

AQUOS zero

User Guide

AQUOS zero User Guide Contents

Introduction	
About the User Guide.....	3
Getting Started	
Package Contents.....	6
Parts & Functions.....	6
SIM Card.....	8
Internal Storage.....	10
Charging Handset.....	10
Power On/Off.....	13
Making Initial Settings.....	14
Google Account.....	16
Unlocking Screen.....	18
Basic Operations	
Basic Operations.....	22
Using Manner Mode.....	22
Using Airplane Mode.....	24
Using Fingerprint Authentication Function.....	24
Updating the System.....	27
Using ROBOQUL.....	28
Touchscreen/Text Entry	
Using Touchscreen.....	32
Text Entry.....	33
Handset Interface	
Handset Screens.....	36
Icons at Display Top (Status Bar).....	43
Checking Notifications (Notifications Window).....	44
Checking Notifications (Quick Settings Window).....	46
Capturing Screenshots (Clip Now).....	48
Scrolling Screen Automatically (ScrollAuto).....	49
Phone	
Placing/Answering Calls.....	52
Optional Services.....	56
Handset Phone Number.....	63
Making Phone Settings.....	63
Address Book.....	65
Messaging	
Sending Messages (+メッセージ (+Message)).....	70
Using Gmail.....	71
Using Email.....	74
Internet	
Using the Internet (Chrome).....	78
Camera	
Capturing Photos/Videos.....	84
Music & Images	
Listening to Music (Play Music).....	90

Viewing & Managing Photos/Videos (Album).....92

Application Basics

Confirmation when First Activating Applications..... 96

Applications..... 97

Adding/Deleting Applications..... 99

Managing Data

Backup & Restore..... 106

Importing Data from Other Mobiles..... 106

Wi-Fi/Bluetooth®

Connecting by Wi-Fi..... 110

Using Bluetooth® Function..... 116

Using Tethering..... 120

Handset Settings

About Settings..... 122

Data Usage Settings..... 123

Battery Settings..... 130

Display Settings..... 132

Sound Settings..... 139

AQUOS Useful Settings..... 144

Security & Location Settings..... 146

System Settings..... 158

Other Handset Settings..... 164

Global Services

Global Roaming..... 174

Calling from Outside Japan..... 175

For Assistance

Handset Powers Off..... 180

Handset Does Not Power On..... 180

Cannot Charge / Charging Stops / Charging Is Slow... 181

Battery Runs Out Quickly..... 181

Display Turns Off Suddenly..... 182

Display Goes Dark Suddenly..... 182

Screen Freezes / Operation Is Unstable..... 183

SIM Card Not Recognized..... 183

Cannot Send/Receive Mail..... 184

Cannot Connect to Internet..... 184

Cannot Talk on Phone / Cannot Hear Other Party..... 185

Cannot Use Applications..... 185

Warranty/Specifications/Customer Service

Warranty & After-Sales Service..... 188

Specifications..... 188

Customer Service..... 190

Safety Precautions

Safety Precautions..... 192

Important Product Information..... 200

Handset & Hardware Care..... 202

General Notes..... 204

Radio Wave Exposure and Specific Absorption Rate (SAR)

Information..... 206

Water & Dust Resistance..... 208

About the User Guide

In the User Guide, most operation descriptions are based on handset at time of purchase.

Unless noted otherwise, descriptions are for Home Screen (AQUOS Home). Some operation descriptions may be omitted.

Before Using This Product

Read "[Safety Precautions](#)" thoroughly beforehand for proper usage.

Accessible services may be limited by subscription contract conditions.

Data Communication

- Handset is designed to be always connected to the Internet. Communication is initiated automatically for some functions such as data syncing.
- Large-volume data communication, such as downloading applications and viewing videos, incurs expensive transmission fees. Subscription to a flat-rate plan is strongly recommended.
- Even if connected by Wi-Fi, some applications and services incur transmission fees.

Screenshots & Key Labels

Screenshots in the User Guide may differ in appearance with actual Display. Key labels in the User Guide are simplified for description purposes and differ with actual Display.

Other Notations

In the User Guide, the product is referred to as "handset."
"801SH" here refers to this mobile phone "AQUOS zero."

Getting Started

Package Contents.....	6
Parts & Functions.....	6
SIM Card.....	8
Internal Storage.....	10
Charging Handset.....	10
Power On/Off.....	13
Making Initial Settings.....	14
Google Account.....	16
Unlocking Screen.....	18

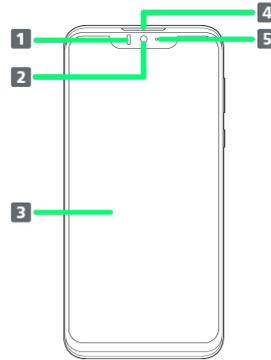
Package Contents

Package Contents

- Handset (AQUOS zero)
 - Battery is built into handset.
 - Handset back cover is not removable.
- SIM Removal Tool (Complimentary sample)
- 3.5mm Earphones Adapter (Complimentary sample)
- クイックスタート (Japanese)
- お願いとご注意 (Japanese)
- Instructional insert

Parts & Functions

Handset (Front)

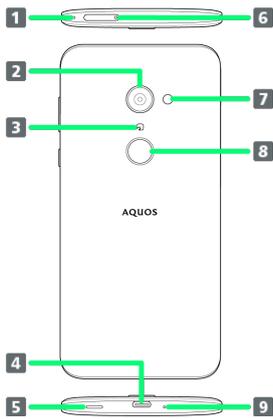


Name	Description
1 Proximity/ Light Sensor	Proximity Sensor prevents Touchscreen misoperation during calls. Light Sensor adjusts Display brightness according to ambient light.
2 Front Camera	Use to shoot photos or videos of yourself.
3 Display	Touchscreen-type display; operate with your fingers on Display.
4 Earpiece/ Speaker	Hear the other party's voice, music, video, etc. here.
5 Charging/ Notification Lamp	Illuminates while charging or for missed calls and notifications.

! Earpiece/Speaker Cautions

Avoid holding Earpiece close to ear other than during a call or playing back Answer Phone messages. Earpiece is also a speaker; a sudden ringtone or alarm may affect hearing. Handset also increases volume gradually to the set volume after switching to Speakerphone during a call or ending a call to prevent loud speaker sound close to ears.

Handset (Back and Sides)



Name	Description
1 Mic (Recorder Mic)	Use while recording videos or when talking through Speakerphone. Make sure not to cover Recorder Mic.
2 Back Camera	Shoot photos or videos.
3 FeliCa mark	Hold up to reader/writer to use NFC/Osaifu-Keitai®.
4 External Connection Jack	Connect ROBOQUL, AC Adaptor, etc.
5 Speaker	Listen to music, video sound, etc.
6 Card Tray	Install/remove SIM Card.
7 Mobile Light	Use as a camera flash, flashlight, etc.
8 Fingerprint Sensor	Use fingerprint authentication to unlock screen.
9 Mic/Recorder Mic	Talk to the other party here. Also use while recording videos or when talking to emopa. Make sure not to cover Mic/Recorder Mic.

Handset Keys



Name	Description
1 Volume Up Key	Increase volume.
2 Volume Down Key	Decrease volume.
3 Power Key	Turn Display off/on. Long Press for power on/off, reboot, etc.

Charging/Notification Lamp

Lights/flashes while charging or for missed calls, new SMS/+Message, etc.

Lamp color and illumination	Indication
Red, lit	Charging (Battery level less than about 94%)
Green, lit	Charging (Battery level more than about 95%)
Red, flashing	Charging not possible
White, flashing ¹	Notifications (missed calls, new SMS/+Message, etc.)

¹ Flashes when Display turned off.

SIM Card

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

Handling SIM Card

Check the following regarding SIM Card handling.



1 IC (gold) chip

- For SIM Card handling, see SoftBank Website.
<https://www.softbank.jp/mobile/support/protect/usim/> (Japanese)
- Avoid applying labels. May damage SIM Card.
- SIM is replaceable (at cost) in case of loss/damage.
- Wipe clean with a dry, soft cloth.
- Always keep the IC (gold) chip clean.

! SIM Card Cautions

Observe the following when using SIM Card.

- Within Japan, SIM Card must be installed to make emergency calls (110, 119, 118).
- Always follow emergency procedures to suspend service if your SIM Card or handset (SIM Card inserted) is lost/stolen. For details, contact [Customer Service](#).
- Customer is responsible for any damage caused by inserting SIM Card in an other-brand IC card reader, etc. SoftBank Corp. is not responsible in such case.
- It is recommended that you back up information that is saved on SIM Card. SoftBank Corp. is not responsible for damages from saved information that is lost.
- Always power off handset before inserting/removing SIM Card.
- Note that SIM Card specifications and performance may change without notice.
- Return SIM Card to SoftBank Corp. when canceling subscription.
- SIM Card is the property of SoftBank Corp.
- Returned SIM Cards are recycled for environmental purposes.

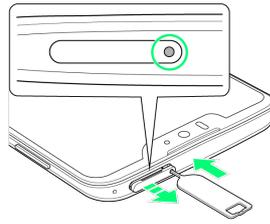
Inserting SIM Card

Always power off beforehand.

- Set SIM Card in Card Tray beforehand. Do not insert SIM Card without setting it in Card Tray.

1

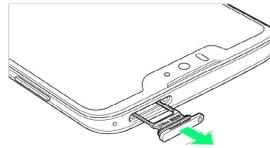
With Display upward, insert SIM Removal Tool in removal hole in Card Tray



- Press firmly and straight until Card Tray ejects.

2

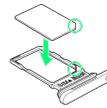
Pull out Card Tray



- With Display upward, pull out Card Tray. Pulling out Card Tray with Display downward or handset held upright can allow SIM Card to fall from Card Tray and become misplaced.
- Do not pull Card Tray forcefully or at an angle; damage may result. Gently pull Card Tray out horizontally.

3

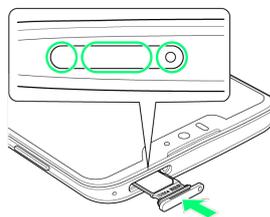
Set SIM Card in Card Tray



- Place gently, noting orientation of SIM Card (notch/IC (gold) chip facing down).
- Make sure SIM Card is in Card Tray. Inserting Card Tray with SIM Card on its edge may cause damage.

4

Insert Card Tray in SIM Card Slot



 SIM Card is inserted.

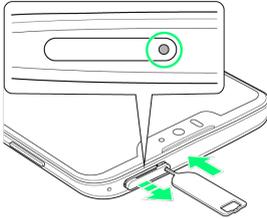
- Do not insert Card Tray upside down.
- Insert gently all the way horizontally in direction shown.
- Push Card Tray firmly where circled (○) so that there is no gap between handset and Card Tray.
- To maintain water and dust resistance, use handset with Card Tray completely closed.

Removing SIM Card

Always power off beforehand.

1

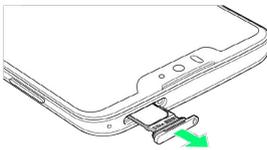
With Display upward, insert SIM Removal Tool in removal hole in Card Tray



- Press firmly and straight until Card Tray ejects.

2

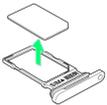
Pull out Card Tray



- With Display upward, pull out Card Tray. Pulling out Card Tray with Display downward or handset held upright can allow SIM Card to fall from Card Tray and become misplaced.
- Do not pull Card Tray forcefully or at an angle; damage may result. Gently pull Card Tray out horizontally.

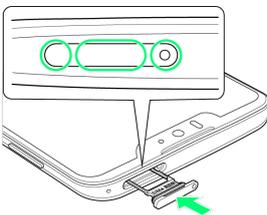
3

Remove SIM Card



4

Insert Card Tray in SIM Card Slot



 SIM Card is removed.

- Do not insert Card Tray upside down.
- Insert gently all the way horizontally in direction shown.
- Push Card Tray firmly where circled (○) so that there is no gap between handset and Card Tray.
- To maintain water and dust resistance, use handset with Card Tray completely closed.

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 on SIM unlocking, see SoftBank Website.

Internal Storage

Internal storage can be used for saving data including system data, applications, and video and photos taken with Camera.

Data in Internal Storage

Data in internal storage may be lost/alterd due to accidents, malfunctions, repairs, handset upgrade/replacement, mishandling, etc. Back up important data regularly. SoftBank Corp. is not liable for any damages resulting from loss/alteration of data.

- Never power off while reading or writing data.
- Make sure not to erase or overwrite data accidentally.

Charging Handset

Battery is built into handset.

Internal Battery

A lithium-ion battery is built into handset; it is not removable.

Recycling

This product requires a lithium-ion battery. Lithium-ion batteries are recyclable. To recycle a used lithium-ion battery, take it to any shop displaying the recycling symbol.



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! Battery Cautions

Storage

To help maintain performance and life of Internal Battery, do not store in the following conditions (battery level should be at approximately 40% for optimal storage).

- Full (immediately after charging is complete)
- Exhausted (too low to power on handset)

Bulges of Internal Battery

Depending on use, bulges may appear near end of battery life; this does not affect safety.

Internal Battery Replacement

Internal Battery is a consumable item; may need to be replaced if operating time shortens noticeably. Internal Battery is not user replaceable; its replacement incurs fees and requires handset submission to a SoftBank Shop or other appropriate servicer. For details, contact a SoftBank Shop or [Customer Service](#).

About Charging

The following charging options are available.

Charging Option	Description
ROBOQUL (desktop holder)	Place handset in ROBOQUL and charge using an AC Adaptor (optional accessories).
AC Adaptor	Connect handset and AC Adaptor (optional accessory) directly.

Indications while Charging

Charging/Notification Lamp

Charging/Notification Lamp illuminates red while charging; illuminates green when charge is almost full.

- If Charging/Notification Lamp is blinking, charging is not working properly. Make sure that you are using Charger and products specified by SoftBank Corp. If you are using specified products only, contact a SoftBank Shop or [Customer Service](#).

Lock Screen while Charging

Charging progress appears in lock screen.

- "Charging": normal charging
- "Charging rapidly": rapid charging
- "Charging slowly": low-speed charging; handset begins low-speed charging depending on the conditions, such as when nearly charged.

Charging Cautions

Water Resistance

ROBOQUL and AC Adaptor (optional accessories) are not waterproof. Never connect a charger plug/USB Type-C™ plug while handset or Charger is wet.

Handset is water resistant; however, if a charger plug/USB Type-C plug is inserted while it is wet, liquid (tap water, beverage, sea water, pet urine, etc.) or a foreign object adhered to handset or a charger plug/USB Type-C plug may cause overheating, burnout, fire, malfunction, burns, etc. due to electric shock, short-circuiting, etc.

Handling Cords

Do not pull, bend, or twist cord; may damage the cord.

About Charging Abroad

SoftBank Corp. is not liable for problems resulting from charging handset abroad.

ROBOQUL

ROBOQUL is designed for use in Japan. You assume all responsibility if used abroad. Use abroad may infringe on the country's/region's laws; check before using.

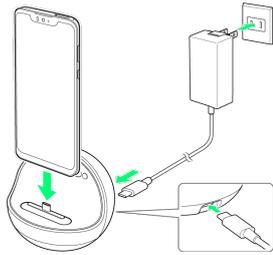
Charging with ROBOQUL

Charge using ROBOQUL [SHEGH1] and an AC Adaptor (USB Type-C™ quick charge AC Adaptor for USB PD [ZSDBAS] (SB-AC20-TCPD)) (optional accessories).

When charging using ROBOQUL and handset is powered on, ROBOQUL swivels when Display lights up, at start of charging, for incoming calls, alarms, etc. See "Using ROBOQUL" for details on setting ROBOQUL motion.

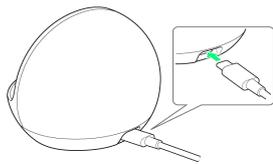
Use ROBOQUL on a flat and stable surface.

Handset does not quick-charge when using ROBOQUL. See "Handset" for charge times with an AC Adaptor/ROBOQUL.



1

Insert USB Type-C plug on AC Adaptor into ROBOQUL power connection terminal

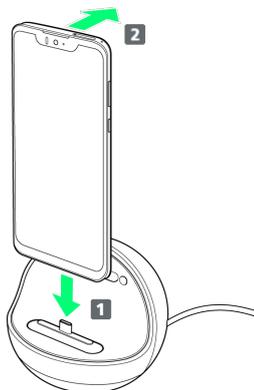


2

Raise plug on AC Adaptor and plug into outlet

3

Insert ROBOQUL charging plug into External Connection Jack (**1**), and lean handset backward (**2**)

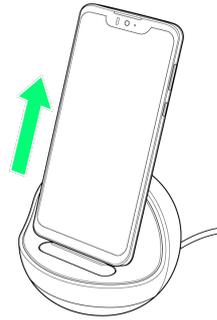


🚩 Charging/Notification Lamp illuminates once charging starts.

- Press handset firmly and straight all the way. If not attached adequately, handset may fall or ROBOQUL may tip over. Avoid scratching handset when attaching.
- To continue using ROBOQUL after charging, skip **4** and **5**.

4

After charging, remove handset from ROBOQUL and disconnect USB Type-C plug on AC Adaptor



- Hold down ROBOQUL while pulling handset straight up.

5

Unplug AC Adaptor and lower plug

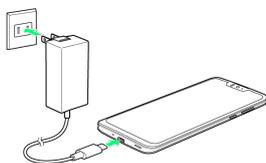
🚩 Charging ends.

💡 Using ROBOQUL Functions

You must set permissions for ROBOQUL to use functions beforehand. See "Before Using ROBOQUL" for details.

Charging with AC Adaptor

Use an AC Adaptor (USB Type-C™ quick charge AC Adaptor for USB PD [ZSDBAS] (SB-AC20-TCPD)) (optional accessory). For information on other peripheral devices, see SoftBank Website.



1

Insert USB Type-C plug of AC Adaptor into External Connection Jack



2

Raise plug on AC Adaptor and plug into outlet

☑ Charging/Notification Lamp illuminates once charging starts.

3

After charging, unplug AC Adaptor from outlet and disconnect from handset

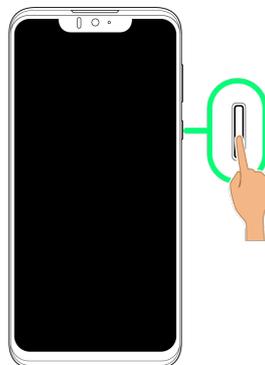
☑ Charging ends.

Power On/Off

Powering On

1

Long Press Power Key until SHARP logo appears



☑ Handset powers on, and lock screen appears after a while.

- If confirmation appears, follow onscreen prompts.
- An initial settings wizard may appear the first time handset is powered on. For details on initial settings, see "[Making Initial Settings.](#)"

2

Flick  /  up



☑ Home Screen appears.

- After Flicking  up, enter pattern / lock no. (PIN) / password to unlock.

Powering Off

1

Power Key (Long Press)



2

Power off



🚩 Handset powers off.

Making Initial Settings

When powering on the first time, an initial settings wizard appears for optionally making Wi-Fi, Google™ account, and other settings. Follow onscreen instructions to set items. Insert SIM Card before powering on handset.

Making Initial Settings

1

Select language then **START**



- To place an emergency call, Tap **Emergency call** .
- To set visual assistance, Tap **Vision Settings** . See "[Accessibility](#)" for details.

2

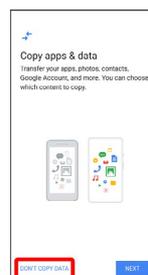
Set Wi-Fi items



- Follow onscreen prompts.
- To skip Wi-Fi settings, select **Use mobile network for setup** / **SKIP** . Continue by following onscreen prompts.

3

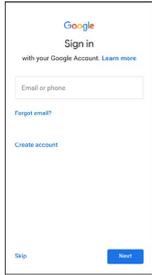
DON'T COPY DATA



- Tap **NEXT** to copy data from another mobile, etc. Follow onscreen prompts.

4

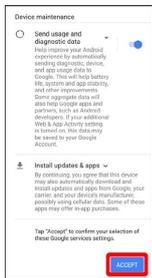
Set up a Google Account



- See "Google Account" for details on a Google Account.
- To skip Google Account setup, Tap **Skip** .

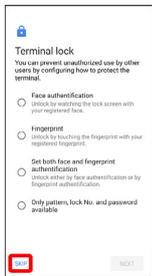
5

Set/check each item → **ACCEPT**



6

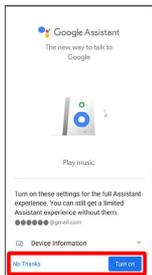
SKIP



- Tap method → **NEXT** to set selected method. See "Using Fingerprint Authentication Function," "Security & Location Settings," "Setting Screen to Unlock by Tracing Pattern," "Requiring Lock No. (PIN) Entry for Unlocking Screen," and "Setting Screen to Unlock with Password" for details.

7

No Thanks / **Turn on**



- After Tapping **Turn on** , follow onscreen prompts to set Google Assistant.

8

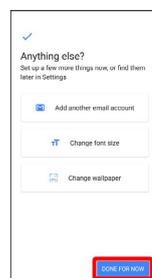
Skip



- After Tapping **Add a card** follow onscreen prompts to save card information.

9

Set each item → **DONE FOR NOW**



Handset restarts, and initial settings are complete.

- To make My SoftBank settings, after initial settings, Drag Status Bar down, then Tap **Information about My SoftBank** .

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.

! Google Account Cautions

Google Account Mail Address & Password

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

Google Account Operations & User Interface

Operations and user interface are subject to change due to automatic application updates or other reasons.

Creating a Google Account

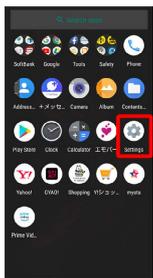
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Settings)



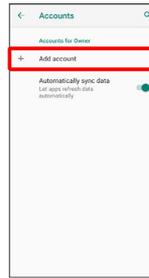
3

Accounts



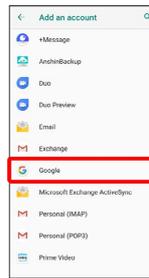
4

Add account



5

Google



Window for logging in to a Google account opens.

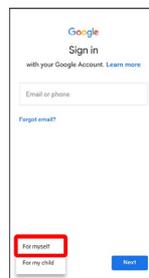
6

Create account



7

For myself



To create a child's account, Tap **For my child**, then follow onscreen prompts.

8

Enter first name → Enter last name → Next



· If confirmation appears, follow onscreen prompts.

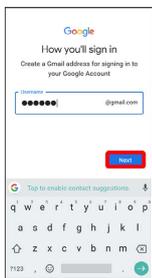
9

Set/enter date of birth and gender → Next



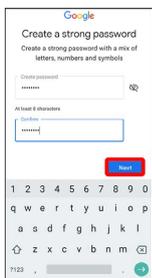
10

Enter username (mail address) → Next



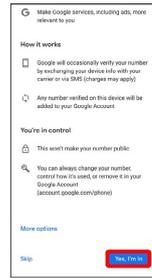
11

Enter password → Re-enter password → Next



12

Yes, I'm in

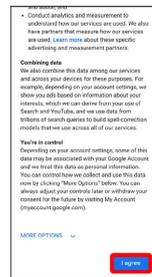


· To not add a phone number, or add a phone number for security only, Tap **More options** . Continue by following onscreen prompts.

· To not set a phone number, Tap **Skip** .

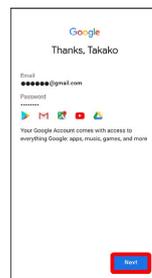
13

Check the privacy policy and terms of use **I agree**



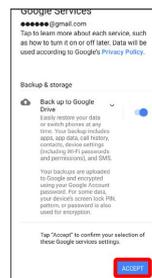
14

Next



15

Select whether to enable data backup → **ACCEPT**



 Account is created.

Signing in to a Google Account

1

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



2

Enter password → **Next**



3

Follow onscreen prompts



You are signed in to your Google Account.

Unlocking Screen

Screen Lock

After a period of inactivity, Display turns off to save battery power (screen lock active). Screen lock prevents accidental Touchscreen operation.



- To activate screen lock manually, Press Power Key when Display is turned on.



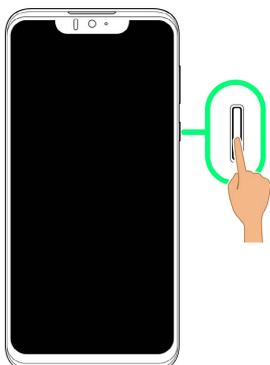
If Screen Lock Activates while Playing Music

Music continues to play. For operation, Press Power Key to open lock screen and use operation panel (operations may vary depending on application).

Unlocking Screen

1

When Display is turned off (screen lock active), Power Key



🚩 Lock screen appears.

2

In lock screen, Flick  /  up



🚩 Screen is unlocked.

- For enhanced security, set handset to require pattern drawing or lock no. (PIN)/password entry for unlocking screen or set screen to be unlocked with your fingerprint as needed. See "[Using Fingerprint Authentication Function](#)," "[Setting Screen to Unlock by Tracing Pattern](#)," "[Requiring Lock No. \(PIN\) Entry for Unlocking Screen](#)," and "[Setting Screen to Unlock with Password](#)" for details.
- After Flicking  up, enter pattern / lock no. (PIN) / password to unlock.

Another Way to Turn On Display

Set Display to turn on when handset is picked up and held still (Turn screen on by holding). See "[Auto Sleep Off Settings](#)" for details.

Basic Operations

Basic Operations.....	22
Using Manner Mode.....	22
Using Airplane Mode.....	24
Using Fingerprint Authentication Function.....	24
Updating the System.....	27
Using ROBOQUL.....	28

Basic Operations

Selecting Options and Navigating Screens

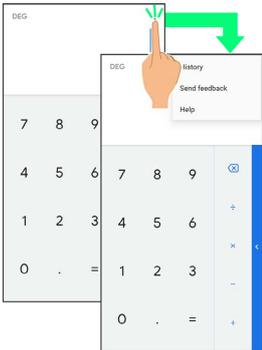
Tap items, icons, onscreen keys, etc. to open assigned items.



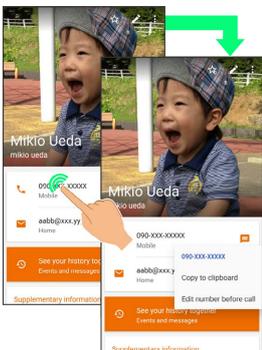
· To return to the previous screen, Tap .

Menu Operations

Tap  at Display top or bottom for available settings and items.



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



Using Manner Mode

Mute ringtones and other handset sounds to avoid disturbing others around you.

Manner mode setting is also accessible from Quick Settings Window.

Manner Mode Options

Settable items are the following.

- Vibe
 - Ringtones and other handset sounds are muted; handset vibrates for incoming calls/messages, etc.
- Mute
 - Ringtones and other handset sounds are muted; handset does not vibrate for incoming calls/messages, etc.

Manner Mode Cautions

Camera shutter sound, video recording tones, alarms, media sound, etc. still play even in Manner mode.

- Alternatively, to mute alarms and media sound, use "Do not disturb." See "[Sound Settings](#)" for details.

Using Manner Mode (Vibe)

1

Press Volume Up/Down Key



 Volume bar appears.

2

 (Manner OFF)



 Icon changes to  (Vibe), and handset enters Manner mode (vibe).

+ Canceling Manner Mode (Vibe)

Press Volume Up/Down Key for volume bar,  (Vibe)

 (Mute)

 Icon changes to  (Manner OFF), and handset exits Manner mode.

Using Manner Mode (Mute)

1

Press Volume Up/Down Key



 Volume bar appears.

2

 (Manner OFF)



 Icon changes to  (Vibe), and handset enters Manner mode (vibe).

3

 (Vibe) while volume bar is displayed



 Icon changes to  (Mute), and handset enters Manner mode (mute).

+ Canceling Manner Mode (Mute)

Press Volume Up/Down Key for volume bar,  (Mute)

 Icon changes to  (Manner OFF), and handset exits Manner mode.

Using Airplane Mode

Leaving power on, suspend signal-transmitting functions.

Activating Airplane Mode

1

Drag Status Bar down



Notifications Window opens.

2



Airplane mode activates.

Canceling Airplane Mode

From Notifications Window, 

Airplane Mode Caution

Activating Airplane mode disables Wi-Fi and Bluetooth®, interrupting corresponding transmissions. Wi-Fi/Bluetooth® connections can be used even in Airplane mode by enabling Wi-Fi/Bluetooth® after activating Airplane mode; make sure that such connection/transmission is allowed in your current location before use.

Using Fingerprint Authentication Function

Fingerprint Authentication Function

Hold finger to sensor to authenticate and use handset. Use this function to unlock screen or access Notifications Window.

Fingerprint Authentication Function Cautions

Observe the following when using the fingerprint authentication function.

- Authentication is based on fingerprint characteristics. This function may be unusable if your fingerprint characteristics are not prominent.
- Ability to authenticate (assuming finger is held to sensor correctly) depends on conditions of use. Saving your fingerprint may be difficult if finger is in any of the following conditions. Washing/wiping hands, using different finger, saving a wider area, etc. may improve capability.
 - Wrinkled with moisture (e.g., after a bath)
 - Wet with water, sweat, etc.
 - Dry
 - Covered with handcream, etc.
 - Stained with mud or oil
 - Rough or damaged (cut, sore, etc.)
 - Fingerprint is faint (finger surface is worn)
 - Fingerprint is deformed due to weight gain or loss
 - Finger surface condition at the time of authentication is extremely different than when fingerprint was saved
- Fingerprint authentication technology does not guarantee successful personal authentication/verification. SoftBank Corp. is not liable for any damages resulting from use of handset by third party or lost opportunities to use handset.

Saving Fingerprints

1

In Home Screen, Drag Favorites Tray to top of Display →

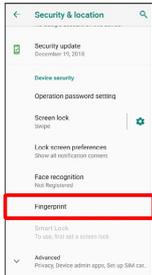
(Settings) → Security & location



Security & location menu opens.

2

Fingerprint



Fingerprint settings open.

3

NEXT



4

Follow onscreen prompts and set pattern / lock no. (PIN) / password for unlocking screen



- This is a backup method for unlocking the screen if unable to authenticate with your fingerprint.
- If method for unlocking screen is setting other than **None** or **Swipe**, first unlock screen.
- See "[Setting Screen to Unlock by Tracing Pattern](#)," "[Requiring Lock No. \(PIN\) Entry for Unlocking Screen](#)," and "[Setting Screen to Unlock with Password](#)" for details on setting a method for unlocking screen.

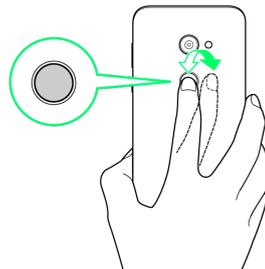
5

NEXT



6

Hold finger to sensor until handset vibrates



- Move finger a little at a time and hold it to sensor.
- Repeat until screen appears indicating fingerprint is saved.
- If finger is already saved, use another finger.

7

DONE



Fingerprint is saved.

· To save other fingerprints, Tap **ADD ANOTHER**.

Saving Fingerprints

Savable Number of Fingerprints

Save up to 5 fingerprints.

Backup Screen Unlock Methods

Make sure not to forget pattern / lock no. (PIN) / password set as backup for unlocking screen.

Fingerprint Saving Operations

Setting/Changing Names of Saved Fingerprints

In Fingerprint settings, Tap saved fingerprint Enter name **OK**

Deleting Fingerprints

In Fingerprint settings, for saved fingerprint **DELETE**

Troubleshooting

Q. Failure to save fingerprint

A. Keep your finger pressed on the sensor slightly harder. Using a different finger may also improve authentication performance.

Fingerprint Sensor Cautions

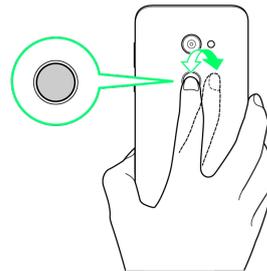
Observe the following when using Fingerprint Sensor.

- Do not hit or subject handset to excessive shock. May cause malfunction or damage. Do not scratch sensor surface or poke with a pen, pin, or other pointed object.
- Do not place stickers on sensor surface or mark with ink.
- Dust, smudges, or other soiling on sensor may affect authentication. Clean the Fingerprint Sensor surface from time to time.
- Holding finger to sensor for too short/long a time may affect authentication. Hold finger straight on sensor so that spiral of fingerprint is in center of sensor.
- Fingerprint Sensor may not activate if you start saving your fingerprint or performing authentication with your finger on the sensor. Release it and retry.

Performing Fingerprint Authentication

1

In authentication window, hold finger to sensor



Fingerprint is authenticated.

Troubleshooting

Q. Fingerprint is not authenticated

A. Remove finger then try authenticating again.
Or, Flick / up and unlock screen using backup unlock method set when saving fingerprint.

Updating the System

Check whether system updates are required via the network, and update manually as required.

Software Update Cautions

Applications

Applications may be updated or newly added, or names, icons, operations and user interfaces of applications may be changed.

System Update Cautions

Observe the following before a system update.

- It may take time to update the system.
- Operate handset where signal reception is good and without changing location. Also operate with adequate battery charge. Signal becoming weak or Battery becoming low during a system update may cause an update failure (an update failure may disable handset).

Data Backup

Saved data may be lost depending on condition of handset (malfunctioning, damaged, water seepage, etc.). It is recommended that you back up important data before updating the system. SoftBank Corp. is not responsible for damages from loss of data.

Updating the System

Notification appears when a system update is required. Tap the notification and follow onscreen prompts. If notification does not appear, check whether a system update is required as follows and update the system.

1

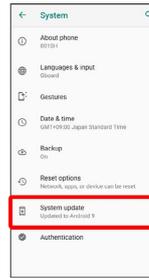
In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → System



2

Advanced → System update



System update window appears.

3

Follow onscreen prompts

System update begins.

- Use other functions during a system update.
- After the system update proceeds, **Restart now** appears at the end. Tap and complete the system update.

If Handset Does Not Restart after Tapping **Restart now**

An update failure may disable handset. If handset is disabled, contact your contracted SoftBank [Customer Assistance for repairs](#).

Using ROBOQUL

When charging using ROBOQUL and handset is powered on, ROBOQUL swivels when Display lights up, at start of charging, for incoming calls, alarms, etc. If emopa is enabled, ROBOQUL makes an audio notification as it swivels.

