

Symptom	Check item	Page
Cannot recognize a microSD memory card.	Is a microSD memory card inserted properly?	P.66
	Is the microSD memory card unmounted?	P.66

For more details, contact the Customer Service Center.

From a land-line phone,

☎ 0077-7-111 (toll free)

From an au cell phone,

157 without area code (toll free)

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, etc. For details, contact an au shop or Customer Service Center (call toll-free **157**). In addition, users of the 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, photos, music, etc.) and information of settings will not be changed even after software is updated.
However, note that data might not be protected depending on the state of your phone (malfunction, damage, getting wet, etc.).
You are recommended to back up your data before updating software.
- If software update has failed or stopped, perform the same again.

Do not conduct the following operations during software update.

- Do not remove battery pack during software update. Doing so might cause software update failure.
- Do not move 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) and 118 (Japan Coast Guard) 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. If this happens, bring it to an au shop or PiPit (not accepted by some shops).

Downloading and Updating Software

- 1 Home screen ▶ "≡" ▶ "System settings" ▶ "About phone" ▶ "Software update" ▶ "Check now for update"**

Check if there is new software.

Software update screen is displayed when software update is available.

- 2 Select a communication method to download**

Select a communication method to download software.

- 3 "Download"**

A new software download starts.

- 4 "Install now"**

Software update starts.

The product will restart a couple of times during the software update.

- 5 "OK"**

After-sales Service

■ When asking for repair

For repair, contact 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.

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 aftersales service are collected and recycled by KDDI. They are not returned to customers.

■ Performance parts for repair

The Company retains performance parts for repair of the product's 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.

■ 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.

■ Secure cell phone support plus

An after-sales service membership program on a monthly basis called "Secure cell phone support plus" (monthly fee: 399 yen including tax) 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 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 reapply 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 Secure cell phone support plus 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 "Secure cell phone support plus" membership for the old au cell phone is automatically canceled.
- Service contents are subject to change without notice.

■ au Micro IC Card (LTE)

The au Micro IC Card (LTE) is lent to you by au. In case of loss or damage, the card will be replaced at your expense. When 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 or operation in case of loss or theft)

From a land-line phone,

☎ 0077-7-113 (toll-free)

From an au cell phone,

113 without area code (toll free)

Secure cell phone support center (for loss, theft, damage)

From a land-line phone/From an au cell phone,

☎ 0120-925-919 (toll-free)

Business hours 9:00 – 21:00 (7 days a week)

■ au after-sales service information

Service Contents			Secure cell phone support plus	
			Member	Non-member
Replacement cell phone delivery service	Spontaneous failure	1st year	Free	N/A
		2nd year or later	Customer charge 1st time: 5,250 yen 2nd time: 8,400 yen	
	Partial damage, water soak, irreparable damage, theft, or loss			
Holding over and repair	Spontaneous failure	1st year	Free	Free
		2nd year or later	Free (3-year warranty)	Actual cost
	Partial damage		Customer charge Upper limit: 5,250 yen	
	Water soak, irreparable damage, theft, or loss		N/A	N/A (model change)

* Charge amounts are all tax-included.

Replacement cell phone delivery service

- When you have trouble with your au cell phone, replacement cell phone (same model, same color, including new battery) is delivered to the specified place by calling to. Return your damaged cell phone within 14 days after replacement cell phone is delivered.
- 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 at the subscription to this service, it will be 1st and if you use, it will be 2nd.
- * For details, refer to au homepage.

Holding over and repair

- Repairs due to water soak and irreparable damage are not covered by this service.
- 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.

Main Specifications**Product**

Display	Approx. X.X inches, Max. XX.XX million colors, IPS liquid crystal	
	XXXX x XXX dots (HD)	
Weight	Approx. XXX g (including battery)	
Size (W x H x D)	Approx. XX mm x XXX mm x X.X mm (Max. thickness: XX.X mm)	
Continuous calling time	Approx. XXX minutes	
Continuous standby time^{*1}	Approx. XXX hours (When using LTE) Approx. XXX hours (When using 3G)	
Charging time	AC adapter	Approx. XXX minutes (When using Common AC adapter O4 (sold separately))
	DC adapter	Approx. XXX minutes (When using Common DC adapter O3 (sold separately))
Outward- facing camera (lens)	Image pickup device	CMOS
	Effective pixels	Approx. XX.X million
	Digital zoom	Up to approx. X.X times (XX levels)

