XPERIA™

X10 mini pro
User guide

Important information

Please read the *Important information* leaflet before you use your mobile phone.

- Some of the services and features described in this User guide are not supported in all countries/regions or by all networks and/or service providers in all areas. Without limitation, this applies to the GSM International Emergency Number 112. Please contact your network operator or service provider to determine availability of any specific service or feature and whether additional access or usage fees apply.

Experience more. Discover how.

Need help? Get more, do more. Miss nothing. Visit *www.sonyericsson.com/xperiax10minipro* to learn more about your phone.

User guide in the phone

An extended User guide is available in your phone. The extended User guide and more information is also available at *www.sonyericsson.com/support*.

To access the User guide in your phone
1 From the **Home screen**, drag upwards.
2 Find and tap **User guide**.

Getting started

To insert the SIM card and the memory card

1 Remove the battery cover.
2 Slide the SIM card with the gold-coloured contacts facing down and memory card with the gold-coloured contacts facing up.

To insert the battery

1 Insert the battery with the label side up and the connectors facing each other.
2 Attach the battery cover.

To turn on the phone
1 Press and hold down the key on the top of the phone.
2 Enter your SIM card PIN, if requested, and select **OK**.
3 At first startup, follow the instructions in Setup guide.

- Your PIN is supplied by your network operator. If you want to correct a mistake made while entering your SIM card PIN, press .

To turn off the phone
1 Press and hold until the options menu opens.
2 In the options menu, tap **Power off**.
3 Tap **OK**.

To activate the screen
- Press .

To lock the screen
- Press .

Starting your phone for the first time

The first time you start your phone, a setup guide lets you enter essential phone settings, import contacts, and set up your email and online services accounts. You can also access the setup guide later from the phone settings.

To set the language
1 Scroll through the available languages list.
2 Tap the language you want to use in your phone. The language is marked.

3 Tap **Save**.

Internet and messaging settings

In order to send messages and use the Internet you will need a 2G/3G mobile data connection. For most mobile phone networks and operators, settings for messaging and the Internet will be preinstalled on the phone or downloaded to your phone the first time you turn on the phone with a SIM card inserted. If not, you can go to *www.sonyericsson.com/support* from your computer to download the settings to your phone.

To import contacts from the SIM card
1 From the setup guide, tap **Import contacts**.
2 When you are asked to confirm if you want to import the contacts from the SIM card to the phone, tap **Yes**.

- By using Sony Ericsson Sync you can synchronise contacts, bookmarks and calendar events between your phone and your Sony Ericsson account. This way you can transfer information from your old phone to the Sony Ericsson account, and then transfer it to your new phone. You can set up a Sony Ericsson account from the Sony Ericsson Sync application in your phone, or by going to *www.sonyericsson.com/user* from your computer.

To set the time and date
1 From the setup guide, tap **Time & date**.
2 Unmark the **Automatic** checkbox, if it is marked.
3 Tap **Set date** or **Set time**.
4 Tap + or – to adjust the date or hour and minute.

5 Tap **Set**.

- While setting time, you can shift between 12-hour and 24-hour format. If you want to use **AM** and **PM**, you have to unmark **Use 24-hour format**.

To create a new Google™ account in your phone
1 From the setup guide, tap **Google account**.
2 Tap **Next**.
3 Tap **Create**.
4 Enter your personal information and desired Google™ username. Tap **Next**.
5 Enter and confirm your password. Tap **Next**.
6 Select a security question and enter a personal answer that only you know. You can also enter a secondary email address to which your Google™ account information could be sent in case you forget the information. Tap **Next**.
7 To agree to the Google™ Terms of service, tap **I agree, Next**.
8 Enter the security word displayed as an image. Tap **Next**.
9 Mark the checkboxes to allow the additional Google™ services, or leave them blank if you do not agree to use these services. Tap **Next**.
10 Tap **Finish setup**. Your new Google™ account has now been created and set up to be used with the Google™ services in your phone.

To set up an existing Google™ account in your phone
1 From the setup guide, tap **Google account**.
2 Tap **Next**.
3 Tap **Sign in**.

4 Enter your Google™ username and password. Tap **Sign in** to continue.
5 Mark the checkboxes to allow the additional Google™ services, or leave them blank if you do not agree to use these services. Tap **Next**.
6 Tap **Finish setup**. Your Google™ account has now been set up in your phone.

- In most cases, your Google™ username is the first part of your Google™ email address.

To set up an email account
1 From the setup guide, tap **Email**.
2 Tap **Email address**, enter your email address and tap **Next**.
3 Enter your password and tap **Done**.
4 Tap **Continue**.
5 If the phone cannot download your email account settings automatically, enter the account settings manually.

- If you need to enter the settings manually, contact your email service provider for the correct email account settings. For example, you need to know if the account type is POP3 or IMAP.

Sony Ericsson Timescape™ settings

Sony Ericsson Timescape™ collects all the communication events at one place and keeps you updated with messages, missed calls from your contacts and friends in Facebook™ and Twitter™.

To set up a Facebook™ account
1 From the setup guide, tap **Facebook**.
2 Tap **Username**, enter your username and tap **Next**.

3 Enter your password and tap **Done**.

To set up a Twitter™ account
1 From the setup guide, tap **Twitter**.
2 Tap **Username**, enter your username and tap **Next**.
3 Enter your password and tap **Done**.

To exit the setup guide
- When you are finished with the setup guide, tap **Done**.

Getting to know your phone

Phone overview

1 Sensors
2 Ear speaker
3 Notification LED
4 Touch screen
5 Back key
6 Home key
7 Menu key
8 Keyboard

9 Power key/screen lock
10 3.5 mm headset connector
11 Camera lens
12 Camera light
13 Volume key
14 Camera key
15 Speaker
16 Strap hole
17 Connector for charger/ USB cable

Charging the battery

The phone battery is partly charged when you buy the phone. It may take a few minutes before the battery icon appears on the screen when you connect the phone to a power source. You can still use your phone while it is charging.

- The battery will start to discharge a little after it is fully charged and then charges again after a certain time. This is to extend battery life and may result in the charge status showing a level below 100 percent.

To charge the phone using the power adapter
- Connect the phone to a power outlet using the USB cable and the power adapter.

