

**SONY**<sup>®</sup>

## Startup guide

Xperia™ ZL  
C6503

XPERIA

Sony Mobile Communications AB  
SE-221 88 Lund, Sweden  
[www.sonymobile.com](http://www.sonymobile.com)

1272-0278.1

# Welcome

## Important Information

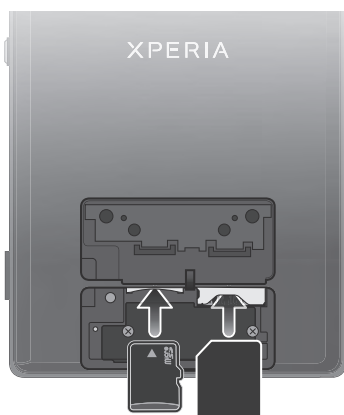
Before you use your device, please read the *Important Information* provided in your device or in the box.

## Assembly

To remove the SIM and memory card cover



To insert the memory card and the SIM card



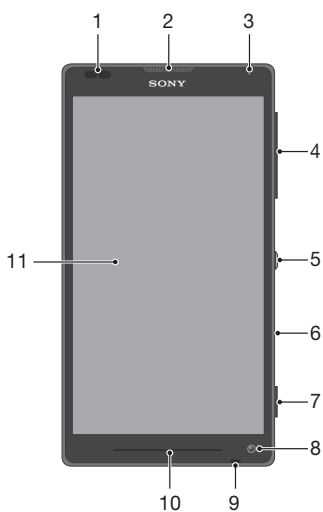
! The memory card may not be included at purchase in all markets.

To attach the SIM and memory card cover



# Basics

## Device overview



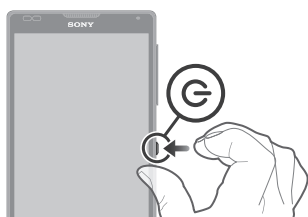
- |                           |                                |
|---------------------------|--------------------------------|
| 1. Proximity sensor       | 11. Touchscreen                |
| 2. Ear speaker            | 12. Headset connector          |
| 3. Light sensor           | 13. Second microphone          |
| 4. Volume/Zoom key        | 14. Speaker                    |
| 5. Power key              | 15. Port for charger/USB cable |
| 6. IR lens                | 16. Camera lens                |
| 7. Camera key             | 17. Camera light               |
| 8. Front/chat camera lens | 18. Strap hole                 |
| 9. Main microphone        | 19. SIM and memory card cover  |
| 10. Notification light    |                                |


- ! Use the accessories provided with your device, or other compatible accessories, for optimal performance.

## Turning on the device

### To turn on the device

- ! Make sure that the battery is charged for at least 30 minutes before you turn on the device for the first time.



- 1 Press and hold down the power key  until the device vibrates.
- 2 Wait a while for the device to start.



## Waking up the screen

### To activate the screen

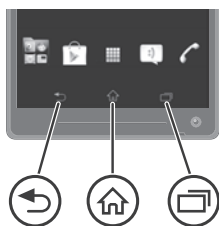
- Briefly press the power key .

### To unlock the screen



- Drag  up or drag  down.

## Using the keys



### Back

- Go back to the previous screen
- Close the on-screen keypad, a dialog box, an options menu, or the Notification panel



Home

- Go to the Home screen

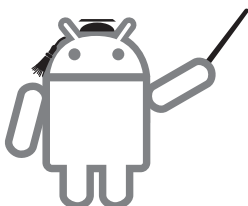


Task

- Tap to open a window showing your most recently used applications and a small apps bar

# Set up your device

## What is Android™?



Android is your device's operating system. Since Android is developed by Google™, your device is preloaded with several Google™ services, such as Google Maps™ and Google™ web search. To use some of the services provided by Google™, you need a Google account.


### What is different about Android?

Android™ is an open system, which means that you're not limited to using applications and services from only one provider.

### Google™ account

With a Google™ account, you can use Gmail™ to send emails, Google Talk™ to chat with friends, and Google Play™ to download applications and games, music, movies and books.


