

■ Setting app permission

When you activate an app/function that access the functions or information of the product for the first time, a confirmation screen for requesting access permission appears.

If such confirmation screen appears, confirm the content and tap "DENY"/"ALLOW".

- If you do not permit, app/function may not be activated or use of function may be restricted.
- For some apps/functions, an explanation screen for the permission may appear. Several request screens may appear or the screen content may differ. Confirm each content and follow the onscreen instructions.
- In this manual, description of the confirmation screen may be omitted.

Knowing the status of the product

■ Status bar

You can check the status of the product with the icons displayed on the status bar at the top of the screen. On the left of the status bar, the notification icons appear to inform new mails, operations in progress, etc., and on the right, the status icons appear to indicate signal status, battery level, etc.



■ Examples of notification icons

	Missed call
	Incoming call/dialing call/calling
	New PC mail message
	New Gmail message
	New au-mail message
	New + message/new SMS
	USB device is connected/Moisture is detected on the USB Type-C connection terminal
	Wi-Fi open network available

■ Main status icons

	Battery level (100%, Charging)
	Signal level (Level 4, Out of service area)
	4G (LTE/WiMAX 2+) data communication status ^{*1,2}
	Silent mode (Vibrate) is set
	Silent mode (Mute) is set
	Wi-Fi connected ^{*2}
	Airplane mode is activated

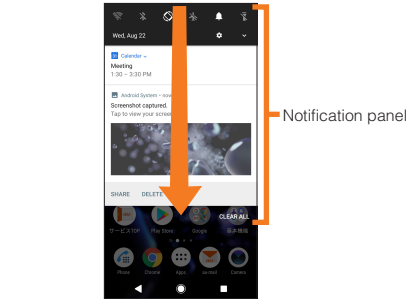
^{*1} Two types of network, "LTE" and "WiMAX 2+" can be used. "4G" appears on the screen for both networks.
The company determines which network is less busy depending on the condition of the line to connect.

^{*2} appears in the left of the icon during communication.

■ Notification panel

If any notification icons are displayed on the status bar, slide down the status bar to open the Notification panel. You can check the contents of notifications or start corresponding apps.

Slide the status bar down with two fingers or slide the Notification panel down to display the quick setting panel. You can set on/off of the functions.



◆Information

- To delete a notification, swipe (flick) the notification left or right. However, some notifications may not be deleted.
- To close the Notification panel/quick setting panel, tap or slide the Notification panel/quick setting panel up.

■ Notification LED

The Notification LED prompts charging, or informs 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 a missed call, new au-mail, etc. ^{*1}
Flashing pale blue	Indicates a new mail, etc. ^{*1}

^{*1} Flashes in sleep mode

◆Information

- Flashing of Notification LED several times in red when Power key is pressed with the power off indicates that the remaining battery is not sufficient.
- Although Notification LED turns in red at the start of charging with the product powered off, the color of Notification LED changes according to the battery level after the charging status screen activates.

■ Setting the silent mode (Mute)

- 1 Press the upper or lower part of the volume key
 - 2 The icon on 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 keyThe icon on the volume adjusting bar turns to (gray).
- ◆Information
- 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.
 - If you increase the volume in the silent mode by pressing the upper part of the volume key, or adjust the sound volume of "Ring volume" in "Sound" in the silent mode (Vibrate), the silent mode is canceled.
 - By tapping on the volume adjusting bar, you can adjust volume of media sound or alarm.

■ Setting Airplane mode

When the 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]>[Network & Internet]
- 2 Tap of "Airplane mode" to turn to

Entering software keyboard

Use the software keyboard (keyboard on the screen) to enter characters.

The software keyboard appears when you tap the entry field for registering a contact, composing a mail, etc.

■ Using the software keyboard

With "SwiftKey Keyboard", which is default when the language is set to English, you can use QWERTY keyboard to enter characters, Numeric keypad to enter numbers and symbols, and Symbol keypad for more symbols.



- ① Open the keyboard customizing menu
- ② Switch between lower case, upper case and all caps
- ③ Display numbers and symbols
- ④ Tap to enter a comma
- ⑤ Enter a space
- ⑥ Predicted words, etc.
- ⑦ Delete character
- ⑧ Tap to enter a line feed
- ⑨ Enter punctuation

Phone

Making a call

■ Direct input calling

- 1 From the Home screen, []>[]
- 2 Enter a phone number▶[]To make a call to a land-line phone, enter from the city code even when you stay in the same city.
- 3 Call▶[]To adjust the hearing volume (volume of the other party's voice), press the upper part or lower part of the volume key while calling.

■ Calling from Contacts

- 1 From the Home screen, []>[Contacts]
- 2 Tap a contact to call
- 3 Tap []/phone number

■ Calling from call log

- 1 From the Home screen, []>Tap "" tab
- 2 [] of call log

■ Calling overseas from au mobile phones (au International Call Service)

You can make international calls without any special procedure from the product.

