

LUXE City Guides Mobile Application

User Manual - Sony Ericsson Aino, Hazel J20, Satio, Vivaz, W705, W995 and Yari

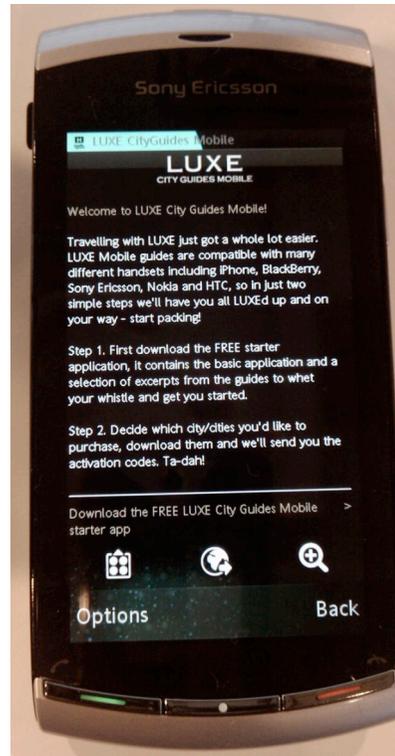


Step by step instructions to download LUXE City Guides Mobiles (Sony Ericsson handsets)

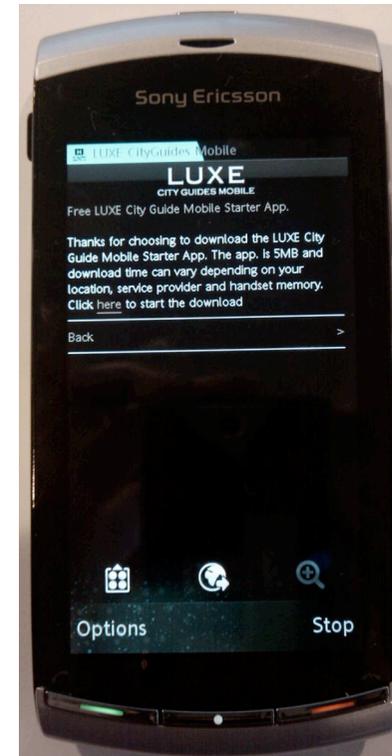
- 1) Go to the Menu page and select **Internet**
- 2) Type m.luxecityguides.com (no www.) into the browser
- 3) Click [Download the Free LUXE City Guides Mobile starter app](#), it will direct you to the download page automatically, or click '[Here](#)' to download the starter app



1.



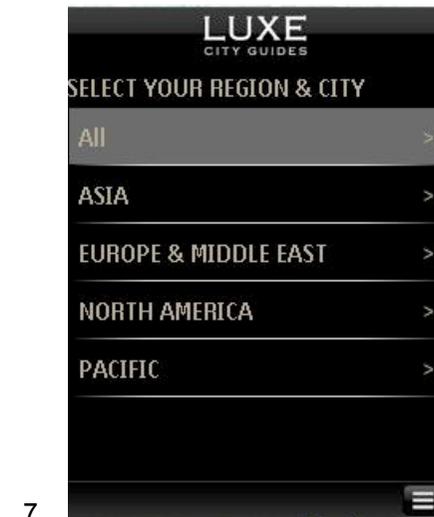
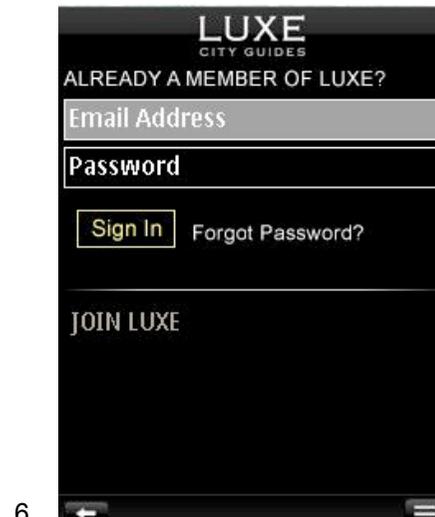
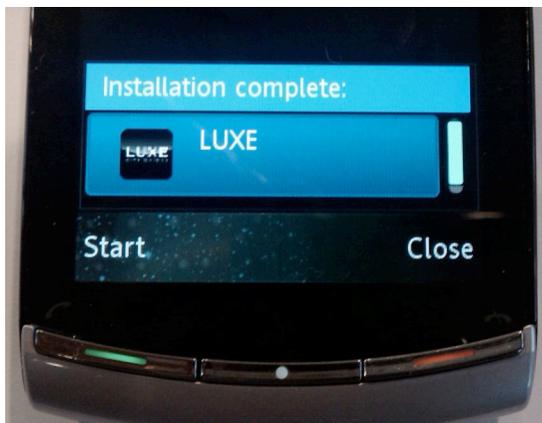
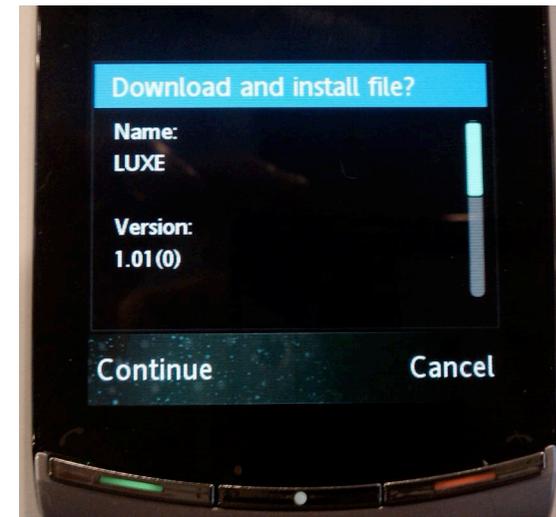
3a.



