SOV38

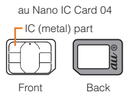
Basic Manual

CE mark and FCC ID

1 Put your fingertip (nail) into the groove of the microSD memory card/au IC card slot and pull out the cover, and insert a fingernail into the hook at the edge of the label tray, then pull it out straight.

au IC card

Your phone number etc. is recorded in au IC card.
The product is compatible with au Nano IC Card 04.



Attaching/removing au IC card

Before attaching/removing au IC card, make sure to turn off the product.

Charging with the AC Adapter

Charging with connecting TypeC Common AC Adapter 02 (sold separately) is explained.

1 Insert the power plug of TypeC Common AC Adapter 02 (sold separately) into an outlet

2 Inset the USB Type-C plug of TypeC Common AC Adapter 02 (sold separately) into the USB Type-C connection terminal of the product straight
When charging is started with the product powered on, the start sound for charging sounds and the Notification LED of the product lights.

3 When charging is complete, remove the USB Type-C plug of TypeC Common AC Adapter 02 (sold separately) from the product

4 Remove the power plug of TypeC Common AC Adapter 02 (sold separately) from the outlet

Preface

Thank you for buying "Xperia™ XZ2 Premium" (simply called the "product" from here on).
Before using the product, read "Basic Manual" (this manual) and "Setting Guide" for proper handling.

Packaged items

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

- Xperia™ XZ2 Premium
- Sony Mobile TV antenna cable 02 (02SOHSA)
- 取扱説明書 (Basic Manual) (Japanese)
- ご利用にあたっての注意事項 (Cautions on using the product) (Japanese)
- 設定ガイド (Setting Guide) (Japanese)

The following items are not included in the package.

- microSD memory card
- AC adapter
- Earphones
- Desktop holder
- USB Type-C™ cable

❖Information

- Purchase a specified charger (sold separately).
- The battery is built into the product.
- Illustrations used in this manual are just images for explanations. They may be different from actual ones.

Attaching au IC card

1 Put your fingertip (nail) into the groove of the microSD memory card/au IC card slot and pull out the cover

2 Pull out the microSD memory card tray straight from the main unit to remove

3 Put your fingertip (nail) on the projection of the au IC card tray and pull it out straight to remove the tray from the main unit

Turning on (Initial settings)

Turning the power on

1 [ ] **(over 1 sec.)**
The product vibrates and after a while the lock screen appears. When "ようこそ (Welcome)" appears after the product is powered on, follow the onscreen instructions to set the initial settings.

2 Swipe (flick) the screen up or left
Alternately, touch [ ] to unlock the screen lock.

Turning the power off

1 [ ] **(over 1 sec.)**

2 [Power off]

❖Information

- To restart the product in safe mode (start with almost default state), [ ] (over 1 sec.)▶Long-touch "Power off".

About Operating Instructions

You can check the instruction manuals of this product on the webpage.

"Setting Guide"/"Basic Manual" (this manual)

Handles only basic operations for main features.

Online Manual (Japanese)

Check "Online Manual" (Japanese) which describes detail explanations on various functions on the au homepage.
https://www.au.com/online-manual/sov38
In the product, operate as follows to check "Online Manual".
From the Home screen, [ ]▶[お客さまサポート (Customer support)]▶[Online Manual] (Japanese)

"取扱説明書 (Full Instruction Manual)" (Japanese)

For detailed descriptions on various functions, refer to the "取扱説明書（詳細版）(Full Instruction Manual)" (Japanese) available on the au homepage.
https://www.au.com/support/service/mobile/guide/manual/

4 Set au IC card into the au IC card tray with IC (metal) part facing up
Pay attention to the orientation of notch.
Surely set au IC card into the tray not to come off.

5 Keep the product horizontal, insert the au IC card tray with the card into the main unit, and then push it into the end
Pay attention to the orientation of the tray and the main unit.

Force-quitting

1 Press and hold [ ] **and the upper part of the volume key at the same time for approximately eight seconds, and release your fingers after the product vibrates three times consecutively**

Initial settings

When "ようこそ (Welcome)" appears after the product is powered on, tap "日本語 (Japanese)" and select "English"▶"United States"▶Follow the onscreen instructions to set functions and services.
For details on the initial settings, refer to "Setting Guide".

Setting Screen lock

When the screen lock is set, the backlight turns off to avoid the keys and touch panel from false operations.
When the specified time elapses, the product's screen backlight turns off automatically and screen lock is activated.

