

SONY®

User guide

Xperia™ X
F5121

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Getting started

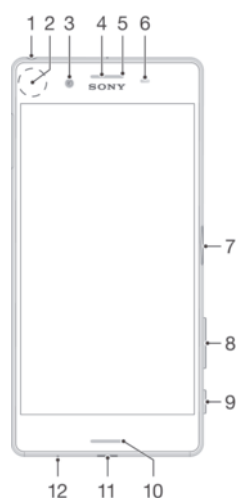
About this User guide

This is the **Xperia™ X** User guide for the **Android™ 6.0** software version. If you're not sure which software version your device is running, you can check it via the Settings menu. For more information about software updates, see *Updating your device* on page 133.

To check the current software version of your device

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **About phone** > **Android™ version**.

Overview



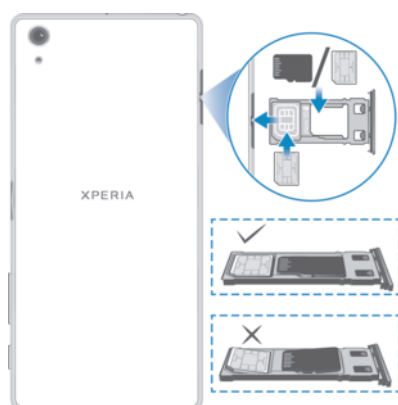
- | | |
|---------------------------------|--------------------------------------|
| 1. Headset jack | 10. Main loudspeaker |
| 2. NFC™ detection area | 11. Charger/USB cable port |
| 3. Front camera lens | 12. Main microphone |
| 4. Ear speaker | 13. Wi-Fi/Bluetooth/GPS antenna area |
| 5. Charging/Notification light | 14. Main camera lens |
| 6. Proximity/Light sensor | 15. Main camera light |
| 7. Power key/Fingerprint sensor | 16. Second microphone |
| 8. Volume/Zoom key | 17. Nano SIM/Memory card slot cover |
| 9. Camera key | |

Assembly

Your device only supports nano SIM cards. The nano SIM card and the memory card share the same holder but have separate slots in the holder. Make sure you don't confuse the two. The combined SIM/Memory card slot allows you to use either a memory card, or an additional SIM card.

- ! To prevent data loss, make sure you turn off your device or unmount the memory card before you drag out the holder to remove the nano SIM card (or cards) or memory card from the device.

To insert one or two nano SIM cards



- ! If you drag out the SIM/Memory card holder while the device is powered on, the device restarts automatically.
- 1 With the screen facing down, drag out the SIM/Memory card holder using your finger nail.
 - 2 Firmly place a single SIM card in the correct orientation in position one as shown in the illustration.
 - 3 Firmly place the additional SIM card in the correct orientation in position two as shown in the illustration.
 - 4 Make sure all cards are placed horizontally in the holder.
 - 5 Insert the holder into the slot, then close the cover.

To insert a memory card

- 1 With the screen facing down, open the nano SIM/Memory card slot cover.
- 2 Place the memory card in the memory card slot in the correct orientation, as shown in the illustration.
- 3 Close the cover.

To remove the nano SIM card

- 1 With the screen facing down, open the cover for the nano SIM card and memory card slots.
- 2 Using your fingernail or a similar object, drag out the nano SIM card holder.
- 3 Remove the nano SIM card, then re-insert the holder.
- 4 Close the cover.

To remove the memory card



- 1 Turn off the device and with the screen facing down, open the cover for the nano SIM card and memory card slot.
 - 2 Using a fingernail or other similar object, drag out the holder for the nano SIM card and memory card.
 - 3 Remove the memory card from the memory card slot in the holder, then re-insert the holder.
 - 4 Close the cover.
- 💡 You can also remove the memory card without turning the device off in step 1. To use this method, you must first unmount the memory card under **Settings > Storage & memory > ⋮ > Advanced settings > Storage > ▲** next to **SD card**, then follow the rest of the instructions above.

Screen protection

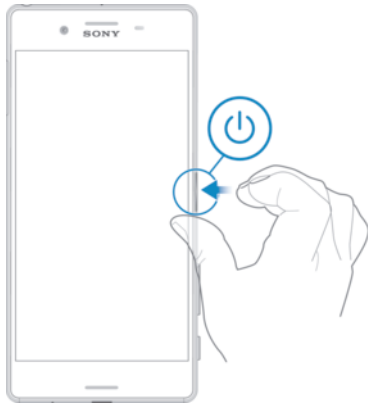
- ! Before using your device, remove the transparent protection film by pulling up on the protruding tab.

It is recommended to protect your device with a Sony-branded screen cover or protector intended for your Xperia™ model. The use of third party screen protection accessories may prevent your device from working by covering sensors, lenses, speakers, or microphones and it can invalidate the warranty.

Starting your device for the first time

The first time you start your device, a setup guide opens to help you configure basic settings, sign in to some accounts and personalise your device. For example, if you have a Google™ account, you can sign in to it here and get set up straight away.

To turn on the device



- 1 Press and hold down the power key  until the device vibrates.
- 2 Enter your SIM card PIN when requested, then tap .
- 3 Wait a while for the device to start.

To turn off the device

- 1 Press and hold down the power key  until the options menu opens.
 - 2 In the options menu, tap **Power off**.
- ! It may take a while for the device to shut down.

Why do I need a Google™ account?

Your Xperia™ device from Sony runs on the Android™ platform developed by Google™. A range of Google™ applications and services is available on your device when you purchase it, for example, Gmail™, Google Maps™, YouTube™ and the Play Store™ application, which gives you access to the Google Play™ online store for downloading Android™ applications. To get the most out of these services, you need a Google™ account. For example, a Google™ account is mandatory if you want to:

- Download and install applications from Google Play™.
- Synchronise email, contacts and the calendar using Gmail™.
- Chat with friends using the Hangouts™ application.
- Synchronise your browsing history and bookmarks using the Google Chrome™ web browser.
- Identify yourself as the authorised user after a software repair using Xperia™ Companion.
- Remotely find, lock or clear a lost or stolen device using the my Xperia™ or Android™ Device Manager services.

For more information about Android™ and Google™, go to <http://support.google.com>.

- ! It is crucial that you remember your Google™ account username and password. In some situations, you may need to identify yourself for security reasons using your Google™ account. If you fail to give your Google™ username and password in such situations, your device is locked. Also, if you have more than one Google™ account, make sure to enter the details for the relevant account.

To set up a Google™ account on your device

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Accounts & services > Account sync > Add account > Google**.
- 3 Follow the registration wizard to create a Google™ account, or sign in if you already have an account.

- 💡 You can also sign in to or create a Google™ account from the setup guide the first time you start your device. Or you can go online and create an account at www.google.com/accounts.

To remove a Google™ account

- 1 From your Home screen, tap .
- 2 Tap **Settings** > **Accounts & services** > **Account sync** > **Google**.
- 3 Select the Google™ account that you want to remove.
- 4 Tap  > **Remove account**.
- 5 Tap **Remove account** again to confirm.

! If you remove your Google™ account, any security features that are linked to your Google™ account will no longer be available.

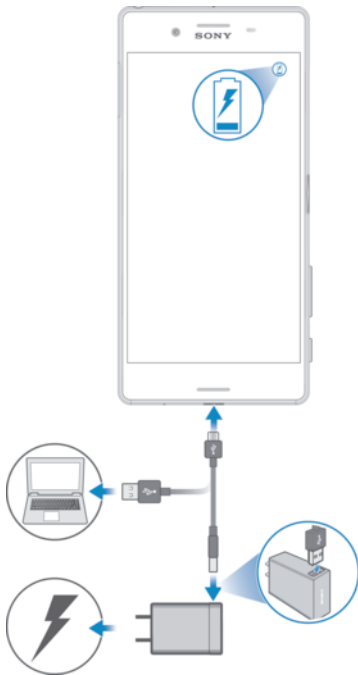
💡 If you are lending your device to someone to use for an extended period, it is recommended that you remove your Google™ account from the device.

Charging your device

Your device has an embedded, rechargeable battery that should be replaced only by Sony or an authorised Sony repair centre. You should never try to open or take apart the device yourself. Opening the device can cause damage that voids your warranty.

The battery is partly charged when the device is shipped from the factory. Depending on how long your device was in the box before you purchased it, the battery level may be quite low. It is therefore recommended that you charge the battery for at least 30 minutes before starting up your device for the first time. You can still use your device while it is charging. To read more about how to improve the battery performance, see *Battery and power management* on page 30.