3b.

Step by step instructions to download LUXE City Guides Mobiles (Sony Ericsson handsets)

- 4) Click **Continue** when it prompts the app details, wait until the downloading process is complete
- 5) Press **Start** to open the LUXE app
- 6) Login to the app with your LUXE account, or **JOIN LUXE** if you don't have one yet
- 6a) If you forget your password, please click '**Forgot Password**' and follow the instructions to have another one emailed to you. Please note that there may be a time delay
- 6b) If you don't want to wait for your new password and need immediate access to your app, please **Join LUXE** with a new/different email address
- 7) In the main landing page, select a region



Step by step instructions to download LUXE City Guides Mobiles (Sony Ericsson handsets)

- 8) Press **Menu** on the right corner and click **Activation**
- 9) Key in your activation code which you should have received through email and click **Submit**
- 10) Press **START TO DOWNLOAD** and wait for the downloading process to finish



FAQ Section

Q: I know my email and password is correct, but why can't I log in?

A: Please check that there are no extra spaces at the beginning or end of email/password.

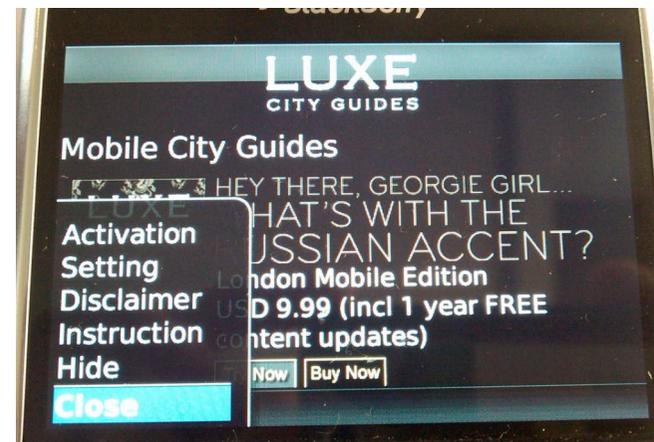
Q: Do I need to connect to the Internet in order to use the LUXE app?

A: You don't need to be online to use the guide, you'll only need to go online for the following cases:

- when you click on a URL link
- to download content updates

Q: How do I get content updates automatically?

A: Go to the main landing page, click **MENU** and select **Setting**, change **Content Update** from **Never** to **Everytime** and click **SAVE**.



FAQ Section

Q: How do I update the content manually?

A: In the category listing page within the guide (Introduction, Accommodation..etc.), click **MENU** and select **Content Update**. The app will go online and search for new content



Q: What is the purpose of an activation code?

A: The activation code is used to activate the guide for the first time, and is also used as a sales reference number. If there's problem, LUXE will use this code to trace the sales record.

*each code can be used ONCE to install the guide and is stored within the app. If a user needs to reinstall the app and has lost their activation code, please email mobilesupport@luxecityguides.com and LUXE will resend it.

Thank you for your continued support of LUXE City Guides. We hope you enjoy your new app! Please email mobilesupport@luxecityguides.com if you have any further questions.