



Get to Know  
Your Phone

SONY®  
XPERIA® Z4v

# Setting Up Your Phone

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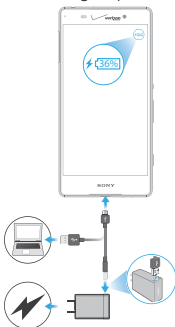
Welcome to Verizon Wireless. You're now part of a growing movement that's about speed, signal and strength. This guide will show you how to set up and use your phone, access special features, and find help.

## Charge the Phone

Before turning on your phone, charge it fully.

1. Insert the small end of the USB cable into the USB/Charger Port.
2. Insert the other end into the power adapter, and then plug the power adapter into an electrical outlet.

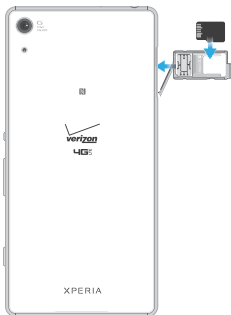
**WARNING!** Please use only an approved charging accessory to charge your phone. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your device and void the warranty.



## Optional: Insert the microSD Card

1. With the phone facing down, open the Memory/SIM card slot cover. Using a fingernail, pull out the SIM card and memory card slot.
2. Carefully slide the micro SD card into the memory card slot with the gold contacts facing up.
3. Push the Memory/SIM card slot back into place. Close the Memory/SIM card slot cover.

NOTE: The microSD card is sold separately.

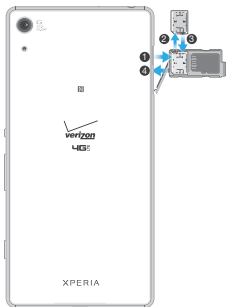


## Optional: Replace the SIM Card

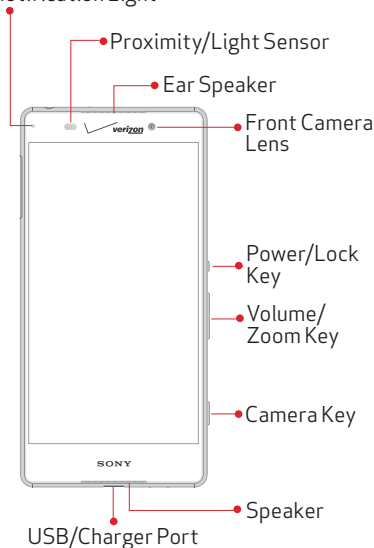
Your phone comes with the SIM card already installed.

If you need to replace the SIM card:

1. With the phone facing down, open the Memory/SIM card slot cover. Using a fingernail, pull out the Memory/SIM card slot.
2. Remove the SIM card.
3. Carefully insert the new 4G LTE SIM card into the SIM card slot with the Verizon logo facing down.
4. Push the Memory/SIM card slot back into place. Close the Memory/SIM card slot cover. Follow the onscreen instructions to restart the device.

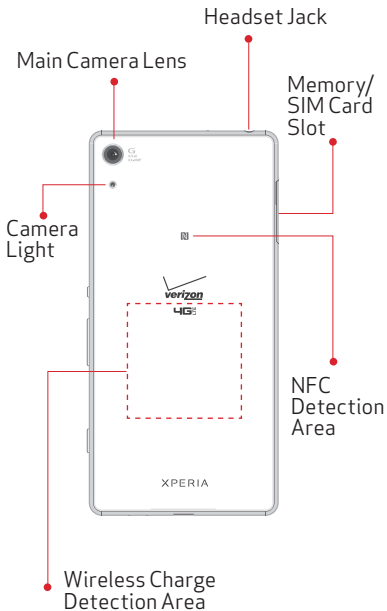


Charging light/  
Notification Light



NOTE: Devices and software are constantly evolving—the screen images and icons you see here are for reference only.

CAUTION: After using your device in water, it's important that the USB/Charger port is completely dry before a USB cable is inserted into it. To remove moisture from the USB/Charger port, shake your device several times with the USB/Charger port facing downwards and then use a micro-fibre cloth to wipe the device dry. If moisture is still visible in the USB/Charger port, repeat the shaking and drying procedure.



