

I Cannot Power On My Device

If your Xperia™ device doesn't respond when you try to turn it on, try these actions one after the other. Verify after each action whether the problem was solved before trying the next one.


- Allow your device enough time to start. Press and hold down the power key until the device vibrates and then release it. It may take up to 10 seconds before the device vibrates.
- Make sure your Xperia™ device is charged. If the battery is drained, it may take up to 30 minutes for your device to respond to the charging. During this time, the screen remains dark, without showing the charging icon. Also note that it can take up to 4 hours for a drained battery to charge fully.
- If you have trouble charging your Xperia™ device, start by making sure that you are using an original Sony charger and a USB Type-C cable specifically intended for charging your device. Try to charge the device with a different USB cable connected to the USB port of a computer. If the device starts to charge, this may be a sign that the charger is not working properly.
- If there is a memory card in your device, remove it and restart the device. If removing the memory card resolves the issue, your SD card may be damaged. In this case, you need to get a replacement SD card for your Xperia™ 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 during a forced restart.

If a forced restart procedure doesn't succeed, you should try the 2-minute restart procedure.

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To force a 2-minute restart




1. Press and hold down both the volume up key and the power key  for 120 seconds, ignoring any vibrations.
 2. Release the keys. The device turns off automatically.
 3. Charge the device until a charging icon appears on the screen.
 4. Turn on your Xperia™ device.
- Use the Xperia™ Companion computer application to perform a software repair to reset your device. Note that all data is deleted from the internal storage of your device when you perform a software repair. Content that you have saved on an external SD card, such as photos, videos, and music, is not deleted.

• **To Back up Your Data Using a Computer**

1. Make sure that Xperia™ Companion for [Windows](#) or [Mac OS](#) is installed on your PC or Mac®.
2. Connect your device to the computer using a USB Type-C™ cable.
3. Computer: Open the Xperia™ Companion software if it is not automatically launched. 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 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 for [Windows](#) or [Mac OS](#) is installed on your PC or Mac®.
2. Open the Xperia™ Companion software on the computer and select **Software repair** on the screen.
3. Follow the on-screen instructions to reinstall the software and complete the repair.

My Wi-Fi Connection Keeps Dropping

- Restart your device and turn off **Wi-Fi**, and then turn on **Wi-Fi** again.
- Restart the router. Check that your router is **Wi-Fi**-certified. Your device is **Wi-Fi**-certified, so if the router isn't, the devices may not communicate properly.

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To Check Whether Your Router Is Wi-Fi-Certified

- Look for the **Wi-Fi CERTIFIED™** logo or phrase on the product packaging or in the product literature, or search the **Wi-Fi CERTIFIED™** products database on the **Wi-Fi Alliance®** website at www.wi-fi.org.
- Verify that you are in range of the **Wi-Fi** router. Check the **Wi-Fi** signal



strength in the status bar. If the signal is low, or there is no signal, move closer to the **Wi-Fi** hotspot—the device that provides the **Wi-Fi** network.


- Make sure that both your device and the router are using the latest software versions.
 - **Device:** Click [here](#) to check for software updates for the device.
 - **Router:** Contact the router manufacturer for instructions on how to update the router software.
- Remove any protective case from your device to see if the **Wi-Fi** signal strength improves.
- Use a static IP address.

Contact your Internet service provider to ask about the IP address settings.

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To Set the IP Address Manually






1. From your Homescreen, tap .
 2. Find and tap **Settings** > **Wi-Fi**.
 3. Touch and hold the name of the network that you are connected to.
 4. Tap **Modify network**.
 5. Scroll down and tap **Advanced options**.
 6. Scroll down and, under **IP settings**, select **Static**.
 7. Scroll down and enter the required settings.
 8. Tap **Save**.
- Check that the **Wi-Fi** sleep policy is set to always have **Wi-Fi** turned on.

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To Add a Wi-Fi Sleep Policy



1. From the **Home screen**, tap .
 2. Find and tap **Settings** > **Wi-Fi**.
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3. Tap , then tap **Keep Wi-Fi on during sleep**.
 4. Select an option.
- Change the **Wi-Fi** network security of your router to a different security encryption.

