## Preface

Thank you for buying "Xperia™ XZs" (simply called the "product" from here on).

Before using the product, read "Basic Manual" (this manual) for proper handling. After reading, keep this manual close at

## Packaged items

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

- Xperia<sup>™</sup> XZs
- Sony Mobile TV antenna cable 02 (02SOHSA)
- 取扱説明書 (Instruction
- Xperia<sup>™</sup> XZsのご利用にあたっての注意事項 (Cautions on using Xperia™ XZs) (Japanese)
- 設定ガイド (Setting Guide)

The following items are not included in the package

- microSD memory card Desktop holder
   USB Type-C<sup>™</sup> cable AC adapter
- Earphones

- Purchase a specified charger (sold separately)
- The battery is built into the product.

## Attaching/removing the au Nano IC Card 04

Before attaching/removing the au Nano IC Card 04, make sure to turn off the product.

Attaching the au Nano IC Card 04

**Basic Manual** 

- 1 Put your fingernail into the groove to pull out the cover of microSD memory card/au Nano IC Card 04 slot
- 2 Pull out the tray straight from the main unit to remove

3 Set au Nano IC Card 04 into the tray with IC (metal) part

1 Press and hold o and the upper part of the volume

key at the same time for approximately eight seconds.

and release your fingers after the product vibrates three

Surely set au Nano IC Card 04 into the tray not to come off.

Pay attention to the orientation of notch

facing up

Force-quitting

Initial settings

to "Setting Guide".

❖Information

### 4 Turn the product horizontally and then insert and push the tray with the cards straight into the main unit

5 Press the tray all the way and check there is no gap

1 Put your fingernail into the groove to pull out the cove

of microSD memory card/au Nano IC Card 04 slot

2 Pull out the tray straight from the main unit to remove

3 Remove au Nano IC Card 04 out of the tray, insert and

4 Press the tray all the way and check there is no gap

• Note the following points, otherwise handling the au Nano IC

Do not touch the IC (metal) part of the au Nano IC Card 04

When the screen lock is set, the backlight turns off to avoid

backlight turns off automatically and screen lock is activated.

The lock screen appears when turning the power on or the

1 On the lock screen, swipe (flick) the screen up or left

On the lock screen, swipe (flick) "♥" or "➡" to activate "Voice Search" app or "Camera" app, respectively.

The followings are the main functions of  $\square$ ,  $\square$ 

8

**(13)** 

between the main unit and the cover

push the tray straight into the main unit

between the main unit and the cover

Card 04 may cause malfunction or damage

the keys and touch panel from false operations.

1 While the screen is displayed,

screen backlight on by pressing [6]

**Basic Operation** 

keys located at the bottom of the scree

Key icons

When the specified time elapses, the product's screen

• Insert in the correct direction.

**Setting Screen lock** 

Unlocking screen

**♦Information** 

7

Pay attention to the direction of inserting trav

■ Removing au Nano IC Card 04

- - If the au Nano IC Card 04 is incorrectly attached or abnormal, an error message appears.
  - Do not lose the au Nano IC Card 04 after it has been

Do not use force to attach or remove

 Do not insert au Nano IC Card 04 with conversion adapter attached. Doing so may cause a fault.

Illustrations used in this manual are just images for explanations.

■ "Setting Guide"/"Basic Manual" (this manual)

You can use the "Basic Manual" (Japanese) app on the product

Some functions can be directly activated from the explanation

From the Home screen, []▶[お客さまサポート (Customer support)]▶[Basic Manual]

instructions to download and install app. For details, refer to

■ "取扱説明書 (Full Instruction Manual)" (Japanese)

For Those Requiring an English Instruction Manual

Download URL: http://www.au.kddi.com/english/support/

r detailed descriptions on various functions, refer to the "取

• When you activate for the first time, follow the onscreen

扱説明書 (詳細版) (Full Instruction Manual)" (Japanese)

You can download the English version of the instruction

dles only basic operations for main features

They may be different from actual ones.

**About Operating Instructions** 

■ "Basic Manual" (Japanese) app

to check detailed operational procedures

http://www.au.kddi.com/support/i

manual from the au homepage.

## Attaching/Removing microSD memory card

Before attaching/removing the microSD memory card, make sure to turn off the product.

- Attaching microSD memory card
- 1 Put your fingernail into the groove to pull out the cover of microSD memory card/au Nano IC Card 04 slot
- 2 Pull out the tray straight from the main unit to remove
- 3 Set microSD memory card into the tray with the terminal facing up
- Surely set a microSD memory card into the tray not to come

eturn to the previous screen. Close a dialog

box, menu, or the Notifications panel.

ong-touch to activate "Google" app

Display recently used apps on a list and

isplay the Home screer

ory/Task activate or end them from the list.

