



# Vivaz™

## User guide

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

### Experience more. Discover how.

Fill it with pop and let it rock. Share your life in pictures. Or why not go online for the latest updates? Your new phone is the key to a wider world. And it's just around the corner. Get started with this User guide. And join us online to get the full picture. Music, games, apps, updates, downloads, support and more.

All in one place: [www.sonyericsson.com/Vivaz](http://www.sonyericsson.com/Vivaz)

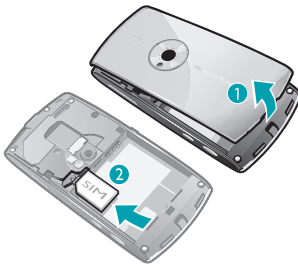
⚡ Don't forget to update your phone software. See *Updating your phone* on page 8.

### Getting started

#### Assembly

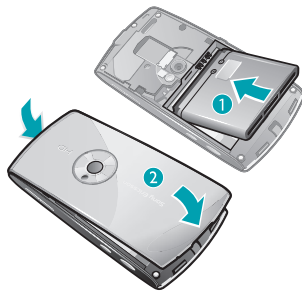
Before you start using your phone, you need to insert a SIM (Subscriber Identity Module) card and the battery.

#### To insert the SIM card



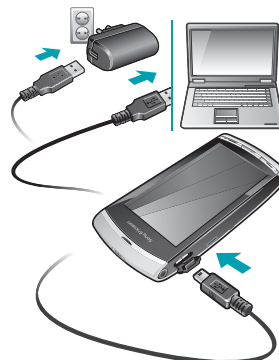
- 1 Remove the battery cover.
- 2 Put the SIM card into its holder with the gold-coloured contacts facing down.

#### To insert the battery



- 1 Insert the battery with the label side up and the connectors facing each other.
- 2 Put the battery cover into place.

#### To charge the phone using the power adapter



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

⚡ You can use your phone while it is charging. You can charge the battery at any time and for more or less than 3 hours using the power adapter. You can interrupt the charging without damaging the battery.

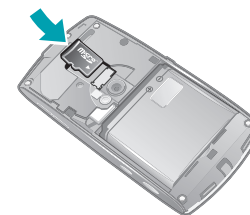
#### To charge the phone using a computer

- Connect the phone to a USB port on a computer using the USB cable provided.

#### Memory card

Your phone supports memory cards, adding more storage space to your phone. A memory card used in your phone can also be used with other compatible devices. You can move content between your memory card and the phone memory.

#### To insert or remove a memory card



- 1 Insert the memory card with the gold-coloured contacts facing down.
- 2 To remove the memory card, press **⏏** and select **Remove memory card**, then press your finger down on the card and slide it out.

#### Turning on the phone

To turn on the phone



- 1 Press and hold down **⏏**.
- 2 Enter your SIM card PIN, if requested, and select **OK**.
- 3 The first time you turn on the phone, follow the instructions to use the setup wizard for basic settings and useful tips.

#### Help

You can find **Help** on most applications in **Organiser** or you can access **Help** from within a specific application by selecting **Options**.

#### To access the general Help in your phone

- Select **Menu > Organiser > Help**.

#### To view Help when you are in an application

- Select **Options > Help**.

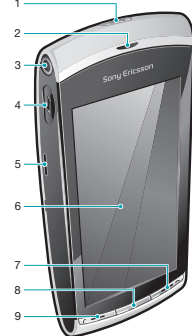
### Updating your phone

You can update your phone to the most recent software for optimal performance and to get the latest enhancements. You need a USB cable and an Internet-connected PC. To learn how, go to [www.sonyericsson.com/Update](http://www.sonyericsson.com/Update).

