OPPO A54 5G

OPG02

Notes on Usage

- In this manual, the OPPO A54 5G is abbreviated as the "product".
- In this manual, "microSD™ memory card (commercially available)", "microSDHC™ memory card (commercially available)" and "microSDXC™ memory card (commercially available)" are abbreviated as "microSD memory card".
- Company names and product names referred to in this manual are trademarks or registered trademarks of respective companies. The TM and ® marks may be omitted in this manual.

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Safety Precautions

Using the product

Before you start using the product, be sure to read the "Safety Precautions" to ensure correct usage.
If you think the product may be malfunctioning, first check with "トラブル診断 (Trouble diagnosis)" on the au homepage.
https://www.au.com/trouble-check/ (Japanese)
Also, check with the "Online manual" or "故障とお考えになる前に (Troubleshooting)" of "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) on the au homepage.
https://www.au.com/online-manual/opg02/ (Japanese)
https://www.au.com/support/service/mobile/guide/manual/ (Japanese)

- Communication is not available even in the service area if the signal does not reach (e.g. tunnels and basements). Also, communication may not be available in a place where signal reception is poor. Note that communication is sometimes interrupted if you move into poor signal reception area during communication.
- Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though 5G/LTE/WiMAX 2+/GSM/UMTS system has highly secure confidential communication features.)
- When connecting to the emergency call acceptance organization, au VoLTE (LTE network) is used. Connection via 3G (Line exchange network) is not available.
- This product is compatible with the au World Service. Each network service described in this manual varies depending on the area and service content.
- Since the product is a radio station under the Radio Law, you may be asked to temporarily submit for inspection in accordance with the Radio Law.
- The IMEI information of your mobile phone is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status.
- Before using the product overseas, check the relevant laws and regulations of the country/region where you visit.
- The Company is not liable for any damages arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional, mistaken, or incorrect use by the customer, or use under other unusual conditions outside the responsibility of the Company.

- The Company is not liable for any incidental damages (change/disappearance of described content, loss of business income, disruption of business, etc.) arising from use of the product or inability to use the product.
- The Company is not liable for any damages arising from failure to observe the described content of the "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese), "Quick Start Guide" and "Notes on usage" (this manual).
- The Company is not liable for any damages arising from malfunction etc. caused by combination with connected equipment or software not related to the Company.
- Captured image data or downloaded data may sometimes be altered or lost due to faults, repair or other handling of the product. The Company is not liable for any damage or lost income resulting from recovery of these data.
- You are recommended to keep a copy of important data on a PC's hard disk etc. Whatever the cause of the defect or malfunction may be, the Company assumes no responsibility for alteration or loss of saved data.
- Contents saved in the product, such as contacts, mail, favorites data may be altered or lost by an accident, fault, repair or mishandling. Be sure to keep a copy of important contents. Note that the Company assume no responsibility for any damages or lost profits resulting from altered or lost contents.
- Note that contents data (both charged or free content) saved to the product cannot be returned to the customer when the product is replaced for repair of a fault, for example.
- The product uses liquid crystal for its display. The speed of display response may become slow when the temperature is low, which is due to the property of liquid crystal and not a malfunction. It returns to normal at room temperature.
- Although the display of the product is made using high-precision technology, some pixels (dots) may be lit or out at all times. This is not a malfunction.
- You are recommended to store individual data such as photos/videos you took or music in your PC via mail attachment etc. Note, however, that you may not be able to make copies of some copyrighted data even by the above-mentioned means.
- Do not discard the product together with regular trash. Please cooperate in the collection of the product (including optional accessories) when it is no longer needed to protect the environment and effectively use resources. Collection of the product is available at au shop/au Style, and other places.

* "The Company" as appears in the manual refers to the following companies:
Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
Importer: OGA Japan K.K.
Manufactured by: Guangdong OPPO Mobile Telecommunications Corporation Ltd.

memo

◎ Reproduction of the content of this manual in part or in whole is prohibited.

◎ The content of this manual is subject to change without notice.

◎ Some functions may be unavailable due to change of specification of the OS or change/termination of services.

◎ Every effort has been made in the preparation of this manual. Should you notice any unclear points, omissions, etc., feel free to contact us.

Safety Precautions (Observe Strictly)

■ **Before using the product, please thoroughly read these safety precautions for proper use. And keep with good care after you read it.**

■ **These "Safety Precautions" describe instructions that should be observed to prevent damage to property or injury to the customer or others using the product.**

■ **The following symbols indicate the different levels of injury or damage that may result if the guidelines are not observed and the product is used improperly.**

⚠**DANGER**	This symbol indicates that "death or serious injury[*1] may directly and immediately result from improper use".
⚠**WARNING**	This symbol indicates that "death or serious injury[*1] may result from improper use".
⚠**CAUTION**	This symbol indicates that "minor injury[*2] and/or property damage[*3] may result from improper use".

*1 Serious injury: This refers to loss of sight, injury, burns (high- and low-temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning etc., and injuries requiring hospital admission for treatment or long-term hospital attendance as an outpatient.

*2 Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.

*3 Property damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

■ Explanation of graphic symbols

 Don't	Indicates an action that is not allowed.
 No disassembly	Indicates that disassembly is not allowed.
 No liquids	Indicates that use in a place where the product is likely to get wet or allowing the product to get wet is not allowed.
 No wet hands	Indicates that handling with wet hands is not allowed.
 Do	Indicates compulsory actions in accordance with instructions.
 Unplug	Indicates that the power plug must be disconnected from an outlet.

■ Precautions common to Main unit, internal battery, charging equipment, au IC card (SIM card), peripheral equipment

⚠DANGER

 Don't

Do not use, store or leave the equipment in locations subject to high temperature or accumulation of heat (e.g. near fire or heater, in a kotatsu or bedding, under direct sunlight, inside a car in the hot sun).
May cause fire, burns, injury, electric shock, etc.

 Don't

Do not place the equipment inside cooking appliances such as microwave ovens, IH cooking heaters, or high pressure containers such as pressure cookers or near them.
May cause fire, burns, injury, electric shock, etc.

 Don't

Do not splash sand, soil or mud, or do not directly place the equipment on them. Also, do not touch the equipment with hands with sand etc. adhered.
May cause fire, burns, injury, electric shock, etc.



Do not charge the equipment when it is wet with liquid such as water (drinking water, sweat, seawater, urine of pet animals, etc.). Also, do not charge the equipment in a place where water comes in contact such as a bathroom.
May cause fire, burns, injury, electric shock, etc.