Using the hardware keys

	Menu	Open a list of options available in the current screen or application
	Home	• Go to the **Home screen** or to the applications panes from any application or screen • Open the recently used applications window
	Back	• Go back to the previous screen • Close the onscreen keypad, a dialog box, an options menu, or the Notifications panel

Status bar

A status bar at the top of the screen displays phone status information and notifications. Notification icons appear on the left side of the status bar. Phone status icons appear on the right side. From the status bar you can access the notification panel.

Using the touch screen

To open or highlight an item
- Tap the item.

To mark or unmark options
- Tap the relevant checkbox or in some cases the right side of the list option, to mark or unmark an option.

	Marked checkbox
	Unmarked checkbox
	Marked list option
	Unmarked list option

To pan
- When this option is available, drag the screen to pan.

To zoom
- When available, tap or to zoom in or out.
- Touch, hold and drag upwards or downwards to zoom in or out.

- You may have to drag your finger on the screen (in any direction) to make the zoom icons appear.

Scrolling

You can scroll up or down, and on some webpages you can also scroll to the sides.

- Dragging or flicking will not activate anything on the screen.

Notification panel

In the Notification panel, notification icons are displayed in a detailed view. You can open notifications, such as messages, reminders, or event notifications directly from the Notification panel. You can also open running applications such as the music player or the radio.

To open the Notification panel

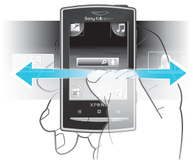
- Drag the status bar downwards.

Home screen

The **Home screen** is the starting point of your phone. You can personalise the **Home screen** by adding widgets, or by changing the wallpaper and the applications in the corners. When you add more than one widget, the **Home screen** extends beyond the screen width. The corners on the **Home screen** are used to access applications or

bookmarks quickly. You can add any application or bookmark to the corners.

- When you go to the **Home screen**, some applications may continue to run in the background. If you do not want applications to run in the background, you should exit each application you have opened before going to the **Home screen**.



To view the extended Home screen
- Drag your finger to the sides of the screen.

To add widgets to the Home screen
1 Press .
2 Tap **Arrange widgets**.
3 Flick through the horizontal list of widgets and tap **Add widget**.
4 Select a widget from the list.

5 Press to exit the edit mode.

- You can add more widgets by flicking through the horizontal list and tapping Add widgets.

To delete a widget from the Home screen
1 Press .
2 Tap **Arrange widgets**.
3 Flick horizontally across the screen and tap the widget you want to delete.
4 Tap in the widget.
5 Tap **Yes**.
6 Press to exit the edit mode.

Orientation

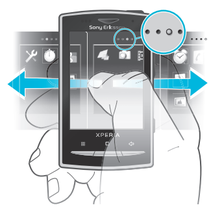
When you open the keyboard, the screen orientation changes automatically from portrait to landscape view. You can also set the phone to stay in portrait orientation by disabling the automatic orientation setting.

To prevent the screen orientation from changing automatically
1 From the **Home screen**, tap the applications bar.
2 Tap **Settings** > **Sound & display**.
3 Unmark the **Orientation** check box.

- Preventing the screen orientation from changing automatically means that the phone stays in portrait orientation.

Applications panes

You can access your applications in the phone using the applications panes. The applications panes extend beyond the screen. You can create new panes and arrange the applications after your preferences.



Shows which applications pane you are in

To open the applications panes

- You can open the applications panes by different ways.

- From the **Home screen**, drag upwards.
- From the **Home screen**, tap .
- Flick the **Home screen** upwards.
- From the **Home screen**, press .

To browse the applications panes
- From the applications panes, flick right or left.

To create a new applications pane
1 From the **Home screen**, drag upwards.
2 Tap **Arrange icons**.
3 Touch and hold an item in the last pane until it vibrates and then drag it to the right.
4 Press to exit the edit mode.

To move an application
1 From the **Home screen**, press .
2 Tap **Arrange icons**.
3 Touch and hold an item until it vibrates and drag it to one of the corners or to another application pane. If you move an item in the last applications pane, the pane switches to the next pane.
4 Press to exit the edit mode.

- The items in the applications panes are not shortcuts to the applications but the actual applications. When you move an application from the applications panes to corners or vice versa, the actual application gets moved and not shortcut. There are no shortcuts to the applications.

Recently used applications window

You can view and access recently used applications from this window.

To open the recently used applications window
- From any application, press and hold down .

Phone settings overview

You can set up the phone to suit your requirements, for example, **Date & time**, **Wireless controls** and **Data synchronization**.

To change the phone language
1 From the **Home screen**, drag upwards.
2 Find and tap **Settings** > **Locale & text** > **Select locale**.
3 Select an option.

- If you choose the wrong language and cannot read the menu texts, go to *www.sonyericsson.com/support* for help.

To turn on Flight mode
1 From the **Home screen**, drag upwards.
2 Find and tap **Settings** > **Wireless controls**.
3 Mark the **Airplane mode** checkbox.

- You can also press and hold to turn on Flight mode.

Entering text

To enter text and characters you can use either the slideout keyboard or the on-screen keypad. When you are using the slideout keyboard, you cannot enter text using the on-screen keypad.

Using the slideout keyboard

- To type lower-case letters, press the relevant letter keys.
- To type a single upper-case letter, press and then press the relevant letter key.
- To use all upper-case letters, press twice. To change back to all lower-case letters, press again.
- To type special characters, press and hold , and then press the letter key until the required character appears.
- To enter a character printed in blue, press and then press the relevant key.

- To use all the characters printed in blue, press twice and enter the relevant characters.

To change writing language using the slideout keyboard
1 When you enter text, tap the language icon in the lower left corner of the screen.
2 Select a language.

Using the on-screen keypad

When you start a program or select a field that requires text or numbers, the default on-screen keypad appears. You can use multitap text input method or quick text input method to enter text. The quick text input method uses a built-in dictionary.

- You can close the keypad at any time by pressing .

To display the on-screen keypad and enter text
- Tap the text field and the keypad appears.

To change writing language using the on-screen keypad
1 When you enter text, tap the language icon in the upper right corner.
2 Select an option.

Calling

To make an emergency call
1 From the **Home screen**, tap .

2 Enter the emergency number and tap . To delete a number, tap .

- You can make an emergency call without a SIM card inserted.