The display of the product is a touch panel operated by

finger. Double tap: Touch the same position twice.

Keep touching an item with your finger.

narrow (pinch-in) the fingers' distance.

desired direction to move over.

Tap: Gently touch a screen and then immediately release your

While your finger is gently touching the screen, trace it to the

Operate the screen by quickly moving (flicking) your finger

Touch the screen with two fingers and widen (pinch-out) or

Using the touch panel

touching it with your finger.

■ Tap/Double-tap

Long-touch

up/down or left/right.

Slide

### 5 Press the tray all the way and check there is no gap between the main unit and the cover

2

9

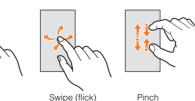
**1**3

- Insert a microSD memory card in the appropriate direction. Inserting a microSD memory card forcefully into the slot could result in failure to remove the microSD memory card
- Do not touch the terminal of the microSD memory card.
- Removing microSD memory card
- 1 Put your fingernail into the groove to pull out the cover of microSD memory card/au Nano IC Card 04 slot
- 2 Pull out the tray straight from the main unit to remove
- 3 Remove the microSD memory card out of the tray, turn the product horizontally and then insert and push the tray straight into the main unit

Pay attention to the direction of inserting tray.

# 1

## Drag Keep touching an item or icon, trace it to the desired direction



# Setting app permission

When an app/function accessing the functions or information of the product is activated for the first time, an access sion request appears. If such confirmation screen appears, confirm the content and

tap "DENY"/"ALLOW" Example: When activating "Music" app for the first time

1 From the Home screen, []▶[Music]

A confirmation screen appear

## 2 [DENY]/[ALLOW]

- 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]►[Apps]►Tap an app to change the setting missions] [ ] [ ] of permission to be changed

## **Getting Ready**

## Names and functions of parts

345 6 7

SONY -

1 Headset connection

② Second microphone\* Reduces noise to make easy to listen (3) Notification LED

6 Earpiece/Speaker

Proximity/Light sensor:

Switches touch panel on

during a call/Auto-control

and off to prevent from

erroneous operation

for display brightness

① USB Type-C connection

8 Display (Touch panel)

9 Speaker

(10) Microphone

- 4 NFC/Osaifu-Keitai position for holding over\*2
- In this manual, screen displays for the product color In this manual, "microSD™ memory card", "microSDHC™ 5 Front camera
- memory card" and "microSDXC™ memory card" are abbreviated as "microSD memory card" or "microSD" All of the indicated amounts exclude tax unless otherwise
- Company names and product names referred to in this

Regarding notations used in this document

simplified illustrations such as ◀, 屲, ០,

Operations of tapping menu items/icons/buttons on the

screen etc. are indicated as [(name of the item etc.)].

au Nano IC Card 04 attached are described.

part of a screen may be omitted.

"Platinum" are described as examples.

In this manual, screens and operations for the product with

Screen illustrations shown in this manual may look different

from the actual screens. In some cases, minor details or a

In this manual, keys (key icons) are represented by

- manual are trademarks or registered trademarks of respective companies. The TM and ® marks may be omitted in this manual
- "The Company" as appears in the manual refers to the following companies: Sold by: KDDI CORPORATION, OKINAWA CELLULAR

TELEPHONE COMPANY Manufactured by: Sony Mobile Communications Inc.

4 Turn the product horizontally and then insert and push

the tray with the cards straight into the main unit

(3) Volume key/Zoom key 14 Camera key

3

#### 4 Press the tray all the way and check there is no gap ween the main unit and the cover

12 O Power key/Screen lock key/Fingerprint sensor

## Charging

When you purchase your product, the internal battery is not fully charged. Charge the battery before use

#### Information

- When the charging starts with the product powered on, the start sound for charging sounds and Notification LED lights according to the charging status. To check the battery level, see the status bar in the top of the Home screen, or from the Home screen, [::::]►[Settings]►[About phone]►[Status] and see "Battery le
- If you start charging with the product turned off, a screen indicating the charging status launches but operations are not available. Thus, do not charge the product in a place where the use is prohibited.
- It may take longer to complete for charging with a PC or while using the camera function.

## ■ Charging with the AC Adapter

Charging with connecting TypeC Common AC Adapter 01 (sold separately) is explained.

