

Troubleshooting

Have you tried this?


[Xperia™ XZ1 Dual SIM support overview](#)


There are a few things you should try first when you experience problems with your device:

Restart


- By restarting your device you turn off all running applications and free up memory. This sometimes automatically solves problems with your device . If the device won't restart normally, you can force your device to restart. No settings or personal data are deleted during a forced restart.

To restart your device

 Your device may fail to restart if the battery level is low. Connect your device to a charger and try restarting again.

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

To force the device to restart or shut down

3. Press and hold down the power key  and the volume up key at the same time for 6 seconds.
4. Your device vibrates once. Depending on whether you wish to force the device to restart or shut down, proceed as follows.
 - If you wish to force restart the device: Release the keys at this point. The device restarts.
 - If you wish to force shut down the device: Continue pressing the keys. After a few seconds, the device vibrates three times and turns off.


Update

- Update your device to ensure that you have optimal performance and the latest enhancements. [Read about how to update and find latest software version.](#)


Reset

- Perform a factory data reset. This is sometimes the best solution if your device stops functioning properly. Make sure that you know your Google™ account username and password before you start.

To perform a factory data reset


 To avoid permanent damage to your device, do not interrupt a factory data reset procedure.

1. Back up any important data that is saved on the internal memory of your device to a memory card or other non-internal memory. If you have any encrypted files stored on an SD card, you should also remove the encryption to ensure you can still access them after the reset.
2. Find and tap Settings > System > reset.
3. Tap Factory data reset > 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 can't access the Settings menu on your device, perform a software repair with the Xperia™ Companion computer application. You can perform a software repair even if your device seems totally unresponsive.

To repair the device software using Xperia™ Companion

 If possible, you should always back up all personal data before performing a software repair. All data in the internal memory is overwritten during a software repair. Content on an external SD card is kept.

1. Make sure you know your Google™ account username and password. Depending on your security settings, you may need to enter them in order to restart the device after a software repair

2. Make sure that [Xperia™ Companion](#) is installed on your PC or Mac®.
3. Open the Xperia™ Companion software on the computer, but do not connect your Xperia™ device until you're told to in the five-step instruction in the Xperia™ Companion window.
4. Select Software repair on the computer screen.
5. Follow the on-screen instructions to reinstall the software and complete the repair.

I cannot power on my device


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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 that 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, not 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 solves 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.


To force the device to restart or shut down




1. Press and hold down the power key  and the volume up key at the same time for 6 seconds.
2. Your device vibrates once. Depending on whether you wish to force the device to restart or shut down, proceed as follows.

- If you wish to force restart the device: Release the keys at this point. The device restarts.
- If you wish to force shut down the device: Continue pressing the keys. After a few seconds, the device vibrates three times and turns off.

To turn on the device

3. Press and hold down the power key  until the device vibrates.
 4. Wait a moment for the device to start.
- If a forced restart procedure doesn't succeed, you should try the 2-minute restart procedure.


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](#) 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. Make sure that the USB connection mode on your Xperia™ device is set to Transfer files.
5. Select Backup on the [Xperia™ Companion](#) main screen and follow the on-screen instructions.

To repair the device software using Xperia™ Companion

 If possible, you should always back up all personal data before performing a software repair. All data in the internal memory is overwritten during a software repair. Content on an external SD card is kept.

6. Make sure you know your Google™ account username and password. Depending on your security settings, you may need to enter them in order to restart the device after a software repair
7. Make sure that [Xperia™ Companion](#) is installed on your PC or Mac®.
8. Open the Xperia™ Companion software on the computer, but do not connect your Xperia™ device until you're told to in the five-step instruction in the Xperia™ Companion window.
9. Select Software repair on the computer screen.
10. Follow the on-screen instructions to reinstall the software and complete the repair.

The device doesn't seem to charge

[Xperia™ XZ1 Dual SIM support overview](#)


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 may remain completely dark, not showing the charging icon. Also note that it can take up to 4 hours for a completely drained battery to charge fully.

- Try these steps to find out if the problem relates to the charger:
 - Make sure that you use an original Sony USB Type-C charger specifically intended for charging your device.
 - Use an original Sony charger plugged into a wall socket to charge your Xperia™ device. Your Xperia™ device charges much slowly when you charge it using a computer and the USB cable.
 - Disconnect the USB cable from your Xperia™ device and then plug the cable into the USB port on the device again. Make sure that the charger cable is properly attached to the USB port on your device, with no obstruction such as a protective case. Check that the charger is properly plugged into a wall socket with an active power source.
 - Make sure that the charger port is free from lint, dust and moisture. A blocked port can prevent the USB connector from fitting properly, and therefore prevent charging. Ensure that the USB port is completely dry, and gently remove any lint or dust using, for example, a wooden or plastic toothpick or a toothbrush.
 - Try to charge the Xperia™ device by connecting another USB cable 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. Replace the charger with an original Sony charger specifically intended for your device.
- 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 solves the issue.