1 While the screen is displayed, [ ]

For Those Requiring an English Instruction Manual

You can download the English version of the instruction manual from the au homepage.
Download URL:
https://www.au.com/english/support/manual/

Regarding notations used in this document

- In this manual, keys (key icons) are represented by simplified illustrations such as [ ], [ ], [ ], [ ], [ ]. Please be forewarned.
- Operations of tapping menu items/icons/buttons on the screen etc. are indicated as [(name of the item etc.)].
- In this manual, screens and operations for the product with au Nano IC Card 04 attached are described.
- Screen illustrations shown in this manual may look different from the actual screens. In some cases, minor details or a part of screen may be omitted.
- In this manual, screen displays for the product color "Black" are described as examples.
- In this manual, operations in portrait view are described as a standard. In horizontal view, menu items, icons, buttons on the screen, etc. may differ.
- In this manual, "au Nano IC Card 04" is abbreviated as "au IC card".
- In this manual, "microSD™ memory card (commercially available)", "microSDHC™ memory card (commercially available)" and "microSDXC™ memory card (commercially available)" are abbreviated as "microSD memory card".
- All of the indicated amounts exclude tax unless otherwise specified.
- 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.

6 Insert and push the microSD memory card tray straight into the main unit
Pay attention to the orientation of the tray and the main unit.

7 Firmly press the microSD memory card tray to the end and check that there is no gap between the main unit and the cover

Removing au IC card

1 Put your fingertip (nail) into the groove of the microSD memory card/au IC card slot and pull out the cover

2 Pull out the microSD memory card tray straight from the main unit to remove

3 Put your fingertip (nail) on the projection of the au IC card tray and pull it out straight to remove the tray from the main unit

4 Remove au IC card from the au IC card tray, insert and push the tray straight into the main unit
Pay attention to the orientation of the tray and the main unit.

5 Insert and push the microSD memory card tray straight into the main unit
Pay attention to the orientation of the tray and the main unit.

Unlocking screen lock

The lock screen appears when turning the power on or the screen backlight on by pressing [ ].

1 On the lock screen, swipe (flick) the screen up or left
Alternatively, while the lock screen is displayed, touch [ ] to unlock.

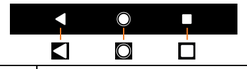
❖Information

- In the lock screen, swipe (flick) " " or " " to use Google Assistant or Camera.

Basic Operation

Key icons

The operations for [ ], [ ], [ ] at the bottom of screen are as follows.



Back	Return to the previous screen. Close the menu or the Notification panel.
Home	Display the Home screen. Long-touch to activate Google Assistant.
Task/History	Display recently used apps in a thumbnail list where an app can be activated or ended. Also, the split screen is available.

- "The Company" as appears in the manual refers to the following companies:
  Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
  Manufactured by: Sony Mobile Communications Inc.

6 Firmly press the microSD memory card tray to the end and check that there is no gap between the main unit and the cover

❖Information

- Note the following points, otherwise handling au IC card may cause malfunction or damage.
  - Do not touch the IC (metal) part of au IC card.
  - Insert in the correct direction.
  - Do not use force to attach or remove.
- The error message appears when au IC card is not set properly or there is a malfunction in au IC card.
- Do not lose au IC card after removed.
- Do not insert au IC card with conversion adapter attached. Doing so may cause a malfunction.

Attaching/Removing a microSD memory card

Attaching a microSD memory card

1 Put your fingertip (nail) into the groove of the microSD memory card/au IC card slot and pull out the cover

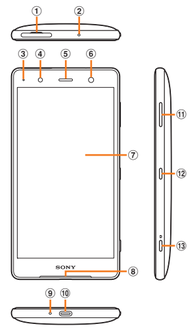
2 Pull out the microSD memory card tray straight from the main unit to remove

3 Set a microSD memory card into the microSD memory card tray with the terminal facing up
Surely set a microSD memory card into the tray not to come off.

Getting Ready

Names and functions of parts

① microSD memory card/au IC card slot
② Second microphone*1: Reduces noise so that an opposite party can easily hear your voice.
③ Notification LED
④ Proximity/Light sensor: Switches touch panel on and off to prevent from erroneous operation during a call/Auto-control for display brightness.
⑤ Earpiece/Speaker
⑥ Front camera
⑦ Display (Touch panel)
⑧ Speaker
⑨ Microphone
⑩ USB Type-C connection terminal
⑪ Volume key/Zoom key
⑫ Power key/Screen lock key
⑬ Camera key



4 Keep the product horizontal, insert the microSD memory card tray with the card into the main unit, and then push it into the end
Pay attention to orientation of the tray and the main unit.