Insert the power plug of TypeC Common AC Adapter 01 (sold separately) into an outlet

• For some apps/functions, an explanation screen for the

content and follow the onscreen instructions.

Home screen

1 Google Search

3) Shortcuts (Apps)

4 Home screen position

from multiple pages.

Widaets

⑤ Wallpaper

(7) Apps key

to the Home screen any time.

Indicates the current position

Slide or flick left or right to

⑥ Folders (Google, 基本機能

(Basic functions))

move to the adiacent screen.

permission may appear. A confirmation screen may appear

• In this manual, description of such confirmation screen may

Home screen consists of multiple pages. Tap ( to return

If a confirmation screen related to data collection for the

when it is tapped, operate following the onscreen

purpose of providing the app recommendations appears

au 🔊 😩 👵

13

n several times and screen content may vary. Confirm each

#### 2 Inset the Type-C plug of TypeC Common AC Adapter 01 (sold separately) into USB Type-C connection terminal of the product straight

hand may affect the quality of call/communication

® microSD memory card/au Nano IC Card 04 slot

\*1 Do not jab with a sharp object such as a needle. Doing so may

\*2 mark sticker is attached at the time of purchase. Remove the

sticker when you use a commercially available protective film
\*3 The antenna is built in. Covering around the antenna by the

15 Camera lens

(16) RGBC-IR sensor:

to adjust white

when shooting.

(17) Flash/Photo light

19 Laser AF sensor:

camera on

22 Back cover\*

<sup>23</sup> Nameplate<sup>\*</sup>

4

24 Wi-Fi® antenna\*

25 Built-in antenna

automatically.

21) au Nano IC Card 04

Detects distance

Detects element of

lighting source for

shooting environment

balance automatically

18 GPS/Built-in antenna\*3

from an object when

shooting to focus a

20 Wi-Fi®/Bluetooth® antenna\*3

# The start sound for charging sounds and Notification LED

of the product lights.

# **Turning on (Initial settings)**

### Turning the power on

### 1 (over 1 sec.)

appears.

The product vibrates and after a while the lock screen

When "ようこそ (Welcome)" appears after the product is powered on, follow the onscreen instructions to set the initial settings.

\*4 Back cover is not removable. Removing so forcibly might cause

damage or a fault. Also, battery is built into the main unit and

\*5 A sticker with CE mark, FCC ID, IMEI information, etc. printed is

1 Open the au Nano IC Card 04 slot cover, and insert a

fingernail into the hook at the edge of the label tray,

Your phone number etc. is recorded in the au Nano IC Card 04.

au Nano IC Card 04

Front

O SONY O

attached. Do not remove the sticker or nameplate.

not removable by customers.

CE mark and FCC ID

then pull it out straight

TOTE PER CONTROL TO THE PER CONT

au Nano IC Card 04

Nano IC Card 04

The product is compatible with au

- 2 Swipe (flick) the screen up or left Iternatively, touch o to cancel the screen lock
- **■** Turning the power off
- 1 (over 1 sec.)

## 2 [Power off]

 Press (over 1 sec.) Long-touch "Power off" [OK] to restart the product in safe mode (a function that enables to start the product in status at the time of purchase).

## Adding to Home screen/Editing Home screen

3 When charging is complete, remove the USB Type-C

4 Remove the power plug of TypeC Common AC Adapter

01 (sold separately) from the outlet

plug of TypeC Common AC Adapter 01 (sold separately)

## You can change wallpaper or theme of the Home screen or

### add shortcuts of contacts etc., widgets on the Home screen. 1 Long-touch an area of the Home screen where no icons

Widgets		Add widgets, shortcuts of contacts etc.	
Wallpapers	Album	Select an image from albums to set as a wallpaper.  To set image range, adjust cropping area by dragging, etc.	
	Live Wallpapers	Select a content from albums to set as a wallpaper.	
	Photos	Select an image from photos to set as a wallpaper.  If nothing is displayed, tap and then tap "Photos" again.	
		Select an image to set as a wallpaper.  ■ Images displayed to the right of "Photos"/"Live Wallpapers" are "Xperia™'s Wallpaper".	
Themes		Set the Home screen, wallpaper of the lock screen, etc. to the common image, or download themes.	
Settings		Set size of icons on the Home screen, switching screens, etc.	

## Adding a folder

1 From the Home screen, long-touch an icon

### 2 Drag the icon onto another icon

■ Moving shortcuts/widgets/folders

1 From the Home screen, long-touch an icon or folder you want to move

2 Drag it to a destination to be moved

■ Deleting shortcuts/widgets/folders

1 From the Home screen, long-touch an icon or folder

2 Drag the icon or the folder to "Remove from home screen" displayed at the top of the screen

To delete a folder, tap "DELETE" in a row. It also deletes

shortcuts etc. included to the folder

## **Using the Apps screen**

You can call up functions from the Apps screen. App icons installed to the product are also displayed.

