XPERIA XZ SOV34

Basic Manual

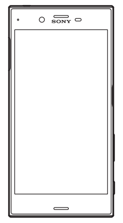
Preface

Thank you for buying "Xperia™ XZ" (simply called the "product" from here on).
Before using the product, read "Basic Manual" (this manual) for proper handling. After reading, keep this manual close at hand for your reference.

Packaged items

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

- Xperia™ XZ



- Sony Mobile TV antenna cable 02 (02SOHSA)

- 取扱説明書 (Instruction Manual) (Japanese)
- Xperia™ XZのご利用にあたっての注意事項 (Cautions on using Xperia™ XZ) (Japanese)
- 設定ガイド (Setting Guide) (Japanese)

The following items are not included in the package.

- microSD memory card
- AC adapter
- Earphones
- Desktop holder
- USB Type-C™ cable

❖Information

- Purchase a specified charger (sold separately).
- The battery is built into the product.

- Illustrations used in this manual are just images for explanations. They may be different from actual ones.

About Operating Instructions

■ "Setting Guide"/"Basic Manual" (this manual)

Handles only basic operations for main features.

■ "Basic Manual" (Japanese) app

You can use the "Basic Manual" (Japanese) app on the product to check detailed operational procedures.
Some functions can be directly activated from the explanation screen.
From the Home screen, [⠿]▶[お客さまサポート (Customer support)]▶[Basic Manual]

- When you activate for the first time, follow the onscreen instructions to download and install app. For details, refer to "Setting Guide".

■ "取扱説明書 (Full Instruction Manual)" (Japanese)

For detailed descriptions on various functions, refer to the "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/

■ For Those Requiring an English Instruction Manual

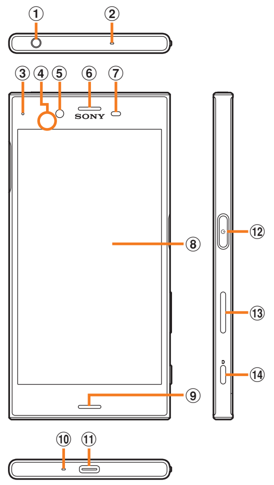
You can download the English version of the instruction manual from the au homepage.
Download URL: http://www.au.kddi.com/english/support/manual/

Regarding notations used in this document

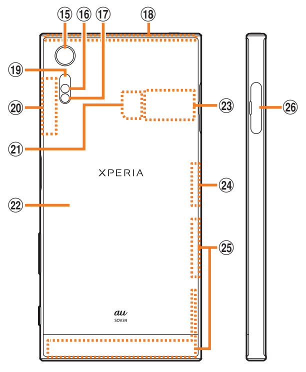
- In this manual, keys (key icons) are represented by simplified illustrations such as [◁], [⌂], [□], [⏻], [📷].
- Operations of tapping menu items/icons/buttons on the screen etc. are indicated as [(name of the item etc.)].
- In this manual, screens and operations for the product with au Nano IC Card 04 attached are described.
- 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, screen displays for the product color "Platinum" are described as examples.
- In this manual, "microSD™ memory card", "microSDHC™ memory card" and "microSDXC™ memory card" are abbreviated as "microSD memory card" or "microSD".
- All of the indicated amounts exclude tax unless otherwise specified.
- Company names and product names referred to in this manual are trademarks or registered trademarks of respective companies. The TM and ® marks may be omitted in this manual.
- "The Company" as appears in the manual refers to the following companies:
  Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
  Manufactured by: Sony Mobile Communications Inc.

Getting Ready

Names and functions of parts



① Headset connection terminal
② Second microphone[*1]: Reduces noise to make easy to listen
③ Notification LED
④ NFC/Osaifu-Keitai position for holding over[*2]
⑤ Front camera
⑥ Earpiece/Speaker
⑦ Proximity/Light sensor: Switches touch panel on and off to prevent from erroneous operation during a call/Auto-control for display brightness
⑧ Display (Touch panel)
⑨ Speaker
⑩ Microphone
⑪ USB Type-C connection terminal
⑫ [⏻] Power key/Screen lock key/Fingerprint sensor
⑬ Volume key/Zoom key
⑭ [📷] Camera key



