au

Qua phone PX

Basic Manual

For detailed operation methods, refer to "Basic Manual" application installed on the product.

May 2016, 1st Edition   MBM65403002(1.0)

Preface

Thank you for purchasing the "Qua phone PX" (simply called the "product" from here on).
Before using the product, be sure to read the supplied "Setting Guide", "Notes on Usage", "Basic Manual" (this manual) or "User Guide 取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) available on the au homepage to ensure correct use. After you have finished reading this manual and the printed manuals supplied, be sure to store them in safe places so that you can retrieve them whenever needed. If you lose the printed manuals (supplied), contact an au shop or Customer Service Center.

List of Packaged Items

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

●Main unit

●IC card opener for LGV33 (sample)
●設定ガイド (Setting Guide) (Japanese)
●ご利用にあたっての注意事項 (Notes on Usage) (Japanese)
●取扱説明書 (Basic Manual) (Japanese)
●保証書 (Warranty) (Japanese)

The following items are not included in the package.
●microUSB cable   ●AC adapter
●microSD memory card   ●Earphone

📝 memo

- Purchase a specified charger (sold separately).
- The battery is built into the product.
- The illustrations of the cell phone in the manual are used only for explaining. They may differ from the actual product.

About Operating Instructions

●取扱説明書 (Basic Manual) (Japanese)

Handles only basic operations for main features. For detailed descriptions on various functions, refer to the "Basic Manual application" installed on the product or "User Guide 取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) available on the au homepage.
http://www.au.kddi.com/support/mobile/guide/manual/

- All company names and product names in this manual are either trademarks or registered trademarks. The ™, ® marks may be omitted in this manual.

Basic Manual application

You can use the "Basic Manual application" on the product to confirm detailed operational procedures. Certain functions can be directly activated from the application screens on which their operations are described.

● Operation procedures
1 On the Home screen ▶ [au Supports] ▶ [Basic Manual]
- When you activate for the first time, follow the onscreen instructions to download and install the application.

You can download the English version of the Basic Manual from the au website (available from approximately one month after the product is released).
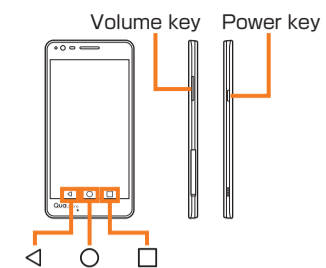
You can find "Basic Manual" (English excerpts from Instruction Manual) on au homepage.
Download URL: http://www.au.kddi.com/support/mobile/guide/manual/
* You can use the English version of the manual from the Basic Manual application.

Regarding Notations Used in This Manual

■ Key/button indications
In this manual, keys/buttons are represented by simplified illustrations as shown below.

Volume key   Power key

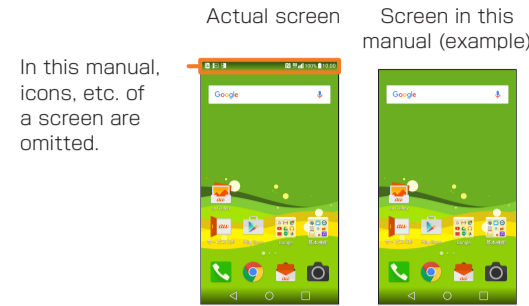### ■ Description of operations for selecting item/icon/button etc.
The notations used for operation procedures in this manual are as follows.
Tap means to lightly touch and release the button or icon shown on the display to select it.

Description	Explanation
On the Home screen ▶ [📞] ▶ [1] [4] [1] ▶ [●]	Tap 📞 (Phone) on the bottom of Home screen. Tap 「1」「4」「1」 then tap ●.

Description	Explanation
On the Home screen ▶ □	Tap □ on the bottom of Home screen.

■ Illustrations and screen displays
Illustrations and screens shown in this manual may look different from the actual product or screen. In some cases, minor details or a part of a screen may be omitted.

In this manual, icons, etc. of a screen are omitted.

Actual screen   Screen in this manual (example)

For inquiries, call:

Customer Service Center
For general, charge, operations (toll free)
Business hours 9:00 – 20:00 (7 days a week)
From au cell phones:
From landline phones: 0077-7-111   157 area code not required
PRESSING ZERO WILL CONNECT YOU TO AN OPERATOR
AFTER CALLING 157 ON YOUR au CELL PHONE

For service canceling procedure in case of loss or theft (toll free)
Business hours 24-hour (7 days a week)
From fixed-line phones: 0077-7-113   From au cell phones: 113 area code not required

In case area numbers are not available,
0120-977-033 (except Okinawa)
0120-977-699 (Okinawa)