- 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.


To force the device to restart or shut down



1. Press and hold down the power key  and the volume up key at the same time for 6 seconds.
2. Your device vibrates once. Depending on whether you wish to force the device to restart or shut down, proceed as follows.
 - If you wish to force restart the device: Release the keys at this point. The device restarts.
 - If you wish to force shut down the device: Continue pressing the keys. After a few seconds, the device vibrates three times and turns off.


To turn on the device



3. Press and hold down the power key  until the device vibrates.
 4. Wait a moment for the device to start.
- If a forced restart procedure doesn't succeed, you should try the 2-minute restart procedure.


To force a 2-minute restart



0. Press and hold down both the volume up key and the power key  for 120 seconds, ignoring any vibrations.
 1. Release the keys. The device turns off automatically.
 2. Charge the device until a charging icon appears on the screen.
 3. Turn on your Xperia™ device.
- If Battery Care is turned on, you may find that the device is not fully charged even after charging for several hours. The Battery Care feature is designed to increase battery lifespan and performance. You can choose to turn off Battery Care.

To enable or disable Battery Care

0. Find and tap Settings > Battery > Battery Care.
1. Tap the slider to enable or disable Battery Care.

 Learned patterns of the regular charging cycle are saved by Battery Care. Even if the function has been disabled, it adopts to the learned patterns after enabling the function again.

- Update your device to ensure that you have optimal performance and the latest enhancements.


[Read about how to update and find latest software version.](#)

- 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

0. Make sure that [Xperia™ Companion](#) is installed on your PC or Mac®.
1. Connect your device to the computer using a USB Type-C™ cable.
2. Computer: Open the Xperia™ Companion software if it is not automatically launched. After a few moments, the computer detects your device.
3. Make sure that the USB connection mode on your Xperia™ device is set to Transfer files.
4. Select Backup on the [Xperia™ Companion](#) main screen and follow the on-screen instructions.

To repair the device software using Xperia™ Companion

 If possible, you should always back up all personal data before performing a software repair. All data in the internal memory is overwritten during a software repair. Content on an external SD card is kept.

5. Make sure you know your Google™ account username and password. Depending on your security settings, you may need to enter them in order to restart the device after a software repair
6. Make sure that [Xperia™ Companion](#) is installed on your PC or Mac®.

7. Open the Xperia™ Companion software on the computer, but do not connect your Xperia™ device until you're told to in the five-step instruction in the Xperia™ Companion window.
8. Select Software repair on the computer screen.
9. Follow the on-screen instructions to reinstall the software and complete the repair.

The device gets hot

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- If you use your device to talk, transmit data, or play games or music for an extended time, the device may get hot. This is normal because in these conditions the device uses power than usual and therefore generates heat.
- Update your device to ensure that you have optimal performance and the latest enhancements. [Read about how to update and find latest software version.](#)
- If you still have questions or concerns, you can [contact us](#).

My battery runs out quickly

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

To turn data traffic on or off

1. Find and tap Settings > Network & Internet > Data usage.
2. Tap the Mobile data traffic slider to turn data traffic on or off.




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

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

To change the inbox check frequency

1. Find and tap Email.



2. Tap , then tap Settings.
 3. Select an account.
 4. Tap Check frequency > Check frequency and select an option.
- Keep track of your battery consumption and see which applications are using the most power.

To review and reduce your battery consumption

1. Find and tap Settings > Battery to view the estimated remaining battery percentage and battery time.
2. Tap Advanced to view a list of applications and features that have consumed battery power since the last charging cycle.
3. Tap an item to get information on how to reduce its battery consumption.

To view battery consumption for applications

4. Find and tap Settings > Apps & notifications > App info.
 5. Select an application and review its battery consumption under Battery.
- Close and exit applications that you are not using.
 - Lower the screen brightness level.

To adjust the screen brightness manually regardless of lighting condition

1. Find and tap Settings > Display and tap the Adaptive brightness slider to disable this function, if it is not already disabled.
 2. Tap Brightness level.
 3. Drag the slider to adjust the brightness.
- If your device is connected to an external screen, turn off the screen on your device.

