AQUOS sense10
User Guide

AQUOS sense10
User Guide Contents

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About the User Guide

In the User Guide, most operation descriptions are based on the handset at time of purchase.
Unless noted otherwise, descriptions are for Home Screen (AQUOS Home). Some operation descriptions may be omitted.
The information in the User Guide is subject to change without prior notice.

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.
- In order to accurately measure the current location, handset is equipped with a function that automatically acquires assist data such as satellite navigation information (data is sent to the service provider of such function), and data transmission fees may be incurred for acquiring assist data.

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."
microSD™/microSDHC™/microSDXC™ Card is referred to as "SD Card."
" A505SH" here refers to this mobile phone "AQUOS sense10."

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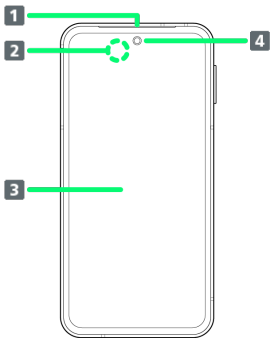
Package Contents

Package Contents

・Handset (AQUOS sense10)
　・Battery is built into handset.
　・Handset back cover is not removable.
・Quick Switch Adapter (Complimentary sample)
・クイックスタート (Japanese)

Parts & Functions

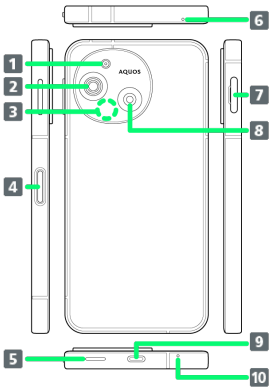
Handset (Front)



Name	Description
1 Earpiece/ Speaker	During a call or handsfree call[1], hear the other party's voice here. Listen to ringtone, music, etc.
2 Proximity/ Light Sensor[2]	Proximity Sensor prevents Touchscreen misoperation during calls. Light Sensor adjusts Display brightness according to ambient light.
3 Display	Touchscreen-type display; operate with your fingers on Display.
4 Front Camera	Use to shoot photos or videos of yourself.

1　During a handsfree call, when a function which reduces the surrounding noise is enabled in the "Vocalist" settings, Earpiece/Speaker is used.
2　Do not apply stickers or other coverings over the sensors.

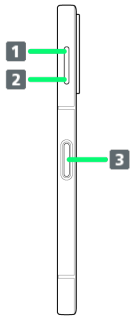
Handset (Back and Sides)



Name	Description
1 Mobile Light	Use as a camera flash, flashlight, etc.
2 Wide-Angle Camera	Capture photos and videos.
3 NFC/ Osaifu-Keitai® Holding Position	is not printed on handset. Hold up this area to reader/writer to use NFC/Osaifu-Keitai®.
4 Fingerprint Sensor[1]	Touch with a saved fingerprint[2] to unlock screen.
5 Speaker	Listen to ringtone, music, etc. During a handsfree call, hear the other party's voice here.
6 Sub Mic	Use while recording videos. During a handsfree call[3], talk to the other party here. Make sure not to cover Mic.
7 Card Tray	Insert/remove SD Card and SIM Card.
8 Standard Camera	Capture photos and videos.
9 External Connection Jack	Connect USB Type- C™ plug such as Quick Switch Adapter, AC Adaptor (optional accessories) and earphones-microphones (commercially available).
10 Mic (Recorder Mic)	During a call or handsfree call[3], talk to the other party here. Also use for audio recording while recording videos and speech recognition while using EMOPA. Make sure not to cover Mic/Recorder Mic.

1 Integrated with Power Key. See "Handset Keys" for details on Power Key.
Do not apply stickers or other coverings over the sensors.
2 Save your fingerprint beforehand.
3 During a handsfree call, when a function which reduces the surrounding noise around the speaker is enabled in the "Vocalist" settings, Mic (Recorder Mic) is used. When the function is disabled, Sub Mic is used.

Handset Keys



Name	Description
1 Volume Up Key	Increase volume.
2 Volume Down Key	Decrease volume.
3 Power Key[1]	Turn Display off/on. Long Press to power on or activate Gemini™.[2]

1 Integrated with Fingerprint Sensor. See "Handset (Back and Sides)" for details on Fingerprint Sensor.
2 Other applications can also be set up to activate. Also set whether to activate Camera by pressing Power Key twice.

eSIM

eSIM is a type of SIM that is embedded in a device. If your device supports an eSIM, you only need to set up a service plan that you purchased with eSIM and start using it. You don't need a USIM card.

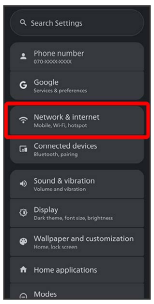
Handling eSIM

To learn about setting up your service plan with eSIM, see the following website.
https://www.softbank.jp/mobile/support/product/sim/esim/ (Japanese)

Download your service plan with eSIM

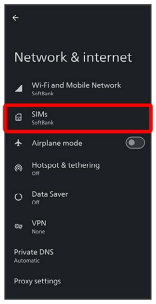
1

In Home Screen, (Settings) Network & internet



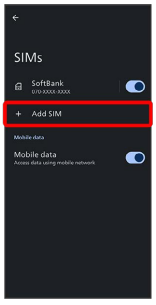
2

SIMs



3

Add SIM



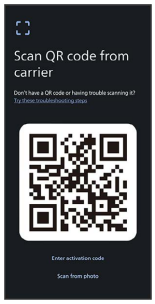
4

Set up an eSIM



5

Scan a QR code



・Depending on the situation, the above step may not be displayed and skip to the next step.

6

Set up



7

Enter verification code Continue



8

Close



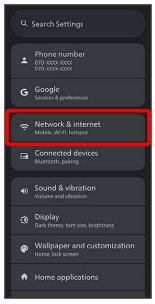
Your service plan with eSIM is downloaded.

・To set up eSIM, Tap Settings . Continue by following onscreen prompts.

Enable or disable eSIM

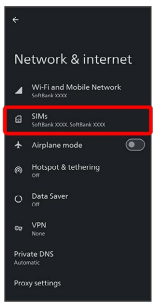
1

In Home Screen, (Settings) Network & internet



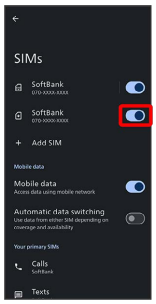
2

SIMs



3

/ for (SoftBank)



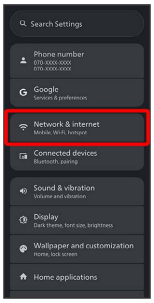
eSIM switches to enable or disable.

・If confirmation appears, follow onscreen prompts.

Erase your service plan with eSIM

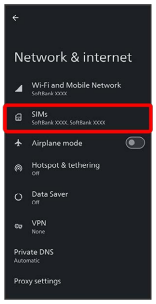
1

In Home Screen, (Settings) Network & internet



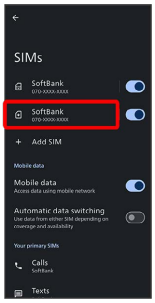
2

SIMs



3

SoftBank for



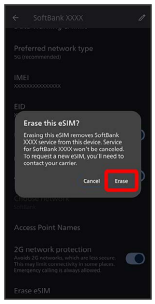
4

Erase eSIM



5

Erase



Your service plan with eSIM is erased.

