



# Sony Ericsson

## txt

Extended User guide

**Sony Ericsson**  
make.believe

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# Important information

Please read the *Important information* leaflet before you use your mobile phone.

- ! 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.

# Experience more. Discover how.

Visit [www.sonyericsson.com/support](http://www.sonyericsson.com/support) to get the most from your phone.

# Getting started

Some basic getting started instructions are printed on the box supplied with your phone. Below you will also find information to help get you started.

## To insert the SIM card



- Open the cover and insert the SIM card with the gold-colored contacts facing down.

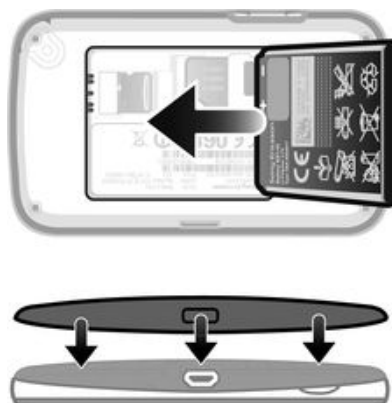
## To insert or remove a memory card

- ! You may have to purchase a memory card separately.




- 1 Remove the battery cover and insert the memory card with the gold-colored contacts facing down.
- 2 To remove the memory card, first remove the battery cover, then press the hook and draw the memory card outward.

## To insert the battery



- 1 Insert the battery with the label side up and the connectors facing each other.
- 2 Put the battery cover into place.

### To turn on the phone


- 1 Press and hold down the  key.
- 2 Enter your PIN, if requested.
- 3 Select **OK**.
- 4 Select a language.
- 5 Select **Yes** to start the setup wizard.

! If you make a mistake when you enter your PIN, you can press  to delete numbers.

## Standby

After you have turned on the phone and entered your PIN, the name of the network operator appears. This view is called standby. Your phone is now ready for use.

### To turn off the phone

- Press and hold down .
- ! Before turning off the phone, you must return to standby.

## Starting your phone for the first time

The first time you start your phone, a setup guide helps you enter essential phone settings and import contacts. You can also access the setup guide later from the phone settings.

### To set the phone language on startup

- When you start your phone for the first time, a list of languages appears. Scroll through the list and select a language.

### To set the time and date at startup

- 1 When the setup guide prompts you to set the time and date at startup, select **Yes**.
- 2 Enter the hour and minute fields to adjust the time.
- 3 When you're done, select **Save**.
- 4 Enter the year, month, and day fields to adjust the date.
- 5 When you're done, select **Save**.

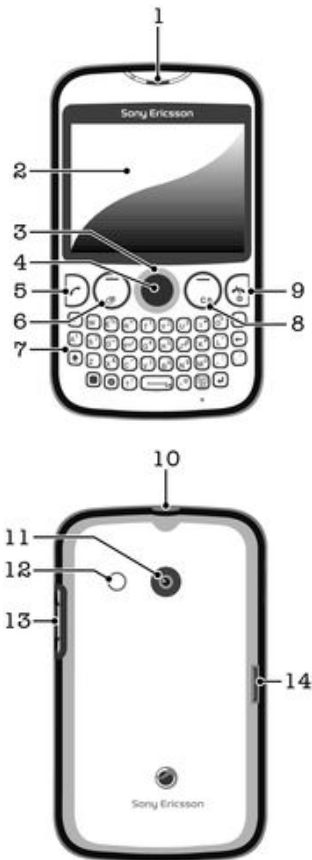
### To import contacts from a SIM card

- When you start your phone for the first time with a SIM card inserted, the setup guide prompts you to import your SIM contacts. Select **Yes**.


# Getting to know your phone

## Phone overview

- 1 Ear speaker
- 2 Screen
- 3 Navigation key
- 4 Selection key
- 5 Call key
- 6 Shortcut key
- 7 Keypad
- 8 Clear key
- 9 End key, On/off key
  
- 10 Handset connector
- 11 Camera lens
- 12 Speaker
- 13 Volume key
- 14 Connector for charger and USB cable



## Charging the battery

Your phone battery is partly charged when you buy the phone. It may take a few minutes before the battery icon  appears on the screen when you connect the phone charger cable to a power source, such as a USB port or a phone charger. You can still use your phone while it is charging.

