

Natural AI Phone



Safety & Warranty Information

English

For more details, please refer to the online manual:
www.softbank.jp/mobile/support/product/natural-ai-phone



Brain Product Safety & Regulatory Information

IMPORTANT: Please read this safety and regulatory information carefully before using your Brain product. Failure to follow these safety instructions could result in fire, electric shock, injury, or damage to the Product or other property. Keep this information readily accessible for future reference.

Important Safety Instructions

Handling: Handle the Product with care. It contains sensitive electronic components and can be damaged if dropped, burned, punctured, or crushed. Do not use a damaged product, such as one with a cracked screen, as it may cause injury. Avoid exposing the product to excessive dust or sand.

Liquid Exposure: Keep the Product away from liquids. Exposure to liquid may cause damage not covered by the warranty. Do not submerge the Product in water or operate it in environments with high humidity.

Repairing: Do not open the Product and do not attempt to repair it yourself. Disassembling the Product may damage it, result in loss of water resistance (if applicable), or cause injury to you. Service performed by untrained individuals may damage the Product and void the warranty. Find more information about getting service at: www.softbank.jp/mobile/support/product/warranty

Operate the Product in ambient temperatures between 0° and

35° C (32° and 95° F). Store it in temperatures between -20° and 45° C (-4° and 113° F). Using or storing the Product outside these temperature ranges may damage it and shorten battery life. Avoid exposing the Product to dramatic changes in temperature or humidity. When you're using the Product or charging the battery, it is normal for the Product to get warm. If the interior temperature of the Product exceeds normal operating temperatures (for example, in a hot car or in direct sunlight for extended periods), you may experience the following as it attempts to regulate its temperature: charging slows or stops, the display dims, a temperature warning screen appears, or some apps may close. As soon as possible, remove the camera from the exposure to heat and allow it to cool to room temperature. The various functions should then return to normal availability.

Battery Safety and Charging

The Product contains a lithium-ion battery. Do not attempt to replace the battery yourself as you may damage the battery, which could cause overheating and injury. The lithium-ion battery in the Product should be serviced or recycled by Brain AI Japan K.K. or an authorized service provider, and must be recycled or disposed of separately from household waste according to local environmental laws and guidelines.

Charging: Please make sure to fully charge the Product before using it for the first time. Charge the Product with the included USB cable and a compatible power adapter, or third-party power adapters compliant with applicable international and regional safety standards, including IEC 60950-1 and IEC 62368-1. Using damaged cables or chargers, or charging when moisture is pres-

ent, can cause fire, electric shock, injury, or damage to the Product or other property. Use only chargers and cables approved by Brain AI Japan K.K. Avoid charging the Product in direct sunlight or in a humid environment.

Avoid skin contact with the charging cable and connector when the charging cable is connected to a power source because prolonged skin contact may cause discomfort or injury. Sleeping or sitting on the charging cable or connector should be avoided.

Radio Frequency (RF) Exposure

The Product uses radio signals to connect to wireless networks. It is designed and manufactured not to exceed the limits for exposure to radio frequency (RF) energy set by regulatory authorities. The Specific Absorption Rate (SAR) refers to the rate at which the body absorbs RF energy. The SAR limit is 1.6 watts per kilogram in countries that set the limit averaged over 1 gram of tissue and 2.0 watts per kilogram in countries that set the limit averaged over 10 grams of tissue.

During testing, the Product radios are set to their highest transmission levels and placed in positions that simulate use against the head, with no separation, and near the body, with a separation of [Specify distance, e.g., 5 mm]. To reduce exposure to RF energy, use a hands-free option, such as the built-in speakerphone, supplied headphones, or other similar accessories. Cases with metal parts may change the RF performance of the product, including its compliance with RF exposure guidelines, in a manner that has not been tested or certified.

SAR information for the Product can be found within the product settings under [Settings > About Phone > Legal Information > RF Exposure] or similar path, and on the Brain website at [\[Link to SAR info on your website\]](#).

Hearing Safety

Listening to sound at high volumes may permanently damage your hearing. To prevent possible hearing damage, do not listen at high volume levels for long periods. Use caution when using headphones, headsets, or earpieces.

Driving Safety

Using the Product while driving is distracting and dangerous. Observe rules that prohibit or restrict the use of mobile products while driving. Always prioritize your safety and the safety of others over using your mobile product while driving. Use hands-free solutions where available and legally permitted.

Medical product Interference

The Product contains components and radios that emit electromagnetic fields. These electromagnetic fields may interfere with medical devices, such as pacemakers and defibrillators. Consult your physician and medical device manufacturer for information specific to your medical devices and whether you need to maintain a safe distance of separation between your medical devices and the Product. If you suspect the product is interfering with your medical devices, immediately stop using the Product and consult your physician.

Emergency Calls

While the Product can be used to make emergency calls in many locations, reliance should not be placed solely on wireless products for essential communications. Emergency call functionality depends on cellular network availability, product settings, and other factors. Emergency calls may not be possible in all areas or under all conditions. Some networks may require a SIM card or may not permit emergency calls if certain network services or phone features are active.

Japan Earthquake Early Warning (EEW): The Product supports Japan's Earthquake Early Warning system, subject to carrier support and network availability. When an alert is received, the Product may display a notification and emit a sound.

Regulatory Information

Regulatory information, certification, and compliance marks specific to the Product can be found on the product itself (etched on the back or under the SIM tray), in the packaging, or within the Product settings under [Settings > About Phone > Regulatory labels] or similar path.

