Microsoft

User Guide
Lumia 950

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User Guide

Lumia 950

Contents

For your safety

Read these simple guidelines. Not following them may be dangerous or against local laws and regulations.

TURN OFF IN RESTRICTED AREAS

Turn the device off when mobile phone use is not allowed or when it may cause interference or danger, for example, in aircraft, in hospitals or near medical equipment, fuel, chemicals, or blasting areas. Obey all instructions in restricted areas.

ROAD SAFETY COMES FIRST

Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.

INTERFERENCE

All wireless devices may be susceptible to interference, which could affect performance.

QUALIFIED SERVICE

Only qualified personnel may install or repair this product.

BATTERIES, CHARGERS, AND OTHER ACCESSORIES

Use only batteries, chargers, and other accessories approved by Microsoft Mobile for use with this device. Third-party chargers that comply with the applicable USB requirements, and that can connect to your device USB connector, may be compatible. Do not connect incompatible products.

KEEP YOUR DEVICE DRY

Your device is not water-resistant. Keep it dry.

GLASS PARTS

The device screen is made of glass. This glass can break if the device is dropped on a hard surface or receives a substantial impact. If the glass breaks, do not touch the glass parts of the device or attempt to remove the broken glass from the device. Stop using the device until the glass is replaced by qualified service personnel.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the speakerphone is in use.

Get started

Take care of the basics, and have your phone up and running in no time.

Keys and parts

Explore the keys and parts of your new phone.

1   Front camera
2   Earpiece
3   Microphone
4   Volume up key
5   Volume down key
6   Power/Lock key
7   Camera key
8   Microphone
9   Audio connector
10 Main camera
11 Speakerphone
12 Charger connector
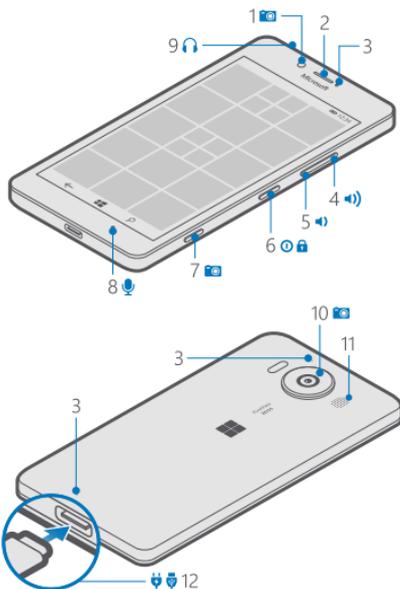
Insert the SIM and memory card

Read on to learn how to insert a SIM card into your phone.

⚠ **Important:** Your device uses a nano-SIM card, also known as a nano-UICC SIM card. Use only original nano-SIM cards. Use of incompatible SIM cards may damage the card or the device, and may corrupt data stored on the card.

⚠ **Note:** Turn the device off and disconnect the charger and any other device before removing any covers. Avoid touching electronic components while changing any covers. Always store and use the device with any covers attached.

1. Turn your phone off.
2. With the phone facing up, at the bottom left corner of the phone, put your fingernail in the small recess. Press the middle of the back cover, bend the cover open, and remove it.
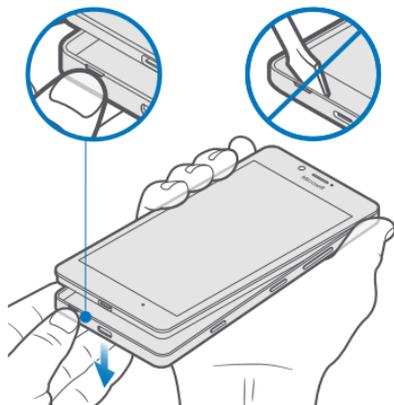
Do not use any tools, as they may damage the phone.

3. If the battery is in, put your fingernail in the recess on its top edge, and lift it out.
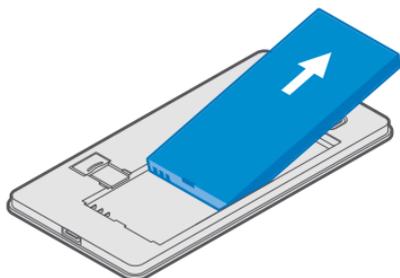
4. Slide the nano-SIM card into the SIM slot with the metal contact area down until it locks into place.
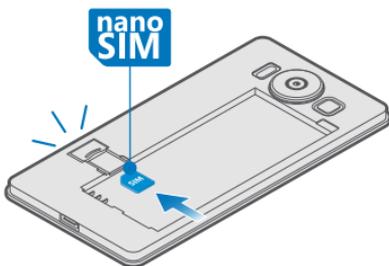
5. If you have a memory card, slide the card into the memory card slot until it locks into place. It is recommended that you use a fast microSD card from a well-known manufacturer.

6. Line up the battery contacts, and put the battery in.
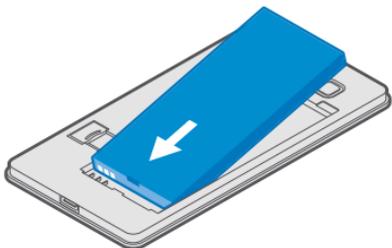
7. Press the top edge of the back cover against the top edge of your phone, and snap the cover into place.
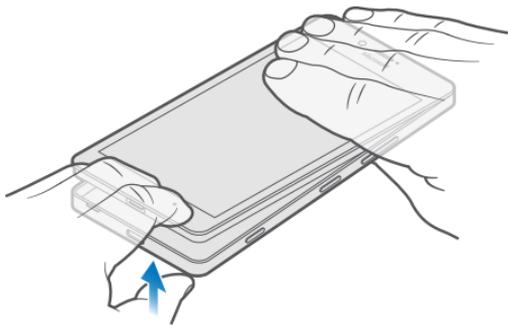
8. Turn your phone on.

Remove the SIM and memory card

Got a new SIM or memory card? Learn how to remove the previous card from your phone.

1. Turn your phone off.
2. With the phone facing up, at the bottom left corner of the phone, put your fingernail in the small recess. Press the middle of the back cover, bend the cover open, and remove it.
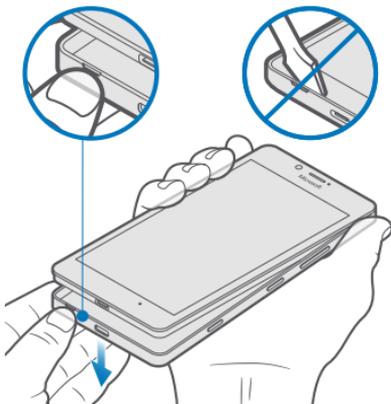
3. If the battery is in, put your fingernail in the recess on its bottom edge, and lift it out.
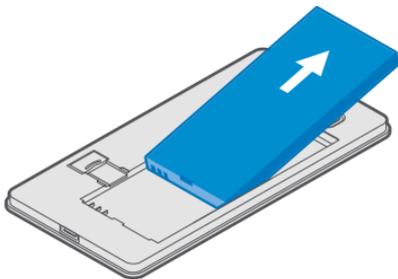
4. To remove the SIM card, push the card to unlock it, and pull it out from the slot.

5. To remove the memory card, push the card to unlock it, and pull it out from the slot.

6. Line up the battery contacts, and put the battery in.
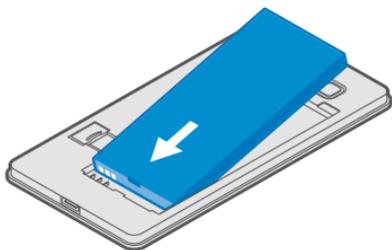
7. Press the top edge of the back cover against the top edge of your phone, and snap the cover into place. Don't press the keys while attaching the cover.
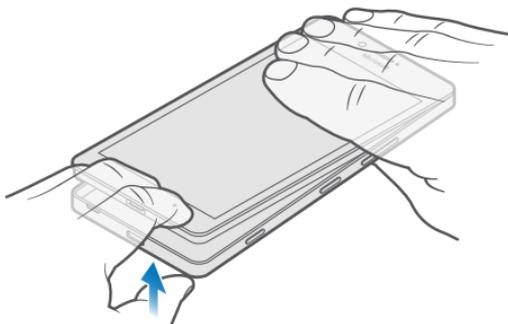
8. Turn your phone on.

Turn the phone on

Turn your phone on, and start exploring it.

Press the power key until the phone vibrates.
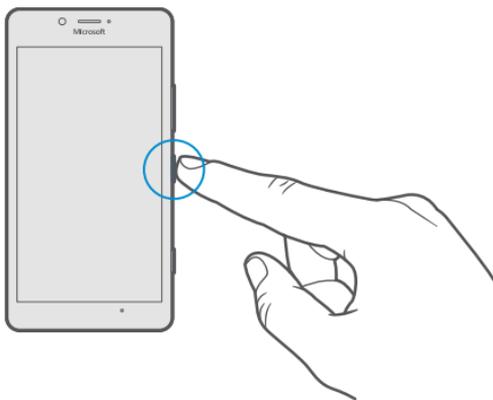
Turn the phone off
Press and hold the power key, and drag the lock screen down.

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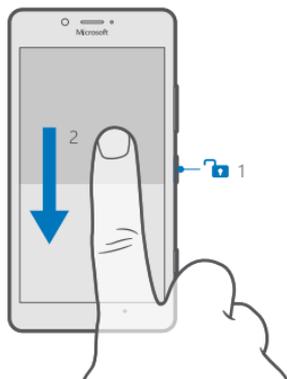
Lock the keys and screen

If you want to avoid accidentally making a call when your phone is in your pocket or bag, you can lock your keys and screen. You can also set the keys and screen to lock automatically.

To lock your keys and screen, press the power key.

Unlock the keys and screen
Press the power key, and drag the lock screen up.
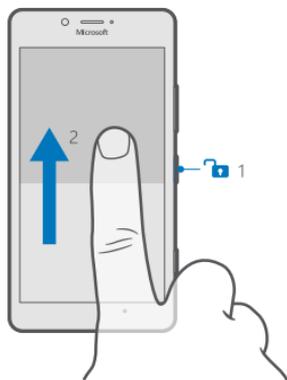
⭐ **Tip:** If you can hide your navigation bar, you can also lock your keys and screen by double-tapping the bar. To turn this feature on, swipe down from the top of the screen,

tap ⚙ **All settings** > ✍ **Personalization** > **Lock screen**, and turn **Double-tap the navigation bar to turn off the screen** on ⬤.

Set the keys and screen to lock automatically
Swipe down from the top of the screen, tap ⚙ **All settings** > ✍ **Personalization** > **Lock screen**, and under **Screen times out after**, select the length of time after which the keys and screen are locked automatically.

Charge your phone

Learn how to charge your phone.

Charge your phone with a USB charger

Your battery has been partially charged at the factory, but you may need to recharge it before you can turn the phone on for the first time.

Make sure you use a compatible USB charger to charge your phone. The charger may be sold separately.

1. Plug a compatible charger into a wall outlet, and connect the cable to your phone. Your phone supports the USB-C™ cable.
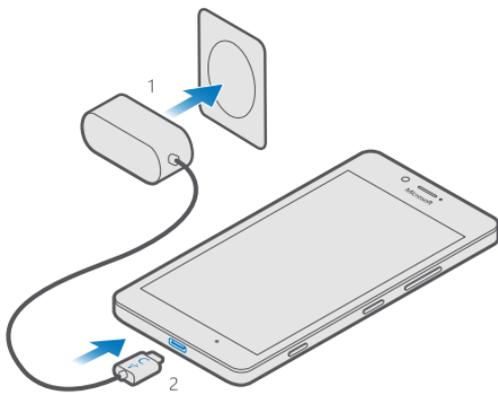
2. When the battery is full, disconnect the charger from the phone, then from the wall outlet.
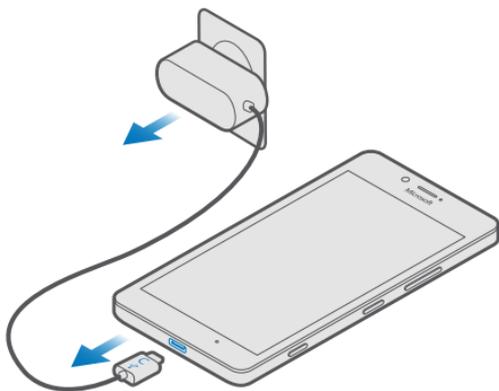
You don't need to charge the battery for a specific length of time, and you can use the phone while it's charging.