ROBOQUL Firmware Updates

ROBOQUL firmware is updatable. When an update is required, "Updating ROBOQUL" appears on handset when connected to ROBOQUL. Follow onscreen prompts to update firmware.

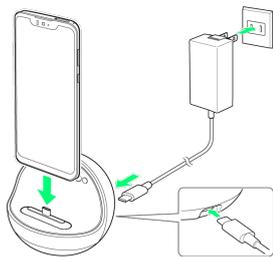
- To update firmware, the following conditions are required.
 - ROBOQUL is connected to an AC Adaptor
 - Handset is placed in ROBOQUL
 - Handset is connected to the network
 - At least 30% battery is remaining
- The firmware update will be interrupted if the battery becomes too low or handset/AC Adaptor is removed from ROBOQUL. ROBOQUL will become unusable if a firmware update is interrupted. Make sure that the required conditions are met, and then connect handset to ROBOQUL again and complete a firmware update.
- Handset checks for firmware updates via the network once a week when placed in ROBOQUL. Firmware is also updated via the network. Transmission fees are incurred when using the network.

Before Using ROBOQUL

You must set permissions for ROBOQUL to use functions beforehand.

1

Power on handset and charge with ROBOQUL



2

Unlock screen with handset placed in ROBOQUL

 Description of ROBOQUL appears.

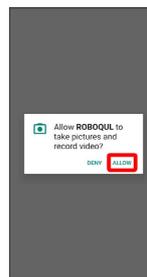
3

NEXT



4

ALLOW



- For several functions, continue in the same way.

5

CLOSE



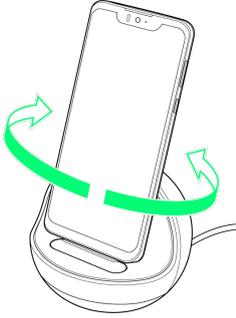
 ROBOQUL setting is complete.

- To make emopa settings, Tap **Set emopar** , then follow onscreen prompts.

Setting ROBOQUL

Set whether ROBOQUL swivels while charging with ROBOQUL.

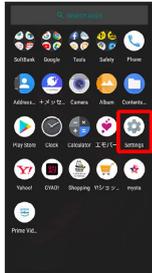
- When enabled while charging using ROBOQUL and handset is powered on, ROBOQUL swivels when Display lights up, at start of charging, for incoming calls, alarms, etc.



1

In Home Screen, Drag Favorites Tray to top of Display →

(Settings)



2

AQUOS Useful



AQUOS Useful menu opens.

3

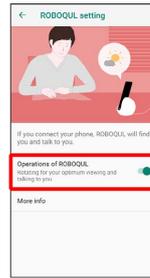
ROBOQUL setting



ROBOQUL setting window opens.

4

Operations of ROBOQUL



Setting is complete.

- Tap **Operations of ROBOQUL** to toggle on (●) / off (○).

+ Viewing Information on ROBOQUL

In ROBOQUL setting window, **More info**

Touchscreen/Text Entry

Using Touchscreen.....	32
Text Entry.....	33

Using Touchscreen

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

About Touchscreen

In Case of Unintended Operation

If handset initiates operation without Touchscreen (Display) being operated or does not respond after Touchscreen being operated, Press Power Key to turn off Display, Press Power Key again to turn on Display and then operate handset.

Touchscreen Usage Notes

Touchscreen may not respond in these situations:

- Use with gloves/long fingernails
When using handset with gloves on, enable [glove mode](#).
- Use of pens, pencils or sharp objects
- Use with objects on/against Display
- Use while wet

Touchscreen Usage Cautions

To prevent malfunctions, do not:

- Touch Display with wet fingers
- Use if Display is wet
If Display is wet, wipe it with a soft cloth.
- Subject Display to force/pressure
- Place a sticker or shield (commercially-available protective film, privacy protector shield, etc.) on Display

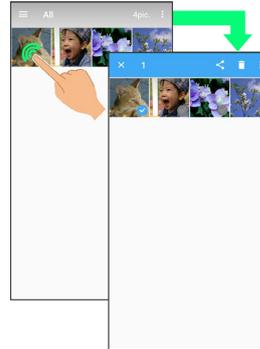
Tap

Contact Display lightly and briefly.



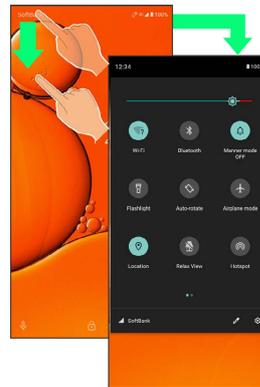
Touch & Hold

Contact Display lightly; release finger when screen changes.



Drag

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



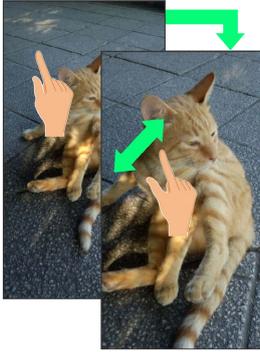
Flick

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



Pinch/Spread

Contact Display lightly, then move fingers toward each other (Pinch) or away from each other (Spread).



Text Entry

Keyboards

Use onscreen keyboards for text entry.

- Tap Text entry field for keyboard. To hide it, Tap .
- Text entry descriptions are for Google Keyboard (default input method).

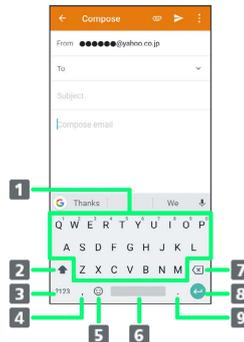
+ Enabling One-Handed Mode

Shrink onscreen keyboard for easier one-handed operation; switch between Left-handed mode and Right-handed mode as needed.

When keyboard is open, Touch & Hold / and slide finger over / .

- Tap / to switch between Right-handed mode and Left-handed mode.
- Tap to disable One-handed mode.

Keyboard Layout

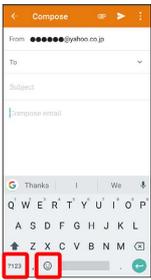


- 1 Enter characters.
- 2 Toggle case.
- 3 Switch to number/symbol keyboard.
- 4 Enter comma. Touch & Hold to specify settings or enable One-handed mode.
- 5 Switch to emoji/emoticon keyboard.
- 6 Enter space.
- 7 Delete characters.
- 8 Insert line break. Touch & Hold for options; enable One-handed mode, or move to other entry fields.
- 9 Enter period. Touch & Hold for a set of other punctuation marks and symbols.

Switching Keyboards

1

In a text entry window, 



 Entry mode is switched.

- Tap  /  to toggle between alphabet entry mode and number/symbol/emoji/emoticon entry mode.

Entering Letters

To enter Phone:

1

In a text entry window,  / 



 Phone is entered.

- To toggle case, Tap  before typing a letter. Tap  twice to type in all capitals(). By default, the first word of each sentence is capitalized automatically.

Handset Interface

Handset Screens.....	36
Icons at Display Top (Status Bar).....	43
Checking Notifications (Notifications Window).....	44
Checking Notifications (Quick Settings Window).....	46
Capturing Screenshots (Clip Now).....	48
Scrolling Screen Automatically (ScrollAuto).....	49

Handset Screens

Lock Screen Layout

Lock screen appears at power on or when Power Key is Pressed while Display is turned off (screen lock active).

From lock screen, unlock screen or quickly activate  (Camera) or Google Assistant.

By default, Wallpaper changes randomly each time lock screen appears (Lock Photo Shuffle). Change Wallpaper for lock screen as needed. See "[Changing Wallpaper](#)" for details.



- 1 Notifications of incoming calls/messages or from applications, etc. appear here.¹
- 2 Activate Google Assistant (Flick  up).
- 3 Show message set for lock screen.²
- 4 Time and date appear here.
- 5 Messages and news from emopa appear here (emopa area).³
- 6 Unlock screen (Flick  /  up).
- 7 Activate  (Camera) (Flick  left).

- 1 If **Organize notifications on the lock screen** is enabled, a notification viewed the first time does not appear the second and subsequent times. See "[Applications & Notifications](#)" for details.
- 2 Appears when **Lock screen message** is set. See "[Security & Location Settings](#)" for details.
- 3 Appear when emopa is configured. See "["エモパーを利用する \(http://help.mb.softbank.jp/aquos-zero/05-07-12.html\)"](http://help.mb.softbank.jp/aquos-zero/05-07-12.html)" (Japanese) for details.

Home Screen & App List

Most handset operations start in Home Screen or in app list. In Home Screen, Drag Favorites Tray to top of Display for app list and activate applications, change handset settings, etc. (To change Home Screen, switch to another home screen app.)

Home Screen Layout



- 1 Desktop sheet
Place application shortcuts, folders, widgets freely. Flick left/right to toggle sheets.
- 2 Favorites Tray
Place application shortcuts and folders freely. Activate applications quickly from any Home Screen sheet.

Toggle Home Screen Sheets

Home Screen consists of several sheets.
Flick left/right to toggle Home Screen sheets.

- Adding application shortcuts and widgets in Home Screen adds more Home Screen sheets. See "[Adding Shortcuts](#)" and "[Adding Widgets](#)" for details.



Navigation Bar

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



Name	Description
 1 /  2 (Back key)	Tap to return to previous screen. Appears as  1 /  2 for onscreen keyboard; Tap to close keyboard.
 1 (Home key)	Tap to return to Home Screen. Flick up to open a list of recently used applications to activate or remove them from the list. Drag right to activate a recently used application.
 2 (Home key)	Tap to return to Home Screen.
 2 (Recents key)	Tap to open a list of recently used applications to activate or remove them from the list.
 3 (Rotate Horizontally key) /  3 (Rotate Vertically key)	Tap to switch current screen between portrait/landscape orientation.
 4 (Keyboard key)	Tap to change keyboards.
 5 (Menu key)	Tap to show menu.

- 1 Appears when **Swipe up on Home button** is enabled. See "System Settings" for details.
- 2 Appears when **Swipe up on Home button** is disabled. See "System Settings" for details.
- 3 Appears when **Auto-rotate screen** is disabled and handset is rotated vertically/horizontally. See "Display Settings" for details.
- 4 Appears when keyboard is open.
- 5 Appears for some applications.

Portrait Orientation & Landscape Orientation

 appears in Navigation Bar when handset is rotated horizontally. Tap  to switch current screen to landscape orientation. To switch screen to portrait orientation, rotate handset vertically and Tap .

Enable **Auto-rotate screen** to allow current screen to switch to landscape orientation when handset is rotated sideways. See "Display Settings" for details.



Wider Display Area

Hide Navigation Bar for wider Display. Flick bottom of Display up for Navigation Bar when hidden. See "Display Settings" for details.

Multi-Window

Split screen to view and operate two applications. Activate the two applications beforehand. Viewing and operating  (Address Book) and  (Phone) is described as an example.

- Viewing in Multi-Window is not available for some applications.

1

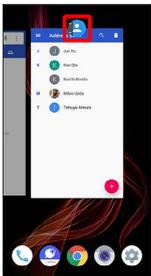
Flick  up



 Recent apps window opens.

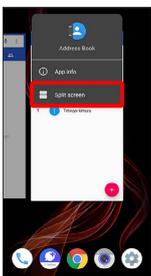
2

Tap icon of application to use in history



3

Split screen



 Multi-Window opens, and selected application opens at top of Display.

4

From application history at bottom of Multi-Window, Tap next application



 Tapped application opens at bottom of Multi-Window.

+ Multi-Window Operations

Switching between Applications

Flick  up  Tap application

- Activate application beforehand.

Exiting Multi-Window

Flick pane bar () up/down

Capturing Screenshots

Long Press Power Key and Volume Down Key at the same time to capture a screenshot of the current screen.

Alternatively, Long Press Power Key then Tap  to capture a screenshot.



- May be unavailable for some applications.
- View captured screenshots in  (Album), etc.
- Alternatively, use Clip Now and slide your finger along the edge of Display to capture a screenshot. See "[Capturing Screenshots \(Clip Now\)](#)" for details.

Changing Wallpaper

1

Touch & Hold open area of Home Screen



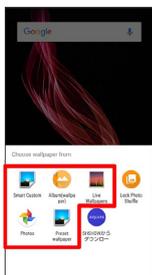
2

Wallpapers



3

Tap application (Album(wallpaper) , etc.)



4

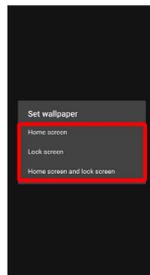
Select image



- Operations may vary depending on selected item. Follow onscreen prompts.

5

Home screen / Lock screen / Home screen and lock screen



Setting is complete.

- Tap **Home screen** to set the image as Wallpaper for Home Screen only.
- Tap **Lock screen** to set the image as Wallpaper for lock screen only.
- Tap **Home screen and lock screen** to set the image as Wallpaper for both Home Screen and lock screen.

+ Wallpaper Change Operations

Using Lock Photo Shuffle

Change Wallpaper randomly each time lock screen appears.

Touch & Hold open area of Home Screen → **Wallpapers**
 → **Lock Photo Shuffle** → OFF (ON)
 → Select folder to show with Lock Photo Shuffle (✓)

- All images in selected folder appear randomly.
- Tap > at right of folder name to view images in folder.

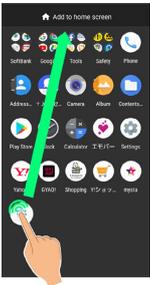
Using SHSHOW

Touch & Hold open area of Home Screen → **Wallpapers**
 → SHSHOWからダウンロード → Follow onscreen prompts

Adding Shortcuts

1

In app list, Touch & Hold application and Drag to "Add to home screen"



2

Release finger at location to add shortcut

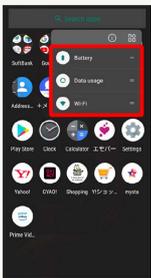


Shortcut is added.

- Drag to sheet visible at edge of Display to toggle sheets and add. Drag to rightmost sheet to add one more sheet and add.

Function Shortcuts

With some applications, Touch & Hold for shortcuts to functions. Touch & Hold function shortcut then release finger at location in Home Screen to add function shortcut.



+ Deleting Shortcuts

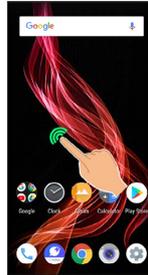
In Home Screen, Touch & Hold icon → Drag to "Remove"

Adding Widgets

Add Album, Analog clock, etc. as follows.

1

Touch & Hold open area of Home Screen



2

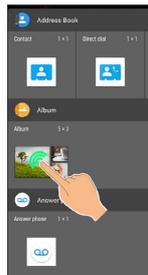
Widgets



A list of widgets opens.

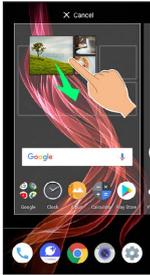
3

Touch & Hold widget



4

Drag to location to add widget



Widget is added.

- Drag to sheet visible at edge of Display to toggle sheets and add. Drag to rightmost sheet to add one more sheet and add.

+ Removing Widgets

In Home Screen, Touch & Hold widget → Drag to "Remove"

Adding Folders

Add folders to collect icons.

- Folders can also be created in Favorites Tray and app list.

1

In Home Screen, Touch & Hold icon to place in folder



2

Drag to another icon to group with



Folder is added, and two icons are saved in the folder.

+ Folder Operations

Changing Folder Names

In Home Screen, Tap folder → Tap area to enter folder name at bottom of window → Enter folder name → ✓

- Change folder names the same way in Favorites Tray and app list.

Placing Icons in Folder

In Home Screen, Touch & Hold icon → Drag to folder

- Place icons the same way in Favorites Tray and app list.

Moving Icons Out of Folder

In Home Screen, Tap folder → Touch & Hold icon → Drag it out of folder

- Move icons the same way in Favorites Tray and app list.

Deleting Folders

In Home Screen, Touch & Hold folder → Drag to "Remove"

- Delete folders the same way in Favorites Tray and app list.
- Applications in folder are also deleted.

Moving Icons/Widgets

Icons can also be rearranged in Favorites Tray and app list.

1

In Home Screen, Touch & Hold icon/widget



2

Drag to target location

🚩 Icon/widget is moved.

- To a folder: Drag icon to target folder.

Making Home Screen Settings

Settable items are the following.

Item	Description
Notification dots	Set whether to show dots with application icons for notifications. See " Applications & Notifications " for details.
Add number on notification dots	Set whether to show number of notifications with notification dots.
Add icon to Home screen	Set whether icon is added to Home Screen after downloading new application.
Allow Home screen rotation	Set whether to rotate Home Screen with handset orientation automatically.

1

Touch & Hold open area of Home Screen



2

Home settings



3

Set items

🚩 Settings are complete.

Icons at Display Top (Status Bar)

Indicators (new message notification, handset status, etc.) appear at the top of Display.

Status Bar Layout



- 1** Notifications, warnings, etc. appear here. (Notification Indicators)
- 2** Handset status and other information appear here. (Status Indicators)

Main Notification Indicators

Notification Indicators appear on the left.

- Notification Indicators do not appear in lock screen.



Indicator	Description
	Glove Mode On
	Call (Dialing/Arriving/in Progress)
	Call on Hold
	Missed Call
	New Answer Phone Message
	New Voicemail
	New SMS/+Message
	New Email
	New Gmail™
	Alarm Sounding/Snoozing/Upcoming Alarm
	Calendar Event Notification
	Application Update Available
	Application Installation Complete
	Data Downloaded
	Bluetooth® Data Reception Request
	Screenshot Captured
	Screenshot Failed
	More Notifications

Main Status Indicators

Status Indicators appear on the right.



Indicator	Description
	Battery Strength
	Charging
	Battery Saver On
	Signal Strength
	No Signal (4G LTE/4G/3G)
	4G LTE/4G Data in Use ¹
	3G Data in Use
	Airplane Mode
	Wi-Fi Connected
	Bluetooth® Connected
	Manner Mode (Vibe)
	Manner Mode (Mute)
	Wi-Fi Hotspot Tethering in Use
	Do Not Disturb Set
	Getting Location Information
	NFC Ready
	Answer Phone Set
	Answer Phone Set (Message Recorded)
	Alarm Set
	NFC/Osaifu-Keitai® Lock Set
	NFC/Osaifu-Keitai® Lock Set (SIM Card only) ²
	Hidden Statuses

- 1 Corresponding indicator appears when handset is connected to FDD-LTE (SoftBank 4G LTE) or AXGP (SoftBank 4G). Between these Networks, handset connects to SoftBank 4G whenever possible.
- 2 Appears when a SIM Card with NFC locked on another mobile phone is then installed in handset.

Checking Notifications (Notifications Window)

Open notifications and check handset status.

Opening Notifications Window

1

Drag Status Bar down



Notifications Window opens.

- Alternatively, to open Notifications Window when **Swipe fingerprint for notifications** is enabled, Flick Fingerprint Sensor down. See "[System Settings](#)" and "[Applications & Notifications](#)" for details.

+ Closing Notifications Window

Drag Notifications Window up

- Alternatively, Tap .
- Alternatively, to close Notifications Window, **Swipe fingerprint for notifications** is enabled, Flick Fingerprint Sensor up.

Notifications Window Layout



- 1 Notifications and active functions
- 2 Use corresponding functions.¹
- 3 Manage notifications.
- 4 Delete all notifications and close Notifications Window.

1 Usable functions depend on the notification. As an example, dial or send an SMS to the phone number of a new call.

+ Notifications Window Operations

Switching between Detailed & Simple Views for Notifications in Notifications Window

In Notifications Window, Drag notification down/up with two fingers at the same time, or Pinch/Spread

- Unavailable for some notifications.

Making Notification Settings

In Notifications Window, Drag notification left/right →

⚙️ → Follow onscreen instructions

- Settable items depend on the notification.

Notifying Later

In Notifications Window, Drag notification left/right →



- To change notification time, Tap ⌚, then **Snoozed for 1 hour**, and select time.
- Unavailable for some notifications.

Checking Notifications

1

Drag Status Bar down



☑️ Notifications Window opens.

Deleting Notifications

1

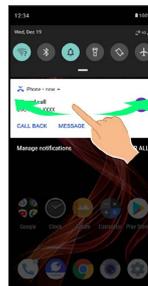
Drag Status Bar down



☑️ Notifications Window opens.

2

Flick notification left/right



☑️ Notification is deleted.

- Some notifications may not be deleted.

Deleting All Notifications

1

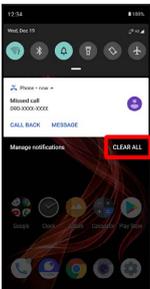
Drag Status Bar down



 Notifications Window opens.

2

CLEAR ALL



 All notifications are deleted.

· Some notifications may not be deleted.

Checking Notifications (Quick Settings Window)

Tap icons to toggle functions on/off, etc.

Opening Quick Settings Window

1

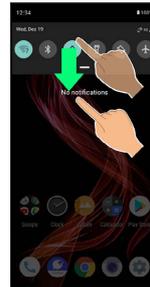
Drag Status Bar down



 Notifications Window opens.

2

Drag Status Bar down



 Quick Settings Window opens.

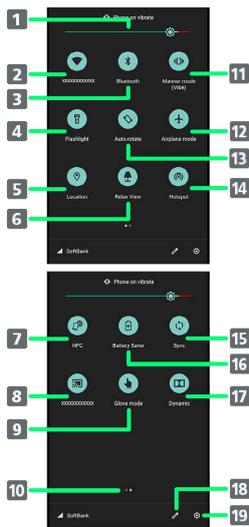
- Alternatively, to open Quick Settings Window, Drag Status Bar down with two fingers with Notifications Window closed.
- Alternatively, to open Quick Settings Window when **Swipe fingerprint for notifications** is enabled, Flick Fingerprint Sensor down twice. See "[System Settings](#)" and "[Applications & Notifications](#)" for details.

+ Closing Quick Settings

Drag Quick Settings up

- Alternatively, Tap .
- Alternatively, to close Quick Settings Window, **Swipe fingerprint for notifications** is enabled, Flick Fingerprint Sensor up.

Quick Settings Window Layout



- 1 Adjust Display brightness.
- 2 Toggle Wi-Fi on/off.
- 3 Toggle Bluetooth® function on/off.
- 4 Toggle Mobile Light on/off.
- 5 Toggle Location on/off.
- 6 Toggle RelaxView on/off.
- 7 Toggle Reader/Writer, P2P on/off.
- 8 Show cast screen.
- 9 Toggle Glove mode on/off.
- 10 Indicate position of Setting key sheet.¹
- 11 Toggle Manner mode (OFF / Vibe / Mute).
- 12 Toggle Airplane mode on/off.
- 13 Toggle Auto-rotate screen on/off.
- 14 Toggle Wi-Fi hotspot tethering on/off.
- 15 Toggle account sync on/off.
- 16 Toggle Battery Saver on/off.
- 17 Toggle Dolby Atmos on/off.²
- 18 Open Edit screen for Quick Settings Window.
- 19 Open Settings.

- 1 Flick Setting key area left/right to toggle sheets.
- 2 For details on Dolby Atmos, see "[Sound Settings](#)."

+ Customizing Quick Settings Window

Rearranging Setting Keys

In Quick Settings Window,   Touch & Hold Setting key  Drag Setting key to rearrange it

Adding Setting Keys

In Quick Settings Window,   Touch & Hold Setting key below "Hold and drag to add tiles"  Drag Setting key to target location

Deleting Setting Keys

In Quick Settings Window,   Touch & Hold Setting key  Drag to "Drag here to remove"

Resetting Quick Settings Window

In Quick Settings Window,     

Capturing Screenshots (Clip Now)

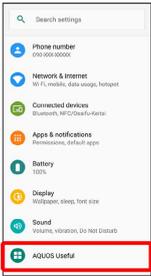
Slide finger along the edge of Display to capture a screenshot.

Enabling Clip Now

1

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → AQUOS Useful



AQUOS Useful menu opens.

2

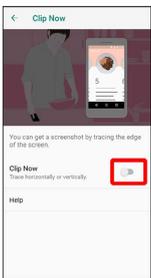
Clip Now



Clip Now menu opens.

3

Toggle for "Clip Now" ()



Clip Now is enabled.

Tap to disable Clip Now again ().

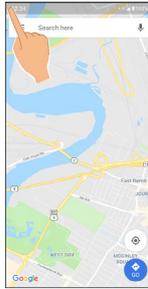
Capturing Screenshots

Capture screenshots for saving as files.

- Some screens may not be capturable.
- View captured screenshots in (Album), etc.

1

Touch upper left (upper right) corner of Display



2

Slide finger right/down (left/down) along edge of Display



Screenshot is saved.

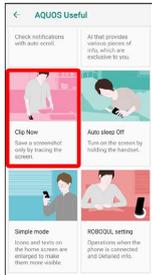
Setting Clip Now

Set sliding gesture for capturing screenshots.

1

In Home Screen, Drag Favorites Tray to top of Display →

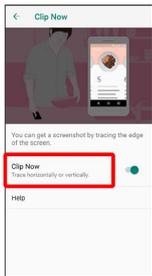
(Settings) → AQUOS Useful → Clip Now



Clip Now menu opens.

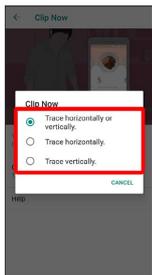
2

Clip Now



3

Tap item



Setting is complete.

Viewing Instructions for Clip Now

In Clip Now menu, **Help**

Scrolling Screen Automatically (ScrollAuto)

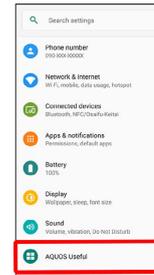
Scroll the screen up and down automatically.

Enabling ScrollAuto

1

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → AQUOS Useful



AQUOS Useful menu opens.

2

ScrollAuto



ScrollAuto menu opens.

3

ON/OFF ()



ScrollAuto is enabled.

Tap **ON/OFF** to toggle on ()/off ().

+ ScrollAuto Operations

Setting ScrollAuto to Applications

In ScrollAuto menu, **Set Apps** → Tap application name

- Tap application name to toggle on ()/off ().
- If confirmation appears, follow onscreen prompts.

Setting Whether to Show Status Bar Indicator while Running Target Applications

In ScrollAuto menu, **Notify in status bar**

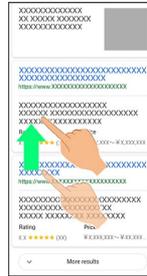
- Tap **Notify in status bar** to toggle on ()/off ().

Using ScrollAuto

The feature may not follow the setting with certain applications.

1

Drag up slowly



  appears.

- When Display is Dragged down,  appears instead.

2

Slide finger to  and release



 Screen scrolls automatically.

- If confirmation appears, follow onscreen prompts.
- To change scrolling speed, Tap  or .
- Screen may not scroll depending on where you start Dragging.
- Scroll stops when Display is Tapped or after five minutes.

ScrollAuto Usage Note

ScrollAuto does not work when Display is Flicked or Dragged quickly.

ScrollAuto supports vertical scrolling only.

Phone

Placing/Answering Calls.....	52
Optional Services.....	56
Handset Phone Number.....	63
Making Phone Settings.....	63
Address Book.....	65

Placing/Answering Calls

How to dial directly to make a call and answer a call, as well as options when a call is arriving/during a call are described.

Support for VoLTE/VoLTE (HD+) and HD Voice

Handset supports VoLTE/VoLTE (HD+) and HD Voice for high-quality call sound. See "[Using VoLTE/VoLTE \(HD+\)](#)" and "[HD Voice](#)" for details.

Placing Calls

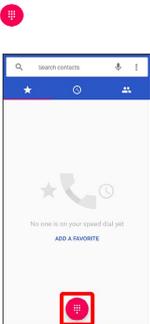
1

In Home Screen,  (Phone)



 Phone opens.

2



 Dialpad window opens.

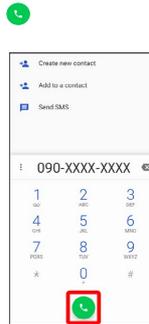
3

Use onscreen dialpad to enter number



- Include area code for landline numbers.
- To correct number, Tap  to delete digit(s), then enter correct number.

4



 Handset dials number. Call begins when other party answers.

5

To end call, 



 Call ends.

Emergency Calls

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.

After Making an Emergency Call with Reject Call Enabled

Reject call is disabled for about two hours to receive calls from corresponding agency. To manually enable Reject call again after making an emergency call:

In Home Screen,  (Phone)   **Settings**  **Call blocking**  **RESTORE PREVIOUS SETTINGS TO BLOCK CALLS.**  **YES**

+ Calling Emergency Number When Handset Screen is Locked

In lock screen, Flick up  **Emergency**  Enter number for emergency service  

- Use if method for unlocking screen is setting other than **None** or **Swipe** . See "Setting Screen to Unlock by Tracing Pattern," "Requiring Lock No. (PIN) Entry for Unlocking Screen," and "Setting Screen to Unlock with Password" for details on screen lock methods.

? Troubleshooting

Q. Call does not connect

- A. Did you dial all digits for the number? Dial all digits for numbers starting with a "0" area code, etc.
- A. Is the signal weak? Change locations and call again.

! Emergency Call Cautions

Areas Where Usable

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

Airplane Mode

Note that emergency calls cannot be made in Airplane mode. Drag Status Bar down and cancel it.

Phone Window Layout



- 1** Search field.
Search contacts. Tap  to voice search.
- 2** Show favorites.
- 3** Show dialpad.
- 4** Open menu.
- 5** Show contacts.
- 6** Show call history.

Answering Calls (Display Off)

1

Flick  up when call is arriving



 Call connects.

2

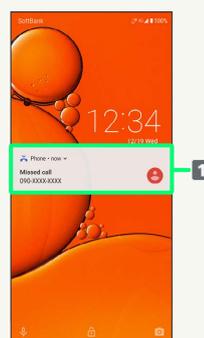
To end call, 



 Call ends.

💡 Missed Calls

For unanswered calls, notification appears in lock screen.



1 Notification

- Tap notification twice to check missed call records and call back as needed.
- When screen is unlocked,  appears on Status Bar. Drag Status Bar down for Notifications Window, then Tap notification. When **CALL BACK** / **MESSAGE** appear below notification, Tap to call back or send SMS.

+ Arriving Call/Answer Phone Operations

Answering with Answer Phone

As call is arriving, Flick  up  **Absence Memo**

- When screen is unlocked, **Incoming call**  Flick  up  **Absence Memo** .

Playing Back Answer Phone Messages

In lock screen, Tap notification twice  Tap message

- When screen is unlocked, Drag Status Bar down for Notifications Window, then Tap notification  Tap message.
- To stop playback, Tap **Pause** .

Editing Subjects of Answer Phone Messages

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

Calls  **Answer phone**  **Answer phone list** 

Touch & Hold message  **Edit Subject**  Enter subject name  **OK**

Copying Answer Phone Messages to Internal Storage

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

Calls  **Answer phone**  **Answer phone list** 

Touch & Hold message  **Export**  **801SH**  Select where message is saved  **SELECT**  **OK**

Rejecting Arriving Calls

As call is arriving, Flick  down

- When screen is unlocked, Tap **DECLINE** .

Not Answering Call and Sending SMS

As call is arriving, Flick  up  Tap message to send

- When screen is unlocked, **Incoming call**  Flick  up  Tap message to send.
- Tap **Write your own...** to create and send message.

Forwarding Arriving Calls

As call is arriving, Flick  up  **Forwarding**

- When screen is unlocked, **Incoming call**  Flick  up  **Forwarding** .
- Set a phone number to forward calls to beforehand. See "[Call Forwarding](#)" for details.

Stopping Ringtone and Vibration

As call is arriving, Volume Up/Volume Down Key

Answering Calls (Display On)

1

When call is arriving, **ANSWER**



 Call connects.

2

To end call, 



 Call ends.

Call Window Layout/In-Call Operation



- 1 Other party photo
- 2 Other party name/number
- 3 HD Voice (HD)/HD+ Voice (HD+) call in progress
- 4 Mute own voice.
- 5 Show dialpad.
- 6 Add call.
- 7 End call.
- 8 Call time.
- 9 Use Speakerphone.
- 10 Place call on hold.
- 11 Open menu.

+ In-Call/Voice Memo Operations

Adjusting Call Volume

During call, Volume Up/Down Key

Setting Whether to Use Noise Suppression

Enable Noise suppression for clearer other-party voice.

During call, ☰ (Menu) → Clear talk

· Tap Clear talk to toggle on (✓)/off (□).

Setting Whether to Use Slow Talk

Enable Slow talk for slower other-party voice.

During call, ☰ (Menu) → Slow talk

· Tap Slow talk to toggle on (✓)/off (□).

Recording Call (Voice Memo)

During call, ☰ (Menu) → Voice Memo

· To end recording, Tap Stop .

Playing Back Voice Memos

In Home Screen, ☰ (Phone) → Settings → Calls → Answer phone → Voice Memo List → Tap Voice Memo

· To stop playback, Tap Pause .

Editing Subjects of Voice Memos

In Home Screen, ☰ (Phone) → Settings → Calls → Answer phone → Voice Memo List → Touch & Hold message → Edit Subject → Enter subject name → OK

Copying Voice Memos to Internal Storage

In Home Screen, ☰ (Phone) → Settings → Calls → Answer phone → Voice Memo List → Touch & Hold message → Export → 801SH → Select where message is saved → SELECT → OK

? Troubleshooting

Q. Difficulty with call

- A. It may be difficult to make a call in a location with noise.
- A. Check the call volume when using Speakerphone. It may be difficult to make a call with a raised call volume.

Q. The other party cannot hear me

- A. Are you covering Mic/Recorder Mic on the bottom surface of handset with your finger, etc.? Make sure not to cover Mic/Recorder Mic.
- A. Have you muted handset? The other party cannot hear you if handset is muted.

Q. Sound experiences popping during a call

- A. Are you moving location during a call? Popping may occur when switching areas for a better signal. This is not a malfunction.

Using VoLTE/VoLTE (HD+)

VoLTE (Voice over LTE) is a system enabling voice calls over LTE networks. Compared to voice calls over conventional 3G connections, high-sound quality calls and reduced time until ringtones sound are possible. VoLTE (HD+) provides a clearer and more natural quality call than conventional VoLTE.

- VoLTE/VoLTE (HD+) are available when the counterpart model is respectively a VoLTE- or VoLTE (HD+)-compatible model from SoftBank/Y!mobile. In addition, it is necessary for both handset and the counterpart model to be within the SoftBank 4G LTE (FDD LTE) service area, with "4G (recommended)" and "Enhanced 4G Mode" enabled.
- VoLTE is unavailable during international roaming.