Restart your service plan with eSIM after erasing it

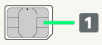
Your service plan with eSIM is not terminated by erasing it. To restart it, you need a new QR code to download the plan again.

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

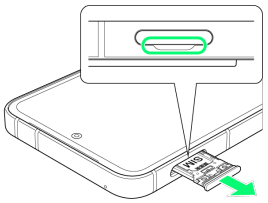
Inserting SIM Card

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, pull out Card Tray by hooking a finger on groove (○)



- Do not pull out Card Tray with handset held upright. SIM Card and SD Card may 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.

2

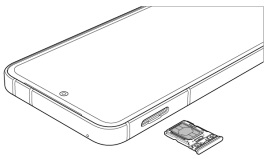
Set SIM Card in Card Tray



- Set SIM Card on the side with "SIM" printed on Card Tray.
- Place gently while pressing SIM Card against the protruding part, noting orientation of SIM Card (notch/IC (gold) chip facing up).
- Make sure SIM Card is in Card Tray. Inserting Card Tray with SIM Card on its edge may cause damage.

3

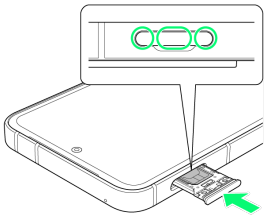
Check orientation of Card Tray



- The side with SIM Card that has been set should face the same direction as the Display.

4

Insert Card Tray in SIM/SD Card Slot



SIM Card is inserted.

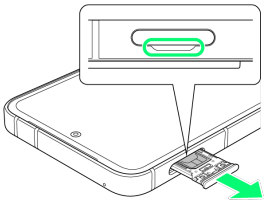
- Do not insert Card Tray upside down.
- Insert gently all the way horizontally in direction shown.
- Push Card Tray firmly where circled (○) so that there is no gap between handset and Card Tray.
- To maintain water and dust resistance, use handset with Card Tray completely closed.

Removing SIM Card

Always power off beforehand.

1

With Display upward, pull out Card Tray by hooking a finger on groove (○)



・Do not pull out Card Tray with handset held upright. SIM Card and SD Card may 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.

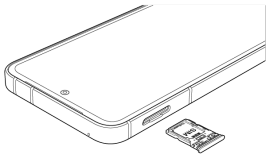
2

Remove SIM Card



3

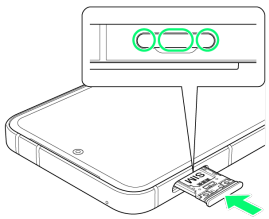
Check orientation of Card Tray



・The side with SIM Card set should face the same direction as the Display.

4

Insert Card Tray in SIM/SD 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.

Internal Storage and SD Card

Handset supports SD Card up to 2 TB. Some SD Cards may not operate properly.
Internal storage can be used for saving data including system data, applications, and video and photos taken with Camera.

Internal Storage/SD Card Cautions

Data on Internal Storage/SD Card

Data on internal storage/SD Card may be lost/altered 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.
・Do not insert or remove SD Card forcefully.
・Do not touch terminals or expose them to metal objects.
・Never power off while reading or writing data.
・Make sure not to erase or overwrite data accidentally.

microSDXC Card

Handset supports microSDXC Cards (SDXC-compatible SD Cards). microSDXC Cards are supported by SDXC-compatible devices only.

Exchanging Data with Non-SDXC-Compatible Devices

To exchange data between handset and non-SDXC-compatible devices, use SD Cards (microSD/microSDHC Cards) supported by handset and those devices. Inserting a microSDXC Card used on handset in a non-SDXC-compatible device may corrupt card data. In such cases, do not format the microSDXC Card on that device even if prompted to do so.
Formatting deletes all microSDXC Card data and changes the file system. The original storage capacity may be unavailable after formatting. To use a corrupted microSDXC Card, format it on an SDXC-compatible device.

Save Location

By default, data, including photos and videos taken with handset, is saved in internal storage. Even with downloaded commercially-available applications described as saving data on SD Card, data is saved in internal storage.
・To save photos and videos taken with handset on SD Card, insert SD Card before using Camera, then change save location as follows.
In Home Screen, (Camera) ➔ ⚙ ➔ Common ➔ Save To ➔ SD card

SD Card Caution

Keep SD Card away from infants; may cause choking if swallowed.

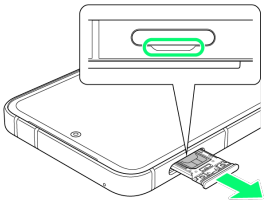
Inserting SD Card

Always power off beforehand.

・Set SD Card in Card Tray beforehand. Do not insert SD Card without setting it in Card Tray.

1

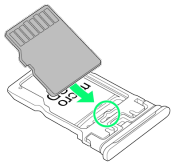
With Display upward, pull out Card Tray by hooking a finger on groove (○)



・Do not pull out Card Tray with handset held upright. SIM Card and SD Card may 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.

2

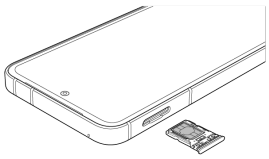
Set SD Card in Card Tray



・Set SD Card on the side with "Micro SD" printed on Card Tray.
・Place gently while pressing SD Card against the protruding part, noting orientation of SD Card (terminal side facing up).
・Make sure SD Card is in Card Tray. Inserting Card Tray with SD Card on its edge may cause damage.

3

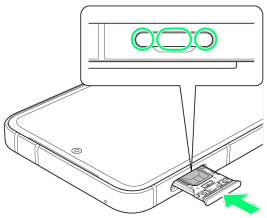
Check orientation of Card Tray



・The side with SD Card that has been set should face the opposite direction as the Display side.

4

Insert Card Tray in SIM/SD Card Slot



SD 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.

Formatting SD Card

When using a new SD Card for the first time, always format it on handset.

- Formatting erases all data on SD Card. Format SD Card with caution.
- When formatting, keep handset charged or charge it adequately beforehand.
- Insert SD Card beforehand. See "Inserting SD Card" for details.

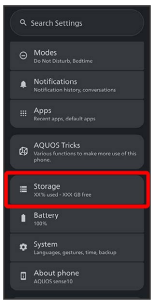
1

In Home Screen, (Settings)



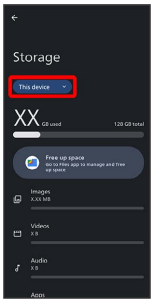
2

Storage



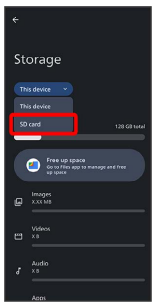
3

This device

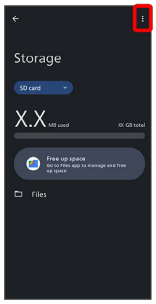


4

SD card

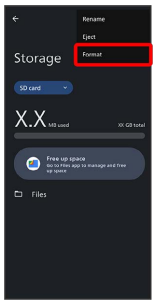


5



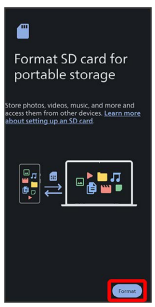
6

Format



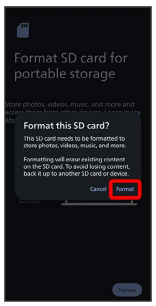
7

Format



8

Format



9

Done



All data on SD Card is erased.