#### To set up a Google™ account on your device

- 1 From your Home screen, tap .
  - 2 Find and tap **Settings** > **Add account** > **Google**.
  - 3 Follow the registration wizard to create a Google™ account, or sign in if you already have an account.
- 💡 You can also sign in to or create a Google™ account from the setup guide the first time you start your device. Or you can go online and create an account at [www.google.com/accounts](http://www.google.com/accounts).

## Basic settings

The first time you start your device, a setup guide explains basic device functions and helps you enter essential settings. You can also access the setup guide later.

#### To access the setup guide manually

- 1 From the Home screen, tap .
- 2 Tap **Settings** > **Setup guide**.

# Transferring contacts to your new device



Transferring contacts to your new device can sometimes be complicated, but help is available.

You can transfer contacts from several device brands, including iPhone, Samsung, HTC and Nokia.

You need:

- An Internet-connected PC running Windows®
- A USB cable for your old device
- A USB cable for your new Android™ device
- Your old device
- Your new Android™ device

## Get started transferring your contacts

Use the PC Companion program to transfer your contacts. It's free, and the installation files are already saved on your new device. PC Companion also offers a range of other features, including help to update your device software.

### To install PC Companion

- 1 **New device:** Turn on your new Android™ device and connect it to a PC using a USB cable.
- 2 **New device:** Tap *Install* to install PC Companion on the PC.
- 3 **Computer:** If a popup window appears to notify you about available PC software, select *Run Startme.exe*.
- 4 **Computer:** Click *Install* to start the installation and then follow the instructions to complete the installation.

### To transfer contacts to your new device using PC Companion

- 1 Make sure that PC Companion is installed on your PC.
- 2 Open the PC Companion program on the PC, then click *Contacts Setup* and follow the instructions to transfer your contacts.



# Finding your way

## Home screen

The Home screen of your device is the equivalent of the desktop on a computer. You can customise your Home screen with widgets, shortcuts, folders, themes, wallpaper and other items.

The Home screen extends beyond the regular screen display width, so you need to flick left or right to view content in one of the screen's four extensions.



The items in the bar at the bottom of the screen are always available for quick access.

### To go to the Home screen

- Press .

### To browse the Home screen

- Flick right or left.

### To change your Home screen wallpaper

- 1 Tap an empty area on your Home screen.
- 2 Tap **Wallpaper** and select an option.

## Widgets

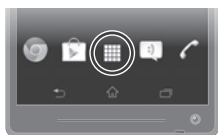
Widgets are small applications that you can use directly on your Home screen. For example, the Music player widget allows you to start playing music directly.

Some widgets are resizable, so you can expand them to view more content or shrink them to save space on your Home screen.

## Application screen

The Application screen, which you open from your Home screen, contains the applications that come pre-installed on your device as well as the applications you download. The Application screen extends beyond the regular screen width, so you need to flick left and right to view all content.

### To open the Application screen



- From your Home screen, tap .

### To open an application

- From your Home screen or the Application screen, tap the application.

## Applications

An application is a program on your device that helps you perform a task. For example, there are applications to make calls, take photos and download more applications.

## Status and notifications

The status bar at the top of your screen shows what's going on in your device. For example, new message and calendar notifications appear here.



### Checking notifications and ongoing activities

You can drag down the status bar to open the Notification panel and get more information. For example, you can use the panel to open a new message or view a calendar event. You can also open some applications that run in the background, such as the music player.

#### To open the Notification panel





- Drag the status bar downwards.

## Settings menu

View and change settings for your device from the Settings menu.



### To access your device settings

- 1 From your Home screen, tap .
  - 2 Tap **Settings**.
- 💡 You can also drag the status bar downwards on the Home screen and tap  to access your device settings.

# More basics

## Calling

### To make a call by dialling

- 1 From your Home screen, tap .
- 2 Find and tap **Phone**.
- 3 Enter the number of the recipient and tap **Call**. To delete a number, tap .

### To end a call

- Tap .







### To answer a call



- Drag  to the right across the screen.