+ Disabling VoLTE/VoLTE (HD+)

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Network & internet → Mobile network → Advanced → Enhanced 4G Mode ()

- Tap Enhanced 4G Mode to toggle on ()/off ().

! VoLTE/VoLTE (HD+) Cautions

VoLTE/VoLTE (HD+) use 4G network service, and are unavailable when 4G network service is disabled on handset. If VoLTE/VoLTE (HD+) are unavailable, follow the steps below to check whether 4G network service is enabled ().

In Home Screen, Drag Favorites Tray to top of

Display → (Settings) → Network & internet → Mobile network → Advanced → Preferred network type

- If disabled (), Tap 4G (recommended) to enable it ().

HD Voice

HD Voice supports a wide range of audio tones for clearer, more natural-quality voice calls.

- Available when the counterpart model is an HD Voice-compatible model from SoftBank/Y!mobile.
- HD Voice is compatible with VoLTE and 3G network. Use HD Voice with VoLTE for voice calls of even higher quality.

Optional Services

Use these optional services for voice calls:

Optional Services

The following optional services are available.

Service	Description
Call Forwarding	Divert all/unanswered calls to a preset number.
Voicemail	Divert all/unanswered calls to Voicemail Center; access messages via handset/touchtone phones.
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.

Call Forwarding

1

In Home Screen, (Phone)



Phone opens.

2

Settings Calls



3

Call forwarding



Call forwarding settings open.

4

Always forward / When busy / When unanswered / When unreachable



Divert menu opens.

- Tap **Always forward** to set whether to always forward calls.
- Tap **When busy** to set whether to forward a new call during a call.
- Tap **When unanswered** / **When unreachable** to set whether to forward a call when unable to answer.

5

Enter forwarding number **TURN ON**



Call Forwarding is set.

- After Tapping **When unanswered**, enter forwarding number, Tap **WAIT TIME** and select ring time as needed.

+ Call Forwarding Operations

Changing Forwarding Number

In divert menu, enter number

Canceling Call Forwarding

In divert menu, **TURN OFF**

Voicemail

1

In Home Screen,  (Phone)
 Phone opens.

2

 Settings  Calls


3

Call forwarding


 Call forwarding settings open.

4

 Always forward / When busy / When unanswered /
 When unreachable

 Divert menu opens.

- Tap **Always forward** to set whether to always divert calls to Voicemail Center.
- Tap **When busy** to set whether to divert a new call during a call to Voicemail Center.
- Tap **When unanswered** / **When unreachable** to set whether to divert a call when unable to answer to Voicemail Center.

5

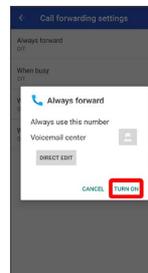
VOICEMAIL



- For **When unanswered**, Tap **WAIT TIME** and select ring time as needed.

6

TURN ON


 Voicemail is set.

Voicemail

Voicemail and Answer Phone

Voicemail and Answer Phone differ mainly in the following ways.

- Voicemail: Messages are held at the Voicemail Center. Messages are held even when handset is not turned on or outside a service area. Message playback is subject to your subscription call charges.
- Answer Phone: Messages are held on handset. Use Answer Phone only when handset is turned on or within a service area.

When New Message is Recorded

 appears on Status Bar. To play message, Tap **Voicemail** in Notifications Window, then follow voice guidance.

Canceling Voicemail

In divert menu, **TURN OFF**

Call Waiting

Requires separate subscription.

1

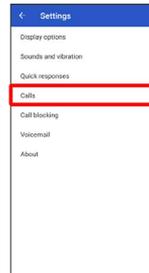
In Home Screen,  (Phone)



 Phone opens.

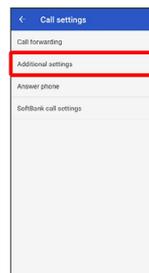
2

 **Settings**  **Calls**



3

Additional settings



 Additional settings appear.

4

Call waiting ()



 Call Waiting is set.

💡 When Call Arrives during Another Call

A tone sounds; Flick  up to begin call.

+ Canceling Call Waiting

In Additional settings, **Call waiting** ()

Group Calling

Requires separate subscription.

1

During a call,  (Add call)



 Phone opens.

2

  Enter number  



 Call is added.

· Alternatively, in Phone,   Tap  for contact to add.

3

When call connects,  (Merge)



 Group Calling starts.

Notify Caller ID

1

In Home Screen,  (Phone)



 Phone opens.

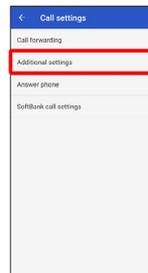
2

 **Settings**  **Calls**



3

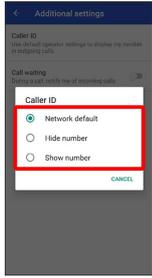
Additional settings



 Additional settings appear.

4

Caller ID → Network default / Hide number / Show number



Caller ID is set.

Set to **Network default** to notify number.

Call Barring

Restrict outgoing/incoming calls and SMS messages.

When attempting to place/send a call/SMS while calling is restricted, a message appears. Message may take time to appear in some areas.

Restriction	Description
Bar outgoing calls	<ul style="list-style-type: none"> - All outgoing calls - Restrict all outgoing calls. - Bar int'l call <p>Restrict international calls; while outside Japan, calls within current country are allowed.</p> <ul style="list-style-type: none"> - Local & home only <p>Restrict international calls; while outside Japan, calls within current country and to Japan are allowed.</p> <ul style="list-style-type: none"> - Stop all outgoing calls <p>Cancel all outgoing call restrictions.</p>
Bar incoming calls	<ul style="list-style-type: none"> - Restrict all incomings - Restrict all incoming calls. - Bar if abroad <p>Reject calls while outside Japan.</p> <ul style="list-style-type: none"> - Stop all incoming calls <p>Cancel all incoming call restrictions.</p>
Reject call	<ul style="list-style-type: none"> - Specified numbers <p>Reject calls from specified numbers.</p> <ul style="list-style-type: none"> - Number not sent <p>Reject calls from unnotified numbers.</p>

1

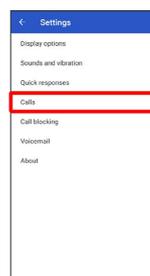
In Home Screen, (Phone)



Phone opens.

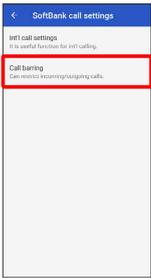
2

Settings → Calls



3

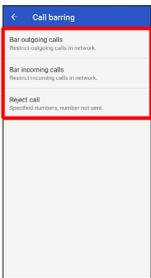
SoftBank call settings → Call barring



 Call barring menu opens.

4

Bar outgoing calls / Bar incoming calls / Reject call



5

Follow onscreen prompts

 Restriction is set.

Call Barring Operations

Setting Call Barring

In Call barring menu, **Bar outgoing calls** / **Bar incoming calls** → Tap barring method → **Restrict** / **Not restrict**

Canceling All Outgoing Call Restrictions

In Call barring menu, **Bar outgoing calls** → **Stop all outgoing calls** → **YES**

Canceling All Incoming Call Restrictions

In Call barring menu, **Bar incoming calls** → **Stop all incoming calls** → **YES**

Rejecting Calls from Specified Numbers

In Call barring menu, **Reject call** → **Specified numbers** → **ADD A NUMBER** → Enter number → **BLOCK**

Rejecting Calls from Unnotified Numbers

In Call barring menu, **Reject call** → **Number not sent** ()

Troubleshooting

Q. Calling is not barred

A. Are you using Call Forwarding or Voicemail? Calling may not be barred even if All outgoing calls and Restrict all incomings are set.

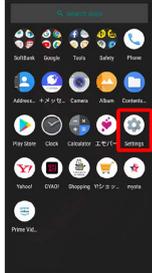
Handset Phone Number

Checking Your Phone Number

1

In Home Screen, Drag Favorites Tray to top of Display →

 (Settings)



 Settings appear.

· Handset number is shown below "Phone number."

Making Phone Settings

Making Phone Settings

Check phone information and make settings. Settable items are the following.

Item	Description
Display options	<ul style="list-style-type: none"> - Sort by Change the sort order of callers/callees in Call History. - Name format Change how caller/callee names are displayed in Call History.
Sounds and vibration	<ul style="list-style-type: none"> - Phone ringtone Set Phone ringtone. - Also vibrate for calls Enable vibration when calls arrive. - Keypad tones Enable confirmation tones when Tapping dialpad.
Quick responses	<ul style="list-style-type: none"> Edit an SMS message for when unable to answer a call.
Calls	<ul style="list-style-type: none"> - Call forwarding Make Call Forwarding settings. - Additional settings Set Caller ID and Call Waiting. - Answer phone Set Answer phone. - SoftBank call settings Set international calling and call barring.
Call blocking	<ul style="list-style-type: none"> - Notifications Set numbers to block calls from.
Voicemail	<ul style="list-style-type: none"> - Notifications Make notification settings. - Advanced Settings Check Voicemail settings.
About	<ul style="list-style-type: none"> Check build version, open source license, privacy policy, and terms of service.

1

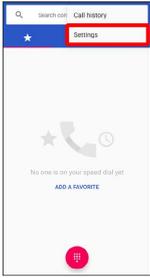
In Home Screen,  (Phone)



 Phone opens.

2

☰ → Settings



🚩 Phone settings open.

3

Set each item

🚩 Setting is complete.

+ Phone Setting Operations

Setting Ringtone

In Phone settings, Sounds and vibration → Phone ringtone → Tap ringtone → OK

Setting Whether Handset Vibrates for Incoming Calls

In Phone settings, Sounds and vibration → Also vibrate for calls

· Tap Also vibrate for calls to toggle on () / off ().

Setting Whether Dialpad Tones Sound

In Phone settings, Sounds and vibration → Keypad tones

· Tap Keypad tones to toggle on () / off ().

Editing SMS Message to Send to Caller when Unable to Answer

In Phone settings, Quick responses → Tap message to edit → Enter message → OK

Checking Storage Available and Recordable Number of Answer Phone Messages and Voice Memos

In Phone settings, Calls → Answer phone → Current storage status

Setting/Canceling Answer Phone

In Phone settings, Calls → Answer phone → Answer phone → Mannermode / ON / OFF

Checking Answering Message for Answer Phone

In Phone settings, Calls → Answer phone → Answering message confirm → Touch & Hold "Answering message content" → Play

Setting Answering Time for Answer Phone

In Call settings, Calls → Answer phone → Answer time setting → Select time → SET

· If arriving calls are disconnected before answer time that is set for Answer phone passes, disable Call Forwarding or Voicemail. See "Call Forwarding" and "Voicemail" for details on Call Forwarding or Voicemail.

Address Book

Save phone numbers and mail addresses as well as birthdays, nicknames, etc.
Set ringtones for each contact as needed.

! Address Book Caution

Contacts may be altered/lost if handset is left uncharged or due to accidents, malfunctions, repairs, handset upgrade/replacement, mishandling, etc. Back up important contacts and other data regularly. SoftBank Corp. is not liable for any damages resulting from loss/alteration of contacts.

Adding New Contacts

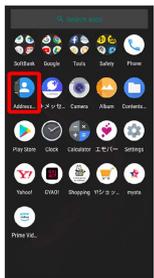
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Address Book)



Address Book opens.

3



Window for saving new contact opens.

· If confirmation appears, follow onscreen prompts.

4

Set/enter each item → SAVE



Contact is saved.

+ Operations when Saving Contacts

Showing Other Savable Items

In window for creating new contact, **More fields**
· Save residential address, chat, memos, etc.

Setting (Labels) Groups

In window for creating new contact, **More fields** →
Label → Tap label ()
· Log in to your Google account beforehand.
· To add a new label, **Label** → **Create new...** → Enter name of label → **OK**

Saving Type of Phone Number, Etc.

In window for creating new contact, ▼ → Tap type to save
· For Custom, enter type name → **OK** .

Deleting Entered Phone Number, Etc.

In window for creating new contact, ✕ for item

Syncing with Contacts on Server

Sync handset Address Book with Google contacts on server. Also sign in to a Google Account before syncing with a non-Google Account.

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Accounts → Tap account to sync

→ Account sync → Contacts ()

Dialing from Contacts

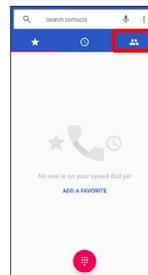
1

In Home Screen, (Phone) (Phone)



Phone opens.

2

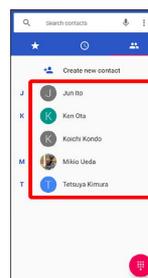


Contacts appear.

· Alternatively, to open Contacts in Home Screen, Drag Favorites Tray to top of Display → (Address Book).

3

Tap contact



Contact opens.

4

Tap number



 Handset dials number. Call begins when other party answers.

Messaging

Sending Messages (+メッセージ (+Message)).....	70
Using Gmail.....	71
Using Email.....	74

Sending Messages (+メッセージ (+Message))

Sending New Messages

1

In Home Screen,  (+メッセージ)



2



3



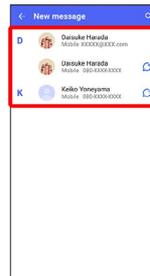
4

New message



5

Tap recipient

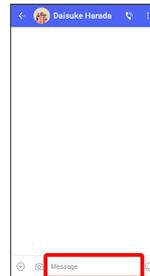


 Message window opens.

- To send to a number/mail address not saved in contacts,
  Enter number/mail address  Tap **Add** and create message.

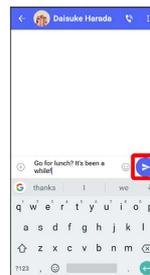
6

Tap message entry field



7

Enter message  



 Message is sent.

Using Gmail

Use Gmail (Google's webmail service) as well as your work/ personal email.

Setting an Account

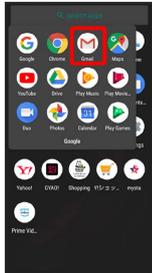
Set up a Google Account or an email account to use Gmail. When activating (Gmail) for the first time, account setup menu appears; complete setup.

- Account setup menu does not appear if you are already signed in to a Google Account.
- To use your existing account, information such as username (user ID), password, and server name is required.

1

In Home Screen, Drag Favorites Tray to top of Display →

(Google) → (Gmail)

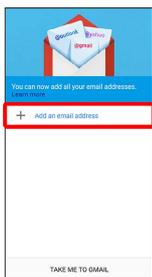


Account setup menu opens.

- If confirmation appears, follow onscreen prompts.

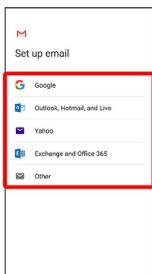
2

Add an email address



3

Tap account type



4

Follow onscreen prompts

Account setup is complete.

Creating/Sending Gmail

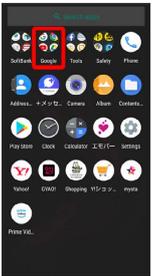
1

In Home Screen, Drag Favorites Tray to top of Display



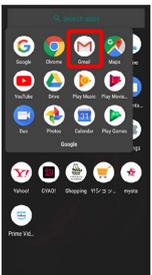
2

(Google)



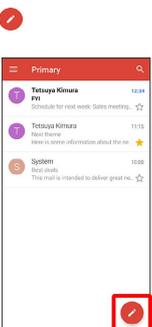
3

(Gmail)



Message list opens.

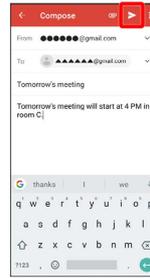
4



Message composition window opens.

5

Enter recipient, subject and text →



Message is sent.

+ Operations when Creating Message

Adding Cc/Bcc Recipients

In message composition window, ✓ in Recipient field

→ Enter recipient

Attaching Files

In message composition window, 📎 → Attach file

→ Select where file is saved → Select file

To attach files saved in Google Drive, select Insert from Drive .

Selecting Recipients from Address Book

In message composition window, 👤 → Add from

Contacts → Select recipient

Setting Confidential Mode

In message composition window, 🔒 → Confidential

mode → Set each item → SAVE

Saving Current Message as Draft

While creating message, 📧 → Save draft

Discarding Current Message

In message composition window, 🗑️ → Discard →

DISCARD

Opening New Gmail

When message arrives, new message notification appears in lock screen.

1

In lock screen, Tap new message notification twice



Message window opens.

- For two or more new messages, message list opens; Tap one.
- When screen is unlocked,  or  appears on Status Bar. Drag Status Bar down, then Tap notification.

Opening Gmail

1

In Home Screen, Drag Favorites Tray to top of Display



2

(Google)



3

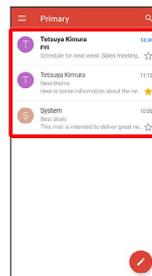
(Gmail)



Message list opens.

4

Tap message



Message window opens.

+ Operations when Opening Messages

Replying to Messages

In message window,  for message to reply to 

Create message  

- To reply to all,  for message to reply to  **Reply all** .
- Alternatively, at bottom of message window, Tap **Reply** / **Reply all** .

Forwarding Messages

In message window,  for message to forward 

Forward  Create message  

- Alternatively, at bottom of message window, Tap **Forward** .

Resetting Messages as Unread

In message window, 

- Alternatively, in message list, Tap icon for message to reset as unread (     .

Deleting Messages

In message window, 

- Alternatively, in message list, Tap icon for message to delete (   .

Archiving Messages

In message window, 

- Alternatively, in message list, Tap icon for message to archive (   .

Syncing Accounts Manually

In message list, Drag down

- Sync sent and received messages manually at any time regardless of the automatic sync settings.

Using Email

Send/receive email using  (Email), an email-only application.

Setting an Account

Set up an email account to use email.

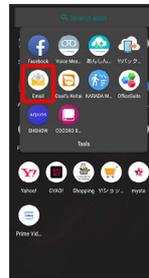
When activating  (Email) for the first time, account setup menu appears; complete setup.

- Information such as username (ID), password, and server name is required.

1

In Home Screen, Drag Favorites Tray to top of Display 

 (Tools)   (Email)



 Account setup menu opens at first activation.

- If confirmation appears, follow onscreen prompts.

2

Follow onscreen prompts to set up account

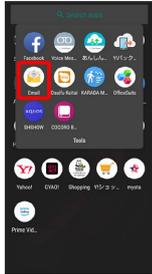
 Account setup is complete.

Creating/Sending Email

1

In Home Screen, Drag Favorites Tray to top of Display →

 (Tools) →  (Email)



 Message list opens.

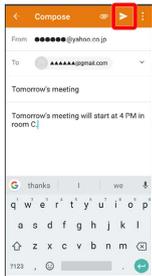
2



 Message composition window opens.

3

Enter recipient, subject and text → 



 Message is sent.

+ Operations when Creating Message

Adding Cc/Bcc Recipients

In message composition window,  in Recipient field

→ Enter recipient

Attaching Files

In message composition window,  → Attach file

→ Select where file is saved → Select file

Saving Current Message as Draft

While creating message,  → Save draft

Discarding Current Message

In message composition window,  → Discard →

DISCARD

Adding Quick Response Text

In message composition window,  → Insert quick

response → Select text

Opening New Email

When message arrives, new message notification appears in lock screen.

1

In lock screen, Tap new message notification twice



 Message window opens.

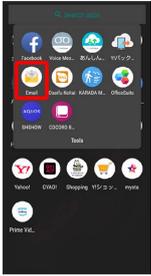
- For two or more new messages, message list opens; Tap one.
- When screen is unlocked,  appears on Status Bar. Drag Status Bar down, then Tap notification.

Opening Email

1

In Home Screen, Drag Favorites Tray to top of Display →

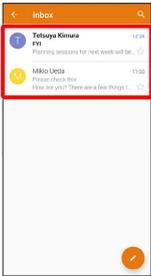
 (Tools) →  (Email)



 Message list opens.

2

Tap message



 Message window opens.

+ Operations when Opening Messages

Replying to Messages

In message window,  → Create message → 

· To reply to all,  → Reply all .

Forwarding Messages

In message window,  → Forward → Create message



Resetting Messages as Unread

In message window, 

· Alternatively, in message list, Tap icon for message to reset as unread () →  →  .

Deleting Messages

In message window,  → OK

· Alternatively, in message list, Tap icon for message to delete () →  → OK .

Syncing Accounts Manually

In message list, Drag down

· Sync sent and received messages manually at any time regardless of the automatic sync settings.

Internet

Using the Internet (Chrome).....78

Using the Internet (Chrome)

Use Chrome simply by entering words to search for or URLs.

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 Caution

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 activates.

· If confirmation appears, follow onscreen prompts.

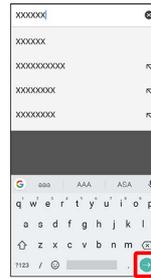
2

Tap Text entry field



3

Enter search string or URL  



 Search results appear or a Website opens.

Chrome Operations

Opening New Tabs

Open multiple Websites in different tabs to switch between them easily.

In Chrome,   **New tab**

- To switch tabs, Tap **2** and then target tab.
- Number in **2** changes with number of tabs.

Opening Recent Tabs

In Chrome,   **Recent tabs**  Tap tab

Viewing Websites without Leaving Browsing History, Cookies, Etc.

In Chrome,   **New incognito tab**  Follow onscreen prompts

Closing Tabs

In Chrome, **2**   for tab

- Alternatively, Flick tab left/right to close.
- Number in **2** changes with number of tabs.

Searching within Website

In Chrome,   **Find in page**  Enter search text

 Search results are highlighted.

Saving (Downloading) Images

In Chrome, Touch & Hold image  **Download image**

-  appears on Status Bar when image is saved (downloaded). To open the image, Tap download complete notification in Notifications Window.
- Open saved (downloaded) image from  (Contents Manager),  (Album), etc.

Opening Saved (Downloaded) Image, Etc.

In Home Screen, Drag Favorites Tray to top of Display →

📁 (Contents Manager) → Tap image, etc.

· When menu appears, Tap **Downloads** .

Adding Bookmarks

1

In Home Screen, 🌐 (Chrome)



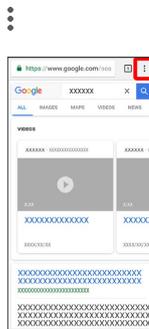
🌐 Chrome activates.

2

Show Website to add

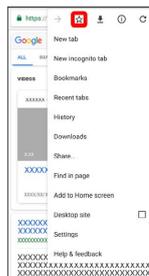


3



4

☆ (★)



🌐 Current Website is added to Bookmarks.

+ Bookmark Operations

Editing Bookmarks

In Chrome, → → for bookmark to edit → → Edit each item →

Moving Bookmarks

In Chrome, → → for bookmark to move → → Select location

· SoftBank folder and bookmarks in SoftBank folder cannot be moved.

Deleting Bookmarks

In Chrome, → → for bookmark to delete →

Checking Browsing History

1

In Home Screen, (Chrome)



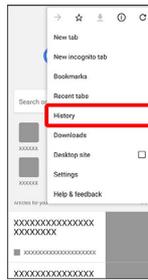
Chrome activates.

2



3

History



History window opens.

4

Tap record



Website opens.

Setting Chrome

Make Chrome settings. Settable items are the following.

Item	Description
Sign in to Chrome	Sign in to your Google Account and make settings for bookmarks, history, etc. View account information.
Search engine	Select a search engine.
Autofill and payments	Enable or disable automatic form entry, or edit address and credit card information.
Passwords	Enable or disable the saving of user names and passwords by websites, confirm/delete websites that have saved passwords, etc.
Notifications	Make notification settings.
Privacy	Set whether to show suggestions for an access error, whether usage and error reports are sent, etc.
Accessibility	Set text size, etc.
Site settings	Set whether to allow cookies, enable JavaScript, etc.
Languages	Make language settings.
Data Saver	Set whether to economize data usage by compressing Websites before reading them.
About Chrome	View version information, etc. about Chrome.

1

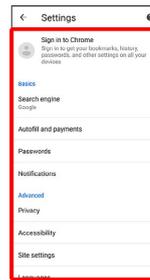
In Home Screen,  (Chrome)



 Chrome activates.

2

 Settings  Set items



 Settings are complete.

· For some items, additional settings may appear when Tapping the item.

Camera

Capturing Photos/Videos..... 84

Capturing Photos/Videos

Photos and videos taken with handset are saved to handset (internal storage).

! Camera Cautions

General Use

Mind etiquette when using Camera.
 Test Camera before shooting special moments.
 Do not use Camera in places where shooting is prohibited.
 Shot images may not be used/transferred without copyright holder (photographer) permission, except for personal use.

If Lens Becomes Dirty

Fingerprints/smudges on lens prevent capturing of clear images. 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.

🚫 Mobile Light Warning

Do not turn on Mobile Light close to eyes, look directly at Mobile Light when on, or shine Mobile Light in eyes; may affect eyesight or cause other problems.

Capturing Photos

1

In Home Screen,  (Camera)



2

Drag shooting mode at bottom to right and select 



 Photo Viewfinder (Back Camera) appears.

3

Aim Back Camera at subject



- Drag up/down to adjust brightness.
- Pinch/Spread to zoom out/in.
- Tap subject for focus lock. To cancel, Tap area outside the focus mark.

4

 / Volume Up/Down Key



 Shutter clicks and photo is saved.

- If focus is locked, alternatively, Tap the focus mark to capture photo.
- To capture continuously, Touch & Hold  or Press Volume Up/Down Key for 1+ seconds.

? Troubleshooting

- Q. Camera exits suddenly
- A. Continuing to use Camera while handset is warm causes warning to appear, after which Camera saves captured image data and exits.
- A. Camera exits automatically after a period of inactivity.

Q. Images are dark/grainy

A. Is there a strong light near the subject, or a strong light source in the screen? Avoid letting a strong light source (the sun, light, etc.) in the screen. Leaving handset in a warm place for a long time or where Camera is in direct sunlight for a long time may affect image quality.

Q. Images captured with Mobile Light appear whitish

A. A finger or cover near the lens can reflect light from Mobile Light and cause captured images to appear whitish.

Photo Viewfinder (Back Camera) Layout



1 Recognition icon¹

Subject recognized by AI (person (, dog (, cat (, cuisine (, flowers (, evening view (, fireworks (, B&W ().

2 Capture photo.

3 Shooting menu

Change shooting scene.

4 Front/Back Camera switch

Switch between Front Camera and Back Camera.

5 Mobile Light

Change Mobile Light setting.

6 Settings

Access various Camera settings.

7 HDR indicator²

Appears when HDR function activates for capture.

8 Album/thumbnail

Open Album, or view immediately captured photo/video.

9 Shooting mode

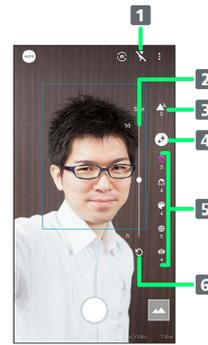
Drag left/right to change shooting modes ( /  /  / ).

1 Appears during  .

2 Appears when  is enabled.

· Indicators shown in Viewfinder and available functions/ settings vary depending on Camera type and shooting mode/ scene.

Photo Viewfinder (Front Camera) Layout



1 Selfie Flash

Entire screen fires in place of a flash; people appear bright in selfies taken at night.

2 Adjustment bar¹

Set manually.

3 Bokeh background soft focusing²

4 AQUOS beauty²

Set whether to use AQUOS beauty function.

5 AQUOS beauty setting icon³

Adjust skin tone, diminutive features, color, brightness, and large eyes.

6 Reset icon

Reset manual adjustments.

1 Appears after Tapping Bokeh icon or AQUOS beauty setting icon.

2 Appears when Flicking right edge of Display to the left.

3 Appears when AQUOS beauty function is enabled.

· Indicators shown in Viewfinder and available functions/ settings vary depending on Camera type and shooting mode/ scene.

Recording Videos

1

In Home Screen,  (Camera)



2

Drag shooting mode at bottom to right and select **Video**



 Video Viewfinder appears.

- Drag shooting mode at bottom to left and select **Slow** **Video** to capture video with smoother motion than normal.
- Drag shooting mode at bottom to left and select **Time** **Laps** to capture video where passage of time is sped up for a compressed-time video.

3

Aim Back Camera at subject



- Drag up/down to adjust brightness.
- Pinch/Spread to zoom out/in.
- Tap subject for focus lock. To cancel, Tap area outside the focus mark.

4



 Video recording starts (window while capturing).

- During capture, Tap  or Press Volume Up/Down Key to capture a photo.

5



 Tone sounds and video is saved.

? Troubleshooting

Q. Camera exits suddenly

A. Continuing to use Camera while handset is warm causes warning to appear, after which Camera saves captured image data and exits.

A. Camera exits automatically after a period of inactivity.

Q. Images are dark/grainy

A. Is there a strong light near the subject, or a strong light source in the screen? Avoid letting a strong light source (the sun, light, etc.) in the screen. Leaving handset in a warm place for a long time or where Camera is in direct sunlight for a long time may affect image quality.

Q. Images captured with Mobile Light appear whitish

A. A finger or cover near the lens can reflect light from Mobile Light and cause captured images to appear whitish.

Video Viewfinder Layout



- 1** Settings
Access various Camera settings.
- 2** Mobile Light
Change Mobile Light setting.
- 3** Front/Back Camera switch
Switch between Front Camera and Back Camera.
- 4** Shooting menu
Change shooting scene.
- 5** Capture video.
- 6** Album/thumbnail
Open Album, or view immediately captured photo/video.
- 7** Shooting mode
Drag up/down to change shooting modes (**Video** / **Picture** / **Slow Video** / **Time Laps**).

· Indicators shown in Viewfinder and available functions/ settings vary depending on Camera type and shooting mode/ scene.

Video Viewfinder Layout While Capturing



- 1** Mobile Light
Change Mobile Light setting.
- 2** Captured photo
Appears after capturing photo while capturing a video.
- 3** Shooting time
- 4** Battery level
- 5** Stop capturing.
- 6** Photo capture

· Indicators shown in Viewfinder and available functions/ settings vary depending on Camera type and shooting mode/ scene.

Music & Images

Listening to Music (Play Music).....	90
Viewing & Managing Photos/Videos (Album).....	92

Listening to Music (Play Music)

Play Music

Playing High-Resolution Audio

Handset supports high-resolution audio playback. Requires commercially available headphone or speaker compatible with high-resolution audio.

(Output to Earphones-Microphone Jack on 3.5mm Earphones Adapter connected to External Connection Jack.) Playable music formats are those with a combined quantization bit rate and sampling frequency of 16 bits and 64 kHz or more, or 24 bits and 44.1 kHz or more, and that are WAVE, FLAC, or DSD (DSF, DSDIFF)*.

(*Converted and played back in Linear PCM.

DSD:2.8224/1 bit and 5.6448 MHz/1 bit converted to PCM:176.4 kHz/24 bits

DSD:11.2896/1 bit and 22.5792 MHz/1 bit converted to PCM:352.8 kHz/24 bits)

Handset compatible with Qualcomm® aptX™ HD audio.

When connected to a Qualcomm® aptX™ HD audio device, output is at 48 kHz/24 bits.

File Formats

Supported file formats:

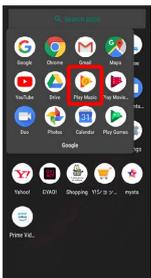
- 3GPP, MPEG-4, ADTS raw AAC, FLAC, MP3, MIDI, XMF, RTTTL/RTX, OTA, iMelody, OGG Vorbis, WAVE

Playing Music

1

In Home Screen, Drag Favorites Tray to top of Display →

 (Google) →  (Play Music)



 Listen Now opens.

- If confirmation appears, follow onscreen prompts.

2

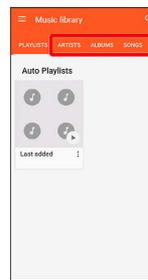
 → Music library



 Music library opens.

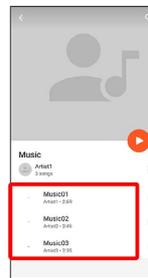
3

ARTISTS / ALBUMS / SONGS / GENRES



4

Tap item → Tap song



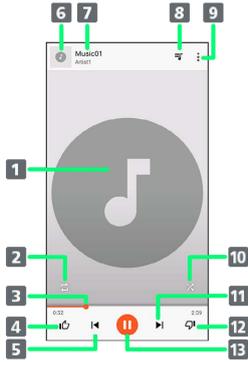
 Song plays.

- For **SONGS** (in **3**), Tap song directly.
- Depending on category, after Tapping an item, Tap another item (e.g., album name).

+ Opening Music Playback Screen

While playing song, Drag playback bar at Display bottom up

Music Playback Screen Layout



- 1 Song image
- 2 Toggle repeat all songs, repeat current song, normal playback.
- 3 Drag slider to adjust playback position.
- 4 Song rating
- 5 Play previous song/play current song from beginning.
- 6 Song image/return to music list.
- 7 Song title/artist
- 8 Show playback queue (list of songs to be played).
- 9 Add to playlist, go to artist, etc.
- 10 Toggle shuffle playback on/off.
- 11 Play next song.
- 12 Song rating
- 13 Pause/play.

Creating Playlists

1

In Home Screen, Drag Favorites Tray to top of Display →

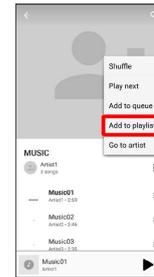


Listen Now opens.

· If confirmation appears, follow onscreen prompts.

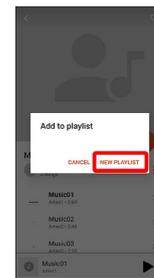
2

Music library → for item/song to add to playlist → Add to playlist



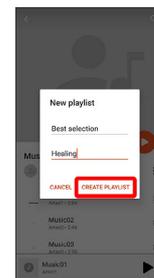
3

NEW PLAYLIST



4

Enter name and description → CREATE PLAYLIST



Playlist is created.

+ Adding Currently Playing Song to a Playlist

In Music Playback screen,   **Add to playlist**  Tap playlist name

 Song is added to playlist.

Viewing & Managing Photos/Videos (Album)

Playing Videos Compatible with Dolby VisionTM

Once a video compatible with Dolby Vision plays, the view mode setting appears in Notifications Window. Select a view mode.

