

**Sony Ericsson**

# User guide

## Z250a

**Congratulations** on your purchase of the Sony Ericsson Z250a. For additional phone content, go to [www.sonyericsson.com/fun](http://www.sonyericsson.com/fun). Register now to get free online storage and special offers at [www.sonyericsson.com/myphone](http://www.sonyericsson.com/myphone). For product support, go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

## Instruction symbols

The following instruction symbols appear in this User guide:

> Use the navigation key to scroll and select.

 Press the navigation key up.

 Press the navigation key down.

 Press the navigation key to the left.

 Press the navigation key to the right.

 Tip

 Note

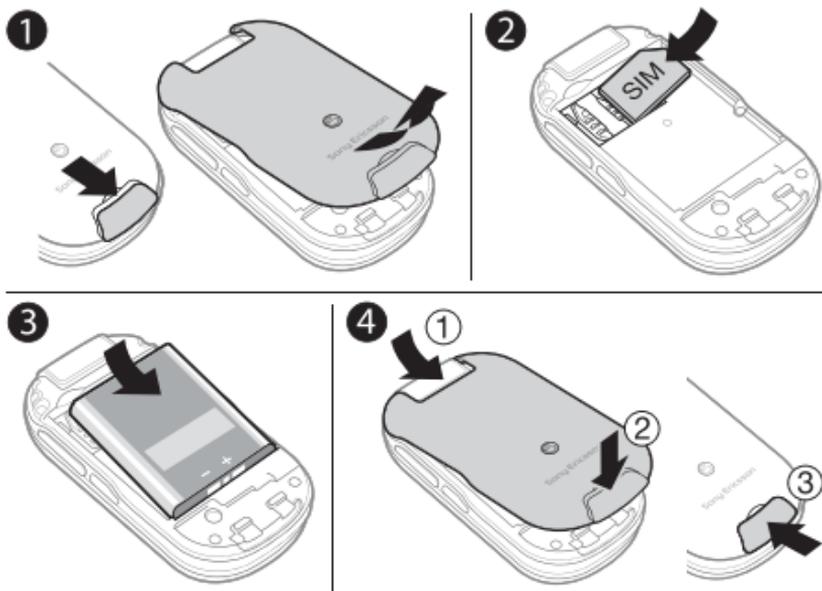
 Warning

 Indicates that a service or function is network- or subscription-dependent. All menus or functions may not be available in your phone. Consult your network operator for more information.

# Prepare the phone

Always turn off your phone and detach the charger before you insert or remove the SIM card.

## *To insert the SIM card and battery*



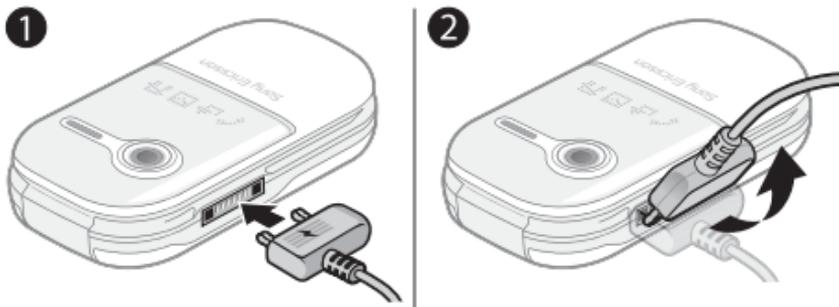
- 1 Remove the battery cover by sliding the battery release latch down.
- 2 Slide the SIM card into its holder with the contacts facing down.
- 3 Insert the battery with the label side up and the connectors facing each other.
- 4 Slide the battery cover into place and close the battery release latch.

# Charge the battery

Your phone battery is partly charged when you buy it. It takes approximately 3 hours to fully charge the battery.

- ! *It may take 30 minutes for the battery icon to appear on the screen.*

## To charge the battery



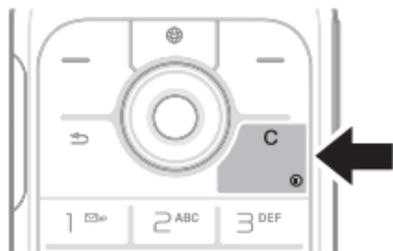
- 1 Connect the charger to the phone. Press a key to view the charging status on the screen.
- 2 To remove the charger, tilt the plug upwards.

- 💡 *You can use the phone during charging. You can charge the battery for more or less than 3 hours. Interrupted charging will not damage the battery.*

# Turn the phone on

## To turn on the phone

- 1 Press and hold down .
- 2 Enter your PIN if requested. To correct mistakes, press .
- 3 Select **OK**.
- 4 Select a language.
- 5 At first start-up, select **Yes** to use the setup wizard to make a phone setup. Select **No** to use the setup wizard later.



