



Sony Ericsson ZYLO™ User guide

Important information

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

Experience more. Discover how.

Fill it with pop and let it rock. Share your life in pictures. Or why not go online for the latest updates? Your new phone is the key to a wider world. And it's just around the corner. Get started with this User guide. And join us online to get the full picture. Music, games, apps, updates, downloads, support and more. All in one place:
www.sonyericsson.com/ZYLO

⚡ **Don't forget** to update your phone software. See *Updating your phone* on page 29.

User guide in the phone

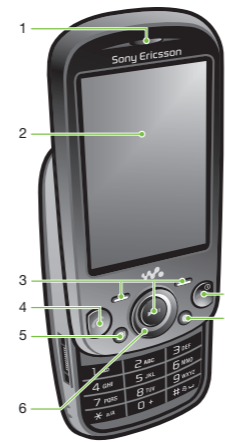
An extended User guide is available in your phone.

To access the User guide in your phone
• Select **Menu** > **Settings** > **User help** > **User guide**.

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Phone overview

- 1 Ear speaker
- 2 Screen
- 3 Selection keys
- 4 Call key
- 5 Activity menu key
- 6 Navigation key
- 7 End key, On/off key
- 8 C key (Clear)



- 9 Camera lens
- 10 Volume, digital zoom key
- 11 Walkman™ key
- 12 Speaker



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Getting started

To insert the SIM card



- 1 Remove the battery cover.
- 2 Slide the SIM card into its holder with the gold-coloured contacts facing down.

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To insert the battery



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

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Turning on the phone

To turn on the phone



- 1 Press and hold down .
 - 2 Enter your SIM card PIN (Personal Identification Number), if requested, and select **OK**.
 - 3 Select a language.
 - 4 Follow the instructions that appear.
- ⚡ If you want to correct a mistake when you enter your PIN, press .

Help

In addition to this User guide, Feature guides and more information are available at www.sonyericsson.com/support. There are also help functions in your phone. See the following instructions on how to access them.

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To view tips and tricks

- Select **Menu** > **Settings** > **User help** > **Tips and tricks**.

To view information about functions

- Scroll to a function and select **Info**, if available. In some cases, **Info** appears under **Options**.

To view the phone status

- Press a volume key. Phone, memory and battery information is shown.

Supported services and features

⚡ Some of the services and features described in this User guide are not supported 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.

Charging the battery

The phone battery is partly charged when you buy it.

To charge the battery



- 1 Connect the charger to the phone.
 - 2 Remove the charger by tilting the plug upwards.
- ⚡ The battery will start to discharge a little after it is fully charged and then charges again after a certain time. This is to extend battery life and may result in the charge status showing a level below 100 percent.

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Maximising battery performance

- Charge your phone often. The battery lasts longer if you charge it frequently.
- If you are in an area with no coverage, your phone repeatedly scans for available networks. This consumes power. If you cannot move to an area with better coverage, turn off your phone temporarily.
- Turn off 3G and Bluetooth™ wireless technology when you do not need these functions.
- Do not cover the phone antenna when you are engaged in a call.

⚡ Go to www.sonyericsson.com/support to learn more about how to maximise the battery performance.

Navigation

To access the main menu

- When **Menu** appears on the screen, press the centre selection key to select **Menu**.
- If **Menu** does not appear on the screen, press , and then press the centre selection key to select **Menu**.

To navigate the phone menus



- Press the navigation key upwards, downwards, left or right to move through the menus.

To end a function

- Press .

To return to standby

- Press .

To delete items

- Press to delete items such as numbers, letters, pictures and sounds.

Memory card

⚡ You may have to purchase a memory card separately.

Your phone supports a microSD™ memory card, adding more storage space to your phone. This type of card can also be used as a portable memory card with other compatible devices.

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You can move content between a memory card and the phone memory.

To insert a memory card



- Remove the battery cover and insert the memory card with the gold-coloured contacts facing down.

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To remove a memory card



- Remove the battery cover and slide the memory card to remove it.

