

## Error message

| Error message                                                                           | Cause and remedy                                                                                                                                                                                                           | Page |
|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| The application XXXX (process XXXX) has stopped unexpectedly./ XXXX (XXXX) has stopped. | Appears when an error is occurred in the terminal or function. Follow the onscreen instructions.                                                                                                                           | -    |
| Mobile networks cannot use.                                                             | The nanoSIM card is not correctly installed to the terminal. Make sure that the nanoSIM card is correctly attached.                                                                                                        | P.22 |
| Temporarily turned off by your carrier                                                  | Appears when communication is restricted due to access congestion on call/communication. Operate again after the restriction is released.                                                                                  | -    |
| Request to switch to video call failed.                                                 | Appears when switching to video call fails. Switching is not possible during emergency call and audio guide, when the other party is using Catch Phone (call waiting service), when calling outside the service area, etc. | P.59 |
| Request to switch to voice call failed.                                                 | Appears when switching to voice call from video call fails due to connection error, etc. Please wait for a while and try the operation again.                                                                              | P.59 |
| Make a video START.                                                                     | Appears when making video call fails. Make sure that you are in service area, and check the calling mode settings, settings of mobile network, etc.                                                                        | P.56 |
| Unfortunately, XXXX (process.com.android.browser) has stopped.                          | Appears when an error occurs in the browser. Please wait for a while and try the operation again.                                                                                                                          | P.73 |

\* XXXX indicates app or function name in which an error is occurred.

## Updating software

### Software update

Download update file for the terminal from the download site on the Internet and update the software. For software update, there are 2 methods; connecting to the network directly on the terminal and using Galaxy Smart Switch PC installed to a PC.

### Precautions on software update

Software update can be done with the data saved to the terminal remained. However, note that depending on your terminal condition (malfunction, damage, water-soaked, etc.), the data may not be protected. You are recommended to back up the user information and data in the terminal just in case. However, some data may not be backed up.

- Prepare the following before software update.
  - Exit all programs running on the terminal (P.41).
  - Charge (P.28) the terminal to make the battery level enough.
- For updating software by connecting the terminal to network directly, you are recommended to perform in a place with good signal condition, without moving. When the signal condition is bad, software update may be interrupted.
- It may take time to update software (download and installation of update files).
- During installing the update files for software update, all functions including making/receiving phone call are not available.
- To update the software while you are overseas, connect to the Wi-Fi network (with the nanoSIM card removed).
- When you cannot perform any operations because of the failure of the software update, contact us. Please see the last page of this manual for contact information.

## Updating software only with the terminal

You can update the software of the terminal by connecting the network with the terminal.

- 1 From the Home screen,  → "Settings" → "Software update" → "Download and install"
  - If you download software update automatically when connecting via Wi-Fi, set "Auto download over Wi-Fi" to ON.
- 2 Set according to the onscreen instructions
  - Operating the terminal to update after the updating file has been downloaded successfully restarts the terminal and starts the update. You cannot use the phone and other functions while updating the software.

### Information

- After downloading the software, you may postpone the installation by tapping either "Schedule install" on the installation confirmation screen. You can start the installation immediately by performing the following steps, even after you have postponed the installation:
  - From the Home screen,  → "Settings" → "Software update" → "Download and install" → "Download"
  - Open the Notification panel → "Software update" → "Download"
- The available network may be restricted depending on the content of the update.
- If the downloading the update is failed, please wait for a while and try the operation again.

## Warranty and After-Sales Service

### Warranty

- The warranty is valid for a period of one year from the date of purchase.
- SIM ejector tool is not covered by the free repair warranty.
- SIM ejector tool is sample. Refer to inquiries for sample accessories.
- Specifications and appearance of this product and all accessories are subject to change, in part or whole, for the sake of improvement without prior notice.
- Since troubles, repair or other handling of the terminal may cause contents in the Phonebook etc. to be modified or deleted. DOCOMO recommends making a copy of the Phonebook's data etc., in case.
  - \* With the terminal, data such as phonebook entries can be saved to microSD card.
  - \* Data such as phonebook entries can be backed up using docomo cloud.
  - \* Some apps and services may not be available depending on your contract. For details, see NTT DOCOMO website.

