# LG it

**Basic Manual**

November 2018, 1st Edition
MBM66816602 (1.0)



## Preface

Thank you for purchasing the "LG it" (simply called the "product" from here on).
Before using the product, be sure to read the supplied "Basic Manual" (this manual) to ensure correct use.

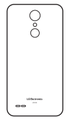
## List of Packaged Items

Before your start using the product, make sure that you have all the following packaged with the product.

●Main unit

●Battery pack (LGV36UAA)

●Back cover (LGV36TRA, LGV36TLA, LGV36TWA)



●設定ガイド (Setting Guide) (Japanese)
●ご利用にあたっての注意事項 (Notes on Usage) (Japanese)
●取扱説明書 (Basic Manual) (Japanese)

For inquiries, call:
Customer Service Center
For general, charge, operations (toll free)
Business hours 9:00 – 20:00 (7 days a week)
From fixed-line phones: 0077-7-111
From au cell phones: 157 area code not required
Pressing "zero" will connect you to an operator, after calling" 157" on your au cellphone.
In case above numbers are not available,
0120-977-033 (except Okinawa)
0120-977-699 (Okinawa)
For service canceling procedure in case of loss or theft (toll free)
Business hours 24-hour (7 days a week)
From fixed-line phones: 0077-7-113
From au cell phones: 113 area code not required
In case above numbers are not available,
0120-925-314
Repair and Delivery Service Center
For loss, theft or damage (toll free)
Business hours 9:00 – 20:00 (7 days a week)
From fixed-line phones/au cell phones, 0120-925-919

やめましょう、歩きスマホ。
キケン！水ぬれ充電
あぶない！電池への衝撃

モバイル・リサイクル・ネットワーク

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.

Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
Imported by: LG Electronics Japan Inc.
Manufactured by: LG Electronics Inc.



■Illustrations and screen displays
This manual uses screenshots and describes operations with the au Nano IC Card 04 inserted. Illustrations and screens shown in this manual may look different from the actual product or screen. Note that in some cases, a part of a screen may be omitted.

In this manual, icons at the top of the screen, home touch buttons at the bottom of the screen, etc. of are omitted.

Actual screen / Screen in this manual (example)

The following items are not included in the package.
●microUSB cable ●AC adapter
●microSD memory card ●Earphone

**memo**
- Purchase a specified charger (sold separately).
- The illustrations of the cell phone in the manual are used only for explaining. They may differ from the actual product.

## About Instruction Manual

### Setting Guide / Basic Manual (this manual)

Handles only basic operational procedures for main features.

### Online Manual (in Japanese only)

For detailed descriptions on various functions, use the "Online Manual" on the your product with the following operations.

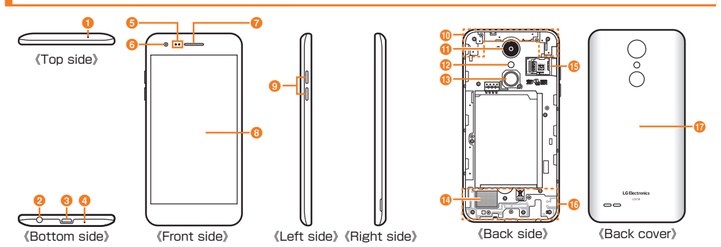
**1 On the Home screen ▶ [Other Apps] ▶ [取扱説明書 (Online Manual)]**



**memo**
- In this manual, screenshots for body color "Metallic Red" are provided as examples.
- In this manual, "au Nano IC Card 04" is listed as "au IC Card".
- Descriptions in this manual are based on the operations of portrait screen. Menu items/icons/buttons on a screen may be different from the ones in the horizontal display.
- In this manual, operation procedures are described based on "au Basic Home". When the home application is changed by "Select Home", operation procedures may be different.
- Items, title levels, and icons in this manual may look different based on different functions you use or different conditions, etc.
- In this manual, "microSD™ memory card (commercial item)", "microSDHC™ memory card (commercial item)" or "microSDXC™ memory card (commercial item)" is called "microSD memory card" or "microSD" for short.
- All of the indicated amounts exclude tax unless otherwise specified.
- All company names and product names in this manual are either trademarks or registered trademarks. The trademark symbol (TM) and the registered trademark symbol (®) may be omitted in places in this manual.