- ! The battery will start to discharge a little after it is fully charged and then it charges again after a certain time when the phone charger is connected. This is to extend battery life and may result in the charge status showing a level below 100 percent.















**To charge the phone using the power adapter**

- Connect the phone to a power outlet using the USB cable and the power adapter.

## Screen icons

The following icons may appear on the screen:

Icon	Description
	Missed call
	Handsfree connected
	Ongoing call
	Text message received
	Multimedia message received
	Phone set to silent
	Radio playing
	Alarm activated
	Bluetooth™ function activated
	Key lock

## Menu overview

### Media

### Facebook

### Contacts

### Opera Mini

### Messaging

Write new  
Inbox/Conversations  
Messages  
Email  
Call voicemail

### Applications\*\*

Orkut  
Twitter  
Yahoo! mail  
Gmail  
YouTube  
Opera Mini

Facebook  
Picasa™  
Google Talk™  
TrackID™

### Entertainment

Online services\*  
PlayNow™  
Internet  
Radio  
Games  
TrackID™  
Record sound

### Multiple IM

### Organizer

File manager\*\*  
Calendar  
Alarms  
Tasks  
Notes

Timer  
Stopwatch  
Calculator  
GreenHeart™

### Camera

### Friends

### Settings\*\*

General  
Sounds & alerts  
Display  
Calls  
Connectivity

\* Some menus are operator-, network-, and subscription-dependent.

\*\* You can use the navigation key to scroll between tabs in submenus.

## Navigation

The main menus are shown as icons. Some submenus include tabs.

### To access the main menu

- When **Menu** appears on the screen, press the center selection key.
- When **Menu** does not appear on the screen, press the End key, then press the center selection key.

### To navigate the phone menus

- 1 Press the center selection key to select **Menu**.
- 2 Press the navigation key upwards, downwards, left or right to move through the menus.



### To select an item

- Scroll to the item and press the center selection key

### To scroll between tabs

- Press the navigation key left or right.

### To go back one step in a menu

- Select **Back**.

### To end a function

- Press .

### To return to standby

- Press .

### To delete an item


- Scroll to the item and press .

# Friends application


The Friends application collects communications with your top five friends into one view. All communications – Facebook™ or Twitter™ updates, text, and multimedia messages, missed calls – appear in standby.

- ! This application may not be available in all countries or regions.


## To add a friend to the Friends application

- 1 From standby, select **Friends**.
- 2 Select **Add**.
- 3 All contacts in your phone are displayed. Select a contact to add it as one of your five closest friends. You can add one friend at a time.
- 4 To add another friend, press the navigation key left or right to scroll to another  icon.
- 5 Select **Add** and press the navigation key up or down to select a contact.


## To call a friend from the Friends application

- 1 From standby, select **Friends**.
- 2 Press the navigation key left or right to select a friend.
- 3 Scroll to  and select **Call**.


## To view a received message in the Friends application

- 1 When a messaging notification appears, select **Friends**.
- 2 Press the navigation key left or right to select the friend who sent the message.
- 3 Scroll to , then select **Open > View**.

## To reply to a message using the Friends application

- 1 From standby, select **Friends**.
- 2 Press the navigation key left or right to select a friend.
- 3 Scroll to .
- 4 Select **Open > View** and scroll to the message you want to reply to.
- 5 Select **Reply** to reply to the message.

## To access Facebook via the Friends application

- 1 From standby, select **Friends**.
- 2 Press the navigation key left or right to select a friend.
- 3 Scroll to  and select **Open**.

- 💡 You can also manage Twitter™ events in a similar way.

## To adjust the Friends update frequency

- 1 From standby, select **Friends**.
- 2 Select **Options > My settings > Update frequency**.
- 3 Select an option.

## To remove a friend from the Friends application

- 1 From standby, select **Friends**.
- 2 Press the navigation key left or right to select a friend.
- 3 Select **Options > Contact settings > Delete friend**.

# Instant messaging

Use the IM (Instant Messaging) application to chat with other people and participate in IM groups to discuss topics that interest you. IM service providers can vary in the features they offer users.

