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XPERIA SOL23

Basic Manual

4G LTE

Preface

Thank you for buying "Xperia™ ●" (simply called the "product" from here on).
Before using the product, 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.
http://www.au.kddi.com/support/mobile/guide/manual/
• 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.
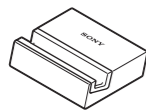
■ "Instruction Manual" (Japanese) application
This manual allows you to use the "Instruction Manual" (Japanese) application on the product to confirm detailed operational procedures.
Certain functions can be directly activated from the application screens on which their operations are described.
From the Home screen, [▦]▶[Instruction Manual] (Japanese)
• When you activate for the first time, follow the onscreen instructions to download and install application.

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■ 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/support/mobile/guide/manual/

Safety Precautions

Before you start using the product, make sure to read the "Cautions on using Xperia™ ●" to ensure correct use.
Before you assume that the product is malfunctioning, check for possible remedies in the following au Customer Support site of au homepage:
http://www.au.kddi.com/support/mobile/trouble/repair

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 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.

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• 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.
• When the product is used by a child, parents or guardians should thoroughly read the "Basic Manual" "Cautions on using Xperia™ ●" and "Specific Absorption Rate (SAR) of cell phones" and teach the child how to use it.
• Before you start using the product overseas, check the relevant laws and regulations of the country/region you visit.

■ 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.

Regarding notations used in this document

• In this manual, keys are represented by simplified illustrations such as [↩], [⌂], [▭].
❖Information
• Operations of tapping menu items/icons/buttons on the screen etc. are indicated as [(name of the item etc.)].

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• 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", "microSDHC™ memory card" and "microSDXC™ 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 Inc.

Using au 災害対策 (au Disaster Countermeasure)

You can use 災害用伝言板 (Disaster Message Board) service, 緊急速報メール (Emergency Rapid Mail) service that distributes 緊急地震速報 (Earthquake Early Warning), 災害・避難情報 (Disaster and Evacuation Information) and 津波警報 (Tsunami Warning), and 災害用音声お届けサービス (Disaster Voice Messaging Service).

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

■ Using 災害用伝言板 (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.

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■ Using 緊急速報メール (Emergency Rapid Mail)
Emergency Rapid Mail is a service that distributes Earthquake Early Warning or Tsunami Warning delivered from the meteorological bureau or Disaster and Evacuation Information delivered from the government or local public organization to all au cell phones in specified areas simultaneously.
When you receive Earthquake Early Warning, 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 Rapid Mail)]

❖Information
• Reception of Emergency Rapid Mail is notified by a special warning tone. It is not possible to change the warning tone.
• Earthquake Early Warning may not arrive before strong tremors in areas near the epicenter.
• Tsunami Warning is a major tidal wave/seismic sea wave notification delivered from the meteorological bureau to the area including target coast.
• Disaster and 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 Rapid 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.

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• Refer to the Japan Meteorological Agency web page for details about distribution of Earthquake Early Warning.
http://www.jma.go.jp/
• You cannot receive Emergency Rapid Mail when your cell phone is turned off or during a call.
• Emergency Rapid Mail may not be received when your cell phone is communicating such as while handling/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 Rapid Mail that the reception is failed.
• This delivery system is different from Earthquake Early Warning provided through TV, radio, or other communication procedures, which means that the time the Earthquake Early Warning 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 Messaging Service)
Disaster Voice Messaging 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 Messaging Service)]

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

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Do you have everything?

Before your start using the product, make sure that you have all the following packaged with the product.
• Xperia™ ● (with battery cover)*1
• Desktop Holder (SOL23PUA)*1

*1 Including warranty

*1 Including warranty
• 取扱説明書 (Instruction Manual) (Japanese)
• Xperia™ ●のご利用にあたっての注意事項 (Cautions on using Xperia™ ●) (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.
• microSD memory card
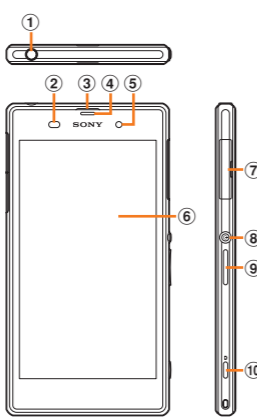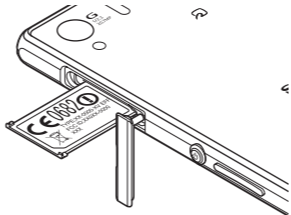• AC adapter
• Earphones
• microUSB cable

❖Information
• Purchase a specified charger (sold separately).
• Illustrations used in this manual are just images for explanations. They may be different from actual ones.

