Be sure to read this manual before use

SOGXX

Cautions on using the product

Handling precautions

These precautions are provided to prevent the product from damage and ensure that performance can be fully demonstrated.
Thoroughly read these precautions to ensure correct use.

■ Precautions common to the main unit, internal battery, charging equipment, SIM card, peripheral devices

- Do not apply excessive force to the product during use. Be sure not to put the product into a tightly packed bag or place a heavy object on the product in a bag. Sitting on the product in your pocket might damage the display or internal circuit board or cause a malfunction.
  Keeping an external device connected to the USB Type-C port or headset jack might cause damage of the connector or a malfunction. Such damage and malfunction are not covered by the warranty, even if there is no external damage.
- To ensure waterproof property (equivalent to IPX5 and IPX8) of the product, use with the cover of microSD memory card/SIM card slot tightly closed. Note that the waterproof property is not guaranteed in every usage condition.
  Do not allow water to get inside of the product or splash water on the specified charging equipment (sold separately) or optional accessories. Do not open or close the cover of microSD memory card/SIM card slot in the rain or with water droplets on the surface of the product. Doing so might cause water intrusion resulting in internal corrosion.
  Malfunctions determined to be caused by water intrusion are not covered by the warranty.
- Waterproof/dustproof performance might not be maintained if the product has an outward abnormality such as damage or deformation. In that case, make an inquiry to the contact on the back cover of "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).
- For the following products, do not use them in extremely hot, cold or humid places. (Use within an ambient temperature range of 5℃ to 35℃ and humidity range of 35% to 85%.)
  - Main unit
  - SIM card (attached to the main unit)

- For the following products, do not use them in extremely hot, cold or humid places. (Use within an ambient temperature range of 5℃ to 35℃ and humidity range of 35% to 85%.)
  - Charging equipment
  - Peripheral devices
- Do not use in places subject to lots of dust or vibration. Doing so might cause a malfunction.
- Clean the USB Type-C port and headset jack with dry cotton swabs etc. every now and then. Soiled terminals might cause poor connection. Do not exert strong force to clean the USB Type-C port and headset jack to prevent deformation.
- Clean the product with a soft dry cloth (e.g. wiping cloth for eyeglasses). Forceful rubbing with a dry cloth might scratch the display. The display might be stained if splash or smear is left attached to the surface. Wiping the product using alcohol, thinner, benzene, detergent, glass cleaner, etc. might erase the printing on the exterior case or cause a malfunction.
- Use as far away as possible from land-line phones, TVs and radios. Use of the product nearby might affect them.
- The product might become warm while talking, charging or during other operations, depending on the situation, but this is not abnormal.
- Do not place near corrosive chemicals or in places where corrosive gas is generated. Doing so might cause a malfunction.
- Do not use outside when you can hear thunder. Doing so might risk lightning strikes and electric shock.
- Be sure to use only the specified peripheral devices. Use of other peripheral devices might cause a malfunction.
- Do not put the product in a cooking apparatus such as microwave oven or a pressure vessel. Doing so might cause a malfunction.
- The customer is not allowed to disassemble, modify or repair the product. Doing so might cause a malfunction. Modification of the product is in violation of the Radio Law and Telecommunications Business Act.
- Do not allow a part of your body such as finger or conductive foreign objects (metal fragments, pencil leads, etc.) to come into contact with or to enter the USB Type-C port or headset jack. Doing so might cause a malfunction.

- In the event that the product gets wet while charging, immediately disconnect the plug of the specified charging equipment (sold separately).
- Do not use the product while driving an automobile or motorized bicycle, riding a bicycle or walking. Use of a mobile phone while driving a car or motorbike is prohibited by law. Use of a mobile phone while riding a bicycle might be punishable by some regulations.
- Using or charging the product in a bag or when it is covered with bedding might cause a malfunction.
- When using the specified charging equipment (sold separately) or an external device, insert/remove the connector straight to/from the terminal. Make sure the orientation of the connector is correct. Unless it is correct, it might cause a malfunction.
- Do not expose the camera lens to direct sunlight for an extended period. Doing so might cause a malfunction.
- Do not use, store, and leave the product in places subject to direct sunlight (e.g. in automobiles), places that get hot, places that get extremely cold, and in humid or dusty places. Doing so might cause a malfunction.
- Do not place the product on an unstable or inclined platform. Be careful especially while charging or when vibrator is set. The product might fall and cause a malfunction etc.
- Do not exceed the rating of outlet or wiring device when charging the product, for example, by starburst connection etc.