If the battery is completely discharged, it may take several minutes before the charging indicator is displayed.

⭐ **Tip:** You can use USB charging when a wall outlet is not available. Data can be transferred while charging the device. The efficiency of USB charging power varies significantly, and it may take a long time for charging to start and the device to start functioning.

Make sure your computer is turned on.

First connect the USB cable to the computer, then to your phone. When the battery is full, first disconnect the USB cable from your phone, then from the computer.

The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, replace the battery.

Change the volume

If you have trouble hearing your phone ringing in noisy environments, or calls are too loud, you can change the volume to your liking.

Use the volume keys on the side of your phone. The maximum volume level is 10.

If you have connected headphones, the volume keys control both ringtone and media volume at the same time. The maximum volume level is 30.

Change the volume for media and apps
Press a volume key on the side of your phone to see the volume status bar, tap ∨, and tap the volume bar for media and apps to set the volume you want. The maximum volume level is 30.
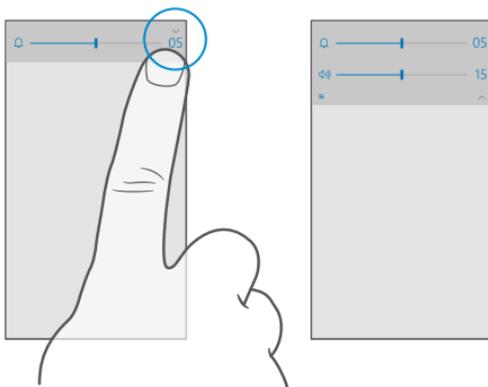
Switch to silent mode
Press a volume key on the side of your phone, tap ∨ on the volume status bar, and tap ⌂. To turn silent mode off, on the volume status bar, set the volume you want.

Turning silent mode on does not affect your alarms and reminders. If you want to rest, make sure you don't have any incoming alarms or reminders, or turn your phone off.

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⭐ **Tip:** Don't want to keep your phone in silent mode but can't answer right now? To silence an incoming call, press the volume down key.

Turn the vibration on
If you want your phone to vibrate, press a volume key on the side of your phone, tap ∨ on the volume status bar, and tap ⚡ **Vibrate off**. To turn the vibration off, tap ⚡**Vibrate on**.

⭐ **Tip:** To change other sound settings, swipe down from the top of the screen, and tap ⚙ **All settings** > 🖉 **Personalization** > **Sounds**.

⭐ **Tip:** To turn the vibration of the back, start, and search keys on or off, swipe down from the top of the screen, tap ⚙ **All settings** > 🔀 **Extras** > **Touch**, and turn **Vibrate when I tap the navigation keys.** on ● or off ○. Changing the vibration setting for incoming calls doesn't affect the vibration of the keys.

Connect the headset

Enjoy your favorite music, or free your hands for other things when in a call.

The headset may be sold separately.

Connect the headset to your phone.
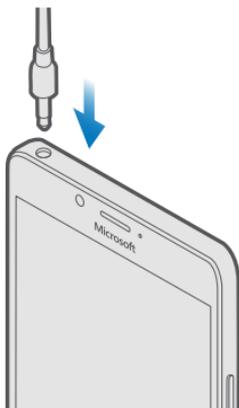
Do not connect to products that create an output signal, as this may damage the device. Do not connect any voltage source to the audio connector. If you connect an external device or headset, other than those approved for use with this device, to the audio connector, pay special attention to volume levels.

Antenna locations

Learn where the antennas are located on your phone to get the best possible performance.

Avoid touching the antenna area while the antenna is in use. Contact with antennas affects the communication quality and may reduce battery life due to higher power level during operation.

The antenna areas are highlighted.

Your first Lumia?

Let's get started. Set up your new phone, explore your phone's views and menus, and learn how to use the touch screen.

Learn more about your phone

When you want to learn more about your phone, or if you're unsure how your phone should work, there are several support channels for you to check.

To help you get the most out of your phone, you can explore **www.microsoft.com/mobile/support**.

There you can find:

* Troubleshooting information
* Instant answers for questions you may have
* Discussions
* News on apps and downloads
* Software update information
* Further details about features and technologies, and the compatibility of devices and accessories

Troubleshooting and discussions may not be available in all languages.

For support videos, go to **www.youtube.com/lumiasupport**.

For questions regarding your plans, billing, or network, please contact your operator. For questions regarding your product and warranty, please visit the support pages for your country at **www.microsoft.com/mobile/support**.

AT&T provides detailed support information, including device specifications, troubleshooting, and user forums, at **www.att.com/DeviceSupport**.

If you're new to Lumia, remember to also check out the Get started app.

Set up your phone

Make the most out of your phone's features from the get-go.

When you turn your phone on for the first time, your phone guides you to set up your network connections, phone settings, and Microsoft account in one sitting.

You need a Microsoft account to back up and restore your phone, to buy, install, and update apps, and to access some Microsoft services, such as:

- Xbox
- Groove and Movies & TV
- OneDrive
- Hotmail
- Outlook

You can use the same username and password on your computer and phone.

1. Turn your phone on, and follow the instructions shown on your phone.
2. When asked, create a Microsoft account. If you already have an account for Microsoft services, such as Xbox Live, Hotmail, or Outlook, or you have created a Microsoft account on your Surface tablet or Windows PC, sign in with that username.

Make sure you remember the credentials for the Microsoft account you added to your phone. You need them if you want to reset your phone or change the reset protection settings. Reset protection prevents a thief from resetting and reusing your phone if your phone gets stolen.

⭐ **Tip:** You can also create a Microsoft account later. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⚪ **Accounts** > **Your email and accounts** > **Sign in with a Microsoft account instead**.

Parents must approve the account for children under the age of 13. To approve the account, swipe down from the top of the screen, tap ⚙ **All settings** > ⚪ **Accounts** > **Your email and accounts** > **Sign in with a Microsoft account instead**, sign in with your child's account, and follow the instructions shown on the phone.

You can also create or manage your account at **account.microsoft.com**.

3. Fill in your account details.
4. Type in your phone number or an alternative email address. They are used to send you a one-time verification code and to protect your data.
5. When asked, type in your email address or the last 4 digits of your phone number.
6. When you receive the code, type it in, and you are ready to back up your data and use your phone.

⭐ **Tip:** If your screen turns off, press the power key, and drag the lock screen up.

Explore your tiles, apps, and settings

Everything you need is on 2 views: the start screen and apps menu. Fill the start screen with shortcuts to your favorite apps and the contacts you need the most, and find all your apps easily in the apps menu.

The start screen consists of tiles, which are shortcuts to your apps, contacts, browser bookmarks, and more. Some tiles may show you notifications and updates, such as your missed calls, received messages, and the latest news.
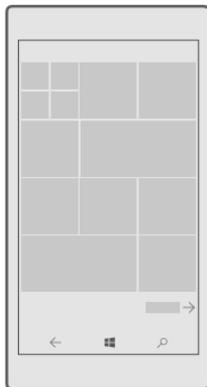
1. To see all the apps on your phone, on the start screen, simply swipe left. To return to the start screen, swipe right.
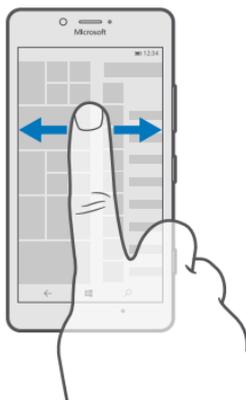
⭐ **Tip:** To go back to the start screen from any view, tap the start key 🔳.

The apps menu is the home to all your apps – in neat alphabetical order. All the installed apps end up here. To look up an app in the apps menu, tap the search bar at the top of the screen, or tap a letter.

Recently installed apps show up at the top of the apps menu.

2. To add an app shortcut to your start screen, in the apps menu, tap and hold the app, and tap **Pin to Start**.

Check notifications and change settings quickly
Swipe down from the top of the screen.
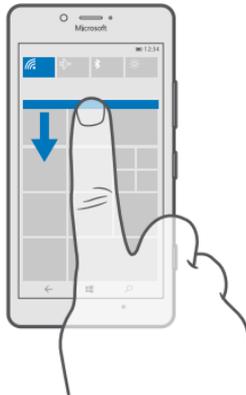
In the action center, you can quickly see notifications, such as your missed calls and unread emails and messages, open the camera, and access all phone settings.

Navigate inside an app

There's more to your apps than meets the eye. To find more views in an app, swipe left. To discover more actions, use the options menu.

In most apps, to go to another view, swipe left.
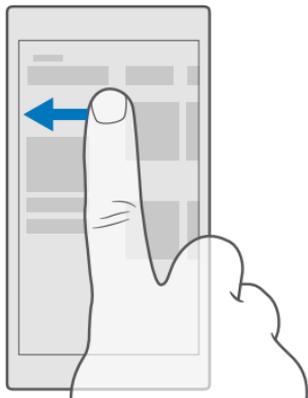
Tip: To switch between views, you can also tap the tab heading at the top of the screen.

Find more options in an app
Tap ··· or ≡.

In the options menu, you can find additional settings and actions that are not shown as icons.
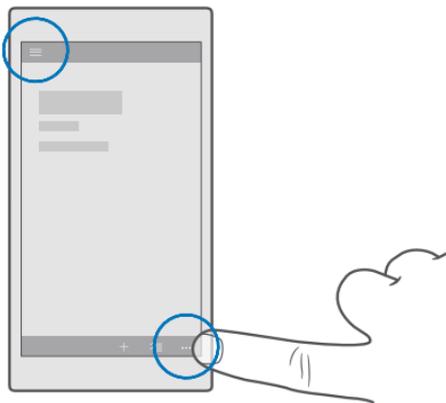
Use the touch screen

Explore your phone with a tap, swipe, or drag.

❗ **Important:** Avoid scratching the touch screen. Never use an actual pen, pencil, or other sharp object on the touch screen.

To open an app or other item, tap the app or item.

Tap and hold to open further options
Place your finger on an item until the menu opens.

Tap and hold to drag an item
Place your finger on the item for a couple of seconds, and slide your finger across the screen.
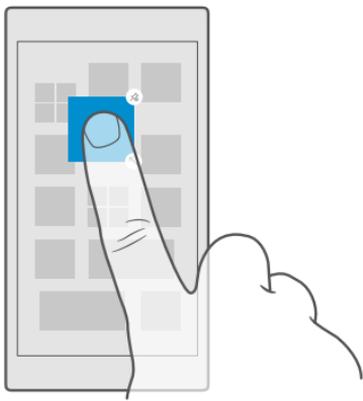
Swipe
Place your finger on the screen, and slide your finger in the direction you want.

For example, swipe left or right between the start screen and the apps menu, or between different views in the apps.
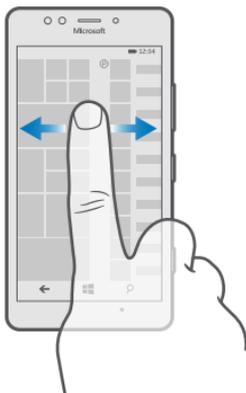
Scroll through a long list or menu
Slide your finger quickly in a flicking motion up or down the screen, and lift your finger. To stop the scrolling, tap the screen.
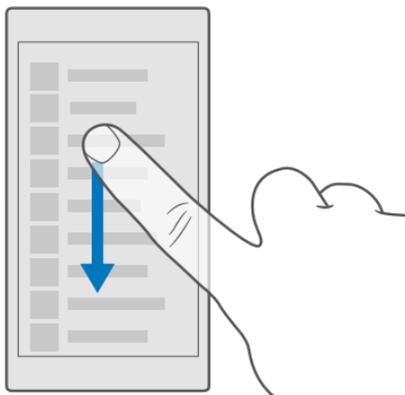
Zoom in or out
Place 2 fingers on an item, such as a map, photo, or web page, and slide your fingers apart or together.
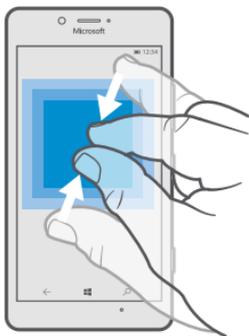
Lock the screen orientation
The screen rotates automatically when you turn the phone 90 degrees. To lock the screen in its current orientation, swipe down from the top of the screen, tap ⚙ **All settings** > ⬚ **System** > **Display**, and switch **Rotation lock** to **On** ◯.

