au

XPERIA VL

Start Guide

Preface

Thank you for purchasing "XPERIA VL SOL21" (simply called "the SOL21" or "this product" from here on). Before using your terminal, read "Start Guide" (this manual) and 取扱説明書詳細版 (Full Instruction Manual)" (Japanese) to ensure safe use and handling.

About manuals

■ "Start Guide" (this manual)
Basic operations of major functions of the SOL21 are described.
For detailed descriptions on various functions, refer to the "Manual SOL21" application installed on the SOL21 or 取扱説明書詳細版 (Full Instruction Manual)" (Japanese) available on the au homepage.
http://www.au.kddi.com/torisetsu/index.html
• Company names, system name and product names generally referred to in this manual are trademarks or registered trademarks of respective companies. The TM,® marks may be omitted in this manual.

■ "Manual SOL21" application：
The SOL21 provides you with preinstalled "Manual SOL21" application for detailed descriptions.
You can activate some functions from the instructions.
From the Home screen, [ ]▶[Manual SOL21]
• When you activate for the first time, follow the onscreen instructions to download and install application.

■ For Those Requiring an English Instruction Manual
You can download the English version of manuals from the au website (available from approximately one month after the product is released).
Download URL: http://www.au.kddi.com/torisetsu/index. html

Safety precautions

Before you start using the SOL21, make sure to read the "Cautions on using SOL21" to ensure correct use.
Before you assume that the product is malfunctioning, check for possible remedies in the following au Customer Support site of au homepage:
http://www.kddi.com/customer/service/au/trouble/kosho/index.html

Electronic certificate and certification number for this product

To refer to details (including certification numbers) on authorization and compliance mark particular to the this product, perform the following operation.

■ To check authorization and compliance mark
1 From the Home screen, [ ]▶[Settings]▶[About phone]▶[Legal information]▶[Certificates]
This product has acquired the certification of conformity with technical regulations for the specified radio station based on the Radio Law, and the "Technical Conformity Mark ⊕" is checked on the product as a certificate.
Please refer to the Regulatory in the SOL21 for certification.

If the screws of the product are removed and modifications are made to the internal components, the certification of conformity with technical regulations will become invalid.
Never use the product without the valid certification. Doing so violates the Radio Law.

When using the product

• Communication is not possible even inside the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in poor reception areas. Communication is sometimes interrupted if you move into a poor reception areas during communications.
• A feature of digital communications used on the product is that consistent, high communications quality continues to be maintained even under the weak signal down to a limit. Accordingly, communication is sometimes interrupted if this limit is reached and exceeded during communications.
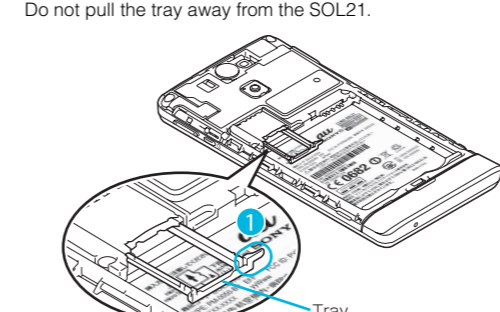

• Since this product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though CDMA/GSM system has highly secure confidential communication features.)
• This product is compatible with the international roaming service. Each network service described in this manual varies depending on the area and service content. For details, refer to the "Manual SOL21" application installed on the SOL21 or 取扱説明書詳細版 (Full Instruction Manual)" (Japanese) available on the au homepage.
• Since this product is a radio station under the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law.
• When the au IC-Card is inserted in your cell phone, the product number of the cell phone is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status of your cell phone.
• Take care not to inconvenience people around you when you use the product in a public place.
• When the product is used by a child, parents or guardians should thoroughly read the "Start Guide" (this manual) and teach the child how to use it.
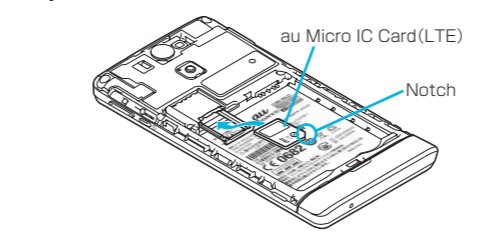
■ Use of the product is not allowed in the following places!
• Do not use a cell phone while driving a car or riding a motorbike or bicycle. It may cause a traffic accident. Use of a cell phone while driving a car or motorbike is prohibited by law. Use of a cell phone while riding a bicycle may be punishable by some regulations.

• Do not use this product while you are aboard an airplane. Use of electric devices transmitting radio waves in airplane is prohibited by law. Some airline companies, however, allow their passengers to use cell phones. For details, contact the airline company you use.