Entering text

You can use multitap text input or Quick text input to enter text. The Quick text input method uses a dictionary application in your phone.

To change the writing language

- When you enter text, press and hold down .

To change the text input method

- When you enter text, press and hold down .

To shift between upper- and lower-case letters or numbers

- When you enter text, press .

To enter numbers

- 1 When you enter text, press repeatedly until appears at the top of the screen.
- 2 To enter a number, press - .
- ⚡ To enter a number from text input mode, you can press and hold down - .

To enter punctuation marks and symbols

- 1 When you enter text, press briefly.
- 2 Scroll to a symbol and select **Insert**.

⚡ To select from the most commonly used punctuation marks, you can also press .

To enter text using Quick text input

- 1 Select, for example, **Menu** > **Messaging** > **Write new** > **Message**.
- 2 If is not displayed, press and hold down to change to Quick text input.
- 3 Press each key only once, even if the letter you want is not the first letter on the key. For example, to write the word "Jane", press , , , . Write the whole word before looking at the suggestions.
- 4 To view word suggestions, press or press the navigation key downwards.
- 5 Press to accept a suggestion and add a space.

To enter text using the multitap method

- 1 Select, for example, **Menu** > **Messaging** > **Write new** > **Message**.
- 2 If is displayed, press and hold down to change to multitap text input.
- 3 Press - repeatedly until the desired letter appears.

- 4 Press to add a space.

To add words to the phone dictionary

- 1 When you enter text using Quick text input, select **Options** > **Spell word**.
- 2 Write the word using multitap input and select **Save**.

Calling

You need to turn on your phone and be within range of a network.

Making and answering calls

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 your contacts and call list.

To end a call

- Press .

To make international calls

- 1 Press and hold down until a "+" sign appears.
- 2 Enter the country code, area code (without the first zero) and phone number.
- 3 Press .

To answer a call

- Press .

To reject a call

- Press .

To change the ear speaker volume during a call

- Press the volume keys up or down.

To mute the microphone during a call

- 1 Press and hold down . appears.
- 2 Press and hold down again to resume.

To turn on the loudspeaker during a call

- Select **Spkr on**. appears.

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

Background music

You can add background music to an ongoing call. When activated, background music can be heard by all participants. When the microphone is muted, the background music continues to play.

To start playing background music during a call

- During the call, select **Music**.

⚡ See *To play music* on page 18.

To stop playing background music during a call

- Press the centre selection key.

To change the background music volume during a call

- Press the volume key up or down.

⚡ Only the music volume can be changed when the music is playing.

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.

⚡ In some countries, other emergency numbers may also be promoted. Your network operator may therefore have saved additional local emergency numbers on the SIM card.

To make an emergency call

- Enter 112 (the international emergency number) and press .

To view your local emergency numbers

- 1 Select **Menu** > **Contacts**.
- 2 Scroll to **New contact** and select **Options** > **Special numbers** > **Emergency numbers**.

Call list

You can view information about answered , dialled and missed or rejected calls.

To call a number from the call list

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

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.

⚡ You can synchronise your contacts using the Sony Ericsson PC Suite.

To add a phone contact

- 1 Select **Menu** > **Contacts**.
- 2 Scroll to **New contact** and select **Add**.

- 3 Enter the 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 information to the fields.
- 8 Select **Save**.

Calling contacts

To make a call using Smart search

- 1 Press - to enter a sequence of (at least two) digits. 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 and press .

To turn on or off Smart search

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

Walkman™

You can listen to music, audio books and podcasts. Use the Media Go™ application to transfer content to and from your phone. For more information, see *Transferring content to and from a computer* on page 28.

Walkman™ player

To play music

- 1 Select **Menu** > **Media** > **Music**.
- 2 Browse by category using the navigation key.
- 3 Scroll to a title and select **Play**.

To stop playing music

- Press the centre selection key.

To move between tracks

- Press the navigation key right or left.

To minimise the player

- Press .

To return to the player

- Press .

