





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

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

## Using the Apps screen

You can call up various functions from the Apps screen. The app icons installed to the product are also displayed.

- You may incur communication charges depending on the function.

■ **Starting an app**

**1** **From the Home screen, [ ☰ ]**

Swipe (flick) left or right to switch the Apps screens.

**2** **Tap an app icon to use**

Some apps are stored in a folder.

■ **Main apps**

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

■ **Downloading apps**

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

## Troubleshooting

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

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

<span><span>23</span></span>	<span><span>24</span></span>	<span><span>25</span></span>	<span><span>26</span></span>	<span><span>27</span></span>
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For inquiries, call: Customer Service Center

For general information, charges and operation information (toll free)

Business hours 9:00–20:00 (7 days a week)

From fixed-line phones: ☎ 0077-7-1111

From au mobile phones: ☎ 157 without area code

PRESSING ZERO WILL CONNECT YOU TO AN OPERATOR AFTER CALLING 157 ON YOUR au CELLPHONE.

In case above numbers are not available (toll free)

☎ 0120-977-033 (except Okinawa) ☎ 0120-977-699 (Okinawa)

For loss or theft (Stop the service)(toll free)
Business hours : 24 hours live support

From fixed-line phones: ☎ 0077-7-113

From au mobile phones: ☎ 113 without area code
In case above numbers are not available (toll free)

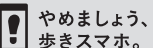

☎ 0120-925-314

**Repair and Delivery Support Center**

For loss, theft, damage (toll free)

Business hours 9:00–20:00 (7 days a week)

From fixed-line phones/au mobile phones: ☎ 0120-925-919

	Mobile phone and PHS operators collect and recycle unused telephones, batteries and battery chargers at stores bearing the ♻️ logo regardless of brand and manufacturer to protect the environment and reuse valuable resources.
	 濡れた状態での充電は、異常な発熱・発煙などの原因となり大変危険です。

<b>SONY</b> <sup>®</sup>			
<small>Sold by: KDDI CORPORATION. OKINAWA CELLULAR TELEPHONE COMPANY. Manufactured by: Sony Mobile Communications Inc.</small>	<small>November 2017, 1st Edition 1311-3983.1</small>	<span><span>28</span></span>	<span><span>29</span></span>

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

■ **Uninstalling apps**


Before uninstalling apps, back up the contents related to the app that you want to save including data saved in the app.

- Some apps may not be uninstalled.









### Knowing the status of the product

■ **Status bar**

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

							
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■ **Examples of notification icons**

	Missed call	<span><span>21</span></span>	<span><span>22</span></span>
	Incoming/Talking/Calling	<span><span>23</span></span>	<span><span>24</span></span>
	New PC mail message	<span><span>25</span></span>	<span><span>26</span></span>
	New Gmail message	<span><span>27</span></span>	<span><span>28</span></span>
	New au-mail message	<span><span>29</span></span>	<span><span>30</span></span>
	New SMS/Receiving notification service message, New Receiving notification	<span><span>31</span></span>	<span><span>32</span></span>
	USB device connected	<span><span>33</span></span>	<span><span>34</span></span>
	Wi-Fi® open network available	<span><span>35</span></span>	<span><span>36</span></span>

<span><span>21</span></span>	<span><span>22</span></span>	<span><span>23</span></span>	<span><span>24</span></span>	<span><span>25</span></span>	<span><span>26</span></span>	<span><span>27</span></span>	<span><span>28</span></span>	<span><span>29</span></span>	<span><span>30</span></span>
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Symptom	What you should check
<b>Cannot operate key/touch panel</b>	Is the power turned on? Is "Screen lock" set? Turn off the power and then turn it on again.
<b>Cannot operate touch panel as intended</b>	Are you operating with a fingernail or foreign object on the operating screen?
<b>Cannot charge the battery (Notification LED does not light, the battery icon does not change into charging one)</b>	Is the specified charging equipment (sold separately) attached properly?
<b>Charging is not complete</b>	Is the temperature of the product raised or very low?
<b>Battery usage time is short</b>	Is the battery fully charged? Charge until Notification LED turns green. Is the internal battery end-of-life?
<b>The screen backlight turns off in a short while</b>	Is the product used for a long period at places where <span><span>■</span></span> (Out of service area) appears?
<b>The screen backlight turns off in a short while</b>	Is set "Sleep" period too short?
<b>The display is dark</b>	Is "Brightness level" set to dark? Is the proximity/light sensor blocked or covered by sticker?