■ Notes for overseas usage
If you do not make E-mail (〜@ezweb.ne.jp) initial settings in Japan, you cannot perform data communication overseas. Even if you do not use E-mail (〜@ezweb.ne.jp), make sure to set E-mail (〜@ezweb.ne.jp) before leaving Japan.
For detail on E-mail (〜@ezweb.ne.jp) initial settings, refer to "Setting Guide" available on au homepage.

Regarding notations used in this document

• In this manual, keys are represented by simplified illustrations such as [ ], [ ], [ ].
• Operations of tapping menu items/icons/buttons on the screen etc. are indicated as [(name of the item etc.)].
• Screen illustrations shown in this manual may look different from the actual screens. In some cases, minor details or a part of a screen may be omitted.
• In this manual, "microSD™ memory card" and "microSDHC™ memory card" are abbreviated as "microSD memory card" or "microSD".
• "The Company" as appears on the product refers to the following companies:
Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: Sony Mobile Communication Japan, Inc.

Using au災害対策 (au Disaster Countermeasure)

This is an application in which you can use Disaster Message Board and Early warning mail (earthquake early warnings and disaster/evacuation information).
The emergency early warning mail is a service that distributes emergency earthquake information or disaster evacuation information to all au cell phones in specified areas simultaneously. When you receive emergency earthquake information, ensure your safety and take proper action according to the situation around you.

1 From the Home screen, [ ]→[au災害対策 (au Disaster Countermeasure)].

❖Information
• Reception of emergency early warning mail is notified by a special warning tone. It is not possible to change the warning tone.
• Emergency earthquake information is sent to areas where strong quakes (over 4 degrees) are expected when the earthquake whose the maximum seismic intensity 5 lower is anticipated occurs.
• Immediately after an earthquake occurs, quakes (P waves and initial tremors) near the epicenter are detected and position, scale, and expected strength are automatically calculated and notification is sent as soon as possible within a few seconds to tens of seconds before the the strong quakes (S waves and major tremors) caused by the earthquake start.
• Emergency earthquake information may not arrive before strong tremors in arrears near the epicenter.

• Disaster evacuation information is a service that distributes bulletins concerning residents' safety including evacuation advisories, evacuation orders and other warnings issued by the national and local governments.
• The service is available only in Japan (it cannot be used overseas).
• No information fee or communication charge is required for receiving emergency early warning mail.
• KDDI is not liable for damages suffered by customers resulting from the service's information, lack or delay in the information caused by transmission or system breakdowns, or other events that are outside the responsibility of KDDI.
• Refer to the Japan Meteorological Agency web page for details about distribution of emergency earthquake information.
http://www.jma.go.jp/
• You cannot receive emergency early warning mail when your cell phone is turned off or during a call.
• Emergency early warning mail may not be received when your cell phone is communicating such as while sending/receiving SMS (C-mail)/e-mail or using the browser, or if you are in a place where signal does not reach even in the service area (e.g. in a tunnel, basement) or in a place with a poor reception.
• You cannot receive the emergency early warning mail that the reception is failed.
• This delivery system is different from emergency earthquake information provided through TV, radio, or other communication procedures, which means that the time the emergency earthquake information arrives may vary.
• Information from someplace other than your current location may be received.

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3 Pull out the microSD memory card slowly.
4 Close the microSD memory card slot cover and make sure that there are not any space between the cover and body.

Charging

When you purchase the SOL21, the battery pack is not fully charged. Be sure to charge the battery pack before use.

■ Charging with the AC adapter
1 Open the microUSB connection terminal cover and insert the microUSB plug of the microUSB cable straight with the ⇒ printed side down into the microUSB connection terminal of the SOL21.
2 Insert the USB plug of the microUSB cable straight with the ⇒ printed side facing up into the microUSB connection terminal of the AC adapter. Then plug it into the wall outlet.
3 When charging is finished, remove the microUSB plug of the microUSB cable from the SOL21 and close the microUSB connection terminal cover.
4 Remove the AC adapter from the outlet.

■ Charging with a PC
1 Open the microUSB connection terminal cover and insert the microUSB plug of the microUSB cable straight with the ⇒ printed side down into the microUSB connection terminal of the SOL21.

Do you have everything?

Before you start using this product, make sure that you have all the following.
• SOL21*1   • Sony Ericsson AC adapter 04 (EP800A)*1

<AC adapter>

<microUSB cable>

• Desktop Holder (DK25)*1   • Stereo Headset with Microphone (Sample)

• スタートガイド (Start Guide) (Japanese)
• SOL21のご利用にあたっての注意事項 (Cautions on using SOL21) (Japanese)
• 携帯電話機の比吸収率などについて(Radio Frequency (RF) exposure and Specific Absorption Rate (SAR)) (Japanese)
• 設定ガイド (Setting Guide) (Japanese)
*1 Including warranty
The following items are not included in the package.