- ! *After you have turned the phone on and entered your PIN, the name of your operator appears on the screen. This view or screen is called standby. You can now make and receive calls.*

## To turn off the phone

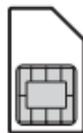
- Press and hold down .

## To use the setup wizard

- From standby select **Menu** > **Settings** > **General** > **Setup wizard** > **Basic setup**.

# SIM card

The SIM (Subscriber Identity Module) card, which you get from your network operator, contains information about your subscription. Always turn off your phone and detach the charger before you insert or remove the SIM card.



- 💡 *You can save contacts on the SIM card before removing it from your phone. Contacts may also be saved in the phone memory. See [Contacts](#) on page 17.*

## PIN code (SIM card lock)

The PIN (Personal Identification Number) code is a SIM card lock that protects your subscription, but not the phone itself. If the card is locked, you have to enter the PIN code when you turn on your phone. Each PIN digit appears as \*, unless it starts with emergency number digits, for example, 112 or 911. You can call an emergency number without entering a PIN.

- ⚠ *If you enter the wrong PIN three times in a row, the following message appears: **PIN blocked. To unblock, enter your PUK code provided by your network operator.** To unblock your SIM card, see [Locks](#) on page 34.*

# Menu overview



**Calls**



**Internet**



**Games**



**Camera**



**Messaging**



**File manager**

Write new  
Inbox  
Drafts  
Outbox  
Sent messages  
Saved messages  
Call voicemail  
Templates  
Settings

Camera album  
Pictures  
Ringtones  
Themes  
Bookmarks  
Games  
Applications  
Other



**Organizer**



**Contacts**



**Settings**

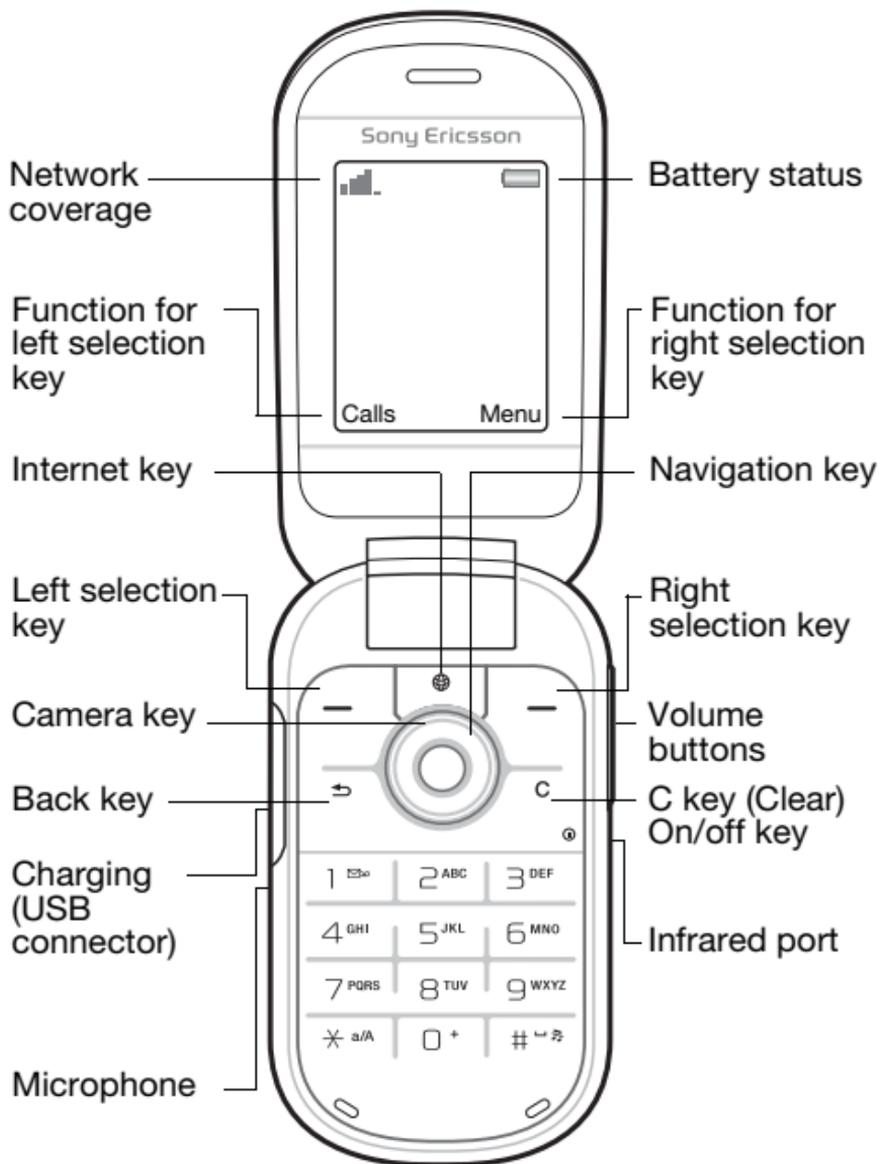
Online services  
Alarms  
Applications  
Calendar  
Tasks  
Notes  
Calculator  
Timer  
Stopwatch