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

やめましょう、歩きスマホ。

キケン！ 水ぬれ充電
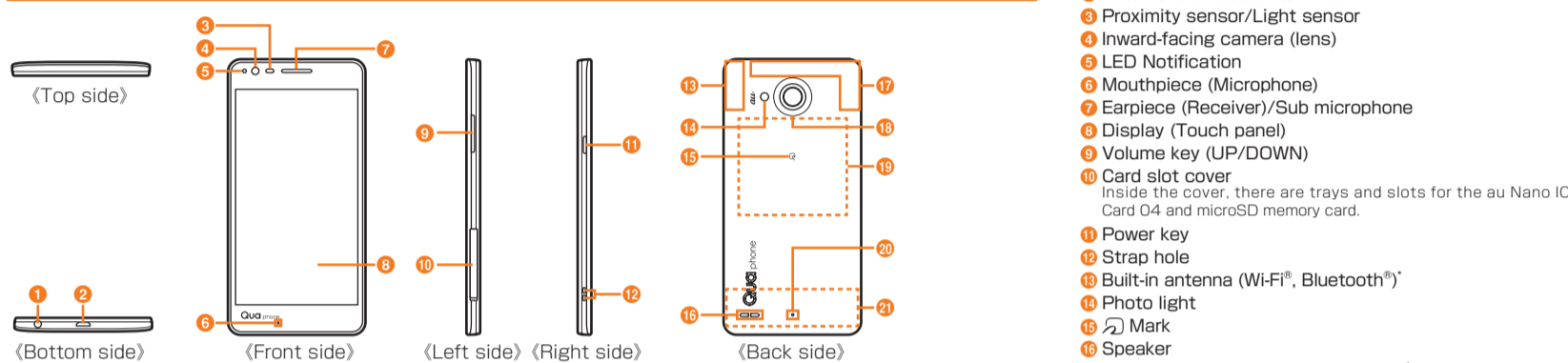It is very dangerous to charge the product in a wet state, this could cause abnormal heat generation or a burnout.

Cell phone and PHS operators collect and recycle unused telephones, batteries and battery chargers at stores bearing the 🔁 logo regardless of brand and manufacturer to protect the environment and reuse valuable resources.
モバイル・リサイクル・ネットワーク

Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
Imported by: LG Electronics Japan Inc.
Manufactured by: LG Electronics Inc.

📝 memo

- In this manual, screenshots for body color "White" are provided as examples.
- In this manual, except as specified, the descriptions of operation procedures are those with keys/buttons.
- Descriptions in this manual are based on the operations of portrait screen. Menu items/icons/buttons on a screen may be different from the ones in the horizontal display.
- In this manual, operation procedures are described based on au Basic Home. When the home application is changed by "Select Home" etc., operation procedures may be different.
- Items, title levels, and icons in this manual may look different based on different functions you use or different conditions, etc.
- In this manual, "microSD™ memory card", "microSDHC™ memory card" or "microSDXC™ memory card" is called "microSD memory card" or "microSD" for short.
- All of the indicated amounts exclude tax unless otherwise specified.

Names and Functions of Parts

〈Top side〉
〈Bottom side〉   〈Front side〉   〈Left side〉 〈Right side〉   〈Back side〉

❶ Earphone jack
❷ External connection terminal
❸ Proximity sensor/Light sensor
❹ Inward-facing camera (lens)
❺ LED Notification
❻ Mouthpiece (Microphone)
❼ Earpiece (Receiver)/Sub microphone
❽ Display (Touch panel)
❾ Volume key (UP/DOWN)
❿ Card slot cover
  Inside the cover, there are trays and slots for the au Nano IC Card 04 and microSD memory card.
⓫ Power key
⓬ Strap hole
⓭ Built-in antenna (Wi-Fi®, Bluetooth®)*
⓮ Photo light
⓯ 🔊 Mark
⓰ Speaker
⓱ Built-in antenna (Call, Internet, GPS)*
⓲ Outward-facing camera (lens)
⓳ Built-in antenna (FeliCa/NFC)*
⓴ Vent hole
㉑ Built-in antenna (Call, Internet)*
* Do not cover the built-in antenna with your hand or put stickers etc. Call/data communication quality becomes worse.

---

au Nano IC Card 04

The au Nano IC Card 04 contains a phone number and other information.

- The product is compatible with au Nano IC Card 04.

〈au Nano IC Card 04〉

IC (metal) part

📝 memo

- Note the following points, which may cause malfunction or damage, when handling the au Nano IC Card 04.
  - Do not touch the IC (metal) part of the au Nano IC Card 04.
  - Insert in the correct direction.
  - Do not use force to attach or remove the IC card.
- When the au Nano IC Card 04 is not attached properly or the au Nano IC Card 04 is abnormal, an error message appears.
- Do not lose the au Nano IC Card 04 after it has been removed.
- Do not insert the au Nano IC Card 04 with a conversion adapter. Doing so may cause a fault.

■ When au Nano IC Card 04 is not inserted
When the au Nano IC Card 04 is not inserted, the following operations are not available.
- Making a call / receiving a call
- Receiving/sending and initial settings of e-mail (@ezweb.ne.jp)
- Receiving/sending SMS
- Checking the phone number and mail address of this product.
- Setting up SIM card lock
Besides the above, some functions requiring your phone number might not be available.
* Emergency calls to 110 (Police), 119 (Fire department or ambulance service), 118 (Japan Coast Guard), and 157 (Customer Service Center) are also not available. However, when the signal strength is other than "out of service area" during GSM/UMTS/LTE roaming, calling is available (calls may not be connected since emergency call numbers differ depending on countries).