Japan Compliance: The Product complies with the technical standards specified by the Ministry of Internal Affairs and Communications (MIC) of Japan. The Giteki mark (技術基準適合証明) signifies this compliance and can be viewed electronically on the Product [confirm path, e.g., Settings > About Phone > Regulatory labels]. Modifying the product's internal hardware or software may invalidate this certification.

In compliance with Japanese regulations and carrier requirements, the camera shutter sound cannot be disabled on the Product.

Intellectual Property Rights

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Warranty and After Service

Warranty

- The warranty period is one year from the date of original purchase.
- Repairs will be provided free of charge in accordance with the repair policy. Please refer to the SoftBank website for details: www.softbank.jp/mobile/support/product/warranty/
- The warranty covers the main unit. Accessories such as cables and trial items are not covered.

- We are not responsible for any damages incurred by customers or third parties resulting from missed opportunities (such as calls) due to product malfunction or failure.
- In the event of failure or repair, registered or configured data (contacts, images, sounds, etc.) may be lost or altered. We recommend making backups of important data. We are not liable for any data loss or alteration caused by failure or repair.
- Disassembling or modifying the product may violate the Radio Law. We will not accept repairs of modified devices.

After Service

If you require repairs, please contact the support center or your nearest SoftBank Shop. When doing so, please provide a detailed explanation of the issue. During the warranty period, repairs will be provided in accordance with the repair policy.

Contact Information

If you have any issues or questions, feel free to contact the following support center:

Various Procedures (My SoftBank)

You can easily complete procedures at any time without waiting. Check usage charges/data volume and change your plan or options at: u.softbank.jp/2HHEHkw



Regulatory Conformance

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

Hereby, Brain Technologies Inc. declares that this device is in compliance with Directive 2014/53/EU, Directive 2011/65/EU and its amendments. The full text of the EU declaration of conformity is available at the following internet address: <https://XXXXXXXX.XXX>

The SAR limit of Europe for Head and Body is 2.0 W/kg, and for Limbs is 4.0 W/kg. The device complies with RF exposure when used near your ear, on the limbs or at a minimum distance of 0.5 cm from your body. The Highest SAR can be found at Settings > About Phone > Regulatory Labels

Restrictions in the 5 GHz band
The 5250 to 5350 MHz frequency range is restricted to indoor use only in following countries: AT ,BE ,BG ,CH ,CY ,CZ ,DE ,DK ,EE ,EL ,ES ,FI ,FR ,HR ,HU ,IE ,IS ,IT ,LI ,LT ,LU ,LV ,MT ,NL ,NO ,PL ,PT ,RO ,SE ,SI ,SK ,TR ,UK(NI). The WLAN function for this device is restricted to indoor use due to its operation in the 5.15 to 5.35 GHz frequency range.

 **Correct disposal of this product**
The crossed-out wheellie bin symbol on your product, battery, literature or packaging indicates that the product and its electronic accessories should not be disposed of with household waste. To safely recycle your device, please use local return and collection systems or contact the retailer where the device was originally purchased.

For environmental reasons this package does not include a charger. This device can be powered with most USB power adapters and a cable with USB Type-C plug.

UK Statement:
Hereby, Brain Technologies Inc. declares that this device is in compliance with the 2023 No. 1007 CONSUMER PROTECTION The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012. The full text of the UK declaration of conformity is available at the following internet address: <https://XX.XX>

FCC Statement:
a. § 15.19 Labeling requirements.
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.
b. § 15.21 Changes or modification warning.
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

c. § 15.105 Information to the user.
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 a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IC Statement:
This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:
(1) This device may not cause interference, and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:
(1) l'appareil ne doit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement
5G WIFI statement For Canada
The device is restricted to indoor use when operated in 5150MHz~5350MHz to reduce the potential for interference.
The SAR limit of USA(FCC) and Canada (IC) is 1.6 W/kg averaged over one gram of tissue. Device has also been tested against this SAR limit. . For body-worn operation , this device has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal. RF exposure compliance with any body-worn accessory that contains metal was not tested and certified, and use of such body-worn accessory should be avoided.

Frequency Bands	Maximum Transmitting Power
GSM850	32±1dBm
GSM1900	29±2dBm
WCDMA BAND 1/VIH	24±1dBm
LTE BAND 1/3/7/8/12/36/38/40/41/42	23±1.5dBm
5G NR N1/2/7/8/28/29/38/40/77	24±1dBm
5G NR N41/78	23±1dBm
Bluetooth (2.4GHz)	17±1dBm(EIRP)
2.4GHz WiFi	18±1dBm(EIRP)
5G WWAN 150~5250MHz	18±1.5dBm(EIRP)
5G WWAN 250~5350MHz	18±1.5dBm(EIRP)
5G WWAN 470~5720MHz	18±1.5dBm(EIRP)
5G WWAN 6725~9600MHz	13±1.5dBm(EIRP)
NFC(13.56MHz)	51.5mW/m@3m

The power delivered by the charger must be between min 2.5W Watts required by the radio equipment, and max 50W Watts in order to achieve the maximum charging speed.

1. USB PD fast charging
2. Other supported charging protocol: QC2.0,PD3.0,PPS,BC1.2



Model Name: Natural AI Phone
Manufacturer: Brain Technologies, Inc.
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