To make an emergency call while the SIM card is locked
1 Tap **Emergency call**.
2 Enter the emergency number and tap . To delete a number, tap .

To make a call
1 From the **Home screen**, tap .
2 If the call log is shown, tap to enter the dial pad view.
3 Enter the number of the recipient and tap . To delete a number, tap .

To end a call
- Tap .

To answer a call

- Drag the indicator to .

Contacts

In the **Contacts** application, you can enter information for your personal contacts, for example, phone numbers and

email addresses. When you view a contact, you get quick access to all communication with that contact. If you have a synchronisation service account, you can synchronise your phone contacts with the account contacts.

To view your contacts
- From the **Home screen**, tap to open the **Contacts** application.

- If you have not set up your phone for synchronisation with a web service, or imported SIM contacts, you can choose to do so the first time you open **Contacts**.

To call a contact
1 From the **Home screen**, tap .
2 Tap the contact.
3 Tap the desired phone number of the contact.

SMS and MMS

To create and send a message
1 From the **Home screen**, tap .
2 Tap **New message**.
3 Tap **Write message**, enter your message text and tap **Next**.
4 Tap to add a recipient.
5 To add a recipient, select a contact in the list. You can also tap the text field, enter a number manually, and then tap **Done**.
6 If you want to add a photo or a video, tap and select an option.
7 If you want to add, remove or edit recipients, press , then tap **Edit recipients** and edit the recipients.

8 When you are finished, tap **Send**.

If you stop creating the message, it will be saved as a draft. The message thread will be tagged with the word **Draft**.

To read a received message
1 From the **Home screen**, tap .
2 Tap a message thread.
3 If the message is not downloaded yet, tap the message and then tap **Download message**.
4 If the received message contains music or a video, tap the item and then tap **View video** or **Play audio**.

When you receive a text or multimedia message, appears in the status bar. To read the message, you can also drag the status bar downwards and tap the received message when the status bar is open.

Email

You can use your phone to send and receive emails through your regular email account. First, you need the correct Internet settings in your phone. See *Internet and messaging settings* on page 5.

For more information on entering text, see *Entering text* on page 18.

To set up an email account in your phone
1 From the **Home screen**, drag upwards.
2 Find and tap **Email**.
3 Tap **Email address**, enter your email address and tap **Next**.
4 Enter your password and tap **Done**.

5 Tap **Continue**.
6 If the phone cannot download your email account settings automatically, you can proceed by entering the account settings manually.

If you need to enter the settings manually, contact your email service provider for the correct email account settings. For example, you need to know if the account type is POP3 or IMAP.

To create and send an email message
1 From the **Home screen**, drag upwards.
2 Find and tap **Email**.
3 Tap **Write new**.
4 Tap **To:** and enter the recipient's address, then tap **Done**. You can add more recipients the same way, or delete a recipient by tapping .
5 Tap **Subject**, enter the subject and tap **Done**.
6 Tap **Write email**, enter the message text and tap **Done**.
7 To attach a file, tap and select the type of file to attach.
8 Tap **Send**.

To receive and open email messages
1 From the **Home screen**, drag upwards.
2 Find and tap **Email**.
3 Tap **Inbox**.
4 To update the inbox with new messages, tap .
5 To open and read a message, tap the message.

Sony Ericsson Timescape™

Sony Ericsson Timescape™ revolutionises your social experience by collecting all your communications into one view. Every event – Facebook or Twitter updates, text and multimedia messages, missed calls – appears as a tile in a chronological flow on the screen. You can see a snack-size preview of an event before choosing to view the full content. You can filter by event type to view all communications for a contact.

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To start Timescape™
1 From the **Home screen**, drag upwards.
2 Find and tap **Timescape**.
3 The first time you start Timescape, you can tap **Log in** and log in to your **Facebook** or **Twitter** account to receive **Facebook** and **Twitter** updates in Timescape. If you do not want to log in, tap **Continue**.

If you are already logged in to Facebook, Twitter, or another online service while setting up the phone for the first time, when you start Timescape™, the welcome screen will not be displayed and you are not required to log in again.

If you are not logged in and you tap **Continue**, then you can always log in from the Home screen by tapping **Settings** > **Sony Ericsson** > **Timescape™ settings**.

The Timescape™ start screen

1	Tile filter icon
2	Status update icon
3	Go to contact icon
4	Refresh icon (only visible if you are logged in to a web service account)
5	Timescape™ tiles, in chronological order
6	Tile content icon

Using Timescape™

To update your Facebook or Twitter status in Timescape™
1 From the **Home screen**, drag upwards.
2 Find and tap **Timescape**.
3 Tap .
4 Tap **Select services**.
5 Use the toggles to select the services for which you want to update your status. If you want to update your status for a service you are not logged in to, tap the service and log in to it. When you have selected the desired services, tap **Done**.
6 Tap **Edit status**, enter your new status, and tap **Send**.

To view an event in Timescape™
1 From the **Home screen**, drag upwards.
2 Find and tap **Timescape**.
3 Scroll to the tile for the desired event, then tap the tile.

To schedule web service content updates in Timescape™
1 From the **Home screen**, drag upwards.
2 Find and tap **Settings** > **Sony Ericsson** > **Timescape™ settings** > **Schedule updates**.
3 Tap the desired option. If you select **Manual**, no automatic updates will be made.

To log in to Facebook or Twitter
1 From the **Home screen**, drag upwards.
2 Find and tap **Settings** > **Sony Ericsson** > **Timescape™ settings** > **Services**.
3 Tap the service you want to log in to.

4 Enter your login details.

When you have logged in to a web service, you can update your status, or view updates from the web service, in Timescape™.

Sony Ericsson Sync

Use the Sony Ericsson Sync application to synchronise bookmarks, contacts and calendar events between your phone and your Sony Ericsson account. At *www.sonyericsson.com/user* you can then access, edit and add information from any computer with an Internet connection.
A Sony Ericsson account can be created and set up from your phone, or you can create one at *www.sonyericsson.com/user*.

Sony Ericsson Sync can be set up to connect to any SyncML™ service.

To set up a Sony Ericsson account in your phone
1 From the **Home screen**, drag upwards.
2 Find and tap **Sony Ericsson Sync**.
3 Tap **Sony Ericsson Sync**.
4 Follow the registration wizard to create a Sony Ericsson account.
5 Mark the **Sync interval** checkbox and set the synchronisation interval.
6 If you want to synchronise **Bookmarks**, **Contacts** and **Calendar**, mark the relevant checkboxes.
7 Tap **Save**.

