

# Fix 8 common errors on Xperia Z

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*DigitalTrends* has compiled information from forums and collected the most outstanding issues of Xperia Z. Here is how to solve problems you may encounter with this high-end smartphone from Sony:



## 1. Frequently lose Wi-fi connection

Many Xperia Z users complain that Wi-fi signals on their computers are very weak, while others encounter problems connecting to certain modems. In some cases, the problem gets worse when users turn on both Wi-fi and Bluetooth. STAMINA Mode may also have a negative effect because it will stop the auto-sync feature and disconnect every time you turn off the screen.

### **Solution:**

- Please install **Wifi Analyzer** application to check your signal.

- Turn off Bluetooth connectivity.
- Turn off STAMINA mode in **Settings / Power Management / STAMINA mode**.

### **Other solutions:**

- Restart your modem, Wi-fi player and even your phone.
- Please update Xperia Z to the latest firmware. Also, check the modem and / or network manufacturer's website to update the latest firmware to your modem.
- Try switching the channel on the router and turn on the DHCP feature. When DHCP mode is turned on, devices on the local network will be automatically granted an internal IP address, minimizing duplicated IP status so that devices with the same IP address cannot access the network.
- Check if your modem is filtering MAC addresses (network addresses of devices).
- Use Sony **PC Companion** software. Select the **Support Zone / Start / Phone Software Update / Start menu**. If your firmware is the latest version, select **Repair phone** to restore your settings.

## **2. The device suddenly turns into "brick"**

Many users have reflected a very strange phenomenon on their Xperia Z: The device switches to standby and will not "*wake up*" even if you do anything, even if you use it. Use full recovery for the device (press the on / off button and volume rocker at the same time). Xperia Z will then "*wake up*" unexpectedly, but this "*unexpected*" situation can happen more than once.

### **Solution:**

Please update Xperia Z to the latest firmware. Sony has resolved this error through a recent update.

## **3. The LED for notification (notification) does not work**

According to Sony's design, every time a new email or message is received, the LED on the top right of the screen will be turned on. However, many users say LED lights on their Xperia Z never work. The reason may be due to an error in backing up data from an old phone or due to STAMINA battery saving mode.

### **Solution:**

- Try turning off STAMINA mode. By default this mode is turned off, you can check in **Settings / Power management / STAMINA**.
- If you choose to back up data from your old device, you may have problems with the notification LED. Please reinstall the device by selecting **Settings / Backup & reset** and turn off the **Back up my data option**, then select **Factory data reset**. If you choose this method, you will lose all the old data, but it may solve the LED problem. When restarting the computer, absolutely no data recovery because you can see this problem again.

## 4. Unusually hot machine

Unusual hot phenomenon is happening on almost all smartphones, not just Xperia Z. Manufacturers are trying to "stuff" too powerful hardware into the phone, and with the Xperia Z problem can be aggravated by the design is quite thin and light. The more you use and the more "heavy" applications you run, the hotter the Xperia Z.

### **Solution:**

- Limited use of Xperia Z continuously for long time.
- Do not use protective cover.
- Absolutely not dipped in cold water! If the device is too hot, immersing the device in cold water may cause the screen to crack.

## 5. The battery is too short

This is another popular complaint on smartphones. With the Xperia Z, things get worse due to some software errors that cause the battery to not be displayed properly. You can go to the **Settings / Battery** menu to find applications that are consuming the most battery power and turn them off without using it.

### **Solution:**

- See how to optimize battery life on Android.
- Try **STAMINA** mode in **Settings / Power management / STAMINA** menu . Please note that this mode may cause some problems and will also change many settings on your device.

## 6. MicroSD memory card has an error

Some users have difficulty accessing content stored on a microSD card. In the worst case scenario, the Xperia Z doesn't even read any content on the memory card and displays messages like " *memory that have been removed unexpectedly*" (the memory card has been removed), leading to errors. data and even a memory card failure. This problem occurs on many different types of cards.

Currently, it is unclear what the cause of the problem is. Some people believe that microSD memory cards are too thin leading to bad contact and loss of connection to the device. Some others claim that memory cards of slow speeds (low class) cause problems for their Xperia Z.

### **Solution:**

- Try using a different memory card, preferably from another manufacturer.
- Format this memory card on your phone.

If you are in a situation where it is completely impossible to use the memory card after an error on the Xperia Z and the memory card cannot be read even on other devices, use **Formatter SD** software. This issue is being studied by Sony, so please follow up to update the new firmware versions in the future.

## 7. Music player is stopped or tripped

Some people said that songs played on their Xperia Z often stopped or stumbled during music playing. This situation occurs on many different music playing applications.

There are many reasons for this situation: If you use Bluetooth to play music to headphones or speakers, Wi-fi connectivity is in conflict with Bluetooth. If you save music on a memory card, the problem may be due to memory card errors (item 6).

### **Solution:**

- Turn off Wi-fi while using Bluetooth.
- Try transferring music from the memory card to internal memory, or switch to using a different memory card.

## 8. The machine automatically restarts

A few people have encountered the situation that Xperia Z restarted unexpectedly. Even some Xperia Z models are constantly restarting themselves and cannot be used.

### **Solution:**

- Restart the device by holding the power button and volume up button for 10 seconds.
- Fully charged.
- Use PC Companion software to restore Xperia Z. Install PC Companion and go to **Support Zone / Start / Phone Software Update / Start** . If you already have the latest version, select **Repair Phone** to restore it to its original settings.

All of the above solutions are temporary temporary solutions. In case the problem of Xperia Z still does not fix, you should bring the device to the nearest warranty address to get the help of technicians.

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