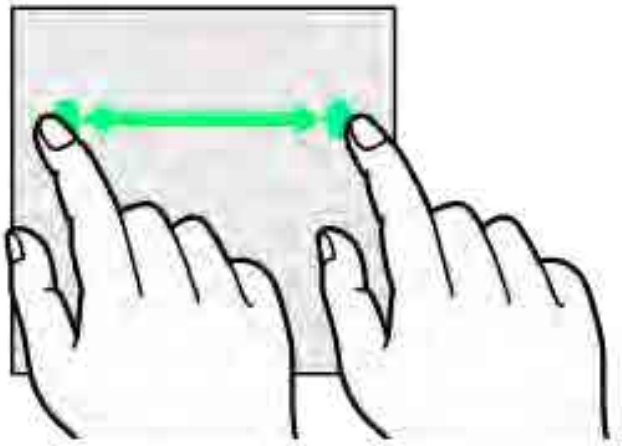
Touch & Hold

Touch screen lightly and hold it for a while. When the screen changes, release finger.



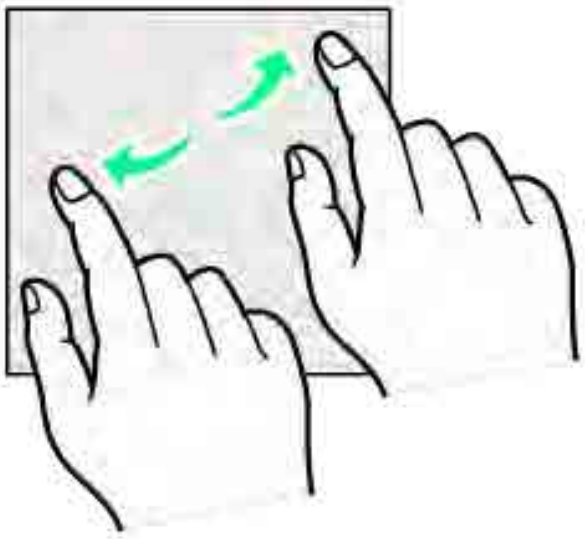
Drag

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



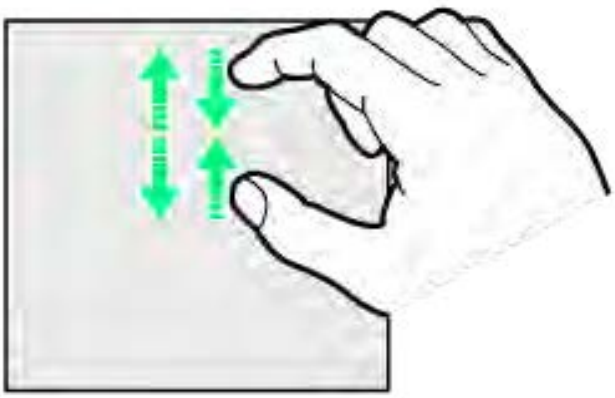
Swipe/Flick

Contact Display lightly, then brush screen up/down or left/right.



Pinch/Spread

Contact Display lightly, then close/widen fingers.



Text Entry

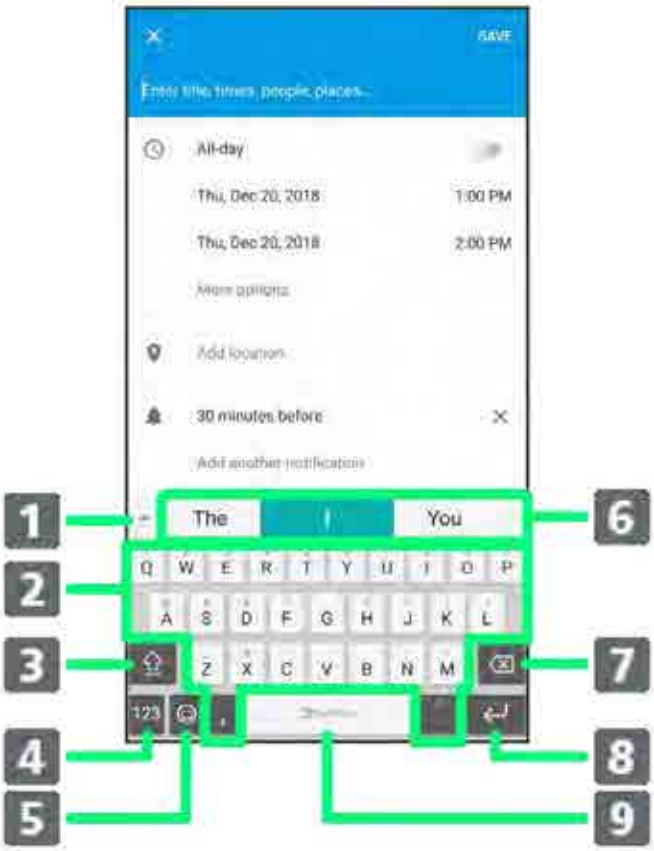
- Keyboards
- QWERTY Keyboard Layout
- Switching Character Types (Entry Modes)

Keyboards

Enter text with onscreen QWERTY keyboard by Tapping each character individually, or by using SwiftKey Flow feature and sliding finger from character to character (on by default). Switch from SwiftKey Flow to SwiftKey Gesture for swipe-action text entry. Touch & Hold each character for extended characters.

- Tap to hide keyboard.
- Input method is set to International keyboard (SwiftKey Keyboard) by default. To input Japanese, Tap to change keyboard to Xperia Japanese keyboard.

QWERTY Keyboard Layout

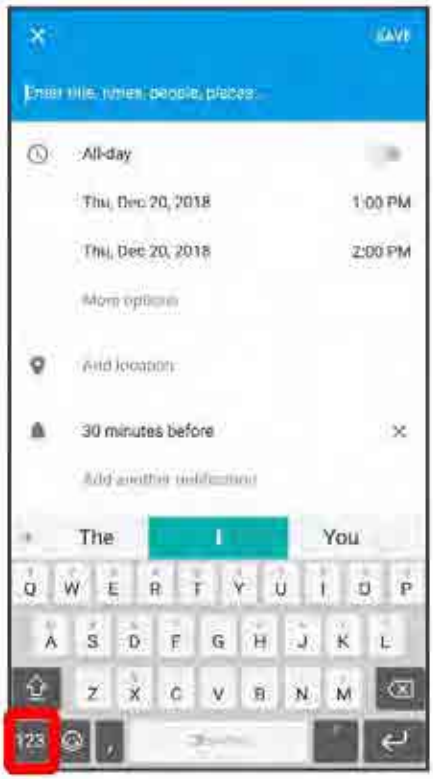


① Tap for functions menu (SwiftKey setting, quoting, etc.). Change the shown menu.
② Enter a character. Touch & Hold character to show variant options.
③ Switch between lower-case , upper-case , and caps .
④ Toggle entry modes.
⑤ Tap to enter emoji, symbols, or emoticons. Append GIF videos and Stickers. Tap abc to back to alphabet mode.
⑥ Show entry candidates.
⑦ Delete a character before cursor.
⑧ , , , or appears depending on application. Confirm text input or enter line break.
⑨ Enter a space.

Switching Character Types (Entry Modes)

1

In QWERTY keyboard, Tap 123



Entry mode is changed to number and symbol mode.

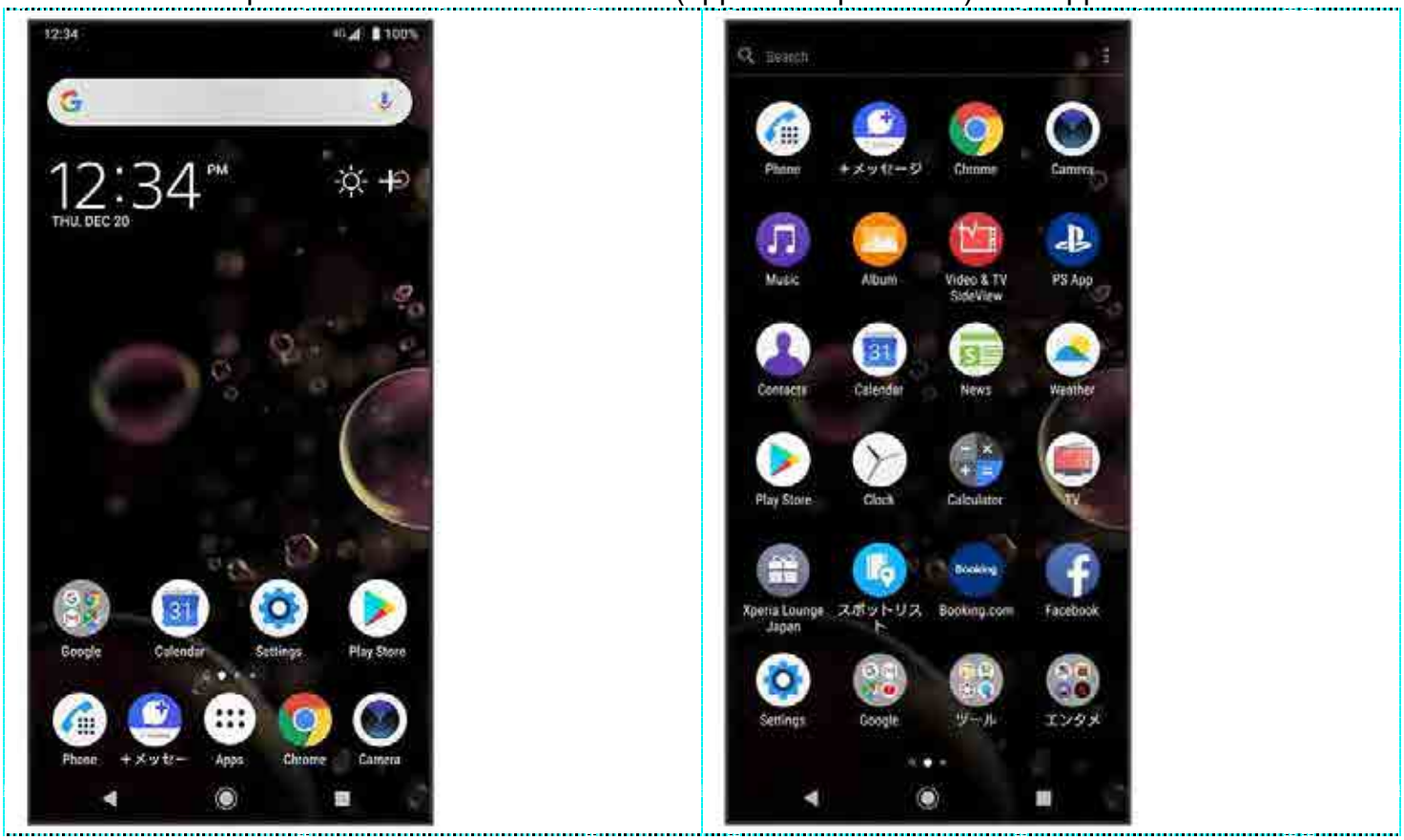
- To enter more symbols, Tap {&=.
- Tap abc to back to alphabet mode.