Unmounting SD Card

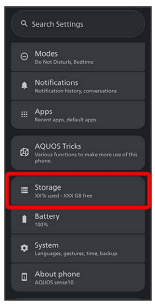
1

In Home Screen, (Settings)



2

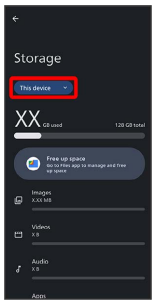
Storage



Storage menu opens.

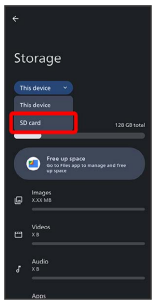
3

This device



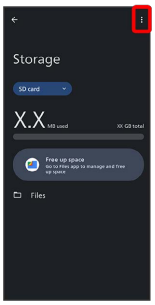
4

SD card



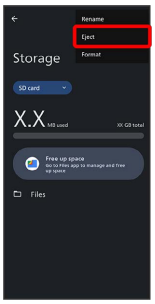
5

⋮



6

Eject



SD Card is unmounted.

Mounting SD Card

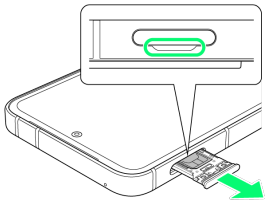
In Storage menu, This device → SD card → ⋮ → Mount

Removing SD Card

Always power off beforehand.

1

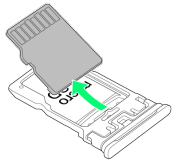
With Display upward, pull out Card Tray by hooking a finger on groove (○)



・Do not pull out Card Tray with handset held upright. SIM Card and SD Card may 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.

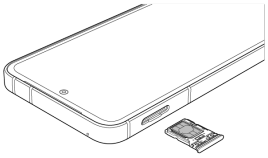
2

Remove SD Card



3

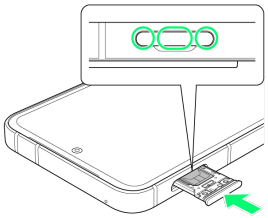
Check orientation of Card Tray



・The side with SD Card set should face the opposite direction as the Display side.

4

Insert Card Tray in SIM/SD Card Slot



SD 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.

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.



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

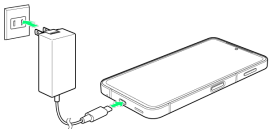
Depending on use, bulges may appear near end of battery life; this does not affect safety.

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.

Charging with AC Adaptor

AC Adaptor is optional. Be sure to use an AC Adaptor specified by SoftBank.
This section describes how to charge handset using AC Adaptor (USB Type-C™ quick charge AC Adaptor for USB PD-PPS [ZSDBAV] (SB-AC22-TCPD)) as an example.
For details on AC Adaptor and 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 starts.

3

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

Charging ends.

Lock Screen while Charging

Charging progress, time until charging completes (approximate), etc. appear 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.
・"In direct charging": direct charging.

Charging Cautions

Water Resistance

AC Adaptor is not waterproof. Never connect a USB Type-C plug while handset or charger is wet.
Handset is water resistant; however, if a 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 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

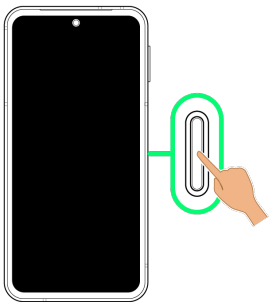
SoftBank Corp. is not liable for problems resulting from charging handset abroad.

Power On/Off

Powering On

1

Long Press Power Key until "SHARP" appears

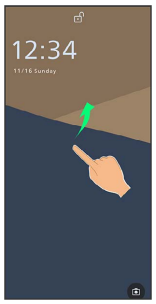


Handset powers on, and lock screen appears after a while.

・An initial settings wizard may appear the first time handset is powered on. For details on initial settings, see "Making Initial Settings."

2

Flick lock screen up



Home Screen appears.

・After Flicking screen up when is displayed, enter pattern / lock no. (PIN) / password to unlock.

Powering Off

1

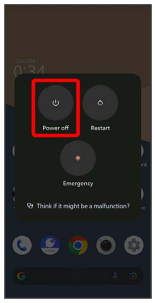
Power Key + Volume Up Key



Power menu opens.

2

Power off



Handset powers off.

Power Menu

If Pattern/Lock No. (PIN)/Password for unlocking screen is set, or face/fingerprint authentication is used, Lockdown appears in Power menu.
Tap Lockdown to stop displaying notifications in lock screen, and disable screen unlocking by extended unlock, face authentication, or fingerprint authentication. To disable lockdown, unlock screen with set screen unlock method (Pattern/Lock No. (PIN)/Password).

Making Initial Settings

When powering on the first time or after performing Erase all data (factory reset), an initial settings wizard appears for optionally making Wi-Fi, Google™ account, and other settings. Follow onscreen instructions to set items.
You can also transfer data from a previously used smartphone by connecting the included Quick Switch Adapter to handset External Connection Jack and then connecting the smartphone using a cable.
When using SIM Card, insert SIM Card before powering on handset.
・Tap Skip or Later, etc. to skip the corresponding settings.
・Operations and displayed screens may vary depending on network settings, transferred data, and settings skipped.

Making Initial Settings

Select language then Start



・To set visual assistance, Tap Vision settings.
・To place an emergency call, Tap Emergency call.
・After tapping Start, follow onscreen prompts.
・The following setting items are available. Depending on what you select in each item, the items that appear after will vary.
  ・Copying settings, accounts, etc. from another device
  ・Wi-Fi connection settings
  ・Google account settings*1
  ・Screen lock method settings
  ・App and data copy settings*2,*3
  ・Google service settings
  ・Content sharing settings
  ・Gemini settings
  ・Wallet settings
  ・Appearance (screen brightness and text size, etc.) settings
  ・My AQUOS usage settings
  ・Setting for lock screen features
・When the "Welcome to AQUOS" screen appears, tap START to complete the initial settings.

If confirmation appears, follow onscreen prompts.

*1 Google account setting screen appears. For details on Google account settings, see "Google Account."
*2 Appears when you set a Google account.
*3 While transferring data from an Android device using the included Quick Switch Adapter and cable, when the "Copy apps & data" screen appears during initial settings, tap the graphic area in the center of the screen five times in a row.
When "Connect both devices" screen appears, follow onscreen prompts.

