

When using the product

Before you start using the product, make sure to read the "Safety Precautions" to ensure correct use.

Before you assume that the product is malfunctioning, refer to "故障とお考えになる前に" (Check here first)" in "取扱説明書 詳細版 (Full Instruction Manual) (Japanese)".

- Communication is not possible even inside of the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in poor signal reception areas. Communication is sometimes interrupted if you move into poor signal reception area during communication.

- Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though 5G/LTE/WiMAX 2+/GSM/UMTS system has highly secure confidential communication features.)

- For connecting to the emergency call acceptance organization, VoLTE (LTE network) is used. 3G (Line exchange network) connection is not available.
- Since the product is a radio station under the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law.

- The IMEI information of your mobile phone is automatically sent to your carrier for maintenance and monitoring operational status of your mobile phone.

- Before you start using the product overseas, check the relevant laws and regulations of the country/region you visit.
- The Company is not liable for any damages arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional, mistaken, or incorrect use by the customer, or use under other unusual conditions outside the responsibility of the Company.

- The Company is not liable for any incidental damages (change/disappearance of described content, loss of business income, disruption of business, etc.) arising from use of the product or inability to use the product.
- The Company is not liable for any damages arising from failure to observe the described content of the "Instruction Manual".

- You cannot use information obtained from the measuring sensor or GPS equipped with the product for the purpose which requires high reliability. Note that the Company is not liable for any damage or lost income arising from the difference caused by measurement.

- The Company is not liable for any damages arising, for example, from malfunction caused by combination with connected devices or software not related to the Company.

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

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Follow the instructions of a gas station or other such location before using the product there.

Do not charge the product at a gas station, etc.

Take care not to drop the product at a gas station, etc.; in particular, do not use the product while filling.

Ignition of flammable gas might cause explosion, fire, etc.

If you notice anything unusual about the equipment such as an unusual odor, abnormal noise, smoke generation, overheating, discoloration or deformation during operation, charging or storage, perform the following measures carefully.

- Remove the power plug from an outlet
- Turn off the power of the product

Failure to do so might cause fire, burns, injury, electric shock, etc.

Caution

Be sure to read the following cautions before use.

Do not use damaged product or peripheral devices.

Doing so might cause fire, burns, injury, etc.

Do not place the product on an unstable or inclined platform. Be careful especially when vibrator is set.

The product might fall and cause injury etc.

Do not use or keep in a place that is very humid, dusty, or subject to high temperature.

Doing so might cause fire, burns, electric shock, etc.

For waterproofness/dustproofness, refer to "Notes on waterproof and dustproof properties" (▶P.26).

If children use the product, parents or guardians should give them proper instructions and do not allow them to use the product in the wrong way.

Use of the product in the wrong way might cause accidental ingestion, injury, electric shock, etc.

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Never connect the USB Type-C plug to the product or the specified charging equipment (sold separately) when it is wet.

Although the product has the waterproof property, inserting USB Type-C plug to the product when it is wet might cause electric shock or short-circuit due to the moisture or foreign substance on the product or USB Type-C plug, or might cause abnormal overheating, fire damage, fire, burns, or a fault if corrosion occurs.

Do not touch the cable, charging terminals or power plug of the specified charging equipment (sold separately) with wet hands.

Doing so might cause fire, burns, electric shock, etc.

Use the adapter only on the specified power supply and voltage.

When charging the battery overseas, use AC adapter that can be used overseas (sold separately).

Using the incorrect power supply and voltage might cause fire, burns, electric shock, etc.

AC adapter (sold separately): 100V AC (Connect to the AC outlet for internal household use)

AC adapter (sold separately) that can be used overseas: 100V AC to 240V AC (Connect to the AC outlet for internal household use)

Clean dust from the power plug.

Using it with dust adhered might cause fire, burns, electric shock, etc.

Firmly insert the specified charging equipment (sold separately) into an outlet.

Insecure inserting might cause fire, burns, electric shock, etc.

When you disconnect a power plug of the specified charging equipment (sold separately) from an outlet, do not apply excessive force to it such as pulling the cable. Instead, hold the adapter main unit to disconnect.

Pulling the cable of the specified charging equipment (sold separately) might damage the cable causing fire, burns, electric shock, etc.

When plugging/unplugging the specified charging equipment (sold separately) into/from the product, plug/unplug it straight toward the product without applying excessive force such as pulling the cable.

Incorrect plugging/unplugging might cause fire, burns, injury, electric shock, etc.

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Keep the equipment out of the reach of babies, infants, and pets. In particular, be careful where small parts are stored, such as the microSD memory card/SIM card tray.