Screen Basics

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

Home Screen & Applications List

Most handset operations start in Home Screen (appears at power on) or in applications list.



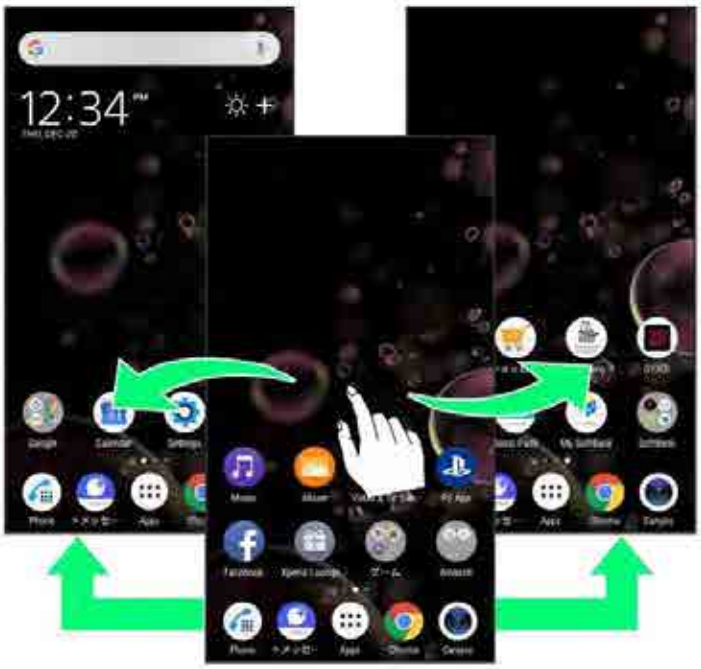
Layout

Item	Description
1 **Status Bar**	Drag down for Notifications Window. Drag Notifications Window down to open Quick Settings.
2 **Home Screen Position**	Current position among several Home Screen sheets.
3 **Dock**	Tap an icon to activate application or function. Customize with up to four application shortcuts. Also, create folders.
4 **Navigation Bar**	Tap Key icon to operate. For Navigation Bar, see "Navigation Bar."
5 **Customize Area**	Place application shortcuts, folders, widgets freely.
6 **Apps Key**	Open applications list.

Toggling Home Screen Sheets

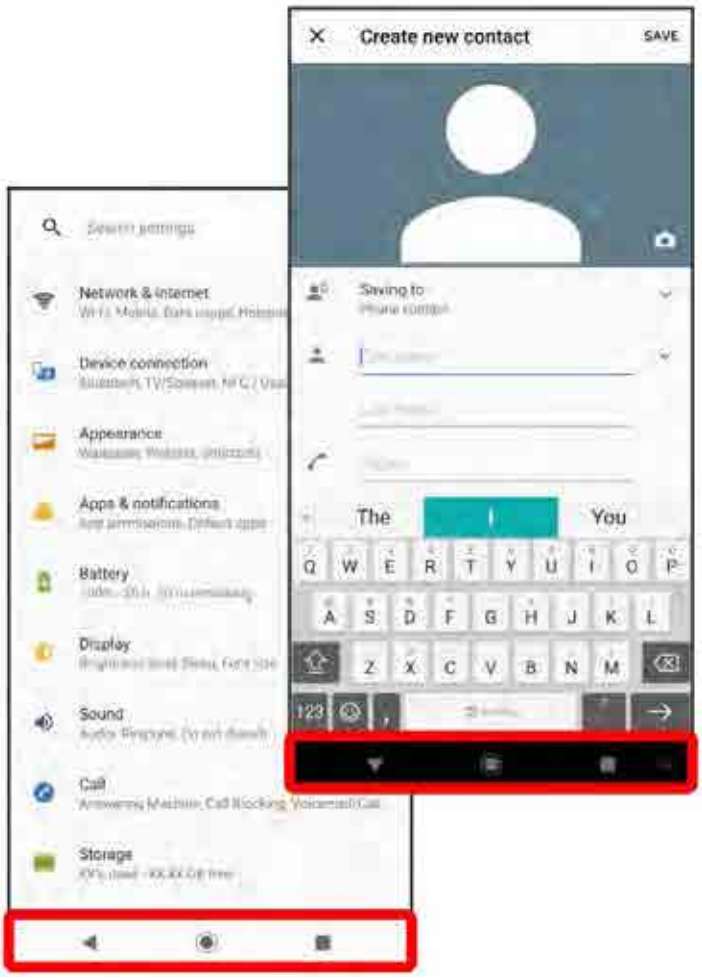
Home Screen consists of 20 sheets. Customize each Home Screen sheet with application shortcuts, widgets, etc. to make handset more convenient. Flick Home Screen left/right to toggle sheets.

■ In any Home Screen sheet, Tap ◉ to return to Home Screen top sheet.



Navigation Bar

Tap icons on Navigation Bar (Display bottom) for the following functions/operations.

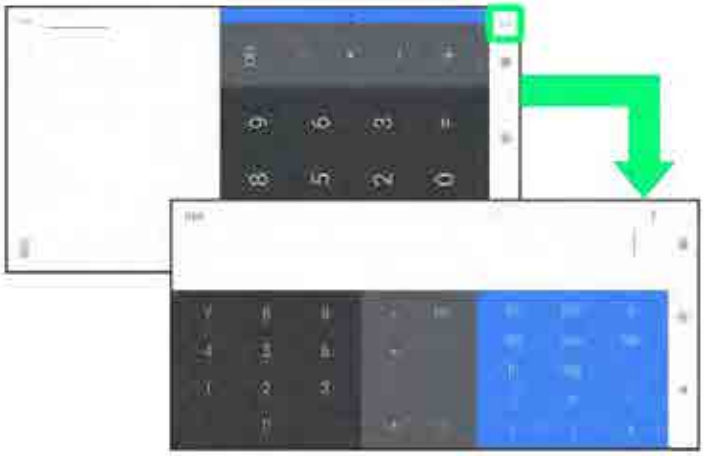


Item	Description
(Back)	Return to previous screen. Appears as for onscreen keyboard; Tap to close keyboard.
(Home)	Return to Home Screen.
(History)	Open listing of recently used applications and activate or delete applications.
(Keyboard)	Change keyboard.
(To landscape orientation) / (to portrait orientation)	Appears when handset and screen orientations are different. Tap for horizontal orientation, and for vertical orientation.

Portrait Orientation & Landscape Orientation

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

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



Status Bar

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

- Status Bar Layout
- Main Notification Indicators
- Main Status Indicators

Status Bar Layout

① **Notification Indicators**
② **Status Indicators**

Main Notification Indicators

Notification Indicators appearing in Status Bar include the following.

Indicator	Description
	Missed Call

	Call Arriving/Calling/Dialing
	Call on Hold
	New Recorded Message
	New Voicemail
	New Gmail
	New Email
	New Text Message (SMS) / S! Mail / +Message
	Urgent News, Etc.
	Wi-Fi Open Network Available
	USB Device Connected/Moisture Detected in USB Type-C Port
	Sharing File via Bluetooth®
	Data Uploading
	Data Downloading
	Application Update Available
	Application Installation Complete
	Screenshot Saved
	Viewing TV[1]/Scheduled Viewing Started
	Recording TV[1]/Scheduled Recording Started
	Linked to Dynamic Vibration
	Playing Back Play Music
	Calendar Event Reminder
	Alarm Sounding/Snoozing/Unchecked Alarm
	Stopwatch in Use
	Timer in Use
	NFC / Osaifu-Keitai® Locked
	Low Battery Alert (15% or less)
	SD Card Detected/Mounting
	Software Update Notice, Downloading Complete, Stopped

1 Appears when switching to other window such as Home Screen.

Main Status Indicators

Status Indicators appearing in Status Bar include the following.

Indicator	Description
	Battery Full (100%)
	Battery Charging
	Battery Low (5% or less)

	Signal Strength
	4G LTE/4G Data in Use[1]
	3G Data in Use
	No Signal
	Airplane Mode
	Wi-Fi Connected
	Wi-Fi Connected without Internet Accessibility, or Unstable Wi-Fi Signal
	Bluetooth® Connected
	Silent Mode (vibrate)
	Silent Mode (no vibrate)
	Do not disturb[2] On
	Obtaining Current Location

1 Handset supports FDD-LTE (SoftBank 4G LTE) and AXGP (SoftBank 4G); indicator appears when handset is connected to either. Handset connects to SoftBank 4G first.

2 For details on Do not disturb, see "Sound."

Using Notifications Window/Quick Settings

Check Notification Indicators and the details in Notifications Window. Tap icons on Quick Settings to set each function on/off.

Opening Notifications Window

Opening Quick Settings

Opening Notifications Window

1

Drag Status Bar down

Notifications Window opens.

Closing Notifications Window

Drag Notifications Window up

■ Alternatively, Tap ◀ to close Notifications Window.

Opening Quick Settings

1

Drag Status Bar down

Notifications Window opens.

2

Drag Notifications Window down

Quick Settings opens.

■ Alternatively, Drag Status Bar down using two fingers.

Closing Quick Settings

Drag Quick Settings up

■ Alternatively, Tap ◀ to close Quick Settings.

Placing/Answering Calls

Placing Calls

Answering Calls

Phone Function

Emergency Location Report

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

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

VoLTE/VoLTE (HD+) and HD Voice

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

Hints

Q Difficulty during call

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

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

Q Sound pops momentarily during a call

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

Emergency Call Cautions

Note that Airplane mode disables Emergency calls.

Placing Calls

1

In Home Screen, (Phone)

Phone opens.

2

Dialing screen opens.

3

Tap dialpad to enter the other party's number

■ Enter area code first for calling landline numbers.

4

Handset dials number. Call begins when other party answers.

5

To end the call,

Call ends.

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

Flick Lock Screen → EMERGENCY → Enter number for emergency service →

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

Hints

Q Call does not connect

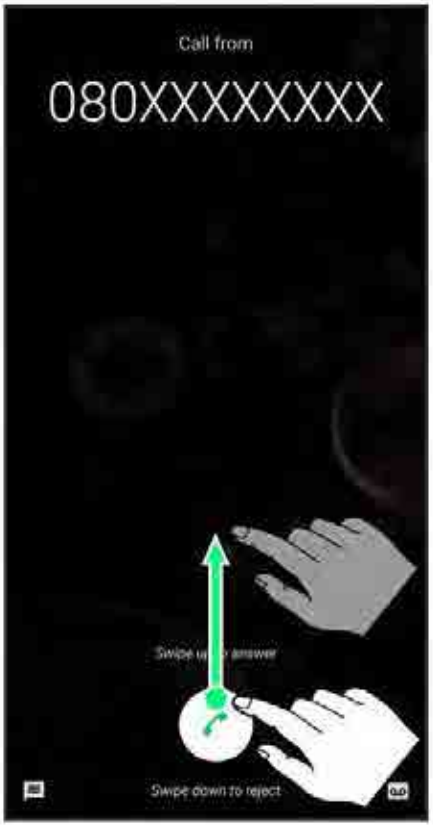
A Was the number dialed using the area code? Dial the number starting with "0."