Shake control

To switch tracks



- 1 When music is playing, press and hold down and move the phone to the right with a flick of your wrist to go to the next track.
- 2 To go to the previous track, use the same action to the left.

To shuffle tracks



- When music is playing, press and hold down and shake your phone.

To change the volume



- 1 When music is playing, hold the phone out in front of you facing upwards.
- 2 Press and hold down and bend your arm upwards towards you to increase the volume. To decrease the volume, repeat the action in the opposite direction.

Clear stereo and clear bass

Clear stereo and clear bass are turned on when you set the equaliser manually.

To set the equaliser manually

- 1 Select **Menu** > **Media** > **Music**.
- 2 Browse by category using the navigation key.
- 3 Scroll to a title and select **Play**.
- 4 Select **Options** > **Settings** > **Equaliser**.
- 5 Make sure you are in **Manual** view. If you are not, select **Manual**.

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- To scroll between the frequency bands, press the navigation key right or left.
- To change the value for a selected frequency band, press the navigation key upwards or downwards.
- To go back to the player view, select **Done**.

To turn on clear stereo and clear bass using equaliser presets

- When the phone is open, press **(OK)**.
- Select **Options > Settings > Equaliser**.
- Make sure you are in **Preset** view. If you are not, select **Preset**.
- To scroll between the presets, press the navigation key right or left.
- Select any of the presets, except **Normal**.

Entertainment

PlayNow™ application

When you open the **PlayNow™** application, 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. If you cannot use the **PlayNow™** application, see *I cannot use Internet-based services* on page 34.

! 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. For more information, go to www.sonyericsson.com/support to read the **PlayNow™** Feature guide.

To use the **PlayNow™** application

- Select **Menu > PlayNow™**.
- Scroll through **PlayNow™** and follow the instructions to preview and purchase content.

TrackID™ application

TrackID™ technology is a music recognition service. You can search for the title, artist and album name of a track you hear playing through a loudspeaker or on the radio in your phone. If you cannot use the TrackID™ application, see *I cannot use Internet-based services* on page 34.

To search for track information

- When you hear a track playing through a loudspeaker, select **Menu > Entertainment > TrackID™ > Start**.
- When you hear a track playing on your phone radio, select **Options > TrackID™ > TrackID™**.

! For best results, use TrackID™ in a quiet area.

Radio

! Do not use your phone as a radio in places where this is prohibited.

To turn on the radio

- Connect a handsfree to the phone.
- Select **Menu > Radio**.

Saving channels

You can save up to 20 preset channels.

To save channels automatically

- Select **Options > Channels > Auto save**.

To switch between saved channels

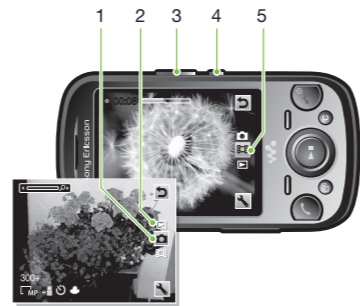
- Press the navigation key upwards or downwards.

! You can also select a saved channel by pressing **(G) - (B)**.

Imaging

You can take photos and record videos to view, save or send. You can find saved photos and videos in **Media** and in **File manager**.

Viewfinder and camera keys



- Indicates photo mode
- View photos and video clips

3 Zoom in or out

4 Activate the camera/Take photos/Record video clips

5 Indicates video mode

To activate the camera

- Select **Menu > Camera**.

Using the still camera

To take a photo

- Activate the camera and press the navigation key to scroll to **(G)**.
- Press the centre selection key to take a photo. The photo is saved automatically.
- To take another photo, select **Back** to return to the viewfinder.

To use zoom

- Press the volume key.

To adjust brightness

- Press the navigation key left to decrease the brightness. Press the navigation key right to increase the brightness. The brightness level indicator appears on the left of the screen.

Using the video camera

To record a video

- Activate the camera and press the navigation key to scroll to **(G)**.
- Press the centre selection key to start recording.