Screen rotation may not work in all apps or views.

Back, start, and search keys

The back, start, and search keys help you navigate your phone.
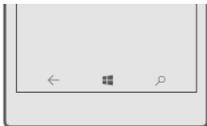
- To see which apps you have open, tap and hold the back key ←. To switch to another app, tap the app you want. To close an app, tap ✕.
- To go back to the previous screen you were in, tap the back key ←. Your phone remembers all the apps and websites you've visited since the last time your screen was locked.
- To go to the start screen, tap the start key ⬛. The app you were in stays open in the background.
- If your phone has a large screen, to bring the action centre closer to your thumb, tap and hold the start key ⬛. The screen goes back to the normal view automatically.
- To search the web or for items on your phone, tap the search key ᴏ.
- If your phone has Cortana, to control your phone with your voice, tap and hold the search key ᴏ, and say what you want to do. Or, to change the Cortana settings or use other Cortana functions, tap the search key ᴏ.

  Cortana is not available in all regions and languages. For info on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

- To switch the vibration of these keys on or off, swipe down from the top of the screen, tap ⚙ **All settings** > ⬡ **Extras** > **Touch**, and switch **Vibrate when I tap the navigation keys.** on ⬤▬ or off ▬⬤. Changing the vibration setting for incoming calls doesn't affect the vibration of the keys.

Transfer content to your Lumia phone

Learn how to transfer content to your Lumia phone.

Transfer content to your new Lumia phone

There are nifty ways to transfer your photos, videos, and other important stuff from your old to your new phone.

These instructions may not apply to all phone models and manufacturers.

You may need to install some apps on your phone or computer for the transfer. Depending on what you need to install and how much content you are transferring, the transfer may take a while.

Some file formats may not be transferred. Some third-party converter apps may be available to convert the files to a format that can be transferred.

For more information, go to **www.microsoft.com/mobile/switch-easy**.

Copy contacts

Have your nearest and dearest instantly at your fingertips. Use the Transfer my Data app to easily copy your contacts, text messages, and pictures from your old phone. The app does not work with all phone models.
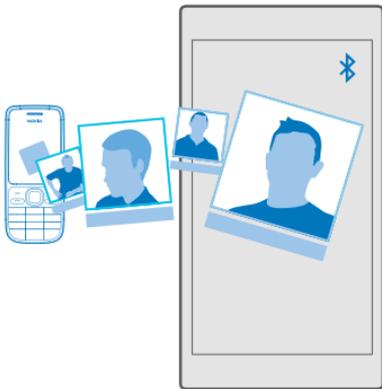
⭐ **Tip:** If your old phone is a Lumia, or if you have previously backed up your contacts to your Microsoft account, to import your contacts from the service, just sign in to your account on your phone. The contacts are imported automatically.

Your old phone needs to support Bluetooth. The contacts on your old phone need to be stored in the phone memory, not on the SIM.

1. On your old phone, switch Bluetooth on, and make sure the phone is visible to other devices.
2. On your new phone, tap 🔲 **Transfer my Data**.
3. Tap **continue**, and switch Bluetooth on.
4. Select your old phone from the list of found devices, and follow the instructions shown on both phones.

If your contacts are written in a language that is not supported by your new phone, the contact info may not be shown correctly.

If you don't yet have the Transfer my Data app, you can download it from **www.microsoft.com**.

Transfer content using your Microsoft account

If your old phone is a Lumia, the easiest way to transfer your contacts, calendar, and text messages to your new Lumia phone is your Microsoft account.

Make sure that you have set up a Microsoft account on your old and on your new Lumia phones. If you don't have a Microsoft account set up on your new Lumia phone yet, swipe down from the top of the screen, tap ⚙ **All settings** > 👤 **Accounts** > **Your email and accounts** > **Sign in with a Microsoft account instead**, and create a Microsoft account following the instructions shown on the screen.

1. On your old phone, make sure you back up all the content you want to move to your new phone.

To learn more about how to back up your phone, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

2. On your new Lumia phone, sign in to your Microsoft account.

The backed up content is automatically transferred to your new Lumia phone.

⭐ **Tip:** You can also transfer photos, videos, or other files from your old phone to your new Lumia. On your old phone, add the files you want to OneDrive.

Transfer content using OneDrive

Upload your Office documents, photos, and videos to OneDrive to easily transfer them from your old phone to your new Lumia phone.

To easily upload and manage your content in OneDrive, download and install the OneDrive app from:

• Google Play for an Android phone
• App Store for an iPhone

- Store for Windows phones (if not already in phone)
- Mac App Store for an Apple Mac
- **support.microsoft.com** for your PC

You need a Microsoft account to sign in to OneDrive.

OneDrive may not be available for all phone models.

1. On your old phone, open the OneDrive app.
2. Upload the files you want to transfer to your new phone.

You can now sign in to OneDrive with your Microsoft account to access your content on any device and download it when you need it.

Transfer content from a Symbian or S40 phone

Use Nokia Suite to transfer your contacts, calendar entries, music, and photos from a Symbian or S40 phone to your Lumia phone.

Make sure you have the latest Nokia Suite installed on your PC. You can download it from **www.microsoft.com/mobile/nokiasuite**.

You need a Microsoft account to sign in to OneDrive.

1. Use a compatible USB cable to connect your Symbian or S40 phone to your PC.
2. Open Nokia Suite on your PC.
3. Select **Copy content to Nokia Lumia**, sign in to your Microsoft account, and follow the instructions shown on your computer. Your content is copied to OneDrive. Your photos are copied to the folder in OneDrive, and your contacts and calendar events to your Outlook.com account.
4. To access your photos, on your Lumia phone, tap ▨ **Photos**. To access other files, such as your music, on the start screen, tap ☁ **OneDrive**. Your contacts and calendar events are synced automatically.

⭐ **Tip:** Your Symbian or S40 phone doesn't support Nokia Suite? Or want to transfer other content, such as your videos? You can also connect your phone to your computer and drag and drop the files you want to transfer onto your computer. If you have the OneDrive desktop app, drag and drop the files straight to the OneDrive folder for automatic upload.

Transfer Outlook content from an Android phone or iPhone

Use your Microsoft account to transfer your Outlook emails, contacts, and calendar entries from your Android phone or iPhone to your new Lumia.

You need the Microsoft Outlook app on your Android phone or iPhone.

1. On your old Android phone or iPhone, add your Google or iCloud account to your Outlook app. Make sure all the content you want to transfer to your new phone is synced to your account.
2. On your new Lumia, tap ▨ **Outlook Mail** > **Get started** > ＋ **Add account**.
3. Sign in to your Google or iCloud account, and tap **Ready to go**.

Your emails, contacts, and calendar entries are automatically synced to your new phone. It may take a while before the content is available.

⭐ **Tip:** You can also transfer photos and videos from your old phone to your new Lumia. On your Android phone or iPhone, install the Microsoft OneDrive app, sign in to the app using your Microsoft account, and add the files you want to OneDrive.

For more information on how to sync your content using the Outlook app, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

Select the content you want to sync to your Lumia
Tap 📧 **Outlook Mail** > ··· > 👤 **Accounts**. Select an account, tap **Change mailbox sync settings**, and select what you want to sync under **Sync Options**.

Basics

Learn how to get the most out of your new phone.

What's new in this release?

Check some of the key things in this release at a glance.

- Set up Windows Hello Beta, a biometric authentication feature, and unlock your phone with one look.
- Add a full-size background photo to your start screen and apps menu.
- Find your recently installed apps easily at the top of the apps menu.
- Find your settings quickly in the new setting groups.
- Expand the shortcut view to find more shortcuts in the action center.
- Act quickly on your notifications in the action center. For example, reply to a text message without opening the Messaging app.
- With the Hey Cortana voice activation, you can wake Cortana up just by saying **Hey Cortana**.
- Connect your phone to a nearby monitor, keyboard, or a mouse, and use you phone like a PC with Continuum.
- Check out the new Get started app, or use Cortana to find the information you need.Check out the new Get started app, or just tap the search key $\mathcal{P}$ to find the information you need.

Get to know your phone

Your phone has 2 views: the start screen and the apps menu. To switch between the views, simply swipe left or right.
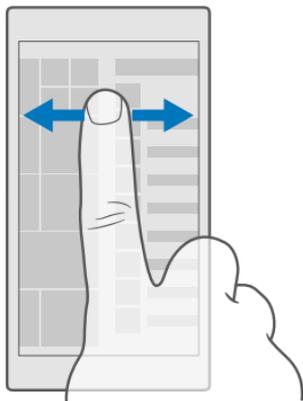
Start screen: The animated live tiles show your missed calls and received messages, the latest news and weather forecasts, and more. Updates of your pinned contacts are shown on the tile, and you can view your contacts' details directly on the start screen.

Apps menu: All your apps are listed here, all neatly ordered. If you have a lot of apps, to look one up, tap the search bar at the top of the screen. You can easily see your recently installed apps at the top of the apps menu.

Switch between views and apps

Not all your apps are on the start screen – swipe to the apps menu to find them. Or check what's already running on your phone and switch between the apps.

To see all the apps on your phone, on the start screen, simply swipe left. To return to the start screen, swipe right.
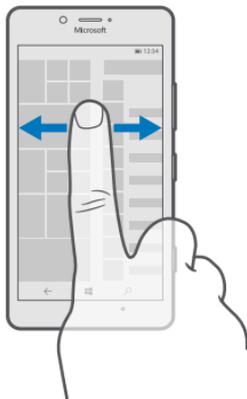
⭐ **Tip:** To find an app quickly, tap any letter in the apps menu, and in the following menu, tap the first letter or character for the app you want.

View, switch between, and close open apps
To view the open apps, tap and hold the back key ←. To switch to an app, tap the app you want. To close the apps you no longer need, tap ✕.
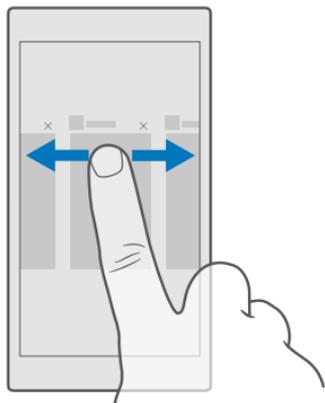
Navigate the settings menu

Swipe down from the top of the screen, and tap ⚙ **All settings**. To go to a settings group, tap any settings group title, and select the group you want. To search for a particular setting, tap the search bar at the top of the screen, and start typing the name of the setting.

Hide the navigation bar when you don't need it

All Lumia phones have 3 keys across the bottom:the back, start, and search key.You can hide this navigation bar from the start screen when you don't need it.

To hide the navigation bar from the start screen when it's not needed, swipe up from the bottom of the screen.To see the navigation bar again, swipe up.

Change the navigation bar color

You can change the navigation bar color to make it pop out better, or even match your theme.Swipe down from the top of the screen, tap ⚙ **All settings** > ✍ **Personalization** > **Colors**, and switch **Apply color to navigation bar** to **On**.

Check notifications on your phone

You can quickly check notifications, change some settings, or add shortcuts to some apps in the action center that opens from the top of the screen.

The notification icon 🗐 shows you have unread notifications.

1. Swipe down from the top of the screen.

⭐   **Tip:** To see more shortcuts, tap **Expand**.
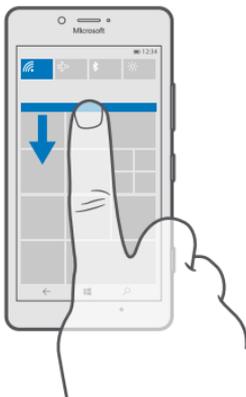
In this screen, you can:

- See your missed calls and recent unread emails and messages
- Check any notifications, such as available app updates in Store
- Act quickly on notifications even without opening the app. You can, for example, reply to a text message straight from the action center.
- Open apps
- Quickly jump to all settings
- Tap a shortcut to easily turn some of the features on or off. Or, tap and hold a shortcut to change the settings of some features, such as Wi-Fi.

2. To close the menu, swipe up from the bottom of the screen.

Personalize the action center
Swipe down from the top of the screen, and tap ⚙ **All settings** > ▯ **System** > **Notifications & actions**. To change a shortcut, tap the shortcut and the app you want. You can also select which notifications you want to receive and how.

Use your phone in airplane mode

In places where you don't want to make or receive calls, you can still access your music, videos, and offline games if you switch airplane mode on.