Do not subject the product to strong pressure or break the product. Especially when carrying the product in your pocket, do not allow it to be hit with or nipped in objects.
May cause fire, burns, injury, etc. due to damage of the internal battery.

* Examples that you should be careful of:

- Sitting or squatting down while putting the equipment in your pocket of trousers or skirt
- Nip the equipment in the doors or car door while putting the equipment in your pocket of outerwear
- Stepping on the equipment while it is placed on a soft object such as a sofa, bed or bedding, or floor
- Put the equipment in a gap of seat in a train, bus, etc.



Do not disassemble or modify the equipment.
May cause fire, burns, injury, electric shock, etc.



Do not attempt to remove the internal battery from the product.
May cause fire, burns, injury, etc.



The rear cover cannot be removed from the main unit of the product. Do not attempt to remove it.
May cause fire, burns, injury, etc.



Do not let the equipment get wet with liquid such as water (drinking water, sweat, seawater, urine of pet animals, etc.).
May cause fire, burns, injury, electric shock, etc.



Do not allow liquid such as water (drinking water, sweat, seawater, urine of pet animals, etc.) to enter inside of the charging jack, the external connection jack or earphone jack.
May cause fire, burns, injury, electric shock, etc.



Always use the optional parts specified by au.
Using devices other than the specified may cause fire, burns, injury, electric shock, etc.

⚠WARNING



Do not subject the equipment to strong force, impacts, or vibration such as dropping, stepping on or throwing.
May cause fire, burns, injury, electric shock, etc.



Do not allow conductive materials (such as metal objects and pencil lead) to come into contact with the charging jack, external connection jack or earphone jack, or allow dust to get inside of them.
May cause fire, burns, injury, electric shock, etc.



Do not cover or wrap the equipment with a cloth or bedding when using or charging.
May cause fire, burns, etc.



If charging does not finish even after the specified time, stop charging.
May cause fire, burns, injury, etc. due to overcharge etc.



Power off the product before you step into a place where flammable gas can leak or dust is generated. Stop charging if you charge the product.
May cause explosion, fire, etc. due to ignition of flammable gas etc.



When using the equipment at a gas station etc., follow the instructions of each facility.
Do not charge the equipment at the gas station etc.
Also, be careful not to dropping the equipment when using at a gas station etc. Do not use the equipment while refueling.
May cause explosion, fire, etc. due to ignition of flammable gas etc.



If you notice anything unusual such as an unusual odor, abnormal noise, smoke generation, overheating, discoloration or deformation during operation, charging or storage, pay attention to safety and perform the following measures.

- Disconnect the power plug.
- Turn off the power of the product.

Failure to do so may cause fire, burns, injury, electric shock, etc.

⚠CAUTION



Do not use damaged equipment.
May cause fire, burns, injury, etc.



Do not place the equipment on unstable surfaces, such as on a wobbly table or sloped surface. Be careful especially when vibrator is set.
May fall and cause injury etc.



Do not use or store the equipment in a place where it is very humid, dusty, or subject to high temperature.
May cause fire, burns, electric shock, etc.



When a child uses the product, parents or guardians should give him/her proper instructions and do not allow to use the product in the wrong way.
May cause accidental ingestion, injury, electric shock, etc.



Do not place the equipment where babies and infants can reach.
Be careful about where to store of small parts such as au IC card/microSD memory card tray or SIM ejector pin (sample) in particular.
May cause accidental ingestion, injury, electric shock, etc.



Be careful that temperature of the product may rise if you use it continuously or while charging. Also, be careful not to keep touching it unintentionally when you carry the equipment in your pocket, fall asleep, etc.
Temperature of the product or the specified charging equipment (sold separately) may rise by continuous use of app, call, data communication, watching video, etc. or charging. If you are directly in contact with warmed part continuously, it may cause a redness of skin, itch, rash, low-temperature burn, etc. depending on your physical condition.

Main unit

⚠DANGER



Do not throw the product into a fire or apply heat.
May cause fire, burns, injury, etc.



Do not put excessive force such as sticking with a sharp-pointed object (nail etc.), hitting with a hard object (hammer etc.), or stepping on.
May cause fire, burns, injury, etc.



If the internal substance of the product contacts your eyes or mouth, immediately rinse your eyes or mouth with clean water and then see a doctor right away.
The effects of the internal substance of the product may cause blindness, medical problem, etc.

⚠WARNING



Do not turn on the flashlight with the lighting luminescence part close to the other's eyes. Keep enough distance away especially from babies and infants.
May cause blurred vision etc. Also an accident such as injury may occur if he or she is dazzled or frightened.



Do not turn on of flash the flashlight toward a driver of a car etc.
May disturb driving and cause an accident etc.



Do not look at a repeatedly-blinking screen for a long time.
May cause cramp, loss of consciousness, etc.



Do not allow liquid such as water (drinking water, sweat, seawater, urine of pet animals, etc.), metal parts, or flammable objects to enter to au IC card/ microSD memory card slot of the product. Also, do not insert the au IC card or microSD memory card in the wrong location or orientation.
May cause fire, burns, injury, electric shock, etc.



Do not expose the camera lens to direct sunlight for a long time.
May cause fire, burns, injury, etc. due to light-collecting mechanism of lens.



Power off the product or put it in Airplane mode before boarding an airplane.

Use of mobile phones on board is restricted. Follow the instructions of each airline.

If you set any function which automatically turns the power on, cancel the setting.

The radio waves may adversely affect on-board electronic equipment.

Prohibited acts related to mobile phone usage inside of airplane may be punished by law.



Follow the instructions of each medical facility when using on their premises.

Power off the product in a place where the use is prohibited.

If you set any function which automatically turns the power on, cancel the setting.

The radio waves may affect electronic equipment and electronic medical equipment.



Always keep the product away from your ear when calling hands-free, while the ringtone is sounding loudly, or during stand-by of the product.

Also, when you play game, play back videos, music, etc. connecting the earphone/microphone, etc. to the product, adjust the volume adequately.

Loud sound is emitted from the product when calling with hands-free set.

Even in standby mode, a ringtone or an alarm sound may sound suddenly.

Listening to loud sound for long hours continuously may cause disability of ears such as deafness.

Moreover, too loud sound hinders hearing your surrounding sound and may cause an accident.



If you have a weak heart, set the vibrator or ringtone volume carefully.

Sudden vibration or ringtone sounding when incoming call astonishes you and it may affect your heart.