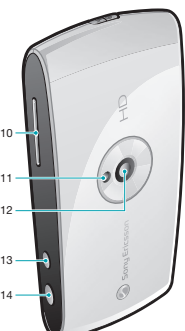
⚡ Remember to back up your phone content before updating. To see how to back up your phone content, see the *Extended User guide* on the memory card. You can also access this document at [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

### Phone overview

- 1 On/off key, lock key
- 2 Ear speaker
- 3 3.5 mm headset connector
- 4 Connector for USB cable
- 5 Loud speaker
- 6 Touch screen
- 7 End key
- 8 Main menu key
- 9 Call key



- 10 Volume, digital zoom keys
- 11 Camera light
- 12 Camera
- 13 Video key
- 14 Photo key



### Menu overview\*

#### PlayNow™

#### Internet

Applications  
Radio, TrackID™, Media server, Downl. chat apps, IM, Conversations, Web publishing, Record sound

#### Camera

Media  
Photo, Music, Video

#### Location services

Google Maps, Location, Wisespilot

#### Contacts

#### Calendar

#### Log\*\*

Organiser  
File manager, Clock, RoadSync, SonyEricsson Sync, Google Search, Notes, Dictionary, Converter, Calculator, Adobe PDF, Quickoffice, Help

#### Settings

Personal  
Profiles, Themes, Standby

Phone  
Date and time, Language, Display, Download settings, Sensor settings, Touch input, Accessories, Application sett., Phone mgmt.

Application mgr

Installed apps, Installation files, Install settings

#### Calling

Call, Speed dialling, Voicemail, Divert calls, Call barring

#### Connectivity

Network, Wi-Fi, Bluetooth, USB, Destinations, Connection mgr, Data transfer, Remote drives, Admin. settings

\* Some menus are operator-, network- and subscription-dependent.

\*\* You can use touch functionality to scroll between tabs in submenus. For more information, see *Navigation* on page 14.

### Status icons

Status icons appear at the top of the screen. You can tap status icons to view more information or change settings.

Battery fully charged

Network signal strength

Messages in the outbox

GSM available

Missed call

Handsfree connected

Call diverted

Text message received

New email received

Headphone inserted

GPS connected

Alarm activated

Bluetooth™ connected

Keylock activated

USB data transferring

Data synchronising

Flight mode activated

Secure Wi-Fi™ network connected

Wi-Fi™ network connected

- 3G available
- HSDPA available
- EGPRS available

#### Navigation

You can move through menus with your fingertips or with a stylus. Tap or double-tap an item to select or open it. You can also switch between running applications.

#### To access the main menu

- Press the main menu key.

#### To unlock the phone manually

- Press **⏏** and select **Unlock**.

#### To lock the phone manually

- Press **⏏** twice.

#### To view running applications

- 1 Press and hold down the main menu key.
- 2 To switch to a running application, tap it.

⚡ Leaving applications running in the background increases the demand on battery power and reduces the battery life.

#### To end a function

- In most cases, select **Options > Exit**.

#### To delete items

- In most applications, to delete items such as files, folders, messages, or media files, select an item, and then select **Options > Delete**.

### Standby

After you have turned on your phone and entered your PIN, the name of the network operator appears. This view is called standby. Your phone is now ready to use.

#### To return to standby

- Press **⏏**

#### Default standby screen

The default standby screen provides five different views:

- Favourite contacts view
- Social networking view
- Flow view
- Album view
- Shortcuts view

⚡ The icon for some views, for example, the Album view, may change according to the content displayed on the standby screen.

⚡ These five views are only available when Sony Ericsson is selected as the default standby theme.

#### Entering text

You can enter letters, numbers and special characters using the on-screen keyboard, alphanumeric keypad or handwriting recognition. You can switch between these input methods.

### Text input icons

These icons may appear in the text input window.

