

XPERIA UL SOL22

Basic Manual

Preface

Thank you for buying "Xperia™ UL" (simply called the "product" from here on). Before using your terminal, read "Basic Manual" (this manual) and "取扱説明書詳細版 (Full Instruction Manual)" (Japanese) to ensure safe use and handling.

About Operating Instructions

■ Basic Manual (this manual)

Handles only basic operations for main features. For detailed descriptions on various functions, refer to the "Instruction Manual" (Japanese) application installed on the product or "取扱説明書詳細版 (Full Instruction Manual)" (Japanese) available on the au homepage.

- Company names and product names referred to in this manual are trademarks or registered trademarks of respective companies. The TM, © marks may be omitted in this manual.

■ "Instruction Manual" (Japanese) application

This product allows you to use the "Instruction Manual" (Japanese) application on the product to confirm detailed operational procedures.

Certain functions can be directly activated from the application screens on which their operations are described.

- **From the Home screen, []▶[Instruction Manual]**
- When you activate for the first time, follow the onscreen instructions to download and install application.

4G LTE

- 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.

■ Using 災害用音声お届けサービス (Disaster Voice message service)

Disaster Voice message service is a service which allows you to record your voice and send someone you want to inform your well-being in case of a large-scale disaster.

1 au災害対策 (au Disaster Countermeasure) menu▶[災害用音声お届けサービス (Disaster Voice message service)].

- ◆Information
- Sending/Receiving voice messages is available only via LTE/3G network. Turn off wireless LAN (Wi-Fi®) before use.
- Voice message can be recorded for up to 30 seconds.
- Voice messages cannot be saved or played if the phone memory does not have available memory.

Do you have everything?

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

- Xperia™ UL
- Sony Mobile AC adapter 05 (EP880)*1
- Desktop Holder (SOL22PUA)*1
- 1Seg antenna cable (EC220)
- Stereo Headset with Microphone (Sample)
- Battery pack (BA800)
- microSD memory card

- <AC adapter>
- <microUSB cable>
- 取扱説明書 (Instruction Manual) (Japanese)
- Xperia™ ULのご利用にあたっての注意事項 (Cautions on using Xperia™ UL) (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)

- The following items are not included in the package.
- *1 Including warranty

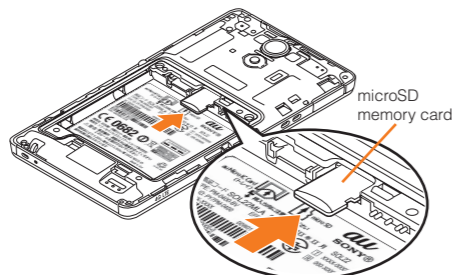
- Do not lose the au Micro IC Card (LTE) after it has been removed.

Attaching/Removing microSD memory card

Before attaching/removing the microSD memory card, make sure to turn off the product and remove the battery cover and the battery pack. Do not attach the AC adapter.

■ Attaching microSD memory card

- 1 Confirm the orientation of the microSD memory card and slowly insert it in the direction of the arrow. Insert the microSD memory card with contact side down.



- 2 Attach the battery pack and the battery cover, and press each tab to close firmly.

- ◆Information
- Insert a microSD memory card in the appropriate direction. Inserting a microSD memory card forcefully into the slot could

■ For Those Requiring an English Instruction Manual

You can download the English version of the Basic Manual 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 product, make sure to read the "Notes on usage of Xperia™ UL" to ensure correct use. Before you assume that the product is malfunctioning, check for possible remedies in the following au Customer Support site of our homepage:

http://cs.kddi.com/support/komatta/kosho/index.html

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.
- Since this product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though LTE/CDMA/GSM/UMTS system has highly secure confidential communication features.)
- This product is compatible with the international roaming service. Each network service described in this manual varies

Getting Ready

Names and functions of parts

- 1 Headset connection terminal
- 2 Whip antenna: Extend it when watching TV (1Seg).
- 3 Front camera
- 4 Proximity sensor: Switches touch panel on and off to prevent from erroneous operation during a call.
- 5 Earpiece
- 6 Light sensor: Auto-control for display brightness
- 7 Infrared data port
- 8 Display (Touch panel)
- 9 Notification LED: Notifies charging status, missed calls, mail reception.
- 10 Power key/ Screen lock key: []
- 11 Volume key/ Zoom key: [] []
- 12 Camera key: [] (Activates the camera, works as a shutter when shooting.)

result in failure to remove the microSD memory card or damage.

