About the User Guide

Most operation descriptions are based on default settings.
Unless noted otherwise, descriptions are for Home Screen. Some operation descriptions may be omitted.

- Before You Begin
- Data Communication
- Screenshots & Key Labels
- Other Notations

Before You Begin

- Read "Safety Precautions" and this guide thoroughly beforehand for proper usage.
- Accessible services may be limited by contract conditions.
- Unauthorized copying of any part of this guide is prohibited.
- Guide content subject to change without prior notice.

Data Communication

- Handset is designed to be always connected to the Internet. Some functionality, such as data syncing, initiate transmission automatically.
- Large-volume data communication (application downloads, video viewing, etc.) incur expensive transmission fees. Subscription to a flat-rate data plan is strongly recommended.
- Depending on applications and services used, transmission fees may be incurred even while connected by Wi-Fi®.

Screenshots & Key Labels

Screenshots and Key labels are provided for reference only. Actual handset windows, menus, etc. may differ in appearance.

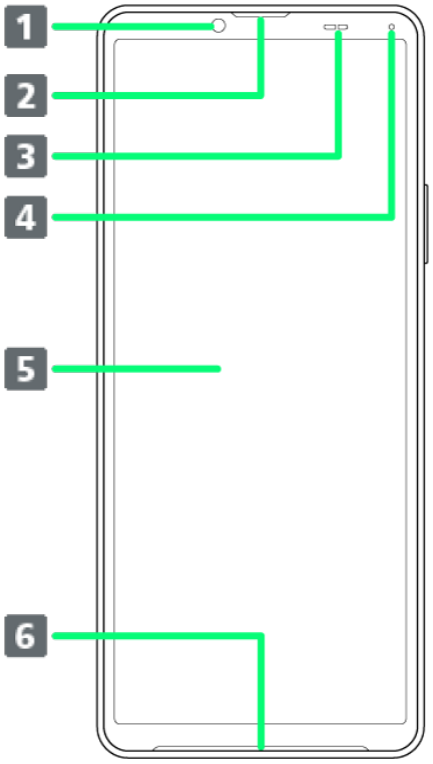
Other Notations

- Xperia XX XX is referred to as "handset" in this guide.
- In this guide, microSD™/microSDHC™/microSDXC™ Card is referred to as "SD Card."
- In this guide and on handset, "abroad" means "outside Japan" with regard to handset/service usage.

Parts & Functions

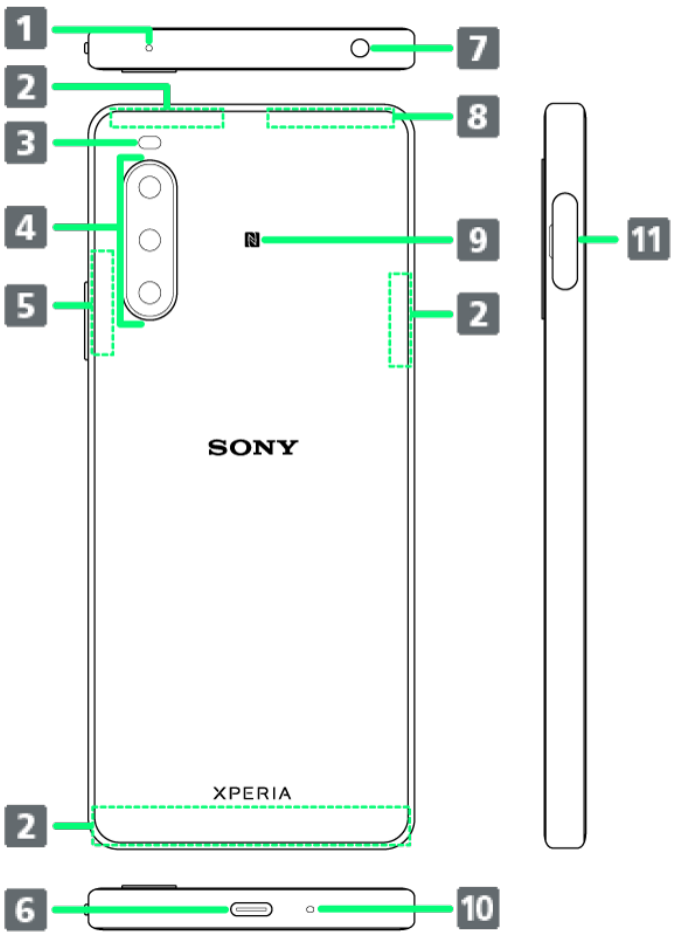
- Handset (Front)
- Handset (Back/Side)
- Handset Keys
- FCC ID

Handset (Front)



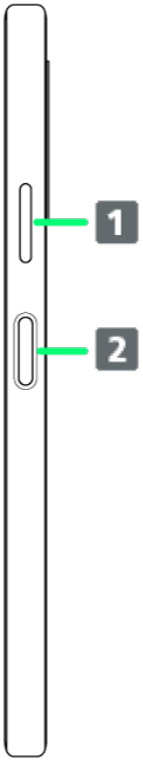
Part	Description
1 **Front Camera**	Use to shoot still images, videos of yourself, etc.
2 **Earpiece**	Hear the other party's voice here.
3 **Proximity/Light Sensor**	Detects surrounding brightness to automatically adjust Display or backlight and prevent Touchscreen misoperation during a call.
4 **Notification Lamp**	Flashes for notifications while Display is off. Lights while charging.
5 **Display**	Touchscreen-type display, operate with your fingers on Display.
6 **Speaker**	Listen to music as well as video, etc. audio.

Handset (Back/Side)



Part	Description
1 **Second Mic**	Reduces noise for calling.
2 **5G/4G Antenna Area**	Internal Antennas for calls and data communication.
3 **Flash/Photo Light**	Use as camera flash when taking photos, etc.
4 **Main Camera**	Capture still images and videos.
5 **5G Antenna Area**	Internal Antennas for calls, data communication.
6 **USB Type-C® Port**	Connect USB Type-C cable (commercially available), etc.
7 **Headset Jack**	Connect commercially available headphones. This port supports tetrapolar headset that conforms to the CTIA standard.
8 **5G/4G Antenna/Wi-Fi/Bluetooth®/GPS Antenna Area**	Internal Antennas for calls, data communication, Wi-Fi, Bluetooth, and GPS.
9 **NFC/Osaifu-Keitai® Detection Area**	Hold up to a reader/writer to use NFC/Osaifu-Keitai®.
10 **Mic**	Speak here.
11 **SIM Card/SD Card Slot**	Insert SIM Card/SD Card.

Handset Keys



Part	Description
1 **Volume/Zoom Up/Down Key**	Adjust Volume. Adjust Zoom while using Camera.
2 **Power Key/Fingerprint Sensor**	Power on/off. Turn Display on/off. Or, use Fingerprint authentication.

FCC ID

To view the regulatory compliance mark

- Find and tap Settings → About phone → Certificates
  Regulatory compliance mark such as FCC ID is displayed on the screen.

eSIM

eSIM is an integrated SIM already built into handset. An eSIM-capable handset allows you to use a phoneline simply with a contract subscription and configuring handset, without the needed replacement of SIM cards.

Downloading eSIM

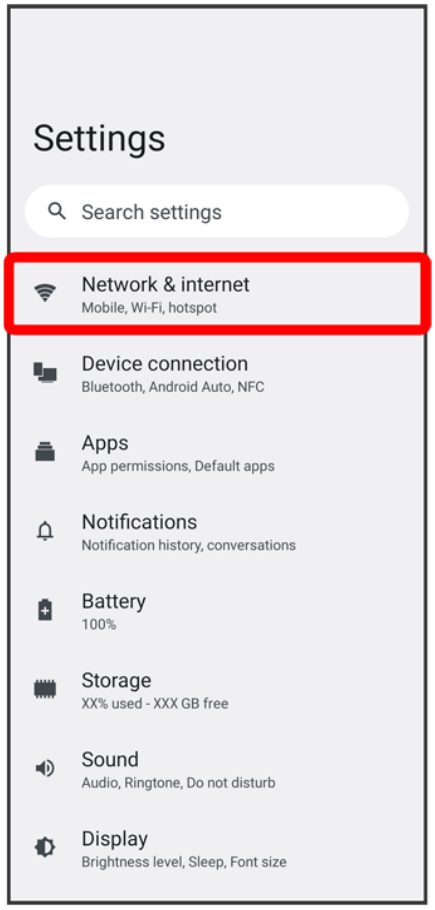
Handling eSIM

For eSIM handling, see the following website.
https://www.softbank.jp/mobile/support/product/sim/esim/ (Japanese)

Downloading eSIM

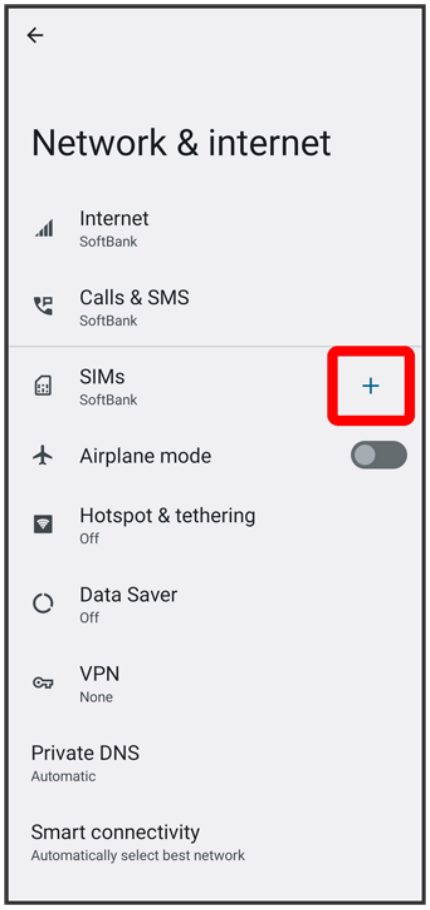
1

In Home Screen, (Settings) Network & internet


Settings
Search settings
Network & internet
Mobile, Wi-Fi, hotspot
Device connection
Bluetooth, Android Auto, NFC
Apps
App permissions, Default apps
Notifications
Notification history, conversations
Battery
100%
Storage
XX% used - XXX GB free
Sound
Audio, Ringtone, Do not disturb
Display
Brightness level, Sleep, Font size

2

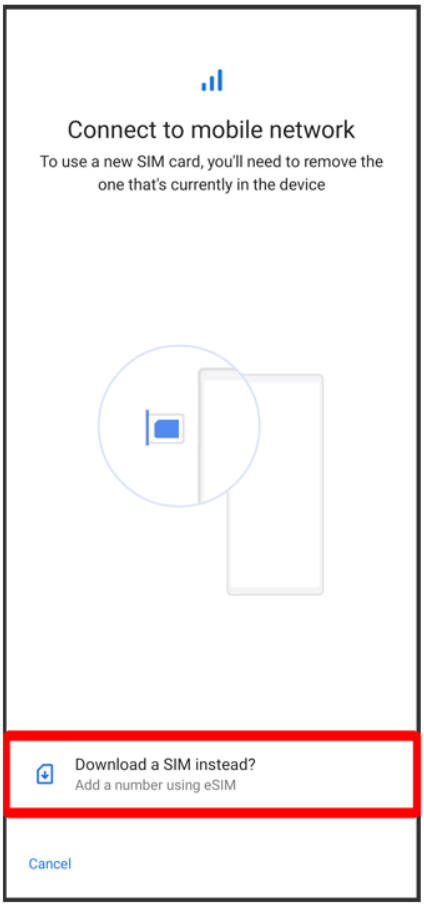
+ for "SIMs"



- If no SIM Card is installed, Tap SIMs.

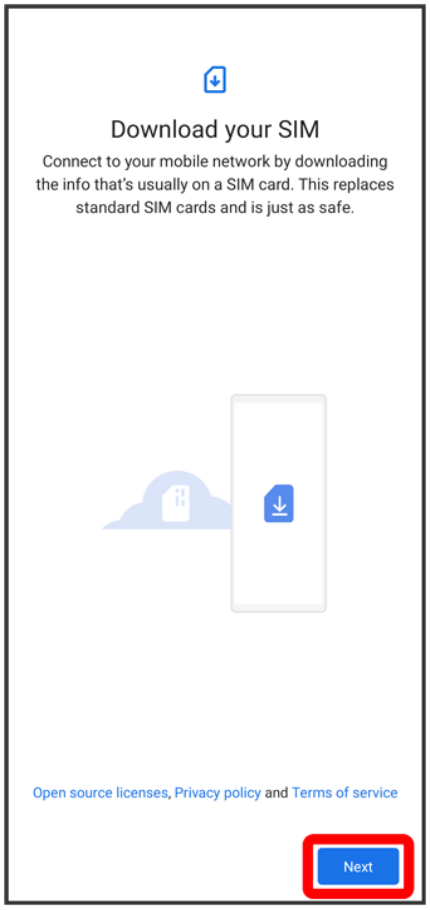
3

Download a SIM instead?


Connect to mobile network
To use a new SIM card, you'll need to remove the one that's currently in the device
Download a SIM instead?
Add a number using eSIM
Cancel

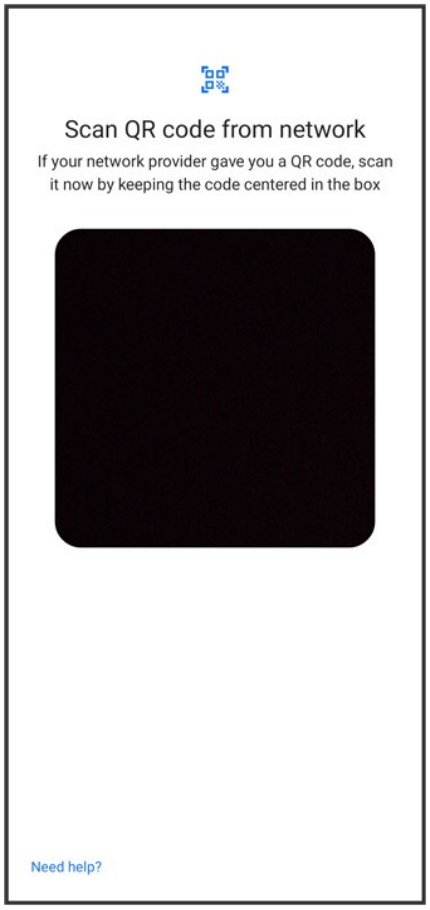
4

Next



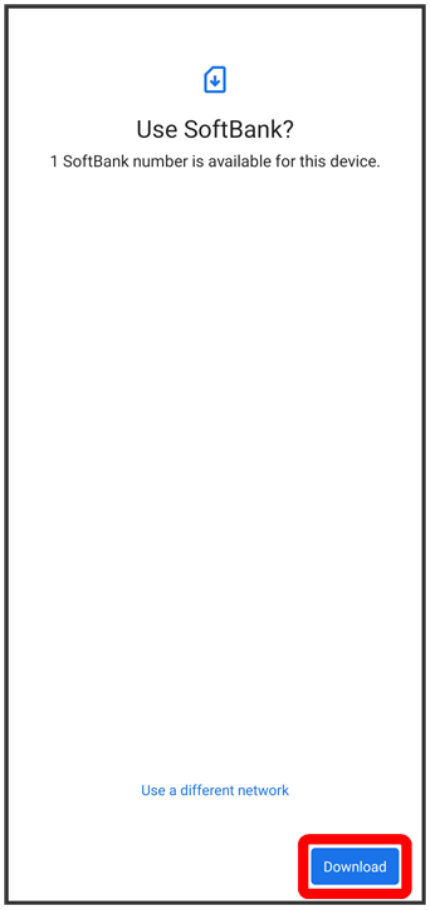
5

Scan the QR code


Scan QR code from network
If your network provider gave you a QR code, scan it now by keeping the code centered in the box
Need help?