- ✓ Tap to accept the text in the input window and close the on-screen keyboard view
- ≡ Tap to open the input options menu to change, for example, the **Writing language**, or view **Help**
- ↔ Tap to switch character cases
- 1+ Tap to display numbers and symbols
- ⬅ Tap to move the cursor left or right
- ➡ Tap to delete a character
- ␣ Tap to enter a space
- ↶ Tap to insert a carriage return
- ⌨ Tap to change to another input method: **Mini QWERTY keyboard**, **Full QWERTY keyboard**, **Alphanumeric keypad** or **Handwriting**
- + When using **Mini QWERTY keyboard**, touch and hold to move the input window around the screen
- \*# When using handwriting recognition, tap to open the symbol table
- 12 When using handwriting recognition, tap to switch to number input mode
- ≡, ABC Tap to turn predictive text input modes on or off, change the character case, and switch between letter and number modes

Ab When using handwriting recognition, tap to switch character case

#### To copy and paste text

- 1 Tap to place the cursor at the beginning of the text you want to select for copying. Then drag your fingertip or stylus to the end of the text.
- 2 To copy the selected text, tap **≡** and select **Copy**.
- 3 To paste the text within the same text field, move the cursor to where you want the text to be inserted, tap **≡** and select **Paste**.

⚡ To paste the text to another text field, go to that text field, move the cursor to where you want to insert the text and select **Options > Paste**.

#### Media

You can manage media files in your phone or on your memory card. You can also manage photos and video clips in albums on the web.

#### Viewbar and touchbar

You can use the viewbar and touchbar to navigate through different views and manage your media files.

- Viewbar – a bar that appears at the top of the screen (in portrait view) after you select an application in **Media**. Using this bar, you can navigate to play view, to various list views within the same application, or to the main **Media** menu.

- Touchbar – a bar at the bottom of the screen where you can manage your media files or go back to the previous level.

⚡ To get tips for an icon in the bars, touch and hold the icon.

#### To update media libraries manually

- Tap **≡** in the touchbar.

⚡ Your media libraries update automatically when you use **Media** for the first time.

#### To go to the play view

- Tap **⏏** at the top of the screen.

#### To view more commands in the touchbar

- Tap **≡** in the touchbar.

#### Mark mode

You can mark several files and manage them in batches.

#### To mark media files

- 1 When the files are in list or grid view, tap **≡** in the touchbar.
- 2 Tap the files to highlight them as marked.
- 3 To exit mark mode, tap **⏏**.

#### Photo

You can view, send and manage photos in your phone. You can also edit and arrange your online photo albums.

#### To view a photo in full screen

- 1 Select **Menu > Media > Photo**.
- 2 Select a view option and tap a thumbnail to view the photo.
- 3 To view the next or previous photo, flick left or right.

#### To edit a photo

- 1 When viewing a photo, tap **≡** > **/**.
- 2 Select **Options** and select an item.

#### Photo tags

You can manage your photos (exactly by creating tags for them).

⚡ Only photos with EXIF (Exchangeable Image File Format) info can be tagged.

#### To create a tag

- 1 When viewing a photo, tap **≡** > **+**.
- 2 Tap **+**, enter a new name and select **OK**.
- 3 Select a tag icon.
- 4 Select the created tag to add it to your photo.

#### To tag a photo

- 1 When in play view or mark mode, tap **≡** > **+**.
- 2 Select a tag.

#### Music

You can listen to music, audiobooks, podcasts and your recordings.

#### Playback controls

The following playback controls may appear in your music player and video player:

- Pause
- Play
- Touch and hold to rewind. Tap to go to the previous track

Touch and hold to fast forward. Tap to go to the next track

#### Additional music controls

The following music controls may appear in your music player:

- Turn on shuffle to play tracks in the current playlist in a random order
- Turn off shuffle
- Repeat all tracks in the current playlist
- Repeat the current track several times
- Disable repeating tracks

#### To play music or other audio tracks

- 1 Select **Menu > Media > Music**.
- 2 Browse for tracks in **Artists**, **Albums**, **Tracks**, **Playlists**, **Audiobooks**, **Podcasts** and **My recordings**.
- 3 Tap a track.

#### To change the volume

- Press the volume key up or down.

#### To minimise the music player

- 1 When the music player is open, tap **⏏**.
- 2 To restore the music player on the screen, tap the minimised album artwork.