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

Answering Calls

1

Swipe (Flick) up when call is arriving



Call begins.

2

To end the call,

Call ends.

Arriving Call Operations

Cancelling Ringtone

Press Volume Up/Down Key when call is arriving

■ Alternatively, Press Power Key.

Rejecting Arriving Calls

Swipe (Flick) down when call is arriving

Optional Services

Use the following optional services.

- Optional Services
- Using Call Forwarding
- Using Voicemail
- Changing Call Waiting Settings
- Using Group Calling
- Using Caller ID Notification
- Using Call Barring

Optional Services

Use the following optional services.

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

1 Requires separate subscription.

Using Call Forwarding

In Home Screen, (Phone)

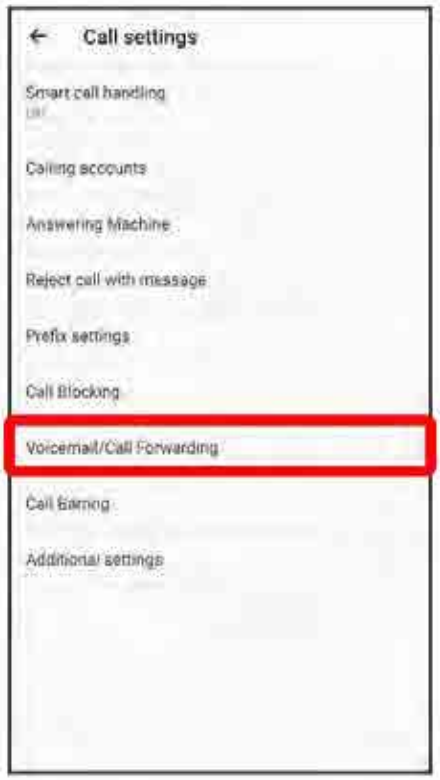
2

⋮ Settings Calls

Call settings open.

3

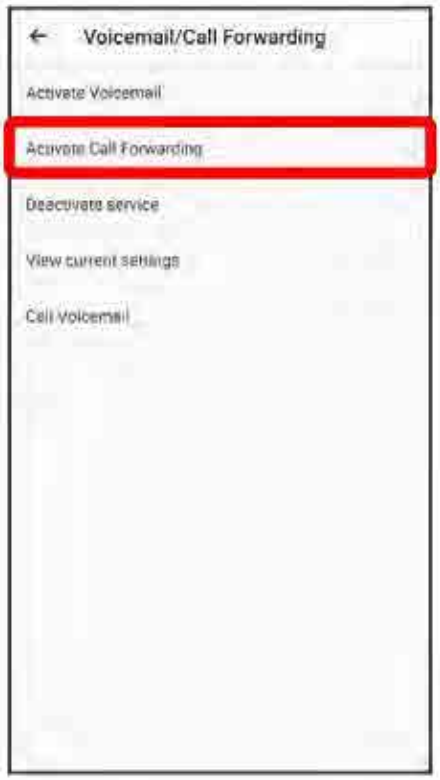
Voicemail/Call Forwarding



Voicemail/Call Forwarding settings open.

4

Activate Call Forwarding



5

All calls/Unanswered calls ➔ Enter phone number to forward to ➔ OK

- If Unanswered calls is selected, set ring time.
- Tap to select phone number to forward to from Contacts.

6

OK

Call Forwarding is activated.

Using Voicemail

1

In Home Screen, (Phone)

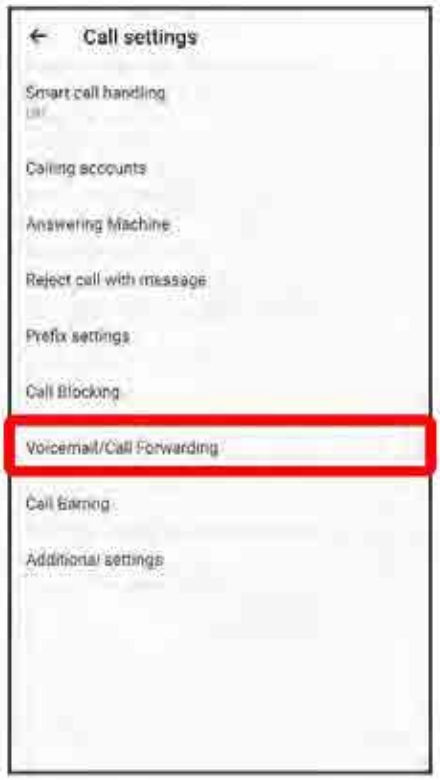
2

Settings Calls

Call settings open.

3

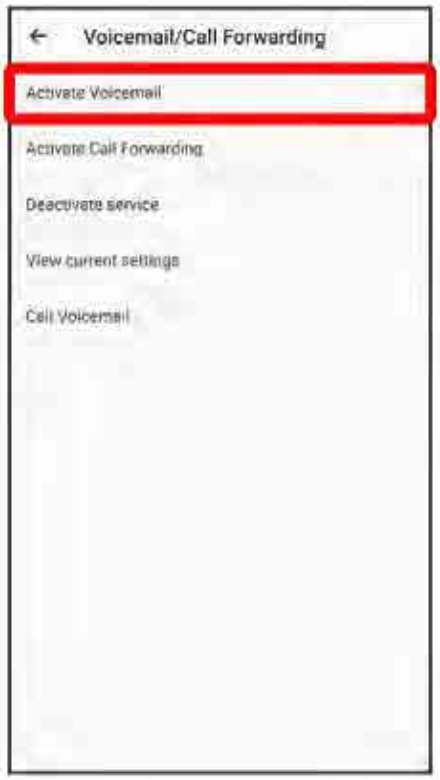
Voicemail/Call Forwarding



Voicemail/Call Forwarding settings open.

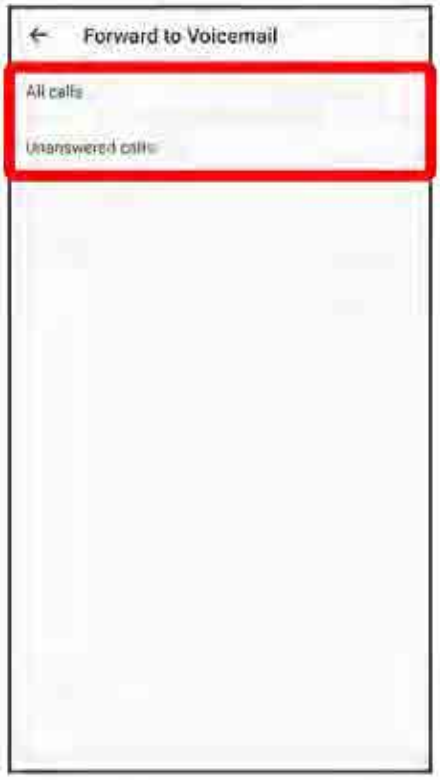
4

Activate Voicemail



5

All calls/Unanswered calls



■ If Unanswered calls is selected, set ring time.

6

OK

Voicemail is activated.

■ appears in Status Bar for new message. Drag Status Bar down and Tap Answering Machine notification, then follow the voice prompts.

Changing Call Waiting Settings

This service requires subscription.

1

In Home Screen, (Phone)

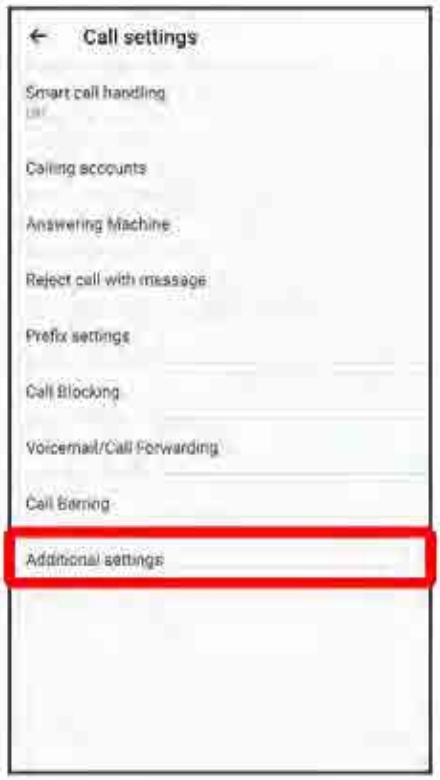
2

⋮ ➔ Settings ➔ Calls

Call settings open.

3

Additional settings



4

Call waiting

Call Waiting setting is changed.

- Tap Call waiting to toggle on ( )/off ( ).
- If Call Waiting is set and a second call arrives during a call, Call Waiting tone is heard. Drag up to begin call.

Using Group Calling

This service requires subscription.

1

During a call, Add call

Dialing screen opens.

2

Enter phone number

Call is added.

3

When the other party answers, Merge

Group Calling starts.

Using Caller ID Notification

1

In Home Screen, (Phone)

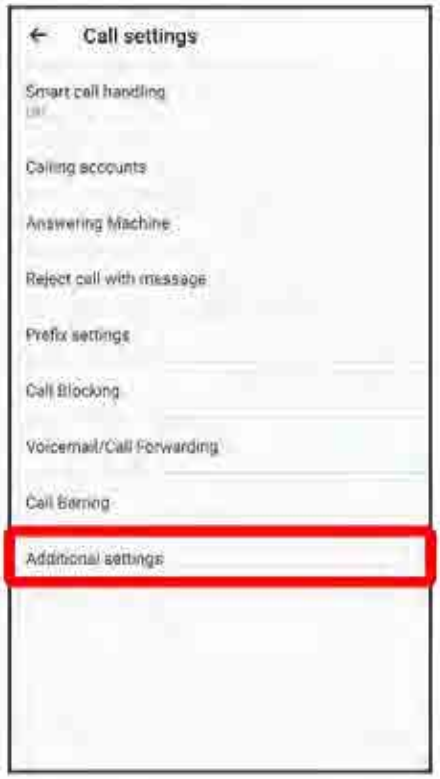
2

Settings Calls

Call settings open.

3

Additional settings



4

Caller ID → Hide number/Show number

Caller ID is set.

Using Call Barring

Restrict calling/SMS.

1

In Home Screen, (Phone)

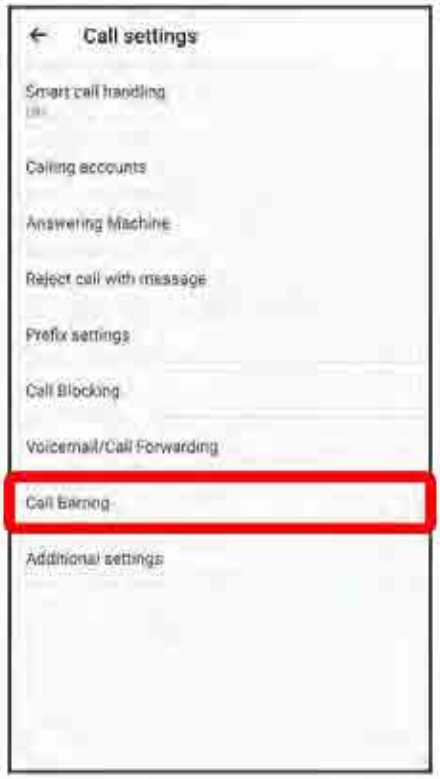
2

Settings Calls

Call settings open.