Airplane mode closes connections to the mobile network and turns your device's wireless features off. If supported by your device, the NFC payment and ticketing feature of the device may remain active. Comply with the instructions and safety requirements given by, for example, an airline, and any applicable laws and regulations. Where allowed, you can connect to a Wi-Fi network to, for example, browse the internet or turn Bluetooth on in airplane mode.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⊕ **Network & wireless** > **Airplane mode**.
2. Switch **Status** to **On** ⬤▬.

Icons shown on your phone

The status bar at the top of the screen tells you the current time, battery and signal strength, and much more.
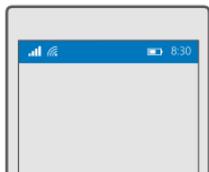
⭐   **Tip:** To see hidden icons, tap the status bar.

Mobile signal strength

.ᵢᵢᵢ Signal strength

◇ Your phone isn't connected to a mobile network.

▭◇ There is no SIM card in your phone.

▭🔒 Your SIM card is locked.

⤴ Airplane mode is turned on.

▲ Your phone is roaming outside your home mobile network.

Cellular data connection

Single letters, combinations of letters, or combinations of letters and numbers show the type of mobile network to which you're connected.

Icons that show the network connection type may vary between regions and network service providers.

E An EDGE data connection is open.

G A GPRS data connection is open.

4G Your phone is connected to a 4G network.

LTE An LTE data connection is open.

⁝ıl Data is transferred over a cellular data connection.

Wi-Fi connection

⎙ A Wi-Fi connection is active.

⁽ᵗ⁾ A cellular data connection is shared with other devices over Wi-Fi.

⎙ Data is transferred over Wi-Fi.

Bluetooth device

✻ A Bluetooth device is connected to your phone.

Battery

▭ Battery power level

▬ The battery is charging.

▭ Battery saver mode is turned on.

⊠ Battery power or state of the battery isn't currently known.

Notifications

▤ You have unread notifications, such as new messages. To check the notifications, swipe down from the top of the screen.

Profiles

⤨ Vibrate mode is turned on.

⊘ Silent mode is turned on.

Cortana

☾ Quiet hours mode is turned on and Cortana is handling your calls and messages.

Location

⊙ An app or service is using your location information.

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Accounts

Learn about the different accounts on your phone and what you can do with them.

Benefits of creating a Microsoft account

With a Microsoft account, you can access Microsoft services with a single username and password on your computer or phone. You can also use the same username and password on your Xbox.

With your Microsoft account, you can, for example:

- Download content from Store
- Back up your contacts
- Upload, store, and share pictures and documents
- Back up your phone on OneDrive
- Use Groove and Movies & TV
- Play Xbox games
- Get your avatar and gaming achievements on your phone, and add to them when you play games on your phone
- Keep track of and lock your lost phone with Find My Phone
- Get feeds from social networking services to your People app

To learn more about Microsoft account and what can you do with it, go to **www.microsoft.com/en-us/account/wizard.aspx**.

Create your Microsoft account

Spice up your life and get more from your phone – create a Microsoft account. If you didn't create a Microsoft account during the first start-up, you can always do it later.
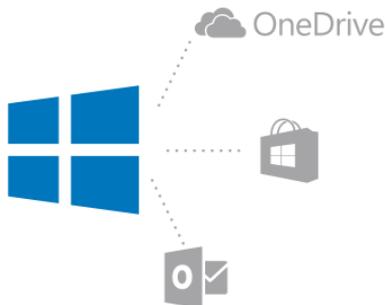
If you already have an Xbox Live, Hotmail.com, or Outlook.com account, or if you have created a Microsoft account on your Surface tablet or Windows PC, you don't have to create a new one – just sign in with the username and password for that account. If you don't have a Microsoft account yet, you can create one with your phone.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⚇ **Accounts** > **Your email and accounts**.
2. Tap **Sign in with a Microsoft account instead** > **Create one**.
3. Fill in your account details.

Make sure you remember the credentials for the Microsoft account you added to your phone. You need them if you want to reset your phone or change the reset protection settings. Reset protection prevents a thief from resetting and reusing your phone if your phone gets stolen.

4. Type in your phone number or an alternative email address. They are used to send you a one-time verification code and to protect your data.
5. Select how you want to get your one-time verification code.
6. When asked, type in your email address or the last 4 digits of your phone number.
7. When you receive the code, type it in, and you are ready to back up your data and use your phone.

⭐ **Tip:** When you receive the code in a message, your phone shows the message notification for a while. To open the message, tap the notification. If the notification is not visible anymore, swipe down from the top of the screen to see it in the action centre, and tap it. To get back to the view where you can add the code, tap and hold the back key ←, and tap the correct view.

Parents must approve the account for children under the age of 13. To approve the account, swipe down from the top of the screen, tap ⚙ **All settings** > ⚇ **Accounts** > **Your email and accounts** > **Manage my Microsoft account**, log in with your child's username and password, and follow the instructions shown on the phone.

You can also create or manage your account at **account.microsoft.com**.

Add a Microsoft account to your phone

If you didn't sign in to your Microsoft account during the first start-up, you can add the account to your phone later and get your data and settings easily on all your devices.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⠀ **Accounts** > **Your email and accounts** > **Sign in with a Microsoft account instead**.
2. Sign in with your existing Microsoft account username and password.

⭐ **Tip:** You can also sign in using your existing Microsoft account phone number and password.

3. Select how you want to get your one-time verification code.
4. When asked, type in your email address or the last 4 digits of your phone number.
5. When you receive the code, type it in.

⭐ **Tip:** When you receive the code in a message, your phone shows the message notification for a while. To open the message, tap the notification. If the notification is not visible anymore, swipe down from the top of the screen to see it in the action centre, and tap it. To get back to the view where you can add the code, tap and hold the back key ←, and tap the correct view.

Your data and settings are synced to your phone.

Set up My Family

If you want to restrict your kids from downloading paid or age-rated content from Store, set up My Family.

Xbox doesn't support child accounts in some countries or regions where Windows phones are available.

With My Family, you can:

• Prevent your kid from using certain apps and accessing certain websites
• Restrict the hours during which the phone can be used
• Monitor what your kid does with their phone, and when

1. Go to **account.microsoft.com/family**, and log in to your Microsoft account.
2. Add your kid's account to My Family by sending an invitation to their email address.

To change the settings for your kid's account, your kid must first accept the invitation.

3. Change the settings for your kid's account.

For more My Family settings, go to **account.microsoft.com/family**.

OneDrive

Learn what OneDrive is and how to use it.

OneDrive cloud storage
Store your stuff in the clouds. You don't need to worry about freeing memory for your favorite or new apps.
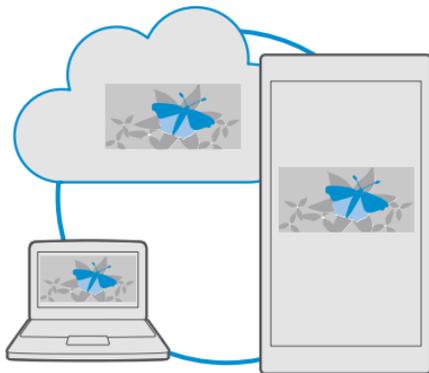
OneDrive is cloud storage for all your documents, photos, and music, so you can access, share, or restore them if needed. You can also set OneDrive to back up your stuff automatically, so when you take a photo or record a video, it's copied to your cloud album.

With OneDrive, you can access your photos, documents, music, and more from your phone, tablet, or computer. Depending on the app, you can even continue working on a document right from where you left it earlier.

There are several places where you can access your stuff on OneDrive. You can save photos to OneDrive in the Photos app, manage your documents in the Office apps, or play your music files in the Groove Music app.

Save your photos and other stuff to OneDrive
You can upload files saved on your phone to OneDrive for easy access from your phone, tablet, or computer.

You need a Microsoft account to connect to OneDrive.

By default, your phone uploads your future photos or videos to OneDrive automatically. If you also want to save the photos you've taken earlier to OneDrive, upload them manually.

Upload a photo to OneDrive manually

1. Tap ☁ **OneDrive**.
2. Tap ＋ > ▣ **Photos**, select the photo you want to upload, and tap ⊘.

Save a file to OneDrive
Tap ☁ **OneDrive** > ＋ > ▤ **This device** .

When working on a Word, Excel, or PowerPoint document, your files are saved automatically to OneDrive. You can continue working on the document right where you left it, on any device connected to your Microsoft account – just open it from OneDrive.

⭐ **Tip:** You can also upload files stored on your memory card. Tap ☁ **OneDrive** > ＋ > ▤ **SD card**, and select the file you want to upload.

Save a file back to your phone from OneDrive
Tap ☁ **OneDrive**, browse to the folder where the file is located, and tap ⁝≣. Select the file you want to download, tap ↓, and save the file in the folder you want.

You can easily find your downloaded files in the File Explorer app.

Share your photos and other stuff between your devices
With OneDrive, you can easily access your photos, documents, and other stuff you have uploaded from any of your devices.

To upload your photos, documents, or other stuff saved on your phone, tablet, or computer to OneDrive, you need to sign in to your Microsoft account. To access the uploaded content on another device, you need to sign in to the same Microsoft account that was used when uploading the content.

To upload or download content, you need an internet connection. If you don't have a data plan, the data transmission costs may pile up quickly. For information about possible data costs, contact your network service provider.

There are several places where you can access your stuff on OneDrive. On your phone, you can check your photos and videos in the Photos app, open your Office documents in the Office apps, or play your music files in the Groove Music app.

On your tablet or computer, you can either manage your stuff online at **onedrive.com**, or you can use the OneDrive app and access OneDrive straight from your desktop. If you don't yet have the OneDrive app, you can download and install it from **onedrive.com**.

⭐ **Tip:** With the OneDrive app on your computer, you can simply drag and drop the files you want to upload to the OneDrive folder in the file manager, such as Windows Explorer or Finder, and the files are automatically uploaded to OneDrive.

Troubleshoot account issues

If you can't access your Microsoft account

- If you need to restore your username, go to **account.microsoft.com**, type in your phone number and password, and follow the instructions.
- If you need to restore your password, go to **https://account.live.com/ ResetPassword.aspx**, and follow the instructions.

Personalize your phone

Learn how to personalize the start screen, and how to change ringtones.

Personalize the start screen

Make your start screen yours – choose your background photo, pin your favorite apps and much more to the start screen, or change the tile size and layout as you like. To get the most out of the space on the start screen, group apps into folders.

Add a background photo

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ✎ **Personalization** > **Start**.
2. Switch **Background** to **My pictures**, and tap **Browse**.
3. Tap a photo, crop it as you like, and tap ✓.
4. Switch **Choose style** to **Tile picture** or **Full screen picture**.

⭐ **Tip:** If you changed the style setting to Full screen picture, you can change the transparency of the tiles. Just drag the **Tile transparency** slider.

Change the tile color
Swipe down from the top of the screen, and tap ⚙ **All settings** > ✎ **Personalization** > **Colors** and a color.

⭐ **Tip:** If you have a Microsoft account on your phone, you can share your color scheme, background, and other settings to all your Windows devices. Swipe down from the top of the screen, tap ⚙ **All settings** > 👤 **Accounts** > **Sync your settings**, and switch **Sync settings** to **On** ⬤. Then switch **Theme** to **On** ⬤.

Move a tile
Tap and hold the tile, drag and drop it to the new location, and tap the screen.
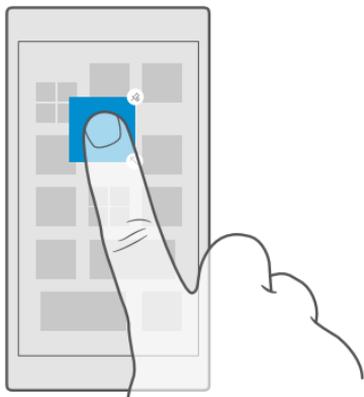
Resize or unpin a tile
To resize, tap and hold the tile, and tap the arrow icon.

The tiles can be either small, medium, or wide. The bigger the tile is, the more information it can show.
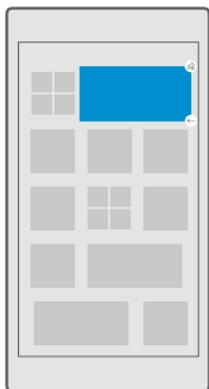
To unpin the tile, tap and hold the tile, and tap ⊘. Tiles are shortcuts to your apps. If you unpin the tile, the app is not deleted from your phone.