If you wear any electronic medical equipment, check with the relevant medical electronic equipment manufacturer or vendor whether the operation may be affected by radio waves.

The radio waves may affect electronic medical equipment.



Power off the product near electronic devices or equipment operating on high precision control or weak signals.

The radio waves may interfere with the operation of electronic devices or equipment.

* Electronic devices or equipment that you should be careful of:
Hearing aids, implantable cardiac pacemaker, implantable cardioverter defibrillator, other electronic medical equipment, and other automatically controlled devices or equipment. If you are a user of implantable cardiac pacemaker, implantable cardioverter defibrillator, or other electronic medical equipment, check with the medical electronic equipment manufacturer or vendor whether the operation can be affected by radio waves.



Be careful about broken glasses or exposed internal part of the product if the display or the camera lens is broken.

Touching damaged or exposed part may cause burns, injury, electric shock, etc.



If the internal battery leaks or gives off strange smell, immediately stop using and keep it away from the vicinity of open flames.

If leaking liquid catches fire, ignition or explosion, etc. may be caused.



Be careful not to allow pets etc. to bite the product.

May cause fire, burns, injury, etc. because of ignition, burst, heat or leaking of the internal battery.

⚠CAUTION



When using the motion sensor, check the safety around you, hold the product firmly, and do not shake it unnecessarily.

May cause an accident such as injury.



If the display is damaged and the internal substance leaks out, do not allow the internal substance to contact your skin such as face and hands, clothes, etc.

May cause injury etc. on your eyes or skin.

If the internal substance gets into your eyes, mouth, etc. or contacts your skin or clothes, immediately rinse with clean water.

When it gets into your eyes, mouth, etc., immediately consult a doctor after rinsing.



Do not discard the product together with general waste.

May cause fire, burns, injury, etc. Also, it may cause environmental destruction. When the product is no longer used, bring it to an au shop/au Style etc. or follow the instructions of your local municipality if it has recycling programs.



If the substance leaks out from the internal battery, do not allow the fluid to contact with your skin of face, hands, clothes, etc.

May cause injury etc. on your eyes or skin.

If the internal substance gets into your eyes, mouth, etc. or contacts your skin or clothes, immediately rinse with clean water.

When it gets into your eyes, mouth, etc., immediately consult a doctor after rinsing.



Pay attention to the point of the SIM ejector pin (sample) so as not to hurt your body part such as your finger when removing the au IC cad.

Touching the tip of the SIM ejector pin (sample) may cause injury etc.



For using the product in a car, check with the automobile manufacturer or dealer for the effects by radio waves before using.

Depending on vehicle model, the radio waves may affect the vehicle's electronic equipment. In that case, stop using the product immediately.



If abnormalities on skin are developed by using the product, immediately stop using and take medical treatment.

Itching, rashes, eczema, or other symptoms may be caused depending on your physical condition.

Material on each part ▶P.18 "Material list"



Make sure not to get metal objects (blade of cutter, staples, etc.) adhered because magnetic parts are used on the speaker or receiver of the product.

Such adhered objects may cause injury etc.



Watch the display in an adequately bright place taking a certain distance from it.

Watching in a dark place or closely may reduce visual acuity etc.

Charging equipment

⚠WARNING



Do not use the specified charging equipment (sold separately) if the cord is damaged.
May cause fire, burns, electric shock, etc.



If you hear thunder, do not touch the specified charging equipment (sold separately).
May cause electric shock etc.



Do not short-circuit the charging jack while it is connected to a power outlet. Do not touch the charging jack with your hands, fingers, or any part of your body.
May cause fire, burns, electric shock, etc.



Do not place a heavy object over a cord of the specified charging equipment (sold separately), or do not apply force to the cord by pulling it, etc.
May cause fire, burns, electric shock, etc.



Do not contact metal objects to the specified charging equipment (sold separately) when connecting or disconnecting the plug to/from a power outlet.
May cause fire, burns, electric shock, etc.



Do not use the voltage converter for overseas travel (travel converter) to the specified charging equipment (sold separately).
May cause ignition, overheating, electric shock, etc.



Do not put an excessive force to the connection part with the specified charging equipment (sold separately) connected to the product.
May cause fire, burns, injury, electric shock, etc.



Do not touch a cord, charging jack or power plug of the specified charging equipment (sold separately) with wet hands.
May cause fire, burns, electric shock, etc.



Use with the specified power supply and voltage. When charging the battery overseas, use an AC adapter for global use (sold separately).
Using the incorrect power supply and voltage may cause fire, burns, electric shock, etc.

AC adapter (sold separately): 100V AC (Connect to the AC outlet for internal household use)
AC adapter for global use (sold separately): 100V -240 V AC (Connect to the AC outlet for internal household use)



Clean dust from the power plug.
Using it with dust adhered may cause fire, burns, electric shock, etc.



Firmly plug the specified charging equipment (sold separately) to a power outlet.
Insecure inserting may cause fire, burns, electric shock, etc.



When unplugging a power plug of the specified charging equipment (sold separately) from a power outlet, disconnect it with holding the adapter unit. Do not apply force by pulling the cord, etc.
Pulling a cord of the specified charging equipment (sold separately) may damage the cord causing fire, burns, electric shock, etc.



When plugging/unplugging the specified charging equipment (sold separately) into/from the product, plug/unplug it straight toward the product without applying force by pulling the cord, etc.
Incorrect plugging/unplugging may cause fire, burns, injury, electric shock, etc.



If the charging jack is deformed such as being bent, stop using immediately. Do not use it with the deformation restored.
May cause fire, burns, injury, etc. due to short-circuit of the charging jack.



Always get a power plug disconnected from a power outlet when it is not used.
Keeping a power plug connected may cause fire, burns, electric shock, etc.



Immediately disconnect a power plug from a power outlet if liquid such as water (drinking water, sweat, seawater, urine of pet animals, etc.) is on it.
Failure to do so may cause fire, burns, electric shock, etc. due to short-circuit from the adhered object etc.


Unplug

Before cleaning, disconnect a power plug from a power outlet.
Failure to do so may cause fire, burns, electric shock, etc.

⚠CAUTION


Don't

Do not touch the specified charging equipment (sold separately) continuously when it is connected to a power outlet.
May cause burns, etc.

■ au IC card (SIM card)

⚠CAUTION


Do

Be careful with the cut surface not to hurt your fingers etc. when handling au IC card.
The cut surface may be sharp and it may cause injury etc.