■ Removing microSD memory card

- 1 While pressing the microSD memory card with your fingertip, slide it out.
- 2 Attach the battery pack and the battery cover, and press each tab to close firmly.

Charging

When you purchase your product, the battery pack is not fully charged. Make sure to charge the battery pack before use.

◆Information

- 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, see the status bar in the top of the Home screen. Alternatively, from the Home screen, []▶[Settings]▶[About phone]▶[Status] and see "Battery level". When charging is complete, "100%" is shown.
- When you start charging the battery with the product powered off, the power turns on even though operation is not available. Do not charge the battery in a place where the use is prohibited such as in airplane or hospital.
- It may take longer to complete for charging with a PC or while using the camera function.

■ Charging with the AC adapter

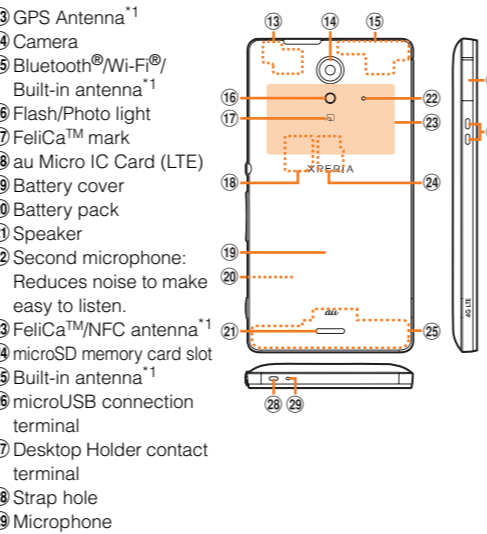
- 1 Open the microUSB connection terminal cover of the product and insert the microUSB plug of the microUSB

depending on the area and service content. For details, refer to the "Instruction Manual" (Japanese) application installed on the product 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.
- The IMEI information 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.
- To use it overseas, check the condition such as regulations of the country/region in advance.
- When the product is used by a child, parents or guardians should thoroughly read the "Basic Manual" "Cautions on using Xperia™ UL" and "Specific Absorption Rate (SAR) of cell phones" 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. Failure to do so might 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.



Attaching/Removing the battery pack

Before attaching/removing the battery pack and battery cover, turn off the product. Do not attach the AC adapter. Use a dedicated battery pack and attach it properly.

cable straight into the microUSB connection terminal of the product, with the USB symbol () facing up.

- 2 Insert the USB plug of the microUSB cable straight into the microUSB connection terminal of the AC adapter. Then plug the AC adapter into the wall outlet. Notification LED lights.

- 3 When charging is complete, remove the microUSB plug of the microUSB cable from the product 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 of the product and insert the microUSB plug of the microUSB cable straight into the microUSB connection terminal of the product, with the USB symbol () facing up.

- 2 Insert the USB plug of the microUSB cable into the USB port of a PC. Notification LED lights.

When a confirmation screen for installation of PC Companion software appears on the product, tap "Skip". When a screen for new hardware detection etc. appears on the PC, select "Cancel".

- 3 When charging is complete, remove the microUSB plug of the microUSB cable from the product and close the microUSB connection terminal cover.

- 4 Remove the USB plug of the microUSB cable from the USB port of the PC.

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 Communications Japan, inc.

Using au災害対策 (au Disaster Countermeasure)

You can use 災害用伝言板 (Disaster message board) or emergency early warning mail (Emergency earthquake information, disaster evacuation information, tsunami warning) and 災害用音声お届けサービス (Disaster Voice Delivery Service).