## Names and Functions of Parts




❶ Sub microphone
It is used for handsfree calling.
❷ Earphone jack
❸ External connection terminal
❹ Mouthpiece (Microphone)
Tell to the other party during a call by mouthpiece. In addition, it is also used to record sound. Be careful to not cover over the mouthpiece with your fingers, etc., during a call or recording.
❺ Proximity sensor / Light sensor*1
❻ Inward-facing camera (Lens)
❼ Earpiece (Receiver)
❽ Display (Touch panel)*2
❾ Volume key (UP/DOWN)
❿ Built-in antenna (Wi-Fi®, Bluetooth®, GPS, Call, Internet)*3
⓫ Outward-facing camera (lens)
⓬ Photo light
⓭ Power key
⓮ Speaker
⓯ IC Card slot / microSD memory card slot
⓰ Built-in antenna (Call, Internet)*3
⓱ Back cover

*1 Do not cover with a protective sheet, etc. Functions may not work correctly.
*2 The display of the product is covered with a protective film in advance.
To use a commercially-available protective film, remove the protective film affixed at the time of purchase on the display in advance.
*3 The antenna is built into the product. Covering around the antenna by hand may affect call/communication quality.



In addition, you can also refer to "オンラインマニュアル (Online Manual)" available on the au homepage.
https://www.au.com/online-manual/lgv36/ (in Japanese only)

### 取扱説明書 詳細版 (Full Instruction Manual) (in Japanese only)

For detailed descriptions on various functions, refer to the "取扱説明書 詳細版 (Full Instruction Manual)" available on the au homepage.
https://www.au.com/support/service/mobile/guide/manual/

### au Easy Guide (in Japanese only)

For first-time users of smartphones, an application that explained how to use easily, is prepared. You can confirm by the following operation.

**1 On the Home screen ▶ [auかんたんガイド (au easy guide)]**

The easy-to-follow instruction (auかんたんガイドブック (au Easy Guide Book)) using photos is prepared on the homepage.
https://www.au.com/online-manual/guide/lgv36/ (in Japanese only)

You can easily access by holding the QR code on the right with the camera.

### Downloading Manuals

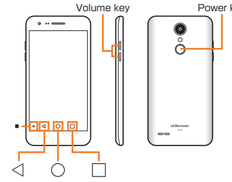
You can download the English version of the Basic Manual from the au website.

You can find "Basic Manual" (English excerpts from Instruction Manual) on au homepage.
Download URL: https://www.au.com/english/support/manual/



## Regarding Notations Used in This Manual

■Key/button indications
In this manual, keys/buttons are represented by simplified illustrations as shown below.






■Description of operations for selecting item/icon/button, etc.
The notations used for operation procedures in this manual are as follows.

| Description | Explanation |
|---|---|
| On the Home screen ▶ [Phone] ▶ [1] [4] [1] ▶ [ ] | Tap " (Phone)" on the bottom of Home screen. Tap " 1 ", " 4 ", " 1 " then tap " ". |
| On the Home screen ▶ [ ] | Tap " " on the bottom of Home screen. |

- Tap means to lightly touch and release the button or icon shown on the display to select it.

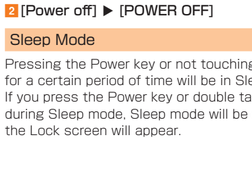


## Attaching/Removing Battery Pack

- Before attaching/removing the back cover or battery pack, be sure to turn off the product. Do not attach/remove the back cover or battery pack while the external connection terminal is connected to AC adapter (sold separately).
- Only use the battery pack made for this product.

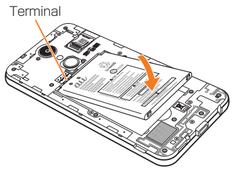
### Attaching Battery Pack

**1 Hook the groove of the back cover with your finger, etc., then lift it from the bottom in the direction of the arrow to remove it**

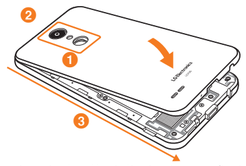




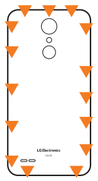

**2 Place the face of the battery pack with the au logo upwards, align the battery pack terminal with the product terminal and insert the battery pack in the direction of the arrow**




**3 Attach the back cover to the terminal with checking the orientation of camera or Power key frame, etc. (❶) like fit the body from above (❷) in the direction of the arrow (❸) and then press the claw firmly one by one and attach it**



- In order to attach the back cover firmly, press the part of ▼(15 places) shown below with your fingers and use the product after closing so as not to float.

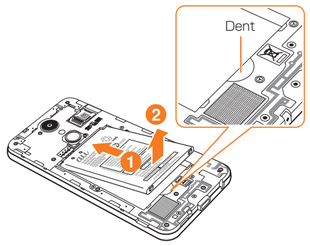






### Removing Battery Pack

**1 Remove the back cover (▶P.12)**
**2 Hook your finger on the dent of the product and push the battery pack in the direction of the arrow (❶) and lift it in the direction of the arrow with pushing it to the direction of the arrow (❷)**



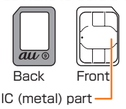

**3 Attach the back cover (▶P.14)**



## au IC Card

The au IC Card contains a phone number and other information.

- The product is compatible with au Nano IC Card 04.