Failure to do so might cause accidental ingestion, injury, electric shock, etc.

Be careful about the temperature when using the product continuously or while charging because it might become warm. Also, be careful not to keep touching it unintentionally in a pocket of clothes, when you fall asleep, etc.

The product or the specified charging equipment (sold separately) might become warm when using an app, a call, data communication, watching video, playing a game, etc. continuously or while charging. If you are directly in contact with warmed part continuously, it might cause a redness of skin, itch, rash, low-temperature burn, etc. depending on your physical condition. Especially, be careful when you put the product in a pocket of clothes or at bedtime.

Main unit

Danger

Be sure to read the following hazards before use.

Do not throw the product into fire or apply heat.

Doing so might cause fire, burns, injury, etc.

Do not put excessive force such as sticking with a sharp object (nail etc.), hitting with a hard object (hammer etc.), or stepping on it.

Doing so might cause fire, burns, injury, etc.

If the internal substance of the product contacts your eyes or mouth, immediately rinse the eyes or mouth with clean water and then see a doctor right away.

The effects of the internal substance of the product might cause blindness, medical problem, etc.

Follow the instructions of each medical facility for the use of mobile phones on their premises.

Power off the product in a place where the use is prohibited. The radio waves from the product might affect electronic equipment and electronic medical equipment.

Using near medical equipment or in healthcare facilities

Warning

Be sure to read the following warnings before use.

If you wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator, carry or use the product 15 cm or more away from the implant at all times.

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

If you need to use electronic medical equipment other than implantable cardiac pacemakers or implantable cardioverter defibrillators outside medical facilities such as treating at home, consult the relevant medical electronic equipment manufacturer for effects on the equipment by radio waves.

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

If there is any chance that the distance between the product and a person closest to you might get shorter than 15 cm such as when you cannot freely move around, set the product not to emit radio wave in advance (Airplane mode, power off, etc.).

A person in close proximity to you might wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

Follow the instructions given by the respective medical facility regarding use of the product on their premises.

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

Be careful of the cut surface not to hurt your fingers etc. when handling SIM card.

The cut surface may be sharp, and it might cause injury.

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Captured image data or downloaded data may sometimes be altered or lost due to faults, repair or other handling of the product. The Company is not liable for any damage or lost income resulting from recovery of these data.

It is recommended you keep a copy of important data on your PC's hard disk etc. Whatever the cause of the defect or malfunction may be, the Company assumes no responsibility for alteration or loss of saved data.

Data saved in the product, such as images/videos, might be altered or lost by an accident, fault, repair or mishandling. Be sure to keep a copy of important contents. Note that the Company assumes no responsibility for any damages or lost profits resulting from altered or lost contents.

Note that contents data (both charged or free content) saved to the product cannot be returned to the customer when the product is replaced for repair of a fault, for example.

Although an afterimage may occur when a same screen has been displayed for a long time, it is not a malfunction. You are recommended to set the sleep time to a short one to avoid occurrence of afterimage and save the battery consumption.

Although the display used for the product is made using high-precision technology, some pixels (dots) might be lit or out at all times. This is not a malfunction.

You are recommended to store copies of individual data such as photos you took, videos and music on your PC by sending each file as mail attachment etc. Note, however, that you may not be able to make copies of any copyrighted data even by the above-mentioned means.

Do not discard the product together with regular trash. Please cooperate in the collection of the product (including optional accessories) when it is no longer needed to protect the environment and effectively use resources.

* The Company* as appears in the manual refers to your carrier and the manufacturer (Sony Corporation).

Note

Reproduction of the content of "Instruction Manual" in part or in whole is prohibited.

The content of "Instruction Manual" is subject to change without notice.

Some functions may be unavailable due to change of specification of the OS or change/termination of services.

Every effort has been made in the preparation of "Instruction Manual". Should you notice any unclear points, omissions, etc., feel free to contact us.

1 Serious injury: This refers to loss of sight, injury, burns (high- and low temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning etc., and injuries requiring hospital admission for treatment or long-term hospital attendance as an outpatient.

2 Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.

3 Property damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

Always keep the product away from your ear when you call handsfree, while sounding the ringtone loudly, or during stand-by. Also, when you play game, play back videos, music, etc. connecting the earphone/microphone, etc. to the product, adjust the volume adequately.

Loud sound is emitted from the product when calling with hands-free set. Even in standby mode, a ringtone or an alarm sound may sound suddenly.

Listening to loud sound for long hours continuously may cause a disability of ears such as deafness.

Moreover, too loud sound makes you barely hear the surrounding sounds and may cause an accident.