## Multimedia and text messaging

### To create and send a message

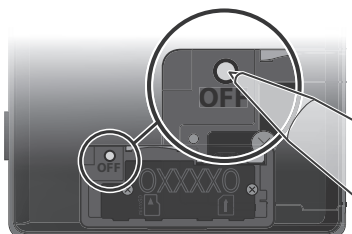
- 1 From your Home screen, tap , then find and tap .
- 2 Tap .
- 3 Tap , then select the desired recipients from the Contacts list. If the recipient is not listed as a contact, enter the contact's number manually and tap .
- 4 When you are finished adding recipients, tap **Done**.
- 5 Tap **Write message** and enter your message text.
- 6 If you want to add a media file, tap  and select an option.
- 7 To send the message, tap **Send**.

# Troubleshooting

## My device is not responding

If your device hangs, or if you cannot restart it normally, you can force the device to restart.

To force the device to restart



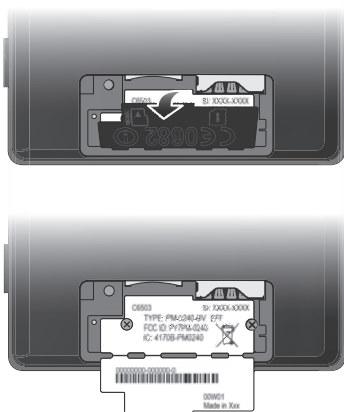
- 1 Remove the SIM and memory card cover.
- 2 Press and hold down the OFF button using the tip of a pen or a similar object.
- 3 After your device vibrates once, release the button. The device restarts automatically.

## The device does not recognise my wired headset

- Make sure the wired headset that you are using complies to the CTIA standard. Your device supports the CTIA standard, and may not be fully compatible with other standards such as OMTP.
- If you have a wireless headset that is compatible with your device, try using that instead.

# Legal information

To view the CE mark



- Place a finger nail over the top edge of the label and peel it back so that the label folds outwards.

## Sony C6503

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

This Startup guide is published by Sony Mobile Communications AB or its local affiliated company, without any warranty. Improvements and changes to this Startup guide necessitated by typographical errors, inaccuracies of current information, or improvements to programs and/or equipment, may be made by Sony Mobile Communications AB at any time and without notice. Such changes will, however, be incorporated into new editions of this Startup guide.

© 2012 Sony Mobile Communications AB. All rights reserved.

Publication number: 1272-0278.1

Your device has the capability to download, store and forward additional content, e.g. ringtones. The use of such content may be restricted or prohibited by rights of third parties, including but not limited to restriction under applicable copyright laws. You, and not Sony, are entirely responsible for additional content that you download to or forward from your device. Prior to your use of any additional content, please verify that your intended use is properly licensed or is otherwise authorized. Sony does not guarantee the accuracy, integrity or quality of any additional content or any other third party content. Under no circumstances will Sony be liable in any way for your improper use of additional content or other third party content.

This Startup guide may reference services or applications provided by third parties. Use of such programming or services may require separate registration with the third party provider and may be subject to additional terms of use. For applications accessed on or through a third-party website, please review such websites' terms of use and applicable privacy policy in advance. Sony does not warrant or guarantee the availability or performance of any third-party websites or offered services.

Remove the bottom cover to see regulatory information such as the CE mark.

All product and company names mentioned herein are the trademarks or registered trademarks of their respective owners. Any rights not expressly granted herein are reserved. All other trademarks are property of their respective owners. Visit [www.sonymobile.com](http://www.sonymobile.com) for more information.

All illustrations are for illustration only and may not accurately depict the actual device.

This product is protected by certain intellectual property rights of Microsoft. Use or distribution of such technology outside of this product is prohibited without a license from Microsoft.

# Our support to you – Xperia™ Care



## User guide


A User guide is available at [www.sonymobile.com](http://www.sonymobile.com).



## Support in your device

Get user support directly in your device using the Help application.

### To access the Help application

- 1 From your Application screen, find and tap .
- 2 Find and tap the required support item.