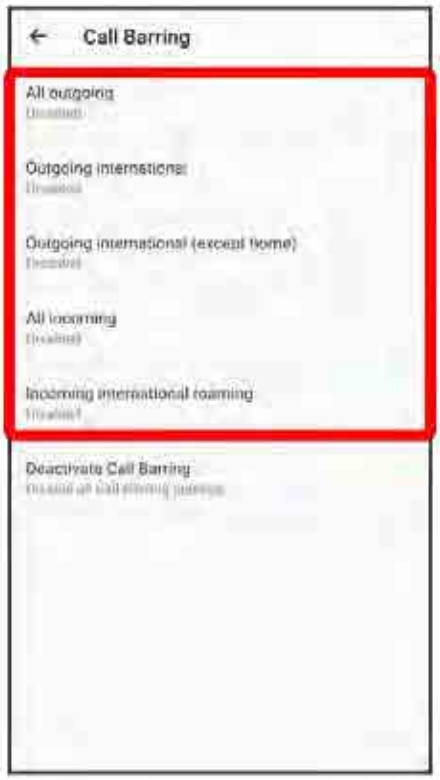
3

Call Barring



4

Tap target option to restrict



5

TURN ON

Call Barring is set.

- To disable all call barring, Tap Deactivate Call Barring, then Tap TURN OFF.

Phone Number

Checking Your Phone Number

Checking Your Phone Number

1

In Home Screen, (Apps) (Contacts)

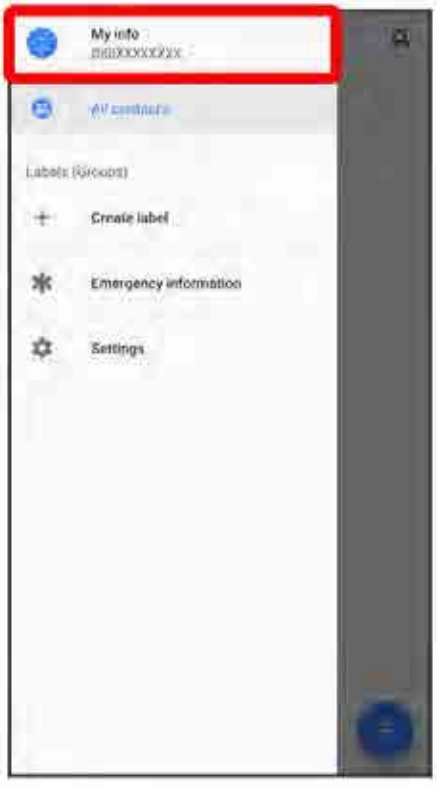
2

≡

Contacts
A
Aoki
K
Kondo
O
Ono
S
Saito
Sakamoto

3

My info


My info
Create label
Emergency information
Settings

Check phone number.

Using Contacts

Save phone numbers, mail addresses, etc. to Contacts.
Use labels to manage contacts in groups.
Specify and block numbers to reject arriving calls and SMS.

Adding New Contacts

Contacts Cautions

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

Adding New Contacts

1

In Home Screen, (Apps)

12:34 PM
THU, DEC 20
Google
Calendar
Settings
Play Store
Phone
Apps
Chrome
Camera

2

(Contacts)

Phone
Chrome
Camera
Music
Album
Video & TV SideView
PS App
Contacts
Calendar
News
Weather
Play Store
Clock
Calculator
TV
Facebook
Settings
Google

Contacts appear.

3

■ If confirmation appears, follow onscreen instructions.

4

Enter items SAVE

Contact is added.

Saving Contacts from Dialing Screen

Save a number entered in dialing screen directly to Contacts.

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

Sending Messages (＋メッセージ (+Message))

Sending New Messages

Sending New Messages

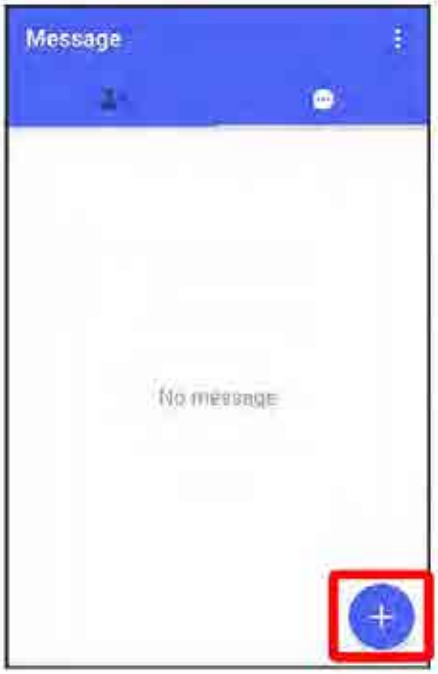
1

In Home Screen, (＋メッセージ)

2

All contacts
Shintaro Itakura
Thanks again!
D
Daisuke Harada
Hello
K
Keiko Yoneyama

3

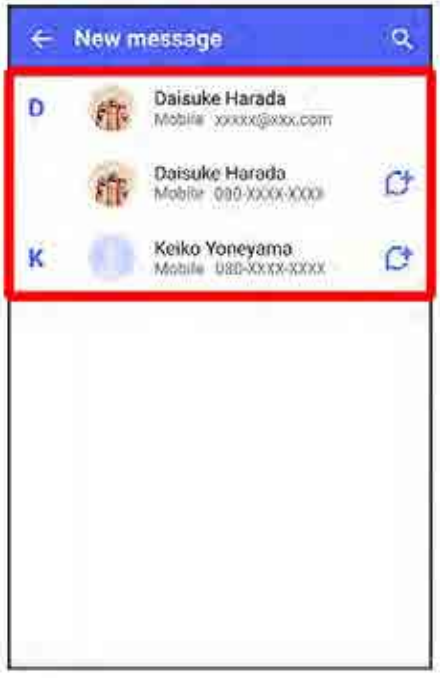

Message
No message

4

New message

5

Tap destination



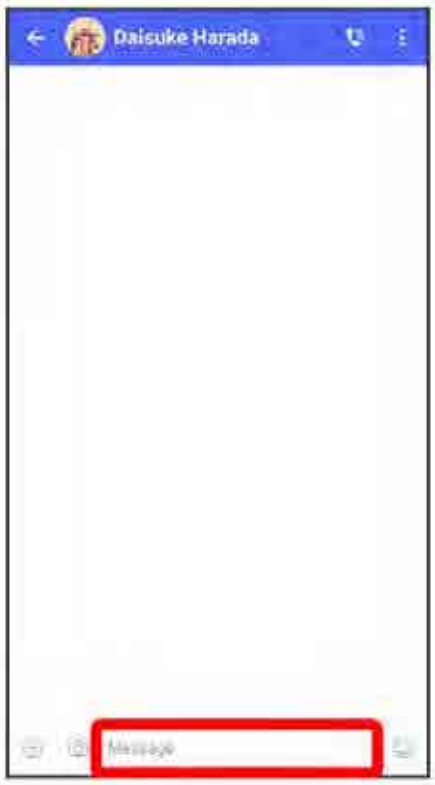
Message window opens.

■ To send to a phone number/email address not saved in contacts, Enter phone

number/email address → Tap Add and create message.

6

Tap message entry field



7

Enter message

Message is sent.

Using Gmail

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

Creating/Sending Gmail

Creating/Sending Gmail

1

In Home Screen, (Apps)

2

(Google)

Search
Phone
+メッセージ
Chrome
Camera
Music
Album
Video & TV SideView
PS App
Contacts
Calendar
News
Weather
Play Store
Clock
Calculator
TV
Xperia Lounge Japan
スポットリスト
Booking.com
Facebook
Settings
Google
ツール
エンタメ

3

(Gmail)

Mail list opens.

4

Mail composition window opens.

5

Enter recipient/subject/mail text

Message is sent.

Operations when Composing Gmail

Adding Cc/Bcc

In mail composition window, for recipient Enter recipient

Attaching Files

In mail composition window, Attach file Select saving location Select file to attach

Saving Mail Being Composed as a Draft (Send Later)

In mail composition window, Save draft

Deleting Mail Being Composed

In mail composition window, Discard DISCARD

Using Email

Adding Accounts

Adding Accounts

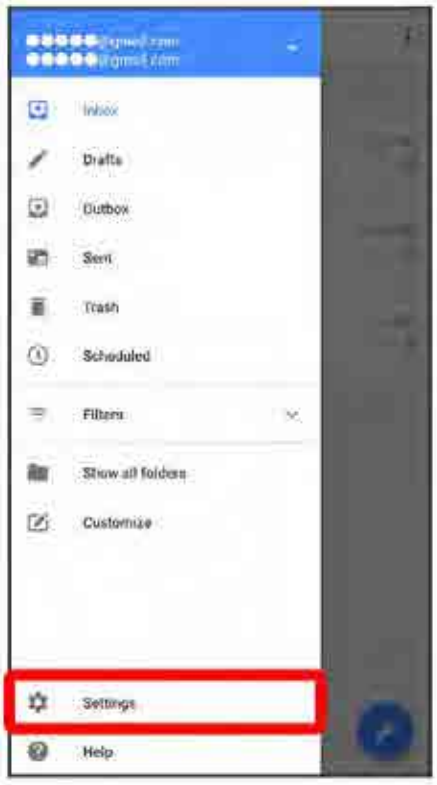
1

In Home Screen, (Apps) (ツール(Tools)) (Email)

Email list opens.

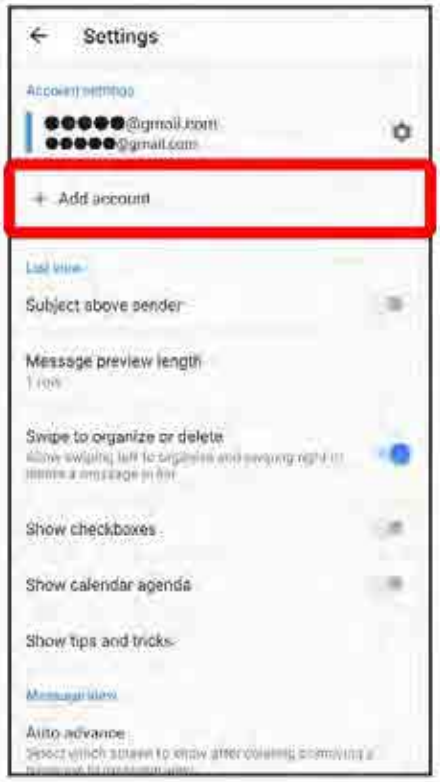
2

Settings



3

Add account



4

Follow onscreen instructions

Email account is added.