Viewing Photos/Videos

View captured/downloaded photos and videos.

Image	File format
Photo	JPEG, PNG, GIF, BMP, WebP, HEIF
Video	3GPP, MPEG-4, MPEG-TS, WebM, Matroska

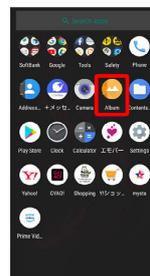
1

In Home Screen, Drag Favorites Tray to top of Display



2

 (Album)



 Photo/video list appears.

· Flick up/down for hidden photos/videos.

3

Tap photo/video



Photo/video opens (file view window).

- If confirmation appears, follow onscreen prompts.
- For video playback, Tap , then follow onscreen prompts.

About Photo/Video List

Photo/Video List Categories

Tap to show file categories (**All** , **Date** , **Folder** , **Event** and **Map**) below "View Change". Tap category to access files sorted into the category. Alternatively, to show file categories, Flick left edge of Display to the right.

- When activating Album for the first time, **All** photo/video list opens. Album activates in the last-used state thereafter (photo/video list or folders view).

Filtering Files in Photo/Video List

Tap for filter criterion (**All Video** / **Slow Motion** / **Rapid Shooting pic** / **Background Blur**) in "Filter Change." Tap filtering type to access photos/videos sorted into the filter. Flick left edge of Display to the right.

- To cancel filter, Tap .

Icons Appearing for Photos/Videos in Photo/Video List

Icon appears for photos/videos, indicating corresponding shooting mode or setting specified for them.

- appears for photos captured with Rapid Shooting pic. Tap photo, then Tap in file view window, to open photos as index at Display bottom (Rapid Shooting pic index window).
- appears for photos captured in DeFocus mode. Tap photo, then in file view window, Drag left/right to adjust intensity of defocusing effect.
- appears for photos captured with an application capable of 360-degree panorama shots. Tap photo, then Tap in file view window, to view photo rotatable 360 degrees from left to right, and top to bottom.
- appears for videos captured in slow video mode. See "["スロービデオモードで撮った動画を再生する \(http://help.mb.softbank.jp/aquos-zero/04-06-08-02.html\)"](http://help.mb.softbank.jp/aquos-zero/04-06-08-02.html)" (Japanese) for details.
- appears for videos with a photo captured while taking the video. Tap video, then in file view window,

enable **With photos** () and Tap to also play photos captured during video capture (Video with Photos Playback screen).

Alternatively, in file view window for photos captured while taking a video, Tap to play a video.

- appears for photos/videos that are set to be hidden.
- appears for photos captured with Intelligent Framing. Tap photo, then Tap in file view window, and at Display bottom the original image (captured photo) and a recommended image (intelligently framed photo) appear. Flick screen left/right to toggle original and recommended images. may not appear immediately after activating handset. Activate Album again after waiting a while.

Photo/Video Viewing Operations

Using Slideshow

In photo/video list or file view window, **Slideshow**

- To stop slideshow, Tap image.

Saving Images as Wallpapers or Address Book Contact Photos

In file list window, **Register image** **Follow** onscreen prompts

- If is hidden, Tap Display first.

Zooming In/Out on Photos/Videos

In file view window, Tap Display twice or Pinch/Spread

Switching Views in Photo/Video List

In photo/video list or folders view, **Settings** **Thumbnail view** **Multi-tile view** / **Grid view** / **Grid (large) view**

Setting Whether to Show Images More Clearly

In photo/video list or folders view, **Settings** **Detail up**

- Tap **Detail up** to toggle on ()/off ().

Showing Rapid Shooting Pic Photos Continuously

In Rapid Shooting pic index window,

- Tap to stop.

Selecting a Range of Photos from Rapid Shooting Pic

In Rapid Shooting pic index window,   **Clip range**
 Drag  /  right and left to select the desired range    **YES**

 Photos that have not been selected are deleted.

Selecting Desired Photos from Rapid Shooting Pic

In Rapid Shooting pic index window, Tap desired photo to set as favorite   ()

· In Rapid Shooting pic index window,   Tap **Display only marked images** to show only photos set as favorites.

Selecting and Deleting Photos from Rapid Shooting Pic

In Rapid Shooting pic index window,   **Delete selection**  Tap photo(s) to delete ()  **Delete**
 **YES**

Selecting and Saving Photos from Rapid Shooting Pic

In Rapid Shooting pic index window, Tap photo   
Register image  Follow onscreen prompts

Checking Photos Captured while Capturing a Video

In Video with Photos Playback screen, **See photos**

· Alternatively, Flick screen up while video is playing.

Saving Frame from Video as Photo (Atokara Capture)

In video file view window,   **Trimming image** 
 Drag  left or right to show frame to capture  

 Shown frame is saved.

- If  is hidden, Tap Display first.
- To move backward/forward frame by frame, Tap  /  or Drag frame left/right.
- To save the current image as a photo and share it, Tap . Follow onscreen prompts.

Saving Portion of Video (Atokara Capture)

In video file view window,   **Trimming video**
 Drag  left or right to select portion to trim 
SAVE

 The selected portion of video is saved.

- If  is hidden, Tap Display first.
- Tap  /  to change the portion in frame units.
- To save the selected portion as a video and share it, Tap . Follow onscreen prompts.

Setting a Photo/Video to be Hidden in Album

In photo/video list, Tap photo/video to hide   ()

- Tap  to hide (),  to show ().
- If confirmation appears, follow onscreen prompts.
- If  /  is hidden, Tap Display first.

Setting Multiple Photos/Videos to be Hidden in Album

In photo/video list, Touch & Hold photo/video ()
 Tap other photos/videos    **Hide the selected images**  **YES**

· Tap photo/video to toggle selected ()/unselected ().

Hiding Specified Photos/Videos in Album

In photo/video list or folders view,   **Display/Hide images**  **Hide images**

 Photos/videos set to be hidden () are hidden in Album.

- To show hidden photos/videos, Tap   **Display/Hide images**  **Display images**.
- In applications other than Album, even photos/videos set to be hidden appear.

? Troubleshooting

Q. Cannot open photos or videos

A. The database may be disabled. Connect handset to a PC using a commercially available USB Type-C cable, and delete the DATABASE folder in ¥PRIVATE¥SHARP¥PM on internal storage before opening photos or videos.

Application Basics

Confirmation when First Activating Applications.....	96
Applications.....	97
Adding/Deleting Applications.....	99

Confirmation when First Activating Applications

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

The type and content of a confirmation differ with the application. The following explains two types of confirmation: First things first and Battery optimization.

Setting Required Permissions for Applications

Permit applications to use data on handset, Camera, etc.

Activating 📁 (Album) for the first time is described as an example.

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

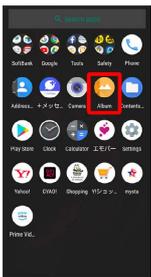
1

In Home Screen, Drag Favorites Tray to top of Display



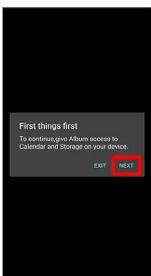
2

📁 (Album)



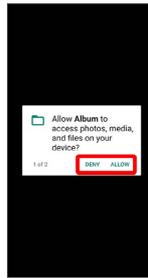
3

In First things first confirmation, **NEXT**



4

DENY / **ALLOW**



Setting is complete.

- Normally, select **ALLOW** to permit usage of the function.
- For several functions, continue in the same way.

+ Other Ways to Set Required Permissions for Applications

Setting Functions to Use by Application

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Apps & notifications → See all XX apps → Tap application name → Permissions → Tap function

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

Setting Applications with Permitted Usage by Function

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Apps & notifications → App permissions → Tap function → Tap application name

- Tap application name to toggle on ()/off ().
- If confirmation appears, follow onscreen prompts.

Setting Battery Optimization

Enable Battery optimization to prevent applications from running while Display is turned off (except while charging).

- Confirmation for optimizing Battery appears when launching or making settings for some applications. Normally, ignore Battery optimization. Optimizing the Battery may cause some applications to exit.
- If Battery optimization is enabled, applications are disabled while Display is turned off (except while charging). Applications/functions may become unusable or other unintentional operation may occur.

+ Setting Battery Optimization from (Settings)

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Apps & notifications → Advanced
 → Special app access → Battery optimization →
 Not optimized → All apps → Tap application name
 → Optimize / Don't optimize → DONE

Applications

Activating Applications

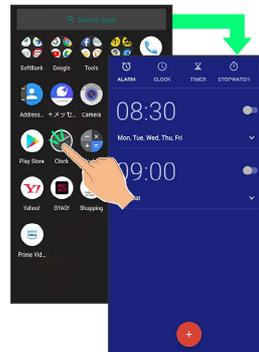
1

In Home Screen, Drag Favorites Tray to top of Display



2

Tap application



Application activates.

- If confirmation appears, follow onscreen prompts.

Using Applications

Setting Required Privileges for Using Applications

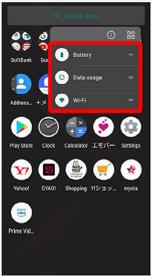
Some applications first require permission to access handset data or privileges to access important functions such as photographing.

Confirmation appears for applications requiring permission when first activated. Follow onscreen prompts.

- See "[Confirmation when First Activating Applications](#)" for details.

Function Shortcuts

With some applications, Touch & Hold for shortcuts to functions. Tap function shortcut to launch function directly.



Exiting Applications

1

In any application, Tap  repeatedly



 Home Screen returns and application exits.

- Home Screen also returns when Tapping  on Navigation Bar, but application does not exit. Exit it from recent apps window. See "[Opening Recent Apps Window](#)" for details.

Where to Obtain Applications & Updates

Use Google Play™ to obtain new applications or update installed ones. See "[Adding/Deleting Applications](#)" for details.

Opening Recent Apps Window

1

Flick  up



 Recent apps window opens.

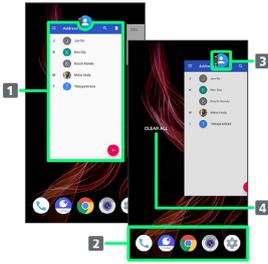
- In app list, recent apps window does not appear by Flicking  up.
- When **Swipe up on Home button** is disabled, Tap  on Navigation Bar for recent apps window. See "[Navigation Bar](#)" and "[System Settings](#)" for details.

Opening Most Recently Activated Application

Flick  right

- When **Swipe up on Home button** is disabled, Tap  in recent apps window.

Recent Apps Window Layout



- 1 Activate recently used applications.¹
- 2 Favorites Tray
- 3 Show application menu.
- 4 Remove all applications from the list.²

- 1 Flick up to remove from the application list.
- 2 Appears when Flicking application list to the right.

+ Application Menu Operations

Checking Application Information

In recent apps window, Tap icon of application in list →

App info

- May not be usable with some applications.

Splitting Screen (Multi-Window)

In recent apps window, Tap icon of application in list →

Split Screen → Follow onscreen prompts

- See "Multi-Window" for details.
- May not be usable with some applications.

Pinning Screen

In recent apps window, Tap icon of application in list →

Pin → GOT IT

- Appears when "Screen pinning" is enabled. See "Security & Location Settings" for details.

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. Sign in to a Google Account beforehand.

+ Getting Help with Google Play

In Google Play, ☰ → Help & feedback

🏠 Google Play Help window opens.

! Google Play Cautions

Application Installation Disclaimer

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.).

Google Play Operations & User Interface

Operations and user interface are subject to change due to automatic application updates or other reasons.

Installing Free Applications

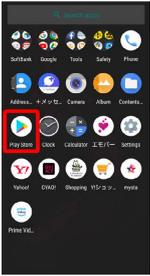
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Play Store)

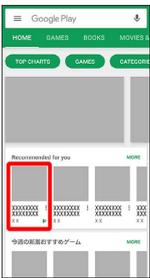


Google Play opens.

- If confirmation appears, follow onscreen prompts.

3

Tap free application



4

INSTALL



Application downloads and installs.

- If confirmation appears, follow onscreen prompts.

Purchasing Applications

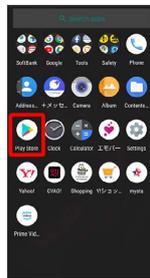
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Play Store)



Google Play opens.

- If confirmation appears, follow onscreen prompts.

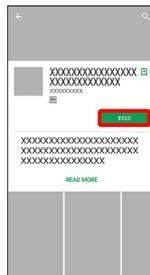
3

Tap paid application



4

Tap price



- If payment confirmation appears, follow onscreen prompts.

5

BUY



6

Enter password for Google account → CONFIRM



7

CONTINUE



 Application downloads and installs.

 Purchased Applications

Payment

Pay once. Re-downloads of uninstalled applications are free of charge.

Use on Other Android™ Devices

Install same application on other Android devices under same Google Account at no added cost.

 Refund Requests

Request refunds within designated period. Returned applications are deleted from handset; no payment is required. One refund request per application.

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

 Application Purchase Disclaimer

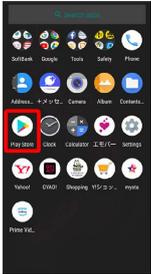
Purchase applications at your own risk. SoftBank Corp. is not responsible for any disadvantage resulting for user or third parties.

Updating Installed Applications

1

In Home Screen, Drag Favorites Tray to top of Display →

 (Play Store)

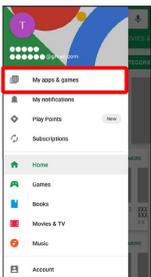


 Google Play opens.

- If confirmation appears, follow onscreen prompts.

2

 → My apps & games



3

Tap application → UPDATE

 Application downloads and installs.

- If confirmation appears, follow onscreen prompts.

+ Making Application Update Settings

Setting Automatic Update Options

In Google Play,  → Settings → Auto-update apps → Select update item → DONE

Setting Automatic Update by Application

In Google Play,  → My apps & games → Tap application →  → Enable auto update

- If confirmation appears, follow onscreen prompts.
- Tap **Enable auto update** to toggle on (✓)/off (□).
- Automatic update is not available for some applications.

Uninstalling Applications

Applications installed via Google Play can be deleted (uninstalled).

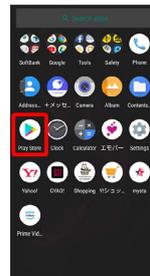
1

In Home Screen, Drag Favorites Tray to top of Display



2

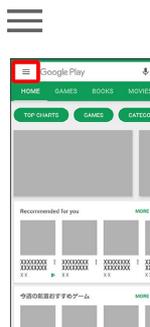
 (Play Store)



 Google Play opens.

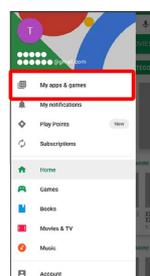
- If confirmation appears, follow onscreen prompts.

3



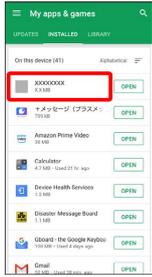
4

 My apps & games



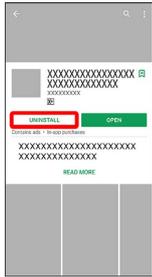
5

Tap application



6

UNINSTALL



7

OK



 Application is deleted.

Managing Data

Backup & Restore.....	106
Importing Data from Other Mobiles.....	106

Backup & Restore

Backup/Restore Options

Backup and restore options are the following.

Option	Description
あんしんバックアップ (Anshin Backup)	Use あんしんバックアップ (Anshin Backup) to back up handset data to a server in the network or to internal storage in handset, and restore to handset as needed. See SoftBank Website for details. http://help.mb.softbank.jp/app/safety_backup/ (Japanese)
Corresponding applications	Depending on application, backup/restore settings can be changed.
Transfer to other devices (e.g., PCs)	Connect handset to a PC or other device using a commercially available USB Type-C cable to exchange data.

Importing Data from Other Mobiles

Import data from other mobiles, etc. using Bluetooth®.

Receiving Data via Bluetooth® (e.g., Address Book)

When data reception request arrives, notification appears in lock screen. To receive data:

1

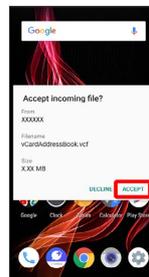
Tap Bluetooth® share notification twice



In Home Screen,  appears on Status Bar. Drag Status Bar down, then Tap Bluetooth® share notification.

2

ACCEPT



3

After data reception, Drag Status Bar down



 Notifications Window opens.

4

Tap Bluetooth® share notification → Tap file



 Data is saved.

- If confirmation appears, follow onscreen prompts.

Opening Files Received by Bluetooth® Transfer

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Connected devices →  Connection preferences →  Received files →  Tap file →  Follow onscreen prompts

Wi-Fi/Bluetooth®

Connecting by Wi-Fi.....	110
Using Bluetooth® Function.....	116
Using Tethering.....	120

Connecting by Wi-Fi

Handset supports Wi-Fi (wireless LAN). Access the Internet via household Wi-Fi networks.

Automatic Updates for Optimizing Wi-Fi Connection

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

Connecting Selected Access Points

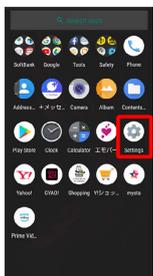
1

In Home Screen, Drag Favorites Tray to top of Display



2

 (Settings)



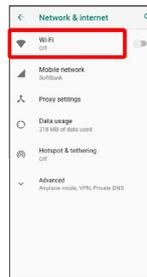
3

Network & internet



4

Wi-Fi



 Wi-Fi menu opens.

5

Use Wi-Fi ()



 Wi-Fi is enabled.

- Access point search starts; available access points appear upon completion.
- Tap **Use Wi-Fi** to toggle on ()/off ().

6

Tap access point



7

Enter password → CONNECT



 Handset connects to the access point.

- Password (indicated by WEP, WPA, KEY, etc.) may be found on a label on your Wi-Fi router. For details, contact the vendor of the router. For public wireless LAN services, check the password with your ISP.
- Depending on access point, password entry may not be required.

Wi-Fi Operations

Enabling/Disabling Automatic Use of Wi-Fi when High-Quality Network Is Saved (Home Network, Etc.)

In Wi-Fi menu, **Wi-Fi preferences** → **Turn on Wi-Fi automatically**

- Tap **Turn on Wi-Fi automatically** to toggle on ()/ off ().

Enabling/Disabling Available Network Notifications

In Wi-Fi menu, **Wi-Fi preferences** → **Open network notification**

- Tap **Open network notification** to toggle on ()/ off ().

Installing Certificates

In Wi-Fi menu, **Wi-Fi preferences** → **Advanced** → **Install certificates** → Follow onscreen prompts

Enabling/Disabling Network Rating Provider

In Wi-Fi menu, **Wi-Fi preferences** → **Advanced** → **Network rating provider** → Select provider

Checking MAC Address

In Wi-Fi menu, **Wi-Fi preferences** → **Advanced**

- MAC address is shown below "MAC address."

Checking IP Address

In Wi-Fi menu, **Wi-Fi preferences** → **Advanced**

- IP address is shown below "IP address."

Checking Access Point Activity while Connected

In Wi-Fi menu, Tap access point

- Connection activity, signal strength, frequency, security, etc. appear.

Troubleshooting

Q. Cannot detect access points

- A.** There may be multiple access points using neighboring channels. In this instance, handset may not detect access points correctly.

Entering Details Manually to Connect

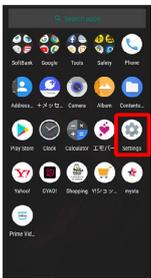
1

In Home Screen, Drag Favorites Tray to top of Display



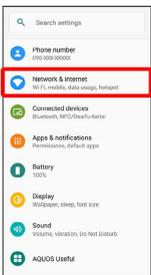
2

(Settings)



3

Network & internet



4

Wi-Fi



Wi-Fi menu opens.

5

Use Wi-Fi ()



Wi-Fi is enabled.

Tap Use Wi-Fi to toggle on ()/off ().

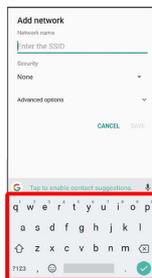
6

Add network



7

Enter network name



8

Select security



9

Enter password → SAVE



Handset is connected.

- Entering a password is not required if an access point is not security protected.

Deleting Connected Access Points

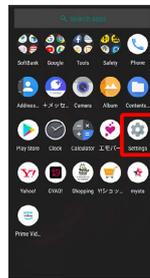
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Settings)



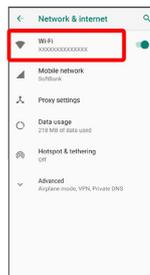
3

Network & internet



4

Wi-Fi



Wi-Fi menu opens.

5

Tap connected access point



6

FORGET



Handset disconnects from the access point.

- After disconnecting from an access point connection, the password may need to be entered again to reconnect.

Deleting Saved Access Points

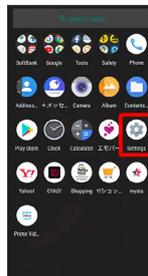
1

In Home Screen, Drag Favorites Tray to top of Display



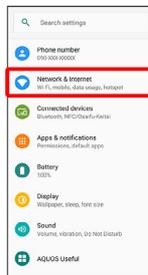
2

(Settings)



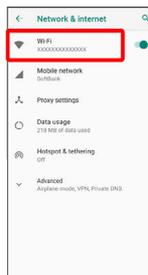
3

Network & internet



4

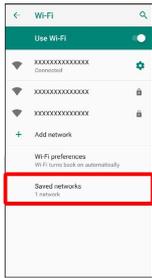
Wi-Fi



Wi-Fi menu opens.

5

Saved networks



6

Tap access point



7

FORGET



The access point is deleted.

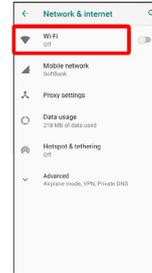
Using Wi-Fi Direct

Use Wi-Fi Direct to establish a Wi-Fi connection with other Wi-Fi Direct compatible devices with no need for an access point or Internet connection.

1

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Network & internet → Wi-Fi



Wi-Fi menu opens.

2

Use Wi-Fi ()

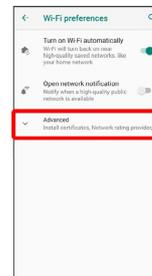


Wi-Fi is enabled.

Tap Use Wi-Fi to toggle on ()/off ().

3

Wi-Fi preferences → Advanced



4

Wi-Fi Direct



Found Wi-Fi Direct compatible devices appear in Peer devices field.

- If target device does not appear, Tap **SEARCH FOR DEVICES** to try searching again.

5

Tap target device → Follow onscreen prompts for authentication

Handset connects to the device.

- If connection is not accepted after a certain period, the connection request is canceled.
- To stop the connection, Tap the connected device → **OK**.

Using Bluetooth® Function

Connect handset to other Bluetooth® devices (e.g., headset) for handsfree conversations, or connect to other Bluetooth®-capable mobile phones, etc. to exchange data.

Bluetooth® Connectivity

The Bluetooth® function is a technology that enables wireless connection with PCs, Bluetooth® devices with handsfree functionality, etc. such as the following.

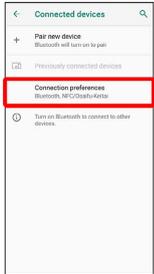
Function	Description
Sound output	Listen to music, audio, etc. wirelessly.
Handsfree conversation	Use Bluetooth® devices (e.g., headsets) for handsfree conversations.
Data exchange	Exchange data with Bluetooth® devices.

Enabling Bluetooth® Function

1

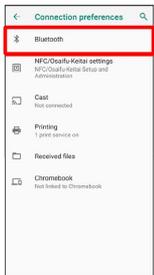
In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Connected devices → Connection preferences



2

Bluetooth



Bluetooth® menu opens.

3

Off



Bluetooth® is enabled (On).

To disable Bluetooth®, Tap On (Off).

+ Renaming Handset Name that Appears on Other Devices

In Bluetooth® menu, Device name → Enter name → RENAME

• Available when "Bluetooth" is enabled.

? Troubleshooting

- Q. Cannot use Bluetooth®
- A. Handset may be in Airplane mode. If in Airplane mode, Bluetooth® function is disabled. Bluetooth® function can be enabled again after placing handset in Airplane mode.

! Bluetooth® Cautions

Connection

Bluetooth® connection may not be possible with some Bluetooth® devices. In addition, noise may interfere with wireless or handsfree conversations.

File Transfer

Files may not appear correctly on recipient devices.

Pairing Bluetooth® Devices

Search for and pair nearby Bluetooth® devices. Paired Bluetooth® devices can be connected easily.

- Set Bluetooth® devices pair to be discoverable on handset first.

1

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Connected devices → Pair new device



Found Bluetooth® devices appear in Available devices field.

2

Tap target device → Follow onscreen prompts for authentication



Pairing completes; handset connects to some devices (e.g., handsfree devices) automatically.

- Authentication procedure varies by device. Passkey entry may be required.
- Passkey is a 1 to 16-digit number or a set of characters/symbols required for authentication between handset and other devices.

Connecting to Paired Bluetooth® Devices

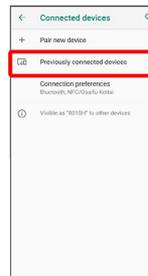
Connect handset and paired Bluetooth® device.

- Enable the Bluetooth® function on handset and the paired Bluetooth® device beforehand.

1

In Home Screen, Drag Favorites Tray to top of Display

(Settings) → Connected devices → Previously connected devices



Screen of previously connected device appears.

2

Tap target device

Handset connects to the device.

Connection by Accepting Connection Requests

Handset automatically accepts connection requests from paired devices. For unpaired devices, set handset to be discoverable, then perform pairing operation on other devices. When connection request arrives, follow onscreen prompts.

- If confirmation appears, follow onscreen prompts.

Paired Bluetooth® Device Operations

Renaming Paired Devices

In screen of previously connected device, ⚙️ for paired device → Enter name → RENAME

Unpairing Devices

In screen of previously connected device, ⚙️ for device to unpair → FORGET → FORGET DEVICE

Receiving Data via Bluetooth®

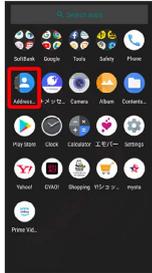
See "Receiving Data via Bluetooth® (e.g., Address Book)" for details.

Sending Data via Bluetooth® (e.g., Address Book)

1

In Home Screen, Drag Favorites Tray to top of Display →

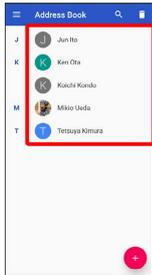
 (Address Book)



 Address Book opens.

2

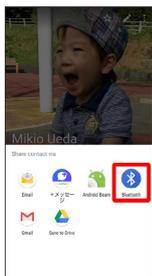
Tap contact



 Contact opens.

3

 → Share → Bluetooth



· If confirmation appears, follow onscreen prompts.

4

Tap target device



 Data is sent.

Sending to Several Contacts

Touch & Hold contact in Address Book → Tap another contact () →  → Bluetooth → Tap other device

· Tap contact to toggle selected ()/unselected ().

Using Tethering

About Tethering

Tethering makes handset act as an external modem (like a Wi-Fi router).

Use tethering to connect a PC or game device to the Internet through handset.

- Requires separate subscription.
- Use after confirming that handset is updated to the latest system.

Setting Tethering

When using tethering, several methods are available for connecting handset with other devices.

Make settings according to connection method and status of target device beforehand.

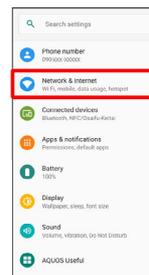
Settable items are the following.

Item	Description
Wi-Fi hotspot	Set whether to enable tethering via Wi-Fi, and make Wi-Fi hotspot tethering settings for network name, security, etc.
USB tethering	Set whether to enable tethering via a commercially available USB Type-C cable. Although data transfer is faster with USB 3.1, it may affect call and data transfer quality.
Bluetooth tethering	Set whether to enable tethering via Bluetooth®.

1

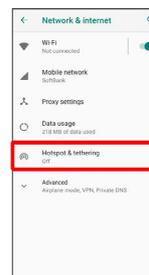
In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Network & internet



2

Hotspot & tethering



Hotspot & tethering menu opens.

3

Set each item

Setting is complete.

Handset Settings

About Settings.....	122
Data Usage Settings.....	123
Battery Settings.....	130
Display Settings.....	132
Sound Settings.....	139
AQUOS Useful Settings.....	144
Security & Location Settings.....	146
System Settings.....	158
Other Handset Settings.....	164

About Settings

The User Guide describes main setting options.

About Settings

Customize operation of handset functions.

- Tap search bar at top of Display or  to search for items in settings menu.
- Suggested settings appear as candidates at top of settings menu.

Handset settings include the following items.

Item	Description
Phone number	Check own phone number.
Network & internet	Make network and Internet settings for Wi-Fi, mobile network, data usage, etc.
Connected devices	Make Bluetooth® and other device connection settings.
Apps & notifications	Make notification and application settings applications.
Battery	Check Battery usage and make settings to save battery power.
Display	Set Display brightness, wallpaper, etc.
Sound	Set ringtone, notification sound, etc.
AQUOS Useful	Set ROBOQUL motion and useful functions such as Simple mode and Clip Now.
Home applications	Change the home application.
Storage	Check memory space of internal storage and USB drive, etc.
Security & location	Make security settings including screen lock and security codes as well as location.
Accounts	Create/add accounts, sync accounts, etc.
Accessibility	Set captions, magnification gestures, and other useful accessibility functions.
Google	Make settings for Google services.
System	Check and make settings for language, input, date and time, backup, reset, handset information, etc.
Troubleshooting	Check FAQ on Sharp Website and do a self-check.

1

In Home Screen, Drag Favorites Tray to top of Display 

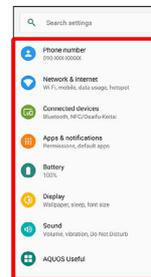
 (Settings)



 Settings appear.

2

Select item to set



 Settings open.

Data Usage Settings

Check the amount of your mobile data usage (per month) and restrict usage.

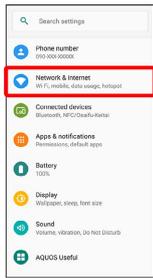
Data usage is only as tracked by handset, and may differ from actual data usage statement.

Data Usage Settings

1

In Home Screen, Drag Favorites Tray to top of Display →

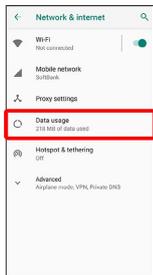
 (Settings) → **Network & internet**



 Network & internet window opens.

2

Data usage



 Data usage menu opens.

+ Data Usage Operations

Setting Data Saver

In Data usage menu, **Data Saver** → **Use Data Saver**

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

Setting Whether to Exclude Application(s) from Data Saver

In Data usage menu, **Data Saver** → **Unrestricted data**

→ Tap application name

· Tap application name to toggle on ()/off ().

Setting Whether to Use Mobile Data

In Data usage menu, **Mobile data**

· Tap **Mobile data** to toggle on ()/off ().

· If confirmation appears, follow onscreen prompts.

Setting Whether to Permit Restriction on Use of Data when Data Saver Set

In Data usage menu, **App data usage** → Tap application name → **Unrestricted data usage**

· Tap **Unrestricted data usage** to toggle on ()/off ().

Setting Whether to Alert User when Mobile Data Usage Reaches Alert Amount

In Data usage menu, **Data warning & limit** → **Set data warning**

· Tap **Set data warning** to toggle on ()/off ().

· When data usage reaches the alert amount,  appears on Status Bar.

Setting Whether to Use Restriction on Use of Mobile Data

In Data usage menu, **Data warning & limit** → **Set data limit**

· Tap **Set data limit** to toggle on ()/off ().

· If confirmation appears, follow onscreen prompts.

· When data usage reaches the upper limit, notification indicating that mobile data communication is disabled appears. Follow onscreen prompts.

Viewing Data Usage with Wi-Fi

In Data usage menu, **Wi-Fi data usage**

Checking Mobile Data Usage

1

In Home Screen, Drag Favorites Tray to top of Display



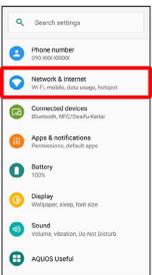
2

(Settings)



3

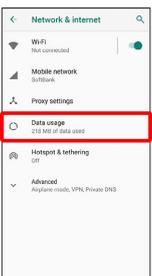
Network & internet



Network & internet window opens.

4

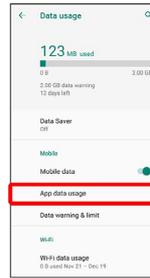
Data usage



Data usage menu opens.

5

App data usage



Check application data usage in App data usage window.

Checking Data Usage per Application

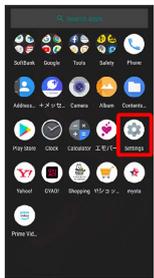
1

In Home Screen, Drag Favorites Tray to top of Display



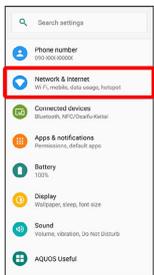
2

(Settings)



3

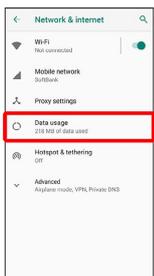
Network & internet



Network & internet window opens.

4

Data usage



Data usage menu opens.

5

App data usage



App data usage window opens.

6

Tap application name



Data usage for each application appears.

Setting Reset Date for Data Usage

1

In Home Screen, Drag Favorites Tray to top of Display



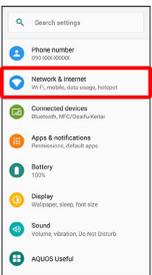
2

(Settings)



3

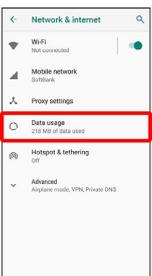
Network & internet



Network & internet window opens.

4

Data usage



Data usage menu opens.

5

Data warning & limit



6

App data usage cycle



7

Flick date up/down to set reset date → SET



Reset date is set.

Setting an Alert Amount for Increased Data Usage

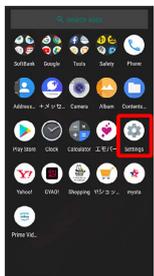
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Settings)



3

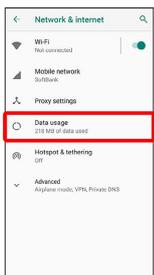
Network & internet



Network & internet window opens.