• You may incur communication charges depending on the function.

### ■ Starting an app

## 1 From the Home screen, [ 🔠 ]

If a confirmation screen related to data collection for the purpose of providing the app recommendations appears, operate following the onscreen instructions. Slide or flick left or right to switch the Apps screens.

2 Tap an app to use

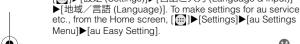
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Some apps are stored in a folde









































1



When "ようこそ (Welcome)" appears after the product is

powered on, tap "日本語 (Japanese)" and select "English

• To change the language later, from the Home screen,

(United States)" then follow the onscreen instructions to set

functions and services. For details on the initial settings, refer

[]▶[設定 (Settings)]▶[言語と入力 (Language & input)]









## Main apps

<b>(1)</b>	Phone, Contacts	>	Play Store
, 305	E-mail, SMS	,	Camera, Album
9	Chrome		Maps
Ô	Settings	<b>G</b> , 😻	Google, Voice Search
31	Calendar	E CONTRA	Basic Manual

### Downloading apps

You can download and install apps or games, etc. by using Google Play.

• To use Google Play, you need to set a Google account. For details, refer to "Setting Guide".

## ■ Uninstalling apps

Before uninstalling, back up contents related to the app that you want to save including data saved in the app.

Some apps may not be uninstalled

### Knowing the status of the product

#### Status bar

The status bar is located at the top of the product screen. On the left of the status bar, notification icons appear to inform missed calls, new mails, operations in progress, etc., and on the right, status icons appear to indicate the status of the product.



Symptom	What you should check
The screen freezes and the power cannot be turned off	Shut down forcibly by pressing and holding  and the upper part of the volume key at the same time for approximately eight seconds, and releasing your finger after it vibrates three times consecutively.
(Out of service area) appears	Is the product out of the service area or in an area where the signal is weak? Is the built-in antenna covered with hand? Is au Nano IC Card 04 inserted?
Cannot operate key/ touch panel	Is the power turned on? Is "Screen lock" set? Turn off the power and then turn it on again.
Cannot operate touch panel as intended	Are you operating with a fingernail or foreign object on the operating screen?
Cannot charge the battery (Notification LED does not light, the battery icon does not change into charging one)	Is the specified charging equipment (sold separately) attached properly?
Charging is not complete	Is the temperature of the product raised or very low?

## 29 Replacement mobile phone delivery service (Member) Customer charge

,000 yen/

Conditions: WEB割引 (Discount for web application)\*2 and 代用機なし割引 (Discount for nonuse of substitute)\*3 applied

4,000 yen/

7,000 yen/

7,500 yen/

1 This discount applies to customers who have used au for 3 years

(25 months) or more, and all the lines within that customer's

Family Discount. For customers using a data communication

device or tablet, this discount applies to customers who are

Smartphone Set Discount) and have been under the contract of

subscribed to a set discount (WIN Single Set Discount or

the line eligible for the set discount for 3 years or more.

Conditions: Only 代用機なし割引 (Discount for nonuse of

Longtime user benefit\*1 3.000 ven

Longtime user benefit\*1 6,000 yen

ongtime user benefit\*1 2,000 yen

ongtime user benefit\*1 5,000 yen

Longtime user benefit\*1 2,500 yen

Longtime user benefit\*1 5,500 yen

診断 (Diagnosis for trouble)" in au Customer support http://cs.kddi.com/support/komatta/kosho/trouble

For inquiries, call: Customer Service Cente For general information, charges and operation information (toll free) s hours 9:00-20:00 (7 days a week 0077-7-111 | 157 without area code

PRESSING ZERO WILL CONNECT YOU TO AN OPERATOR AFTER CALLING 157 ON YOUR au CELLPHONE

For loss or theft (toll free)

ness hours : 24 hours live support n fixed-line phones: | From au mobile phones 113 without area code

In case above numbers are not available (toll free) **E** 0120-977-033 (except Okinawa)

0120-977-699 (Okinawa)

Keitai Guarantee Service Center For loss, theft, damage (toll free) Business hours 9:00–20:00 (7 days a week)

