

Troubleshooting guide

Why doesn't the touchscreen react to small finger movements? (Xperia XZ2 series)

You might experience that the touchscreen does not react to touch when using narrow movements or swipes.

This is improved in software build number:

- 51.1.A.4.265 or higher for Xperia XZ2 and Xperia XZ2 Compact.
- 52.0.A.3.126 or higher for Xperia XZ2 Premium.

Tip: To check your device's current software version, find and tap **Settings > System > About phone > Build number**.

Tap or click for information about new software updates for [Xperia XZ2](#), [Xperia XZ2 Compact](#) or [Xperia XZ2 Premium](#).

Note! Software updates are released at different times depending on the operator, market, region or country. Therefore, we cannot give you an exact date for when a specific update will be available for your device. In addition, network operators and specific markets may choose not to use the updates for specific models.

Affected Xperia devices

- Xperia XZ2
- Xperia XZ2 Compact
- Xperia XZ2 Premium

Affected software versions

- 51.1.A.4.225 or lower (Xperia XZ2 and Xperia XZ2 Compact)
- 52.0.A.3.84 or lower (Xperia XZ2 Premium)

I cannot power on my device

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

- Allow your device enough time to start. Press and hold down the power key until the device vibrates and then release it. It may take up to 10 seconds before the device vibrates.
- Make sure 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. Long press the power key and the volume up key at the same time until your device vibrates.
2. 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 more seconds, the device vibrates 3 times and turns off.

To turn on your device

3. Long press the power key until the device vibrates.
 4. Enter your SIM card PIN when requested, then tap  (Done icon) .
 5. 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 2 minutes, 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.
- It is recommended to back up and synchronise your important data with a Google account.
 - 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. Unlock the screen of your device and connect your device to the computer using a USB cable.
2. On the computer, select which files to back up, then copy and paste or drag and drop the files to a location on your PC.

To back up and synchronise apps, phone settings, and call history

3. Find and tap Settings > System > Advanced > Back up .
4. Tap the switch to enable the function. Your app data, device settings, and call history will be backed up automatically.

 You can also enable backup from the settings menu in Google Drive. You can synchronise your app data, device settings, and call history automatically by logging in to the Google account used to synchronise data on your old device. When you power on your new device for the first time, log in to the Google account during the setup wizard.

To repair the device software using Xperia Companion

 Before performing a software repair, 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.

5. Make sure that Xperia Companion is installed on your PC or Mac.
6. Open the Xperia Companion software on the computer and click Software repair on the main screen.
7. Follow the on-screen instructions to reinstall the software and complete the repair.

The device gets hot

- 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 more power than usual and therefore generates more heat.
- Update your device to ensure that you have optimal performance and the latest enhancements.

I cannot unlock my screen

If you forget your screen lock PIN, password or pattern, you can reset your Xperia device using either the Find My Device app from Google 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 Find My Device.
 - Requirements: This reset method requires that your device is turned on, has internet access and that Find My Device is turned on in your device. 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 Find My Device

 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 [Find My Device](#).
 4. Sign in to the Google account that is registered on your device.
 5. Erase all content from the device by following 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 computer 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.

To repair the device software using Xperia Companion



Before performing a software repair, 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.

1. Make sure that Xperia Companion is installed on your PC or Mac.
2. Open the Xperia Companion software on the computer and click Software repair on the main screen.
3. Follow the on-screen instructions to reinstall the software and complete the repair.

The touchscreen isn't working properly

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. Long press the power key and the volume up key at the same time until your device vibrates.
 2. 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 more seconds, the device vibrates 3 times and turns off.

To turn on your device

3. Long press the power key until the device vibrates.



(Done icon) .

4. Enter your SIM card PIN when requested, then tap
 5. Wait a moment for the device to start.
- If your device supports Glove mode, make sure that the feature is turned off when you're not wearing gloves.

To turn off Glove mode

0. Find and tap Settings > Display > Advanced > Glove mode .
 1. Tap the switch 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. While the device is turned on, long press the power key.
 1. In the dialog that appears, touch and hold Power off , then tap OK .
 2. Wait for the device to restart in Safe mode .