⚡ When you minimise the music player, the album artwork is also minimised.

### Playlists

You can create playlists to organise your music. You can add tracks and folders to a playlist. It may take a few minutes for the phone to create a playlist.

#### To create a playlist

- 1 Select **Menu > Media > Music > Playlists**.
- 2 Tap **New playlist**.
- 3 Enter a name and select **OK**.
- 4 To add tracks, select, for example, **⏏** from the viewbar and tap **+**.
- 5 Select the tracks you want to add to the playlist and tap **+**.
- 6 Select the playlist.

#### Video

You can browse and play video clips saved in your phone.

#### To play a video clip

- 1 Select **Menu > Media > Video**.
- 2 Select an option.
- 3 Tap a video clip.

#### Transferring and handling content

You can transfer and handle your content such as pictures and music.

⚡ You are not allowed to exchange some copyright-protected material.

#### Using a USB cable

You can connect your phone to a computer using a USB cable to synchronise, transfer and back up phone content, and to use your phone as a modem.

## Before using a USB cable

Only use a USB cable supported by your phone. Do not remove the USB cable from your phone or computer during transfer as this may corrupt the memory card or the phone memory.

### To use mass storage

1 Connect the USB cable to the phone and the computer.

**2 Phone:** Select **Mass storage**.

**3 Computer:** Wait until your memory card appears as the external disk in *Microsoft® Windows® Explorer*.

**4 Computer:** On the computer desktop, double-click the *My Computer* icon.

**5 Computer:** To view the memory card folders, double-click the icon representing your memory card.

**6** Copy and paste your file, or drag and drop it, into a folder on your computer or on your memory card.

! You cannot view the transferred files in your phone until you remove the USB cable from the phone.

## PC Companion

PC Companion lets you:

- Explore content in your phone.
- Use your phone as a modem.
- Install PC Software used to synchronise, transfer and back up phone content.

For more information, go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

### To install PC Companion

**1** Connect your phone to a PC using a USB cable supported by your phone.

**2 Computer:** Select **Mass storage**.

**3 Computer:** Wait until the memory card in your phone appears as the external disk in *Microsoft® Windows® Explorer*.

**4 Computer:** On the computer desktop, double-click the *My Computer* icon.

**5 Computer:** To launch the PC Companion installer from the memory card, double-click the icon representing your memory card and double-click **Startme.exe** under the folder **pccompanion**.

**6 Computer:** Follow the instructions that appear.

## Required operating systems

You need one of these operating systems to use Sony Ericsson PC software:

- Microsoft® Windows Vista™
- Microsoft® Windows XP, Service Pack 3 or higher

## Transferring media files

You can use Media Go™ to transfer media files from CDs or from your computer to the memory card in your phone. Media Go™ computer software and USB drivers are available for download at [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

## Sending content to another phone

You can send content, for example, using **Messaging** or using Bluetooth™ wireless technology.

## File manager

You can use **File manager** in your phone to handle content saved in the phone memory or on a memory card. If the memory is full, delete some content to create space.

## PlayNow™ application

When you select the **PlayNow™** application, you enter PlayNow™ online service, where you can download music, games, ringtones, themes and wallpapers. You can preview or listen to content before you purchase and download it to your phone.

! This service is not available in all countries.

For extended functionality, you can also access the PlayNow™ web shop on a computer from [www.playnow-arena.com](http://www.playnow-arena.com). For more information, go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

! Before you use the PlayNow™ application, you must have the required Internet connection settings in your phone.

### To use the PlayNow™ application

- 1 Select **Menu > PlayNow™**.
- 2 Search through the PlayNow™ online service and follow the instructions to preview and purchase content.

## TrackID™ application

The TrackID™ application is a music recognition service. You can search for the title, artist and album name of a track you hear playing through a loudspeaker.

! Before you use the TrackID™ application, you must have the required Internet connection settings in your phone.