5 Firmly press the microSD memory card tray to the end and check that there is no gap between the main unit and the cover
[ ] appears in the status bar and writing to microSD memory card is available.

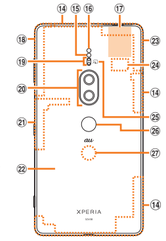
❖Information

- Do not touch the terminal of the microSD memory card.
- Insert a microSD memory card in the appropriate direction. Inserting a microSD memory card forcefully into the slot could result in failure to remove the microSD memory card or damage.

Removing a microSD memory card

1 From the Home screen, [ ]▶[Settings]▶[Storage]▶[ ] of "SD card"
microSD memory card is unmounted.

⑭ Built-in antenna*2
⑮ Flash/Photo light
⑯ RGBC-IR sensor: Detects element of lighting source of shooting environment to adjust white balance automatically when shooting.
⑰ Nameplate*3
⑱ GPS/Built-in antenna*2
⑲ Laser AF sensor: Detects distance from an object when shooting to focus the camera on automatically.
⑳ Camera lens
㉑ Wi-Fi® antenna*2
㉒ Back cover*4
㉓ Wi-Fi®/Bluetooth® antenna*2
㉔ au IC card
㉕ mark
㉖ Fingerprint sensor
㉗ Wireless charging touch point



*1 Do not jab with a sharp object such as a needle. Doing so may cause a malfunction.
*2 The antenna is built in. Covering around the antenna by the hand may affect the quality of call/communication.
*3 A sticker with CE mark, FCC ID, IMEI information, etc. printed is attached. Do not remove the sticker or nameplate.
*4 Back cover is not removable. Removing forcibly might cause damage or a malfunction. Also, battery is built into the main unit and not removable by customers.

2 Put your fingertip (nail) into the groove of the microSD memory card/au IC card slot and pull out the cover

3 Pull out the microSD memory card tray straight from the main unit to remove

4 Remove the microSD memory card from the microSD memory card tray, insert and push the tray straight into the main unit
Pay attention to orientation of the tray and the main unit.

5 Firmly press the microSD memory card tray to the end and check that there is no gap between the main unit and the cover

Charging

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

❖Information

- When charging starts, the Notification LED lights according to the charging state. To check the battery level, see the status bar in the top of the Home screen, or from the Home screen, [ ]▶[Settings]▶[System]▶[About phone]▶[Status] and see "Battery level".
- If you start charging with the product turned off, a screen indicating the charging status launches but operations are not available. Thus, do not charge the product in a place where the use is prohibited.
- It may take longer to complete for charging with a PC or while using the camera function.

Using the touch panel

The display of the product is a touch panel operated by touching it with your finger.

Tap/Double-tap

Tap: Gently touch the screen and then immediately release your finger. Double-tap: Touch the same position twice.

Long-touch

Keep touching an item with your finger.

Slide

While your finger is gently touching the screen, trace it to the desired direction to move over.

Swipe (flick)

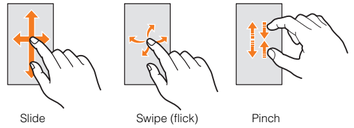
Operate the screen by quickly moving (flicking) your finger up/down/left/right.

Pinch

Touch the screen with two fingers and widen (pinch-out) or narrow (pinch-in) the fingers' distance.

Drag

Keep touching an item or icon, trace it to the desired direction to move.



Home screen

Home screen consists of multiple pages. Tap " " to return to the Home screen anytime.

① Google Search
② Widgets
③ Shortcuts (Apps)
Long-touch it to display the shortcut menu. You can perform the specified operation or check the app information. When " " is displayed, tap it to add an operation shortcut to the Home screen.
④ Current position
Indicates the number of pages of the Home screen and current position. Swipe (flick) the Home screen left or right to switch pages.
⑤ Dock
Shortcuts(apps) or folder can be located. They are always displayed even when the page of the Home screen is switched.
⑥ Wallpapers
⑦ Folders (Google, 基本機能 (Basic functions))
⑧ Apps key
Tap to display the Apps screen.