To turn off your device's screen when an external screen is connected

1. Find and tap Settings > Device connection.
 2. Drag the slider beside Keep your device's screen on to the left.
- 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.


To turn on Airplane mode

1. Find and tap Settings > Network & Internet.
 2. Drag the slider beside Airplane mode to the right.
- 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 that you have optimal performance and the latest enhancements. [Read about how to update and find 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. Make sure to back up data that you want to keep.

To back up your data using a computer

1. Make sure that [Xperia™ Companion](#) 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. Make sure that the USB connection mode on your Xperia™ device is set to Transfer files.
5. Select Backup on the [Xperia™ Companion](#) main screen and follow the on-screen instructions.

To perform a factory data reset

 To avoid permanent damage to your device, do not interrupt a factory data reset procedure.

6. Back up any important data that is saved on the internal memory of your device to a memory card or other non-internal memory. If you have any encrypted files stored on an SD card, you should also remove the encryption to ensure you can still access them after the reset.
7. Find and tap Settings > System > reset.
8. Tap Factory data reset > Reset phone.
9. If required, draw your screen unlock pattern or enter your screen unlock password or PIN to continue.
10. To confirm, tap Erase everything.




Your device does not revert to an earlier software version of Android when you perform a factory data reset.

My device freezes or applications suddenly shut down

[Xperia™ XZ1 Dual SIM support overview](#)

- Downloaded applications can cause your device to behave unexpectedly or affect its performance. Use safe mode to check if any downloaded applications are causing the problem. In safe mode, your device only starts with software and applications that were already installed when you purchased your device. If the device's performance improves in safe mode, it's likely that one or more of your post-purchase downloaded applications are affecting the device negatively. You can exit safe mode and restart the device to uninstall the application or applications that you suspect are causing the problem. If the problem is recent and you're not sure which application is causing the problem, you can start by uninstalling the most recently downloaded application.

To enable Safe mode

1. Turn off your device.
2. Press and hold down the power key .
3. When the Xperia™ logotype appears, release the power key, then press and hold the volume down key until Safe mode appears on the screen.



To exit Safe mode, restart the device.


To uninstall an application from the Application screen



Only downloaded apps can be fully uninstalled.

4. Touch and hold the app icon until the device vibrates.



5. In the menu that opens, tap  > OK.
- Update your device to ensure that you have optimal performance and the latest enhancements. [Read about how to update and find 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. Make sure to back up data that you want to keep.

To back up your data using a computer

The touchscreen isn't working properly


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There are a number of solutions that you can try if your touchscreen is over-sensitive, acts on its own, is unresponsive or has poor sensitivity.

- The touchscreen's performance may be affected by dirt, heat or the use of device covers or screen protectors:
 - If you have applied a screen protector on your device, make sure that it is properly fitted and that there are no air bubbles, dust or moisture under the screen protector.
 - Remove any protective case or cover from your device to verify it's not interfering with the touchscreen.
 - Wipe the screen with a clean and dry cloth to make sure that your touchscreen is clean. Make sure that your hands and fingers are clean and dry before using the touchscreen.
 - If the device gets too hot, the touch functionality may be affected. Let it cool off and then try using the touchscreen again.
- 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 solves the issue.
- 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.


To force the device to restart or shut down



1. Press and hold down the power key  and the volume up key at the same time for 6 seconds.
2. Your device vibrates once. Depending on whether you wish to force the device to restart or shut down, proceed as follows.
 - If you wish to force restart the device: Release the keys at this point. The device restarts.
 - If you wish to force shut down the device: Continue pressing the keys. After a few seconds, the device vibrates three times and turns off.

To turn on the device



3. Press and hold down the power key  until the device vibrates.
 4. Wait a moment for the device to start.
- If you are not wearing gloves, make sure Glove mode is turned off.

To turn off Glove mode

0. Find and tap Settings > Display > Glove mode.
 1. Tap the slider to disable Glove mode.
- If the problem occurs when your device is charging, make sure that you are using an original Sony charger and a USB cable specifically intended for charging your device. Other chargers may have a negative impact on the functionality of the touchscreen.
- If there is a memory card in your device, remove it and restart the device. If removing the memory card solves the issue, your SD card may be damaged. In this case you need to get a replacement SD card for your Xperia™ device.
- Use safe mode to check if any downloaded applications are causing the problem. In safe mode, your device only starts with software and applications that were already installed when you purchased your device. If the device's performance improves in safe mode, it's likely that one or more of your post-purchase downloaded applications are affecting the device negatively. You can exit safe mode and restart the device to uninstall the application or applications that you suspect are causing the problem. If the problem is recent and you're not sure which application is causing the problem, you can start by uninstalling the most recently downloaded application.