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Getting Ready

Names and functions of parts
① Headset connection terminal
② Proximity sensor: Switches touch panel on and off to prevent from erroneous operation during a call.
③ Earpiece
④ Notification LED: Notifies charging status, missed calls, mail reception.
⑤ Front camera
⑥ Display (Touch panel)
⑦ au Micro IC Card (LTE) slot
⑧ Power key/Screen lock key: ⦿
⑨ Volume key/Zoom key: ◁▷
⑩ Camera key: 🄲 (Activates the camera, works as a shutter when shooting)
⑪ Camera
⑫ Infrared data port
⑬ Second microphone: Reduces noise to make easy to listen.
⑭ NFC (FeliCa™ compatible) antenna*1

⑮ GPS/Built-in antenna*1
⑯ Flash/Photo light
⑰ Built-in antenna*1
⑱ ꞈmark
⑲ Wi-Fi®/Bluetooth® antenna*1
⑳ microSD memory card slot
㉑ microUSB connection terminal
㉒ Desktop Holder contact terminal
㉓ Strap hole
㉔ Microphone/Speaker
*1 The antenna is built in. Covering around the antenna by the hand may affect the quality of call/communication.

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au Micro IC Card (LTE)

Your phone number etc. is recorded in the au Micro IC Card (LTE).
The product is compatible only with au Micro IC Card (LTE). You cannot use the product with an au IC-card or micro au IC card switched from an au cell phone or au smartphone.
Do not insert an au Nano IC Card (LTE) with a conversion adapter. Doing so may cause a fault.

au Micro IC Card (LTE)
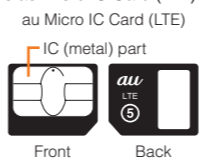IC (metal) part
au LTE ⑤
Front   Back

CE mark and FCC ID

1 Open the au Micro IC Card (LTE) slot cover, and insert a fingernail into the hook at the edge of the label tray, then pull it out straight.

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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.

❖Information
• Note the following points, otherwise handling the au Micro IC Card (LTE) may cause malfunction or damage.
・Do not touch the IC (metal) part of the au Micro IC Card (LTE) or the IC card terminal inside the product.
・Insert in the correct direction.
・Do not use force to attach or remove.
• Do not lose the au Micro IC Card (LTE) after it has been removed.

■ Attaching the au Micro IC Card (LTE)
1 Hook the projection (❶) of the tray with your fingernail and slide the tray straight out, then insert the au Micro IC Card (LTE) with IC (metal) side facing down into the tray and press the tray with the card all the way
Insert au Micro IC Card (LTE) with the notch facing out.

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

■ Removing au Micro IC Card (LTE)
1 Hook the projection of the tray with your fingernail and slide the tray straight out, then while pressing the au Micro IC Card (LTE) with tip of your finger, slide it out
2 Press the tray all the way into the end, and attach the battery pack and the battery cover, and press each tab to close firmly

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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 insert it in the direction of the arrow
Insert the SD memory card with contact side down.

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

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

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■ Removing microSD memory card
1 While pressing the microSD memory card with tip of your finger, 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 the battery charge reaches 100 percent, "100%" is shown on the status bar, "Battery level" and the unlock screen.
• When the battery level becomes 14 percent or less, a pop-up window "Connect charger" appears. Tap "Battery info" to check battery usage.
• 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.

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■ Charging with the Desktop Holder
Charging with the supplied Desktop Holder (SOL23PUA) and Common AC adapter 04 (sold separately) is explained.
1 Insert the microUSB plug of Common AC adapter 04 (sold separately), with the printed side (▲) facing up, straight into the microUSB connection terminal of the Desktop Holder
2 Insert the power plug of Common AC adapter 04 (sold separately) into an outlet
3 Place the product onto the Desktop Holder
Notification LED lights on the product.
4 When charging is complete, lift the product to remove while pressing the Desktop Holder
5 Remove the Common AC adapter 04 (sold separately) from the outlet

■ Charging with the AC adapter
Charging with Common AC adapter 04 (sold separately) is explained.
1 Open the microUSB connection terminal cover of the product and insert the microUSB plug of Common AC adapter 04 (sold separately), with the printed side (▲) facing up, straight into the microUSB connection terminal of the product
2 Insert the power plug of Common AC adapter 04 (sold separately) into an outlet
Notification LED lights on the product.
3 When charging is complete, remove the microUSB plug of Common AC adapter 04 (sold separately) from the product and close the microUSB connection terminal cover firmly
4 Remove Common AC adapter 04 (sold separately) from the outlet

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❖Information
• You cannot charge the battery by connecting the Desktop Holder to a PC.