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2 Insert the USB plug of the microUSB cable into the USB port of a PC.
When a confirmation screen for installation of PC Companion software appears on the SOL21, tap "Skip".
When a screen for new hardware detection etc. appears on the PC, select "Cancel".
3 When charging is finished, remove the microUSB plug of the microUSB cable from the SOL21 and close the microUSB connection terminal cover.
4 Remove the USB plug of the microUSB cable from the USB port of the PC.

* You cannot charge the SOL21 using the AC adapter and a PC at the same time.

• microSD memory card

Getting ready

Names and functions of parts

① Headset connection terminal
② Front camera
③ Earpiece
④ Infrared data port
⑤ Light sensor: Auto-control for display brightness
⑥ Notification LED: Notifies charging status, missed calls, mail reception.
⑦ Proximity sensor: Switches touch panel on and off to prevent from erroneous operation during a call.
⑧ Volume key/Zoom key:
⑨ Power key/Screen lock key:
⑩ Display (touch panel)
⑪ GPS antenna*1
⑫ Camera
⑬ Second microphone: Reduces noise to make easy to listen.

Attaching/Removing the au IC-Card

Before inserting/removing the au IC-Card, make sure to turn the power off.

■ Attaching the au IC-Card

■ Charging with the Desktop Holder
1 Insert the microUSB plug of the microUSB cable with the ⇒ printed side up into the microUSB connection terminal of the Desktop Holder straight.
2 Insert the USB plug of the microUSB cable straight with the ⇒ printed side facing up into the microUSB connection terminal of the AC adapter. Then plug it into the wall outlet.
3 Insert the SOL21 into the Desktop Holder.
4 When charging is finished, remove the SOL21 from the Desktop Holder.

* You cannot charge the SOL21 using the Desktop Holder connected to a PC.

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⑭ Flash/Photo light
⑮ au Micro IC Card(LTE)/ microSD memory card slot
⑯ Built-in antenna / Bluetooth®/Wi-Fi®antenna*1
⑰ microUSB connection terminal
⑱ Desktop Holder connection terminal
⑲ FeliCa™ mark
⑳ Battery pack cover
㉑ Battery pack
㉒ Strap hole
㉓ Speaker
㉔ Built-in antenna*1
㉕ Microphone

*1 The antenna is built in the SOL21. Covering around antenna may affect the communication quality.

❖Information
• Use the SOL21 with the back cover attached. Charging does not start without the back cover.
• When the charging starts, notification LED turns in red/orange/green according to the battery level. Green LED indicates that the battery charge reaches 90 percent or more. To check the battery level, from the Home screen, [ ]▶[Settings]▶[About phone]▶[Status] and see "Battery level". When charging is finished, "100%" is shown.
• When you start charging the battery with the SOL21 powered off, the power turns on even though you cannot operate the au phone. Do not charge the battery in a place where the use is prohibited such as in airplane or hospital.
• Charging with a PC or while using the camera may take longer.

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1 Open the au IC-Card slot cover , and put your fingernail under the back side of the tray to pull it out to the position shown.
Do not pull the tray away from the SOL21.

2 Set the au IC-Card with the IC (metal) side down checking its orientation and inset the tray straight all the way into the slot.

Tray

au Micro IC Card(LTE)

Notch

Turning the SOL21 on (Initial settings)

Turning the SOL21 on
1 [ ] (over 1 sec.)
The key unlock screen appears.
2 Drag " " (left) to " " (right).

■ Turning the SOL21 off
1 [ ] (over 1 sec.)
The Phone options screen appears.
2 [Power off]▶[OK]

Initial settings

The first time the SOL21 turns on, the initial setting screen appears automatically. After setting the display language, "Setup guide" appears. Follow the onscreen instructions to set each function. For details, refer to the supplied "Setting Guide".
1 [English (United States)]▶[Done]
"ようこそ" screen appears. You can set up the main function.
2 [ ]
A setting screen for Internet connection appears.Tap "Mobile network and Wi-Fi" or "Wi-Fi only".

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3 Close the au IC-Card slot cover and make sure that there are not any space between the cover and body.

■ Removing the au IC-Card
1 Open the au IC-Card slot cover to pull out the tray. Pinch the opposite side of au IC-Card notch, and pull it out lifting up a little.
Do not pull the tray away from the SOL21.
2 Close the au IC-Card slot cover and make sure that there are not any space between the cover and body.

❖Information
• Note the following points, which may cause malfunction or damage, when handling the au IC-Card.
・ Do not touch the IC (metal) part of the au IC-Card or the IC card terminal inside the SOL21.
・ Insert the au IC-Card in the correct direction.
・ Do not use force to attach or remove the au IC-Card.
• Do not lose the au IC-Card after it has been removed.
• Do not insert a micro au IC-Card attached to the conversion adapter. Doing so might cause a fault.