To enable Safe mode

0. Turn off your device.



1. Press and hold down the power key .
2. When the Xperia™ logotype appears, release the power key, then press and hold the volume down key until Safe mode appears on the screen.



To exit Safe mode, restart the device.


To uninstall an application from the Application screen



Only downloaded apps can be fully uninstalled.

3. Touch and hold the app icon until the device vibrates.



4. In the menu that opens, tap  > OK.
- Use the Xperia™ Diagnostics application to carry out a quick test to check the touchscreen functionality. Xperia™ Diagnostics can assess potential hardware or software issues on your Xperia™ device.


To run a diagnostic test

0. Find and tap Settings > System > About phone > Diagnostics.
 1. Swipe to the TEST tab and select a test from the list.
 2. Follow the instructions and tap YES or NO to confirm if the feature works.
 3. Tap Done.
- Update your device to ensure that you have optimal performance and the latest enhancements. [Read about how to update and find latest software version.](#)
 - 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

0. Make sure that [Xperia™ Companion](#) is installed on your PC or Mac®.
1. Connect your device to the computer using a USB Type-C™ cable.
2. Computer: Open the Xperia™ Companion software if it is not automatically launched. After a few moments, the computer detects your device.
3. Make sure that the USB connection mode on your Xperia™ device is set to Transfer files.
4. Select Backup on the [Xperia™ Companion](#) main screen and follow the on-screen instructions.

To repair the device software using Xperia™ Companion

 If possible, you should always back up all personal data before performing a software repair. All data in the internal memory is overwritten during a software repair. Content on an external SD card is kept.

5. Make sure you know your Google™ account username and password. Depending on your security settings, you may need to enter them in order to restart the device after a software repair
 6. Make sure that [Xperia™ Companion](#) is installed on your PC or Mac®.
 7. Open the Xperia™ Companion software on the computer, but do not connect your Xperia™ device until you're told to in the five-step instruction in the Xperia™ Companion window.
 8. Select Software repair on the computer screen.
 9. Follow the on-screen instructions to reinstall the software and complete the repair.
- Check to see if the screen has been physically damaged in any way. If any damage has occurred, [contact us](#).

The sound during calls is bad

[Xperia™ XZ1 Dual SIM support overview](#)

If you experience that the sound quality is bad during calls, try these actions one after the other. Verify after trying each action whether the problem was solved before trying the next one.

- Check the network signal strength in the status bar to make sure your device is connected to a network. If the signal is weak or you have no signal, move to an open location that is free from obstructions, or get close to a window.
- If your Xperia™ device uses a cover or a case, remove it to see if the sound quality improves.
- Make sure that your hand isn't covering the phone microphone, and check that there is no water or dust blocking the microphone or the area around the microphone.

- 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 solves the issue.
- Make a call to another phone to confirm that there isn't a problem with the ear speaker of the phone you were calling when the problem arose. If possible, make a call with a different SIM card, to make sure that your current SIM card isn't defective or old.


If the suggested solutions do not work, try the following actions:

- Run the Xperia™ Diagnostics application to verify that the microphone and ear speaker are working properly.

To run a diagnostic test

1. Find and tap Settings > System > About phone > Diagnostics.
 2. Swipe to the TEST tab and select a test from the list.
 3. Follow the instructions and tap YES or NO to confirm if the feature works.
 4. Tap Done.
- Use safe mode to check if any downloaded applications are causing the problem. In safe mode, your device only starts with software and applications that were already installed when you purchased your device. If the device's performance improves in safe mode, it's likely that one or more of your post-purchase downloaded applications are affecting the device negatively. You can exit safe mode and restart the device to uninstall the application or applications that you suspect are causing the problem. If the problem is recent and you're not sure which application is causing the problem, you can start by uninstalling the most recently downloaded application.

To enable Safe mode

1. Turn off your device.
2. Press and hold down the power key .
3. When the Xperia™ logotype appears, release the power key, then press and hold the volume down key until Safe mode appears on the screen.



To exit Safe mode, restart the device.

To uninstall an application from the Application screen



Only downloaded apps can be fully uninstalled.

4. Touch and hold the app icon until the device vibrates.



5. In the menu that opens, tap **Force stop** > OK.

- Update your device to ensure that you have optimal performance and the latest enhancements. [Read about how to update and find 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. Make sure to back up data that you want to keep.

