

Thank you for buying "Xperia™ XZ" (simply called the "product" from here on).
Before using the product, read "Basic Manual" (this manual) to ensure safe use and handling.

Packaged items

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

- Xperia™ XZ
(including warranty)

Sony Mobile TV antenna cable 02
(02SOHSA)
- 取扱説明書 (Instruction Manual)
(Japanese)

Xperia™ XZのご利用にあつて
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

Desktop holder

AC adapter

microUSB cable

Earphones

◆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.

Basic Manual

■ Attaching the au Nano IC Card 04

- 1 Pull out the cover of microSD memory card/au Nano IC Card 04 slot while hooking the groove with your fingernail
- 2 Pull out the tray straight from the product 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.
Set au Nano IC Card 04 into the tray not to come off.

- 4 Insert the tray with the card into the main unit and then press it straight
- Pay attention to the direction of inserting tray.

Attaching/Removing microSD memory card

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

■ 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

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

◆Information

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

Basic Operation

Key icons

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



About Operating Instructions

■ Basic Manual (this manual)

Handles only basic operations for main features.
For detailed descriptions on various functions, refer to the "Basic Manual" (Japanese) app installed on the product or "取扱説明書 (詳細版) (Full Instruction Manual)" (Japanese) available on the au homepage.

<http://www.au.kddi.com/support/mobile/guide/manual/>

- Company names and product names referred to in this manual are trademarks or registered trademarks of respective companies. The TM, ® marks may be omitted in this manual.

■ "Basic Manual" (Japanese) app

The product allows you to use the "Basic Manual" (Japanese) app on the product to confirm detailed operational procedures.
Certain functions can be directly activated from the app screens on which their operations are described.

From the Home screen, ▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶▶

	Phone, Contacts		Play Store
	E-mail, SMS		Camera, Album
	Chrome		Maps
	Settings		Google, Voice Search
	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".

■ Deleting (uninstalling) apps

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

- Some apps may not be deleted.

Knowing the status of the product

■ Status bar

The status bar is located at the top of the product screen. On the left of the status bar, notification icons appear to inform missed calls, new mails, operations in progress, etc., and on the right, status icons appear to indicate the status of the product.



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Symptom	What you should check
(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 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?
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?
Charging is not complete	Is the temperature of the product raised or very low?
A message such as "charge the battery" appears	The battery is almost dead.

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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.

For loss or theft (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)

0120-977-033 (except Okinawa)

0120-977-699 (Okinawa)

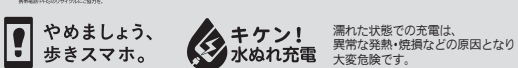
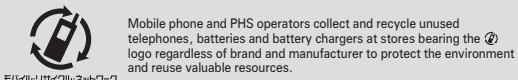
Keitai Guarantee Service Center

For loss, theft, damage (toll free)

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

From fixed-line phones/au mobile phones,

0120-925-919



SONY

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

May 2016, 1st Edition
1303-0467.1

■ Examples of notification icon

	New Gmail message
	New PC mail message
	New E-mail (@ezweb.ne.jp) message
	New SMS/Receiving notification service message, New Receiving notification
Calling " icon"/>	Talking "/>Calling " ¹
	Missed call
	USB device connected
	Wi-Fi® open network available

¹1 Appears when switched to another screen such as the Home screen.

■ Main status icons

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

¹1 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 LED

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.

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

¹1 Notification LED flashes while backlight is turned off.

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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 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, packet communication takes the place automatically, which may apply communication fees.

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

2 []►[Refresh]

After that, follow the onscreen instructions.

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

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■ 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 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

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◆Information

- Flashing of Notification LED several times in red when pressing [] with the power off indicates that the remaining battery is not sufficient.
- When you start charging with the product powered off, Notification LED turns in red. When the status of battery appears on the display, however, Notification LED lights in color that indicates the 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).

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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 described on the warranty card.
Outside the warranty period	We shall repair the product for a charge as requested by the customer if repair renders it usable.

◆Information

- Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
- Recycled parts that meet the Company's quality standards are sometimes used for repair.
- Collected au 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.

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^{*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.

◆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}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, an au IC card has to be reissued when using this service. In such a case, the au IC card reissue fee of 1,900 yen is separately required.

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.

◆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.

To display the software keyboard, tap a character input box on the character entry screen for adding contacts, creating a message, etc.

■ Switching software keyboards

With "International keyboard", you can use QWERTY keyboard to enter characters, Numeric keypad to enter numbers and symbols, and Symbol keypad for more symbols.

1 Tap a character input box

QWERTY keyboard appears.

2 Tap [] to display Numeric keypad

For Symbol keypad, tap "" on the Numeric keypad.

◆Information

- Tap "" at the bottom of the screen to hide the software keyboard.
- Tap "" to delete the character before the cursor.
- Switch between lower-case "", upper-case "" and caps "" on QWERTY keyboard.
- When using QWERTY keyboard, touch and hold a character to select a character variant.

Support

Introduction of related accessories

For details, refer to the instruction manual for each device.

- Sony Mobile TV antenna cable 02 (02SOHSA)**
- Sony Mobile Desktop Holder 01 (01SOPUA) (sold separately)**
- Common AC Adapter 05 (0501PWA) (sold separately)**
- Common DC Adapter 03 (0301PEA) (sold separately)**
- microUSB cable 01 (0301HVA) (sold separately)**
- microUSB cable 01 Navy (0301HBA) (sold separately)**
- microUSB cable 01 Green (0301HGA) (sold separately)**
- microUSB cable 01 Pink (0301HPA) (sold separately)**
- microUSB cable 01 Blue (0301HLA) (sold separately)**
- au Carrying Case G Black (0106FCA) (sold separately)**

◆Information

- For the latest information on accessories, visit the au homepage (<http://www.au.kddi.com/>) or contact the Customer Service Center.
- Accessories described above can be purchased from the au Online Shop. Some accessories may not be purchased due to the availability.
<http://aunlineshop.kddi.com/>

Troubleshooting

Before you assume that the product is malfunctioning, check the following:

Symptom	What you should check
Power is not turned on even though [] is pressed	Is the internal battery charged? Is [] pressed for over 1 second?
The power goes off	Is the internal battery charged?
The power turns off while activation screen is displayed	Is the internal battery charged?
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.

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

^{*} Reception only from PC or smartphone

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



- The App for the Internet acceptance, if "damage", "wet", "theft" and "loss" are eligible. In the case of spontaneous failure (not the cause damage, such as water wet, but does not power on, the screen does not function or other), it will be accepted by phone for interview is required.
- To apply for the Internet, you need the e-mail address.

■ 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 or loss	

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Camera pixels	Camera: Effective pixels Approx. 23 million pixels Front camera: Effective pixels Approx. 13.2 million pixels
Continuous call time	In Japan Approx. 1,330 min.
	Overseas (GSM) Approx. 630 min.
Continuous stand-by time	In Japan Approx. 490 hours
	Overseas (GSM) Approx. 520 hours
Charging time	Using Common AC Adapter 05 (sold separately): Approx. 150 min.
Continuous Full Seg watching time	Approx. 7 hours 10 min.
Continuous 1Seg viewing time	Approx. 8 hours 40 min.
Continuous tethering time	Approx. 440 min.
Wi-Fi® tethering maximum connection number	10

^{*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.

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