To charge your device



- 1 Plug the charger into a power outlet.
- 2 Plug one end of the USB cable into the charger (or into the USB port of a computer).
- 3 Plug the other end of the cable into the micro USB port on your device, with the USB symbol facing up. The notification light illuminates when charging begins.
- 4 When the device is fully charged, disconnect the cable from your device by pulling it straight outwards. Make sure not to bend the connector.

💡 If the battery is completely discharged, it may take a few minutes before the notification light illuminates and the charging icon  appears.

Battery notification light status

Green	The battery is charging and the battery charge level is greater than 90%
Red	The battery is charging and the battery charge level is less than 15%
Orange	The battery is charging and the battery charge level is less than 90%

Device security

Making sure your device is protected

You can prevent other people from using your device without your permission. For example, if your device is lost, stolen, or wiped, only someone with your Google™ account or screen lock information can use the device. To make sure that your device is protected, it is important that you set a secure screen lock and add your Google™ account to your device. It is crucial that you remember both your screen lock information and your Google™ account credentials. To make sure your device is protected, you can:

- Set a secure screen lock on your device, that is, a PIN, password, or pattern **or fingerprint** screen lock to prevent anyone from resetting your device. For more information, see *Screen lock* on page 13.
- Add a Google™ account to prevent others from using your device if it gets stolen and/or wiped. For more information, see *Why do I need a Google™ account?* on page 10.
- Activate either the “Protection by my Xperia” or the Android™ Device Manager web service. Using one of these services, you can remotely locate, lock or erase a lost device. For more information, see *Finding a lost device* on page 21 .

Verifying the ownership of your device

Certain protection features require you to either unlock your screen with your PIN, password, pattern, or enter your Google™ account information. Below are examples of protection features and some of the required credentials:

Factory Data Reset protection	You must unlock your screen before you are allowed to perform a Factory Data Reset.
Protection by my Xperia	If you remotely reset your device using this service, you must enter the username and password for a Google™ account associated with the service. The device must be connected to the Internet before the setup process can be completed. Otherwise, you will not be able to use your device after the reset.
Android™ Device Manager	If you remotely reset your device using this service, you must enter the username and password for a Google™ account. The device must be connected to the Internet before the setup process can be completed. Otherwise, you will not be able to use your device after the reset.
Software repair	If you use the Xperia™ Companion software to perform a software repair, you're asked to enter your Google™ account username and password when you start the device after the repair is complete.

- ! For Android™ Device Manager, it is necessary to enter information from a Google™ account. This can be any Google™ account which you have set up on the device. If you cannot provide the relevant account information during a setup process, you won't be able to use the device at all.

Screen lock

- ! Fingerprint functionality is not available in the US market.

There are several ways to unlock the screen. The security level of each lock type is listed below in order of weakest to strongest:

- Swipe – no protection, but you have quick access to the Home screen.
- Pattern – draw a simple pattern with your finger to unlock your device.
- PIN – enter a numeric PIN of at least four digits to unlock your device.
- Password – enter an alpha-numeric password to unlock your device.

- Fingerprint – place your registered finger on the power key to unlock your device
- ! It is very important that you remember your screen unlock pattern, PIN or password. If you forget this information, it may not be possible to restore important data such as contacts and messages.
- ! If you have set up a Microsoft® Exchange ActiveSync® (EAS) account on your Xperia™ device, the EAS security settings may limit the lock screen type to only a PIN or password. This occurs when your network administrator specifies a specific lock screen type for all EAS accounts for enterprise security reasons. Contact the network administrator of your company or organisation to check what network security policies are implemented for mobile devices.

To create a screen lock pattern

- 1 From your Home screen, tap .
 - 2 Find and tap **Settings > Lock screen & security > Screen lock > Pattern**.
 - 3 Follow the instructions on your device.
- ! If you enter an incorrect lock pattern five times in a row, you must wait 30 seconds before trying again.

To change screen lock type

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Lock screen & security**.

To change the screen lock pattern

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Lock screen & security > Screen lock**.
- 3 Draw your screen unlock pattern.
- 4 Tap **Pattern** and follow the instructions on your device.

To create a screen lock PIN

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Lock screen & security > Screen lock > PIN**.
- 3 Enter a numeric PIN, then tap **Continue**.
- 4 Re-enter and confirm your PIN, then tap **OK**.

To create a screen lock password

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Lock screen & security > Screen lock > Password**.
- 3 Enter a password, then tap **Continue**.
- 4 Re-enter and confirm your password, then tap **OK**.

To activate the Swipe unlock function

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Lock screen & security > Screen lock**.
- 3 Draw your screen unlock pattern, or enter your PIN or password depending on which of these screen lock types is enabled.
- 4 Tap **Swipe**.

Fingerprint unlock

- ! Fingerprint functionality is not available in the US market.
- You can use your fingerprint to quickly unlock your device. To use this feature, you need to register a fingerprint and enable this feature in the Fingerprint Manager first. For details on registering fingerprints, see *Fingerprint Manager* on page 15.
- ! The PIN or password screen lock you set up serves as a backup unlock method if you enable the Fingerprint unlock option. Selecting other screen lock types will clear all fingerprint settings.

To enable Fingerprint unlock

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Lock screen & security > Fingerprint Manager**.
- 3 Confirm your pattern, PIN or password if needed.
- 4 Follow the instructions on your device to set up a fingerprint unlock pattern.

To unlock the device using your fingerprint

- With the lock screen active, place your finger on the power key so that the device can scan your fingerprint and unlock the screen. Make sure that you use a finger that you have registered in Fingerprint Manager.
- ! If you fail to unlock the screen using your finger after five attempts, input your backup PIN or password.

Resetting a forgotten screen lock

If you've forgotten your screen lock PIN, password or pattern, you might be able to reset it using the Protection by my Xperia service. No content on your device is lost after you have performed a screen lock reset using the Protection by my Xperia service.

To activate the Protection by my Xperia service, see *Finding a lost device* on page 21.

To reset the screen lock using Protection by my Xperia

- 1 Make sure you know your Google™ account username and password and that you have enabled the Protection by my Xperia service on your device.
 - 2 Go to myxperia.sonymobile.com using any Internet-connected device.
 - 3 Sign in using the same Google™ account that you have set up on your device.
 - 4 Click the picture of your device under **Your devices**.
 - 5 Select **Lock** or **Change PIN2** to replace the current screen lock with a new PIN code.
 - 6 Follow the on-screen instructions provided by Protection by my Xperia.
- ! Depending on your security settings, your device may lock after a screen lock reset. You then need to enter your Google™ account username and password in order to use the device.

Fingerprint Manager

- ! Fingerprint functionality is not available in the US market.

Fingerprint Manager registers fingerprint information that can be used as an additional security method for unlocking your device or authenticating purchases. You are allowed to register a maximum of 5 fingerprints on your device.

- ! Before using the Fingerprint sensor, make sure the sensor is clean and without any visible moisture.

To register a fingerprint for the first time

- 1 From your Home screen, tap .
 - 2 Find and tap **Settings > Lock screen & security > Fingerprint Manager**.
 - 3 Follow the on-screen instructions to complete fingerprint registration.
- ! If you have not set up a PIN or password as a Screen lock, Fingerprint Manager assists you with setting up a PIN or password as a security backup for your fingerprint. For more information on setting up a Screen lock, see *Screen lock* on page 13.
- 💡 The fingerprint sensor is on the power key and not on the screen of your device. Before using the Fingerprint sensor, make sure the sensor is clean and without any visible moisture.

To register additional fingerprints

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Lock screen & security** > **Fingerprint Manager**.
- 3 Tap  and then place your finger on the power key so that the device can scan your fingerprint and verify your identity. Make sure that you use a finger that you have previously registered in Fingerprint Manager.
- 4 Follow the on-screen instructions to register an additional fingerprint.

To delete a registered fingerprint

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Lock screen & security** > **Fingerprint Manager**.
- 3 Tap the registered fingerprint, then tap **Delete** > **Delete**.

To rename a registered fingerprint

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Lock screen & security** > **Fingerprint Manager**.
- 3 Tap a registered fingerprint on the list and then enter a fingerprint name.
- 4 Tap **OK**.

Unlocking your device automatically

The Smart Lock feature makes unlocking your device easier by letting you set it to unlock automatically in certain situations. You can keep your device unlocked, for example, when it's connected to a Bluetooth® device or when you're carrying it with you.