❖Information

- When an app has notification, a dot or number may appear on the shortcut (apps) or folder.

Using the Home screen

You can change wallpaper or theme of the Home screen, or add shortcuts of contacts etc., widgets on the Home screen.

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

2

Widgets	Add widgets, shortcuts of contacts etc.
Wallpapers	Set the wallpapers for the Home screen or the lock screen.
Themes	Set the wallpapers etc. for the Home screen or the lock screen to an unified image. Or, download themes.
Transitions	Change the method for switching pages when swiping (flicking) the Home screen left or right.
Grid	Change the grid size for the Home screen or the Apps screen.
Settings	Make the Home screen settings such as auto rotation, icon size, icon appearance, etc.

Adding a folder

1 From the Home screen, long-touch an icon

2 Drag the icon onto another icon

Moving shortcuts/widgets/folders

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

2 Drag it to a destination to be moved

Deleting shortcuts/widgets/folders

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

2 **Drag the icon or the folder to "Remove from home screen" displayed at the top of the screen**
To delete a folder, tap "DELETE" in a row. It also deletes shortcuts etc. included to the folder.

Using the Apps screen

You can call up various functions from the Apps screen. The app icons installed to the product are also displayed.
- You may incur communication charges depending on the function.

Starting an app

1 **From the Home screen, [ ]**
Swipe (flick) left or right to switch the Apps screens.

2 **Tap an app icon to use**
Some apps are stored in a folder.

Main apps

	Phone, Contacts		Play Store
	au-mail, SMS		Camera, Album
	Chrome		Maps
	Settings		Google, Gmail
	Calendar		Online manual

Downloading apps

You can download and install apps or games, etc. by using Google Play.

- To use Google Play, you need to set a Google account. For details, refer to "Setting Guide".

Uninstalling apps

Before uninstalling apps, back up the contents related to the app that you want to save including data saved in the app.
- Some apps may not be uninstalled.

Knowing the status of the product

Status bar

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

Examples of notification icons

	Missed call
	Incoming/Talking/Calling
	New PC mail message
	New Gmail message
	New au-mail message
	New SMS/Receiving notification service message, New Receiving notification
	USB device connected
	Wi-Fi® open network available

Main status icons

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

*1 Two types of network, "LTE" and "WiMAX 2+" can be used. "4G" appears on the screen for both networks.
The company determines which network is less busy depending on the condition of the line to connect.
*2 appears in the left of the icon during communication.

Notification panel

If any notification icons are displayed, slide down the status bar to open the Notification panel. You can check details of notification icons or start corresponding apps.

❖Information
- To delete a notification, swipe (flick) the notification left or right. Some notifications may not be deleted depending on the content.
- When there is a notification, swipe (flick) the lock screen down to display the Notification panel and you can check the notification. Or set to hide or keep showing notifications on the lock screen.

Notification LED

The Notification LED prompts charging, or informs battery level while charging, missed calls, new mails, etc. by turning on or flashing.

LED Status	Description
Red	The battery is charging when the remaining battery level is 14% or lower.
Orange	The battery is charging when the remaining battery level is 15% - 89%.
Green	The battery is charging when the remaining battery level is 90% or higher.
Flashing red	The remaining battery level is 14% or lower.
Flashing white	Indicates a missed call, new SMS message, etc.*1

*1 Flashes while the screen backlight is turned off.

❖Information
- Flashing of Notification LED several times in red when pressing with the power off indicates that the remaining battery is not sufficient.
- Although Notification LED turns in red at the start of charging with the product powered off, the color of Notification LED changes according to the battery level after the charging status screen activates.

Checking own phone number

1 **From the Home screen, [ ]▶[Settings]**

2 **[System]▶[About phone]▶[Status]▶[SIM status]**
The phone number of the product is shown under "My phone number".

❖Information
- Alternatively, from the Home screen, [ ]▶[Contacts]▶[ ]▶[My info] to check your phone number.

Setting the silent mode (Vibrate)

1 **Press the upper or lower part of the volume key**

2 **[ ]**
The icon on the volume adjusting bar changes to (white).

Setting the silent mode (Mute)

1 **Press the upper or lower part of the volume key**

2 **[ ]▶Press the lower part of the volume key**
The icon on the volume adjusting bar turns to (gray).