■ Restriction settings with PIN
You can set the product to restrict the use of the product by others through changing the PIN code or locking the SIM card in order to protect your important private information while you are using your au Nano IC Card 04.
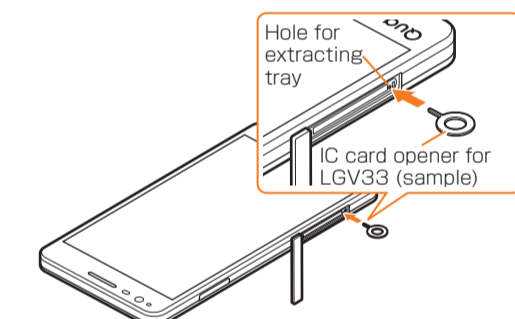

Attaching/Removing au Nano IC Card 04

Attaching au Nano IC Card 04

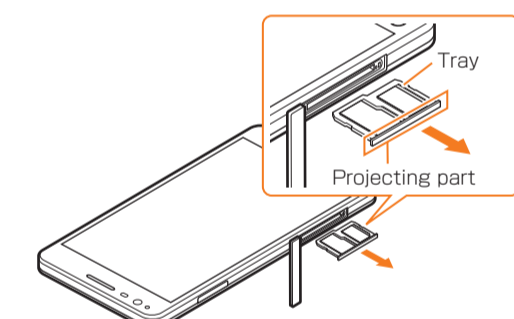Before attaching the au Nano IC Card 04, make sure to turn the product off.
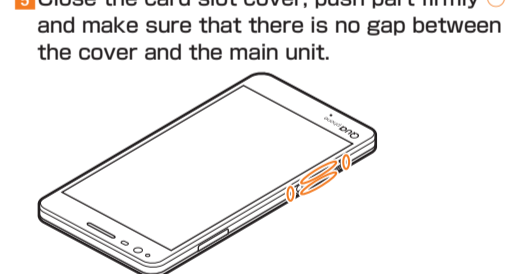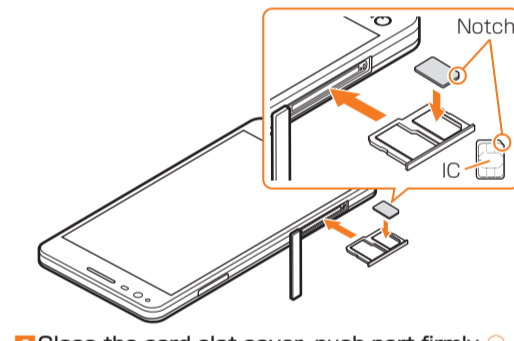1 Hook the groove with your fingernail and open the card slot cover in the direction of the arrow to open it.

2 Insert the IC card opener for LGV33 (sample) into the hole for extracting tray and slowly push it in the direction of the arrow.
The microSD memory card/au Nano IC Card 04 tray is pushed out.

Hole for extracting tray

IC card opener for LGV33 (sample)

3 Hook the projecting part of the tray with your fingernail and pull it out straight to remove the tray from the main unit.

Tray
Projecting part

4 Put the au Nano IC Card 04 into the tray with the IC (metal) part downwards, insert the tray into the main unit, and then push it all the way straight into the slot.
- Note the direction of the notch.
- Insert the au Nano IC Card 04 so that it is tightly attached to the tray.
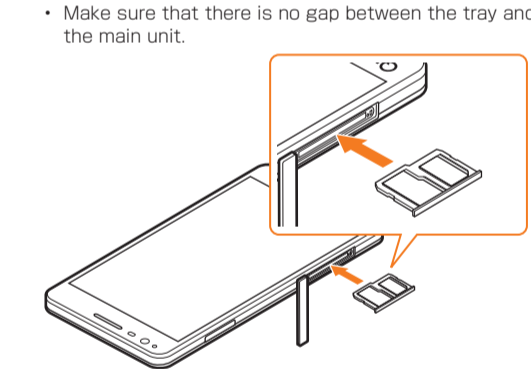- Make sure that there is no gap between the tray and the main unit.

Notch
IC

5 Close the card slot cover, push part firmly ○ and make sure that there is no gap between the cover and the main unit.

Removing au Nano IC Card 04

Before removing the au Nano IC Card 04, make sure to turn the product off.
1 Hook the groove with your fingernail and open the card slot cover.
2 Insert the IC card opener for LGV33 (sample) into the hole for extracting tray and slowly push it.
The microSD memory card/au Nano IC Card 04 tray is pushed out.
3 Hook the projecting part of the tray with your fingernail and pull it out straight to remove the tray from the main unit.

---

4 Remove the au Nano IC Card 04, insert the tray into the main unit, and then push it all the way straight into the slot.
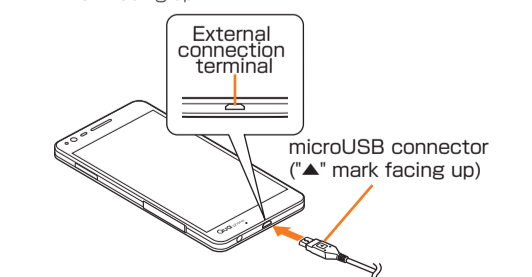- Make sure that there is no gap between the tray and the main unit.

5 Close the card slot cover, push it firmly, and make sure that there is no gap between the cover and the main unit.

Charging

When you purchase your cell phone, the internal battery is not fully charged. Charge the internal battery when you use it for the first time or when its battery is not enough.