**memo**
- Note the following points, which may cause malfunction or damage, when handling the au IC Card.
  - Do not touch the IC (metal) part of the au IC Card.
  - Insert in the correct direction.
  - Do not use force to attach or remove the IC card.
- When the au IC Card is not attached properly or the au IC Card is abnormal, an error message appears.
- Do not lose the au IC Card after it has been removed.
- Do not insert the au IC Card with a conversion adapter. Doing so may cause a fault.
- Since au IC Card and microSD memory card may not be able to take out by mistake in inserting position, please be sure to check them carefully before inserting.



■When au IC Card is not inserted
When the au IC Card is not inserted, the following operations are not available. will be displayed.
- Making a call*/receiving a call
- Sending/receiving SMS
- Sending/receiving +メッセージ (plus message)
- Sending/receiving and initial settings of au-mail
- Setting up PIN code
- Checking the phone number and mail address of this product

Besides the above, some functions requiring your phone number might not be available.
* Emergency calls to 110 (Police), 119 (Fire department or ambulance service), and 118 (Japan Coast Guard) are also not available. However, in the case of overseas, only emergency calls can be sent out (emergency numbers differ depending on countries).



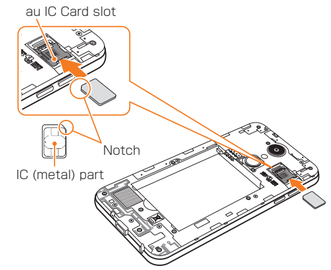


## Attaching/Removing au IC Card

### Attaching au IC Card

Before attaching the au IC Card, turn off this product and remove the back cover.

**1 Remove the back cover (▶P.12)**
**2 Insert the au IC Card with the IC (metal) part downwards, into the au IC Card slot in the direction of the arrow**
- Note the direction of the notch.




**3 Attach the back cover (▶P.14)**



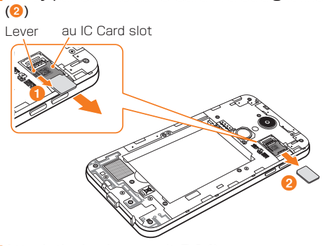
### Removing au IC Card

Before removing the au IC Card, turn off this product and remove the back cover.

**1 Remove the back cover (▶P.12)**
- If a microSD memory card is attached, remove the microSD memory card first. (▶P.44)

**2 Slide the lever in the direction of the arrow (❶)**
- If a microSD memory card is inserted, remove that first.

**3 Gently pull out the au IC Card in a straight line (❷)**




**4 Attach the back cover (▶P.14)**





## Charging

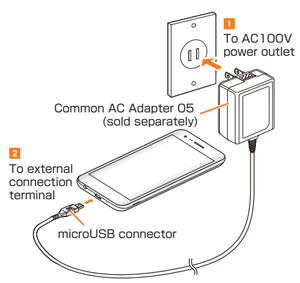
When you purchase the product, the battery pack is not fully charged. Please charge the battery pack.

**memo**
- While charging, the product and the battery pack might become hot (when activating camera or communicating data while charging, the battery pack becomes hot).
- It may take longer to charge the battery pack when you use a computer or use camera function, etc. battery while charging.
- Operating with the specified charging equipment (sold separately) being connected might cause short-time charge/discharge repeatedly. Life of the battery pack becomes shorter when you charge repeatedly it frequently.

### Charging with the AC Adapter

Describe how to charge by using the common AC adapter 05 (sold separately) here.
For details on the specified AC adapter (sold separately), refer to "Related Accessories" (▶P.55).

**1 Insert the power plug of the common AC adapter 05 (sold separately) into a 100 V AC power outlet**
**2 Insert the microUSB connector of the common AC adapter 05 (sold separately) straight into the external connection terminal of the product**
On the status bar of the screen top, is displayed to show the charging is starting. When the charging is finished, 100% is displayed.
**3 After charging is completed, remove the microUSB connector of the common AC adapter 05 (sold separately) straight from the external connection terminal of the product**
**4 Remove the power plug of the common AC adapter 05 (sold separately) from power outlet**




**memo**
When is not displayed
- Wait until is displayed on the status bar of the top screen. Bad connection is assumed if it does not appear after a while. Check if common AC adapter 05 (sold separately) is securely connected. If it still does not appear, stop charging and contact an au shop or Repair and Delivery Service Center.



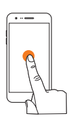


## Touch panel operations

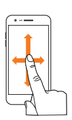
The display of the product is a touch panel and you can touch directly with your finger to operate.

■Tap / Double Tap
Lightly touch an icon or item and then immediately release your finger.
Tapping the same place twice is called a double tap.

■Touch and hold
Keep touching the screen.

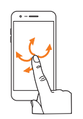


■Slide
Keep your finger is lightly touching the screen, move it in the desired direction when it can not be displayed the whole on the screen, etc.



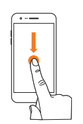


■Flick (Swipe)
Quickly move (flick) your finger up, down, right, or left.