Options  
New contact

General  
Sounds & alerts  
Display  
Calls  
Connectivity

*Some menus and icons described in this document may vary depending on operator, network or subscription. Some options may vary when the default settings are changed.*

# Phone overview



## Network coverage

The network bars show the strength of the GSM network. Move to another location if you have network problems.

**No netw. coverage** means you are out of range.

 = Good network coverage

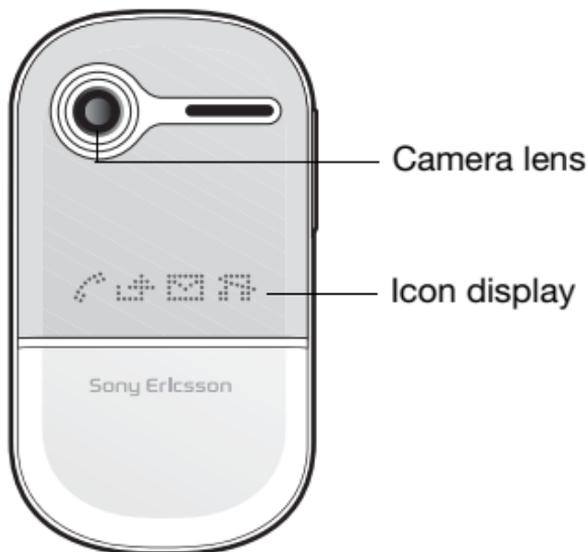
 = Average network coverage

## Battery status

 = The phone battery is fully charged

 = The phone battery is empty

## The outside



# Icons

These icons may appear in your phone.

## Icon Description

	Battery charging, appears with battery icon.
	You have missed a call. See <i>Calling</i> on page 15.
	The phone is set to silent.
	You have received a new text message.
	You have received a new picture message.
	Ongoing call.
	Divert calls is activated.
	An alarm is activated.
	The loudspeaker is on.
	The infrared port is activated.
	The stopwatch is activated.

# Shortcuts

From standby you can use the navigation keys to go directly to a function:

- Press  to start the camera.
- Press  to write a message.
- Press  to go to your contacts.

 *To change a standby shortcut, go to **Menu** > **Settings** > **General** > **Shortcuts**. The camera shortcut cannot be changed.*

## **To navigate the menus**

- From standby select **Menu** and press , ,  or .
- Press  to go back one step in the menu.
- Press and hold down  to return to standby.
- Press  or  to move between tabs.



## **To delete items**

- Press .

## **To set the phone to silent**

- Press and hold down  to set silent mode on or off.

## **To view tips and tricks**

- From standby select **Menu** > **Settings** > **General** > **Setup wizard** > **Tips and tricks**.

# Messaging

Your phone supports various messaging services.

- 💡 See *Entering text on page 30* for instructions on how to enter text and numbers.

## Text messages



You need a service centre number from your network operator to be able to send text messages.

### *To view and set the service centre number*

- 1 From standby select **Menu** > **Messaging** > **Settings** > **Text message** > **Service centre**.
- 2 If there is no number, select **New ServiceCentre**, enter the number including the international “+” prefix and country code. Select **Save**.

### *To write and send a text message*

- 1 From standby select **Menu** > **Messaging** > **Write new** > **Text message**.
- 2 Write the message and select **Continue**. (To save the message for later, press  and select **Yes** to save in **Drafts**.)
- 3 Select **Enter phone no.**, enter the number and select **OK**.
- 4 Select **Send**.

# Picture messages



Picture messages can contain enhanced functionality with text, sound and pictures.