6

Download



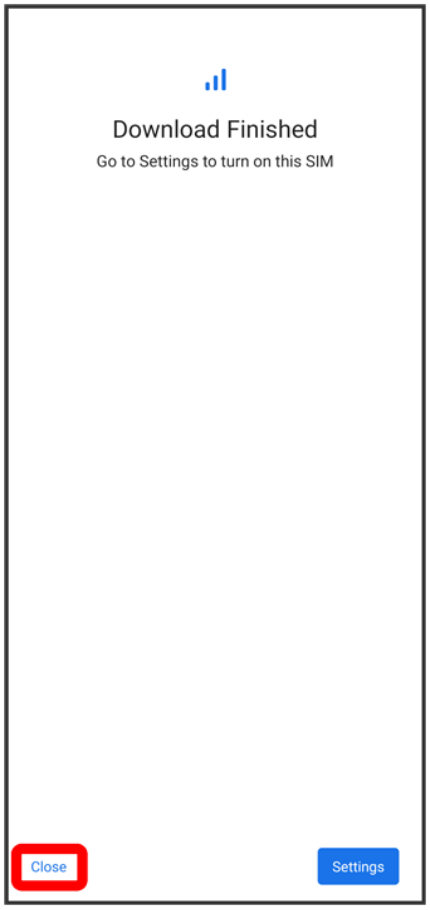
7

Enter verification code issued at time of subscription with SoftBank Continue

Carrier confirmation code
You should have a confirmation code from SoftBank. Enter it to activate your number.
xxxx
What's this?
Skip
Continue
GIF
1
2
3
4
5
6
7
8
9
0
ABC
!?#

8

Close



eSIM download is completed.

- Tap Settings to enable eSIM. Continue by following onscreen instructions.

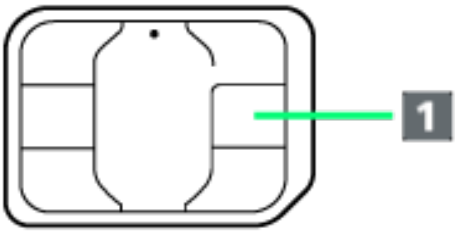
SIM Card

SIM Card is an IC card containing phone number and other customer information.

- Inserting SIM Card
- Removing SIM Card

Handling SIM Card

For SIM Card handling, see following items.



① IC chip

For SIM Card handling, see SoftBank Website.
https://www.softbank.jp/mobile/support/protect/usim/ (Japanese)

- Always keep the IC chip clean.
- Wipe clean with a dry, soft cloth.
- Avoid applying labels. May damage SIM Card.

SIM Card Cautions

Observe the following when using SIM Card.

- Customer is responsible for any damage caused by inserting SIM Card in an other-brand IC card reader, etc. SoftBank Corp. is not responsible in such case.
- SIM Card is the property of SoftBank Corp.
- SIM is replaceable (at cost) in case of loss/damage.
- Return SIM Card to SoftBank Corp. when cancelling subscription.
- Returned SIM Cards are recycled for environmental purposes.
- Note that SIM Card specifications and performance may change without notice.
- It is recommended that you keep a separate copy of information that is stored on SIM Card. SoftBank Corp. is not responsible for damages from stored information that is lost.
- Always follow emergency procedures to suspend service if your SIM Card or handset (SIM Card inserted) is lost/stolen. For details, contact Customer Service.
- Always power off handset before inserting/removing SIM Card.
- Some services, functions, etc. may have restrictions when an other-carrier SIM card is used.

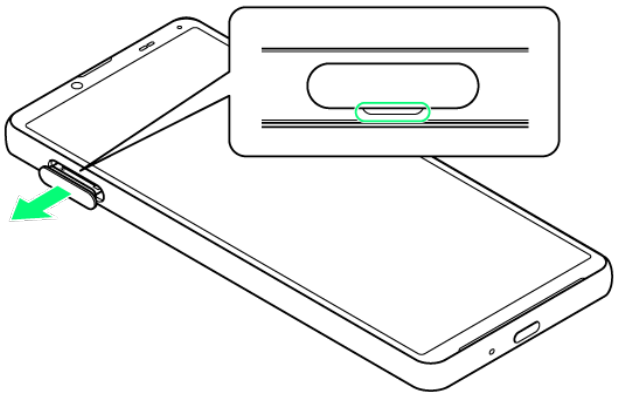
SoftBank Corp. does not guarantee operation whatsoever.

Inserting SIM Card

Always unmount SD Card beforehand. For details, see "Unmounting SD Card."

1

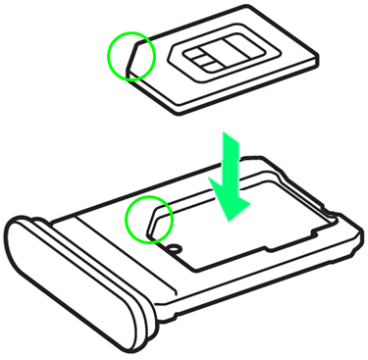
Pull Tray out from handset



■ Pull SIM Card/SD Card Slot Cover out straight using fingernail in groove.

2

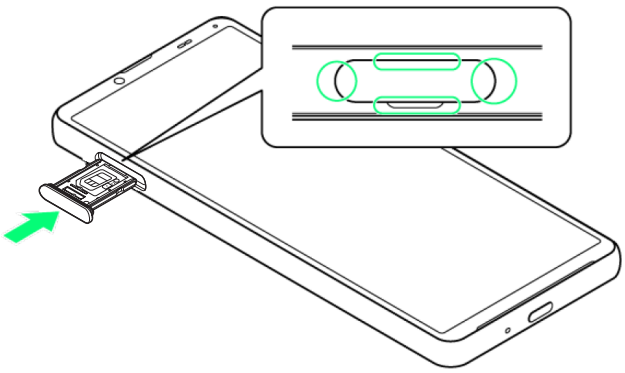
Set SIM Card into Tray with IC chip (metal) facing down



■ Check SIM Card orientation by notch.
■ Make sure SIM Card is in Tray securely.

3

Holding handset held level, press Tray in straight



SIM Card is inserted.

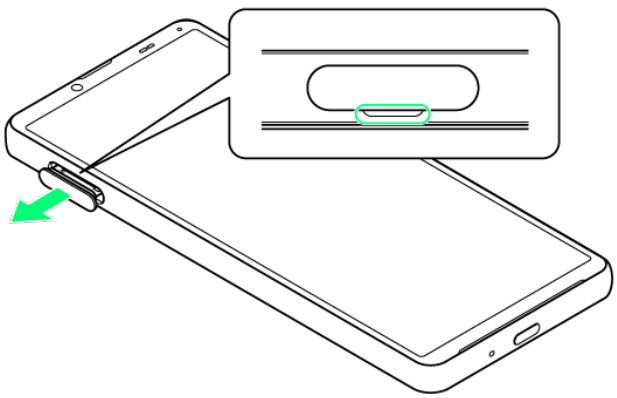
- Check Tray orientation.
- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Slot Cover.

Removing SIM Card

Always unmount SD Card beforehand. For details, see "Unmounting SD Card."

1

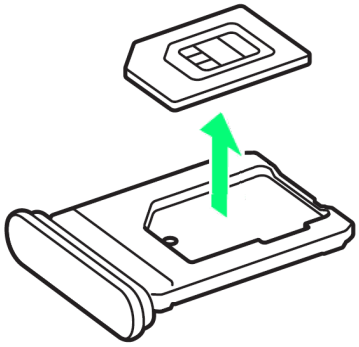
Pull Tray out from handset



- Pull SIM Card/SD Card Slot Cover out straight using fingernail in groove.

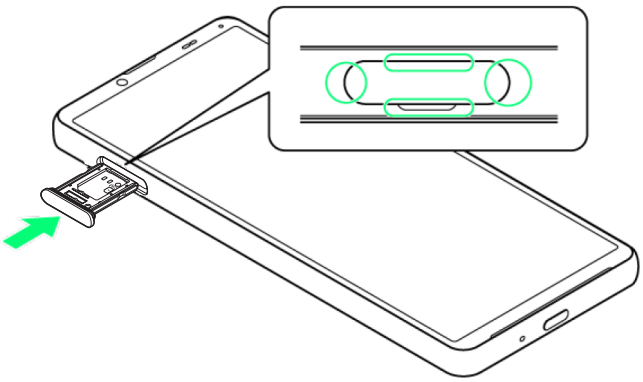
2

Remove SIM Card from Tray



3

Holding handset held level, press Tray in straight



SIM Card is removed.

- Check Tray orientation.
- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Slot Cover.

SD Card

Handset supports SD Cards up to 1 TB. Some SD Cards may not operate properly. When using a new SD Card for the first time, always format it on handset.

- Inserting SD Card
- Formatting SD Card
- Unmounting SD Card
- Removing SD Card

SD Card Cautions

Data

Information stored on SD Card can become lost or changed accidentally or as a result of damage. It is recommended that you keep a separate copy of important data. SoftBank Corp. is not responsible for damages from data that is lost or changed.

Reading/Writing Data

Never power off while reading or writing data.

Battery Level

A low battery charge may prevent reading/writing to SD Card.

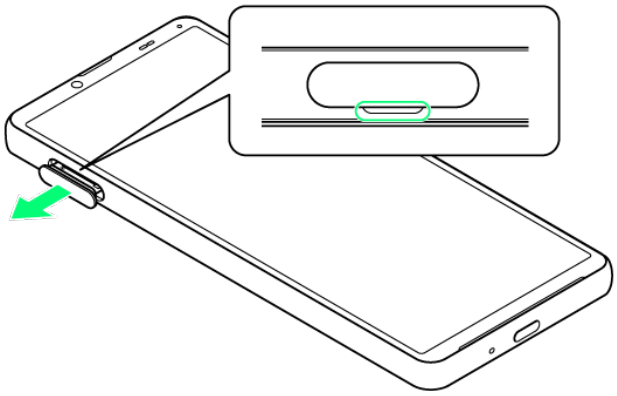
Handling SD Card

Use/store SD Cards away from the reach of infants. May cause choking if swallowed.

Inserting SD Card

1

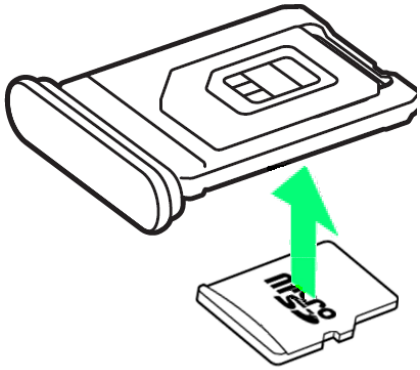
Pull Tray out from handset



- Pull SIM Card/SD Card Slot Cover out straight using fingernail in groove.

2

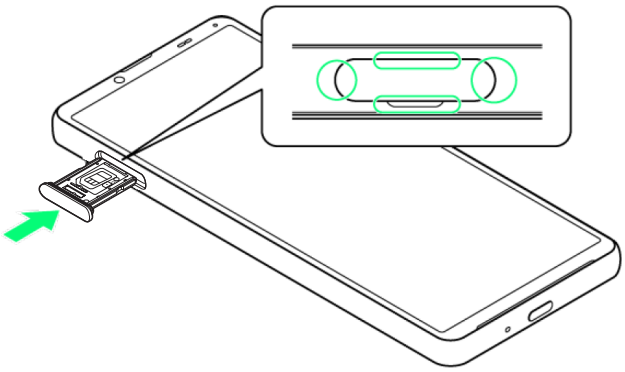
Set SD Card into Tray with metal terminals facing down



- Make sure SD Card is in Tray securely.

3

Holding handset held level, press Tray in straight



SD Card is inserted.

- Check Tray orientation.
- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Slot Cover.

Formatting SD Card

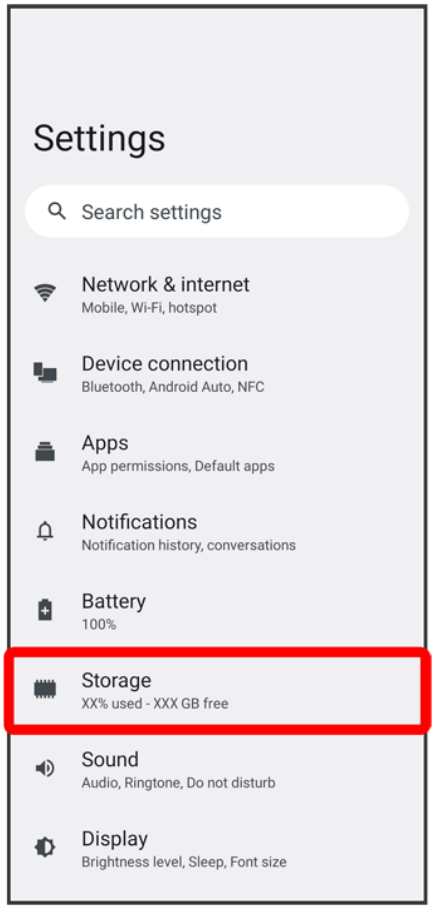
1

In Home Screen, (Settings)

Xperia Lounge Ja...
My Sony
Headphones
かんたんホーム
Xperiaガイド
Facebook
Amazon
News
FM radio
Settings

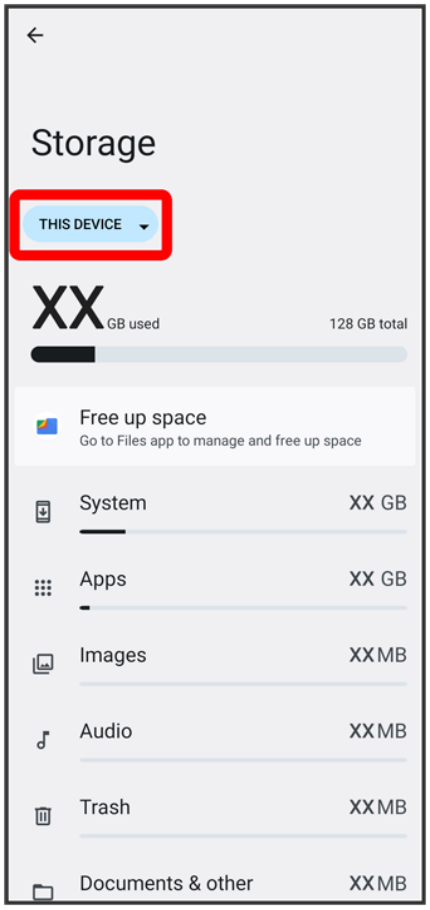
2

Storage



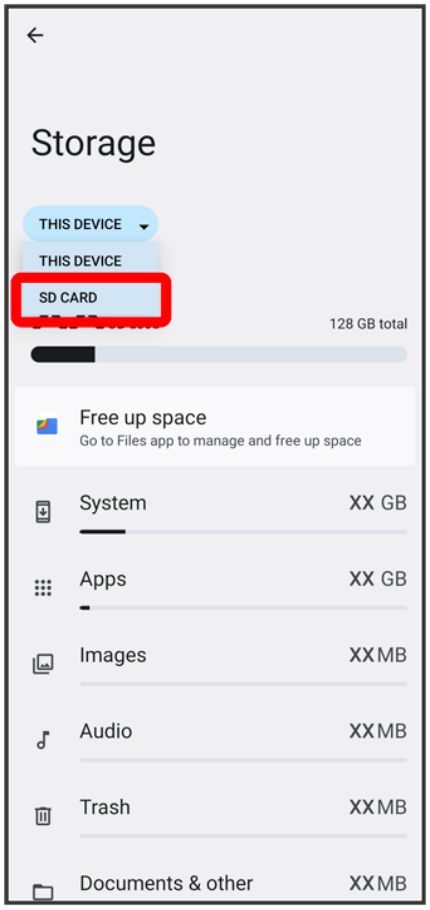
3

THIS DEVICE

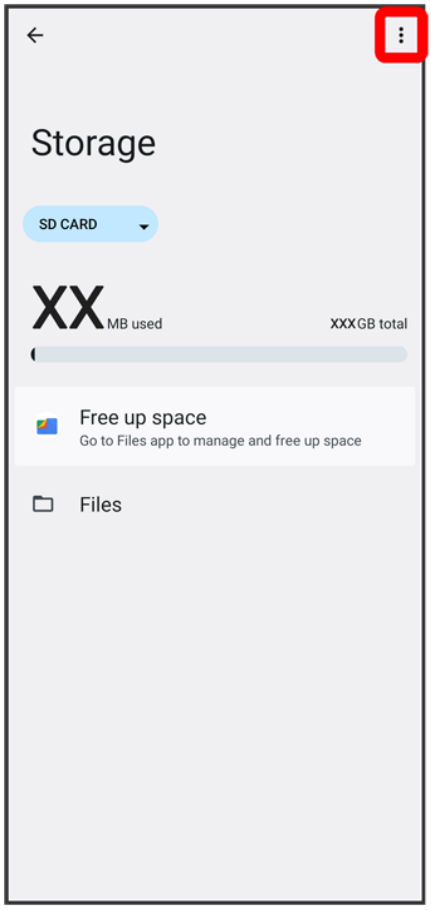

Storage
THIS DEVICE
XX GB used
128 GB total
Free up space
Go to Files app to manage and free up space
System
XX GB
Apps
XX GB
Images
XX MB
Audio
XX MB
Trash
XX MB
Documents & other
XX MB