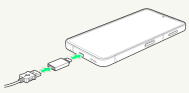
Transferring Data

Before Transferring Data

The following are required for transferring data.
・Handset
・The previously used smartphone
・Quick Switch Adapter*
・Cable used with the previous smartphone*
*When transferring data via cable connection

How to Transfer Data

Data transfer is performed from the initial settings screen that appears the first time handset is powered on. Follow onscreen prompts.
・Charge handset and previously used smartphone adequately beforehand.
・Connect to Wi-Fi or mobile network beforehand.
・Back up data on previously used smartphone beforehand. This allows for smooth transfer of settings and restoration of data if it is lost due to sudden malfunction.
・If transferring data from an iPhone®, set iMessage® and FaceTime® to off beforehand.
・If iPhone® data is encrypted, iTunes® password is required.
・For details on transferring data using the Quick Switch Adapter, see the following website.
https://k-tai.sharp.co.jp/support/datacopy/pdf/easy_data_copy.pdf (Japanese)
・Quick Switch Adapter Connection Method
Insert USB plug on cable into Type-A jack on Quick Switch Adapter, and insert USB Type-C plug on Quick Switch Adapter into External Connection Jack



To Transfer Data After Initial Settings Have Been Completed

For details on transferring data after initial settings have been completed, see the following website.
https://k-tai.sharp.co.jp/support/datacopy/pdf/easy_data_copy.pdf (Japanese)

Initial Settings Cautions

eSIM Cautions

When using eSIM, confirm the following before powering on.
・Remove SIM Card from handset.
・Make sure that handset can connect to the Wi-Fi network.
・Have the QR code ready for eSIM registration.

If Copying Data or Apps via Wi-Fi Connection Stops Partway Through

If copying data or apps via Wi-Fi connection stops partway through, tap Stop copying.
Follow the procedure below to reset handset and perform initial settings again.

In Home Screen, (Settings) System Reset options Erase all data (factory reset) Erase all data Erase all data

・If method for unlocking screen is setting other than None or Swipe, first Tap Erase all data (factory reset) and unlock screen.
・If you have already added data to handset that was not on previously used smartphone, back up that data before resetting handset.

Quick Switch Adapter Cautions

・Use only for transferring data, and do not use for any other purpose (such as charging).
・If using to transfer data, after data import is complete, remove cable.

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

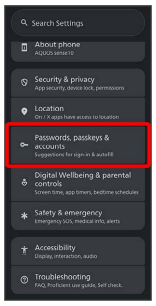
1

In Home Screen, (Settings)



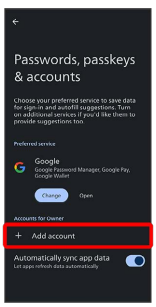
2

Passwords, passkeys & accounts



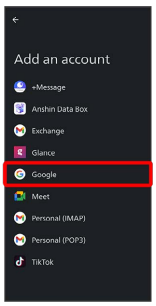
3

Add account



4

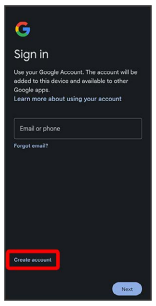
Google



Window for logging in to a Google account opens.

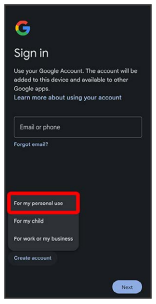
5

Create account



6

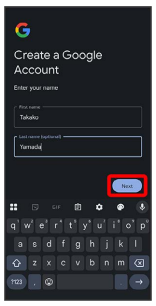
For my personal use



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

7

Enter first name Enter last name Next



8

Set/enter date of birth and gender ➔ Next



9

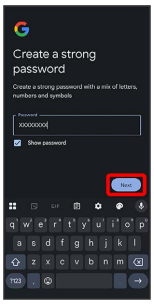
Select a mail address ➔ Next



・To create another mail address, Tap Create your own Gmail address ➔ Enter user name (mail address) ➔ Next .

10

Enter password ➔ Next



・If confirmation appears, follow onscreen prompts.

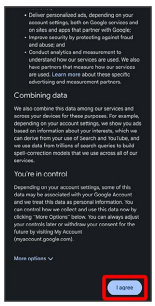
11

Next



12

Check the privacy policy and terms of use I agree



13

Select whether to enable data backup and restore ➔ Accept

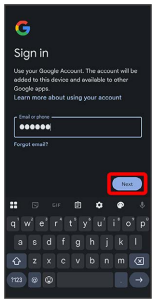


Account is created.

Signing in to a Google Account

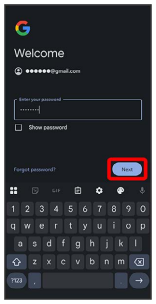
1

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



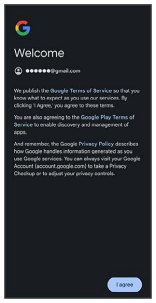
2

Enter password ➔ Next



3

Continue by following onscreen prompts



You are signed in to your Google Account.

Connecting by Wi-Fi

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

Connecting Selected Access Points

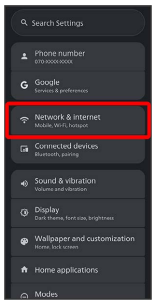
1

In Home Screen, (Settings)



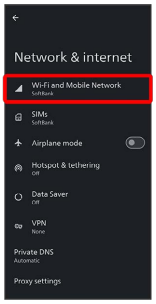
2

Network & internet



3

Wi-Fi and Mobile Network



Wi-Fi and Mobile Network menu opens.

4

Wi-Fi ( )

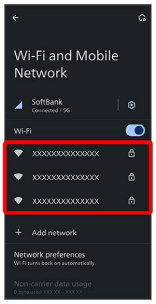


Wi-Fi is enabled.

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

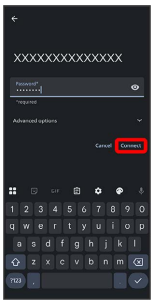
5

Tap access point



6

Enter password Connect



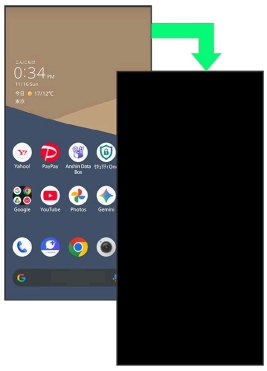
Handset connects to the access point.

・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.

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.

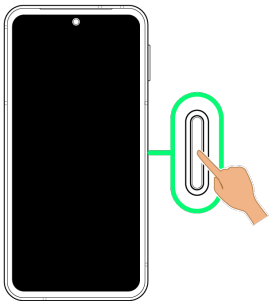
If Screen Lock Activates while Playing Music

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

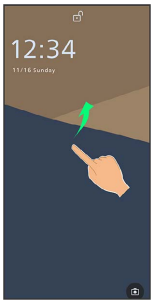
When Display is turned off (screen lock active), Power Key



Lock screen appears.

2

Flick lock screen up



Screen is unlocked.

・To change the unlock method 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/face as needed.

・After Flicking screen up when is displayed, enter pattern / lock no. (PIN) / password to unlock.

Global Services

Global Roaming..... 26
Calling from Outside Japan..... 27

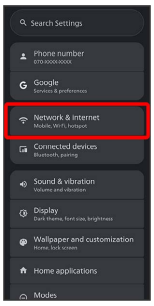
Global Roaming

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 carrier and roaming settings.

Setting a Cellular Provider

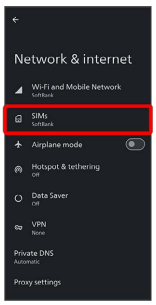
1

In Home Screen, (Settings) Network & internet



2

SIMs



3

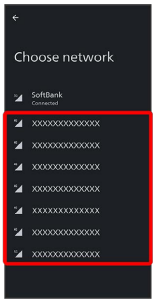
SoftBank Automatically select network



Handset searches for all available networks.