- ! *You need the correct Internet (MMS) settings in your phone. Go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support) and request a text message with the settings or contact your network operator.*

## *To create and send a picture message*

- 1 From standby select **Menu** > **Messaging** > **Write new** > **Picture msg.**
- 2 Select **More** and select an item to follow your message.
- 3 Write the message and select **OK** > **Continue.**
- 4 Select **Enter phone no.**, enter the number and select **OK.**
- 5 Select **Send.**

## *To save an item in a picture message*

- 1 In the message, select **More** > **Save items.**
- 2 Select an item and where to save it.

## *To delete all sent messages*

- 1 From standby select **Menu** > **Messaging** > **Sent messages.**
- 2 Select **More** > **Delete all msgs** > **Yes.**

## Automatic download

Select how to download your picture messages.

### *To select a download option*

- 1 From standby select **Menu** > **Messaging** > **Settings** > **Picture message** > **Auto download**.
- 2 Select an option:
  - **Always** – automatic download.
  - **Ask in roaming** – ask to download when not in home network.
  - **Not in roaming** – do not download when not in home network.
  - **Always ask** – ask to download.
  - **Off** – new messages appear in the inbox as icons. Select the message and select **View** to download.

## Receiving messages

### *To view and save a message from the inbox*

- 1 From standby select **Menu** > **Messaging** > **Inbox**.
- 2 Scroll to a message and select **View**. If you want to save the message, select **More** > **Save message** > **Saved messages** (SIM card) or > **Templates** (phone).

### *To delete messages from the inbox*

- 1 From standby select **Menu** > **Messaging** > **Inbox**.
- 2 Select **More** > **Delete all msgs** > **All** > **Yes** to delete all messages. To delete one message, scroll to the message and select **More** > **Delete** > **Yes**.

# Calling

Your phone must be on and within range of a network.

## *To make a call*

- 1 From standby enter the area code and phone number.
- 2 Select **Call**.

## *To make an emergency call*

- From standby enter 112 (the international emergency number) and select **Call**.

**!** *You can make emergency calls without a SIM card and without entering a PIN.*

## *To make an international call*

- 1 From standby press **(+)** until a + sign appears.
- 2 Enter the country code, area code (without the first zero), phone number and select **Call**.

## *To end a call*

- Close the phone or select **End call**.

## *To answer a call*

- When the phone rings, select **Answer**.

## *To reject a call*

- When the phone rings, select **Busy**.

## *To view missed calls*

- When **Missed calls:** is displayed, select **Yes**.  
To call back, scroll to a number and select **Call**.

### **To turn the loudspeaker on during a call**

- Select **More** > **Turn on speaker**.



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

### **To change the ear speaker volume during a call**

- Press **(+)** or **(-)**.

### **To turn off the microphone during a call**

- Press and hold down **(C)**. To resume, press and hold down **(C)** again.

## **Call list**

You can view information about recent calls.

### **To call a number from the call list**

- 1 From standby select **Calls** and scroll to a tab.
- 2 Scroll to the name or number and select **Call**.

### **To add a number to contacts**

- 1 From standby select **Calls** and scroll to a tab.
- 2 Scroll to the number and select **More** > **Save number**.
- 3 Select a contact or select **New contact**.
- 4 Enter the contact information and select **Save**.

### **To delete a number from the call list**

- 1 From standby select **Calls** and scroll to a tab.
- 2 Scroll to the number and select **More** > **Delete entry** > **Yes**.

# Contacts

In **Contacts** you can save contact information with name, numbers, addresses, picture, ringtone, title, personal information and birthday.

 See *Entering text on page 30* for instructions on how to enter text and numbers.

## **To add a contact**

- 1 From standby select **Menu > Contacts**.
- 2 Scroll to and select **New contact > Add**.
- 3 Enter the name and select **OK**.
- 4 Scroll to **New number:** and select **Add**.
- 5 Enter the number and select **OK**.
- 6 Scroll to and select the contact type.
- 7 Select **Save**.

 Enter the + sign and country code with all phone numbers. They can then be used abroad or at home.

## **To call a contact**

- 1 From standby select **Menu > Contacts**.
- 2 Scroll to, or enter the first few letters of the contact and select **Call**.

## **To delete a contact**

- 1 From standby select **Menu > Contacts**.
- 2 Scroll to the contact and press **(C)**.

### **To edit a contact**

- 1 From standby select **Menu** > **Contacts**.
- 2 Scroll to the contact and select **More** > **Edit contact**.
- 3 Scroll to the contact information and select **Edit**.
- 4 Enter information or select a picture or ringtone.
- 5 Confirm and select **Save**.

### **To send all contacts**

- From standby select **Menu** > **Contacts** > **Options** > **Advanced** > **Send all contacts** and select a transfer method.

