



Sony Ericsson  
txt pro™  
User guide

## Important information

Please read the *Important information* leaflet before you use your mobile phone.

- ! Some of the services and features described in this User guide are not supported in all countries/regions or by all networks and/or service providers in all areas. Without limitation, this applies to the GSM International Emergency Number 112. Please contact your network operator or service provider to determine availability of any specific service or feature and whether additional access or usage fees apply.

## Experience more. Discover how.

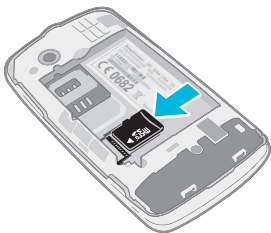
Visit [www.sonyericsson.com/support](http://www.sonyericsson.com/support) to get the most from your phone.

## Getting started

Some basic getting started instructions are printed on the box supplied with your phone. Below you will also find information to help get you started.

To insert or remove a memory card

- ! You may have to purchase a memory card separately.



- 1 Insert the memory card with the gold-coloured contacts facing down.
- 2 To remove the memory card, press the edge of the memory card inwards and release it immediately.

#### To lock the screen

- When the screen is active, briefly press the **⏻** key.

#### To unlock the screen

- When the screen is locked, briefly press the **⏻** key.

## Starting your phone for the first time

The first time you start your phone, a setup guide helps you enter essential phone settings and import contacts. You can also access the setup guide later from the phone settings.

#### To set the phone language

- 1 When you start your phone for the first time, a list of languages appears. Scroll through the list and select your language.
- 2 Tap **Done**.

### To import contacts from a SIM card

- When you start your phone for the first time with a SIM card inserted, the setup guide prompts you to import your SIM contacts. Tap **Import contacts**.
- 💡 When you copy contacts between two phones using your SIM card, the amount and the type of information you can transfer for each contact is limited. To get more help on how to copy contacts between two phones, go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

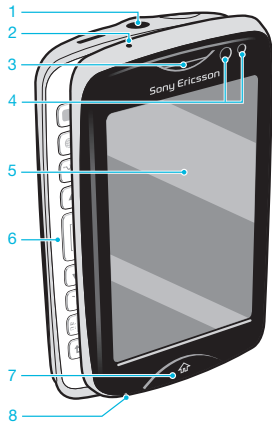
### To set the time and date

- 1 When you start your phone for the first time, the setup wizard prompts you to set the time and date. Tap **Time & date**.
  - 2 Find and tap **Time**.
  - 3 Tap the hour and minute fields to adjust the time.
  - 4 Tap **Save**.
  - 5 Find and tap **Date**.
  - 6 Tap the day, month and year fields to adjust the date.
  - 7 Tap **Save**.
- 💡 While setting the time and date, you can also select your preferred time and date display formats. Tap **Time format** or **Date format** to select a desired format.

## Getting to know your phone

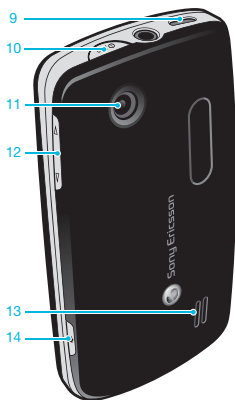
### Phone overview

- 1 3.5 mm Audio Plus connector
- 2 Charging indicator
- 3 Ear speaker
- 4 Proximity sensor
- 5 Touch screen
- 6 Slideout keyboard
- 7 Home key




- 8 Microphone

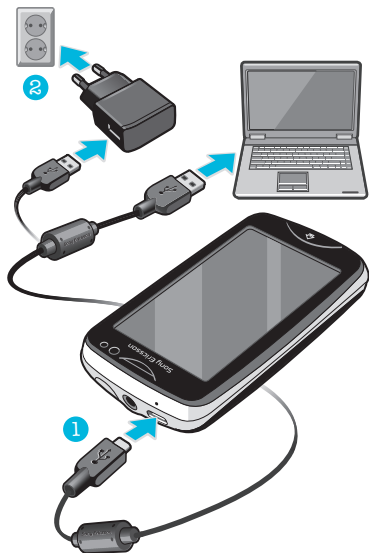
- 9 Connector for charger/  
USB cable
- 10 Power key/Screen lock
- 11 Camera lens
- 12 Volume key
- 13 Speaker
- 14 Camera key



## Charging the battery

Your phone battery is partly charged when you buy the phone. It may take a few minutes before the battery icon  appears on the screen when you connect the phone charger cable to a power source, such as a USB port or a phone charger. You can still use your phone while it is charging.

- ! The battery will start to discharge a little after it is fully charged and then charges again after a certain time. This is to extend battery life and may result in the charge status showing a level below 100 percent.



To charge the phone using the power adapter

- Connect the phone to a power outlet using the USB cable and the power adapter.

## Using the home key



### To go to the home screen

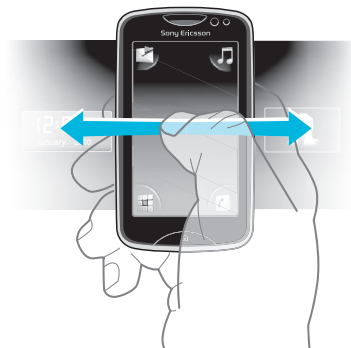
- Press the home key.

## Home screen

The **Home screen** is your gateway to the main features in your phone. You can customise it with different application icons, shortcuts, wallpaper and more. The **Home screen** extends beyond the regular screen display width, giving you more room to play with.

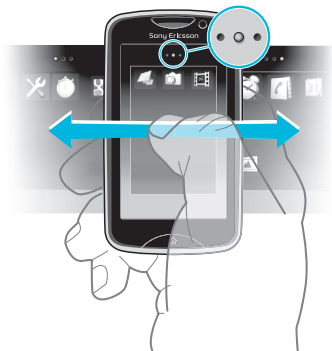
- ! Close your opened applications before going to the **Home screen**. Otherwise, these applications may stay running in the background and slow down your phone.





## Application screen

The Application screen gives you quick access to applications in your phone. You can also customise this screen. Remember that the Application screen extends beyond the regular screen dimensions, so you might have to flick left or right to see everything.



- 💡 An indicator at the top of the screen shows which of the application screen you are in. For example, ● ○ ● indicates you are in the middle application screen.

#### To open the application screen

There are two ways to open the application screen:

- From the **Home screen**, drag  upwards.
- Flick upwards from any location on the **Home screen**.

#### To browse the application screen


- From the application screen, flick right or left.


#### To move an application to one of four corners of the Application screen

- 1 From the **Home screen**, drag  upwards.

- 2 Touch and hold an item until application icons appear in four corners of the screen.
- 3 Drag an item into one of the corners.

#### To move an application on the Application screen

- 1 From the **Home screen**, drag  upwards.
- 2 Touch and hold an item until application icons appear in four corners of the screen.
- 3 Drag an item beyond the current screen width to another application screen.

-  The items in the application screens are the actual applications, and are not shortcuts. So if you move an item from one application screen to another location, you are moving the actual application, and not creating a shortcut.

## Using the touch screen

#### To open or highlight an item

- Tap the item.

#### To mark or unmark options

- Tap the relevant checkbox, or in some cases tap the switch beside the option name.



Marked checkbox



Unmarked checkbox



Switched on



Switched off

To go back to the previous screen

- Tap , when this option is available.

## Scrolling

Scroll by moving your finger up or down on the screen. On some web pages you can also scroll to the sides.

- ! Dragging or flicking will not activate anything on the screen.

## Internet and messaging settings

For most mobile phone networks and operators, messaging and Internet settings come preinstalled on your phone. In some cases the settings are downloaded the first time you turn on the phone with your SIM card inserted.

You can manually add and change Internet and messaging settings in your phone at any time, or you can get the settings sent to your phone automatically. To get more help on how to manually update the Internet and messaging settings in your phone, go to

[www.sonyericsson.com/support](http://www.sonyericsson.com/support). Contact your network operator if you need more information about your subscription settings.

## Phone settings overview

You can customise some phone settings to suit your preferences. For example, you can adjust the **Time & date** and **Phone language** settings.


To change the phone language

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings > Language and writing > Phone language**.

3 Select an option.

- ! If you choose the wrong language and cannot read the menu texts, go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support) for help.

To turn on Flight mode

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings > General**.
- 3 Select **Flight mode**.

## Friends application

The Friends application collects communications with your top five friends into one view. All communications – Facebook or Twitter updates, text and multimedia messages, missed calls – appear on your Home screen. Just tap a friend's photo on your Home screen to view all communications with him or her.


