

Start-up Guide

User's Manual

Personal Computer

VAIO® A12

VJA121C12M

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1. Supplied Items

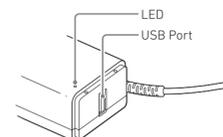
- AC adapter
- Power cord
- Digitizer stylus (pen)
- LR8D425 (SIZE AAAA) alkaline battery (for the pen)
- SIM tray pin
- Cleaning cloth
- User's manuals (See **Supplied User's Manuals.**)

! Notice

- Remove all components from the packaging and remove the packaging material, including the protective film. Check to ensure that the delivery is complete. If you find that there are missing or damaged components, contact customer service immediately.
- The supplied accessories were tested and found functional solely with your VAIO computer.
- Your VAIO computer can be recovered with the built-in hard disk or SSD and does not come with any recovery media. In case you could not recover the computer using the built-in hard disk or SSD, however, be sure to create your own recovery media with a USB flash drive before you first use your VAIO computer following your purchase. For detailed instructions on creating your own recovery media or recovering the computer, refer to **Data Backup/Computer Recovery** in the **Recovery and Troubleshooting Guide.**

Charging the external device via the USB port on the AC adapter

- 1 Make sure that your external device supports USB charging.
- 2 Connect the USB port on the AC adapter and the external device with a USB power cable, such as the one supplied with your device.

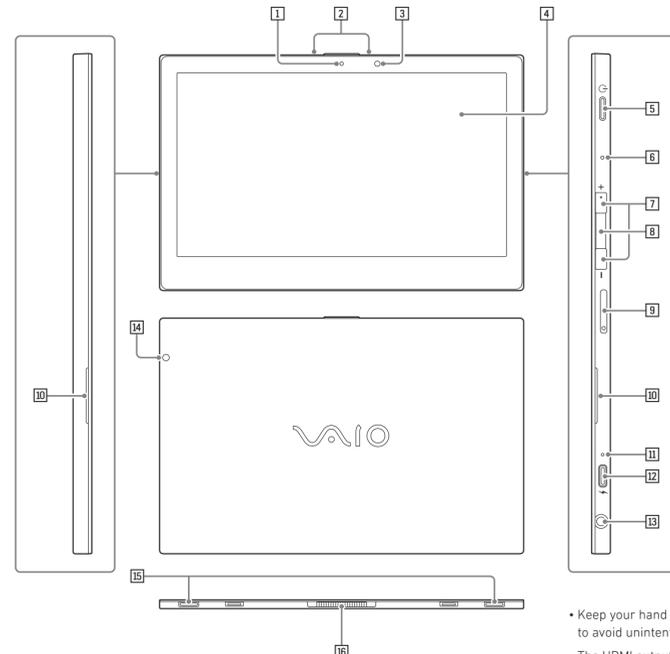


! Attention

When current consumption of the connected device exceeds the rated current of the AC adapter, power supply to the USB port stops. The power supply restarts when the current consumption of the connected device is reduced. Specifications: USB output, 5.0 VDC, 1.0 A. The USB port on the AC adapter may not work with some of the USB charging enabled devices.

2. Locating Parts and Controls

Tablet

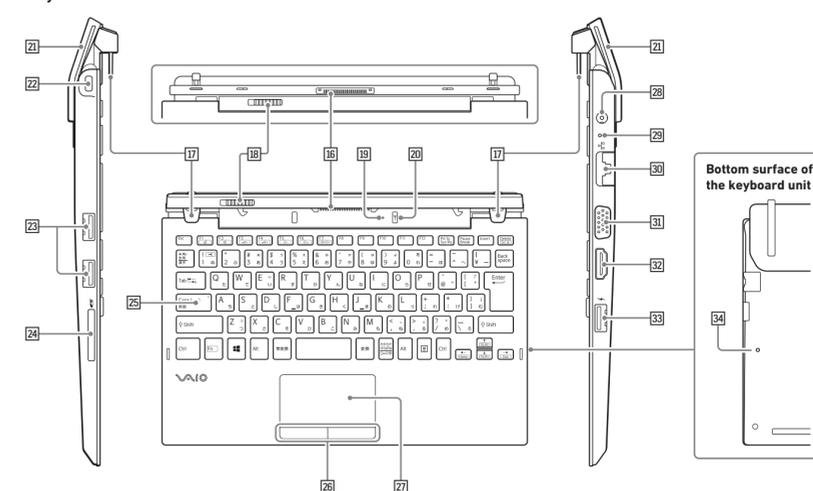


- 1 Camera/Hello Camera
- 2 Dual microphones
- 3 IR LED
- 4 LCD screen (touch screen)
- 5 Power button/Power indicator
- 6 Battery off button
- 7 Volume buttons
- 8 Fingerprint sensor
- 9 microSIM card slot
- 10 Stereo speakers
- 11 Charge indicator
- 12 USB Type-C™ port (USB 3.1 Gen 1)
This port supports the following standards:
 - USB charging (BC 1.2 IN/OUT)
 - DisplayPort Alternate Mode
 - USB Power Delivery (IN)
- 13 Headset compatible headphone jack
- 14 Rear camera (On models with the rear camera)
- 15 Holder