■ Using near medical equipment or in healthcare facilities

⚠WARNING


Do

If you wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator, carry or use the product 15 cm or more away from the implant at all times.
The radio waves may have harmful effects on the operation of the electronic medical equipment.


Do

If you need to use electronic medical equipment other than implantable cardiac pacemakers or implantable cardioverter-defibrillators outside medical facilities such as treating at home, consult the relevant medical electronic equipment manufacturer for effects on the equipment by radio waves.
The radio waves may have harmful effects on the operation of the electronic medical equipment.



If there is any chance that the distance between the product and a person closest to you may get shorter than 15 cm such as when you cannot freely move around, set the product not to emit radio wave in advance (Airplane mode, power off, etc.).
A person in close to you may put on electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. The radio waves may have harmful effects on the operation of the electronic medical equipment.



Follow the instructions given by the respective medical facility regarding use of the product on their premises.
The radio waves may have harmful effects on the operation of the electronic medical equipment.

■ SIM ejector pin (sample)

⚠WARNING



The point part of the SIM ejector pin (sample) is sharp. Do not point it towards yourself or the others when using.
It may hit yourself or the others and cause injury or loss of sight.

⚠CAUTION



If abnormalities on skin are developed by using the SIM ejector pin (sample), immediately stop using and take medical treatment.
Itching, rashes, eczema, or other symptoms may be caused depending on your physical condition.
Material on each part ▶P.18 "Material list"



Keep the SIM ejector pin (sample) in a location where babies and infants cannot reach.
May cause suffocation, injury, etc. if they accidentally swallowed.

■ Protective case (sample)

⚠CAUTION



Do not let your finger be pinched when setting the product to the protective case (sample).
May cause injury.



If abnormalities on skin are developed by using the protective case (sample), immediately stop using and take medical treatment.
Itching, rashes, eczema, or other symptoms may be caused depending on your physical condition.
Material on each part ▶P.18 "Material list"

Material list

Main unit

Part	Material	Surface treatment
Display	Tempered glass	AF coating
Exterior case (side)	Aluminum	Alumite treatment
Exterior case (rim of the display)	Polycarbonate + 20% GF	—
Rear cover	Acrylic resin	UV coating
Camera panel border	Aluminum	Alumite treatment
Camera panel	Tempered glass	AF coating
Flash light	Acrylic resin	—
Receiver	Polycarbonate	PVD plating
Power button/Screen-lock button	Aluminum	Alumite treatment
Volume button (up/down)	Aluminum	Alumite treatment
au IC card/microSD memory card tray (exterior member)	Aluminum	Alumite treatment
au IC card/microSD memory card tray (frame for card setting)	Stainless steel + Polycarbonate	PVD plating
USB Type-C™ connection jack	Copper alloy	Nickel/Gold-plated
Earphone jack	Copper alloy	Nickel/Gold-plated
Speaker	Polycarbonate	PVD plating
IMEI label, Protective sheet	Polyethylene terephthalate	Laminating

SIM ejector pin (sample)

Part	Material	Surface treatment
SIM ejector pin	Stainless steel	Polish finishing

Protective case (sample)

Part	Material	Surface treatment
Protective case	TPU	—

Protective film (sample) (attached)

Part	Material	Surface treatment
Protective film	Polyethylene terephthalate	—

Handling precautions

These precautions are provided to prevent the product from malfunction and to ensure that performance can be fully demonstrated. Thoroughly read these precautions to ensure correct use.

Precautions common to Main unit, internal battery, charging equipment, au IC card (SIM card), peripheral equipment

- Do not apply excessive force to the product during use. Be sure not to put the product into a tightly packed bag or place a heavy object on the product in a bag. Sitting on the product in your pocket may cause damage of the display, internal circuit board, etc. or other malfunction.
  Also, it may cause a damage of connector or malfunction if it has an external device connecting to the external connection jack or earphone jack. Such damage and malfunction are not covered by the warranty, even if there is no external damage.
- Do not use the following items in extremely hot, cold or humid places. (Use in a range of ambient temperature 0℃ to 35℃ and 35% to 85% in humidity.)
  - OPPO A54 5G Main unit
  - au IC card (OPPO A54 5G installed to the main unit)
- Do not use the following items in extremely hot, cold or humid places. (Use in a range of ambient temperature 5℃ to 35℃ and 35% to 85% in humidity.)
  - Charging equipment
  - Peripheral equipment
- Do not use in places subject to lots of dust or vibration. May cause a malfunction.
- Clean the external connection jack or earphone jack with dry cotton swabs etc. every now and then. Soiled jacks may cause poor connection. Be careful not to deform the external connection jack or earphone jack by applying force a this time.
- Clean it with a soft dry cloth (e.g. wiping cloth for eyeglasses). Rubbing with a dry cloth etc. forcibly may scratch the display. The display may get stained if splash or soil is left on the surface. Also, wiping with alcohol, thinner, benzene, detergent, glass cleaner, etc. may erase the printing on the exterior case or cause a malfunction.
- Use as far away as possible from land-line phones, TVs and radios. Use of the product nearby may affect them.
- The product may become warm while charging etc. depending on your use condition, but this is not abnormal.
- Do not put near corrosive chemicals or in a place where corrosive gas is generated. May cause a malfunction.

- Do not use outside when you hear thunder. May risk lightning strikes and electric shock.
- Always use the specified peripheral equipment. Use of other peripheral equipment may cause a malfunction.
- Do not put the product in a cooking apparatus such as microwave oven or a pressure vessel. May cause a malfunction.
- The customer is not allowed to disassemble, modify or repair the product. May cause a malfunction. Modification of the product is a violation of the Radio Law and Telecommunications Business Act.
- Do not allow a part of your body such as finger or conductive foreign objects (metal fragments, pencil leads, etc.) to come into contact with or enter to the external connection jack or earphone jack. May cause a malfunction.
- Do not splash with liquid such as water. Also, never use the equipment in a humid place such as a bathroom or with wet hands. May cause a malfunction due to short-circuit of electronic circuit or corrosion.
- Malfunction caused by water wetting or humidity is not covered by the warranty and the repair charge is incurred.
- In the event that the product gets wet while charging, disconnect a power plug of the specified charging equipment (sold separately).
- Do not use the product while driving a car or motorized bicycle, riding a bicycle or walking. Use of mobile phones while driving a car or motorbike is prohibited by law. Use of a mobile phone while riding a bicycle may also be punishable by some regulations.
- Using or charging the product in a bag or when it is covered with bedding may cause a malfunction.
- Always insert or remove a connector of the specified charging equipment (sold separately) or external device straight against a jack to connect. If it is inserted or removed in the wrong direction, it may cause a malfunction.
- Do not expose the camera lens to direct sunlight for a long time. May cause a malfunction.
- Do not use, store or leave the product in a place where it is subject to direct sunlight (e.g. inside a car), the temperature becomes hot or extremely cold, or it is very humid or dusty. May cause a malfunction.
- Do not place the equipment on unstable surfaces, such as on a wobbly table or sloped surface. Be careful especially while charging or when the vibrator is set. The product may fall and cause a malfunction etc.
- Do not exceed a rating of power outlet or wiring equipment when charging the product, for example, by starburst connection etc.