4

SD CARD

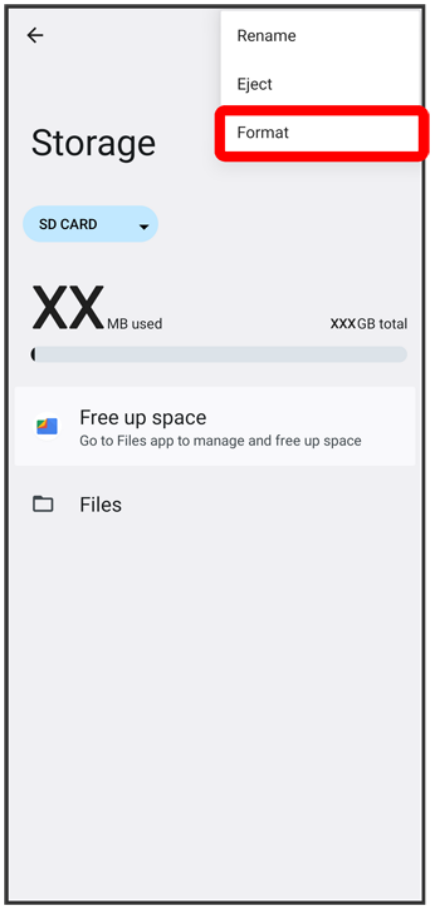

Storage
THIS DEVICE
THIS DEVICE
SD CARD
128 GB total
Free up space
Go to Files app to manage and free up space
System
XX GB
Apps
XX GB
Images
XX MB
Audio
XX MB
Trash
XX MB
Documents & other
XX MB

5


Storage
SD CARD
XX MB used
XXX GB total
Free up space
Go to Files app to manage and free up space
Files

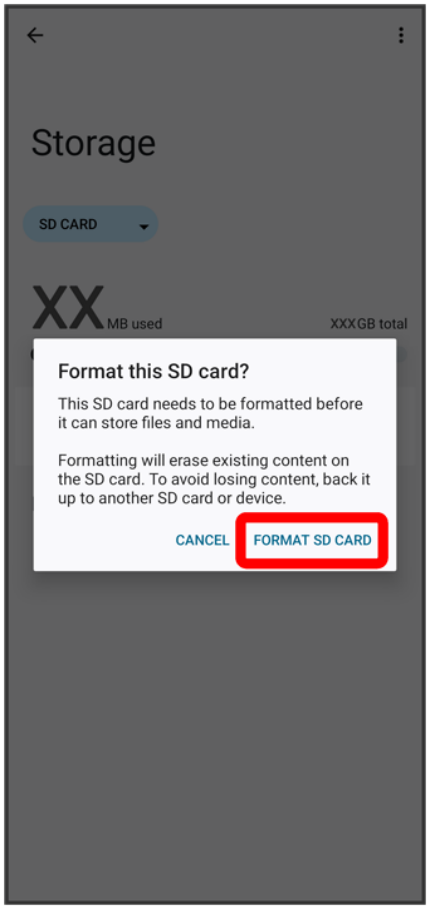
6

Format



7

FORMAT SD CARD



8

Done

All data on SD Card is erased.

Cautions when Formatting SD Card

Observe the following when formatting SD Card.

- Formatting erases all data on SD Card. Carefully check any SD Card that was used on another device before formatting.
- Charge Internal Battery while formatting, or format with adequate battery charge.

Unmounting SD Card

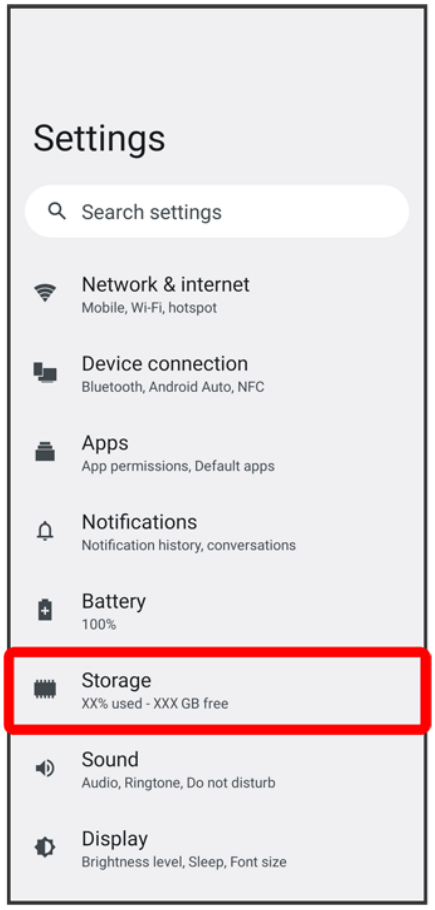
Always unmount SD Card before removing.

1

In Home Screen, (Settings)

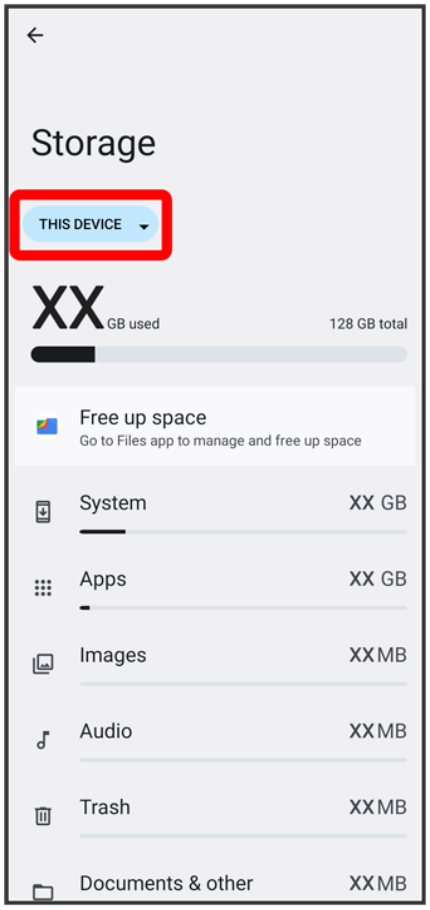
2

Storage



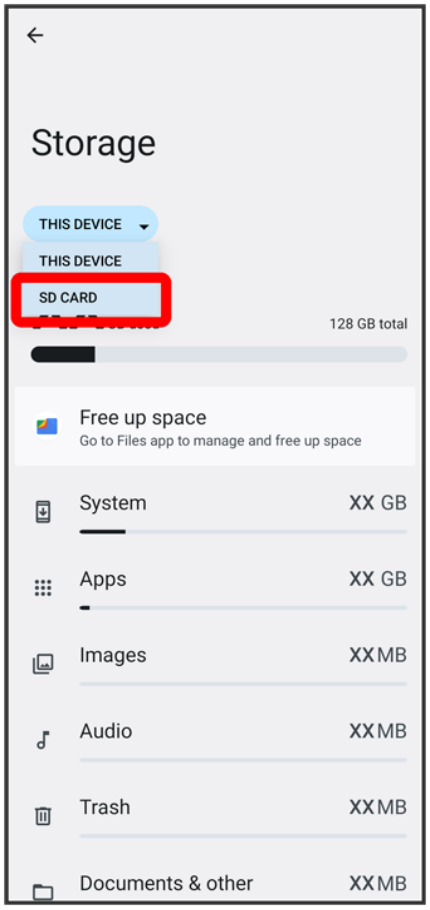
3

THIS DEVICE

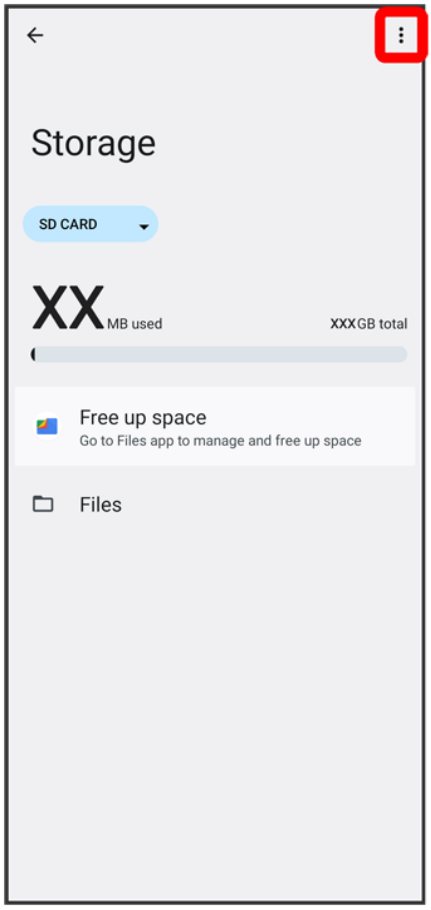

Storage
THIS DEVICE
XX GB used
128 GB total
Free up space
Go to Files app to manage and free up space
System
XX GB
Apps
XX GB
Images
XX MB
Audio
XX MB
Trash
XX MB
Documents & other
XX MB

4

SD CARD

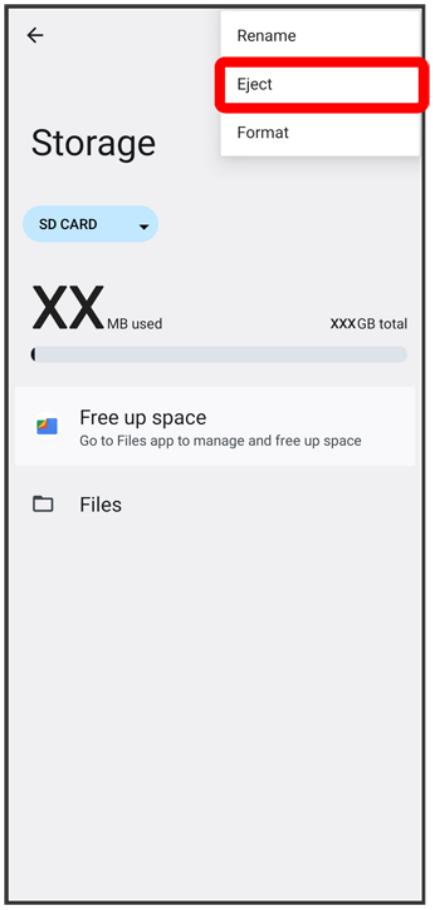

Storage
THIS DEVICE
THIS DEVICE
SD CARD
128 GB total
Free up space
Go to Files app to manage and free up space
System
XX GB
Apps
XX GB
Images
XX MB
Audio
XX MB
Trash
XX MB
Documents & other
XX MB

5


Storage
SD CARD
XX MB used
XXX GB total
Free up space
Go to Files app to manage and free up space
Files

6

Eject



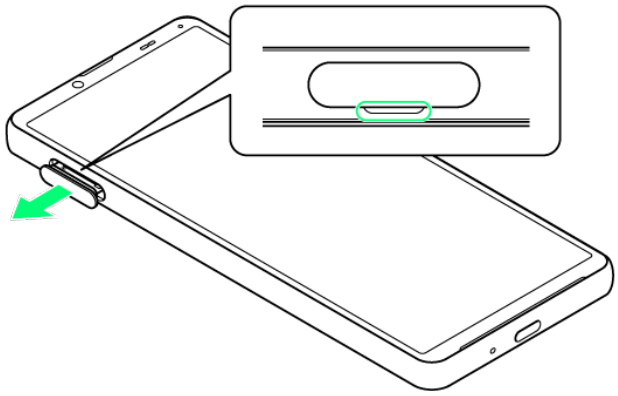
SD Card is unmounted.

Removing SD Card

Always unmount SD Card beforehand. For details, see "Unmounting SD Card."

1

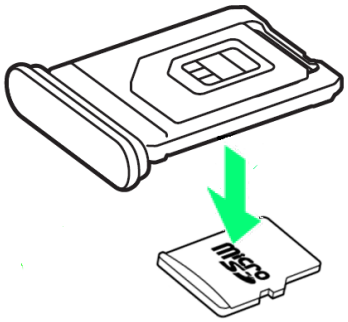
Pull Tray out from handset



- Pull SIM Card/SD Card Slot Cover out straight using fingernail in groove.

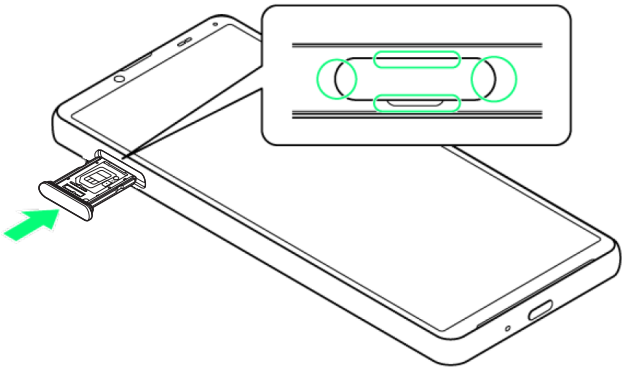
2

Remove SD Card from Tray



3

Holding handset held level, press Tray in straight



SD Card is removed.

- Check Tray orientation.
- Press firmly where circled ○, and make sure there is no gap between handset and SIM Card/SD Card Slot Cover.

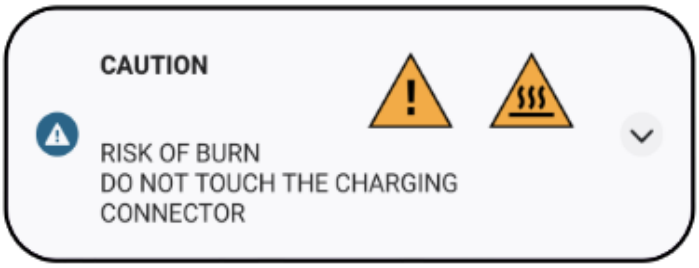
Charging Internal Battery

Charging with AC Charger

Charging Cautions

Observe the following when charging.

- Never connect USB Type-C plug while handset or peripheral equipment is wet.
- If the message below appears on handset, a charging malfunction has occurred.
  Please stop using handset and contact Customer Service for repair.