📝 memo

- While charging, the product and its internal battery might become hot (when activating camera or communicating data while charging, the internal battery becomes hot).
- It may take longer to charge the internal battery when you use camera function, etc. while charging the battery.
- Operating with the specified charging equipment (sold separately) being connected might cause short-time charge/discharge repeatedly. Life of the internal battery becomes shorter when you repeatedly charge it frequently.

Charging with the Specified AC Adapter (Sold Separately)

Describe how to charge by using the common AC adapter 05 (sold separately).
For details on the specified AC adapter (sold separately), refer to "Introduction of Related Accessories".
1 Insert the microUSB connector of the common AC adapter 05 (sold separately) straight into the external connection terminal of the product
- Insert the microUSB connector straight with the "▲" mark facing up.

External connection terminal

2 Insert the power plug of the common AC adapter 05 (sold separately) into a 100 V AC power outlet
On the status bar of the screen top, 🔋 is displayed

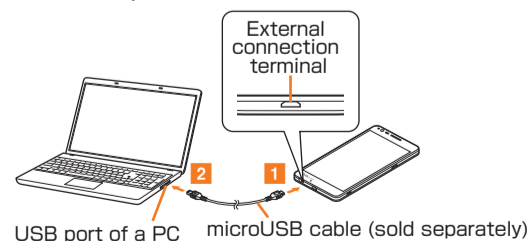to show the charging is starting. When the charging is finished, 🔋 is displayed.
3 When charging is completed, remove the microUSB connector of the common AC adapter 05 (sold separately) straight from the external connection terminal of the product
4 Remove the power plug of the common AC adapter 05 (sold separately) from power outlet

📝 memo

When 🔋 is not displayed
- Wait until 🔋 is displayed on the status bar of the top screen. Bad connection is assumed if it does not appear after a while. Check if Common AC Adapter 05 (sold separately) is securely connected. If it still does not appear, stop charging and contact an au shop or a Secure cell phone support center.

Charging with a PC

1 Insert the microUSB connector of the microUSB cable (sold separately) directly into the external connection terminal of the product
- Insert the microUSB connector straight with the "B" mark facing up.
2 Insert the microUSB connector of the microUSB cable (sold separately) straight into the USB port of the PC

External connection terminal

USB port of a PC   microUSB cable (sold separately)

📝 memo

- Although charging with the power of the product on is available, it takes longer.
- It may take longer to charge with USB than the specified AC adapter (sold separately).
- When the "Start new hardware search wizard" window appears, select "Cancel".

Turning the Power On/Off

Turning the Power On
1 Power key (Press and hold for more than 2 seconds)
The lock screen appears.
Swipe the screen to unlock.

Turning the Power Off
1 Power key (Press and hold for more than 2 seconds)
2 [Power off] ▶ [POWER OFF]

Lock Screen

This screen is displayed when turning the power on or sleep mode is canceled.
On the Lock screen, you can check the date and time, and notification information as well as use application shortcuts.

❶ Status bar
❷ Date & time
❸ Address Book Plus
  Displays various information registered in the Address Book. You can also display information about favorites and contacts that you contact frequently in the notification area.
❹ Notification information
  New information such as a missed call, au シェアリンク (au ShareLink) etc.
❺ Application shortcut
  Swipe to launch an application.
  * The application shortcuts to display can be changed.

Unlocking the Lock screen

1 Swipe on the lock screen
The Home screen appears.
- The unlock method differs depending on the screen lock settings.

Setting Application Authority

When activating the applications/functions that access the functions or information of the product for the first time, the confirmation screen appears to request the permission for the access authority.
When the confirmation screen appears, confirm the content and tap "DENY" or "ALLOW".
Example: To activate Photo
1 On the Home screen ▶ [Google] ▶ [Photos] ▶ [ALLOW]
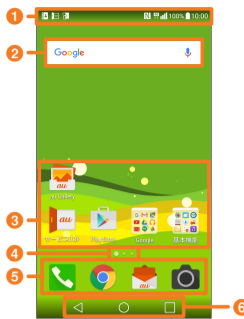The application launches.

📝 memo

- If the application authority is not allowed, applications/functions may not be activated or using functions may be restricted.
- To change the authority setting, on the Home screen ▶ [基本機能 (Basic functions)] ▶ [Settings] ▶ [Apps] ▶ select the application to be changed ▶ [Permissions] ▶ [▢]/[●].
- The explanation screen may be displayed depending on the application/function. Also, the confirmation screen may be displayed several times or the display may be different. Carefully check the displayed content and follow the onscreen instructions.
- In this manual, description of the confirmation screens may be omitted.

Using the Home Screen

Viewing Home Screen

At the time of purchase, the setting for the Home screen is set to "au Basic Home" where you can use frequently used applications with a smartphone in a single operation. The Home screen can be switched.

① Status bar
② Quick search box (widget)
③ Application/Folder
④ Indicator
⑤ Quick launch area
⑥ Home touch button

◁ Back button
Returns to the previous screen.

○ Home button
Displays Home screen.

□ Task button
Check running applications list.

Touch and hold to make settings such as wallpaper, widgets, etc.

