

Support for you

Access our support website directly in your device or visit support.sonymobile.com from any supported browser. Support options include User guides, downloads, troubleshooting tips and contact information.

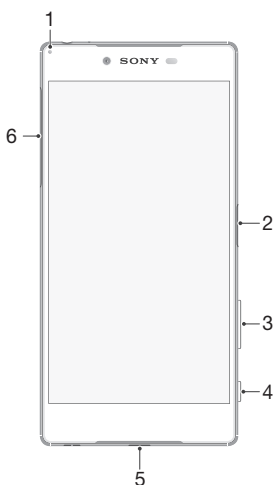
- ! Even if you don't have a network connection, you can access support contact numbers or email addresses in your device. Depending on the country or region where you purchased your device, you can find this information directly in the Support application, or by searching your contacts for **Xperia™ Care**.

To access the Support application

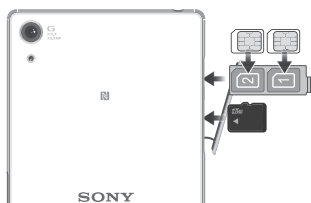
- 1 From your Home screen, tap .
- 2 Find and tap .

- ! For best support available, we recommend connecting to the Internet when using the Support application.

Overview



- | | |
|---|---------------------------------|
| 1 | Charging/Notification light |
| 2 | Power key/Fingerprint sensor |
| 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 nano SIM/Memory card slot cover.
 - 2 Insert the memory card into the memory card slot, then close the cover.
- Make sure you insert the memory card in the correct orientation.

To insert the nano SIM cards

- If you insert the nano SIM card while the device is powered on, the device restarts automatically.
- 1 Open the nano SIM/Memory card slot cover.
 - 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.
- Make sure you re-insert the nano SIM card holder in the correct orientation. When you drag out the holder to insert the nano SIM card, do not turn the holder upside down.

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 (⏻).

Dust and water protection

Your device is waterproof and protected against dust: 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. Improper use 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, visit www.sonymobile.com/waterproof.

- Your capless USB port must be completely dry before a cable can be connected. If your USB port gets wet, wipe dry with a microfibre cloth and shake it several times with the USB port facing downwards. Repeat until no moisture is visible in the USB port.

Important Information

Before you use your device, please read the **Important information** provided under **Settings > About phone > Legal information** 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.

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**.

E6833

UMTS HSPA Band 1 2 4 5 8 GSM GPRS/EDGE
850/900/1800/1900 FDD LTE Band 1 2 3 4 5 7 8 12 17 20

E6883

UMTS HSPA Band 1 2 4 5 8 GSM GPRS/EDGE
850/900/1800/1900 FDD LTE Band 1 2 3 4 5 7 8 12 17 20
TDD LTE Band 38 39 40 41

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

To view the CE mark



- 1 Open the nano SIM/Memory card slot cover.
- 2 Place a fingernail under the right or left edge of the label tray, then drag the tray outwards. The CE mark and FCC ID are displayed on the tray.

To view the regulatory compliance mark

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

Legal information

Sony E6833/E6883

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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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SONY®

Startup guide

Xperia™ Z5 Premium
Dual
E6833/E6883

XPERIA

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