

XPERIA 5 SOV41

Cautions on using the product

When using the product

Before you start using the product, make sure to read the "Safety Precautions" to ensure correct use.

Before you assume that the product is malfunctioning, perform "クイック診断 (Quick diagnosis)" or "トラブル診断 (Diagnosis for trouble)" in "故障紛失サポート (Repair and Delivery Support)" app.

■クイック診断 (Quick diagnosis)

In the Home screen, slide the screen up → [お客さまサポート (Customer Support)] → [故障紛失サポート (Repair and Delivery Support)] → [クイック診断してみる (Go to Quick diagnosis)]

■トラブル診断 (Diagnosis for trouble)

In the Home screen, slide the screen up → [お客さまサポート (Customer Support)] → [故障紛失サポート (Repair and Delivery Support)] → [便利な機能 (Useful functions)] → [トラブル診断を試す (Go to Diagnosis for trouble)]

Or you can visit the following au homepage.

<https://www.au.com/trouble-check/> (Japanese)



Also refer to the "Online Manual" (Japanese) or "故障とお考えになる前に (Check here first)" in the "取扱説明書 (詳細版)" (Full Instruction Manual) (Japanese).

- <https://www.au.com/online-manual/sov41/>
- <https://www.au.com/support/service/mobile/guide/manual/>
- Communication is not possible even inside of the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in poor signal reception areas. Communication is sometimes interrupted if you move into poor signal reception area during communication.
- Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though LTE/WMAX 2+ / GSM/UMTS system has highly secure confidential communication features.)
- For connecting to the emergency call acceptance organization, au VoLTE (LTE network) is used. 3G (Line exchange network) connection is not available.

- In this manual, "Xperia 5" is usually referred to as "the product" or "main unit".
- In this manual, "Basic Manual", "Cautions on using the product" (this manual) and "取扱説明書 (詳細版)" (Full instruction manual) (Japanese) are collectively referred to as "Instruction Manual".
- In this manual, "au Nano IC Card 04" is abbreviated as "au IC card (SIM card)".
- In this manual, "microSD™ memory card (commercially available)", "microSDHC™ memory card (commercially available)" and "microSDXC™ memory card (commercially available)" are abbreviated as "microSD memory card".
- 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.

Caution

Be sure to read the following cautions before use.

- Do not wield the product holding the USB Type-C™-3.5φ conversion/TV Antenna cable 01 etc. when it is connected. Doing so might cause fire, burns, injury, etc. injury.
- Do not use damaged product or peripheral devices. Doing so might cause fire, burns, injury, etc.
- Do not place the product on an unstable or inclined platform. Be careful especially when vibrator is set. The product might fall and cause injury etc.
- Do not use or keep in a place that is very humid, dusty, or subject to high temperature. Doing so might cause fire, burns, electric shock, etc. For waterproofness/dustproofness, refer to "Notes on waterproof and dustproof properties" (▶P.28).
- If children use the product, parents or guardians should give them proper instructions and do not allow them to use the product in the wrong way. Use of the product in the wrong way might cause injury.
- Keep the equipment out of the reach of babies and infants. In particular, be careful where small parts are stored, such as the microSD memory card/au IC card (SIM card) tray. Failure to do so might cause accidental ingestion, injury, electric shock, etc.
- If any skin abnormality develops, immediately stop using the product, and consult a doctor. Depending on your physical constitution or health, itchiness, a rash, eczema, etc. might develop. See "Material list" (▶P.18) for materials used in each part of the product.

- Do not place heavy objects on a cable of the specified charging equipment (sold separately), or do not apply unreasonable force to the cable such as pulling. Doing so might cause fire, burns, electric shock, etc.
- Do not contact metal objects such as metal strap to the specified charging equipment (sold separately) when connecting the plug to or disconnecting it from an outlet. Doing so might cause fire, burns, electric shock, etc.
- Do not connect the voltage converter for overseas travel (travel converter) to the specified charging equipment (sold separately). Doing so might cause ignition, overheating, electric shock, etc.
- Do not put an excessive force to the connection part with the specified charging equipment (sold separately) connected to the product. Doing so might cause fire, burns, injury, electric shock, etc.
- Never connect the USB Type-C plug to the product or the specified charging equipment (sold separately) when it is wet. Although the product has the waterproof property, inserting USB Type-C plug to the product when it is wet might cause electric shock or short-circuit due to the moisture or foreign substance on the product or USB Type-C plug, or might cause abnormal overheating, fire damage, fire, burns, or a fault if corrosion occurs.
- Do not touch the cable, charging terminals or power plug of the specified charging equipment (sold separately) with wet hands. Doing so might cause fire, burns, electric shock, etc.