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

au災害対策 (au Disaster Countermeasure) menu appears.

■ Attaching the battery pack

- Be sure to check the au Micro IC Card (LTE) is certainly attached and then attach the battery pack.

- 1 Insert a fingertip into the gap on the side of the battery cover and lift it up in the arrow direction ().

- 2 Align the terminals of the product with those of the battery pack and insert the battery pack in the direction of the arrow ().

■ Using Disaster Message Board

Disaster Message Board service enables you to register information of well-being from an area of distress via LTE NET in case of large-scale disaster such as earthquake with a seismic intensity of over 6 lower.

- 1 au災害対策 (au Disaster Countermeasure) menu▶[災害用伝言板 (Disaster message board)].

◆Information

- To register information of well-being, E-mail address (~ezweb.ne.jp) is required. Set up E-mail address beforehand.

■ Using emergency early warning mail

The emergency early warning mail is a service that distributes emergency earthquake information or tsunami warning delivered from the meteorological bureau or disaster evacuation information delivered from the government or local public organization 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. When you receive a tsunami warning, draw away from sea coast immediately and evacuate to safe place such as upland or well-built high building.

- 1 au災害対策 (au Disaster Countermeasure) menu▶[緊急速報メール (emergency early warning mail)].

◆Information

- Reception of emergency early warning mail is notified by a special warning tone. It is not possible to change the warning tone.

- 3 Check the orientation of the battery cover and attach it to fit the product (). Push each tab to close firmly ().

■ Removing the battery pack

- 1 Remove the battery cover and put your fingertip in the concave on the product, then lift the battery pack in the direction of the arrow ().

- 2 Check the orientation of the battery cover and attach it to fit the product. Push each tab to close firmly.

■ Charging with the Desktop Holder

- 1 Insert the microUSB plug of the microUSB cable straight into the microUSB connection terminal of the Desktop Holder, with the USB symbol () facing up.

- 2 Insert the USB plug of the microUSB cable straight into the microUSB connection terminal of the AC adapter. Then plug the AC adapter into the wall outlet.

- 3 Place the product onto the Desktop Holder (), (). Notification LED lights.

- 4 When charging is complete, remove the product from the desktop holder and disconnect the AC adapter from the outlet.

- Emergency earthquake information may not arrive before strong tremors in areas near the epicenter.
- Tsunami warning is a notification delivered from the meteorological bureau (major tidal wave, seismic sea wave) to the area including target coast.

- 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.

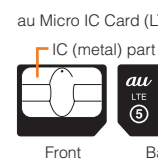
- Emergency early warning mail may not be received when your cell phone is communicating such as while sending/receiving SMS/e-mail or using the browser, or if you are in a place where signal does not reach even in the service area (e.g. in a tunnel, basement) or in a place with a poor reception.

- You cannot receive the emergency early warning mail that the reception is failed.

au Micro IC Card (LTE)

Your phone number etc. is recorded in the au Micro IC Card (LTE).

The product supports only with au Micro IC Card (LTE). You cannot use the product with an au IC-card switched from an au cell phone or au smartphone.



Attaching/removing the au Micro IC Card (LTE)

Before attaching/removing the au Micro IC Card (LTE), make sure to turn off the product and remove the battery cover and battery pack. Do not attach the AC adapter.

■ Attaching the au Micro IC Card (LTE)

- 1 Use your fingernail to pull the projection on the edge of the tray (), and slide the tray straight out.

◆Information

- You cannot charge the battery by connecting the Desktop Holder to a PC.

Turning your terminal on (Initial settings)

Turning the power on

- 1 [] (over 1 sec)
The unlock screen appears.
- 2 Drag " " (left) to " " (right)



■ Turning the power off

- 1 [] (over 1 sec)
- 2 [Power off]▶[OK]

Initial settings

The first time the product turns ON, the initial setting screen appears automatically. Follow the onscreen instructions to set Language, each function, service, etc. For details, refer to "Setting Guide".