4

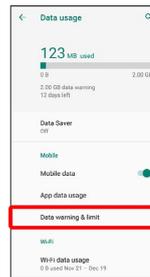
Data usage



Data usage menu opens.

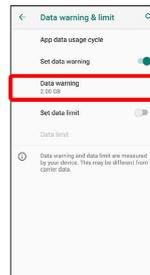
5

Data warning & limit



6

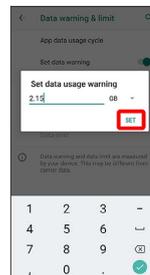
Data warning



Available when **Set data warning** is enabled.

7

Enter amount for alert → SET



Amount for data alert is set.

- Tap ▼ to change the unit (MB or GB).
- Data usages are approximate, and may differ from the actual data usage.

Changing Automatic Data Communication & Sync Settings

Customize settings to automatically lower amount of data communication.

Change settings in the following ways.

Item	Description
Location	Disable location information. See " Security & Location Settings " for details.
Automatic syncing	Disable automatic syncing of applications and data set in your account. See " Accounts " for details.
Background data communication	Restrict background data. See " Restrict Background Mobile Data " for details.
Backup communication	Restrict data for backing up handset. See " Backup/Restore Options " for details.
Communication while abroad	Set handset to not permit data while using handset abroad. See " Changing Data Roaming Setting " for details.

Setting a Limit on Mobile Data Usage

1

In Home Screen, Drag Favorites Tray to top of Display



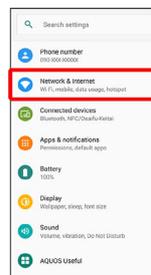
2

(Settings)



3

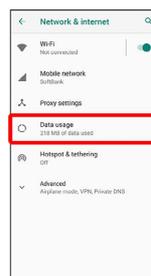
Network & internet



Network & internet window opens.

4

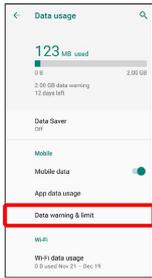
Data usage



Data usage menu opens.

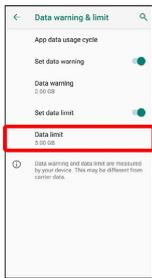
5

Data warning & limit



6

Data limit



· Available when **Set data limit** is enabled.

7

Enter amount for limit → **SET**



🔲 Limit on data is set.

· Tap ▼ to change the unit (MB or GB).

Restrict Background Mobile Data

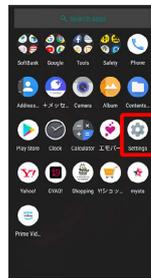
1

In Home Screen, Drag Favorites Tray to top of Display



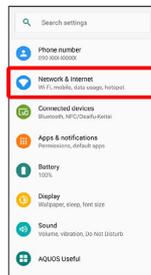
2

(Settings)



3

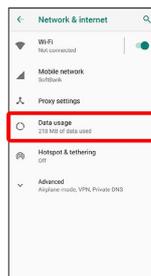
Network & internet



🔲 Network & internet window opens.

4

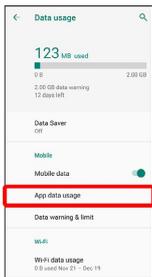
Data usage



🔲 Data usage menu opens.

5

App data usage

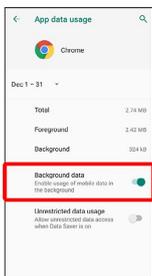


6

Tap application name



7

Background data ()

Restriction on background data is set.

- Tap **Background data** to toggle on ()/off ().

Battery Settings

Save battery power by restricting some handset features, or check Battery usage.

Battery Settings

Settable items are the following.

Item	Description
XX%	Check battery strength, condition, etc.
Battery Saver	Save battery power by restricting some handset features.
Adaptive Battery	Set whether to limit battery usage of seldom-used applications.
Battery percentage	Set whether to show battery strength on Status Bar.
Last full charge	Check time elapsed since last full charge.
Screen usage since full charge	Check screen battery usage since full charge.

+ Battery Operations

Checking Battery Usage

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → **Battery** → **Battery usage**

Battery usage window opens.

- In Battery usage window, Tap **Show full device usage** to check screen battery usage since full charge.

Checking Battery Usage for Each Application

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → **Battery** → **Battery usage** → Tap application name

Details of Battery usage for each application opens.

Setting Whether to Limit Battery Usage of Seldom-Used Applications

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → **Battery** → **Adaptive Battery** → **Use Adaptive Battery**

- Tap **Use Adaptive Battery** to toggle on ()/off ().

Setting Whether to Show Battery Strength in Percent beside Battery Indicator on Status Bar

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Battery → Battery percentage

· Tap **Battery percentage** to toggle on (●)/off (○).

Using Battery Saver

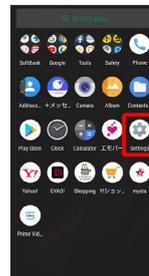
1

In Home Screen, Drag Favorites Tray to top of Display



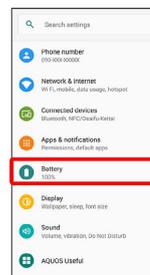
2

(Settings)



3

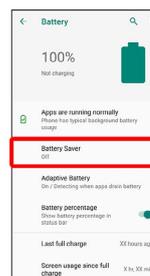
Battery



Battery opens.

4

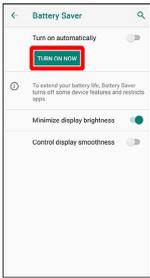
Battery Saver



Battery Saver menu appears.

· If confirmation appears, follow onscreen prompts.

TURN ON NOW



Setting is complete.

- To disable Battery Saver, Tap **TURN OFF NOW**.
- The setting switches to **TURN ON NOW** when charging starts.

+ Battery Saver Operations

Setting Whether to Enable Battery Saver Automatically when Battery Level Falls to Specified Level

In Battery Saver menu, **Turn on automatically**

- Tap **Turn on automatically** to toggle on (●) / off (○).

Setting Battery Level at which to Enable Battery Saver Automatically

In Battery Saver menu, Drag "At:" slider to adjust level

- Available when **Turn on automatically** is enabled.

Setting Whether to Minimize Display Brightness

In Battery Saver menu, **Minimize display brightness**

- Tap **Minimize display brightness** to toggle on (●) / off (○).

Setting Whether to Control Display Smoothness

In Battery Saver menu, **Control display smoothness**

- Tap **Control display smoothness** to toggle on (●) / off (○).
- If confirmation appears, follow onscreen prompts.

Display Settings

Set Display brightness, wallpaper, etc.

Display Settings

Settable items are the following.

Item	Description
Brightness level	Set Display brightness.
Adaptive brightness	Set whether to automatically adjust of Display brightness for surroundings.
Sleep	Set a period of inactivity after which Display turns off automatically.
Advanced	Make settings for wallpaper, illumination, etc.

+ Display Operations

Setting Display Brightness

In Home Screen, Drag Favorites Tray to top of Display →

⚙️ (Settings) → Display → Brightness level →

Drag bar to adjust brightness

- If confirmation appears, follow onscreen prompts.

Setting Whether to Automatically Adjust Display Brightness for Surroundings

In Home Screen, Drag Favorites Tray to top of Display →

⚙️ (Settings) → Display → Adaptive brightness →

Adaptive brightness

- Tap **Adaptive brightness** to toggle on (●) / off (○).

Setting Image in Internal Storage as Wallpaper for Home Screen and Lock Screen

In Home Screen, Drag Favorites Tray to top of Display

⚙️ (Settings) → Display → Advanced →

Wallpaper → Tap application name (Album

(wallpaper) etc.) → Follow onscreen prompts

- If confirmation appears, follow onscreen prompts.

Setting Preloaded Image as Wallpaper for Home Screen and Lock Screen

In Home Screen, Drag Favorites Tray to top of Display

⚙️ (Settings) → Display → Advanced →

Wallpaper → Preset wallpaper → Select image →

SET TO WALLPAPER → Home screen / Lock screen

/ Home screen and lock screen

Setting Text Font

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Display → Advanced → Font
Settings → Text font → Tap font → APPLY AFTER
REBOOT

- Tap **SEARCH DOWNLOAD FONT** to search for fonts on Google Play.
- Depending on the application, changing the font may prevent text from being shown correctly. Reset to the preset font.

Setting Whether to Hide Navigation Bar

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Display → Advanced → Hide
navigation bar

- Tap **Hide navigation bar** to toggle on ()/off ().
- If confirmation appears, follow onscreen prompts.

Enabling RelaxView for Eye-friendly Image Quality

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Display → Advanced →
RelaxView → TURN ON NOW

- To disable RelaxView, Tap **TURN OFF NOW**.

Setting Brightness for RelaxView

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Display → Advanced →
RelaxView → Drag "Intensity" slider to adjust

- Available when RelaxView is enabled.

Setting Whether to Enable RelaxView during Specified Hours

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Display → Advanced →
RelaxView → Schedule → Turns on at custom time
→ Start time → Specify time → OK → End time
→ Specify time → OK

- Tap **Turns on from sunset to sunrise** to enable RelaxView from nightfall until morning.

Setting Screen Saver Display Options and Images

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Display → Advanced → Screen
saver → Current screen saver → Clock / Colors
/ Photos

- After Tapping **Clock / Photos**, next Tap  for "Current screen saver" and follow onscreen prompts.

Setting Timing for Activating Screen Saver

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Display → Advanced → Screen
saver → When to start → Tap item

- To check set screen saver, Tap **START NOW**.

Setting Handset Theme

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Display → Advanced → Device
theme → Tap item

Setting Image Quality

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Display → Advanced →
Quality mode → Recommended / Standard quality
/ Dynamic / Natural

Setting HDR Video Quality

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Display → Advanced → HDR
video setting → HDR standard / HDR dynamic /
HDR cinema

Setting Whether to Use HDR Video-like Rendering for Standard Video

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Display → Advanced → HDR video
setting → Virtual HDR

- Tap **Virtual HDR** to toggle on ()/off ().

Setting Whether to Enable Hakkiri View, More Suitable Resolution for Middle-Age/Senior Users

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Display → Advanced → Hakkiri
View

- Tap **Hakkiri View** to toggle on ()/off ().

Setting Whether to Let Screen Automatically Rotate

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Display → Advanced → Auto-
rotate screen

- Tap **Auto-rotate screen** to toggle on ()/off ().
- Disable **Auto-rotate screen** to save battery power.
- The feature may not follow the setting with certain applications.

Setting Whether to Enable Touch Operation Even with Gloves On

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Display → Advanced → glove mode

- Tap **glove mode** to toggle on ()/off ().
- If confirmation appears, follow onscreen prompts.

! Glove Mode Cautions

Observe the following when using glove mode.

- Touch operation may not be possible depending on materials of your gloves.
- Disable Glove mode when not wearing gloves or when using handset in a bathroom.

Setting Display Timeout

1

In Home Screen, Drag Favorites Tray to top of Display



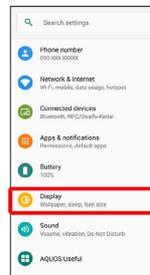
2

(Settings)



3

Display



Display menu opens.

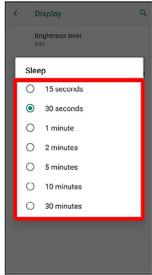
4

Sleep



5

Tap time



 Set time until Display goes out.

- If confirmation appears, follow onscreen prompts.
- Set a shorter time to save battery power.

Setting Font Size

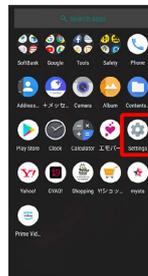
1

In Home Screen, Drag Favorites Tray to top of Display



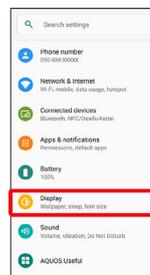
2

 (Settings)



3

Display



 Display menu opens.

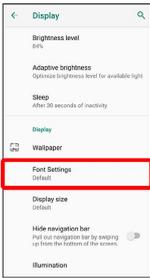
4

Advanced



5

Font Settings



6

Font size



7

Drag ● left/right



Font size is changed.

· Check the set font size in Preview.

Setting Size of Images and Icons

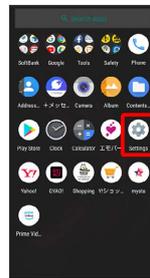
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Settings)



3

Display



Display menu opens.

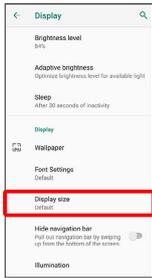
4

Advanced



5

Display size



6

Drag  left/right



 Image and icon sizes are changed.

- The feature may not follow the setting with certain applications.
- Check the set display size in Preview.

Setting Illumination

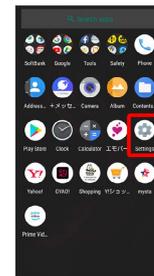
Set illumination pattern for Display. Settable items are the following.

Item	Description
For incoming call	Set whether handset illuminates for incoming calls.
Illumination pattern/color for incoming call	Set illumination pattern and color for incoming calls.
When start charging	Set whether handset illuminates when handset starts charging.
When unlocking	Set whether handset illuminates when unlocking screen.
When ending a call	Set whether handset illuminates when ending a call.

1

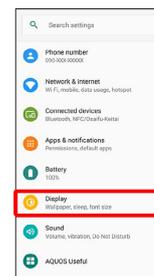
In Home Screen, Drag Favorites Tray to top of Display 

 (Settings)



2

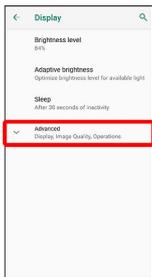
Display



 Display menu opens.

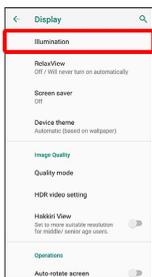
3

Advanced



4

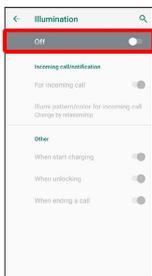
Illumination



 Illumination menu opens.

5

Off / On



 Setting is complete.

- Tap **Off** to toggle **On** () , **On** to toggle **Off** () .

+ Illumination Operations

Setting Whether Handset Illuminates for Incoming Calls

In Illumination menu, **For incoming call**

- Tap **For incoming call** to toggle on () / off () .

Setting Illumination Pattern and Color for Incoming Calls

In Illumination menu, **Illumi pattern/color for incoming call** → Tap flash pattern → **OK** → Tap color → **OK**

- Available when **For incoming call** is enabled.
- Color cannot be set when **Change by relationship** , **Pattern 11** or **Pattern 12** is Tapped.

Setting Whether Handset Illuminates when Handset Starts Charging

In Illumination menu, **When start charging**

- Tap **When start charging** to toggle on () / off () .

Setting Whether Handset Illuminates when Unlocking Screen

In Illumination menu, **When unlocking**

- Tap **When unlocking** to toggle on () / off () .

Setting Whether Handset Illuminates when Ending a Call

In Illumination menu, **When ending a call**

- Tap **When ending a call** to toggle on () / off () .

Sound Settings

Set ringtone, notification sound, etc.

Sound Settings

Settable items are the following.

Item	Description
Media volume	Set volume for music, videos, etc.
Call volume	Set volume for calls.
Ring volume	Set volume for ringtones for incoming calls, etc.
Alarm volume	Set volume for Alarm.
工モ/パー volume	Set volume for emopa.
Also vibrate for calls	Set whether handset vibrates for incoming calls.
Do not disturb	Make detailed Manner mode settings.
Prevent ringing	Set Manner mode that is activated by Pressing Power Key and Volume Up Key.
Phone ringtone	Set ringtone.
Advanced	Make settings for default notification sound, default alarm sound, Dolby Atmos, and other sounds and vibrations.

Dolby Atmos®

Handset supports Dolby Atmos. In Sound window, Tap **Advanced** → **Advanced settings** and enable Dolby Atmos (●) to enjoy 3D surround effect with Dolby Atmos contents.

The audio effect is also present with media sound, ringtones, and alarms other than Dolby Atmos contents.

- 3D surround effect requires commercially available earphones, headphones, or speaker (output to Earphones-Microphone Jack on 3.5mm Earphones Adapter connected to External Connection Jack).
- Works with media sound, ringtones, and alarms other than high-resolution audio* playable on handset. (* Playable music formats are those with a combined quantization bit rate and sampling frequency of 16 bits and 64 kHz or more, or 24 bits and 44.1 kHz or more, and that are WAVE, FLAC, or DSD (DSF, DSDIFF).)

Sound Operations

Setting Volume for Calls

In Home Screen, Drag Favorites Tray to top of Display →  (Settings) → **Sound** → Drag ● for "Call volume" to adjust

- Sound plays at set volume when releasing finger from ●.

Setting Volume for emopa

In Home Screen, Drag Favorites Tray to top of Display →  (Settings) → **Sound** → Drag ● for "工モ/パー volume" to adjust

- emopa speaks at set volume when releasing finger from ●.

Setting Whether to Let Alarms / Media / Touch Operation Sound when Do Not Disturb Is Set

In Home Screen, Drag Favorites Tray to top of Display →  (Settings) → **Sound** → **Do not disturb** → **Sound & vibration** → **Alarms / Media / Touch sounds**

- Tap **Alarms / Media / Touch sounds** to toggle on (●) / off (○).

Setting Notification Action when Do Not Disturb Is Set

In Home Screen, Drag Favorites Tray to top of Display →  (Settings) → **Sound** → **Do not disturb** → **Notifications** → **No sound from notifications / No visuals or sound from notifications / Custom**

- If selecting **Custom**, follow onscreen prompts.

Setting Action for Calls when Do Not Disturb Is Set

In Home Screen, Drag Favorites Tray to top of Display →  (Settings) → **Sound** → **Do not disturb** → **Calls** → Set each item

Setting Message / Event / Reminder Action when Do Not Disturb Is Set

In Home Screen, Drag Favorites Tray to top of Display →  (Settings) → **Sound** → **Do not disturb** → **Messages, events & reminders** → Set each item

Setting Period until Do Not Disturb Is Canceled

In Home Screen, Drag Favorites Tray to top of Display →  (Settings) → **Sound** → **Do not disturb** → **Duration** → **Until you turn off / For 1 hour / Ask every time** → **OK**

- In **For 1 hour**, Tap **- / +** to change time until Do not disturb is canceled.

Setting Rules to Keep Do Not Disturb Active during Specific Hours or Events

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Do not disturb → Turn on automatically → Sleeping / Event → Set each item

- To add a rule, Tap **Add rule** .
- To delete a rule, Tap **⋮** for the rule → **DELETE** .
- Delete only added rules.

Activating/Canceling Do Not Disturb

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Do not disturb → **TURN ON NOW** / **TURN OFF NOW**

Setting Manner Mode That Is Activated by Pressing Power Key and Volume Up Key

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Prevent ringing → **Press Power & Volume Up together** → Tap item

Setting Sound for Notifications

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Advanced → Default notification sound → Follow onscreen prompts

Setting Default Alarm Sound

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Advanced → Default alarm sound → Follow onscreen prompts

Setting Dolby Atmos

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Advanced → Advanced settings → Follow onscreen prompts

- Tap **●** in "Dolby Atmos" to toggle on (**●**), **○** to toggle off (**○**).
- Tap **DYNAMIC** / **MOVIE** / **MUSIC** / **CUSTOM** to change between profiles to use.
- To return each profile to its default settings, Tap **↶** at right of profile name.

Setting Whether Dialpad Tones Sound

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Advanced → Dial pad tones

- Tap **Dial pad tones** to toggle on (**●**)/off (**○**).
- Disable **Dial pad tones** to save battery power.

Setting Whether Tone Sounds when Locking/Unlocking Screen

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Advanced → Screen locking sounds

- Tap **Screen locking sounds** to toggle on (**●**)/off (**○**).
- Disable **Screen locking sounds** to save battery power.

Setting Whether Tone Sounds when Starting Charging

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Advanced → Charging sounds

- Tap **Charging sounds** to toggle on (**●**)/off (**○**).
- Disable **Charging sounds** to save battery power.

Setting Whether Confirmation Tones Sound when Tapping a Menu, Etc.

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Advanced → Touch sounds

- Tap **Touch sounds** to toggle on (**●**)/off (**○**).
- Disable **Touch sounds** to save battery power.

Setting Whether Handset Vibrates when Tapping Dialpad, **⏻**, Etc.

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Sound → Advanced → Touch vibration

- Tap **Touch vibration** to toggle on (**●**)/off (**○**).
- Disable **Touch vibration** to save battery power.

Setting Ringtones

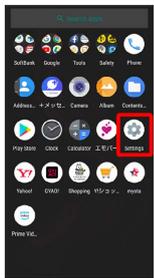
1

In Home Screen, Drag Favorites Tray to top of Display



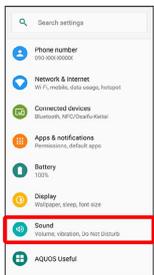
2

(Settings)



3

Sound



Sound menu opens.

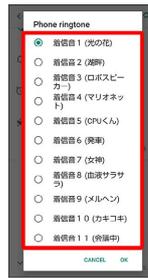
4

Phone ringtone



5

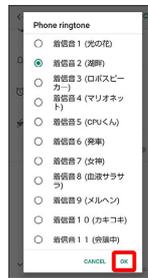
Tap ringtone



Ringtone plays.

6

OK



Setting is complete.

Setting Ringtone Volume

1

In Home Screen, Drag Favorites Tray to top of Display



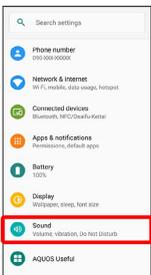
2

(Settings)



3

Sound



Sound menu opens.

4

Drag "Ring volume" ● left/right



Ringtone plays to check volume.

· Drag ● right to increase volume, and left to decrease volume.

Setting Volume of Music and Videos

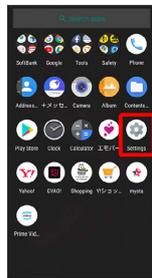
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Settings)



3

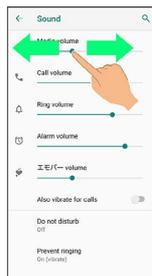
Sound



Sound menu opens.

4

Drag "Media volume" ● left/right



Sample sound plays.

Setting Alarm Volume

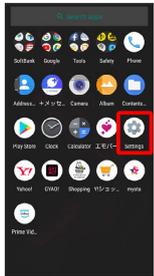
1

In Home Screen, Drag Favorites Tray to top of Display



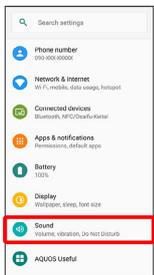
2

(Settings)



3

Sound



Sound menu opens.

4

Drag "Alarm volume" ● left/right



Alarm sound plays.

Setting Vibration for Incoming Calls

Set whether handset vibrates for incoming calls.

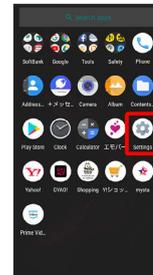
1

In Home Screen, Drag Favorites Tray to top of Display



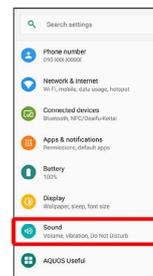
2

(Settings)



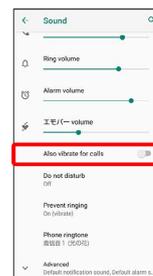
3

Sound



4

Also vibrate for calls



Setting is complete.

Tap **Also vibrate for calls** to toggle on (●) / off (○).

AQUOS Useful Settings

Set ROBOQUL motion and useful functions such as Simple mode and Clip Now.

AQUOS Useful Settings

Settable items are the following.

Item	Description
ScrollAuto	Make settings for automatic scrolling.
工 厶 / 厶	Set emopa.
Clip Now	Set what action occurs when sliding your finger along the edge of Display.
Auto sleep Off	Set Display on or off by handling handset.
Simple mode	Set a simple and intuitive Home Screen and easy-to-read text.
ROBOQUL setting	Set whether ROBOQUL swivels for new calls, notifications, etc. when using ROBOQUL.

Auto Sleep Off Settings

Set Display on or off by handling handset. Settable items are the following.

Item	Description
Turn screen on by holding	Set whether to turn on Display when handset is picked up (e.g., from a desk) and held still.
Bright Keep	Set whether to keep Display from turning off while handset is held.

+ Auto Sleep Off Operations

Setting Whether to Turn On Display when Handset is Picked Up

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → AQUOS Useful → Auto sleep Off

→ Turn screen on by holding

· Tap **Turn screen on by holding** to toggle on (●) / off (○).

· Whether handset is picked up is determined from handset angle and Proximity/Light Sensor; holding handset upright or moving while holding it may affect the determination.

Setting Whether to Keep Display On while Holding Handset

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → AQUOS Useful → Auto sleep Off

→ Bright Keep

· Tap **Bright Keep** to toggle on (●) / off (○).

· Hand-held state is determined from handset angle and Proximity/Light Sensor; usage status may affect determination of hand-held state.

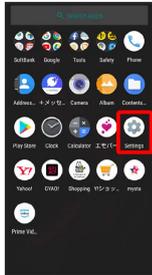
Simple Mode Settings

Set a simple and intuitive Home Screen and easy-to-read text.

1

In Home Screen, Drag Favorites Tray to top of Display →

 (Settings)



2

AQUOS Useful



 AQUOS Useful menu opens.

3

Simple mode



 Simple mode window opens.

4

Set each item

 Setting is complete.

+ Simple Mode Operations

Setting Simple and Intuitive Home Screen and Easy-to-Read Text at Same Time

In Simple mode window, **SET ALL ON.** → **YES**

Setting Home Screen, Size of Text, Etc. Individually

In Simple mode window, **Kantan Home** / **Font size (Largest)** / **Hakkiri View** / **Batch change simple keyboard**

- Tap **Kantan Home** / **Font size(Largest)** / **Hakkiri View** / **Batch change simple keyboard** to toggle on () / off ().
- If confirmation appears, follow onscreen prompts.

Security & Location Settings

Make security settings including screen lock and security codes as well as location.

Security & Location Settings

Settable items are the following.

Item	Description
Google Play Protect	Set whether to scan handset for security issues.
Find My Device	Set location to be shown if handset is lost.
Security update	Check for available system updates.
Operation password setting	Set a code, required for using some functions.
Screen lock	Set a screen lock.
Lock screen preferences	Make settings for lock screen.
Face recognition	Set screen to unlock with face authentication.
Fingerprint	Make settings for Fingerprint Sensor. See " Using Fingerprint Authentication Function " for details.
Smart Lock	Enable handset to check whether it is being carried or for trusted place, device, or voice and unlock screen.
Advanced	Make settings for location, SIM card lock, encryption, credentials, etc. See " Enabling SIM PIN " for details on SIM card lock.

+ Security & Location Operations

Setting Screen Not to Lock

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Security & location → Screen lock
 → None

- If method for unlocking screen is setting other than **None** or **Swipe** before changing setting, first Tap **Screen lock** and unlock screen.
- If confirmation appears, follow onscreen prompts.

Setting Whether Traced Pattern is Visible when Unlocking Screen

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Security & location → for
 "Screen lock" → Make pattern visible

- Tap **Make pattern visible** to toggle on (●)/off (○).
- Set when unlock method is **Pattern**.

Setting Time after Display Off until Screen Locks

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Security & location → for
 "Screen lock" → Automatically lock → Tap item

- Set when unlock method is **Pattern** / **Lock No. (PIN)** / **Password**.

Setting Whether Pressing Power Key Immediately Locks Screen

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Security & location → for
 "Screen lock" → Power button instantly locks

- Tap **Power button instantly locks** to toggle on (●)/off (○).
- Set when unlock method is **Pattern** / **Lock No. (PIN)** / **Password**.

Showing Message Set for Lock Screen

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Security & location → for
 "Screen lock" → Lock screen message → Enter
 message → SAVE

- Set when unlock method is setting other than **None**.
- Alternatively, in Home Screen, Drag Favorites Tray to top of Display (Settings) → Security & location → Lock screen preferences → Lock screen message → Enter message → SAVE.

Setting Whether to Show Notifications in Lock Screen

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Security & location → Lock
 screen preferences → On lock screen → Show all
 notification content / Hide sensitive content / Don't
 show notifications at all

- Set when unlock method is setting other than **None**.
- **Hide sensitive content** appears when unlock method is **Pattern** / **Lock No. (PIN)** / **Password**.

Setting Whether to Hide Notification Viewed in Lock Screen so New Notifications Are Easier to View

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Security & location → Lock screen preferences → Organize notifications on the lock screen

- Tap **Organize notifications on the lock screen** to toggle on ()/off ().
- Set when unlock method is setting other than **None** .
- Notifications that cannot be deleted still appear even when **Organize notifications on the lock screen** is on.
- Notification Indicators in Status Bar cannot be hidden.

Setting Whether to Show Menu for Activating Lockdown

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Security & location → Lock screen preferences → Show lockdown option

- Tap **Show lockdown option** to toggle on ()/off ().
- Set when unlock method is **Pattern** / **Lock No. (PIN)** / **Password** .

Using Lockdown

Use Lockdown to disable screen unlocking by Smart Lock or fingerprint authentication. Notifications no longer appear in lock screen.

Power Key (Long Press) → **Lockdown**

Setting Screen to Unlock with Face Authentication

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Security & location → Face recognition → Enter pattern / lock no. (PIN) / password → NEXT → OK → Frame face in onscreen guide → Tap when to unlock screen → OK

- Handset authenticates with face when Display is on, and screen unlocks.
- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.

Deleting Face Authentication Settings

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Security & location → Face recognition → Enter pattern / lock no. (PIN) / password → Deletion of face data → YES

Changing When to Unlock Screen after Saving Face Data

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Security & location → Face recognition → Enter pattern / lock no. (PIN) / password → Tap when to unlock screen

Checking Overview and Precautions for Face Authentication after Saving Face Data

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Security & location → Face recognition → Enter pattern / lock no. (PIN) / password → Face authentication / Precautions

Setting Screen to Remain Unlocked while Being Carried

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Security & location → Smart Lock → Enter pattern / lock no. (PIN) / password → On-body detection → Off () (On)

- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
- To disable, Tap **On** () (Off).
- If confirmation appears, follow onscreen prompts.

Setting Screen to Remain Unlocked while in Specific Place

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → Security & location → Smart Lock → Enter pattern / lock no. (PIN) / password → Trusted places → Home / Add trusted place →

Follow onscreen prompts

- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
- To select **Home** , log in to a Google account beforehand.
- If confirmation appears, follow onscreen prompts.

Deleting Places Added as Trusted Places

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Security & location → Smart Lock → Enter pattern / lock no. (PIN) / password → Trusted places → Tap place → Delete

- If confirmation appears, follow onscreen prompts.

Setting Screen to Unlock by Using Trusted Device

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Smart Lock
 → Enter pattern / lock no. (PIN) / password → Trusted
 devices → ADD TRUSTED DEVICE → Tap device →

Follow onscreen prompts

- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
- Turn "Bluetooth" On and pair with a Bluetooth® device beforehand.
- If confirmation appears, follow onscreen prompts.

Deleting Devices Added as Trusted Devices

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Smart Lock
 → Enter pattern / lock no. (PIN) / password → Trusted
 devices → Tap name of device → OK / REMOVE
 TRUSTED DEVICE

- If confirmation appears, follow onscreen prompts.

Setting Screen to Unlock by Saying "Ok Google" to Handset

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Smart Lock
 → Enter pattern / lock no. (PIN) / password → Voice
 Match → Unlock with Voice Match () → Enter
 pattern / lock no. (PIN) / password → OK

- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
- Sign in to a Google Account beforehand.
- Available when **Access with Voice Match** is enabled.
- Tap **Unlock with Voice Match** to toggle on ()/off ().
- If confirmation appears, follow onscreen prompts.

Setting Location

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Location → Use location

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

Making Settings for Applications that Use Location

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Location → Tap location service name → Follow
 onscreen prompts

Showing Applications Recently Using Location

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Location

- Applications recently using location appear in "Recent location requests."

Setting Whether to Permit Use of Location per Each Application

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Location → App-level permissions → Tap
 application name

- Tap application name to toggle on ()/off ().
- If confirmation appears, follow onscreen prompts.

Setting Whether to Use Wi-Fi and Bluetooth® Scanning to Increase Accuracy of Location

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Location → Scanning → Wi-Fi scanning /
 Bluetooth scanning

- Tap **Wi-Fi scanning** / **Bluetooth scanning** to toggle on ()/off ().

Setting Whether Characters Visible as Password Entered

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Visible passwords

- Tap **Visible passwords** to toggle on ()/off ().

Setting Whether to Enable Device Administration Applications

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Device admin apps → Tap device admin application
 name → Follow onscreen prompts

Checking Type of Storage for Credentials

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Encryption & credentials

- The type of credentials storage is shown below "Storage type."

Setting Whether to Allow Applications Access to Trusted Certificates and Other Credentials

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Encryption & credentials → Trusted credentials
 → SYSTEM / USER → Tap certificate → DISABLE
 / ENABLE / REMOVE

- If confirmation appears, follow onscreen prompts.

Viewing Details of Credentials Installed by User

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Encryption & credentials → User credentials →
 Tap certificate → DONE

Deleting Credentials Installed by User

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Encryption & credentials → User credentials →
 Tap certificate → REMOVE

Installing Encrypted Certificates

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Encryption & credentials → Install from storage
 → Follow onscreen prompts

- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
- Credentials may be required when configuring a Wi-Fi network. How to obtain credentials varies by the issuer.

Deleting All Credentials and Resetting Credential Storage Password

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Encryption & credentials → Clear credentials →
 OK

- Clearing credential storage also deletes all VPN settings.
- If method for unlocking screen is setting other than None or Swipe, first Tap OK and unlock screen.

Setting Whether to Show/Hide Trusted Agents

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Trust agents → Tap agent name

- Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
- Tap agent name to toggle on (●)/off (○).

Setting Screen of Only Specified Application to Be Kept in View

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Screen pinning → Off (On) →
 Activate application to pin → Flick up → Tap
 icon of application in history → Pin → GOT IT

- To unpin, Touch & Hold < and at the same time.
- If confirmation appears, follow onscreen prompts.