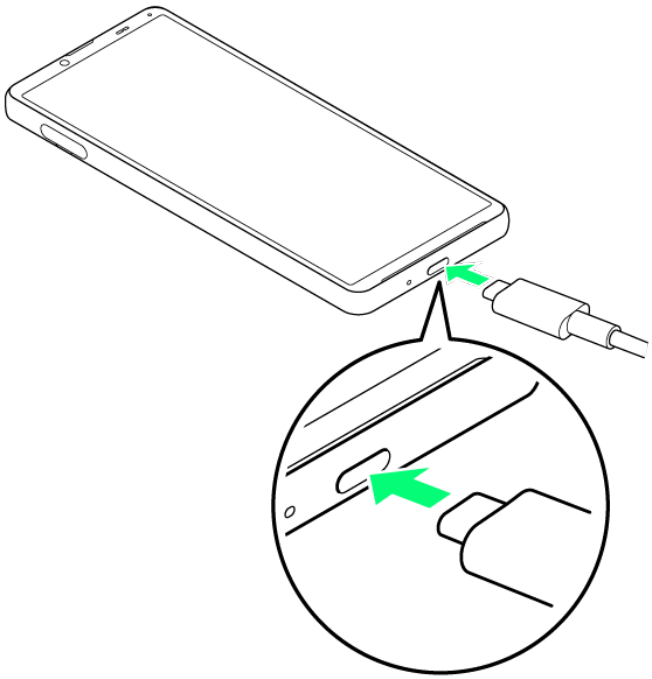


Charging with AC Charger

AC Charger is an optional accessory. Be sure to use an AC Charger specified by SoftBank. For information on AC Charger and other peripheral devices, see SoftBank Website.
Charging with AC Charger (USB Type-C® rapid charging AC Charger with USB PD-PPS capability [ZSDBAV] (SB-AC22-TCPD)) is described as an example.

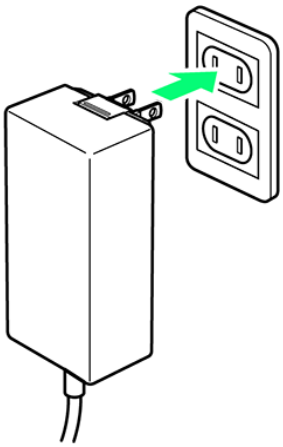
1

Insert USB Type-C connector of AC Charger straight into USB Type-C Port



2

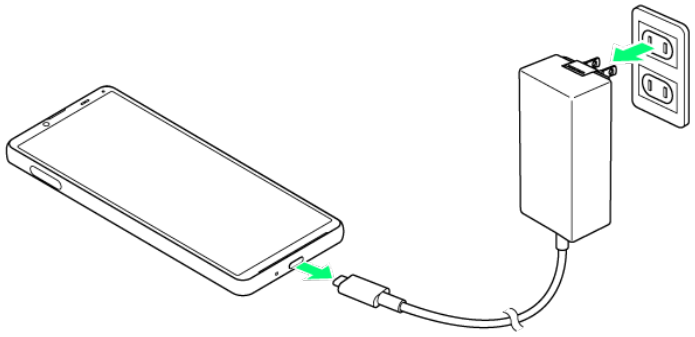
Unfold power plug of AC Charger and plug into household AC



Charging start sound sounds and Notification Lamp on handset lights up when charging starts.

3

When charging is complete, unplug AC Charger and remove USB Type-C connector of AC Charger straight from handset



Charging ends.

Power On/Off

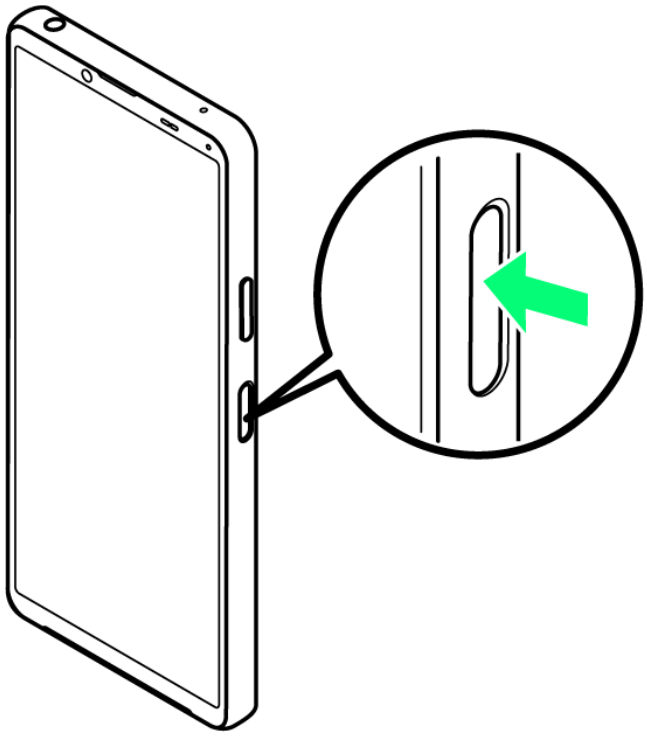
Powering On

Powering Off

Powering On

1

Long Press Power Key until handset vibrates



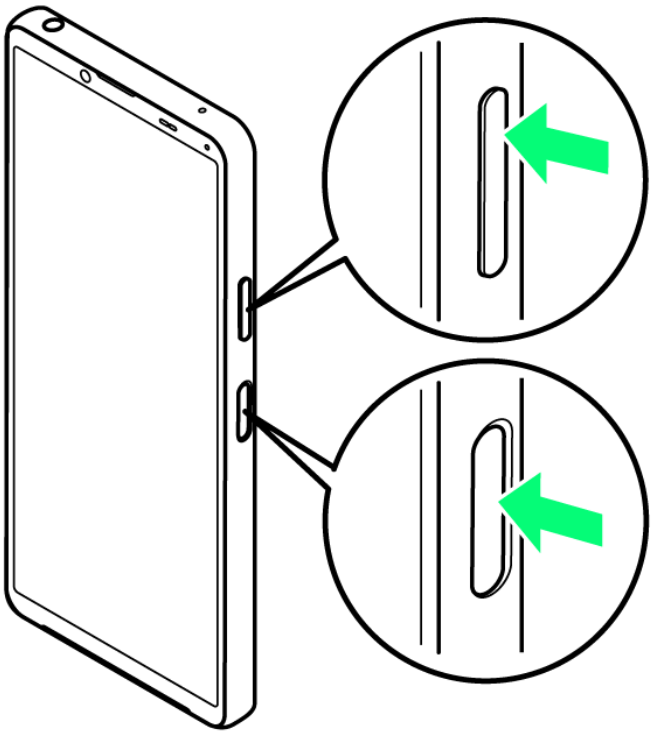
Lock Screen appears.

- For details on unlocking screen, see "Unlocking Screen."
- Initial settings appear for the first time handset is powered on. For details on initial settings, see "Making Initial Settings."
- Battery level is not sufficient if Notification Lamp flashes red or low battery indicator appears when Power Key is Long Pressed with handset powered off. Charge Internal Battery.

Powering Off

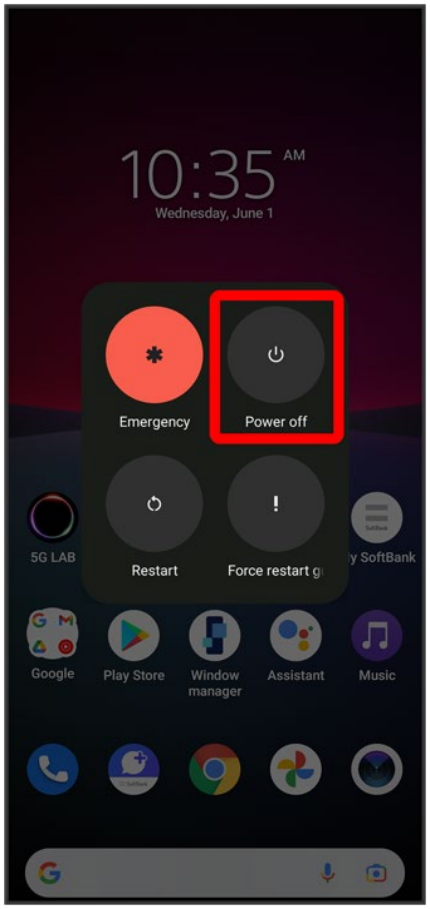
1

Press Power Key and Volume Up Key



2

Power off



Handset powers off.

Making Initial Settings

When powering on the first time, an initial settings wizard appears for optionally making Wi-Fi, Google™ account, and other settings. Follow onscreen instructions to set items.
To use SIM Card, insert SIM Card before powering on handset.

Making Initial Settings

eSIM Cautions

When using eSIM, do the following before powering on.
- Remove SIM Card from handset.
- Make sure that handset can connect to the Wi-Fi network.
- Have the QR code ready for eSIM registration.

Making Initial Settings

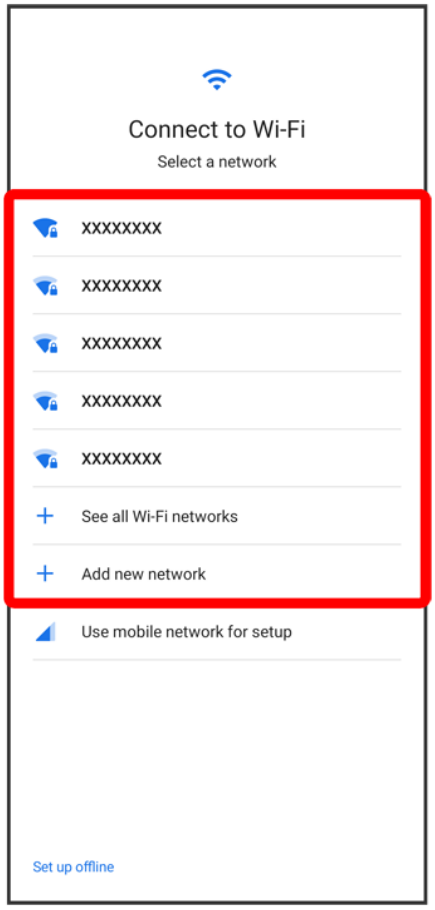
1

日本語 → English → United States → GET STARTED

- To use eSIM, next select Download a SIM instead? Next. Continue by following onscreen instructions.
- To use SIM Card, next Tap Skip.

2

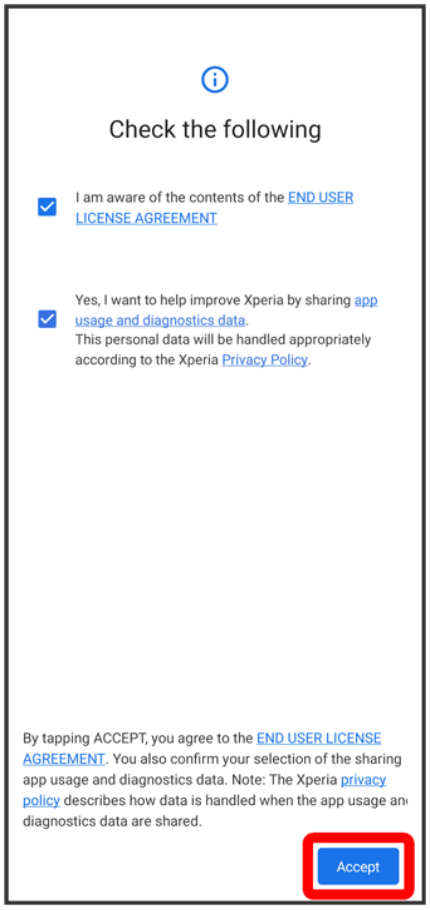
Follow onscreen instructions to set Wi-Fi



■ To skip Wi-Fi settings while using SIM Card, Tap Use mobile network for setup/Set up offline. Continue by following onscreen instructions.

3

Set items to check → Accept



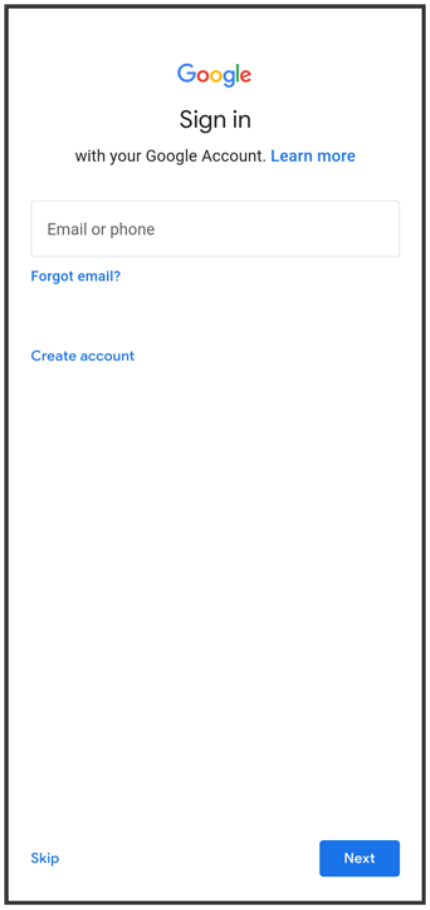
4

Follow onscreen instructions to transfer data

- To set up handset new, Tap Don't copy.
- To copy data from another handset on which a Google account is set, Tap Next, then follow onscreen instructions.

5

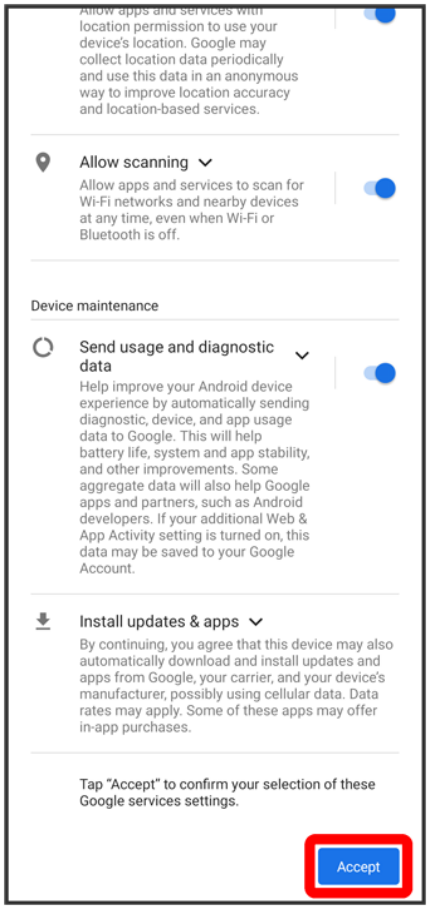
Follow onscreen instructions to set a Google account



- For details on Google accounts, see "Setting a Google Account."
- If not making Google account settings, Tap Skip.