■Pinch
Touch the screen with two fingers and widen (pinch-out) or narrow (pinch-in) the fingers distance.

■Drag
Keep touching items or icons lightly and trace to the desired position.





## Turning the Power On/Off

### Turning the Power On

**1 Power key (Press and hold for more than 2 seconds)**
The lock screen appears.
Swipe the screen to unlock.

### Turning the Power Off

**1 Power key (Press and hold for more than 2 seconds)**
**2 [Power off] ▶ [POWER OFF]**

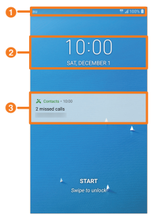
### Sleep Mode

Pressing the Power key or not touching the screen for a certain period of time will be in Sleep mode.
If you press the Power key or double tap screen during Sleep mode, Sleep mode will be canceled and the Lock screen will appear.

## Lock Screen

This screen is displayed when turning the power on or canceled sleep mode.
On the Lock screen, you can check the date and time, and notification information.

1. Status bar
2. Date & time
3. Notification information
New information such as a missed call, a new mail message etc.




### Unlocking the Lock screen

**1 Swipe on the lock screen**
The Home screen appears.
- The unlock method differs depending on the screen lock settings.



## Setting Application Authority

When activating the applications/functions that access the functions or information of the product for the first time, the confirmation screen appears to request the permission for the access authority.
When the confirmation screen appears, confirm the content and tap "DENY" or "ALLOW".
Example: To activate Photos application for the first time

**1 On the Home screen ▶ [Google] ▶ [Photos] ▶ [ALLOW]**
The application launches.



**memo**
- If the application authority is not allowed, applications/functions may not be activated or using functions may be restricted.
- To change the authority setting, on the Home screen ▶ [Settings] ▶ [App & notifications] ▶ [App info] ▶ select the application to be changed ▶ [Permissions] ▶ [ ]/[ ] of the authority you want to change.
- The explanation screen may be displayed depending on the application/function.
Also, the confirmation screen may be displayed several times or the display may be different.
Carefully check the displayed content and follow the onscreen instructions.
- In this manual, description of the confirmation screens may be omitted.



## Setting Apps Notifications

You can set selecting apps to receive notifications, showing/hiding notifications on lock screen, and displaying icon badges of applications.

**1 On the Home screen ▶ [Settings] ▶ [App & notifications] ▶ [Notifications]**

**2 Tap an item shown below**

| | |
|---|---|
| Apps | Select the apps to receive notifications. |
| Lock screen | Sets whether to show all notifications on the lock screen. |
| Icon badges | Set about displaying of app icon badge. |



## Using the Home Screen

### Viewing Home Screen

At the time of purchase, the setting for the Home screen is set to "au Basic Home". The Home screen can be switched.

1. Status bar
2. Widget
3. App/Folder
4. Indicator
5. Quick launch area
6. Home touch button
◁ Back button
Returns to the previous screen.
○ Home button
Displays Home screen.
Touch and hold to start the "Google Assistant".
□ Task button
Check running applications list.
Touch and hold the screen while the app is running to launch Multi Window.

* On the Home screen ▶ [Settings] ▶ [Display] ▶ [Home touch buttons] to set the button arrangement, color, show lock/hide icon or hide home touch buttons.

## Using the Home Screen

### Switching the Home Screen

The Home screen consists of multiple screens.
Slide/flick right or left to switch them.

### Changing the Home screen

**1 On the Home screen ▶ [Settings] ▶ [Display] ▶ [Home screen] ▶ [Select Home]**

**2 Tap an item shown below**

| | |
|---|---|
| Home | Shows all apps on the Home screen. |
| Home & app drawer | Shows apps on a separate screen from the Home screen. |
| au Basic Home | This is the app offered by au, commonized by smart operation. This is the default home screen. |



### Setting Wallpaper/Widget

**1 Touch and hold the area in which icons, etc. are not displayed on the Home screen**

**2 Tap an item shown below**

| | |
|---|---|
| WALLPAPERS | Change the screen wallpapers. |
| WIDGETS | You can add widgets such as au widgets, calendar, etc. Also you can add shortcut of settings menu, etc. Touch and hold widgets/ shortcuts ▶ drag to the area to add widgets/shortcuts |
| SETTINGS | The setting menu of the Home screen is displayed. |

### Adding a folder

**1 Touch and hold the application to be stored into a folder on the Home screen**

**2 Drag onto another application and release your finger**
Application is stored into the folder.



## Checking the Product State

### Understanding Icons

On the left side of status bar, notification icons such as a missed call, new mail, or other operations in use are displayed. On the right side, status icons showing the state of the product are displayed.
Also slide the status bar downwards to display the notification panel.