To synchronise using Sony Ericsson Sync
1 From the **Home screen**, drag upwards.
2 Find and tap **Sony Ericsson Sync**.
3 Tap the sync icon for any listed synchronisation service to start the synchronisation.

PC Companion

PC Companion enables you to access and use additional features and services connected to your phone, for example the Media Go™ application, to transfer music, video and pictures. You can also update your phone to get the latest software available.
You need one of these operating systems to use the Media Go™ application:
- Microsoft® Windows 7
- Microsoft® Windows Vista™
- Microsoft® Windows® XP, Service Pack 3 or higher

Connect your phone and computer with a USB cable to install and use PC Companion.

To install PC Companion
1 Connect your phone to a computer using a USB cable.
2 Tap **Install PC Companion**.
3 **Computer**: PC Companion automatically starts on your computer after a few seconds. Follow the on-screen instructions to install PC Companion.

To use PC Companion
1 Connect your phone to a computer using a USB cable.
2 Tap **Connect your phone**.

3 **Computer**: PC Companion automatically starts on your computer after a few seconds.

To disconnect the USB cable safely

Do not disconnect the USB cable when transferring content as this may corrupt the content.

1 **Computer**: Make sure that the hardware is safely removed.
2 Disconnect the USB cable.

Computer instructions may vary depending on your operating system. See the documentation of your computer's operating system for more information.

Music

You can browse and listen to your music, audio books and podcasts using the music player.

Use the Media Go™ application on your computer to transfer content to and from the memory card in your phone.

To play audio content
1 From the **Home screen** screen, tap . If does not appear on the **Home screen**, drag upwards, then find and tap **Music player** .
2 Tap .
3 Tap to browse audio by artist. Tap to use playlists. Tap to browse audio by track.
4 Scroll up or down and browse to a track.
5 Tap a track to play it.

Music player overview

1	Browse the music on the memory card
2	Infinite button: find related material online
3	Cover art (if available)
4	Go to the previous track in the current play queue, or rewind
5	Play/Pause button
6	Progress indicator: fast forward or rewind by dragging or tapping
7	Time remaining of current track

8	Go to the next track in the current play queue, or fast forward
9	View the current play queue

To explore related audio content
1 In the music player, tap .
2 Flick left or right to view results on available online services (operator-dependent).
3 To return to the music player, press .

Camera

You can take a photo or record a video by pressing the camera key. Before taking a photo, you can improve it by using the Scenes feature. You can use the flash or the light when shooting or recording. You can share a photo or a video with friends, or upload your photos and videos to a web service. From the viewfinder, you can view an album containing all photos and videos that you have taken using the camera.

To activate the camera
- Press the camera key.

To take a photo
1 Activate the camera.
2 If the still camera is not selected, tap .
3 Point the camera towards the subject and press the camera key halfway down to use auto-focus.
4 When the focus frame turns green, press the camera key fully down. The photo is automatically saved on the memory card. The photo appears in review mode.

5 To take another photo, press the camera key.

Web browser

To open the web browser
1 From the **Home screen**, drag upwards.
2 Find and tap **Browser**.

To go to a web page
1 Press and tap .
2 Tap the text field to activate the keypad.
3 Enter a web address.
4 Tap **Go**.

If the screen orientation does not change automatically when you turn the phone sideways, mark the **Orientation** checkbox under **Settings** > **Sound & display**.

Locking and protecting your phone

IMEI number

Keep a copy of your IMEI (International Mobile Equipment Identity) number in case your phone is stolen.

To view your IMEI number in the phone
1 From the **Home screen**, drag upwards.
2 Find and tap **Settings** > **About phone** > **Status**.
3 Scroll to **IMEI** to view the **IMEI** number.

To change the SIM card PIN
1 From the **Home screen**, drag upwards.
2 Find and tap **Settings** > **Security & location** > **Set up SIM card lock** > **Change SIM PIN**.
3 Enter the old SIM card PIN and tap **OK**.
4 Enter the new SIM card PIN and tap **OK**.

Updating your phone

You can update your phone to the most recent software for optimal performance and to get the latest enhancements. Updates can be downloaded wirelessly directly from your phone via the Internet by using a 2G/3G mobile data connection, or by using a Wi-Fi™ network connection. By connecting your phone to a computer with a USB cable, you can also download updates from the PC Companion application.

When you are using a 2G/3G mobile data connection to connect to Internet from your phone, data transmission charges may apply. Contact your network operator for more information.

Make sure you back up and save all data contained in your phone before you start updating the phone.

To download software updates wirelessly
1 From the **Home screen**, drag upwards.
2 Find and tap **Settings** > **About phone** > **Software update**. Follow the on screen instructions to update your phone.

To download software updates using a USB cable

Do not disconnect the USB cable when updating your phone as this may corrupt the content. Make sure that the hardware is safely removed from your computer when you are finished.

1 Connect your phone to a computer using a USB cable. If it is the first time you start PC Companion you have to install it before moving on to the next step. Follow the on-screen instructions in the menu displayed in your phone to install PC Companion.
2 Tap **Connect your phone**.
3 **Computer**: Wait a few seconds for PC Companion to start. Click **Support Zone** > **Software Update** and follow the on-screen instructions to update your phone.

While using PC Companion, you will also get notifications whenever there are available software updates for your phone.

Troubleshooting

Common questions

My phone is not working as expected
If you experience problems with your phone, check these tips before you try anything else:
- Restart your phone.
- Remove and re-insert the battery and SIM card. Then restart your phone.
- Update your phone. Even if you have the latest software, updating your phone can improve software stability and

solve other problems. Updating your phone also ensures optimal performance and provides the latest enhancements.
- Reset your phone.

Be patient while resetting your phone. Restarting the phone while making a reset may damage the phone permanently.

To force stop an application
- When a popup window tells you that an application is not responding, tap **Force stop**.

If you do not want to force stop an application, you can wait for it to respond by tapping **Cancel**.

Resetting the phone
Resetting the phone deletes all data, including downloaded applications, and resets the phone back to its initial state, the state before you turned on the phone for the first time. Make sure to back up important data you have on the phone before you reset the phone.