Before you can use Instant messaging, you need to have the proper settings on your phone. In some cases, the settings may be already configured on your phone. Or you may receive the settings in the form of a configuration message from an IM service provider.

## To set up Google Talk™

- 1 From standby, select **Menu > Applications**.
- 2 Follow the registration wizard to create a Google™ account, or sign in if you already have an account. Your phone is now ready to use with Gmail™ and Google Talk™.



## To start Google Talk™

- From standby, select **Menu > Applications**.

# Entering text

You can enter letters, numbers, and special characters using the QWERTY keyboard. The input mode is Multitap.



## To enter an upper-case letter

- Press and hold down , then type the desired letter. The keyboard reverts to lower-case input after you release the  key.


## To turn on the caps lock

- Before you enter text, press  until  appears on the screen.


## To enter a character using the mode toggle key

- Press  to activate the mode toggle key, then press a key featuring associated characters of the same color. For example, press  once and then press the "1" key to enter "1".

## To lock and unlock the mode toggle key

- 1 Press  twice to lock the mode toggle key, then enter text by pressing associated keys featuring characters of the same color.
- 2 To unlock the mode toggle key, press it again.


## To insert symbols

- 1 When you enter text, press . A keypad with symbols appears.
- 2 Select the symbol or symbols you want to insert.

## To change the writing language

- 1 When you enter text, press .
- 2 Select an option.

## To enter text

- 1 To enter a word, you can either input each letter individually, or select from a list of predicted words when  appears by pressing the navigation key downward.
- 2 If the word you want is not in the list, select **Options > Spell word**, then type the word and press **Save**.

# Messaging

## Text messages

You must have a valid service center number in your phone. This is supplied by your service provider and saved on the SIM card. You may have to enter the number yourself.

### To write and send a text message

- 1 Select **Menu > Messaging > Write new > Message**.
- 2 Write the message and select **Continue**. Select **Enter email address, Contacts look-up, or Enter phone number**.
- 3 Select a recipient and then select **Send**.

### To view a received text message

- **Text message received** appears. Select **Yes**.

### To view messages from the Inbox

- 1 Select **Menu > Messaging > Inbox**.
- 2 Scroll to a message and select **View**.

## Multimedia messages

Multimedia messages can contain text, pictures, sound, and other attachments. They are sent using MMS (Multimedia Messaging Service) to a mobile phone. You need the correct Internet settings in your phone to use multimedia messaging. See *Internet* on page 28.

### To write and send a multimedia message

- 1 Select **Menu > Messaging > Write new > Message**.
- 2 Enter text, if desired. To add items to the message, press the navigation key downward, then scroll left or right, and select an item.
- 3 To preview the multimedia message before sending it, select **Options > Preview**.
- 4 When the message is ready, select **Continue**.
- 5 Add a recipient by selecting a send option.
- 6 When you're done, select **Send**.

## Conversations

You can choose whether to view your messages in **Conversations** or the **Inbox**. A messaging conversation shows all messaging communication between you and one of your contacts.

### To send a message from Conversations

- 1 Select **Menu > Messaging**.
- 2 Select **Conversations**, or select **Inbox** and then select the **Conversations** tab.
- 3 Select a conversation.
- 4 Write a message and select **Send**.

### To view messages in Conversations

- Select **Menu > Messaging > Inbox > the Conversations** tab and select a conversation.
- Select **Menu > Messaging > Conversations** and select a conversation.

## Email

Use your phone to send and receive emails through your regular email account. Before you get started, you need the correct Internet settings in your phone. See *Internet* on page 28.



For more information on entering text, see *Entering text* on page 15.



#### To set up an email account in your phone

- 1 From standby, select **Menu > Messaging > Email**.
- 2 Select an email account. If the account you want to use is not in the list, select **Other**.
- 3 Enter the relevant information under the **Display name** and **Username** fields, then select **Continue**.
- 4 Enter a password, then select **Continue**.
- 5 Select **POP3** or **IMAP4**, then select **Continue**.
- 6 Enter the details for the incoming server and the outgoing server, then select **Continue**.