### To search for track information

- When you hear a track through a loudspeaker outside your phone, select **Menu > Applications > TrackID™ > Start**.

! For best results, use the TrackID™ application in a quiet area.

! You get a vibrating alert when the recording is finished or if the recording fails.

## Calls

### Making and receiving calls

You need to turn on your phone and be within range of a network.

! The touch screen is disabled automatically during calls when you place your phone next to your ear.

### To make a call

- 1 Select **Menu** to open the dialler and enter a phone number (with international country code and area code, if applicable).
- 2 Press **Call**.

! You can call numbers from your contacts and call lists.

### To end a call

- Press **End call**.

### To answer a call

- Press **Answer**.

### To reject a call

- Press **Reject**.

### To change the ear speaker volume during a call

- Press the volume key up or down.

## Emergency calls

Your phone supports international emergency numbers, for example, 112 or 911. You can normally use these numbers to make emergency calls in any country, with or without the SIM card inserted, if you are within range of a network.

! In some countries, other emergency numbers may also be promoted. Your network operator may therefore have saved additional local emergency numbers on the SIM card.

## Call list

You can view information about recent calls.

### To call a number from the call list

- 1 Press **Call list** and select a tab.
- 2 Select a name or a number and press **Call**.

## Contacts

You can save names, phone numbers and personal information in **Contacts**. Information can be saved in the phone memory or on the SIM card.

! You can synchronise your contacts using the *Sony Ericsson PC Suite*.

### To add a new contact

- 1 Select **Menu > Contacts**.
- 2 Tap **+**.
- 3 Add contact information. To close the text input window, tap **✓**.
- 4 Select **Done**.

### To create and send a message

- 1 Select **Menu > Messaging > New message**.
- 2 Tap the **To** field and select a contact name from **Contacts**.
- 3 Tap **OK**.
- 4 Tap the text field and enter your text.
- 5 Select **Options > Add content** and add a picture, video clip or sound.
- 6 To send the message, select **Send**.

! When you enter the phone numbers of multiple recipients manually, use a semicolon to separate their numbers.

## Internet

! Before you use the Internet, you may need to define an access point. To see how to create a new access point, see the *Extended User guide on the memory card*. You can also access this document at [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

### To start the Internet browser

- 1 Select **Menu > Internet**.
- 2 Tap **Go**, and enter a web address.
- 3 Select **Go to**.

## Location services

Your phone has a GPS receiver that uses satellite signals to calculate your location. You can get help to find your way to a destination and save your favourite locations. With information from mobile towers near you, you may be able to view your approximate location on a map.

### To access location services

- Select **Menu > Location services**, and select an application.

## Using GPS

Your location can be found when you have a clear view of the sky. If your location is not found after a few minutes, move to another location. To help the search, stand still and do not cover the GPS antenna, which is located in the upper right part of the phone.

! Some GPS features use the Internet. Data rates and charges may apply.

## Locks

### SIM card lock

This lock only protects your subscription. Your phone will work with a new SIM card. If the lock is on, you have to enter a PIN.

The PIN2 is required to access some network services, and your SIM card must support these services.

If you enter your PIN incorrectly three times in a row, the SIM card is blocked and you need to enter your PUK (Personal Unblocking Key). Your PIN, PIN2 and PUK are supplied by your network operator.

### To unblock your SIM card

- 1 When **PIN blocked. Enter PUK:** appears, enter your PUK and select **OK**.
- 2 Enter a new four-to-eight-digit PIN and select **OK**.
- 3 Re-enter the new PIN and select **OK**.

### To select which contacts to display

- Select **Menu > Contacts > Options > Settings > Contacts to display**.

### To copy contacts between the memory card and SIM card

- 1 Select **Menu > Contacts**.
- 2 Select a contact and then select **Options > Mark/Unmark > Mark**.
- 3 To mark more than one contact, repeat step 2.
- 4 Select **Options > Copy**.
- 5 Select an option.