If you have a weak heart, set the vibrator or ringtone volume carefully.

Sudden vibration or ringtone sounding when for incoming call astonishes you and it may affect your heart.

If you are wearing any electronic medical equipment, check with the relevant medical electronic equipment manufacturer or vendor whether the operation might be affected by radio waves.

The radio waves from the product might affect electronic medical equipment.

Power off the product near electronic devices or equipment operating on high precision control or weak signals.

The radio waves from the product might interfere with the operation of electronic devices or equipment.

* The following are some electronic devices or equipment that you should be careful of:

Hearing aids, implantable cardiac pacemaker, implantable cardioverter defibrillator, other electronic medical equipment, and other automatically controlled devices or equipment. If you use an implantable cardiac pacemaker, implantable cardioverter defibrillator, or other electronic medical equipment, check with the medical electronic equipment manufacturer or vendor whether the operation can be affected by radio waves.

Be careful about broken parts or exposed internal part of the product when the display, or the camera lens is broken.

Touching damaged or exposed part might cause burns, injury, electric shock, etc.

Material list

Main unit

Part

Material

Surface treatment

Exterior case (top part, bottom part, side part)

Nylon resin (with glass fiber)

Coating

Exterior case (Volume key/Zoom key, Back cover)

Polycarbonate resin

Coating

Exterior case (cover of microSD memory card/SIM card slot)

Polycarbonate resin (with glass fiber)

Coating

Exterior case (Camera ring (peripheral part of main camera))

Aluminum alloy

Alumite treatment

Transparent plate (Display)

Hardened glass

AFP treatment

Transparent plate (Camera lens)

Hardened glass

AFP treatment + AR treatment

Flash/Photo light part

Acrylic resin

Power key/Fingerprint sensor

Epoxy resin

Coating

Earpiece mesh

PET

Speaker mesh

Polycarbonate resin

Rubber seals on the cover of microSD memory card/SIM card slot

Silicon rubber

Tray of microSD memory card/SIM card

Polycarbonate resin (with glass fiber) + SUS plate

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Safety Precautions (Observe Strictly)

Before using this product, thoroughly read these safety precautions for proper use.

These "Safety Precautions" describe instructions that should be observed to prevent damage to property or injury to the customer or others using the product.

The following symbols indicate the different levels of injury or damage that may result if the guidelines are not observed and the product is used improperly.

Danger

This symbol indicates that "death or serious injury"1 may directly and immediately result from improper use*.

Warning

This symbol indicates that "death or serious injury"1 may result from improper use*.

Caution

This symbol indicates that "minor injury"2 and/or property damage3 may result from improper use*.

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Always keep the product away from your ear when you call handsfree, while sounding the ringtone loudly, or during stand-by. Also, when you play game, play back videos, music, etc. connecting the earphone/microphone, etc. to the product, adjust the volume adequately.

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Moreover, too loud sound makes you barely hear the surrounding sounds and may cause an accident.

If you have a weak heart, set the vibrator or ringtone volume carefully.

Sudden vibration or ringtone sounding when for incoming call astonishes you and it may affect your heart.

If you are wearing any electronic medical equipment, check with the relevant medical electronic equipment manufacturer or vendor whether the operation might be affected by radio waves.

The radio waves from the product might affect electronic medical equipment.

Power off the product near electronic devices or equipment operating on high precision control or weak signals.

The radio waves from the product might interfere with the operation of electronic devices or equipment.

* The following are some electronic devices or equipment that you should be careful of:

Hearing aids, implantable cardiac pacemaker, implantable cardioverter defibrillator, other electronic medical equipment, and other automatically controlled devices or equipment. If you use an implantable cardiac pacemaker, implantable cardioverter defibrillator, or other electronic medical equipment, check with the medical electronic equipment manufacturer or vendor whether the operation can be affected by radio waves.

Be careful about broken parts or exposed internal part of the product when the display, or the camera lens is broken.

Touching damaged or exposed part might cause burns, injury, electric shock, etc.