! Caution

- The battery packs of the tablet and the keyboard unit are not designed for removal.
- The tablet and the keyboard unit have built-in magnets around the docking connector. Keep magnet-sensitive objects (credit cards, etc.) away from the connector to avoid possible data corruption.

Keyboard unit



- 16 Docking connector
- 17 Guide pin
- 18 Release switch
- 19 Wireless keyboard status indicator (On models with the wireless keyboard function)
- 20 Wireless keyboard on/off button (On models with the wireless keyboard function)
- 21 Flap
- 22 Security lock slot
- 23 USB ports (USB 2.0)
- 24 SD memory card slot
- 25 Caps Lock indicator
- 26 Left/Right button
- 27 Touch pad
- 28 DC IN port

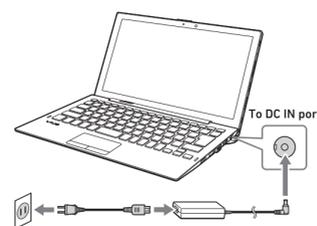
- 29 Charge indicator
- 30 LAN port
- 31 Monitor port
- 32 HDMI output port
- 33 USB port (USB 3.1 Gen 1)
This port can be used for USB charging. (BC 1.2 OUT)
- 34 Battery off button (On models with the keyboard unit containing the battery pack)

- Keep your hand away from the docking connector on the keyboard unit to avoid unintentional direct contact.
- The HDMI output port and the monitor port on the keyboard unit are not designed for concurrent use.
- While the IR LED is lit, heat may build up in the LED housing. Keep your hand away from the LED.
- While your VAIO computer is turned on, pressing the battery off button may cause loss of unsaved data. Before pressing the battery off button, be sure to save all unsaved data and turn off the computer.

3. Setting Up

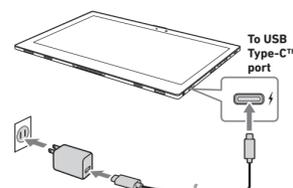
1 Connect to a Power Outlet

Connect the AC adapter and a power outlet with the supplied power cord, and then plug the AC adapter to the DC IN port on the keyboard unit.



Connecting the tablet directly to a power outlet

You can use an AC adapter compliant to the USB Power Delivery standard for connection to a power outlet or a mobile battery pack.

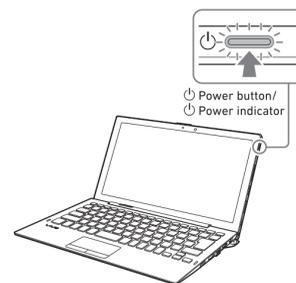


! Notice

- If your keyboard unit contains a battery pack, a charging priority will be given to the battery pack of the tablet when you connect the keyboard unit to a power outlet.
- When a USB AC adapter is plugged to the USB Type-C™ port on the tablet for battery charging, no charging indication may appear on the LCD screen of the tablet depending on the USB AC adapter. In such a case, check the charge indicator on the tablet for the charging status. The indicator is lit while charging is in progress and goes out upon completion. Note that it may take some time before the charge indicator lights.
- To charge the battery pack of the tablet by connecting the USB port on the supplied AC adapter and the USB Type-C™ port on the tablet, follow the steps below to change the setting:
 - 1 Select **[Start]** (start), and then select **VAIO Control Center** from the menu.
 - 2 Select **Hardware**, and then in **USB Type-C Power Delivery**, select **1.0A (Output current less than 1.5A)**.

2 Turn On Your VAIO Computer

Press the Power button on the tablet.



When your VAIO computer is in Clamshell Mode with the keyboard unit attached, be sure to open the LCD screen lid before pressing the Power button.

! Attention

- When lifting the LCD screen lid, do not grasp the area around the camera as it will cause malfunctions.
- Do not turn off your VAIO computer before the Windows Setup window appears.

3 Set Up Windows (Initial Setup)

Follow the instructions displayed on the Windows Setup window to make initial settings.