To prepare your device to unlock automatically, you first need to perform the following steps in the order given:

- Make sure you have an active Internet connection, preferably a Wi-Fi® connection to limit data traffic charges.
- Make sure that all your apps are updated using the Play Store™ application in order to ensure that the Google Play™ services app is updated. Having an up-to-date Google Play™ services app ensures that you can use the latest Smart Lock features.
- Enable Smart Lock.
- Set when you want your device to unlock automatically.

! The Smart Lock feature is developed by Google™ and the exact functionality may change over time due to updates from Google™.

! The Smart Lock feature may not be available in every market, country or region.

To enable Smart Lock

- 1 Make sure that you've set a pattern, PIN or password for your screen lock.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings** > **Lock screen & security** > **Trust agents**.
- 4 Drag the slider beside **Smart Lock (Google)** to the right.
- 5 Tap the back arrow next to **Trust agents**.
- 6 Find and tap **Smart Lock**.
- 7 Enter your pattern, PIN or password. You need to enter this screen lock any time you want to change your Smart Lock settings.
- 8 Select a Smart Lock type.

Setting when to keep the device automatically unlocked

You can set Smart Lock to keep your device unlocked using the following settings:

- **Trusted devices** — Keep your device unlocked when a trusted Bluetooth® device is connected.
- **Trusted places** — Keep your device unlocked when you're in a trusted location.
- **On-body detection** — Keep your device unlocked when you're carrying your device with you.

You have to manually unlock your device when you don't use it for 4 hours and after you restart it.

Connecting to trusted Bluetooth® devices

You can designate a connected Bluetooth® device as a "trusted" device and keep your Xperia™ device unlocked while it's connected to it. So if you have Bluetooth® devices that you connect to regularly, for example, a car speaker or home entertainment system, a Bluetooth® watch, or a fitness tracker, you can add them as trusted devices and bypass the added security of a lockscreen to save time. This feature is suitable if you're normally in a relatively secure place when you use these devices. In some cases, you may still need to manually unlock your device before a trusted device can be connected.

- ! It is not recommended to add devices that are constantly connected to your device as trusted devices, for example, Bluetooth® keyboards or cases.
- 💡 As soon as a trusted Bluetooth® device is switched off or moves out of range, your screen locks and you need your PIN, pattern or password to unlock it.

To add a trusted Bluetooth® device

- 1 Make sure your device is paired and connected to the Bluetooth® device that you want to add as a trusted device.
- 2 In the Smart Lock menu, tap **Trusted devices**.
- 3 Tap **Add trusted device > Bluetooth**.
- 4 Tap a device name to select it from the list of connected devices. Only paired devices appear in this list.
- 5 Depending on the security of your connection, you may need to manually unlock your device before the trusted device can keep it unlocked.

To remove a trusted Bluetooth® device

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Lock screen & security > Smart Lock > Trusted devices**.
- 3 Tap the device that you want to remove.
- 4 Tap **Remove trusted device**.

Making sure you're secure when using trusted devices

Different Bluetooth® devices support different Bluetooth® standards and security capabilities. There's a possibility that someone could keep your Xperia™ device unlocked by imitating your Bluetooth® connection, even if your trusted device is no longer nearby. Your device is not always able to determine whether your connection is secure from someone trying to imitate it.

When your device can't determine that you're using a secure connection, you'll get a notification on your Xperia™ device and may need to manually unlock it before the trusted device can keep it unlocked.

Bluetooth® connectivity range can vary depending on factors like the model of your device, the connected Bluetooth® device, and your environment. Depending on these factors, Bluetooth® connections can work over distances up to 100 meters. If someone takes your Xperia™ device while it's near a trusted device, they may be able to access your Xperia™ device if the trusted device has unlocked it.

Connecting to trusted places

When the Trusted places feature is set up, the lock screen security on your Xperia™ device gets disabled when you are in a designated trusted location. For this feature to work, you must have an Internet connection (preferably over Wi-Fi®) and allow your device to use your current location.

To set up trusted places, first make sure that high accuracy location mode or battery-saving location mode is enabled on your device before you add home or custom locations.

- ! The exact dimensions of a trusted location are an estimate and may extend beyond the physical walls of your home or other area that you have added as a trusted location. This feature can keep your device unlocked within a radius of up to 80 meters. Also be aware that location signals can be replicated or manipulated. Someone with access to specialised equipment could unlock your device.

To add your home location

- 1 Make sure location is turned on and that you are using either the **High accuracy** or **Battery saving** Location mode setting.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings > Security > Smart Lock > Trusted places > Home**.
- 4 Tap **Turn on this location**.

To edit your home location

- 1 Make sure location mode is turned on and that you are using either the **High accuracy** or **Battery saving** setting.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings > Lock screen & security > Smart Lock > Trusted places**.
- 4 Select your home location.
- 5 Tap **Edit**.
- 6 In the search bar, enter the location that you want to use as your home location.

- 💡 If other residences share your street address, you can add the actual location of your home within the building complex as a custom place.

To remove your home location

- 1 Make sure location mode is turned on and that you are using either the **High accuracy** or **Battery saving** setting.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings > Lock screen & security > Smart Lock > Trusted places > Home**.
- 4 Tap **Turn off this location**.

Using custom locations

You can add any location as a trusted, custom place where your device can remain unlocked.

To add a custom place

- 1 Make sure location mode is turned on and that you are using either the **High accuracy** or **Battery saving** setting.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings > Lock screen & security > Smart Lock > Trusted places**.
- 4 Tap **Add trusted place**.
- 5 To use your current location as a trusted, custom place, tap **Select this location**.
- 6 Alternatively, to enter another location, tap the magnification glass icon and type the address. Your device searches for the entered location. To use the suggested address, tap the address.
- 7 To fine-tune the location, tap the back arrow next to the address, drag the location pin to the desired location, then tap **Select this location**.

To edit a custom place

- 1 Make sure location mode is turned on and that you are using either the **High accuracy** or **Battery saving** setting.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings > Lock screen & security > Smart Lock > Trusted places**.
- 4 Select the place that you want to edit.
- 5 Tap **Edit address**.
- 6 To enter another location, tap the magnification glass icon and type the address. Your device searches for the entered location. To use the suggested address, tap the address.
- 7 To fine-tune the location, tap the back arrow next to the address, then drag the location pin to the desired location, then tap **Select this location**.

To remove a custom place

- 1 Make sure location mode is turned on and that you are using either the **High accuracy** or **Battery saving** setting.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings > Lock screen & security > Smart Lock > Trusted places**.
- 4 Select the place that you want to remove.
- 5 Tap **Delete**.

Keeping your device unlocked while you're carrying it

Using the On-body detection feature, you can have your device stay unlocked when you have it on you, for example, if you're carrying it in your hand, pocket or bag. The accelerometer in your device keeps your device unlocked when it senses that it's being carried. The device locks when the accelerometer detects that the device has been put down.

- ! The On-body detection feature can't distinguish whose body is connected. If you give your device to someone else while it's unlocked using On-body detection, your device may stay unlocked for the other user. Keep in mind that On-body detection as a security feature is less secure than a pattern, PIN, or password.

To enable On-body detection

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Lock screen & security > Smart Lock > On-body detection**.
- 3 Drag the slider beside **Off** to the right, then tap **Continue**.

Using On-body detection

When you use the On-body detection feature, you need to be aware of the following behaviours:

- When your device senses that it's on your body, it stays unlocked after you unlock it.
- Any time you put your device down and it senses that it's no longer on your body, your device locks automatically.
- After you put your device down, for example, if you place it on a table, your device can take up to one minute to lock.
- After you get into a car, bus, train or other land vehicles, your device can take between 5 and 10 minutes to lock.
- Note that when you get on an airplane or a boat (or other non-land based vehicles), your device may not lock automatically, so make sure to lock it manually if needed.
- When you pick up your device again or get out of the vehicle, just unlock it once and your device then stays unlocked for as long as you have it on you.

To turn off On-body detection

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Lock screen & security > Smart Lock > On-body detection**.
- 3 Drag the slider beside **On** to the left.

SIM card protection

You can lock and unlock each SIM card that you use in your device with a PIN (Personal Identity Number). When a SIM card is locked, the subscription linked to the card is protected against misuse, meaning that you have to enter a PIN every time you start your device.

If you enter the PIN incorrectly more times than the maximum number of attempts allowed, your SIM card will become blocked. You then need to enter your PUK (Personal Unblocking Key) and a new PIN. Your PIN and PUK are supplied by your network operator.