3 To stop recording, press the centre selection key. The video is saved automatically.

4 To return to the viewfinder and to record another video, press **Back**.

Working with photos

Use the **Media Go™** application to transfer content to and from your phone.

Using photos

You can add a photo to a contact, use the photo during phone startup, as a wallpaper in standby, or as a screen saver.

To use photos

- Select **Menu > Media > Photo > Camera album**.
- Select a month.
- Scroll to a photo and select **View**.
- Select **Options > Use as**.
- Select an option.

Accessing videos in your phone

You can browse and play videos using the video player from **Media** and **File manager**. You can find videos you recorded using the camera under **Camera album**. You can access other videos from **Videos**.

To play videos

- Select **Menu > Media > Video > Videos** or **Camera album**.
- Scroll to a title and select **Play**.

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You can also back up and restore contacts in your phone by moving content between the memory card and the phone memory.

! Back up your phone content regularly to make sure you do not lose it.

Updating your phone

You can update your phone to the most recent software for optimal performance and to get the latest enhancements. You need a USB cable and an Internet-connected PC. To learn how, go to www.sonyericsson.com/update.

! Remember to back up your phone content before updating. See *Backing up and restoring* on page 28.

Updating your phone using Sony Ericsson PC Suite

You can update your phone using a USB cable and *Sony Ericsson PC Suite*. When the phone is connected, it will automatically check for and notify you of new updates.

Messaging

To view a message in the inbox

- Select **Menu > Messaging > Messages > Inbox**.
- Scroll to the message and select **View**.

To call a number contained in a message

- When you view the message, scroll to the phone number and press **(G)**.

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Sending messages

You can send messages from your phone. The maximum size of a standard text message is 160 characters (including spaces) if no other items are added to the message. If you enter more than 160 characters, a second message is created. Your messages are sent as one concatenated message.

To create and send a message

- Select **Menu > Messaging > Write new > Message**.
- Enter text. To add items to the message, press the navigation key downwards, scroll by pressing the navigation key left or right, and select an item.
- Select **Continue > Contacts look-up**.
- Select a recipient and select **Send**.

! If you send a message to a group, you may be charged for each member. Contact your service provider for details.

Internet

If you cannot use the Internet, see *I cannot use Internet-based services* on page 34.

To start browsing

- Select **Menu > Internet**.
- Enter a web address, a search phrase or the name of a bookmark.
- Scroll to an item in the list and select **Go to** or **Search**.

To exit the browser

- When you are browsing the web, select **(G)** and then select **(G)**.

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- Select **Exit browser**.

PIN codes

SIM protection

This lock only protects your subscription. Your phone will work with a new SIM card. If the lock is on, you have to enter a PIN (Personal Identity Number).

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 network operator.

To unblock the SIM card

- When **PIN blocked** appears, enter your PUK and select **OK**.
- Enter a new four-to-eight-digit PIN and select **OK**.
- Re-enter the new PIN and select **OK**.

To edit the PIN

- Select **Menu > Settings > General > PIN codes > SIM protection > Change PIN**.
- Enter your PIN and select **OK**.
- Enter a new four-to-eight-digit PIN and select **OK**.
- Re-enter the new PIN and select **OK**.

! If **Codes do not match** appears, you entered the new PIN incorrectly. If **Incorrect PIN** appears, you entered the old PIN incorrectly.

To exit the browser

- When you are browsing the web, select **(G)** and then select **(G)**.

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Flight mode

In **Flight mode** the network and radio transceivers are turned off to prevent disturbance to sensitive equipment. When the flight mode menu is activated you are asked to select a mode the next time you turn on your phone:

- Normal mode** – full functionality
- Flight mode** – limited functionality

To activate the flight mode menu

- Select **Menu > Settings > General > Flight mode > Continue > Show at startup**.

To select flight mode

- When the flight mode menu is activated, turn off your phone.
- Turn on your phone and select **Flight mode**. **(G)** appears.

Troubleshooting

Some problems can be fixed using Update Service. Using Update Service on a regular basis will optimise the phone's performance. See *Updating your phone* on page 29. Some problems will require you to call your network operator.