* On the Home screen ▶ [基本機能 (Basic functions)] ▶ [Settings] ▶ [Display] ▶ [Home touch buttons] to change the types, location, or color of the button.
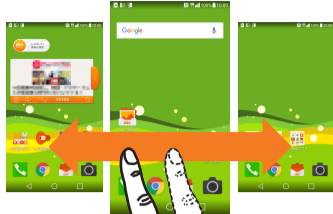

✎ memo

• When you tap an icon to use its functions, communication fee may be charged depending on the function.

Using the Home Screen

Switching the Home Screen

The Home screen consists of multiple screens.
Slide/flick right or left to switch them.

✎ memo

• Thumbnails can be displayed by touching and holding "⌂" on the Home screen to perform operations such as switching the Home screen, etc.

Setting Wallpaper/Widget

1 On the Home screen ▶ Touch and hold "⌂"

2 Tap an item shown below

WALLPAPERS	Select from the wallpaper gallery, images, etc. [Pick image]/[Wallpaper gallery] ▶ select a wallpaper ▶ [SET WALL PAPER]
WIDGETS	You can add widgets such as au widgets, calendar, etc. You can add shortcut of settings menu also. Touch and hold widgets/shortcuts ▶ drug to the area to add widgets/shortcuts
SETTINGS	Set the grid number, loop scroll, etc.

■ Adding a folder

1 On the Home screen ▶ touch and hold the application to be stored into a folder

2 Drag onto another application and release your finger.
Application is stored into the folder.

Checking The Product State

Understanding Icons

Notification icons such as a missed call, new mail, or other operations in use are displayed on the left side of status bar. On the right side, status icons showing the state of the product are displayed.
Also slide the status bar downwards to display the notification panel.

Status bar

■ Major notification icons

Icon	Overview
✉	Missed call
✉	New mail message (E-mail)
✉	New mail message (PC mail)
✉	New Gmail message (Gmail)
✉	New SMS message
📖	Display notification for Address Book Plus setting
📞	Receiving a call
📞	Calling

Icon	Overview
📞	Displayed when high quality sound call with au VoLTE compatible phone
	Enable Screenshot setting

■ Major status icons

Icon	Overview
10:00	Time
🔋	Battery level
✈	Airplane mode
📶	Signal reception (signal reception area)
4G	4G (LTE/WiMAX 2+)* data communication status
📶	Roaming
📳/🔕	Vibrate only/Silent
📶	Wi-Fi® signal strength

* In Japan, you can use "LTE" and "WiMAX 2+" networks. "4G" is displayed for both networks. According to the signal congestion etc., the product is connected to the less congested network.

Notification Panel

When a notification icon appears on the status bar, slide the status bar down to open the notification panel to check the notification or launch the application.

1 Slide the status bar downwards

① Date & time
② Quick Settings
③ Brightness
④ Screen sharing/File sharing
Share images, voices, etc. with another device by using the Miracast function or Bluetooth Low Energy function.
⑤ Notification panel editing
⑥ Settings
⑦ Notification information
⑧ Clear
Clear notification information and notification icons.

LED Notification

LED notification informs battery level while charging, missed calls, etc. by lighting on or flashing.

LED color and movement	Description
Red	Indicates that it is receiving a call, charging, or an alarm is sounding.
Red blinking	Indicates missed call or notification message.

Checking Your Phone Number

1 On the Home screen ▶ [基本機能 (Basic functions)] ▶ [Settings] ▶ [About phone] ▶ [Status]
Status screen appears and your phone number is shown in My phone number field.

✎ memo

• For details on making/receiving a call, refer to "Setting Guide".

Setting Silent mode

Set the Silent mode (Sound profile) not to inconvenience people around you in a public place.

1 Open the notification panel ▶ [Sound]/[Vibrate]/[Silent]

Setting Airplane mode

When Airplane mode is set, wireless functions are disabled (telephone, packet transmission, wireless LAN (Wi-Fi®), Bluetooth®).

1 Power key (Press and hold for more than 2 seconds) ▶ [Turn on Airplane mode] ▶ [TURN ON]

Entering Text

Use the software keyboard to enter characters.
To display the software keyboard, tap a character input box in the character input screen when adding contacts, creating a message, etc.

Switching the Software Keyboard

1 Character input screen ▶ Touch and hold [あ1]

2 [Keyboard type] ▶ [10-key keyboard]/[QWERTY keyboard]/[50-key keyboard]
• On the 10-key keyboard, tap the same key repeatedly or flick up/down/left/right to enter the desired character.
• On the QWERTY keyboard or 50-key keyboard, tap the key of your desired character to enter. Romaji input is applied for "Hiragana-Kanji" mode of the QWERTY keyboard.

✎ memo

• "Japanese keyboard" is initially installed as an input software.
• To switch input mode, character input screen ▶ touch and hold [あ1] ▶ [Input mode] to select the input mode.
• To set ringtone and vibration for key operations, character input screen ▶ touch and hold [あ1] ▶ [Keyboard settings] ▶ [Key operation].
• Tap [あ1] to switch Input Mode.
• Tap ✕ to delete the selected character or characters on the left side of cursor.
• Tap ☺ to enter pict/symbol/smiley.

Using a microSD Memory Card

Attaching microSD Memory Card

Before attaching a microSD memory card, make sure to turn the product off.