An app isn't working

[Xperia™ XZ1 Dual SIM support overview](#)

If an app on your device isn't working properly, try these actions one after the other. Verify after each action whether the problem was solved before trying the next one.



Downloaded apps that you have not downloaded from Google Play™ may not be fully compatible with your Xperia™ device. If the following actions do not solve the issue, contact the developer of the app for further information.

- Force the app to close down, and then open it again.

To force stop an app

1. Find and tap Settings > Apps & notifications > App info.
 2. Find and tap the app that you want to stop.
 3. Tap FORCE STOP > OK.
- If the app requires an internet connection, make sure that your device has an active internet connection (Wi-Fi or mobile network), and that Airplane mode is turned off.


To turn off Airplane mode


1. Find and tap Settings > Network & Internet.
 2. Drag the slider beside Airplane mode to the left.
- Restart your Xperia™ device and then try to use the app again.
 - If STAMINA mode is activated, deactivate it and restart your device. To save battery power, STAMINA mode disables some functions on your device. This may affect app performance. For example, apps used for streaming or GPS navigation may shut down when the screen is turned off, and email and other apps that rely on syncing may not be updated.

To disable STAMINA mode

1. Find and tap Settings > Battery > STAMINA mode.
2. Tap the slider to disable STAMINA mode.


To restart your device

 Your device may fail to restart if the battery level is low. Connect your device to a charger and try restarting again.

3. Press and hold down the power key .
 4. In the menu that opens, tap Restart. The device restarts automatically.
- Update the app on Google Play™ if you don't have the latest version. Not all apps can be updated using Google Play™.
 - Clear the cache for the app to delete any temporary files in the app's memory that may be causing the problem. You will not lose any personal data by clearing the cache.

To clear application cache


1. Find and tap Settings > Apps & notifications > App info.
2. Select an application or service, then tap Storage > CLEAR CACHE.

 The option to clear the application cache is not available for every application or service.

- Clear all app data that has been saved by the app since you started using it. Note that all personal data saved by the app, such as login information and settings, will be erased.



To clear application data

1. Find and tap Settings > Apps & notifications > App info.
2. Select an application or service, then tap Storage > CLEAR DATA > OK.

 When you clear application data, data for the selected application is deleted from your device permanently. The option to clear application data is not available for every application or service.


- Uninstall all updates for the app to reset the app. All personal data saved by the app, such as login information and settings, will be deleted. If possible, update the app again using Google Play™.

To uninstall updates for an app

1. Find and tap Settings > Apps & notifications > App info.
2. Find and tap the app that isn't working.

3. If available, tap .
4. Tap Uninstall updates > OK.


- Uninstall the app, and then reinstall it. Note that some pre-installed apps cannot be uninstalled.

To uninstall an application from the Application screen

 Only downloaded apps can be fully uninstalled.

1. Touch and hold the app icon until the device vibrates.



2. In the menu that opens, tap  > OK.
- Update your device to ensure that you have optimal performance and the latest enhancements. [Read about how to update and find 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. Make sure to back up data that you want to keep.

To back up your data using a computer

I cannot update my device software using a computer

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- Make sure that the screen of your device is unlocked, and that the USB connection mode on the device is set to Transfer files. The default connection mode is always set to Charging only. For a computer to detect your device, select the Transfer files connection mode every time you connect the device to a computer.

To set the USB connection mode to transfer files

1. Make sure that your device is connected to a computer via a USB Type-C cable.
 2. From your Home screen, drag the status bar downwards.
 3. Find and tap Android System > USB charging this device > Tap for options., then select Transfer files.
- When updating your device software using Xperia™ Companion, your computer must have access to the internet. Visit any website, for example, www.sonymobile.com, to verify that the computer can access the internet. If there is no internet connection, check the cable, router and the internet service provider.
 - If your computer has a firewall, make sure that the firewall doesn't prevent the relevant update applications from running.

Checking the firewall

Check your firewall and make sure that the applications listed below are allowed to access the internet.



If you are using a PC:

- Sony Mobile Update Engine.exe
- Xperia Companion.exe
- Xperia Companion Agent.exe

If you are using a Mac computer:

- Sony Mobile Update Engine.app
- Xperia Companion.app
- Xperia Companion Agent.app
- If you are trying to update your device when connected to a corporate network, you might be using a proxy server. Contact your network administrator for further assistance.
- Make sure that you are using an original Sony USB Type-C cable specifically intended for your device and that it is properly connected to the device and computer.
- Make sure that the USB cable isn't damaged. Try using another USB port on your computer.
- If your device has a memory card, disconnect your device from the computer and unmount the memory card. Then remove the memory card from your device, and connect your device to the computer again.