◆Information

- Setup items can be set or changed later as required. To make the settings later, from the Home screen, []▶[Settings]▶[Language & input]▶[Language], or from the Home screen, []▶[Settings]▶[Setup guide], or []▶[au Easy Setting].

Screen Lock

When the screen lock is set, the screen light turns off to avoid the keys or touch panel from false operations.

- When the specified time elapses, the product screen light turns off and screen lock is activated.

1 While the screen is displayed, [○]

■ Unlocking screen

The unlocking screen appears when turning the power on or the backlight on by pressing [○].

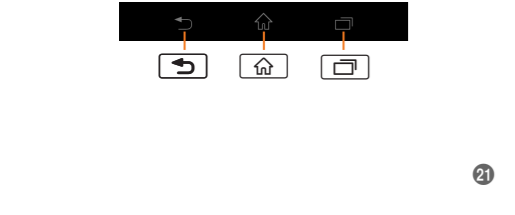
1 Drag " " (left) to " " (right).

- Information**
- Drag [📷] (right) to [📷] (left) to activate the camera to shoot without unlocking the screen.

Basic Operation

Key icons

The followings are the main functions of [🏠], [🏠], [📁] keys located at the bottom of the screen.



◆Information

- When you set screen lock to "Slide", slide the status bar downward to check the Notification panel without unlocking the screen.

■ Notification LED

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

Status	Description
Red	The battery is charging when the remaining battery level is 14% or lower.
Orange	The battery is charging when the remaining battery level is 15% - 89%.
Green	The battery is charging when the remaining battery level is 90 % or higher.
Flashing red	The battery is charging when the remaining battery level is 14% or lower.
Flashing green	New Gmail, new PC mail or new SMS arrives while backlight is off.
Flashing blue	New mail arrives while the backlight turns off.

◆Information

- When the remaining battery is not sufficient for turning the product ON, pressing [○] makes LED flash red.

■ Checking own phone number

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

2 [About phone]►[Status].

[⏪]	Return to the previous screen. Close a dialog box, menu, the Notifications panel or keyboard.
[🏠]	Display the Home screen.
[📁]	Recently used applications appear on a list. Tap a thumbnail to activate or flick left or right to delete from the list.

Using the touch panel

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

■ **Tap/Double-tap**
Tap: Gently touch a screen and then immediately release your finger. Double tap: Tap the same position twice.

■ **Long-touch**
Keep touching an item with your finger.

■ Slide

While your finger is gently touching the screen, trace it to the desired direction to move over.

■ Flick

Operate the screen by quickly moving (flicking) your finger up, down, right, or left.

■ Pinch

Touch the screen with two fingers and widen (pinchout) or narrow (pinch-in) the fingers' distance.



The phone number of the product is shown under "My phone number".

◆Information

- Alternatively, from the Home screen, tap [📁]►[Contacts]►[Myself] to check your phone number.

■ Setting the Silent Mode

Set the ringtone volume to 0. Note that setting the product to Silent mode does not mute sounds for shutter, playback of video or music, alarm, etc. And volume up for ringtone or notification tone cancels Silent mode.

1 [○] (over 1 sec)

2 [🔇]/[🔇]

Tap [🔇] to set mute (ringtone volume 0) and tap [🔇] to set vibrator.

◆Information

- Alternatively, from the Home screen, [📁]►[Settings]►[Sound]►[Silent mode]►[Off]/[Vibrate]/[Mute] 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, NFC R/W P2P function) are turned off.

1 [○] (over 1 sec.) ►[Airplane mode]

◆Information

- Alternatively, from the Home screen, [📁]►[Settings]►[More...]►[Mark/Unmark [Airplane mode]] to switch the airplane mode on/off.



■ Downloading and updating software

Update files can be downloaded from the Internet web site via wireless communication into the product directly.