❖Information
- By tapping " " on the volume adjusting bar, you can adjust volume of media sound or alarm.
- When the silent mode is set, sounds for shutter, shooting start/end sound when shooting videos, alarm, playback of video, or music, etc. are not muted.
- If you increase the volume in the silent mode by pressing the upper part of the volume key, or adjust the sound volume of "Ring volume" in "Sound" in the silent mode (Vibrate), the silent mode is canceled.

Setting Airplane mode

When the airplane mode is set, all wireless functions (phone, packet communication, Wi-Fi® function, Bluetooth® function, NFC Reader/Writer, P2P function) are turned off.

1 **From the Home screen, [ ]▶[Settings]▶[Network & Internet]**

2 **Tap " " of "Airplane mode" to turn to**

Entering characters

Use the software keyboard (keyboard on the screen) to enter characters.
The software keyboard appears when you tap the entry field for registering a contact, composing a mail, etc.

Switching software keyboards

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

1 **Tap a character input box**

2 **Tap [ ] to switch to the numeric keypad**
For the symbol keypad, tap " " on the numeric keypad.

❖Information
- Tap " " at the bottom of the screen to hide the software keyboard.
- Word candidates will appear according to entered character, select a word you want to enter.
- Tap " " to delete the character before the cursor.
- Switch to lower-case " ", upper-case " " or caps " " on QWERTY keyboard.
- In the QWERTY keyboard, you can also enter number or symbol displayed in a small character above the alphabet on each key by long-touching. For some keys, furthermore character variants will appear. Slide over the candidates to select a variant you want to enter.
- Tap at the left edge of the candidate area to make advanced settings for SwiftKey keyboard.

Appendix

Updating Software

You can update the product to the most recent software for optimal performance and to get the latest enhancements.
- You are charged for the data communications when accessing the Internet from the product via data communication. A large amount of data communication is required especially for upgrading the software (OS upgrading). Using Wi-Fi® connection is recommended.
- You are recommended to back up your data before updating software.
- For details, visit **http://www.sonymobile.co.jp/support/** (Japanese) or refer to the Online Manual or "取扱説明書（詳細版）(Full instruction manual)" (Japanese) available on au homepage.

Downloading and updating software

The update software can be downloaded from the product directly via Internet.
- Note that when Wi-Fi® communication becomes unstable, data communication takes the place automatically, which may incur communication charges.

1 **From the Home screen, [ ]▶[Settings]▶[System]▶[Software update]**

2 **[ ]▶[Refresh]**
After that, follow the onscreen instructions.

Troubleshooting

Before you assume that the product is malfunctioning, check the following in addition to performing "トラブル診断 (Diagnosis for trouble)" in "故障紛失サポート (Repair and Delivery Support)" app. To use "トラブル診断 (Diagnosis for trouble)", from the Home screen, [ ]▶[お客さまサポート (Customer support)]▶[故障紛失サポート (Repair and Delivery Support)]▶[トラブル診断 (Diagnosis for trouble)].

Symptom	What you should check
Power is not turned on even though is pressed	Is the internal battery charged?
	Is pressed for over 1 second?
The power goes off	Is the internal battery charged?
The power turns off while the product activation screen is displayed	Is the internal battery charged?
The screen freezes and the power cannot be turned off	Shut down forcibly by pressing and holding and the upper part of the volume key at the same time for approximately eight seconds, and releasing your finger after it vibrates three times consecutively.
(Out of service area) appears	Is the product out of the service area or in an area where the signal is weak?
	Is the built-in antenna covered with hand?
	Is correct au IC card inserted?

Symptom	What you should check
Cannot operate key/touch panel	Is the power turned on?
	Is "Screen lock" set?
	Turn off the power and then turn it on again.
Cannot operate touch panel as intended	Are you operating with a fingernail or foreign object on the operating screen?
Cannot charge the battery (Notification LED does not light, the battery icon does not change into charging one)	Is the specified charging equipment (sold separately) attached properly?
Charging is not complete	Is the temperature of the product raised or very low?
Battery usage time is short	Is the battery fully charged? Charge until Notification LED turns green.
	Is the internal battery end-of-life?
	Is the product used for a long period at places where (Out of service area) appears?
The screen backlight turns off in a short while	Is set "Sleep" period too short?
The display is dark	Is "Brightness level" set to dark?
	Is the proximity/light sensor blocked or covered by sticker?