! When you copy contacts from the Phone memory to the SIM memory, only the contact name and phone number will be saved to the SIM card.

### To find a contact

! In the search field, enter the first letters of the contact name. The matching contact or contacts appear.

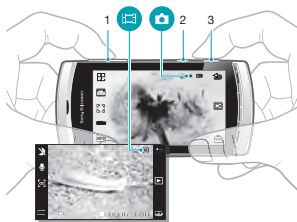
## Using the camera

Your phone has a 8.1 megapixel camera and a 3.2 nHD touch display with touch capture, face detection, smile detection, light and image stabiliser functions.

### To activate the camera

- To activate the photo camera, press **Camera**.
- To activate the video camera, press **Video**.

## Viewfinder



**1** Zoom in or out

**2** Enter video mode and shoot video clips

**3** Enter photo mode and take photos

### To turn off the camera

- Press **Off**.

### To take a photo

**1** To activate the camera, press **Camera**.

**2** To use auto focus, press **Auto** halfway down. **Auto** begins to blink.

### To edit your phone lock code

**1** Select **Menu > Settings > Phone > Phone management > Security > Phone and SIM card > Lock code**.

**2** Follow the instructions to enter your old lock code once and your new lock code twice.

## Legal information

### Sony Ericsson Vivaz™ phone U5i/U5a

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Publication number: 1232-2180.1

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

Sony Ericsson

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

1232-2180.1

**Sony Ericsson**

FCC Statement  
Declaration of Conformity

**Sony Ericsson U5a**

UMTS HSPA 1 2 5 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 U5a 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 1.49 W/kg\*, and when worn on the body is 0.47 W/kg\* for speech and 0.59 W/kg\* for data calls. Body worn measurements are made while the phone is in use and worn on the body with a Sony Ericsson accessory supplied with or designated for use with this phone. It is therefore recommended that only Ericsson and Sony Ericsson original accessories be used in conjunction with Sony Ericsson phones.

\*\*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 PY7A3880059. 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.*

## 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 U5a

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

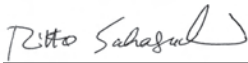
declare under our sole responsibility that our product

**Sony Ericsson type AAD-3880059-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 301 908-1:V3.2.1, EN 301 908-2:V3.2.1, EN 300 440-2:V1.3.1, EN 300 328:V1.7.1, EN 301 489-7:V1.3.1, EN 301 489-17:V2.1.1, EN 301 489-24:V1.4.1, EN 301 489-3:V1.4.1 and EN 60 950-1:2006 following the provisions of, Radio Equipment and Telecommunication Terminal Equipment directive **1999/5/EC**.

Lund, January 2010

**CE 0682** 



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Rikko Sakaguchi,

*Executive Vice President and Chief Creation Officer*

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**

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

1236-0715.1

Sony Ericsson

Important information

## 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.
- For optimum performance, the product should not be operated in temperatures below  $-10^{\circ}\text{C}(+14^{\circ}\text{F})$  or above  $+45^{\circ}\text{C}(+113^{\circ}\text{F})$ . Do not expose the battery to temperatures above  $+60^{\circ}\text{C}(+140^{\circ}\text{F})$ .



- 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. 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.

### **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 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.

### **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.

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.

### **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.

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: This product, including any software or technical data contained in or accompanying the product, may be subject to import and export regulations of the European Union, the United States and other countries. The user and any possessor of the product agrees to comply strictly with all such regulations and acknowledges that it is their responsibility to obtain any required licenses to export, re-export, or import this product. Without limiting the foregoing, and as an example, the user and any possessor of the product: (1) must not knowingly export or re-export Products to destinations identified pursuant to Articles in Chapter II of European Council Regulation (EC) 1334/2000; (2), must 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 (3) must comply with 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. The user and any possessor of the product may not transport or deliver the product, its accessories or separate software to any country, region, entity or person prohibited by these regulations.