## Support on the web

Visit [www.sonymobile.com](http://www.sonymobile.com) to access a range of support and get the most from your device.



## Customer support

Customer support – if all else fails. Access the relevant support number at [www.sonymobile.com](http://www.sonymobile.com) by clicking the Contact us link at the bottom of the page.

## Learn more

Learn more about how we can support you with Xperia™ Care at [www.sonymobile.com/support](http://www.sonymobile.com/support).

# SONY®



SAR Information  
FCC Statement  
Declaration of Conformity

## Sony C6503

UMTS HSPA Band 1 5 8 GSM GPRS/EDGE  
850/900/1800/1900 LTE band 1 3 5 7 8 20

## Important Information

### United States & Canada

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

The C6503 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 0.38 W/kg\*, and when worn on the body is 0.74 W/kg\* for speech and 1.21 W/kg\* for data calls. For body-worn operation, the phone has been tested when positioned a minimum of 15 mm from the body without any metal parts in the vicinity of the phone or when properly used with an appropriate Sony accessory and worn on the body. For devices which include "WiFi hotspot" functionality, SAR measurements for the device operating in WiFi hotspot mode were taken using a separation distance of



10mm. Use of third-party accessories may result in different SAR levels than those reported.

**\*\*Before a phone model is available for sale to the public in the US, it must be tested and certified by the Federal Communications Commission (FCC) that it does not exceed the limit established by the government-adopted requirement for safe exposure\*. The tests are performed in positions and locations (i.e., by the ear and worn on the body) as required by the FCC for each model. The FCC has granted an Equipment Authorization for this phone model with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. While there may be differences between the SAR levels of various phones, all mobile phones granted an FCC equipment authorization meet the government requirement for safe exposure. SAR information on this phone model is on file at the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/fccid> after searching on FCC ID PY7PM-0240. 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.*

## Important Information

### Latin & South America

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

The C6503 Series mobile phones have been designed to comply with applicable safety requirements for exposure to radio waves. These requirements are based on scientific guidelines that include safety margins designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standardised methods with the phone transmitting at its highest certified power level in all used frequency bands.

While there may be differences between the SAR levels of various phone models, they are all designed to meet the relevant guidelines for exposure to radio waves.

For more information on SAR, please refer to the safety chapter in the User Guide.

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

The highest SAR value for this model phone when tested by Sony for use at the ear is 0.63 W/kg (10g).



Anguilla	1-800-080-9518 (Toll Free)	questions.CO@support.sonymobile.com
Antigua and Barbuda	1-800-081-9518 (Toll Free)	questions.CO@support.sonymobile.com
Argentina	0800-333-7427 (número gratuito)	questions.CO@support.sonymobile.com
Australia	1300 650-050 (Toll Free)	questions.AU@support.sonymobile.com
The Bahamas	1-800-205-6062 (Toll Free)	questions.CO@support.sonymobile.com
Barbados	1-800-082-9518 (Toll Free)	questions.CO@support.sonymobile.com
Belgique/België	02-0745 1611	questions.BE@support.sonymobile.com
Belize	AN 815, PIN 5597 (Toll Free)	questions.CO@support.sonymobile.com
Bermuda	1-800-083-9518 (Toll Free)	questions.CO@support.sonymobile.com
Bolivia	800-100-542 (número gratuito)	questions.CO@support.sonymobile.com
Brasil	4001-0444 (Capitais e regiões metropolitanas) 0800 884 0444 (Demais regiões)	questions.BR@support.sonymobile.com
Canada	1 866 766 9374 (Toll Free / sans frais)	questions.CA@support.sonymobile.com
Cayman Islands	1-800-084-9518 (Toll Free)	questions.CO@support.sonymobile.com
Central and Southern Africa	+27 11 506 0123	questions.CF@support.sonymobile.com