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Polycarbonate resin

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Aluminum alloy

Alumite treatment

Transparent plate (Display)

Hardened glass

AFP treatment

Transparent plate (Camera lens)

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AFP treatment + AR treatment

Flash/Photo light part

Acrylic resin

Power key/Fingerprint sensor

Epoxy resin

Coating

Earpiece mesh

PET

Speaker mesh

Polycarbonate resin

Rubber seals on the cover of microSD memory card/SIM card slot

Silicon rubber

Tray of microSD memory card/SIM card

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- Main unit**
 - Since the battery is built into the product, you cannot replace it yourself. For replacing the battery, contact お客様い合わせ先 (For inquiries) on "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).
 - Do not forcefully press, tap or intentionally subject the display to strong impact. Doing so might cause scratching or damage.
 - Do not forcefully press the keys or display surface with your fingernails or hard objects. Doing so might cause scratching or damage of the keys or display.
 - Do not use a remodeled product. Use of a modified device violates the Radio Law and Telecommunications Business Act. The product is compliant with rules on the technical standard conformance of specified wireless equipment based on the Radio Law/ Telecommunications Business Act, and as a proof of it, the Technical Compliance Mark (TCM) can be checked with the product. **Checking procedure: In the Home screen, slide the screen up --> [Settings] --> [About phone] --> [Certificates]** If the modifications of the internal components of the product are made, the certification of conformity with the technical standard conformance of TCM becomes invalid. Do not use the product with the certification invalid, as it is a violation of the Radio Law and Telecommunications Business Act.
 - Take care not to place magnetized items such as magnetic cards, speakers and TV sets near the product, as it might cause a malfunction. Putting a strong magnetism close to the product might cause a false operation.
 - Do not bring magnetized cards such as cash cards, credit cards and prepaid cards closer to the product. It might cause loss of the recorded data.
 - When you put the product in your pocket or bag, take care that the display does not come in contact with metal objects or other hard objects, as it might cause a scratch or damage. Take care with using a strap whose member is a hard material such as metal because it can touch the display and may cause scratch or damage.

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- Cover of microSD memory card/SIM card slot**
 - Make sure that the cover of microSD memory card/SIM card slot is firmly closed. Just a small particle (a hair etc.) between contact surfaces can cause water intrusion or dust penetration.
 - Do not open or close the cover of microSD memory card/SIM card slot with your hands. Just a small particle (a hair etc.) between the contact surfaces can cause water intrusion or dust penetration. Wipe off any minuscule droplets of water or dirt with a clean dry cloth before closing the cover.
 - If the cover of microSD memory card/SIM card slot is deteriorated or damaged, the waterproof/dustproof property becomes ineffective.
 - For details on how to close the microSD memory card/SIM card slot cover, refer to "取扱説明書 詳細版 (Full instruction manual)" (Japanese).

- If any liquid other than plain water is adhered to the product**
 - If any liquid other than plain water (e.g. seawater, detergent, alcohol, juices) is adhered to the product, immediately rinse it with plain water.
 - You can wash the product under a mild flow (less than 6 liters per minute) of tap water at room temperature (10°C to 35°C) at a distance of about 10 cm from the faucet or shower head.
 - If the product gets dirty, wash it with your hands holding the microSD memory card/SIM card slot cover so that they do not open. Do not use a brush.

- After the product gets wet**
 - After the product gets wet, drain water, and wipe with a clean dry cloth.
 - In cold climates, water on the product might turn to frost. Using with frosted might cause a malfunction. Do not leave the product without wiping off with a clean dry cloth.

- Rubber seals**
 - Rubber seals on the inner edges of the cover of microSD memory card/SIM card slot is important to maintain waterproof/dustproof property. Do not damage or remove the rubber seals.
 - When closing the cover of microSD memory card/SIM card slot, take care not to get the rubber seal caught. Forcibly closing the cover with the rubber seats caught might damage them and reduce the waterproof/dustproof property. Just a small particle (a hair etc.) between contact surfaces can cause water intrusion or dust penetration.
 - If any liquid other than plain water (e.g. alcohol) is adhered to the rubber seals, it might cause deterioration in durability.
 - Do not insert sharp objects into grooves around the cover of microSD memory card/SIM card slot. Doing so might damage or deform the product, damage the rubber seals, etc. causing water intrusion or dust penetration.

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Notes on data communication charge

- Since a constant Internet connection is possible with the product, data communication may be performed automatically by some apps, resulting in high data communication charges. Therefore, subscription to a data communication charge discount service or flat rate plan is recommended.
- To browse homepages, download apps, communicate using apps, send/receive e-mails and configure various settings on the product, connection to the Internet is required and data communication charge applies.

Notes on Call Charges

- When you end a call, make sure to disconnect the call. If you forget to disconnect, the call charges may be higher.