### **To copy contacts between the phone and the SIM card**

- 1 From standby select **Menu** > **Contacts** > **Options** > **Advanced**.
- 2 Select **Copy to SIM** or **Copy from SIM**.
- 3 Select **Copy a number** or **Copy all**.
- 4 To copy one contact, select the contact.

**!** *When copying all contacts to the SIM card, all existing SIM card information is replaced.*

### **To check memory status for your contacts**

- From standby select **Menu** > **Contacts** > **Options** > **Advanced** > **Memory status**.

# Speed dialling

Speed dialling lets you select nine contacts that you can dial quickly by pressing numbers 1-9.

## *To add contacts to speed dial numbers*

- 1 From standby select **Menu** > **Contacts** > **Options** > **Speed dial**.
- 2 Scroll to a position number and select **Add**.
- 3 Select a contact.

## *To speed dial*

- From standby enter the number (1-9) and select **Call**.

# My number

You can view and edit your own phone number.

## *To view your own phone number*

- From standby select **Menu** > **Contacts** > **Options** > **Special numbers** > **My numbers**.

# Camera

Your phone has a digital camera to take pictures to save or send. Use infrared or picture messages to send a picture to another phone or to a computer. Camera pictures are saved in JPEG format in the **Camera album**.

## *To take pictures*

- 1 From standby press  to start the camera.
- 2 Select **Capture** to take the picture.
- 3 Press  to save and take another picture or select **More** > **Delete** to delete the picture.

## *To use the zoom*

- Use  or  to zoom.

## *To adjust the brightness*

- Use  or  to adjust the brightness.

## *To use the camera options*

- 1 When the camera is activated select **More**.
- 2 Select an option:
  - **Picture size** – select between two sizes.
  - **Night mode** – enhance picture quality in poor lighting.
  - **Self-timer** – the picture is taken a few seconds after you press **Capture**.
  - **Effects** – select different effects for your picture.
  - **White balance** – adjust colours to lighting conditions.
  - **Picture quality** – select picture quality.
  - **Shutter sound** – select different shutter sounds.

### **To view your pictures**

- 1 From standby select **Menu** > **File manager** > **Camera album**.
- 2 Scroll to a picture and select **View**.

 You can use a USB cable to exchange pictures between your phone and a computer. For more information go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support).

### **To send a picture**

- 1 From standby select **Menu** > **File manager** > **Camera album**.
- 2 Scroll to a picture and select **More** > **Send**. Select a transfer method.

### **To use a picture**

- 1 From standby select **Menu** > **File manager** > **Camera album** and scroll to a picture.
- 2 Select **More** > **Use as** and select how to use the picture.

 See also *File manager* on page 24 and *Infrared* on page 31.

# Internet

You need the correct Internet settings in your phone.

If settings are not in your phone, you can:

- Get them in a text message from the network operator.
- On a computer, go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support) and request a text message with the settings.

## *To select an Internet profile*

- From standby select **Menu** > **Settings** > **Connectivity** > **Internet settings** > **Internet profiles**. Select a profile.

## *To start browsing*

- 1 From standby select **Menu** > **Internet**.
- 2 Select **More** for options:
  - **Go to** – go to predefined pages or bookmarks, enter a Web address or show previously visited pages.
  - **Tools** – add a bookmark, save a picture, refresh page content, send a link or make a call when browsing.
  - **View** – select full content or text only.
  - **Advanced** – select options such as show pictures, allow cookies, clear cookies, clear cache and Internet status.

## *To stop browsing*

- When you browse, select **More** > **Exit browser**.

# Calendar

You can set and send appointments with reminders.

## *To add an appointment in the calendar*

- 1 From standby select **Menu** > **Organizer** > **Calendar**.
- 2 Scroll to and select a date. Select **New appointm.**
- 3 Enter the details to confirm the appointment.

## *To set reminders options*

- 1 From standby select **Menu** > **Organizer** > **Calendar** > **More** > **Advanced** > **Reminders**.
- 2 Select an option. Select **Always** for a reminder to sound even if the phone is off or in silent mode.

## *To view a calendar week*

- From standby select **Menu** > **Organizer** > **Calendar** > **More** > **View week**.

## *To send an appointment*

- 1 From standby select **Menu** > **Organizer** > **Calendar** and select a date.
- 2 Scroll to an appointment, select **More** > **Send** and select a transfer method.

## *To find an appointment*

- 1 From standby select **Menu** > **Organizer** > **Calendar** > **More** > **Advanced** > **Find**.
- 2 Enter the search string and select **OK**.