# Using Your Phone

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## Turning Your Phone On/Off

It's important to fully charge the battery before turning on your phone.

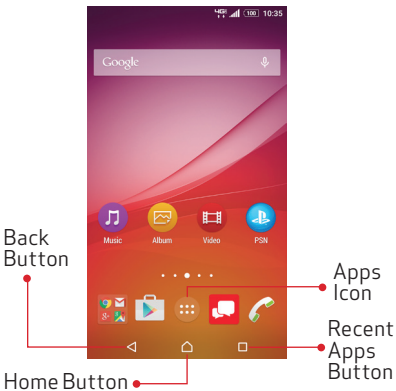
### To turn on your phone

🔌 Press and hold the **Power/Lock** key on the right side of your phone.

### To turn off your phone

1. 🔌 Press and hold the **Power/Lock** key until the Device options screen appears.
2. Tap **Power off**.

## Home Screen



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## Setup Wizard

When you turn on your phone for the first time, you have the option to quickly set up email accounts, sync contacts that you have backed up with Verizon Cloud, turn on location services, and more. Simply follow the onscreen instructions to complete the initial setup of your phone.


## Locking and Unlocking Your Phone

Prevent accidental key presses by locking your phone.

### To lock your phone



 Press the **Power/Lock** key. Your phone will also lock automatically if you haven't used it for a while.

### To unlock your phone

 Press the **Power/Lock** key to wake the screen. Then swipe your finger upwards on the screen.

For added security, you can set up a screen lock such as a lock pattern or numeric PIN.

### To set up a screen lock

1.  →  From the Home screen, tap **Apps** → **Settings** → **Security** → **Screen lock**.



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2. Select the kind of screen lock you want to use and follow the instructions.

## Using the Touch Screen

Use touch gestures to move around the screen, open menus, select items, zoom in or out on web pages, and more.

**Tap**—Tap to open or select an item, mark or unmark a checkbox or option, or enter text using the on-screen keyboard.

**Swipe**—Swipe by quickly sliding your finger in any direction.

**Flick**—Flick to scroll quickly, for example, in a list or on a web page. You can stop the scrolling movement by tapping the screen.

**Drag**—Drag by touching an item and sliding it to a new position, activate an item-specific menu, or activate selection mode.




**Double-Tap**—Tap two times rapidly to zoom in or out on a web page or picture.

**Multi Touch**—Pinch or spread your thumb and index finger to zoom in or out.



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## Making a Call

1.  From the Home screen, tap the **Phone** icon.
2.  Tap the **Dialpad** icon to display the dialpad.
3. Enter the number you want to call or the first letters of the contact's name and select the contact.
4.  Tap the **Call** icon to place the call.




## Advanced Calling

You can make High-Definition Voice and Video Calls, and surf the web while you talk on the phone when you add Advanced Calling to your line. Visit [verizonwireless.com/AdvancedCalling](http://verizonwireless.com/AdvancedCalling) to learn how.

## Receiving a Call



 Tap the **Answer** icon to answer an incoming call.

## Setting Up Voice Mail

1.  Tap the **Phone** icon on the Home screen.
2.  Tap the **Dialpad** icon to display the dialpad.
3.  Dial **\*86** and tap **Call** icon.





4. Follow the instructions to select the language, set up your voice mail password, and more.

## Checking Voice Mail

1.  →  From the Home screen, tap **Phone** → **Dialpad**.
2. Touch and hold **1**.
3. When you hear a greeting, tap **#** to interrupt.
4. Follow the instructions.




NOTE: Voice mailboxes not set up within 45 days will be canceled. Your voice mailbox is not password protected until you create a password by following the setup tutorial.

## Sending a Text



1.  →  →  From the Home screen, tap **Apps** → **Message+** → **Compose**.
2. Enter the name or number of the person you want to send the message to and you'll see matching contacts. Or just enter a phone number.
3. Tap the message area and enter your message.
4.  To add an attachment to your message, tap the **Add** icon.
5. Review your message and tap **Send**.

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## Taking Photos


1.  →  From the Home screen, tap **Apps** → **Camera**. You can also press and hold **Camera Key** to activate the camera.
2. Use the phone's screen as a viewfinder to set up your shot.
3. Tap the onscreen icons to use various camera options and settings.
4. You can also tap the screen to move the focus to a desired area of interest.
5.  Tap the onscreen **Camera** button or press the **Camera Key** fully down.