- Use the adapter only on the specified power supply and voltage. When charging the battery overseas, use AC adapter for global use. Using the incorrect power supply and voltage might cause fire, burns, electric shock, etc. AC adapter (sold separately): 100V AC (Connect to the AC outlet for internal household use) AC adapter (sold separately) that can be used overseas: 100V AC to 240V AC (Connect to the AC outlet for internal household use) DC adapter (sold separately): 12/24V DC (for negative ground vehicle only)

- The product is subject to the au Network Agreement.
- Although the display used for the product is made using high-precision technology, some pixels (dots) might be lit or out at all times. This is not a malfunction.
- You are recommended to store copies of individual data such as photos you took, videos and music on your PC by sending each file as mail attachment etc. Note, however, that you may not be able to make copies of any copyrighted data even by the above-mentioned means.
- Do not discard the product together with regular trash. Please cooperate in the collection of the product (including optional accessories) when it is no longer needed to protect the environment and effectively use resources. We collect the product at au shops and other places.
- "The Company" as appears in the manual refers to these following companies: Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY Manufactured by: Sony Mobile Communications Inc.
- Notice**
 - Reproduction of the content of "Instruction Manual" in part or in whole is prohibited.
 - The content of "Instruction Manual" is subject to change without notice.
 - Some functions may be unavailable due to change of specification of the OS or change/termination of services.
 - Every effort has been made in the preparation of "Instruction Manual". Should you notice any unclear points, omissions, etc., feel free to contact us.

Safety Precautions (Observe Strictly)

- Before using this product, thoroughly read these safety precautions for proper use.**
- These "Safety Precautions" describe instructions that should be observed to prevent damage to property or injury to the customer or others using the product.**
- The following symbols indicate the different levels of injury or damage that may result if the guidelines are not observed and the product is used improperly.**

- Be careful about the temperature when using the product continuously or while charging because it might become warm. Also, be careful not to keep touching it unintentionally in a pocket of clothes, when you fall asleep, etc.** The product or the specified charging equipment (sold separately) might become warm when using an app, a call, data communication, watching TV or video etc. continuously or while charging. If you are directly in contact with warmed part continuously, it might cause a redness of skin, itch, rash, low-temperature burn, etc. depending on your physical condition.

■ Main unit

- Be sure to read the following hazards before use.**
- Do not throw the product into fire or apply heat. Doing so might cause fire, burns, injury, etc.
- Do not put excessive force such as sticking with a sharp object (nail etc.), hitting with a hard object (hammer etc.), or stepping on it. Doing so might cause fire, burns, injury, etc.
- If the internal substance of the product contacts your eyes or mouth, immediately rinse the eyes or mount with clean water and then see a doctor right away. The effects of the internal substance of the product might cause blindness, medical problem, etc.

- When replacing a fuse of Common DC Adapter 03 (sold separately), make sure to use the specified fuse. Using a fuse other than specified might cause fire, burns, electric shock, etc. For the specified fuse, see the user's manual supplied with the DC adapter.
- Clean dust from the power plug.** Using it with dust adhered might cause fire, burns, electric shock, etc.
- Firmly insert the specified charging equipment (sold separately) into an outlet or accessory socket.** Insecure inserting might cause fire, burns, electric shock, etc.
- When you disconnect a power plug of the specified charging equipment (sold separately) from an outlet or accessory socket, do not apply excessive force it such as pulling the cable. Instead, hold the adapter main unit to disconnect.** Pulling the cable of the specified charging equipment (sold separately) might damage the cable causing fire, burns, electric shock, etc.
- When plugging/unplugging the specified charging equipment (sold separately) into/from the product, pull/plug/unplug it straight toward the product without applying excessive force such as pulling the cable.** Incorrect plugging/unplugging might cause fire, burns, injury, electric shock, etc.
- If the charging terminal is deformed such as being bent, stop using immediately. Do not use it with the deformation restored.** Doing so might cause fire, burns, injury, etc. due to short-circuit of the charging terminal.
- Always remove the power plug from an outlet or accessory socket when not using it.** Keeping it plugged in might cause fire, burns, electric shock, etc.
- Immediately remove the power plug from an outlet or accessory socket if liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.) get adhered.** Failure to do so might cause fire, burns, electric shock, etc. due to short-circuit by adhered object etc.