To reset the phone
1 From the **Home screen**, drag upwards.
2 Find and tap **Settings** > **SD card, USB Mass Storage & phone storage** > **Factory data reset** > **Reset phone**.
3 Enter your screen unlock pattern.
4 Tap **Erase everything**.

I cannot charge the phone or battery capacity is low
The charger is not properly connected or the battery connection is poor. Remove the battery and clean the connectors.

The battery is worn out and needs to be replaced. See *Charging the battery* on page 9.

No battery charging icon appears when I start charging the phone
It may take a few minutes before the battery icon appears on the screen.

I cannot use Internet-based services
Make sure your subscription includes data download, and that the Internet settings in your phone are correct.
See *Internet and messaging settings* on page 5 for more information on how to download or change the Internet settings. You can also download settings from *www.sonyericsson.com/support*.

Error messages

No network coverage
- Your phone is in flight mode. Make sure flight mode is off.
- Your phone is not receiving any network signal, or the received signal is too weak. Contact your network operator and make sure that the network has coverage where you are.
- The SIM card is not working properly. Insert your SIM card in another phone. If this works, it is probably your phone that is causing the problem. In this case, contact the nearest Sony Ericsson service center.

Emergency calls only
You are within range of a network, but you are not allowed to use it. However, in an emergency, some network operators allow you to call the international emergency number 112.

SIM card is locked.
You have entered your PIN incorrectly 3 times in a row. To unlock the phone, you need the PUK provided by your operator.

SIM card is PUK-locked.
You have entered your PUK (Personal Unblocking Key) incorrectly 10 times in a row. Please contact your service provider.

Legal information

Sony Ericsson U20i/U20a

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All illustrations are for illustration only and may not accurately depict the actual phone.

www.sonyericsson.com

Sony Ericsson

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Sony Ericsson

FCC Statement

Declaration of Conformity

Sony Ericsson U20a

UMTS HSPA band 1 2 5 GSM GPRS/EDGE 850/900/1800/1900

Important Information

United States & Canada

THIS PHONE MODEL HAS BEEN CERTIFIED IN COMPLIANCE WITH THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

The U20a Series mobile phones have been designed to comply with applicable safety requirements for exposure to radio waves. Your wireless phone is a radio transmitter and receiver. It is designed to not exceed the limits* of exposure to radio frequency (RF) energy set by governmental authorities. These limits establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by international scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a safety margin designed to assure the safety of all individuals, regardless of age and health.

The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate (SAR). Tests for SAR are conducted using standardized methods with the phone transmitting at its highest certified power level in all used frequency bands. While there may be differences between the SAR levels of various phone models, they are all designed to meet the relevant guidelines for exposure to radio waves. For more information on SAR, please refer to the safe and efficient use chapter in the User Guide.

The highest SAR value as reported to the authorities for this phone model when tested for use by the ear is 1.55 W/kg*, and when worn on the body is 0.76 W/kg* for speech and 0.68 W/kg* for data calls. Body worn measurements are made while the phone is in use and worn on the body with a Sony Ericsson accessory supplied with or designated for use with this phone. It is therefore recommended that only Ericsson and Sony Ericsson original accessories be used in conjunction with Sony Ericsson phones.

**Before a phone model is available for sale to the public in the US, it must be tested and certified by the Federal Communications Commission (FCC) that it does not exceed the limit established by

the government-adopted requirement for safe exposure*. The tests are performed in positions and locations (i.e., by the ear and worn on the body) as required by the FCC for each model. The FCC has granted an Equipment Authorization for this phone model with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. While there may be differences between the SAR levels of various phones, all mobile phones granted an FCC equipment authorization meet the government requirement for safe exposure. SAR information on this phone model is on file at the FCC and can be found under the Display Grant section of *http://www.fcc.gov/oet/fccid* after searching on FCC ID PY7A3880071. Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) website at *http://www.phonefacts.net*.

** In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kilogram (W/kg) averaged over one gram of tissue. The standard incorporates a margin of safety to give additional protection for the public and to account for any variations in measurements.*

***This paragraph is only applicable to authorities and customers in the United States.*

Important Information

Latin & South America

Radio wave exposure and Specific Absorption Rate (SAR) information

The U20a Series mobile phones have been designed to comply with applicable safety requirements for exposure to radio waves. These requirements are based on scientific guidelines that include safety margins designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standardised methods with the phone transmitting at its highest certified power level in all used frequency bands.

While there may be differences between the SAR levels of various phone models, they are all designed to meet the relevant guidelines for exposure to radio waves.

For more information on SAR, please refer to the safety chapter in the User Guide.

SAR data information for residents in countries that have adopted the SAR limit recommended by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is 2 W/kg averaged over ten (10) gram of tissue (for example European Union, Japan, Brazil and New Zealand):

The highest SAR value for this model phone when tested by Sony Ericsson for use at the ear is 1.02 W/kg (10g).

FCC Statement

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Any change or modification not expressly approved by Sony Ericsson may void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada Statement

This device complies with RSS-210 of Industry Canada.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Declaration of Conformity for U20a

We, **Sony Ericsson Mobile Communications AB** of
Nya Vattentornet
SE-221 88 Lund, Sweden
declare under our sole responsibility that our product
Sony Ericsson type AAD-3880071-BV
and in combination with our accessories, to which this declaration relates is in conformity with the appropriate standards EN 301 511:V9.0.2, EN 301 908-1:V3.2.1, EN 301 908-2:V3.2.1, EN 300 440-2:V1.3.1, EN 300 328:V1.7.1, EN 301 489-7:V1.3.1, EN 301 489-17:V2.1.1, EN 301 489-24:V1.4.1, EN 301 489-3:V1.4.1 and EN 60 950-1:2006 following the provisions of, Radio Equipment and Telecommunication Terminal Equipment directive **1999/5/EC**.

Lund, May 2010

CE 0682

Dan Redin,
Corporate Vice President, Head of Development

We fulfil the requirements of the R&TTE Directive (1999/5/EC).

Ce produit est conforme aux directives de R&TTE **(1999/5/EC)**.

Cumplimos con los requisitos de la Directiva R&TTE – Normas sobre equipos de terminales de radio y telecomunicaciones (**1999/5/EC**).