### Event filter

Use the calling tab  to:

- View your friends' phone numbers
- View missed calls from your friends
- Make calls

Use the messaging tab  to:

- View and reply to messages from your friends

The profile tab  gives you the following options:

- Contact details – View contact details of a friend, and edit or send contact information
- Facebook™ account – Enter friends' Facebook™ account details, or import them from your Facebook™ contacts list

- Twitter™ account – Enter your friends' Twitter™ account details, or import him/her from your Twitter™ contacts list
- Delete friend - Delete a friend from the Friends application

! If you delete one of your five favourite friends from **Contacts**, all the information related to this friend gets deleted from the Friends application.

The Facebook™ tab  gives the following options:


- View your friends' Facebook™ status updates, comments, and tagged photos
- Account management: enter a friend's Facebook™ account details, or import him/her from your Facebook™ contacts
- Refresh Facebook™ events



The Twitter™ tab  gives the following options:


- Get your friends' Twitter™ status updates, comments, and tagged photos
- Account management: enter a friend's Twitter™ account details, or import him/her from your Twitter™ contacts
- Refresh Twitter™ events

! The number of new events for each category appears in the upper right corner of the category tab.


### To add a friend to the Friends application

- 1 From the **Home screen**, flick left.
- 2 Tap the **Tap here to start** tile in the middle of the screen to start the Friends application.
- 3 Tap the middle  button.
- 4 All contacts in your phone are displayed. Tap a contact to add it as one of your five closest friends. You can add one friend at a time.


- 5 To add another friend, tap another  button so that it appears in the middle. Tap the middle  button, then repeat step 4.

 The Friends application can use photos you have associated with contacts. But you first need to make sure you have saved these contacts to your phone memory.


#### To adjust the update frequency

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings > Settings > Friends application > Update frequency**.
- 3 Select an option.


#### To adjust your preferred connection method with a friend

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings > Settings > Friends application > Preferred connection**.
- 3 Select an option.

#### To call a friend from the Friends application


- 1 Tap a friend's photo and then tap .
- 2 Tap a number from the list that appears.

#### To interact with Facebook friends via the Friends application








- 1 Tap a friend's photo and then tap .
- 2 Tap and hold an event, then select an option.
- 3 Follow the instructions that appear.

 You can also manage Twitter™ events in a similar way.

#### To open the Friends application



- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Friends application**.

### To remove Facebook updates from your Home screen

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings > Settings > Friends application**.
- 3 Tap  beside the **Facebook tab** so that  changes to .
- 4 If you want to display Facebook™ updates on your Home screen, tap  beside the **Facebook tab** so that  changes to .

 You can also remove Twitter™ updates from your Home screen in a similar way.

### To reply to a friend's message from the Friends application

- 1 Tap a friend's photo and then tap .
  - 2 Tap **Write message**.
  - 3 Enter your message text. When you are finished, tap **Send**.
-  If you want to forward or delete a received message, tap and hold the message and then select an option. Messaging actions you have performed in the Friends application are reflected in the **Messaging** application.

## Instant messaging

Use the IM (Instant Messaging) application to chat with other people and participate in IM groups to discuss topics that interest you. IM service providers can vary in the features they offer users.

Before you can use Instant messaging, you need to have the proper settings on your phone. In some cases, the settings may be already configured on your phone. Or you




may receive the settings in the form of a configuration message from an IM service provider.

### To set up Google Talk™

! If you have already set up a Google™ account in your phone, you do not have to set up Google Talk™ separately.

- 1 From your **Home screen**, drag  upwards.
- 2 Find and tap **Talk**.
- 3 Follow the registration wizard to create a Google™ account, or sign in if you already have an account. Your phone is now ready to use with Gmail™ and Google Talk™.
- 4 Your phone is now ready to use with Gmail™ and Google Talk™.

### To start Google Talk™

- 1 From your **Home screen**, drag  upwards.
- 2 Find and tap **Talk**.

## Entering text

You can enter letters, numbers and special characters using either the slideout QWERTY keyboard or the on-screen keypad.

### Using the slideout keyboard

Slide open your phone and start entering text with the QWERTY keyboard. When using the slideout keyboard, you can switch to using the on-screen keypad at any time.


### To enter an upper-case letter

- Press  briefly, then enter the letter. The keyboard reverts to lower-case input after you enter the letter.


### To turn on the caps lock

- Before you enter text, press  until  appears on the screen.


### To enter a character using the mode toggle key ()

- Press  and then press a key featuring characters of the same colour. For example, press this key once and then press the "T" key to enter "1".

### To enter characters with the mode toggle key () locked

- 1 Press  twice to lock the mode toggle key, and then press associated keys featuring characters of the same colour.
- 2 To unlock the mode toggle key, press it again.



### To insert symbols

- 1 When you enter text, press . A keypad with symbols appears on the phone screen.
- 2 Tap the desired symbols on the screen.

### To change the writing language

- 1 When you enter text, press .
- 2 Select an option on the screen.

## Using the on-screen keypad

When you start a program or select a field that requires text or numbers, the on-screen keypad appears by default. You can use the multitap text input method  or quick text input method  to enter text.

### To display the keypad and enter text

- Tap a text field to display the keypad, then enter your text.

### To shift between upper-case and lower-case letters

- Before you enter a letter, tap  to switch to upper-case , or vice versa.

### To turn on the caps lock

- Before you type a word, tap  or  until  appears.


### To enter numbers using the keypad

- When you enter text, tap . A keypad with numbers appears.


### To insert symbols

- When you enter text, tap . A keypad with symbols appears.


### To change the writing language


- 1 When you enter text, tap the language icon, for example, .
- 2 Select an option.

### To enter text using multitap text input

- 1 When you enter text, tap the language icon, for example, .
- 2 Tap **Multitap** to change to multitap input.
- 3 To write a word, tap the character key as many times as needed to show the letter you want.

### To enter text using quick text input


- 1 When you enter text, tap the language icon, for example, .
- 2 Tap **Quick text** to change to quick text input.
- 3 To write a word, tap each character key only once, even if the letter you want is not the first letter on the key.

- 4 Tap the word that appears or tap  to select a word from the list.
- 5 If the word you want is not in the list, tap **Spell**, make any necessary changes, and tap **Save**.


## Contacts


Use the **Contacts** application to save information about the people you know. Enter their phone numbers, email addresses, birthdays and other details. You can keep track of all communication with a particular contact.

### To call a contact

- 1 From the **Home screen**, tap .
- 2 Tap the contact.
- 3 Tap the desired phone number for the contact.

### To add a contact


- 1 From your **Home screen**, tap .
- 2 Tap **Add contact**.
- 3 Tap **Name**, then enter the contact's name and tap **Done**.
- 4 Tap **Phone number**, then enter the phone number and tap **Done**.
- 5 Select the desired additional information for the contact, then scroll up and tap **Save**. To add additional information fields, tap **Add more**.

 You can also add contacts from numbers in your call log.

### To back up contacts on a memory card





- 1 From the **Home screen**, drag  upwards.
- 2 Tap **Settings** > **Contacts** > **Back up to memory card**.

### To restore contacts from a memory card





- 1 From the **Home screen**, drag  upwards.
- 2 Tap **Settings** > **Contacts** > **Restore from memory card**.

## Calling

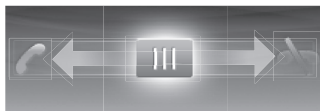
### To make an emergency call

- 1 From the **Home screen**, tap .
  - 2 Enter the emergency number and tap . To delete a number, tap .
-  You can make emergency calls when no SIM card is inserted.

### To make a call

- 1 From the **Home screen**, tap .
- 2 If the call log appears, tap  to enter the dial pad view.
- 3 Enter the number you want to call and tap . To delete a number, tap .

### To answer a call



- Drag  to the left until it touches .

### To decline a call

- Drag  to the right until it touches .

To end a call

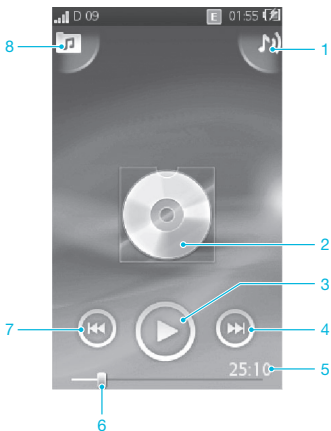
- Tap .

## Music

Get the most out of your music player. Listen to music, audio books and podcasts. Manage your own playlists, and send your favourite tunes to friends.

- 💡 Install the Media Go™ application on your computer and transfer content to and from the memory card in your phone. Media Go™ can be downloaded from [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

## Music player overview




- 1 View the current play queue
- 2 Cover art (if available)
- 3 Play/Pause button
- 4 Go to the next track in the current play queue, or fast forward
- 5 Elapsed time of current track

- 6 Progress indicator: fast forward or rewind by dragging or tapping
- 7 Go to the previous track in the current play queue, or rewind
- 8 Browse the music on your memory card

#### To change tracks

- In the music player, tap  or .