- To download software updates only via Wi-Fi®, from the Home screen, [📁]►[Update Center]►[📶]►[Settings]►[Preferred data traffic] and select [Via Wi-Fi only]. If you set to [Via mobile network/Wi-Fi] for updating, note that when Wi-Fi® communication becomes unstable, packet communication takes the place automatically, which may apply communication fees.

1 From the Home screen, [📁]►[Update Center].

2 [System]►[📶].

■ Connecting to a PC for updating software

You can update software using PC Companion to be installed from the product.

- Install PC Companion to your PC beforehand.

After-sales service

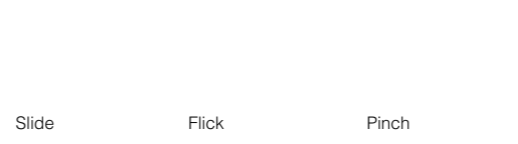
■ When asking for repair

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.

■ Drag

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



Home screen

Home screen consists of multiple screens. Slide/flick left or right to switch them. The center screen is the default screen to operate. Tap [🏠] to return to the Home screen any time.

① Home screen position

Indicates which screen of the five home screens you are in.

② Widget

③ Wallpaper

④ Media folders

(WALKMAN, Movies, Album, Camera, Music Unlimited, Video Unlimited, FM radio)

⑤ Shortcuts (Applications)

⑥ au folders (auスマートフォン/au Smart Pass), E-mail, SMS, Friends

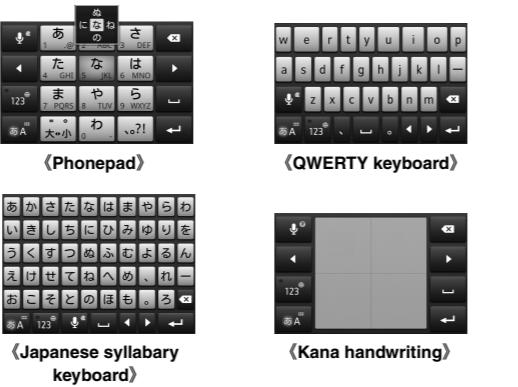


Entering characters

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

■ Switching keyboards

To input Japanese, use "Xperia Japanese keyboard" switching four input types of "Phonepad", "QWERTY keyboard", "Japanese syllabary", "Kana handwriting".



1 Tap a character input box.

2 Long-touch " "►[📵]/[📵]/[📵]/[📵].

The keyboard switches to Phonepad/QWERTY keyboard/ Japanese syllabary/Kana handwriting.



◆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 Xperia™ UL 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

Note, Uta Pass, Video Pass, LISMO Book Store, おはなしアシスタント (Talk Assist), LINE, LISMO Player, auお客さまサポート (au Customer Support), au災害対策 (au Disaster Countermeasure)

⑦ Application key

Adding to Home screen/Editing 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 Tap an area of the Home screen where no icons are displayed.

An icon appears at the top of the screen.

[🖼️] Wallpaper	Select an image from Album/Live wallpapers/Xperia™ wallpapers to replace wallpaper.
Theme	Set background image for the Home screen or settings screen.
[📁] Shortcuts	Add a shortcut of application etc.
Widgets	Select a widget to add from the list.

■ Adding a folder

1 From the Home screen, long-touch an icon.

2 Drag the icon onto another icon then release your finger.

3 Enter a folder name►[Done]



◆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 symbols (single byte/double byte), facemarks from the displayed list.
- On the Phonepad, you can enter characters by flicking a key up/down/left/right besides repeatedly tapping the key (toggle input).
- Tap [🏠] to stop entering characters and return to the previous screen.

Support

Introduction of related accessories

For details, refer to the instruction manual for each device.

- Battery pack (BA800)
- Sony Mobile AC adapter 05 (EP880)
- Desktop Holder (DK25)
- 1Seg antenna (EC220)
- Common AC Adapter 04 (0401PWA) (sold separately)
- au Carrying Case F Black (0105FCA) (sold separately)

◆Information

- For the latest information on accessories, visit the au homepage (<http://www.au.kddi.com/>) or contact the Customer Service Center.