To set up a SIM card lock

- 1 From the Home screen, tap .
- 2 Find and tap **Settings** > **Lock screen & security** > **Set up SIM card lock**.
- 3 Select a SIM card.
- 4 Drag the slider beside **Lock SIM card** to the right.
- 5 Enter the SIM card PIN and tap **OK**. The SIM card lock is now active and you will be prompted to enter this lock every time you restart the device.

To remove a SIM card lock

- 1 From the Home screen, tap .
- 2 Find and tap **Settings** > **Lock screen & security** > **Set up SIM card lock**.
- 3 Select a SIM card.
- 4 Drag the slider beside **Lock SIM card** to the left.
- 5 Enter the SIM card PIN and tap **OK**.

To change the SIM card PIN

- 1 From the Home screen, tap .
- 2 Find and tap **Settings** > **Lock screen & security** > **Set up SIM card lock**.
- 3 Select a SIM card.
- 4 Tap **Change SIM PIN**.
- 5 Enter the old SIM card PIN and tap **OK**.
- 6 Enter the new SIM card PIN and tap **OK**.
- 7 Re-type the new SIM card PIN and tap **OK**.

To unlock a blocked SIM card using the PUK code

- 1 Enter the PUK code and tap .
- 2 Enter a new PIN code and tap .
- 3 Re-enter the new PIN code and tap .

! If you enter an incorrect PUK code too many times, you need to contact your network operator to get a new SIM card.

Using multiple SIM cards

Your device works with one or two SIM cards inserted. You get incoming communication to both SIM cards and you can select from which number you want to place outgoing communication. Before you can use both SIM cards, you need to enable them and select the SIM card that will handle data traffic.

You can forward calls that come in on SIM card 1 to SIM card 2 when SIM card 1 is unreachable, and vice versa. This function is called Dual SIM reachability. You must enable it manually. See *Forwarding calls* on page 68.

To enable or disable the use of two SIM cards

- 1 From the Home screen, tap .
- 2 Find and tap **Settings** > **Dual SIM settings**.
- 3 Drag the sliders beside **SIM1** and **SIM2** to the right or left.

To rename a SIM card

- 1 From the Home screen, tap .
- 2 Find and tap **Settings** > **Dual SIM settings**.
- 3 Select a SIM card and enter a new name for it.
- 4 Tap **OK**.

To select the SIM card that handles data traffic

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Dual SIM settings** > **SIM card for data traffic**.
- 3 Select the SIM card that you want to use for data traffic, then tap **OK**.

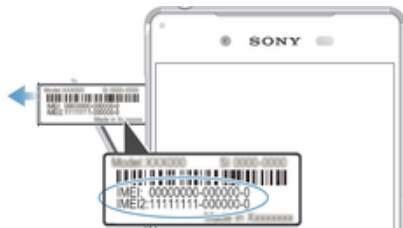
- 💡 For higher data speeds, select the SIM card that supports the fastest mobile network, for example, 3G.

Finding the identification number of your device

Your device has a unique ID (identification) number. In your device, this number is referred to as the IMEI (International Mobile Equipment Identity). You should keep a copy of this number. You may require it, for example, when you access the Xperia™ Care support service and need to register your device. Also, if your device is stolen, some network providers can use this number to stop the device from accessing the network in your country.

- ! For devices with two SIM cards, there are two IMEI numbers, one for each SIM card slot.

To view your IMEI numbers on the label tray



- 1 Open the cover for the nano SIM and memory card slot.
- 2 Place a fingernail or other object with a long, fine tip under the edge of the label tray, then drag the tray outwards. The IMEI numbers are displayed on the label tray.

- 💡 To view the IMEI numbers, you can also open the phone dialer and enter ***#06#**.

To view your IMEI numbers via the device settings

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **About phone** > **Status**.
- 3 Select the SIM card, then scroll to **IMEI** to view the **IMEI** number.

Finding a lost device



If you have a Google™ account, the “Protection by my Xperia” web service can help you locate and secure your device if you ever lose it. If you have activated this service on your device, you can:

- Locate your device on a map.
 - Sound an alert even if the device is in Do not disturb mode.
 - Remotely lock the device and make the device display your contact details to anyone who finds it.
 - Remotely clear the internal and external memory of the device as a last resort.
- ! The “Protection by my Xperia” service may not be available in all countries or regions.
- ! If you’ve cleared the internal memory of the device using the “Protection by my Xperia” web service, you must sign in to a Google™ account that was previously synced on this device the next time you turn on the device.

To activate Protection by my Xperia

- 1 Make sure you have an active data connection, and enable location services on your device.
 - 2 From your Home screen, tap .
 - 3 Find and tap **Settings > Lock screen & security > Protection by my Xperia > Activate**.
 - 4 Mark the checkbox to agree to the terms and conditions of the service, then tap **Accept**.
 - 5 If prompted, sign in to your Google™ account, or create a new account if you don’t already have one.
- ! To verify that Protection by my Xperia can locate your device, go to myxperia.sonymobile.com and sign in using the Google™ account that you are using on your device.
- ! If you are sharing a device with multiple users, note that the Protection by my Xperia service is only available to the user who is logged in as the owner.

Finding a lost device using Android™ Device Manager

Google™ offers a location and security web service called Android™ Device Manager. You can use it in parallel with, or as an alternative to, the my Xperia service. If you lose your device, you can use Android™ Device Manager to:

- Find and show where your device is located.
- Ring or lock your device, erase everything on it, or add a phone number to the lock screen.

For additional information about Android™ Device Manager, go to www.support.google.com.

- ! Android™ Device Manager does not work if your device is turned off or if it does not have a connection to the Internet. The Android™ Device Manager service may not be available in all countries or regions.

To activate Android™ Device Manager

- 1 If you are sharing a device with multiple users, make sure that you are logged in as the owner.
- 2 Make sure that you have an active data connection and that location services are enabled.
- 3 From your Home screen, tap .
- 4 Find and tap **Google Settings > Lock screen & security**.
- 5 Drag the sliders beside **Remotely locate this device** and **Allow remote lock and erase** to the right.
- 6 If prompted, agree to the terms and conditions by tapping **Activate**.
- 7 To verify that Android™ Device Manager can locate your device after you activate the service, go to www.android.com/devicemanager and sign in using your Google™ account.

Learning the basics

Using the touchscreen

Tapping



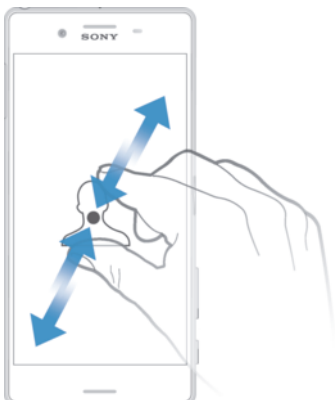
- Open or select an item.
- Mark or unmark a checkbox or option.
- Enter text using the on-screen keyboard.

Touching and holding



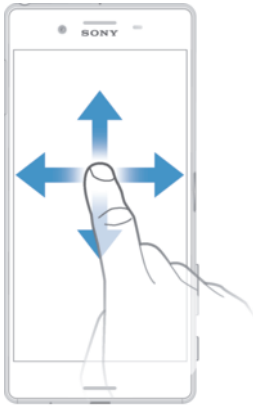
- Move an item.
- Activate an item-specific menu.
- Activate selection mode, for example, to select several items from a list.

Pinching and spreading



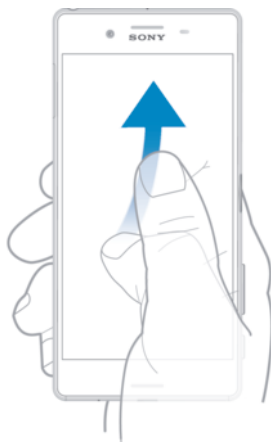
- Zoom in or out on web pages, photos and maps, and when you're taking photos or shooting videos.

Swiping



- Scroll up or down a list.
- Scroll left or right, for example, between Home screen panes.

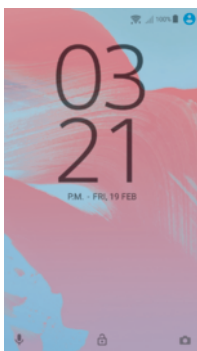
Flicking



- Scroll quickly, for example, in a list or on a web page. You can stop the scrolling movement by tapping the screen.

Locking and unlocking the screen

When your device is on and left idle for a set period of time, the screen darkens to save battery power and locks automatically. This lock prevents unwanted actions on the touchscreen when you are not using it. When you buy your device, a basic screen swipe lock is already set. This means that you have to swipe upwards on the screen to unlock it. You can change the security settings later and add other kinds of locks. See *Screen lock* on page 13.



