au

SOV31

Basic Manual

Preface

Thank you for buying "Xperia™ Z4" (simply called the "product" from here on).
Before using the product, read "Basic Manual" (this manual) and "取扱説明書（詳細版）(Full Instruction Manual)" (Japanese) to ensure safe use and handling.

About Operating Instructions

■ Basic Manual (this manual)

Handles only basic operations for main features.
For detailed descriptions on various functions, refer to the "Instruction Manual" (Japanese) app installed on the product or "取扱説明書（詳細版）(Full Instruction Manual) (Japanese)" available on the au homepage.
http://www.au.kddi.com/support/mobile/guide/manual/

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

■ "Instruction Manual" (Japanese) app

This product allows you to use the "Instruction Manual" (Japanese) app on the product to confirm detailed operational procedures.
Certain functions can be directly activated from the app screens on which their operations are described.
From the Home screen, [ ]▶[お客さまサポート (Customer support)]▶[Basic Manual] (Japanese)

- When you activate for the first time, follow the onscreen instructions to download and install app.

■ For Those Requiring an English Instruction Manual

You can download the English version of the Basic Manual from the au homepage (available in approximately one month after the product is released).
Download URL:
http://www.au.kddi.com/support/mobile/guide/manual/

Safety Precautions

Before you start using the product, make sure to read the "Cautions on using Xperia™ Z4" to ensure correct use.
Before you assume that the product is malfunctioning, check for possible remedies in the following au Customer Support site of au homepage:
http://www.au.kddi.com/support/mobile/trouble/repair

Regarding notations used in this document

- In this manual, keys (key icons) are represented by simplified illustrations such as [ ], [ ], [ ], [ ], [ ].
- Operations of tapping menu items/icons/buttons on the screen etc. are indicated as [(name of the item etc.)].
- Screen illustrations shown in this manual may look different from the actual screens. In some cases, minor details or a part of a screen may be omitted.
- In this manual, "microSD™ memory card", "microSDHC™ memory card" and "microSDXC™ memory card" are abbreviated as "microSD memory card" or "microSD".
- All of the indicated amounts exclude tax unless otherwise specified.
- "The Company" as appears in the manual refers to the following companies:

Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: Sony Mobile Communications Inc.

Using au 災害対策 (au Disaster Countermeasure)

You can use 災害用伝言板 (Disaster Message Board) service, 緊急速報メール (Emergency Rapid Mail) service that distributes 緊急地震速報 (Earthquake Early Warning), 災害・避難情報 (Disaster and Evacuation Information) and 津波警報 (Tsunami Warning), 災害用音声お届けサービス (Disaster Voice Messaging Service), and 災害情報 (Disaster Information).

1 From the Home screen, [au災害対策 (au Disaster Countermeasure)]
au災害対策 (au Disaster Countermeasure) menu appears. An agreement screen regarding the use or an initial setting screen appears for the first time you activate this program. Follow the onscreen instructions.

■ Using 災害用伝言板 (Disaster Message Board)

Disaster Message Board service enables you to register information of well-being from an area of distress via LTE NET in case of large-scale disaster such as earthquake with a seismic intensity of over 6 lower.

1 au災害対策 (au Disaster Countermeasure) menu▶[災害用伝言板 (Disaster Message Board)]

❖Information

- To register information of well-being, E-mail address (～ezweb.ne.jp) is required. Set up E-mail address beforehand.

■ Using 緊急速報メール (Emergency Rapid Mail)

Emergency Rapid Mail is a service that distributes Earthquake Early Warning or Tsunami Warning delivered from the meteorological bureau or Disaster and Evacuation Information delivered from the government or local public organization to all au cell phones in specified areas simultaneously.
When you receive Earthquake Early Warning, ensure your safety and take proper action according to the situation around you. When you receive a Tsunami Warning, draw away from sea coast immediately and evacuate to safe place such as upland or well-built high building.