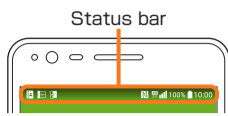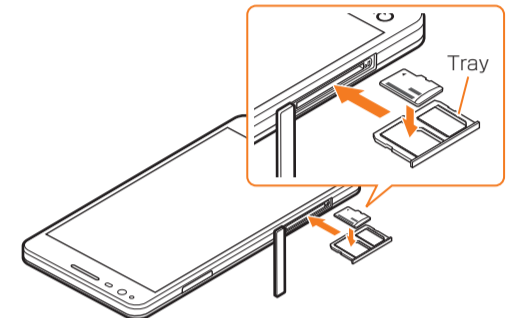**1** Open the card slot cover

2 Insert the IC card opener for LGV33 (sample) into the hole for extracting tray and slowly push it.
The microSD memory card/au Nano IC Card 04 tray is pushed out.

3 Hook the projecting part of the tray with your fingernail and pull it out straight to remove the tray from the main unit.

4 Put the microSD memory card into the tray with the logo upwards, insert the tray into the main unit, and then push it all the way straight into the slot.
• Insert the microSD memory card so that it is tightly attached to the tray.
• Make sure that there is no gap between the tray and the main unit.

---

5 Close the card slot cover, push it firmly, and make sure that there is no gap between the cover and the main unit.

✎ memo

• Make sure that the front and back/top and bottom of the microSD memory card are facing correctly. Trying to force a wrongly oriented card into the slot could make it impossible to remove the card and result in damage.

Tray

Removing a microSD Memory Card

Before removing the microSD memory card, make sure to turn the product off.

1 Open the card slot cover

2 Insert the IC card opener for LGV33 (sample) into the hole for extracting tray and slowly push it.
The microSD memory card/au Nano IC Card 04 tray is pushed out.

3 Hook the projecting part of the tray with your fingernail and pull it out straight to remove the tray from the main unit.

4 Remove the microSD memory card

5 Close the card slot cover, push it firmly, and make sure that there is no gap between the cover and the main unit.

✎ memo

• Do not touch connector part of microSD memory card.
• microSD memory card might become warm after using a long time. It is not malfunction.

Viewing the Setting Menu

Dispaly the setting menu of the product such as communication settings, device settings, etc.

1 On the Home screen ▶ [基本機能 (Basic functions)] ▶ [Settings]

Introduction of Related Accessories

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

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

■ Common DC adapter 03 (0301PEA) (sold separately)

■ microUSB Cable (sold separately)
• microUSB cable 01 (0301HVA)

• microUSB cable 01 Navy (0301HBA)
• microUSB cable 01 Green (0301HGA)
• microUSB cable 01 Pink (0301HPA)
• microUSB cable 01 Blue (0301HLA)

■ Portable Charger 02 (0301PFA) (sold separately)

✎ memo

• Portable charger 02 (sold separately) might not fully charge the product.
• For the latest information on accessories, visit the au homepage (http://www.au.kddi.com/) or contact the Customer Service Center.
• This product does not support ASYNC/Fax transmission.
• You can purchase accessories on this page from au online shop.
Some accessories may not be purchased due to the availability.
http://auonlineshop.kddi.com/

Troubleshooting

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

Symptom	Check item
Cannot charge the battery.	Is the AC adapter securely plugged into an outlet?

Symptom	Check item
Battery usage time is short.	Do you use this product more in the places without signal reception 📶 (out of service)? Is the internal battery end-of-life?
Cannot operate touch panel as intended.	Are you operating with gloved hands? Make sure you are not operating with your finger tip or there is no foreign object in the middle of the panel.
Cannot operate the keys/touch panel.	Is the screen lock set? Turn off the power and turn it on again.
Screen response is slow when you tap on the screen/press the keys.	Screen response may slow down when a large amount of data is stored in the product or being transmitted between the product and a microSD memory card.
"No SIM card" is displayed.	Is your au Nano IC Card 04 inserted?
Cannot make calls.	Is your au Nano IC Card 04 inserted? Did you enter the wrong phone number? (Did you enter the phone number starting with an area code?)

Symptom	Check item
Cannot receive calls.	Is reception good enough? Are you out of service area? Is Call forwarding service set?
Display is dark.	Is "Brightness" set to dark?
Cannot hear the other party.	Is the earpiece volume too low? Do you bring earpiece close to your ear hold? Put the earpiece close to your ear hold.
Cannot use NFC/Osaifu-Keitai®	Has the battery run out? Is "NFC/Osaifu-Keitai lock" set? Do you hold this product so that the 🔊 mark area is placed over the reader?
Cannot recognize a microSD memory card.	Is a microSD memory card inserted properly? Is the microSD memory card unmounted?

If the symptom does not improve after checking the above items, contact the below au website or au customer support.
http://www.au.kddi.com/support/mobile/trouble/repair

Updating Software

Notes on Software Update

• You are charged for data communication when connecting to the Internet from the product by using packet communication.
• When software update is necessary, you will be informed on au homepage. For details, contact an au shop or Customer Service Center (157/call toll-free). In addition, users of this product will receive a notice from au, when software update is necessary to improve the functionality of the product.
• Make sure to charge your phone before software update. If battery is not enough, software update may fail.
• Check out the signal reception. Software update may fail if you are at a place with bad signal reception.
• Data registered on the product (Contacts, mail, still images, music, etc.) and setting information will not be changed even after software is updated. However, note that data might not be protected depending on the state of the product (malfunction, damage, getting wet, etc.).
You are recommended to back up your data before updating software.