To unmount the memory card

0. Find and tap Settings > Storage.
- 
1. Find and tap  beside SD card.
- If you still experience problems when trying to update your device software using Xperia™ Companion, [contact us](#).

I cannot unlock my screen


[Xperia™ XZ1 Dual SIM support overview](#)

If you forget your screen lock PIN, password or pattern, you can reset your Xperia™ device using either Android™ Device Manager or the Xperia™ Companion computer application. Read about the requirements and results of each option below, and choose the method that suits you best.

- Reset your Xperia™ device with Android™ Device Manager.
 - Requirements: This reset method requires that your device is turned on, has internet access and that you have previously turned on Android™ Device Manager. A Google™ account has to be registered on your device and you need to know the account username and password. You also need access to a computer or a mobile device with an internet connection.

- Results: All user data on the internal memory of your device will be deleted, including downloaded apps, photos, and device settings. Unless you remove the SD card before you reset your device, user data on the card will in most cases be deleted.

To reset your device using Android™ Device Manager

 If you're using your Xperia™ device in a corporate environment, your IT department may have enforced encryption on the SD card. In this case, the content of the SD card is erased or made unreadable when you perform a reset, even if you remove the card beforehand.

1. Turn off your Xperia™ device and remove the SD card to avoid deleting user data from the card.
 2. Turn on the device and make sure that you have an active Wi-Fi or mobile data connection.
 3. On a computer or in a mobile browser, go to the sign-in page for [Android Device Manager](#).
 4. Sign in to the Google™ account that is registered on your device.
 5. Select Erase and follow the on-screen instructions. Remember that this action will delete all user data on the internal memory of your device.
 6. After you remotely erase the content, you can set up your device again with your Google™ account and a new screen lock.
- Reset your Xperia™ device with the Software repair feature in the Xperia™ Companion application.
 - Requirements: This method requires that you have access to a computer with an active internet connection. You need a USB cable to connect your device to the computer, and your device must have a minimum charge level of 80%.
 - Results: All user data on the internal memory of your device will be deleted, including downloaded apps, photos, and device settings. Content on the SD card will not be deleted.

The screen stays dark after I end a call

[Xperia™ XZ1 Dual SIM support overview](#)

When you hold your Xperia™ device to your ear during a conversation, the screen is turned off to prevent you from unintentionally activating the touchscreen. If you experience that the screen is not turned back on when you move the device away from your ear, try the following:

- As a temporary solution, press the power key lightly. If the screen isn't turned back on, press the power key again.
- Make sure that you have removed the temporary protection film that covered the screen when you first bought your Xperia™ device. The film is only designed to protect the screen during shipping and is easy to peel off.
- If you have applied a screen protection film on your device, make sure that it is specifically intended for your Xperia™ model. It is important that the screen protection film has holes that are accurately placed so that the proximity sensor is not blocked. To verify the exact location of the proximity sensor for your Xperia™ model, refer to the overview illustration in the User guide.
- 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 solves the issue.
- Update your device to ensure that you have optimal performance and the latest enhancements. [Read about how to update and find latest software version.](#)
- 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.


There is no network coverage or mobile data connection

[Xperia™ XZ1 Dual SIM support overview](#)

- 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 solves the issue.
 - Make sure Airplane mode is turned off.

To turn off Airplane mode

1. Find and tap Settings > Network & Internet.
2. 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.

- If your device is not receiving any network signal, or the signal is too weak, contact your network operator and make sure that the network has coverage where you are.
- 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.

To select a network mode

1. Find and tap Settings > Network & Internet > Mobile networks.
 2. Tap Preferred network type, then select a network mode.
- Make sure that 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 centre.
 - Search for a network from the device to check if any networks are available.


To search for available mobile networks

1. Find and tap Settings > Network & Internet > Mobile networks.
 2. Select a SIM card.
 3. Tap Network operators.
 4. Select a network in the list that appears.
- 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 solves the issue.
 - Deactivate STAMINA mode and restart your device. To save battery power, STAMINA mode disables mobile data when the screen is turned off.

To disable STAMINA mode

1. Find and tap Settings > Battery > STAMINA mode.
2. Tap the slider to disable STAMINA mode.

To restart your device

 Your device may fail to restart if the battery level is low. Connect your device to a charger and try restarting again.