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 (Uninstall app icon) > OK .

- Carry out a quick test to assess the touchscreen functionality on your Xperia device.

To carry out a test

0. Find and tap Settings > Support .
 1. Select the Tests tab and choose a test from the list.
 2. Follow the instructions to carry out the test, then tap YES or NO depending on whether you passed the test or not.
- Update your device to ensure that you have optimal performance and the latest enhancements. [Read more about how to update and find the latest software version.](#)
- It is recommended to back up and synchronise your important data with a Google account.
- 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. Unlock the screen of your device and connect your device to the computer using a USB cable.
 1. On the computer, select which files to back up, then copy and paste or drag and drop the files to a location on your PC.

To back up and synchronise apps, phone settings, and call history

2. Find and tap Settings > System > Advanced > Back up .
 3. Tap the switch to enable the function. Your app data, device settings, and call history will be backed up automatically.

 You can also enable backup from the settings menu in Google Drive. You can synchronise your app data, device settings, and call history automatically by logging in to the Google account used to synchronise data on your old device. When you power on your new device for the first time, log in to the Google account during the setup wizard.

To repair the device software using Xperia Companion

 Before performing a software repair, 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.

4. Make sure that Xperia Companion is installed on your PC or Mac.
 5. Open the Xperia Companion software on the computer and click Software repair on the main screen.
 6. 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,

My device freezes or applications suddenly shut down

- 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.

To enable Safe mode

1. While the device is turned on, long press the power key.
2. In the dialog that appears, touch and hold Power off , then tap OK .
3. Wait for the device to restart in Safe mode .



To exit Safe mode , restart the 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 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 (Uninstall app icon) > OK .
- Update your device to ensure that you have optimal performance and the latest enhancements. [Read more about how to update and find the latest software version.](#)
 - Perform a factory data reset. This is sometimes the best solution if your device stops functioning properly, but note that it will delete all personal content saved on the internal memory of your device. Make sure to back up data that you want to keep.

To back up your data using a computer

1. Unlock the screen of your device and connect your device to the computer using a USB cable.
2. On the computer, select which files to back up, then copy and paste or drag and drop the files to a location on your PC.

To back up and synchronise apps, phone settings, and call history

3. Find and tap Settings > System > Advanced > Back up .
4. Tap the switch to enable the function. Your app data, device settings, and call history will be backed up automatically.

 You can also enable backup from the settings menu in Google Drive. You can synchronise your app data, device settings, and call history automatically by logging in to the Google account used to synchronise data on your old device. When you power on your new device for the first time, log in to the Google account during the setup wizard.

To perform a factory data reset

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

5. 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.
6. Find and tap Settings > System > Advanced > Reset options .
7. Tap Erase all data (factory reset) > Reset phone .
8. If required, draw your screen unlock pattern or enter your screen unlock password or PIN to continue.
9. To confirm, tap Erase everything .

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

The sound during calls is bad

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:

- Carry out a quick test to verify that the microphone and ear speaker are working properly.

To carry out a test

1. Find and tap Settings > Support .
 2. Select the Tests tab and choose a test from the list.
 3. Follow the instructions to carry out the test, then tap YES or NO depending on whether you passed the test or not.
- 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. While the device is turned on, long press the power key.
2. In the dialog that appears, touch and hold Power off , then tap OK .
3. Wait for the device to restart in Safe mode .



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 (Uninstall app icon) > OK .
- Update your device to ensure that you have optimal performance and the latest enhancements. [Read more about how to update and find the latest software version.](#)
 - Perform a factory data reset. This is sometimes the best solution if your device stops functioning properly, but note that it will delete all personal content saved on the internal memory of your device. Make sure to back up data that you want to keep.

To back up your data using a computer

1. Unlock the screen of your device and connect your device to the computer using a USB cable.
2. On the computer, select which files to back up, then copy and paste or drag and drop the files to a location on your PC.