Using Chrome

Use the browser simply by entering words to search and URLs.

- Using Chrome
- Adding Bookmarks

TLS

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

TLS Cautions

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

Using Chrome

1

In Home Screen, (Chrome)

Chrome opens.

- If confirmation appears, follow onscreen instructions.

2

Tap entry box at top

3

Enter words to search or URL

Search results appear or a Website opens.

Chrome Operations

Signing in to My SoftBank

Access My SoftBank to check service charges or reward points, change contract details (subscribed price plan, optional services, etc.), check handset email address, use antispam settings, etc.

In Chrome, ⋮ → Bookmarks → SoftBank → My SoftBank → Follow onscreen instructions

Opening New Tabs

Open several tabs to switch between Websites easily.

In Chrome, ⋮ → New Tab

■ To switch between tabs, Tap 2 next to entry field at top of Display and Tap tab (number in icon indicates opened tabs).

Closing Tabs

In Chrome, 2 → ✕ for tab to close

■ Alternatively, Flick tab left/right to close.

Searching within Website

Search for strings of characters within Websites.

With Website open, ⋮ → Find in page → Enter search text

Search results are shown highlighted.

Adding Bookmarks

1

In Home Screen, (Chrome)

Chrome opens.

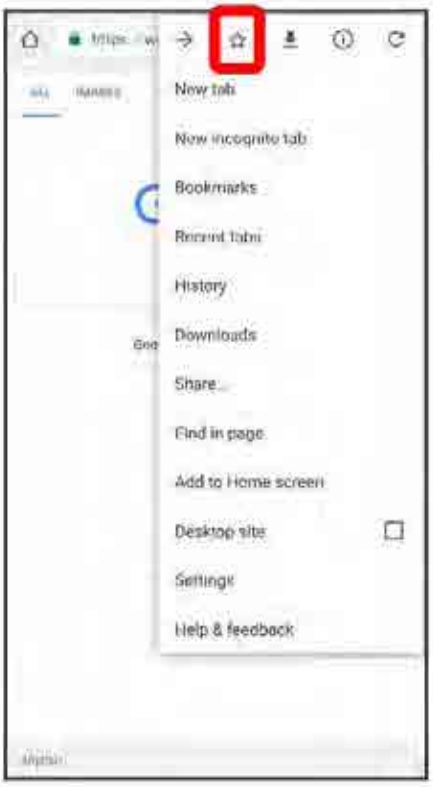
2

Show Website to add

3

4

☆



Current Website is added to Bookmarks.

Bookmark Operations

Editing Bookmarks

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

■ Alternatively, Tap ⋮ of bookmark ➔ Edit.

Deleting Bookmarks

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

■ Alternatively, Tap ⋮ of bookmark ➔ Delete.

Capturing Still Images/Videos

Capturing Still Images

Capturing Videos

Capturing Still Images/Videos

File Format for Still Images

File format for still images is JPEG.

File Format for Videos

File format for videos is MPEG-4.

Quick-Activating Camera

Using Smart Launch

Turning handset sideways and lifting it when Display is off or when Lock Screen appears causes a circle to appear. Tap circle to activate Camera.

Smart Launch responsiveness may be affected in the following instances.

- Walking or moving in a vehicle (acceleration sensor is sensitive to movement)
- Hand is covering Proximity/Light Sensor
- Lifting movement is only slight
- Handset is not held horizontally after being lifted
- Lifting handset soon after lowering it

Change Smart Launch setting as needed.

Other Ways to Quick-Activate Camera

Alternatively, to quick-activate Camera:

- Press Camera Key for one second or more
- In Lock Screen, Flick

Camera Cautions

If Lens Becomes Dirty

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

Avoid Exposure to Direct Sunlight

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

Flash/Photo Light Warning

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

Capturing Still Images

1

In Home Screen, (Camera)

Viewfinder appears.

- If confirmation appears, follow onscreen instructions.
- If there is no operation on Viewfinder, Camera operation ends.

2

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

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

3

Aim Camera at subject Check Viewfinder, then

Shutter clicks and still image is saved.

Capturing Videos

1

In Home Screen, (Camera)

Viewfinder appears.

- If confirmation appears, follow onscreen instructions.
- If there is no operation on Viewfinder, Camera operation ends.

2

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

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

3

Aim Camera at subject → Check Viewfinder, then

Video capturing starts.

- To pause, Tap or to resume, Tap .

4

To stop recording,

Video capturing stops and video is saved.

Viewing Still Images/Videos (Album)

Showing Still Images/Videos

Showing Still Images/Videos

Show captured or downloaded still images/videos. Supported file formats are as follow.

Type	File Format
Still image	JPEG (.jpg, .jpeg), GIF (.gif), PNG (.png), BMP (.bmp), WBMP (.wbmp), HEIF (.heic, .heif), Webp (.webp), DNG (.dng), CR2 (.cr2), NEF (.nef), NRW (.nrw), ARW (.arw), RW2 (.rw2), ORF (.orf), RAF (.raf), PEF (.pef), SRW (.srw)
Video	H.263 (.mp4, .3gp, .3gpp, .3g2, .3gpp2), H.264 (.mp4, .m4v, .3gp, .3gpp, .3g2, .3gpp2, .ts, .avi, .mkv), H.265 (.mp4, .mkv), MPEG-2 Video (.ts), MPEG-4 Video (.mp4, .m4v, .3gp, .3gpp, .3g2, .3gpp2, .avi), VP8 (.mkv, .webm), VP9 (.mkv, .webm)

1

In Home Screen, (Apps)

12:34 PM
THU, DEC 20
Google
Calendar
Settings
Play Store
Phone
Apps
Chrome
Camera

2

(Album)

Phone
Chrome
Camera
Music
Album
Video & TV
PS App
Contacts
Calendar
News
Weather
Play Store
Clock
Calculator
Facebook
Settings
Google

Still image/video list opens.

- If confirmation appears, follow onscreen instructions.

3

Tap still image/video

Still image/video window opens.

- Tap still image/video window to show captured date & time or option menu icons.
- For video, Tap and follow onscreen instructions.
- To select other files, Tap to return to list, then select file again or Flick still image/video window left or right.

Zooming In or Out Still Image

In still image window, Tap Display twice or Pinch

Adding/Deleting Applications

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

- Installing Free Applications
- Purchasing Paid Applications
- Updating Applications

How to Use Google Play

In Google Play, Help & feedback

The Web browser will take you to the Google Play Help Website.

Installing Applications

Many different kinds of applications can be installed on handset from Google Play (provided by Google LLC). SoftBank Corp. is not responsible in any way for user-installed applications (quality, reliability, legality, fitness for a purpose, credibility, accuracy, etc.) or resulting malfunctions (viruses, etc.).

Installing Free Applications

1

In Home Screen, (Apps)

12:34 PM
THU, DEC 20
Google
Calendar
Settings
Play Store
Phone
Apps
Chrome
Camera

2

(Play Store)

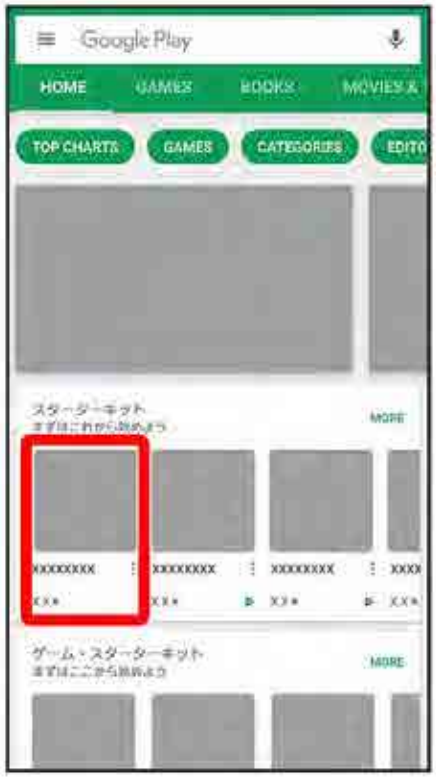
Search
Phone
Chrome
Camera
Music
Album
Video & TV SideView
PS App
Contacts
Calendar
News
Weather
Play Store
Clock
Calculator
Facebook
Settings
Google

Google Play appears.

■ If confirmation appears, follow onscreen instructions.

3

Tap free application



4

INSTALL

Application is downloaded and installed.

■ If confirmation appears, follow onscreen instructions

Purchasing Paid Applications

1

In Home Screen, (Apps)

12:34 PM
THU, DEC 20
Google
Calendar
Settings
Play Store
Phone
Apps
Chrome
Camera

2

(Play Store)

Search
Phone
Chrome
Camera
Music
Album
Video & TV SideView
PS App
Contacts
Calendar
News
Weather
Play Store
Clock
Calculator
Facebook
Settings
Google

Google Play appears.

- If confirmation appears, follow onscreen instructions.

3

Tap paid application

4

Tap amount

- If confirmation appears, follow onscreen instructions.

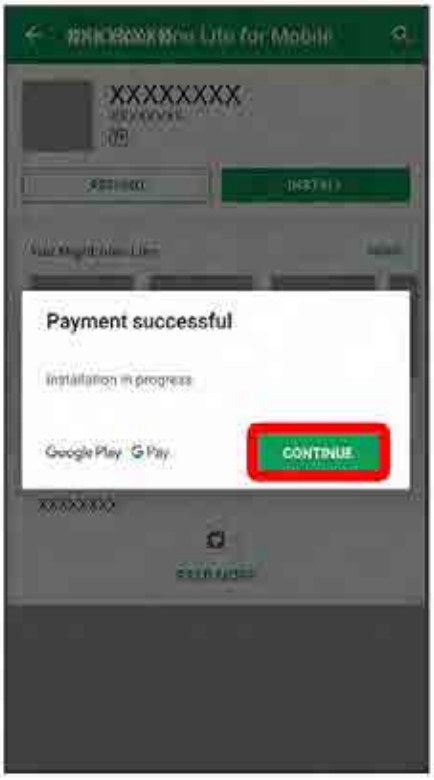
5

BUY

■ If confirmation appears, follow onscreen instructions.

6

CONTINUE



Application is downloaded and installed.

Purchased Applications

Payment

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

On Other Android Devices

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

Requesting Refunds

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

In Google Play, ☰ My apps & games INSTALLED Tap application REFUND YES

Purchasing Applications

Purchase applications at your own risk. SoftBank Corp. is not responsible for any disadvantage resulting for user or third parties.

Updating Applications

1

In Home Screen, (Apps) (Play Store)

Google Play appears.

- If confirmation appears, follow onscreen instructions.

2

My apps & games Tap application to update UPDATE

The application is downloaded and installed.

- If confirmation appears, follow onscreen instructions.

Setting Application Updates

Setting Automatic Updates for Applications

In Google Play, ☰ → Settings → Auto-update apps → Set update method

Setting Automatic Updates for Individual Applications

In Google Play, ☰ → My apps & games → Tap application → ⋮ → Enable auto update (☑)

■ Automatic updates are unavailable for some applications.