■ Charging with a PC
The followings describe charging procedure by connecting the product to chargeable USB port on a PC using the microUSB cable of Sony Mobile AC adapter 05 (sold separately).
1 Open the microUSB connection terminal cover and insert the microUSB plug of the microUSB cable, with the printed side (⇔) facing up, straight into the microUSB connection terminal of the product

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2 Insert the USB plug of the microUSB cable into the USB port of a PC
Notification LED lights on the product.
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 firmly
4 Remove the USB plug of the microUSB cable from the USB port of the PC

❖Information
• Installation of MTP driver to a PC is required to charge the product with a Microsoft Windows XP PC, since "USB connection mode" is set to "Media transfer mode (MTP)" by default. Install Windows Media Player 10 or later to install MTP driver.

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Turning on (Initial settings)

Turning the power on
1 ⦿ (over 1 sec)
The product vibrates and after a while the unlock screen appears.
2 Swipe the screen up or down

■ Turning the power off
1 ⦿ (over 1 sec)
2 [Power off]▶[OK]

❖Information
• Press ⦿ for over 1 second and long-touch "Power Off" → [OK] to restart product.

Initial settings
When you turn on the product for the first time, swipe (flick) the screen up or down to unlock screen lock and follow the onscreen instructions to set language, functions, service, etc. For details, refer to "Setting Guide".

❖Information
• Setup items can be set or changed later as required. To change the language later, from the Home screen, [▦]▶[Settings]▶[言語と入力 (Language & input)]▶[地域／言語 (Language)]. To make settings, from the Home screen, [▦]▶[Settings]▶[Setup guide]. To make settings for au

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service etc., from the Home screen, [▦]▶[au Easy Setting].

Screen Lock
When the screen lock is set, the backlight turns off to avoid the keys and touch panel from false operations.
• When the specified time elapses, the product's screen backlight turns off automatically and screen lock is activated.
1 While the screen is displayed, ⦿

■ Unlocking screen
The unlock screen appears when turning the power on or the backlight on by pressing ⦿.
1 Swipe (flick) the screen up or down on the unlock screen

❖Information
• By default, drag "🄲" left to activate the camera, and drag "🎵" right to activate WALKMAN.

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Basic Operation

Key icons

The followings are the main functions of ⎋ , ⌂ , ▭ keys located at the bottom of the screen.

⎋ Back	Return to the previous screen. Close a dialog box, menu, or the Notifications panel.
⌂ Home	Display the Home screen. Long-touch and drag it to " " to activate "Google" application.
▭ Recently used applications	You can display recently used applications on a list and activate or delete them from the list. Also, you can use and set small apps.

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.

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■ **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 (swipe)**
Operate the screen by quickly moving (flicking) your finger up, down, right, or left.
■ **Pinch**
Touch the screen with two fingers and widen (pinch-out) or narrow (pinch-in) the fingers' distance.
■ **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.

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① Home screen position
Indicates which screen of the five Home screens you are in.
② Widgets
③ Wallpapers
④ Shortcuts (Applications)
⑤ Media folders
(WALKMAN, Movies, Album, Sony Select, Camera, FM radio, 1Seg)
⑥ 基本機能フォルダ (Basic functions folder)
(LISMO Player, YouTube, Maps, Alarm & Clock, Calendar, Infrared, Settings)
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, folders, etc. on the Home screen.
• You can add wallpapers by downloading from websites.
1 Long-touch an area of the Home screen where no icons are displayed
Alternatively, pinch-in on the Home screen.
2 WIDGETS | Add a widget on the Home screen.

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APPS		Add a shortcut of an application, a setting screen, etc. on the Home screen.
WALLPAPERS	Album	Select an image from albums to set as a wallpaper. • To set image range, drag or pinch to adjust cropping area and tap "Crop".
	Live Wallpapers	Select a content from albums to set as a wallpaper.
	(Xperia™'s Wallpaper)	Select an image to set as a wallpaper. • Images displayed to the right of "Albums"/"Live Wallpapers" are "Xperia™'s Wallpaper".
THEMES		Set the Home screen image or the unlock screen image.