! Notice

The VAIO computer you purchased may have the latest Windows 10 updates applied. With these updates applied, some alterations may be required to the operation procedures on the Windows Setup window described in this document. Please refer to Windows Help or Microsoft's website for more details.

4 Connect to the Internet

Before connecting to the Internet, you need to select a connection service, make a contract with an Internet service provider accordingly, and make the Internet connection settings on your VAIO computer. With your VAIO computer, you can connect to the Internet either via a Wi-Fi (wireless LAN) or wired LAN network. For detailed information on the Internet connection settings and required network devices, refer to the manual from your service provider and the manual that came with your device. Establishing a successful connection to the Internet completes Windows license authentication.

5 Get Ready to Use Your VAIO Computer

Running Windows Update

- 1 Select **[Start]** (start), **[Settings]** (Settings), and **Update & security**.
- 2 Select **Windows Update** and follow the onscreen instructions to update the Windows.

6 Creating Your Own Recovery Media

Your VAIO computer does not come with any recovery media. Be sure to create your own recovery media with a USB flash drive before you first use the computer following your purchase. For more information, refer to the **Recovery and Troubleshooting Guide.**

! Attention

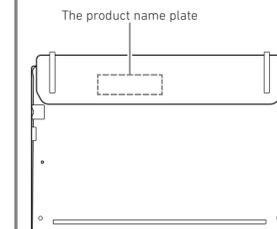
Before you recover your VAIO computer, be sure to attach the tablet to the keyboard unit and connect it to a power outlet with the AC adapter.

(Hint)

To turn off your VAIO computer or place it into Sleep mode after the above preparations, select **[Start]** (start), **[Power]** (Power), and **Shut down or Sleep**.

Viewing authentication information

You can find the authentication information on the product name plate. Close the LCD screen lid of your VAIO computer in Clamshell Mode, turn over the computer, and then open the flap on the bottom surface of the keyboard unit.



4. Using Your VAIO Computer in Three Modes

Three usage modes of your VAIO computer

Choose from three different usage modes to suit your needs.

Clamshell Mode

By attaching the tablet to the keyboard unit, you can use your VAIO computer as a notebook computer.



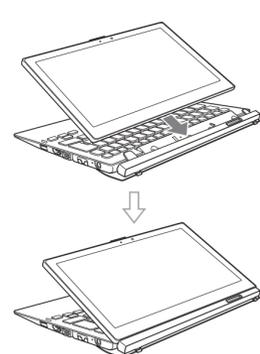
Notice

- The backlight of the keyboard unit lights only while your VAIO computer is in Clamshell Mode.
- You can use the external devices connected to the ports on the keyboard unit only while your VAIO computer is in Clamshell Mode.

View Open Mode

Turn around the tablet and attach it to the keyboard unit so that the LCD screen faces away from the keyboard unit.

This mode is suitable for simply viewing visual contents, such as videos, or showing the contents on the screen to someone sitting across from you.



Notice

- While your VAIO computer is in View Open Mode, no power is supplied to the keyboard unit even if it is connected to a power outlet with the AC adapter.
- While your VAIO computer is in View Open Mode, no keyboard operations are available unless the keyboard unit is provided with wireless keyboard function.

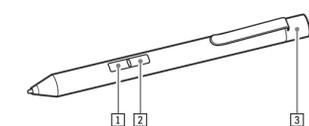
Tablet Mode

This mode is suitable for using your VAIO computer as a tablet computer, where touch operations and pen operations with the digitizer stylus are available for working with the computer.



6. Using Supplied Digitizer Stylus (Pen)

Locating Parts



- Tip-side button
- Tail-side button
- Tail cap

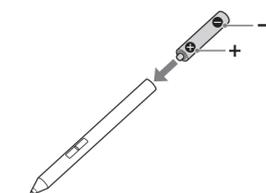
Getting the pen ready for use

Inserting a battery makes the pen operational. When the pen seems not working properly, replace the battery.

- Remove the tail cap from the barrel of the pen.



- Insert the battery into the pen with the + side pointing toward the nib.



- Attach the tail cap back in place.

Attention

- Do not insert a commercially available rechargeable battery as it may cause battery fluid leaks and malfunctions of the pen.
- When the battery power is running low, replace the battery with a new one promptly. Keeping a depleted battery in the pen may cause battery fluid leaks.

Replacing the nib (tip)

- Grasp the nib with tweezers and pull it straight out of the barrel of the pen.



- Check the direction of the new nib and insert it into the barrel of the pen.