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3 [ ]
A setting screen of wireless network appears. Tap "Search for networks" to set up connection of Wi-Fi® network.
4 [ ]
A setting screen for services appears. You can set up online services.
5 [ ]
A setting screen for auto-update appears. Tap "Synchronize automatically" or "No thank you".
6 [ ]▶[Finish]
A security screen of SOL21 appears. Set up "3LM Security". Subscribe "Anshin Security Pack" and for using "3LM Security", tap "Start now".
When you do not use "3LM Security", tap "Skip" to finish the initial settings.
7 [I Accept]▶[Activate]▶[ ]▶[Quit]
The Home screen appears.

❖Information
• Set up items can be set or change later as required. To make the settings later, from the Home screen, [ ]▶[Setup guide] or from the Home screen, [ ]▶[Settings] and set each item.
• To set online service, make sure that data communication is enabled. Check that is displayed on the status bar.
• You can use the SOL21 without setting your Google account, the Google services such as Google Talk, Gmail, Android Market, etc. are not available.

Attaching/Removing a microSD memory card

■ Attaching a microSD memory card
1 Open the microSD memory card slot cover, and insert the microSD memory card with the terminal side facing up straight and slowly into the slot until it clicks.

2 Close the microSD memory card slot cover and make sure that there are not any space between the cover and body.

❖Information
• Make sure that the top and bottom of the microSD memory card are facing correctly. Trying to force a wrongly oriented card into the slot could make it impossible to remove the card and result in damage.

■ Removing a microSD memory card
Make sure to unmount a microSD memory card before removing.
1 From the Home screen, [ ]▶[Settings]▶[Storage] ▶[Unmount SD card].
2 Open the microSD memory card slot and insert the memory card slowly and straight into the slot until it clicks.

Setting key lock

When the key lock is set, the screen light turns off to avoid the keys or touch screen from false operations.
• The screen light turns off and keys of the SOL21 are locked when the specified time elapses.
1 While the screen is displayed, [ ]

■ Unlocking the keys
The key unlocking screen appears when turning the power on or the backlight on by pressing [ ].
1 Drag " " (left) to " " (right).

Basic operation

Key operation

The followings are the main functions of ⎌ , ⌂ , ≡ keys located under the screen.

⎌ Back	Return to the previous screen. Close a dialog box, menu, or the Notification panel.
⌂ Home	Display the Home screen. Long-touch to open an application window recently closed.
≡ Menu	Display options menu available on the current screen or application. When entering characters, long-touch to show/hide the software keyboard. From the Home screen, long-touch to show the QWERTY keyboard and tap any key to activate Google Search.

Using the touch panel

The display on the SOL21 is a touch panel operated by touching it with your finger.

■ Tap/Double-tap
Lightly touch and release your finger. Double-tap: Tap the same position twice.

■ Long-touch
Keep touching an item etc.

■ Slide
Lightly touch and trace to the desired direction.

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

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

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

Home screen

The Home screen consists of five screens, the center screen and two for each side. The center screen is the default screen to operate the SOL21. Tapping ⌂ returns to the Home screen at any time.
① Home screen position
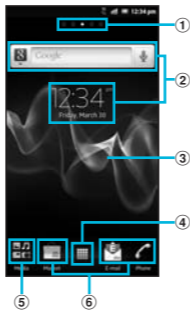 Indicates which screen of the five home screens you are in.
② Widgets
③ Wallpapers
④ Application key
⑤ Media folders (Gallery, Music, FM radio, Camera)
⑥ Shortcuts (Applications)

❖Information
• Long-touch shortcut, widget, or folder icon to move.

■ Deleting shortcuts/widgets/folders
1 Long-touch icon to be deleted.
 🗑 appears at the bottom of the screen.
2 Drag the icon to "🗑" then release your finger.

Using the Applications screen

You can call up functions from the Applications screen. Application icons installed to the SOL21 are also displayed.

■ Activating an application
When you tap an application icon to use function, communication fees may be charged depending on the function.
1 From the Home screen, [▦].
 The Applications screen appears. Slide/Flick left or right to switch the Applications screen.

Applications	Add a shortcut of application.
Folder	Add a folder.
Shortcuts	Add a shortcut of contact you call or send mail frequently, etc.
Wallpapers	Select wallpaper from Gallery/Live wallpapers/Xperia™ wallpapers to replace.
Themes	Set background image for the Home screen or settings screen.

❖Information
• Long-touch shortcut, widget, or folder icon to move.

■ Switching the Home screen
Slide or flick the Home screen to move to adjacent home screens.

■ Adding shortcuts and widgets on the Home screen
You can change wallpaper or theme of the Home screen and add, delete, move shortcuts of applications, widgets or folders on the Home screen.
**1 From the Home screen, ≡ ▶[Add]**
2 Widgets Select widget to add.