Atendemos aos requisitos da Diretriz R&TTE (**1999/5/EC**).

www.sonyericsson.com

Sony Ericsson Mobile Communications AB
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1239-1579.1

Sony Ericsson

Important information

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Sony Ericsson Consumer Web site

At *www.sonyericsson.com/support* there is a support section where help and tips are only a few clicks away. Here you will find the latest computer software updates and tips on how to use your product more efficiently.

Service and support

You have access to a portfolio of exclusive service advantages such as:

- Global and local Web sites providing support.
- A global network of Contact Centers.
- An extensive network of Sony Ericsson service partners.
- A warranty period. Learn more about the warranty conditions in the*Limited warranty*section.

At *www.sonyericsson.com/support*, you can find the latest support tools and information. For operator-specific services and features, please contact your network operator.

You can also contact our Contact Centers. If your country/region is not represented in the list below, please contact your local dealer. (Calls are charged according to national rates, including local taxes, unless the phone number is a toll-free number.)

If your product needs service, please contact the dealer from whom it was purchased, or one of our service partners. For warranty claims, save proof of purchase.

Guidelines for Safe and Efficient Use

Please follow these guidelines. Failure to do so might entail a potential health risk or product malfunction. If in doubt as to its proper function, have the product checked by a certified service partner before charging or using it.

Recommendations for care and safe use of our products

- Handle with care and keep in a clean and dust-free place.

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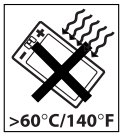
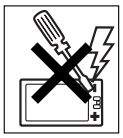
- **Warning!** May explode if disposed of in fire.
- Do not expose to liquid or moisture or excess humidity.
- For optimum performance, the product should not be operated in temperatures below -10°C(+14°F) or above +45°C(+113°F). Do not expose the battery to temperatures above +60°C(+140°F).



- Do not expose to flames or lit tobacco products.
- Do not drop, throw or try to bend the product.
- Do not paint or attempt to disassemble or modify the product. Only Sony Ericsson authorised personnel should perform service.



- Consult with authorised medical staff and the instructions of the medical device manufacturer before using the product near pacemakers or other medical devices or equipment.
- Discontinue use of electronic devices, or disable the radio transmitting functionality of the device, where required or requested to do so.
- Do not use where a potentially explosive atmosphere exists.
- Do not place the product, or install wireless equipment, in the area above an air bag in a car.
- **Caution:** Cracked or broken displays may create sharp edges or splinters that could be harmful upon contact.
- Do not use the Bluetooth Headset in positions where it is uncomfortable or will be subject to pressure.

Children

Warning! Keep out of the reach of children. Do not allow children to play with mobile phones or accessories. They could hurt themselves or others. Products may contain small parts that could become detached and create a choking hazard.

Power supply (Charger)

Connect the charger to power sources as marked on the product. Do not use outdoors or in damp areas. Do not alter or subject the cord to damage or stress. Unplug the unit before

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cleaning it. Never alter the plug. If it does not fit into the outlet, have a proper outlet installed by an electrician. When a power supply is connected there is a small drain of power. To avoid this small energy waste, disconnect the power supply when the product is fully charged. Use of charging devices that are not Sony Ericsson branded may pose increased safety risks.

Battery

New or idle batteries can have short-term reduced capacity. Fully charge the battery before initial use. Use for the intended purpose only. Charge the battery in temperatures between +5°C(+41°F) and +45°C(+113°F). Do not put the battery into your mouth. Do not let the battery contacts touch another metal object. Turn off the product before removing the battery. Performance depends on temperatures, signal strength, usage patterns, features selected and voice or data transmissions. Only Sony Ericsson service partners should remove or replace built-in batteries. Use of batteries that are not Sony Ericsson branded may pose increased safety risks. Replace the battery only with another Sony Ericsson battery that has been qualified with the product per the standard IEEE-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.

Personal medical devices

Mobile phones may affect implanted medical equipment. Reduce risk of interference by keeping a minimum distance of 15 cm(6 inches) between the phone and the device. Use the phone at your right ear. Do not carry the phone in your breast pocket. Turn off the phone if you suspect interference. For all medical devices, consult a physician and the manufacturer.

Driving

Some vehicle manufacturers forbid the use of phones in their vehicles unless a handsfree kit with an external antenna supports the installation. Check with the vehicle manufacturer's representative to be sure that the mobile phone or Bluetooth

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handsfree will not affect the electronic systems in the vehicle. Full attention should be given to driving at all times and local laws and regulations restricting the use of wireless devices while driving must be observed.

GPS/Location based functions

Some products provide GPS/Location based functions. Location determining functionality is provided “As is” and “With all faults”. Sony Ericsson does not make any representation or warranty as to the accuracy of such location information.

Use of location-based information by the device may not be uninterrupted or error free and may additionally be dependent on network service availability. Please note that functionality may be reduced or prevented in certain environments such as building interiors or areas adjacent to buildings.

Caution: Do not use GPS functionality in a manner which causes distraction from driving.

Emergency calls

Calls cannot be guaranteed under all conditions. Never rely solely upon mobile phones for essential communication. Calls may not be possible in all areas, on all networks, or when certain network services and/or phone features are used.

Antenna

Use of antenna devices not marketed by Sony Ericsson could damage the phone, reduce performance, and produce SAR levels above the established limits. Do not cover the antenna with your hand as this affects call quality, power levels and can shorten talk and standby times.

Radio Frequency (RF) exposure and Specific Absorption Rate (SAR)

When the phone or Bluetooth handsfree is turned on, it emits low levels of radio frequency energy. International safety guidelines have been developed through periodic and thorough evaluation of scientific studies. These guidelines establish

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permitted levels of radio wave exposure. The guidelines include a safety margin designed to assure the safety of all persons and to account for any variations in measurements.

Specific Absorption Rate (SAR) is used to measure radio frequency energy absorbed by the body when using a mobile phone. The SAR value is determined at the highest certified power level in laboratory conditions, but because the phone is designed to use the minimum power necessary to access the chosen network, the actual SAR level can be well below this value. There is no proof of difference in safety based on difference in SAR value.

Products with radio transmitters sold in the US must be certified by the Federal Communications Commission (FCC). When required, tests are performed when the phone is placed at the ear and when worn on the body. For body-worn operation, the phone has been tested when positioned a minimum of 15 mm from the body without any metal parts in the vicinity of the phone or when properly used with an appropriate Sony Ericsson accessory and worn on the body.