#### To pause a track

- In the music player, tap .

#### To fast forward and rewind music

- In the music player, touch and hold  or .

- 💡 You can also drag the progress indicator marker right or left.

#### To adjust the audio volume

- Press the volume key.

## Connecting your phone to a computer

Connect your phone to a computer and start transferring pictures, music and other file types.

- ! You might not be able to transfer some copyright-protected material between your phone and computer.



## Transferring and handling content using a USB cable

The most common way to transfer files between your phone and a computer is using a USB cable. Once the phone and computer are connected, you can drag and drop content from one to the other using your computer's file explorer.

- ! Make sure you place files in the corresponding folder types. For example, put your music files in the *Music* folder. Java application files are an exception. You should place them in the *Other* folder.

### To drag and drop content between your phone and a computer

- 1 Connect the USB cable to the phone and the computer.
- 2 **Phone:** Select **Mass storage**.
- 3 **Computer:** Wait until the phone memory and memory card appear as external disks in the file explorer.
- 4 **Computer:** On the computer desktop, double-click the *My Computer* icon.
- 5 **Computer:** To view the phone memory and memory card folders, double-click the icon representing your phone.
- 6 **Computer:** Copy and paste your file, or drag and drop it, into a corresponding folder on your computer, in your phone memory, or on your memory card.

- ! You cannot use your phone while transferring files.

### To disconnect the USB cable safely

- ! Do not disconnect the USB cable while you are transferring content as this may corrupt the content.
- 1 **Computer:** Use the Safely Remove Hardware function to select the device you want to unplug, then click *Stop*.

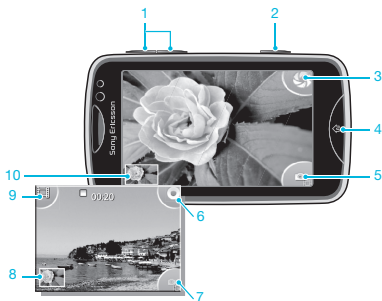
2 Disconnect the USB cable.

- ! Computer instructions may vary depending on your operating system. See the documentation of your computer's operating system for more information.

## Camera

Take photos, record videos, view albums and share your favourite clips and pictures with friends – all with your camera application.

### Viewfinder and camera controls



- 1 Zoom in and out (only available in video mode)
- 2 Camera key. Press to take a photo or record a video clip.
- 3 Take photos
- 4 Exit the camera
- 5 Switch between still and video camera
- 6 Record video clips
- 7 Switch between still and video camera
- 8 View photos and video clips
- 9 Select video length
- 10 View photos and video clips

## TrackID™ technology

Use the TrackID™ music recognition service to identify a music track you hear playing in your surroundings. Just record a short sample of the song and you'll get artist, title and album info within seconds. You can also purchase tracks identified by TrackID™. For best results, use TrackID™ technology in a quiet area. If you have problems using this application, see *I cannot use Internet-based services* on page 36.

- ! The TrackID™ application and the TrackID™ service are not supported in all countries/ regions, or by all networks and/or service providers in all areas.

### To search for track information



- 1 Open the **TrackID™** application and tap **Record**.
- 2 Hold your phone towards the music source. The results are shown in the result screen.
- 3 Flick left or right to view previous search results.

## PlayNow™

Use the PlayNow™ application in your phone to browse, purchase and download the latest music, games, ringtones, applications, themes and wallpapers.




- ! PlayNow™ is not available in all countries.

### To start PlayNow™

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap .

## Multimedia and text messaging

### To create and send a message

- 1 From the **Home screen**, tap .
- 2 Tap **New message** > **Write message**. Enter your message text and tap .
- 3 To add a recipient, select a contact from the list that appears. You can also tap the text field, enter a number manually, and then tap **Done**.
- 4 If you want to add a photo or a video, tap  and select an option.
- 5 When you are finished, tap **Send**.

### To read a received message



- 1 From the **Home screen**, tap .

- 2 Tap a message thread.
- 3 To download a message that is not downloaded yet, tap the message.
- 4 If the received message contains music or a video, tap the item and then tap **View video** or **Play audio**.


## Email


Use your phone to send and receive emails through your regular email account. Before you get started, you need the correct Internet settings in your phone. See *Internet and messaging settings* on page 12.

### To set up an email account in your phone

- 1 From the **Home screen**, drag  upwards.
  - 2 Find and tap **Email**.
  - 3 Select an email account. If the account you want to use is not in the list, tap **Other**.
  - 4 Enter your Email address and password, then tap **Continue**.
  - 5 If the phone cannot download your email account settings automatically, enter them manually.
-  If you need to enter the settings manually, contact your email service provider for the correct email account settings. For example, you need to know if the account type is POP3 or IMAP.

### To create and send an email message

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Email**.
- 3 Tap **Write new**.

- 4 Tap **Add recipient** and enter the recipient's address, then tap **Done**. You can add more recipients the same way, or delete a recipient by tapping .
- 5 Tap **Subject** and enter the email subject.
- 6 Tap **Write email**, then enter your message text.
- 7 To attach a file, tap **Attach**, select the file type, and then select the file you want to send.
- 8 Tap **Send**.

## Bluetooth™ wireless technology

Turn on the Bluetooth™ function in your phone and create wireless connections to other Bluetooth™ compatible devices such as computers, handsfree accessories, and phones. Bluetooth™ connections work better within a 10 metre (33 feet) range, with no solid objects in between. In some cases you have to manually pair your phone with other Bluetooth™ devices. Remember to set your phone to visible if you want other Bluetooth™ devices to detect it.

To turn on the Bluetooth™ function and make your phone visible

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings > Connectivity > Bluetooth**.
- 3 Tap **Bluetooth** and tap the on/off button to turn on Bluetooth.  appears in the status bar.
- 4 Tap **Visibility** and tap the on/off button to make your phone visible.

## Wi-Fi®


Using Wi-Fi® technology you can access the Internet wirelessly with your phone. To access the Internet using a Wi-Fi® connection, you first need to search for and connect to an available Wi-Fi® network. The signal strength of the Wi-Fi® network may differ depending on your phone's location. Moving closer to the Wi-Fi® access point may increase the signal strength.

### To turn on Wi-Fi®



- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings > Connectivity > Wi-Fi**.
- 3 Check the **Wi-Fi** checkbox to turn on the Wi-Fi function.  
The phone scans for available Wi-Fi® networks.


 It may take a few seconds before Wi-Fi® is enabled.

### To enable Wi-Fi® network notifications

- 1 Make sure Wi-Fi® is turned on.
- 2 From the **Home screen**, drag  upwards.
- 3 Find and tap **Settings > Connectivity > Wi-Fi**.
- 4 Check the **Network notification** checkbox.




### To connect to a Wi-Fi® network

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings > Connectivity > Wi-Fi**.
- 3 Available Wi-Fi® networks are displayed under **Wi-Fi networks**. The available networks may be open or secured. Open networks are indicated by  next to the Wi-Fi® network name.
- 4 Tap a Wi-Fi® network to connect to it. If you are trying to connect to a secured Wi-Fi® network, you are asked to

enter a password.  appears in the status bar once you are connected.

- ! Your phone remembers Wi-Fi® networks you connect to. The next time you come within reach of a previously connected Wi-Fi® network, your phone automatically connects to it.
- 💡 In some locations, open Wi-Fi® networks require you to log in to a web page before you can get access to the network. Contact the relevant Wi-Fi® network administrator for more information.

### To upload photos


- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Album** .
- 3 Tap a photo thumbnail.
- 4 Tap the screen to display the controls.
- 5 Tap .
- 6 Select **To Picasa**.

## Web browser

### Browsing the web

View and navigate web pages, bookmark your favourites, create shortcuts, and browse with several windows open at the same time – all with your web browser.

### To go to a web page

- 1 Tap .
- 2 Tap the text field to activate the keypad.
- 3 Enter a web address.
- 4 Tap **Go**.




## More features


### Alarms

Customise your alarm and wake up to your preferred alarm tone or radio station. Activated alarms sound even if your phone is turned off.

#### To set a new alarm

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Alarm**.
- 3 Tap **Add new**.
- 4 Set an alarm time and enter the relevant details in the **Alarm text**, **Recurrence** and **Alarm signal** fields, then tap **Done**.

#### To delete an alarm

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Alarm**.
- 3 Scroll to the alarm you have set and want to delete, and tap it.
- 4 Scroll down and Tap **Delete**.