## Setting Up Email


1.  →  From the Home screen, tap **Apps** → **Email**.
2. Enter your email address in the **Email address** field.
3. Enter your password in the **Password** field and tap **Next**.
4. At the **Account setup** screen, name the account and enter how you want your name to appear on outgoing messages.
5. Tap **Next** to save the new account.

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## Play Store

 From the Home screen, tap the **Play Store** icon. Sign in using your Google™ account. Then browse or search for apps.



## Viewing Apps

 From the Home screen, tap the **Apps** icon.

## Adding Apps

1.  From the Home screen, tap the **Play Store** icon.
2. Find and tap the app that you want.
3. Tap **Install** or the price button. Review which settings the app will have access to.
4. Tap **Accept** to download and install the app.

## Removing Apps



1.  From the Home screen, tap the **Apps** icon.
2. Swipe in from the left edge of the screen and choose **Uninstall**.
3.  Tap the red X next to the app you want to uninstall.

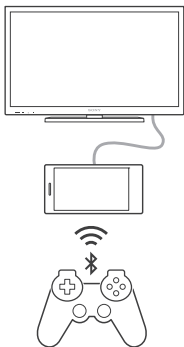
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## Using DUALSHOCK™4 wireless controller

You can play games stored on your phone on a TV and control the games using a DUALSHOCK™4 wireless controller.

To connect a DUALSHOCK™4 wireless controller to your phone:




1.  →  From the Home screen, tap **Apps** → **Settings** → **Xperia™ Connectivity** → **DUALSHOCK™ series**.
2. Follow the onscreen instructions to complete the connection.



# Improving Accessibility




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Adjust accessibility settings to assist users who have impaired vision or hearing, or reduced dexterity.

1.  →  →  From the Home screen, tap **Apps** → **Settings** → **Accessibility**.
2. Tap a category and set the desired options to improve accessibility.

## Using TalkBack

TalkBack provides screen reading to assist people with impaired vision.

1.  →  →  From the Home screen, tap **Apps** → **Settings** → **Accessibility**.
2. Tap **TalkBack**. Then tap the **TalkBack** switch to turn it on.
3. Tap **Settings** at the top of the screen to adjust the **TalkBack** settings.

NOTE: When TalkBack is on, double-tap when you hear the item you want. (You can change to single-tap in Settings.)



# Support & More

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## My Verizon Mobile App



Manage your account, track your usage, edit account information, pay your bill and more.

## Get Help Using Your Phone



Use your Help app to get assistance at your fingertips, right from your phone.



From your computer, visit [verizonwireless.com/support](http://verizonwireless.com/support).

## Customer Service



Call (800) 922-0204.

Follow us @VZWSupport.



## More Information



To download a User Guide, go to [verizonwireless.com/support](http://verizonwireless.com/support) or call (866) 766-9374 to order a copy.

# Customer Information

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## Your Wireless Device and Third Party Services

Verizon Wireless is the mobile carrier associated with this wireless device, but many services and features offered through this wireless device are provided by or in conjunction with third parties. Verizon Wireless is not responsible for your use of this wireless device or any non-Verizon Wireless applications, services and products including any personal information you choose to use, submit or share with others. Specific third party terms and conditions, terms of use, and privacy policies shall apply. Please review carefully all applicable terms and conditions and policies prior to using this wireless device and any associated application, product or service.

## Hearing Aid Compatibility Information

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

## Using your device in wet and dusty conditions

Your smart device is waterproof and dust resistant in compliance with the Ingress Protection (IP) ratings IP65 and IP68. To view more specific IP information about your device, go to [www.sonymobile.com/us/legal/testresults/](http://www.sonymobile.com/us/legal/testresults/) and click on the relevant device name.

These specific IP ratings mean that your device is dust resistant and is protected against low pressure water stream as well as against the effects of immersion for 30 minutes in fresh (non-saline) water up to 1.5 meters deep.

Always firmly attach all covers to ensure the water and dust resistance of the device. If liquid is detected inside the device, for example, underneath one of the covers, your warranty will be void.