### Conditions for free repair

- 1 If you use the terminal in accordance with the warnings stated in this manual and faults occur within the warranty period, the terminal will be repaired for free. (Your terminal may be replaced with an equivalent instead of repairing it.)
- 2 The following case are not subject to free repair even if they occur during the warranty period:
  - (1) Faults and damage caused by modifications (including software modifications).
  - (2) Faults and damage caused by the terminal, display, and/or external connection terminal breaking from external pressure or being dropped, or faults and damage caused by the motherboard inside the terminal breaking or deforming.
  - (3) Faults and damage caused by fires, pollution, abnormal voltage, earthquakes, thunder, floods, or other natural disasters.
  - (4) Faults and damage caused by connecting devices and consumables to the terminal that are not DOCOMO-approved.
  - (5) Faults and damage caused by water entering the terminal, the terminal's water leak seal is showing signs of leaks, indications that the terminal was dropped in water or signs of leaking were discovered, or corrosion caused by condensation or the like is discovered.
  - (6) The case where you have repaired at a location other than the DOCOMO-specified repair place.
- 3 This warranty is valid only in Japan.
- 4 This warranty is for free repairs in the stated period and conditions, and does not restrict lawful customer rights.
- 5 If there are multiple defects on the terminal, all the defects will be repaired as product quality cannot be guaranteed by just fixing some faults. In that case, some faults may not be subject to free repair. In that case, some faults may not be subject to free repair.

- 6 Regardless of whether repairs were performed or not, terminals that underwent performance testing will be returned with the latest software updates.
- 7 See the repairs result form that you receive once repairs are complete to check the date of repairs and what repairs were performed.

<Sales>

NTT DOCOMO, INC.

11-1 , Nagata-cho 2-chome, Chiyoda-ku, Tokyo Japan

## After-Sales Service

### When problems occur

Before requesting repair, read the section on "Troubleshooting" in this manual.

### If repair is required

Take your terminal to DOCOMO-specified repair place (shop or website).

Please see the last page of this manual for contact information.

Note that, repair may take longer time depending on the state of damage.

- After expiration of the warranty

All repairs that are requested are charged.

- Replacement parts

Replacement parts (parts required to maintain the product functions) are basically kept in stock for at least 4 years after termination of production.

For details about technical inquiries and repairs, see the [ahamo website](#).

However, depending on the malfunctioning part, repair may not be possible due to a lack of replacement parts. Please contact a repair place specified by DOCOMO.

Please see the last page of this manual for contact information.

## Notes

- Do not modify terminal or its accessories.
  - Doing so may cause fire, injury or damage.
  - Modified terminals etc. are repaired only after the customer accepts that the modified parts are to be restored to the condition at the time of purchase. However, repair may be refused depending on the nature of modification. The following cases may be regarded as modifications:
    - A sticker etc. is put on the display part or keypad part.
    - The terminal is embellished with adhesive.
    - Exteriors are replaced with other than DOCOMO's genuine parts.
  - Repair of failures or damage caused by modification is charged even during the warranty period.
- Data such as settings for each function may be cleared (reset) by malfunctions, repair or other handling of terminal. Should that happen, set up the functions again. A packet communication fee may be charged due to the settings.
- When the repair is executed, MAC address of Wi-Fi/Bluetooth address in the terminal may be changed regardless of repaired part.
- Do not allow cash cards or other devices that are vulnerable to magnetism to come into contact with the phone.
- The terminal is waterproof. If inside of the terminal gets wet or moist, immediately turn the power off, we recommend to repair the terminal as soon as possible. However, repair may not be possible depending on the condition of terminal.