0120-925-919







やめましょう、歩きスマホ。本ケン!水ぬれ充電大変能皮で3。大変能度で4。大変能度で4。大変能度で4。大変能度で4。大変能度で4。大変能度で5。大変能度で4。大変能度で4。大変能度で4。大変能度で4。大変能度で4。大変能度で5。大変能度で4。大変能度で4。大変能度で4。大変能度で5。大変能度で5。大変能度で5。大変能度で5。大変能度で5。大変能度で5。大変能度で5。大変能度で5。大変能度で5。大変能度で5。大変能度で5。大変能度で5。大変能度を5。大変性を5

# SONY®

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#### Examples of notification icon

	Missed call
<b>월</b> 국	Incoming/Talking/Calling
	New PC mail message
	New Gmail message
SMS SMS	New E-mail (@ezweb.ne.jp) message
	New SMS/Receiving notification service message, New Receiving notification
₽	USB device connected
?	Wi-Fi <sup>®</sup> open network available

#### ■ Main status icons

Symptom

s short

The screen

the keys

acklight turns off

Screen response is

microSD memory

Conditions: Basic charge

st time

1st time

2nd time

substitute)\*3 applied

\* Charge amounts are all tax excluded

in a short while

	Battery level (100%, Charging)	
<b>.1</b> 1, $\triangle$	Signal level (Level 4, Out of service area)	
4G , 4G	4G (LTE/WiMAX 2+) data communication status*1 (Available, data transferring or downloading)	
• <u> </u>	Silent mode (Vibrate) is set	
Θ	Silent mode (Mute) is set	
<del>্</del> ব	Wi-Fi <sup>®</sup> connected, Wi-Fi <sup>®</sup> communicating	
	Airplane mode is activated	

\*1 Two types of network, "LTE" and "WiMAX 2+" can be used. "4G"

area) appears?

The display is dark Is "Brightness level" set to dark?

low when you tap in the product or transferring large

Cannot recognize a Is the microSD memory card inserted

For more details, visit au homepage and check with "トラブル

The company determines which network is less busy depending on the condition of the line to connect.

## After-sales service

#### ■ When asking for repair

For repair, coi	ntact Keitai Guarantee Service Center.
During the warranty period	Repairs will be done based on the terms of services of the free-of-charge repair warranty
	We shall repair the product for a charge as requested by the customer if repair renders i usable.

The warranty period is one year from the date you purchased the

- 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 KDDI. 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.

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## \*2 WEB割引 (Discount for web application): 500 yen reduction from the customer charge is applied for application of "Replacement mobile phone delivery service" via au homepage A substitute mobile phone is not rent for "WEB割引 (Discount for web application)\*, instead, \*代用機なし割引 (Discount for nonuse of substitute)\* is also applied together.

\*3 代用機なし割引 (Discount for nonuse of substitute): 500 yen reduction from the customer charge is applied if you do not use a substitute mobile phone when using "Replacement mobile phone delivery service".

\* For details, refer to au homepage

Online Reception Desk (24 hours a day over the Internet) eception only from PC or smartphone

https://cs.kddi.com/support/n\_login.html

#### ❖Information Replacement mobile phone delivery service

- When you have trouble with your au mobile phone replacement mobile phone (same model, same color\*1) is delivered by calling to. Return your damaged mobile phone within 14 days after the replacement mobile phone is delivered. 1 If the same model in the same color is difficult to provide, a
- specified by KDDI is provided Available up to twice in a year from the day you use this service as a start day. If you do not use this service in the past year for the subscription to this service, it will be 1st and if you use, it will be the 2nd.

replacement mobile phone of a model and a color that are

• In the event of theft or loss, when reissue of au IC card is needed at the same time of using this service, 1,900 yen will be applied separately as a charge of reissue.

## 1 From the Home screen, [:::]▶[Settings] 2 [About phone]▶[Status]▶[SIM status] The phone number of the product is shown under "My phone number". Alternatively, from the Home screen, [□] [Contacts]

The icon for the volume adjusting bar changes to  $\ensuremath{\blacksquare}$  (white).

The icon on the volume adjusting bar turns to 📵 (gray).

When the "silent mode" is set, sounds for shutter, shooting

start/end sound when shooting videos, alarm, playback of

dia sound or alarm. However, setting of alarm

Although when you start charging with the product powered

off. Notification LED turns in red, after the screen indicating

charging status appears, Notification LED lights in the color

[Myself] to check your phone number Setting the silent mode (Vibrate)

■ Setting the silent mode (Mute)

1 Press the upper or lower part of the volume key

1 Press the upper or lower part of the volume key

2 [M]▶Press the lower part of the volume key

volume in "Clock" app takes precedence.

