au

AQUOS zero5G basic DX

SHG02

Quick Start Guide

- Descriptions in this manual are based on Android™ 10.
- The company names and product names appearing in this manual are trademarks or registered trademarks of their respective holders.
- For exemptions, refer to "Notes on Usage" available on the au homepage.

For inquiries, call:

Customer Center

For general information (toll free)
Business hours: 9:00 to 20:00 (7 days a week)

From au mobile phones:	From non-au mobile phones / general subscriber phones:
157 area code not required	0077-7-111

In case above numbers are not available, call toll-free:
- 0120-977-033 (except Okinawa)
- 0120-977-699 (Okinawa)

In case of theft, loss, or malfunction (toll free)
Business hours: 24 hours (7 days a week)

From au mobile phones:	From non-au mobile phones / general subscriber phones:
113 area code not required	0077-7-113

In case above numbers are not available, call toll-free:
- 0120-925-314

Repair and Delivery Support Center

For theft, loss, or malfunction (toll free)
Business hours: 9:00 to 20:00 (7 days a week)
From au mobile phones / non-au mobile phones / general subscriber phones:
- 0120-925-919

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
携帯電話・PHSのリサイクルにご協力を。

やめましょう、歩きスマホ。

キケン！水ぬれ充電

あぶない！電池への衝撃

Instruction Manual

■ "Quick Start Guide" (this Manual) "Notes on Usage"

The "Quick Start Guide" (this manual) and "Notes on Usage" available on the au homepage describe necessary information and precautions before using the product first time.
https://www.au.com/english/support/manual/

■ "Online Manual" (Japanese)

You can check "Online Manual" (Japanese) that describes detailed of various functions by operating the product as follows.
On the AQUOS Home screen, swipe up the screen to display the App list screen → [Support] → [取扱説明書] (Online Manual) (Japanese).

Also, you can check "Online Manual" (Japanese) on the au homepage.
https://www.au.com/online-manual/shg02/ (Japanese)

■ "Full Instruction Manual" (Japanese)

You can check "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) that describes detailed of various functions on the au homepage.
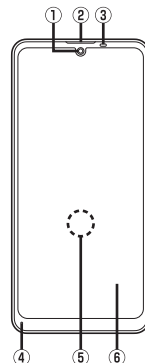**https://www.au.com/support/service/mobile/guide/manual/** (Japanese)

Turning the Power On

1 (hold down for at least 3 seconds) while the product is turned off.

◎ When you turn the power on for the first time after purchasing the product, the initial setting screen is displayed automatically. For details on the initial setting, refer to "Online Manual" (Japanese) or "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).
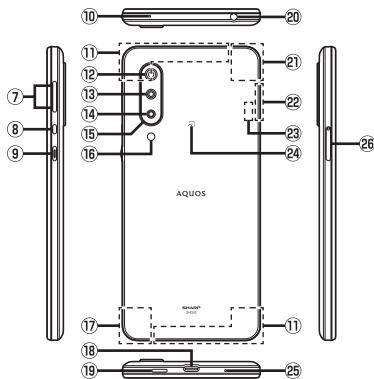
Names and Functions of Parts

■ Front

① **In camera lens**

② **Earpiece (Receiver)/Speaker*[1]**

③ **Proximity sensor/Light sensor**
Proximity sensor prevents inadvertent operations of the touch panel during a call.
Light sensor detects the ambient brightness and adjusts the brightness of display.

④ **Charging/Incoming indicator**

⑤ **Fingerprint sensor**

⑥ **Display (Touch panel)**

■ Back/Top and Bottom/Left and Right

⑦ ⫾(＋) Volume up key/⫾(－) Volume down key
Adjust the volume. Also, set/disable manner mode.

⑧ ⫾ Assistant key
The key is meant to trigger the Google Assistant™.
It can also be used to trigger functions chosen by the user.
• For details, refer to "Online Manual" (Japanese) or 取扱説明書詳細版 (Full Instruction Manual)" (Japanese).

⑨ ⫾(⏻) Power key
Use to turn the power on/off and turn the screen on/off.

⑩ Sub microphone*1

⑪ 5G/4G/UMTS antennas*2

⑫ Wide camera lens

⑬ Standard camera lens

⑭ Telephoto camera lens

⑮ Decoration of camera cover
With an air vent*1 to maintain product performance.