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Group tiles into folders
Tap and hold the tile, and drag and drop it on top of the tile or folder you want to group it with. To open an app from the folder, tap the folder, then tap the app you want. To change the name of the folder, tap and hold the name, and type in the name you want. To remove a folder, unpin the tiles in it.
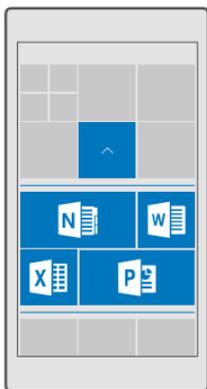
Pin an app
Swipe left to go to the apps menu, tap and hold the app, and tap **Pin to Start**.

Pin a contact
Tap ⊞ **People**, tap and hold the contact, and tap **Pin to Start**.

When you pin contacts, their feed updates are shown on the tile, and you can call them directly from the start screen.

Personalize the lock screen

Change the lock screen to your liking. You can, for example, have your own favorite photo in the background.
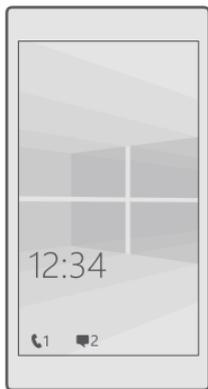
Add a background photo
Swipe down from the top of the screen, and tap ⚙ **All settings** > ✍ **Personalization** > **Lock screen**. Switch **Background** to **My picture**, and tap **Browse**. Select a photo, adjust it to get the best possible fit, and tap ✓.

Change the background photo
Swipe down from the top of the screen, and tap ⚙ **All settings** > ✍ **Personalization** > **Lock screen**. Tap **Browse**, select a photo, adjust it to get the best possible fit, and tap ✓.

⭐ **Tip:** You can also choose an app to show information on your lock screen, or let Bing shuffle photos there. Just change the setting for **Background** to your liking.

Decide which apps show notifications on the lock screen
You can decide which app notifications, such as missed calls or new messages, you want to see on the lock screen. To choose an app to show the detailed status on the lock screen, swipe down from the top of the screen, tap ⚙ **All settings** > ✍ **Personalization** > **Lock screen**, and under **Choose an app to show detailed status**, select the app. To choose an app to show the quick status on the lock screen, under **Choose apps to show quick status**, tap one of the placeholder icons, and select the app.

⭐ **Example:** If you select the detailed status for Messaging, you can read your new messages and see their details on the lock screen. If you select the quick status, the notification on the lock screen tells you only the number of unread messages.

Show the artist when playing music
Press a volume key on the side of your phone.

Change the glance screen settings

To save power, your screen goes on standby when you're not using your phone actively.With the glance screen, you can easily check the time and other lock screen content even when your screen times out.

Some of the glance screen settings are not supported by all phones.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ▣ **Extras** > **Glance screen**.
2. Choose the time the glance screen stays on.

Add a background photo to the glance screen
If you've set a background photo to the lock screen, you can set it to appear on your glance screen too.Swipe down from the top of the screen, tap ⚙ **All settings** > ▣ **Extras** > **Glance screen**, and turn **Background photo** on ●.

Turn night mode on
In the glance screen settings, change the setting for **Night mode** to your liking.First, select the color for the text on the glance screen, or hide the glance screen completely for a certain time period.Then set the time when you want to have night mode on.

Create a safe, fun start screen for kids

You can let your kids use some apps on your phone without having to worry about them accidentally deleting your work email, making online purchases, or doing anything else they shouldn't. Put selected apps, games, and other favorites for kids to enjoy in their own start screen.
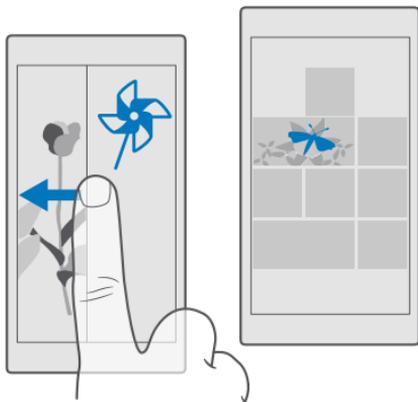
1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⚲ **Accounts** > **Kid's Corner**.
2. Tap **next**, choose which content your kids can use, and follow the instructions. If you want to make sure your kid doesn't have access to your own start screen, you can set a sign-in PIN.

As Microsoft Edge is not available in Kid's Corner, you don't have to worry about the websites your kids visit.

Go to your own start screen
Press the power key twice, and swipe up on your own lock screen. If you've set a sign-in PIN, type it in.

Go back to the kid's start screen
On your own lock screen, swipe left, and on the kid's lock screen, swipe up.

Turn the kid's start screen off
On your own start screen, swipe down from the top of the screen, tap ⚙ **All settings** > 𝒜 **Accounts** > **Kid's Corner**, and switch **Kid's Corner** to **Off** ⬤.

Personalize your phone tones

Change the notification tone your phone uses for calls.

1. Swipe down from the top of the screen, tap ⚙**All settings** > ⬛**Personalization** > **Sounds** > ∨.
2. To listen to a ringtone so you can see if you like it, tap ▷.
3. Select the ringtone you want.

⭐ **Tip:** Want to set a specific ringtone for a contact so you immediately know when they are calling? Edit the contact information in the People app.

Add new ringtones to your phone
Connect your phone to your PC with a USB cable, and use the file manager of your PC to move the song you want to the ringtones folder in your phone. Your PC must have Windows Vista, Windows 7, Windows 8, Windows 8.1, or Windows 10. Alternatively, you can use OneDrive to transfer files to your phone.

After the file is in the ringtones folder in your phone, the song appears in the ringtones list in **Sounds**.

You can use a song as your ringtone if it is not protected with digital rights management (DRM), and it's smaller than 30 MB.

⭐ **Tip:** Want to create your own unique ringtone? Use the Ringtone Maker app to help you. If you don't have the app on your phone yet, you can download it from **www.microsoft.com**.

Switch your phone to silent mode

When you turn silent mode on, all ringtones and alert tones are muted. Use this when you are, for example, at the theater or in a meeting.

1. Press a volume key on the side of your phone to see the volume status bar, and tap ∨.
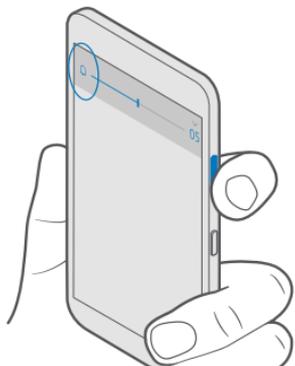
2. To switch to silent mode, tap ⌂.

Turning silent mode on does not affect your alarms and reminders. If you want to rest, make sure you don't have any incoming alarms or reminders, or turn your phone off.

⭐ **Tip:** Don't want to keep your phone in silent mode but can't answer right now? To silence an incoming call, press the volume down key.

Turn silent mode off
Press a volume key on the side of your phone, tap ⌄, and on the volume status bar, set the volume you want.

Turn the vibration off
If you don't want your phone to vibrate, press a volume key on the side of your phone, and tap ⌄ > ⤬ **Vibrate on**.

Cortana

Let Cortana make your daily life easier.

Cortana voice assistant

Keep your busy life in check – Cortana is your personal assistant on your phone, only a word away.

Cortana is not available in all regions and languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

Cortana can help you:

• Schedule a meeting
• Set a reminder for an important task
• Send automatic replies for callers when you don't want to be disturbed
• Send email
• Check your location
• Search the web and your cloud storage
• Get up-to-date traffic and weather information, and much more

You can do all this using your voice, with only a minimum of fiddling with the touch screen to distract you from other activities.

You need a Microsoft account to use Cortana.

Set up Cortana

Tell Cortana a little bit about yourself, so you can get better help and find what you're looking for.

Cortana is not available in all regions and languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

You need a Microsoft account to use Cortana.

1. Tap the search key ⌕.
2. Follow the instructions shown on your phone.

To later change your settings, tap the search key ⌕, and tap ☰ > ▣ **Notebook** > ⚙ **SETTINGS**.

Install a speech language
Depending on your region and Cortana version, you may need to download and install the appropriate speech language to use Cortana. Swipe down from the top of the screen, and tap ⚙ **All settings** > ᴬ⁺ **Time & language** > **Speech**. Tap + **Add a language**, and follow the instructions to install the language you want.

After you have installed the language, you may need to restart your phone.

Use Cortana

If you've got your hands full, but need to use your phone, you can use your voice to make a call, schedule a meeting, search the web, or open an app.

Cortana is not available in all regions and languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

1. Tap the search key ○.
2. Tap ○, say what you want to do, and follow the instructions shown on your phone.

⭐ **Tip:** To open the Cortana voice assistant quickly, tap and hold the search key ○.

⭐ **Example:** Say **Make an appointment**, and see what happens.

Identify a song using Cortana
When you're listening to a song and want to know what it is, tap and hold the search key ○, and tap ♫.

Hey Cortana

Wake your personal assistant up just by saying **Hey Cortana**. You can also teach Cortana to respond to your voice only.

Cortana is not available in all regions and languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

1. Tap the search key ○, and tap ≡ > ▣ **Notebook** > ⚙ **SETTINGS**.
2. Turn **Let Cortana respond to "Hey Cortana."** on ●.

You can now wake up Cortana just by saying **Hey Cortana**, even if your screen is on standby.

Teach Cortana to respond to your voice only
Tap **Learn my voice**, and follow the instructions.

Accessibility

Learn how to make using your phone easier.

Control your phone with your voice

Got your hands full, but need to use your phone? You can use your voice to make a call, send a text message, search the web, or open an app.

This feature is not available in all languages. You may also need to download a language package before you can use the feature. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

1. Tap and hold the search key ○.
2. Say a voice command into your phone.

⭐ **Example:** To check your schedule, say **Open calendar**.

Use your phone with ease

Make the fonts larger and the screen easier to view. You can also use your phone with a teletypewriter (TTY/TDD).

Change the font size

1. Swipe down from the top of the screen, tap ⚙ **All settings** > ⟳ **Ease of Access**.
2. Tap **More options**, and drag the **Text scaling** slider.

Turn high contrast on
Swipe down from the top of the screen, tap ⚙ **All settings** > ⟳ **Ease of Access** > **High contrast**, and switch **High Contrast** to **On** ⬤.

Magnify the screen
Swipe down from the top of the screen, tap ⚙ **All settings** > ⟳ **Ease of Access** > **Magnifier**, and switch **Screen magnifier** to **On** ⬤. To magnify the screen, double-tap the screen with 2 fingers. When using the magnifier, use 2 fingers to move around the screen. To stop magnification, double-tap the screen with 2 fingers.
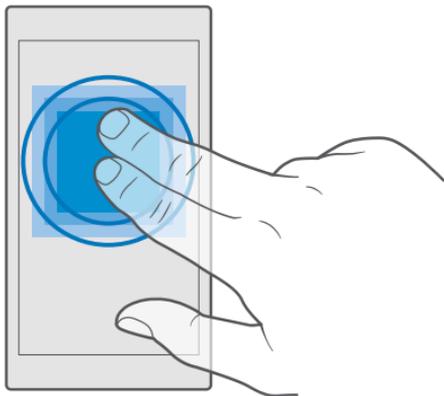
Use your phone with a TTY/TDD
Swipe down from the top of the screen, tap ⚙ **All settings** > ⟳ **Ease of Access** > **More options**, and switch **TTY Mode** to **Full**.

The available TTY/TDD modes may vary depending on your network service provider.

Use your phone with a hearing aid
Swipe down from the top of the screen, tap ⚙ **All settings** > ⟳ **Ease of Access** > **More options**, and switch **Telecoil** to **On** ⬤.

To check the Hearing Aid Compatibility rating for your phone, go to
www.microsoft.com/en/mobile/accessibility/hearing-aid-compatibility.

Use the screen reader

The screen reader reads the information on your screen aloud.

Not all languages are supported, and you may need to download additional language packages.

1. Swipe down from the top of the screen, tap ⚙ **All settings** > ⟲ **Ease of Access** > **Narrator**, and switch **Narrator** to **On** ⬤.
2. To hear the names of the items on the screen, move your finger on the screen.To open an item, double-tap the item.