For more information about SAR and radio frequency exposure, go to: *www.sonyericsson.com/health*.

Flight mode

Bluetooth and WLAN functionality, if available in the device, can be enabled in Flight mode but may be prohibited onboard aircraft or in other areas where radio transmissions are prohibited. In such environments, please seek proper authorisation before enabling Bluetooth or WLAN functionality even in Flight mode.

Malware

Malware (short for malicious software) is software that can harm the mobile phone or other computers. Malware or harmful applications can include viruses, worms, spyware, and other unwanted programs. While the device does employ security measures to resist such efforts, Sony Ericsson does not warrant or represent that the device will be impervious to the introduction of malware. You can however reduce the risk of malware attacks

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by using care when downloading content or accepting applications, refraining from opening or responding to messages from unknown sources, using trustworthy services to access the Internet, and only downloading content to the mobile phone from known, reliable sources.

Accessories

Use only Sony Ericsson branded original accessories and certified service partners. Sony Ericsson does not test third-party accessories. Accessories may influence RF exposure, radio performance, loudness, electric safety and other areas. Third-party accessories and parts may pose a risk to your health or safety or decrease performance.

Accessible Solutions/Special Needs

In the US, compatible Sony Ericsson phones may offer compatibility with TTY terminals (with use of necessary accessory). For more information call the Sony Ericsson Special Needs Center on 877 878 1996 (TTY) or 877 207 2056 (voice), or go to *www.sonyericsson-snc.com*.

Disposal of old electrical and electronic equipment

Electronic equipment and batteries should not be included as household waste but should be left at an appropriate collection point for recycling. This helps prevent potential negative consequences for the environment and human health. Check local regulations by contacting your local city office, your household waste disposal service, the shop where you purchased the product or calling a Sony Ericsson Contact Center. Do not attempt to remove internal batteries. Internal batteries shall be removed only by a waste treatment facility or trained service professional.

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Disposing of the battery

Check local regulations or call a Sony Ericsson Contact Center for information. Never use municipal waste.

Memory card

If the product comes complete with a removable memory card, it is generally compatible with the handset purchased but may not be compatible with other devices or the capabilities of their memory cards. Check other devices for compatibility before purchase or use. If the product is equipped with a memory card reader, check memory card compatibility before purchase or use.

Memory cards are generally formatted prior to shipping. To reformat the memory card, use a compatible device. Do not use the standard operating system format when formatting the memory card on a PC. For details, refer to the operating instructions of the device or contact customer support.

Warning!

If the device requires an adapter for insertion into the handset or another device, do not insert the card directly without the required adapter.

Precautions on memory card use

- Do not expose the memory card to moisture.
- Do not touch terminal connections with your hand or any metal object.
- Do not strike, bend, or drop the memory card.
- Do not attempt to disassemble or modify the memory card.
- Do not use or store the memory card in humid or corrosive locations or in excessive heat such as a closed car in summer, in direct sunlight or near a heater, etc.
- Do not press or bend the end of the memory card adapter with excessive force.
- Do not let dirt, dust, or foreign objects get into the insert port of any memory card adapter.
- Check you have inserted the memory card correctly.

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- Insert the memory card as far as it will go into any memory card adapter needed. The memory card may not operate properly unless fully inserted.
- We recommend that you make a backup copy of important data. We are not responsible for any loss or damage to content you store on the memory card.
- Recorded data may be damaged or lost when you remove the memory card or memory card adapter, turn off the power while formatting, reading or writing data, or use the memory card in locations subject to static electricity or high electrical field emissions.

Protection of personal information

Erase personal data before disposing of the product. To delete data, perform a master reset. Deleting data from the phone memory does not ensure that it cannot be recovered.
Sony Ericsson does not warrant against recovery of information and does not assume responsibility for disclosure of any information even after a master reset.

Loudness warning!

Avoid volume levels that may be harmful to your hearing.

End User Licence Agreement

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This licence exists throughout the useful life of this Device. It can be terminated by transferring your rights to the Device to a third party in writing.

Failure to comply with any of these terms and conditions will terminate the licence immediately.

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This licence is governed by the laws of Sweden. When applicable, the foregoing applies to statutory consumer rights.

In the event Software accompanying or provided in conjunction with your device is provided with additional terms and conditions, such provisions shall also govern your possession and usage of the Software.

Export regulations

Export regulations: This product, including any software or technical data contained in or accompanying the product, may be subject to import and export regulations of the European Union, the United States and other countries. The user and any possessor of the product agrees to comply strictly with all such regulations and acknowledges that it is their responsibility to obtain any required licenses to export, re-export, or import this product. Without limiting the foregoing, and as an example, the user and any possessor of the product: (1) must not knowingly export or re-export Products to destinations identified pursuant to Articles in Chapter II of European Council Regulation (EC) 1334/2000; (2), must comply with U.S. government Export Administration Regulations ("EAR", 15 C.F.R. §§ 730-774, http://www.bis.doc.gov/) administered by Department of Commerce, Bureau of Industry and Security; and (3) must comply with economic sanctions regulations (30 C.F.R. §§ 500 et. seq.,., http://www.treas.gov/offices/enforcement/ofac/) administered by

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the U.S. Department of Treasury, Office of Foreign Assets Control. The user and any possessor of the product may not transport or deliver the product, its accessories or separate software to any country, region, entity or person prohibited by these regulations.

Limited Warranty

Sony Ericsson Mobile Communications AB, SE-221 88 Lund, Sweden, (Sony Ericsson) or its local affiliated company, provides this Limited Warranty for your mobile phone, original accessory delivered with your mobile phone, and/or your mobile computing product (hereinafter referred to as “Product”).

Should your Product need warranty service, please return it to the dealer from whom it was purchased, or contact your local Sony Ericsson Contact Center (national rates may apply) or visit *www.sonyericsson.com* to get further information.

Our warranty

Subject to the conditions of this Limited Warranty, Sony Ericsson warrants this Product to be free from defects in design, material and workmanship at the time of its original purchase by a consumer. This Limited Warranty will last for a period of two (2) years as from the original date of purchase of the Product for your mobile phone, and for a period of one (1) year following the original purchase date of the Product for all original accessories (such as the battery, charger or handsfree kit) which may be delivered with your mobile phone.