⑯ Mobile light

⑰ 5G/4G antennas*2

⑱ External connection jack
Use when connecting TypeC Common AC Adapter 01/02 (sold separately), USB Type-C™ cable (commercially available), USB cable for peripherals (commercially available), etc. to the product.

⑲ Speaker*1

⑳ Earphone/Microphone jack

㉑ Wi-Fi®/Bluetooth®/GPS antennas*2

㉒ Wi-Fi®/GPS antennas*2

㉓ 5G/4G/Wi-Fi® antennas*2

㉔ ⌢ mark

㉕ Mouthpiece (Microphone)*1

㉖ au IC Card/microSD memory card tray

*1 Covering the sections with stickers, fingers, etc. may hinder product performance.
*2 Antennas are built into the product. Do not cover with hand during calls or data communication. Doing so may affect call/communication quality.

◎ The back cover of the product cannot be removed. Removing it forcibly may cause damage or a fault.

◎ The battery is built into the product, and cannot be removed by the customer. To force the power off if the screen freezes etc., hold down ⫾(⏻) for at least 8 seconds.

◎ This product use it for both a earpiece (receiver) and a speaker. The volume will incrementally rise to the set volume so that loud sounds do not come out of the speaker in your ears after the speakerphone is switched to during calls, or after calls are finished.

Proximity sensor/Light sensor
◎ Placing stickers, etc. over the proximity sensor/light sensor may prevent the product from operating properly.
◎ Do not stare into proximity sensor.
May temporarily affect eyesight, leading to accidents.

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

IMEI plate
◎ A plate with the sticker which the IMEI number (International Mobile Equipment Identifier) is printed is stowed near the au IC Card/microSD memory card tray. Except when the IMEI number is required such as requesting servicing or repairs, do not pull out the plate or remove the sticker.
For details on handling IMEI plate, refer to "Online Manual" (Japanese) or 取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).
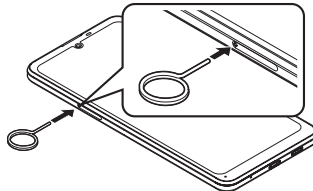
Attaching the au IC Card

Before attaching the au IC Card, turn the product off.
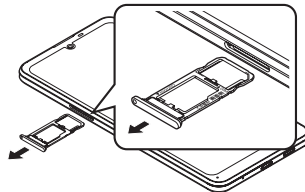Also, attach it with the display side turned up.
• If a clear case (sample) is attached to the product, remove it. For details, refer to "Online Manual" (Japanese) or 取扱説明書詳細版 (Full Instruction Manual)" (Japanese).
• The included SIM eject tool (sample) is required to attach/remove the au IC Card.

① Insert the tip of SIM eject tool (sample) into the au IC Card/microSD memory card tray eject hole.
Insert it horizontally until the card tray comes out.
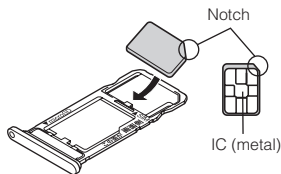If you do not insert it horizontally, may cause a fault or damage.

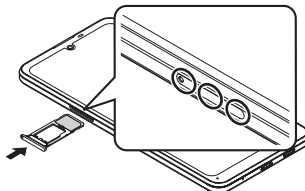**② Pull out the au IC Card/microSD memory card tray.**

③ Put the au IC Card to the au IC Card/microSD memory card tray with the IC (metal) side turned down.
Check the direction of the au IC Card and put it securely.
Not to let the au IC Card lift up from the card tray.
If the au IC Card does not fit the card tray, may cause a fault.

Notch

IC (metal)

④ Insert the au IC Card/microSD memory card tray all the way to the product straight and horizontally.
Push the ○ areas securely and make sure there is no space between the product and the card tray.

Attaching or removing the au IC Card/microSD memory card tray
◎ When pulling out the card tray from the product, pull it slowly and horizontally with the display side turned up.
• Pulling out the card tray forcefully or obliquely may cause damage.

◎ When attaching the card tray, insert it slowly with the display side turned up and make sure there is no space between the product and the card tray.
• Do not insert the card tray with the wrong side down. Failure to do so may cause damage it.
• Inserting the card tray not deeply enough may cause impairment of the waterproof/dustproof property or prevent the product from functioning properly.