To activate the screen

- Briefly press the power key .

To lock the screen

- When the screen is active, briefly press the power key .

Home screen

The Home screen is the starting point for using your device. It's similar to the desktop on a computer screen. Your Home screen can have up to seven panes, which extend beyond the regular screen display width. The number of Home screen panes is represented by a series of dots at the lower part of the Home screen. The highlighted dot shows the pane that you are currently in.



1 Introduction to Xperia™ widget — Tap to open the widget and select a task such as copying content from your old device or setting up Xperia™ services

2 Dots — Represents the number of Home screen panes

To go to the Home screen

- Press .

To browse the Home screen



Home screen panes

You can add new panes to your Home screen (up to a maximum of seven panes) and delete panes. You can also set the pane that you want to use as the main Home screen pane.



To set a pane as the main Home screen pane

- 1 Touch and hold an empty area on your Home screen until the device vibrates.
- 2 Flick left or right to browse to the pane that you want to set as your main Home screen pane, then tap .

To add a pane to your Home screen

- 1 Touch and hold any area on your Home screen until the device vibrates.
- 2 To browse the panes, flick all the way to the right or left, then tap .

To delete a pane from your Home screen

- 1 Touch and hold any area on your Home screen until the device vibrates.
- 2 Flick left or right to browse to the pane that you want to delete, then tap  on the top right corner of the pane.

Home screen settings

To uninstall an application from the Home screen

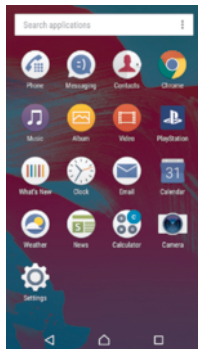
- 1 Touch and hold any area on your Home screen until the device vibrates.
- 2 Flick left or right to browse the panes. All uninstallable applications are indicated by .
- 3 Tap the application that you want to uninstall, then tap **Delete**.

To adjust the size of icons on your Home screen

- 1 Touch and hold any area on your Home screen until the device vibrates, then tap .
- 2 Tap **Icon size**, then select an option.

Application screen

The Application screen, which you open from the Home screen, contains the applications that come pre-installed on your device as well as applications that you download.



To view all applications on the Application screen

- 1 From your Home screen, tap .
- 2 Flick left or right on the Application screen.

To open an application from the Application screen

- When the Application screen is open, flick left or right to find the application, and then tap the application.

To search for an application from the Application screen

- 1 When the Application screen is open, tap **Search applications**.
- 2 Enter the name of the application that you want to search for.

To arrange applications on the Application screen

- 1 When the Application screen is open, tap .
- 2 Tap **Sort apps**, then select an option.

To add an application shortcut to the Home screen

- 1 On the Application screen, touch and hold an application icon until it becomes selected, then drag the icon to the top of the screen. The Home screen opens.
- 2 Drag the icon to the desired location on the Home screen, then release your finger.

To move an application on the Application screen

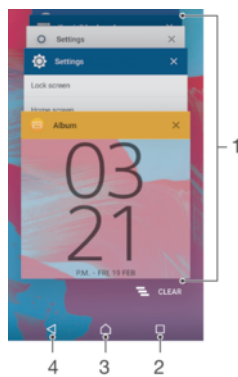
- 1 When the Application screen is open, tap .
- 2 Make sure that **Own order** is selected under **Sort apps**.
- 3 Touch and hold the application until it becomes selected, then drag it to the new location.

To uninstall an application from the Application screen

- 1 Touch and hold any area on the Application screen until the device vibrates. All applications that can be uninstalled are then indicated by .
- 2 Select the application that you want to uninstall, then tap **Delete**.

Navigating applications

You can navigate between applications using the navigation keys, the favourites bar, and the recently used applications window, which lets you switch easily between all recently used applications. The navigation keys are the Home key, the Recent apps key and the Back key. Some applications get closed when you press the Home key  to exit while others are paused or continue to run in the background. If an application is paused or running in the background, you can continue where you left off the next time you open the application.



- | | |
|---|--|
| 1 | Recently used applications window – Open a recently used application |
| 2 | Recent apps key – Open the recently used applications window and the favourites bar |
| 3 | Home key – Exit an application and go back to the Home screen |
| 4 | Back key – Go back to the previous screen within an application or close the application |

To open the recently used applications window

- Press .

To close all the recently used applications

- Tap  and then tap .

To open a menu in an application

- While using the application, press .
- ! A menu is not available in all applications.

Widgets

Widgets are small applications that you can use directly on your Home screen. They also function as shortcuts. For example, the Weather widget allows you to see basic weather information directly on your Home screen. But when you tap the widget, the full Weather application opens. You can download additional widgets from Google Play™.



To add a widget to the Home screen

- 1 Touch and hold an empty area on your Home screen until the device vibrates, then tap **Widgets**.
- 2 Find and tap the widget that you want to add.

To resize a widget

- 1 Touch and hold a widget until it magnifies and the device vibrates, then release the widget. If the widget can be resized, for example, the Calendar widget, then a highlighted frame and resizing dots appear.
- 2 Drag the dots inward or outward to shrink or expand the widget.
- 3 To confirm the new size of the widget, tap anywhere on the Home screen.

To move a widget

- Touch and hold the widget until it magnifies and the device vibrates, then drag it to the new location.

To remove a widget

- Touch and hold the widget until it becomes selected, then drag it to **Remove from Home screen**.

Shortcuts and folders

Use shortcuts and folders to manage your applications and keep your Home screen tidy.



- 1 Access an application using a shortcut
- 2 Access a folder containing applications

To add an application shortcut to your Home screen

- 1 Touch and hold an empty area on your Home screen until the device vibrates and the customisation menu appears.
 - 2 In the customisation menu, tap **Apps**.
 - 3 Scroll through the list of applications and select an application. The selected application gets added to the Home screen.
- 💡 In step 3, alternatively, you can tap **Shortcuts** and then select an application from the list available. If you use this method to add shortcuts, some of the applications available allow you to add specific functionality to the shortcut.

To move an item on the Home screen

- Touch and hold the item until it becomes selected, then drag the item to the new location.

To remove an item from the Home screen

- Touch and hold the item until it becomes selected, then drag the item to **Remove from Home screen** on the top of the screen.

To create a folder on the Home screen

- Touch and hold an application icon or a shortcut until it becomes selected, then drag and drop it on top of another application icon or shortcut.

To add items to a folder on the Home screen

- Touch and hold an item until it becomes selected, then drag the item to the folder.

To rename a folder on the Home screen

- 1 Tap the folder to open it.
- 2 Tap the folder's title bar to show the **Folder name** field.
- 3 Enter the new folder name and tap **Done**.

Background and themes

You can adapt the Home screen to your own style using wallpapers and different themes.



To change your Home screen wallpaper

- 1 Touch and hold an empty area on your Home screen until the device vibrates.
- 2 Tap **Wallpapers** and select an option.

To set a theme

- 1 Touch and hold an empty area on your Home screen until the device vibrates.
- 2 Tap **Themes**.
- 3 Select an option and follow the instructions in your device.

! When you change a theme, the background also changes in some applications.

Battery and power management

Your device has an embedded battery. You can keep track of your battery consumption and see how much power applications are using. You can remove apps and activate a number of power saving modes to get more out of your battery. You can also view an estimate of how much battery time is left and adjust your settings to improve performance and make your battery last longer.

To view your battery consumption and estimated battery time

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Battery**. An overview appears showing battery percentage and an estimated battery time.
- 3 You can configure and activate power saving modes from this page.
- 4 Tap **SHOW BATTERY USAGE** to view a list of features and services that have consumed battery power since the last charging cycle. Tap any of them to see details of its energy consumption.

To view how much battery power applications use

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Apps**.
- 3 Select an application and review its battery consumption via **App info** > **Battery usage**.

Battery optimisation

Battery optimisation is a powerful and convenient built-in mode which improves your battery life significantly by reducing battery consumption when you are not using the device or certain apps.

This is achieved by suspending battery draining network activities, such as location services, syncing and Wi-Fi® scanning in the background when you have not been using your device for a long time.

Phone calls and SMS messaging are not affected.

To make specific applications exempt from optimisation

You can make applications exempt from being optimised.

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Battery**.
- 3 Tap the  and select **Battery optimisation**. You will see a list of applications that are not optimised.
- 4 To add or remove applications from this list, tap **Apps** and select or de-select an application from the list to edit its optimisation settings.
- 5 The list of applications that are not optimised will get updated according to your settings.