When the screen reader is turned on, some touch screen actions, such as swipe, are disabled.

Unlock the keys and screen when using the screen reader
Press the power key to wake up the screen, tap the lock screen once, and wait for the screen reader to start talking.Then double-tap the lock screen.

Open or close the screen reader quickly
Make sure **Narrator quick launch** is switched to **On** ⬤.Press the volume up key, and then tap the start key 🔳 to turnNarrator off or back on.

Take a screenshot

You can take screenshots of what's on your phone screen and use them like any photos.

1. Press the volume up key and the power key at the same time.
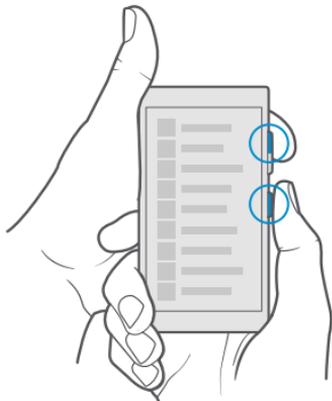
2. To view or manage the screenshots you've taken, tap 🖼 **Photos** > **Albums** > **Screenshots**.

Extend battery life

Get the most out of your phone while getting the battery life you need. There are steps you can take to save power on your phone.

To save power:

Charge wisely	Always charge the battery fully.
Select only the sounds that you need	Mute unnecessary sounds, such as key press sounds. Swipe down from the top of the screen, tap ⚙ **All settings** > ✍ **Personalization** > **Sounds**, and select which sounds to keep.
Use wired headphones	Use wired headphones, rather than the speakerphone.
Use Battery saver	You can set your phone to automatically save power when the battery charge level is low. To check the battery status, and to turn Battery saver on, swipe down from the top of the screen, and tap ⚙ **All settings** > ▯ **System** > **Battery saver**. When your phone goes into battery saver mode, you may not be able to change the settings of all apps.
Change the phone screen settings	• Set the phone screen to turn off after a short time. Swipe down from the top of the screen, and tap ⚙ **All settings** > ✍ **Personalization** > **Lock screen**, and under **Screen times out after**, select the time. • Change the glance screen settings. To briefly see the time and your notifications when moving your phone, swipe down from the top of the screen, tap ⚙ **All settings** > 🗐 **Extras** > **Glance screen**, and switch **Mode** to **30 seconds**. To turn the glance screen off, switch **Mode** to **Off**.
Lower the screen brightness	• Swipe down from the top of the screen, and tap ⚙ **All settings** > ▯ **System** > **Display**. Make sure that **Automatically adjust display brightness** is switched to **Off** ⬤. To adjust the brightness, drag the **Brightness level** slider.

Stop apps from running in the background	• Close the apps you are not using. To close most of the apps, tap and hold the back key ←, and tap ✕ on the apps you want to close.
	• Some apps may run in the background unnecessarily. Swipe down from the top of the screen, tap ⚙ **All settings** > ▯ **System** > **Battery saver** > **Battery use** > **Change background app settings**, and turn the app you want to stop from running in the background off ⬤.
Use location services selectively	Turn location services off when you don't need them. Swipe down from the top of the screen, and tap ⚙ **All settings** > 🔒 **Privacy** > **Location**, and turn **Location** off ⬤.
Use network connections selectively	• Set your phone to check for new email less frequently, or even by request only. Tap 🗒 **Outlook Mail** > ··· > ⚇ **Accounts**. Select an account, tap **Change mailbox sync settings**, and select how often to sync. Do this for every email account you have.
	• Turn Bluetooth on only when needed.
	• Turn NFC on only when needed. To turn the tap to share feature off, swipe down from the top of the screen, tap ⚙ **All settings** > 🖥 **Devices** > **NFC**, and turn **Tap to share** to **Off** ⬤.
	• Use a Wi-Fi connection to connect to the internet, rather than a cellular data connection.
	• Stop your phone scanning for available wireless networks. Swipe down from the top of the screen, tap and hold 📶 **Wi-Fi**, and switch **Wi-Fi networking** to **Off** ⬤.
	• If you're listening to music or otherwise using your phone, but don't want to make or receive calls, turn Airplane mode on. Swipe down from the top of the screen, tap ⚙ **All settings** > ⊕ **Network & wireless** > **Airplane mode**, and switch **Status** to **On** ⬤.

Check battery use
To check which apps have been eating up your battery life, swipe down from the top of the screen, and tap ⚙ **All settings** > ☐ **System** > **Battery saver** > **Battery use**.

Save on data roaming costs

You can cut data roaming costs and save on your phone bills by changing cellular data settings. To use the optimal connection method, change the Wi-Fi, cellular data, and email download settings.

Data roaming means using your phone to receive data over networks that your network service provider doesn't own or operate. Connecting to the internet when roaming, especially when abroad, can raise data costs substantially.

Using a Wi-Fi connection is generally faster and less expensive than using a cellular data connection. If both Wi-Fi and cellular data connections are available, your phone uses the Wi-Fi connection.

Connect to a Wi-Fi network

1. Swipe down from the top of the screen, and tap and hold 📶 **Wi-Fi**.
2. Make sure **Wi-Fi networking** is switched to **On** ⬤.
3. Select the connection you want to use.

Close the cellular data connection
Swipe down from the top of the screen, tap ⚙ **All settings** > ⊕ **Network & wireless** > **Cellular & SIM**, and switch **Data connection** to **Off** ⬤.

⭐ **Tip:** To follow your data usage, tap ⚙ **All settings** > ⊕ **Network & wireless** > **Data usage**.

Stop data roaming
Swipe down from the top of the screen, tap ⚙ **All settings** > ⊕ **Network & wireless** > **Cellular & SIM**, and under the SIM you use for cellular data, switch **Data roaming options** to **don't roam**.

⭐ **Tip:** To save on data costs when traveling, save new maps to your phone before your journey, and browse the maps offline.

Download email less frequently
To set your phone to check for new email less frequently, or even by request only, tap 📧 **Outlook Mail** > ··· > 👤 **Accounts**. Select an account, tap **Change mailbox sync settings**, and select how often to sync. If you have several email accounts, change the setting for all your accounts.

Text input

Learn how to write text quickly and efficiently using your phone's keyboard.

Use the on-screen keyboard

Writing with the on-screen keyboard is easy. You can use the keyboard when holding your phone in portrait or landscape mode. You can write your messages by tapping the letters or by swiping through them.

Tap a text box.

1   Character keys
2   Shift key
3   Cursor controller
4   Numbers and symbols key
5   Smiley key
6   Comma key
7   Space key
8   Enter key
9   Backspace key
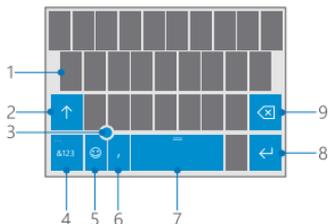
The keyboard layout can vary in different apps and languages.

Swipe to write text
Swipe from the first letter of the word, and draw a path from letter to letter. Lift your finger after the last letter. To continue, keep on swiping without tapping the space key. Your phone adds the spaces.

Not all languages are supported.
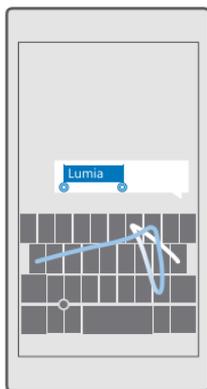
Switch between upper and lower case characters
Tap the shift key. To turn caps lock mode on, double-tap the key. To return to normal mode, tap the shift key again.

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Type in a number or special character

Tap the numbers and symbols key. To see more special character keys, tap ⊙. Some special character keys bring up more symbols. To see more symbols, tap and hold a symbol or special character.

⭐ **Tip:** To quickly type in a number or special character, while holding the numbers and symbol key, slide your finger to the character, and lift your finger.
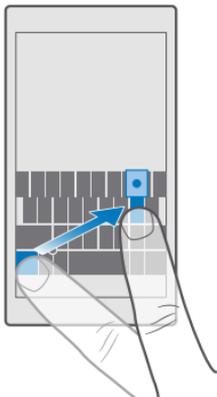
⭐ **Tip:** To put a period at the end of a sentence, and to start a new sentence, tap the space key twice.

Copy or paste text

Tap a word, drag the circles before and after the word to highlight the section you want to copy, and depending on the app, tap **Copy** or ⓑ. To paste the text, depending on the app, tap **Paste** or ⓗ.

Add an accent to a character

Tap and hold the character, and tap the accent or the accented character, if supported by your keyboard.

Delete a character

Tap the backspace key.

Move the cursor with the cursor controller

To move the cursor from one character or line to another, tap and hold the cursor controller, and drag your finger to the direction you want.
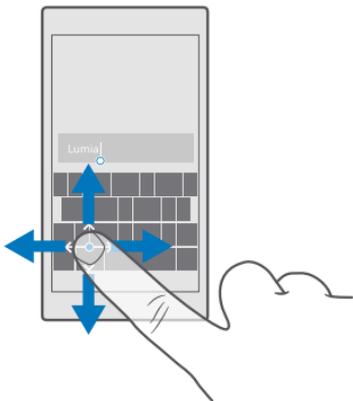
Use keyboard word suggestions

Your phone suggests words as you write, to help you write quickly and more accurately. Word suggestions may not be available in all languages.

When you start writing a word, your phone suggests possible words. When the word you want is shown in the suggestion bar, select the word. To see more suggestions, swipe left.

⭐ **Tip:** If the suggested word is marked in bold, your phone automatically uses it to replace the word you wrote. If the word is wrong, tap it to see the original word and a few other suggestions.

Correct a word
If you notice that you have misspelled a word, tap it to see suggestions for correcting the word.

Add a new word to the dictionary
If the word you want isn't in the dictionary, write the word, tap it, and tap the plus sign (+) in the suggestion bar. Your phone also learns new words when you have written them a few times.
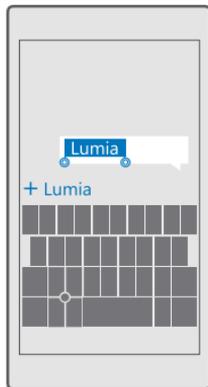
Turn word suggestions off
Swipe down from the top of the screen, and tap ⚙ **All settings** > 🔤 **Time & language** >
Keyboard. Tap your language keyboard, and clear the **Suggest text** check box.

Add a writing language

You can add several writing languages to your keyboard and switch between the languages
when writing.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > 🔤 **Time & language** >
Keyboard > ➕ **Add keyboards**.
2. Select the languages you want to write in, and tap ✓.

⭐ **Tip:** To remove a pre-installed keyboard, tap and hold the language you don't want to
     use, and tap **remove**.

Switch between the languages when writing
Swipe left or right on the space bar until the language you want to write in appears. The
keyboard layout and word suggestions change according to the language selected.

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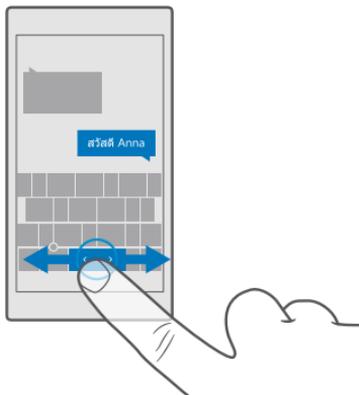
Remove a language from your phone
Swipe down from the top of the screen, tap ⚙ **All settings** > 🌐 **Time & language** > **Language**, tap and hold the language you want to remove, and tap **Remove**.

Clock and calendar

Keep track of time – learn how to use your phone as a clock, as well as an alarm clock, and how to keep your appointments, tasks, and schedules up to date.

Set an alarm

You can use your phone as an alarm clock, and even set your favorite song as your alarm tone.
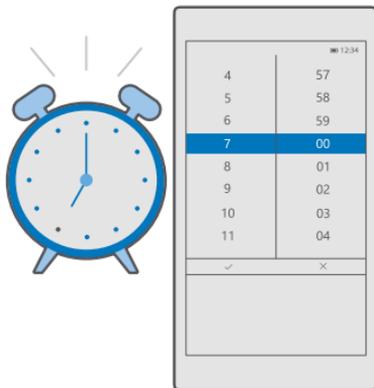
1. Tap ⊙ **Alarms & Clock** > ╈.
2. Set the time, and tap ✓.
3. Fill in the other alarm details, and tap 🖫.

⭐ **Tip:** Too tired to fiddle with the phone much? Tap and hold the search key ρ, and tell
    Cortana when you need the alarm.