#### To silence the alarm

- 1 When the alarm sounds, drag **Slide to turn off** to the right to turn off the alarm.
- 2 To repeat the alarm, select **Snooze**.


### Voicemail

If your subscription includes a voicemail service, callers can leave voice messages for you when you can't answer calls. Your voicemail service number is normally saved on your SIM card. If not, you can get the number from your service provider and enter it manually.

### To enter your voicemail service number

- 1 From the **Home screen**, drag  upwards.
- 2 Select **Settings** > **Calls** > **Voicemail**.
- 3 Enter your voicemail number and tap **Done**.

### To call your voicemail service

- 1 From the **Home screen**, drag  upwards.
- 2 Tap **Voicemail**.

## Locking and protecting your phone

### IMEI number

Every phone has a unique IMEI (International Mobile Equipment Identity) number. You should keep a copy of this number. If your phone is stolen, your network provider can use your IMEI number to stop the phone from accessing the network in your country.

### To view the IMEI number in your phone

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings** > **General** > **About phone**.

### To change your SIM card PIN


- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings** > **General** > **Security** > **Change PIN**, then follow the instructions.

# Troubleshooting

## My phone is not working as expected

If you experience problems with your phone, check these tips before you try anything else:

- Restart your phone.
- Remove and re-insert the battery and SIM card. Then restart your phone.
- Update your phone. Even if you have the latest software, updating your phone can improve software stability and solve other problems. By running the latest update on your phone, you also ensure optimal performance and get the latest enhancements.
- Reset your phone.

 Be patient while resetting your phone. Restarting the phone during a reset procedure may damage the phone permanently.

## Resetting the phone

When you reset your phone, you delete all data, including downloaded applications. You are basically resetting the phone to the state it was in before you first turned it on. So before you perform a reset, make sure to back up any important data saved on your phone.

### To reset the phone

- 1 From the **Home screen**, drag  upwards.
- 2 Find and tap **Settings** > **General** > **Master reset** > **Reset all**.
- 3 Tap **Reset**.

## **No battery charging icon appears when I start charging the phone**

It may take a few minutes before the battery icon appears on the screen.

## **I cannot use Internet-based services**

Make sure your subscription covers data downloads and that the Internet settings in your phone are correct. Contact your network operator for more information about your subscription settings.

## **No network coverage**

- Your phone is in flight mode. Make sure flight mode is off.
- Your phone is not receiving any network signal, or the received signal is too weak. Contact your network operator and make sure that the network has coverage where you are.
- The SIM card is not working properly. Insert your SIM card in another phone. If this works, it is probably your phone that is causing the problem. In this case, contact the nearest Sony Ericsson service center.

## **Emergency calls only**

You are within range of a network, but you are not allowed to use it. However, in an emergency, some network operators allow you to call the international emergency number 112.

## **SIM locked**

You have entered your PIN incorrectly three times in a row. To unlock the phone, you need the PUK (Personal Unblocking Key) provided by your operator.

## **PUK blocked. Contact operator.**

You have entered your PUK code incorrectly 10 times in a row. Please contact your service provider.

## **Legal information**

### **Sony Ericsson txt pro™ CK15i/CK15a**

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**Attention: Some of the services and features described in this User guide are not supported by all networks and/or service providers in all areas. Without limitation, this applies to the GSM International Emergency Number 112. Please contact your network operator or service provider to determine availability of any specific service or feature and whether additional access or usage fees apply.**

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[www.sonyericsson.com](http://www.sonyericsson.com)



**Sony Ericsson**

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1244-7351.1

**Sony Ericsson**

FCC Statement  
Declaration of Conformity

**Sony Ericsson CK15a**

GSM GPRS/EDGE 850/900/1800/1900



## Important Information

### United States & Canada

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

The CK15a 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 safe and efficient use 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 1.00 W/kg\*, and when worn on the body is 0.98 W/kg\* for speech and 1.21 W/kg\* for data calls. 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 Sony Ericsson accessory and worn on the body. For devices which include "WiFi hotspot" functionality, body-worn SAR measurements for operation of 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://www.fcc.gov/oet/fccid> after searching on FCC ID PY7A1880034. Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) website at <http://www.phonefacts.net>.

*\* In the United States and Canada, 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.*

## Renseignements importants

### États-Unis et Canada

CE MODÈLE DE TÉLÉPHONE A ÉTÉ CERTIFIÉ CONFORME AUX EXIGENCES GOUVERNEMENTALES RELATIVES À L'EXPOSITION AUX ONDES RADIOÉLECTRIQUES.

Les téléphones mobiles de la CK15a ont été conçus pour répondre aux normes de sécurité en vigueur en matière d'exposition aux ondes radioélectriques. Votre téléphone sans fil est un émetteur et un récepteur radio. Il est conçu de manière à ne pas dépasser les limites\* d'exposition à l'énergie des fréquences radio (RF) établies par les autorités gouvernementales. Ces limites fixent les niveaux maximaux d'énergie RF auxquels peut être soumis le grand public. Ces lignes directrices sont basées sur des normes qui ont été élaborées par des organisations scientifiques internationales par le biais d'évaluations périodiques et approfondies des études scientifiques. Ces normes prévoient une marge de sécurité visant à assurer la protection de tous les individus, peu importe leur âge et leur état de santé.

Les lignes directrices relatives à l'exposition aux ondes radioélectriques utilisent une unité de mesure appelée « Taux d'absorption spécifique » (TAS). Les tests de TAS sont effectués selon des méthodes standardisées dans lesquelles le téléphone émet dans toutes les bandes de fréquences utilisées, à la plus forte puissance pour laquelle il a été homologué. Bien que le TAS puisse être différent d'un modèle de téléphone à un autre, tous les appareils sont conçus pour respecter les lignes directrices relatives aux ondes radioélectriques. Pour en savoir plus sur le TAS, reportez-vous au chapitre sur l'utilisation efficace et sans danger du guide de l'utilisateur.

Le TAS le plus élevé relevé par les autorités pour ce modèle de téléphone est de 1.00 W/kg\* lorsqu'il est testé en utilisation près de l'oreille, et de 0.98 W/kg\* pour les appels vocaux et de 1.21 W/kg\* pour les transmissions de données lorsqu'il est porté sur le corps. En mode d'utilisation porté sur le corps, le téléphone a été testé lorsqu'il est à au moins 15 mm du corps et à l'écart de toute pièce en métal, ou lorsqu'il est utilisé de façon adéquate

avec un accessoire Sony Ericsson et porté sur le corps. Pour les appareils munis de la fonctionnalité « point d'accès WiFi », en mode d'utilisation porté sur le corps, les mesures du TAS de l'appareil en mode WiFi ont été prises à une distance de sécurité de 10 mm. L'utilisation d'accessoires tiers peut produire des niveaux de TAS différents de ceux relevés.

\*\*Avant qu'un modèle de téléphone ne soit mis en vente auprès du public aux États-Unis, la Commission fédérale des communications (CFC) doit le tester et certifier qu'il respecte les limites fixées dans les exigences gouvernementales d'exposition sans danger\*. Pour chaque modèle, les tests sont effectués en position et aux endroits d'usage (c.-à-d. près de l'oreille et porté sur le corps), tel que requis par la CFC. La CFC a accordé une autorisation d'équipement pour ce modèle de téléphone, après que tous les niveaux de TAS indiqués aient été évalués et considérés conformes aux lignes directrices de la CFC en matière d'exposition aux radiofréquences. Même s'il peut y avoir des différences entre les niveaux de TAS des différents téléphones, tous les téléphones mobiles auxquels la CFC a accordé une autorisation d'équipement répondent aux normes gouvernementales en matière d'exposition sans danger. La CFC conserve dans ses dossiers l'information relative aux TAS relevés pour ce modèle de téléphone. Vous pouvez la consulter au <http://www.fcc.gov/oet/fccid> sous la rubrique « Display Grant », après avoir effectué une recherche sur CFC ID PY7A1880034. Vous trouverez des renseignements supplémentaires concernant le TAS sur le site Web de la Cellular Telecommunications & Internet Association (CTIA) au <http://www.phonefacts.net>.

*\* Aux États-Unis et au Canada, la limite de TAS des téléphones mobiles utilisés par le public est de 1,6 watt/kg (W/kg) en moyenne sur un gramme de tissus. Cette norme comporte une marge importante de sécurité afin d'assurer une protection supplémentaire et de tenir compte de toute variation dans les mesures.*

*\*\*Ce paragraphe ne concerne que les autorités et les clients des États-Unis.*

## Información importante

### Estados Unidos y Canadá

ESTE MODELO DE TELÉFONO HA SIDO CERTIFICADO CONFORME A LOS REQUISITOS GUBERNAMENTALES PARA LA EXPOSICIÓN A ONDAS DE RADIO.