#### To create and send an email message

- 1 From standby, select **Menu > Messaging > Email**.
- 2 Select **Write new**.
- 3 To add a recipient, scroll to the **To:** field and select **Enter email address**.
- 4 Enter the email address and select **OK**.
- 5 To enter a subject, scroll to the **Subject:** field, then enter the subject, and select **OK**.
- 6 To enter your message text, scroll to the **Text:** field, enter the text, and select **OK**.
- 7 Select **Continue > Send**.

# Calling

You must turn on the phone and be within range of a network.

## To make a call

- 1 Enter a phone number (with international country code and area code, if applicable).
- 2 Press .

! You can call numbers from the Contacts application and from the call list.

## To end a call

- Press .

## To answer a call

- Press .

## To reject a call

- Press .

## To change the ear speaker volume during a call

- Press the volume key up or down.

## To turn off the ringtone without answering a call



- Press the volume key up or down.

## To turn on the loudspeaker during a call

- Select **Spkr on**.

! Do not hold the phone to your ear when using the loudspeaker. This could damage your hearing.



## To make an international call

- 1 From standby, press  to make a "+" symbol appear.
- 2 Enter the country code, area code (without the first zero) and phone number.
- 3 Press .


## Call list

You can view information about recent calls.

### To call a number from the call list

- 1 Press .
- 2 Scroll to a name or a number and press .


### To clear the call list

- 1 Press .
- 2 In the **All** tab, select **Options** > **Delete all**.
- 3 To confirm, select **Yes**.

## Emergency calls

Your phone supports international emergency numbers, for example, 112 or 911. You can normally use these numbers to make emergency calls in any country, with or without the SIM card inserted, if you are within range of a network.

#### To make an emergency call

- Enter 112 (the international emergency number) and press .
- ! In some countries, other local emergency numbers may also be promoted. Your network operator may have saved these numbers on the SIM card.

# Contacts

You can save names, phone numbers and personal information in **Contacts**. Information can be saved in the phone memory or on the SIM card.

## To add a phone contact

- 1 Select **Menu > Contacts**.
- 2 Scroll to **New contact** and select **Add**.
- 3 Enter the contact's name and select **OK**.
- 4 Scroll to **New number:** and select **Add**.
- 5 Enter the number and select **OK**.
- 6 Select a number option.
- 7 Scroll between the tabs and add other information, if desired, in the relevant fields.
- 8 Select **Save**.

## To edit a phone contact

- 1 Select **Contacts**.
- 2 Scroll to a contact and select **Options > Edit contact**.
- 3 Scroll between the tabs, edit information and select **Save**.

## Calling contacts

### To make a call using the Smart search feature

- 1 Using the keypad, enter a series of digits or letters. All entries that match the sequence of digits or corresponding letters are shown in a list.
- 2 Scroll to a contact or a phone number in the list and press the Call key.

### To turn the Smart search feature on or off

- 1 Select **Menu > Settings > the Calls tab > Smart search**.
- 2 Select an option.

# Music


Get the most out of your music player. Listen to and organize music, audio books and podcasts you have transferred to your memory card from a computer, or purchased and downloaded from online stores.

- 💡 Install the Media Go™ application on your computer and transfer content to and from the memory card in your phone. Media Go™ can be downloaded from [www.sonyericsson.com/support](http://www.sonyericsson.com/support). For more information, see *Connecting your phone to a computer* on page 25.

## To play a track

- 1 Select **Menu > Media > Music**.
- 2 Browse by artist, album, track or my playlists. Scroll to an option and press **Select** to open it.
- 3 Scroll to a track and select **Play**.



## To pause a track

- When a track is playing, press .

## To change tracks

- When a track is playing, select  or .

## To fast forward and rewind music

- When a track is playing, press and hold  or .

## To adjust the audio volume

- When the music player is playing a track, press the volume key.

# TrackID™

TrackID™ is a music recognition service. You can search the title, artist and album name for a track you hear playing through a loudspeaker or on the radio.

- ! You need the correct Java™ software and Internet settings in your phone to use this function. See *Internet* on page 28. For cost information contact your service provider.