■ Checking own phone number

indicating battery level.

LED status	Description
Red	The battery is charging when the remaining battery level is 14% or lower.
Orange	The battery is charging when the remaining battery level is 15% - 89%.
Green	The battery is charging when the remaining battery level is 90% or higher.
Flashing red	The remaining battery level is 14% or lower.
Flashing	Indicates missed call, new Gmail message,

If any notification icons are displayed, slide down the status

bar to open the Notification panel. You can check details of

To delete a notification, flick the notification left or right. Some

notifications may not be deleted depending on the content.

(flicking) down on the lock screen. Or set to hide or keep

Notification LED informs charging prompt, battery level while

charging, missed calls, new mails, etc. by turning on or flashing.

Alternatively, you can check notifications by swiping

notification icons or start corresponding apps.

showing notifications on the lock screen

Flashes while backlight is turned off

■ Notification panel

■ Notification LED

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What you should check

Charge until Notification LED turns gr

Is the product used for a long period

at places where (Out of service

s the proximity/light sensor blocke

When a large amount of data is save

size data between the product and

microSD memory card, the screen

properly?

Is the microSD memory card unmounted

response may be delayed.

Is the internal battery end-of-life?

Is set "Sleep" period too short

covered by sticker?

• Flashing of Notification LED several times in red when pressing with the power off indicates that the remaining battery is

> • The battery built-into the main unit is not covered by free-ofcharge repair warranty excluding events arising from defects of battery material or the production.

 Packaged items other than the main unit is not covered by free-of-charge repair warranty.

## Performance parts for repair

The Company retains performance parts for repair of the Xperia™ XZs 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

- 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). 1) The product has not been used correctly in line with the directions given in the instruction manual. 2 The

malfunction or damage is due to unauthorized repair or modification of the product. ③ The product has been repaired other than at our specified repair offices. 4 The 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. 5 The malfunction or damage is due to natural

### Holding over and repair

- Damages and malfunctions intentionally caused by the customer as well as those due to modification (e.g. disassembly, change of parts, painting, etc.) by the customer are not covered by this service.

  • You cannot receive a refund for the replacement of the outer casing
- due to stains, scratches, paint removal, etc. on the outer casing.

## SIM unlock

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

- The SIM unlock service is provided at the au homepage and Some services, functions, etc. may be unavailable when using
- non-au SIM card. The Company is not liable for any operations. • For settings after SIM unlock, operate from the Home
- screen, [

  ]►[Settings]►[About phone]►[Status]► [SIM status]►[SIM card status].
- For details, refer to the au homepage https://cs.kddi.com/support/simcard/

 Raising the volume by pressing the upper part of the volume key in the silent mode, or adjusting volume of "Ring volume" of "Sound & notification" in the silent mode (Vibrate) cancels the silent mode.

■ Setting Airplane mode

When airplane mode is set, all wireless functions (phone packet communication, Wi-Fi® function, Bluetooth® function, NFC Reader/Writer, P2P function) are turned off.

1 From the Home screen, []►[Settings]

2 [ ] of "Airplane mode"

## **Entering characters**

Use software keyboard to enter characters. The software keyboard appears when you tap the entry field for registering a contact, composing a mail, etc.

■ Switching software keyboards

With "SwiftKey Keyboard", you can use QWERTY keyboard to enter characters, the numeric keypad to enter numbers and symbols, and the symbol keypad for more symbols.

#### 1 Tap a character input box 2 Tap [123] to switch to the numeric keypad

For the symbol keypad, tap " on the numeric keypad.

24)

- Tap " at the bottom of the screen to hide the software
- Word candidates will appear according to entered
- character, select a word you want to ente Tap " " to delete the character before the cursor

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 espect to the issuer of this warranty card (the guarantor) or any other business person or enterprise

## ■ Keitai Guarantee Service Plus LTE

An after-sales service membership program on a monthly basis called "Keitai Guarantee Service Plus LTE" (monthly fee: 380 yen tax excluded) 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 details of this service, refer to au homepage or contact Keitai Guarantee Service Center.

- You can apply for membership only at the time of purchasing your au mobile phone.
- until you purchase an au mobile phone next time.