Notes on applications

- Be sure to check the security of the app, then install it at your own risk. Some apps might affect operation of other apps or of the entire product. They might cause virus infection, damage various data, and send out your location information, usage history or personal information stored in your product via the Internet.
- The Company assumes no responsibility for any malfunctions that might be caused by apps you have installed. Repair costs in this case may be charged even during the warranty period.
- The Company assumes no responsibility for any disadvantage brought to you or any third party by the apps you have installed.
- Insertion of a microSD memory card is necessary to use some apps. Some apps prohibit the product from entering sleep mode while they are active, and they rapidly drain the battery while running in the background.
- Operational procedures and screen appearances of the apps preinstalled in the product and those installed by you are subject to change without notice as a result of version upgrade. In addition, operating procedures described in "Instruction Manual" might differ from the actual procedures.

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

When your 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 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 10 mm from the body without any metal parts in the vicinity of the phone or when properly used with an appropriate Sony Corporation accessory and worn on the body. Use of the phone other than as tested may impact SAR and result in non-compliance with such RF exposure limits. For devices which include "WiFi hotspot" functionality, SAR measurements for the device operating in WiFi hotspot mode were taken using a separation distance of 10 mm. Use of third-party accessories may result in different SAR levels than those reported.

For more information about SAR and radio frequency exposure go to: <https://xpria.sony.jp/product/sar/> (Japanese).

United States

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

This mobile phone model XXXXX has 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

- When suddenly brought into a warm place from a cold place, or when used in a humid location or in a place where temperature suddenly changes (e.g. near the air discharge port of an air conditioner), water droplets (i.e. condensation) may be formed inside of the product. Note that when used under such conditions, the humidity might cause corrosion or a malfunction.
- While writing or reading data to or from a microSD memory card, do not subject the product to vibration or impact, or turn off the power. Doing so might cause loss of data or a malfunction.
- Do not cover the proximity/light sensor with your finger or put a sticker on it. Doing so might hinder the proximity/light sensor from detecting the ambient brightness and functioning correctly.
- Do not put a sticker, etc. on the proximity/light sensor. Doing so might cause a malfunction on the sensor and make the display always turned off while receiving a call or during a call.
- Usually use the product with the cover of microSD memory card/SIM card slot firmly closed. If the cover is open, dirt or water might get inside and cause a malfunction.
- Do not allow liquids, metal and other foreign objects to get inside the USB Type-C port, headset jack, microSD memory card/SIM card slot, earpiece, mouthpiece/microphone, speaker, second microphone, etc. Doing so might cause a malfunction.
- Do not give strong impact on the product such as dropping, throwing, dropping, throwing, dropping or something might cause a malfunction.
- Do not put the product directly on sand at a beach etc. Sand or other small particles might get inside the earpiece, mouthpiece/microphone, speaker, or second microphone causing the volume to drop. If sand gets inside the product, it might cause a malfunction.
- To prevent possible hearing damage, do not listen at high volume levels for long periods.
- This mark is displayed when the surface temperature of the product rises during use. When the mark is displayed, there is a risk of burns if you continue using the product while holding it in your hands. In this case, please refrain from holding it in your hands.

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Replacing parts

- It is recommended to replace the parts for maintaining waterproof/dustproof property once every two years regardless of whether any abnormality is present. For information on part replacement, contact お客様い合わせ先 (For inquiries) on "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).
- Heat resistance**
 - Do not sink the product into boiling hot water or do not splash with boiling hot water to the product. Also, do not use the product in saunas or do not expose the product to fiery winds from hair dryer etc. the product is not resistant to high temperatures.

Shock

- The product is not resistant to shock. Do not drop the product or subject it to shock. Also, do not poke the earpiece, mouthpiece/microphone, speaker, second microphone, USB Type-C port, or headset jack, etc. with a sharp object. Doing so might damage or deform the main unit causing water intrusion or dust penetration.

Precautions on charging

- The optional accessories are not waterproof. Check the following before and after charging.
 - Never charge the battery if the product is wet. Doing so might cause fire, burns, injury, electric shock, etc.
 - Check that the product is not wet. If you are charging the battery just after the product gets wet, drain water well and wipe the remaining water off with a clean dry cloth.
 - Do not touch the specified charging equipment (sold separately) with wet hands. Doing so might cause electric shock.
 - Do not expose water over the product when charging equipment (sold separately) when using them. Do not use them near water such as in a bathroom, shower room, kitchen or washroom. Doing so might cause fire, burns, electric shock, or malfunction. Do not bring them into a bathroom etc. even if you do not charge the product with them. Doing so might cause fire, burns, electric shock, or malfunction.