Los teléfonos móviles de la Serie CK15a han sido diseñados según los requisitos de seguridad aplicables para la exposición a ondas de radio. Su teléfono inalámbrico es un transmisor y receptor de radio. Está diseñado para no superar los límites\* de exposición a energía de radiofrecuencia (RF) fijados por las autoridades gubernamentales. Estos límites establecen los niveles permitidos de energía de RF para la población general. Las especificaciones se basan en los estándares desarrollados por organizaciones científicas internacionales mediante evaluaciones periódicas y minuciosas de estudios científicos. Los estándares incluyen un margen de seguridad destinado a garantizar la seguridad de todas las personas, independientemente de la edad y de la salud.

Las especificaciones de la exposición a ondas de radio emplean una unidad de medida conocida como la Tasa específica de absorción (SAR, por su sigla en inglés). Las pruebas de SAR se llevan a cabo mediante el uso de métodos estandarizados con la transmisión telefónica al más alto nivel de energía registrado en todas las bandas de frecuencia utilizadas. Aunque es posible que haya diferencias entre los niveles de SAR de los diferentes modelos de teléfonos, todos están diseñados para cumplir con las especificaciones correspondientes de la exposición a ondas de radio. Para obtener más información sobre SAR, consulte el capítulo sobre uso seguro y eficaz que se encuentra en la Guía del usuario.

Según se reportó a las autoridades, el valor más alto de SAR de este modelo de teléfono cuando se probó usándolo cerca del oído es de 1.00 W/kg\* y al usarlo en el cuerpo es de 0.98 W/kg\* para hablar y 1.21 W/kg\* para llamadas de datos. Para su uso cerca del cuerpo, el teléfono ha sido probado para su funcionamiento a una distancia mínima de 15 mm (0,59 pulg.) del cuerpo, sin que haya

piezas metálicas cerca del teléfono o cuando se utiliza correctamente con el accesorio adecuado Sony Ericsson. En lo que respecta a los dispositivos que cuentan con la funcionalidad "Zona activa WiFi", las medidas SAR del uso cerca del cuerpo del dispositivo, el cual funciona en modo de zona activa WiFi, se tomaron mediante el uso de una distancia de separación de 10 mm. El uso de accesorios de terceros puede resultar en niveles de SAR diferentes a aquellos que se reportaron.

\*\*Antes de que un modelo de teléfono se encuentre disponible para la venta al público en los Estados Unidos, la Comisión federal de telecomunicaciones (FCC) debe aprobarlo y certificar que no supera el límite establecido por el requisito adoptado por el gobierno para una exposición segura\*. Las pruebas se llevan a cabo en posiciones y ubicaciones (es decir, cerca del oído y cerca del cuerpo) según lo requiere la FCC para cada modelo. La FCC ha otorgado una Autorización de equipo para este modelo de teléfono con todos los niveles de SAR reportados, los cuales fueron evaluados conforme a las especificaciones de exposición a RF de la FCC. Aunque es posible que haya diferencias entre los niveles de SAR de los diferentes teléfonos, todos los teléfonos móviles que cuentan con una autorización de equipo de la FCC cumplen con los requisitos gubernamentales para la exposición segura. La información sobre SAR de este modelo de teléfono está archivada en la FCC y puede encontrarla en la sección Display Grant (Mostrar subvención) en <http://www.fcc.gov/oet/fccid> después de buscar la ID PY7A1880034 de la FCC. Puede encontrar información adicional sobre SAR en el sitio Web de la Asociación de Telecomunicaciones Celulares e Internet (CTIA) en <http://www.phonefacts.net>.

*\* En los Estados Unidos y Canadá, el límite de SAR de los teléfonos móviles utilizados por el público es de 1.6 watts/kilogramo (W/kg) promediados sobre un gramo de tejido. El estándar incluye un margen de seguridad para proporcionarle una protección adicional al público y para tomar en cuenta cualquier variación en las medidas.*

*\*\*Este párrafo se aplica únicamente a autoridades y clientes de los Estados Unidos.*

## Important Information

### Latin & South America

#### Radio wave exposure and Specific Absorption Rate (SAR) information

The CK15a Series mobile phones have been designed to comply with applicable safety requirements for exposure to radio waves. These requirements are based on scientific guidelines that include safety margins designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standardised 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 safety chapter in the User Guide.

SAR data information for residents in countries that have adopted the SAR limit recommended by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is 2 W/kg averaged over ten (10) gram of tissue (for example European Union, Japan, Brazil and New Zealand):

The highest SAR value for this model phone when tested by Sony Ericsson for use at the ear is 0.61 W/kg (10g).

## Información importante

### Latinoamérica y América del Sur

#### Información acerca de la exposición a ondas de radio y la Tasa específica de absorción (SAR)

El teléfono móvil CK15a ha sido diseñado para cumplir con los requisitos de seguridad aplicables de exposición a las ondas de radio. Dichos requisitos se basan en directrices científicas que establecen márgenes de seguridad con el fin de evitar perjuicios a todas las personas, independientemente de su edad o estado de salud.

Las directrices de exposición a ondas de radio utilizan una unidad de medida denominada coeficiente de absorción específica o SAR. Las pruebas de SAR se llevan a cabo utilizando métodos normalizados, con el teléfono transmitiendo en el nivel más elevado de potencia autorizado en todas las bandas de frecuencia utilizadas.

Aunque puede existir diferencias entre los niveles de SAR de diferentes modelos de teléfono, todos han sido diseñados para cumplir las directrices pertinentes sobre exposición a ondas de radio.

Para obtener más información sobre el SAR, consulte el capítulo sobre seguridad en la guía del usuario.

Información sobre datos de SAR para residentes de países en los que se haya adoptado el límite de SAR recomendado por la International Commission on Non-Ionizing Radiation Protection (ICNIRP, Comisión internacional de protección contra la radiación no ionizantes (ICNIRP, International Commission on Non-Ionizing Radiation Protection), es 2 W/kg promedio por cada diez (10) gramos de tejido (por ejemplo, la Unión Europea, Japón, Brasil y Nueva Zelanda):

El valor de SAR más elevado para este modelo de teléfono cuando Sony Ericsson realizó la prueba para su uso en la oreja era de 0,61 W/kg (10g).



## Informação importante

### América do Sul e Latina

#### **Informações sobre SAR (Taxa de Absorção Específica) e exposição à radiofrequência**

O celular CK15a foi projetado para cumprir os requisitos de segurança aplicáveis para exposição à radiofrequência. Esses requisitos têm como base diretrizes científicas que incluem as margens de segurança para garantir a segurança de todas as pessoas, independentemente da idade e da saúde.

As diretrizes de exposição à radiofrequência usam uma unidade de medida conhecida como SAR ou Taxa de Absorção Específica. Os testes de SAR são conduzidos por métodos padronizados com a transmissão telefônica em seu nível certificado de energia mais alto em todas as faixas de frequência usadas.

Embora possa haver diferenças entre os níveis de SAR de vários modelos de telefone, todos foram projetados para atender as diretrizes relevantes de exposição à radiofrequência.

Para obter mais informações sobre SAR, consulte o capítulo de segurança do Guia do Usuário.

Informações sobre os dados de SAR para moradores de países que adotaram o limite SAR recomendado pelo ICNIRP (International Commission on Non-Ionizing Radiation Protection) que é o limite médio de 2 W/kg em dez (10) gramas de tecido (por exemplo, União Européia, Japão, Brasil e Nova Zelândia).

Quando testado pela Sony Ericsson, o valor de SAR mais alto para este modelo de telefone para uso junto ao ouvido foi de 0,61 W/kg (10g).

## FCC Statement

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 Ericsson 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.

## Industry Canada Statement

This device complies with RSS-210 of Industry Canada.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Declaration of Conformity for CK15a

We, **Sony Ericsson Mobile Communications AB** of  
Nya Vattentorget  
SE-221 88 Lund, Sweden

declare under our sole responsibility that our product

**Sony Ericsson type AAB-1880034-BV**

and in combination with our accessories, to which this declaration relates is in conformity with the appropriate standards EN 301 511:V9.0.2, EN 300 328:V1.7.1, EN 301 489-7:V1.3.1, EN 301 489-17:V2.1.1, and EN 60 950-1:2006+A11:2009 following the provisions of, Radio Equipment and Telecommunication Terminal Equipment directive **1999/5/EC**.

Lund, March 2011

**CE 0682** 



Dan Redin,  
*Corporate Vice President, Head of Development*

We fulfil the requirements of the R&TTE Directive (1999/5/EC).  
Ce produit est conforme aux directives de R&TTE (1999/5/EC).