■ Main unit

- Since the battery is built into the product, you cannot replace it yourself. For replacing the battery, contact "お問い合わせ先 (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 (R)" can be checked with the product.
  Checking procedure: In the Home screen, slide the screen up → [Settings] → [About phone] → [Certificates]
  If modifications of the internal components of the product are made, the certification of conformity with the technical standard conformance etc. 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.

- 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/speaker, mouthpiece/microphone, speaker, second microphone, etc. Doing so might cause a malfunction.
- Do not give strong impact on the product such as dropping, throwing, stomping. Doing so 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/speaker, 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.

■ 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, peep 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 purchase. Charge the internal battery before using the product. Charge the internal battery if you have not used the product for a long time.

Li-ion 00

- 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 "お問い合わせ先 (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, wetting, 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.

Specific Absorption Rate (SAR) of mobile phones

This model SOGXX 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 ◆◆◆ W/kg*2 and when worn on the body is ◆◆◆ W/kg*2. 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. This mobile phone can be used in positions other than against your head. Please keep the mobile phone farther than 1.5 cm away from your body by using such as a carrying case or a wearable accessory without including any metals. By doing this, this mobile phone complies with Japanese technical regulations and international guidelines regarding exposure to radio waves. The World Health Organization has stated that "a large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established as being caused by mobile phone use."

*1 Technical regulations are defined by the Ministerial Ordinance Related to Radio Law (Article 14-2 of Radio Equipment Regulations).
*2 Including other radio systems that can be simultaneously used.

Please refer to the websites listed below if you would like to know more detailed information regarding SAR.

- Ministry of Internal Affairs and Communications website: https://www.tele.soumu.go.jp/e/sys/ele/index.htm
- Association of Radio Industries and Businesses website: https://www.arib-emf.org/01denpa/denpa02-02.html (Japanese)
- Support page of Xperia official website: https://xperia.sony.jp/product/SAR/ (Japanese)

■ 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, body-worn SAR measurements for operation of 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://xperia.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 SOGXX 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 population. The guidelines are based on standards that were developed by international scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a safety margin designed to assure the safety of all individuals, regardless of age and health.

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

The highest SAR value as reported to the authorities for this phone model when tested for use by the ear is 0.43 W/kg*, when worn on the body is 0.33 W/kg* and when WiFi hotspot mode is 0.42 W/kg. For body-worn operation, the phone has been tested when positioned a minimum of 15 mm from the body without any metal parts in the vicinity of the phone or when properly used with an appropriate accessory and worn on the body. 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.

** Before a phone model is available for sale to the public in the US, it must be tested and certified by the Federal Communications Commission (FCC) that it does not exceed the limit established by the government-adopted requirement for safe exposure*. The tests are performed in positions and locations (i.e., by the ear and worn on the body) as required by the FCC for each model. The FCC has granted an Equipment Authorization for this phone model with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. While there may be differences between the SAR levels of various phones, all mobile phones granted an FCC equipment authorization meet the government requirement for safe exposure. SAR information on this phone model is on file at the FCC and can be found under the Display Grant section of https://www.fcc.gov/oet/ea/fccid after searching on FCC ID PY7-47198F. Additional SAR-related information can also be found on the Mobile and Wireless Forum at https://www.mwfai.org/.

* 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 SOGXX 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.

SAR data information for residents in countries/regions that have adopted the SAR limit recommended by the International Commission on Nonlonizing Radiation Protection (ICNIRP), which is 2 W/kg averaged over ten (10) gram of 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 model phone tested by Sony for use at the ear is ◆◆◆ W/kg (10g).

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

FCC Statement for the USA

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:
(1)This device may not cause harmful interference.
(2)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.