4

Tap provider



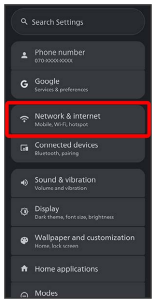
Cellular provider is set.

・To set an appropriate cellular provider automatically, Tap Automatically select network ( ).

Changing Roaming Setting

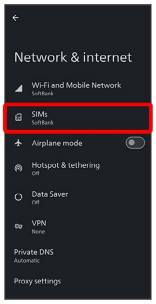
1

In Home Screen, (Settings) Network & internet



2

SIMs



3

SoftBank Roaming ( )



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

International Calls to Japan and Other Countries from Abroad

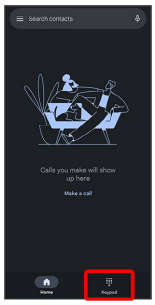
1

In Home Screen, (Phone)



2

Keypad



Dialpad window opens.

3

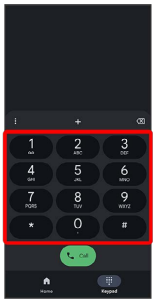
Touch & Hold 0



"+" 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

Call



Handset dials number. Call begins when other party answers.

Calling Landlines & Mobiles within Current Country

Place calls the same way you would within Japan.

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

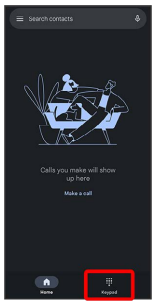
1

In Home Screen, (Phone)



2

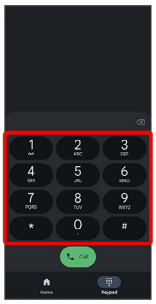
Keypad



Dialpad window opens.

3

Use onscreen dialpad to enter number



4

Call



Handset dials number. Call begins when other party answers.

Warranty/Specifications/ Customer Service

Warranty & After-Sales Service..... 32
Specifications..... 32
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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 repair service. See SoftBank Website for terms of repair service.
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, malfunction, or trouble of product.

Accidents/Repair

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

Disassembly/Modification

Disassembly/modification of handset is prohibited under the Radio Law. Note that handset cannot be accepted for repairs if modified.

After-Sales Service

To request repairs, contact Customer Service or a nearby SoftBank Shop. Have details of symptoms ready.

・During the warranty period, repairs are made under the terms of repair service.
・After the warranty period, if handset can be repaired, repairs will be made at cost.
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.

Further inquiries

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

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.
・Please note that the temperature of handset may increase due to processing during continuous use or when operating under high loads.

Item	Description
Dimensions (W x H x D)	Approx. 73 mm x 149 mm x 8.9 mm (without protruding parts)
Weight	Approx. 166 g
Internal Battery Capacity	5,000 mAh
Continuous Talk Time[1]	4G LTE:Approx. 3,230 minutes 5G:Approx. 2,750 minutes[2]
Continuous Standby Time[3]	4G:Approx. 1,060 hours 4G LTE:Approx. 1,050 hours 5G:Approx. 970 hours[2]
Charging Time[4]	AC Adaptor (USB Type-C™ quick charge AC Adaptor for USB PD-PPS [ZSDBAV] (SB-AC22-TCPD)): Approx. 90 minutes

1 Average measured with handset fully charged, in strong signal conditions at rest.
2 This is the approximate time in a 5G standalone environment.
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.

Quick Switch Adapter

Item	Description
Length	Approx. 32 mm
Weight	Approx. 4.6 g

Materials

Handset

Parts	Materials Used/Surface Finish
Display Surface, Camera Panel	Tempered glass/AF coating
Outer Casing (Metal Part), Volume Key (Up/Down), Card Tray (Exterior)	Aluminum/anodizing
Outer Casing (Resin Part), Opening for External Connection Jack Part	PBT resin (containing glass)
Power Key/ Fingerprint Sensor	Epoxy resin/coating, hard coating
Camera Ornament, Card Tray (Resin Part)	PC resin
Card Tray (Metal Part)	Stainless steel/nickel plating, partially polyethylene film
Card Tray Gasket	Silicone rubber

Quick Switch Adapter

Parts	Materials Used/Surface Finish
USB Type-C plug (Metal part)	Stainless steel/nickel plating
USB Type-C plug (Resin part), USB Type-A plug (Resin part)	LCP resin
USB Type-A plug (Metal part)	SPCC/nickel plating
Handset (Metal part)	Aluminum alloy/anodizing
Handset (Resin part)	PBT resin

Customer Service

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

SoftBank Customer Support

- From a SoftBank handset, dial toll free at 157
- From a landline, dial toll free at 0800-919-0157
- Business hours : Call 10:00am - 7:00pm / Chat 9:00am - 8:00pm

Smartphone Technical Support Center

- From a SoftBank handset, dial toll free at 151
- From a landline, dial toll free at 0800-1700-151
- Business hours : Mon. - Fri. 9:00am - 7:00pm / Sat., Sun., and Holiday 9:00am - 5:00pm / 9:00am - 8:00pm (for general information)

Safety Precautions

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

Handset, SIM Card, Quick Switch Adapter, AC Adaptor (Optional Accessory) (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

Keep charging terminals and External Connection Jack free of water or other liquids (drinking water, sweat, sea water, pet urine, etc.).

Do not charge handset while it is wet or near water (in the bathroom, near a humidifier, etc.).

May cause fire, burns, injury, electric shock, etc.
For details on water resistance, see "Water, Dust, & Shock Resistance"

Prohibited

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
・Handset becoming caught in a seat on a train or bus



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.



Handset Back Cover cannot be removed. Do not try to remove. Even if handset bulges due to bulges of Internal Battery, etc., do not try to remove Back Cover or press it with excessive force.

May cause fire, burns, injury, etc.



Use optional accessories specified by SoftBank Corp.

Using third party accessories or those whose manufacturer, distributor, or specifications are unclear may result in 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, sand, etc. enter them.

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



When caring for handset, ensure that no disinfectant or water enters gaps, Charging Terminal, External Connection Jack, Earpiece/ Speaker, Mic (Recorder Mic), Sub Mic, or Speaker.

Handset breakage may cause injury, electric shock, 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.



When entering very dusty locations or locations where flammable gases are generated, be sure to power off handset beforehand and stop any charging in progress.

May ignite flammable gases, etc. and cause explosion, fire, etc.



Use in facilities such as gas stations should be in accordance with the facility guidelines.

Do not charge handset in facilities such as gas stations. Take care not to drop handset in facilities such as gas stations and in particular do not use while refueling.
May ignite flammable gases, etc. and cause explosion, fire, etc.

Compulsory

If there is abnormal odor/sound, smoke, overheating, discoloration, distortion, or other abnormalities during use, charging, or storage, do the following while exercising caution.

・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, & Shock Resistance"

Prohibited

For use by a child, explain instructions and supervise use.

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

Prohibited

Do not leave within the reach of small children or where pets can touch.

Take particular care with storage locations for small parts such as Card Tray and Quick Switch Adapter.