Symptom	What you should check
Screen response is slow when you tap on the screen/ press the keys	When a large amount of data is saved in the product or transferring large size data between the product and microSD memory card, the screen response may be delayed.
Cannot recognize a microSD memory card	Is the microSD memory card inserted properly?
	Is the microSD memory card unmounted?

If symptom is not improved even when the above items are checked, check with "トラブル診断 (Diagnosis for trouble)" in the following au homepage.
https://www.au.com/trouble-check/ (Japanese)

After-sales service

When asking for repair

For repair, contact Repair and Delivery Support Center.

During the warranty period	Repairs will be done based on the terms of services of the free-of-charge repair warranty.
Outside the warranty period	We shall repair the product for a charge as requested by the customer if repair renders it usable.

* The warranty period is one year from the date you purchased the product.

❖Information
- Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
- Recycled parts that meet the Company's quality standards are sometimes used for repair.
- Collected au mobile phones by Replacement mobile phone delivery service which you used before are recycled to mobile phones for replacement after repairs. Also replaced parts by au after-sales service are collected and recycled by KDDI. They are not returned to customers.
- The product which is processed, remodeled, analyzed (including by modifying or analyzing the software (including by rooting etc.), reverse engineering, decompiling), or repaired by an unauthorized repair office is not covered by the warranty and repair may be refused.
- The battery built-into the main unit is not covered by free-of-charge repair warranty excluding events arising from defects of battery material or the production.
- The supplied accessories such as Sony Mobile TV antenna cable 02 are not covered by free-of-charge repair warranty.

Performance parts for repair

The Company retains performance parts for repair of the Xperia™ XZ2 Premium main unit and its peripherals for four years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.

Provisions for free-of-charge repair

1.Please notify us of the production number (IMEI number) for repair request. The production number (IMEI number) can be checked on the product main unit, sticker on the outer packaging box, etc.

2.During the warranty period, we will repair the product free of charge for the malfunction under the condition that it is used correctly in line with the directions given in the instruction manual.
3.Even if the warranty period has not expired, a fee will be charged for repair under the following circumstances. (or, repair may not be possible).
① The product has not been used correctly in line with the directions given in the instruction manual.
② The malfunction or damage is due to unauthorized repair or modification of the product.
③ The product has been repaired other than at our specified repair offices.
④ The malfunction or damage is due to negligence in use or handling, or due to an accident. There are signs of the product having been dropped, wet, exposed to humidity, etc.
⑤ The malfunction or damage is due to natural disasters (earthquakes, storm or flood damage, etc.), fire, salt damage, abnormal voltage, etc.
4.Repair may not be possible depending on the degree of damage.
5.The Company shall have no liability for any damage or loss resulting from the malfunction of the product.
6.The Company shall not bear any responsibility for accidents resulting from use of the product having been connected to unspecified devices.
7.Do not accept requests for service calls to the owner's home, place of business, etc.
8.This warranty is valid only in Japan.
* This warranty guarantees repair free of charge during the period and under the conditions specified on this warranty card. Thus this warranty does not limit the legal rights of the owner with respect to the issuer of this warranty card (the guarantor) or any other business person or enterprise.

Repair and Delivery Support

An after-sales service membership program on a monthly basis called "Repair and Delivery Support" (monthly fee: 380 yen tax excluded) is available for using your au mobile phone for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For details of this service, refer to au homepage or contact Repair and Delivery Support Center.

❖Information
- You can apply for the membership only at the time of purchasing your au mobile phone.
- Once you cancel the membership, you cannot reapply for it until you purchase an au mobile phone next time.
- Note that when changing the model or purchasing an extra mobile phone, this service only covers the most recently purchased au mobile phone.
- When an au mobile phone is handed over to you or someone else, the "Repair and Delivery Support" membership is also handed over to the successor of the mobile phone.
- When you get a new au mobile phone by changing the model or purchasing an extra mobile phone, the "Repair and Delivery Support" membership for the old au mobile phone is automatically canceled.
- Service contents are subject to change without notice.

au IC card

The au IC card is lent to you by au. In case of loss or damage, the card will be replaced at your expense. When a malfunction is suspected, or in case of theft or loss, contact an au shop or PiPit.

au after-sales service information

Replacement mobile phone delivery service
Repair and Delivery Support members

Spontaneous failure 1st year	Free of charge
Spontaneous failure 2nd year or later	See table of "Replacement mobile phone delivery service (Member) Customer charge"
Partially damage, water soak, irreparable damage, Theft, loss	