# More functions

## File manager

### *To move a file*

- 1 From standby select **Menu > File manager**.
- 2 Open a folder, scroll to a file and select **More > Move**.
- 3 Select a folder or select **New folder**, name the new folder and select **OK**.
- 4 Select **Paste**.

### *To rename a file*

- 1 From standby select **Menu > File manager**.
- 2 Scroll to a file and select **More > Rename**.
- 3 Enter a new name and select **OK**.

 *Some files cannot be renamed.*

### *To select several files*

- 1 From standby select **Menu > File manager** and open a folder.
- 2 Scroll to a file and select **More > Mark**.
- 3 Select **Mark several** or **Mark all**. To select files, scroll and select **Mark** or **Unmark**.

### *To view the memory status*

- From standby select **Menu > File manager > More > Memory status**.

 *If the memory is full, delete some content. Scroll to a file or a folder and select **More > Delete**.*

# Alarm

The alarm rings even if the phone is off or set to silent.

## *To set the alarm*

- 1 From standby select **Menu** > **Organizer** > **Alarms** > **Alarm**.
- 2 Enter the time and select **Save**.

## *To set the recurrent alarm*

- 1 From standby select **Menu** > **Organizer** > **Alarms** > **Recurrent alarm**.
- 2 Enter the time and select **Continue**.
- 3 Select the week days and select **Done**.

## *To turn the sounding alarm off*

- Press any key. To snooze the alarm, press **Snooze**.

## *To set the alarm signal*

- From standby select **Menu** > **Organizer** > **Alarms** > **Alarm signal** and select a signal.

# Tasks and Notes

## *To add a new task*

- 1 From standby select **Menu** > **Organizer** > **Tasks** > **New task**.
- 2 Select **Task** or **Phone call**. Enter details and confirm each entry. Select **Yes** to use the reminder option.

## *To make a note and save it in a list*

- 1 From standby select **Menu** > **Organizer** > **Notes**.
- 2 Scroll to **New note** and select **Add**.
- 3 Enter the note and select **Save**.

# Calculator

## *To use the calculator*

- 1 From standby select **Menu** > **Organizer** > **Calculator**.
- 2 Press  or  to select  $\div \times - + . \% =$ .

# Timer

## *To use the timer*

- 1 From standby select **Menu** > **Organizer** > **Timer**.
- 2 Enter the hours, minutes and seconds.
- 3 Select **Start**.

# Stopwatch

## *To use the stopwatch*

- 1 From standby select **Menu** > **Organizer** > **Stopwatch**.
- 2 Select **Start**.
- 3 To view a new lap time, select **New lap**.

# Language

## *To change the phone menu language*

- From standby select **Menu** > **Settings** > **General** > **Language** > **Phone language** and select a language.

# Time and date

## *To set the time and date*

- 1 From standby select **Menu** > **Settings** > **General** > **Time & date**.
- 2 Select **Time** or **Date**.
- 3 Enter the time or date and select **Save**.

# Call time and cost

## *To check the call time and cost*

- From standby select **Menu** > **Settings** > **Calls** > **Time & cost** > **Call timers**.

# Themes

Use themes to change the appearance of the screen.

## *To set a theme*

- 1 From standby select **Menu** > **Settings** > **Display** > **Themes**.
- 2 Scroll to a theme and select **Set**.

# Profiles

Some phone settings are adapted to different situations, for example, the ring volume may be adapted to suit a meeting.

## *To select a profile*

- From standby select **Menu** > **Settings** > **General** > **Profiles** and select a profile to use.

## *To view and edit a profile*

- 1 From standby select **Menu** > **Settings** > **General** > **Profiles** and select a profile.
- 2 Select **More** > **View and edit**.

# Ringtones, sounds and alerts

Your phone has melodies that can be used as ringtones.

## *To select a ringtone*

- From standby select **Menu** > **Settings** > **Sounds & alerts** > **Ringtone** and select a ringtone.

## *To set the ring volume*

- 1 From standby select **Menu** > **Settings** > **Sounds & alerts** > **Ring volume**.
- 2 Press  or  to set a volume and select **Save**.

## *To set the vibrating alert*

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

## *To set sounds and alerts options*

- 1 From standby select **Menu** > **Settings** > **Sounds & alerts**.
- 2 Select an option:
  - **Increasing ring** – select an increasing ringtone.
  - **Message alert** – select message notification.
  - **Key sound** – select a key press sound.

# Entering text

There are two input methods you can use to enter text; multitap or predictive text input.

- 💡 *By using predictive text input you only have to press each key once. Continue writing a word even if it appears to be wrong. The phone uses the dictionary to recognize the word when all letters are entered.*

## **To enter text using multitap**

- Press **2** – **9** until the letter appears.
- Press **#** to add a space.
- Press **1** to enter punctuation marks.