- Be sure to read the following warnings before use.**
- Do not turn on the light with the lighting luminescence part close to the other's eyes. Keep enough distance away especially from babies. Doing so might cause blurred vision etc. Also an accident such as injury might occur if he or she is dazzled or frightened.
- Do not turn on or flash the light toward a driver of a car etc. Doing so might disturb driving and cause an accident etc.
- Do not look at a repeatedly-blinking screen for a long time. Doing so might cause cramp, loss of consciousness, etc.
- Do not allow liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.), metal parts, or flammable objects to enter to the microSD memory card/au IC card (SIM card) slot of the product. Do not insert a microSD memory card or au IC card (SIM card) in wrong insertion, or insert it in wrong orientation. Doing so might cause fire, burns, injury, electric shock, etc.
- Do not expose the camera lens to direct sunlight for a long time. Doing so might cause fire, burns, injury, etc. due to light-collecting mechanism of lens.
- Power off the product or put it in Airplane mode before boarding an airplane.** Use of mobile phones on board is restricted. Follow the instructions of each airline. The radio waves from the product might adversely affect on-board electronic equipment. Prohibited acts related to mobile phone usage on an airplane might be punished by law.

- Before cleaning, remove the power plug from an outlet or accessory socket.** Failure to do so might cause fire, burns, electric shock, etc.

- Be sure to read the following cautions before use.**
- Do not touch the specified charging equipment (sold separately) continuously when it is connected to an outlet or accessory socket. Doing so might cause a burn etc.

■ au IC card (SIM card)

- Be sure to read the following cautions before use.**
- Be careful of the cut surface not to hurt your fingers etc. when handling au IC card (SIM card).** The cut surface may be sharp, and it might cause injury.

■ Using near medical equipment or in healthcare facilities

- Be sure to read the following warnings before use.**
- If you wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator, carry or use the product 15 cm or more away from the implant at all times.** The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

	Danger	This symbol indicates that "death or serious injury" may directly and immediately result from improper use".
	Warning	This symbol indicates that "death or serious injury" may result from improper use".
	Caution	This symbol indicates that "minor injury?" and/or property damage" may result from improper use".

- ¹ Serious injury: This refers to loss of sight, injury, burns (high- and low temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning etc., and injuries requiring hospital admission for treatment or long-term hospital attendance as an outpatient.
- ² Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.
- ³ Property damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

■ Explanation of graphic symbols

	Indicates an action that is not allowed.		Indicates that handling with wet hands is not allowed.
	Indicates that disassembly is not allowed.		Indicates compulsory actions in accordance with instructions.
	Indicates that use in a place where the product is likely to get wet or allowing the product to get wet is not allowed.		Indicates that the power plug must be disconnected from an outlet.

- Follow the instructions of each medical facility for the use of mobile phones on their premises.** Power off the product in a place where the use is prohibited. The radio waves from the product might affect electronic equipment and electronic medical equipment.
- Always keep the product away from your ear when you call hands-free, while sounding the ringtone loudly, or during stand-by. Also, when you play game, play back videos, music, etc. connecting the earphone/microphone, etc., to the product, adjust the volume adequately.** Loud sound is emitted from the product when calling with hands-free set. Even in standby mode, a ringtone or an alarm sound may sound suddenly. Listening to loud sound for long hours continuously may cause a disability of ears such as deafness. Moreover, too loud sound makes you to barely hear the surroundings sounds and may cause an accident.
- If you have a weak heart, set the vibrator or ringtone volume carefully.** Sudden vibration or ringtone sounding when for incoming call astonishes you and it may affect your heart.
- If you are wearing any electronic medical equipment, check with the relevant medical electronic equipment manufacturer or vendor whether the operation might be affected by radio waves.** The radio waves from the product might affect electronic medical equipment.