## Precautions on data created by you and downloaded data

Note that data you created, retrieved or downloaded from sources other than your terminal may be changed or lost when you change the model or have repairs done to the terminal. DOCOMO shall have no liability for any change or loss of any kind. Please understand beforehand that we cannot compensate for packet communication charges generated by re-downloading data. Under some circumstances, DOCOMO may replace your terminal with its equivalent instead of repairing it. When replacing your phone, most of the above-mentioned data cannot be transferred to the new phone.

## Main specifications

**DRAFT**

|                            |                                                     |                                                                            |
|----------------------------|-----------------------------------------------------|----------------------------------------------------------------------------|
| Product name               |                                                     | SC-53F                                                                     |
| Size                       |                                                     | Height: Approx. 167.5mm, Width: Approx. 77.5 mm, Thickness: Approx. 8.5 mm |
| Weight                     |                                                     | Approx. 168 g                                                              |
| Display                    | Size                                                | Approx. 6.745 inch                                                         |
|                            | Type                                                | LCD 60Hz (20:9)                                                            |
|                            | Resolution (number of pixels horizontal x vertical) | HD+ (720 X 1560)                                                           |
| Memory                     |                                                     | RAM: 4 GB<br>ROM: 64 GB <sup>1</sup>                                       |
| Battery                    | Battery                                             | 5000 mAh                                                                   |
|                            | Rated value per watt hour                           | TBDWh                                                                      |
| Continuous stand-by time*2 |                                                     | 4G (LTE)<br>Approx. 410 H                                                  |
| Continuous call time*3     | 4G (LTE)                                            | LTE (VoLTE)<br>Approx. 1540 min.                                           |
|                            |                                                     | LTE (VoLTE:Video call)<br>Approx. 360 min.                                 |
| Charging time              |                                                     | AC adapter 08: Approx. 105 min.*4                                          |
| Wireless LAN               | Corresponding standard                              | IEEE802.11a/b/g/n/ac compliant (IEEE802.11n: 2.4 GHz/5 GHz)                |
|                            | MIMO support                                        | -                                                                          |
|                            | Support MU-MIMO (Client)                            | -                                                                          |
|                            | MIMO compatible standard                            | -                                                                          |
|                            | Support MU-MIMO (Client) standard                   | -                                                                          |

|                           |                                         |             |                                                                                                                                                                                                         |
|---------------------------|-----------------------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bluetooth                 | Version <sup>45</sup>                   |             | 5.3                                                                                                                                                                                                     |
|                           | Output                                  |             | Power Class 1                                                                                                                                                                                           |
|                           | Compatible profile <sup>46</sup> /Codec |             | HFP (mSBC: 16kHz/CVSD) (1.7), HSP (1.2), OPP (1.2), SPP (1.2), HID (1.0), A2DP (aptX/SBC/AAC/LDAC) (1.3), AVRCP (1.6), PBAP (1.2), PAN (PAN-NAP/PANU) (1.0), SAP (1.1), HOGP (1.0), MAP (1.2), DI (1.3) |
| Headphone connection jack | Terminal diameter                       |             | -                                                                                                                                                                                                       |
|                           | Pole number                             |             | -                                                                                                                                                                                                       |
| Camera                    | Image pickup device                     | Type        | Rear camera: Back-illuminated CMOS<br>Front camera: Back-illuminated CMOS                                                                                                                               |
|                           |                                         | Size        | Rear camera: 1/2.76 inch<br>Front camera: 1/5 inch                                                                                                                                                      |
|                           | Number of effective pixels on Camera    |             | Rear camera: Approx. 50 mil. pixels,<br>Front camera: Approx. 5 mil. pixels,                                                                                                                            |
|                           | File format                             | VIDEO       | MP4                                                                                                                                                                                                     |
|                           |                                         | Still image | JPEG                                                                                                                                                                                                    |
|                           | Maximum recording time per item         |             | No limit (depending on memory size) <sup>7</sup>                                                                                                                                                        |
|                           | Digital zoom                            | VIDEO       | Rear camera: Up to Approx. 10.0x<br>Front camera: -                                                                                                                                                     |
|                           |                                         | Still image | Rear camera: Up to Approx. 10.0x<br>Front camera: -                                                                                                                                                     |
|                           | Optical zoom                            | VIDEO       | Rear camera: -<br>Front camera: -                                                                                                                                                                       |
|                           |                                         | Still image | Rear camera: -<br>Front camera: -                                                                                                                                                                       |
|                           | Digital zoom x Optical zoom             | VIDEO       | Rear camera: -<br>Front camera: -                                                                                                                                                                       |
|                           |                                         | Still image | Rear camera: -<br>Front camera: -                                                                                                                                                                       |