1 au災害対策 (au Disaster Countermeasure) menu▶[緊急速報メール (Emergency Rapid Mail)]

❖Information

- Reception of Emergency Rapid Mail is notified by a special warning tone and vibration. It is not possible to change the warning tone. "Earthquake Early Warning is notified by warning tone and voice sound ("地震です" (It is an earthquake)), and vibration.
- Earthquake Early Warning may not arrive before strong tremors in areas near the epicenter.
- Tsunami Warning is a major tidal wave/seismic sea wave notification delivered from the meteorological bureau to the area including target coast.
- Disaster and Evacuation Information is a service that distributes bulletins concerning residents' safety including evacuation advisories, evacuation orders and other warnings issued by the national and local governments.
- The service is available only in Japan (it cannot be used overseas).
- No information fee or communication charge is required for receiving Emergency Rapid Mail.
- KDDI is not liable for damages suffered by customers resulting from the service's information, lack or delay in the information caused by transmission or system breakdowns, or other events that are outside the responsibility of KDDI.

- Refer to the Japan Meteorological Agency web page for details about distribution of Earthquake Early Warning.
http://www.jma.go.jp/
- You cannot receive Emergency Rapid Mail when your cell phone is turned off or during a call.
- Emergency Rapid Mail may not be received when your cell phone is communicating such as while sending/receiving SMS/e-mail or using the browser, or if you are in a place where signal does not reach even in the service area (e.g. in a tunnel, basement) or in a place with a poor reception.
- You cannot receive the Emergency Rapid Mail that the reception is failed.
- This delivery system is different from Earthquake Early Warning provided through TV, radio, or other communication procedures, which means that the time the Earthquake Early Warning arrives may vary.
- Information from someplace other than your current location may be received.

■ Using 災害用音声お届けサービス (Disaster Voice Messaging Service)

Disaster Voice Messaging Service is a service which allows you to record your voice and send someone you want to inform your well-being in case of a large-scale disaster.

1 au災害対策 (au Disaster Countermeasure) menu▶[災害用音声お届けサービス (Disaster Voice Messaging Service)]

❖Information

- To use Wi-Fi®, initial settings via 4G (LTE/WiMAX 2+)/3G network is required.
- Voice message can be recorded for up to 30 seconds.
- Voice messages cannot be saved or played if the product does not have available memory.

■ Using 災害情報(Disaster Information)

You can check history of Disaster and Evacuation Information delivered by local government, disaster information portal, etc.

1 au災害対策 (au Disaster Countermeasure) menu▶[災害情報 (Disaster Information)]▶Follow the onscreen instructions

Do you have everything?

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

- Xperia™ Z4*1
- Sony Mobile TV antenna cable 02 (02SOHSA)

*1 Including warranty

- 取扱説明書 (Instruction Manual) (Japanese)
- Xperia™ Zxのご利用にあたっての注意事項 (Cautions on using Xperia™ Z4) (Japanese)
- 設定ガイド (Setting Guide) (Japanese)

The following items are not included in the package.

- microSD memory card
- Earphones
- AC adapter
- microUSB cable

Charging

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

❖Information

- When the charging starts, notification LED lights according to the battery level. To check the battery level, see the status bar in the top of the Home screen. Alternatively, from the Home screen, [ ]▶[Settings]▶[About phone]▶[Status] and see "Battery level".
- When you start charging with the product powered off, the power turns on even though operation is not available. Follow the instructions of each airline or medical facility for the use of cell phones on their premises.
- It may take longer to complete for charging with a PC or while using the camera function.
- You cannot charge the battery by connecting the Desktop Holder to a PC.
- Be sure to attach the supplied attachment to the Desktop holder when charging. If the product is installed without the attachment attached, charging fails.
Attachment 45A is attached to the Desktop Holder by default.

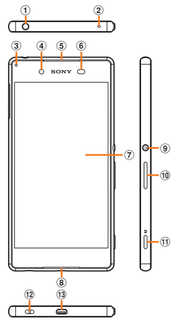
❖Information

- Purchase a specified charger (sold separately).
- Illustrations used in this manual are just images for explanations. They may be different from actual ones.