2 Tap an icon of application to use.

❖Information
• Main applications preinstalled by default

📞, 👤	Phone, Contacts	🛒	Market
✉, 📧	E-mail, SMS (C-mail)	⏰, 📅	Alarm and Clock, Calendar
🌐	Browser	🗺	Maps
⚙	Settings	🔍	Google Search
📷, 🖼	Camera, Gallery	📖	Manual SOL21

Viewing the status of the SOL21

■ Status bar
The status bar is located at the top of the SOL21 screen. Notification icons which inform missed calls, new mail, operations in progress, etc. appear on the left of the status bar, and status icons which indicate the status of the SOL21 appear on the right.

❖Information
• Main icons displayed on the status bar

Notification icon		Status icon	
	New Gmail message		USB is connected.
	New PC mail message		Receiving/Downloading data
	New Email message		Signal level, Out of service area
	New SMS (C-mail)		Battery level, Charging
	Calling		Silent mode set
	Missed call		Airplane mode is set.
	Green Heart energy saving icon (Remove the AC adapter from the power outlet.)		

Downloading applications
You can download applications such as convenient tools and games from the Android market and install them to use on the SOL21.
• To use Android Market, you need to set a Google account. For details, refer to the "Setting Guide".

■ Deleting (uninstalling) applications
Before deleting installed applications, back up contents related to the application that you want to save including data saved in the application.

❖Information
• Some applications cannot be deleted.

■ Notification panel
If any notification icons are displayed, slide down the status bar to open the Notification panel. You can check details of notification icons or start corresponding applications.

■ Notification LED
Notification LED informs charging prompt, battery level while charging, missed calls, mail arrival, etc. by turning on or flashing.

❖Information
• Main icons displayed on the status bar

Status	Description
Red	The battery is charging when the remaining battery level is 10% or lower.
Orange	The battery is charging when the remaining battery level is 11% − 89%.
Green	The battery is charging when the remaining battery level is 90% or higher.
Flashing red	The battery level is not enough for activating the cell phone when turning on.
Flashing green	New Email, new Gmail are notified while backlight is off.
Flashing blue	Missed calls, new PC mail, new SMS (C-mail) messages are notified while the backlight is off.

■ Checking own phone number
1 From the Home screen, ≡ ▶[Settings].
2 [About phone]▶[Status].
 Your phone number is shown under "My phone number".

■ Setting the Silent mode
Set the ringtone volume to "0". Setting the Silent mode on the SOL21 mutes the ringtone, operation tone, notification tones. However, the playback sound of videos and music, alarm sound, etc. are not muted.
1 From the Home screen, ≡ ▶[Settings]▶[Sound].
2 Mark "Silent mode".

❖Information
• Alternatively, ⎓ (over 1 sec.)→[Silent mode] to switch the Silent mode on or off.

■ Setting Airplane mode
When airplane mode is set, all wireless functions (phone, packet communication, Wi-Fi®, Bluetooth® function) are turned off.
1 From the Home screen, ≡ ▶[Settings]▶[Wireless & networks].
2 Mark "Airplane mode".

❖Information
• Alternatively, ⎓ (over 1 sec.)→[Airplane mode] to switch the Airplane mode on or off.

Entering characters

When entering characters, use the software keyboard displayed when tapping a character input box for adding contacts, creating a message, etc.

■ Switching keyboard
To input Japanese, use "Xperia™ Japanese keyboard" switching four input types of "Phonepad", "QWERTY keyboard", "Japanese syllabary", "Handwriting".

<Phonepad> <QWERTY keyboard>

<Japanese syllabary> <Handwriting>

1 Tap a character input box.
2 Long-touch " 🔤 "▶[あ]/[Q]/[あ]/[✍].
 The keyboard switches to Phonepad/QWERTY keyboard/Japanese syllabary/Handwriting.

❖Information
• Word suggestions or direct conversion candidates for the entered characters appear. Tap a word to enter.
• Tap "❌" to delete the character before the cursor.
• Long-touch "😊" to enter pictograms (only for SMS (C-mail)), symbols (single byte/double byte), face marks from the displayed list.
• Flick up/down/left/right to enter characters in each column of kana syllabary on the Phonepad. Characters can be entered without repeatedly tapping the key (flick input).
• Tap ⎌ to stop entering characters and return to the previous screen.

Support

Peripheral devices

For details, refer to the instruction manual for each device.
• **Sony Ericsson AC adapter 04 (EP800A)**
• **Desktop Holder (DK25)**

❖Information
• For the latest information on peripheral devices, visit the au homepage (http://www.au.kddi.com/) or contact the Customer Service Center.
• The peripheral devices introduced on the page can be purchased on the au Online Shop.
 http://auonlineshop.kddi.com/

Troubleshooting

Before you assume that the product is malfunctioning, check the following:

Symptom	What you should check
Cannot turn on power.	Is the SOL21 charged? Is ⎓ pressed for over 1 second?
The power turns off unintentionally.	Is the battery empty?
The power turns off while activation screen is displayed.	Is the battery empty?