⑮ Camera lens
⑯ RGBC-IR sensor: Detects element of lighting source for shooting environment to adjust white balance automatically when shooting.
⑰ Flash/Photo light
⑱ GPS/Built-in antenna[*3]
⑲ Laser AF sensor: Detects distance from an object when shooting to focus a camera on automatically.
⑳ Wi-Fi®/Bluetooth® antenna[*3]
㉑ au Nano IC Card 04
㉒ Back cover[*4]
㉓ Nameplate[*5]
㉔ Wi-Fi® antenna[*3]
㉕ Built-in antenna[*3]
㉖ microSD memory card/au Nano IC Card 04 slot

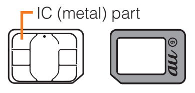
[*1] Do not jab with a sharp object such as a needle. Doing so may cause a fault.
[*2] ꩜ mark sticker is attached at the time of purchase. Remove the sticker when you use a commercially available protective film.
[*3] The antenna is built in. Covering around the antenna by the hand may affect the quality of call/communication.

[*4] Back cover is not removable. Removing so forcibly might cause damage or a fault. Also, battery is built into the main unit and not removable by customers.
[*5] A sticker with CE mark, FCC ID, IMEI information, etc. printed is attached. Do not remove the sticker or nameplate.

au Nano IC Card 04

Your phone number etc. is recorded in the au Nano IC Card 04.
The product is compatible with au Nano IC Card 04.

au Nano IC Card 04



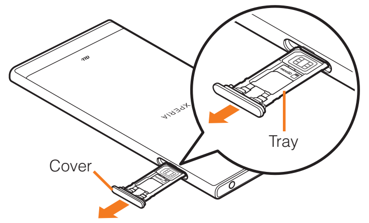
Attaching/removing the au Nano IC Card 04

Before attaching/removing the au Nano IC Card 04, make sure to turn off the product.

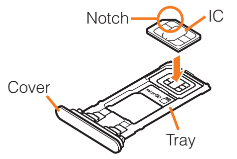
■ Attaching the au Nano IC Card 04

1 Put your fingernail into the groove to pull out the cover of microSD memory card/au Nano IC Card 04 slot

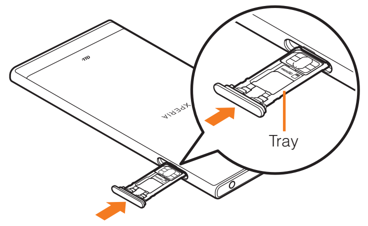
2 Pull out the tray straight from the main unit to remove



3 Set au Nano IC Card 04 into the tray with IC (metal) part facing up
Pay attention to the orientation of notch.
Surely set au Nano IC Card 04 into the tray not to come off.



4 Turn the product horizontally and then insert and push the tray with the cards straight into the main unit
Pay attention to the direction of inserting tray.



5 Press the tray all the way and check there is no gap between the main unit and the cover

■ Removing au Nano IC Card 04

1 Put your fingernail into the groove to pull out the cover of microSD memory card/au Nano IC Card 04 slot

2 Pull out the tray straight from the main unit to remove

3 Remove au Nano IC Card 04 out of the tray, insert and push the tray straight into the main unit
Pay attention to the direction of inserting tray.

4 Press the tray all the way and check there is no gap between the main unit and the cover

❖Information

- Note the following points, otherwise handling the au Nano IC Card 04 may cause malfunction or damage.
  - Do not touch the IC (metal) part of the au Nano IC Card 04.
  - Insert in the correct direction.
  - Do not use force to attach or remove.
- If the au Nano IC Card 04 is incorrectly attached or abnormal, an error message appears.
- Do not lose the au Nano IC Card 04 after it has been removed.
- Do not insert au Nano IC Card 04 with conversion adapter attached. Doing so may cause a fault.

Attaching/Removing microSD memory card

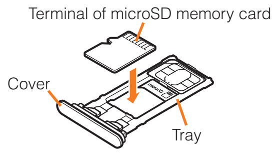
Before attaching/removing the microSD memory card, make sure to turn off the product.

■ Attaching microSD memory card

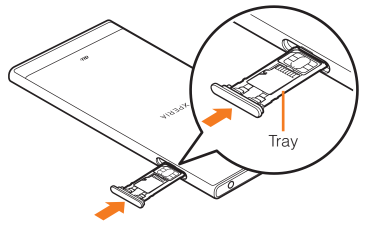
1 Put your fingernail into the groove to pull out the cover of microSD memory card/au Nano IC Card 04 slot

2 Pull out the tray straight from the main unit to remove

3 Set microSD memory card into the tray with the terminal facing up
Surely set a microSD memory card into the tray not to come off.



4 Turn the product horizontally and then insert and push the tray with the cards straight into the main unit
Pay attention to the direction of inserting tray.