Example: To call to "212-123-XXXX" in the United States from the product

- 1 Dialpad screen ▶Enter the international access number "010"
Touch and hold "0" to enter "+" which adds "010" automatically when dialing.
- 2 Enter the country code of the United States "1"
- 3 Enter the city code "212"
If the area code starts with "0", omit the "0". However, for some countries or regions such as Italy etc., "0" may be required.
- 4 Enter the phone number of the other party "123XXXX"▶[]

Receiving a call

■ When the backlight is OFF or on the lock screen

- 1 Swipe (flick) the incoming call screen up▶Swipe (flick) "" up
To reject the incoming call, swipe (flick) "" down.
To answer with Answering Machine, swipe (flick) "".
- 2 Call▶[]

■ When the backlight is ON (except on the lock screen)

- 1 In the displayed notification, [ANSWER]
To reject an incoming call, tap "DECLINE".
To answer with Answering Machine, tap the top part of the notification▶Swipe (flick) "".
- 2 Call▶[]

Checking own phone number

- 1 From the Home screen, []>[Settings]
- 2 [System]>[About phone]>[Status]>[SIM status]
You can check the phone number of the product in the My phone number field.

◆Information

- Alternatively, from the Home screen, []>[Contacts]>[]>[My info] to check your phone number.

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 the data communications when accessing the Internet from the product via data communication. A large amount of data communication is required especially for upgrading the software (OS upgrading). Using Wi-Fi[®] connection is recommended.
 - You are recommended to back up your data before updating software.
 - For details, visit <https://www.sonymobile.co.jp/support/> (Japanese) or refer to the Online Manual or "取扱説明書 (詳細版)" (Full instruction manual)" (Japanese) available on au homepage.

■ Downloading and updating software

- The update software can be downloaded from the product directly via Internet.
- 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]>[System]>[Software update]
- 2 []>[Refresh]
After that, follow the onscreen instructions.

Troubleshooting

Before you assume that the product is malfunctioning, perform "トラブル診断 (Diagnosis for trouble)" in "故障紛失サポート (Repair and Delivery Support)" 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)]>[故障紛失サポート (Repair and Delivery Support)]>[トラブル診断 (Diagnosis for trouble)].

Or, visit au homepage and check with "トラブル診断 (Diagnosis for trouble)".

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

After-sales service

■ When asking for repair

For repair, contact Repair and Delivery Support 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.
- The accessories such as USB Type-C™-3.5φ conversion/TV Antenna cable 01 are not covered the free-of-charge repair warranty.

■ Performance parts for repair

The Company retains performance parts for repair of the Xperia XZ2A 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.

◆Information

- Tap at the bottom left of the screen to hide the software keyboard.
- To enter a character variant, touch and hold a key to show a list of available options, and then select from the list.
- To enter a full stop, double-tap the space key after you enter a word.
- To use the gesture input, slide your finger from a character to character on the keyboard to trace the word you want to write, and then lift up your finger when finishing entering the word.

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:

0077-7-111 | 157 without area code

PRESSING ZERO WILL CONNECT YOU TO AN OPERATOR

AFTER CALLING 157 ON YOUR au CELLPHONE.

In case above numbers are not available (toll free)

0120-977-033 (except Okinawa) | 0120-977-699 (Okinawa)

For loss or theft (Stop the service)(toll free)

Business hours : 24 hours live support

From fixed-line phones: From au mobile phones:

0077-7-113 | 113 without area code

In case above numbers are not available (toll free)

0120-925-314

Repair and Delivery Support Center

For loss, theft, damage (toll free)

Business hours 9:00–20:00 (7 days a week)

From fixed-line phones/ au mobile phones:

0120-925-919



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.

やめましよう、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

Sold by: KDDI CORPORATION.
OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: Sony Mobile Communications Inc.

June 2018, 1st Edition
1314-9109.1

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.

■ Repair and Delivery Support

An after-sales service membership program on a monthly basis

called "Repair and Delivery Support" 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 Repair and Delivery Support Center.

[https://www.au.com/mobile/service/after-service/support-](https://www.au.com/mobile/service/after-service/support-plus-lte/)

[plus-lte/](https://www.au.com/mobile/service/after-service/support-plus-lte/)

◆Information

- You can apply for the 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 "Repair and Delivery Support" 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 "Repair and Delivery Support" membership for the old au mobile phone is automatically canceled.
- Service contents are subject to change without notice.

■ au IC card

The au IC card 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 PiPi.

Peripheral devices

- USB Type-C™-3.5φ conversion/TV Antenna cable 01 (03SOHSA)
- Sony Mobile Desktop Holder 02 (02SOPUA) (sold separately)^{*1}
- TypeC Common AC Adapter 01 (0601PQA) (sold separately)
- TypeC Common AC Adapter 02 (0602PQA) (sold separately)
- Common AC Adapter 05 (0501PWA) (sold separately)^{*2}
- Common DC Adapter 03 (0301PEA) (sold separately)^{*2}
- Wireless Charging Pad 02 (0102PUA) (sold separately)
- Micro-B Type-C Adapter (0601PHA) (sold separately)
- au Carrying Case G Black (0106FCA) (sold separately)^{*1}
- ^{*1} Use the Attachment 52B.
- ^{*2} For use, Micro-B Type-C Adapter (sold separately) is needed.

◆Information

- Accessories can be purchased from the au Online Shop. <http://onlineshop.au.com> (Japanese)

^{*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} Supported to some 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.

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

Size	Length Approx. 117 mm
Weight	Approx. 5g