For the alarm to sound, your phone must be turned on.

⭐ **Tip:** You can quickly see the time of the next active alarm if you have pinned the Alarms
    Clock app to the start screen. The tile size must be at least medium.

Use your favorite song as your alarm tone
Connect your phone to your PC with a USB cable, and use the file manager of your PC to move
the song you want to the **Music** folder in your phone. To set the song as your alarm tone, tap
⊙ **Alarms & Clock** > ╈ > **Sound** > **Pick from my music** > **This Device** > **Music**, and select
the song for your alarm tone.

You can also choose music uploaded to your OneDrive.

You can use a song as your ringtone if it is not protected with digital rights management
(DRM), and it's smaller than 30 MB.

Your PC must have Windows Vista, Windows 7, Windows 8, Windows 10, or later.

Snooze an alarm
If you don't want to get up just yet, when the alarm sounds, tap **Snooze**. Before snoozing, you
can change the snooze time.

Turn an alarm off
Tap ⊙ **Alarms & Clock**, and switch the alarm to **Off** ⊂⊃.

Delete an alarm
Tap the alarm and 🗑 **delete**.

Check the time in another country

Want to see if your friend on another continent is awake? Check what time it is around the
world.

1. Tap ⊙ **Alarms & Clock** > 🌐 **World Clock** > ╈.
2. Start writing the name of the location, and select the name from the list of proposed
matches.

⭐ **Tip:** Tired of typing? Tap 🎤, tell Cortana the location you're looking for, and tap it.

⭐ **Tip:** For a closer look at the map, tap the location name.

See the night and day around the world
Tap ⊙ **Alarms & Clock** > 🌐 **World Clock** > 🌓, and swipe left and right along the timeline.

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Use the countdown timer

No more overcooking – use the countdown timer to measure your cooking times.

1. Tap ⊙ **Alarms & Clock** > ⓧ **Timer** > ＋.
2. Set the duration, and tap ✓ > 🗒.
3. To start the countdown, tap ▷.

⭐ **Tip:** To pause, tap ||. To start the countdown again, tap ↻.

See the timer in full screen
Tap ↗. To go back to the normal view, tap ↙.

Use the stopwatch

Use the stopwatch to see how you improve on the running track.

1. Tap ⊙ **Alarms & Clock** > ⓧ **Stopwatch** > ▷.
2. To save your lap or split time, tap 🏳.

⭐ **Tip:** Want to let your friend know about your new personal record? To share your time with them, tap ⚬ and how you want to share.

See the stopwatch in full screen
Tap ↗. To go back to the normal view, tap ↙.

Add an appointment

To remember an appointment or an event, add it to your Outlook Calendar.

To view a calendar, you must add an account, such as Microsoft account, to your phone.

1. Tap 🗓 **Outlook Calendar** > ＋.
2. Type in the details you want, and set the time.
3. To make the appointment repeat on certain days, tap ··· > ↻ **Repeat**, and fill in the details.
4. To add a reminder, tap ··· > ❯ and the time you need.
5. When done, tap 🖫.

⭐ **Tip:** To edit an event, tap the event you want and 🖉 **Edit**, and edit the details you want.

Send a meeting invitation
When creating an event, tap **People** and the search box, and start writing a name. The list filters as you write.

You can send meeting invitations to contacts who have an email address defined in the contact details.

Create an event on another calendar
Tap 🗓 **Outlook Calendar** > ＋. By default, your events go to your Outlook Calendar. If you have, for example, a shared calendar with your family, you can create and share the event instantly. To change the calendar when creating the event, tap the calendar name, then tap ⌄ and the calendar you want to use.

⭐ **Example:** You can create an event to a calendar you are sharing with other people, such as your work calendar, so they know when you are busy.

Change your status for an event
When creating an event, tap ···, and select the status you want.

Create a private appointment
When creating an event, tap ··· > 🔒 **Private**.

The event does not show in shared calendars.

Delete an appointment
Tap ○▫ **Outlook Calendar**, and tap the event and 🗑.

Use multiple calendars

When you set up your email or social networking accounts on your phone, you can sync the calendars from all your accounts in one place.

1. Tap ○▫ **Outlook Calendar**.
2. To show or hide a calendar, tap ☰ and tap or clear the checkbox next to the calendar name.

When a calendar is hidden, the calendar events and reminders are not shown in different calendar views.

The birthday calendar compiles the birthday information from your social networking accounts.

You can't add new calendars to your phone, but you can choose which calendars from your different accounts you want to see.

Add an account to the calendar

Put your calendars from different accounts in one place.

1. Tap ○▫ **Outlook Calendar** > ··· > ⚙**Settings** > **Accounts** > +**Add account** .
2. Choose your account, sign in, and tap **Done**.

Switch between calendar views

See a detailed plan for a day or month at a glance – browse through your calendar in different views.

1. Tap ○▫ **Outlook Calendar** > ⓐ.
2. To see your plan for the day hour by hour, tap ⊟.
3. To see your plan for the whole week, tap ⓜ.
4. To see your agenda for the whole month, tap ☰.
5. To go back to today, tap ⇄.

Turn week numbers on and off
Tap ○▫ **Outlook Calendar** > ··· > ⚙ **Settings** > **Calendar Settings**, then tap ⌄ to open the week number menu, and tap the option you need.

Browse your SIM apps

If your service provider has included apps on your SIM card, here's how to find them.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⊕ **Network & wireless** > **Cellular & SIM**.
2. Under the SIM, tap **SIM settings**.
3. Tap **SIM applications**.

Store

Make your phone your own with more apps, games, and other items, some of which are free of charge. Browse Store to find the latest content for you and your phone.

You can download:

- Apps
- Games
- Entertainment apps and services
- News apps and services
- Music
- Movies
- TV shows
- Books

You can also:

- Get content that is relevant to your tastes and location
- Share recommendations with your friends

The availability of Store and the selection of items available for download depend on your region.

To download from Store, you need to be signed in to your Microsoft account on your phone. When you're signed in, you are offered content compatible with your phone.

Many items are free of charge, but some you need to pay for with your credit card or on your phone bill.

The availability of payment methods depends on your country of residence and your network service provider.

Browse Store

Check out the latest and most downloaded apps, games, and other items recommended for you and your phone. Browse different categories, or search for specific items.

1. Tap 🔲 **Store**.
2. Browse the categories on the front page, or tap ≡ and a category to see more items.
3. Tap an item to view its details. When you view an item, related items are also shown.

⭐ **Tip:** Did you find something in Store that you know your friends would be interested in? Tap ⌂**Share** to send them a link.

⭐ **Tip:** Want to get personalized suggestions on which apps and games might interest you? Sign in to your Facebook account, and Store suggests a selection of apps for you.

⭐ **Tip:** Some of the apps are also available across all Windows 10 devices, such as PCs, tablets, or Xbox consoles. For more information on availability, go to **www.microsoftstore.com**, and browse to the app you're interested in.

Search Store
Tap 🔎, write your search words, and tap 🔎.

Download an app, game, or other item

Download free apps, games, or other stuff, or buy more content for your phone.

1. Tap 🔲 **Store**.
2. Tap an item to view its details.
3. If the item has a price, tap the price. If the item offers a free trial, tap **Free trial** to try the item for free for a limited time. If the item is free, tap **Free**.

The availability of payment methods depends on your country of residence and your network service provider.

4. If you're not signed in to your Microsoft account, sign in now.
5. Follow the instructions shown on your phone.

⭐ **Tip:** If downloading fails, check that the time and date are set correctly.

When the download is complete, you can open or view the item, or continue browsing for more content.

For more information on an item, contact the publisher of the item.

⭐ **Tip:** Use a Wi-Fi connection to download large files.

⭐ **Tip:** In the Store main view, you can see a notification at the top right corner of the screen on how many of your downloaded apps, games, and other content have updates.

⭐ **Tip:** If your kid's phone is running Windows Phone 8.1 or Windows 10 Mobile, you can use the My Family website to manage their game and app downloads and settings. To set up My Family, go to **account.microsoft.com/family**, sign in to your Microsoft account, and follow the instructions.

This feature is not available in all languages. For more information on feature and service availability, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

The availability of apps and games may depend on your kid's age.

See your ongoing downloads
Tap 🔲 **Store** > ☰ > **Downloads and updates**.

View your ongoing downloads

While an item is downloading, you can continue to browse Store for other content and add items to be downloaded.

To view the status of your downloads, in the Store main view, tap ☰ > **Downloads and updates**.

⭐ **Tip:** If you need to, for example, temporarily close your internet connection, you can pause your downloads. To pause an individual item, tap ||, and to resume it, tap ↻. If a download fails, you can re-download the item.

Write a review for an app

Share your opinion on an app with other Store users – rate and review the app. You can post one review per app that you download.

1. In the apps menu, tap and hold the app, and tap **Rate and review**.
2. Rate the app, and write your review.

⭐ **Tip:** You can rate and review your other items in the same way.

Receive ads
If you want to receive ads and tips about apps that might interest you, swipe down from the top of the screen, tap ⚙ **All settings** > 🔒 **Privacy** > **Advertising ID**, and switch **Advertising ID** to **On** ⬤. If you want to clear the information that your phone uses to find your relevant ads and tips, tap **Reset your advertising ID**.

Troubleshoot Store issues

If you can't download a game

- Check that your cellular data connection or Wi-Fi connection is turned on.
- The app you want to download may require more memory than available on your phone. Try freeing up some space by uninstalling apps or deleting other data, like photos.
- Use only a Wi-Fi connection to download large files.
- If My Family is set up on your phone, you may be restricted from downloading some apps.
- Check that the time and date are set correctly.

People & messaging

Contact your friends and family, and share your files, such as photos, using your phone. Stay tuned with the latest updates to your social networking services even when on the go.

Calls

Learn how to make calls on your new phone and talk to your friends.

Call a contact

Calling your friends is quick and easy when you've saved them as contacts in your phone.

1. Tap 📞 > ♫.
2. Tap the contact and the number, if the contact has several numbers.

⭐ **Tip:** Is your friend's voice too loud or quiet? Press the volume keys on the side of the phone to change the volume.

⭐ **Tip:** Want to let others hear the conversation? Tap ◁») **Speaker**.

Call a phone number
Tap 📞 > ⋮⋮⋮ **Dial pad**. Type in the phone number, and tap 📞 **Call**.

To type in the + character, used for international calls, tap and hold **0**.

The + character only works from abroad. The + character may not work in all regions. In this case, enter the international access code directly.

Search your call history
To search for a call record, tap 📞 > 🕔 **History** > 🔎, and type in the contact's name or phone number.

Remove a call record
To remove a call record, tap 📞 > 🕔 **History**, tap and hold the call record, and tap **Delete**.

Copy and paste a phone number
On the start screen, tap 🔳 **People** and a contact. Tap and hold the phone number, tap **Copy, and in a text box, tap** 📋.

Use speed dial to call your favorite contacts

Call your most important contacts quickly with 1-touch dial.

1. Tap 📞 > ☆ **Speed dial**.
2. To add a contact to speed dial, tap ＋ and the contact you want to add.
3. To call a contact you have added to 1-touch dial, in the Speed dial view, tap the contact.

Call the last dialed number

Call your friend again if you forgot to say something. In the call history view, you can see information about the calls you have made and received.

1. Tap 📞 > 🕐 **History**.
2. Tap the name or phone number.

Use your voice to make a call

You can use your voice to call a contact.

1. Tap and hold the search key 🔍.
2. Say **Call** and the contact's name.

⭐ **Tip:** You can also use voice dialing with a Bluetooth headset.

Cortana is not available in all regions and languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

Reply to a call by a text message

If you can't speak right now, you can reply to the caller by a text message.

1. When someone calls you, tap 💬**Text reply**.
2. Tap one of the pre-written messages, or tap **Type a message...**, and write your message.

Turn text reply on or off
Swipe down from the top of the screen, tap ⚙ **All settings** > 📱 **System** > **Phone**, and switch **Text reply** to **On** ⬤ or **Off** ⬤.

Edit a pre-written text message
Swipe down from the top of the screen, tap ⚙ **All settings** > 📱 **System** > **Phone** > **Edit replies**, and edit the reply you want.

Make a conference call

Your phone supports conference calls between 2 or more people. The maximum number of participants can vary, depending on your network service provider.