Status bar

■ Major notification icons

| Icon | Overview |
|---|---|
| | Missed call |
| | New mail message (au-mail) |
| | New Gmail message (Gmail) |
| | New +メッセージ (plus message)/SMS |
| | Receiving a call / Calling |
| | Displayed when receive a call from au's VoLTE compatible phone / when high quality sound call with au's VoLTE compatible phone |



■ Major status icons

| Icon | Overview |
|---|---|
| 10:00 | Time |
| | Battery level |
| | Charging |
| | Airplane mode |
| | Signal reception (signal reception area) |
| | 4G (LTE/WiMAX 2+)* data communication status |
| | GSM/UMTS/LTE network communication in abroad |
| | Vibrate only / Silent |
| | Wi-Fi® signal strength |

* In Japan, you can use "LTE" and "WiMAX 2+" networks. "4G" is displayed for both networks. According to the signal congestion etc., the product is connected to the less congested network.

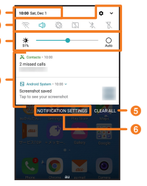


## Notification Panel

When a notification icon appears on the status bar, slide the status bar down to open the notification panel to check the notification or launch the application.

**1 Slide the status bar downwards**
Notification panel (normal) appears.
- Slide further downwards, the notification panel (fully open) will be displayed.

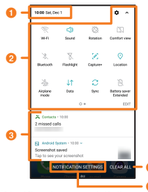
1. Date & time
Displays date and time.
2. Quick settings
You can launch functions or change settings.
Tap " ⌄ " to open the panel (notification panel (fully open)).
3. Brightness
Set display brightness.
4. Notification
Flick notifications to left or right to delete the notifications.
5. CLEAR ALL
Clear notification information and notification icons.
6. NOTIFICATION SETTINGS
Select the apps to receive notifications.




《Notification panel (normal)》



1. Date & time
2. Quick settings
You can launch functions or change settings.
Tap " ✿ " to display the Settings menu screen.
Tap "EDIT" to edit the notifications panel.
3. Notification
Flick notifications to left or right to delete the notifications.
4. CLEAR ALL
Clear notification information and notification icons.
5. NOTIFICATION SETTINGS
Select the apps to receive notifications.




《Notification panel (fully open)》

**memo**
- Depending on the type of notification, it cannot be cleared in some cases.

### Checking Your Phone Number

**1 On the Home screen ▶ [Settings]**
Your phone number is shown in "Profile" field.



## Setting Sound profile

Set Sound profile not to inconvenience people around you in a public place.

**1 On the Home screen ▶ [Settings] ▶ [Sound] ▶ [Sound profile] ▶ [Sound]/[Vibrate only]/[Silent]**

## Setting Airplane mode

When Airplane mode is set, all of wireless (wireless LAN (Wi-Fi®), Bluetooth®, data communication) and telephone functions are disabled.

**1 Power key (Press and hold for more than 2 seconds) ▶ [Turn on Airplane mode] ▶ [TURN ON]**

## Emergency call location notification

If you make an emergency call to the police, fire station or Regional Coast Guard Headquarters, your current location (GPS information) will be transmitted to the agency receiving the emergency call.

**memo**
- In this section, the police (110), fire station (119) and Regional Coast Guard Headquarters (118) are collectively referred to as the emergency call receiving agency.
- Use au's VoLTE (LTE network) to connect to Japanese emergency services. You cannot use 3G (call switching network) to connect to emergency services.



- This feature may not yet be available at some emergency call receiving agencies.
- If you add "184" before the emergency call number 110/119/118, the emergency call receiving agency will not be notified of your location and phone number.
- In places where signal reception from GPS satellites or a base station is relatively poor, such as in an underground mall, inside a building or behind a tall building, the emergency call receiving agency may be notified of some other place different from your actual location.
- When GPS cannot be used to notify of your location, base station signal is used instead.
- When making an emergency call to the Japanese emergency services, always confirm where you are, and tell them your exact location on the phone. Note that depending on the area where you are calling, your call may not be connected to the agency having jurisdiction over that area.
- If the emergency call receiving agency determines that human lives and health are in danger, they will be able to acquire the caller's location information during the call or within a certain period of time after the call.
- If you make an emergency call with call reject set, the call reject setting is automatically turned off for a period of 120 minutes so that the emergency services can contact you.



## Entering Text

Use the software keyboard to enter characters.
To display the software keyboard, tap input field in the character input screen when adding contacts, creating a message, etc.

### Switching the Software Keyboard

**1 Character input screen ▶ [ ] ▶ [Keyboard type]**

**2 [10-key keyboard]/[QWERTY keyboard]/ [50-key keyboard vertical (right)]/[50-key keyboard vertical (left)]/[50-key keyboard horizontal]**

- On the 10-key keyboard, tap the same key repeatedly or flick up/down/left/right to enter the desired character.

- On the QWERTY keyboard or 50-key keyboard, tap the key of your desired character to enter. Romaji input is applied for "Hiragana-Kanji" mode of the QWERTY keyboard.