Non-Repair and Delivery Support members

Spontaneous failure 1st year	No recompense
Spontaneous failure 2nd year or later	
Partially damage, water soak, irreparable damage, Theft, loss	

Holding over and repair
Repair and Delivery Support members

Spontaneous failure 1st year	Free of charge
Spontaneous failure 2nd year or later	Free of charge (three-year warranty)
Partially damage	Customer charge The upper limit: 5,000 yen
Water soak, irreparable damage	Customer charge 10,000 yen
Theft, loss	No recompense

For inquiries, call: Customer Service Center
For general information, charges and operation information (toll free)
Business hours 9:00—20:00 (7 days a week)
From fixed-line phones: 0077-7-111 | From au mobile phones: 157 without area code
PRESSING ZERO WILL CONNECT YOU TO AN OPERATOR AFTER CALLING 157 ON YOUR au CELLPHONE.
In case above numbers are not available (toll free)
0120-977-033 (except Okinawa) 0120-977-699 (Okinawa)

For loss or theft (Stop the service)(toll free)
Business hours : 24 hours live support
From fixed-line phones: 0077-7-113 | From au mobile phones: 113 without area code
In case above numbers are not available (toll free)
0120-925-314

Repair and Delivery Support Center
For loss, theft, damage (toll free)
Business hours 9:00—20:00 (7 days a week)
From fixed-line phones/au mobile phones: 0120-925-919

Mobile phone and PHS operators collect and recycle unused telephones, batteries and battery chargers at stores bearing the logo regardless of brand and manufacturer to protect the environment and reuse valuable resources.
モバイル・リサイクル・ネットワーク
携帯電話・PHSなどリサイクルにご協力を。

やめましょう、歩きスマホ。
キケン！水ぬれ充電
濡れた状態での充電は、異常な発熱・破損などの原因となり大変危険です。

SONY®

Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: Sony Mobile Communications Inc.
November 2017, 1st Edition
1311-3983.1

Non-Repair and Delivery Support members

Spontaneous failure 1st year	Free of charge
Spontaneous failure 2nd year or later	Actual cost
Partially damage	
Water soak, irreparable damage	
Theft, loss	No recompense (model change)

* Charge amounts are all tax excluded

Replacement mobile phone delivery service (Member) Customer charge
Conditions: Basic charge

1st time	5,000 yen/ Longtime user benefit*1 3,000 yen
2nd time	8,000 yen/ Longtime user benefit*1 6,000 yen

Conditions: WEB割引 (Discount for web application)*2 and 代用機なし割引 (Discount for nonuse of substitute)*3 applied

1st time	4,000 yen/ Longtime user benefit*1 2,000 yen
2nd time	7,000 yen/ Longtime user benefit*1 5,000 yen

Conditions: Only 代用機なし割引 (Discount for nonuse of substitute)*3 applied

1st time	4,500 yen/ Longtime user benefit*1 2,500 yen
2nd time	7,500 yen/ Longtime user benefit*1 5,500 yen

* Charge amounts are all tax excluded
*1 This discount applies to customers who have used au for three years (25 months) or more, and all the lines within that customer's Family Discount. For customers using a data communication device or tablet, this discount applies to customers who are subscribed to a set discount (WIN Single Set Discount or Smartphone Set Discount) and have been under the contract of the line eligible for the set discount for three years or more.
*2 WEB割引 (Discount for web application): 500 yen reduction from the customer charge is applied for application of "Replacement mobile phone delivery service" via au homepage.
A substitute mobile phone is not rent for "WEB割引 (Discount for web application)", instead, "代用機なし割引 (Discount for nonuse of substitute)" is also applied together.
*3 代用機なし割引 (Discount for nonuse of substitute): 500 yen reduction from the customer charge is applied if you do not use a substitute mobile phone when using "Replacement mobile phone delivery service".
For details, refer to au homepage.
Online Reception Desk (24 hours a day over the Internet)
*Reception only from PC or smartphone
https://www.au.com/support/service/mobile/trouble/repair/application/ (Japanese)

❖Information
Replacement mobile phone delivery service
- When you have trouble with your au mobile phone, replacement mobile phone (same model, same color*1) is delivered by calling to. Return your damaged mobile phone within 14 days after the replacement mobile phone is delivered.