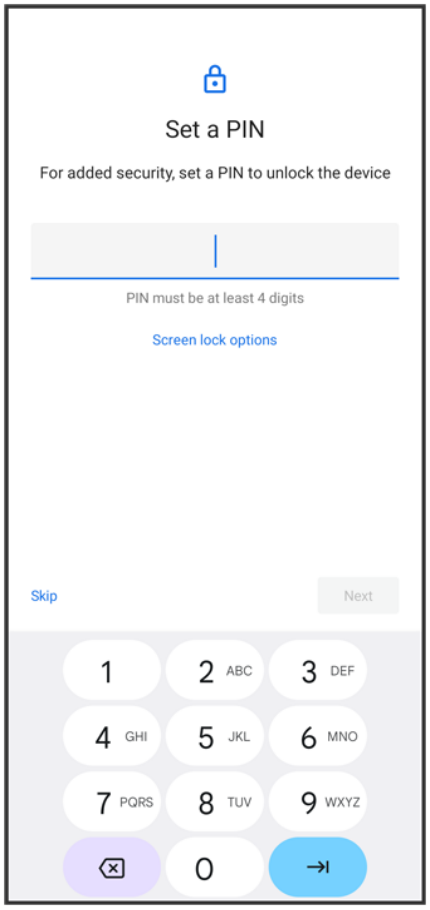
6

Select items to set → Accept



7

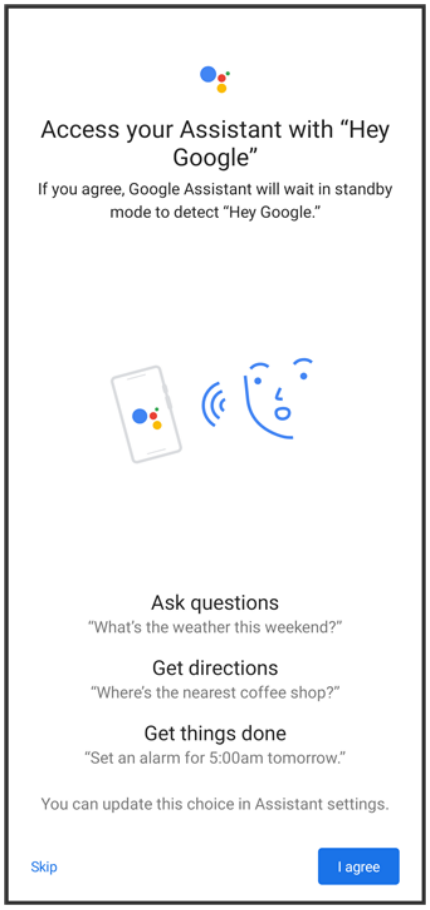
Follow onscreen instructions to set screen lock / unlocking using fingerprint



- To not set, Tap Skip.
- A screen lock is required after restarting handset, fingerprint is not recognized, etc. Do not forget to set.

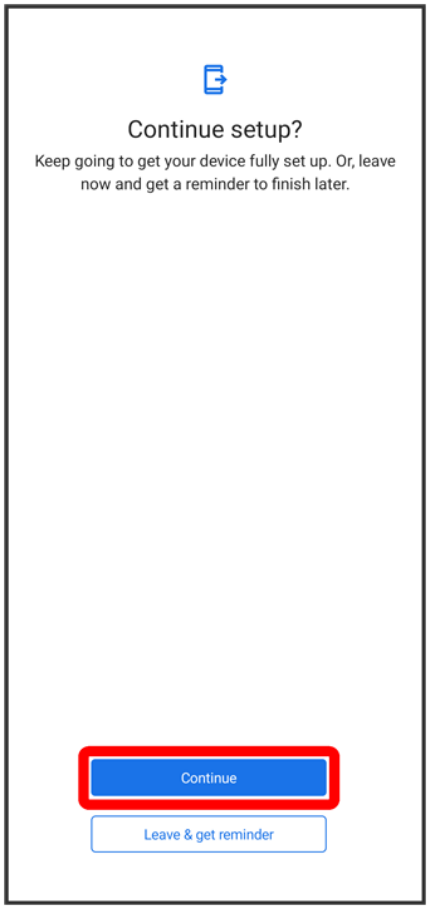
8

Follow onscreen instructions to set Google Assistant/Voice Match/Google Pay


Access your Assistant with “Hey Google”
If you agree, Google Assistant will wait in standby mode to detect “Hey Google.”
Ask questions
“What’s the weather this weekend?”
Get directions
“Where’s the nearest coffee shop?”
Get things done
“Set an alarm for 5:00am tomorrow.”
You can update this choice in Assistant settings.
Skip
I agree

9

Continue



- To complete setup later, Tap Leave & get reminder.

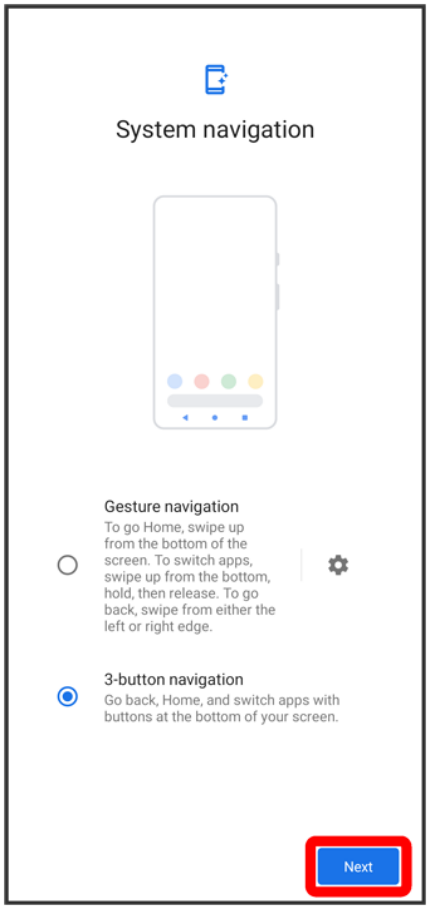
10

Ok

Review additional apps
Apps will be downloaded when Wi-Fi is available
From SoftBank
Yahoo! JAPAN
Included
PayPay-ペイペイ(キャッシュレスで
Included
Yahoo!ショッピング-アプリでお得
Included
Disaster Message Board
Included
緊急速報メール
Included
Wi-Fiスポット設定
Included
ボイスメッセージ
Included
5G LAB
Included
スマートセキュリティ powered by
Included
詐欺ウォール / Internet SagiWall
Included
Ok

11

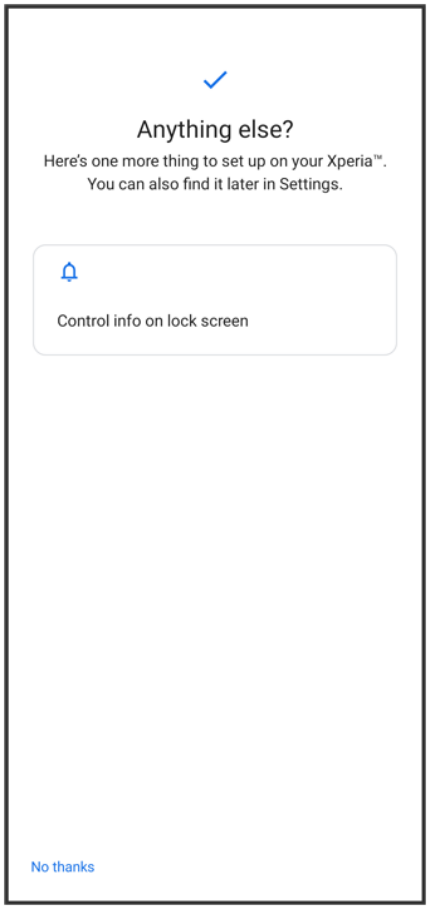
Next



■ To use gesture action, Tap Gesture navigation.

12

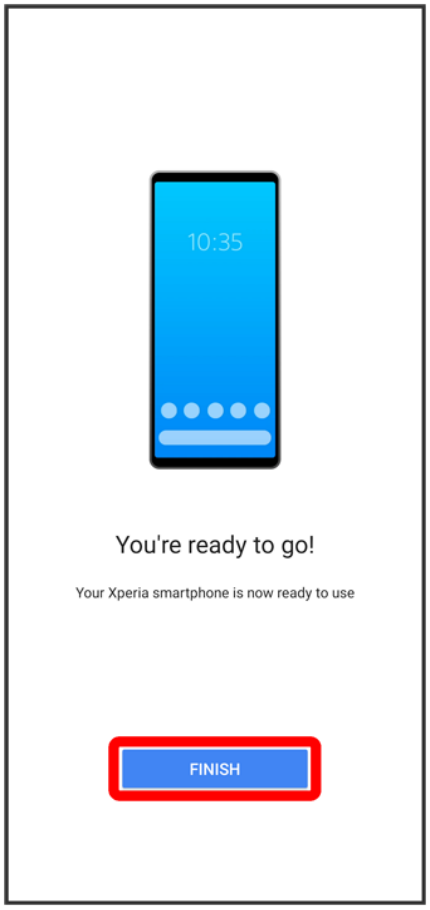
Follow onscreen instructions make other settings



- To not make other settings, Tap No thanks.

13

FINISH



Settings are complete.

- If confirmation appears, follow onscreen instructions.

Setting a Google Account

Use a Google account and get more convenience with Google services. A Google account is required to use some services or fully use some applications.

- Creating a Google Account
- Logging In with a Google Account

Google Account Cautions

Be careful not to forget your Google account mail address or password.

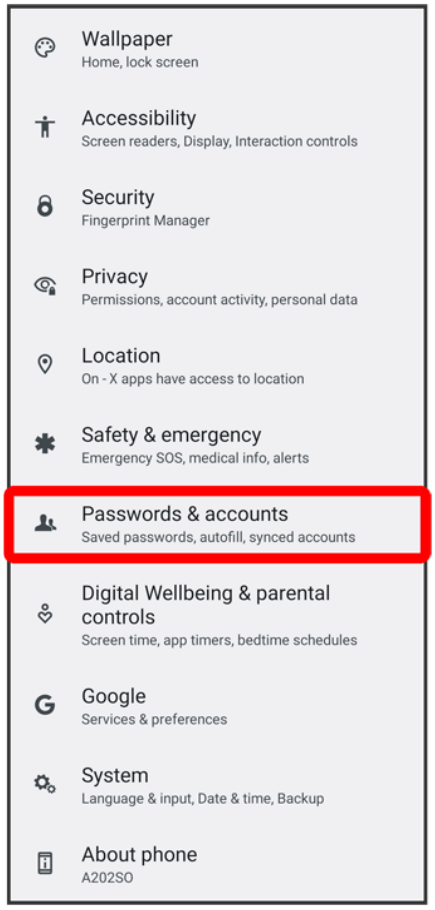
Creating a Google Account

1

In Home Screen, (Settings)

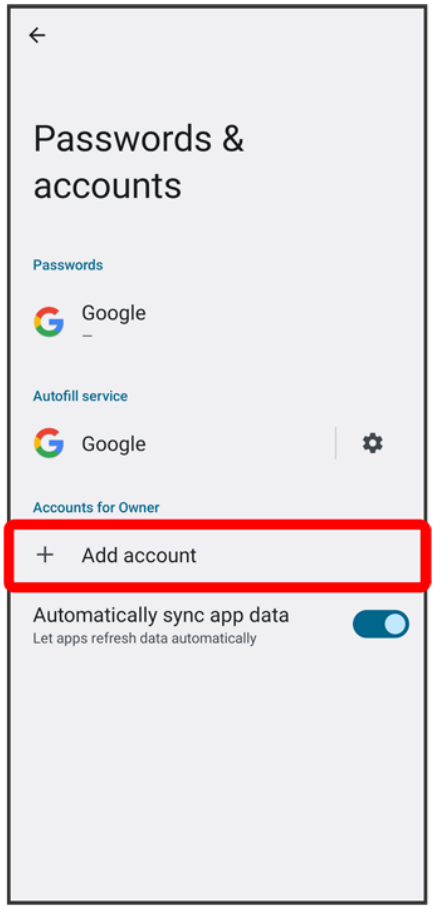
2

Passwords & accounts



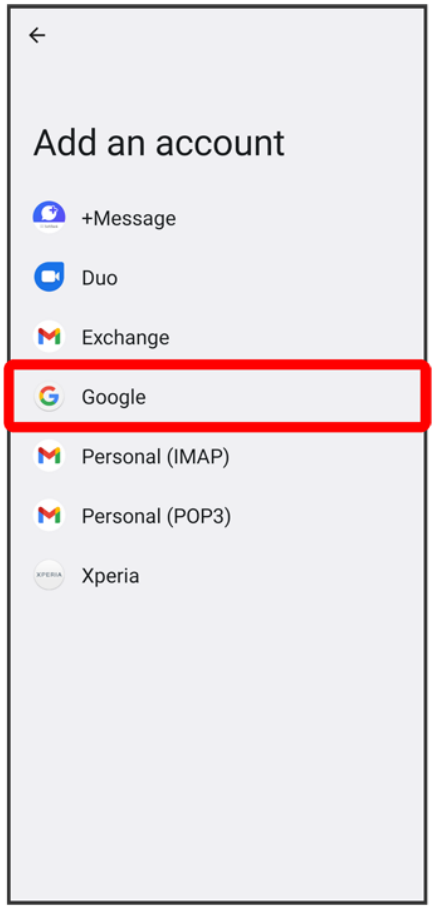
3

Add account


Passwords &
accounts
Passwords
Google
Autofill service
Google
Accounts for Owner
Add account
Automatically sync app data
Let apps refresh data automatically

4

Google

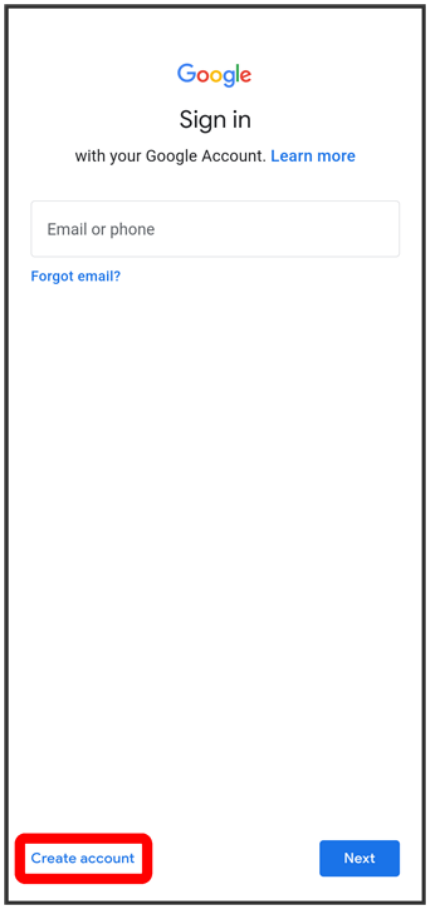


Window for logging in to a Google account opens.

- If fingerprints are already saved, screen for fingerprint authentication may appear. Hold finger to sensor to authenticate fingerprint.
- If method for unlocking screen is "Pattern" / "PIN" / "Password," screen for unlocking screen lock may appear. Enter method for unlocking screen.

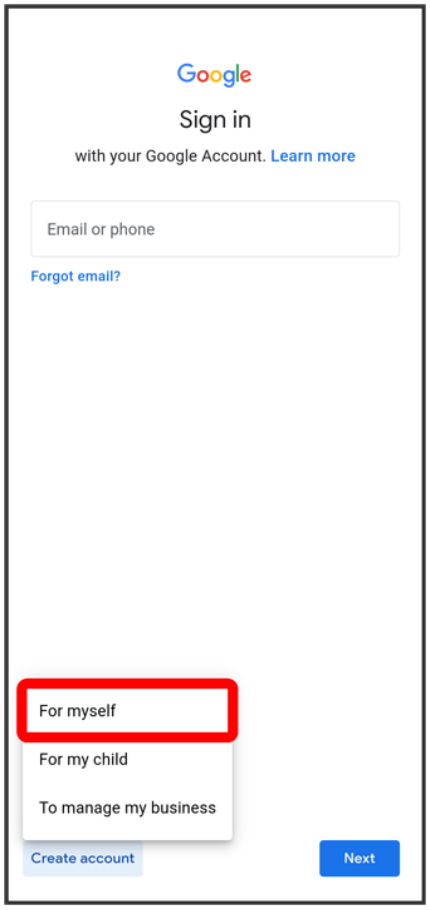
5

Create account


Google
Sign in
with your Google Account. Learn more
Email or phone
Forgot email?
Create account
Next

6

For myself



- To create a child's account, Tap For my child then follow onscreen instructions.
- To create a business account, Tap To manage my business then follow onscreen instructions.