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|                   |                                 |                                                                                              |
|-------------------|---------------------------------|----------------------------------------------------------------------------------------------|
| Movie             | Supported codecs                | H.263, H.264(AVC), MPEG4, VC-1, VP8, VP9, H.265(HEVC), AV1                                   |
| Music             | Supported codecs                | MP3, AMR-NB, AMR-WB, AAC, AAC+, eAAC+, Vorbis, FLAC, Opus, AC3, E-AC3, AC4                   |
| Multilingual      | Display language                | Japanese/English/Korean/Chinese/Spanish/French/Indonesian/Malay/Portuguese/Vietnamese/Arabic |
|                   | Input language                  | Japanese/English/Korean                                                                      |
| Answering message | Number of storable items        | No limit <sup>8</sup>                                                                        |
|                   | Maximum recording time per item | Up to Approx. 13 H                                                                           |

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- \*1 Not all of the memory capacity is available for saving shot videos and still images, downloaded apps and data, and other data. For available memory space, refer to "Storage" (P.107).
- \*2 Stationary continuous stand-by time is the estimated average operation time when radio signal reception is normal in the stationary state.  
The continuous stand-by time fluctuates greatly due to the settings, use environment, and call, email, and camera use frequency.  
If you use functions a lot, the actual time may drop by more than half.
- \*3 The continuous stand-by time fluctuates greatly due to the settings, use environment, and call, email, and camera use frequency.  
If you use functions a lot, the actual time may drop by more than half.
- \*4 The numerical value of when "Fast charging" is ON. From the Home screen  → "Settings" → "Battery and device care" → "Battery" → "More battery settings" → "Fast charging".
- \*5 However, procedures may differ or data transfer may not be possible depending on the device's characteristics or specifications.
- \*6 Bluetooth compatible devices with specifications according to the intended use, Bluetooth standards.
- \*7 This is the shooting time when the movie size (rear) is 1920 × 1080 (FHD).
- \*8 The maximum saved number varies depending on the free space of the memory of this terminal.

## Specific Absorption Rate (SAR) of Mobile Phones

### Specific Absorption Rate (SAR) Information of Mobile Phones

This model [SC-54F] mobile phone complies with the Japanese technical regulations and the international guidelines regarding human exposure to radio waves.

This mobile phone was designed in observance of the Japanese technical regulations regarding exposure to radio waves (\*1) and the limits of exposure recommended in the international guidelines, which are equivalent to each other. The 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 substantial safety margins designed to assure the safety of all persons, regardless of age and health conditions.

The technical regulations and the international guidelines set out the limits of exposure to radio waves as the Specific Absorption Rate, or SAR, which is the value of absorbed energy in any 10 grams of human tissue over a 6-minute period. The SAR limit for mobile phones is 2.0 W/kg

The highest SAR value for this mobile phone when tested for use near the head is x.xx W/kg (\*2), and that when worn on the body is x.xx W/kg (\*3). There may be slight differences of the SAR values in individual product, but they all satisfy the limit. The actual value of SAR 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 power required to access the network.

This mobile phone can be used in positions other than against your head. By using accessories such as a belt clip holster that maintains a 5mm separation with no metal (parts) between it and the body, this mobile phone is certified the compliance with the Japanese technical regulations and the international guidelines.