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 support 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 Micro IC Card (LTE)

The au Micro IC Card (LTE) 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 PiPiit.

■ 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)

■ Deleting shortcuts/widgets/folders

1 From the Home screen, long-touch an icon to delete. [🗑️] appears at the bottom of the screen.

2 Drag the icon to " " then release your finger.

To delete a folder, tap "Delete" after Step 2. Shortcuts etc. in the folder are also deleted.

◆Information

- Long-touch a shortcut, widget, or folder icon to move.

Using the Applications screen

You can call up functions from the Applications screen.

Application icons installed to the product are also displayed.

■ Starting an application

When you tap application icons to use respective functions, you may incur communication charges depending on the function.

1 From the Home screen, [📁]

The Applications screen appears. Slide/Flick left or right to switch the Applications screen.

2 Tap an application to use.

■ Main applications

[📞] Phone/Contacts	[📄] Play Store
[✉️] E-mail/SMS	[📷] Camera/Album
[🌐] Browser	[📍] Maps
[⚙️] Settings	[🔍] Search



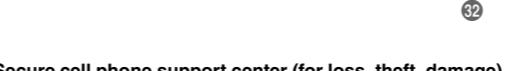
- Accessories described on this page can be purchased from the au Online Shop.

<http://auonlineshop.kddi.com/>

Troubleshooting

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

Symptom	What you should check
Power is not turned on even though [○] is pressed.	Is the battery pack charged? Is [○] pressed for over 1 second?
The power goes off	Is the battery running out?
The power turns off while activation screen is displayed.	Is the battery running out?
 (Out of service area) appears.	Is the product out of the service area or in an area where the signal is weak? Is the built-in antenna covered with finger etc.?
Cannot charge the battery pack (Notification LED does not light, the battery icon does not change into charging).	Is the power plug of the AC adapter surely inserted into the outlet? Is the battery pack attached properly?
Charging is not complete.	Is the microUSB plug of the microUSB cable surely inserted into the product? Is the temperature of the product raised or very low?



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

Non-Secure cell phone support plus members	
Spontaneous failure 1st	No recompense
Spontaneous failure 2nd	
Partially damage, water soak, irreparable damage, theft or loss	

Holding over and repair

Secure cell phone support plus members

Spontaneous failure 1st	Free of charge
Spontaneous failure 2nd	Free of charge (three-year warranty)
Partially damage	Customer charge Upper limit: 5,250 yen

Water soak, irreparable damage	No recompense
Theft, loss	

[🔔] Alarm & clock/Calendar	[📖] Instruction Manual
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■ Downloading applications

You can download applications such as convenient tools and games from the Google Play and install them to use on the product.

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

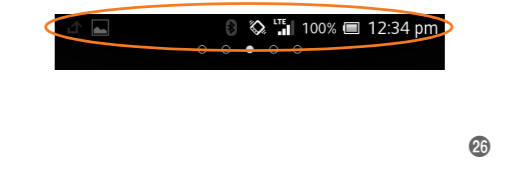
◆Information

- Some applications may not be deleted.

Knowing the status of the product

■ Status bar

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



Symptom	What you should check
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 power turned on? Is "Screen lock" set? Turn off the power and then turn it on again.
Screen response is slow when you tap on the screen/press the keys.	Screen response may be slowed down when a large amount of data is stored in the product or being transmitted between the product and a microSD memory card.
A message such as charge the battery appears.	The battery is almost dead.
Battery usage time is short.	Is the battery pack fully charged? Charge until the notification LED turns green. Is the battery pack end-of-life? Is the product used for a long period at places where [📶] (out of range) appears?
The display backlight turns off in a short while.	Is set "Sleep" period too short? Set the screen to light longer.



Non-Secure cell phone support plus members

Spontaneous failure 1st	Free of charge
Spontaneous failure 2nd	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 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.

■ Examples of notification icon