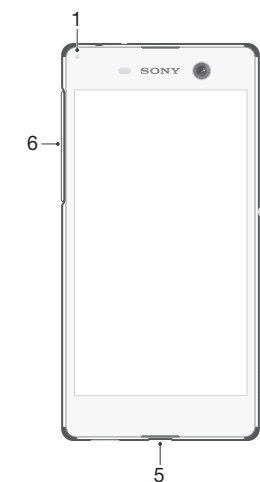## Support for you

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.
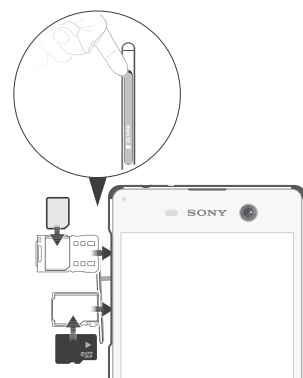
### To access the Support application
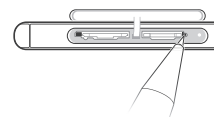1 From your Home screen, tap 🔘.
2 Find and tap 🔍.

## Overview



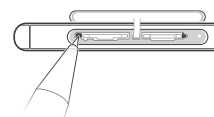| | |
|---|---|
| 1 | Charging/Notification light |
| 2 | Power key |
| 3 | Volume/Zoom key |
| 4 | Camera key |
| 5 | Charger/USB cable port |
| 6 | Nano SIM/Memory card slot cover |



## 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 Press the button next to the memory card slot (as illustrated) using the tip of a paper clip or other similar object with a long, fine tip, then drag out the memory card holder that pops out.
3 Place the memory card in the holder, then re-insert the holder.
4 Close the cover.

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

## To insert the nano SIM card



❗ 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 Press the button next to the nano SIM card slot (as illustrated) using the tip of a paper clip or other similar object with a long, fine tip, then drag out the nano SIM card holder that pops out.
3 Place the nano SIM card in the holder, then re-insert the holder.
4 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 ⏻ until the device vibrates.
3 Wait a while for the device to start.

## To activate the screen
• Briefly press the power key ⏻.

## 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, for example, your Google™ account. 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 as long as you follow a few simple instructions: make sure all ports and attached covers are firmly closed; don't take the device deeper than 1.5m in water and for longer than 30 minutes; and only use it in fresh water.
Casual use in chlorinated pools is permitted provided the device is rinsed in fresh water afterwards. Do not expose it to seawater or saltwater pools. Abuse and improper use of the device will invalidate the warranty.
Your device has an Ingress Protection rating of IP65 and IP68. To see what this means and for more information, visit *www.sonymobile.com/durability*.

❗ After using your device in water, it's important that the USB port is completely dry before a USB cable is inserted into it. To remove moisture from the USB port, shake your device several times with the USB port facing downwards and then use a micro-fibre cloth to wipe the device dry. If moisture is still visible in the USB port, repeat the shaking and drying procedure.

## 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**.

### E5303
UMTS HSPA Band 1 2 5 8 GSM GPRS/EDGE
850/900/1800/1900 LTE Band 1 3 5 7 8 20

### E5606
UMTS HSPA Band 1 2 4 5 8 GSM GPRS/EDGE
850/900/1800/1900 LTE Band 2 4 5 7 12 13 17 28

### E5653
UMTS HSPA Band 1 2 5 8 GSM GPRS/EDGE
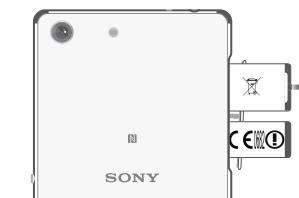850/900/1800/1900 FDD LTE Band 1 3 5 7 8 20 28 TDD LTE Band 40

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

### 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 Press the button above the nano SIM card slot using the tip of a paper clip or other similar object with a long, fine tip, then drag out the nano SIM card holder that pops out.
3 Using the same tool as described above, drag out the label tray in the nano SIM card slot. The CE mark is now viewable.
4 To view the FCC ID, turn the device over. The FCC ID is displayed on the other side of the label.

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

### To view the regulatory compliance mark
• Open the phone dialer, then enter *#07#.

# SONY®

# Startup guide

## Xperia™ M5
E5303/E5606/E5653

# XPERIA

Sony Mobile Communications Inc.
1-8-15 Konan, Minato-ku, Tokyo 108-0075, Japan

1284-9581.2