■ **Adding a folder**
1 From the Home screen, long-touch an icon
2 Drag the icon onto another icon
3 Enter a folder name▶[Done]
■ **Deleting shortcuts/widgets/folders**
1 From the Home screen, long-touch an icon or a folder you want to delete
 appears at the bottom of the screen.

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2 Drag the icon or the folder to " "
To delete the 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.
• When you tap application icons to use respective functions, you may incur communication charges depending on the function.
■ **Starting an application**
1 From the Home screen, [ ]
The Applications screen appears. Slide or 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		Google, Voice Search
	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 appear to inform missed calls, new mails, operations in progress, etc., and on the right, status icons appear to indicate the status of the product.

■ **Examples of notification icon**

	New Gmail message
	New PC mail message
	New E mail (@ezweb.ne.jp) message

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	New SMS/Receiving notification service message, New Receiving notification
	Talking[1], Calling[1], Receiving
	Missed call
	Green Heat energy saving icon (Remove the AC adapter from the power outlet)
	USB connecting
	Wi-Fi®open network available

[1] Appears when switched to another screen such as the Home screen.

■ **Main status icons**

	Signal level (Level 4, Out of service area)
	Data communication status (LTE available, 3G available)
	Battery level (100%, Charging)
	Silent mode (Vibration, Mute)
	Airplane mode is activated.
	Wi-Fi®connected, Wi-Fi®communicated

■ **Notification panel**
If any notification icons are displayed, slide down the status bar to open the Notification panel. You can check details of notification icons or start corresponding applications.
❖**Information**
• To delete a notification, tap "Clear" or flick the notification left or right to delete from the list.

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• Some notifications may not be deleted depending on the content.
• When you set screen lock to "Swipe", 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, new mails, 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 remaining battery level is 14% or lower.
Flashing white	Indicates missed call, New Gmail message, new PC mail message, new SMS message.[1]

[1] Notification LED flashes when unlock screen is displayed, backlight turned off and screen lock is disabled.

❖**Information**
• When the remaining battery is not sufficient for turning the product ON, pressing ◎ makes LED flash red three times.
• When you start charging with the product powered off, the notification LED turns in red. When the status of battery appears on the display, however, the notification LED lights in color for indicating the battery level.

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• While using the "Album" application or "WALKMAN" application, the notification LED turns on according to the contents. Also, when receiving a call, it flashes according to the themes color of screen settings.
■ **Checking own phone number**
1 From the Home screen, [ ]▶[Settings]
2 [About phone]▶[Status]
The phone number of the product is shown under "My phone number".
❖**Information**
• Alternatively, from the Home screen, [ ] ▶[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 adjusting the volume of "Ringtone & notifications" in Sound settings or pressing upper part of ◁ ▷ cancels Silent mode.
1 ◎ (over 1 sec)
2 [/]
Tap " " to set mute (ringtone volume 0) and tap " " to set vibrator.
❖**Information**
• Slide the status bar downward and tap " " to set vibrator or tap " " to set mute (ringtone volume 0).
■ **Setting Airplane mode**
When airplane mode is set, all wireless functions (phone, packet communication, Wi-Fi® function, Bluetooth® function, NFC R/W P2P function) are turned off.

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1 ◎ (over 1 sec) ▶[Airplane mode]
❖**Information**
• Slide the status bar downward and tap "Airplane" to switch the airplane mode on or off.

Entering characters

Use software keyboard to enter characters.
The software keyboard appears when you tap the entry field for registering a contact, composing a mail, etc.
■ **Switching keyboards**
To input Japanese, use "Xperia™ Japanese keyboard" switching five input types of "Phonepad", "QWERTY keyboard", "Japanese syllabary", "Kana handwriting", "Kanji handwriting".
1 Tap a character input box
Phonepad is set for portrait screen and QWERTY keyboard is for landscape screen by default.
2 Long-touch " "
Tap " " for Kanji handwriting.
3 [/ / /]
The keyboard switches to Phonepad/QWERTY keyboard/ Japanese syllabary/Kana handwriting/Kanji handwriting.
❖**Information**
• Word suggestions or direct conversion candidates for the entered characters appear. Tap a word to enter.
• Tap " " to delete the character before the cursor.