Display (Touch Panel)

- The touch panel is designed to be lightly touched by fingers. Do not apply strong pressure with your fingers or sharp-pointed objects (such as fingernails, ballpoint pens and pins) to the touch panel. In the following cases, the touch panel might not respond. Also, it may cause malfunction.
 - Operation with gloves
 - Operation with fingernails
 - Operation with foreign object on the touch panel
 - Operation with protective sheet or seal on the touch panel
 - Operates when the display is wet with water droplet or fogged
 - Operation with wet or sweaty fingers
 - Operation under water
- Putting stickers or sheets (e.g. commercially available protective films, prep prevention sheets) on the display might hinder correct operation of the touch panel.
- When carrying the product in your pocket or bag, take care not to put the touch panel close to metals or other conductive materials, as it might cause false operation of the touch panel.

Organic EL display

- Organic EL display may have partially dark part or the colors may be changed if a same image has been displayed for a long time, or the brightness of backlight is set to too bright, or it has been used for a extremely long time. That is due to property of organic EL display and not a malfunction.
- Organic EL display is made with extremely advanced technology and it may have slightly missing pixels or pixels which are always lit. Also, it may have unevenness of color streak or brightness, or color change depending on direction you're looking. That is due to structure of organic EL display and not a malfunction. Please be forewarned.
- Subjecting an organic EL display to direct sunlight may cause a malfunction. Take care when placing at the window or outdoor.

Internal battery

(The internal battery of the product is a lithium-ion battery)
The internal battery is not fully charged at the time of production. Charge the internal battery before using the product. Charge the internal battery if you have not used the product for a long time.

- Use in very hot or cold environments, for example, when left in an automobile with the windows closed in summer, will cause the internal battery capacity to drop and shorten the available usage time. This will also shorten the internal battery's service life. Try to use the product as far as possible at room temperature.
- The internal battery gradually discharges after charging even if the product is not used. The internal battery might discharge completely after long time no use. Charge before using.
- The internal battery is a consumable part. If the performance of a battery does not recover (e.g. the usable time after each charge has become extremely short), the battery is at the end of service life, so stop use. Battery is built into the product. For replacement, contact お客様い合わせ先 (For inquiries) on "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese). And you might not use the product during certain period of time. Please be forewarned. Note that the length of service life varies depending on the usage condition etc.

- The internal battery sometimes swells up as they approach the end of its service life. This is due to the properties of lithium-ion batteries, and is not a problem in terms of safety.

Charging equipment

- Do not wrap the cable of the specified charging equipment (sold separately) around the adapter itself. Do not bend the joint of the plug or connector and the cable of the specified charging equipment (sold separately) forcibly. Do not place heavy objects on an adapter or cable, or do not apply unreasonable force such as pulling. Doing so might cause a malfunction.
- When unplugging the plug of the specified charging equipment (sold separately) from the outlet, hold and pull the power plug. If you pull the cable, the cable might be damaged.

SIM card

- Do not forcibly remove or insert SIM card. Be careful not to exert excessive force when inserting the card into your phone.
- You are responsible for any damage caused by inserting your SIM card into other IC card reader/writer etc.
- Do not put stickers etc. on the SIM card.
- Do not insert SIM card with conversion adapter attached. Doing so might cause a malfunction.
- Do not damage the SIM card by using the product in a hot place, dropping into fire, contacting to the metal parts with foreign object, giving an impact, bending, applying load, etc. Doing so might cause loss of data or a malfunction.

Camera

- When photographing important occasions etc., take a trial shot and check the shot image to make sure it is correctly shot.
- Do not shoot in a place where shooting is prohibited.

Copyrights and rights of portrait

- You are not allowed to copy, distribute, publish, modify or edit the data you shot, recorded or downloaded using the product without consent of the copyright holder, except for personal use such as copying or quoting where provided for under the copyright law. In addition, do not use or modify portraits or names of other individuals without the consent, as it might infringe on rights of portrait. Note that shooting and recording might be restricted at some live performances, shows and exhibitions even for personal use.
- Be careful about the copyright and portrait right when posting photos you shot etc. on internet homepages.

Backup content on the product

- Please back up important content recorded to the product or downloaded to the product from an outside source. Content recorded to memory on the product sometimes disappears or is altered by unexpected factors, such as static electricity or a fault, repair, mishandling, etc.

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2.4 GHz frequency band precautions

The frequencies used by the Bluetooth® and/or wireless LAN (Wi-Fi®) function of the product are in the 2.4 GHz band. In this frequency band, other similar wireless stations, in-plant wireless stations for mobile unit identification that require a license to use, such as factory production lines, specific small power wireless stations that do not require licenses, amateur wireless stations (collectively called "other wireless stations" from here on) are operated in addition to home electrical appliances such as microwave ovens, devices for industrial, scientific and medical devices, and other devices.