7

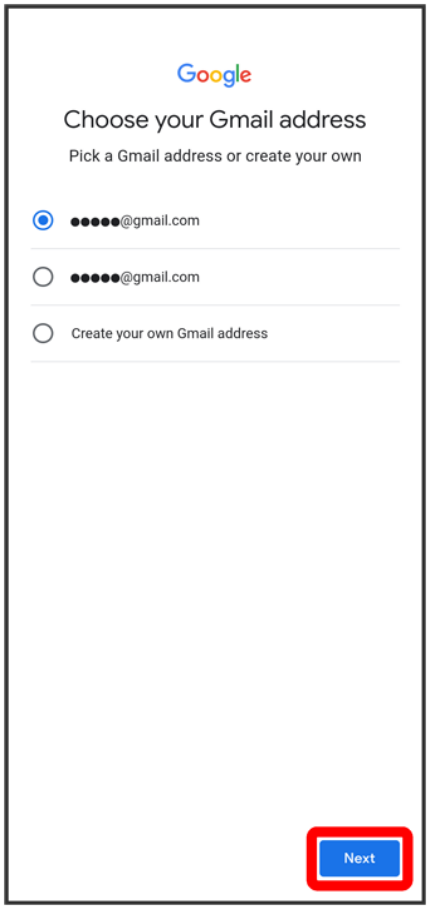
Enter First name Last name Next

8

Enter date of birth → Select gender → Next

9

Select Gmail™ address Next



- To create a Gmail address, Create your own Gmail address → Enter username (mail address) → Next.

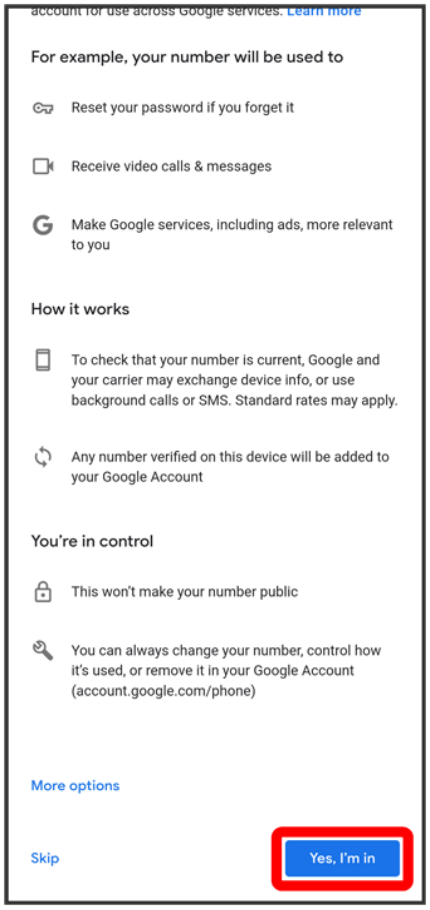
10

Enter password → Next

Google
Create a strong password
Create a strong password with a mix of letters, numbers and symbols
Password
XXXXXXXX
Show password
Next
GIF
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
?123

11

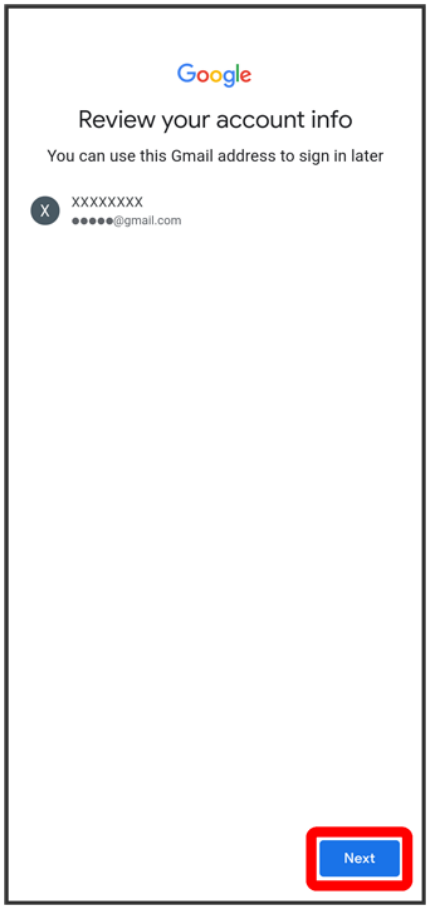
Yes, I'm in



- To not add a phone number, Tap Skip.
- To add a phone number only for security protection, Tap More options. Continue by following onscreen instructions.

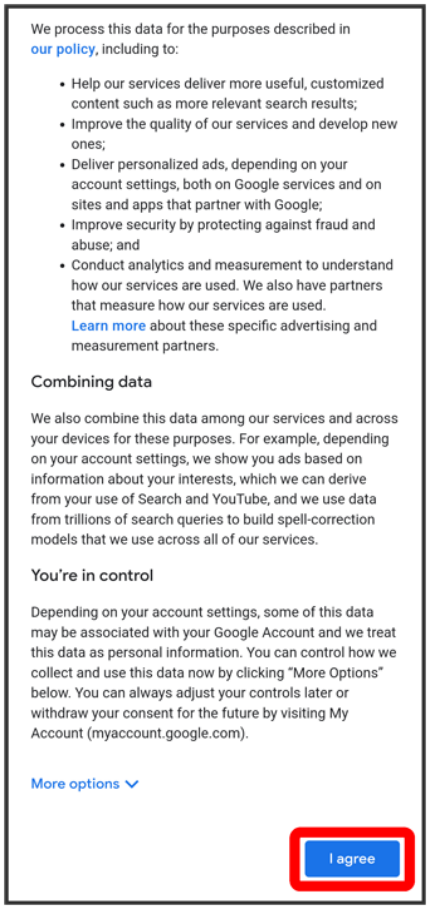
12

Next



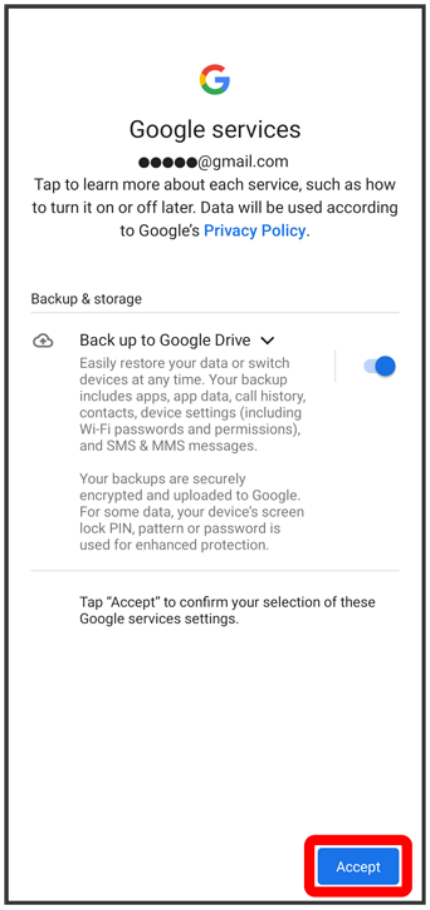
13

Check the privacy policy and terms of usage, I agree



14

Set Google service Accept



Account is created.

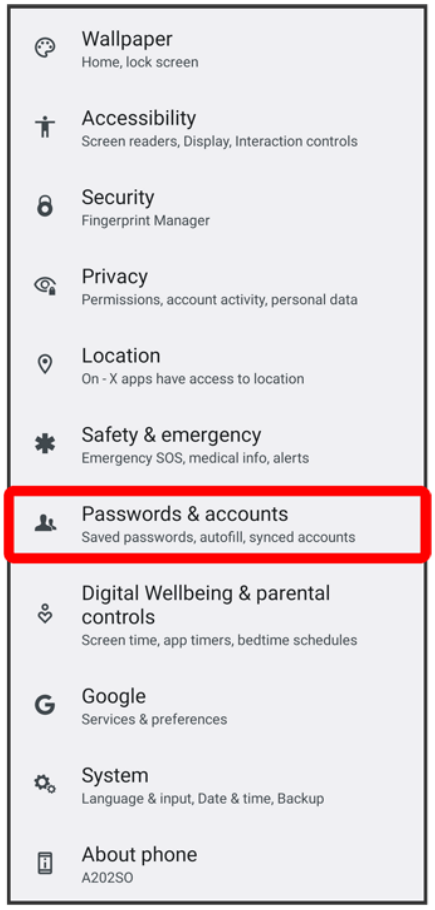
Logging In with a Google Account

1

In Home Screen, (Settings)

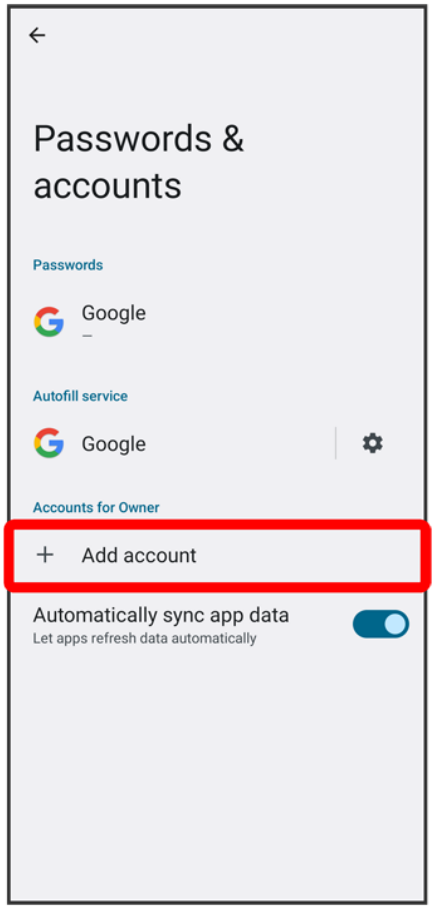
2

Passwords & accounts



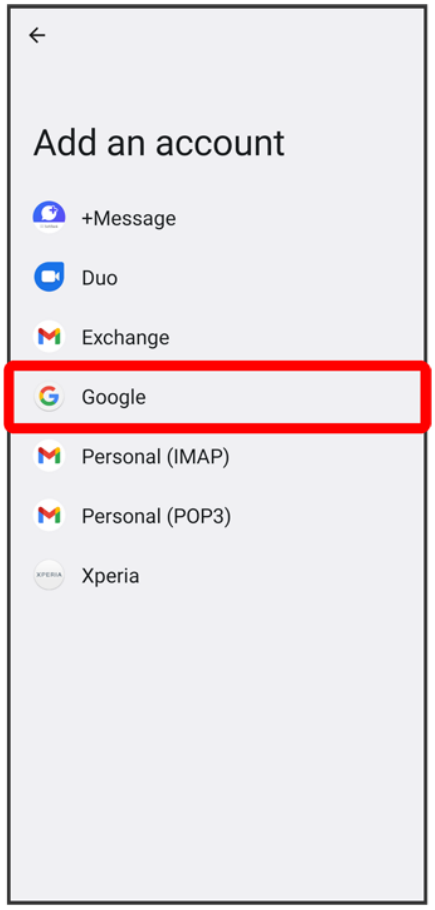
3

Add account


Passwords &
accounts
Passwords
Google
Autofill service
Google
Accounts for Owner
Add account
Automatically sync app data
Let apps refresh data automatically

4

Google

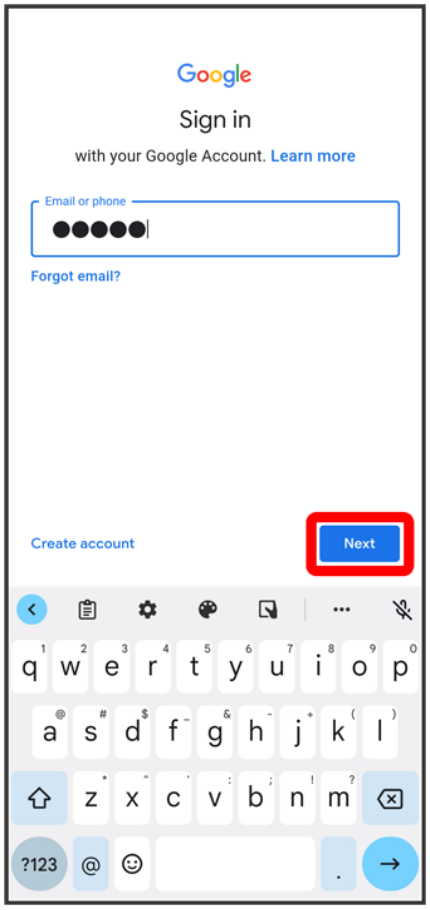


Window for logging in to a Google account opens.

- If fingerprints are already saved, screen for fingerprint authentication may appear. Hold finger to sensor to authenticate fingerprint.
- If method for unlocking screen is "Pattern" / "PIN" / "Password," screen for unlocking screen lock may appear. Enter method for unlocking screen.

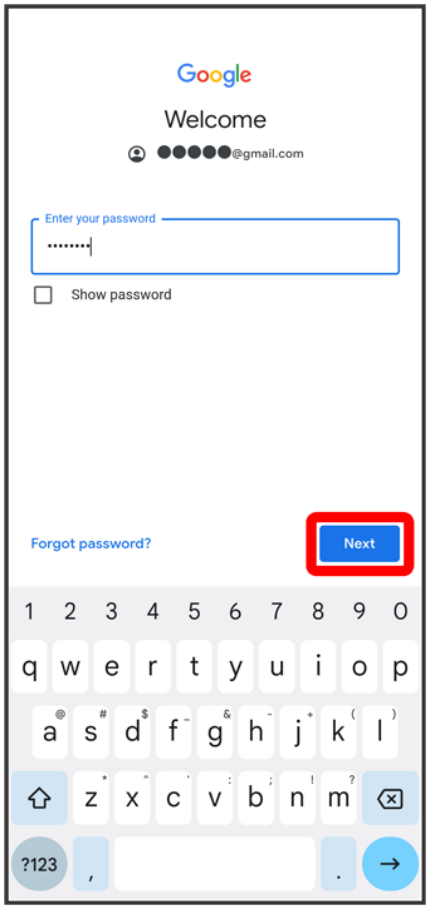
5

Enter mail address Next



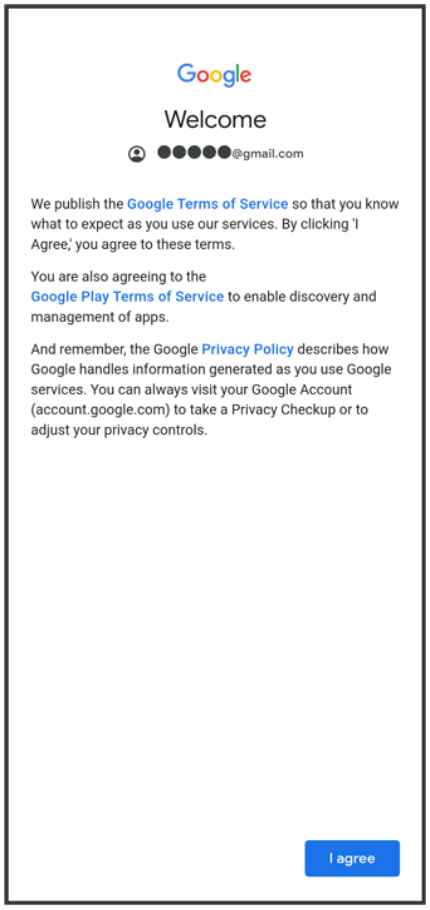
6

Enter password Next



7

Follow onscreen instructions



You are logged in to your Google account.