What we will do

If, during the warranty period, this Product fails to operate under normal use and service, due to defects in design, materials or workmanship, Sony Ericsson authorised distributors or service partners, in the country/region* where you purchased the Product, will, at their option, either repair or replace the Product in accordance with the terms and conditions stipulated herein.

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Sony Ericsson and its service partners reserve the right to charge a handling fee if a returned Product is found not to be under warranty according to the conditions below.

Please note that some of your personal settings, downloads and other information may be lost when your Sony Ericsson Product is repaired or replaced. At present, Sony Ericsson may be prevented by applicable law, other regulation or technical restrictions from making a backup copy of certain downloads. Sony Ericsson does not take any responsibility for any lost information of any kind and will not reimburse you for any such loss. You should always make backup copies of all the information stored on your Sony Ericsson Product such as downloads, calendar and contacts before handing in your Sony Ericsson Product for repair or replacement.

Conditions

1. This Limited Warranty is valid only if the original proof of purchase for this Product issued by a Sony Ericsson authorised dealer specifying the date of purchase and serial number**, is presented with the Product to be repaired or replaced. Sony Ericsson reserves the right to refuse warranty service if this information has been removed or changed after the original purchase of the Product from the dealer.
2. If Sony Ericsson repairs or replaces the Product, the repair for the defect concerned, or the replaced Product shall be warranted for the remaining time of the original warranty period or for ninety (90) days from the date of repair, whichever is longer. Repair or replacement may involve the use of functionally equivalent reconditioned units. Replaced parts or components will become the property of Sony Ericsson.
3. This warranty does not cover any failure of the Product due to normal wear and tear, or due to misuse, including but not limited to use in other than the normal and customary manner, in accordance with the Sony Ericsson instructions for use and maintenance of the Product. Nor does this warranty cover any failure of the Product due to accident, software or hardware

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modification or adjustment, acts of God or damage resulting from liquid.

A rechargeable battery can be charged and discharged more than a hundred times. However, it will eventually wear out – this is not a defect and corresponds to normal wear and tear. When the talk-time or standby time is noticeably shorter, it is time to replace the battery. Sony Ericsson recommends that you use only batteries and chargers approved by Sony Ericsson.

Minor variations in display brightness and colour may occur between phones. There may be tiny bright or dark dots on the display. These are called defective pixels and occur when individual dots have malfunctioned and can not be adjusted. Two defective pixels are deemed acceptable.

Minor variations in camera image appearance may occur between phones. This is nothing uncommon and is not regarded as a defective camera module.

4. Since the cellular system on which the Product is to operate is provided by a carrier independent from Sony Ericsson, Sony Ericsson will not be responsible for the operation, availability, coverage, services or range of that system.
5. This warranty does not cover Product failures caused by installations, modifications, or repair or opening of the Product performed by a non-Sony Ericsson authorised person.
6. The warranty does not cover Product failures which have been caused by use of accessories or other peripheral devices which are not Sony Ericsson branded original accessories intended for use with the Product.

   Sony Ericsson disclaims any and all warranties, whether express or implied, for failures caused to the Product or peripheral devices as a result of viruses, trojan horses, spyware, or other malicious software. Sony Ericsson strongly recommends that you install appropriate virus protection software on your Product and any peripheral devices connected to it, as available, and update it regularly, to better protect your device. It is understood, however, that such software will never fully protect your Product or its peripheral

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devices and Sony Ericsson disclaims all warranties, whether express or implied, in case of failure by such antivirus software to fulfil its intended purpose.

7. Tampering with any of the seals on the Product will void the warranty.
8. THERE ARE NO EXPRESS WARRANTIES, WHETHER WRITTEN OR ORAL, OTHER THAN THIS PRINTED LIMITED WARRANTY. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL SONY ERICSSON OR ITS LICENSORS BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR COMMERCIAL LOSS TO THE FULL EXTENT THOSE DAMAGES CAN BE DISCLAIMED BY LAW.

Some countries/states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

The warranty provided does not affect the consumer's statutory rights under applicable legislation in force, nor the consumer's rights against the dealer arising from their sales / purchase contract.

***Geographical scope of the warranty**

If you have purchased your Product in a country member of the European Economic Area (EEA) or in Switzerland or the Republic of Turkey, and such Product was intended for sale in the EEA or in Switzerland or in Turkey, you can have your Product serviced in any EEA country or in Switzerland or in Turkey, under the warranty conditions prevailing in the country in which you require servicing, provided that an identical Product is sold in such country by an authorised Sony Ericsson distributor. To find out if your Product is sold in the country you are in, please call the local Sony Ericsson Contact Center. Please observe that certain

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services may not be available outside the country of original purchase, for example, due to the fact that your Product may have an interior or exterior which is different from equivalent models sold in other countries. Please note in addition that it may sometimes not be possible to repair SIM-locked Products.

** In some countries/regions additional information (such as a valid warranty card) may be requested.

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Support

Anguilla	1-800-080-9518 (Toll Free)	questions.CO@support.sonyericsson.com
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Argentina	0800-333-7427 (número gratuito)	questions.CO@support.sonyericsson.com
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The Bahamas	1-800-205-6062 (Toll Free)	questions.CO@support.sonyericsson.com
Barbados	1-800-082-9518 (Toll Free)	questions.CO@support.sonyericsson.com
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México	0 1800 000 4722 (número gratuito)	questions.MX@support.sonyericsson.com
Nederland	0900 8998318	questions.NL@support.sonyericsson.com
Nederlandse Antillen	001-866-509-8660 (gratis nummer)	questions.CO@support.sonyericsson.com
New Zealand	0800-100-150 (Toll Free)	questions.NZ@support.sonyericsson.com
Nicaragua	AN 1800-0166, PIN 5600 (número gratuito)	questions.CO@support.sonyericsson.com
Norge	815 00 840 (lokaltakst)	questions.NO@support.sonyericsson.com
Österreich	0810 200 245	questions.AT@support.sonyericsson.com
Pakistan/ پاکستان	021 - 111 22 55 73	questions.PK@support.sonyericsson.com
Panamá	00800-787-0009 (número gratuito)	questions.CO@support.sonyericsson.com
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