• If software update has failed or stopped, update the software again.
• Update is unavailable during international roaming.

Do not conduct the following operations during software update.
• Do not move this product during software update.

The following operations are not available during software update
• Operations are not available during software update. Calls to 110 (Police), 119 (Fire department or ambulance service), 118 (Japan Coast Guard) and 157 (Customer Service Center) are also not available.
Also, alarm, etc. cannot be used.

When software update is not available, etc.
• If you fail to update software, it may become impossible to operate the product. In that case, bring the product to an au shop or PiPit (not accepted by some shops).

Downloading and Updating Software

1 On the Home screen ▶ [基本機能 (Basic functions)] ▶ [Settings] ▶ [About phone] ▶ [Update Center] ▶ [Software Update]

2 [Check now for update]
Check if there is new software.
Software update screen is displayed when software update s available.

3 Select a communication method to download
Select a communication method to download software.

4 [Download]
A new software download starts.

5 [Install now]
Software update starts.
The product will restart a couple of times during the software update.

6 [OK]

After-sales Service

■ When asking for repair

For repair, contact a Secure cell phone support center.

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

■ Performance parts for repair

The Company retains performance parts for repair of the Qua phone PX main unit and its peripherals for 4 years after discontinuation of production.
"Performance parts for repair" refers to parts required for maintaining the functions of the product.

✎ memo

• Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
• Recycled parts that meet the Company's quality standards are sometimes used for repair.
• Collected au cell phones by Replacement cell phone delivery service which you used before are recycled to cell phones for replacement after repairs. Also replaced parts by au after-sales service are collected and recycled by KDDI. They are not returned to customers.
• For the products that are processed, modified, analyzed (including altering the software, analyzing (including rooting), reverse-engineering, engineering, decompiling, and disassembling) or repaired by repair offices other than the ones the company specified, they are not covered by the warranty or repair may be refused.

■ Warranty card

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

■ Keitai Guarantee Service Plus LTE

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

✎ memo

• You can apply for membership only at the time of purchasing your au cell phone.
• Once you cancel the membership, you cannot re-apply for it until you purchase an au cell phone next time.

• Note that when changing the model or purchasing an extra cell phone, this service only covers the most recently purchased au cell phone.
• When an au cell phone is handed over to you or someone else, the Keitai Guarantee Service Plus LTE membership is also handed over to the successor of the cell phone.
• When you get a new au cell phone by changing the model or purchasing an extra cell phone, the "Keitai Guarantee Service Plus"/"Keitai Guarantee Service Plus LTE" membership for the old au cell phone is automatically canceled.
• Service contents are subject to change without notice.

■ au Nano IC Card 04

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

■ After-sales Service

If you are unsure about anything regarding after-sales service, contact the following service contact.
Customer Service Center (for service canceling procedure in case of loss or theft)
From a land-line phone, ☎ 0077-7-113 (toll free)
From an au mobile phone, 113 without area code (toll free)

Business hours 24-hour (7 days a week)
Keitai Guarantee Service Plus (for loss, theft, damage)
From a land-line phone/From an au cell phone,
☎ 0120-925-919 (toll free)
Business hours 9:00 〜 20:00 (7 days a week)
Online Replacement Desk (24 hours a day over the Internet)
* Only available from PCs or smartphones
https://cs.kddi.com/support/n_login.html
• The Application for the Internet acceptance, if "damage", "wet", "theft" and "loss" are eligible. In the case of spontaneous failure (not the cause damage, such as water wet, but does not power on, the screen does not function or other), it will be accepted by phone for interview is required.
• To apply for the Internet, you need the e-mail address.

■ au after-sales service information

Service Contents			Keitai Guarantee Service Plus LTE	
			Member	Nonmember
Replacement cell phone delivery service	Spontaneous failure	1st year	N/A	N/A
		2nd year or later	"Replacement mobile phone delivery service" (Member) Refer to the table of the service charge	
	Partial damage, water stained, irreparable damage, theft, or loss			
Holding over and repair	Spontaneous failure	1st year	Free	Free
		2nd year or later	Free (three-year warranty)	Actual cost
	Partial damage		Customer charge Upper limit: 5,000 yen	
	Water stained, irreparable damage		Customer charge 10,000 yen	

Service Contents		Keitai Guarantee Service Plus LTE	
		Member	Nonmember
Holding over and repair	Theft, loss	N/A	N/A (model change)

* Charge amounts are all tax excluded.