Notice

No spare nibs are supplied with the pen. For more information about replacement nibs, contact our Support Call.

How to Use the Digitizer Stylus (Pen)

To move the pointer on the touch screen

Put the tip of the pen close the touch screen and move the pen around.



To click (tap)

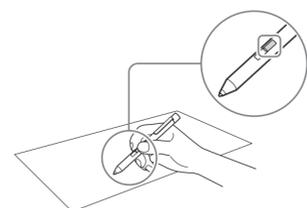
Tap the desired point on the touch screen once with the pen.

To double-click (double-tap)

Tap the desired point on the touch screen twice in quick succession with the pen.

To right-click (press and hold)

Press and hold the tail-side button on the pen, and then tap the desired point on the touch screen once with the pen. A different context menu appears depending on the tapped point.



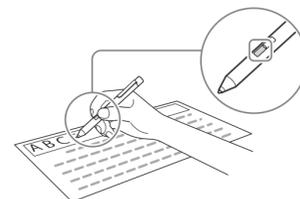
Alternatively, you can perform right-clicking by keep pressing the tip of the pen gently on the desired point for a few seconds and then taking it away.

To drag (move an item)

Press and hold the tip of the pen gently on the touch screen and move the pen around.

To erase text

On some apps, you can erase text with the pen. Press and hold the tip-side button on the pen, put the tip of the pen gently on the first letter of the desired text, and then drag to the last letter.



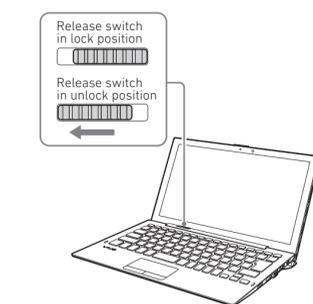
Notice

Be sure to use the supplied digitizer stylus (pen).

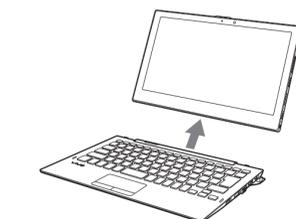
7. Inserting the SIM Card

Detaching the tablet

- Slide the release switch on the keyboard unit to the left to unlock the tablet.



- Hold the keyboard unit still with one hand and lift the tablet away from the keyboard unit with the other hand.



8. Technical specifications

5. Using Windows Hello

On your VAIO computer, you can use the fingerprint sensor and the Hello Camera to access the **Windows Hello** functions.

The **Windows Hello** functions include signing in with fingerprint authentication or face recognition, instead of password, to the Windows user account for which you have enrolled your fingerprint or face. For more information about the functions and setup of **Windows Hello**, refer to the **Windows Hello** help.

Notes on fingerprint authentication and face recognition

- The fingerprint authentication and face recognition technologies do not assure complete verification of personal identity, nor do they guarantee absolute protection of your data and hardware. TREKSTOR GmbH assumes no liabilities arising out of your use of or inability to use the fingerprint sensor and/or the Hello Camera.
- The fingerprint and face recognition rates vary depending on your use of the fingerprint sensor and the Hello Camera. They are not consistent among individuals as well.
- Keep the fingerprint sensor and the Hello Camera unscratched and clean to prevent malfunctions.
- Please be aware that your enrolled data for fingerprint authentication and face recognition may be erased in the course of repair work to your VAIO computer.
- When you enroll fingerprints, be sure to enroll more than one finger, in case of injuries.

Depending on the state of your fingerprint or your use of the fingerprint sensor, enrollment or authentication of the fingerprint may fail. When fingerprint authentication fails, try the following:

- Use another finger.
 - Clean the finger.
 - Delete the fingerprint already enrolled, and then enroll it once again.
- During a dry season, such as winter, be sure to touch a metal object to discharge static electricity from your body before scanning your fingerprint. Static electricity may cause malfunctions of the fingerprint sensor.
- If you have enabled fingerprint authentication for recovery from Sleep mode, your VAIO computer may recover from Sleep mode unintentionally if something touches the fingerprint sensor, such as while you are carrying it in a bag.
- For successful face recognition, you need to remove a face mask or eye glasses, if any, from the face and present your face as it was enrolled.
- Face enrollment/recognition may fail under certain circumstances. In such a case, one of the following may help.
- Delete your enrolled data for face recognition and enroll your face once again.
 - If you are in bright sunlight, shade the sunlight or move away from it and scan your face for recognition.
 - Position the tablet upright and scan your full face for recognition.