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."

Please refer to the WHO website if you would like more detailed information.

<https://www.who.int/news-room/fact-sheets/detail/electromagnetic-fields-and-public-health-mobile-phones>

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

Ministry of Internal Affairs and Communications Website:  
<https://www.tele.soumu.go.jp/e/sys/ele/index.htm>

Association of Radio Industries and Businesses Website:  
<https://www.arib-emf.org/01denpa/denpa02-02.html> (In Japanese only)

NTT DOCOMO, INC. Website:  
<https://www.docomo.ne.jp/english/product/sar/>

Galaxy Website:  
<https://www.samsung.com/sar/sarMain.do>  
→ Select "JAPAN" from "LOCATION" → Type "SC-54F" Phone Model field → "GO"

- \*1 The technical regulations are provided in Article 14-2 of Radio Equipment Regulations, a Ministerial Ordinance of the Radio Act.
- \*2 Including other radio systems that can be simultaneously used with 5G/LTE.
- \*3 Including other radio systems that can be simultaneously used with 5G/LTE.

## 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.

### ■ 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.

Note:

To view the FCC ID of your device, tap Settings > About Phone > Status.

## FCC RF exposure information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) adopted by the Federal Communications Commission (FCC).

These limits include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 1.6 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the FCC guidelines for this device model are:

Head: 0.67 W/kg

Body – worn accessory: 1.12 W/kg

During use, the actual SAR values for this device are usually well below the values stated above.

This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call.

The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 0.5 cm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have suggested that if people are concerned and want to reduce their exposure, they could use a hands-free accessory to keep the wireless device away from the head and body during use, or reduce the amount of time spent using the device.

Note:

The maximum SAR value listed above is the value recorded for the latest version of this handset.

Earlier versions may have different measured SAR values, which are detailed in the User Manuals that accompany those handsets.

## Body-worn Operation

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines. Please use an accessory designated for this product or an accessory which contains no metal and which positions the handset a minimum of 0.5 cm from the body.

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

<https://www.fcc.gov/oet/ea/fccid>

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Website at <https://www.ctia.org/>.

## European RF Exposure Information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

Head SAR: x.xxx W/kg

Body SAR: x.xxx W/kg

During use, the actual SAR values for this device are usually well below the values stated above.

This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call.

The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 0.5 cm.

To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have suggested that if people are concerned and want to reduce their exposure, they could use a hands-free accessory to keep the wireless device away from the head and body during use, or reduce the amount of time spent using the device.

Note:

The maximum SAR value listed above is the value recorded for the latest version of this handset.

Earlier versions may have different measured SAR values, which are detailed in the User Manuals that accompany those handsets.

## Declaration of Conformity

### Declaration of Conformity

#### Manufacturer

Name : Samsung

Registered trade name : Samsung Electronics Co., Ltd.

Address : 129 Samsung-ro, Yeongtong-gu, Suwon-si, Gyeonggi-do, Korea

#### Product details

For the following

Product : Mobile Phone

Model(s) : SC-54F

#### Declaration & Applicable standards

We hereby declare under our sole responsibility, that the product above is in compliance with the essential requirements of the Radio Equipment Directive (2014/53/EU) by application of:

SAFETY

EMC

RADIO

OTHER

and the Directive (2011/65/EU) on the restriction of the use of certain hazardous substances in electrical and electronic equipment by application of EN IEC 63000:2018

and the Eco-Design Directive (2009/125/EC) Implemented by Regulation (EC) No 1275/2008 for standby and off mode, and network standby, electric power consumption using test methods from EN 50564:2011

The Notified Body SGS Fimko OY, 0598 has reviewed the technical file for the product to assess the compliance of the product with requirements of the RED 2014/53/EU and has issued the EU-type examination certificate:RED-3043 Issue1