Cumplimos con los requisitos de la Directiva R&TTE – Normas sobre equipos de terminales de radio y telecomunicaciones (1999/5/EC).

Atendemos aos requisitos da Diretriz R&TTE (1999/5/EC).

[www.sonyericsson.com](http://www.sonyericsson.com)



Sony Ericsson Mobile Communications AB  
SE-221 88 Lund, Sweden

**Sony Ericsson Consumer Web site**

At [www.sonyericsson.com/support](http://www.sonyericsson.com/support) there is a support section where help and tips are only a few clicks away. Here you will find the latest computer software updates and tips on how to use your product more efficiently.

**Service and support**

You have access to a portfolio of exclusive service advantages such as:

- Global and local Web sites providing support.
- A global network of Contact Centers.
- An extensive network of Sony Ericsson service partners.
- A warranty period. Learn more about the warranty conditions in the *Limited warranty* section.

At [www.sonyericsson.com/support](http://www.sonyericsson.com/support), you can find the latest support tools and information. For operator-specific services and features, please contact your network operator.

You can also contact our Contact Centers. If your country/region is not represented in the list below, please contact your local dealer. (Calls are charged according to national rates, including local taxes, unless the phone number is a toll-free number.)

If your product needs service, please contact the dealer from whom it was purchased, or one of our service partners. For warranty claims, save proof of purchase.

**Guidelines for Safe and Efficient Use**

Please follow these guidelines. Failure to do so might entail a potential health risk or product malfunction. If in doubt as to its proper function, have the product checked by a certified service partner before charging or using it.

**Recommendations for care and safe use of our products**

- Handle with care and keep in a clean and dust-free place.
- **Warning!** May explode if disposed of in fire.
- Do not expose to liquid or moisture or excess humidity.

phone. The SAR value is determined at the highest certified power level in laboratory conditions, but because the phone is designed to use the minimum power necessary to access the chosen network, the actual SAR level can be well below this value. There is no proof of difference in safety based on difference in SAR value.

Products with radio transmitters sold in the US must be certified by the Federal Communications Commission (FCC). When required, tests are performed when the phone is placed at the ear and when worn on the body. 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 Sony Ericsson accessory and worn on the body.

For more information about SAR and radio frequency exposure, go to: [www.sonyericsson.com/health](http://www.sonyericsson.com/health).

**Flight mode**

Bluetooth and WLAN functionality, if available in the device, can be enabled in Flight mode but may be prohibited onboard aircraft or in other areas where radio transmissions are prohibited. In such environments, please seek proper authorisation before enabling Bluetooth or WLAN functionality even in Flight mode.

**Malware**

Malware (short for malicious software) is software that can harm the mobile phone or other computers. Malware or harmful applications can include viruses, worms, spyware, and other unwanted programs. While the device does employ security measures to resist such efforts, Sony Ericsson does not warrant or represent that the device will be impervious to the introduction of malware. You can however reduce the risk of malware attacks by using care when downloading content or accepting applications, refraining from opening or responding to messages from unknown sources, using trustworthy services to access the Internet, and only downloading content to the mobile phone from known, reliable sources.

This licence is governed by the laws of Sweden. When applicable, the foregoing applies to statutory consumer rights.

In the event Software accompanying or provided in conjunction with your device is provided with additional terms and conditions, such provisions shall also govern your possession and usage of the Software.

**Export regulations**

Export regulations: Goods delivered under this Agreement may be the subject to import and export regulations of the European Union, the United States and other countries. Purchaser will comply with these applicable laws and regulations and will obtain and maintain any export and import license required for the delivery of goods to Purchaser under this Agreement. Without limiting the foregoing, and as an example, Purchaser will not knowingly export or re-export goods to destinations identified pursuant to Articles in Chapter II of European Council Regulation (EC) 428/2009 and specifically, and without limitation, Purchaser will also comply with U.S. government Export Administration Regulations ("EAR", 15 C.F.R. §§ 730-774, <http://www.bis.doc.gov/>) administered by Department of Commerce, Bureau of Industry and Security and economic sanctions regulations (30 C.F.R. §§ 500 et. seq., <http://www.treas.gov/offices/enforcement/ofac/>) administered by the U.S. Department of Treasury, Office of Foreign Assets Control.

**Limited Warranty**

Sony Ericsson Mobile Communications AB, SE-221 88 Lund, Sweden, (Sony Ericsson) or its local affiliated company, provides this Limited Warranty for your mobile phone, original accessory delivered with your mobile phone, and/or your mobile computing product (hereinafter referred to as "Product").

Should your Product need warranty service, please return it to the dealer from whom it was purchased, or contact your local

- For optimum performance, the product should not be operated in temperatures below -10°C(+14°F) or above +45°C(+113°F). Do not expose the battery to temperatures above +60°C(+140°F).



- Do not expose to flames or lit tobacco products.
- Do not drop, throw or try to bend the product.
- Do not paint or attempt to disassemble or modify the product. Only Sony Ericsson authorised personnel should perform service.



- Consult with authorised medical staff and the instructions of the medical device manufacturer before using the product near pacemakers or other medical devices or equipment.
- Discontinue use of electronic devices, or disable the radio transmitting functionality of the device, where required or requested to do so.
- Do not use where a potentially explosive atmosphere exists.
- Do not place the product, or install wireless equipment, in the area above an air bag in a car.
- **Caution:** Cracked or broken displays may create sharp edges or splinters that could be harmful upon contact.
- Do not use the Bluetooth Headset in positions where it is uncomfortable or will be subject to pressure.

**Children**

**Warning!** Keep out of the reach of children. Do not allow children to play with mobile phones or accessories. They could hurt themselves or others. Products may contain small parts that could become detached and create a choking hazard.



**Power supply (Charger)**

Connect the charger to power sources as marked on the product. Do not use outdoors or in damp areas. Do not alter or subject the cord to damage or stress. Unplug the unit before cleaning it. Never alter the plug. If it does not fit into the outlet, have a proper outlet installed by an electrician. When a power supply is connected there is a small drain of power. To avoid this small energy waste, disconnect the power supply when the product is fully charged.

**Accessories**

Use only Sony Ericsson branded original accessories and certified service partners. Sony Ericsson does not test third-party accessories. Accessories may influence RF exposure, radio performance, loudness, electric safety and other areas. Third-party accessories and parts may pose a risk to your health or safety or decrease performance.

**Accessible Solutions/Special Needs**

In the US, compatible Sony Ericsson phones may offer compatibility with TTY terminals (with use of necessary accessory). For more information call the Sony Ericsson Special Needs Center on 877 878 1996 (TTY) or 877 207 2056 (voice), or go to [www.sonyericsson-snc.com](http://www.sonyericsson-snc.com).

**Disposal of old electrical and electronic equipment**

Electronic equipment and batteries should not be included as household waste but should be left at an appropriate collection point for recycling. This helps prevent potential negative consequences for the environment and human health. Check local regulations by contacting your local city office, your household waste disposal service, the shop where you purchased the product or calling a Sony Ericsson Contact Center. Do not attempt to remove internal batteries. Internal batteries shall be removed only by a waste treatment facility or trained service professional.



**Disposing of the battery**

Check local regulations or call a Sony Ericsson Contact Center for information. Never use municipal waste.



**Memory card**

If the product comes complete with a removable memory card, it is generally compatible with the handset purchased but may not be compatible with other devices or the capabilities of their memory cards. Check other devices for compatibility before purchase or use. If the product is equipped with a memory card reader, check memory card compatibility before purchase or use.

Sony Ericsson Contact Center (national rates may apply) or visit [www.sonyericsson.com](http://www.sonyericsson.com) to get further information.

**Our warranty**

Subject to the conditions of this Limited Warranty, Sony Ericsson warrants this Product to be free from defects in design, material and workmanship at the time of its original purchase by a consumer. This Limited Warranty will last for a period of two (2) years as from the original date of purchase of the Product for your mobile phone, and for a period of one (1) year following the original purchase date of the Product for all original accessories (such as the battery, charger or handsfree kit) which may be delivered with your mobile phone.

**What we will do**

If, during the warranty period, this Product fails to operate under normal use and service, due to defects in design, materials or workmanship, Sony Ericsson authorised distributors or service partners, in the country/region\* where you purchased the Product, will, at their option, either repair or replace the Product in accordance with the terms and conditions stipulated herein.

Sony Ericsson and its service partners reserve the right to charge a handling fee if a returned Product is found not to be under warranty according to the conditions below.

Please note that some of your personal settings, downloads and other information may be lost when your Sony Ericsson Product is repaired or replaced. At present, Sony Ericsson may be prevented by applicable law, other regulation or technical restrictions from making a backup copy of certain downloads. Sony Ericsson does not take any responsibility for any lost information of any kind and will not reimburse you for any such loss. You should always make backup copies of all the information stored on your Sony Ericsson Product such as downloads, calendar and contacts before handing in your Sony Ericsson Product for repair or replacement.