**memo**
- "Japanese keyboard" is initially installed as an input software.
- To switch input mode, character input screen ▶ [ ] ▶ [Input mode] to select the input mode.
- To set sound and vibration for key operations, character input screen ▶ [ ] ▶ [Key operation].
- Tap " " to switch type of character to input.
- Tap " " to delete the selected character or characters on the left side of cursor.
- Tap " " to enter emoji/symbol/smiley.
- On the 10-key keyboard, tap " " to display characters assigned to the same key in reverse order (except flick input).



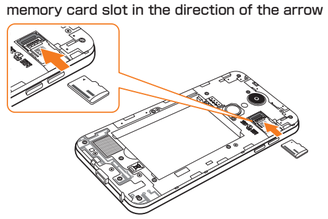
## Using a microSD Memory Card

### Attaching a microSD Memory Card

Before attaching the microSD memory card, turn off this product and remove the back cover.
- Since au IC Card and microSD memory card may not be able to take out by mistake in inserting position, please be sure to check them carefully before inserting.

**1 Remove the back cover (▶P.12)**

**2 Insert the microSD memory card with the IC (metal) part downwards, into the microSD memory card slot in the direction of the arrow**





**memo**
- Make sure that the front and back distinction of the microSD memory card.
Trying to force a wrongly oriented card into the slot could make it impossible to remove the card and result in damage.

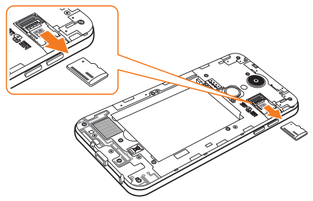
**3 Attach the back cover (▶P.14)**

### Removing a microSD Memory Card

Before removing the microSD memory card, turn off this product and remove the back cover.

**1 Remove the back cover (▶P.12)**

**2 Gently pull out the microSD memory card**



**3 Attach the back cover (▶P.14)**



## Viewing the Setting Menu

Display the setting menu of the product such as network settings, sound settings, etc.

**1 On the Home screen ▶ [Settings]**

## Updating Software

By updating to the latest software, you can achieve optimum performance and obtain the latest advanced functions.

### Notes on Software Update

- You are charged for data communication when connecting to the Internet from the product by using data communication. OS updates will especially use a large amount of data. au recommends that you update software using a Wi-Fi® connection.
- When software update is necessary, you will be informed on au homepage, etc. For details, contact an au shop or Customer Service Center (**157**/call toll-free). In addition, users of this product will receive a notice from au, when software update is necessary to improve the functionality of the product.
- You are recommended to back up your data before updating software.



- Make sure to charge your phone before software update. If battery is not enough, software update may fail.
- Check out the signal reception. Software update may fail if you are at a place with bad signal reception.
- Data registered on the product (contacts, mail, still images, music, etc.) and setting information will not be changed even after software is updated. However, note that data might not be protected depending on the state of the product (malfunction, damage, getting wet, etc.).
- If software update has failed or stopped, update the software again.
- The software update function may not be available overseas.

**Do not conduct the following operations during software update.**
- Do not move this product during software update.

**The following operations are not available during software update**
- Operations are not available during software update. Calls to 110 (the police), 119 (fire station), 118 (Regional Coast Guard Headquarters) and 157 (Customer Service Center) are also not available. Also, alarm, etc. cannot be used.



**When software update is not available, etc.**
- If you fail to update software, it may become impossible to operate the product. In that case, bring the product to an au shop or PiPit (not accepted by some shops).

### Downloading and Updating Software

**1 On the Home screen ▶ [Update center] ▶ [Software Update]**

**2 [Check now for update]**
Check if there is new software.
Software update screen is displayed when software update s available.

**3 Select a communication method to download**
Select a communication method to download software.

**4 [Download]**
A new software download starts.

**5 [Install now]**
Software update starts.
The product will restart a couple of times during the software update.

**6 [OK]**



## Troubleshooting

Before you assume that the product is malfunctioning, perform "クイック診断 (Quick diagnosis)" or "トラブル診断 (Troubleshooting diagnosis)" with the "故障紛失サポート (Repair and Delivery Service)" app.

■ クイック診断 (Quick diagnosis)
On the Home screen ▶ [au Supports] ▶ [故障紛失サポート (Repair and Delivery Service)] ▶ [クイック診断してみる (Try quick diagnosis)]

■ トラブル診断 (Troubleshooting diagnosis)
On the Home screen ▶ [au Supports] ▶ [故障紛失サポート (Repair and Delivery Service)] ▶ [便利な機能 (Convenient function)] ▶ [トラブル診断を試す (Try troubleshooting diagnosis)]
Alternatively, you can also check it on the au website.
https://www.au.com/trouble-check/ (in Japanese only)

■ Smart Doctor
On the Home screen ▶ [Settings] ▶ [Extensions] ▶ [Smart Doctor] ▶ [Test hardware] or [Diagnose]
- By running diagnostics, you can check for problems with this product.