Symptom	What you should check
📶 (out of range) appears.	Are you out of the service area or in an area with poor signal strength?
	Is the built-in antenna covered with your finger, etc.?
Cannot charge the battery.	Is the power plug of the AC adapter surely inserted into the outlet?
	Is the microUSB plug of the microUSB cable surely inserted into the SOL21?
	Is the temperature of the SOL21 raised or very low?
Cannot operate touch panel as intended.	Are you operating with gloved hands?
	Are you operating with a fingernail or foreign object on the screen?
Cannot operate key/touch panel.	Is the key lock set?
	Is "Screen lock" set?
	Turn off the power and then turn it on again.
The screen reacts slowly when the screen is tapped or a key is pressed.	When large amount of data is saved in the SOL21 or transferring large-size data between the SOL21 and microSD memory card, the reactions on the screen may be delayed.
A warning to charge appears.	The battery is almost empty.

Symptom	What you should check
Battery usage time is short.	Is the SOL21 charged enough? Charge the SOL21 until the notification LED turns green.
	Is the built-in antenna covered with your finger, etc.?
	Is the built-in battery end-of-life?
	Is the SOL21 left in a place where 📶 (out of range) appears for a long period?
The display backlight turns off in a short while.	Is set "Screen timeout" period too short?
Display is dark.	Is "Brightness" set to dark?
	Is the proximity sensor covered by sticker?
The screen is frozen. Cannot turn the power off.	Try to "Reboot" or "Force-quit".
Cannot recognize a microSD memory card.	Is the microSD memory card inserted properly?
	Is the microSD memory card unmounted?

For more details, visit au Customer Support site of au homepage.
http://www.kddi.com/customer/service/au/trouble/kosho/index.html

Attaching the back cover

If the back cover is removed, attach the cover in the following steps.
1 Check the orientation of the back cover and attach it to fit the SOL21 body. Push each tab to close firmly.

Rebooting/Force-quitting the SOL21

The battery of the SOL21 is built in and cannot be removed. To reboot the SOL21, perform the following steps.

■ Rebooting the SOL21
1 Press ⎓ and upper of ◁◁ at the same time for approximately 5 seconds, and release your finger after the SOL21 vibrates once.

■ Force-quitting the SOL21
1 Press ⎓ and upper of ◁◁ at the same time for approximately 10 seconds, and release your finger after the SOL21 vibrates 3 times.
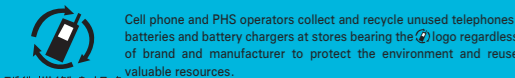
Updating software

You can update the SOL21 to the most recent software for optimal performance and to get the latest enhancements.
• You are charged for data communication when connecting to the Internet from the SOL21 by using packet communication.
• You are recommended to back up your data before updating software.
• For details, visit **http://www.sonymobile.co.jp/support/** or refer to the "Manual SOL21" application or '取扱説明書詳細版 (Full instruction manual)' (Japanese) available on au homepage.

■ Downloading and updating software
Update files can be downloaded from the Internet web site via wireless communication into the SOL21 directly.
• To download software updates only via Wi-Fi®, from the Home screen, [▦]▶[Update center]▶ ≡ ▶[Settings]▶[Allow automatic update:] and select "Via Wi-Fi only". If you set to "Via 3G/Wi-Fi" for updating, note that if Wi-Fi® communication becomes unstable, packet communication may take over place automatically, which applies communication fees.
1 From the Home screen, [▦]▶[Update center].
2 [System]▶ ≡ ▶[Refresh].

■ Connecting to a PC for updating software
You can update software using PC Companion which can be installed from the SOL21.
• Install PC Companion to your PC beforehand.

After-sales service

■ When asking for repair
For repair, contact Secure cell phone support center.

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

❖Information
• Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
• Recycled parts that meet the Company's quality standards are sometimes used for repair.
• Collected au cell phones by Replacement cell phone delivery service which you used before are recycled to cell phones for replacement after repairs. Also replaced parts by au after-sales service are collected and recycled by KDDI. They are not returned to customers.

■ Performance parts for repair
The Company retains performance parts for repair of the SOL21 main unit and its peripherals for six years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.

■ Warranty card
At the store of purchase, thoroughly check and read the name of the retailer, date of purchase and other necessary details filled in on the warranty card, and be sure to keep it in a safe place.

■ Secure cell phone support plus
An after-sales service membership program on a monthly basis called "Secure cell phone support plus" (monthly fee: 399 yen including tax) is available for using your au cell phone for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For details of this service, refer to au homepage or contact Secure cell phone support center.

❖Information
• You can apply for membership only at the time of purchasing your au cell phone.
• Once you cancel the membership, you cannot reapply for it until you purchase an au cell phone next time.
• Note that when changing the model or purchasing an extra cell phone, this service only covers the most recently purchased au cell phone.
• When an au cell phone is handed over to you or someone else, the Secure cell phone suport plus membership is also handed over to the successor of the cell phone.
• When you get a new au cell phone by changing the model or purchasing an extra cell phone, the "Secure cell phone support plus" membership for the old au cell phone is automatically canceled.
• Service contents are subject to change without notice.

