

au

Thank you for buying "Xperia™ XX" (simply called the "product" from here on).

Before using the product, read "Basic Manual" (this manual) and "取扱説明書（詳細版）(Full Instruction Manual)" (Japanese) to ensure safe use and handling.

SOV32

Basic Manual

Packaged items

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

- Xperia™ XX^{*1}

Sony Mobile TV antenna cable 02 (02SOHSA)
- *1 Including warranty

- 取扱説明書 (Instruction Manual) (Japanese)

Xperia™ XXのご利用にあたっての注意事項 (Cautions on using Xperia™ XX) (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

microUSB cable

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 Front camera

⑤ Earpiece/Speaker

⑥ Proximity sensor:
Switches touch panel on and off to prevent from erroneous operation during a call/Auto-control for display brightness

⑦ Display (Touch panel)

⑧ Microphone/speaker

⑨ Power key/Screen lock key

⑩ Volume key/Zoom key

⑪ Camera key

⑫ Camera lens

⑬ GPS/Built-in antenna ^{*2}

⑭ Flash/Photo light

⑮ mark

⑯ Wi-Fi®/Bluetooth®/antenna part ^{*2}
- ① ②

③ ④ ⑤ ⑥

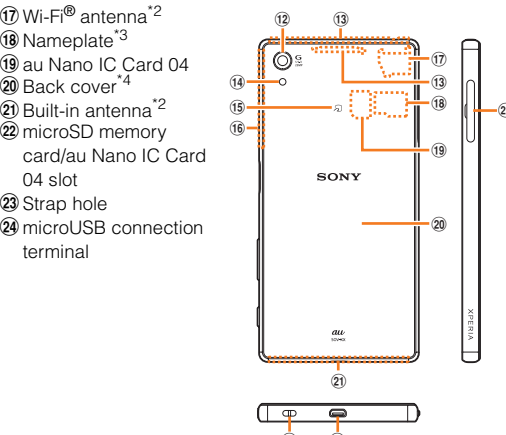
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- *1 Do not jab with a sharp object such as a needle. Doing so may cause a fault.

*2 The antenna is built in. Covering around the antenna by the hand may affect the quality of call/communication.

*3 Do not remove the nameplate with stickers of CE mark, FCC ID and IMEI information printed.

*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.

- 3 When charging is complete, remove the microUSB plug of Common AC Adapter 05 (sold separately) from the product**

4 Remove Common AC Adapter 05 (sold separately) from the outlet

- Charging with the DC Adapter**

You can charge from cigarette lighter socket in a car by using Common DC Adapter 03 (sold separately). For details, refer to instruction manual of Common DC Adapter 03 (sold separately).

■ Charging with a PC

The followings describe charging procedure by connecting the product to chargeable USB port on a PC using the microUSB cable of Sony Mobile AC adapter 05 (sold separately).

1 Insert the microUSB plug of the microUSB cable, with the engraved side () facing up, straight into the microUSB connection terminal of the product

2 Insert the USB plug of the microUSB cable into the USB port of a PC
Notification LED lights on the product.
When a confirmation screen for software installation appears on the product, tap "Skip" or "Cancel".

3 When charging is complete, remove the microUSB plug of the microUSB cable from the product and close the microUSB connection terminal cover firmly

4 Remove the USB plug of the microUSB cable from the USB port of the PC

- 1 Insert the microUSB plug of Common AC Adapter 05 (sold separately), with the engraved side () facing up, straight into the microUSB connection terminal of the product**

2 Insert the power plug of Common AC Adapter 05 (sold separately) into an outlet
Notification LED lights on the product.

- ◆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

- 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

This 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, []▶[お客さまサポート (Customer support)]▶[Basic Manual] (Japanese)

When you activate for the first time, follow the onscreen instructions to download and install app.

- "Basic Manual" (Japanese) app**

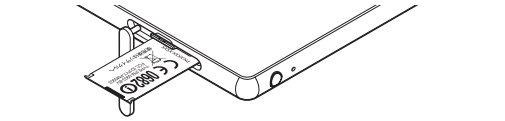
This product allows you to use the "Basic Manual" (Japanese) app on the product to confirm detailed operational procedures. Certain functions can be directly activated from the app screens on which their operations are described.

From the Home screen, []▶[お客さまサポート (Customer support)]▶[Basic Manual] (Japanese)

When you activate for the first time, follow the onscreen instructions to download and install app.

CE mark and FCC ID

- 1 Open the au Nano IC Card 04 slot cover, and insert a fingernail into the hook at the edge of the label tray, then pull it out straight.**



au Nano IC Card 04

Your phone number etc. is recorded in the au Nano IC Card 04. The product is compatible only with au Nano IC Card 04. You cannot use the product with an IC card other than au Nano IC Card 04.