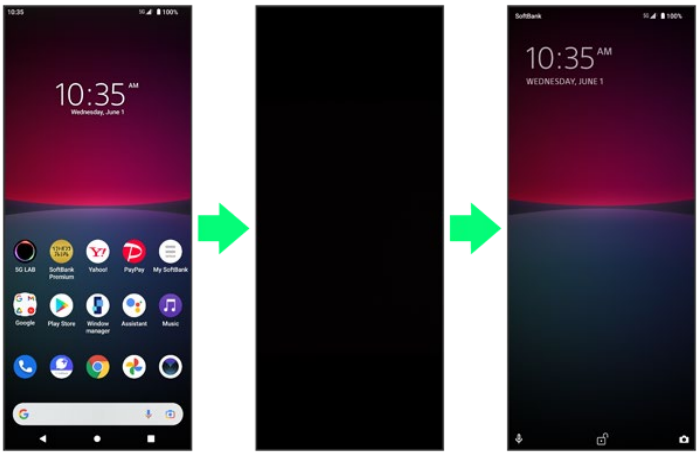
Locking Screen

Screen Lock

Unlocking Screen

Screen Lock

Display goes out after a set period of inactivity to save battery power (screen lock).
This also prevents accidental Touchscreen operation.
While Display is off (screen is locked), Press Power Key for Lock Screen.



■ To activate Screen lock manually, Press Power Key when Display is turned on.

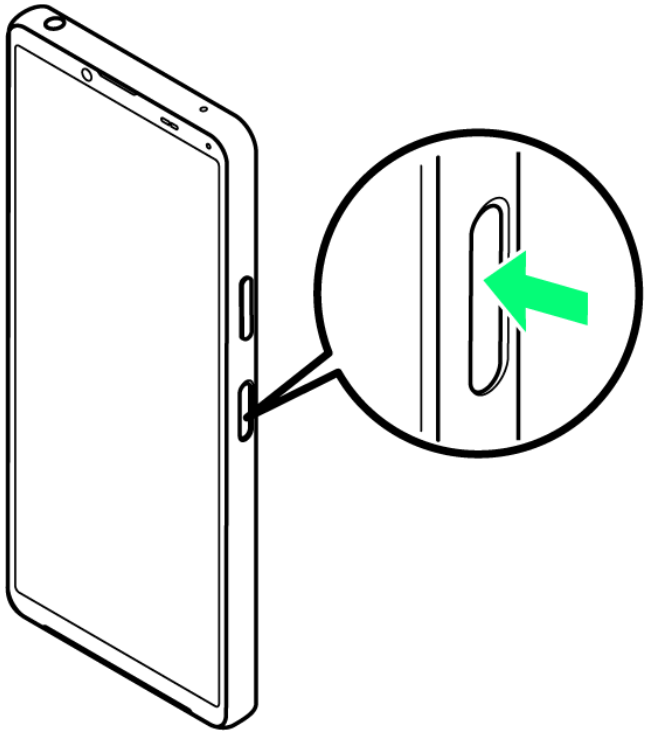
When Screen Locks during Music Playback

Music playback continues. While Display is off (screen is locked), Press Power Key for music panel in Lock Screen. Use pause, next song, etc. (operation may differ with application).

Unlocking Screen

1

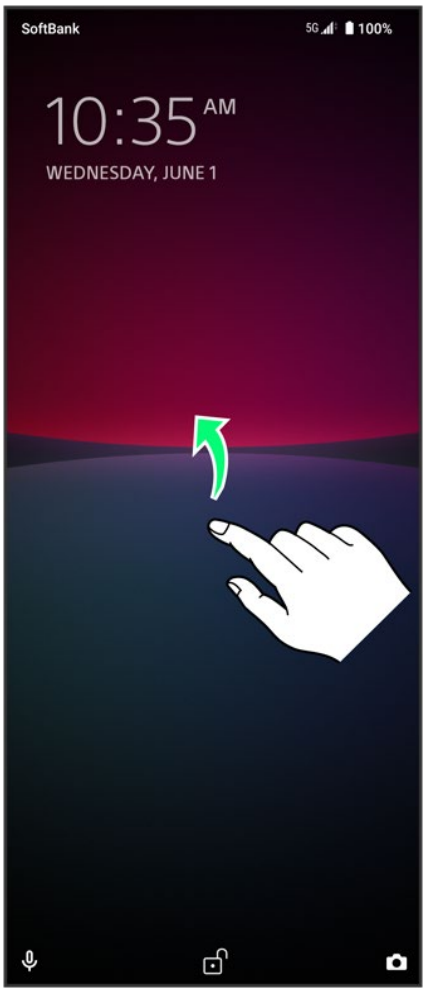
While Display is off (screen is locked), Press Power Key



Lock Screen appears.

2

Flick screen up



Screen is unlocked.

- The method for unlocking the screen can be changed.
- For fingerprint authentication, Touch Fingerprint Sensor with authentication finger to unlock screen.

Basic Operation

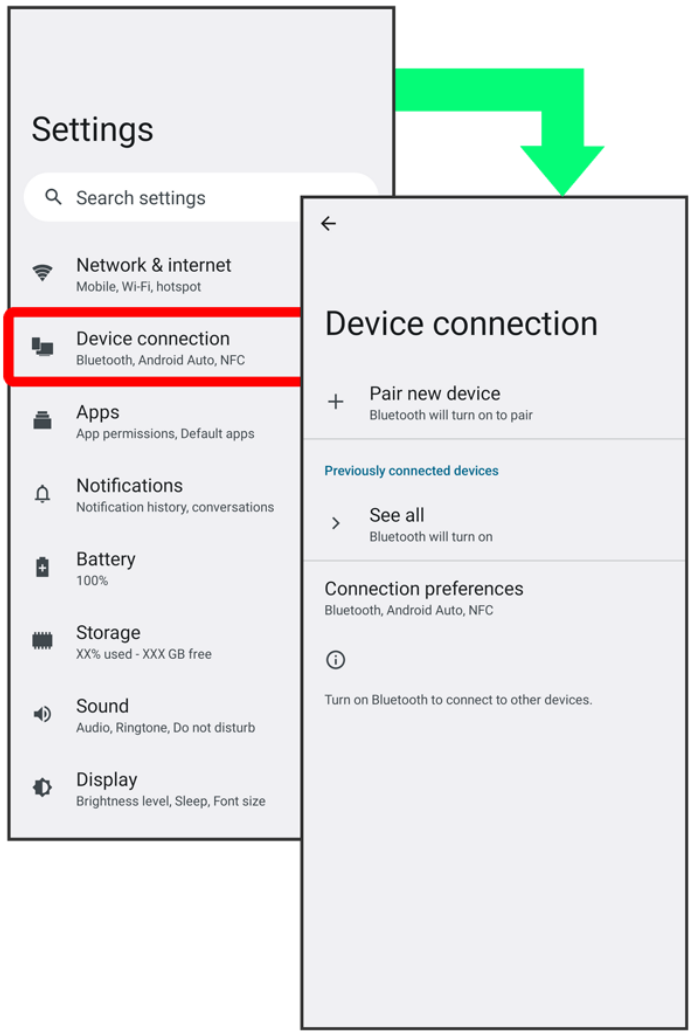
Selecting Options and Navigating Screens

Menu Operations

Selecting Options and Navigating Screens

Tap items, icons, onscreen keys, etc. to open assigned items.

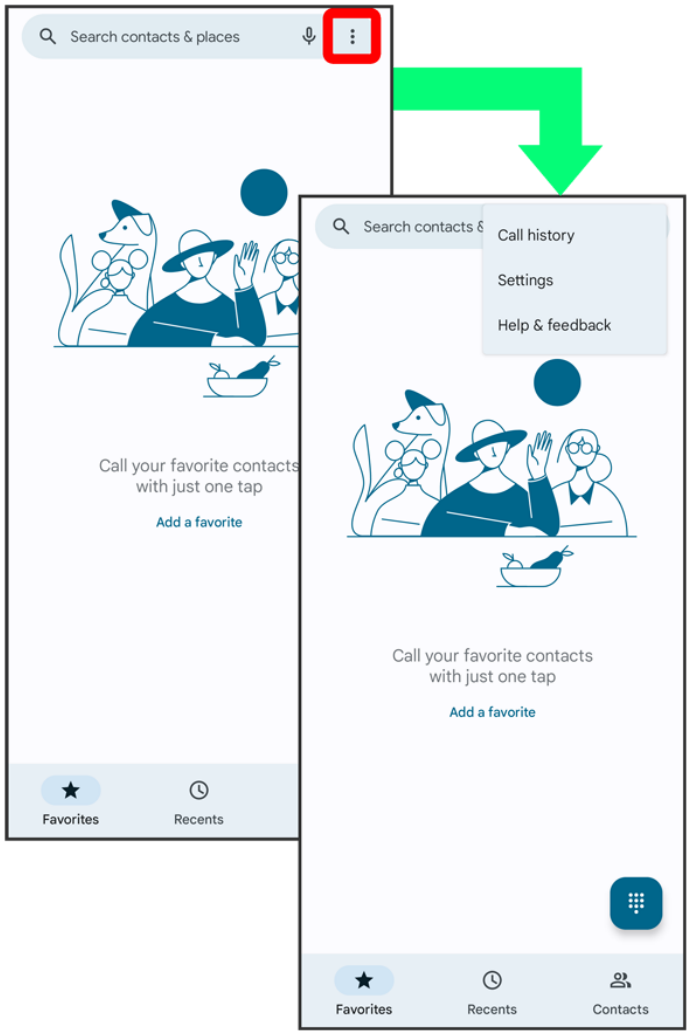
■ Tap ◁ to go back to previous screen.



Menu Operations

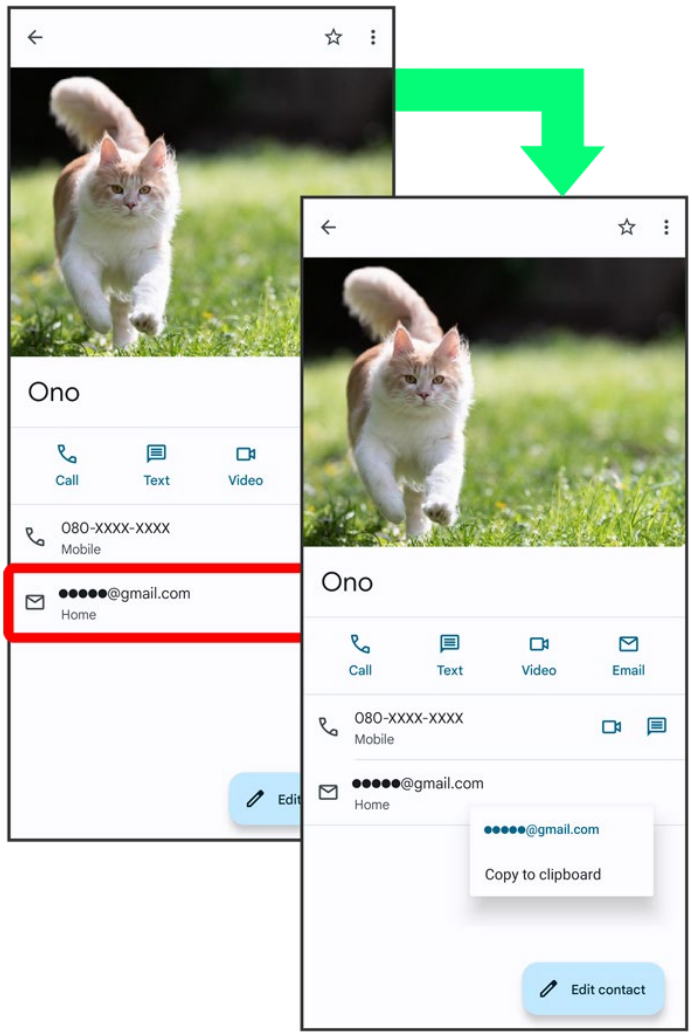
1

Tap ⋮ for available settings and items.



2

Screens may also have settings and items that are available by Touching & Holding Display.


Ono
Call
Text
Video
080-XXXX-XXXX
Mobile
●●●●●@gmail.com
Home
Edit
Ono
Call
Text
Video
Email
080-XXXX-XXXX
Mobile
●●●●●@gmail.com
Home
●●●●●@gmail.com
Copy to clipboard
Edit contact

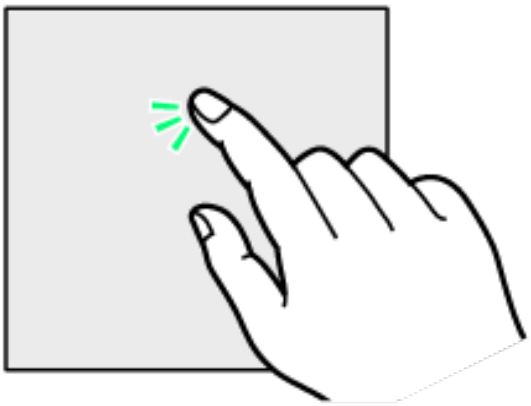
Using Touchscreen

Handset uses a touchscreen-type Display. Operate with your fingers on Display.

- Tap
- Touch & Hold
- Drag
- Swipe/Flick
- Pinch/Spread

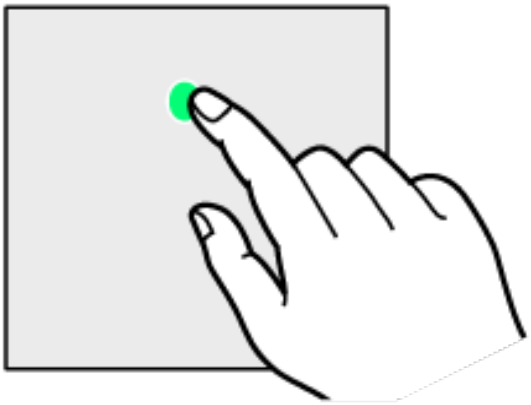
Tap

Contact Display lightly and briefly.



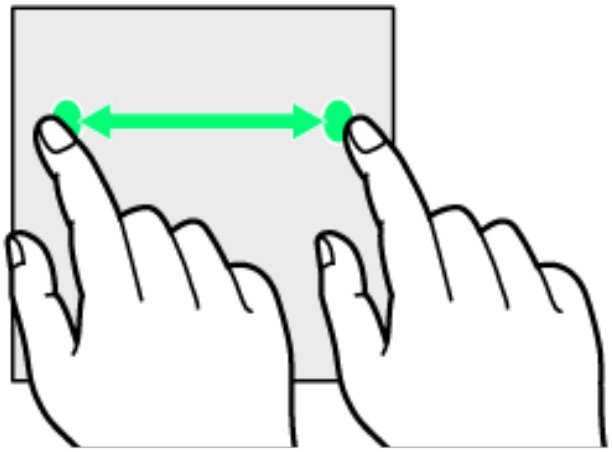
Touch & Hold

Touch screen lightly and hold it for a while. When the screen changes, release finger.



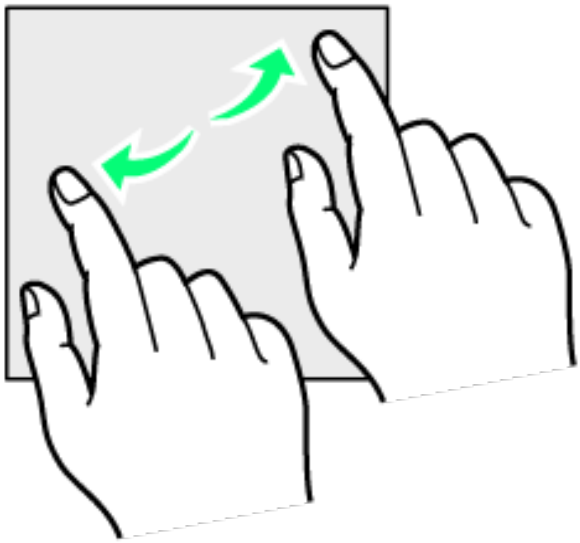
Drag

Touch icon or other item lightly, move it where desired, and release finger.