Refer to "Troubleshooting" in the Online Manual or "取扱説明書 詳細版 (Full Instruction Manual)" on the au website.
https://www.au.com/online-manual/lgv36/ (in Japanese only)
https://www.au.com/support/service/mobile/guide/manual/ (in Japanese only)

**memo**
- As a result of the diagnosis with "Smart Doctor", when it displays "Not responding. Contact a customer center.", please contact au shop or Repair and Delivery Service Center.

## After-sales Service

■ When asking for repair
For repair, contact Repair and Delivery Service Center.

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

* The warranty is valid for one year from the day that you first buy the product.



**memo**
- Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
- Recycled parts that meet the Company's quality standards are sometimes used for repair.
- Collected au cell phones by Replacement cell phone delivery service which you used before are recycled to cell phones for replacement after repairs. Also replaced parts by au after-sales service are collected and recycled by KDDI. They are not returned to customers.
- For the products that are processed, modified, analyzed (including altering the software, analyzing (including rooting), reverse-engineering, engineering, decompiling, and disassembling) or repaired by repair offices other than the ones the company specified, they are not covered by the warranty or repair may be refused.
- Battery pack and back cover are not covered by the free-of charge repairs warranty.



■ Performance parts for repair
The Company retains performance parts for repair of the LG it main unit and its peripherals for 4 years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.

■ Free-of-charge repair warranty
1. When you contact the repairs help desk, have the serial number (IMEI number) ready. You can find the serial number (IMEI number) on this product or on a sticker attached the box this product is sold in.
2. If this device malfunctions during the warranty period and during normal use that follows the precautions listed in the instruction manual, au will repair the device for free.
3. Repairs will not be free of charge in the following cases, even during the warranty period. (Or repair may not be possible.)
①If you did not follow the instruction manual and use the device correctly.
②If the device broke or was damaged by unauthorized repairs or modifications.
③If you had the device repaired at a facility that is not an authorized repair facility as designated by au.
④If the device breaks or is damaged due to an accident or your own negligence when you are using or handing the device. Alternatively, there are indications that the device was dropped, got wet, damp, or the like.
⑤If the device breaks or is damaged due to natural disasters, such as earthquakes, wind and flood damage, fire, damage from salt, or abnormal voltage.
4. Depending on how damaged the device is, repair may not be possible.
5. The Company assumes no responsibility for any damages or losses due to faults with the device.
6. The Company assumes no responsibility if an accident occurs in the event that you connect a device that is not designed to be used with this device.
7. The company does not offer on-site repairs.
8. This warranty is valid only in Japan. (This warranty is valid only in Japan.)

* This warranty guarantees free repair based on the period and conditions listed above. Therefore, customers' legal rights against the issuer of this warranty and other business are not restricted by this warranty.





■ Repair and Delivery Service
An after-sales service membership program on a monthly basis called "Repair and Delivery Service" is available for using your au cell phone for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For details of monthly usage fee and this service, refer to au homepage or contact Repair and Delivery Service Center.
https://www.au.com/mobile/service/kosho-funshitsu/ (in Japanese only)



**memo**
- You can apply for membership only at the time of purchasing your au cell phone.
- Once you cancel the membership, you cannot re-apply for it until you purchase an au cell phone next time.
- Note that when changing the model or purchasing an extra cell phone, this service only covers the most recently purchased au cell phone.
- When an au cell phone is handed over to you or someone else, the Repair and Delivery Service membership is also handed over to the successor of the cell phone.
- When you get a new au cell phone by changing the model or purchasing an extra cell phone, the Repair and Delivery Service membership for the old au cell phone is automatically canceled.
- Service contents are subject to change without notice.

■ au IC 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 a malfunction is suspected, or in case of theft or loss, contact an au shop or PiPit.

## SIM Unlock

The product supports SIM unlock. By unlocking SIM lock, you can use non-au-SIM cards.

- SIM unlock service is provided at the au homepage and au shops.
- When using non-au SIM card, some services, functions, etc. may be unavailable. The Company is not liable for any operations.
- To operate SIM unlock, on the Home screen ▶ [Settings] ▶ [System] ▶ [About phone] ▶ [SIM card]
- For details, refer to au homepage.
  **https://www.au.com/support/service/mobile/procedure/simcard/ (in Japanese only)**

## Related Accessories

■ Back cover (LGV36TRA/LGV36TLA/LGV36TWA)

■ Battery pack (LGV36UAA)

■ AC Adapter (sold separately)
- Common AC adapter 05 (0501PWA)
- Common AC adapter 03 (0301PQA)
- Common AC adapter 03 Navy (0301PBA)
- Common AC adapter 03 Green (0301PGA)
- Common AC adapter 03 Pink (0301PPA)
- Common AC adapter 03 Blue (0301PLA)
- AC Adapter JUPITRIS (White) (L02P001W)