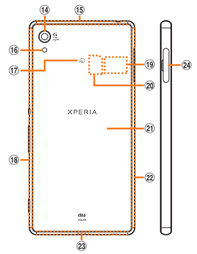
Getting Ready

Names and functions of parts

① Headset connection terminal
② Second microphone*1: Reduces noise to make easy to listen
③ Notification LED
④ Front camera
⑤ Earpiece
⑥ Proximity sensor: Switches touch panel on and off to prevent from erroneous operation during a call/Auto-control for display brightness
⑦ Display (Touch panel)
⑧ Microphone/speaker
⑨ Power key/Screen lock key: ⏻
⑩ Volume key/Zoom key
⑪ Camera key: [ ]
⑫ Strap hole



⑬ microUSB connection terminal
⑭ Camera lens
⑮ Built-in/GPS antenna*2
⑯ Flash/Photo light
⑰ 勹mark
⑱ Wi-Fi®/Bluetooth®/antenna part*2
⑲ Nameplate*3
⑳ au Nano IC Card (LTE)
㉑ Back cover*4
㉒ Wi-Fi® antenna part*2
㉓ Built-in antenna*2
㉔ microSD memory card/au Nano IC Card (LTE) slot



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

CE mark and FCC ID

1 Open the au Nano IC Card (LTE) slot cover, and insert a fingernail into the hook at the edge of the label tray, then pull it out straight.

au Nano IC Card (LTE)

Your phone number etc. is recorded in the au Nano IC Card (LTE). The product is compatible only with au Nano IC Card (LTE). You cannot use the product with an IC card other than au Nano IC Card (LTE).

Attaching/removing the au Nano IC Card (LTE)

Before attaching/removing the au Nano IC Card (LTE), make sure to turn off the product.

■ Attaching the au Nano IC Card (LTE)

1 Open the microSD memory card/au Nano IC Card (LTE) slot cover while hooking the groove with your fingernail
2 Hook the projection of the tray (1) with your fingernail to slide the tray straight out, then remove the tray from the product

3 Set au Nano IC Card (LTE) into the tray with IC (metal) part facing up (2), insert the tray with the card into the main unit and press it all the way
Pay attention to the orientation of the notch and pressing tray.

4 Close the microSD memory card/au Nano IC Card (LTE) slot cover, press it firmly to ensure that there are no gaps between the cover and the main unit

■ Removing au Nano IC Card (LTE)

1 Open the cover while hooking the groove of microSD memory card/au Nano IC Card (LTE) slot cover with your fingernail

2 Hook the projection of the tray with your fingernail to slide the tray straight out, then remove the tray from the main unit
3 Remove au Nano IC Card (LTE) out of the tray, insert the tray into the main unit and then press it all the way
Pay attention to the direction of pushing the tray.
4 Close the microSD memory card/au Nano IC Card (LTE) slot cover, press it firmly to ensure that there are no gaps between the cover and the main unit

❖Information

- Note the following points, otherwise handling the au Nano IC Card (LTE) may cause malfunction or damage.
  - Do not touch the IC (metal) part of the au Nano IC Card (LTE).
  - Insert in the correct direction.
  - Do not use force to attach or remove.
- Do not lose the au Nano IC Card (LTE) after it has been removed.

Attaching/Removing microSD memory card

■ Attaching microSD memory card

1 Open the microSD memory card/au Nano IC Card (LTE) slot cover while hooking the groove with your fingernail
2 Check the orientation for inserting, and insert it until it clicks
Insert the microSD memory card with the contact side down.

3 Close the microSD memory card/au Nano IC Card (LTE) slot cover, press it firmly to ensure that there are no gaps between the cover and the main unit

❖Information

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

■ Removing microSD memory card

Be sure to unmount microSD memory card before removing.