## 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 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.

### **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.

## **Trademarks and acknowledgements**

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Ericsson is a trademark or registered trademark of Telefonaktiebolaget LM Ericsson.

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

Other product and company names mentioned herein may be the trademarks of their respective owners.

Any rights not expressly granted herein are reserved.



## Support

|                             |  |                                       |
|-----------------------------|--|---------------------------------------|
| Anguilla                    | 1-800-080-9518<br>(Toll Free)              | questions.CO@support.sonyericsson.com |
| Antigua and Barbuda         | 1-800-081-9518<br>(Toll Free)              | questions.CO@support.sonyericsson.com |
| Argentina                   | 0800-333-7427<br>(número gratuito)         | questions.CO@support.sonyericsson.com |
| Australia                   | 1300 650-050<br>(Toll Free)                | questions.AU@support.sonyericsson.com |
| The Bahamas                 | 1-800-205-6062<br>(Toll Free)              | questions.CO@support.sonyericsson.com |
| Barbados                    | 1-800-082-9518<br>(Toll Free)              | questions.CO@support.sonyericsson.com |
| Belgique/<br>België         | 02-0745 1611                               | questions.BE@support.sonyericsson.com |
| Belize                      | AN 815, PIN 5597<br>(Toll Free)            | questions.CO@support.sonyericsson.com |
| Bermuda                     | 1-800-083-9518<br>(Toll Free)              | questions.CO@support.sonyericsson.com |
| Bolivia                     | 800-100-542<br>(número gratuito)           | questions.CO@support.sonyericsson.com |
| Brasil                      | 4001-0444<br>(ligação gratuita)            | questions.BR@support.sonyericsson.com |
| Canada                      | 1 866 766 9374<br>(Toll Free / sans frais) | questions.CA@support.sonyericsson.com |
| Cayman Islands              | 1-800-084-9518<br>(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<br>(número gratuito)           | questions.CO@support.sonyericsson.com |
| Colombia                    | 01800-0966-080<br>(número gratuito)        | questions.CO@support.sonyericsson.com |
| Costa Rica                  | 0 800 011 0400<br>(número gratuito)        | questions.CO@support.sonyericsson.com |
| Danmark                     | 3331 2828                                  | questions.DK@support.sonyericsson.com |

|              |   |                                       |
|--------------|---|---------------------------------------|
| Deutschland  | 0180 534 2020<br>(ortsübliche<br>Gebühren)                      | questions.DE@support.sonyericsson.com |
| Dominica     | 1-800-085-9518<br>(Toll Free)                                   | questions.CO@support.sonyericsson.com |
| Ecuador      | 1-800-0102-50<br>(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<br>+30 210 899 19<br>19 (από κινητό<br>τηλέφωνο) | questions.GR@support.sonyericsson.com |
| El Salvador  | 800-6323 (número<br>gratuito)                                   | questions.CO@support.sonyericsson.com |
| España       | 902 180 576<br>(tarifa local)                                   | questions.ES@support.sonyericsson.com |
| France       | 09 69 32 21 21<br>09 69 32 21 22<br>(Xperia™<br>uniquement)     | questions.FR@support.sonyericsson.com |
| Guatemala    | 1-800-300-0057<br>(número gratuito)                             | questions.CO@support.sonyericsson.com |
| Haïti/Ayiti  | AN 193, PIN 5598<br>(numéro gratuit /<br>nimewo gratis)         | questions.CO@support.sonyericsson.com |
| Honduras     | AN 8000122, PIN<br>5599 (número<br>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<br>Free)<br>+91 (011)<br>39011111            | questions.IN@support.sonyericsson.com |
| Indonesia    | 021 2701388   | questions.ID@support.sonyericsson.com |
| Ireland      | 1850 545 888<br>(Local rate)                                    | questions.IE@support.sonyericsson.com |
| Italia       | 06 48895206<br>(tariffa locale)                                 | questions.IT@support.sonyericsson.com |
| Jamaica      | 1-800-442-3471<br>(Toll Free)                                   | questions.CO@support.sonyericsson.com |