💡 You can also configure **Battery optimisation** from the **Apps** menu by tapping .

Power saving modes

There are several power saving modes available for you to use if you want to make your battery last longer:

STAMINA mode Disables Wi-Fi® and mobile data when the screen is turned off, and restricts hardware performance.  appears in the status bar when this mode takes effect.

Ultra STAMINA mode Limits your device's functionality to core tasks such as making phone calls and sending SMS messages.  appears in the status bar once this mode is activated.

- ! If you are using a device with multiple users, you may need to log in as the owner, that is, the primary user, to activate or deactivate a power saving mode.

To activate STAMINA mode

- 1 From your Home screen, tap .
 - 2 Find and tap **Settings** > **Battery**.
 - 3 Tap **STAMINA mode** and select the preferred option.
-  appears in the status bar when **STAMINA mode** is active.

- 💡 You can adjust the Auto start percentage according to your preferences.

To activate Ultra STAMINA mode

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Battery**.
- 3 Tap **Ultra STAMINA mode** and then tap **Activate**.
- 4 Confirm to activate.

Your Home screen is replaced by STAMINA Home and  appears in the status bar when **Ultra STAMINA mode** is active.

Taking a screenshot

You can capture still images of any screen on your device as a screenshot. Screenshots you take are automatically saved in Album.

To take a screenshot

- 1 Press and hold down the power key until a prompt window appears.
 - 2 Tap .
- 💡 You can also take a screenshot by pressing and holding the power key and volume down key at the same time. Once the screenshot is captured, you can release the keys.

To view your screenshot

- Drag the status bar fully downwards, then tap the screenshot you want to view.
- 💡 You can also view your screenshots by opening the Album application.

Notifications

Notifications inform you of events such as new messages and calendar notifications as well as activities in progress such as file downloads. Notifications appear in the following places:

- The status bar
- The Notification panel
- The lock screen

To open or close the Notification panel



- 1 To open the Notification panel, drag the status bar downwards.
- 2 To close the Notification panel, drag the panel upwards.

To take action on a notification in the Notification panel

- Tap the notification.

To dismiss a notification from the Notification panel

- Place your finger on a notification and flick left or right.

To expand a notification on the Notification panel

- Drag the notification downwards.

- ! Not all notifications are expandable.

To clear all notifications from the Notification panel

- Tap

To take action on a notification from the lock screen

- Double-tap the notification.

To dismiss a notification from the lock screen

- Place your finger on the notification and flick left or right.

To expand a notification on the lock screen

- Drag the notification downwards.

- ! Not all notifications are expandable.

Managing notifications on the lock screen

You can set up your device so that only selected notifications get displayed on your lock screen. You can make all notifications and their content accessible, hide sensitive content for all notifications or specific apps, or choose not to show any notifications at all.

To select the notifications to display on the lock screen

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Sound & notification** > **When device is locked**.
- 3 Select an option.

Notification display options on the lock screen

Show all notification content	Get all notifications on the lock screen. When you have this setting turned on, keep in mind that all content (including the content of incoming emails and chats) will be visible on your lock screen unless you designate the relevant apps as Hide sensitive content in the App notifications settings menu.
Hide sensitive notification content	You must have a PIN, password, or pattern set up as your screen lock in order for this setting to be available. Contents hidden is displayed on the lock screen when sensitive notifications arrive. For example, you'll get a notification for an incoming email or chat, but the content won't be visible on your lock screen.
Don't show notifications at all	You won't get any notifications on the lock screen.

Setting the notification level for an app

You can set different notification behaviour for individual applications. For example, you can block all email notifications, prioritise Facebook™ notifications and make the content of messaging notifications invisible on the lock screen.

To set the notification level for an app

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Sound & notification** > **App notifications**.
- 3 Select the app for which you want to change the notification settings.
- 4 Drag the relevant slider to the right.

Notification levels and options for specific applications

Block all	Never show notifications for the selected app.
Treat as priority	Receive the selected app's notifications when Do not disturb is set to Priority only.
Allow peeking	Let the selected app emphasise certain notifications by sliding them briefly into view on the current screen.

Notification light

The notification light informs you about battery status and some other events. For example, a flashing white light means there is a new message or a missed call. The notification light is enabled by default but can be disabled manually.



- ! When the notification light is disabled, it only lights up when there is a battery status warning, for example, when the battery level goes below 15 percent.

To enable the notification light

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Sound & notification**.
- 3 Drag the slider beside **Notification light** to the right.

Icons in the status bar

Status icon

	No SIM card
	Signal strength
	No signal

	Roaming
	Sending and downloading LTE data
	Sending and downloading GPRS data
	Sending and downloading EDGE data
	Sending and downloading 3G data
	Sending and downloading mobile data
	A Wi-Fi® connection is enabled and data is being transmitted
	A Wi-Fi® connection is enabled but there is no Internet connection. This icon also appears when you are trying to connect to a secured Wi-Fi® network. After a successful login, the exclamation mark disappears. In places where Google™ is blocked, for example, China, the exclamation mark may appear even when the device is connected to a Wi-Fi® network and there is a working Internet connection
	60% Battery status
	The battery is charging
	STAMINA mode is activated
	Airplane mode is activated
	The Bluetooth® function is activated
	SIM card 1 is inserted
	SIM card 2 is inserted
	The microphone is muted
	The speakerphone is on
	Do not disturb mode is activated
	Allow exceptions in Do not disturb mode
	Vibrate mode
	An alarm is set
	GPS is activated
	Synchronisation is ongoing
	Problem with sign-in or synchronisation
	The Hearing aid function is activated

! Depending on your service provider, network and/or region, the functions or services represented by some icons in this list may not be available.

To manage status bar icons

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Display** > **System icons**.
- 3 Mark the checkboxes for the system icons that you want to appear in the status bar.

Notification icons

	New text message or multimedia message
	Missed call
	Call on hold
	Call forwarding is turned on
	New voicemail message
	New email message
	Downloading data
	Uploading data
	Mobile data is disabled
	Perform a basic setup of your device
	A software update is available
	System updates are available
	Downloading system updates
	Tap to install the downloaded system updates
	Ultra STAMINA mode is activated
	Noise cancelling is on
	Screenshot captured
	New Hangouts™ chat message
	Video chat with friends using the Hangouts™ application
	Upcoming calendar event
	A song is playing
	The radio is on
	The device is connected to a computer via a USB cable
	Internal storage is 75% full. Tap to transfer data to a memory card
	Warning
	More (undisplayed) notifications

! Not all icons that may appear on your device are listed here. These icons are for reference purposes only, and changes may be made without notice.

To block an application from sending notifications

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Sound & notification** > **App notifications**.
- 3 Select an application.
- 4 Drag the slider beside **Block all** to the right.

Applications overview

-  Use the Alarm & clock application to set various kinds of alarms.
-  Use your web browser to navigate and view web pages, manage bookmarks, text and images.
-  Use the Calculator application to perform basic calculations.
-  Use the Calendar application to keep track of events and manage your appointments.
-  Use the camera to take photos and record video clips.
-  Use the Contacts application to manage phone numbers, email addresses and other information related to your contacts.
-  Access your downloaded applications, documents and pictures.
-  Use the Email application to send and receive emails through both private and corporate accounts.
-  Use the Facebook™ application to engage in social networking with friends, family members and colleagues around the world.
-  Browse and listen to FM radio stations.
-  Use the Album application to view and to work with your photos and videos.
-  Use the Gmail™ application to read, write and organise email messages.
-  Search for information on your device and on the web.
-  View your current location, find other locations and plan routes using Google Maps™.
-  Use the Play Store™ application to download free and paid applications for your device.
-  Use the Messaging application to send and receive text and multimedia messages.
-  Use the Video application to play videos on your device and share content with your friends.
-  Use the Music application to organise and play music and audio books.
-  View news stories from Xperia™ News.
-  Use the Weather application to view weather forecasts.
-  Make phone calls by dialling the number manually or by using the smart dial function.
-  Optimise settings to suit your own requirements.
-  Use the Hangouts™ application to chat with friends online.
-  Identify music tracks that you hear playing in your surroundings, and get artist, album and other info.
-  Use YouTube™ to share and view videos from around the world.
-  The Xperia™ Movie Creator automatically creates short videos of around 30 seconds in length using existing photos and videos.
-  Use the Lifelog application to automatically log events about your daily life. For example, you can set goals and track your progress in achieving them or bookmark special moments.

 Use the Support application to access user support on your device. For example, you can access a User guide, troubleshooting information, plus tips and tricks.