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

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 and video viewing functions, etc. or while charging. Continuous direct contact with hot surfaces may cause skin redness, itching, rash, or low-temperature burns depending on your individual 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 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 such as metal strip, (cutter blades, staples, etc.) and flammable material, etc. enter SIM/SD Card Slot.

In addition, insert SIM Card and SD Card into correct openings 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.

Prohibited

Do not stare proximity sensor.

May temporarily affect eyesight, leading to accidents.



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.



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.



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.



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.



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.



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.



If Display or Camera lens breaks, be careful with broken parts and exposed handset parts.

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



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.



Do not let your pet bite handset.

May cause Internal Battery to 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.

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

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 "Handset."

Compulsory

Earpiece/Speaker, Camera, Speaker, and Vibrator (back bottom right) 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



Do not use AC Adaptor if the cord is damaged.

May cause fire, burns, electric shock, etc.



Do not touch AC Adaptor if thunder is audible.

May cause electric shock, etc.



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.



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.



When plugging/unplugging AC Adaptor, keep metal objects away.

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



Do not use a voltage converter (travel converter for overseas use, etc.) when charging with AC Charger.

May cause ignition, overheating, electric shock, etc.



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 touch AC Adaptor cord, charging terminals, or power plug with wet hands.

May cause fire, burns, electric shock, etc.



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)



Wipe off any dust on the power plug.

Using Charger when dust is on plug may cause fire, burns, electric shock, etc.



Plug AC Adaptor into the outlet firmly.

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



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.



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.



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.



When not using AC Adaptor, unplug it from the outlet.

Leaving it plugged in may cause fire, burns, injury, electric shock, etc.



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.



Before cleaning, unplug AC Adaptor from the outlet.

Cleaning AC Adaptor without unplugging it may cause fire, burns, electric shock, etc.

⚠ CAUTION



Do not touch AC Adaptor for long periods when it is plugged into the outlet.

May cause burns, etc.

SIM Card

⚠ CAUTION



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.

Quick Switch Adapter

⚠ WARNING



Do not short-circuit terminals while connected to handset. Do not touch terminals with hands, fingers or any part of body.

May cause fire, burns, electric shock, etc.



When connecting/disconnecting Quick Switch Adapter to/from handset, keep metal objects away.

May cause fire, burns, electric shock, etc.



Do not apply excessive force to terminals while Quick Switch Adapter is connected to handset.

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



Do not touch Quick Switch Adapter with wet hands.

May cause fire, burns, electric shock, etc.



Wipe off any dust on terminals.

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



Insert Quick Switch Adapter into handset firmly.

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



If terminal is deformed or bent, discontinue use immediately. Also, do not use handset by restoring the deformed terminal.

Short circuit of the terminals may cause fire, burns, injury, or electric shock.

⚠CAUTION



Do not touch Quick Switch Adapter continuously while it is plugged into handset.

May cause burns, etc.



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 "Quick Switch Adapter."

Handset Use & Electronic Medical Devices

⚠WARNING



If you are using, or are likely to be around other persons using an implanted pacemaker, implanted defibrillator, or other electronic medical device, carry or use handset at least 15 cm away from where the device is.

Radio waves may adversely affect operation of electronic medical devices. 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.



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.



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 Display turns off (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 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.).
・Emergency Calls
・Only VoLTE (LTE network) is available when connecting to corresponding agency in Japan.
・Within Japan, SIM Card must be installed or eSIM must be enabled to make emergency calls (110, 119, 118).

Heat from Handset Use

・Depending on how or where used, interior of handset may become hot. Handset may then power off as a safety precaution.
Let handset cool before powering on handset.

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)

・When Urgent News is received, handset notifies user via message, alert, and by vibrating.
 ・Urgent News is enabled by default (can also be disabled).
 ・By default, Alert sounds at maximum volume even when Silent mode is set, and vibration is enabled regardless of Silent mode setting (can be changed).
・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.
・SoftBank Corp. cannot be held liable for any damages associated with this service, including accidents resulting from received information, reception timing or reception failure.

TLS (Transport Layer Security) 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 DigiCert Japan G.K. and Cybertrust make no guarantees whatsoever to users regarding security of TLS.

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, (Settings) ➔ About phone ➔ Regulatory labels

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, (Settings) ➔ About phone ➔ Regulatory labels

Handset & Hardware Care

Handset & Hardware Care

・Use handset within 5ºC - 35ºC and 35% - 85% 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.
・Wipe clean with a dry, soft cloth (such as for eye glasses).
 ・Wiping forcefully may scratch Display.
 ・Allowing moisture or smudges to remain on Display may leave blemishes.
 ・Wiping with alcohol, thinner, benzine, detergent, etc. may remove print or fade colors.
・Avoid scratching Display.
・Avoid heavy objects or excessive pressure. May cause malfunction or injury.
 ・Do not sit or squat with handset in your pants or skirt pocket. Be careful in particular when wearing heavy clothing.
 ・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.
・Do not power off while using SD Card; may result in data loss or malfunction.
・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/Speaker, Mic (Recorder Mic), Speaker, or Sub Mic.
・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)

・Touchscreen is designed to be touched lightly with fingers. Do not press Display strongly with fingers or press on it with sharp objects (fingernails, ballpoint pens, pins, etc.).
・Touchscreen may not respond even if touched in these situations. Operating the display as follows may cause it to malfunction:
 ・Use with gloves*1
 ・Use with long fingernails
 ・Use with objects on/against Display
 ・Use by sticking protective film or sticker, etc. on Display
 ・Use while wet
 ・Use when your fingers are wet or sweaty
 ・Use underwater

*1 When using handset with gloves on, enable Improved touch sensitivity. To set:
In Home Screen, (Settings) Display Improved touch sensitivity ( )

Quick Switch Adapter

・Keep Quick Switch Adapter free of water or other liquids (drinking water, sweat, sea water, pet urine, etc.) or a foreign object such as dust.
 Quick Switch Adapter is not water and dust resistant. Do not use in high humidity (e.g., bathroom) or in rain, etc. With the adapter put on your body, the moisture from perspiration may corrode the inside and cause it to malfunction.
・Clean the terminals, etc. from time to time to maintain them in clean condition.
 Use in a soiled condition may prevent normal use.
 Avoid damaging terminal when cleaning.
・Do not drop or subject to impact. May cause malfunction or damage.
・Do not subject to strong impact. Do not deform the terminal. May cause malfunction.

Earphones-Microphone

Some earphones-microphones may not work properly.

Forcing Power Off

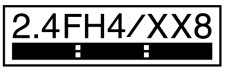
If handset has stopped processing or won't respond to operation, power off forcibly as follows.
Press and hold Power key and Volume Up key simultaneously for at least 8 seconds.

・Display goes out and 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.

・Frequency Band
The Bluetooth® function utilizes the 2.4 GHz frequency band.
To check information and precautions regarding frequency bands:
In Home Screen, (Settings) About phone Regulatory labels



This radio station utilizes 2.4 GHz band.
FH:FH-SS modulation, with a maximum interference range of about 40 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.

■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.

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.

・Frequency Band
Wi-Fi utilizes 2.4 GHz, 5 GHz bands, and 6 GHz frequency bands.
To check information and precautions regarding frequency bands:
In Home Screen, (Settings) About phone Regulatory labels



This radio station utilizes 2.4 GHz band.
DS-SS/OFDM modulation, with a maximum interference range of 40 m.
Handset supports Wi-Fi channels 1 - 13 in 2.4 GHz band.
Handset does not connect to access points set to other channels.