For instructions on how to change the network security, check the user guide of the router or contact your router manufacturer.

- Make sure that potentially interfering devices or appliances are not placed close to the **Wi-Fi** router.
Cordless phones, microwave ovens, baby monitors, wireless speakers, monitors, and video transmitters that operate in the 2.4 GHz or 5 GHz bandwidth may interfere with a **Wi-Fi** network. If the problem persists, try changing the router frequency band settings to 5 GHz or 2.4 GHz.

For instructions on how to change router channel settings, check the user guide of the router or contact your router manufacturer.

- Perform a factory data reset. This is sometimes the best solution if your device stops functioning properly, but note that it will delete all personal content saved on the internal memory of your device. Be sure to back up data you want to keep.

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To Perform a Factory Data Reset

Before you start, be 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 Homescreen, tap .
2. Find and tap **Settings > Backup & reset > Factory data reset**.
3. Scroll down, and then 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.

My Battery Runs Out Quickly

- Disable all data connections over mobile networks to save power when you're not using the Internet. Doing this does not prevent your device from transmitting data over other wireless networks.

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To Turn Data Traffic On or Off

1. From your Homescreen, tap .
2. Find and tap **Settings** > **Data usage**.
3. Drag the slider beside **Mobile data traffic** to turn data traffic on or off.



When data traffic is turned off, your device can still establish **Wi-Fi**, NFC, and Bluetooth® connections.

- Turn off GPS, Bluetooth®, and **Wi-Fi** connections when you don't need these features.
- Increase the synchronization interval for your email, calendar, and contacts.

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To Change the Inbox Check Frequency

1. From your **Home screen**, tap .

2. Find and tap **Email**.

3. Tap , then tap **Settings**.

4. Select the desired account.

5. Tap **Check frequency** > **Check frequency** and select an option.

- Keep track of your battery consumption and see which applications are using the most power.

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To Keep Track of Your Battery Consumption

1. From your Homescreen, tap .

2. Find and tap **Settings** > **Battery** to view the estimated remaining battery percentage and battery time.

3. Tap **SHOW BATTERY USAGE** to view a list of applications and features that have consumed battery power since the last charging cycle.

4. If needed, uninstall or restrict the usage of battery-draining applications or features.

To View How Much Battery Power Applications Use

5. From your **Home screen**, tap .

6. Find and tap **Settings** > **Apps**.


7. Select an application and review its battery consumption under **Battery usage**.

- Close and exit applications you are not using.
- Lower the screen brightness level.

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To Adjust the Screen Brightness Manually Regardless of Lighting Conditions




1. From your Homescreen, tap .
2. Find and tap **Settings** > **Display** and tap the **Adaptive brightness** slider to disable this function, if it is not already disabled.
3. Tap **Brightness level**.
4. Drag the slider to adjust the brightness.
 - Turn off your device or activate Airplane mode if you are in an area with no network coverage. Otherwise, your device repeatedly scans for available networks, and this consumes power.

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To Enable or Disable Airplane Mode



1. From your **Home screen**, tap .
2. Find and tap **Settings** > **More**.
3. Tap the **Airplane mode** slider.
 - Use an original headset from Sony to listen to music. A headset consumes less battery power than the device's loudspeakers.
 - Disable any live wallpaper.
 - Update your device to ensure you have optimal performance and the latest enhancements. [Read more about how to update and find the latest software version.](#)
 - Perform a factory data reset. This is sometimes the best solution if your device stops functioning properly, but note that it will delete all personal content saved on the internal memory of your device. Be sure to back up data you want to keep.

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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.

There is No Network Coverage or Mobile Data Connection

- If there is no network coverage, try the following:
 - Turn off your device and then turn it back on. By doing this, you turn off all running applications and free up memory, which sometimes automatically resolves the issue.
 - Make sure you have set your device to use the network type that your SIM card supports. Contact your network operator if you don't know which network types are supported.

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To Select a Network Mode

1. From your **Home screen**, tap  .
2. Find and tap **Settings > More > Mobile networks**.
3. Tap **Preferred network type**, then select a network mode.
 - Make sure Airplane mode is turned off.