Attaching/removing the au Nano IC Card 04

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

■ Attaching the au Nano IC Card 04

- 1 Open the microSD memory card/au Nano IC Card 04 slot cover while hooking the groove with your fingernail**

Turning on (Initial settings)

Turning the power on

- 1 (over 1 sec)**

The product vibrates and after a while the lock screen appears.
When you turn on the product for the first time, follow the onscreen instructions to set the initial settings.

2 Swipe (flick) the screen up

■ Turning the power off

- 1 (over 1 sec)**

2 [Power off]

- ◆Information**

Pressing the OFF button (YELLOW) by a sharp object such as needle may cause malfunction.

Alternatively, press and hold and upper part of the volume key at the same time for approximately three seconds, and release your finger after it vibrates three times.

Initial settings

When you turn on the product for the first time, follow the onscreen instructions to set language, functions, service, etc. For details, refer to "Setting Guide".

害用音声お届けサービス (Disaster Voice Messaging Service), and 災害関連情報 (Disaster related information).

- 1 From the Home screen, []▶[お客さまサポート (Customer support)]▶[au災害対策 (au Disaster Countermeasure)]**

au災害対策 (au Disaster Countermeasure) menu appears. An agreement screen regarding the use or an initial setting screen appears for the first time you activate this program. Follow the onscreen instructions.

- Using 災害用伝言板 (Disaster Message Board)**

Disaster Message Board service enables you to register information of well-being from an area of distress via LTE NET in case of large-scale disaster such as earthquake with a seismic intensity of over 6 lower.

- 1 au災害対策 (au Disaster Countermeasure) menu▶[災害用伝言板 (Disaster Message Board)]**

- ◆Information**

To register information of well-being, E-mail address (～ezweb.ne.jp) is required. Set up E-mail address beforehand.

- Using 緊急速報メール (Emergency Rapid Mail)**

Emergency Rapid Mail is a service that distributes Earthquake Early Warning or Tsunami Warning delivered from the meteorological bureau or Disaster and Evacuation Information delivered from the government or local public organization to all au cell phones in specified areas simultaneously. When you receive Earthquake Early Warning, ensure your safety and take proper action according to the situation around you. When you receive a Tsunami Warning, draw away from sea coast immediately and evacuate to safe place such as upland or well-built high building.

- 1 au災害対策 (au Disaster Countermeasure) menu▶[緊急速報メール (Emergency Rapid Mail)]**

■ Removing au Nano IC Card 04

- 1 Open the cover while hooking the groove of microSD memory card/au Nano IC Card 04 slot cover with your fingernail**

2 Hook the projection of the tray with your fingernail to slide the tray straight out, then remove the tray from the main unit

3 Remove au Nano IC Card 04 out of the tray, insert the tray into the main unit and then press it all the way
Pay attention to the direction of pushing the tray.

4 Close the microSD memory card/au Nano IC Card 04 slot cover, press it firmly to ensure that there are no gaps between the cover and the main unit

- ◆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.

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.

Basic Operation

- ◆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, from the Home screen, []▶[Settings]▶[Setup guide]. 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 backlight on by pressing .

- 1 Swipe (flick) the screen up on the lock screen**

- ◆Information**

On the lock screen, swipe "" or "" to activate "Phone" app or "Camera" app, respectively.

- ◆Information**

Reception of Emergency Rapid Mail is notified by a special warning tone and vibration. It is not possible to change the warning tone. *Earthquake Early Warning is notified by warning tone and voice sound ("地震です" (It is an earthquake)), and vibration.

The warning tone does not sound when receiving Emergency Rapid Mail during a call.

Earthquake Early Warning may not arrive before strong tremors in areas near the epicenter.

Tsunami Warning is a major tidal wave/seismic sea wave notification delivered from the meteorological bureau to the area including target coast.

Disaster and Evacuation Information is a service that distributes bulletins concerning residents' safety including evacuation advisories, evacuation orders and other warnings issued by the national and local governments.

The service is available only in Japan (it cannot be used overseas).

No information fee or communication charge is required for receiving Emergency Rapid Mail.

KDDI is not liable for damages suffered by customers resulting from the service's information, lack or delay in the information caused by transmission or system breakdowns, or other events that are outside the responsibility of KDDI.

Refer to the Japan Meteorological Agency web page for details about distribution of Earthquake Early Warning.
http://www.jma.go.jp/

You cannot receive Emergency Rapid Mail when your cell phone is turned off.