#### Signed for and on behalf of : Samsung

Samsung

Euro QA Lab

Saxony Way, Yateley,

GU46 6GG UK

2024.xx.xx

(Place and date of issue)



Stephen Colclough / Director of Regulatory Affairs  
(Name and signature of authorised person)

## Export Administration Regulations

This product and its accessories may be under coverage of the Export Administration Regulations of Japan ("Foreign Exchange and Foreign Trade Control Laws" and related laws and regulations). Additionally, it may also be under coverage of the Export Administration Regulations of the U.S. When exporting this product and its accessories, take necessary procedures on your responsibility and expense. For details, contact Ministry of Economy, Trade and Industry of Japan or U.S. Department of Commerce.

\* This is not the address of Samsung Service Centre. For the address or the phone number of Samsung Service Centre, see the warranty card or contact the retailer where you purchased your product.

## Intellectual Property Right

### Copyrights

The works and copyright of music, video picture, computer program, data base, etc., are protected their right by copyright law. Copying such copyrighted works can be permitted only for the purpose of personal use or use at home. If you copy (including conversion of data format), alter, handover of duplication, distribute on network, etc., without any approval of copyright owner exceeding above mentioned purposes, you may be claimed for damages or punished as "copyright infringement" or "infringement of moral right of an author". When you make duplications etc. using this product, please observe the copyright law and use them properly. Also, for recorded items using the camera function mounted to this product, please use them properly as above.

### Portrait rights

Portrait rights are claimable rights against taking photos by others, publishing or using the taken photos without any permission. In Portrait rights, there are moral right authorized to everyone and property right (publicity right) focused on economic benefit of talent etc. Therefore, taking photos of others or talent, publishing or distributing the photos without any permission are illegal act. Please use the camera function properly.

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- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.



- Wi-Fi Certified® and its logo are registered trademark or trademark of Wi-Fi Alliance.



- Catch Phone (Call waiting service) is a registered trademark of Nippon Telegraph and Telephone Corporation.
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- Other products and company names written in this manual are registered trademarks or trademarks of each company.

### HEVC Advance



### Others

- This product is licensed based on MPEG-4 Visual Patent Portfolio License. The use of MPEG-4 Video Codec function is allowed for personal and nonprofit use only in the cases below.
  - Recording moving pictures that conform to MPEG-4 Visual Standard (hereinafter referred to as MPEG-4 Video)
  - Playing MPEG-4 Videos recorded personally by consumers not engaged in profit activities
  - Playing MPEG-4 Video supplied from the provider licensed from MPEG LA.For further utilization such as promotion, in-house use or profit-making business, please contact MPEG LA, LLC in U.S.

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## Use mobile phone with your manners!

Remember to be courteous to others when you use your terminal.

### Always turn OFF your terminal in cases below

- In a place where use of mobile phones is prohibited  
Follow the instructions of each airline or medical facility for the use of mobile phones on their premises. Power off the terminal in a place where the use is prohibited.

### Always set to public mode in case below

- When driving  
Be careful when using the terminal while driving. Except for situations which are stipulated as per laws and regulations, the looking at the terminal's screen, or the holding of the terminal in one's hands and conversing while driving shall be subject to penalty.
- When you are in a public place such as a theater, movie theater, museum, library  
Using the terminal in a public place, where you need to be quiet, annoys people around you.

### Be considerate of where you use your terminal and keep your voice and ringtone down

- Keep your voice down in quiet places like restaurants and hotel lobbies, etc.
- If you are in an outdoor public place, make sure you do not disturb others.

### Respect privacy

- Please be considerate of the privacy of individuals around you when taking and sending photos using camera-equipped mobile phones.

### Do not use smartphone while walking.

- Walking while looking at the screen of a smartphone or cell phone is very dangerous. The field of view narrows extremely and may lead to accidents involving not only yourself but also those around you.
- Stop in a safe place and then use smartphone.

#### Functions for maintaining good manners in public places

There are some advanced settings such as not answering incoming call or muting sound, etc.