3. Press and hold down the power key .
 4. In the menu that opens, tap Restart. The device restarts automatically.
- 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.
 - Manually set your device to only use either a WCDMA (3G) or GSM (2G) network. Your device is set to automatically select the fastest network available. If the signal strength of the fastest network is unstable, the device may repeatedly switch back and forth between mobile networks. Each time the device switches network, connection is disabled. If you set your device to use only a WCDMA (3G) or GSM (2G) network, note that it may take several minutes until your device connects to the selected network .


To select a network mode

1. Find and tap Settings > Network & Internet > Mobile networks.
 2. Tap Preferred network type, then select a network mode.
- If none of the mentioned solutions solved the issue, try these actions one after the other. Verify after the first action whether the problem was solved before trying the next one.
 - Update your device to ensure that you have optimal performance and the latest enhancements. [Read about how to update and find 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. Make sure to back up data that you want to keep.

To back up your data using a computer

The device isn't detected by the computer when it's connected using a USB cable

[Xperia™ XZ1 Dual SIM support overview](#)


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



- Make sure that the screen of your device is unlocked, and that the USB connection mode on the device is set to Transfer files. The default connection mode is always set to Charging only. For a computer to detect your device, select the Transfer files connection mode every time you connect the device to a computer.

To set the USB connection mode to transfer files

1. Make sure that your device is connected to a computer via a USB Type-C cable.
 2. From your Home screen, drag the status bar downwards.
 3. Find and tap Android System > USB charging this device > Tap for options., then select Transfer files.
- Make sure that you are using an original Sony USB Type-C cable specifically intended for your device and that it is properly connected to the device and computer.
 - Try using another USB port on your computer and make sure that the device is connected directly to that USB port. Do not use a USB hub or a USB extension cable.
 - Try using a different USB cable to make sure that the cable isn't damaged.
 - If you are using a Mac, make sure that Xperia™ Companion for [Mac OS](#) is installed on your computer. Mac computers don't support MTP, which is an extension needed for file transfer between a computer and an Android™ device.
 - Disconnect your device from the computer and clear the data in the Media Storage system app on your device. Restart your device and connect it to the computer.

To clear Media Storage application data

 No pictures, music or other media content will be erased from your device when you clear the application data. However, the procedure may result in the loss of related files, such as playlists and music information.

1. Find and tap Settings > Apps & notifications > App info.

2. Tap , then tap Show system.
3. Find and tap Media Storage > Storage > CLEAR DATA > OK.

- If your device has a memory card, turn off the device and then remove and reinsert the memory card. Restart your computer. Turn on the device and then reconnect the device to the computer using the USB cable.
- Restart the device and the computer.
- Try using a different computer.
- If you are looking for a USB driver for your device, you can download it [here](#).
- If you are using Windows N or Windows KN, make sure that you have downloaded the Media Feature Pack to enable file transfer. These versions of Windows do not support MTP file transfer.
- Update your device to ensure that you have optimal performance and the latest enhancements. [Read about how to update and find latest software version.](#)

I cannot connect to my home Wi-Fi network

[Xperia™ XZ1 Dual SIM support overview](#)

- Restart your device, and then turn Wi-Fi off and then on again.

To turn Wi-Fi on or off

1. Find and tap Settings > Network & Internet > Wi-Fi.
2. Tap the slider to enable or disable Wi-Fi.



It may take a few seconds before Wi-Fi is enabled.

- Restart the router. Check that your router is Wi-Fi certified. Your device is Wi-Fi certified, so if the router isn't, your devices may not communicate properly.

To check if 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, that is, your 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 your device.
- Router: Contact the router manufacturer for instructions on how to update the router software.
- Check the following router settings using a computer. If you are not sure how to change the settings, check the user guide of the router or contact your router manufacturer.
 - Network mode/speed: Change to auto or mixed mode instead of b, g or n.
 - SSID and password: Make sure there are no special characters or characters which are not in the standard ASCII character set.
 - DHCP: Make sure it's turned on. You could also try setting a static IP address if you have problems accessing the internet using your Wi-Fi connection.
 - MAC filter: Make sure it's turned off. Also set your device as allowed.
 - Channel: Try using another channel, preferably 11 or lower.
- Add your device's MAC address to the MAC filtering table of the Wi-Fi router. Some routers require your MAC address.

For instructions on adding MAC addresses to the MAC filtering table of the router, refer to the router user guide or contact your router manufacturer.