■ au IC-Card
The au IC-Card is lent to you by au. In case of loss or damage, the card will be replaced at your expense. When malfunction is suspected, or in case of theft or loss, contact an au shop or PiPit.

■ After-sales service
If you are unsure about anything regarding after-sales service, contact the following service contact.
**Customer Service Center**
(for service canceling procedure or operation in case of loss or theft)
 From a land-line phone, 📞 0077-7-113 (toll-free)
 From an au cell phone, 113 without area code (toll free)
Secure cell phone support center (for loss, theft, damage)
 From a land-line phone/From an au cell phone,
 📞 0120-925-919 (toll-free)
 Business hours 9:00 − 21:00 (7 days a week)

■ au after-sales service information
Replacement cell phone delivery service
Secure cell phone support plus members

Spontaneous failure 1st year	Free of charge
Spontaneous failure after 2nd year	Customer charge 1st: 5,250 yen 2nd: 8,400 yen
Partially damage, water soak, irreparable damage, theft or loss	

Non-Secure cell phone support plus member

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

* Charge amounts are all tax-included.

Holding over and repair
Secure cell phone support plus members

Spontaneous failure 1st year	Free of charge
Spontaneous failure after 2nd year	Free of charge (three-year warranty)
Partially damage	Customer charge Upper limit: 5,250 yen
Water soak, irreparable damage	No recompense
Theft, loss	

Non-Secure cell phone support members

Spontaneous failure 1st year	Free of charge
Spontaneous failure after 2nd year	Actual cost
Partially damage	
Water soak, irreparable damage	No recompense (model change)
Theft, loss	

* Charge amounts are all tax-included.

❖Information
Replacement cell phone delivery service
• When you have trouble with your au cell phone, replacement cell phone (same model, same color, including new battery) is delivered to the specified place by calling to. Return your damaged cell phone within 14 days after replacement cell phone is delivered.
• Available up to twice in a year from the day you use this service as a start day. If you do not use this service in the past year at the subscription to this service, it will be 1st and if you use, it will be 2nd.
 * For details, refer to au homepage.

Holding over and repair
• Repairs due to water soak and irreparable damage are not covered by this service.
• Damages and malfunctions intentionally caused by the customer as well as those due to modification (e.g. disassembly, change of parts, painting, etc.) by the customer are not covered by this service.
• You cannot receive a refund for replacement of the outer casing due to stains, scratches, paint removal, etc. on the outer casing.

Main specifications

Display		Approx. 4.3 inches TFT 16,777,216 colors
		720 × 1,280 dots
Weight		Approx. 149 g (with internal battery)
Dimension (W x H x T)		Approx. 66 mm × 126 mm × 11.9 mm
Continuous call time	In Japan	Approx. 570 minutes
	Overseas (GSM)	Approx. 490 minutes
Continuous stand-by time	In Japan	Approx. 330 hours (3G) Approx. 230 hours (3G and Wireless LAN (Wi-Fi®) function)
	Overseas (GSM)	Approx. 440 hours

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

Radio Wave Exposure and Specific Absorption Rate (SAR) Information

★Mobile Phone GSM/GPRS/EDGE 850/900/1800/1900&UMTS/HSPA Bands1/2/5&LTE Bands11/18

■ United States

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

The CDMA SOL21 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 0.93 W/kg*, and when worn on the body is 0.71 W/kg* for speech and 1.08 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 Mobile Communications AB accessory and worn on the body.For devices which include "WiFi hotspot" functionality, SAR measurements for the device operating in WiFi hotspot mode were taken using a separation distance of 10 mm. 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/ea/fccid/ after searching on FCC ID PY7PM-0050. Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) website at http://www.ctia.org/.

* 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.

■ Europe

This mobile phone model CDMA SOL21 has 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 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 safety chapter in the User's Guide.

SAR data information for residents in countries that have adopted the SAR limit recommended by the International Commission of 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 tested by Sony Mobile Communications AB for use at the ear is 0.73 W/kg (10g).

FCC Statement for the USA

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

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

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

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

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

DECLARATION OF CONFORMITY for CDMA SOL21

We, **Sony Mobile Communications AB** of
Nya Vattentornet
SE-221 88 Lund, Sweden
declare under our sole responsibility that our product

Sony type PM-0050-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 301 489-7:V1.3.1, EN 301 908-1:V5.2.1, EN 301 908-2:V5.2.1, EN 301 908-13:V5.2.1, EN 301 893:V1.6.1, EN 301 489-24:V1.5.1, EN 300 440-2:V1.4.1, EN 301 489-3:V1.4.1, EN 300 328:V1.7.1, EN 301 489-17:V2.1.1, EN 302 291-2:V1.1.1, EN 62209-1:2006 and EN 60950-1:2006+A11:2009+A1:2010+A12:2011, following the provisions of Radio Equipment and Telecommunication Terminal Equipment Directive **1999/5/EC**

Lund, September 2012

C E 0682 !