Requiring Screen to Be Unlocked after Screen of Only Specified Application No Longer Kept in View

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Security & location → Advanced
 → Screen pinning → Lock device when unpinning () →
 Pattern / Lock No. (PIN) / Password →

Set pattern / lock no. (PIN) / password

- Set "Screen pinning" to On beforehand.
- If pattern / lock no. (PIN) / password for unlocking screen is set beforehand, Tap Screen pinning to show Ask for unlock pattern before unpinning / Ask for PIN before unpinning / Ask for password before unpinning . Tap Ask for unlock pattern before unpinning / Ask for PIN before unpinning / Ask for password before unpinning to toggle on (●)/off (○).

! Screen Lock Cautions

Observe the following when locking the screen.

- Make sure to make a note of and not forget pattern / lock no. (PIN) / password set for unlocking screen. If you forget the code, visit your nearest SoftBank Shop for recovery. Note that saved files and settings will be lost.
- If pattern / lock no. (PIN) / password is set for unlocking screen, entry of pattern / lock no. (PIN) / password is required when powering on handset. When set, incorrect entry 10 times and 20 times consecutively, handset must be started up again, and entry is again required. Note that after incorrect entry 30 times consecutively, handset initializes.

Main Security Codes

The following are main security codes required for handset use.

Code	Description
Operation Password	A code required for using some functions. See " Operation Password and Center Access Code " for details.
Center Access Code	A four-digit code set in subscription contract. See " Operation Password and Center Access Code " for details.
SIM PIN	A code for SIM Card. SIM PIN is 9999 by default. See " Enabling SIM PIN " for details.
Lock No. (PIN)	A code for unlocking screen. See " Requiring Lock No. (PIN) Entry for Unlocking Screen " for details.

Operation Password and Center Access Code

Center Access Code is a four-digit code set in subscription contract; necessary to use optional services from landlines, etc.

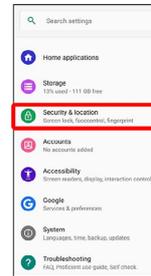
- Do not forget Center Access Code. If you forget the code, contact us for recovery. For details, contact [Customer Service](#).
- Be careful not to reveal security codes to others. If misused by others, SoftBank Corp. is not liable for any resulting damages.

Setting Operation Password

1

In Home Screen, Drag Favorites Tray to top of Display →

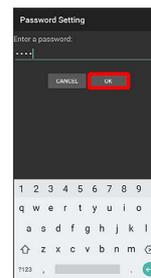
(Settings) → Security & location



Security & location menu opens.

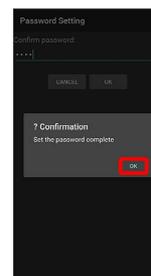
2

Operation password setting → OK → Enter Operation Password → OK



3

Re-enter Operation Password → OK → OK



Operation Password is set.

Operation Password Usage Notes

Changing Operation Password

Refer to the steps for setting Operation Password. (Current Operation Password is required to proceed.)

Resetting Operation Password

If prompted for Operation Password, Tap **PASSWORD** **RESET** then Tap **OK**. Continue by following onscreen prompts.

- My SoftBank authentication is required to reset Operation Password. Set My SoftBank authentication from  (My SoftBank+).

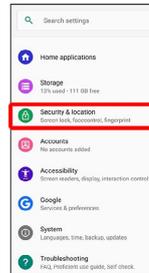
Enabling SIM PIN

When SIM PIN is enabled, PIN entry is required for handset use each time handset is powered on with SIM Card installed. It is effective for preventing unauthorized use by others.

1

In Home Screen, Drag Favorites Tray to top of Display →

 (Settings) → **Security & location**



 Security & location menu opens.

2

Advanced → **Set up SIM card lock** → **Lock SIM card** →

Enter SIM PIN → **OK** ()



 SIM card lock is enabled.

+ Disabling SIM Card Lock

While SIM Card is locked, in Security & location menu,

Advanced → **Set up SIM card lock** → **Lock SIM card**

→ Enter SIM PIN → **OK** ()

! SIM PIN Entry Cautions

SIM PIN entry is required when changing SIM PIN, when powering handset on with SIM card lock enabled, etc.

- Entering incorrect SIM PIN three consecutive times activates PIN Lock. To cancel, Personal Unblocking Key (PUK) is required; contact [Customer Service](#).
- Entering incorrect PUK ten consecutive times activates PUK Lock, disabling handset. For recovery, SIM Card must be reissued at a SoftBank Shop (fees apply).

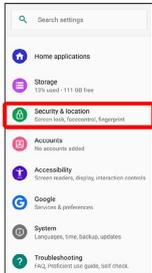
Changing SIM PIN

Enable SIM card lock first. See "Enabling SIM PIN" for details.

1

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Security & location



Security & location menu opens.

2

Advanced → Set up SIM card lock → Change SIM PIN

→ Enter current PIN → OK → Enter new PIN → OK

→ Re-enter new PIN → OK



SIM PIN is changed.

Setting Screen to Unlock by Flicking Screen

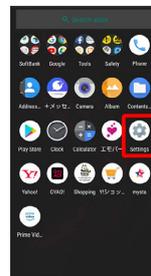
1

In Home Screen, Drag Favorites Tray to top of Display



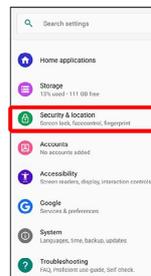
2

(Settings)



3

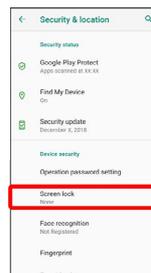
Security & location



Security & location menu opens.

4

Screen lock



• If method for unlocking screen before change is setting other than **None** or **Swipe**, first unlock screen.

5

Swipe



Setting is complete.

- If confirmation appears, follow onscreen prompts.

Setting Screen to Unlock by Tracing Pattern

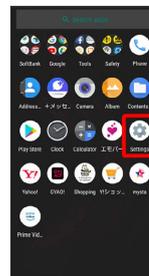
1

In Home Screen, Drag Favorites Tray to top of Display



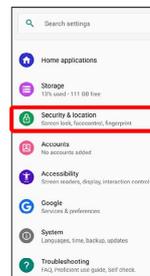
2

(Settings)



3

Security & location



Security & location menu opens.

4

Screen lock



- If method for unlocking screen before change is setting other than **None** or **Swipe**, first unlock screen.

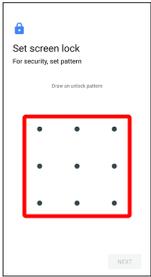
5

Pattern



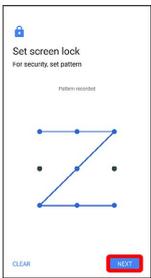
6

Enter new pattern



7

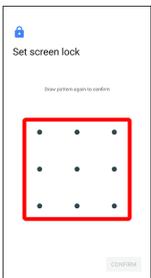
NEXT



· Tap CLEAR to erase entered pattern.

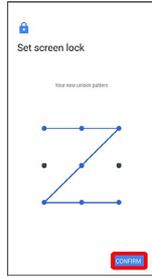
8

Enter new pattern again



9

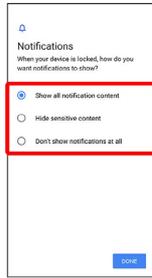
CONFIRM



· If method for unlocking screen before change is setting other than None or Swipe, setting is complete.

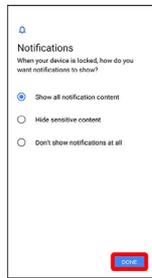
10

Select method of notification display



11

DONE



Setting is complete.

Requiring Lock No. (PIN) Entry for Unlocking Screen

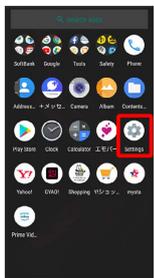
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Settings)



3

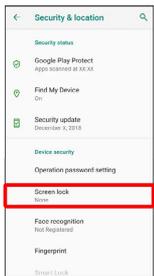
Security & location



Security & location menu opens.

4

Screen lock



· If method for unlocking screen before change is setting other than **None** or **Swipe** , first unlock screen.

5

Lock No. (PIN)



6

Enter new lock no. (PIN)



7

NEXT



8

Enter new lock no. (PIN) again



9

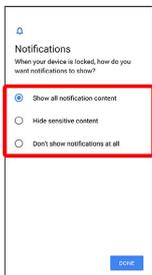
CONFIRM



- If method for unlocking screen before change is setting other than **None** or **Swipe**, setting is complete.
- Tap **CLEAR** to erase entered lock no. (PIN).

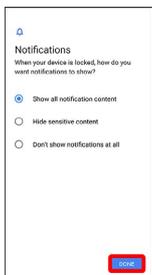
10

Select method of notification display



11

DONE



 Setting is complete.

Setting Screen to Unlock with Password

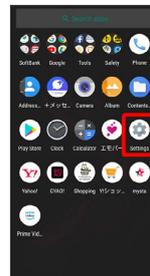
1

In Home Screen, Drag Favorites Tray to top of Display



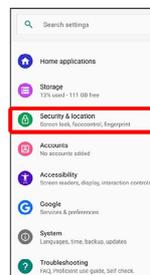
2

(Settings)



3

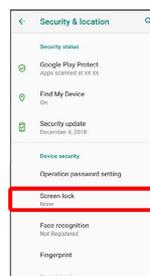
Security & location



 Security & location menu opens.

4

Screen lock



- If method for unlocking screen before change is setting other than **None** or **Swipe**, first unlock screen.

5

Password



6

Enter new password



7

NEXT



8

Enter new password again



9

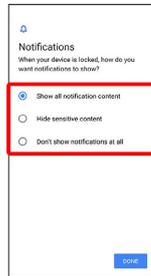
CONFIRM



- If method for unlocking screen before change is setting other than **None** or **Swipe**, setting is complete.
- Tap **CLEAR** to erase entered password.

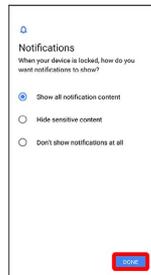
10

Select method of notification display



11

DONE



 Setting is complete.

System Settings

Check and make settings for language, input, date and time, backup, reset, etc.

System Settings

Items that can be set/checked are the following.

Item	Description
About phone	Check handset status and legal information, the Android version, save emergency information, etc.
Languages & input	Make settings for display language and text entry.
Gestures	Set whether to open Notifications Window by Flicking down on Fingerprint Sensor, whether to activate Camera by Pressing twice, etc.
Date & time	Make settings for date and time.
Advanced	Back up application data, Wi-Fi password, etc. to Google server, and update the system. See " Updating the System " for details.

+ System Operations

Accessing Developer Options

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → System → About phone → Build number seven times → < → Advanced → Developer options

Developer options open.

Changing Handset Name

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → System → About phone → Device name → Enter handset name → OK → OK

Checking Battery Level, Your Phone Number, and Other Handset Status

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → System → About phone

- Next, **Battery status** to check battery depletion.
- Next, **IMEI** to check IMEI barcode.

Editing Emergency Information

Save your own medical information (name, address, blood type, allergies, etc.) to handset as emergency information.

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → System → About phone → Emergency information → Edit information → Set/enter each item

Adding Emergency Contact

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → System → About phone → Emergency information → Add contact → Tap contact

Deleting Emergency Contacts

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → System → About phone → Emergency information → X for contact → REMOVE

Erasing All Emergency Information

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → System → About phone → Emergency information → : → Clear all → CLEAR

Viewing Emergency Information

In lock screen, Flick up → Emergency →

EMERGENCY INFORMATION twice

- Available when unlock method is pattern / lock no. (PIN) / password. See "[Setting Screen to Unlock by Tracing Pattern](#)," "[Requiring Lock No. \(PIN\) Entry for Unlocking Screen](#)," and "[Setting Screen to Unlock with Password](#)" for details on setting a method for unlocking screen.

Checking Legal Information

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → System → About phone → Legal information → Follow onscreen prompts

Adjusting Motion Sensor/Magnetic Sensor

In Home Screen, Drag Favorites Tray to top of Display

→ (Settings) → System → About phone → Adjust sensitivity of sensor → OK → Follow onscreen prompts (until completion tone sounds) → OK

Setting Carrier

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → System → About phone → Carrier Setting → Yes → Follow onscreen prompts

Adding Languages Shown on Display

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Languages → Add a language → Tap language

Setting Language Shown on Display

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Languages → Drag ≡ for language to top

· Add languages beforehand.

Deleting Languages

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Languages → ⋮ → Remove → Tap languages (✓)
 → OK

· Add languages beforehand.

Setting Input Method

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Virtual keyboard → Tap input method → Follow
 onscreen prompts

· To add/delete input method, Tap **Manage keyboards**,
 then follow onscreen prompts.

Setting Language for Voice Input

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Virtual keyboard → Google voice typing →
 Languages → Tap languages → SAVE

· Touch & Hold language to set primary language.

Setting Speech Output when Using Voice Input

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Virtual keyboard → Google voice typing → Speech
 output → Tap item

· Select **Hands-free only** for output only when headset
 connected.

Checking Details of Languages installed for Voice Recognition

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Virtual keyboard → Google voice typing → Offline
 speech recognition → Tap language

Downloading Languages for Voice Recognition

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Virtual keyboard → Google voice typing → Offline
 speech recognition → ALL → Tap language →
 DOWNLOAD

Setting Update Method for Languages for Voice Recognition

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Virtual keyboard → Google voice typing → Offline
 speech recognition → AUTO-UPDATE → Tap item

Setting Whether to Block Offensive Words

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Virtual keyboard → Google voice typing → Block
 offensive words

· Tap **Block offensive words** to toggle on ()/off
 ().

Setting Whether to Record Audio with Bluetooth® Headset

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Virtual keyboard → Google voice typing → Bluetooth
 headset

· Tap **Bluetooth headset** to toggle on ()/off
 ().

Showing Virtual Keyboard when Using Physical Keyboard

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Physical keyboard → Show virtual keyboard ()

· Tap **Show virtual keyboard** to toggle on ()/off
 ().

Showing Shortcuts List when Using Physical Keyboard

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Languages & input →
 Physical keyboard → Keyboard shortcuts helper

Setting Whether to Check Spelling During Entry

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Languages & input → Advanced → Spell checker → Use spell checker

- Tap Use spell checker to toggle on ()/off ().
- Tap Languages to set languages to check spelling.
- Tap  for "Default spell checker" to set spelling check operation.

Using Autofill Service

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Languages & input → Advanced → Autofill service → Follow onscreen prompts

- Tap  for "Autofill service" to make settings.

Adding Words to Personal Dictionary

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Languages & input → Advanced → Personal dictionary → For all languages / English(United States) / Japanese → + → Tap entry field → Enter words →  → Enter shortcut →  → 

Deleting Words from Personal Dictionary

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Languages & input → Advanced → Personal dictionary → For all languages / English(United States) / Japanese → Tap word(s) → 

Setting Speed of Pointer for Mouse/Trackpad

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Languages & input → Advanced → Pointer speed → Drag to adjust → OK

- The longer the bar, the faster the speed.

Setting Speech Synthesis Engine for Text-to-Speech

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Languages & input → Advanced → Text-to-speech output → Preferred engine → Tap engine

- Tap  for "Preferred engine" to set operation of speech synthesis engine.

Setting Speed for Text-to-Speech

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Languages & input → Advanced → Text-to-speech output → Drag for "Speech rate" to adjust

Setting Pitch for Text-to-Speech

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Languages & input → Advanced → Text-to-speech output → Drag for "Pitch" to adjust

Resetting Speed/Pitch for Text-to-Speech

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Languages & input → Advanced → Text-to-speech output → RESET

Playing Sample

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Languages & input → Advanced → Text-to-speech output → PLAY

Setting Whether to Open Notifications Window by Flicking Down on Fingerprint Sensor

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Gestures → Swipe fingerprint for notifications → Swipe fingerprint for notifications

- Tap Swipe fingerprint for notifications to toggle on ()/off ().

Setting Whether to Activate Camera by Pressing Power Key Twice

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Gestures → Jump to camera → Jump to camera

- Tap Jump to camera to toggle on ()/off ().

Setting Whether to Flick Up or Tap for Recently Used Application List

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → Gestures → Swipe up on Home button → Swipe up on Home button

- Tap Swipe up on Home button to toggle on ()/off ().
- After disabling Swipe up on Home button,  appears on Navigation Bar.

Setting Manner Mode That Is Activated by Pressing Power Key and Volume Up Key

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Gestures → Prevent ringing → Press Power & Volume Up together → Tap item

Setting Whether to Use Date Information from Network

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Date & time → Automatic date & time

· Tap **Automatic date & time** to toggle on (●) / off (○).

Setting Date and Time Manually

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Date & time → Set date / Set time → Specify date/time → OK

· Available when **Automatic date & time** is disabled.

Setting Whether to Use Time Zone Information from Network

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Date & time → Auto timezone

· Tap **Auto timezone** to toggle on (●) / off (○).

Setting Time Zone Manually

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Date & time → Select time zone → Region → Select region

· Available when **Auto timezone** is disabled.

Setting Whether to Use Automatic 24-Hour Format

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Date & time → Automatic 24-hour format

· Tap **Automatic 24-hour format** to toggle on (●) / off (○).

Setting Backup to Google Drive

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Advanced → Backup → Back up to Google Drive

· Tap **Back up to Google Drive** to toggle on (●) / off (○).

· Log in to a Google account beforehand.

· If confirmation appears, follow onscreen prompts.

· When **Back up to Google Drive** is enabled, **Back up now** → **BACK UP NOW** to back up to Google Drive.

Setting Backup Account

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Advanced → Backup → Account → Tap account

· Available when **Back up to Google Drive** is enabled.

· To add account, Tap **Add account**, then follow onscreen prompts.

· If confirmation appears, follow onscreen prompts.

Resetting Network Settings

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Advanced → Reset options → Reset Wi-Fi, mobile & Bluetooth → RESET SETTINGS → RESET SETTINGS

· If method for unlocking screen is setting other than **None** or **Swipe**, first Tap **RESET SETTINGS** and unlock screen.

Resetting Application Settings

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Advanced → Reset options → Reset app preferences → RESET APPS

Checking Technical Conformance Certification

Handset conforms to technical standards under the Radio Law and Telecommunications Business Law.

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Advanced → Authentication

Checking VCCI Information

Handset conforms to technical standards under the VCCI regulations, and is indicated by the conformance mark on handset electronic nameplate.

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → System → Advanced → Authentication

Setting 24-Hour Time Indication

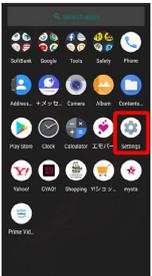
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Settings)



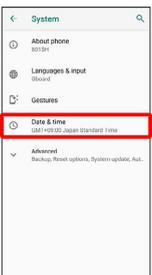
3

System



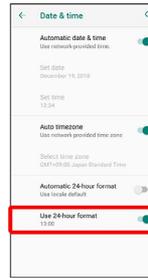
4

Date & time



5

Use 24-hour format



Setting is complete.

- Tap **Use 24-hour format** to toggle 24-hour format (●) / 12-hour format (○).

Resetting Handset

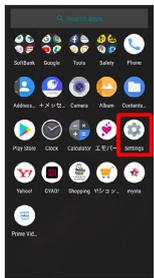
1

In Home Screen, Drag Favorites Tray to top of Display



2

(Settings)



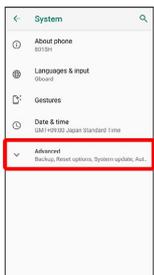
3

System



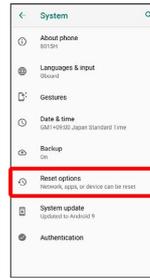
4

Advanced



5

Reset options



6

Erase all data (factory reset)



7

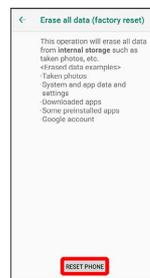
Enter Operation Password → OK



· If Operation Password is unset, follow onscreen prompts.

8

RESET PHONE



ERASE EVERYTHING



 Handset is reset.

Cautions when Erasing All Data (Factory Reset)

Observe the following when erasing all data (factory reset).

- Erasing all data (factory reset) deletes all data in internal storage irreversibly. Back up important data beforehand.
- Deleted content cannot be restored. Reset with caution.

Other Handset Settings

Phone Number

See "[Checking Your Phone Number](#)" for details on phone number.

Network & Internet

Make network and Internet settings for Wi-Fi, mobile network, data usage, etc. Settable items are the following.

Item	Description
Wi-Fi	Enable Wi-Fi connection. See " Connecting by Wi-Fi " for details.
Mobile network	Set preferred network type, etc. See " Global Roaming " for details on roaming, automatic network selection, and network. See " Data Usage Settings " for details on application data usage.
Proxy settings	Make proxy settings.
Data usage	Check cellular data usage and set limit. See " Data Usage Settings " for details.
Hotspot & tethering	Make tethering settings. See " Using Tethering " for details.
Advanced	Make settings for Airplane mode, VPN, and Private DNS.

+ Network & Internet Operations

Setting Whether to Use Mobile Data

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Network & internet → Mobile network → Mobile data
 · Tap **Mobile data** to toggle on ()/off ().

Setting Whether to Use LTE for Voice Calling

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Network & internet → Mobile network → Advanced → Enhanced 4G Mode
 · Tap **Enhanced 4G Mode** to toggle on ()/off ().

Using 4G LTE/4G Network

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Network & internet → Mobile network → Advanced → Preferred network type
 → 4G (recommended) ()

Adding Access Points

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Network & internet → Mobile network → Advanced → Access Point Names → +
 → Tap item → Set/enter each item → : → Save

Deleting Added Access Points

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Network & internet → Mobile network → Advanced → Access Point Names → :
 → Reset to default

Setting Proxy

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Network & internet → Proxy settings → Proxy/port/exclusion list → Set each item → OK

Connecting to Network via Set Proxy

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Network & internet → Proxy settings → Enable proxy → YES ()
 · Tap **Enable proxy** to toggle on ()/off ().

Setting Whether to Stop Signal-Transmitting Functions

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Network & internet → Advanced → Airplane mode
 · Tap **Airplane mode** to toggle on ()/off ().

Adding VPN Destinations

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Network & internet → Advanced → VPN → + → Set/enter details → SAVE
 · Set pattern / lock no. (PIN) / password for unlocking screen beforehand.
 · Tap an added VPN to connect/disconnect it. Tap  to edit/delete it.

Setting Private DNS

In Home Screen, Drag Favorites Tray to top of Display
 (Settings) → Network & internet → Advanced → Private DNS → Tap item → SAVE
 · After Tapping **Private DNS provider hostname** , enter hostname.

Connected Devices

Make Bluetooth® connection and other settings. Settable items are the following.

- Names and status of devices connected by Bluetooth® and USB appear at top of Display.

Item	Description
Pair new device	Search for and pair nearby Bluetooth® devices. See " Pairing Bluetooth® Devices " for details.
Previously connected devices	Paired devices appear. See " Connecting to Paired Bluetooth® Devices " for details.
Connection preferences	Make settings for Bluetooth® connection, NFC/Osaifu-Keitai® operation, etc. For details on Bluetooth®, see " Using Bluetooth® Function ." For details on NFC/Osaifu-Keitai®, see " NFC／おサイフケータイ®を利用する (http://help.mb.softbank.jp/aquos-zero/05-07-05.html) " (Japanese).

+ Connected Device Operations

Viewing Handset Screen on Other Device

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Connected devices → Connection preferences → Cast → Enable wireless display () → Tap target device

- To disable wireless display, Tap → Enable wireless display again ().
- "Wi-Fi" turns on if turned off when wireless display is enabled.

Making Printing Settings

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Connected devices → Connection preferences → Printing → Select print service →

Follow onscreen prompts

Making Chromebook Settings

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Connected devices → Connection preferences → Chromebook → Follow onscreen prompts

Applications & Notifications

Make notification and application settings applications. Settable items are the following.

- Any recently used applications appear in "Recently opened apps."
- For details on settings for application permissions and battery optimization, see "[Confirmation when First Activating Applications](#)."

Item	Description
See all XX apps	Check and make settings for installed applications.
Notifications	Make settings for notification action and Do not disturb. See " Sound Settings " for details on Do not disturb settings.
Default apps	Set applications that launch by default.
Advanced	Make settings for application permissions, emergency broadcasts, and special application access. See " 緊急速報メールを利用する (http://help.mb.softbank.jp/aquos-zero/05-07-02.html) " (Japanese) for details on emergency broadcasts.

+ Application and Notification Operations

Making Application Settings

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Apps & notifications → See all XX apps → Tap application name → Set each item

View System Applications

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Apps & notifications → See all XX apps → Show system

Resetting Application Settings

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Apps & notifications → See all XX apps → Reset app preferences → RESET APPS

Setting Whether to Show Notifications in Lock Screen

In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Apps & notifications → Notifications → On lock screen → Show all notification content / Hide sensitive content / Don't show notifications at all

- Hide sensitive content appears when unlock method is Pattern / Lock No. (PIN) / Password .

Setting Whether to Hide Notification Viewed in Lock Screen so New Notifications Are Easier to View

In Home Screen, Drag Favorites Tray to top of Display
 → (Settings) → Apps & notifications → Notifications → Organize notifications on the lock screen

- Tap **Organize notifications on the lock screen** to toggle on ()/off ().
- Notifications that cannot be deleted still appear even when **Organize notifications on the lock screen** is on.
- Notification Indicators in Status Bar cannot be hidden.

Showing/Hiding Notification Dots

In Home Screen, Drag Favorites Tray to top of Display
 → (Settings) → Apps & notifications → Notifications → Allow notification dots

- Tap **Allow notification dots** to toggle show ()/hide ().

Setting Whether to Flash Charging/Notification Lamp for Notifications

In Home Screen, Drag Favorites Tray to top of Display
 → (Settings) → Apps & notifications → Notifications → Blink light

- Tap **Blink light** to toggle on ()/off ().

Setting Sound for Notifications

In Home Screen, Drag Favorites Tray to top of Display
 → (Settings) → Apps & notifications → Notifications → Default notification sound → Follow onscreen prompts

Setting Whether to Open Notifications Window by Flicking Down on Fingerprint Sensor

In Home Screen, Drag Favorites Tray to top of Display
 → (Settings) → Apps & notifications → Notifications → Swipe fingerprint for notifications → Swipe fingerprint for notifications

- Tap **Swipe fingerprint for notifications** to toggle on ()/off ().

Make Settings for Assist Applications

In Home Screen, Drag Favorites Tray to top of Display
 → (Settings) → Apps & notifications → Default apps → Assist & voice input → Follow onscreen prompts

Setting Default Applications for Browser, Home Screen, Phone, SMS, Etc.

In Home Screen, Drag Favorites Tray to top of Display
 → (Settings) → Apps & notifications → Default apps → Browser app / Home app / Phone app / SMS app → Tap application name

- Tap  for "Home app" to set Home Screen application.

Setting Integration with Other Applications, Etc.

In Home Screen, Drag Favorites Tray to top of Display
 → (Settings) → Apps & notifications → Default apps → Opening links → Follow onscreen prompts

Make Settings for Special Application Access

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Apps & notifications → Advanced → Special app access → Set each item

Home Applications

Change the home application.

- Home applications installed via Google Play can be deleted (uninstalled). See "[Uninstalling Applications](#)" for details.

Item	Description
AQUOS Home	Change home application to AQUOS Home.
AQUOS Kantan Home	Change home application to AQUOS Kantan Home.

Storage

Check memory space of internal storage and USB drive, etc. Settable items are the following.

- "Internal shared storage" and the USB drive name appear when the USB host function is in use. Tap "Internal shared storage" to view details on usage for each. See "[USBホスト機能を利用する \(http://help.mb.softbank.jp/aquos-zero/05-06-07.html\)](http://help.mb.softbank.jp/aquos-zero/05-06-07.html)" (Japanese) for details on USB host function.

Item	Description
Photos & videos	Check photo and video usage.
Music & audio	Check music and audio usage.
Games	Check game usage.
Movie & TV apps	Check movie and TV application usage.
Other apps	Check other application usage.
Files	Check file usage.
System	Check system usage.

+ Checking Data Saved in Internal Storage

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Storage → Files

Accounts

Create or add accounts. Make settings for syncing created or added accounts. Settable items are the following.

Item	Description
Add account	Create or add accounts.
Automatically sync data	Set whether to automatically sync data.

+ Account Operations

Adding an Account

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Accounts → Add account → Tap type of account to add → Follow onscreen prompts

Setting Applications to Sync for Each Account

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Accounts → Tap account → Account sync → Tap applications and data to sync
 · Tap sync item to toggle on (●)/off (○).

Setting Whether to Automatically Sync Data

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Accounts → Automatically sync data → OK
 · Tap Automatically sync data → OK to toggle on (●)/off (○).

Accessibility

Set captions, magnification gestures, and other useful accessibility functions. Settable items are the following.

Item	Description
Volume key shortcut	Set whether to enable accessibility functions by using Volume Key.
Text-to-speech output	Make detailed voice-to-text settings. See "System Settings" for details.
Font size	Set the size of text appearing in Display.
Display size	Set the size of images, icons, etc. in Display.
Magnification	Set whether to enlarge view by Triple-Tapping or using accessibility key.
Color correction	Set whether to correct colors when red and green are indistinguishable.
Color inversion	Set whether to invert Display colors.
Large mouse pointer	Set whether to use a large pointer.
Remove animations	Set whether not to show animation when Tapping setting switch ( / ) or  .
Dwell timing	Set handset to click function after pointer stops moving.
Power button ends call	Set whether to end call by Pressing Power Key during a call.
Auto-rotate screen	Set whether to rotate Display with handset orientation automatically.
Touch & hold delay	Set time to press Display for Touch & Hold.
Vibration	Set whether handset vibrates for incoming calls,  , etc.
Mono audio	Set whether to use monaural audio playback.
Captions	Make settings for captions.
High contrast text	Make text easier to see by adding outline, etc.

+ Accessibility Operations

Setting Whether to Enable Accessibility Functions by Using Volume Key

In Home Screen, Drag Favorites Tray to top of Display
 (Settings)  Accessibility  Volume key shortcut  Use service

- Tap **Use service** to toggle on ()/off ().
- Enable **Use service** first time, then continue by selecting when **Shortcut service** appears.

Setting Size of Text Appearing in Display

In Home Screen, Drag Favorites Tray to top of Display
 (Settings)  Accessibility  Font size 
 Drag  to set

Setting Size of Images and Icons Appearing in Display

In Home Screen, Drag Favorites Tray to top of Display 
 (Settings)  Accessibility  Display size 
 Drag  to set image and icon size

Setting Whether Triple-Tapping Enlarges View

In Home Screen, Drag Favorites Tray to top of Display 
 (Settings)  Accessibility  Magnification 
Magnify with triple-tap  **Use service**
 · Tap **Use service** to toggle on ()/off ().

Setting Whether to Enlarge View by Using Accessibility Key

In Home Screen, Drag Favorites Tray to top of Display 
 (Settings)  Accessibility  Magnification 
Magnify with button  **Use service**
 · Tap **Use service** to toggle on ()/off ().

Setting Whether to Correct Colors when Red and Green are Indistinguishable

In Home Screen, Drag Favorites Tray to top of Display 
 (Settings)  Accessibility  Color correction 
 **Use color correction**
 · Tap **Use color correction** to toggle on ()/off ().
 · Tap **Correction mode** to select a mode.

Setting Whether to Invert Display Colors

In Home Screen, Drag Favorites Tray to top of Display 
 (Settings)  Accessibility  Color inversion 
 · Tap **Color inversion** to toggle on ()/off ().

Setting Whether to Use a Large Pointer

In Home Screen, Drag Favorites Tray to top of Display
 (Settings)  Accessibility  Large mouse pointer
 · Tap **Large mouse pointer** to toggle on ()/off ().

Setting Whether Not to Show Animation when Tapping Setting Switch (/) or

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  Remove animations
 · Tap  to toggle on ()/off ().

Setting Whether Pointer Clicks after Stopping when Using Mouse/Trackpad

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  Dwell timing →
 Use service
 · Tap  to toggle on ()/off ().
 · Drag "Delay before click"  to adjust delay.

Setting Whether to End Call by Pressing Power Key during Call

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  Power button ends call
 · Tap  to toggle on ()/off ().

Set Whether to Rotate Display with Handset Orientation Automatically

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  Auto-rotate screen
 · Tap  to toggle on ()/off ().

Setting Time to Press Display for Touch & Hold

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  Touch & hold delay → Tap item

Setting Whether Handset Vibrates for Incoming Calls, Etc.

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  Vibration →  Ring & notification vibration → On / Off
 · Enable  beforehand. See "[Setting Vibration for Incoming Calls](#)" for details.

Setting Whether Handset Vibrates when Tapping Dialpad, , Etc.

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  Vibration →
 Touch vibration → On / Off
 · Enable  beforehand. See "[Sound Settings](#)" for details.

Setting Whether to Use Monaural Audio Playback

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  Mono audio
 · Tap  to toggle on ()/off ().

Setting Whether to Show Captions

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  Captions →  Use captions
 · Tap  to toggle on ()/off ().

Setting How Captions Shown

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  Captions →
 Language /  Text size /  Caption style → Tap item
 · Available when  is enabled.

Making Text Easier to See by Adding Outline, Etc.

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) →  Accessibility →  High contrast text
 · Tap  to toggle on ()/off ().

Google

Make settings for Google services. Settable items are the following.

Item	Description
Google Account	Make settings for a Google account.
Ads	Make settings for your advertising ID.
Android Auto	Install Android Auto.
App preview messages	Configure messages to be exchangeable between handsets using differing applications.
Backup	Make backup settings.
Cast media controls	Set whether to control directly from Notifications Window when playing media on TV or speaker with Chromecast on same Wi-Fi network.
Chromebook	Make Chromebook settings.
Connected apps	Make settings for applications already connected to a Google account.
Data management	Make file update settings for applications compatible with Google Drive.
Device phone number	Set a phone number to use when resetting a Google account.
Devices	Make notification settings for a device near handset.
Google Fit	Make settings for recording walking and running activity, managing your weight, etc.
Google Pay	Install Google Pay.
Google Play Instant	Make settings for Google Play Instant.
Location	Make settings for location information.
Nearby	Set whether to use Nearby for sharing people and places around you and information.
Play Games	Make Play Games settings.
Restore contacts	Restore backed up contacts.
Search, Assistant & Voice	Make settings for Google Assistant and searching.
Security	Make security settings in case of handset loss.
Set up nearby device	Make settings for a device near handset.
Set up work profile	Make work profile settings.
Smart Lock for Passwords	Set whether to enable this and save passwords for logging in to several devices.