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To Turn Off Airplane Mode

1. From your Homescreen, tap  .
2. Find and tap **Settings > More**.
3. Drag the slider beside **Airplane mode** to the left.
 - Check the signal strength icon  in the status bar to make sure that your device is connected to a network. If the signal is low or there is no signal, move to an open location, or get close to a window.

- Make sure your SIM card is working properly. Insert your SIM card in another device. If this works, it is probably your device that is causing the problem. In this case, contact the nearest Sony Mobile service center.
- Search for a network from the device to check if any networks are available.

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To search for available cellular networks



1. From your Homescreen, tap .
2. Find and tap **Settings > More > Mobile networks > Network operators**.
3. Select a network in the list that appears.
 - If your device is not receiving any network signal, or the signal is too weak, contact your network operator and make sure the network has coverage where you are.
- If there is no mobile data connection, try the following:
 - Turn off your device and then turn it back on. By doing this, you turn off all running applications and free up memory, which sometimes automatically resolves the issue.
 - Deactivate **STAMINA mode** and restart your device. To save battery power, **STAMINA mode** disables mobile data when the screen is turned off.

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To Deactivate STAMINA Mode




1. From your Homescreen, tap .
2. Find and tap **Settings > Battery**.
3. Tap **STAMINA mode**.
4. Drag the slider next to **STAMINA mode** to the left.
 - Make sure you have subscribed to use the Internet over a mobile network. Contact your network operator for detailed information.

- Move to another area and try again. In areas with poor reception where there may be issues with your network provider's base station, you may lose your mobile data connection and therefore need to move to a different area.
- When you use your device while moving, you may lose your mobile data connection due to issues with your network provider's network.
- Sometimes your device only connects to a slower GSM (2G) network, not networks such as WCDMA (3G) or LTE (4G) with higher speeds. This is because your device automatically switches between mobile networks depending on which mobile networks are available in different areas. You can manually set your device to use a particular mobile network mode. When changing network mode, it can sometimes take several minutes until your device reconnects to a network.

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To Select a Network Mode



1. From your **Home screen**, tap .
 2. Find and tap **Settings > More > Mobile networks**.
 3. Tap **Preferred network type**, then select a network mode.
- If none of the mentioned solutions resolved the issue, try these actions one after the other. Verify after the first action whether the problem was resolved before trying the next one.
 - Update your device to ensure you have optimal performance and the latest enhancements. [Read more about how to update and find the latest software version.](#)
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running the repair feature, you reinstall software for your device and you may lose some personal data in the process.

Why does my LTE device not find an LTE network?


Sony Xperia ID: FA375
Version: 22.0
Status: Published
Published date: 10/05/2012
Updated: 11/23/2016

Recommended by Agent

Martin Köster & Aimee Carr

Information / Solution

LTE is not supported by all operators and support for LTE can therefore vary by market and region. Alternatively, you might be in a location with poor LTE reception. Try these methods one after the other and, if possible, solve the problem:

- Contact your operator and check that your operator supports LTE, your contract includes LTE and that LTE is available at your location.
- If it's not activated, activate LTE in the device.
- Check the signal strength icon  in the status bar to make sure that your device is connected to a network. If the signal is low or there is no signal, move to an open location, or get close to a window.
- Turn off your device and then turn it back on. Then search for a network from the device to check if an LTE network is available.

Activating LTE in the device

Android 5.0 or higher

To activate LTE in the device

1. From your Home screen, tap the Application screen icon.
2. Find and tap **Settings > More > Mobile networks > Preferred network type**.
3. Select **LTE (preferred)/WCDMA/GSM**.

Android 4.4 or earlier

To activate LTE in the device

1. From your Home screen, tap the Application screen icon.
2. Find and tap **Settings > More... > Mobile networks > Network Mode**.
3. Select **LTE (preferred)/WCDMA/GSM**.

Searching for networks

To search for available mobile networks

1. From your Home screen, tap the Application screen icon.
2. Find and tap **Settings > More > Mobile networks > Network operators** or **Service providers**.
3. Select an available LTE network in the list that appears.

Also check with your service provider to ensure your phone is provisioned properly in their network.