Inward-facing camera (lens)	Image pickup device	CMOS
	Effective pixels	Approx. X.X million
Memory (available space)		Approx. XX GB
Wireless LAN (Wi-Fi®)		IEEE802.11 a/b/g/n/ac-compliant
Bluetooth® function	Version	Bluetooth® standard Ver. 4.0 BLE
	Output	Bluetooth® standard Power Class 1
	Communication distance ^{*2}	Ideal line-of-sight distance is the max. 10 m
	Compatible profiles ^{*3}	HSP (Headset Profile) HFP (Hands-Free Profile) A2DP (Advanced Audio Distribution Profile) AVRCP (Audio/Video Remote Control Profile) OPP (Object Push Profile) SPP (Serial Port Profile) PBAP (Phone Book Access Profile) HID (Human Interface Device Profile)
Frequency band		2.4 GHz frequency band
1 Seg (Continuous viewing time)		Approx. X hours XX minutes
Continuous Wi-Fi® tethering time		Approx. XXX minutes (When using LTE) Approx. XXX minutes (When using 3G)

Number of concurrent connections with tethering	XX devices
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- *1 Continuous standby times are measurements in a static state.
- *2 Changes according to objects obstructing devices and signal reception.
- *3 Specifications provided in Bluetooth standards for making communication between Bluetooth-compatible devices in accordance with their intended use.

■ Battery

Battery type	Lithium ion battery
Nominal voltage	X.X V
Nominal capacity	XXXX mAh

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.

Specific Absorption Rate (SAR) of Cell Phones

This model LGLxx mobile phone complies with Japanese technical regulations and international guidelines regarding exposure to radio waves. This cell phone has been designed in observance of the Japanese technical regulations regarding exposure to radio waves ^(*) and limits to exposure to radio waves recommended by equivalent international guidelines.

These international guidelines were set out by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is in collaboration with the World Health Organization (WHO), and the permissible limits include a substantial safety margin designed to assure the safety of all persons, regardless of age and health condition. The Japanese technical regulations and international guidelines define the limits using a unit of measurement known as the Specific Absorption Rate (SAR), which represents the average amount of radio frequency energy absorbed by the human head. The SAR limit for cell phones is 2.0 W/kg. The highest SAR value for this mobile phone when tested for use at the ear is X.XXX W/kg. There may be slight differences in SAR levels among individual products, but they all satisfy the limit. The actual SAR of this cell phone while talking on the phone can be well below that indicated above. This is due to automatic changes in the power level of the cell phone to ensure it only outputs the minimum power required to communicate with a base station. Therefore in general, the closer you are to a base station, the lower the power output of the cell phone. This cell phone can be used in positions other than against your ear. This cell phone satisfies the international

guidelines when used with au Carrying Case F Black (O105FCA) (sold separately) recommended by KDDI ^(*). In case you are not using the au Carrying Case F Black (O105FCA) (sold separately), use a product that contains no metal parts, and one that can hold the cell phone at least 1.5 cm away from your body.

The World Health Organization has stated that present scientific information does not indicate that use of mobile devices has any harmful effects on the human body. They recommend that if you are still worried about your exposure then you can limit your talk time or use a handsfree kit to keep the mobile phone away from your head and body. If you would like to know more detailed information, please refer to the WHO website.

http://www.who.int/docstore/peh-emf/publications/facts_press/fact_japanese.htm

Please refer to the websites listed below if you would like to know more detailed information regarding SAR.

○ **Ministry of Internal Affairs and Communications Website:**

<http://www.tele.soumu.go.jp/e/sys/ele/index.htm>

○ **Association of Radio Industries and Businesses Website:**

<http://www.arib-emf.org/index02.html> (Japanese only)

○ **au Website:**

<http://www.au.kddi.com/>

○ **LG Electronics Inc. Website:**

<http://www.lg.com/jp/mobile-phones/all-phones/index.jsp> (Japanese only)

*1 Technical regulations are defined by the Ministerial Ordinance Related to Radio Law (Article 14-2 of Radio Equipment Regulations).

- *2 Regarding the method of measuring SAR when using mobile phones in positions other than against the ear, the international standard IEC62209-2 was set in March 2010. On the other hand, Japanese technical regulation is currently under deliberation by the Committee for Radio Wave Utilization Environment set up in the Information and Communication Technology Group of the Advisory Committee on Information and Communications. (As of October 2011)

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.