5 Press the tray all the way and check there is no gap between the main unit and the cover

❖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.
- Do not touch the terminal of the microSD memory card.

■ Removing microSD memory card

1 Put your fingernail into the groove to pull out the cover of microSD memory card/au Nano IC Card 04 slot

2 Pull out the tray straight from the main unit to remove

3 Remove the microSD memory card out of the tray, turn the product horizontally and then insert and push the tray straight into the main unit
Pay attention to the direction of inserting tray.

4 Press the tray all the way and check there is no gap between the main unit and the cover

Charging

When you purchase your product, the internal battery is not fully charged. Charge the battery before use.

❖Information

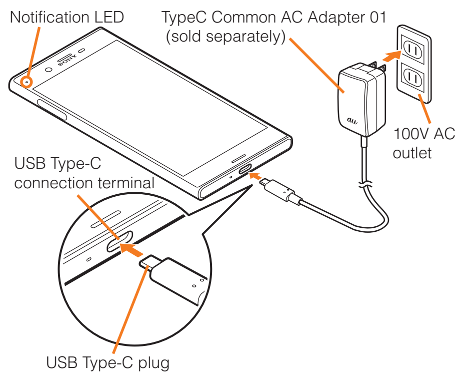
- When the charging starts with the product powered on, the start sound for charging sounds and Notification LED lights according to the charging status. To check the battery level, see the status bar in the top of the Home screen, or from the Home screen, [⠿]▶[Settings]▶[About phone]▶[Status] and see "Battery level".
- If you start charging with the product turned off, a screen indicating the charging status launches but operations are not available. Thus, do not charge the product in a place where the use is prohibited.
- It may take longer to complete for charging with a PC or while using the camera function.

■ Charging with the AC Adapter

Charging with connecting TypeC Common AC Adapter 01 (sold separately) is explained.

1 Insert the power plug of TypeC Common AC Adapter 01 (sold separately) into an outlet

2 Inset the Type-C plug of TypeC Common AC Adapter 01 (sold separately) into USB Type-C connection terminal of the product straight
The start sound for charging sounds and Notification LED of the product lights.


Notification LED
TypeC Common AC Adapter 01 (sold separately)
SONY
au
100V AC outlet
USB Type-C connection terminal
USB Type-C plug

3 When charging is complete, remove the USB Type-C plug of TypeC Common AC Adapter 01 (sold separately) from the product

4 Remove the power plug of TypeC Common AC Adapter 01 (sold separately) from the outlet

Turning on (Initial settings)

Turning the power on

1 [⏻] (over 1 sec.)
The product vibrates and after a while the lock screen appears.
When "ようこそ (Welcome)" appears after the product is powered on, follow the onscreen instructions to set the initial settings.

2 Swipe (flick) the screen up or left
Alternatively, touch [⏻] to cancel the screen lock.

■ Turning the power off

1 [⏻] (over 1 sec.)

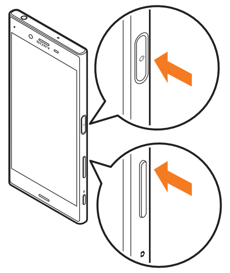
2 [Power off]

❖Information

- Press [⏻] (over 1 sec.)▶Long-touch "Power off"▶[OK] to restart the product in safe mode (a function that enables to start the product in status at the time of purchase).

■ Force-quitting

1 Press and hold [⏻] and the upper part of the volume key at the same time for approximately eight seconds, and release your fingers after the product vibrates three times consecutively



Initial settings

When "ようこそ (Welcome)" appears after the product is powered on, tap "日本語 (Japanese)" and select "English (United States)" then follow the onscreen instructions to set functions and services. For details on the initial settings, refer to "Setting Guide".

❖Information

- To change the language later, from the Home screen, [⠿]▶[設定 (Settings)]▶[言語と入力 (Language & input)]▶[地域／言語 (Language)]. To make settings for au service etc., from the Home screen, [⠿]▶[Settings]▶[au Settings Menu]▶[au Easy Setting].

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 lock screen appears when turning the power on or the screen backlight on by pressing [⏻].

1 On the lock screen, swipe (flick) the screen up or left
Alternatively, touch [⏻] to cancel the screen lock.

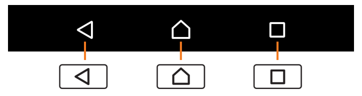
❖Information

- On the lock screen, swipe (flick) "🎤" or "📷" to activate "Voice Search" app or "Camera" app, respectively.