Česká republika	844 550 055	questions.CZ@support.sonymobile.com
Chile	800-646-425 (número gratuito)	questions.CO@support.sonymobile.com
Colombia	01800-0966-080 (número gratuito)	questions.CO@support.sonymobile.com
Costa Rica	0 800 011 0400 (número gratuito)	questions.CO@support.sonymobile.com
Danmark	3331 2828	questions.DK@support.sonymobile.com
Deutschland	0180 534 2020 (ortsübliche Gebühren)	questions.DE@support.sonymobile.com
Dominica	1-800-085-9518 (Toll Free)	questions.CO@support.sonymobile.com
Ecuador	1-800-0102-50 (número gratuito)	questions.CO@support.sonymobile.com
Eesti	06 032 032	questions.EE@support.sonymobile.com
Egypt/مصر	16727	questions.EG@support.sonymobile.com
Ελλάδα	801 11 810 810 +30 210 899 19 19 (από κινητό τηλέφωνο)	questions.GR@support.sonymobile.com
El Salvador	800-6323 (número gratuito)	questions.CO@support.sonymobile.com
España	902 180 576 (tarifa local)	questions.ES@support.sonymobile.com
France	09 69 32 21 21 09 69 32 21 22 (Xperia™ uniquement)	questions.FR@support.sonymobile.com
Guatemala	1-800-300-0057 (número gratuito)	questions.CO@support.sonymobile.com
Haïti/Ayiti	AN 193, PIN 5598 (numéro gratuit / nimewo gratis)	questions.CO@support.sonymobile.com

Honduras	AN 8000122, PIN 5599 (número gratuito)	questions.CO@support.sonymobile.com
Hong Kong/ 香港	+852 8203 8863	questions.HK@support.sonymobile.com
Hrvatska	062 000 000	questions.HR@support.sonymobile.com
India/भारत	1800 11 1800 (Toll Free) +91 (011) 39011111	questions.IN@support.sonymobile.com
Indonesia	021 2701388	questions.ID@support.sonymobile.com
Ireland	1850 545 888 (Local rate)	questions.IE@support.sonymobile.com
Italia	06 48895206 (tariffa locale)	questions.IT@support.sonymobile.com
Jamaica	1-800-442-3471 (Toll Free)	questions.CO@support.sonymobile.com
Κύπρος/Cyprus	0800 90 909	questions.CY@support.sonymobile.com
Latvija	67 21 43 01	questions.LV@support.sonymobile.com
Lietuva	8 700 55030	questions.LT@support.sonymobile.com
Magyarország	01 880 47 47	questions.HU@support.sonymobile.com
Malaysia	1800-88-9900 (Toll Free / bebas tol)	questions.MY@support.sonymobile.com
Maroc/ المغرب	+212 2 2958 344	questions.MA@support.sonymobile.com
México	0 1800 000 4722 (número gratuito)	questions.MX@support.sonymobile.com
Nederland	0900 8998318	questions.NL@support.sonymobile.com
Nederlandse Antillen	001-866-509-8660 (gratis nummer)	questions.CO@support.sonymobile.com
New Zealand	0800-100-150 (Toll Free)	questions.NZ@support.sonymobile.com

Nicaragua	AN 1800-0166, PIN 5600 (número gratuito)	questions.CO@support.sonymobile.com
Norge	815 00 840 (lokaltakst)	questions.NO@support.sonymobile.com
Österreich	0810 200 245	questions.AT@support.sonymobile.com
Pakistan/ پاکستان	021 - 111 22 55 73	questions.PK@support.sonymobile.com
Panamá	00800-787-0009 (número gratuito)	questions.CO@support.sonymobile.com
Paraguay	009 800 54 20032 (número gratuito)	questions.CO@support.sonymobile.com
Perú	0800-532-38 (número gratuito)	questions.CO@support.sonymobile.com
Philippines/ Pilipinas	+63 2 7891860	questions.PH@support.sonymobile.com
Polska	+48 22 22 77 444	questions.PL@support.sonymobile.com
Portugal	808 204 466 (chamada local)	questions.PT@support.sonymobile.com
República Dominicana	1-800-751-3370 (número gratuito)	questions.CO@support.sonymobile.com
România	+40 21 401 0401	questions.RO@support.sonymobile.com
Saint Kitts and Nevis	1-800-087-9518 (Toll Free)	questions.CO@support.sonymobile.com
Saint Vincent and the Grenadines	1-800-088-9518 (Toll Free)	questions.CO@support.sonymobile.com
Schweiz/Suisse/Svizzera	0848 824 040	questions.CH@support.sonymobile .com
Singapore	+65 6744 0733	questions.SG@support.sonymobile.com
Slovenia	01 600 5000	questions.SI@support.sonymobile.com
Slovensko	02 5443 6443	questions.SK@support.sonymobile.com
South Africa	0861 632222	questions.ZA@support.sonymobile.com
South Korea/대한민국	(+82) 1588 4170	questions.KO@support.sonymobile.com
Suomi	09 299 2000	questions.FI@support.sonymobile.com