Listening to Music

Playing Music

File Formats

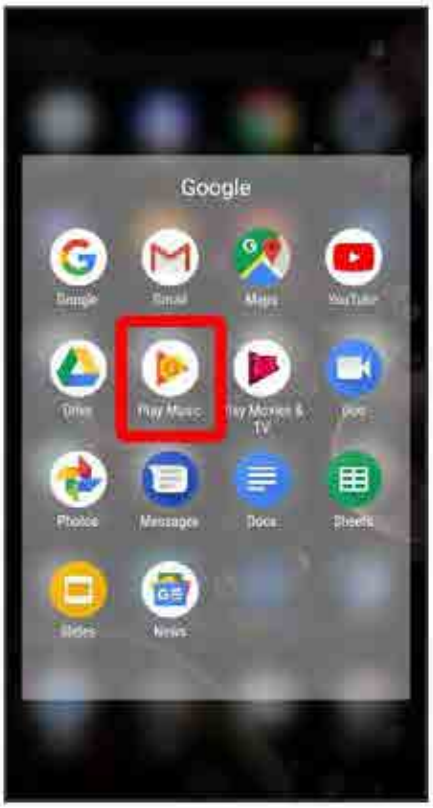
Supported file formats:

- AAC-LC (.mp4, .m4v, .3gp, .3gpp, .3g2, .3gpp2, .ts, .aac, .m4a), AAC+ (.mp4, .3gp, .3gpp, .3g2, .3gpp2, .ts, .aac), eAAC+ (.mp4, .3gp, .3gpp, .3g2, .3gpp2, .ts, .aac), AAC-ELD (.mp4, .3gp, .3gpp, .3g2, .3gpp2), AMR-NB (.3gp, .3gpp, .3g2, .3gpp2, .amr), AMR-WB (.3gp, .3gpp, .3g2, .3gpp2, .awb), FLAC (.flac), MP3 (.avi, .mp3), MIDI (.mid, .midi, .smf, .xmf, .mxmf, .rtttl, .rtx, .ota, .imy), Vorbis (.mkv, .webm, .mka, .ogg), PCM (.wav, .aiff, .aif, .aifc), Opus (.mkv, .webm, .mka, .ogg), ALAC (.m4a), WMA (.wma), DSD (.dsf, .dff)

Playing Music

1

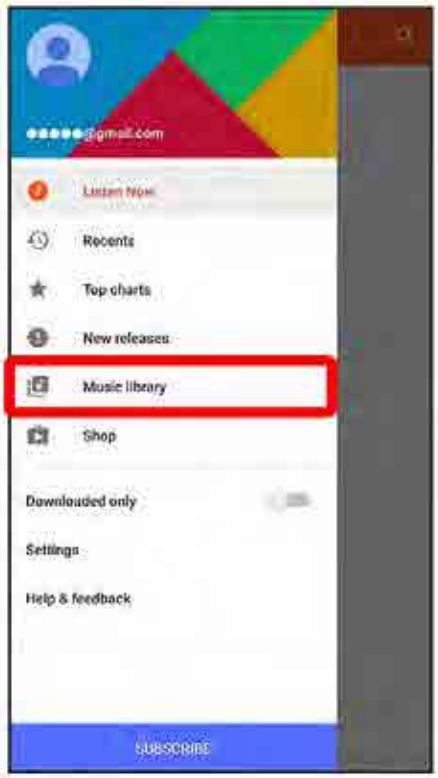
In Home Screen, (Apps) (Google) (Play Music)



■ If confirmation appears, follow onscreen instructions.

2

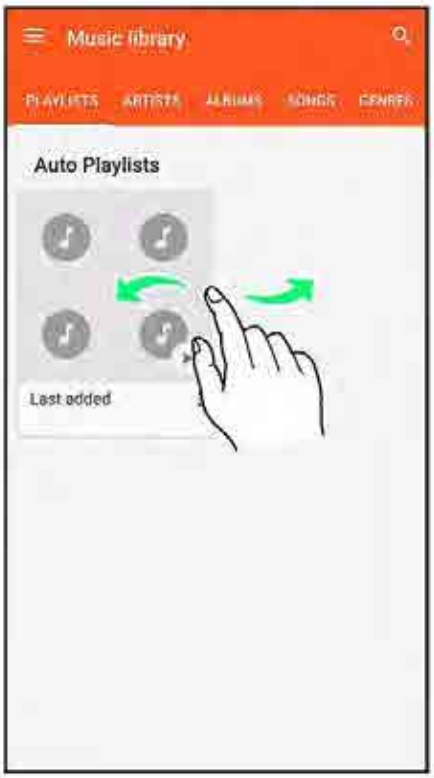
Music library



Music library opens.

3

Flick screen left/right and select category (such as "ALBUMS")



4

Tap ▶ for item/song

Song plays.

- Drag Playback Bar at bottom of Display up to open Music Playback screen.

Connecting by Wi-Fi

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

Selecting a Network Connection

Automatic Updates for Optimizing Wi-Fi Connection

While using Wi-Fi, updates for optimizing connection may be received or applied automatically.

Selecting a Network Connection

1

In Home Screen, (Apps)

2

(Settings)

3

Network & Internet

Search settings
Network & internet
Device connection
Appearance
Apps & notifications
Battery
Display
Sound
Call
Storage

4

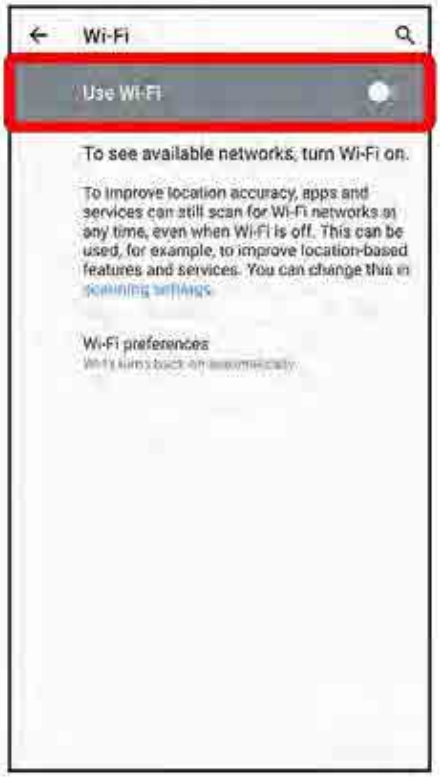
Wi-Fi

Network & internet
Wi-Fi
Mobile network
Data usage
Hotspot & tethering
Airplane mode
Advanced

Wi-Fi settings open.

5

Use Wi-Fi ( )



Wi-Fi is enabled.

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

6

Tap Wi-Fi network

7

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

Hints

Q Cannot use Bluetooth®

A Is handset in Airplane mode? Bluetooth® turns off in Airplane mode. Turn on Bluetooth® enable in Airplane mode.

Bluetooth® Function Cautions

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

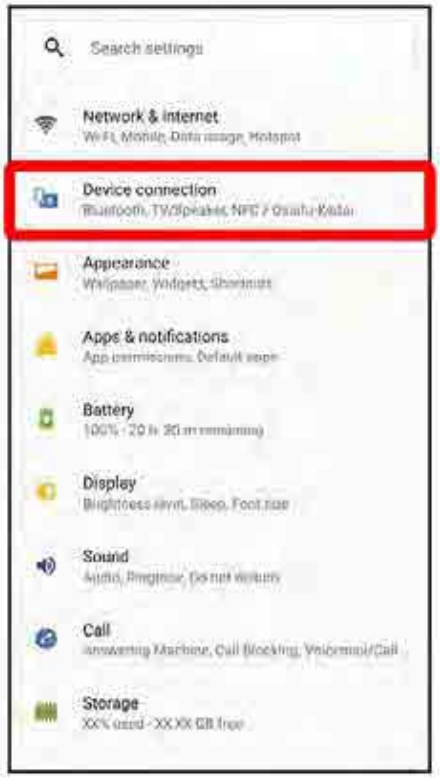
Enabling Bluetooth® Function

1

In Home Screen, (Apps) (Settings)

2

Device connection



3

Connection preferences → Bluetooth

Bluetooth® settings open.

4

Off ( )

Bluetooth® function is enabled.

- To disable Bluetooth® function, Tap On ( ).

Handset Settings

Main setting options are described in the User Guide.

Handset Settings

Handset Settings

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

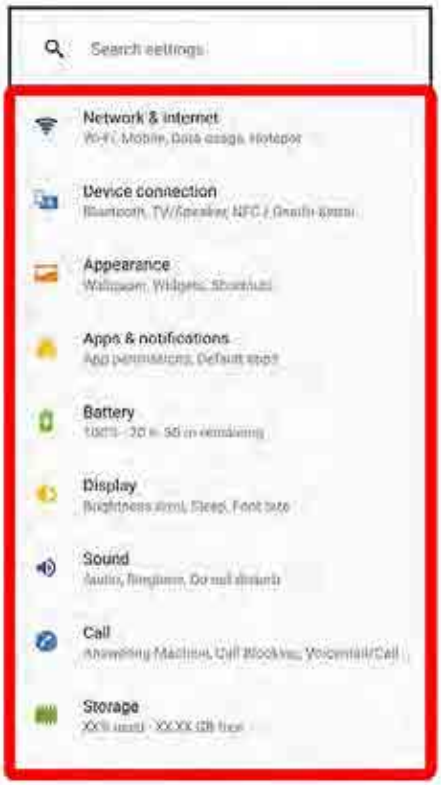
Item	Description
Network & Internet	Make network and Internet settings for Wi-Fi, mobile networks, data usage, etc.
Device connection	Make connection settings to other devices, such as Bluetooth® connection and NFC / Osaifu-Keitai® settings.
Appearance	Set Wallpaper, widgets, shortcuts, etc.
Apps & notifications	Make application and notification settings.
Battery	Check Battery usage and make settings to save battery power.
Display	Set screen brightness, font size, etc.
Sound	Set ringtone, touch sounds, etc.
Call	Set network services such as Voicemail, Call Forwarding, and Answering Machine.
Storage	Check internal and SD Card storage, mount SD Card, and delete SD Card data.
Lock screen & security	Set screen lock, SIM Card lock, etc.
Accounts	Create accounts as well as add, sync, etc.
Xperia Assist	Check handset introduction and tips, with operations and settings.
Accessibility	Set captions, magnification gestures, and other useful accessibility functions.
Google	Set for Google services.
System	Check and make settings for language, text entry, date and time, data backup, default reset, handset information, etc.

In Home Screen, (Apps) (Settings)

Handset settings open.

2

Set items



Setting is complete.

Network & Internet Settings

Make network and Internet settings for Wi-Fi, mobile networks, data usage, etc.

Network & Internet Settings

Network & Internet Settings

Settings can be made for the following items.

Item	Description
Wi-Fi	Enable Wi-Fi connection. For details, see "Connecting by Wi-Fi."
Mobile network	Set a network type, etc.
Data usage	Check mobile data traffic and set limit.
Hotspot & tethering	Use handset as Wi-Fi router to access Internet from a PC, game console, etc.
Airplane mode	Disable all functions that emit signals. Handset stays powered on.
Advanced	・VPN Add a VPN. ・Private DNS Make private DNS settings.