Troubleshooting

Check FAQ on Sharp Website and do a self-check.

Item	Description
FAQ	Check FAQ on Sharp Website.
Search for settings	Search for items in settings menu.
Proficient use guide	Activate "SHSHOW" application to view information on getting the most out of your AQUOS smartphone/tablet.
Self check	Perform a self-check.

+ Troubleshooting Operations

Checking FAQ on Sharp Website

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Troubleshooting → FAQ

Searching for Items in Settings Menu

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Troubleshooting → Search for settings → Enter search text →

Search results appear.

Activating "SHSHOW" Application to View Information on Getting the Most Out of Your AQUOS Smartphone/Tablet

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Troubleshooting → Proficient use guide

Performing Self-Check

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Troubleshooting → Self check →
 START CHECKING → SELECT FROM PHONE SYMPTOMS /
 SELECT FROM PHONE FUNCTIONS → Follow onscreen prompts

Diagnosis results appear.

· Tap diagnosis result for detailed result screen.

Restarting Handset in Safe Mode

In Home Screen, Drag Favorites Tray to top of Display →
 (Settings) → Troubleshooting → Self check →
 REBOOT WITH SAFE MODE → OK

· Handset restarts in a state near to its state at time of purchase.

Exiting Safe Mode and Restarting Handset

In Home Screen, Drag Favorites Tray to top of Display →
⚙️ (Settings) → Troubleshooting → Self check →
REBOOT CANCEL SAFE MODE → OK

Viewing Advice Related to Temperature Rise in Handset

In Home Screen, Drag Favorites Tray to top of Display →
⚙️ (Settings) → Troubleshooting → Self check →
TEMPERATURE ADVICE → Follow onscreen prompts

Viewing Self Check Diagnostic History

In Home Screen, Drag Favorites Tray to top of Display →
⚙️ (Settings) → Troubleshooting → Self check →
Tap the diagnostic history to view → Follow onscreen prompts

Global Services

Global Roaming.....	174
Calling from Outside Japan.....	175

Global Roaming

Handset is Global Roaming Service eligible. Use the same handset number outside Japan.

Handset connects to an appropriate cellular provider automatically by default.

A specific carrier can also be selected manually.

Change communication method and data roaming settings.

Setting a Cellular Provider

1

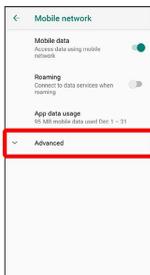
In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Network & internet



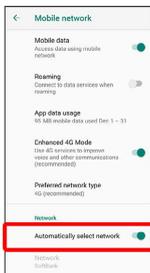
2

Mobile network → Advanced



3

Automatically select network ()



Handset searches for all available networks.

4

Tap provider

Cellular provider is set.

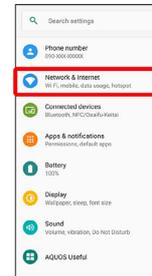
To set an appropriate cellular provider automatically, Tap **Automatically select network** ().

Changing Data Roaming Setting

1

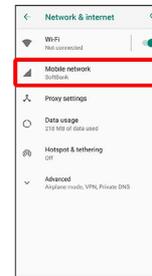
In Home Screen, Drag Favorites Tray to top of Display →

(Settings) → Network & internet



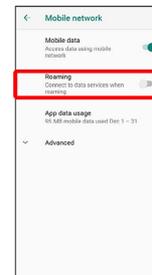
2

Mobile network



3

Roaming ()



Data roaming is enabled.

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

Calling from Outside Japan

See SoftBank Website to learn about roaming areas/rates, etc.
http://mb.softbank.jp/en/global_services/
 Print out roaming area/rate information to carry while traveling abroad as needed.

+ Enabling/Disabling Abroad Assistant

While outside Japan, use Abroad assistant to select how to place calls.

In Home Screen, (Phone) → ⋮ → Settings → Calls → SoftBank call settings → Int'l call settings → Abroad assistant
 · Tap Abroad assistant to toggle on () / off ()

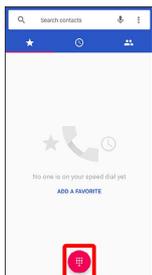
Calling Japan

1

In Home Screen, (Phone)



2



Dialpad window opens.

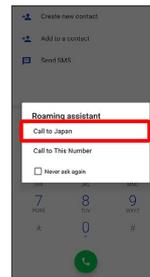
3

Use onscreen dialpad to enter number →

· Do not add + before the number.

4

Call to Japan



Handset dials number. Call begins when other party answers.

Calling Landlines & Mobiles within Current Country

1

In Home Screen,  (Phone)



2



 Dialpad window opens.

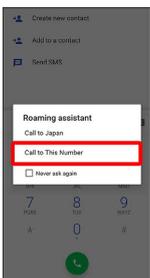
3

Use onscreen dialpad to enter number  

· Do not add + before the number.

4

Call to This Number



 Handset dials number. Call begins when other party answers.

Calling Countries aside from Japan

1

In Home Screen,  (Phone)



2



 Dialpad window opens.

3

Touch & Hold 



 "+" appears.

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.

For Assistance

Handset Powers Off.....	180
Handset Does Not Power On.....	180
Cannot Charge / Charging Stops / Charging Is Slow...	181
Battery Runs Out Quickly.....	181
Display Turns Off Suddenly.....	182
Display Goes Dark Suddenly.....	182
Screen Freezes / Operation Is Unstable.....	183
SIM Card Not Recognized.....	183
Cannot Send/Receive Mail.....	184
Cannot Connect to Internet.....	184
Cannot Talk on Phone / Cannot Hear Other Party.....	185
Cannot Use Applications.....	185

Handset Powers Off

While Using Certain Applications

The application may be the cause.

Update the application if not the latest version.

If problem persists, delete the application, and check if same problem occurs again.

See "[Updating Installed Applications](#)" for details on updating applications.

See "[Uninstalling Applications](#)" for details on deleting applications.

After Installing a New Application

The new application may be the cause.

Delete the application in Safe mode.

See "[セーフモードで起動する \(http://help.mb.softbank.jp/aquos-zero/02-05-05.html\)](http://help.mb.softbank.jp/aquos-zero/02-05-05.html)" (Japanese) for details on activating Safe mode.

See "[Uninstalling Applications](#)" for details on deleting applications.

Handset Interior Is Hot

If handset continues to be used at high internal temperature, warning appears and handset powers off after approximately 3 minutes. If warning appears, cool handset by exiting all applications and turning off Display.

Handset Does Not Power On

Handset Interior Is Hot

Did handset remain powered on after continuing to use handset while handset was warm? Let handset cool before powering on handset.

No Battery Charge

Was handset charged? Charge handset.

Other

Are you Long Pressing Power Key? Continue Pressing Power Key until logo appears.

Cannot Charge / Charging Stops / Charging Is Slow

Charging Does Not Start

Check the following if charging does not start.

- Is the USB Type-C plug on AC Adaptor firmly connected to handset? Unplug and plug in again firmly.
- Is the plug on AC Adaptor firmly connected to an outlet? Unplug and plug in again firmly.
- Are you using an unspecified AC Adaptor or other product? Always use specified products. In addition to being unable to charge, using an unspecified product may deteriorate Internal Battery.
- Is Charging/Notification Lamp blinking? If Charging/Notification Lamp is blinking, handset is not charged. Charge using a specified product. If handset still does not charge, contact [Customer Service](#) or a SoftBank Shop.
- Is the ROBOQUL charging plug or USB Type-C plug on AC Adaptor soiled? Clean terminals with a clean, dry cotton swab, etc. and charge again.

Charging Stops

Charging stops automatically if handset becomes warm. Let handset cool and start charging handset again.

Charging Time Long Depending on AC Adaptor

Charging may be slower when using AC Adaptor other than for rapid charging.

For information on AC Adaptor for rapid charging specified by SoftBank, see SoftBank Website.

Battery Runs Out Quickly

Battery Runs Out Quickly Even With No Operation

Some applications may use data communication even if not being operated.

Changing the setting may remedy this. Refer to "[Restrict Background Mobile Data.](#)"

Battery Runs Out Quickly in Certain Location

Are you where signal is weak or have been out of service area for a long period? Calling where signal is weak or being out of service area uses a lot of Battery.

Setting Handset to Save Battery Power

Frequently illuminating Mobile Light, frequently using functions that emit sound or communicate with external devices, using a bright display, or setting a long Display-on time shorten the time that handset can be used. Use Battery Saver to avoid wasting battery. See "[Using Battery Saver](#)" for details.

Display Turns Off Suddenly

While Using Certain Applications

The application may be the cause.

Update the application if not the latest version.

If problem persists, delete the application, and check if same problem occurs again.

See "[Updating Installed Applications](#)" for details on updating applications.

See "[Uninstalling Applications](#)" for details on deleting applications.

After Installing a New Application

The new application may be the cause.

Delete the application in Safe mode.

See "[セーフモードで起動する \(http://help.mb.softbank.jp/aquos-zero/02-05-05.html\)](http://help.mb.softbank.jp/aquos-zero/02-05-05.html)" (Japanese) for details on activating Safe mode.

See "[Uninstalling Applications](#)" for details on deleting applications.

Display Goes Dark Suddenly

Handset Interior Is Hot

Display goes dark automatically if handset becomes warm.

Display returns to its original brightness once handset cools.

Screen Freezes / Operation Is Unstable

While Using Certain Applications

The application may be the cause.

Update the application if not the latest version.

If problem persists, delete the application, and check if same problem occurs again.

See "[Updating Installed Applications](#)" for details on updating applications.

See "[Uninstalling Applications](#)" for details on deleting applications.

After Installing a New Application

The new application may be the cause.

Delete the application in Safe mode.

See "[セーフモードで起動する \(http://help.mb.softbank.jp/aquos-zero/02-05-05.html\)](http://help.mb.softbank.jp/aquos-zero/02-05-05.html)" (Japanese) for details on activating Safe mode.

See "[Uninstalling Applications](#)" for details on deleting applications.

Handset Operates on Own Without Touching Display / No Response to Touch Operation

Press Power Key to turn off Display, Press Power Key again to turn on Display, and then operate handset.

SIM Card Not Recognized

SIM Card Not Recognized

Check the following if handset does not recognize SIM Card.

- Is SIM Card inserted correctly? Is SIM Card inserted in the correct location and in the correct orientation? Power off handset, check that SIM Card is inserted correctly, and then power on handset again. If problem persists, SIM Card may be damaged.
- Is the IC (metal) portion of SIM Card smudged (fingerprints, etc.)? Remove SIM Card, wipe soiling with a clean, dry cloth, and insert correctly.
- Is a different SIM Card inserted? An unusable SIM Card may be inserted. Check that it is the correct SIM Card.

Cannot Send/Receive Mail

Airplane Mode Set

Is handset in Airplane mode?  appears in Status Bar when in Airplane mode. To cancel Airplane mode:

Drag Status Bar down  

No "4G" Indication on Signal Level Indicator

Is **Mobile data** disabled? To check that **Mobile data** is enabled:

In Home Screen, Drag Favorites Tray to top of Display  
 (Settings)  **Network & internet**  **Mobile network** 
Mobile data ()

Cannot Send with Attachment

The maximum size of files that can be attached to +Message is 100 MB.

To share large files, use Google Drive, etc.

Cannot Receive Mail from Certain Sender

Spam filter settings may be blocking delivery.

Check spam filter settings.

Disabled Access Point Is Set

Is a disabled access point set? To reset to initial settings:

In Home Screen, Drag Favorites Tray to top of Display  
 (Settings)  **Network & internet**  **Mobile network**
 **Advanced**  **Access Point Names**    **Reset to default**

In Location Where Signal Is Weak or Have Been Out of Service Area for a Long Period

Check whether you are where signal is weak or out of service area.

If problem persists, power handset off and then on again.

Cannot Connect to Internet

Airplane Mode Set

Is handset in Airplane mode?  appears in Status Bar when in Airplane mode. To cancel Airplane mode:

Drag Status Bar down  

No "4G" Indication on Signal Level Indicator

Is **Mobile data** disabled? To check that **Mobile data** is enabled:

In Home Screen, Drag Favorites Tray to top of Display  
 (Settings)  **Network & internet**  **Mobile network** 
Mobile data ()

Cannot Connect while Using Browser

The browser may have become temporarily unstable.

Clearing the browser cache may remedy this.

See "[閲覧履歴を消去する \(http://help.mb.softbank.jp/aquos-zero/04-05-01-04.html\)](http://help.mb.softbank.jp/aquos-zero/04-05-01-04.html)" (Japanese) for details on clearing the browser cache.

Cannot Connect to Internet Only When Connected by Wi-Fi

There may be a problem with the Wi-Fi connection.

Check whether connection to the Internet is possible with the Wi-Fi connection disabled.

See "[Deleting Saved Access Points](#)" for details on disabling the Wi-Fi connection.

Disabled Access Point Is Set

Is a disabled access point set? To reset to initial settings:

In Home Screen, Drag Favorites Tray to top of Display  
 (Settings)  **Network & internet**  **Mobile network**
 **Advanced**  **Access Point Names**    **Reset to default**

In Location Where Signal Is Weak or Have Been Out of Service Area for a Long Period

Check whether you are where signal is weak or out of service area.

If problem persists, power handset off and then on again.

Cannot Talk on Phone / Cannot Hear Other Party

Cannot Make or Receive Calls

Is handset in Airplane mode?  appears in Status Bar when in Airplane mode. To cancel Airplane mode:

Drag Status Bar down  

Is handset where signals reach? Change locations while checking the signal indication and call again.

Cannot Receive Calls

If Call Forwarding or Voicemail is set, calls may connect to Voicemail or be forwarded before answering.

See "[Call Forwarding](#)" and "[Voicemail](#)" for details.

Cannot Make Calls

Did you dial all digits for the number? Dial all digits for numbers starting with a "0" area code, etc.

Cannot Hear Other Party

Is the call volume low? Press Volume Up Key during call to increase volume.

In Location Where Signal Is Weak or Have Been Out of Service Area for a Long Period

Check whether you are where signal is weak or out of service area.

If problem persists, power handset off and then on again.

Cannot Use Applications

Cannot Install New Application

Is there only a little free space in internal storage? To check free space:

In Home Screen, Drag Favorites Tray to top of Display  

(Settings)  [Storage](#)

Applications not supported by handset cannot be installed.

Cannot Activate Applications

Did you set access privileges when first activating the application? Applications cannot be activated if access is not permitted. To change settings:

In Home Screen, Drag Favorites Tray to top of Display  

(Settings)  [Apps & notifications](#)  [See all XX apps](#)

 Tap application name  [Permissions](#)  Tap unpermitted items ()

Warranty/Specifications/ Customer Service

Warranty & After-Sales Service.....	188
Specifications.....	188
Customer Service.....	190

Warranty & After-Sales Service

Warranty

- Handset warranty is for 1 year from date of purchase.
- Repair may be made free of charge under the terms of free repair. See SoftBank Website for terms of free repair. <https://www.softbank.jp/mobile/support/product/warranty/> (Japanese)
- Warranty covers handset. Cables and complimentary sample accessories are not covered by warranty.

! Cautions

Damages

SoftBank Corp. is not responsible for any damages for user or third party resulting from lost opportunities to make a call, etc. due to breakage or trouble of product.

Malfunction/Repairs

Information/settings on handset may be lost/changed due to malfunction or repairs. It is recommended that you keep a separate copy of contacts and other important information. SoftBank Corp. is not responsible for loss/change of data (contacts, images, sound, etc.) or settings due to damage or repairs.

Disassembly/Modification

Disassembly/modification of handset is prohibited under the Radio Law. Note that handset cannot be accepted for repairs if modified.

After-Sales Service

To request repairs, contact [Customer Service](#) or a nearby SoftBank Shop. Have details of symptoms ready.

- During the warranty period, repairs are made under the terms of free repair.
- After the warranty period, if handset can be repaired, repairs will be made at cost. Repair parts (for maintaining product performance) are stocked for approximately 4 years after end of production. However, repair may not be possible even at cost within this period due to stock conditions.

Specifications

Some information may differ due to specification changes.

Handset

Handset specifications are as follows.

- Times in the table vary with location, status, settings, etc.
- OEL Display employs precision technology; however, some pixels may remain on/off.

Item	Description
Dimensions (W x H x D)	Approx. 73 mm x 154 mm x 8.8 mm (9.3 mm where thickest)
Weight	Approx. 146 g
Maximum Output	3G:0.25 W GSM (850 MHz, 900 MHz): 2 W GSM (1800 MHz, 1900 MHz): 1 W 4G:0.2 W
Internal Battery Capacity	3,130 mAh
Continuous Talk Time ¹	3G:Approx. 1810 minutes GSM:Approx. 870 minutes VoLTE ² :Approx. 2230 minutes
Continuous Standby Time ³	3G:Approx. 635 hours GSM:Approx. 575 hours 4G (AXGP Network): Approx. 555 hours 4G (FDD-LTE Network): Approx. 555 hours
Charging Time ⁴	AC Adaptor (USB Type-C™ quick charge AC Adaptor for USB PD [ZSDBAS] (SB-AC20-TCPD): Approx. 170 minutes ROBOQUL [SHEGH1]: Approx. 180 minutes
Maximum Transmission Speed ⁵	Max. communication speed (downlink): 774 Mbps ⁶ Max. communication speed (uplink): 37.5 Mbps ⁷

- 1 Average measured with handset fully charged, in strong signal conditions at rest.
- 2 VoLTE: Voice over LTE Technology enabling voice calls over an LTE network.
- 3 Average measured with handset fully charged, without calls or operations, in strong signal conditions at rest, and with data communication and Urgent News disabled. May vary with battery strength, ambient temperature, settings, etc.
- 4 Measured when charging with handset powered off.
- 5 Provided on a best-effort basis; transmission speed may decrease or transmission may become unavailable due to traffic conditions, network environment, etc.
- 6 Currently provided in some areas of Tokyo. Scheduled to be provided sequentially starting with areas of Tokyo, Nagoya, and Osaka starting in winter of 2018. Maximum communication speed depends on area where used.
- 7 With UDC (Uplink Data Compression). Data transfer possible at communication speed above that given in table with conditions of use due to improved uplink transfer efficiency.

3.5mm Earphones Adapter

Item	Description
Cable Length	135mm±15mm
Weight	Approx. 6.33 g (without PE bag)

Materials (Handset)

Parts	Materials Used/Surface Finish
Display Surface	Tempered glass/AF coating
Display Periphery	PC resin/coating, hard coating
Back Surface	PC resin (containing glass fiber) (outer periphery), aramid fiber, glass fiber, epoxy resin/ coating, hard coating, printing
Outer Casing (metal part)	Magnesium/coating, hard coating
Outer Casing (resin part)	PPS resin (containing glass fiber)/coating, hard coating
Earpiece Mesh	Stainless steel/electrodeposition
Fingerprint Sensor	Epoxy resin/coating, hard coating
Fingerprint Sensor Ornament	Aluminum/anodizing
Volume Up/Down Key	Aluminum/anodizing
Power Key	Aluminum/anodizing
Camera Panel	Tempered glass/AF, AR coatings
Camera Ornament	Aluminum/anodizing
Mobile Light	PC resin
Card Tray (exterior)	Aluminum/coating, hard coating
Card Tray	Aluminum + PC resin (containing glass fiber)/ anodizing, printing
Card Tray Gasket	Silicone rubber
IMEI Plate	PET resin/printing
IMEI Label	PET resin/printing

Materials (SIM Removal Tool)

Parts	Materials Used/Surface Finish
SIM Removal Tool	Stainless steel

Materials (3.5mm Earphones Adapter)

Parts	Materials Used/Surface Finish
USB Type-C plug (metal part)	Stainless steel/nickel plating
USB Type-C plug (outside of resin part)	PC resin
USB Type-C plug (inside of resin part)	Elastomer resin
Cord	Elastomer resin
Earphones-Microphone Jack (metal part)	Brass/nickel plating
Earphones-Microphone Jack (outside of resin part)	PC resin
Earphones-Microphone Jack (inside of resin part)	Elastomer resin

Customer Service

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

General Information

Direct all inquiries to SoftBank, from charges to service information, here.

From a SoftBank handset, dial toll free at 157

From a landline/IP phone, dial toll free at 0800-919-0157

Hours of service:9 am to 8 pm

Assistance with Repairs/Lost Handsets

Use the number below in case of loss or needing repair:

From a SoftBank handset, dial toll free at 113

From a landline/IP phone, dial toll free at 0800-919-0113

Hours of service:9 am to 8 pm

Smartphone Technical Support Center

Direct inquiries regarding smartphone operation and service details here.

From a SoftBank handset, dial toll free at 151

From a landline/IP phone, dial toll free at 0800-1700-151

Hours of service:Weekdays 9 am to 7 pm Saturday, Sunday, and holidays 9 am to 5 pm

SoftBank Global Call Center

From outside Japan, dial +81-92-687-0025 (toll free from SoftBank handsets)

If handset is lost/stolen, call this number immediately (international charges apply)

Hours of service:24 hours

Safety Precautions

Safety Precautions.....	192
Important Product Information.....	200
Handset & Hardware Care.....	202
General Notes.....	204
Radio Wave Exposure and Specific Absorption Rate (SAR) Information.....	206
Water & Dust Resistance.....	208

Safety Precautions

Read Safety Precautions before using handset.

Observe precautions to avoid injury to self or others, or damage to property.

Safety Precautions

These labels show degree of risk from improper use.

Label	Description
 DANGER	Great risk of death or serious injury ¹
 WARNING	Risk of death or serious injury ¹
 CAUTION	Risk of minor injury ² or property damage ³

1 Serious injury: This refers to loss of sight, injury, burns (high- and low-temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning, etc., and injuries requiring hospital admission for treatment or long-term hospital attendance as an outpatient.

2 Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.

3 Property damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

These symbols signify prohibited/compulsory actions.

Symbol	Description
	Prohibited actions
	Disassembly prohibited
	Exposure to liquids prohibited
	Use with wet hands prohibited
	Compulsory actions
	Unplug from outlet

Handset, SIM Card, SIM Removal Tool, 3.5mm Earphones Adapter, AC Adaptor (Sold Separately) (Common)

DANGER



Prohibited

Do not use, store, or leave in extreme heat or where heat collects, such as fire, heat sources, under a kotatsu (blanketed warming table) or blanket, direct sunlight, inside vehicles in the hot sun, etc.

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



Prohibited

Keep away from cooking appliances (microwave ovens, induction stoves, etc.) and pressure vessels (e.g., pressure cookers).

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



Prohibited

Do not subject to or place directly on sand, soil, or mud. Do not touch with dirty hands.

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

For details on water and dust resistance, see "[Water & Dust Resistance](#)."



Prohibited

Do not charge handset while it is wet with water or other liquids (drinking water, sweat, sea water, pet urine, etc.).

Do not charge handset where exposed to water (bathroom, etc.).

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

For details on water resistance, see "[Water & Dust Resistance](#)."



Do not apply excessive force to or break handset. Particularly when carrying handset in your clothes pocket, do not bump it or place it between objects.

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

- * Examples of where to be careful
- Sitting or squatting with handset in your pants or skirt pocket
- Handset becoming caught in a sliding door or vehicle door when in a jacket pocket
- Stepping on handset when it is on something soft such as a sofa, bed, or futon or on the floor



Do not disassemble or modify.
May cause fire, burns, injury, electric shock, etc.



Do not try to remove Internal Battery from handset.
May cause fire, burns, injury, etc.



Do not wet with water or other liquids (drinking water, sweat, sea water, pet urine, etc.).
May cause fire, burns, injury, electric shock, etc.
For details on water resistance, see "[Water & Dust Resistance](#)."



Do not let water or other liquids (drinking water, sweat, sea water, pet urine, etc.) enter charging terminals or External Connection Jack.
May cause fire, burns, injury, electric shock, etc.
For details on water resistance, see "[Water & Dust Resistance](#)."



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

⚠ WARNING



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



Keep conductive materials (metal strip, pencil lead, etc.) away from charging terminals and External Connection Jack. Do not let dust enter them.
May cause fire, burns, injury, electric shock, etc.



Do not cover/wrap with a blanket, etc. while using or charging.
May cause fire, burns, etc.



If charging continues even after specified Charging Time, stop charging.
Failure to do so may cause fire, burns, injury, etc. due to overcharge or for other reasons.



Before entering an area with a risk of flammable gas generation (e.g., a gas station) or where dust is generated, be sure to power off handset and stop charging.
Failure to do so may cause explosion, fire, etc.
When using Osaifu-Keitai® at a gas station or similar facility, be sure to power off handset beforehand. (If NFC/Osaifu-Keitai lock is set, disable it before powering off.)



If there is abnormal odor/sound, smoke, overheating, discoloration, distortion, or other abnormalities, follow these steps.

- Unplug from the outlet.
- Power off handset.

Failure to follow the above steps may cause fire, burns, injury, electric shock, etc.

⚠ CAUTION

Prohibited

Do not use if broken.

May cause fire, burns, injury, etc.



Prohibited

Do not place on unstable surfaces; take added care when vibration is set.

Handset or related hardware may fall, resulting in injury, etc.



Prohibited

Do not use or store in a location that is subject to excessive dust, high humidity, or high temperatures.

May cause fire, burns, electric shock, etc.

For details on water and dust resistance, see "[Water & Dust Resistance](#)."



Prohibited

For use by a child, explain instructions and supervise use.

Failure to do so may cause injury, etc.



Prohibited

Do not leave within the reach of small children.

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



Compulsory

For any skin abnormalities associated with handset use, discontinue use and consult a doctor immediately.

Handset use may cause itchiness, skin irritation, rashes, etc. depending on your physical condition.

For details on materials used for handset parts, see "[Materials \(Handset\)](#)."



Compulsory

Use handset with caution, as it may become hot with continued use or while charging. Be careful not to place handset in clothes pocket, etc. and fall asleep, allowing unintentional continued contact.

Handset or AC Adaptor may become hot after continued use of applications, call functions, data communication, video viewing functions, etc. or while charging. Continued and direct contact with hot portions of handset may cause skin redness, itchiness, skin irritation, low-temperature burns, etc. depending on your physical condition.

Handset**⚠ DANGER**

Prohibited

Do not throw into a fire or apply heat.

May cause fire, burns, injury, etc.



Prohibited

Do not pierce with a sharp object (nail, etc.), hit with a hard object (hammer, etc.), step on, or otherwise subject to excessive force.

May cause fire, burns, injury, etc.



Compulsory

If substance in handset gets in eyes, mouth, etc., rinse with clean water and consult a doctor immediately.

Substances in handset may cause loss of sight or other physical harm.

WARNING



Prohibited

Do not shine Mobile Light close to eyes. Maintain a safe distance, especially from small children.

May cause visual impairment or other problems; may temporarily affect eyesight or startle, leading to injury or other accident.



Prohibited

Do not point Mobile Light at drivers when it is turned on.

May hinder driving performance, leading to an accident.



Prohibited

Do not stare at Display for a long period when it is flickering.

May cause spasms, loss of consciousness, etc.



Prohibited

Do not let water or other liquids (drinking water, sweat, sea water, pet urine, etc.) or a foreign object (metal strip, flammable material, etc.) enter SIM Card Slot.

In addition, insert SIM Card into correct opening in correct orientation.

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



Prohibited

Do not expose Camera lens to direct sunlight for an extended period.

May cause fire, burns, injury, etc. due to light-collecting mechanism of the lens.



Compulsory

Power off handset or activate Airplane mode before boarding an airplane.

Handset use on airplanes is restricted; follow the instructions given by the respective airlines.

Radio waves may adversely affect an airplane's electronic devices.

If you engage in a prohibited activity while using handset on an airplane, you may be punished by law.



Compulsory

Regarding handset use in a hospital, follow the instructions given by the respective medical institution.

Power off handset where handset use is prohibited.

Radio waves may adversely affect an airplane's electronic devices or electronic medical devices.



Compulsory

When you are on a handsfree call, while ringtone is playing loudly, when in standby, etc., be sure to keep handset at a safe distance from your ears.

When you attach earphones-microphone to handset and play games, videos, or music, adjust the volume to a comfortable level beforehand.

When making a handsfree call, handset emits sound loudly. 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.

In addition, not being able to hear surroundings may cause an accident.



Compulsory

If you have a weak heart, adjust ringtone vibration and volume as needed.

Handset suddenly vibrating and ringing for a new call may startle you and adversely affect your heart.



Compulsory

If you are using an electronic medical device, check with its manufacturer or vendor on radio wave effects before using handset.

Radio waves may adversely affect electronic medical devices, etc.



Compulsory

Power off handset near electronic devices that employ high precision control systems or weak signals.

Radio waves may cause electronic devices to malfunction or may adversely affect the operation.

Take added care near these devices: Hearing aids, implanted pacemakers/defibrillators and other electronic medical devices; other automatic control devices. If you are using an implanted pacemaker, implanted defibrillator, or other electronic medical device, check with its manufacturer or the vendor on radio wave effects.



Compulsory

If Display or Camera lens breaks, be careful with shards of broken glass and exposed handset parts.

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



Compulsory

If Internal Battery leaks or there is abnormal odor, discontinue use immediately and keep sources of flame away.

Leaked fluid may catch fire, causing the battery to ignite, burst, etc.



Compulsory

Do not let your pet bite handset.

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

CAUTION

Prohibited

When using the motion sensor and electromagnetic sensor, make sure of the safety around you and hold handset firmly; do not swing with excessive force.

Failure to do so may cause injury or other accident.



Prohibited

If Display breaks and substance in handset leaks, do not let it get on your skin (face, hands, etc.) or clothes.

May harm sight, skin, etc.

If substance in handset gets in eyes, mouth, etc. or on your skin or clothes, immediately rinse with clean water.

If substance in handset gets in eyes, mouth, etc., rinse and consult a doctor immediately.



Prohibited

Do not dispose of handset with regular trash.

May cause fire, burns, injury, etc. May also adversely affect the environment. When handset is no longer needed, take it to a SoftBank shop, or follow the local regulations regarding handset collection.



Prohibited

If substance in Internal Battery leaks, do not let it get on your skin (face, hands, etc.) or clothes.

May harm sight, skin, etc.

If substance in handset gets in eyes, mouth, etc. or on your skin or clothes, immediately rinse with clean water.

If substance in handset gets in eyes, mouth, etc., rinse and consult a doctor immediately.



Prohibited

When removing SIM Card, do not scratch your fingers or other part of yourself with point of SIM Removal Tool.

Contact with point of SIM Removal Tool may cause injury, etc.



Compulsory

Before using handset in a vehicle, check with the manufacturer or dealer of the vehicle on radio wave effects.

In rare cases, radio waves may adversely affect operation of on-vehicle electronic devices, depending on the type of vehicle. If this occurs, discontinue use immediately.



Compulsory

Earpiece/Speaker, Speaker, and Back Camera use magnetic parts; check that nothing metal (cutter blades, staples, etc.) is adhering.

Metal strip on handset may cause injury, etc.



Compulsory

See Display in a sufficiently bright place at a reasonable distance.

Seeing in a dark place or at a close distance may deteriorate vision or cause other problems.

AC Adaptor (Optional Accessory)

WARNING



Prohibited

Do not use AC Adaptor if the cord is damaged.

May cause fire, burns, electric shock, etc.



Prohibited

Do not touch AC Adaptor if thunder is audible.

May cause electric shock, etc.



Prohibited

Do not short-circuit charging terminals when AC Adaptor is plugged into the outlet. In addition, keep your hands and other body parts away from charging terminals.

May cause fire, burns, electric shock, etc.



Prohibited

Do not place a heavy object on top of AC Adaptor cord; do not apply excessive force by pulling, etc.

May cause fire, burns, electric shock, etc.



Prohibited

When plugging/unplugging AC Adaptor, keep metal objects away.

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



Prohibited

Do not use AC Adaptor with a voltage converter designed for overseas travel.

May cause ignition, overheating, electric shock, etc.



Prohibited

When AC Adaptor is connected to handset, do not apply excessive force to the connection.

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



Do Not Use Wet Hands

Do not touch AC Adaptor cord, charging terminals, or power plug with wet hands.

May cause fire, burns, electric shock, etc.



Compulsory

Use at the specified power supply voltage.

When charging handset overseas, use AC Adaptor designed for overseas use.

Use at other power supply voltages may cause fire, burns, electric shock, etc.

AC Adaptor: AC 100 V (connect to a household AC outlet only)

AC Adaptor designed for overseas use: AC 100 V - 240 V (connect to a household AC outlet only)



Compulsory

Clean off dust on plug.

Using Charger when dust is on plug may cause fire, burns, electric shock, etc.



Compulsory

Plug AC Adaptor into the outlet firmly.

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



Compulsory

When unplugging from the outlet, grasp AC Adaptor and pull, without forcefully pulling cord.

Pulling the AC Adaptor cord may damage the cord, causing fire, burns, electric shock, etc.



Compulsory

When inserting/removing USB Type-C plug into/from handset, insert/remove it straight into/from Jack, without forcefully pulling cord.

Inserting/removing in an incorrect orientation may cause fire, burns, injury, electric shock, etc.



Compulsory

If charging terminals become bent or deformed, discontinue use immediately. In addition, do not use AC Adaptor by restoring the terminals to their original state.

May cause fire, burns, injury, electric shock, etc. due to short-circuiting of charging terminals.



Disconnect Power Source

Unplug AC Adaptor from the outlet when not in use.

Leaving it plugged in may cause fire, burns, injury, electric shock, etc.



Disconnect Power Source

If splashed with water or other liquids (drinking water, sweat, sea water, pet urine, etc.), unplug from the outlet immediately.

Splashing can cause short-circuiting, causing fire, burns, electric shock, etc.



Disconnect Power Source

Before cleaning, unplug AC Adaptor from the outlet.

Cleaning AC Adaptor without unplugging it may cause fire, burns, electric shock, etc.

CAUTION



Prohibited

Do not touch AC Adaptor for long periods when it is plugged into the outlet.

May cause burns, etc.

SIM Card

CAUTION



Compulsory

When handling SIM Card, be careful with cut edges so as not to damage your hands or other body parts.

Cut edges may be sharp and cause injury.

SIM Removal Tool

⚠ WARNING

Prohibited

Tip of SIM Removal Tool is pointed. Do not use pointed at yourself or others.