Sverige	013 24 45 00 (lokal taxa)	questions.SE@support.sonymobile.com
Trinidad and Tobago	1-800-080-9521 (Toll Free)	questions.CO@support.sonymobile.com
Türkiye	+90 212 473 77 77	questions.TR@support.sonymobile.com
United Kingdom	08705 237 237 (Local rate)	questions.GB@support.sonymobile.com
United States	1 866 766 9374	questions.US@support.sonymobile.com
Uruguay	000-401-787-013 (número gratuito)	questions.CO@support.sonymobile.com
Venezuela	0-800-1-00-2250 (número gratuito)	questions.CO@support.sonymobile.com
Việt Nam	1900 1525 (miễn phí)	questions.VN@support.sonymobile .com
България	0800 1 8778	questions.BG@support.sonymobile.com
Россия	8-800-1008022	questions.RU@support.sonymobile.com
Україна	+38 044 590 1515	questions.UA@support.sonymobile.com
الأردن	+971 4 3919 880	questions.JO@support.sonymobile.com
الإمارات العربية المتحدة	+971 4 3919 880 (UAE)	questions.AE@support.sonymobile.com
الكويت	+971 4 3919 880	questions.KW@support.sonymobile.com
المملكة العربية السعودية	800-8200-727	questions.SA@support.sonymobile.com
中国	+86 400 810 0000	questions.CN@sonymobile.com
台灣	+886 2 25625511	questions.TW@support.sonymobile.com
ไทย	02 2483 030	questions.TH@support.sonymobile.com

## 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 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 C6503

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

declare under our sole responsibility that our product  
**Sony type PM-0240-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:V5.2.1,  
EN 301 908-2:V5.2.1, EN 300 328:V1.7.1, EN 300 440-2:V1.4.1,  
EN 301 893:V1.6.1, EN 301 489-3:V1.4.1, EN 301 489-7:V1.3.1,  
EN 301 489-17:V2.1.1, EN 301 489-24:V1.5.1,  
EN 302 291-2:V1.1.1, EN 62 209-1:2006, EN 301 908-13:V5.2.1 and  
EN 60 950-1:2006+A11:2009+A1:2010+A12:2011 following the  
provisions of, Radio Equipment and Telecommunication  
Terminal Equipment directive 1999/5/EC.

Lund, November 2012

**CE 0682** 



Pär Thuresson,  
*Quality Officer, Head of Quality & Validation*  
We fulfil the requirements of the R&TTE Directive (1999/5/EC).

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

**SONY®**

Sony Mobile Communications AB  
SE-221 88 Lund, Sweden

**SONY**

## Important information

### 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

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](http://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](http://www.sonymobile.com/recycling). Do

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

### Sony Consumer Web site

At [www.sonymobile.com/support](http://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](http://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

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.

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.

### 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](http://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.

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.

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

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.

### 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

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

**SONY**

Sony Mobile Communications AB  
SE-221 88 Lund, Sweden



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](http://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

- 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

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.

- 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.
- 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.
- Tampering with any of the seals on the Product will void the warranty.
- 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.

**Trademarks and acknowledgements**

The Liquid Identity logo and Xperia are trademarks or registered trademarks of Sony Mobile Communications AB.