To check the MAC address of your device

0. Find and tap Settings > SystemAbout phone.
 1. Tap Status, then find Wi-Fi MAC address.
- 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. Make sure to back up data that you want to keep.

To back up your data using a computer

My Wi-Fi connection keeps dropping

[Xperia™ XZ1 Dual SIM support overview](#)

- Restart your device and turn off Wi-Fi, then turn Wi-Fi on again.

To turn Wi-Fi on or off

1. Find and tap Settings > Network & Internet > Wi-Fi.
2. Tap the slider to enable or disable Wi-Fi.



It may take a few seconds before Wi-Fi is enabled.

- Remove any protective case from your device to see if the Wi-Fi signal strength improves.
- Check that the Wi-Fi sleep policy is set to always have Wi-Fi turned on.

To add a Wi-Fi sleep policy

1. Find and tap Settings > Network & Internet > Wi-Fi.
 2. Tap Wi-Fi preferences > Advanced, then tap Keep Wi-Fi on during sleep.
 3. Select an option.
- 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.

To check if 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, that is, 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.
- Use a static IP address.

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

To set the IP address manually

0. Find and tap Settings > Network & Internet > Wi-Fi.
1. Touch and hold the name of the network that you are connected to.
2. Tap Modify network.

3. Scroll down and tap Advanced options.
 4. Scroll down and, under IP settings, select Static.
 5. Scroll down and enter the required settings.
 6. Tap Save.
- 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. Make sure to back up data that you want to keep.

To back up your data using a computer


Multimedia messaging isn't working

[Xperia™ XZ1 Dual SIM support overview](#)

- Check that MMS (Multimedia Messaging Service) is supported by your network operator and/or subscription.
- Download settings for internet and MMS automatically.

To download internet and MMS settings

1. Find and tap Settings > Network & Internet > Internet settings.



2. Tap ACCEPT. Once the settings have been downloaded successfully,  appears in the status bar and mobile data traffic is turned on automatically.



If the settings cannot be downloaded to your device, check the signal strength of your mobile or Wi-Fi network connections. Move to an open location free from obstructions or get close to a window and then try again.

- You can manually add internet and messaging settings on your device at any time. If necessary, contact your network operator for the required information.

To add internet and MMS settings



1. Find and tap Settings > Network & Internet > Mobile networks.
 2. Select a SIM card.
 3. Tap Access point names > .
 4. Tap Name and enter a name of your choice, then tap OK.
 5. Tap APN and enter the access point name, then tap OK.
 6. Enter all other required information. If you don't know what information is required, contact your network operator for details.
 7. When you're done, tap , then tap Save.
- Check the signal strength in the status bar to make sure your device is connected to a network. If the signal is weak or you have no signal, move to an open location free from obstructions, or get close to a window.
 - Check the device memory to see if memory is available. If the memory is full, remove messages to free up space.

To view the memory status

- Find and tap Settings > Storage.

To delete a message



2. Find and tap .
3. Tap the conversation containing the message you want to delete.
4. Long press the message you want to delete, then tap  > Delete.

To delete conversations



5. Find and tap .
6. Touch and hold the conversation that you want to delete.
7. Mark the checkbox for the conversation or conversations that you want to



delete, then tap > Delete.

- Check that the MMS auto download function is enabled in your messaging settings.

To enable MMS auto download



0. Find and tap .



1. Tap , then tap Settings > Advanced.
2. Drag the slider beside Auto-download MMS to the right.

- Use the full number when you send a message. When you enter the country code, use "+" instead of "00".
- 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 solves the issue.
- Update your device to ensure that you have optimal performance and the latest enhancements. [Read about how to update and find latest software version.](#)

I cannot connect to another device using NFC

[Xperia™ XZ1 Dual SIM support overview](#)

- Make sure that NFC is activated on both devices.

To enable or disable the NFC function

1. Find and tap Settings > Device connection.
 2. Tap the NFC slider.
- Make sure that the screen of your Xperia™ device is unlocked and active.

- Hold your Xperia™ device and the other NFC compatible device so that the NFC detection areas of each device make contact, and then slowly move your device in all



directions. The NFC detection area is generally indicated by

- Remove any protective case or cover from your device to verify that it's not blocking the connection.
- Make sure that your Xperia™ device isn't already connected to another NFC compatible device. If so, disconnect them, and try to connect to the other device again.
- In some cases, NFC sensitivity may not be strong enough to connect using NFC. If so, use Bluetooth® technology instead of NFC to connect the devices.