*1 If the same model in the same color is difficult to provide, a replacement mobile phone of a model and a color that are specified by KDDI is provided.
- Available up to twice in a year from the day you use this service as a start day. If you do not use this service in the past year for the subscription to this service, it will be 1st and if you use, it will be the 2nd.
* For details, refer to au homepage.
- In the event of theft or loss, when reissue of au IC card is needed at the same time of using this service, 1,900 yen will be applied separately as a charge of reissue.

Holding over and repair
- Damages and malfunctions intentionally caused by the customer as well as those due to modification (e.g. disassembly, change of parts, painting, etc.) by the customer are not covered by this service.
- You cannot receive a refund for the replacement of the outer casing due to stains, scratches, paint removal, etc. on the outer casing.

SIM unlock

The product supports the SIM unlock. By unlocking SIM lock, you can use non-au SIM cards.
- The SIM unlock service is provided at the au homepage and au shops.
- Some services, functions, etc. may be unavailable when using non-au SIM card. The Company is not liable for any operations.
- For settings after the SIM unlock, operate from the Home screen, [ ]▶[Settings]▶[System]▶[About phone]▶[Status]▶[SIM status]▶[SIM card status].
- For details, refer to the au homepage.
https://www.au.com/english/support/contract/simcard/

Peripheral devices

- Sony Mobile TV antenna cable 02 (02SOHSA)
- Sony Mobile Desktop Holder 02 (02SOPUA) (sold separately)*1
- TypeC Common AC Adapter 01 (0601PQA) (sold separately)
- TypeC Common AC Adapter 02 (0602PQA) (sold separately)
- Common AC Adapter 05 (0501PWA) (sold separately)*2
- Common DC Adapter 03 (0301PEA) (sold separately)*2
- MicroB-TypeC conversion adapter (0601PHA) (sold separately)
- au Carrying Case G Black (0106FCA) (sold separately)

*1 Use the Attachment 52B.
*2 For use, MicroB-TypeC conversion adapter (sold separately) is needed.

❖Information
- Accessories can be purchased from the au Online Shop.
http://onlineshop.au.com (Japanese)

Main specifications

Display		Approx. 5.2 inches TRILUMINOS® Display for mobile Approx. 16.77 million colors
		1,080 x 1,920 dots
Weight		Approx. 156g
Dimension (W x H x T)		Approx. 73mm x 148mm x 7.4mm (thickest part: approx. 8.1mm)
Internal memory		ROM: Approx. 64GB RAM: Approx. 4GB
Image pickup device (type)		Camera: Backside illumination layered CMOS Front camera: Backside illumination layered CMOS
Camera pixels		Camera: Effective pixels Approx. 19.2 million pixels Front camera: Effective pixels Approx. 1.32 million pixels
Continuous call time	**In Japan**	Approx. 1,420 min.
	Overseas (GSM)	Approx. 660 min.
Continuous stand-by time	**In Japan**	Approx. 420 hours
	Overseas (GSM)	Approx. 370 hours
Charging time		Using TypeC Common AC Adapter 01 (sold separately): Approx. 160 min. Using TypeC Common AC Adapter 02 (sold separately): Approx. 160 min.
Continuous Full Seg watching time		Approx. 8 hours 10 min.
Continuous 1Seg viewing time		Approx. 9 hours 40 min.
Continuous tethering time		Approx. 460 min.
Wi-Fi® tethering maximum connection number		10

Bluetooth® function	**Communication type**	Compliant with Bluetooth® standard Ver.5.0
	Output	Compliant with Bluetooth® standard Power Class 1
	Communication coverage distance*1	Within 10 m with good visibility
	Supported Bluetooth® profile*2	HSP, HFP, PBAP*3, A2DP, apt-X, AVRCP, SPP, OPP, HID, HOGP, MAP, DUN*4, GATT, PAN-NAP, PANU
	Radio frequency band	2.4 GHz band (2,400 MHz - 2,483.5 MHz)

*1 Varies by obstruction between communication devices or radio wave reception status.
*2 It is a specification according to purpose of use of Bluetooth® device and is defined by Bluetooth® standard.
*3 Some contacts data may not be displayed correctly on the other party's device.
*4 Supported to some car navigation systems. For use, refer to the au homepage.

❖Information
- The continuous call time, continuous stand-by time, continuous Full Seg watching time, continuous 1Seg viewing time and continuous tethering time may drop to less than half depending on the battery charging status, usage environment such as temperature, reception condition at the location where the product is used, and the function settings.