For more support go to www.sonyericsson.com/support.

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Common questions

I have problems with memory capacity or the phone is working slowly

Restart your phone every day to free memory or do a **Master reset**.

Master reset

If you select **Reset settings**, the changes that you have made to settings will be deleted.

If you select **Reset all**, your settings and content, such as contacts, messages, pictures, sounds and downloaded games, will be deleted. You may also lose content that was in the phone at purchase.

To reset the phone

- Select **Menu > Settings > General > Master reset**.
- Select an option.
- Follow the instructions that appear.

I cannot charge the phone or battery capacity is low

The charger is not properly connected or the battery connection is poor. Remove the battery and clean the connectors. The battery is worn out and needs to be replaced. See *Charging the battery* on page 8.

No battery icon appears when I start charging the phone

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

Some menu options appear in grey

A service is not activated. Contact your network operator.

Transferring and handling content

You can transfer and handle content such as pictures and music.

! You are not allowed to exchange some copyright-protected material. **(G)** identifies a protected item.

Handling content in the phone

You can use **File manager** in your phone, to handle content saved in the phone memory or on a memory card. Tabs and icons in **File manager** show where the content is saved. If the memory is full, delete some content to create space.

To select more than one item in a folder

- Select **Menu > Organiser > File manager**.
- Scroll to a folder and select **Open**.
- Select **Options > Mark > Mark several**.
- For each item you want to mark, scroll to the item and select **Mark**.

To move items between the phone memory and the memory card

- Select **Menu > Organiser > File manager**.
- Find an item and select **Options > Manage file > Move**.
- Select **Memory card** or **Phone**.
- Scroll to a folder and select **Open**.
- Select **Paste**.

Transferring content to and from a computer

You can use the **Media Go™** application to transfer media content between your phone and a computer. The **Media Go™** application is available for download through PC Companion or from www.sonyericsson.com/support.

! Mac® compatible software is also available for download at www.sonyericsson.com/support.

To transfer content using Media Go™

- Connect your phone to a computer using a USB cable supported by your phone.
- Computer:** When the *Portable Device* dialog box appears, select *Transfer to or from Device using Media Go and click OK*. The **Media Go™** application opens.
- Computer:** Wait until your device appears in the *Library* navigation pane on the left of the **Media Go™** window. You can now select and transfer files between the phone and computer.
- Move files between your phone and the computer using the **Media Go™** application.

Backing up and restoring

You can back up and restore your contacts, calendar, tasks, notes and bookmarks using the *Sony Ericsson PC Suite*, which is available through PC Companion or from www.sonyericsson.com/support.

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I cannot use Internet-based services

Your subscription does not include data capability. Settings are missing or incorrect.

You can download settings using the **Settings download** or from www.sonyericsson.com/support.

To download settings

- Select **Menu > Settings > User help > Settings download**.
- Follow the instructions that appear.

! This feature might not be available in all markets. Contact your network operator or service provider for more information.

I cannot synchronise or transfer content between my phone and the computer, when using a USB cable.

The software or the USB drivers have not been properly installed. Go to www.sonyericsson.com/support to read detailed installation instructions and troubleshooting sections.

Error messages

Insert SIM

There is no SIM card in your phone or you may have inserted it incorrectly.

See *To insert the SIM card* on page 5.

The SIM card connectors need cleaning. If the card is damaged, contact your network operator.

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Insert correct SIM card

Your phone is set to work only with certain SIM cards. Check if you are using the correct operator SIM card.

Incorrect PIN/Incorrect PIN2

You have entered your PIN or PIN2 incorrectly. Enter the correct PIN or PIN2 and select **OK**.

PIN blocked/PIN2 blocked

You have entered your PIN or PIN2 code incorrectly three times in a row.

To unblock, see *SIM protection* on page 31.

No netw. coverage

- Your phone is in flight mode. See *Flight mode* on page 32.
- 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. Please contact the nearest Sony Ericsson service location.

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 16.

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Sony Ericsson W20/W20i Walkman™

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