Main unit

- Since the battery is built into the product, you cannot replace it yourself. For replacing batteries, contact au shop/au Style or Customer Center.
- Do not apply strong impact such as pressing forcibly or patting the display. May cause occurrence of scratches or damage.
- Do not press your fingernail, sharp or hard object against the button or display surface strongly. May cause occurrence of scratches or damage.
- Never use the product if it is remodeled. Use of modified devices violates the Radio Law and Telecommunications Business Act. The product is compliant with rules on the technical standard conformance of specified wireless equipment based on the Radio Law/Telecommunications Business Act, and "Technical Conformity Mark ㊣" can be checked on the main unit of au mobile phone as a certificate.

  How to check: From the Home screen, [Settings]→[About phone]→[Regulatory]

  Modification of the internal components of the product invalidates the certification of conformity with the technical standard conformance etc. Do not use the product with the certification invalid, as it is a violation of the Radio Law and Telecommunications Business Act.
- Take care not to place magnetized items such as magnetic cards, speakers and TV sets near the product, as it may cause a malfunction. Putting the product close to strong magnetism may cause false operations.
- Do not bring magnetized cards such as cash cards, credit cards and prepaid cards closer to the product. May cause loss of the recorded data.
- Do not let the display touch any hard stuff such as metal in a pocket, bag, etc. May cause occurrence of scratches or damage.
- When suddenly brought into a warm place from a cold place, or when used in a humid location or in a place where temperature suddenly changes, for example, near the air discharge port of an air conditioner), water droplets (i.e. condensation) may be formed inside of the product. Note that using under such conditions may cause corrosion or a malfunction due to the humidity.
- While writing or reading data to or from a microSD memory card, do not subject the product to vibration or impact, or turn off the power. May cause loss of data or a malfunction.
- Note that covering the light sensor with your finger or a sticker may cause incorrect operations of the light sensor because it cannot react to surrounding brightness.
- Note that attaching a sticker on the proximity sensor may hinder your operations while incoming call or calling because the display always turns off due to false operation of the sensor.

- Always use the product with the au IC card/microSD memory card tray closed. If you fail to do so, dust or water etc. may enter inside and cause a malfunction.
- Do not allow foreign object such as liquid, metal objects to enter to au IC card/microSD memory card slot of the product. May cause a malfunction.
- Do not apply strong impacts such as dropping, throwing or stepping. May cause a malfunction.
- Do not put the product directly on sandy beach etc. Allowing sand etc. to enter in the receiver, microphone, or speaker may turn the sound volume down. Also, it may cause a malfunction if sand etc. gets inside the main unit.

Touch panel

- The touch panel is designed to be lightly touched by fingers. Do not apply strong pressure with your fingers or sharp-pointed objects (such as fingernails, ballpoint pens and pins) on the touch panel.
  In the following cases, the touch panel does not respond when it is touched. Note that they may also cause false operations.
  - Operation with gloved hands
  - Operation with fingernails
  - Operation with foreign object on the touch panel
  - Operation on the surface that a protective sheet or sticker is attached
  - Operation on the display that has waterdroplet on it or dew condenses
  - Operation with wet or sweaty fingers
  - Operation under water
- If a sticker or sheet (commercially available protective film, peep prevention sheet, etc.) is attached on the display, the touch panel may not work properly.
- When carrying the product which is put in your pocket or a bag, the touch panel may operate falsely if conductive objects such as metal gets close to the display.

Internal battery



(The internal battery of the product is a lithium-ion battery)
The internal battery is not fully charged at the time of purchase. Charge the internal battery before use. Charge the internal battery if you have not used the product for a long time.

- In summer, the capacity of the internal battery decreases and the usable time becomes short under extreme high or low temperature environment, for example, leaving the product inside a tightly closed car (automobile). Also, that shortens the internal battery life. Use the product at room temperature as much as possible.
- The internal battery gradually discharges after being charged even if the product is not used. The internal battery may discharge completely after long time no use. Charge before using.
- The internal battery is a consumable item. If the functions are not recovered even when it is charged, for example, the usable time remains extremely short, the internal battery is at the end of service life, so stop use. Because of the built-in battery, the product must be kept at au shop/au Style etc. to repair for a charge. And you may not be able to use the product during certain period of time. Please be forewarned. Note that the length of service life varies depending on the usage condition etc.
- The internal battery sometimes swell up as they approach the end of their service life. This is due to the properties of lithium-ion batteries, and is not a problem in terms of safety.

Charging equipment

- Do not wind up a power cable of the specified charging equipment (sold separately) around the adapter unit. Do not forcibly bend the connection part of a plug/connector and a power code of charging equipment. Do not place a heavy object over a cord of adapter or charging equipment (sold separately), or do not apply force to the cord by pulling etc. May cause a malfunction.
- When disconnecting a power plug of the specified charging equipment (sold separately) from a power outlet, grasp the power plug. If you pull the cord to disconnect, the cord may be damaged.

au IC card (SIM card)

- Do not forcibly remove or insert au IC card. Avoid to apply excessive force to your au mobile phone when inserting.
- Note that you are responsible for a damage caused by inserting an au IC card to an IC card reader/writer etc.
- Do not attach a sticker etc. on an au IC card.
- Do not insert an au IC card with a conversion adapter attached. May cause a malfunction.
- Do not damage the card by using the product in a hot place, dropping into fire, contacting to the metal parts with foreign object, giving an impact, bending, applying load, wetting, etc. May cause loss of data or a malfunction.

SIM ejector pin (sample)

- Do not insert a tip of the SIM ejector pin (sample) in a hole etc. other than the hole for tray removal. May cause a malfunction or damage.
- Do not apply excessive force to the SIM ejector pin (sample). May cause a malfunction or damage.
- For discarding, do a separate discard according to your regional rules.
- Do not use the SIM ejector pin (sample) for other mobile phones. May cause a malfunction or damage of the mobile phones.