Application & Notifications Settings

Make application and notification settings.

Application & Notifications Settings

Application & Notifications Settings

Settings can be made for the following items.

Item	Description
See all XX apps	Check and make settings for installed applications.
Configure notifications	Make notification settings.
Default apps	Set applications that launch as standard applications.
Advanced	・Apps permissions Set permissions required by applications. ・Emergency alerts Make settings for emergency alerts. ・Special app access Make settings for special access.

Sound Settings

Set ringtone, touch sounds, etc.

Sound

Sound

Settings can be made for the following items.

Item	Description
Audio settings	Set for sound.
Accessory settings	Set sound quality etc. when connecting accessories.
Media volume	Adjust media volume.
Dynamic Vibration	Add vibration when playing back movies, videos, and music for an enhanced experience. During playback with a supporting application, Press Volume Key for volume adjust bar to adjust vibration. Muting media volume also turns Dynamic Vibration off.
In-call volume	Adjust call volume.
Ring and notification volume	Adjust ring volume and notification sound.
Alarm volume	Adjust alarm volume.
Also vibrate for calls	Enable vibration for ringtone.
Do not disturb	Set notification restrictions on/off. When restrictions are set on, make ringtone, vibration, and activation settings.
Phone ringtone	Set phone ringtone.
Notification sound	Set notification sound.
Default alarm ringtone	Set alarm ringtone.
Advanced	・Dialpad tones Enable confirmation tones when Dialpad Tapped. ・Screen locking sounds Enable tone when locking or unlocking screen. ・Charging sounds Enable tone when charging starts. ・Touch sounds Enable tones for touch operation. ・Touch vibration

Enable vibration for ◉ (home), keyboard operation, etc.

Lock Screen & Security Settings

Set screen lock, SIM Card lock, etc.

- Lock Screen & Security Settings
- Code Types
- Enabling SIM PIN
- Changing SIM PIN

Lock Screen & 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.
Screen lock	Set method for unlocking screen.
Fingerprint Manager	Set fingerprints.
Smart Lock	Enable handset either to check for trusted place, device, voice, or face to detect that it is being carried and unlock screen, when screen unlock method is "Pattern", "PIN", or "Password."
Lock screen preferences	Make settings for notifications, messages, and Ambient display in Lock Screen.
Location	Enable location information.
Show passwords	Enable entered characters to be visible before changing to "●" in text entry window for SIM PIN / screen lock PIN / password.
Advanced	・Device admin apps Enable/disable applications managing handset. ・SIM card lock Make settings for SIM Card lock. ・Encryption & credentials Make settings for encryption and credentials. ・Trust agents Enable/disable Trust agents. ・Screen pinning

	Set to keep only screen of specified application in view. When set to ON, pinned screen cannot be moved.

1 Screen view may differ depending on usage.

Code Types

The following codes are required for handset use.

Code	Description
Operation Password	Code necessary to use handset functions.
Center Access Code	Four-digit code you have set in subscription contract.
SIM PIN	Code for SIM Card. PIN is 9999 by default. For details, see "Enabling SIM PIN."
PIN	Code for unlocking screen.

PIN Types

In addition to the SIM PIN for SIM Card, there is a different PIN for unlocking the screen. Do not forget these codes.

Enabling SIM PIN

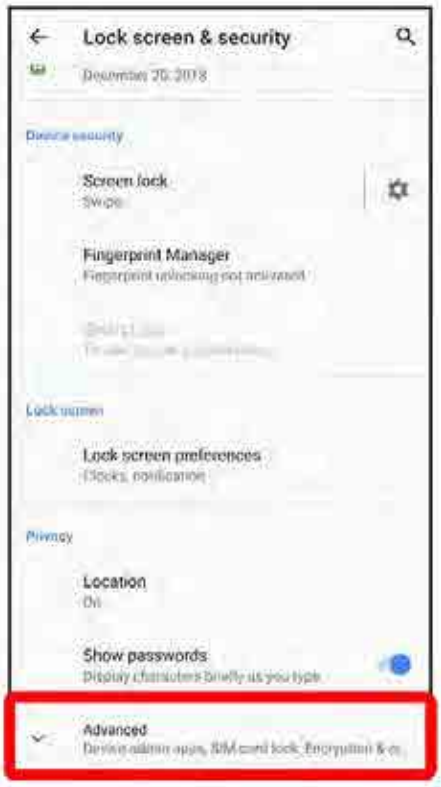
When PIN is enabled, a window for entering PIN appears to allow handset use each time handset is powered on with SIM Card installed.

1

In Home Screen, (Apps) (Settings)

2

Lock screen & security ➔ Advanced



3

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, disabling handset. For recovery, SIM Card must be reissued at a SoftBank Shop (fees apply).

Changing SIM PIN

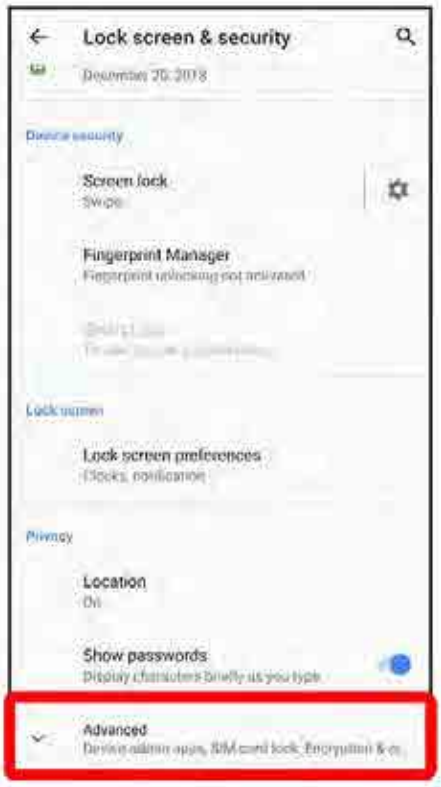
First enable SIM PIN to change PIN.

1

In Home Screen, (Apps) → (Settings)

2

Lock screen & security ➔ Advanced



3

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

PIN is changed.

Account Settings

Account Settings

Account Settings

Create accounts as well as add, sync, etc. Settings can be made for the following items.

Item	Description
Add account	Create and add accounts.
Automatically sync data	Enable automatic updating of data for applications.

Setting Applications to Sync for Each Account

In Home Screen, (Apps) (Settings) Account Tap account to sync Account sync Tap sync item

- Tap item to toggle on ( )/off ( ).
- Tap item to sync when Automatically sync data is disabled.

Making Calls while Abroad

Carry "世界対応ケータイ海外ご利用ガイド" (Japanese guide) overseas.

- International Calls to Japan and Other Countries from Abroad
- Calls to Landline Phones/Cell Phones in Country of Stay

International Calls to Japan and Other Countries from Abroad

1

In Home Screen, (Phone)

Phone opens.

2

Dialing screen opens.

3

Touch & Hold 0

"+" 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

Handset dials number. Call begins when other party answers.

Calls to Landline Phones/Cell Phones in Country 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

1
2
3
4
5
6
7
8
9
0

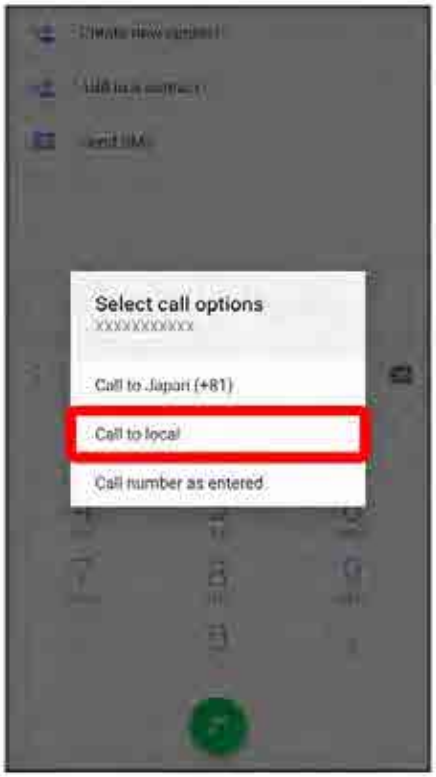
4

Create new contact
Add to a contact
Send SMS
XXX-XXXX-XXXX
1
2
3
4
5
6
7
8
9
0

Call option selection opens.

5

Call to local



Handset dials number. Call begins when other party answers.

Specifications

- Handset
- USB Type-C to 3.5 mm Adapter (with TV Antenna) (SODAJ1)

Handset

Item	Description
Dimensions (W x H x D)	Approx. 73 × 167 × 8.5 mm
Weight	Approx. 193 g
Continuous Talk Time	3G: Approx. 1890 minutes GSM: Approx. 780 minutes 4G (LTE): Approx. 2110 minutes
Continuous Standby Time	3G: Approx. 585 hours GSM: Approx. 535 hours 4G (AXGP): Approx. 535 hours 4G (FDD-LTE): Approx. 560 hours
Charging Time	Approx. 165 minutes AC Charger (USB Type-C™ rapid charging AC Charger with USB PD capability [ZSDBAS] (SB-AC20-TCPD))[1]
One Seg Viewing Time	Approx. 9.6 hours
Full Seg Viewing Time	Approx. 9.3 hours

1 Scheduled release starting early November 2018. For details on compatible chargers, see SoftBank Website.

USB Type-C to 3.5 mm Adapter (with TV Antenna) (SODAJ1)

Item	Description
Dimensions (Length)	Approx. 117 mm
Weight	Approx. 5 g

Customer Service

For SoftBank handset or service information, call General Information. For repairs, call Customer Assistance.

- General Information
- Assistance with Repairs/Lost Handsets
- Smartphone Technical Support Center
- SoftBank Global Call Center

General Information

For all SoftBank inquiries, from fees to service information.
From a SoftBank handset, 157 (call charges free)
From a landline/IP phone, 0800-919-0157 (call charges free)
Service hours: 9:00 am – 8:00 pm

Assistance with Repairs/Lost Handsets

If handset is lost/stolen, call this number immediately.
From a SoftBank handset, 113 (call charges free)
From a landline/IP phone, 0800-919-0113 (call charges free)
Service hours: 9:00 am – 8:00 pm

Smartphone Technical Support Center

For inquiries regarding handset operation and details of service.
From a SoftBank handset, 151 (call charges free)
From a landline/IP phone, 0800-1700-151 (call charges free)
Service hours: Weekdays 9:00 am – 7:00 pm / Saturdays, Sundays, and holidays 9:00 am – 5:00 pm

SoftBank Global Call Center

For inquiries or if handset is lost/stolen while outside Japan, call this number.
+81-92-687-0025 (call charges incurred; call charges free from SoftBank handsets)
Service hours: 24 hours

Safety Precautions

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

- Safety Precautions
- Handset, USB Type-C to 3.5 mm Adapter, Desktop Holder (Optional Accessory), AC Charger (Commercially Available), Wireless Charger (Commercially Available)
- Handset
- Desktop Holder (Optional Accessory), AC Charger (Commercially Available), Wireless Charger (Commercially Available)
- 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 burns (high-temperature and low-temperature), 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 actions
	Disassembly prohibited
	Exposure to liquids prohibited
	Use with wet hands prohibited
	Compulsory actions
	Unplug AC Charger from outlet

Handset, USB Type-C to 3.5 mm Adapter, Desktop Holder (Optional Accessory), AC Charger (Commercially Available), Wireless Charger (Commercially Available)

⚠ DANGER

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.