1 From the Home screen, [ ]▶[Settings]▶[Storage]▶[Unmount SD card]▶[OK]
When it is unmounted, "SD card safe to remove" appears on the status bar to notify you that reading and writing from/to the microSD memory card are disabled.
2 Open the microSD memory card/au Nano IC Card (LTE) slot cover while hooking the groove with your finger

Attachment 45B only supports terminal covers (commercially available) with "純正卓上ホルダ対応 (Compatible with genuine desktop holders)" mark or "卓上ホルダ対応 (Compatible with desktop holders)" mark and the terminal can be charged on the Desktop Holder with a compatible cover (commercially available) attached.

■ Charging with the Desktop Holder

Charging with the supplied Desktop Holder (SOV31PUA) and Common AC Adapter 05 (sold separately) is explained.

1 Insert the microUSB plug of Common AC Adapter 05 (sold separately), with the engraved side (▲) facing up, straight into the microUSB connection terminal of the Desktop Holder
2 Insert the power plug of Common AC Adapter 05 (sold separately) into an outlet
3 Install the product to the Desktop Holder and move it left or right until it clicks

When the product and the magnetic connector of the Desktop Holder are connected correctly, the notification LED of the product turns on.

4 When charging is complete, lift the product to remove while pressing the Desktop Holder
5 Remove the Common AC Adapter 05 (sold separately) from the outlet

■ Charging with the AC Adapter

Charging with Common AC Adapter 05 (sold separately) is explained.

1 Open the microUSB connection terminal cover of the product while hooking the groove with your fingernail, and insert the microUSB plug of Common AC Adapter 05 (sold separately), with the engraved side (▲) facing up, straight into the microUSB connection terminal of the product
2 Insert the power plug of Common AC Adapter 05 (sold separately) into an outlet
Notification LED lights on the product.
3 When charging is complete, remove the microUSB plug of Common AC Adapter 05 (sold separately) from the product and close the microUSB connection terminal cover firmly
4 Remove Common AC Adapter 05 (sold separately) from the outlet

■ Charging with the DC Adapter

You can charge from cigarette lighter socket in a car by using Common DC Adapter 03 (sold separately). For details, refer to instruction manual of Common DC Adapter 03 (sold separately).

■ Charging with a PC

The followings describe charging procedure by connecting the product to chargeable USB port on a PC using the microUSB cable of Sony Mobile AC adapter 05 (sold separately).

1 Open the microUSB connection terminal cover of the product while hooking the groove with your fingernail, and insert the microUSB plug of the microUSB cable, with the engraved side ( ) facing up, straight into the microUSB connection terminal of the product
2 Insert the USB plug of the microUSB cable into the USB port of a PC

Notification LED lights on the product.
When a screen for installation of software or a screen for new hardware detection appears, skip or cancel it.
3 When charging is complete, remove the microUSB plug of the microUSB cable from the product and close the microUSB connection terminal cover firmly
4 Remove the USB plug of the microUSB cable from the USB port of the PC

Turning on (Initial settings)

Turning the power on

1 ⏻ (over 1 sec)
The product vibrates and after a while the lock screen appears.
When you turn on the product for the first time, follow the onscreen instructions to set the initial settings.
2 Swipe (flick) the screen up/down/left/right

■ Turning the power off

1 ⏻ (over 1 sec)
2 [Power off]▶[OK]

❖Information

- Press ⏻ for over 1 second and long-touch "Power off" ▶[OK] to restart the product in safe mode (a function that enables to start the product in a status equivalent to the status at the time of purchase).

■ Force-quitting

1 Open the microSD memory card/au Nano IC Card (LTE) slot cover while hooking the groove with your fingernail, press the OFF button (YELLOW) with a fine-tipped object for approximately three seconds, and release your finger after it vibrates three times

❖Information

- Pressing the OFF button (YELLOW) by a sharp object such as needle may cause malfunction.
- Alternatively, press and hold ⏻ and upper part of the volume key at the same time for approximately three seconds, and release your finger after it vibrates three times.