Emergency Rapid Mail may not be received if you are in a place where signal does not reach even in the service area (e.g. in a tunnel, basement) or in a place with a poor reception.

You cannot receive the Emergency Rapid Mail that the reception is failed.

■ Attaching microSD memory card

- 1 Open the microSD memory card/au Nano IC Card 04 slot cover while hooking the groove with your fingernail**

2 Hook the projection of the tray with your fingernail to slide the tray straight out, then remove the tray from the product

3 Set microSD memory card into the tray with IC (metal) part facing up (), insert the tray with the card into the main unit and press it all the way
Pay attention to the direction of pushing the tray.

- 4 Close the microSD memory card/au Nano IC Card 04 slot cover, press it firmly to ensure that there are no gaps between the cover and the main unit**

- ◆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.

- This delivery system is different from Earthquake Early Warning provided through TV, radio, or other communication procedures, which means that the time the Earthquake Early Warning arrives may vary.

Information from someplace other than your current location may be received.

- Using 災害用音声お届けサービス (Disaster Voice Messaging Service)**

Disaster Voice Messaging Service is a service which allows you to record your voice and send someone you want to inform your well-being in case of a large-scale disaster.

- 1 au災害対策 (au Disaster Countermeasure) menu▶[災害用音声お届けサービス (Disaster Voice Messaging Service)]**

- ◆Information**

To use Wi-Fi®, initial settings via 4G (LTE/WiMAX 2+) network is required.

Voice message can be recorded for up to 30 seconds.

Voice messages cannot be saved or played if the product does not have available memory.

- Using 災害関連情報 (Disaster related information)**

You can check history of Disaster and Evacuation Information delivered by local government, disaster related information portal, etc.

- 1 au災害対策 (au Disaster Countermeasure) menu▶[災害関連情報 (Disaster related information)]▶Follow the onscreen instructions**

Charging

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

- ◆Information**

When the charging starts, notification LED lights according to the battery level. To check the battery level, see the status bar in the top of the Home screen. Alternatively, from the Home screen, []▶[Settings]▶[About phone]▶[Status] and see "Battery level".

When you start charging with the product powered off, the power turns on even though operation is not available. Follow the instructions of each airline or medical facility for the use of cell phones on their premises.

It may take longer to complete for charging with a PC or while using the camera function.

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.

■ Flick (swipe)

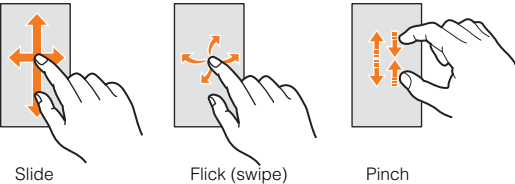
Operate the screen by quickly moving (flicking) your finger up/down or left/right.

■ 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.



Home screen

Home screen consists of multiple screens. Slide or flick left or right to move to the adjacent screen. Tap  to return to the Home screen any time.

- 1 Google Search
 - 2 Widgets
 - 3 Wallpapers
 - 4 Shortcuts (Apps)
 - 5 Home screen position
- Indicates which screen of the several Home screens you are in.
- 6 Folders (Google, 基本機能 (Basic functions))
 - 7 Apps key



Adding to Home screen/Editing Home screen

You can change wallpaper or theme of the Home screen and add/delete/move shortcuts of apps, widgets, folders, etc. on the Home screen.

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

Alternatively, pinch-in on the Home screen.

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■ 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] ►[More]**
- 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 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.

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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 cell 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 cell 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)

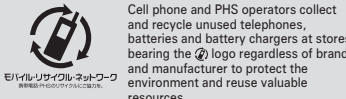
Keitai Guarantee Service Center

For loss, theft, damage.

Business hours 9:00–21:00 (7 days a week)

From fixed-line phones/au cell phones,

 0120-925-919 (toll free)



SONY[®]

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

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1295-7190.1

2 Widgets & Apps		Add shortcuts of widgets or apps.
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.
	(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 wallpapers etc. for the Home screen or the lock screen.	
Home Settings	Set auto rotation of the Home screen or size of icons.	