 Some applications are not supported or listed by all networks and/or service providers in all areas.

Support and maintenance

Support for your device

Use the Support application in your device to search a User guide, read troubleshooting guides, and find information about software updates and other product-related information.

To access the Support application

- 1 From your Home screen, tap .
 - 2 Find and tap , then select the required support item.
- ! For best support available, we recommend connecting to the Internet when using the Support application.

Help in menus and applications

Some applications and settings have help available in the options menu, which is normally indicated by  in the specific applications.

Help us improve our software

You can enable the sending of usage info from your device so that Sony Mobile can receive anonymous bug reports and statistics that help improve our software. None of the information gathered includes personal data.

To allow the sending of usage info

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **About phone** > **Usage info settings**.
- 3 Mark the **Send usage info** checkbox if it is not already marked.
- 4 Tap **Agree**.

Computer tools

There are a number of tools available to help you connect your device to a computer and manage content such as contacts, movies, music and photos.

- ! This device has a capless USB port. If your device gets exposed to water, ensure the USB port is completely dry before inserting a USB cable.

Xperia™ Companion

Xperia™ Companion is a computer software with a collection of tools and applications you can use when you connect your device to a computer. With Xperia™ Companion, you can:

- Update or repair your device's software.
- Transfer content from your device using Xperia™ Transfer.
- Back up and restore content on your computer.
- Sync multimedia content – camera content, music and playlists between your device and computer.
- Browse files on your device.

To use Xperia™ Companion, you need an Internet-connected computer running one of the following operating systems:

- Microsoft® Windows® 7 or later
- Mac OS® X 10.8 or later

You can download Xperia™ Companion at <http://support.sonymobile.com/global-en/tools/xperia-companion>.

Media Go™ for Microsoft® Windows®

The Media Go™ application for Windows® computers helps you transfer photos, videos and music between your device and a computer. To read more about how to use the Media Go™ application, go to <http://mediago.sony.com/enu/features>.

To use the Media Go™ application, you need one of these operating systems:

- Microsoft® Windows® 10
- Microsoft® Windows® 8 / 8.1
- Microsoft® Windows® 7
- Microsoft® Windows Vista®

Updating your device

You should update the software on your device to get the latest functionality, enhancements and bug fixes in order to ensure optimal performance. When a software update is available,  appears in the status bar. You can also check for new updates manually.

The easiest way to install a software update is to do it wirelessly from your device. However, some updates are not available for wireless download. You then need to use the Xperia™ Companion software on a PC or on an Apple® Mac® computer to update your device.

For more information about software updates, go to www.sonymobile.com/update.

- ! If you are using a device with multiple users, you must log in as the owner, that is, the primary user, to update the device.
- ! Insufficient remaining storage capacity may prevent updates. Ensure you have sufficient storage capacity before attempting to update.

To check for new software

- 1 If you are using a device with multiple users, make sure you are logged in as the owner.
 - 2 From your Home screen, tap .
 - 3 Find and tap **Settings > About phone > Software update**.
- ! If no new software is available, it's possible that you may not have enough free memory on your device. If your Xperia™ device has less than 500 MB of free internal memory (device memory) available, you do not receive any information about new software. The following notification appears in the Notification panel to warn of the lack of storage space: Storage space running out. Some system functions may not work. If you receive this notification, you must free up internal memory (device memory) before you can get notifications about new software being available.

To download and install a system update

- 1 If you are using a device with multiple users, make sure you are logged in as the owner.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings > About phone > Software update**.
- 4 If a system update is available, tap **Download** to download it to your device.
- 5 When the download is finished, tap **Install** and follow the on-screen instructions to complete the installation.

To download and install a system update from the Notification panel

- 1 If you are using a device with multiple users, make sure you are logged in as the owner.
- 2 Drag the status bar downwards to open the Notification panel.
- 3 Scroll down and select the desired system update, then tap **Download**.
- 4 When the download is finished, open the Notification panel again if it is closed, then tap **Install** and follow the on-screen instructions to complete the installation.

Memory and storage

Your device has different types of memory and storage options.

- The eMMC (embedded Multi-Media Controller) memory, which consists of the system memory and the internal storage, is about **32 GB**. The system memory is used for the Android™ operating system and for most pre-installed applications. The internal storage is used to store downloaded or transferred content along with personal settings and data. Some examples of data stored to the internal storage are alarm, volume and language settings; emails; bookmarks; calendar events; photos; videos and music.
- You can use a removable memory card with a storage capacity of up to **200 GB** to get more storage space. Media files and some apps (with their data) can be moved to this type of memory to free up internal storage. Some apps, for example, the Camera app, can save data directly to a memory card.
- The dynamic memory (RAM) is about **3 GB** and cannot be used for storage. RAM is used to handle running applications and the operating system.

! You may have to purchase a memory card separately.

💡 Read more about the use of memory in Android™ devices by downloading the White paper for your device at www.sonymobile.com/support.

Improving memory performance

The memory in your device tends to fill up as a result of normal usage. If the device starts to slow down, or applications suddenly shut down, you should consider the following:

- Always have more than **500 MB** of free internal storage available.
 - Close down running applications that you are not using.
 - Clear the cache memory for all applications.
 - Uninstall downloaded applications that you don't use.
 - Move applications to the memory card if the internal storage is full.
 - Transfer photos, videos and music from the internal memory to the memory card.
 - If your device can't read content on the memory card, you may need to format the card. Note that all content on the card gets erased when you format it.
- ! If you are using a device with multiple users, you must log in as the owner, that is, the primary user, to be able to perform certain actions, such as transferring data to the memory card and formatting the memory card.

To view the memory status

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Storage & memory**.

To view the amount of free and used RAM

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Apps**.

To clear the cache memory for all applications

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Storage & memory**.
- 3 Tap , then tap **Advanced settings** > **Storage**, then find and tap **Cached data** > **OK**.

 When you clear the cache memory, you don't lose any important information or settings.

To transfer media files to the memory card

- 1 Make sure you have a memory card inserted into your device.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings** > **Storage & memory** > **Transfer data**.
- 4 Mark the file types that you want to transfer to the memory card.
- 5 Tap **Transfer**.

To stop applications and services from running

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Apps**.
- 3 Select an application or service, then tap **FORCE STOP** > **OK**.

To format the memory card

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Storage & memory**.
- 3 Tap , then tap **Advanced settings** > **Storage** > **SD Card** > , then tap **Settings** > **Format** > **Erase & format**.

 All content on the memory card gets erased when you format it. Make sure you make a backup of all data that you want to save before formatting a memory card. To back up your content, you can copy it to a computer. For more information, see *Backing up data with the Xperia™ Backup & restore application* on page 136.

Managing files using a computer

Use a USB cable connection between a Windows® computer and your device to transfer and manage your files. Once the two devices are connected, you can drag and drop content between your device and the computer, or between your device's internal storage and SD card, using the computer's file explorer.

If you have a PC or an Apple® Mac® computer, you can use Xperia™ Companion to access the file system of your device.

Backing up and restoring content

Generally, you should not save photos, videos and other personal content solely on the internal memory of your device. If something should happen with the hardware, or if your device is lost or stolen, the data stored on its internal memory is gone forever. It is recommended to use the Xperia™ Companion software to make backups which save your data safely to a computer, that is, an external device. This method is especially recommended if you are updating your device software to a newer Android version.

Using the Backup & Restore application, you can make a quick online backup of basic settings and data with your Google™ account. You can also use this application to back up data locally, for example, to the SD card in your device or to an external USB storage device.

 It is very important that you remember the password that you set when you make a data backup. If you forget the password, it may not be possible to restore important data such as contacts and messages.

Backing up data to a computer

Use the Xperia™ Companion software to back up data from your device to a PC or an Apple® Mac® computer. These backup applications let you back up the following types of data:

- Contacts and call logs
- Messages
- Calendar
- Settings
- Media files such as music and videos
- Photos and images

To back up your data using a computer

- 1 Make sure that the Xperia™ Companion software is installed on the PC or Apple® Mac® computer.
- 2 Connect your device to the computer using a USB cable.
- 3 Computer: Open the Xperia™ Companion software. After a few moments, the computer detects your device.
- 4 Select **Backup** on the main screen.
- 5 Follow the on-screen instructions to back up data from your device.

To restore your data using a computer

- 1 Make sure that the Xperia™ Companion software is installed on the PC or on the Apple® Mac® computer.
- 2 Connect your device to the computer using a USB cable.
- 3 Computer: Open the Xperia™ Companion software.
- 4 Click **Restore**.
- 5 Select a backup file from the backup records, then tap **Restore** and follow the on-screen instructions to restore data to your device.