Initial settings

When you turn on the product for the first time, follow the onscreen instructions to set language, functions, service, etc. For details, refer to "Setting Guide".

❖Information

- To change the language later, from the Home screen, [ ]▶[設定 (Settings)]▶[言語と入力 (Language & input)]▶[地域／言語 (Language)]. To make settings, from the Home screen, [ ]▶[Settings]▶[Setup guide]. To make settings for au service etc., from the Home screen, [ ]▶[お客さまサポート (Customer support)]▶[au Easy Setting].

Screen Lock

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

1 While the screen is displayed, ⏻

■ Unlocking screen

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

1 Swipe (flick) the screen up/down or left/right on the lock screen

❖Information

- On the lock screen, long-touch " " and drag it to " " to activate the camera.

Basic Operation

Key icons

The followings are the main functions of [ ], [ ], [ ] keys located at the bottom of the screen.

[ ] Back	Return to the previous screen. Close a dialog box, menu, or the Notifications panel.
[ ] Home	Display the Home screen. Long-touch and drag it to " " to activate "What's New" app or drag it to " " to activate "Google" app.
[ ] Recently used apps	Display recently used apps on a list and activate or delete them from the list. Also, you can use and set small apps.

Using the touch panel

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

Tap/Double-tap

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

Long-touch

Keep touching an item with your finger.

Slide

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

Flick (swipe)

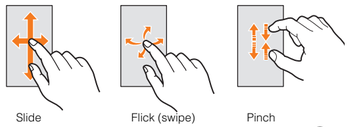
Operate the screen by quickly moving (flicking) your finger up, down, right, or left.

Pinch

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

Drag

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



Slide

Flick (swipe)

Pinch

Home screen

Home screen consists of multiple screens. Slide or flick left or right to move to the adjacent screen. Tap [ ] to return to the Home screen any time.

① Google Search
② Widgets
③ Wallpapers
④ Shortcuts (Apps)
⑤ Home screen position
Indicates which screen of the several Home screens you are in.
⑥ Folders (Google, 基本機能 (Basic functions))
⑦ Apps key

Adding to Home screen/Editing Home screen

You can change wallpaper or theme of the Home screen and add/delete/move shortcuts of apps, widgets, folders, etc. on the Home screen.

1 Long-touch an area of the Home screen where no icons are displayed
Alternatively, pinch-in on the Home screen.

2 Widgets		Add a widget.
Apps		Add a shortcut of an app, a setting screen, etc.
Wallpapers	Album	Select an image from albums to set as a wallpaper. • To set image range, adjust cropping area by dragging, etc.
	Live Wallpapers	Select a content from albums to set as a wallpaper.
	Photos	Select an image from photos to set as a wallpaper.
	(Xperia™'s Wallpaper)	Select an image to set as a wallpaper. • Images displayed to the right of "Photos"/"Live Wallpapers" are "Xperia™'s Wallpaper".
Themes		Set the wallpapers etc. for the Home screen or the lock screen.

Adding a folder

1 From the Home screen, long-touch an icon
2 Drag the icon onto another icon

Deleting shortcuts/widgets/folders

1 From the Home screen, long-touch an icon or a folder you want to delete
2 Drag the icon or the folder to "✕"
To delete a folder, then tap "Delete". It also deletes shortcuts etc. in the folder.

❖Information
• Long-touch a shortcut, widget, or folder icon to move.

Using the Apps screen

You can call up functions from the Apps screen. 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, [ ]
Slide or flick left or right to switch the Apps screen.
2 Tap an app to use
Some apps are stored in a folder.

Main apps

	Phone, Contacts		Play Store
	E-mail, SMS		Camera, Album
	Browser		Maps
	Settings		Google, Voice Search
	Calendar		Basic Manual

Downloading apps

You can download and install apps or games, etc. by using Google Play.
• To use Google Play, you need to set a Google account. For details, refer to "設定ガイド (Setting Guide)".