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 to activate "Google" app.
[□] History/Task	Display recently used apps on a list and activate or end them from the list.

Using the touch panel

The display of 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: Touch 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.

■ Swipe (flick)

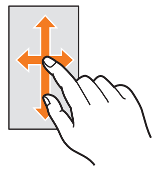
Operate the screen by quickly moving (flicking) your finger up/down or left/right.

■ Pinch

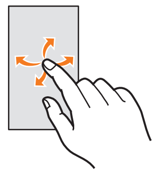
Touch the screen with two fingers and widen (pinch-out) or narrow (pinch-in) the fingers' distance.

■ Drag

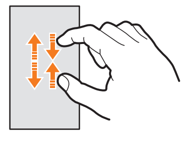
Keep touching an item or icon, trace it to the desired direction to move.



Slide



Swipe (flick)



Pinch

Setting app permission

When an app/function accessing the functions or information of the product is activated for the first time, an access permission request appears.
If such confirmation screen appears, confirm the content and tap "DENY"/"ALLOW".
Example: When activating "Music" app for the first time

1 From the Home screen, [⠿]▶[Music]
A confirmation screen appears.

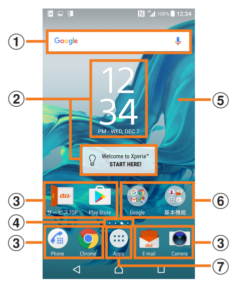
2 [DENY]/[ALLOW]

❖Information

- If you do not permit, app/function may not be activated or use of function may be restricted.
- To change the permission setting, from the Home screen, [⠿]▶[Settings]▶[Apps]▶Tap an app to change the setting ▶[Permissions]▶[○]/[●] of permission to be changed.
- For some apps/functions, an explanation screen for the permission may appear. A confirmation screen may appear in several times and screen content may vary. Confirm each content and follow the onscreen instructions.
- In this manual, description of such confirmation screen may be omitted.

Home screen

Home screen consists of multiple pages. Tap [⌂] to return to the Home screen any time.



① Google Search
② Widgets
③ Shortcuts (Apps)
④ Home screen position
Indicates the current position from multiple pages.
Slide or flick left or right to move to the adjacent screen.
⑤ Wallpaper
⑥ Folders (Google, 基本機能 (Basic functions))
⑦ Apps key
If a confirmation screen related to data collection for the purpose of providing the app recommendations appears when it is tapped, operate following the onscreen instructions.

Adding to Home screen/Editing Home screen

You can change wallpaper or theme of the Home screen or add shortcuts of contacts etc., widgets on the Home screen.

1 Long-touch an area of the Home screen where no icons are displayed

2

Widgets		Add widgets, shortcuts of contacts etc.
Wallpapers	Album	Select an image from albums to set as a wallpaper. • To set image range, adjust cropping area by dragging, etc.
	Live Wallpapers	Select a content from albums to set as a wallpaper.
	Photos	Select an image from photos to set as a wallpaper. • If nothing is displayed, tap [◁] and then tap "Photos" again.
	(Xperia™'s Wallpaper)	Select an image to set as a wallpaper. • Images displayed to the right of "Photos"/"Live Wallpapers" are "Xperia™'s Wallpaper".
Themes		Set the Home screen, wallpaper of the lock screen, etc. to the common image, or download themes.
Settings		Set size of icons on the Home screen, switching screens, etc.

■ Adding a folder

1 From the Home screen, long-touch an icon

2 Drag the icon onto another icon

■ Moving shortcuts/widgets/folders

1 From the Home screen, long-touch an icon or folder you want to move

2 Drag it to a destination to be moved

■ Deleting shortcuts/widgets/folders

1 From the Home screen, long-touch an icon or folder you want to delete

2 Drag the icon or the folder to "Remove from home screen" displayed at the top of the screen
To delete a folder, tap "DELETE" in a row. It also deletes shortcuts etc. included to the folder.

Using the Apps screen

You can call up functions from the Apps screen. App icons installed to the product are also displayed.

- You may incur communication charges depending on the function.

■ Starting an app

1 From the Home screen, [⠿]
If a confirmation screen related to data collection for the purpose of providing the app recommendations appears, operate following the onscreen instructions.
Slide or flick left or right to switch the Apps screens.

2 Tap an app to use
Some apps are stored in a folder.

Main apps

☎, 👤	Phone, Contacts	▶	Play Store
✉, ✉	E-mail, SMS	◉, ▣	Camera, Album
◎	Chrome	▣	Maps
⚙	Settings	G, 🎤	Google, Voice Search
31	Calendar	▣	Basic Manual

Downloading apps

You can download and install apps or games, etc. by using Google Play.