- AC Adapter JUPITRIS (Red) (L02P001R)
- AC Adapter JUPITRIS (Blue) (L02P001L)
- AC Adapter JUPITRIS (Pink) (L02P001P)
- AC Adapter JUPITRIS (Champagne Gold) (L02P001N)

■ Common DC adapter 03 (0301PEA) (sold separately)

■ microUSB cable 01 (sold separately)
- microUSB cable 01 (0301HVA)
- microUSB cable 01 Navy (0301HBA)
- microUSB cable 01 Green (0301HGA)
- microUSB cable 01 Pink (0301HPA)
- microUSB cable 01 Blue (0301HLA)

■ Portable Charger 02 (0301PFA) (sold separately)

■ au Carrying Case (sold separately)
- au Carrying Case F Black (0105FCA)
- au Carrying Case G Black (0106FCA)
- au Carrying Case H Black (0107FCA)

memo
- Portable charger 02 (sold separately) might not fully charge the product.
- You can purchase accessories from au online shop.
  http://onlineshop.au.com (in Japanese only)



## Main Specifications

| | | |
|---|---|---|
| Display | | Approx. 5.0 inches, Approx. 16.77 million colors, IPS 1280 × 720 (HD) |
| Weight | | Approx. 140 g (including battery pack) |
| Size (W x H x D) | | Approx. 72 mm × 145 mm × 8.0 mm (Thickest part: 8.4 mm) |
| CPU | | MSM8917 (1.4 GHz/4) |
| Internal memory (Storage/RAM) | | Storage: 32 GB, RAM: 3 GB |
| Continuous calling time | In Japan | Approx. 910 minutes |
| | Overseas (GSM) | Approx. 650 minutes |
| Continuous stand-by time* | In Japan | Approx. 330 hours |
| | Overseas (GSM) | Approx. 390 hours |
| Continuous tethering time | | Approx. 470 minutes |
| Number of concurrent connections with tethering | | 13 devices (Wi-Fi® tethering: 8, Bluetooth® tethering: 4 and USB tethering: 1) |

* Continuous standby times are measurements in a static state.



memo
- The continuous talk time and continuous standby time may drop to less than half depending on the battery charging status, usage environment such as temperature, reception condition at the location where the product is used, and the function settings.

■ Charging time

| | |
|---|---|
| AC adapter | Approx. 180 minutes (When using Common AC Adapter 05 (sold separately)) |
| DC adapter | Approx. 460 minutes (When using Common DC adapter 03 (sold separately)) |

■ Wireless LAN (Wi-Fi®)

| | |
|---|---|
| Compatible Networks | IEEE802.11a/b/g/n/ac-compliant |
| Frequency bands | 2.4 GHz/5 GHz |

■ Bluetooth®

| | |
|---|---|
| Compatible Networks | Bluetooth® standard Ver.4.2 |
| Output | Bluetooth® standard Power Class1 |
| Communication range*1 | Within 10 m with no obstacles in the range |



| | |
|---|---|
| Supported Bluetooth profile*2 | GATT (Generic Attribute Profile), SPP (Serial Port Profile), aac, apt-X, sbc, SCMS-T*3, Bluetooth SSP, HFP (Hands-Free Profile), A2DP (Advanced Audio Distribution Profile), AVRCP (Audio/Video Remote Control Profile), HDP (Health Device Profile), HID (Human Interface Device Profile), HSP (Headset Profile), OPP (Object Push Profile), PAN (Personal Area Networking Profile), PAN NAP, PAN U, PBAP (Phone Book Access Profile)*4, MAP (Message Access Profile), ScPP (Scan Parameters Profile), HOGP (HID Over GATT Profile)*5, DUN (Dial-up Networking Profile)*6 |
| Frequency bands | 2.4 GHz band |

*1 Changes according to objects obstructing devices and signal reception.
*2 Specifications provided in Bluetooth® standards for making communication between Bluetooth®-compatible devices in accordance with their intended use.
*3 You can listen to sound from apps that support audio output on only audio devices that are copyright protected by SCMS-T.
*4 May not be displayed correctly on the receiver's device depending on the content of the address book.



*5 A profile compatible with Bluetooth® standard Ver.4.2.
*6 The profile supports part of car navigation systems. Refer to the au homepage for use.

■ Outward-facing camera

| | |
|---|---|
| Image pickup device | CMOS |
| Number of effective pixels | Approx. 13 million pixels |

■ Inward-facing camera

| | |
|---|---|
| Image pickup device | CMOS |
| Number of effective pixels | Approx. 5.0 million pixels |

■ Battery pack

| | |
|---|---|
| Battery type | Lithium-ion battery |
| Nominal voltage | 3.85 V |
| Nominal capacity | 2,500 mAh |