- Before using the product, make sure that "other wireless stations" are not in operation nearby.
- In the event that instances of radio wave interference have occurred between the product and "other wireless stations", immediately either relocate the product or stop operation of the device (such the emission of radio waves).
- If you are unclear on any points or are troubled by anything, contact お客様い合わせ先 (For inquiries) on "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).
- The connections between the product and all other Bluetooth® and wireless LAN (Wi-Fi®) devices have not been confirmed. Therefore, connections with all Bluetooth® and wireless LAN (Wi-Fi®) devices are not guaranteed.
- This product supports security features for wireless communications that are compliant with the Bluetooth® and wireless LAN (Wi-Fi®) standard specifications, but the security may not be sufficient depending on the usage environment and configuration. Be careful when making data communication using Bluetooth® or wireless LAN (Wi-Fi®) function.
- Wireless LAN (Wi-Fi®) has the advantage that it can be freely connected with any device in the radio wave range, as it uses radio waves for exchanging information. At the same time, there is a risk that a malicious third party may obtain unauthorized access if security settings have not been configured. You are recommended to configure security settings before using wireless LAN (Wi-Fi®) at your decision and responsibility.
- The Company assumes no responsibility for leakage of data or information that may occur during Bluetooth®/wireless LAN (Wi-Fi®) communication.
- Since Bluetooth® and wireless LAN (Wi-Fi®) functions use the same frequency band, using the both functions at the same may cause radio wave interference resulting in decreased communication speed or disconnection from the network. If connection fails, stop using either of the Bluetooth® and wireless LAN (Wi-Fi®) functions.

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Notes on waterproof and dustproof features

The product has a waterproof property equivalent to JIS waterproof grade (JIS C 0920) IPX5*1 and IPX8*2, as well as a dustproof property equivalent to JIS dustproof grade IP6X*3 on the condition that the cover of microSD memory card/SIM card slot is securely attached (based on in-house testing). Before using the product, thoroughly read "Important items to remember before use" to ensure correct use. Failure to follow the contents described in the sections might cause intrusion of water, sand or other foreign material, resulting in overheating, ignition, electric shock, injury or a malfunction.

- IPX5 equivalent means that the product will maintain its operability as a phone even if it is sprayed with water from a 6.3 mm diameter nozzle at a distance of about 3 meters for more than 3 minutes at a rate of about 12.5 liters per minute from any direction.
- IPX8 equivalent means that the product will maintain its operability as a phone with no water getting inside the main unit even if it is gently submerged in a tank of still tap water at room temperature to a depth of 1.5 meter for about 30 minutes.
- IP6X equivalent means that the product will securely maintain its function of no grit and dust getting inside the main unit even after it has been placed in an apparatus with grit and dust of diameters of 75 μm or less and shaken for 8 hours.

Since operation of the product on each usage scene was confirmed based on the above assumption, proper operation of the product in every possible condition during actual use is not guaranteed. Malfunctions determined to be caused by mishandling by the customer are not covered by the warranty.

Important items to remember before use

- Make sure that the cover of microSD memory card/SIM card slot is firmly closed. Waterproofness/dustproofness is only effective when the cover is securely closed. Do not open or close the cover of microSD memory card/SIM card slot if the product or your hands are wet.
- Do not sink the product in liquids other than tap water (seawater, pool water, water of hot spring, water with soap, detergent or bath salt contained, alcohol, juice, seasonings, etc.) or do not splash such liquid to the product. Also, do not use in a place where urine of pet animal is splashed. If it is splashed on the product, immediately wash the product with tap water.
- Do not put the product directly on sand at a beach etc. Sand or other small particles might get inside the earpiece, mouthpiece/microphone, speaker, or second microphone causing the volume to drop. If sand gets inside of the main unit, it might cause overheating or a malfunction.
- Do not use the product underwater.
- Do not leave the product in a humid place such as a bathroom or kitchen for an extended period of time.
- Even after draining, water might remain on the product. Although you can use the product, do not place it near things that must not get wet. Also, take care not to wet your clothes, bag, etc.
- Drain water if it becomes temporarily hard to hear the sound due to water remaining in the earpiece, mouthpiece/microphone, speaker, or second microphone.
- Do not spray the product with high-pressure water or submerge it in water for extended periods of time, as the product is not designed to withstand high water pressure.
- Do not wash the product in a washing machine or ultrasound bath.
- Do not immerse the product into a bathtub. The product is not resistant to high temperatures.
- Temperature changes in temperature generates condensation causing a malfunction. Wait until the main unit reaches room temperature before you bring the product from a cold place into a warm bathroom.
- The product does not float on water.