|                           |  |                                       |
|---------------------------|--|---------------------------------------|
| Kύπρος/<br>Kıbrıs         | 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<br>(Toll Free / bebas<br>tol)     | questions.MY@support.sonyericsson.com |
| Maroc/<br>المغرب          | +212 2 2958 344                                | questions.MA@support.sonyericsson.com |
| México                    | 0 1800 000 4722<br>(número gratuito)           | questions.MX@support.sonyericsson.com |
| Nederland                 | 0900 8998318                                   | questions.NL@support.sonyericsson.com |
| Nederlandse<br>Antillen   | 001-866-509-8660<br>(gratis nummer)            | questions.CO@support.sonyericsson.com |
| New Zealand               | 0800-100-150<br>(Toll Free)                    | questions.NZ@support.sonyericsson.com |
| Nicaragua                 | AN 1800-0166,<br>PIN 5600 (número<br>gratuito) | questions.CO@support.sonyericsson.com |
| Norge                     | 815 00 840<br>(lokaltakst)                     | questions.NO@support.sonyericsson.com |
| Österreich                | 0810 200 245                                   | questions.AT@support.sonyericsson.com |
| Pakistan/<br>پاکستان      | 021 - 111 22 55 73                             | questions.PK@support.sonyericsson.com |
| Panamá                    | 00800-787-0009<br>(número gratuito)            | questions.CO@support.sonyericsson.com |
| Paraguay                  | 009 800 54 20032<br>(número gratuito)          | questions.CO@support.sonyericsson.com |
| Perú                      | 0800-532-38<br>(número gratuito)               | questions.CO@support.sonyericsson.com |
| Philippines/<br>Pilipinas | +63 2 7891860                                  | questions.PH@support.sonyericsson.com |
| Polska                    | +48 22 22 77 444                               | questions.PL@support.sonyericsson.com |
| Portugal                  | 808 204 466<br>(chamada local)                 | questions.PT@support.sonyericsson.com |
| República<br>Dominicana   | 1-800-751-3370<br>(número gratuito)            | questions.CO@support.sonyericsson.com |
| România                   | +40 21 401 0401                                | questions.RO@support.sonyericsson.com |
| Saint Kitts<br>and Nevis  | 1-800-087-9518<br>(Toll Free)                  | questions.CO@support.sonyericsson.com |

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| Saint Vincent and the Grenadines | 1-800-088-9518 (Toll Free)        | questions.CO@support.sonyericsson.com |
| Schweiz/ Suisse/ Svizzera        | 0848 824 040                      | questions.CH@support.sonyericsson.com |
| Singapore                        | +65 6744 0733                     | questions.SG@support.sonyericsson.com |
| Slovenia                         | 01 600 5000                       | questions.SI@support.sonyericsson.com |
| Slovensko                        | 02 5443 6443                      | questions.SK@support.sonyericsson.com |
| South Africa                     | 0861 632222                       | questions.ZA@support.sonyericsson.com |
| South Korea/ 대한민국                | (+82) 1588 4170                   | questions.KO@support.sonyericsson.com |
| Suomi                            | 09 299 2000                       | questions.FI@support.sonyericsson.com |
| 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 |
| Venezuela                        | 0-800-1-00-2250 (número gratuito) | questions.CO@support.sonyericsson.com |
| 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         | +971 4 3919 880 (UAE)             | questions.AE@support.sonyericsson.com |
| الكويت                           | +971 4 3919 880                   | questions.KW@support.sonyericsson.com |
| المملكة العربية السعودية         | 800-8200-727                      | questions.SA@support.sonyericsson.com |
| 中国                               | +86 400 810 0000                  | questions.CN@support.sonyericsson.com |
| 台灣                               | +886 2 25625511                   | questions.TW@support.sonyericsson.com |
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Sony Ericsson Mobile Communications AB  
SE-221 88 Lund, Sweden

1222-9269.2