## **To enter text using predictive text input**

- For example, to write the word “Land”, press **5**, **2**, **6**, **3**.
- If the word or punctuation mark is the one you want, press **#** to accept and add a space. To accept without adding a space, press **▶**.
- If the word or punctuation mark is not the one you want, press **▲** or **▼** to view alternatives.

## **To add a word to the dictionary**

- 1 When you write, select **More > Spell word**.
- 2 Enter the word using multitap and select **Insert**.

### *How to use the keys*

- Press and hold down **(\*) a/A** to change the input method.
- Press **(\*) a/A** to shift between upper case and lower case letters.
- Press and hold down **(# ~ ?)** to change the writing language.
- Press **(C)** to delete characters. To delete a whole word, press and hold down **(C)**.
- Press and hold down **(0 +) – (9)** to enter numbers.

## **Infrared**

Use the infrared port to exchange files such as pictures and ringtones with other phones or infrared devices.

### *To turn on infrared*

- From standby select **Menu > Settings > Connectivity > Infrared port > On**.

### *To connect two devices using infrared*

- 1 Turn on infrared in both devices.
- 2 Make sure the infrared ports are facing each other with a maximum distance of 20 cm (8").

### *To transfer a picture using infrared*

- 1 From standby select **Menu > File manager > Camera album**.
- 2 Scroll to a picture and select **More > Send** and select **Via infrared**.

# Diverting calls



Divert calls, for example, to an answering service.

## *To divert calls*

- 1 From standby select **Menu** > **Settings** > **Calls** > **Divert calls**.
- 2 Select a call type, a divert option and select **Activate**.
- 3 Enter the phone number and select **OK**.

## *To cancel a call divert*

- 1 From standby select **Menu** > **Settings** > **Calls** > **Divert calls**.
- 2 Select a call type, a divert option and select **Deactivate**.

# Voicemail



Callers can leave a voicemail message when you cannot answer. You can get your voicemail number from your network operator.

## *To enter your voicemail number*

- 1 From standby select **Menu** > **Messaging** > **Settings** > **Voicemail number**.
- 2 Enter the voicemail number and select **OK**.

## *To call your voicemail service*

- From standby press and hold down **1**.

# Multiple calls



When call waiting is activated, you can handle multiple calls. A short sound indicates a second call.

## *To activate call waiting*

- From standby select **Menu** > **Settings** > **Calls** > **Manage calls** > **Call waiting** > **Activate**.

## *To answer a second call*

- Select **Answer**. The ongoing call is put on hold.

## *To reject a second call*

- Select **Busy** and continue with the ongoing call.

## *To make a second call*

- 1 Select **More** > **Add call**. The ongoing call is put on hold.
- 2 Enter the number and select **Call**.

## *To switch between two calls*

- Select **More** > **Switch calls**.

## *To join two calls*

- Select **More** > **Join calls**.

## *To end calls*

- 1 Select **End call**.
- 2 Select **No** to end both calls or **Yes** to end one call and retrieve the call on hold.

## SIM card lock

- ! *To unblock your SIM card, you need to enter your PUK (Personal Unblocking Key) and PIN code, supplied by your network operator.*

### *To unblock your SIM card*

- 1 When **PIN blocked**. To unblock, enter your PUK code provided by your network operator. is displayed, enter your PUK and select **OK**.
- 2 Enter a new four-to-eight-digit PIN and select **OK**.
- 3 Re-enter the new PIN to confirm and select **OK**.

### *To turn the SIM card lock on*

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

### *To edit your PIN*

- 1 From standby select **Menu > Settings > General > Security > Locks > SIM protection > Change PIN**.
- 2 Enter your PIN and select **OK**.
- 3 Enter a new four-to-eight-digit PIN and select **OK**.
- 4 Re-enter the new PIN and select **OK**.

# Phone lock

The phone lock protects the phone against unauthorized use. You can change the phone lock code (0000 by default) to any four-digit code.

! *If the phone lock is set to **Automatic**, you only need to enter your phone lock code when you insert a different SIM card.*

## To set the phone lock

- 1 From standby select **Menu** > **Settings** > **General** > **Security** > **Locks** > **Phone protection** > **Protection**.
- 2 Scroll to an option, enter your code and select **OK**.

## To edit your phone lock code

- 1 From standby select **Menu** > **Settings** > **General** > **Security** > **Locks** > **Phone protection** > **Change code**.
- 2 Enter the current code and select **OK**.
- 3 Enter a new code and select **OK**.
- 4 Re-enter the new code and select **OK**.