- If you need to use electronic medical equipment other than implantable cardiac pacemakers or implantable cardioverter-defibrillators outside medical facilities such as treating at home, consult the relevant medical electronic equipment manufacturer for effects on the equipment by radio waves.** The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.
- If there is any chance that the distance between the product and a person closest to you might get shorter than 15 cm such as when you cannot freely move around, set the product not to emit radio wave in advance (Airplane mode, power off, etc.).** A person in close proximity to you might wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.
- Follow the instructions given by the respective medical facility regarding use of the product on their premises.** The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

Material list

■ Main unit

Part	Material	Surface treatment
Exterior case (top part, bottom part, side part, Power key, Volume key, Camera key, cover of microSD memory card/au IC card (SIM card) slot, Camera ring (back side))	Aluminum alloy	Alumite treatment
Exterior case (Antenna slit, USB Type-C connection terminal)	PBT resin (with glass fiber)	—
Transparent plate (Display, Back cover)	Hardened glass	AFP treatment

Precautions common to the main unit, internal battery, charging equipment, au IC card (SIM card), USB Type-C™-3.5φ conversion /TV Antenna cable 01, peripheral devices

- Be sure to read the following hazards before use.**
- Do not use, store or leave the equipment in a location where it is subject to high temperature or accumulation of heat (e.g. by the fire, near a heater, under a kotatsu or bedding, in direct sunlight, in a car in the hot sun).** Doing so might cause fire, burns, injury, electric shock, etc.
- Do not put the equipment in cooking appliances such as microwave ovens, IH cooking heaters, or high pressure containers such as pressure cookers. Do not place the equipment near such cooking appliances.** Doing so might cause fire, burns, injury, electric shock, etc.
- Do not splash sand, soil or mud, or do not directly place the equipment on it. Also, do not touch the equipment with hands and sand etc. adhered.** Doing so might cause fire, burns, injury, electric shock, etc. For waterproofness/dustproofness, refer to "Notes on waterproof and dustproof properties" (▶P.28).
- Do not charge the equipment when it is wet with liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.). Also, do not charge the equipment in a place where water comes in contact such as bathroom.** Doing so might cause fire, burns, injury, electric shock, etc. For waterproofness, refer to "Notes on waterproof and dustproof properties" (▶P.28).

- Use only optional parts specified by au for the product.** Using devices other than specified might cause fire, burns, injury, electric shock, etc.

- Turn the product off near electronic devices that use precision control or faint signals.** The radio waves from the product might interfere with the operation of electronic devices or equipment.
 - * The following are some electronic devices or equipment that you should be careful of: Hearing aids, implantable cardiac pacemaker, implantable cardioverter defibrillator, other electronic medical equipment, and other automatically controlled devices or equipment. If you use an implantable cardiac pacemaker, implantable cardioverter defibrillator, or other electronic medical equipment, check with the medical electronic equipment manufacturer or vendor whether the operation can be affected by radio waves.
- Be careful about broken glasses or exposed internal part of the product when the display, back cover, or the camera lens is broken.** Touching damaged or exposed part might cause burns, injury, electric shock, etc.
- If the internal battery leaks or gives off a strange smell, immediately stop using and remove it from the vicinity of open flames.** The leaking liquid might ignite fire, catch fire, explode, etc.
- Be careful not to allow a pet etc. to bite the product.** Doing so might cause fire, burns, injury, etc. because of ignition, burst, heat or leaking of the internal battery.

Caution

- Be sure to read the following cautions before use.**
- When using the motion sensor, check the safety around you, hold the product firmly, and do not shake it unnecessarily.** Failure to do so might cause an accident such as injury.

Part	Material	Surface treatment
Transparent plate (Camera lens)	Hardened glass	AFP treatment + AR treatment
Fingerprint sensor	IC + Epoxy resin + hard film (silicon compound)	AFP treatment
Earpiece/Speaker (upper part) panel	Polyester resin	Dyeing
Speaker (bottom) panel	Polycarbonate resin + polyester resin	Coating + dyeing
Rubber packing on the cover of microSD memory card/au IC card (SIM card) slot	Silicon rubber	—
microSD memory card/au IC card (SIM card) slot cover interior	Polycarbonate resin + elastomer	—
Tray of microSD memory card/au IC card (SIM card)	Polyacetal resin	—

■ USB Type-C™-3.5φ conversion/TV Antenna cable 01

Part	Material	Surface treatment
USB Type-C plug (top surface)	Polypropylene resin	—
Headset connection terminal (top surface)	Polyamide resin (black)	—
Headset connection terminal (body), USB Type-C plug (body), cable	Elastomer resin (black)	—
USB Type-C plug (metal terminal part), Headset connection terminal (metal terminal part)	Copper alloy	Gold plating
USB Type-C plug (outer metal casing)	Stainless steel	Nickel plating

- Do not subject the product to strong pressure or break the product. Especially when bringing the product putting in a pocket of clothes, do not let the product hit against surroundings or being put between the objects.** Doing so may cause fire, burns, injury, etc. due to damage of the internal battery.
 - *The following are examples that you should be careful of:
 - Sitting or squatting with the product put in a pocket of trousers or skirt
 - Putting the product in a pocket of outer wear and catching them in a door or a door of car
 - Stepping on the product on a soft object such as a sofa, bed or bedding, or on a floor

- Do not disassemble or modify the equipment.** Doing so might cause fire, burns, injury, electric shock, etc.

