Support for you

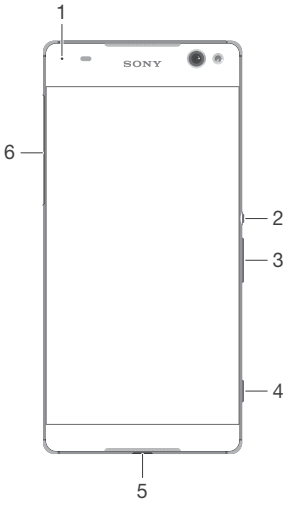
Help is never far away. You can access our support website and a range of help options directly in your device using the Support application. Or you can visit *support.sonymobile.com* from any supported browser. The support options on our website include downloads, troubleshooting tips, User guides, 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.

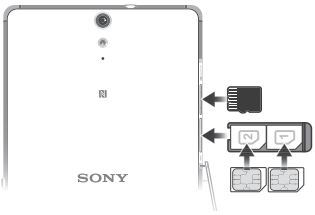
To access the Support application

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 Open the cover for the nano SIM card and memory card slots.
2 Place the memory card in the memory card slot, then push the memory card all the way into the slot until you hear a clicking sound.
3 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 Open the cover for the nano SIM card and memory card slots.
2 Using a fingernail or other similar object, drag out the nano SIM card holder.
3 Place the nano SIM card (or cards) in the relevant nano SIM card slot (or slots) 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.

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**.

E5533
UMTS HSPA Band 1 2 5 8 GSM GPRS/EDGE 850/900/1800/1900 LTE Band 1 3 5 7 8 20

E5563
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 E5533/E5563

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

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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).

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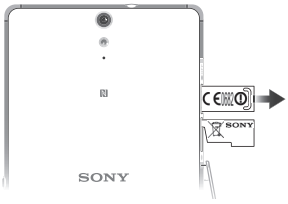
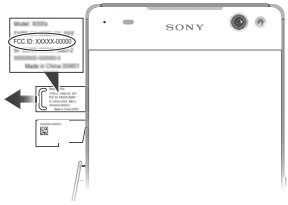
To view the CE mark



1 Detach the cover for the nano SIM and memory card slots.
2 Place a fingernail under the right or left edge of the label tray, then drag the tray outwards. The CE mark is displayed on the tray.

To view the FCC ID



1 Detach the cover for the nano SIM and memory card slots.
2 Place a fingernail under the right or left edge of the label tray, then drag the tray outwards. The FCC ID is displayed on the tray.

To view the regulatory compliance mark

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

SONY

Startup guide

Xperia™ C5 Ultra Dual
E5533/E5563

XPERIA

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