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Security codes/PIN code

Security codes

The product has various security codes that you can use. The available security codes are as follows. Do not forget the various security codes that are set as they are necessary for various services and contracts. Make sure to change the security codes from the initial values to your own numbers.

Security code

Initial value	A four-digit number chosen by the customer and noted on the application form
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PIN code

To prevent unauthorized use of the SIM card by a third party, you can set the product to require PIN code entry every time the power is turned on. You also need to enter PIN code when setting whether the PIN code entry is required. If the PIN code is incorrectly entered three times consecutively, the PIN code will be locked. You can unlock the PIN code using PUK code.

- Entering PIN code is not required by default setting. In "SIM card lock", however, you can change the setting regarding to enter PIN code. Note that setting up "SIM card lock" requires entry of PIN code.
- When an entry of security code is required for making settings, change the initial value of the security code to your own number and then use it.
- PIN code is set to "1234" by default setting. In "Change SIM PIN", however, you can change the PIN code to any four- to eight-digit number as necessary. PIN code is not reset even if you execute "Erase all data (factory reset)".

PUK code

- In case the PIN code is locked, you can unlock it by entering the PUK code.
- PUK code is an eight-digit number given at the time of purchase, and is printed on the back side of the plastic card on which your SIM card is attached. When using eSIM, refer to an homepage for details. <https://www.au.com/support/service/mobile/procedure/pin-code/japanese>
- After entering the PUK code, you need to set a new PIN code.
- If the PUK code is incorrectly entered ten times consecutively, contact お客様い合わせ先 (For inquiries) on "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

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Repair and Delivery Support with Cloud

- An after-sales service membership program on a monthly basis called "Repair and Delivery Support with Cloud" is available for using your au/IO mobile phone terminal for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss.
- For monthly charge and details of the service, refer to au/IO mobile homepage.
- For au users: <https://www.au.com/mobile/service/kosho-funshitsu-cloud/> (Japanese)
- For UIQ mobile users: <https://www.uqimix.jp/mobile/plan/option/repair-cloud/> (Japanese)
- The contents of services above are subject to change without notice.

SIM card

- The SIM card is lent to you by your carrier. In case of loss or damage, the card will be replaced at your expense. When a malfunction is suspected, or in case of theft or loss, contact お客様い合わせ先 (For inquiries) on "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

Specific Absorption Rate (SAR) of mobile phones

This model XXXXX mobile phone complies with Japanese technical regulations and international guidelines regarding exposure to radio waves. This mobile phone was designed in observance of Japanese technical regulations regarding exposure to radio waves*1 and limits to exposure to radio waves recommended by a set of equivalent international guidelines. This set of international guidelines was set out by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is in collaboration with the World Health Organization (WHO), and the permissible limits include a substantial safety margin designed to assure the safety of all persons, regardless of age and health condition. The Japanese technical regulations and international guidelines define the limits using a unit of measurement known as the Specific Absorption Rate (SAR), which represents the average amount of radio frequency energy absorbed by the human. The SAR limit for mobile phones is 2.0 W/kg. The highest SAR value for this mobile phone when tested for use near the head is 1.981 W/kg*2 and when worn on the body is 1.542 W/kg*3. There may be slight differences between the SAR levels for each product, but they all satisfy the limit.

This is due to automatic changes to the power level of the device to ensure it only uses the minimum required to reach the network. Therefore, in general, the closer you are to a base station, the lower the power output of the device.

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- FeiCa is a contactless IC card technology developed by Sony Corporation. In context, TM and ® mark may be omitted.
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FCC Statement for the USA

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Any change or modification not expressly approved by Sony 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.

Foreign Exchange and Foreign Trade Act

The products may be subject to the application of the Foreign Exchange and Foreign Trade Act and other related laws and regulations in Japan. In addition, the Export Administration Regulations (EAR) of the United States may be applicable.

In case of exporting or reexporting the products, customers are requested to follow the necessary procedures at their own responsibility and cost.

Please contact the Ministry of Economy, Trade and Industry of Japan or the Department of Commerce of the United States for details about procedures.

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- In the United States, 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.

Europe

This mobile phone model XXXXX has 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 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.

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.

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

For body worn operation, this phone has been tested and meets RF exposure guidelines when used with an accessory that contains no metal and that positions the handset a minimum of 5 mm from the body. Use of other accessories may not ensure compliance with RF exposure guidelines.

The highest SAR value for this phone model tested by Sony for use at the ear is 0.40 W/kg (10g).

In the case where the phone is worn on the body, the highest tested SAR value is 1.02 W/kg (10g).

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