Signature

Pär Thuresson
Quality Officer, Head of Quality & Validation

われわれはR＆TTE指令の要求事項を満たしています（1999/5/EC）
We fulfill the requirements of the R&TTE Directive **(1999/5/EC)**

SONY®

Important information

SONY®

Sony Mobile Communications AB
SE-221 88 Lund, Sweden

1222-9266.9

Sony Consumer Web site
At www.sonymobile.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 service partners.
• A warranty period. Learn more about the warranty conditions in the Limited warranty section.
At www.sonymobile.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

2

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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°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 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.

3

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 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 service partners should remove or replace built-in batteries. Use of batteries that are not Sony branded may pose increased safety risks. Replace the battery only with another Sony battery that has been qualified with the product per the standard IEEE-1725. Use of an unqualified

4

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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 use in proximity to personal medical devices, please consult a physician and the device 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 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.

5

   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 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

6

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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 accessory and worn on the body. When operating with "Hotspot" functionality engaged, a separation distance of 10mm was used.
   For more information about SAR and radio frequency exposure, go to: www.sonymobile.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 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

7

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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 branded original accessories and certified service partners. Sony 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 Xperia phones may offer compatibility with TTY terminals (with use of necessary accessory). For more information call the Sony Special Needs Center on 877 878 1996 (TTY) or 877 207 2056 (voice), or go to www.sonyericsson-snc.com.

Disposal of old electrical and electronic equipment and batteries
The crossed-out bin symbol on batteries and electronic equipment means that electronic equipment and batteries should not be disposed of with household waste but should be left at an appropriate collection point for recycling. By recycling our products you will help to prevent potential negative consequences for the environment and human health. Check local regulations and the location of collection points for used electronic equipment and batteries by contacting your local city office, your household waste disposal service, the shop where you purchased the product, by calling a Sony Contact Center or at www.sonymobile .com/recycling. Do

8

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not attempt to remove internal batteries. Internal batteries shall be removed only by a waste treatment facility or trained service professional.

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.

SIM card
If your phone is equipped with a standard-sized SIM card slot, inserting an incompatible SIM card (for example, a micro SIM card, a micro SIM card with a non-Sony adapter, or a standard SIM card cut into a micro SIM card size) in the SIM card slot may damage your SIM card or your phone permanently. Sony does not warrant and will not be responsible for any damage caused by use of incompatible or modified SIM cards.

For Devices Supporting 3D Viewing capabilities
In viewing 3D images shot with this phone on a 3D-compatible monitor, you may experience discomfort in the form of eye strain, fatigue, or nausea. To prevent these symptoms, we recommend that you take regular breaks.

9

However, you need to determine for yourself the length and frequency of breaks you require, as they vary according to the individual. If you experience any type of discomfort, stop viewing the 3D images until you feel better, and consult a physician as necessary. Also refer to the operating instructions supplied with the device or software you have connected or are using with this phone. Note that a child's eyesight is still at the development stage (particularly children below the age of 6). Consult a pediatrician or ophthalmologist before letting your child view 3D images, and make sure he/she observes the above precautions when viewing such images.

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.

10

• 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 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 Mobile Communications AB, and/or its affiliated companies and its suppliers and licensors.
   Sony 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

11

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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 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: 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

12

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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 Mobile Communications AB, SE-221 88 Lund, Sweden, (Sony) 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 Contact Center (national rates may apply) or visit www.sonymobile.com to get further information.

Our warranty
Subject to the conditions of this Limited Warranty, Sony 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 one (1) year as from the original date of purchase of the Product.

13

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 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 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 Product is repaired or replaced. At present, Sony may be prevented by applicable law, other regulation or technical restrictions from making a backup copy of certain downloads. Sony 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 Product such as downloads, calendar and contacts before handing in your Sony 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 authorised dealer specifying the date of purchase and serial number**, is presented with the Product to be repaired or replaced. Sony 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 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

14

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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.
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 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 recommends that you use only batteries and chargers approved by Sony.
   Minor variations in display brightness and colour may occur between phones. There may be tiny bright or dark dots on the display. It occurs 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, Sony will not be responsible for the operation, availability, coverage, services or range of that system.

15

5. This warranty does not cover Product failures caused by installations, modifications, or repair or opening of the Product performed by a non-Sony 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 branded original accessories intended for use with the Product.
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 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 distributor. To find out if your Product is sold in the country you are in, please call the local Sony 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.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. If you purchased your product in Australia, you are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. For warranty service in Australia, please contact 1300 650 050 or Sony Service Centre, 320 Princes Hwy, ROCKDALE NSW 2216.

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

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