! *If you forget your new code, you have to take your phone to your local Sony Ericsson retailer.*

## To unlock the phone

- Enter your code and select **OK**.

[www.sonyericsson.com](http://www.sonyericsson.com)

# Sony Ericsson

Sony Ericsson Mobile Communications AB  
SE-221 88 Lund, Sweden

EN/LZT 108 9511 R1A

Printed in XXX

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# Troubleshooting

You can correct most problems yourself. For more support go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support), see the *Important information guide* or contact your network operator.

- ! *Remove the SIM card before handing your phone in for repair.*

## The phone turns itself off

Restart the phone or do a master reset.

### *To restart the phone*

- 1 Turn the phone off and remove the battery cover.
- 2 Remove the battery and put it back in place.
- 3 Replace the battery cover and turn the phone on.

### *To perform a master reset*

- 1 From standby select **Menu** > **Settings** > **General** > **Master reset**.
- 2 Select **Reset settings** to delete your changes to settings or **Reset all** to delete your changes to settings, all contacts, messages, personal data, and content you have downloaded, received or edited.
- 3 Select **Continue**.

## **I cannot turn the phone on**

- Attach the charger (make sure the power icon on the charger is facing upwards) and charge the phone for 3 hours.

## **Some menu options appear in grey**

A service is not activated or your subscription does not support the function.

- Contact your network operator.

## **The phone is working slowly**

- Delete unwanted content and restart the phone.

## **No indication of charging**

- The battery is empty or has not been used for a long time. It may take up to 30 minutes before the battery icon appears on the screen.

## **I cannot use Internet or send picture messages**

You need a phone subscription that supports data transmission, and the correct Internet settings.

- Go to [www.sonyericsson.com/support](http://www.sonyericsson.com/support) or contact your network operator.

## What do these error messages mean?

### Insert SIM

Your SIM card is not inserted correctly or may be damaged or dirty. Try one or more of the following:

- Remove the SIM card and insert it correctly.
- Clean the connectors on the SIM card and phone with a soft brush, a cloth or a cotton bud.
- Check if the SIM card is damaged.

### Insert correct SIM card

- Check that you are using the correct operator SIM card. If not, contact your network operator.

### Wrong PIN

You have entered your PIN code incorrectly.

- See *SIM card lock* on page 34.

### PIN blocked. To unblock, enter your PUK code provided by your network operator.

The SIM card is blocked.

- Unblock. See *SIM card lock* on page 34.

### PUK blocked

- Contact your network operator.

### Phone locked

The phone is locked.

- Unlock. See *Phone lock* on page 35.

### Phone lock code:

The phone lock code is required.

- Enter the correct code. See *Phone lock* on page 35.

### Codes do not match

Appears when changing a security code.

- Confirm the new code by entering it twice.

### Emerg. calls only

You are within range of a network but are only allowed to use it for emergency calls.

- Contact your network operator if the problem persists.

### No netw. coverage

There is no network within range.

- Contact your network operator if the problem persists.

# Declaration of Conformity

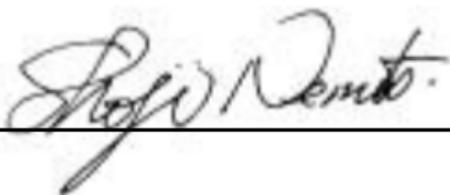
We, **Sony Ericsson Mobile Communications AB** of  
Nya Vattentornet  
SE-221 88 Lund, Sweden  
declare under our sole responsibility that our product

**Sony Ericsson type AAB-1032042-BV**

and in combination with our accessories, to which this declaration relates is in conformity with the appropriate standards 3GPP TS 51.010-1, EN 301 489-7 and EN 60950, following the provisions of, Radio Equipment and Telecommunication Terminal Equipment directive 99/5/EC with requirements covering EMC directive 89/336/EEC, and Low Voltage directive 73/23/EEC.

Lund, June 2007

**CE 0682**



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Shoji Nemoto, Head of Product Business Group GSM/UMTS

We fulfil the requirements of the R&TTE Directive (99/5/EC).

## FCC Statement

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

### Sony Ericsson Z250a

GSM 900/1800/1900

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Please note: Some of the services in this User guide are not supported by all networks. This also applies to the GSM International Emergency Number 112. Please contact your network operator or service provider if you are in doubt whether you can use a particular service or not. Please read the *Guidelines for safe and efficient use* and the *Limited warranty* chapters before you use your mobile phone. All illustrations are for illustration only and may not accurately depict the actual phone.

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