Use of charging devices that are not Sony Ericsson branded may pose increased safety risks.

**Battery**

New or idle batteries can have short-term reduced capacity. Fully charge the battery before initial use. Use for the intended purpose only. Charge the battery in temperatures between +5°C(+41°F) and +45°C(+113°F). Do not put the battery into your mouth. Do not let the battery contacts touch another metal object. Turn off the product before removing the battery. Performance depends on temperatures, signal strength, usage patterns, features selected and voice or data transmissions. Only Sony Ericsson service partners should remove or replace built-in batteries. Use of batteries that are not Sony Ericsson branded may pose increased safety risks. Replace the battery only with another Sony Ericsson battery that has been qualified with the product per the standard IEEE-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.

**Personal medical devices**

Mobile phones may affect implanted medical equipment. Reduce risk of interference by keeping a minimum distance of 15 cm(6 inches) between the phone and the device. Use the phone at your right ear. Do not carry the phone in your breast pocket. Turn off the phone if you suspect interference. For all medical devices, consult a physician and the manufacturer.

**Driving**

Some vehicle manufacturers forbid the use of phones in their vehicles unless a handsfree kit with an external antenna supports the installation. Check with the vehicle manufacturer's representative to be sure that the mobile phone or Bluetooth handsfree will not affect the electronic systems in the vehicle. Full attention should be given to driving at all times and local laws and regulations restricting the use of wireless devices while driving must be observed.

Memory cards are generally formatted prior to shipping. To reformat the memory card, use a compatible device. Do not use the standard operating system format when formatting the memory card on a PC. For details, refer to the operating instructions of the device or contact customer support.

**Warning!**

If the device requires an adapter for insertion into the handset or another device, do not insert the card directly without the required adapter.

**Precautions on memory card use**

- Do not expose the memory card to moisture.
- Do not touch terminal connections with your hand or any metal object.
- Do not strike, bend, or drop the memory card.
- Do not attempt to disassemble or modify the memory card.
- Do not use or store the memory card in humid or corrosive locations or in excessive heat such as a closed car in summer, in direct sunlight or near a heater, etc.
- Do not press or bend the end of the memory card adapter with excessive force.
- Do not let dirt, dust, or foreign objects get into the insert port of any memory card adapter.
- Check you have inserted the memory card correctly.
- Insert the memory card as far as it will go into any memory card adapter needed. The memory card may not operate properly unless fully inserted.
- We recommend that you make a backup copy of important data. We are not responsible for any loss or damage to content you store on the memory card.
- Recorded data may be damaged or lost when you remove the memory card or memory card adapter, turn off the power while formatting, reading or writing data, or use the memory card in locations subject to static electricity or high electrical field emissions.

**GPS/Location based functions**  
Some products provide GPS/Location based functions. Location determining functionality is provided "As is" and "With all faults". Sony Ericsson does not make any representation or warranty as to the accuracy of such location information.

Use of location-based information by the device may not be uninterrupted or error free and may additionally be dependent on network service availability. Please note that functionality may be reduced or prevented in certain environments such as building interiors or areas adjacent to buildings.

Caution: Do not use GPS functionality in a manner which causes distraction from driving.

**Emergency calls**

Calls cannot be guaranteed under all conditions. Never rely solely upon mobile phones for essential communication. Calls may not be possible in all areas, on all networks, or when certain network services and/or phone features are used.

**Antenna**

Use of antenna devices not marketed by Sony Ericsson could damage the phone, reduce performance, and produce SAR levels above the established limits. Do not cover the antenna with your hand as this affects call quality, power levels and can shorten talk and standby times.

**Radio Frequency (RF) exposure and Specific Absorption Rate (SAR)**

When the phone or Bluetooth handsfree is turned on, it emits low levels of radio frequency energy. International safety guidelines have been developed through periodic and thorough evaluation of scientific studies. These guidelines establish permitted levels of radio wave exposure. The guidelines include a safety margin designed to assure the safety of all persons and to account for any variations in measurements.

Specific Absorption Rate (SAR) is used to measure radio frequency energy absorbed by the body when using a mobile

**Protection of personal information**

Erase personal data before disposing of the product. To delete data, perform a master reset. Deleting data from the phone memory does not ensure that it cannot be recovered. Sony Ericsson does not warrant against recovery of information and does not assume responsibility for disclosure of any information even after a master reset.

**Loudness warning!**

Avoid volume levels that may be harmful to your hearing.

**End User Licence Agreement**

Software delivered with this device and its media is owned by Sony Ericsson Mobile Communications AB, and/or its affiliated companies and its suppliers and licensors.

Sony Ericsson grants you a non-exclusive limited licence to use the Software solely in conjunction with the Device on which it is installed or delivered. Ownership of the Software is not sold, transferred or otherwise conveyed.

Do not use any means to discover the source code or any component of the Software, reproduce and distribute the Software, or modify the Software. You are entitled to transfer rights and obligations to the Software to a third party, solely together with the Device with which you received the Software, provided the third party agrees in writing to be bound by the terms of this Licence.

This licence exists throughout the useful life of this Device. It can be terminated by transferring your rights to the Device to a third party in writing.

Failure to comply with any of these terms and conditions will terminate the licence immediately.

Sony Ericsson and its third party suppliers and licensors retain all rights, title and interest in and to the Software. To the extent that the Software contains material or code of a third party, such third parties shall be beneficiaries of these terms.



## Conditions

1. This Limited Warranty is valid only if the original proof of purchase for this Product issued by a Sony Ericsson authorised dealer specifying the date of purchase and serial number\*\*, is presented with the Product to be repaired or replaced. Sony Ericsson reserves the right to refuse warranty service if this information has been removed or changed after the original purchase of the Product from the dealer.
2. If Sony Ericsson repairs or replaces the Product, the repair for the defect concerned, or the replaced Product shall be warranted for the remaining time of the original warranty period or for ninety (90) days from the date of repair, whichever is longer. Repair or replacement may involve the use of functionally equivalent reconditioned units. Replaced parts or components will become the property of Sony Ericsson.
3. This warranty does not cover any failure of the Product due to normal wear and tear, or due to misuse, including but not limited to use in other than the normal and customary manner, in accordance with the Sony Ericsson instructions for use and maintenance of the Product. Nor does this warranty cover any failure of the Product due to accident, software or hardware modification or adjustment, acts of God or damage resulting from liquid.

A rechargeable battery can be charged and discharged more than a hundred times. However, it will eventually wear out – this is not a defect and corresponds to normal wear and tear. When the talk-time or standby time is noticeably shorter, it is time to replace the battery. Sony Ericsson recommends that you use only batteries and chargers approved by Sony Ericsson.

Minor variations in display brightness and colour may occur between phones. There may be tiny bright or dark dots on the display. These are called defective pixels and occur when individual dots have malfunctioned and can not be adjusted. Two defective pixels are deemed acceptable.

Minor variations in camera image appearance may occur between phones. This is nothing uncommon and is not regarded as a defective camera module.

4. Since the cellular system on which the Product is to operate is provided by a carrier independent from Sony Ericsson, Sony Ericsson will not be responsible for the operation, availability, coverage, services or range of that system.
5. This warranty does not cover Product failures caused by installations, modifications, or repair or opening of the Product performed by a non-Sony Ericsson authorised person.
6. The warranty does not cover Product failures which have been caused by use of accessories or other peripheral devices which are not Sony Ericsson branded original accessories intended for use with the Product. Sony Ericsson disclaims any and all warranties, whether express or implied, for failures caused to the Product or peripheral devices as a result of viruses, trojan horses, spyware, or other malicious software. Sony Ericsson strongly recommends that you install appropriate virus protection software on your Product and any peripheral devices connected to it, as available, and update it regularly, to better protect your device. It is understood, however, that such software will never fully protect your Product or its peripheral devices and Sony Ericsson disclaims all warranties, whether express or implied, in case of failure by such antivirus software to fulfil its intended purpose.
7. Tampering with any of the seals on the Product will void the warranty.
8. THERE ARE NO EXPRESS WARRANTIES, WHETHER WRITTEN OR ORAL, OTHER THAN THIS PRINTED LIMITED WARRANTY. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL SONY ERICSSON OR ITS LICENSORS BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR COMMERCIAL LOSS TO THE FULL EXTENT THOSE DAMAGES CAN BE DISCLAIMED BY LAW. Some countries/states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration

of implied warranties, so the preceding limitations or exclusions may not apply to you.