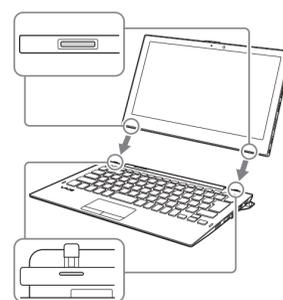
Caution

- Before you carry around your VAIO computer in a bag, be sure to put it into Clamshell Mode and close the LCD screen lid.
- Do not grasp the flap on the keyboard unit to hold your VAIO computer for carrying around as it may cause damage to the flap or disengagement of the tablet, resulting in injuries or malfunctions.
- When you attach the tablet to the keyboard unit, make sure that nothing, including your fingertip, is caught between the keyboard unit and the tablet.
- While the release switch on the keyboard unit is in unlock position, the orange marking underneath the switch is exposed. When you have attached the tablet to the keyboard unit, make sure that the release switch is in lock position to hide the orange marking. If the tablet is attached but left unlocked, lifting your VAIO computer may cause the tablet to fall off, resulting in injuries or malfunctions.
- While you are working on your data, sliding the release switch may cause loss of unsaved data. Before you attach/detach the tablet to/from the keyboard unit, be sure to save any unsaved data.
- While video playback is in progress, changing the usage mode of your VAIO computer may cause unstable operation of the computer. When you want to change the usage mode while you are playing a video, stop the playback and close the video playback application beforehand.
- If the tablet is detached from the keyboard unit and your VAIO computer goes into Sleep mode, you cannot bring it back into Normal mode using any USB device connected to the keyboard unit. In addition, while the tablet is detached from the keyboard unit, you cannot turn on your VAIO computer using the Wake on LAN function even if the computer is connected to a network via the LAN port.

Attaching the tablet

- Align the holders on the tablet with the guide pins on the keyboard unit, and then push in the tablet.

The release switch on the keyboard unit automatically slides to the right to lock the tablet.



Processor* (CPU):

Operating system:
Display:

Graphics unit (GPU):
RAM*:
Internal storage* (SSD):
Network:

Interfaces:

Camera (front):

More:
Size:
Weight:
Material/Color:
Battery:
* depending on model

Operation and storage

Temperatures:
Relative humidity:

Power adapter

Input voltage:
Input current:
Output 1:
Output 2:

Intel® Core™ i7-8500Y (4 MB Cache, up to 4.2 GHz),
Intel® Core™ i5-8200Y (4 MB Cache, up to 3.9 GHz)
Windows 10 Professional
12.5" anti-glare 10-point multi-touch
Full HD IPS display (1920 x 1080)
Intel® UHD Graphics 615
16/8 GB LPDDR3
512/256 GB PCIe NVMe
WiFi IEEE 802.11a/b/g/n/ac,
Gigabit-LAN,
Bluetooth® 4.1,
Mobile data (microSIM)
(3G Band: 1, 2, 4, 5, 6, 8, 19)
(4G Band: 1, 2, 3, 4, 5, 7, 8, 12, 13, 17, 18, 19,
20, 21, 25, 26, 28, 29, 30, 38, 39, 40, 41, 66)
Operations in the 5.15-5.35 GHz band are
restricted to indoor usage only.
USB Type-C 3.1 Gen 1,
USB Type-A 3.1 Gen 1,
2x USB Type-A 2.0,
HDMI, VGA, LAN RJ45,
audio out/mic in 3.5mm,
SD memory card reader
(SDHC up to 32 GB, SDXC up to 512 GB)
2.07 MP
Fingerprint sensor, GPS
approx. 306 x 212 x 21 mm
approx. 1100 g
Magnesium alloy, aluminum, plastic/Black
Lithium polymer (charging via DC IN)

between 5 °C to 30 °C
of 30 % to 70 %

100 - 240 V ~ , 50/60 Hz
1.2 A max.
DC 10.5 V/3800 mA
DC 5 V/1000 mA

The battery in this product cannot be easily replaced by users themselves.

Note on the Declaration of Conformity

The manufacturer hereby confirms that the personal computer VAIO A12 complies with the requirements and other relevant provisions of Directive 2014/53/EU.

The full EU Declaration of Conformity and other device-specific information are available at the following Internet address: <https://eu.vaio.com>

Service Information

VAIO Support Website

You can find the latest VAIO support information. When you need any help for using your VAIO computer, visit our VAIO support website first.
<https://eu.vaio.com/support/>

Contact service team

If you still require support beyond this, then please contact our service team directly.

Telephone No.: +44 (0)33-33 36 91 74
Monday - Friday: 09:00 - 18:00
(local time)