## Peripheral devices

- Sony Mobile TV antenna cable 02 (02SOHSA)
- Sony Mobile Desktop Holder 02 (02SOPUA) (sold separately)\* TypeC Common AC Adapter 01 (0601PQA) (sold separately)
- Common AC Adapter 05 (0501PWA) (sold separately)\*
- Common DC Adapter 03 (0301PEA) (sold separately)\* • MicroB-TypeC conversion adapter (0601PHA) (sold separately)
- au Carrying Case G Black (0106FCA) (sold separately) \*1 Use the Attachment 52B. \*2 For use, MicroB-TypeC conversion adapter (sold separately) is

# needed.

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• Accessories can be purchased from the au Online Shop. http://auonlineshop.kddi.com/

### Main specifications

Display	Approx. 5.2 inches, TRILUMINOS® Display for mobile Approx. 16.77 million colors
	1,080 x 1,920 dots
Weight	Approx. 161 g
Dimension (W x H x T)	Approx. 72 mm x 146 mm x 8.1 mm
Internal memory	ROM: Approx. 32GB RAM: Approx. 3GB

QWERTY keyboard.

- In the QWERTY keyboard, you can also enter number or symbol displayed in a small character above the alphabet on each key by long-touching. For some keys, furthermore character variants will appear. Slide over the candidates to select a variant you want to enter.
- $\bullet$  Tap  $\equiv$  at the left edge of the candidate area to make advanced settings for SwiftKey keyboard.
- To enter Japanese, change the software keyboard to Xperia<sup>™</sup> Japanese keyboard by tapping 

  and then

## Appendix

## **Updating Software**

You can update the product to the most recent software for optimal performance and to get the latest enhancements.

- You are charged for data communications when connecting to
- the Internet from the product by using packet communication. You are recommended to back up your data before updating software.
- $\bullet$  For details, visit  $\mbox{\sc http://www.sonymobile.co.jp/support/}$  or refer to the "Basic Manual" (Japanese) app that can be viewed on the product or "取扱説明書(詳細版)(Full instruction manual)" (Japanese) available on au homepage

• Note that when changing the model or purchasing an extra mobile phone, this service only covers the most recently

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- urchased au mobile phone • When an au mobile phone is handed over to you or someone else, the Keitai Guarantee Service Plus LTE 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 "Keitai Guarantee Service Plus LTE" membership
- for the old au mobile phone is automatically canceled Service contents are subject to change without notice

## au Nano IC Card 04

Image pickup device (type)

Overseas

(GSM)

(GSM)

Continuous 1Seg viewing time | Approx. 9 hours 10 min.

Continuous tethering time Approx. 500 min.

Continuous In Japan

Continuous Full Seg

Wi-Fi® tethering maximum

Camera pixels

call time

stand-by

Charging time

watching time

The au Nano IC Card 04 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.

## ■ au after-sales service information

Replacement mobile phone delivery service Keitai Guarantee Service Plus LTE members

Spontaneous failure 1st year	Free of charge
	mobile phone delivery
	service (Member) Customer charge"

Camera: Backside

Approx. 1,630 min

Approx. 660 hours

pprox. 690 hours

Approx. 160 min

Approx. 7 hours 50 mir

umination layered CMOS

mination layered CMOS

ront camera: Effective pixels

Approx. 1.32 million pixels

Jsing TypeC Common AC

Adapter 01 (sold separately)

ront camera: Backside

Camera: Effective pixels

Approx. 23 million pixels

## Non-Keitai Guarantee Service Plus LTE members

■ Downloading and updating software

1 From the Home screen, []►[Settings]►

may incur communication charges.

[About phone]▶[Software update]

into the product directly

2 [II]►[Refresh]

**Troubleshooting** 

Power is not turned

n even though

while the product

displayed

activation screen i

The power goes off

Update files can be downloaded from the Internet web site

Note that when Wi-Fi<sup>®</sup> communication becomes unstable

data communication takes the place automatically, which

Before you assume that the product is malfunctioning, check

To use "トラブル診断 (Diagnosis for trouble)", from the Home

screen. [::::]▶[お客さまサポート (Customer support)]▶[故障受付 (Repair desk)]▶[トラブル診断 (Diagnosis for trouble)].

Symptom What you should check

Is the internal battery charged?

Is the internal battery charged?

ls 🐧 pressed for over one secon

the following in addition to performing "トラブル診断

(Diagnosis for trouble)" in "故障受付 (Repair desk)" app

The power turns off Is the internal battery charged?