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

Uninstalling apps

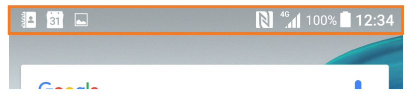
Before uninstalling, back up contents related to the app that you want to save including data saved in the app.

- Some apps may not be uninstalled.

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

▣	Missed call
▣	Incoming/Talking/Calling
✉	New PC mail message
M	New Gmail message
✉	New E-mail (@ezweb.ne.jp) message
SMS	New SMS/Receiving notification service message, New Receiving notification
▣	USB device connected
▣	Wi-Fi® open network available

Main status icons

▯, ▣	Battery level (100%, Charging)
◢, ◢	Signal level (Level 4, Out of service area)
4G, 4G	4G (LTE/WiMAX 2+) data communication status*1 (Available, data transferring or downloading)
📳	Silent mode (Vibrate) is set
⊖	Silent mode (Mute) is set
▣, ▣	Wi-Fi® connected, Wi-Fi® communicating
✈	Airplane mode is activated

*1 Two types of network, "LTE" and "WiMAX 2+" can be used. "4G" appears on the screen for both networks.
The company determines which network is less busy depending on the condition of the line to connect.

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 apps.

❖Information

- To delete a notification, flick the notification left or right. Some notifications may not be deleted depending on the content.
- Alternatively, you can check notifications by swiping (flicking) down on the lock screen. Or set to hide or keep showing notifications on the lock screen.

Notification LED

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

LED 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 SMS message.* 1

*1 Flashes while backlight is turned off.

❖Information

- Flashing of Notification LED several times in red when pressing ⏻ with the power off indicates that the remaining battery is not sufficient.

- Although when you start charging with the product powered off, Notification LED turns in red, after the screen indicating charging status appears, Notification LED lights in the color indicating battery level.

Checking own phone number

1 From the Home screen, [⋯]▶[Settings]

2 [About phone]▶[Status]▶[SIM 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 (Vibrate)

1 Press the upper or lower part of the volume key

2 [🔔]

The icon for the volume adjusting bar changes to 📳 (white).

Setting the silent mode (Mute)

1 Press the upper or lower part of the volume key

2 [🔔]▶Press the lower part of the volume key

The icon on the volume adjusting bar turns to 📳 (gray).

❖Information

- By tapping "⌄" on the volume adjusting bar, you can adjust volume of media sound or alarm. However, setting of alarm volume in "Clock" app takes precedence.
- When the "silent mode" is set, sounds for shutter, shooting start/end sound when shooting videos, alarm, playback of video, or music, etc. are not muted.

- Raising the volume by pressing the upper part of the volume key in the silent mode, or adjusting volume of "Ring volume" of "Sound & notification" in the silent mode (Vibrate) cancels the silent mode.

Setting Airplane mode

When airplane mode is set, all wireless functions (phone, packet communication, Wi-Fi® function, Bluetooth® function, NFC Reader/Writer, P2P function) are turned off.

1 From the Home screen, [⋯]▶[Settings]

2 [○] of "Airplane mode"

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 software keyboards

With "SwiftKey Keyboard", you can use QWERTY keyboard to enter characters, the numeric keypad to enter numbers and symbols, and the symbol keypad for more symbols.

1 Tap a character input box

2 Tap [123] to switch to the numeric keypad

For the symbol keypad, tap "{&=" on the numeric keypad.

❖Information

- Tap "▽" at the bottom of the screen to hide the software keyboard.
- Word candidates will appear according to entered character, select a word you want to enter.
- Tap "⌫" to delete the character before the cursor.

- Switch to lower-case "⇧", upper-case "⇧" or caps "⬆" on QWERTY keyboard.
- In the QWERTY keyboard, you can also enter number or symbol displayed in a small character above the alphabet on each key by long-touching. For some keys, furthermore character variants will appear. Slide over the candidates to select a variant you want to enter.
- Tap ≡ at the left edge of the candidate area to make advanced settings for SwiftKey keyboard.
- To enter Japanese, change the software keyboard to Xperia™ Japanese keyboard by tapping ⌨ and then marking "Japanese".

Appendix

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 communications 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 "Basic Manual" (Japanese) app that can be viewed on the product 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 into the product directly.

- Note that when Wi-Fi® communication becomes unstable, data communication takes the place automatically, which may incur communication charges.