Doing so may allow it to strike yourself or others, causing injuries or loss of sight.

3.5mm Earphones Adapter

⚠ WARNING

Compulsory

If there is abnormal odor/sound, smoke, overheating, discoloration, distortion, or other abnormalities during use, charging, or storage, do the following.

- Disconnect 3.5mm Earphones Adapter from handset. Failure to do so may cause fire, burns, injury, electric shock, etc.



Compulsory

When disconnecting 3.5mm Earphones Adapter from handset, grasp connector and pull, without forcefully pulling cord.

Pulling the cord may damage the cord, causing fire, burns, electric shock, etc.



Prohibited

Do not touch 3.5mm Earphones Adapter if thunder is audible.

May cause electric shock, etc.



Prohibited

Do not place a heavy object on top of 3.5mm Earphones Adapter; do not apply excessive force by pulling, etc.

May cause fire, burns, electric shock, etc.



Prohibited

When connecting/disconnecting 3.5mm Earphones Adapter to/from handset, keep metal objects away.

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



Do Not Use Wet Hands

To not touch 3.5mm Earphones Adapter with wet hands.

May cause fire, burns, electric shock, etc.



Prohibited

3.5mm Earphones Adapter is not water- or dustproof.

Do not use or store in a location that is subject to excessive dust, high humidity, or high temperatures.

May cause fire, burns, electric shock, etc.

Handset Use & Electronic Medical Devices

WARNING



Compulsory

If you are using an electronic medical device (implanted pacemaker, implanted defibrillator, etc.), carry or use handset at least 15 cm away from where the device is.

Radio waves may adversely affect operation of electronic medical devices.



Compulsory

Before using an electronic medical device other than an implanted pacemaker or implanted defibrillator outside a medical institution (for home treatment, etc.), check with its manufacturer on radio wave effects.

Radio waves may adversely affect operation of electronic medical devices.



Compulsory

In a situation where you may not be able to maintain a distance of at least 15 cm from other persons, such as when your movement is restricted, disable radio wave emission by activating Airplane mode, powering off handset, etc.

There may be persons with an electronic medical device (implanted pacemaker, implanted defibrillator, etc.) nearby. Radio waves may adversely affect operation of electronic medical devices.



Compulsory

Regarding handset use in a medical institution, follow the instructions given by the medical institution.

Radio waves may adversely affect operation of electronic medical devices.

Important Product Information

General Use

- If your SIM Card or handset (with SIM Card inserted) is lost or stolen, suspend your service immediately. For details, contact [Customer Service](#).
- Handset transmissions may be disrupted inside buildings, tunnels or underground, or when moving into/out of such places; may affect calls.
- Use handset without disturbing others.
- Handsets are radios as stipulated by the Radio Law. Under the Radio Law, handsets must be submitted for inspection upon request.
- Handset use near landlines, TVs or radios may cause interference.
- Beware of eavesdropping.

Because this service is completely digital, the possibility of signal interception is greatly reduced. However, some transmissions may be overheard.

- Eavesdropping
Deliberate/accidental interception of communications constitutes eavesdropping.
- Beware of harmful/malicious websites. Take added care when posting personal information.
- Handset uses an OEL display.
The same image shown continuously and at a high brightness setting may burn into Display. It is recommended that you lower Display brightness/shorten time until handset enters sleep.
Colors on an OEL display may also appear differently when viewed at an angle.
- An export license may be required to carry handset into other countries if it is to be used by or transferred to another person. However, no such license is required when taking handset abroad for personal use on a vacation or business trip and then bringing it back.
Export control regulations in the United States provide that an export license granted by the US government is required to carry handset into Cuba, Iran, North Korea, Sudan or Syria.

- 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.).
- Characteristics and manufacturing of material for back panel on this model may cause horizontal lines to be visible. This is a product characteristic, and is not subject to returns or exchanges.

Heat from Handset Use

- Handset internal temperature may increase depending on usage or environment, causing handset to become warm. (Handset may stop charging or Display brightness may be adjusted for safety.)
If handset continues to be used while warm, warning appears and handset powers off after approximately 3 minutes. Exit all applications and turn off Display to let handset cool down.
- Continuing to use Camera while handset is warm causes warning to appear, after which Camera saves captured image data and exits.

Camera

- Mind etiquette when using Camera.
- Test Camera before shooting special moments.
- Do not use Camera in places where shooting is prohibited.
- Shot images may not be used/transferred without copyright holder (photographer) permission, except for personal use.

Urgent News (Application)

- Urgent News is enabled by default (can also be disabled).
- If **Use full volume** is disabled, alarm does not sound in Manner mode. To disable:
In Home Screen, Drag Favorites Tray to top of Display → (settings) → **Apps & notifications** → **Advanced** → **Emergency alerts** → **Use full volume** ()
- Handset vibrates regardless of **Use full volume** and Manner mode settings. To disable handset vibration:
In Home Screen, Drag Favorites Tray to top of Display → (settings) → **Apps & notifications** → **Advanced** → **Emergency alerts** → **Vibrate** ()
- Alerts are not received during calls/transmissions or in poor signal conditions.
(Alerts can be received during voice calls over VoLTE.)
- Depending on usage/situation, handset may receive alerts for other areas or no alerts.
- Standby Time may decrease when Urgent News is enabled.
- SoftBank Corp. cannot be held liable for any damages associated with this service, including accidents resulting from received information, reception timing or reception failure.

Technical Regulations Conformity Certification

Handset conforms to technical regulations pursuant to the Radio Law and the Telecommunications Business Law. To check technical regulations conformity certification information (e.g., ):

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → **System** → **Advanced** → **Authentication**

Voluntary Control of Radio Interference

Handset conforms to technical regulations pursuant to the Rules for Voluntary Control Measures of VCCI; the corresponding conformity mark is shown on electronic rating plate on handset. To check the electronic rating plate:

In Home Screen, Drag Favorites Tray to top of Display → (Settings) → **System** → **Advanced** → **Authentication**

Handset & Hardware Care

Handset & Hardware Care

- Use handset within 5°C - 35°C and 35% - 90% humidity. For use in bathrooms, see "Cautions for Use in a Bathroom."
- Avoid extreme temperature or direct sunlight.
- Handset/Internal Battery may become warm during operation or while charging. This is normal.
- Warranty does not cover malfunctions resulting from misuse.
- Clean handset with a soft dry cloth. Alcohol/solvent use may fade color/print.
- Avoid scratching Display.
- Avoid heavy objects or excessive pressure. May cause malfunction or injury.
 - Do not sit on handset in back pants pocket.
 - Do not place heavy objects on handset inside handbags, packs, etc.
- Handset back cover is not removable. Do not try to remove it; may cause damage or malfunction, or affect water and dust resistance.
- Connect only specified products to Jacks. Other devices may malfunction or cause damage.
- When walking outside, moderate handset volume to avoid accidents.
- If thunder is audible while outdoors, discontinue use; there is a risk of lightning strike or electric shock.
- When holding handset, do not block Earpiece, Mic, Speaker, or Recorder Mic.
- Proximity Sensor prevents Touchscreen misoperation during calls. Do not cover or place a sticker/label over Proximity Sensor; Display may remain off during calls, disabling handset operation.
- If your hair is between Earpiece and your ear during calls, Proximity Sensor may not function properly. Display may remain on; touching Display accidentally may end the call.
- Do not cover Light Sensor or place a sticker/label over it; may hinder ambient light detection, resulting in malfunction of Light Sensor.
- Handset Earpiece is located at the center of Display upper end. If other party's voice is hard to hear during calls, hold handset so that Earpiece is next to your earhole for better audibility.

Display (Touchscreen)

Handset Display is Touchscreen.

If Display is wet, wipe it with a soft cloth.

- Touchscreen may not respond in these situations:
 - Use with gloves/long fingernails
 - Use of pens, pencils or sharp objects
 - Use with objects on/against Display
 - Use while wet
- To prevent malfunctions, do not:
 - Touch Display with wet fingers
 - Use if Display is wet
 - Subject Display to force/pressure
 - Place a sticker or shield (commercially-available protective film, privacy protector shield, etc.) on Display
- In the following cases, Press Power Key to turn off Display, Press Power Key again to turn on Display and then operate handset.
 - Handset operates automatically without touch input
 - Handset does not respond to touch input

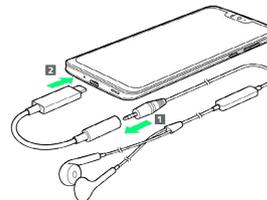
SIM Removal Tool

- Do not insert SIM Removal Tool in hole other than removal hole in Card Tray. May cause malfunction or damage.
- Do not apply excessive force. May cause malfunction or damage.
- Follow local rules regarding collection when disposing.
- Do not use SIM Removal Tool for any purpose other than described in this guide. May cause malfunction or damage.
- Do not use SIM Removal Tool in other mobile terminals. May cause malfunction or damage to mobile terminal.

Earphones

To use stereo earphones with mic (commercially available), connect to Earphones-Microphone Jack on 3.5mm Earphones Adapter (**1**), and connect USB Type-C connector of 3.5mm Earphones Adapter to handset External Connection Jack (**2**).

- Some earphones-microphones may not work properly.



- Insert plug firmly. Not inserting completely may prevent sound from being audible.
- As connection may be poor if Jack is dirty, clean with a dry cotton swab, etc. Avoid damaging Jack when cleaning.
- Do not deform 3.5mm Earphones Adapter connector or Earphones-Microphone Jack. Deforming may cause malfunction.
- Subjecting External Connection Jack to force while 3.5mm Earphones Adapter is connected may affect water and dust resistance.

Self Check

If handset is unstable, diagnose the cause as follows.
 In Home Screen, Drag Favorites Tray to top of Display → (Settings) → Troubleshooting → Self check → Follow onscreen prompts

Forcing Power Off

If handset has stopped processing or won't respond to operation, power off forcibly as follows.

- Power Key (Long Press for at least 8 seconds)
Release finger after vibration; handset powers off.

Bluetooth® Function

SoftBank Corp. is not liable for any damages resulting from data/information leakage due to use of handset Bluetooth® function.

■Precautions

The frequency band utilized by handset Bluetooth® function is shared with industrial, scientific or medical equipment, including household microwave ovens, and used by radio stations, amateur radio stations, etc. (hereafter "other radio stations").

1. Before using Bluetooth®, visually check that no other radio stations sharing the same frequency band are in use nearby.
2. Should interference occur between handset and other radio stations, move it to a different location or cancel Bluetooth® function immediately.
3. For additional information and support, contact [Customer Service](#).

· Frequency Band

This radio station utilizes 2.4 GHz band.

FH: FH-SS modulation, with a maximum interference range of about 80 m.

XX: Other modulation, with a maximum interference range of about 80 m.

It is not possible for the radio station to avoid using the frequency band of a mobile unit identification apparatus.

2.4FH/XX8

Wi-Fi (Wireless LAN)

Wireless LAN (hereafter "Wi-Fi") uses radio waves to enable communication between compatible devices within range. However, it is advisable for the user to configure security settings to avoid risk of data interception.

- Do not use Wi-Fi near electrical appliances, audiovisual equipment or office automation equipment; may affect Wi-Fi transmission speed, availability, clarity, etc. (Especially when a microwave oven is in use.)
- If there are multiple access points nearby, handset may not detect access points correctly.

■Precautions

The frequency band utilized by handset Wi-Fi is shared with industrial, scientific or medical equipment, including household microwave ovens, and used by radio stations, amateur radio stations, etc. (hereafter "other radio stations").

1. Before using Wi-Fi, visually check that no other radio stations sharing the same frequency band are in use nearby.
2. Should interference occur between handset and other radio stations, move it to a different location or disable Wi-Fi immediately.
3. For additional information and support, contact [Customer Service](#).

· Frequency Band

This radio station utilizes 2.4 GHz and 5 GHz band with DSSS-OFDM modulation. Maximum transmission radius is 40 meters.

2.4DS/OF4

· Channels in 5 GHz band

Three bands are available within 5 GHz frequency band: 5.2 GHz, 5.3 GHz, and 5.6 GHz (W52, W53, and W56).

- W52 (5.2 GHz band; channels 36, 40, 44, 48)
- W53 (5.3 GHz band; channels 52, 56, 60, 64)
- W56 (5.6 GHz band; channels 100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140)

Use of 5.2 GHz or 5.3 GHz band (W52/W53) for outdoor communication is prohibited by the Radio Law (excluding communication with the base stations or land mobile relay stations of high-output data communications systems operating in the 5.2 GHz band).

■Simultaneous Use with Bluetooth®

Wi-Fi (IEEE 802.11b/g/n) and Bluetooth® transmit on the 2.4 GHz band. Enabling handset Bluetooth® or using Bluetooth® devices near handset may affect Wi-Fi transmission speed, availability and clarity. Should interference occur, cancel handset Bluetooth® or discontinue Bluetooth® device use.

- Handset supports Wi-Fi channels 1 - 13. Handset does not connect to access points set to other channels.
- Available channels vary by country.
- For use of Wi-Fi aboard aircraft, check with airline beforehand.
- In some countries/regions, there are restrictions on the use of Wi-Fi. Check the local laws and regulations before using Wi-Fi on handset abroad.

General Notes

"801SH" here refers to this mobile phone "AQUOS zero."

Portrait Rights

Portrait rights protect individuals' right to refuse to be photographed or to refuse unauthorized publication/use of their photographs. Portrait rights consist of the right to privacy, which is applicable to all persons, and the right to publicity, which protects the interests of celebrities. Therefore, photographing others including celebrities and publicizing/distributing their photographs without permission is illegal; use Camera responsibly.

Copyrights

Copyright laws protect sounds, images, computer programs, databases, other materials and copyright holders. Duplicated material is limited to private use only. Use of materials beyond this limit or without copyright holder permission may constitute copyright infringement, and be subject to criminal punishment. Comply with copyright laws when using images shot with Camera.

The software contained in handset is copyrighted material; copyright, moral right and other related rights are protected by copyright laws. Do not copy, modify, alter, disassemble, decompile or reverse-engineer the software; do not separate it from hardware in whole or part.

Open Source Software

- Handset contains software based on GNU General Public License (GPL), GNU Lesser General Public License (LGPL), and other licenses.
To check details of relevant software licenses:
In Home Screen, Drag Favorites Tray to top of Display → (Settings) → System → About phone → Legal information → Third-party licenses
- The source code of software based on GPL, LGPL, and Mozilla Public License (MPL) is provided on the following website free of charge.
<http://k-tai.sharp.co.jp/support/developers/oss/> (Japanese)

Regulatory Information

In some countries/regions including Europe*1, there are restrictions on the use of 5GHz WLAN that may limit the use to indoors only.

Please check the local laws and regulations beforehand.

*1 The following EU and EFTA member countries:

Belgium (BE), Bulgaria (BG), Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE) and United Kingdom (UK), Switzerland (CH), Liechtenstein (LI), Iceland (IS), Norway (NO).

Norway: Use of this radio equipment is not allowed in the geographical area within a radius of 20 km from the centre of Ny-Alesund, Svalbard.

Hereby, SHARP CORPORATION declares that the radio equipment type 801SH is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

<http://www.sharp.co.jp/k-tai/>

Manufacturer's Address:

SHARP CORPORATION,
1 Takumi-cho, Sakai-ku, Sakai-shi,
Osaka 590-8522, Japan

Description of Accessories

Item	Description
Headset, Handsfree	Conversion plug, Bluetooth
USB cable	For charging, peripherals, etc.
SIM card	SoftBank SIM card/non-SoftBank SIM cards Non-SoftBank SIM cards can be used after SIM-unlocking the handset.

Frequency Range of Supported Bands in EU

Item	Description	
GSM 900	Tx 880.2 to 914.8 MHz Rx 925.2 to 959.8 MHz	
DCS 1800	Tx 1710.2 to 1784.8 MHz Rx 1805.2 to 1879.8 MHz	
WCDMA FDD I	Tx 1922.4 to 1977.6 MHz Rx 2112.4 to 2167.6 MHz	
WCDMA FDD VIII	Tx 882.4 to 912.6 MHz Rx 927.4 to 957.6 MHz	
LTE Band 1	Tx 1922.5 to 1977.5 MHz Rx 2112.5 to 2167.5 MHz	
LTE Band 3	Tx 1710.7 to 1784.3 MHz Rx 1805.7 to 1879.3 MHz	
LTE Band 8	Tx 880.7 to 914.3 MHz Rx 925.7 to 959.3 MHz	
LTE Band 28	Tx 704.5 to 746.5 MHz Rx 759.5 to 801.5 MHz	
Bluetooth	Tx 2402 to 2480 MHz Rx 2402 to 2480 MHz	
WLAN 2.4 GHz	Tx/Rx 2412 to 2472 MHz (BW:20 MHz only)	
WLAN 5 GHz	W52 (U-NII 1): Tx/Rx 5180 to 5240 MHz (BW:20 MHz) Tx/Rx 5190 to 5230 MHz (BW:40 MHz) Tx/Rx 5210 MHz (BW:80 MHz)	
	W53 (U-NII 2A): Tx/Rx 5260 to 5320 MHz (BW:20 MHz) Tx/Rx 5270 to 5310 MHz (BW:40 MHz) Tx/Rx 5290 MHz (BW:80 MHz)	
	W56 (U-NII 2C): Tx/Rx 5500 to 5700 MHz (BW:20 MHz) Tx/Rx 5510 to 5670 MHz (BW:40 MHz) Tx/Rx 5530 to 5610 MHz (BW:80 MHz)	
	NFC	Tx/Rx 13.56 MHz
	GNSS	GPS:Rx L1 (1575.42 MHz) GLONASS:Rx G1 (1598.0625 to 1605.375 MHz)
		Galileo:Rx E1 (1575.42 MHz)
BeiDou:Rx B1 (1561.098 MHz)		

Maximum Transmit Power

Item	Description
GSM 900	+33 dBm (Power Class 4)
DCS 1800	+30 dBm (Power Class 1)
WCDMA FDD I	+24 dBm (Power Class 3)
WCDMA FDD VIII	+24 dBm (Power Class 3)
LTE Band 1	+23 dBm (Power Class 3)
LTE Band 3	+23 dBm (Power Class 3)
LTE Band 8	+23 dBm (Power Class 3)
LTE Band 28	+23 dBm (Power Class 3)
Bluetooth	+15.0 dBm (Power Class 1)
WLAN 2.4 GHz	+17.3 dBm (ANT1 + ANT2)
WLAN 5 GHz	+17.3 dBm (ANT1 + ANT2)
NFC	0 dBμA/m at 10 m

Battery Cautions

Use specified Charger only.

Non-specified equipment use may cause Internal Battery to leak, overheat, burst or ignite, and may cause Charger to overheat, ignite, malfunction, etc.

Battery is built into handset. Do not dispose of handset with ordinary refuse; take it to a SoftBank Shop for appropriate disposal.

Charge handset in ambient temperature 5°C - 35°C; Internal Battery may leak/overheat and performance may deteriorate outside this range.

Volume Level Caution

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



■ Headphone Signal Level

The maximum output voltage for Music Player function, measured in accordance with EN 50332-2, is 120.0 mV.

FCC Notice

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

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

Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

■ FCC Information to User

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation; if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Radio Wave Exposure and Specific Absorption Rate (SAR) Information

【801SH】 here refers to this mobile phone 【AQUOS zero】 .

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

This mobile phone 【801SH】 meets the Japanese technical regulations* and international guidelines for exposure to radio waves.

The Japanese technical regulations for exposure to radio frequency energy established permitted levels of radio frequency energy, based on standards developed by independent scientific organizations through periodic and thorough evaluation of scientific studies.

The regulation employs a unit of measurement known as the Specific Absorption Rate, or SAR.

The SAR limit is 2 watts/kilogram (W/kg) averaged over ten grams of tissue.

The limit includes a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The value of the limit is equal to the value given in international guidelines recommended by ICNIRP**, which is in collaboration with the World Health Organization (WHO).

The highest SAR value for this mobile phone is 0.663 W/kg*** when tested for use at the ear, and 0.397 W/kg*** when worn on the body in the below manner****.

While there may be differences between the SAR levels of various phones and at various positions, all phones meet the Japanese technical regulations.

Although the SAR is determined at the highest certified power level, the actual SAR of the phone during operation can be well below the maximum value.

Use at positions other than at the ear****

This mobile phone may be used at positions other than at the ear. By using an accessory such as a belt clip holster that maintains a 1.5 cm separation with no metal (parts) between the body and the mobile phone, this mobile phone will comply with international guidelines for radio wave protection.

* The technical regulation is provided in Article 14-2 of the Ministry Ordinance Regulating Radio Equipment.

** International Commission on Non-Ionizing Radiation Protection

*** The value is under simultaneous transmission use conditions.

The World Health Organization has announced that "A large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established as being caused by mobile phone use."

For more information about SAR, see the following websites:
 Ministry of Internal Affairs and Communications (MIC)
<http://www.tele.soumu.go.jp/e/sys/ele/body/index.htm>
 Association of Radio Industries and Businesses (ARIB)
<http://www.arib-emf.org/01denpa/denpa02-02.html>
 (Japanese)

European RF Exposure Information/FCC RF Exposure Information

This mobile phone 【801SH】 is confirmed to comply with guidelines relating to effects of radio wave exposure as set forth by the Council of Europe (CE) and the Federal Communications Commission (FCC). Refer to the following.

■European RF Exposure Information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health. The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg and the highest SAR value for this device when tested at the ear is 0.24 W/kg*. As mobile devices offer a range of functions, they can be used in other positions, such as on the body. In this case, the highest tested SAR value is 0.96 W/kg* at the separation distance of 0.5 cm from the body. For electronic safety, maintain the separation distance with accessories containing no metal, that position handset a minimum of the above distance. Use of other accessories may not ensure compliance with RF exposure guidelines.

* The tests are carried out in accordance with international guidelines for testing.

Simplified Declaration of Conformity for 【801SH】

Hereby, SHARP CORPORATION declares that the radio equipment type 【801SH】 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:<http://www.sharp.co.jp/k-tai/>.

■FCC RF Exposure Information

Your handset is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The guidelines are based on standards that were developed by independent scientific organization through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations (e.g. at the ear and worn on the body) as required by the FCC for each model. The highest SAR value for this model handset as reported to the FCC when tested for use at the ear is 0.48 W/kg, and when worn on the body in a holder or carry case, is 0.52 W/kg. Body-worn Operation; This device was tested for typical body-worn operations with the handset kept 1.0 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.0 cm separation distance between the user's body and the handset. The use of beltclips, holsters and similar accessories should not contain metallic components in its assembly.

The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided. The FCC has granted an Equipment Authorization for this model handset with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handset is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/ea/> after searching on FCC ID APYHRO00263.

Additional information on Specific Absorption Rates (SAR) can be found on the FCC website at <https://www.fcc.gov/general/radio-frequency-safety-0>.

FCC ID Location

The device is electronically labeled and the FCC ID can be displayed from Home Screen as follows: Drag the Favorites tray to the top of the Display → (Settings) → System → Advanced → Authentication .

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or using a hands-free device to keep the mobile phone away from the head and body.

World Health Organization

<http://www.who.int/emf>

List of Specific Absorption Rates (SAR) for radio waves by smartphone/3G model

<https://www.softbank.jp/mobile/support/sar/> (Japanese)

Water & Dust Resistance

Handset Water & Dust Resistance

Handset has IPX5¹-, IPX8²-equivalent water protection and IP6X³-equivalent dust protection with Card Tray closed firmly leaving no gap between handset and Card Tray.

1 IPX5 compliant means that a handset continues to function as a phone after being subjected to a water jet (approximately 12.5 liters/min.) discharged from a nozzle (inner diameter:6.3 mm), from all directions (approximately 3 m from handset) for at least 3 minutes.

2 IPX8 compliant means that a handset continues to function as a phone after being gently submerged to the depth of 1.5 m in still tap water at room temperature, left there for approximately 30 minutes, then removed from it.

3 IP6X compliant means that a handset continues to function as a phone and its safety is maintained after being agitated in a device containing dust of 75 µm or smaller in diameter for 8 hours and then removed from the device.

- Water and dust resistance may be affected under some circumstances. Warranty does not cover malfunctions resulting from misuse.
- Handset is compliant with IPX5 and IPX8 water protection standards as well as IP6X dust protection standard. However, ingress of dirt, sand, mud, metal powder, food, beverage, sea water, etc. may cause malfunction.

■ Handset Care

- Close Card Tray firmly leaving no gap between handset and Card Tray. Any debris (single hair, grain of sand, minute fiber, etc.) trapped between gasket and contacting surface may allow ingress of water/dust.
- If handset is exposed to liquids with Card Tray open, they may enter handset and cause electric shock or malfunction. Discontinue use and power off.
- If handset is wet, wipe it with a dry cloth.
- Never open/close Card Tray with wet hands or while handset is wet or has a foreign object adhered to it.
- Do not use External Connection Jack if wet or dirty/dusty. may affect water and dust resistance or may cause malfunction, burns or fire due to electric shock, short-circuiting, etc.
- Handset is only water resistant against fresh/tap water between 5°C - 35°C.

Precautions

- Do not subject handset to soap, detergent, bath powder/oil, sea/pool/spa water, hot water, etc.
- Rinse off sea/pool water, beverage, dirt, sand, mud, etc. immediately with fresh/tap water between 5°C - 35°C; residue may cause malfunction if allowed to dry.
- Do not soak handset in bath or pool; never use it in water (including key operation).
- Handset is not resistant to water pressure. Avoid high-pressure water/shower (over 6 liters/min.) and water immersion.
- Do not expose handset to high humidity for long periods; avoid prolonged use in bath/shower rooms.
- Volume may be low when an opening such as Mic, Recorder Mic, Earpiece or Speaker is wet; dry handset before use (see "Drying Handset").
- AC Adaptor and other optional accessories are not waterproof or dustproof. Do not use in high humidity or where exposed to water (e.g., outdoors, in bathrooms, at sinks, etc.). May cause fire, electric shock, or malfunction.
- Do not subject handset to strong impact (e.g., from a fall); do not poke Mic, Earpiece, Speaker, Recorder Mic, etc. with a sharp object; may affect water and dust resistance.
- Avoid placing handset directly on sand. Sand may penetrate Earpiece, Speaker, etc., resulting in low volume.
- To prevent condensation, warm handset to room temperature before bringing it from a cold place into a warm place such as a bathroom. If condensation occurs, leave handset at room temperature until it is dry.
- Handset does not float on water.
- Keep handset out of heavy rain.

Cautions for Use in a Bathroom

- Do not let handset get wet with liquids other than tap water at room temperature (spa water, soapy water, detergent solutions, bubble bath water, etc.); do not submerge it in a bathtub. May cause malfunction. If handset gets exposed to liquids other than tap water or falls in a bathtub, wash it in the specified way.
- Use handset at 5°C - 40°C with humidity of 99% or less, for up to 2 hours. Note that this does not guarantee continuous operation of all functions.
- After exposing handset to water, be sure to remove moisture and let it dry naturally in the way specified in "Drying Handset."
Let handset dry naturally after using it in a bathroom or when condensation occurs inside Camera lens, etc.
- Be careful not to splash hot water on handset.
- Extreme temperature changes may cause condensation. Wait until handset reaches room temperature before bringing it from a cold place into a warm bathroom. In addition, do not splash cold water on handset when it is warm in a bathroom. May cause malfunction.
- Never charge handset in a bathroom.
- Depending on the layout and condition of a bathroom, handset may not receive a signal (call functions and data communication may be unavailable).
- If operated with wet hands, handset may not respond or may malfunction.
- Do not use in a bathroom with 3.5mm Earphones Adapter, earphones or other external device connected.
- Disable Glove mode beforehand as follows.
In Home Screen, Drag Favorites Tray to top of
Display → (Settings) → Display → Advanced →
glove mode ()

Charging Cautions

- Never connect a charger plug/USB Type-C plug while ROBOQUL or AC Adaptor is wet. Handset is water resistant; however, if a charger plug/USB Type-C plug is inserted while it is wet, liquid (tap water, beverage, sea water, pet urine, etc.) or a foreign object adhered to handset or a charger plug/USB Type-C plug may cause overheating, burnout, fire, malfunction, burns, etc. due to electric shock, short-circuiting, etc.
- Do not use ROBOQUL or AC Adaptor where water is regularly in use (kitchens, bathrooms, shower rooms, etc.); may cause fire or electric shock.

Care & Maintenance

- Proper care of Card Tray gasket is crucial for continued handset water and dust resistance. Observe the following:
 - Do not remove or damage gasket. Keep it clean.
 - If Card Tray is damaged or deformed, contact a SoftBank Shop.
- Do not insert a sharp object into Card Tray gap or External Connection Jack.
- To maintain water and dust resistance, it is recommended to replace Card Tray every 2 years regardless of its condition. Customer-requested Card Tray replacement incurs fees and requires handset submission. For details, contact a SoftBank Shop or [Customer Service](#).

Washing Handset

Wipe off dirt, sand, beverage, etc., gently with a cloth. Then hold handset approximately 10 cm below faucet or shower head and wash with low-pressure tap water (6 liters/min. or lower) at room temperature (5°C - 35°C). Wash with your hands, holding Card Tray so it makes no gap with handset; do not use a brush or sponge. Dry handset before use; after drying it well, power on.

- Before washing handset, make sure that Card Tray is closed firmly leaving no gap between handset and Card Tray.
- Do not use a washing machine or ultrasonic cleaner.
- External Connection Jack tends to accumulate dust, sand, etc.; rinse and dry it completely before use. Any residue may cause malfunction, burns or fire.
- Do not put a cotton swab, cloth, etc. into External Connection Jack when washing; may affect water resistance, causing malfunction.

Drying Handset

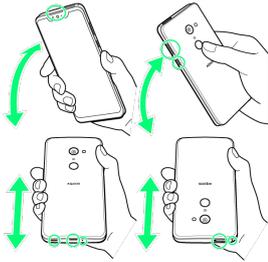
After exposing handset to water, be sure to dry Earpiece, Volume Keys, Power Key, Mic/Recorder Mic, External Connection Jack, Speaker, Card Tray, and Mic.

1

Wipe handset surface with dry cloth

2

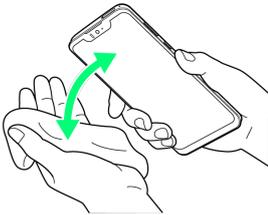
Holding handset firmly by its sides, shake it about 20 times



- When shaking handset, hold it firmly so as not to drop it.
- Shake with circled ○ portion downward to drain water from all holes and gaps.

3

Pat against dry cloth to remove moisture from openings and grooves



- Water may be trapped in openings; pat against a dry cloth to remove it.

4

Leave handset on dry cloth for approximately 2 - 3 hours at room temperature

 Handset is dried.

! Cautions

When Removing Moisture

Do not put a cotton swab, cloth, etc. into openings; may affect water and dust resistance.

After Drying Procedure

Do not use handset in wet conditions.

- Calls may fail, or moisture may transfer to clothes, bag, etc.
- Moisture may short-circuit External Connection Jack or other parts.
- Exposure to cold may freeze moisture and cause malfunction.

AQUOS zero User Guide Index

A

About Settings.....	122
About the User Guide.....	3
Adding/Deleting Applications.....	99
Address Book.....	65
Album.....	92
Applications.....	97
AQUOS Useful Settings.....	144

B

Backup & Restore.....	106
Basic Operations.....	22
Battery Runs Out Quickly.....	181
Battery Settings.....	130

C

Calling from Outside Japan.....	175
Cannot Charge / Charging Stops / Charging Is Slow... ..	181
Cannot Connect to Internet.....	184
Cannot Send/Receive Mail.....	184
Cannot Talk on Phone / Cannot Hear Other Party.....	185
Cannot Use Applications.....	185
Capturing Photos/Videos.....	84
Capturing Screenshots (Clip Now).....	48
Charging Handset.....	10
Checking Notifications (Notifications Window).....	44
Checking Notifications (Quick Settings Window).....	46
Chrome.....	78
Clip Now.....	48
Confirmation when First Activating Applications.....	96
Connecting by Wi-Fi.....	110
Customer Service.....	190

D

Data Usage Settings.....	123
Display Goes Dark Suddenly.....	182
Display Settings.....	132
Display Turns Off Suddenly.....	182

G

General Notes.....	204
Global Roaming.....	174
Google Account.....	16

H

Handset & Hardware Care.....	202
Handset Does Not Power On.....	180
Handset Phone Number.....	63
Handset Powers Off.....	180
Handset Screens.....	36

I

Icons at Display Top (Status Bar).....	43
Important Product Information.....	200
Importing Data from Other Mobiles.....	106
Internal Storage.....	10

L

Listening to Music (Play Music).....	90
--------------------------------------	----

M

Making Initial Settings.....	14
Making Phone Settings.....	63

N

Notifications Window.....	44
---------------------------	----

O

Optional Services.....	56
Other Handset Settings.....	164

P

Package Contents.....	6
Parts & Functions.....	6
Placing/Answering Calls.....	52
Play Music.....	90
+メッセージ (+Message).....	70
Power On/Off.....	13

Q

Quick Settings Window.....	46
----------------------------	----

R

Radio Wave Exposure and Specific Absorption Rate (SAR) Information.....	206
-------------------------------------------------------------------------	-----

S

Safety Precautions.....	192
SAR.....	206
Screen Freezes / Operation Is Unstable.....	183
ScrollAuto.....	49
Scrolling Screen Automatically (ScrollAuto).....	49
Security & Location Settings.....	146
Sending Messages (+メッセージ (+Message)).....	70
SIM Card.....	8
SIM Card Not Recognized.....	183
Sound Settings.....	139
Specifications.....	188

Status Bar.....	43
System Settings.....	158

T

Text Entry.....	33
-----------------	----

U

Unlocking Screen.....	18
Updating the System.....	27
Using Airplane Mode.....	24
Using Bluetooth® Function.....	116
Using Email.....	74
Using Fingerprint Authentication Function.....	24
Using Gmail.....	71
Using Manner Mode.....	22
Using ROBOQUL.....	28
Using Tethering.....	120
Using the Internet (Chrome).....	78
Using Touchscreen.....	32

V

Viewing & Managing Photos/Videos (Album).....	92
-----------------------------------------------	----

W

Warranty & After-Sales Service.....	188
Water & Dust Resistance.....	208

AQUOS zero User Guide

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Visit [SoftBank Shop](#) for assistance

Model : AQUOS zero
Manufacturer : SHARP CORPORATION