Deleting (uninstalling) apps

Before deleting installed apps, back up contents related to the app that you want to save including data saved in the app.
• Some apps may not be deleted.

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, notification icons appear to inform missed calls, new mails, operations in progress, etc., and on the right, status icons appear to indicate the status of the product.

Examples of notification icon

	New Gmail message
	New PC mail message
	New E-mail (@ezweb.ne.jp) message
	New SMS/Receiving notification service message, New Receiving notification
	Talking*1/ Calling*1

	Missed call
	USB connecting
	Wi-Fi®open network available

*1 Appears when switched to another screen such as the Home screen.

Main status icons

	Signal level (Level 4, Out of service area)
	Data communication status (4G (LTE/WiMAX 2+) available*1, 3G available)
100 97%	Battery level (100%, Charging)
	Silent mode (Vibration, Mute)
	Airplane mode is activated
	Wi-Fi®connected, Wi-Fi®communicating

*1 Two types of network, "LTE"/"WiMAX 2+" can be used. "4G" appears on the screen for either network.
The company determines which network is less busy depending on the condition of the line to connect.

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, tap "Clear" or flick the notification left or right.
• Some notifications may not be deleted depending on the content.

• When you set screen lock to "Swipe", slide the status bar downward to check the Notification panel without unlocking the screen.

Notification LED

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

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

*1 Notification LED flashes while backlight is turned off or lock screen is displayed.

❖Information
• When the remaining battery is not sufficient for turning the product ON, pressing ⏻ makes LED flash red three times.
• When you start charging with the product powered off, the notification LED turns in red. When the status of battery appears on the display, however, the notification LED lights in color that indicates the battery level.

Checking own phone number

1 From the Home screen, [ ]▶[Settings]
2 [About phone]▶[Status]
The phone number of the product is shown under "My phone number".

❖Information
• Alternatively, from the Home screen, [ ]▶[Contacts]▶[Myself] to check your phone number.

Setting the Silent Mode

Set the ringtone volume to 0. Setting to Silent mode does not mute sounds for shutter, playback of video or music, alarm, etc. And adjusting the volume of ringtone & notifications or pressing upper part of volume key cancels Silent mode.

1 ⏻ (over 1 sec)
2 [/]
Tap "✕" to set mute (ringtone volume 0) and tap " " to set vibrator.

❖Information
• Alternatively, slide the status bar downward ▶ [Quick settings] ▶ [Sound] to switch the Silent mode settings.

Setting Airplane mode

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

1 ⏻ (over 1 sec) ▶[Airplane mode]

❖Information
• Slide the status bar downward ▶ Tap [Quick settings] ▶ "Airplane" to switch the airplane mode on or off.

Entering characters

Use software keyboard to enter characters.
To display the software keyboard, tap a character input box on the character entry screen for adding contacts, creating a message, etc.

Switching keyboards

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

1 Tap a character input box
QWERTY keyboard appears.
2 Tap [ ] to display Numeric keypad
For Symbol keypad, tap "*+" on the Numeric keypad.

❖Information
• Tap " " at the bottom of the screen to hide the software keyboard.
• Tap " " to delete the character before the cursor.
• Tap " " to enter facemarks etc. from the displayed list.
• Switch between lower-case " ", upper-case " " and caps " " on QWERTY keyboard.
• When using QWERTY keyboard, touch and hold a character to select a character variant.