1 From the Home screen, [⋯]▶[Settings]▶[About phone]▶[Software update]

2 [⋮]▶[Refresh]

After that, follow the onscreen instructions.

Troubleshooting

Before you assume that the product is malfunctioning, check the following in addition to performing "トラブル診断 (Diagnosis for trouble)" in "故障受付 (Repair desk)" app.
To use "トラブル診断 (Diagnosis for trouble)", from the Home screen, [⋯]▶[お客さまサポート (Customer support)]▶[故障受付 (Repair desk)]▶[トラブル診断 (Diagnosis for trouble)].

Symptom	What you should check
Power is not turned on even though ⏻ is pressed	Is the internal battery charged?
	Is ⏻ pressed for over one second?
The power goes off	Is the internal battery charged?
The power turns off while the product activation screen is displayed	Is the internal battery charged?

Symptom	What you should check
The screen freezes and the power cannot be turned off	Shut down forcibly by pressing and holding ⏻ and the upper part of the volume key at the same time for approximately eight seconds, and releasing your finger after it vibrates three times consecutively.
◢ (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 hand?
	Is au Nano IC Card 04 inserted?
Cannot operate key/ touch panel	Is the power turned on?
	Is "Screen lock" set?
	Turn off the power and then turn it on again.
Cannot operate touch panel as intended	Are you operating with a fingernail or foreign object on the operating screen?
Cannot charge the battery (Notification LED does not light, the battery icon does not change into charging one)	Is the specified charging equipment (sold separately) attached properly?
Charging is not complete	Is the temperature of the product raised or very low?

Symptom	What you should check
Battery usage time is short	Is the battery fully charged? Charge until Notification LED turns green.
	Is the internal battery end-of-life?
	Is the product used for a long period at places where ◢ (Out of service area) appears?
The screen backlight turns off in a short while	Is set "Sleep" period too short?
The display is dark	Is "Brightness level" set to dark?
	Is the proximity/light sensor blocked or covered by sticker?
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.
Cannot recognize a microSD memory card	Is the microSD memory card inserted properly?
	Is the microSD memory card unmounted?

For more details, visit au homepage and check with "トラブル診断 (Diagnosis for trouble)" in au Customer support.
http://cs.kddi.com/support/komatta/kosho/trouble/

After-sales service

When asking for repair

For repair, contact Keitai Guarantee Service Center.

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

* The warranty period is one year from the date you purchased the product.

❖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 mobile phones by Replacement mobile phone delivery service which you used before are recycled to mobile 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.
- The product which is processed, remodeled, analyzed (including by modifying or analyzing the software (including by rooting etc.), reverse engineering, decompiling), or repaired by an unauthorized repair office is not covered by the warranty and repair may be refused.

- The battery built-into the main unit is not covered by free-of-charge repair warranty excluding events arising from defects of battery material or the production.
- Packaged items other than the main unit is not covered by free-of-charge repair warranty.

Performance parts for repair

The Company retains performance parts for repair of the Xperia™ XZ main unit and its peripherals for four years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.

Provisions for free-of-charge repair

1. Please notify us of the production number (IMEI number) for repair request. The production number (IMEI number) can be checked on the product main unit, sticker on the outer packaging box, etc.
2. During the warranty period, we will repair the product free of charge for the malfunction under the condition that it is used correctly in line with the directions given in the instruction manual.
3. Even if the warranty period has not expired, a fee will be charged for repair under the following circumstances. (or, repair may not be possible).
   ① The product has not been used correctly in line with the directions given in the instruction manual. ② The malfunction or damage is due to unauthorized repair or modification of the product. ③ The product has been repaired other than at our specified repair offices. ④ The malfunction or damage is due to negligence in use or handling, or due to an accident. There are signs of the product having been dropped, wet, exposed to humidity, etc. ⑤ The malfunction or damage is due to natural disasters (earthquakes, storm or flood damage, etc.), fire, salt damage, abnormal voltage, etc.

4. Repair may not be possible depending on the degree of damage.
5. The Company shall have no liability for any damage or loss resulting from the malfunction of the product.
6. The Company shall not bear any responsibility for accidents resulting from use of the product having been connected to unspecified devices.
7. Do not accept requests for service calls to the owner's home, place of business, etc.
8. This warranty is valid only in Japan.

* This warranty guarantees repair free of charge during the period and under the conditions specified on this warranty card. Thus this warranty does not limit the legal rights of the owner with respect to the issuer of this warranty card (the guarantor) or any other business person or enterprise.