The warranty provided does not affect the consumer's statutory rights under applicable legislation in force, nor the consumer's rights against the dealer arising from their sales / purchase contract.

## \*Geographical scope of the warranty

If you have purchased your Product in a country member of the European Economic Area (EEA) or in Switzerland or the Republic of Turkey, and such Product was intended for sale in the EEA or in Switzerland or in Turkey, you can have your Product serviced in any EEA country or in Switzerland or in Turkey, under the warranty conditions prevailing in the country in which you require servicing, provided that an identical Product is sold in such country by an authorised Sony Ericsson distributor. To find out if your Product is sold in the country you are in, please call the local Sony Ericsson Contact Center. Please observe that certain services may not be available outside the country of original purchase, for example, due to the fact that your Product may have an interior or exterior which is different from equivalent models sold in other countries. Please note in addition that it may sometimes not be possible to repair SIM-locked Products.

\*\* In some countries/regions additional information (such as a valid warranty card) may be requested.

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Bluetooth is a trademark or a registered trademark of Bluetooth SIG Inc. and any use of such mark by Sony Ericsson is under license.

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## Support

|                             |   |                                       |
|-----------------------------|---|---------------------------------------|
| Anguilla                    | 1-800-080-9518 (Toll Free)              | questions.CO@support.sonyericsson.com |
| Antigua and Barbuda         | 1-800-081-9518 (Toll Free)              | questions.CO@support.sonyericsson.com |
| Argentina                   | 0800-333-7427 (número gratuito)         | questions.CO@support.sonyericsson.com |
| Australia                   | 1300 650-050 (Toll Free)                | questions.AU@support.sonyericsson.com |
| The Bahamas                 | 1-800-205-6062 (Toll Free)              | questions.CO@support.sonyericsson.com |
| Barbados                    | 1-800-082-9518 (Toll Free)              | questions.CO@support.sonyericsson.com |
| Belgique/België             | 02-0745 1611                            | questions.BE@support.sonyericsson.com |
| Belize                      | AN 815, PIN 5597 (Toll Free)            | questions.CO@support.sonyericsson.com |
| Bermuda                     | 1-800-083-9518 (Toll Free)              | questions.CO@support.sonyericsson.com |
| Bolivia                     | 800-100-542 (número gratuito)           | questions.CO@support.sonyericsson.com |
| Brasil                      | 4001-0444 (ligação gratuita)            | questions.BR@support.sonyericsson.com |
| Canada                      | 1 866 766 9374 (Toll Free / sans frais) | questions.CA@support.sonyericsson.com |
| Cayman Islands              | 1-800-084-9518 (Toll Free)              | questions.CO@support.sonyericsson.com |
| Central and Southern Africa | +27 11 506 0123                         | questions.CF@support.sonyericsson.com |
| Česká republika             | 844 550 055                             | questions.CZ@support.sonyericsson.com |
| Chile                       | 800-646-425 (número gratuito)           | questions.CO@support.sonyericsson.com |
| Colombia                    | 01800-0966-080 (número gratuito)        | questions.CO@support.sonyericsson.com |

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|--------------|--|---------------------------------------|
| Costa Rica   | 0 800 011 0400 (número gratuito)                       | questions.CO@support.sonyericsson.com |
| Danmark      | 3331 2828  | questions.DK@support.sonyericsson.com |
| Deutschland  | 0180 534 2020 (ortsübliche Gebühren)                   | questions.DE@support.sonyericsson.com |
| Dominica     | 1-800-085-9518 (Toll Free)                             | questions.CO@support.sonyericsson.com |
| Ecuador      | 1-800-0102-50 (número gratuito)                        | questions.CO@support.sonyericsson.com |
| Eesti        | 06 032 032   | questions.EE@support.sonyericsson.com |
| Egypt/مصر    | 16727  | questions.EG@support.sonyericsson.com |
| Ελλάδα       | 801 11 810 810 +30 210 899 19 19 (από κινητό τηλέφωνο) | questions.GR@support.sonyericsson.com |
| El Salvador  | 800-6323 (número gratuito)                             | questions.CO@support.sonyericsson.com |
| España       | 902 180 576 (tarifa local)                             | questions.ES@support.sonyericsson.com |
| France       | 09 69 32 21 21 09 69 32 21 22 (Xperia™ uniquement)     | questions.FR@support.sonyericsson.com |
| Guatemala    | 1-800-300-0057 (número gratuito)                       | questions.CO@support.sonyericsson.com |
| Haiti/Ayiti  | AN 193, PIN 5598 (número gratuit / nimewo gratis)      | questions.CO@support.sonyericsson.com |
| Honduras     | AN 8000122, PIN 5599 (número gratuito)                 | questions.CO@support.sonyericsson.com |
| Hong Kong/香港 | +852 8203 8863   | questions.HK@support.sonyericsson.com |
| Hrvatska     | 062 000 000  | questions.HR@support.sonyericsson.com |
| India/भारत   | 1800 11 1800 (Toll Free)                               | questions.IN@support.sonyericsson.com |

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|                      |  |                                       |
|----------------------|--|---------------------------------------|
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| Indonesia            | 021 2701388                              | questions.ID@support.sonyericsson.com |
| Ireland              | 1850 545 888 (Local rate)                | questions.IE@support.sonyericsson.com |
| Italia               | 06 48895206 (tariffa locale)             | questions.IT@support.sonyericsson.com |
| Jamaica              | 1-800-442-3471 (Toll Free)               | questions.CO@support.sonyericsson.com |
| Κύπρος/Κίβρις        | 0800 90 909                              | questions.CY@support.sonyericsson.com |
| Latvija              | 67 21 43 01                              | questions.LV@support.sonyericsson.com |
| Lietuva              | 8 700 55030                              | questions.LT@support.sonyericsson.com |
| Magyarország         | 01 880 47 47                             | questions.HU@support.sonyericsson.com |
| Malaysia             | 1800-88-9900 (Toll Free / bebas tol)     | questions.MY@support.sonyericsson.com |
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| Nederland            | 0800 8998318                             | questions.NL@support.sonyericsson.com |
| Nederlandse Antillen | 001-866-509-8660 (gratis nummer)         | questions.CO@support.sonyericsson.com |
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| Nicaragua            | AN 1800-0166, PIN 5600 (número gratuito) | questions.CO@support.sonyericsson.com |
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| Pakistan/پاکستان     | 021 - 111 22 55 73                       | questions.PK@support.sonyericsson.com |
| Panamá               | 00800-787-0009 (número gratuito)         | questions.CO@support.sonyericsson.com |
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| Polska                           | +48 22 22 77 444                  | questions.PL@support.sonyericsson.com |
| Portugal                         | 808 204 466 (chamada local)       | questions.PT@support.sonyericsson.com |
| República Dominicana             | 1-800-751-3370 (número gratuito)  | questions.CO@support.sonyericsson.com |
| România                          | +40 21 401 0401                   | questions.RO@support.sonyericsson.com |
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| Slovensko                        | 02 5443 6443                      | questions.SK@support.sonyericsson.com |
| South Africa                     | 0861 632222 (+82) 1588 4170       | questions.ZA@support.sonyericsson.com |
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| Sverige                          | 013 24 45 00 (lokal taxa)         | questions.SE@support.sonyericsson.com |
| Trinidad and Tobago              | 1-800-080-9521 (Toll Free)        | questions.CO@support.sonyericsson.com |
| Türkiye                          | +90 212 473 77 77                 | questions.TR@support.sonyericsson.com |
| United Kingdom                   | 08705 237 237 (Local rate)        | questions.GB@support.sonyericsson.com |
| United States                    | 1 866 766 9374                    | questions.US@support.sonyericsson.com |
| Uruguay                          | 000-401-787-013 (número gratuito) | questions.CO@support.sonyericsson.com |
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| Việt Nam                       | 1900 1525 (miễn phí) | questions.VN@support.sonyericsson.com |
| Беларусь                       | 8 82 00 361 0001     | questions.BY@support.sonyericsson.com |
| България                       | 0800 1 8778          | questions.BG@support.sonyericsson.com |
| Россия                         | +7 (495) 7870986     | questions.RU@support.sonyericsson.com |
| Україна                        | (+380) 44 590 1515   | questions.UA@support.sonyericsson.com |
| الأردن                         | +971 4 3919 880      | questions.JO@support.sonyericsson.com |
| الإمارات العربية المتحدة (UAE) | +971 4 3919 880      | questions.AE@support.sonyericsson.com |
| الكويت                         | +971 4 3919 880      | questions.KW@support.sonyericsson.com |
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| 台灣                             | +886 2 25625511      | questions.TW@support.sonyericsson.com |
| ไทย                            | 02 2483 030          | questions.TH@support.sonyericsson.com |

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