## To search for track information

- When you hear a track through a loudspeaker, select **Menu > Entertainment > TrackID™ > Select**.
- When you hear a track through the radio on your phone, from the radio view select **Options > TrackID™**.

# PlayNow™

When you open **PlayNow™**, you enter PlayNow™, where you can download music, games, ringtones, themes, and wallpapers. You can preview or listen to content before you purchase and download it to your phone.

! This service is not available in all countries.

For extended functionality, you can also access the PlayNow™ web shop on a computer from [www.sonyericsson.com/playnow](http://www.sonyericsson.com/playnow). For more information, go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support) to read the *PlayNow™* Feature guide.

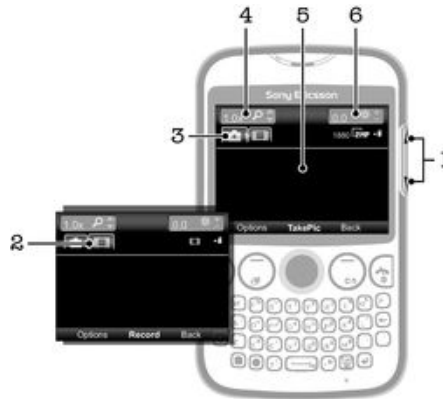
To access the PlayNow™ service:

- From standby, select **Menu > Entertainment > PlayNow™**.
- Go to [www.sonyericsson.com/playnow](http://www.sonyericsson.com/playnow).

# Camera

Take photos, record videos, view albums and share your favorite clips and pictures with friends – all with your camera application.

## Camera controls



- 1 Adjust the brightness level
- 2 Activate the video function
- 3 Activate the still camera function
- 4 Zoom in and out (zoom is not available when a large picture size is selected)
- 5 Camera viewfinder
- 6 Exposure value



# Connecting your phone to a computer

Connect your phone to a computer and start transferring pictures, music and other file types.

- ! You might not be able to transfer some copyright-protected material between your phone and computer.

## Transferring and handling content using a USB cable

The most common way to transfer files between your phone and a computer is using a USB cable. Once the phone and computer are connected, you can drag and drop content from one to the other using your computer's file explorer.

- ! Make sure you place files in the corresponding folder types. For example, put your music files in the *Music* folder. Java application files are an exception. You should place them in the *Other* folder.

### To drag and drop content between your phone and a computer

- 1 Connect the USB cable to the phone and the computer.
- 2 **Phone:** Select **Yes** to confirm the mass storage connection.
- 3 **Computer:** Wait until the phone memory and memory card appear as external disks in the file explorer application.
- 4 **Computer:** On the computer desktop, double-click the *My Computer* icon.
- 5 **Computer:** To view the phone memory and memory card folders, double-click the icon representing your phone.
- 6 **Computer:** Copy and paste your file (or drag and drop it) into a corresponding folder on the computer, in your phone memory, or on the memory card.

- ! You cannot use your phone while transferring files.

### To disconnect the USB cable safely

- ! Do not disconnect the USB cable while you are transferring content as this may corrupt the content.
- 1 **Computer:** Use the Safely Remove Hardware function to select the device you want to unplug, then click *Stop*.
  - 2 Disconnect the USB cable.
- ! Computer instructions may vary depending on your operating system. See the documentation of your computer's operating system for more information.

# Wi-Fi®

Using Wi-Fi® technology you can access the Internet wirelessly with your phone. To access the Internet using a Wi-Fi® connection, you first need to search for and connect to an available Wi-Fi® network. The signal strength of the Wi-Fi® network may differ depending on your phone's location. Moving closer to the Wi-Fi® access point may increase the signal strength.

## To turn on Wi-Fi®

- Select **Menu > Settings > Connectivity > Wi-Fi > Turn on.**
- ! It may take a few seconds before Wi-Fi® is enabled.

## To connect to a Wi-Fi® network

- 1 Make sure Wi-Fi® is turned on.
  - 2 Select **Menu > Settings > Connectivity > Wi-Fi.** Available Wi-Fi® networks are displayed on the screen.
  - 3 Tap a Wi-Fi® network to connect to it. If you are trying to connect to a secured Wi-Fi® network, you are asked to enter a password.
- ! Your phone remembers Wi-Fi® networks you connect to. The next time you come within reach of a previously connected Wi-Fi® network, your phone automatically connects to it.
  - 💡 In some locations, open Wi-Fi® networks require you to log in to a web page before you can get access to the network. Contact the relevant Wi-Fi® network administrator for more information.