Note:

This equipment has been tested and found to comply with the limits for 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help and for additional suggestions.

Warning

The user is cautioned that changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

FCC RF Exposure Information

This model phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The guidelines are based on standards that were developed by independent scientific 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.

The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model.

The SAR value for this model handset when tested for use at the ear is X.XX W/kg and when worn on the body, as described in this user guide, is X.XX W/kg.

Body-worn Operation

This phone was tested for typical body-worn operations with the back of the phone kept at a distance of 1.0 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.0 cm separation distance between your body and the back of the phone. The use of belt clips, holsters and similar accessories should not contain metallic components. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

The FCC has granted an Equipment Authorization for this model handset with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handset is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/ea/fccid/> after searching on FCC ID XXXXXXXX.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) website at <http://www.phonefacts.net>.

Wi-Fi Caution

This device is capable of operating in 802.11a/n/ac mode. For 802.11 a/n/ac devices operating in the frequency range of 5.15~5.35 GHz, they are restricted for indoor operations to reduce any potential harmful interference for Mobile Satellite Services (MSS) in the US. WiFi Access Points that are capable of allowing your device to operate in 802.11 a/n/ac mode (5.15 - 5.35 GHz band) are optimized for indoor use only. If your WiFi network is capable of operating in this mode, please restrict your WiFi use indoors to not violate federal regulations to protect Mobile Satellite Services.

Export Administration Regulations

This product and its accessories may fall under the category of application of Japan Export Control Regulations ("Foreign Exchange and Foreign Trade Law" and relevant laws and regulations), U.S. Re-export Regulations (Export Administration Regulations) is applied to this product and its accessories. If you export or re-export this product or its accessories, please follow the necessary procedures at your own risk and expense. For details on the procedures, contact the Ministry of Economy, Trade and Industry or the U.S. Department of Commerce.

Precaution to be Observed in Using "Osaifu-Keitai"[®]-compatible Service

Precautions

You should agree the following contents before use of the service for "Osaifu-Keitai"[®].

■ "Osaifu-Keitai"[®]-compatible Service

- "Osaifu-Keitai"[®]-compatible service is a service which use FeliCa chip embedded on "Osaifu-Keitai"[®].
- "Osaifu-Keitai"[®]-compatible service is provided by the service provider (hereinafter referred to as "SP"). You should agree SP's terms of service before you use the service. Please contact SP directly if you have any question.
- KDDI makes no guarantees about the contents of "Osaifu-Keitai"[®]-compatible service.

■ Handling Data in FeliCa Chip

- When you use "Osaifu-Keitai"[®]-compatible service, SP will write, record, and manage the data on FeliCa chip on your "Osaifu-Keitai"[®].
- You assume full responsibility for use and management of your FeliCa chip.
- Failure of "Osaifu-Keitai"[®] may cause loss of the data on FeliCa chip. KDDI cannot be responsibility for your damage by loss of the data.

- KDDI cannot accept your "Osaifu-keitaiSM" to repair if it contains any data on FeliCa chip. Before you request KDDI to repair "Osaifu-KeitaiSM", you should delete all data on FeliCa chip. Or you should accept to delete all data on FeliCa chip at the service location. Even if it results any damage on you, KDDI cannot be responsibility for your damage by loss of the data.
- The service (hereinafter referred to as "SP Backup Service"), such as backup and transfer the data on FeliCa chip, provided by SP varies according to SP's terms and conditions. Please check SP Backup Service before use "Osaifu-KeitaiSM"-compatible service. The case of failure to backup or transfer the data onto FeliCa chip due to choosing the service including no SP Backup Service may cause damage on you. Or not providing, using, or working SP Backup Service may cause damage on you as well. KDDI cannot be responsibility for your damage under any circumstance.
- In all case, KDDI cannot accept to keep your data temporary or reissue or restore of the data on FeliCa chip. Also KDDI cannot transfer the data onto other FeliCa chip.

■ Notification of the Unique Number of FeliCa Chip

- Certain "Osaifu-KeitaiSM"-compatible services may request to send your FeliCa chip's unique number to SP to identify FeliCa chip embedded in "Osaifu-KeitaiSM".
- KDDI may notify SP of information related to FeliCa chip, such as the unique number and data and disposal status in a certain case.
- KDDI and KDDI's agency may notify your mobile phone number to SP due to proceeding for SP Backup Service.