<span><span>31</span></span>	<span><span>32</span></span>	<span><span>33</span></span>	<span><span>34</span></span>	<span><span>35</span></span>	<span><span>36</span></span>
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Non-Repair and Delivery Support members	
Spontaneous failure 1st year	Free of charge
Spontaneous failure 2nd year or later	Actual cost
Partially damage	
Water soak, irreparable damage	
Theft, loss	No recompense (model change)

\* Charge amounts are all tax excluded

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

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

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








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

Conditions: Only 代用機なし割引 (Discount for nonuse of substitute)<sup>\*2</sup> applied

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

<span><span>37</span></span>	<span><span>38</span></span>	<span><span>39</span></span>	<span><span>40</span></span>
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■ **Main status icons**

	Battery level (100%, Charging)	<span><span>37</span></span>	<span><span>38</span></span>
	Signal level (Level 4, Out of service area)	<span><span>39</span></span>	<span><span>40</span></span>
	4G (LTE/WiMAX 2+) data communication status <sup>*1,2</sup>	<span><span>41</span></span>	<span><span>42</span></span>
	Silent mode (Vibrate) is set	<span><span>43</span></span>	<span><span>44</span></span>
	Silent mode (Mute) is set	<span><span>45</span></span>	<span><span>46</span></span>
	Wi-Fi® connected <sup>*2</sup>	<span><span>47</span></span>	<span><span>48</span></span>
	Airplane mode is activated	<span><span>49</span></span>	<span><span>50</span></span>

<sup>\*1</sup> Two types of network, "LTE" and "WiMAX 2+" can be used. "4G" appears on the screen for both networks.

The company determines which network is less busy depending on the condition of the line to connect.

<sup>\*2</sup> ☰ appears in the left of the icon during communication.

■ **Notification panel**

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

◆**Information**

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

<span><span>41</span></span>	<span><span>42</span></span>	<span><span>43</span></span>	<span><span>44</span></span>	<span><span>45</span></span>	<span><span>46</span></span>
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Symptom	What you should check
<b>Screen response is slow when you tap on the screen/press the keys</b>	When a large amount of data is saved in the product or transferring large size data between the product and microSD memory card, the screen response may be delayed.
<b>Cannot recognize a microSD memory card</b>	Is the microSD memory card inserted properly? Is the microSD memory card unmounted?

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

**https://www.au.com/trouble-check/ (Japanese)**

### After-sales service

■ **When asking for repair**

For repair, contact Repair and Delivery Support Center.

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

<sup>\*</sup> The warranty period is one year from the date you purchased the product.

<span><span>41</span></span>	<span><span>42</span></span>	<span><span>43</span></span>	<span><span>44</span></span>	<span><span>45</span></span>	<span><span>46</span></span>
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- Charge amounts are all tax excluded
- <sup>\*1</sup> This discount applies to customers who have used au for three years (25 months) or more, and all the lines within that customer's Family Discount. For customers using a data communication device or tablet, this discount applies to customers who are subscribed to a set discount (WIN Single Set Discount or Smartphone Set Discount) and have been under the contract of the line eligible for the set discount for three years or more.
- <sup>\*2</sup> WEB割引 (Discount for web application): 500 yen reduction from the customer charge is applied for application of "Replacement mobile phone delivery service" via au homepage. A substitute mobile phone is not rent for "WEB割引 (Discount for web application)", instead, "代用機なし割引 (Discount for nonuse of substitute)" is also applied together.
- <sup>\*3</sup> 代用機なし割引 (Discount for nonuse of substitute): 500 yen reduction from the customer charge is applied if you do not use a substitute mobile phone when using "Replacement mobile phone delivery service".

For details, refer to au homepage.

**Online Reception Desk (24 hours a day over the Internet)**  
\*Reception only from PC or smartphone

**https://www.au.com/support/service/mobile/trouble/repair/application/ (Japanese)**

◆**Information**

**Replacement mobile phone delivery service**

- When you have trouble with your au mobile phone, replacement mobile phone (same model, same color<sup>\*1</sup>) is delivered by calling to. Return your damaged mobile phone within 14 days after the replacement mobile phone is delivered.

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

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

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■ **Notification LED**

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

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

<sup>\*1</sup> Flashes while the screen backlight is turned off.

◆**Information**

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

■ **Checking own phone number**

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

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

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◆**Information**

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

- ◆Performance parts for repair**
- The Company retains performance parts for repair of the Xperia™ XZ1 main unit and its peripherals for four years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.
- ◆Provisions for free-of-charge repair**
- 1.Please notify us of the production number (IMEI number) for repair request. The production number (IMEI number) can be checked on the product main unit, sticker on the outer packaging box, etc.

<span><span>47</span></span>	<span><span>48</span></span>	<span><span>49</span></span>	<span><span>50</span></span>	<span><span>51</span></span>	<span><span>52</span></span>
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- <sup>\*1</sup> If the same model in the same color is difficult to provide, a replacement mobile phone of a model and a color that are specified by KDDI is provided.
- Available up to twice in a year from the day you use this service as a start day. If you do not use this service in the past year for the subscription to this service, it will be 1st and if you use, it will be the 2nd.
- <sup>\*</sup> For details, refer to au homepage.
- In the event of theft or loss, when reissue of au IC card is needed at the same time of using this service, 1,900 yen will be applied separately as a charge of reissue.

**Holding over and repair**

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

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

■ **Setting the silent mode (Vibrate)**

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

**2** [☰]

The icon on the volume adjusting bar changes to ☑ (white).

■ **Setting the silent mode (Mute)**

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

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

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

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

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◆**Information**

- Alternatively, from the Home screen, [☰]▶[Contacts]▶[☰