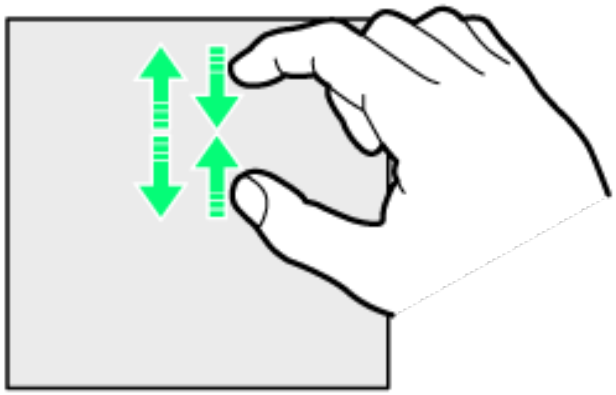
Swipe/Flick

Contact Display lightly, then brush screen up/down or left/right.



Pinch/Spread

Contact Display lightly, then close/widen fingers.



Silent Mode

Set ringtone, operation sounds, etc. not to sound to avoid disturbing others around you.

Entering Silent Mode (Vibrate)

Entering Silent Mode (No Vibrate)

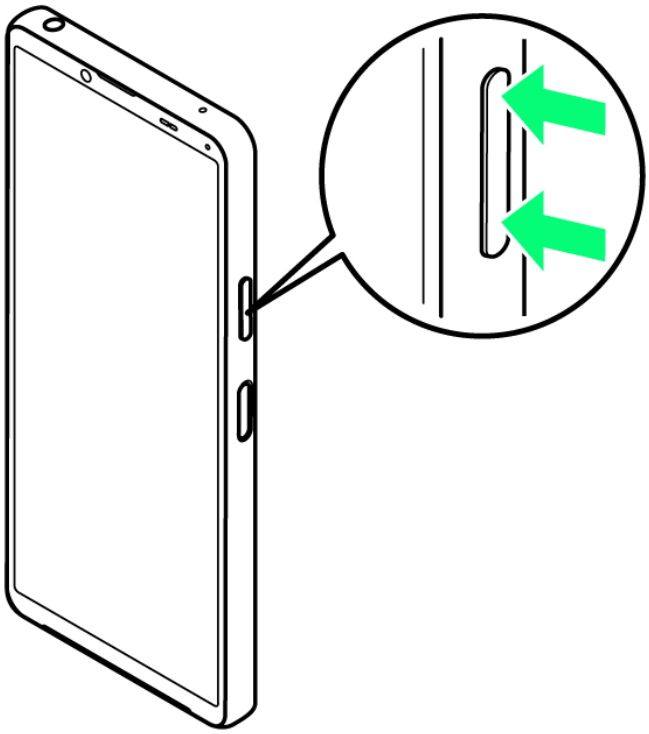
Silent Mode Cautions

Camera shutter, video start/stop tones, Alarm, etc. sound even in Silent mode.

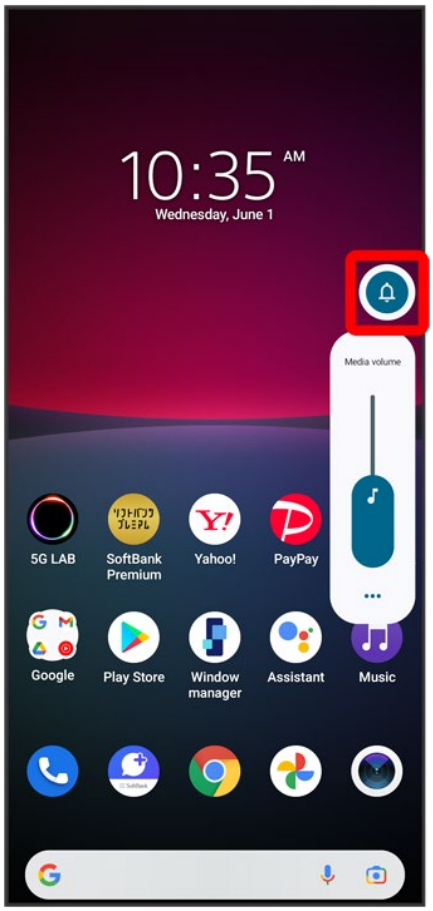
Entering Silent Mode (Vibrate)

1

Press Volume Up or Down Key



2



3

While volume adjustment bar is shown,

Icon changes to , and handset enters Silent mode (vibrate).

Entering from Quick Settings

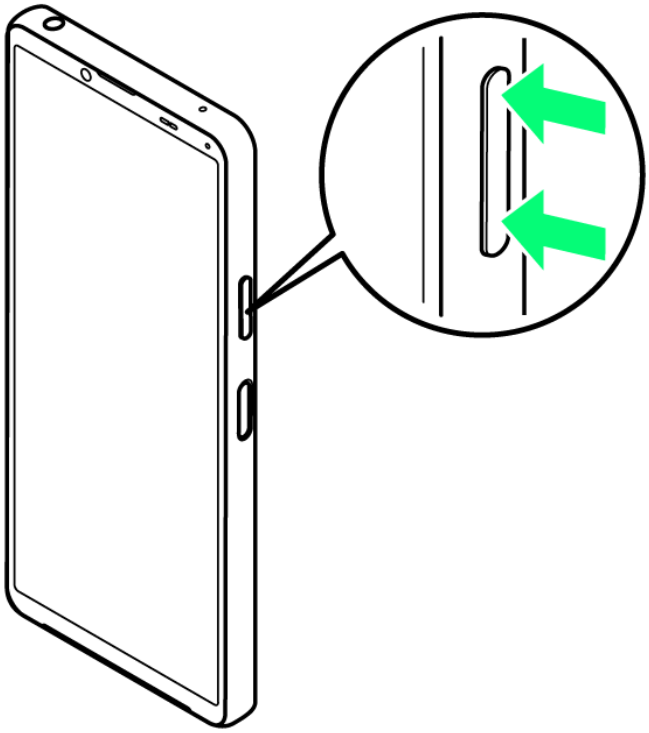
Also use Quick Settings to enter Silent mode (vibrate).

Flick Status Bar down Flick window down Silent mode (off)

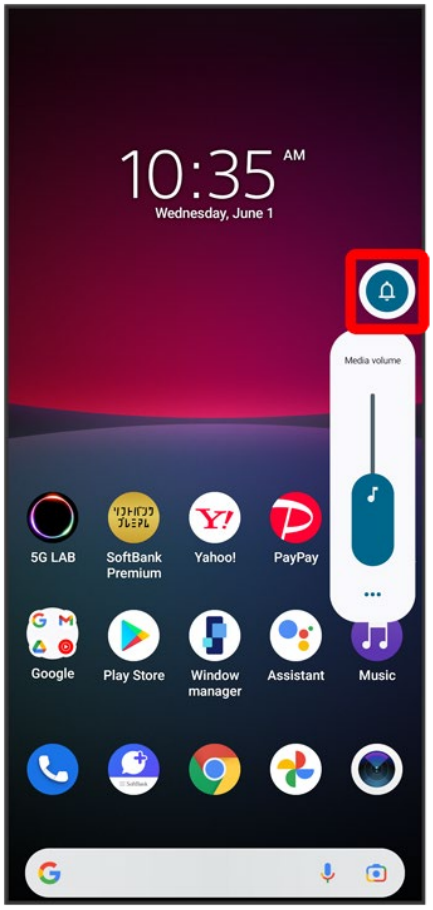
Entering Silent Mode (No Vibrate)

1

Press Volume Up or Down Key

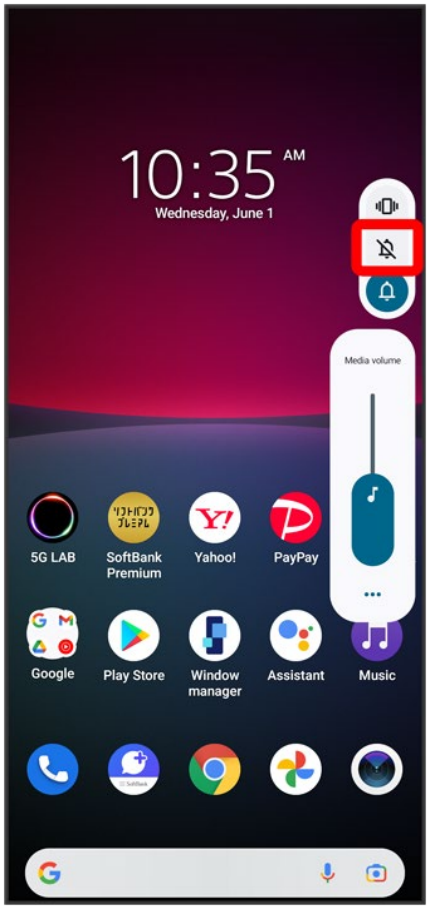


2



3

While volume adjustment bar is shown,



Icon changes to , and handset enters Silent mode (no vibrate).

Entering from Quick Settings

Also use Quick Settings to enter Silent mode (no vibrate).

Flick Status Bar down Flick window down Silent mode (off) Silent mode (vibrate)

Airplane Mode

Disable all functions that emit signals. Handset stays powered on.

Using Airplane Mode

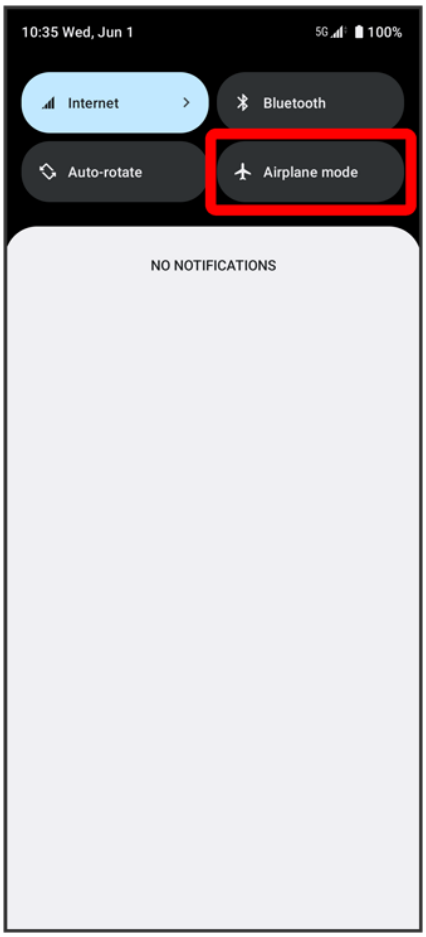
Using Airplane Mode

1

Flick Status Bar down

2

Airplane mode



Handset is in Airplane mode.

- Use same operation again while in Airplane mode to cancel.

Text Entry

- Keyboards
- QWERTY Keyboard Layout
- Switching Character Types (Entry Modes)

Keyboards

Enter text with onscreen QWERTY keyboard by Tapping each character individually, or by using Glide typing feature and sliding finger from character to character (on by default). Touch & Hold each character for extended characters.

■ Tap to hide keyboard.

Keyboard Operations

Setting Keyboard to Use

In a text entry window, Languages English (US) Select keyboard Done

■ Set several keyboards.

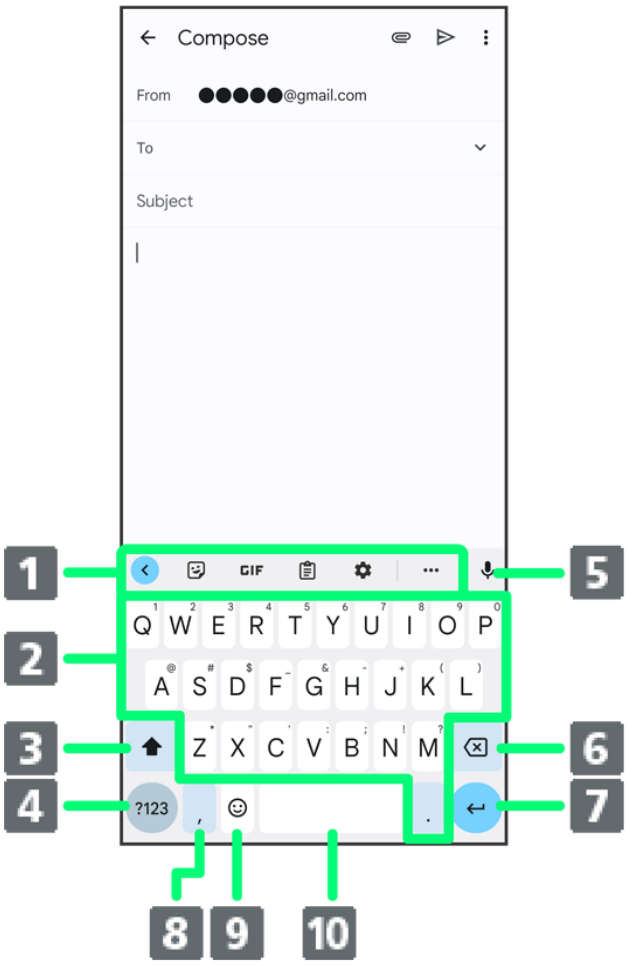
Switching Keyboards

Set several keyboards to switch between.

In a text entry window,

■ Alternatively, Long Press Tap keyboard to switch to.

QWERTY Keyboard Layout



① Use the keyboard option menu (Toolbar).
② Enter a character.
③ Switch between all lower case and sentence case. Double-Tap for all upper case.
④ Toggle entry modes.
⑤ Use voice input.
⑥ Delete a character before cursor.
⑦ Confirm text input or enter line break. , , , or appears depending on application.
⑧ Enter a comma. Touch & Hold for text entry settings or to set one-handed mode. With several set keyboards, Touch & Hold for emoji, emoticons, etc.
⑨ Show emoji, emoticons, etc. With several set keyboards, to switch between keyboards.
⑩ Enter a space.

Switching Character Types (Entry Modes)

1

In QWERTY keyboard, Tap ?123

Entry mode is changed to number and symbol mode.

- To enter more symbols, Tap =\<.
- Tap ABC to back to alphabet mode.

Updating Software

Steps to update software depend on what is being updated in the software.
Checking/updating does not incur transmission fees.

Updating Software Automatically

Updating Software Manually

Software Update Cautions

Signal Reception

Operate handset where signal reception is good and without changing location. Also operate with adequate battery charge. Signal becoming weak or Internal Battery becoming low during an update may cause an update failure. An update failure may disable handset.

Saved Data/Settings

Saved data may be lost depending on condition of handset (malfunctioning, damaged, water exposure, etc.). SoftBank Corp. is not responsible for damages from loss of data.
Updating software may revert some settings to their defaults.

Updating Software Automatically

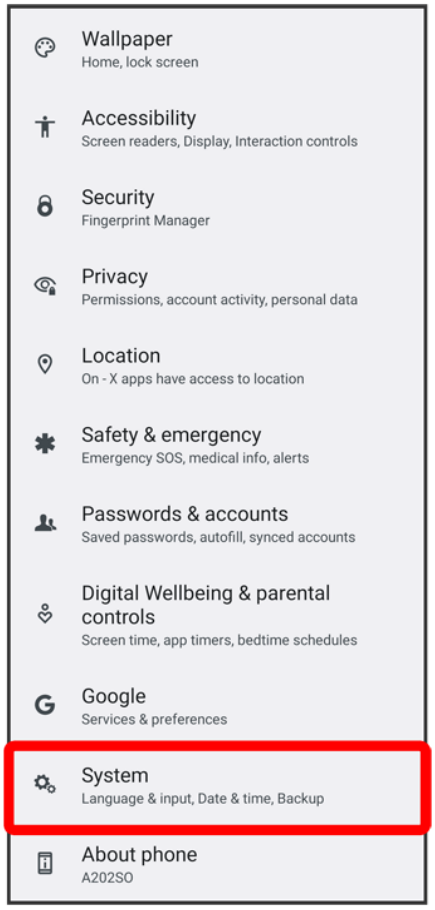
Update software automatically.
When the update is complete, Tap the notification in the Notifications Window and restart handset.

Updating Software Manually

Tap the software update notification in the Notifications Window and follow onscreen instructions.
Alternatively:

1

In Home Screen, (Settings) System



2

System update