Keitai Guarantee Service Plus LTE

An after-sales service membership program on a monthly basis called "Keitai Guarantee Service Plus LTE" (monthly fee: 380 yen tax excluded) is available for using your au mobile 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 Keitai Guarantee Service Center.

❖Information

- You can apply for membership only at the time of purchasing your au mobile phone.
- Once you cancel the membership, you cannot reapply for it until you purchase an au mobile phone next time.

- Note that when changing the model or purchasing an extra mobile phone, this service only covers the most recently purchased au mobile phone.
- When an au mobile phone is handed over to you or someone else, the Keitai Guarantee Service Plus LTE membership is also handed over to the successor of the mobile phone.
- When you get a new au mobile phone by changing the model or purchasing an extra mobile phone, the "Keitai Guarantee Service Plus"/"Keitai Guarantee Service Plus LTE" membership for the old au mobile phone is automatically canceled.
- Service contents are subject to change without notice.

au Nano IC Card 04

The au Nano IC Card 04 is lent to you by au. In case of loss or damage, the card will be replaced at your expense. When a malfunction is suspected, or in case of theft or loss, contact an au shop or PiPit.

au after-sales service information

Replacement mobile phone delivery service

Keitai Guarantee Service Plus LTE members

Spontaneous failure 1st year	Free of charge
Spontaneous failure 2nd year or later	See table of "Replacement mobile phone delivery service (Member) Customer charge"
Partially damage, water soak, irreparable damage, theft or loss	

Non-Keitai Guarantee Service Plus LTE members

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

Holding over and repair

Keitai Guarantee Service 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 The upper limit: 5,000 yen
Water soak, irreparable damage	Customer charge 10,000 yen
Theft, loss	No recompense

Non-Keitai Guarantee Service 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 excluded

Replacement mobile phone delivery service (Member)
Customer charge

Conditions: Basic charge

1st time	5,000 yen/ Longtime user benefit*1 3,000 yen
2nd time	8,000 yen/ Longtime user benefit*1 6,000 yen

Conditions: WEB割引 (Discount for web application)*2 and 代用機なし割引 (Discount for nonuse of substitute)*3 applied

1st time	4,000 yen/ Longtime user benefit*1 2,000 yen
2nd time	7,000 yen/ Longtime user benefit*1 5,000 yen

Conditions: Only 代用機なし割引 (Discount for nonuse of substitute)*3 applied

1st time	4,500 yen/ Longtime user benefit*1 2,500 yen
2nd time	7,500 yen/ Longtime user benefit*1 5,500 yen

* Charge amounts are all tax excluded

*1 This discount applies to customers who have used au for 3 years (25 months) or more, and all the lines within that customer's Family Discount. For customers using a data communication device or tablet, this discount applies to customers who are subscribed to a set discount (WIN Single Set Discount or Smartphone Set Discount) and have been under the contract of the line eligible for the set discount for 3 years or more.

*2 WEB割引 (Discount for web application): 500 yen reduction from the customer charge is applied for application of "Replacement mobile phone delivery service" via au homepage.
A substitute mobile phone is not rent for "WEB割引 (Discount for web application)", instead, "代用機なし割引 (Discount for nonuse of substitute)" is also applied together.

*3 代用機なし割引 (Discount for nonuse of substitute): 500 yen reduction from the customer charge is applied if you do not use a substitute mobile phone when using "Replacement mobile phone delivery service".
For details, refer to au homepage.

Online Reception Desk (24 hours a day over the Internet)

*Reception only from PC or smartphone

https://cs.kddi.com/support/n_login.html

❖Information

Replacement mobile phone delivery service

- When you have trouble with your au mobile phone, replacement mobile phone (same model, same color*1) is delivered by calling to. Return your damaged mobile phone within 14 days after the replacement mobile phone is delivered.
  *1 If the same model in the same color is difficult to provide, a replacement mobile phone of a model and a color that are specified by KDDI is provided.
- 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 for the subscription to this service, it will be 1st and if you use, it will be the 2nd.
  * For details, refer to au homepage.
- In the event of theft or loss, when reissue of au IC card is needed at the same time of using this service, 1,900 yen will be applied separately as a charge of reissue.

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 the replacement of the outer casing due to stains, scratches, paint removal, etc. on the outer casing.

SIM unlock

The product supports SIM unlock. By unlocking SIM lock, you can use non-au SIM cards.