■ Adding a folder

- 1 **From the Home screen, long-touch an icon**
- 2 **Drag the icon onto another icon**

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Support

Introduction of related accessories

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

- **Sony Mobile Desktop Holder 01 (01SOPUA) (sold separately)**
- **Sony Mobile TV antenna cable 02 (02SOHSA)**
- **Sony Mobile AC adapter 05 (EP880) (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)**
- **Common DC Adapter 03 (0301PEA) (sold separately)**
- **au Carrying Case F Black (0105FCA) (sold separately)**
- **au Carrying Case G Black (0106FCA) (sold separately)**
- **au Carrying Case H Black (0107FCA) (sold separately)**
- **Common AC Adapter 05 (0501PWA) (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://auonlineshop.kddi.com/>

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■ 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 cell 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 cell phone.
- Once you cancel the membership, you cannot reapply for it until you purchase an au cell phone next time.
- Note that when changing the model or purchasing an extra cell phone, this service only covers the most recently purchased au cell phone.
- When an au cell 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 cell phone.
- When you get a new au cell phone by changing the model or purchasing an extra cell phone, the "Keitai Guarantee Service Plus"/"Keitai Guarantee Service Plus LTE" membership for the old au cell 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 PiPi.

■ Deleting shortcuts/widgets/folders/folders

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

- 2 **Drag the icon or the folder to "Remove"**

To delete a folder, then tap "DELETE". It also deletes shortcuts etc. in the folder.

◆Information

- Long-touch a shortcut, widget, or folder icon to move.

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, **
Slide or flick left or right to switch the Apps screen.

- 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	 Google, Voice Search
 Calendar	 Basic Manual

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■ 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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■ 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
	Talking ^{*1} / Calling ^{*1}

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	Missed call
	USB connecting
	Wi-Fi [®] open network available

^{*1} 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 (not vibrate) is set
	Airplane mode is activated
	Wi-Fi [®] connected, Wi-Fi [®] communicating

^{*1} Two types of network, "LTE"/"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.

■ Checking own phone number

- 1 **From the Home screen,  ►[Settings]**

- 2 **[About phone] ►[Status]**

The phone number of the product is shown under "My phone number".

◆Information

- Alternatively, from the Home screen,  ►[ツール (Tool)] ►[Contacts] ►[Myself] to check your phone number.

■ Setting the silent mode (vibrate)

- 1 **Press the volume up key or down key**

- 2 

The icon for the volume adjusting bar changes to  and the silent mode (vibrate) is set. Tap "" to cancel the silent mode (vibrate).

■ Setting the silent mode (not vibrate)

- 1 **Press the volume down key for over 1second**

The icon on the volume adjusting bar changes to  and the silent mode (not vibrate) is set.

◆Information

- When the "silent mode" is set, sounds for shutter, playback of video or music, alarm, etc. are not muted.
- When the "silent mode" is set, adjusting "Ring volume" of "Sound & notification" or raising the volume by pressing the volume up key cancels the silent mode.

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◆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 cell phones by Replacement cell phone delivery service which you used before are recycled to cell 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.

■ Performance parts for repair

The Company retains performance parts for repair of the Xperia™ XX 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.

■ Warranty card

At the store of purchase, thoroughly check and read the name of the retailer, date of purchase and other necessary details filled in on the warranty card, and be sure to keep it in a safe place.

Charging time	Using Common AC Adapter 05 (sold separately): Approx. 140 min.
Continuous Full Seg watching time	Approx. 6 hours 40 min.
Continuous 1Seg viewing time	Approx. 9 hours 00 min.
Continuous tethering time	Approx. 420 min.
Wi-Fi[®] tethering maximum connection number	10

◆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.

Symptom	What you should check
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 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 Customer Support site of au homepage. <http://www.au.kddi.com/support/mobile/trouble/repair>

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.

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	No recompense (model change)
Theft, loss	

^{*} Charge amounts are all tax excluded

◆Information

Replacement cell phone delivery service

- When you have trouble with your au cell phone, replacement cell phone (same model, same color) is delivered by calling to. Return your damaged cell phone within 14 days after the replacement cell phone is delivered.
- 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.

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.

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Symptom	What you should check
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.
Battery usage time is short	Is the battery fully charged? Charge until the 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?

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■ au after-sales service information

Replacement cell phone delivery service

Keitai Guarantee Service Plus LTE members

Spontaneous failure 1st year	Free of charge
Spontaneous failure 2nd year or later	Customer charge 1st: 5,000 yen 2nd: 8,000 yen
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	

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

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■ After-sales service

If you are unsure about anything regarding after-sales service, contact the following service contact.

Customer Service Center (for service canceling procedure in case of loss or theft)

From a land-line phone,  0077-7-113 (toll free)
From an au mobile phone, **113** without area code (toll free)
Business hours : 24 hours live support

Keitai Guarantee Service Center (for loss, theft, damage)

From a land-line phone/From an au cell phone,  0120-925-919 (toll free)

Business hours 9:00 – 21:00 (7 days a week)

Online Repair 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.

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