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• Long-touch " " to enter symbols (single byte/double byte), facemarks from the displayed list. Tap " " for Kanji handwriting.
• On the Phonepad, you can enter characters by flicking a key up/down/left/right besides repeatedly tapping the key (toggle input).
• Tap " " at the bottom left of the screen to hide the software keyboard.

Support

Introduction of related accessories

For details, refer to the instruction manual for each device.
• **Desktop Holder (SOL23PUA)**
• **au Carrying Case F Black (0105FCA) (sold separately)**
• **Sony Mobile AC adapter 05 (EP880) (sold separately)**
• **Common AC Adapter 04 (0401PWA) (sold separately)**

❖**Information**
• For the latest information on accessories, visit the au homepage (**http://www.au.kddi.com/**) or contact the Customer Service Center.
• Accessories described on this page can be purchased from the au Online Shop. **http://auonlineshop.kddi.com/**

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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 when charging).	Is the battery pack attached properly?
	Is the specified charging equipment (sold separately) attached properly?
Charging is not complete.	Is the temperature of the product raised or very low?
Cannot operate touch panel as intended.	Are you operating with gloved hands?
	Are you operating with a fingernail or foreign object on the screen?

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Symptom	What you should check
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.	When a large amount of data is saved in the product or transferring large-size data between the product and microSD memory card, the screen response may be delayed.
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?
Display is dark.	Is "Brightness" set to dark?
	Is the proximity sensor covered by sticker?

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Symptom	What you should check
Cannot recognize a microSD memory card.	Is the microSD memory card inserted properly?
	Is the microSD memory card unmounted?

For more details, visit au Customer Support site of au homepage. **http://www.au.kddi.com/support/mobile/trouble/repair**

Updating Software

You can update the product to the most recent software for optimal performance and to get the latest enhancements.
• You are charged for data communication when connecting to the Internet from the product by using packet communication.
• You are recommended to back up your data before updating software.
• For details, visit **http://www.sonymobile.co.jp/support/** or refer to the "Instruction Manual" (Japanese) application or "取扱説明書詳細版 (Full instruction manual)" (Japanese) available on au homepage.
■ **Downloading and updating software**
Update files can be downloaded from the Internet web site via wireless communication into the product directly.
• To download software updates only via Wi-Fi®, from the Home screen, [ ]▶[ツール (Tool)]▶[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.

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1 From the Home screen, [ ]▶[ツール (Tool)]▶[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.

❖**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™ ● 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 items filled in on the warranty card, and be sure to keep it in a safe place.
■ **Secure cell phone support plus LTE**
An after-sales service membership program on a monthly basis called "Secure cell phone support plus LTE" (monthly fee: 399 yen including tax) is available for using your au cell phone for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For details of this service, refer to au homepage or contact Secure cell phone support center.
❖**Information**
• You can apply for membership only at the time of purchasing your au cell phone.
• Once you cancel the membership, you cannot reapply for it until you purchase an au cell phone next time.
• Note that when changing the model or purchasing an extra cell phone, this service only covers the most recently purchased au cell phone.

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

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

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

Non-Secure cell phone support plus LTE members

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

Holding over and repair
Secure cell phone support plus LTE members

Spontaneous failure 1st year	Free of charge
Spontaneous failure 2nd year or later	Free of charge (three-year warranty)
Partially damage	Customer charge Upper limit: 5,250 yen
Water soak, irreparable damage	Customer charge 10,500 yen
Theft, loss	No recompense

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Non-Secure cell phone support plus LTE members

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

* 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
• 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.

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Main specifications

Display	Approx. 5.0 inches TFT 16,777,216 colors 1,080 x 1,920 dots
Weight	Approx. 145 g (with battery pack)
Dimension (W x H x T)	Approx. 71 mm x 135 mm x 10.5 mm
Continuous call time	In Japan	Approx. 910 min.
	Overseas (GSM)	Approx. 570 min.
Continuous stand-by time	In Japan	Approx. 440 hours (LTE) Approx. 480 hours (3G)
	Overseas (GSM)	Approx. 520 hours
Charging time	Using Common AC Adapter 04 (sold separately): Approx. 140 min.
Continuous 1Seg viewing time	Approx. 280 min.
Continuous tethering time	Approx. 300 min. (LTE on WAN) Approx. 460 min. (3G on WAN)

❖**Information**
• The continuous call time, continuous stand-by time, continuous 1Seg viewing time and continuous tethering time may drop to less than half depending on the battery charging status, usage environment such as temperature, reception condition at the location where the product is used, and the function settings.

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