■ Abuse

- The data on FeliCa chip may be used abusively due to in case of loss or theft of your "Osaifu-KeitaiSM". KDDI cannot be responsibility for your damage by an abuse of your data on FeliCa chip.
- KDDI recommends setting the security function to avoid abuses. Setting method varies according to each model of mobile phone. Please check KDDI web site to get details. Using security function is not guaranteed to avoid all abuse.
- SP may be able to suspend the service due to loss or theft of "Osaifu-KeitaiSM". Please contact SP directly.
- When you cancel "Osaifu-KeitaiSM" due to discard or get a new mobile phone, it is required to delete all of the data on FeliCa chip to avoid abuses. Even if it causes any damage on you, KDDI cannot be responsibility for your damage by loss of the data.

■ Other

- Communication fee depending on usage of data may be charged when you use "Osaifu-KeitaiSM"-compatible service with communication function. No communication fee is required when you use "Osaifu-KeitaiSM"-compatible service by tapping on the reader.
- When you change the ownership or mobile phone number after start using "Osaifu-KeitaiSM"-compatible service, you may be not available to delete the data on FeliCa chip yourself or use "Osaifu-KeitaiSM"-compatible service. If you request to delete the data of "Osaifu-KeitaiSM"-compatible service at service location, it is required to delete all of the data on FeliCa chip.

Precaution to be Observed in Using NFC

■ NFC

- NFC is an abbreviation for Near Field Communication, and a method of proximity wireless communication as defined by ISO (International Organization for Standardization). Main Functions are including contactless IC card, reader/writer, and peer to peer.
- Using the service via NFC may write the required data onto NFC-enabled au phone or au Micro IC Card (LTE) embedded on au phone to start using the service.
- The service using NFC function is provided by the service provider (hereinafter referred to as "SP"). You should agree SP's terms of service before you use NFC service. Please contact SP directly if you have any question.
- KDDI makes no guarantees about the contents of NFC service.

■ Handling of NFC data

- When you use NFC service, SP will write, record, and manage the data on au Micro IC Card (LTE) inserted in au phone.
- You assume full responsibility for use and management of your au phone and au Micro IC Card (LTE).
- Failure of au phone or au Micro IC Card (LTE) may cause loss of NFC data. KDDI cannot be responsibility for your damage by loss of the data.

- The service (hereinafter referred to as "SP Backup Service"), such as backup or transfer NFC data, provided by SP varies according to SP's terms and conditions. Please check SP Backup Service before use of NFC service. The case of failure to backup or transfer NFC data due to choosing the service including no SP Backup Service may cause damage on you. Or not providing, using, or working SP Backup Service may cause damage on you as well. KDDI cannot be responsibility for your damage under any circumstance.
- In all case, KDDI cannot accept to keep your data temporary or reissue or restore of NFC data. Also KDDI cannot transfer NFC data.

■ Notification of the unique number of au phone and au Micro IC Card (LTE)

- Some NFC service may request to send your au phone's and au Micro IC Card (LTE)'s unique number to SP to identify.
- KDDI may notify SP of information related to au phone and au Micro IC Card (LTE), such as the unique number and data and disposal status in a certain case. Also KDDI may notify SP of cancellation status.

■ Abuse

- NFC data may be used abusively due to in case of loss or theft of au phone or au Micro IC Card (LTE). KDDI cannot be responsibility for your damage by an abuse of NFC data.
- KDDI cannot accept your request to suspend NFC function in case of loss or theft of au phone or au Micro IC Card (LTE). Please contact SP directly.





■ Other

- Communication fee depending on amount of data may be charged when you use NFC service with communication function. No communication fee is required when you use NFC service by tapping on the reader, NFC tag, or other au phone.
- When you change the ownership or mobile phone number after start using NFC service, you may be not available to delete NFC data yourself or use NFC service. If you request to delete the NFC data on au Micro IC Card (LTE) at service location, it is required to delete all of the data on au Micro IC Card (LTE).
- NFC service is not available when phone's battery pack is removed.
- NFC service may be not available in some cases when out of phone's battery.
- A part of NFC services is not available when airplane mode is on.

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For details, refer to the following web page:

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