Sony is a trademark or a registered trademark of Sony Corporation.

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 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.



Anguilla	1-800-080-9518 (Toll Free)	questions.CO@support.sonymobile.com
Antigua and Barbuda	1-800-081-9518 (Toll Free)	questions.CO@support.sonymobile.com
Argentina	0800-333-7427 (número gratuito)	questions.CO@support.sonymobile.com
Australia	1300 650-050 (Toll Free)	questions.AU@support.sonymobile.com
The Bahamas	1-800-205-6062 (Toll Free)	questions.CO@support.sonymobile.com
Barbados	1-800-082-9518 (Toll Free)	questions.CO@support.sonymobile.com
Belgique/België	02-0745 1611	questions.BE@support.sonymobile.com
Belize	AN 815, PIN 5597	questions.CO@support.sonymobile.com
Bermuda	1-800-083-9518 (Toll Free)	questions.CO@support.sonymobile.com
Bolivia	800-100-542 (número gratuito)	questions.CO@support.sonymobile.com
Brasil	4001-0444 (Capitais e regiões metropolitanas) 0800 884 0444 (Demais regiões)	questions.BR@support.sonymobile.com
Canada	1 866 766 9374 (Toll Free)	questions.CA@support.sonymobile.com

Free / sans frais)

Cayman Islands	1-800-084-9518 (Toll Free)	questions.CO@support.sonymobile.com
Central and Southern Africa	+27 11 506 0123	questions.CF@support.sonymobile.com
Česká republika	844 550 055	questions.CZ@support.sonymobile.com
Chile	800-646-425 (número gratuito)	questions.CO@support.sonymobile.com
Colombia	01800-0966-080 (número gratuito)	questions.CO@support.sonymobile.com
Costa Rica	0 800 011 0400 (número gratuito)	questions.CO@support.sonymobile.com
Danmark	3331 2828	questions.DK@support.sonymobile.com
Deutschland	0180 534 2020 (ortsübliche Gebühren)	questions.DE@support.sonymobile.com
Dominica	1-800-085-9518 (Toll Free)	questions.CO@support.sonymobile.com
Ecuador	1-800-0102-50 (número gratuito)	questions.CO@support.sonymobile.com
Eesti	06 032 032	questions.EE@support.sonymobile.com
Egypt/مصر	16727	questions.EG@support.sonymobile.com
Ελλάδα	801 11 810 810 (+30 210 899 19 19 (από κινητό τηλέφωνο))	questions.GR@support.sonymobile.com
El Salvador	800-6323 (número gratuito)	questions.CO@support.sonymobile.com
España	902 180 576 (tarifa local)	questions.ES@support.sonymobile.com

France	09 69 32 21 21 (09 69 32 21 22 (Xperia™ uniquement))	questions.FR@support.sonymobile.com
Guatemala	1-800-300-0057 (número gratuito)	questions.CO@support.sonymobile.com
Haiti/Ayiti	AN 193, PIN 5598 (numéro gratuit / nimewo gratis)	questions.CO@support.sonymobile.com
Honduras	AN 8000122, PIN 5599 (número gratuito)	questions.CO@support.sonymobile.com
Hong Kong/香港	+852 8203 8863	questions.HK@support.sonymobile.com
Hrvatska	062 000 000	questions.HR@support.sonymobile.com
India/भारत	1800 11 1800 (Toll Free) +91 (011) 39011111	questions.IN@support.sonymobile.com
Indonesia	021 2701388	questions.ID@support.sonymobile.com
Ireland	1850 545 888 (Local rate)	questions.IE@support.sonymobile.com
Italia	06 48895206 (tariffa locale)	questions.IT@support.sonymobile.com
Jamaica	1-800-442-3471 (Toll Free)	questions.CO@support.sonymobile.com
Κύπρος/Cyprus	0800 90 909	questions.CY@support.sonymobile.com
Latvija	67 21 43 01	questions.LV@support.sonymobile.com
Lietuva	8 700 55030	questions.LT@support.sonymobile.com
Magyarország	01 880 47 47	questions.HU@support.sonymobile.com