・Cautions on Using 2.4 GHz band
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.

・Cautions on Using 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, 144)

Use of 5.2 GHz or 5.3 GHz band wireless LAN for outdoor communication is prohibited by law (excluding communication with the access points and relay stations of high-output data communications systems operating in the 5.2 GHz band).

・Cautions on Using 6 GHz band
Handset can use 6L; 5925-6425 MHz in the 6 GHz wireless LAN frequency band.
(6L; 1, 5, 9, 13, 17, 21, 25, 29, 33, 37, 41, 45, 49, 53, 57, 61, 65, 69, 73, 77, 81, 85, 89, 93 ch)

・Handset supports IEEE 802.11ax, which is compatible with the 2.4 GHz, 5 GHz, and 6 GHz frequency bands.
The 6 GHz transmit power class supports LPI (Low Power Indoor) and VLP (Very Low Power).
Use of 6 GHz band wireless LAN operating in LPI mode for outdoor communication is prohibited by law.
However, it can be used when connecting to access points in VLP mode.

・Cautions on Simultaneous Use with Bluetooth® function
Wi-Fi (IEEE 802.11b/g/n/ax) and Bluetooth function transmit on the 2.4 GHz band. Enabling handset Bluetooth function or using Bluetooth® devices near handset may affect Wi-Fi transmission speed, availability and clarity. Should interference occur, cancel handset Bluetooth function or discontinue Bluetooth® device use.

・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.

FeliCa® and NFC Reader/Writer

・FeliCa and NFC Reader/Writer of handset is designated as inductive reading-and-writing communication equipment under the Radio Law.
・It uses the 13.56 MHz frequency band. If other FeliCa and NFC reader/writers are used nearby, keep an adequate distance from them.
Also, make sure that other radio wireless stations using the same frequency bands are not nearby.
・Before using aboard an aircraft, check with the airline beforehand. Use may be restricted depending on the country.
Be sure to check laws and other conditions of the country/region.
・Designation can be checked as follows.
In Home Screen, (Settings) About phone Regulatory labels

General Notes

"A505SH" here refers to this mobile phone "AQUOS sense10."

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 responsively.

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, (Settings) ➔ 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.
  https://k-tai.sharp.co.jp/support/developers/oss/
  (Japanese)

Regulatory Information

We, SHARP CORPORATION, have confirmed that the product complies with the radio technical standards of Directive 2014/53/EU, but we have not issued a declaration of conformity for CE marking.

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.

Mobile Light

Do not shine Mobile Light in eyes.
May temporarily affect eyesight or startle, leading to accidents.

Volume Level Caution

To prevent possible hearing damage, do not listen at high volume levels for long periods.



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.

RF Exposure Information of This Product

【A505SH】 here refers to this mobile phone 【AQUOS sense10】.

RF Exposure Information of This Product (for Japan)

This mobile phone 【A505SH】 complies with the Japanese technical regulations on human exposure to radio frequency (RF) electromagnetic energy.

This mobile phone is designed in observance of the Japanese technical regulations regarding human exposure to radio waves (*1). These technical regulations are consistent with the limits of human exposure to radio waves established by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is in collaboration with the World Health Organization (WHO), and the International Committee on Electromagnetic Safety (ICES) in IEEE. The permissive limits include substantial safety margins designed to assure the safety of all persons, regardless of age and health.

The technical regulations set out limits of exposure to radio waves as the SAR (Specific Absorption Rate, for up to 6 GHz) and the PD (Power Density, for above 6 GHz), and the limits for the SAR and the PD for mobile phones are 2.0 W/kg and 2 mW/cm^2, respectively. If a mobile phone supports simultaneous transmission of the frequency bands which should be evaluated in the SAR and PD, the technical regulations require that the Total Exposure Ratio (TER) should be used to indicate its compliance. The TER of less than or equal to 1 indicates the mobile phone satisfies the limits.

The TER for this mobile phone when tested for use near head is 0.734, and that when worn on the body is 0.292 (*2, *3). There may be slight differences of the SAR and PD values in individual product, but they all satisfy the limits. The actual SAR and PD of this mobile phone while operating can be well below the indicated above. This is due to automatic changes in the power level of the device to ensure it only uses the minimum required to access the mobile network(s).

This mobile phone can be used at positions other than against your head. By using accessories such as a belt clip holster that maintains a 1.5 cm separation with no metal (parts) between it and the body, this mobile phone is certified the compliance with the Japanese technical regulations.
The World Health Organization has stated that "A large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established as being caused by mobile phone use."

For more information about RF exposure information, see the following websites:
Ministry of Internal Affairs and Communications (MIC)
https://www.tele.soumu.go.jp/e/sys/ele/body/index.htm
Association of Radio Industries and Businesses (ARIB)
https://www.arib-emf.org/01denpa/denpa02-02.html
(Japanese)

List of Specific Absorption Rates (SAR) information for SoftBank products
https://www.softbank.jp/mobile/support/sar/ (Japanese)

*1 The technical regulations are provided in the Article 14-2 of the Ministry Ordinance Regulating Radio Equipment.
*2 Including other radio systems that can be simultaneously used with 5G/LTE.
*3 The values of SAR and PD that the TER values are calculated are as follows: For temporal region (near ear), SAR: 0.917 W/kg, PD (Absorbed Power Density): 0.550 mW/cm^2; For body-worn, SAR: 0.518 W/kg, PD (Absorbed Power Density): 0.066 mW/cm^2.

FCC RF Exposure Information

This mobile phone 【A505SH】 is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limit for exposure to radio frequency (RF) energy required by the Federal Communications Commission (FCC). The limit is based on standards that were developed by independent scientific organizations 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 conditions. The exposure standard for mobile phones employs a unit of measurement known as the Specific Absorption Rate (SAR). The SAR limit set by the FCC is 1.6 W/kg.
The tests are performed in positions and locations as required by the FCC. The highest SAR value for this handset when tested for use near the head is 0.42 W/kg, and that when worn on the body as shown below is 0.71 W/kg.

Body-worn Operation: This mobile phone was tested for typical body-worn operations with the separation distance of 1.0 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain the above separation distance between the user's body and the mobile phone. The use of belt clips, 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 the FCC RF exposure requirements and should be avoided.

The FCC has granted an equipment authorization for this mobile phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure requirements. Filed SAR information of this mobile phone can be found by searching FCC ID APYHRO00339 in the FCC ID Search webpage: https://www.fcc.gov/oet/ea/fccid.

Additional information on 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: In Home Screen, (Settings) About phone Regulatory labels .

Water, Dust, & Shock Resistance

Handset Water, Dust, & Shock Resistance

Handset is waterproof equivalent to IPX5[1] and IPX8[2] standards, and dustproof equivalent to IP6X[3] standard if the Card tray is securely closed. It also adopts an impact-resistant structure that has cleared MIL standard compliance testing[4].