Protective case (sample)

- When the Protective case (sample) is soiled, wipe it with cloth etc. which is soaked with alcohol for cleaning. You are recommended to clean it regularly (once every six months).
- Do not apply excessive force to the Protective case (sample). May cause a malfunction or damage.
- For discarding, do a separate discard according to your regional rules.

Protective film (sample) (attached)

- Clean it with a soft dry cloth (e.g. wiping cloth for eyeglasses). Rubbing with a dry cloth etc. forcibly may scratch it.
- For discarding, do a separate discard according to your regional rules.

Camera function

- When photographing important occasions etc., take a trial shot and check the shot image to make sure it is correctly shot.
- Do not shoot in a place where shooting is prohibited.

Intellectual property rights/Portrait rights

- In case that all or part of the data you shot or recorded by the product or obtained data downloaded via the Internet are protected by intellectual property rights owned by the third parties, you are not allowed to copy, distribute, transmit to public or change except the cases permitted by the copyright law such as copying or quoting for the purpose of personal use.
  Also, you should refrain from unauthorized use or modification of other's portraits or names because doing so may violate the portrait rights.
  Note that shooting and recording may be restricted at some live performances, shows and exhibitions even for personal use.
- Be careful about the copyright and portrait rights when posting photos you shot etc. on Internet web pages.

Backup content on the product

- Please back up important content recorded to the product or downloaded to the product from an outside source. Content recorded to memory on the product sometimes disappears or is altered by unexpected factors, such as static electricity or a fault, repair, mishandling, etc.

Bluetooth®/wireless LAN (Wi-Fi®) function

- The Bluetooth® and wireless LAN (Wi-Fi®) functions of the product conform to Japanese domestic standards and has been certified.
- Use of Bluetooth® function and Wireless LAN (Wi-Fi®) function may be restricted in some countries/regions. For using the product overseas, check the relevant laws and regulations of the country/region where you visit.
- The 2.4 GHz band used by wireless LAN (Wi-Fi®) and Bluetooth® devices is shared by various other devices. For this reason, the communication speed and communication distance may be decreased, or disconnection may occur, due to interference from other devices.
- Do not use the product in places where electromagnetic waves are generated or near electric products, AV and OA equipment, or other magnetized devices.
- Subjecting the product to magnetic or electrical noise may increase noise and prevent it from performing communications. (The product is particularly susceptible to noise when it used near a microwave oven.)
- Using the product near a TV, radio or similar appliance may cause reception interference and disrupt TV images.
- The searching may not be successful if there are multiple wireless LAN (Wi-Fi®) access points near to the product or the same channel is being used.
- Use of mobile phones on board is restricted. Follow the instructions of each airline.
- The communication speed and communication distance vary depending on the distance between communication devices, obstacles and the devices used.

IEEE802.11 b/g/n

IEEE802.11 a/n/ac			
J52	W52	W53	W56

2.4 GHz frequency band precautions

The frequencies used by the Bluetooth® and/or wireless LAN (Wi-Fi®) function of the product are in the 2.4 GHz band. In this frequency band, other similar wireless stations, in-plant wireless stations for mobile unit identification that require a license to use, such as factory production lines, specific small power wireless stations that do not require licenses, amateur wireless stations (collectively called "other wireless stations" from here on) are operated in addition to home electrical appliances such as microwave ovens, devices for industrial, scientific and medical devices.

1. Before using, make sure that "other wireless stations" are not in operation nearby.

2. In the event that instances of radio wave interference have occurred between the product and "other wireless stations", immediately either relocate the product or stop operation of the device (stop the emission of radio waves).
3. If you are unclear on any points or are troubled by anything, contact an au shop/au Style or Customer Center.

memo

◎ The connections between the product and all other Bluetooth® and wireless LAN (Wi-Fi®) devices have not been confirmed. Therefore, connections with all Bluetooth® and wireless LAN (Wi-Fi®) devices are not guaranteed.

◎ The product supports security features for wireless communications that are compliant with the Bluetooth® and wireless LAN (Wi-Fi®) standard specifications, but the security may not be sufficient depending on the usage environment and configuration. Be careful when performing data communication via Bluetooth® or wireless LAN (Wi-Fi®).

◎ Wireless LAN (Wi-Fi®) has the advantage that it can be freely connected anywhere within the radio wave range, as it uses radio waves for exchanging information. At the same time, there is a risk that a malicious third party may obtain unauthorized access if security settings have not been configured. You are recommended to configure security settings before using at your decision and responsibility.

◎ The Company assumes no responsibility for leakage of data or information that may occur during Bluetooth®/wireless LAN (Wi-Fi®) communication.

◎ Since Bluetooth® and wireless LAN (Wi-Fi®) functions use the same frequency band, using the both functions at the same may cause radio wave interference resulting in decreased communication speed or disconnection from the network. If connection fails, stop using either of the Bluetooth® and wireless LAN (Wi-Fi®).

The frequencies used by the Bluetooth® and wireless LAN (Wi-Fi®) functions of the product are in the 2.4 GHz band.



- Bluetooth® function: 2.4FH4/XX8
  The product uses the 2.4 GHz band. FH4 means that FH-SS modulation scheme is used as modulation scheme and the interference distance is about 40 m or less. XX8 means another modulation scheme is used and the interference distance is about 80 m or less.

- Wireless LAN (Wi-Fi®) function: 2.4DS/OF4
  The product uses the 2.4 GHz band. DS-SS and OFDM are used as the modulation schemes. The interference distance is about 40 m or less.
- [redacted]
  This means that all 2.4 GHz bandwidths can be used, and that band of mobile unit identification devices can be avoided.

Available channels differ depending on the country.
For use in an airplane, check with the airline company in advance.

5 GHz frequency band precautions

Wireless LAN (Wi-Fi®) function of the product uses 5 GHz band. Using the 5.2 GHz band and 5.3 GHz band outdoors is prohibited by the Radio Law (except when communicating with a base station of data communication system for 5.2 GHz high power frequency band or land mobile relay station).
The product uses the following channels.
W52 (5.2 GHz band/36, 40, 44, 48 ch)
W53 (5.3 GHz band/52, 56, 60, 64 ch)
W56 (5.6 GHz band/100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144 ch)

Security codes/PIN code

Security codes

The product has various security codes that you can use.
The available security codes are as follows. Do not forget the various security codes that are set as they are necessary for various operations and contracts.
Make sure to change the security codes from the initial values to your own numbers.

