

**SONY**<sup>®</sup>

# Troubleshooting

Xperia Touch

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# I don't see any picture but I can hear the sound

If your Xperia Touch suddenly stops projecting an image or video even though you still hear audio, the device may be too hot. That is because Xperia Touch is designed to stop emitting light when it reaches a certain temperature.

Try these methods one after the other. Verify whether the problem was solved after each method, before trying the next one.

- Check if the cooling fan is working by listening for the sound generated by the fan. If the fan isn't working, contact your retailer or a Sony Mobile repair partner.
- ! Before handing the device over for service, back up all your data to avoid possible data loss. Data on the device may get deleted when examined. Don't forget to bring proper documentation, for example, proof of purchase and warranty card. The documentation required may vary depending on market, country, or region.
- Overheating may be a result of accumulation of dust and other particles in the mesh outer cover of Xperia Touch. Use a vacuum cleaner with a soft brush tip to clean the cover from the outside.

# The projected screen is blurred or difficult to read

The quality of the projected screen depends on the usage environment, such as lighting conditions and the properties of the projection surface.

- Do not place the device or project the screen in direct sunlight or strong fluorescent light. This may have a negative impact on the projected image as well as on the touchscreen functionality.
- Do not project the image onto a glossy surface such as a glass or metal table top or wall.
- Make sure the projection window is clean, and that you have removed the protective film designed to protect the projection window during shipping.
- If you are projecting onto a wall, make sure there is no obstacle between the laser auto focus sensor and the projection surface. The laser auto focus sensor is located on the bottom panel of the device.
- If you move the device during projection, make sure projection temporarily stops to let the device refocus after being moved. To stop projection, lift the device a little bit when you move it. You can also press the power key briefly to deactivate the screen before moving the device and to activate the screen again when you're done.
- Adjust the focus of your device manually.

## To adjust the focus manually

- 1 Find and tap ⓘ.
- 2 Tap **Focus settings**.
- 3 Make sure **Auto focus** is disabled by tapping the slider.
- 4 To set the focus, tap — or +.
- 5 Tap **Save**.
- 6 To cancel the settings, tap **Cancel**.

- ! To reset the focus to factory default, enable Auto focus.
- If you are projecting on an uneven surface, adjust the device to correct image distortion.

### To correct image distortion

- 1 Find and tap ⓘ.
- 2 Tap **Keystone correction**.
- 3 To adjust the projected screen, use the trapezium icons.
- 4 Tap **Save**.
- 5 To cancel the settings, tap **Cancel**.

## The touchscreen functionality does not work properly

- Make sure that nothing interferes with the sensor. For example, if your sleeve or an object on the projection surface is detected by the sensor, the touchscreen functionality may be affected.
- Clean the infrared sensor to make sure that the light is not blocked by dust or dirt, or any other obstructions.
- To take full advantage of the touchscreen functionality, project the screen onto a table or another horizontal surface. To interact with the screen while projecting onto a wall, place the device directly against the vertical surface. If the device is too far away from the wall for the screen to recognize your touch, you can use a Bluetooth® mouse to interact with the screen.
- The orientation or angle of your finger when you operate the screen affects touchscreen functionality. Try using different orientations and angles to find the combination that works best.
- For optimal performance, avoid wearing jewelry, artificial nails, or dark nail polish when operating the touchscreen.
- For touch operations that require the use of two fingers, make sure there is sufficient space between the two fingers. Do not cross your fingers or press them against each other.
- A light source emitting infrared light near the touchscreen may interfere with the touchscreen functionality. Keep the other infrared light source at a distance, or turn it off.

## I cannot charge the device

- Always use the provided USB Type-C charger when connecting to a power outlet.
- Always plug the provided USB Type-C charger into a regular power outlet.
- If the battery is drained, it may take up to 30 minutes for your device to respond to the charging. During this time, the battery status LED and the screen may remain dark.

## My device restarts when I turn it off

- Make sure to only tap **Power off** when you want to turn off the device. If you long-press **Power off**, the device will restart with **Safe mode** displayed on the screen.

## Gesture control is not working

- ! **Gesture control** can be used for some, but not all, Android apps and features.
- Make sure your device is in Android mode. **Gesture control** is not supported when you are projecting from an external source via HDMI.
- Make sure there is enough light for **Gesture control** to function properly. The camera cannot detect your hand if the room is too dark.
- When you make gestures using only your fingers, make sure the rest of your hand remains still. Refer to the User guide for more information on how to use **Gesture control**.

## The opening screen is upside down

- When the device is turned on in wall projection mode, the opening screen may initially be projected upside down. This issue is only temporary. The **Home screen** will be projected in the correct orientation.

## The screen is too dark when the device is not plugged in

- The performance of some functions, such as screen brightness, are affected when you disconnect the device from the power outlet. The embedded, rechargeable battery is designed mainly to allow you to move the projector from one place to another, before plugging the power cable back in. For optimal performance, keep your device connected to a power outlet.

## The camera screen is displayed upside down

- If you switch between wall projection and table projection mode while using the camera, the camera screen will be displayed upside down. Always start the camera, or any application that uses the camera, in the projection mode that you want use.