Malaysia	1800-88-9900 (Toll Free / bebas tol)	questions.MY@support.sonymobile.com
Maroc/المغرب	+212 2 2958 344	questions.MA@support.sonymobile.com
México	0 1800 000 4722 (número gratuito)	questions.MX@support.sonymobile.com
Nederland	0900 8998318	questions.NL@support.sonymobile.com
Nederlandse Antillen	001-866-509-8660 (gratis nummer)	questions.CO@support.sonymobile.com
New Zealand	0800-100-150 (Toll Free)	questions.NZ@support.sonymobile.com
Nicaragua	AN 1800-0166, PIN 5600 (número gratuito)	questions.CO@support.sonymobile.com
Norge	815 00 840 (lokaltakst)	questions.NO@support.sonymobile.com
Österreich	0810 200 245	questions.AT@support.sonymobile.com
Pakistan/پاکستان	021 - 111 22 55 73	questions.PK@support.sonymobile.com
Panamá	00800-787-0009 (número gratuito)	questions.CO@support.sonymobile.com
Paraguay	009 800 54 20032 (número gratuito)	questions.CO@support.sonymobile.com
Perú	0800-532-38 (número gratuito)	questions.CO@support.sonymobile.com
Philippines/Philippinas	+63 2 7891860	questions.PH@support.sonymobile.com
Polska	+48 22 22 77 444	questions.PL@support.sonymobile.com
Portugal	808 204 466 (chamada local)	questions.PT@support.sonymobile.com

República Dominicana	1-800-751-3370 (número gratuito)	questions.CO@support.sonymobile.com
România	+40 21 401 0401	questions.RO@support.sonymobile.com
Saint Kitts and Nevis	1-800-087-9518 (Toll Free)	questions.CO@support.sonymobile.com
Saint Vincent and the Grenadines	1-800-088-9518 (Toll Free)	questions.CO@support.sonymobile.com
Schweiz/Suisse/Svizzera	0848 824 040	questions.CH@support.sonymobile.com
Singapore	+65 6744 0733	questions.SG@support.sonymobile.com
Slovenia	01 600 5000	questions.SI@support.sonymobile.com
Slovensko	02 5443 6443	questions.SK@support.sonymobile.com
South Africa	0861 632222	questions.ZA@support.sonymobile.com
South Korea/대한민국	(+82) 1588 4170	questions.KO@support.sonymobile.com
Suomi	09 299 2000	questions.FI@support.sonymobile.com
Sverige	013 24 45 00 (lokal taxa)	questions.SE@support.sonymobile.com
Trinidad and Tobago	1-800-080-9521 (Toll Free)	questions.CO@support.sonymobile.com
Türkiye	+90 212 473 77 77	questions.TR@support.sonymobile.com
United Kingdom	08705 237 237 (Local rate)	questions.GB@support.sonymobile.com
United States	1 866 766 9374	questions.US@support.sonymobile.com
Uruguay	000-401-787-013 (número gratuito)	questions.CO@support.sonymobile.com

Venezuela	0-800-1-00-2250 (número gratuito)	questions.CO@support.sonymobile.com
Việt Nam	1900 1525 (miễn phí)	questions.VN@support.sonymobile.com
България	0800 1 8778	questions.BG@support.sonymobile.com
Россия	8-800-1008022	questions.RU@support.sonymobile.com
Україна	+38 044 590 1515	questions.UA@support.sonymobile.com
الأردن	+971 4 3919 880	questions.JO@support.sonymobile.com
الإمارات العربية المتحدة	+971 4 3919 880 (UAE)	questions.AE@support.sonymobile.com
الكويت	+971 4 3919 880	questions.KW@support.sonymobile.com
المملكة العربية السعودية	800-8200-727	questions.SA@support.sonymobile.com
中国	+86 400 810 0000	questions.CN@sonymobile.com
台灣	+886 2 25625511	questions.TW@support.sonymobile.com
ไทย	02 2483 030	questions.TH@support.sonymobile.com