To back up and synchronise apps, phone settings, and call history

3. Find and tap Settings > System > Advanced > Back up .
4. Tap the switch to enable the function. Your app data, device settings, and call history will be backed up automatically.

 You can also enable backup from the settings menu in Google Drive. You can synchronise your app data, device settings, and call history automatically by logging in to the Google account used to synchronise data on your old device. When you power on your new device for the first time, log in to the Google account during the setup wizard.

To perform a factory data reset

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

5. 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.
6. Find and tap Settings > System > Advanced > Reset options .
7. Tap Erase all data (factory reset) > Reset phone .
8. If required, draw your screen unlock pattern or enter your screen unlock password or PIN to continue.
9. To confirm, tap Erase everything .

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

There is no network coverage or mobile data connection

- If there is no network coverage, try the following:
 - Turn off your device and then turn it back on. By doing this you turn off all running applications and free up memory, which sometimes automatically solves the issue.
 - Make sure Airplane mode is turned off.

To turn off Airplane mode

1. Find and tap Settings > Network & Internet > Advanced .
2. Tap the Airplane mode switch to enable the function.

- 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 network .
 2. Dual SIM users, select a SIM card.
 3. Tap Advanced > 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 network .
 2. Dual SIM users, select a SIM card.
 3. Tap Advanced > the Automatically select network switch to disable, then tap Network .
 4. Select a network.
- 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 switch 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. Long press 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 network .
 2. Dual SIM users, select a SIM card.
 3. Tap Advanced > 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 more about how to update and find the latest software version.](#)
 - Perform a factory data reset. This is sometimes the best solution if your device stops functioning properly, but note that it will delete all personal content saved on the internal memory of your device. Make sure to back up data that you want to keep.

To back up your data using a computer

1. Unlock the screen of your device and connect your device to the computer using a USB cable.
2. On the computer, select which files to back up, then copy and paste or drag and drop the files to a location on your PC.

To back up and synchronise apps, phone settings, and call history

3. Find and tap Settings > System > Advanced > Back up .

4. Tap the switch to enable the function. Your app data, device settings, and call history will be backed up automatically.

-  You can also enable backup from the settings menu in Google Drive. You can synchronise your app data, device settings, and call history automatically by logging in to the Google account used to synchronise data on your old device.
- When you power on your new device for the first time, log in to the Google account during the setup wizard.

To perform a factory data reset

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

5. 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.
6. Find and tap Settings > System > Advanced > Reset options .
7. Tap Erase all data (factory reset) > Reset phone .
8. If required, draw your screen unlock pattern or enter your screen unlock password or PIN to continue.
9. To confirm, tap Erase everything .



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

I cannot update my device software using a computer

- Make sure that the screen of your device is unlocked, and that File transfer is selected as the Use USB for setting under USB Preferences .

To set Use USB for to File transfer

1. Make sure that your device is connected to a computer using a USB cable.
2. From your Home screen , drag the status bar downwards.



3. Find and tap Android system next to (USB icon) .
 4. Tap Tap for more options , and then select File transfer .
- When updating your device software using Xperia Companion, make sure your computer has access to the internet.

- 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  (Eject icon) beside SD card .

My Wi-Fi connection keeps dropping

- 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 switch 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.
- 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 (Wi-Fi icon) 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. Scroll down and tap Add network .
 2. Enter the Network name information.
 3. To select a security type, tap the Security field.
 4. If required, enter a password.
 5. To edit advanced options such as proxy, IP settings and Hidden network, tap Advanced options and then edit the options as desired.
 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

0. Unlock the screen of your device and connect your device to the computer using a USB cable.
1. On the computer, select which files to back up, then copy and paste or drag and drop the files to a location on your PC.

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To perform a factory data reset

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

4. 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.
5. Find and tap Settings > System > Advanced > Reset options .
6. Tap Erase all data (factory reset) > Reset phone .
7. If required, draw your screen unlock pattern or enter your screen unlock password or PIN to continue.
8. To confirm, tap Erase everything .

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

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

 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 File transfer is selected as the Use USB for setting under USB Preferences .

To set Use USB for to File transfer

- 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

- 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.