# Bluetooth™ wireless technology

Bluetooth™ wireless technology facilitates wireless connections to other Bluetooth™ devices, for example, a Bluetooth™ headset. You can connect to several devices at the same time or exchange items.

- ! A range within 10 meters (33 feet), with no solid objects in between, is recommended for Bluetooth™ communication.

## To turn on the Bluetooth™ function

- Select **Menu > Settings > Connectivity > Bluetooth > Turn on.**
- ! Some countries do not allow you to use Bluetooth™ wireless technology.

## To show or hide your phone

- Select **Menu > Settings > Connectivity > Bluetooth > Visibility > Show phone** or **Hide phone.**
- ! If you select **Hide phone**, other devices will not be able to identify your phone using Bluetooth™ wireless technology.

## To pair the phone with a device

- 1 To search for available devices, select **Menu > Settings > Connectivity > Bluetooth > My devices > New device.**
  - 2 Select a device from the list.
  - 3 Enter a passcode, if required.
- ! Make sure that the device you want to pair your phone with has the Bluetooth™ function activated and Bluetooth™ visibility set to **Show phone.**

## To pair the phone with a Bluetooth™ handsfree

- 1 Select **Menu > Settings.**
- 2 Press the navigation key right to scroll to the **Connectivity** tab and select **Bluetooth > Handsfree > My handsfree > New handsfree.**

## To receive an item

- 1 Turn on the Bluetooth™ function and set the **Visibility** to **Show phone.**
- 2 When you receive an item, follow the instructions that appear.

## To send an item using the Bluetooth™ function

- 1 Select, for example, **Menu > Organizer > File manager > Camera album.**
- 2 Scroll to an item and select **Options > Send > Via Bluetooth.**

# Internet

You need the correct Internet settings in your phone. If the settings are not in your phone, you can go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support) or ask your service provider for more information.

- ! Make sure you have a phone subscription that supports data transmission.


## To select an Internet profile

- 1 Select **Menu** > **Settings** > **Connectivity** > **Internet settings** > **Internet profiles** > **Connect using**.
- 2 Select an account.

## To use the browser

- 1 Select **Menu** > **Entertainment** > **Internet** > **Options** > **Go to**.
- 2 Select an option.

## To exit the browser

- When you are browsing, press .

# More features

## Alarms

You can set a sound or the radio as an alarm signal. The alarm sounds even if the phone is turned off.

### To set an alarm

- 1 Select **Menu > Organizer > Alarms**.
  - 2 Scroll to an alarm and select **Edit**.
  - 3 Switch among the tabs and set the time, the alarm signal and other information, if desired.
  - 4 Select **Save**.
- ! If you select the radio as your alarm signal, remember to keep a handsfree device attached to the phone. The radio uses the handsfree as an antenna.

## Ringtones and wallpapers

Wallpapers are used to change the appearance of the screen.

### To set the ringtone volume

- 1 Select **Menu > Settings > Sounds & alerts > Ring volume**.
- 2 Press the navigation key left or right to change the volume.
- 3 Select **Save**.

### To set a ringtone

- 1 Select **Menu > Settings > Sounds & alerts > Ringtone**.
- 2 Find and select a ringtone.

### To set the vibrating alert

- 1 Select **Menu > Settings > Sounds & alerts > Vibrating alert**.
- 2 Select an option.

### To use a photo as wallpaper

- 1 Select **Menu > Organizer > File manager > Camera album**.
- 2 Scroll to the photo and select **Options > Use as > Wallpaper**.

## Keypad lock

You can use the keypad lock to avoid accidental dialling. Incoming calls can be answered without unlocking the keypad.

- 💡 Calls to the international emergency number 112 can still be made.

### To activate the automatic keylock

- 1 Select **Menu > Settings > General > Security > Automatic keylock**.
- 2 Select an option.