- Public mode (power OFF) (P. 64)  
Tells the caller via a guidance message that receiver needs to turn the power off, and the call ends automatically.
  - Vibration (P. 94)  
Notify the call by vibration.
  - Silent mode (Vibrate, Mute) (P. 93)  
Mute sound/ringtone, etc.
    - \* Shutter sound cannot be muted.
- Besides these things, option services such as Voice mail service (P. 64), Call forwarding service (P. 64), etc. are available.

## Checking various procedures and contract details online

From the terminal dメニュー (dmenu) → "My docomo" (In Japanese only)  
From PC My docomo (<https://www.docomo.ne.jp/mydocomo/>) (In Japanese only)

- There are cases where the site may not be available due to system maintenance, etc.
- Network security code or "ID/Password of dACCOUNT" is required to use "My docomo".

## For inquiries while overseas (for loss, theft, malfunction, etc.)

- From DOCOMO mobile phones

Before calling, display "+"

**-81-3-6832-6600 (toll free)**

- (To enter "+", touch and hold the "0" key)
- \* You can use international call access codes instead of "+" to call.

- From land-line phones

International call access code  
for the country you stay

**-81-3-6832-6600 (charges apply)**

- \* You are charged a call fee to Japan.
- \* For international call access codes, refer to NTT DOCOMO website.

Business hours: 24 hours (open all year round)

- Please confirm the phone number before you dial.
- If you lose your terminal or have it stolen, immediately take the steps necessary for suspending the use of the terminal.
- If the terminal you purchased is damaged, bring your terminal to DOCOMO-specified repair office after returning to Japan.



モバイルリサイクルショップ  
www.docomo.co.jp/recycle

Bring no longer needed mobile telephones, etc., to your nearest docomo Shop to be recycled regardless of whether the products were manufactured by DOCOMO or by other companies.

- \* Recyclables: mobile telephones, PHS, batteries, battery chargers, tabletop stands (regardless of whether manufactured by DOCOMO or by other companies)

## General Inquiries

Contact us→



NTT DOCOMO website

<https://www.docomo.ne.jp/support/inquiry/> (In Japanese only)

## ahamo Subscribers

■ For Inquiries about Repair

ahamo website

<https://ahamo.com/> (In Japanese only)

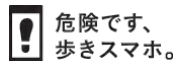


## For Inquiries about Sample

■ Galaxy Customer Support Center (In Japanese only)

<https://www.galaxymobile.jp/support/> (In Japanese only)

● About sample, refer to this instruction manual.



Li-ion 00

## General Inquiries <docomo Information Center>

Business hours: 9:00 a.m. to 8:00 p.m. (open all year round)  
Service available in: English, Portuguese, Chinese, Spanish.

■ From DOCOMO mobile phones

(No prefix) **15770** (toll free)

• Only from a DOCOMO mobile phone or Smartphone.

■ From land-line Phones

**0120-005-250** (toll free)

• May not be accessible from some IP phones.

■ From DOCOMO mobile phones

(No prefix) **151** (toll free, in Japanese only)

• Only from a DOCOMO mobile phone or Smartphone.

■ From land-line Phones

**0120-800-000** (toll free, in Japanese only)

• May not be accessible from some IP phones.

## Repairs

Business hours: 24 hours (open all year round)

■ From DOCOMO mobile phones

(No prefix) **113** (toll free, in Japanese only)

• Only from a DOCOMO mobile phone or Smartphone.

■ From land-line Phones

**0120-800-000** (toll free, in Japanese only)

• May not be accessible from some IP phones.

● Please confirm the phone number before you dial.

● For Applications or Repairs and After-Sales Service,  
please contact the above-mentioned information center or check the  
docomo Shop etc. near you on the NTT DOCOMO website and contact.

● For online repair acceptance service, refer to DOCOMO website.

NTT DOCOMO website

<https://www.docomo.ne.jp/support/inquiry/repair/> (In Japanese only)



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