"Replacement mobile phone delivery service" (Member) Service charge

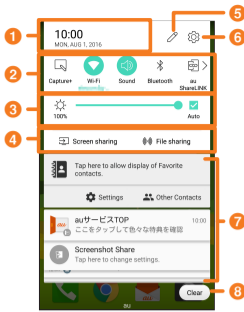| Applied condition	1st	2nd
Normal	5,000 yen/Long Benefit[1] 3,000 yen	8,000 yen/Long Benefit[1] 6,000 yen
Applied both "WEB割引 (Discount for web application)"[2] and "代理機なし割引 (Discount for nonuse of substitute)"[3]	4,000 yen/Long Benefit[1] 2,000 yen	7,000 yen/Long Benefit[1] 5,000 yen
Applied only "代理機なし割引 (Discount for nonuse of substitute)"[3]	4,500 yen/Long Benefit[1] 2,500 yen	7,500 yen/Long Benefit[1] 5,500 yen

* Charge amounts are all tax excluded

---

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

[2] WEB割引 (Discount for web application): If you apply "Replacement mobile phone delivery service" from the au homepage, 500 yen will be discounted from service charge.
"No substitution discount" is applied automatically as the substitution is not available for "WEB discount".

[3] 代理機なし割引 (Discount for nonuse of substitute): If you do not use the substitution when using "Replacement mobile phone delivery service", 500 yen will be discounted from service charge.
For details, refer to au homepage.

✎ memo

Replacement cell phone delivery service
• When you have trouble with your au cell phone, a replacement cell phone (same model and same color) is delivered to the specified place by calling to. Return your damaged cell phone within 14 days after the replacement cell phone is delivered.
  * If the provision of same model and same color is difficult, specified model and colored replacement mobile device will be offered.
• Available up to twice in a year from the day you use this service as a start day. If you do not use this service in the past year for the subscription to this service, it will be 1st time and if you use, it will be the 2nd.
  * For details, refer to au homepage.

Holding over and repair
• Damages and malfunctions intentionally caused by the customer as well as those due to modification (e.g. disassembly, change of parts, painting, etc.) by the customer are not covered by this service.
• You cannot receive a refund for replacement of the outer casing due to stains, scratches, paint removal, etc. on the outer casing.
• When the service is used and au IC Card is reissued due to theft, loss, etc., 1,900 yen is required for reissuing au IC Card.

SIM Unlock

The product supports SIM unlock. By unlocking SIM lock, you can use non-au-SIM cards.

- SIM unlock service is provided at the au homepage and au shops.
- When using non-au SIM card, some services, functions, etc. may be unavailable. The Company is not liable for any operations.
- To operate SIM unlock, on the Home screen ▶ [基本機能 (Basic functions)] ▶ [Settings] ▶ [About phone] ▶ [SIM card]
- For details, refer to au homepage.
  https://cs.kddi.com/support/simcard/

Main Specifications

Display	Approx. 5.2 inches. Approx. 16.77 million colors, IPS liquid crystal 1920 × 1080 (FHD)
Weight	Approx. 127g (including internal battery)
Size (W x H x D)	Approx. 73 × 148 × 7.5 mm (Thickest part: 7.9 mm)
CPU	MSM8937 (1.4 GHz × 4, 1.1 GHz × 4)
Internal memory (Storage/RAM)	Storage: 16GB, RAM: 2GB
Continuous calling time	In Japan	Approx. 1,300 minutes
	Overseas (GSM)	Approx. 960 minutes
Continuous stand-by time*	In Japan	Approx. 500 hours
	Overseas (GSM)	Approx. 540 hours
Continuous tethering time	Approx. 640 minutes
Number of concurrent connections with tethering	13 devices (Wi-Fi® tethering: 8, Bluetooth® tethering: 4 and USB tethering: 1)

Charging time	AC adapter	Approx. 90 minutes (When using Common AC adapter 05 (sold separately))
	DC adapter	Approx. 480 minutes (When using Common DC adapter 03 (sold separately))

* Continuous standby times are measurements in a static state.

■ Wireless LAN (Wi-Fi®)

Compatible Networks	IEEE802.11a/b/g/n/ac-compliant
Frequency bands	2.4 GHz/5 GHz

■ Bluetooth®

Compatible Networks	Bluetooth® standard Ver.4.2 BLE
Output	Bluetooth® standard Power Class1
Communication range*1	Within 10 m with no obstacles in the range

Supported Bluetooth profile*2	GATT, ANP, FMP, TIP, PXP, Android Bluetooth Low Energy Improvements, SPP (Serial Port Profile), apt-X, SCMS-T, Bluetooth SSP, HFP (Hands-Free Profile), A2DP (Advanced Audio Distribution Profile), AVRCP (Audio/Video Remote Control Profile), HDP (Health Device Profile), HID (Human Interface Device Profile), HSP (Headset Profile), OPP (Object Push Profile), PAN (Personal Area Networking Profile), PAN NAP, PAN U, PBAP (Phone Book Access Profile)*3, MAP (Message Access Profile), ScPP (Scan Parameters Profile), HOGP (HID Over GATT Profile) *4, DUN (Dial-up Networking Profile) *5
Frequency bands	2.4 GHz band

*1 Changes according to objects obstructing devices and signal reception.
*2 Specifications provided in Bluetooth® standards for making communication between Bluetooth®-compatible devices in accordance with their intended use.
*3 May not be displayed correctly on the receiver's device depending on the content of the address book.

*4 A profile compatible with Bluetooth® standard Ver.4.0.
*5 The profile supports part of car navigation systems. Refer to the au homepage for use.

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

■ Outward-facing camera

Image pickup device	CMOS
Number of effective pixels	Approx. 16.1 million pixels

■ Inward-facing camera

Image pickup device	CMOS
Number of effective pixels	Approx. 8 million pixels