Spontaneous failure 1st year	No recompense
Spontaneous failure 2nd year or	
later	
Partially damage, water soak, irreparable damage, theft, loss	

#### Holding over and repair

Keitai Guarantee Service Plus LTE members

Spontaneous failure 1st year	Free of charge	
Spontaneous failure 2nd year or later	Free of charge (three-year warranty)	
Partially damage	Customer charge The upper limit: 5,000 yen	
Water soak, irreparable damage	Customer charge 10,000 yen	
Theft, loss	No recompense	

Non-Keital adalantee bervice in	
Spontaneous failure 1st year	Free of charge
Spontaneous failure 2nd year or later	Actual cost
Partially damage	
Water soak, irreparable damage	
Theft, loss	No recompense

\* Charge amounts are all tax excluded

ompliant with Bluetoo standard Ver 4.2 standard Power Class 1 Within 10 m with good isibility coverage HSP, HEP, PBAP\*3, A2DE AVRCP, SPP, OPP, HID, PAN HOGP, MAP, DUN\*4, GATT frequency band (2.483.5 MHz)

- wave reception status.
- \*2 It is a specification according to purpose of use of Bluetooth device and is defined by Bluetooth® standard.
- \*3 Some contacts data may not be displayed correctly on the other party's device.
- \*4 Only supported to a part of car navigation systems. For use, refer to the au homepage.

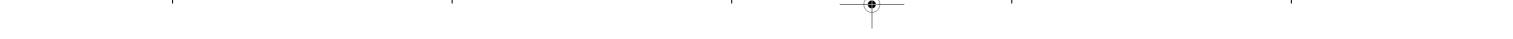
• The continuous call time, continuous stand-by time. continuous Full Seg watching time, continuous 1Seg viewing time and continuous tethering time may drop to less than half depending on the battery charging status, usage environment such as temperature, reception condition at the location where the product is used, and the function settings











### Radio Wave Exposure and Specific Absorption Rate (SAR) Information

#### United States

THIS PHONE MODEL HAS BEEN CERTIFIED IN COMPLIANCE WITH THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

The SOV35 Series mobile phones have been designed to comply with applicable safety requirements for exposure to radio waves. Your wireless phone is a radio transmitter and receiver. It is designed to not exceed the limits\* of exposure to radio frequency (RF) energy set by governmental authorities. These limits establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by international scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a safety margin designed to assure the safety of all individuals, regardless of age and health.

The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate (SAR). Tests for SAR are conducted using standardized methods with the phone transmitting at its highest certified power level in all used frequency bands. While there may be differences between the SAR levels of various phone models, they are all designed to meet the relevant guidelines for exposure to radio waves. For more information on SAR, please refer to the important information chapter in the User Guide.

The highest SAR value as reported to the authorities for this phone model when tested for use by the ear is 0.81 W/kg\*, when worn on the body is 0.35 W/kg\* and when WiFi hotspot mode is 0.64 W/kg. For body-worn operation, the phone has been tested when positioned a minimum of 15 mm from the body without any metal parts in the vicinity of the phone or when properly used with an appropriate accessory and worn on the body. For devices which include "WiFi hotspot" functionality, SAR measurements for the device operating in WiFi hotspot mode were taken using a separation distance of 10mm. Use of third-party accessories may result in different SAR levels than those reported.

- \*\*\* Before a phone model is available for sale to the public in the US, it must be tested and certified by the Federal Communications Commission (FCC) that it does not exceed the limit established by the government-adopted requirement for safe exposure\*. The tests are performed in positions and locations (i.e., by the ear and worn on the body) as required by the FCC for each model. The FCC has granted an Equipment Authorization for this phone model with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. While there may be differences between the SAR levels of various phones, all mobile phones granted an FCC equipment authorization meet the government requirement for safe exposure. SAR information on this phone model is on file at the FCC and can be found under the Display Grant section of http://transition.fcc.gov/oet/ea/fccid/ after searching on FCC ID PY7-65375L. Additional information on SAR can be found on the Mobile Manufacturers Forum EMF website at http://www.emfexplained.info/.
- \* In the United States, the SAR limit for mobile phones used by the public is 1.6 watts/kilogram (W/kg) averaged over one gram of tissue. The standard incorporates a margin of safety to give additional protection for the public and to account for any variations in measurements.
- \*\* This paragraph is only applicable to authorities and customers in the United States.

#### **FCC Statement for the USA**

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Any change or modification not expressly approved by Sony may void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

### Declaration of Conformity for SOV35



Hereby, Sony Mobile declares that the radio equipment type PM-1020-BV is in compliance with Directive: 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: http://www.sonymobile.co.jp/product/SAR/doc/

Manufacturer: Sony Mobile Communications Inc, 4-12-3 Higashi-Shinagawa, Shinagawa-ku, Tokyo, 140-0002, Japan

For EU product compliance: Sony Belgium, bijkantoor van Sony Europe Limited, Da Vincilaan 7-D1, 1935 Zaventem, Belgium