Backing up data with the Xperia™ Backup & restore application

Using the Xperia™ Backup & restore application, you can make an online backup or a local backup of data. For example, you can back up data manually or turn on the automatic backup function to save data periodically.

The Xperia™ Backup & restore application is recommended for backing up data before you do a factory data reset. With this application you can back up the following types of data to an online account, an SD card or to an external USB storage device that you have connected to your device using a USB Host adapter:

- Bookmarks
- Contacts and call log
- Conversations
- Calendar data
- Email accounts
- Wi-Fi® networks
- Device settings
- Applications
- Xperia™ Home layout

To back up content to an online account

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Backup & reset**.
- 3 To enable the automatic backup function, tap **Automatic backup** and then tap the on-off switch.
- 4 To enable the manual backup function, tap **More > Manual backup**.
- 5 Under **Where to store files**, tap **Select storage > Online account**.
- 6 If prompted, read the relevant terms and provided you agree, tap **I agree**, then follow the on-screen instructions to sign in to your Google™ account.
- 7 Select the types of data to back up, then tap **Back up**.

To set up the automatic backup function

- 1 If you are backing up content to a USB storage device, make sure the storage device is connected to your device using a USB Host adapter. If you are backing up to an SD card, make sure that the SD card is properly inserted into your device. If you are backing up content to an online account, make sure you have signed in to your Google™ account.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings > Backup & reset**.
- 4 Under **Xperia™ Backup & Restore**, tap **Automatic backup**.
- 5 To enable the automatic backup function, tap the on-off switch.
- 6 Select a backup frequency, where to save backup files, the time to back up and the types of data to back up.
- 7 To save your settings, tap .

To back up content manually

- 1 If you are backing up content to a USB storage device, make sure the storage device is connected to your device using a USB Host adapter. If you are backing up to an SD card, make sure the SD card is properly inserted in your device. If you are backing up content to an online account, make sure you have signed in to your Google™ account.
- 2 From your Home screen, tap .
- 3 Find and tap **Settings > Backup & reset**.
- 4 Under **Xperia™ Backup & Restore**, tap **More**.
- 5 Tap **Manual backup**, then select a backup destination and the data types that you want to back up.
- 6 Tap **Back up**.
- 7 After the data is backed up, tap **Finish**.

To edit a backup file

- 1 From your Home screen, tap .
- 2 Find and tap **Settings > Backup & reset**.
- 3 Under **Xperia™ Backup & Restore**, tap **More**.
- 4 Tap **Edit backup file**, then select a backup source and the data types that you want to delete.
- 5 Tap **Delete data**.
- 6 Tap **OK** to confirm.
- 7 After the data is deleted, tap **Finish**.

To restore backed up content

- 1 If you are restoring content from a USB storage device, make sure the storage device is connected to your device using the USB Host adapter. If you are restoring content from an SD card, make sure the SD card is properly inserted in your device. If you are restoring content from an online account, make sure you have signed in to your Google™ account.
 - 2 From your Home screen, tap .
 - 3 Find and tap **Settings > Backup & reset**.
 - 4 Under **Xperia™ Backup & Restore**, tap **Restore data**, then select a restore source and the data types that you want to restore.
 - 5 Tap **Restore data**.
 - 6 After the content is restored, tap **Finish**.
- ! Remember that any changes that you make to your data and settings after you create a backup, including any applications you download, get deleted during a restore procedure.

Backing up data with the Google Backup & restore application

Using the Google Backup & restore application, you can back up data to a Google server. You can also turn on the automatic restore function to restore application data and settings when you reinstall an application.

With this application you can back up the following types of data:

- Applications
- Bookmarks
- Wi-Fi® networks
- Other settings

To back up data to an online account

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Backup & reset**.
- 3 Under **Google™ Backup & Restore**, tap **Back up my data** and drag the slider to the right.

To enable automatic restore when you reinstall an application

- 1 From your Home screen, tap .
- 2 Find and tap **Settings** > **Backup & reset**.
- 3 Under **Google™ Backup & Restore**, drag the slider beside **Automatic restore** to the right.

Running diagnostic tests on your device

The Xperia™ Diagnostics application can test a specific function or run a full diagnostic test to check if your Xperia™ device is working properly.

Xperia™ Diagnostics can:

- Assess potential hardware or software issues on your Xperia™ device.
 - Analyse how well applications perform on your device.
 - Log the number of dropped calls during the previous 10 days.
 - Identify installed software and provide useful details about your device.
- 💡 The Xperia™ Diagnostics application is pre-installed on most Android™ devices from Sony. If the Diagnostics option is not available under **Settings** > **About phone**, you can download a light version using the Play Store™ application.

To run a specific diagnostic test

- 1 From your Home screen , tap .
- 2 Find and tap **Settings** > **About phone** > **Diagnostics** > **Test** .
- 3 Select a test from the list.
- 4 Follow the instructions and tap **Yes** or **No** to confirm if a feature works.

To run all diagnostic tests

- 1 From your Home screen , tap .
- 2 Find and tap **Settings** > **About phone** > **Diagnostics** > **Test** > **Run all**.
- 3 Follow the instructions and tap **Yes** or **No** to confirm if a feature works.

To view details about your device

- 1 From your Home screen , tap .
- 2 Find and tap **Settings** > **About phone** > **Diagnostics** > **Facts**.

Restarting and resetting your device

You can force your device to restart or shut down in situations where it stops responding or won't restart normally. No settings or personal data get deleted.

You can also reset your device to its original factory settings. This action is sometimes necessary if your device stops functioning properly, but note that if you want to keep any important data, you have to first back up this data to a memory card or other non-internal memory. For more information, see *Backing up and restoring content* on page 135.

If your device fails to power on or you want to reset your device's software, you can use Xperia™ Companion to repair your device. For more information on using Xperia™ Companion, see *Computer tools* on page 132.

- ! Your device may fail to restart if the battery level is low. Connect your device to a charger and try restarting again.
- ! If you are sharing a device with multiple users, you may need to log in as the owner, that is, the primary user, to reset your device to its original factory settings.

To restart your device

- 1 Press and hold down the power key .
- 2 In the menu that opens, tap **Restart**. The device restarts automatically.

To force the device to restart or shut down

- 1 Press and hold down the power key  and the volume up key at the same time for 10 seconds.
- 2 Your device vibrates once. Depending on whether you wish to force the device to restart or shut down, proceed as follows.
 - If you wish to force restart the device: Release the buttons at this point. The device restarts.
 - If you wish to force shut down the device: Continue pressing the buttons. After a few more seconds, the device vibrates three times and turns off.

To perform a factory data reset

- ! Before you start, make sure to back up any important data that is saved on the internal memory of your device to a memory card or other non-internal memory. Factory data reset will erase all data from your device's internal storage, and you will not be able to access the files on any of your encrypted SD cards again.
 - ! To avoid permanent damage to your device, do not restart your device while a reset procedure is underway.
- 1 From your Home screen, tap .
 - 2 Find and tap **Settings > Backup & reset > Factory data reset**.
 - 3 Tap **Reset phone**.
 - 4 If required, draw your screen unlock pattern or enter your screen unlock password or PIN to continue.
 - 5 To confirm, tap **Erase everything**.
- ! Your device does not revert to an earlier software version of Android™ when you perform a factory data reset.
 - ! If you forget your screen unlock password, PIN or pattern, you can use the device repair feature in Xperia™ Companion to erase the security layer. You need to provide your Google account login details to perform this operation. By running the repair feature, you reinstall software for your device and you may lose some personal data in the process.

To repair the device software using Xperia™ Companion

- ! Before performing a software repair, make sure you know your Google™ credentials. Depending on your security settings, you may need to enter them in order to start up the device after a software repair.
- 1 Make sure that Xperia Companion is installed on your PC or Mac®.
 - 2 Open the Xperia™ Companion software on the computer and press **Software repair** on the main screen.
 - 3 Follow the instructions that appear on the screen to reinstall the software and complete the repair.

Warranty, SAR and usage guidelines

For information about warranty, SAR (Specific Absorption Rate) and safety guidelines, please read the **Important information** provided under **Settings > About phone > Legal information** on your device.

For information about FCC ID, it is able to access under Settings
> About phone > Certificates on your device

Limitations to services and features

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

Use of certain features and applications described in this guide may require access to the Internet. You may incur data connection charges when you connect to the Internet from your device. Contact your wireless service provider for more information.

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