1 IPX5 means that the communication device continues to function as a telephone after being subjected to a jet flow (12.5 L/min) discharged from a water nozzle (inner diameter: 6.3 mm), from all directions (approximately 3 m from the handset) for 3 minutes or more.
2 IPX8 means that the communication device continues to function as a telephone after the phone is slowly submerged to depth of 1.5 m in static tap water at room temperature, left there for approximately 30 minutes and then taken out.
3 IP6X means the level of dust protection. The phone has the ability to prevent dust from entering inside after it is left in the device containing dust (diameter: 75 μm or smaller) for 8 hours.
4 MIL standard compliant
We conduct our own testing based on MIL-STD-810H (shock drop resistance is MIL-STD-810G) established by the US Department of Defense. For details about the test, see "MIL standard compliant test items" and "Sharp proprietary test items."

■Handset Care
・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.
・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 while it is wet or obstructed by sand/dirt; 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.

MIL standard compliant test items

Test	Content
Waterproof (Immersion)	Tested by immersing in water depth of approximately 1.5 m for 30 minutes
Waterproof (Raindrops)	Tested by dripping from a height of 1 m for 15 minutes
Shock resistance (Drop)	Tested by dropping from a height of 1.22 m in 26 directions onto plywood
Vibration resistance	Tested by subjecting to vibration under the following directions for 60 minutes ・Up and down: 5 Hz to 500 Hz, acceleration 1.08 G ・Right and left: 5 Hz to 500 Hz, acceleration 0.21 G ・Back and forth: 5 Hz to 500 Hz, acceleration 0.76 G
Moisture proof	Tested by subjecting continuously for 10 days (95% RH)
High temperature storage (Fixed)	Tested in a high temperature storage environment of 63°C continuously for 72 hours
High temperature storage (Fluctuation)	Tested in a high temperature storage environment at temperature change from 30°C to 63°C continuously for 168 hours
High temperature operation (Fixed)	Tested in an operation of 43°C for 5 hours
High temperature operation (Fluctuation)	Tested in a high temperature operation at temperature change from 30°C to 43°C for 72 hours
Low temperature operation	Tested in an operation of -21°C for 5 hours
Low temperature storage	Tested in a low temperature storage environment at temperature change from -33°C to -25°C continuously for 72 hours
Temperature resistance (Temperature shock)	Tested by subjecting to sudden temperature change from -21°C to 43°C continuously for 3 hours
Low pressure storage	Tested in a low pressure storage environment (57.2 kPa/equivalent to altitude of approximately 4,572 m) continuously for 2 hours
Low pressure operation	Tested in a low pressure operation (57.2 kPa/equivalent to altitude of approximately 4,572 m) continuously for 2 hours
Freezing (Condensation)	Tested by first subjecting to -10°C environment with condensation and mist for 1 hour, and then checking operation in a 25°C, 95% RH environment
Freezing (Freezing)	Tested by freezing whereby the device was placed in -10°C environment until 6 mm of ice formed

Since performance of the handset was confirmed based on the test environment, proper operation of all the product in every possible situation during actual use is not guaranteed. In addition, it does not guarantee that there will be no damage or failure for all impacts.

Sharp proprietary test items

Test	Content
High temperature storage (Fixed)	Tested in a high temperature storage environment of 70°C continuously for 72 hours
High temperature operation (Fixed)	Tested in an operation of 50°C for 5 hours
Temperature resistance (Temperature shock)	Tested by subjecting to sudden temperature change from -21°C to 50°C continuously for 3 hours
Load capacity	Tested by subjecting to an evenly distributed load of approximately 75 kgf
Hand soap	Tested by subjecting to a washing and rinsing cycle using household foam-type hand soap

The above proprietary tests are conducted to verify product quality. This test does not guarantee operation in all usage environments. Malfunctions deemed to be caused by inappropriate operation by the customer are not covered by the warranty. Please note in advance.

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 5ºC - 35ºC; 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 Earpiece/Speaker, Mic (Recorder Mic), Speaker or Sub Mic 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 Earpiece/Speaker, Mic (Recorder Mic), Speaker or Sub Mic, etc. with a sharp object; may affect water and dust resistance.
- Avoid placing handset directly on sand. Sand may penetrate Earpiece/Speaker, Mic (Recorder Mic), Speaker or Sub Mic, 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, remove moisture and let handset dry naturally in the way specified in "Washing Handset" and "Drying Handset."
- Use handset at 5ºC - 40ºC 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 bath room with earphones or other external device connected.
- Disable Improved touch sensitivity beforehand as follows.
  In Home Screen, (Settings) Display Improved touch sensitivity ( )

Charging Cautions

- Never connect a USB Type-C plug while handset or AC Adaptor is wet.
  Handset is water resistant; however, if a 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 USB Type-C plug may cause overheating, burnout, fire, malfunction, burns, etc. due to electric shock, short-circuiting, etc.
- Do not use 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 (5ºC - 35ºC). 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. See "Drying Handset" for details on drying.

・Before washing handset, turn off the power completely, and make sure that Card Tray is closed firmly leaving no gap between handset and Card Tray.
・When washing handset, remove all jewelry such as watches, rings, and artificial nails. These may scratch handset.
・Do not use a washing machine or ultrasonic cleaner.
・External Connection Jack tends to accumulate dust, sand, etc.; rinse and dry them completely before use. Any residue may cause malfunction, burns or fire.
・Do not put a cotton swab, cloth, etc. into External Connection Jack; may affect water resistance, causing malfunction.
・After washing handset, thoroughly drain the water and wipe it with a dry, clean cloth. Make sure it is fully dry and no moisture remains.

Handset can be washed with hand soap

Handset can be washed using household foam-type hand soap made by a Japanese manufacturer (according to SHARP CORPORATION research).
・Do not use other detergents (such as alkaline hand soap, dishwashing detergent, bar soap, powdered soap, etc.).
・Handset resistance is verified under test conditions, and washing with all foam-type hand soaps is not guaranteed.
・Residual foam hand soap components in the Earpiece/Speaker, Mic (Recorder Mic), Sub Mic, or Speaker may cause clogging, potentially reducing ringtone volume or call audio quality. Additionally, residue in External Connection Jack may cause malfunctions such as charging issues. Be sure to rinse thoroughly.

Drying Handset

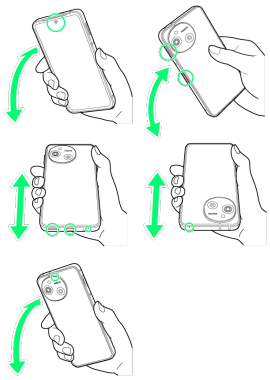
After washing handset or when it gets wet, be sure to dry Earpiece/Speaker, Volume Keys, Power Key, Speaker, External Connection Jack, Mic (Recorder Mic), Sub Mic, and Camera Panel.

1

Wipe handset surface with dry cloth

2

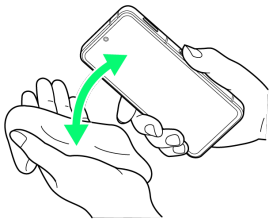
Holding handset firmly by its sides, shake it about 20 times until water droplets stop coming out



・When shaking handset, hold it firmly so as not to drop it.

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 and let it air dry for approximately 3 hours

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 sense10
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AQUOS sense10 User Guide

December 2025, First Edition
SoftBank Corp.

Visit SoftBank Shop for assistance

Model : AQUOS sense10
Manufacturer : SHARP CORPORATION