Support

Introduction of related accessories

For details, refer to the instruction manual for each device.
• **Desktop Holder (SOV31PUA)**
• **Sony Mobile TV antenna cable 02 (02SOHSA)**
• **Sony Mobile AC adapter 05 (EP880) (sold separately)**
• **microUSB cable 01 (0301HVA) (sold separately)**
• **Common DC Adapter 03 (0301PEA) (sold separately)**
• **au Carrying Case F Black (0105FCA) (sold separately)**
• **au Carrying Case G Black (0106FCA) (sold separately)**
• **au Carrying Case H Black (0107FCA) (sold separately)**
• **Common AC Adapter 05 (0501PWA) (sold separately)**

❖Information
• For the latest information on accessories, visit the au homepage (**http://www.au.kddi.com/**) or contact the Customer Service Center.
• Accessories described on this page can be purchased from the au Online Shop. Some accessories may not be purchased due to the availability.
http://auonlineshop.kddi.com/

Troubleshooting

Before you assume that the product is malfunctioning, check the following:

Symptom	What you should check
Power is not turned on even though ⏻ is pressed	Is the internal battery charged?
	Is ⏻ pressed for over 1 second?
The power goes off	Is the internal battery charged?
The power turns off while activation screen is displayed	Is the internal battery charged?
The screen freezes and the power cannot be turned off	Open the microSD memory card/au Nano IC Card (LTE) slot cover while hooking the groove with your fingernail, press the OFF button (YELLOW) with a fine-tipped object for approximately three seconds▶release your finger after it vibrates three times. Alternatively, press and hold ⏻ and upper part of volume key at the same time for approximately three seconds, and release your finger after it vibrates three times.
(Out of service area) appears	Is the product out of the service area or in an area where the signal is weak?
	Is the built-in antenna covered with hand?

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

Symptom	What you should check
The screen backlight turns off in a short while	Is set "Sleep" period too short?
The display is dark	Is "Brightness" set to dark?
	Is the proximity sensor blocked or covered by sticker?
Screen response is slow when you tap on the screen/press the keys	When a large amount of data is saved in the product or transferring large-size data between the product and microSD memory card, the screen response may be delayed.
Cannot recognize a microSD memory card	Is the microSD memory card inserted properly?
	Is the microSD memory card unmounted?

For more details, visit au Customer Support site of au homepage.
http://www.au.kddi.com/support/mobile/trouble/repair

Updating Software

You can update the product to the most recent software for optimal performance and to get the latest enhancements.
• You are charged for data communications when connecting to the Internet from the product by using packet communication.
• You are recommended to back up your data before updating software.
• For details, visit **http://www.sonymobile.co.jp/support/** or refer to the "Instruction Manual" (Japanese) app or "取扱説明書（詳細版）(Full instruction manual)" (Japanese) available on au homepage.

Downloading and updating software

Update files can be downloaded from the Internet web site into the product directly.
• Note that when Wi-Fi® communication becomes unstable, packet communication takes the place automatically, which may apply communication fees.

1 From the Home screen, [ ]▶[ツール (Tool)]▶[Update Center]
2 [ ]▶[Refresh]

After-sales service

When asking for repair

For repair, contact Keitai Guarantee Service Center.

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

❖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.

For inquiries, call: Customer Service Center

For general information, charges and operation information (toll free)
Business hours 9:00—20:00 (7 days a week)
From fixed-line phones: 0077-7-111 | From au cell phones: 157 without area code
PRESSING ZERO WILL CONNECT YOU TO AN OPERATOR AFTER CALLING 157 ON YOUR au CELLPHONE.

For loss or theft (toll free)
Business hours : 24 hours live support
From fixed-line phones: 0077-7-113 | From au cell phones: 113 without area code

In case above numbers are not available (toll free).
0120-977-033 (except Okinawa)
0120-977-699 (Okinawa)

Keitai Guarantee Service Center
For loss, theft, damage.
Business hours 9:00—21:00 (7 days a week)
From fixed-line phones/au cell phones,
0120-925-919 (toll free)

Cell phone and PHS operators collect and recycle unused telephones, batteries and battery chargers at stores bearing the logo regardless of brand and manufacturer to protect the environment and reuse valuable resources.
モバイル・リサイクル・ネットワーク

やめましょう、歩きスマホ。

SONY®

Sold by: KDDI CORPORATION,
OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: Sony Mobile Communications Inc.
October 2014, 1st Edition
1289-9028.1

• Recycled parts that meet the Company's quality standards are sometimes used for repair.
• Collected au cell phones by Replacement cell phone delivery service which you used before are recycled to cell 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.