■ Security codes

Example of usage	①To do remote operation of voice mail and call forwarding services from a landline phone ②To use Customer Center and to do various inquiries, applications, and modifications on the au homepage
Default value	A four digit number chosen by the customer and noted on the application form

PIN code

● **PIN code**

To prevent unauthorized use of the au IC card by a third party, you can set the product to require PIN code entry every time the power is turned on. You also need to enter PIN code when setting whether the PIN code entry is required.

If the PIN code is incorrectly entered three times consecutively, the PIN code will be locked. You can unlock the PIN code using PUK code.

- PIN code is set to "1234" by default state and necessity of entry is "not required" however, you can change the PIN code to any four- to eight-digit number and necessity of entry to "required" as necessary.
  If you use with "entry required", make sure to change the code to your own numbers.

● **PUK code**

Enter PUK to unlock the PIN code lock.

- PUK code is an eight-digit number printed on the plastic card which an au IC card is attached to and the code is a fixed number when you purchase the product.
- After you enter the PUK code, set a new PIN code.
- If the PUK code is incorrectly entered ten times consecutively, contact an au shop/au Style, Toyota store or Customer Center.
- "PIN code" cannot be reset even when you reset the data.

Notes on data communication charge

- Since a constant Internet connection is possible with the product, data communication can automatically be performed by some applications, resulting in high data communication charges. Therefore, subscription to a data communication charge flat late plan/discount service is highly recommended.
- Communication arising from browsing web pages, downloading applications, communicating by applications, sending/receiving mail and configuring various settings on the product accesses the Internet and applies to data communication charge.

* Data communication charge would not be applied for wireless LAN (Wi-Fi®) connection.

Notes on call charge

- When ending a call, make sure to disconnect the call by operation of end of call. If you fail to end calls, high-priced call charge may be incurred.

Applications

- Be sure to check security of applications before installing at your own risk. Some applications may affect the other applications or general operations of mobile phones. Also, they may cause virus infection, damage various data, or send out your location information, usage history or personal information stored in your mobile phone via the Internet.
- The Company assumes no responsibility for any malfunctions that may be caused by applications etc. you have installed. Note that repair costs in this case may be charged even during the warranty period.
- The Company assumes no responsibility for any disadvantage brought to you or any third party by the applications you have installed.
- Insertion of microSD memory card is necessary to use some applications.
- Some applications prohibit the product from entering sleep mode while they are active, or rapidly drain the battery while running in the background.
- Operational procedures and screen appearances of the applications preinstalled in the product and those installed by you are subject to change without notice as a result of version upgrade. In addition, descriptions of operating procedures in "取扱説明書 詳細版 (Instruction Manual)" (Japanese), "Quick Start Guide" or "Notes on Usage" (this manual) may differ from the actual procedures.

Setting app permissions

When you activate an app/function that access the functions or information of the product for the first time, a confirmation screen for requesting access permission appears.
If such confirmation screen appears, confirm the content and tap "Allow"/"Deny".

Example: When you activate the recorder for the first time

1 From the Home screen, [Tools]→[Recorder]

"Allow Recorder to access photos and media on your device" screen appears.

2 [Allow]

3 Operate according to the instruction on the screen

memo

◎ If you do not permit, app/function may not be activated or use of function may be restricted.

◎ To change the permission setting, from the Home screen, [Settings]→[App management]→[App list]→Tap an app→[Permissions]→Tap the permission to change→Operate according to the instruction on the screen.

◎ For some apps/functions, an explanation screen for the permission may appear. Several request screens may appear or the screen content may differ. Confirm the displayed content and then operate according to the instruction on the screen.

◎ Descriptions of such confirmation screens may be omitted in "取扱説明書 詳細版 (Instruction Manual)" (Japanese) or "Notes on Usage" (this manual).

Mobile Phone Etiquette

Use of the product is not allowed in the following places!

- Do not listen to music or watch videos while driving a car or motorbike, or riding a bicycle. Use of mobile phones while driving a car or motorbike is prohibited by law. (Use of mobile phones while riding a bicycle may also be punishable by some regulations.) In addition, stay alert to the traffic around you even when walking. Surrounding sounds may not be heard clearly, and gazing at the screen might distract your attention causing a traffic accident. Be especially careful at railroad crossings, station platform and pedestrian crossings.
- Use of mobile phones on board is restricted. Follow the instructions of each airline.

Consider people around you

- To prevent ringtone from bothering other people, not only refrain from making calls but also power off the phone or use Silent mode in movie theaters, theaters, museums, libraries, etc.
- In a city area, use in a place where you do not bother people walking.
- It is extremely dangerous to walk while looking at the screen of the mobile phone. Do not make calls or operate a mobile phone while walking or by stopping suddenly.
- Move to a place where you do not disturb others while you are in shinkansen, a hotel lobby, etc.
- Be careful not to be loud while talking.
- Be careful of sound leakage from earphones in trains or other places with many people around you.
- Ask permission if you take photos with your mobile phone camera.
- When using the camera, follow common rules of etiquette regarding camera use.
- There may be a person with a cardiac pacemaker nearby at a place filled with people such as in a crowded train. Set "Airplane mode" or turn the product off beforehand.
- When a medical institution has laid down designated areas where use of the product is prohibited or is not allowed to be brought in, follow the instructions.

Appendix

Updating software

Precautions

- When accessing the Internet via data communication with the product, data communication charge is incurred according to your charging plan. Especially for OS update, a large amount of data communication occurs.
- When a software update is needed, you are notified of on au homepage etc. For details, contact au shop/au Style or Customer Center (157/toll-free). Also, the customers who uses OPPO A54 5G may be received a notice from au when the software update is needed so as to use OPPO A54 5G in a good condition.
- You are recommended to back up your data before updating software.
- Charge the battery fully before updating. Software update may be failed when the battery level is row or the battery is run out in the middle of software update.
- Check the signal status. Software update may be failed in a place where the signal reception is poor.
- If you fail or stop software update, perform the software update again.
- If software update is failed, you may not be able to use the product. When use of the product becomes impossible, bring it to an au shop/au Style or Toyota store (except some shops).
- While using the product overseas, the software update function may not be available.
- While updating the software, the product operations are not available. Calls to 110 (police), 119 (fire services), 118 (Regional Maritime Safety Headquarters), or 157 (Customer Center) are also not available. Also, alarm etc. cannot work.