- Do not try to remove the internal battery from the product.** Doing so might cause fire, burns, injury, etc.

- Do not try to remove the back cover from the product.** Doing so might cause fire, burns, injury, etc.

- Do not let the equipment get wet with liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.).** Doing so might cause fire, burns, injury, electric shock, etc. For waterproofness, refer to "Notes on waterproof and dustproof properties" (▶P.28).

- Do not allow liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.) to get inside the charging terminal or the USB Type-C connection terminal.** Doing so might cause fire, burns, injury, electric shock, etc. For waterproofness, refer to "Notes on waterproof and dustproof properties" (▶P.28).

- Use only optional parts specified by au for the product.** Using devices other than specified might cause fire, burns, injury, electric shock, etc.

- If the display is damaged and when the internal substance etc. leaks out, do not allow it to contact your skin such as face and hands, clothes, etc.** Doing so might cause injury etc. on your eyes or skin. If the internal substance gets into your eyes, mouth, etc. or contacts your skin or clothes, immediately rinse with clean water. In the case of getting into your eyes, mouth, etc., immediately consult a doctor after rinsing.

- Do not discard the product together with other garbage.** Doing so might cause fire, burns, injury, etc. Also, it might cause environmental destruction. When the product is no longer used, bring it to a sales outlet such as au shop. If your local municipality has a recycling program, dispose of them as provided for.

- If the substance leaks out from the internal battery, do not allow the fluid to contact with your skin of face, hands, clothes, etc.** Doing so might cause injury etc. on your eyes or skin. If the internal substance gets into your eyes, mouth, etc. or contacts your skin or clothes, immediately rinse with clean water. In the case of getting into your eyes, mouth, etc., immediately consult a doctor after rinsing.

- For using the product in a car, check with the automobile manufacturer or dealer for the effects by radio waves before using.** Depending on vehicle model, the radio waves from the product may affect the vehicle's electronic equipment to malfunction. In that case, stop using the product immediately.

- Magnetic components are used in the product's earpiece/speaker (top), speaker (bottom left on back), and vibrator (bottom right on back); make sure no metal objects (cutter blade, staple, etc.) are attached to the product.** Attached objects might cause injury, etc.

Handling precautions

These precautions are provided to prevent the product from damage and ensure that performance can be fully demonstrated. Thoroughly read these precautions to ensure correct use.

■ Precautions common to the main unit, internal battery, charging equipment, au IC card (SIM card), USB Type-C™-3.5φ conversion/TV Antenna cable 01, peripheral devices

- Do not apply excessive force to the product during use.** Be sure not to put the product into a tightly packed bag or place a heavy object on the product in a bag. Sitting on the product in your pocket might damage the display or internal circuit board or cause a malfunction. Keeping an external device connected to the USB Type-C connection terminal might cause damage of the connector or a malfunction. Such damage and malfunction are not covered by the warranty, even if there is no external damage.

- To ensure waterproof property (equivalent to IPX5 and IPX8) of the product, use with the cover of microSD memory card/au IC card (SIM card) slot tightly closed. Note that the waterproof property is not guaranteed in every usage condition. Do not allow water to get inside of the product or splash water on the specified charging equipment (sold separately) or optional accessories. Do not open or close the cover of microSD memory card/au IC card (SIM card) slot in the rain or with water droplets on the surface of the product. Doing so might cause water intrusion resulting in internal corrosion. Malfunctions determined to be caused by water intrusion are not covered by the warranty.

- Waterproof/dustproof performance might not be maintained if the product has an outward abnormality such as damage or deformation. In that case, contact Repair and Delivery Support Center.**

- Do not use the product in extremely hot, cold or humid places.** (Use within an ambient temperature range of 5°C to 35°C and humidity range of 35% to 85%. However, temporary use at an ambient temperature range of 36°C to 40°C and humidity range of 86% to 90 % is allowed.)
 - Xperia 5 main unit
 - au IC card (SIM card (attached to Xperia 5 main unit))