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.

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."

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.

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

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

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

Do not disassemble, modify, or solder.

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

Do not try to remove Internal Battery.

May cause fire, burns, injury, etc.

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."

Do not allow liquids such as water (drinking water, seat, seawater, urine of pets) to come into Charging Terminals or External Device Port.
May cause fire, burns, injury, electric shock, etc.
For water resistance, see "Water Resistance/Dustproofing."

Use optional accessories specified by SoftBank.
Using unspecified accessories may cause fire, burns, injury, electric shock, etc.

⚠ WARNING

Do not drop, stomp, throw, or otherwise subject to strong force, impact, or vibration.
May cause fire, burns, injury, electric shock, etc.

Do not allow Charging Terminals or External Device Port 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.

Do not cover or wrap with bedding or other cloths while using or charging.
May cause fire, burns, etc.

Do not adhere anything metal (stickers containing metal material, etc.) to a wireless charger (commercially available) or handset.
May cause fire, burns, injury, etc.

Do not place anything metal (straps or clips containing metal material, etc.) between a wireless charger (commercially available) and handset.
May cause fire, burns, injury, etc.

Remove any covers from handset before charging with a wireless charger (commercially

available).
Cover material/thickness or any dirt lodged between handset and the cover may prevent handset from charging properly, and may result in fire, burns, injury, etc.

Power off handset near electronic devices or equipment operating on high precision control or weak 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.

Stop charging if not complete when the prescribed charging time has passed.
Overcharge may occur resulting in fire, burns, injury, etc.

Power off handset or stop charging before entering a gas station or other places where flammable gas or dust may generate.
Using in a place where flammable gas, etc. generates may cause explosion, fire, etc.
Always use Osaifu-Keitai® in a gas station, etc. with handset powered-off. (Cancel NFC / Osaifu-Keitai lock before turning the power off.)

Take the following actions 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.

Do not use damaged handsets or related accessories.
May cause fire, burns, injury, etc.

Do not place handset on unstable/uneven surfaces. Be extra careful while the vibrator is set.
Handset may drop and cause injury.

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."

Do not allow children to use handset or related accessories in the wrong way. Guardians should supervise use by children.
May cause injury, etc.

Do not place handset and related accessories within an infant's reach.
May cause accidental swallowing, injury, electric shock, etc.

If skin abnormalities develop, 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."

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 apps, calling, transmitting data, watching TV or videos, or charging Internal Battery, the temperature of handset or AC Charger (commercially available) 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.

Handset

⚠ DANGER

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

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.

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

Do not light up or flash the light with the light-emitting part close to other people's eyes. Keep away from infants.
May harm eyesight. Flash may impair vision or frighten others causing accidents such as injury.

Do not light up or flash the light toward a driver of a car.
May hinder driving and cause accidents, etc.

Do not look at a repeatedly blinking screen for a long time.
May cause twitches, loss of consciousness, etc.

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.

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.

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.

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.

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.

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.

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.

If Display, rear panel, or Camera lens is broken, do not touch the broken glass or exposed inside of handset.
Touching the broken or exposed part may cause burns, injury, electric shock, etc.

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.

Do not allow a pet, etc. to bite handset.
Internal Battery may ignite, explode, overheat, or leak causing fire, burns, injury, etc.

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.

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.

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.

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.

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.

Make sure that metallic pieces (cutter blade, staples, etc.) are not adhered to Earpiece/Speaker, Speaker, or Vibrator (bottom right on rear) since magnetic parts are included.

Adhered objects may cause injury, etc.

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.

Desktop Holder (Optional Accessory), AC Charger (Commercially Available), Wireless Charger (Commercially Available)

⚠ WARNING

Do not use AC Charger (commercially available) if the cord is damaged.

May cause fire, burns, electric shock, etc.

If thunder is audible, do not touch AC Charger (commercially available).
May cause electric shock, etc.

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.

Do not put heavy objects on the cord of AC Charger (commercially available) or pull it strongly.
May cause fire, burns, electric shock, etc.

When plugging or unplugging AC Charger (commercially available) to or from a power outlet, do not allow metals to come in contact.
May cause fire, burns, electric shock, etc.

Do not use a travel converter for overseas use when charging with AC Charger (commercially available).
May ignite, overheat, cause electric shock, etc.

Do not apply unnecessary force to the connection part when handset and AC Charger (commercially available) are connected.
May cause fire, burns, injury, electric shock, etc.

Do not charge anything that is wet with liquids such as water (drinking water, sweat, sea water, urine of pets, etc.) using a wireless charger.
May cause fire, burns, injury, electric shock, etc.

Do not touch the cord of AC Charger (commercially available), Charging Terminals, Power plug,

Desktop Holder (optional accessory) with wet hands.
May cause fire, burns, electric shock, etc.

Use with specified power supply and voltage.
Also, use AC Charger for global use (commercially available) 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)

Wipe off dust on the power plug.
Using with dust adhered may cause fire, burns, electric shock, etc.

Firmly insert the power plug of AC Charger (commercially available) to an outlet.
Failure to do so may cause fire, burns, electric shock, etc.

When unplugging from an outlet, grasp AC Charger (commercially available) 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.

Persons with an implanted pacemaker, defibrillator, or other electronic medical equipment should consult carefully with a doctor before using a wireless charger (commercially available).
Handset radio waves may affect electronic medical equipment.

Insert or remove the connector of AC Charger (commercially available) straight against the port without applying force such as pulling the cord.
Incorrect insertion or removal may cause fire, burns, injury, electric shock, etc.

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 the power plug of AC Charger (commercially available) when it is not used.
Keeping the power plug connected may cause fire, burns, electric shock, etc.

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.

When cleaning, disconnect the power plug from an outlet.
Failure to do so may cause fire, burns, electric shock, etc.

⚠ CAUTION

Do not touch AC Charger (commercially available) that is connected to an outlet for a long time.
May cause burns, etc.

SIM Card

⚠ CAUTION

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

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.

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.

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.

Observe each medical facility's instruction when using handset.
Handset radio waves may affect electronic medical equipment.

Material List

■ Xperia Main Unit

Part	Material/Surface Treatment
Exterior case (top, bottom, side, Power Key, Volume Keys, Camera Key, SIM Card/SD Card Slot Cover)	Aluminum alloy/Anodized
Exterior case (antenna slit, USB Type-C Port)	PBT resin (with glass fiber)/-
Transparent plate (Display, rear panel)	Strengthened glass/AFP processing

Transparent plate (Camera lens)	Strengthened glass/AFP processing ＋AR processing
Fingerprint Sensor	IC + epoxy resin + coating + acrylic resin/AFP processing
Camera ring (back side)	Stainless steel/PVD processing
Earpiece/Speaker (top) panel	Polyester resin/dyed
Rubber gasket of SIM Card/SD Card Slot Cover	Silicone rubber/-
SIM Card/SD Card Tray	Polyacetal resin/-
Screws on rear of SIM Card/SD Card Slot Cover	Iron/Colored chromating
SIM Card/SD Card Tray connection fastener	Stainless steel/-

■ USB Type-C to 3.5 mm Adapter (with TV Antenna) (SODAJ1)

Part	Material/Surface Treatment
Connector plug (top surface)	Polypropylene resin/-
Headphone connector (top surface)	Polyamide resin/-
Headphone connector (body), cable, connector plug (body)	Elastomer resin/-
Connector plug (metal terminal), Headphone Connector Terminal (metal terminal)	Copper alloy/Gold plating
Connector plug (metal cover)	Stainless steel/Nickel plating

Important Product Information

- Handset, SIM Card, USB Type-C to 3.5 mm Adapter, Desktop Holder (Optional Accessory), AC Charger (Commercially Available)
- Charging
- Display (Touchscreen)
- Volume
- Earpiece/Speaker
- Fingerprint Authentication
- Technical Conformity
- Forcibly Powering Off

Handset, SIM Card, USB Type-C to 3.5 mm Adapter, Desktop Holder (Optional Accessory), AC Charger (Commercially Available)

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

- Internal Battery type is as follows.

Symbol on Label	Battery Type
Li-ion00	Lithium-ion

- 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 (commercially available) 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 External Device Port; 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.
- Do not remove IMEI printed sticker or Nameplate.
- Use Attachment 52B for setting handset into Desktop Holder (optional accessory).

Charging

- AC Charger (commercially available) 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 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 or a higher-than-necessary brightness setting 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

- Caution: Listening at a loud volume hard on the ears for a long time can affect hearing.

Earpiece/Speaker

Handset earpiece is also used as a speaker. Loud sound may be heard from the speaker when playing sound, for arriving incoming calls, etc.
Subjecting your ears to loud sound may affect your hearing ability. Use Earpiece/Speaker with care to prevent your ears from being subject to loud sound. For example, remove Earpiece/Speaker from your ears as soon as a call is ended.

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. Authentication performance may be improved by washing or drying hands, registering a different finger, registering fingerprint using a wider surface of your finger, etc.
  - 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
  - Faded due to abrasion, etc.
  - 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.

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, (Apps) (Settings) System 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.

Forcibly Powering Off

If screen freezes or power-off operation is not available, forcibly power off by Pressing & Holding Power Key and Volume Up Key at the same time for approximately 8 seconds, then release after handset vibrates three times consecutively.

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:

2.4: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.
- 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)

Using wireless LAN built-into handset in 5.2/5.3 GHz outside is prohibited by the Radio Law.(This does not apply to communication with the base stations or land mobile 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 IPX5[1], IPX8[2] water resistance standards and IP6X[3] 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/Speaker, Mic, Speaker, Second Mic, or USB Type-C Port 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.

- Packaged accessories are not water resistant/dustproof.
- 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/Speaker, Mic, Speaker, Second Mic, or USB Type-C Port. 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 handset when External Device Port is wet or 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)

3

Wipe off water drained from handset with clean cloth etc.

- Turn Earpiece/Speaker, Mic, Speaker, Second Mic, USB Type-C Port, Power Key/Screen Lock Key, Fingerprint Sensor, Volume/Zoom Up/Down Key, Camera Key and SIM Card/SD Card Slot Cover face down onto cloth etc. to drain water.
- Turn upside down and wipe off.

4

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.
- Packaged accessories are not water resistant/dustproof.
- 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 Desktop Holder (optional accessory), AC Charger (commercially available), 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 Desktop Holder (optional accessory), AC Charger (commercially available) or USB Type-C cable (commercially available) with wet hand. Doing so may cause electric shock.

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