Performance parts for repair

The Company retains performance parts for repair of the Xperia™ Z4 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.

Warranty card

At the store of purchase, thoroughly check and read the name of the retailer, date of purchase and other necessary details filled in on the warranty card, and be sure to keep it in a safe place.

Keitai Guarantee Service Plus LTE

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

❖Information
• You can apply for membership only at the time of purchasing your au cell phone.

• Once you cancel the membership, you cannot reapply for it until you purchase an au cell phone next time.
• Note that when changing the model or purchasing an extra cell phone, this service only covers the most recently purchased au cell phone.
• When an au cell phone is handed over to you or someone else, the Keitai Guarantee Service Plus LTE membership is also handed over to the successor of the cell phone.
• When you get a new au cell phone by changing the model or purchasing an extra cell phone, the "Keitai Guarantee Service Plus"/"Keitai Guarantee Service Plus LTE" membership for the old au cell phone is automatically canceled.
• Service contents are subject to change without notice.

au Nano IC Card (LTE)

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

After-sales service

If you are unsure about anything regarding after-sales service, contact the following service contact.

Customer Service Center (for service canceling procedure in case of loss or theft)
From a land-line phone, 0077-7-113 (toll free)
From an au mobile phone, **113** without area code (toll free)
Business hours : 24 hours live support

Keitai Guarantee Service Center (for loss, theft, damage)
From a land-line phone/From an au cell phone,
0120-925-919 (toll free)
Business hours 9:00 – 21:00 (7 days a week)

Online Repair Desk（24 hours a day over the Internet）
* Reception only from PC or smartphone
https://cs.kddi.com/support/n_login.html

• The App for the Internet acceptance, if "damage", "wet", "theft" and "loss" are eligible. In the case of spontaneous failure (not the cause damage, such as water wet, but does not power on, the screen does not function or other), it will be accepted by phone for interview is required.
• To apply for the Internet, you need the e-mail address.

au after-sales service information

Replacement cell phone delivery service
Keitai Guarantee Service Plus LTE members

Spontaneous failure 1st year	Free of charge
Spontaneous failure 2nd year or later	Customer charge 1st: 5,000 yen 2nd: 8,000 yen
Partially damage, water soak, irreparable damage, theft or loss	

Non-Keitai Guarantee Service Plus LTE members

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

Holding over and repair
Keitai Guarantee Service Plus LTE members

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

Non-Keitai Guarantee Service Plus LTE 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

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

• Available up to twice in a year from the day you use this service as a start day. If you do not use this service in the past year for the subscription to this service, it will be 1st and if you use, it will be the 2nd.
* For details, refer to au homepage.

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.

Main specifications

Display		Approx. 5.2 inches TRILUMINOS® Display for mobile Approx. 16.77 million colors
		1,080 x 1,920 dots
Weight		Approx. 152 g (with internal battery)
Dimension (W x H x T)		Approx. 72 mm x 146 mm x 7.3 mm
Continuous call time	**In Japan**	Approx. 1,370 min.
	Overseas (GSM)	Approx. 800 min.

Continuous stand-by time	**In Japan**	Approx. 670 hours (4G (LTE/WiMAX 2+)) Approx. 770 hours (3G)
	Overseas (GSM)	Approx. 720 hours
Charging time		Using Common AC Adapter 05 (sold separately): (alone/with Desktop Holder SOV31PUA) Approx. 140 min.
Continuous Full Seg watching time		Approx. 5 hours 10 min.
Continuous 1Seg viewing time		Approx. 7 hours 50 min.
Continuous tethering time		Approx. 580 min. (4G (LTE/WiMAX 2+) on WAN) Approx. 880 min. (3G on WAN)
Wi-Fi® tethering maximum connection number		10

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