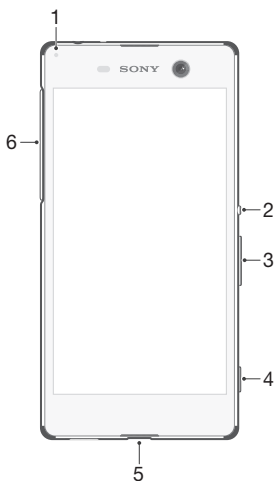# Support for you

Help is never far away. You can access our support website and a range of help options directly in your device using the Support application. Or you can visit *support.sonymobile.com* from any supported browser. The support options on our website include downloads, troubleshooting tips, User guides, support numbers, and chat and email support. You can access support contact information for your country or region using the **Contact us** links.

- 💡 If you don't have a network connection, you can still access support contact information such as phone numbers and email addresses in your device. Just open the Support application and select the **Contact us** option near the top of the screen.

To access the Support application
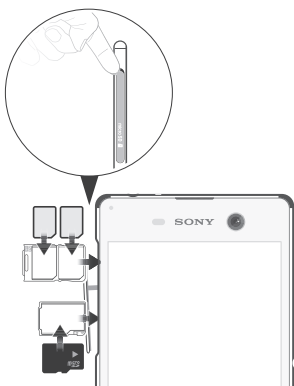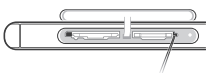1 From your Home screen, tap ⬤.
2 Find and tap ▦.

Overview

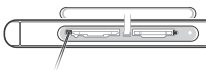|	
1	Charging/Notification light
2	Power key
3	Volume/Zoom key
4	Camera key
5	Charger/USB cable port
6	Nano SIM/Memory card slot cover

To insert a memory card

1 Insert a fingernail into the gap between the top of the
   memory card slot cover and the device, then open the
   cover.
2 Using the tip of a paper clip (or other similar object with a
   long, fine tip), press the button next to the memory card
   slot (as illustrated) to make the memory card holder pop
   out.
3 Drag out the memory card holder fully.
4 Place the memory card in the holder, then re-insert the
   holder.
5 Close the cover.

❗ Make sure you insert the memory card in the correct
   orientation.

To insert the nano SIM cards

❗ Your device only supports nano SIM cards. Make sure you
   use the nano SIM card holder and don't confuse the nano
   SIM card slot with the memory card slot.

1 Insert a fingernail into the gap between the top of the nano
   SIM card slot cover and the device, then open the cover.
2 Using the tip of a paper clip (or other similar object with a
   long, fine tip), press the button next to the nano SIM card
   slot (as illustrated) to make the nano SIM card holder pop
   out.
3 Drag out the nano SIM card holder fully.
4 Place the nano SIM card (or cards) in the relevant nano
   SIM card slot (or slots) in the holder, then re-insert the
   holder.
5 Close the cover.

❗ If you insert a nano SIM card while the device is powered
   on, the device restarts automatically.

To turn on the device
1 Make sure your device is charged for at least 30 minutes
   before you turn it on for the first time.

2 Press and hold down the power key (¹) until the device vibrates.
3 Wait a while for the device to start.

- Briefly press the power key (¹).

Starting up

The first time you start your device, a **Setup guide** opens to help you configure basic settings, personalise your device and sign in to some accounts. The **Setup guide** can also be accessed later from the **Settings** menu.

Important Information

Before you use your device, please read the **Important information** provided in the **Setup guide** in your device. From here, you can find legal information as well as warranty, safety and SAR information.

Transferring contacts and other content

If you need help to find and transfer contacts, messages, photos and other data from an old device to your new device, we recommend that you use the Xperia™ Transfer application. Visit *www.sonymobile.com/xperiatransfer* for more information.

Dust and water protection

Your device is waterproof and protected against dust, so don't worry if you get caught in the rain or want to wash off dirt under a tap, but remember: all ports and attached covers should be firmly closed. You should not put the device completely under water or expose it to sea water; salt water; chlorinated water; or liquids such as drinks. Abuse and improper use of the device will invalidate the warranty. Your device has the Ingress Protection ratings IP65 and IP68. To understand what these ratings mean and how they affect your usage of the device, visit *www.sonymobile.com/waterproof*.

! Your device has a capless USB port. The USB port must be completely dry before a cable can be connected for charging or data transfer, for example. If your device gets exposed to water and the USB port gets wet, wipe the device dry with a microfibre cloth and shake it several times with the USB port facing downwards. Repeat the procedure until no moisture is visible in the USB port.

Learn more

You are now ready to start using your new device. To learn more about your device and its full functionality, access our support website directly in your device using the Support application or by visiting *support.sonymobile.com*.

Frequency bands and model info

Below is the model number and supported frequency bands for your device. You can find your model number under **Settings** > **About phone**.

E5633
UMTS HSPA Band 1 2 5 8 GSM GPRS/EDGE
850/900/1800/1900 LTE Band 1 3 5 7 8 20

E5663
UMTS HSPA Band 1 2 5 8 GSM GPRS/EDGE
850/900/1800/1900 FDD LTE Band 1 3 5 7 8 28 TDD LTE
Band 40

! Some frequency bands might be turned off in certain
markets or by certain operators.

Legal information

Sony E5633/E5663

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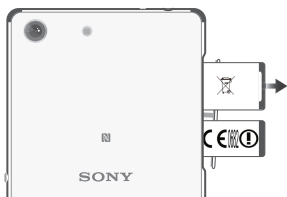
See regulatory information such as the device CE mark in the relevant label tray in the device.

All product and company names mentioned herein are the trademarks or registered trademarks of their respective owners. Any rights not expressly granted herein are reserved. Visit *www.sonymobile.com/global-en/legal/* for more information.

Product compliance: This product has been manufactured by or on behalf of Sony Mobile Communications Inc., 1-8-15 Konan, Minato-ku, Tokyo 108-0075, Japan. Inquiries related to product compliance based on national legislation shall be addressed to Sony Mobile Quality Office, Sony Mobile Communications Inc., 1-8-15 Konan, Minato-ku, Tokyo 108-0075, Japan. Should your device need warranty service, please return it to the dealer from whom it was purchased or visit *support.sonymobile.com/contact* to contact your local Sony Mobile repair partner (national rates may apply).

To view the CE mark and the FCC ID

1 Insert a fingernail into the gap between the top of the memory card slot cover and the device, then open the cover.
2 Using the tip of a paper clip (or other similar object with a long, fine tip), press the button next to the nano SIM card slot to make the nano SIM card holder pop out.
3 Drag out the nano SIM card holder fully.
4 Using the same tool as in step 2, drag out the label tray from the nano SIM card slot. The CE mark is displayed on the label tray.
5 To view the FCC ID, turn the device over. The FCC ID is displayed on the other side of the label tray.

❗ If a SIM card is inserted in the device, the device restarts automatically when you drag out the nano SIM card holder.

💡 For more information about how to pop out the nano SIM card holder, refer to the instructions on how to insert the nano SIM card.

To view the regulatory compliance mark

• Open the phone dialer, then enter *#07#.

SONY®

Startup guide

Xperia™ M5 Dual
E5633/E5663

XPERIA