- The SIM unlock service is provided at the au homepage and au shops.
- Some services, functions, etc. may be unavailable when using non-au SIM card. The Company is not liable for any operations.
- For settings after SIM unlock, operate from the Home screen, [⋯]▶[Settings]▶[About phone]▶[Status]▶[SIM status]▶[SIM card status].
- For details, refer to the au homepage.
  https://cs.kddi.com/support/simcard/

Peripheral devices

- Sony Mobile TV antenna cable 02 (02SOHSA)
- Sony Mobile Desktop Holder 02 (02SOPUA) (sold separately)*1
- TypeC Common AC Adapter 01 (0601PQA) (sold separately)
- Common AC Adapter 05 (0501PWA) (sold separately)*2
- Common DC Adapter 03 (0301PEA) (sold separately)*2
- MicroB-TypeC conversion adapter (0601PHA) (sold separately)
- au Carrying Case G Black (0106FCA) (sold separately)

*1 Use the Attachment 52B.

*2 For use, MicroB-TypeC conversion adapter (sold separately) is needed.

❖Information

- Accessories can be purchased from the au Online Shop.
  http://auonlineshop.kddi.com/

Main specifications

Display	Approx. 5.2 inches, TRILUMINOS® Display for mobile Approx. 16.77 million colors
	1,080 x 1,920 dots
Weight	Approx. 161 g
Dimension (W x H x T)	Approx. 72 mm x 146 mm x 8.1 mm
Internal memory	ROM: Approx. 32GB RAM: Approx. 3GB

Image pickup device (type)		Camera: Backside illumination layered CMOS Front camera: Backside illumination layered CMOS
Camera pixels		Camera: Effective pixels Approx. 23 million pixels Front camera: Effective pixels Approx. 1.32 million pixels
Continuous call time	**In Japan**	Approx. 1,630 min.
	Overseas (GSM)	Approx. 710 min.
Continuous stand-by time	**In Japan**	Approx. 660 hours
	Overseas (GSM)	Approx. 690 hours
Charging time		Using TypeC Common AC Adapter 01 (sold separately): Approx. 160 min.
Continuous Full Seg watching time		Approx. 7 hours 50 min.
Continuous 1Seg viewing time		Approx. 9 hours 10 min.
Continuous tethering time		Approx. 500 min.
Wi-Fi® tethering maximum connection number		10

Bluetooth® function	**Communication type**	Compliant with Bluetooth® standard Ver.4.2
	Output	Compliant with Bluetooth® standard Power Class 1
	Communication coverage distance*1	Within 10 m with good visibility
	Supported Bluetooth® profile*2	HSP, HFP, PBAP*3, A2DP, AVRCP, SPP, OPP, HID, PAN, HOGP, MAP, DUN*4, GATT
	Radio frequency band	2.4 GHz band (2,400 MHz - 2,483.5 MHz)

*1 Varies by obstruction between communication devices or radio wave reception status.

*2 It is a specification according to purpose of use of Bluetooth® device and is defined by Bluetooth® standard.

*3 Some contacts data may not be displayed correctly on the other party's device.

*4 Only supported to a part of car navigation systems. For use, refer to the au homepage.

❖Information

- The continuous call time, continuous stand-by time, continuous Full Seg watching 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.

For inquiries, call: Customer Service Center

For general information, charges and operation information (toll free)
Business hours 9:00—20:00 (7 days a week)

From fixed-line phones:	From au mobile phones:
Free Call 0077-7-111	157 without area code

PRESSING ZERO WILL CONNECT YOU TO AN OPERATOR
AFTER CALLING 157 ON YOUR au CELLPHONE.

For loss or theft (toll free)
Business hours : 24 hours live support

From fixed-line phones:	From au mobile phones:
Free Call 0077-7-113	113 without area code

In case above numbers are not available (toll free)
Free Call 0120-977-033 (except Okinawa)
Free Call 0120-977-699 (Okinawa)

Keitai Guarantee Service Center
For loss, theft, damage (toll free)
Business hours 9:00—20:00 (7 days a week)
From fixed-line phones/au mobile phones,
Free Call 0120-925-919

モバイル・リサイクル・ネットワーク
携帯電話・PHSのリサイクルにご協力を。

Mobile phone and PHS operators collect and recycle unused telephones, batteries and battery chargers at stores bearing the logo regardless of brand and manufacturer to protect the environment and reuse valuable resources.

やめましょう、
歩きスマホ。

キケン！
水ぬれ充電

濡れた状態での充電は、
異常な発熱・焼損などの原因となり
大変危険です。

SONY®

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