## SIM card lock

This lock only protects your subscription. Your phone will work with a new SIM card. If the SIM card lock is on, you have to enter a PIN when the phone starts up. If you enter your PIN incorrectly three times in a row, the SIM card is blocked and you need to enter your PUK (Personal Unblocking Key). Your PIN and PUK are supplied by your service provider.

#### To activate the SIM card lock

- 1 Select **Menu > Settings > General > Security > SIM protection > Protection > On.**
- 2 Enter your PIN and select **OK.**

#### To edit the SIM card PIN

- 1 Select **Menu > Settings > General > Security > SIM protection > Change PIN.**
- 2 Enter your PIN and select **OK.**
- 3 Enter a new PIN and select **OK.**
- 4 To confirm, re-enter the new PIN and select **OK.**

## Phone lock

The phone lock protects the phone against unauthorized use if it is stolen and the SIM card is exchanged. You can change the phone lock code (which is 0000 by default) to any four-to-eight-digit personal code. If the phone lock is set to **Automatic**, you do not need to enter your phone lock code until a different SIM card is inserted in the phone.

If the phone lock is on and the keylock is also active, you will be asked to input the phone lock code before you can use the phone. If the phone lock is off, you only need to unlock the keylock to use the phone.

#### To set the phone lock

- 1 Select **Menu > Settings > General > Security > Phone protection > Protection.**
- 2 Select an option.
- 3 Enter the phone lock code and select **OK.**

#### To change the phone lock code

- 1 Select **Menu > Settings > General > Security > Phone protection > Change code.**
- 2 Enter the old code and select **OK.**
- 3 Enter the new code and select **OK.**
- 4 Enter the new code again and select **OK.**

#### To turn off the phone lock

- 1 Select **Menu > Settings > General > Security > Phone protection > Protection > Off.**
- 2 Enter your phone lock code and select **OK.**

# Troubleshooting

Some problems require you to call your network operator, but you can correct most problems yourself. Remove the SIM card before handing your phone in for repair. For more support, go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

- 💡 Restart your phone every day to free memory. Do a Master reset if you are having problems with memory capacity or if the phone is working slowly.

## My phone is not working as expected

If you experience problems with your phone, check these tips before you try anything else:

- Restart your phone.
  - Remove and re-insert the SIM card. Then restart your phone.
  - Force a restart of the phone if the phone hangs and can't be restarted normally.
  - Update your phone software. Updating your phone ensures optimal performance and provides the latest enhancements.
  - Reset your phone.
- ⚠ Be patient while resetting your phone. Restarting the phone during a reset procedure may damage the phone permanently.

## Master reset

If you experience problems with your phone, such as screen flickering, screen freezing or navigation problems, you should reset the phone.

To reset the phone

- Select **Menu > Settings > General > Master reset** and select an option.
- ! **Reset settings** resets all changes that you have made in your phone to default. **Reset all** deletes all user data such as contacts, messages, pictures and sounds in your phone.

## No battery charging icon appears when phone starts charging

It may take a few minutes before the battery icon appears on the screen.

## No network coverage

- Your phone is in Flight mode. Make sure Flight mode is turned off.
- Your phone is not receiving any network signal, or the received signal is too weak. Contact your network operator and make sure that the network has coverage where you are.
- The SIM card is not working properly. Insert your SIM card in another phone. If this works, it is probably your phone that is causing the problem. In this case, contact the nearest Sony Ericsson service center.

## Emergency calls only

You are within range of a network, but you are not allowed to use it. However, in an emergency, some network operators allow you to call the international emergency number 112. See *Emergency calls* on page 18 for more information.

## SIM locked

You have entered your PIN incorrectly three times in a row. To unlock the phone, you need the PUK (Personal Unblocking Key) provided by your operator.

## **PUK blocked. Contact service provider.**

You have entered your PUK code incorrectly 10 times in a row. Please contact your service provider.

## **IMEI number**

Every device has a unique IMEI (International Mobile Equipment Identity) number. You should keep a copy of this number. If your device is stolen, your network provider can use your IMEI number to stop the device from accessing the network in your country.

To view your IMEI number

- Press \*#06#.



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## Sony Ericsson txt CK13i

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