Downloading software and updating

You can directly download the update software on the product via Internet.

1 From the Home screen, [Settings]→[Software update]→[Check for update]

2 Operate according to the instruction on the screen

memo

◎ Depending on Wi-Fi® line condition, the product performs automatic search of networks and communication may be switched to mobile data communication from Wi-Fi®. In that case, unintended data communication charge may incur. Please be forewarned.

After-sales service

When asking for repair

For repair, contact Repair and Delivery Support Center.

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

* The warranty period is one year from the date you purchased the product.

- 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 mobile phones by Replacement mobile phone delivery service which you used before are recycled to mobile phones for replacement after repairs. Also replaced parts by au After-sales service are collected and recycled by the Company. They are not returned to customers.
- The product which is processed, remodeled, analyzed (including by modifying or analyzing the software (including by rooting etc.), reverse engineering, decompiling), or repaired by an unauthorized repair office is not covered by the warranty and repair may be refused.
- The internal battery is not covered by the warranty because it is a consumable item.
- OPPO A54 5G Accessories except the main unit or samples are not covered by the warranty.

Performance parts for repair

The Company retains performance parts for repair of OPPO A54 5G main unit and its peripherals for four years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.

Provisions for free-of-charge repair

1. Please notify us of the production number (IMEI number) for repair request. The production number (IMEI number) can be checked on the product main unit, sticker on the outer packaging box etc.
2. During the warranty period, we will repair the product free of charge for the malfunction under the condition that it is used correctly in line with the directions given in the instruction manual.
3. Even if the warranty period has not expired, a fee will be charged for repair under the following circumstances. (or, repair may not be possible).
   ①The product has not been used correctly in line with the directions given in the instruction manual.
   ②The malfunction or damage is due to unauthorized repair or modification of the product.
   ③The product has been repaired other than at our specified repair offices.
   ④The malfunction or damage is due to negligence in use or handling, or due to an accident. There are signs of the product having been dropped, wet, exposed to humidity, etc.
   ⑤The malfunction or damage is due to natural disasters (earthquakes, storm or flood damage, etc.), fire, salt damage, abnormal voltage, etc.
4. Repair may not be possible depending on the degree of damage.
5. The Company shall have no liability for any damage or loss resulting from the malfunction of the product.
6. The Company shall not bear any responsibility for accidents resulting from use of the product having been connected to unspecified devices.
7. Do not accept requests for service calls to the owner's home, place of business, etc.
8. This warranty is valid only in Japan.

* This warranty guarantees repair free of charge during the period and under the conditions specified on this warranty card. Thus this warranty does not limit the legal rights of the owner with respect to the issuer of this warranty card (the guarantor) or any other business person or enterprise.

Repair and Delivery Support

An after-sales service membership program on a monthly basis called "Repair and Delivery Support" is available for using your au mobile phone for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss.
For monthly charge and details of the service, refer to au homepage.
https://www.au.com/mobile/service/kosho-funshitsu/ (Japanese)

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

- Note that when changing the model or purchasing an extra mobile phone, this service only covers the most recently purchased au mobile phone.
- When an au mobile phone is handed over to you or someone else, the "Repair and Delivery Support" membership is also handed over to the successor of the mobile phone.
- When you get a new au mobile phone by changing the model or purchasing an extra mobile phone, the "Repair and Delivery Support" membership for the old au mobile phone is automatically canceled.
- Service contents are subject to change without notice.

au IC card (SIM card)

The au IC card is lent to you by au. In case of loss or damage, the card will be replaced at your expense. When damage is suspected, or in case of theft or loss, contact an au shop/au Style or Toyota store.

Export Administration Regulations

The product and its accessories may be subject to the Japan Export Administration Regulations ("Foreign Exchange and Foreign Trade Law" and its related laws). In addition, U.S. Export Administration Regulations may apply to the product and its accessories. To export and re-export the product and its accessories, take the required measures on your responsibility and at your expenses. For details on the procedures, contact the Ministry of Economy, Trade and Industry or the U.S. Department of Commerce.

Intellectual property rights

Trademarks

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- The Bluetooth® word mark is a registered trademark owned by the Bluetooth SIG, Inc., and OGA Japan K.K. is licensed to use these trademarks.
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- OPPO is a registered trademark of Guangdong OPPO Mobile Telecommunications Corporation Ltd. © 2010 OPPO. All rights reserved.
- USB Type-C™ is a trademark of USB Implementers Forum.
- N is a trademark or registered trademark of NFC Forum, Inc. in the United States and/or other countries.
- Google and Google logo, Android, Google Play and Google Play logo, Gmail and Gmail logo, Google Maps and Google Maps logo, Google Calendar and Google Calendar logo, YouTube and YouTube logo, YouTube Music and YouTube Music logo, Google Search and Google Search logo, Google Voice Search, Google Drive and Google Drive logo, Google Assistant and Google Assistant logo, Google Photos and Google Photos logo, Google Duo and Google Duo logo, Google Play Movies & TV logo, Google Chrome and Google Chrome logo, Google pay and Google Pay logo, Google One and Google One logo, Google News and Google News logo, Files logo are trademarks or registered trademarks of Google LLC.
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- Amazon, Amazon.co.jp and Amazon.co.jp logo are trademarks or registered trademarks of Amazon.com, Inc. and its affiliates.
- Netflix is a registered trademark of Netflix, Inc.
- QR code is a registered trademark of Denso Wave Inc.
- All other company names and product names are trademarks or registered trademarks of respective companies referred to in this manual.

For inquiries, call:

Customer Center

For general information (toll free)

Business hours 9:00 - 20:00 (7 days a week)

From au mobile phones:

157 without area code

From non-au mobile phones/ general phones:

0077-7-111

Incase above numbers are not available, call toll-free:

0120-977-033

For theft, loss, damage (toll free)

Business hours 24 hours (7 days a week)

From au mobile phones:

113 without area code

From non-au mobile phones/ general phones:

0077-7-113

Incase above numbers are not available, call toll-free:

0120-925-314

Repair and Delivery Support Center

(For members of Repair and Delivery Support/ Reliable support pack for members services)

Failure consultation and Replacement mobile phone delivery service reception (toll free)

Business hours: 9:00 - 20:00 (7 days a week)
From au mobile phones/non-au mobile phones/ general phones:

0120-925-919

やめましょう、
歩きスマホ。

あぶない!
電池への衝撃

キケン!
水ぬれ充電

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.

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