1. Make a call to the first person.
2. To make a call to another person, tap ＋ **Add call**.
3. When the new call is answered, tap 人 **Merge calls**.

To add more people, tap ＋ **Add call** again.

Have a private conversation with someone
Tap ↦ **Private** and the person's name or phone number. The conference call is put on hold on your phone. The other people continue the conference call.

To return to the conference call, tap 人 **Merge calls**.

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Call your voice mailbox

If you've forwarded incoming calls to your voice mailbox, you can call it and listen to the messages your friends have left.

1. Tap 📞 > ⚲. If asked, type in the voice mail password you received from your network service provider.
2. You can listen or reply to voice mail messages, delete them, or record a greeting message.

For the availability of the voice mailbox service, and for information on setting up how long before calls are forwarded, contact your network service provider.

Contacts

You can save and organise your friends' phone numbers, addresses, and other contact information in the People app. You can also get in touch with your friends through social networking services.

People

The People app is where all your friends' contact information is kept. It lets you stay in touch with the people who matter the most through groups. Your social networks are also here.

Go to CONTACTS to see your friends' contact information from every account you have signed into. You can organize the list the way you like by filtering it by account or hiding the contacts without phone numbers.

Check out What's New to see your friends' social network status updates conveniently in one place.

Contact groups make it easy to see the status updates from only the people you want. You can also send emails or messages to all of them at once.

Add or delete a contact

Keep your friends with you. Save their phone numbers, addresses, and other information to the People app.

Add a contact

1. Tap ⊞ **People** > **CONTACTS** > ＋.
2. If you're signed in to several accounts, select the account to which you want to save the contact.

You cannot save a contact to your phone only, it's always saved to an account.

3. Add the contact details, and tap 💾.

⭐ **Tip:** When editing a phone number, to see more special characters, tap and hold the period key. To dial an extension, tap **X**.

Your contacts are backed up automatically to your Microsoft account.

Edit a contact
Tap ⊞ **People** > **CONTACTS**. Tap the contact and ✐, and edit or add details, such as a ringtone or a web address.

Delete a contact
Tap ⊞ **People** > **CONTACTS**. Tap the contact and ⋯ > **delete**.

⭐ **Tip:** If you want to delete multiple contacts quickly, tap ⸮≡ and the checkboxes next to contacts' names, and tap 🗑.

Filter your contacts list
If you don't want contacts from social networking services to show up in your contacts list, you can filter them out. Tap ⊞ **People** > **CONTACTS**. In the contacts list, tap ⋯ > **SETTINGS** > **Filter contact list** and the accounts you want to show or hide.

⭐ **Tip:** You can also filter out the contacts without phone numbers. Switch **Hide contacts without phone numbers** to **On** ▬⚪.

Save a number from a received call

When you've received a call, you can easily save the number if it's not yet saved in your contacts. You can save the number in a new or existing contacts list entry.

1. Tap 📞 > **History**.
2. Tap ⸮≡ next to a phone number, and tap 💾.
3. Tap ＋, edit the details, select the account you want to save the contact to, and tap 💾.

Save a number from a received message

When you've received a message, you can easily save the number if it's not yet saved in your contacts. You can save the number in a new or existing contacts list entry.

1. Tap 💬 **Messaging**.
2. In the conversations list, tap a conversation and a phone number.
3. Tap 💾 > ＋.

4. Edit the contact details, and tap 🖫.

Search for a contact

If you need to contact a friend quickly, you don't have to scroll through all your contacts. You can search or jump to a letter or character in the contacts list. You can also use a voice command to call or send a message to a contact.

1. Tap 🚹 **People** > **CONTACTS**.
2. Tap **Search**, and start writing a name. The list filters as you write.

⭐ **Tip:** Pin your most important contacts or contact groups to the start screen. Tap and hold a contact, and tap **Pin to Start**.

Jump to a letter or character in your contacts list
Tap any letter in the contacts list on the left, and in the following menu, tap the first letter or character for the name you want.

Use Cortana to call or send a message
In any view, tap and hold the search key ⌕, and say **Call** or **Text** and the contact's name.

Link contacts

If you have separate entries for the same contact from different social networking services or email accounts, you can link them into a single contact card.

Tap 🚹 **People** > **CONTACTS**.

1. Select the contact you want to link to, and tap ∞.
2. Tap **Select a contact to link** and the contact to be linked.

Unlink a contact
Select the contact you want to unlink, and tap ∞. Then select the contact you want to unlink from, and tap **Unlink**.

Create, edit, or delete a contact group

You can create contact groups to send a message to several people at the same time, or to see social updates from just group members. For example, you can add family members to the same group and reach them quickly with the same message.

1. Tap 🚹 **People** > **GROUPS** > ＋.
2. Write a name for the group, and tap 🖫.
3. Tap 🖉 > ＋ **Add Member** and a contact. To add another contact, tap ＋ **Add Member** again.

⭐ **Tip:** To quickly add multiple contacts to the group, tap ⍜ and the checkboxes next to contacts' names.

4. Tap ✓.

Add a new group contact
Tap 🚹 **People** > **GROUPS**. Tap the group, and tap 🖉 > ＋ **Add Member** and a contact.

Remove a contact from a group
Tap ⊞ **People** > **GROUPS**. Tap the group and ✐, then tap the contact and **Remove from group**.

Rename a group
Tap ⊞ **People** > **GROUPS**. Tap the group, then tap ✐ and the group name. Write the new name, and tap ✓.

Delete a contact group
Tap ⊞ **People** > **GROUPS**. Tap the group and ··· > **Delete**.

Share a contact

You can easily share a contact with your friends.

1. Tap ⊞ **People** > **CONTACTS**.
2. Tap a contact and ··· > **Share Contact** > ✓.
3. Select how you want to share, and follow the instructions.

Social networks

Set up social networking services on your phone to keep in touch with your friends.
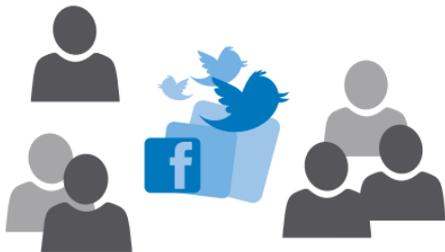
Set up a social media account

Set up your social networking service accounts.

Tap the social networking app you want to sign in to, such as Facebook, and follow the instructions shown.

To download more social networking apps, tap ▣ **Store**.

⭐ **Tip:** When you sign in to an account, the contacts in the account are automatically imported. To choose which accounts show up in your contacts list, on the start screen, tap ⊞ **People** > ··· > **Settings** > **filter contact list**.

See your friends' status updates

Tap 🔲 **People** > **What's New**.

Comment on a friend's status update

You can contact your friends by commenting on their status updates.

1. Tap 🔲 **People** > **What's New**.
2. On the post, tap 🔲.

This takes you to the comment section under the post in a social networking app.

Share a photo in social networking services

After you take a photo, upload it to the web so all your friends can see what you're up to.

1. Tap 🔲 **Photos**.
2. Tap the photo you want to share, and tap 🔲.
3. Tap the social networking service where you want to upload the photo.
4. Add a caption if you want, and share or send your photo.

Messages

Stay in touch with your friends with text or multimedia messages.

Send a message

With text and multimedia messages, you can quickly contact your friends and family.

1. Tap 🔲 **Messaging** > ╋.

If you start writing a message and switch to another app before sending it, you can continue your message later. In Messaging, tap the draft you want to continue.

2. To add a recipient from your contacts list, tap ╋, or start writing a name. You can also type in a phone number.
3. Tap the message box, and write your message.

⭐   **Tip:** To add a smiley, tap 😊.

4. To add an attachment, such as a photo, tap 🔲, and select the attachment type and the attachment.
5. To send the message, tap ➢.

If you're unable to send a multimedia message, check the following:

- Your mobile subscription supports multimedia messages.
- Your data connection is turned on. Swipe down from the top of the screen, tap 🔲 **All settings** > 🔲 **Network & wireless** > **Cellular & SIM**, and switch **Data connection** to **On** 🔲.

Only compatible devices can receive and show multimedia messages. Messages may look different in different devices.

Forward a message
Tap ▢ **Messaging**. Tap a conversation, tap and hold the message you want to forward, and tap **forward**.

Before forwarding the message, you can edit what's written or add or remove attachments.

Forward multiple messages
Tap ▢ **Messaging**. Tap a conversation and ∙∙∙ > **select messages**, tap the check boxes that appear next to the messages, and tap ╋ to forward the messages.

Read a message

You can see on the start screen when you've received a message.

You can view the messages between you and a contact in one conversation thread.The thread can contain text and multimedia messages.
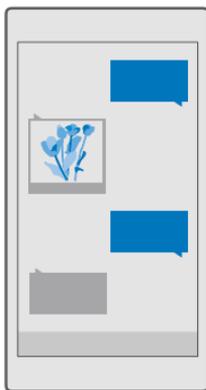
1. Tap ▢ **Messaging**.
2. To read a message, tap a conversation.

⭐ **Tip:** To prevent others from accidentally seeing notifications about your messages on the lock screen, swipe down from the top of the screen, and tap ⚙ **All settings** > ✑ **Personalization** > **Lock screen** > **Choose an app to show detailed status** > **none**.

If you're unable to open a multimedia message, check the following:

• Your mobile subscription supports multimedia messages.
• Your data connection is turned on.Swipe down from the top of the screen, tap ⚙ **All settings** > ⊕ **Network & wireless** > **Cellular & SIM**, and switch **Data connection** to **On** ⬤.

You can send text messages that are longer than the character limit for a single message. Longer messages are sent as two or more messages. Your service provider may charge

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accordingly. Characters with accents, other marks, or some language options, take more space, and limit the number of characters that can be sent in a single message.

Save an attachment
Tap the attachment, such as a photo, and tap 🖫.

Delete a conversation
Tap 🗋 **Messaging** > ⁄☰ , select the conversation you want to delete, and tap 🗑.

Delete a single message in a conversation
Tap a conversation, tap and hold the message you want to delete, and tap **delete**.

Delete all messages in your phone
Tap 🗋 **Messaging** > ⁄☰ > ⋯ > **Select all** > 🗑.

Reply to a message

Don't keep your friend waiting – reply to the message straight away.

1. Tap 🗋 **Messaging**.
2. Tap the conversation containing the message.
3. Tap the message box, and write your message.
4. Tap ➤.

Forward a message
Tap a conversation, tap and hold the message you want to forward, and tap **forward**.

Before forwarding the message, you can edit what's written or add or remove attachments.

Send a message to a group

If you frequently need to send a message to the same group of people, you can create a group in the People app. This way you can reach them all with a single message or email.

1. Tap 👥 **People** > **GROUPS**.
2. Tap the group and **Message** or **Email**.
3. Write and send your message.

⭐ **Tip:** To create a group, in **GROUPS**, tap ＋.

Send an audio message

Celebrate your friend's birthday with a song or cheer someone up with the sound of your voice – send your recording in an audio message.

1. Tap 🗋 **Messaging** > ＋.
2. When writing a message, tap ⫰ > **voice note**.
3. Record your message, and tap ☐.
4. Tap ➤.

Use your voice to write a message

Too busy to write a message? Write and send a text message with your voice.

This feature is not available in all languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

You may also need to download a language package before you can use the feature. If asked to install a language package, swipe down from the top of the screen, tap ⚙ **All settings** > ⌨ **Time & language** > **Speech** > ✛ **Add a language**, select the language you want, and wait for the download to finish.

To use this feature, you must be connected to the internet.

1. Tap ☐ **Messaging** > ✛.
2. To add recipients, tap the **To:** box and ⬚, and say the recipient's name. You can also dictate a phone number.

★ **Tip:** To add a recipient, you can also type in a name or number in the **To:** box, or tap ✛, and select one from your contacts list.

3. Tap the message box and ⬚, and say your message.
4. To send the message, tap ➤.

Use Cortana to write a message

To write a message with your voice using Cortana, tap and hold the search key 🔍, say **Text** and the contact's name, say your message, and follow the instructions you hear.

Cortana is not available in all languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

Troubleshoot messaging issues

If you can't send a multimedia message (MMS)

- Restart your phone with the SIM card inserted, and retry sending a multimedia message (your phone loads the settings from the SIM card).
- Send a multimedia message to your own phone number. This way, you can test if you're able to send and receive multimedia messages.
- If you can connect to the internet but you can't send multimedia messages, try searching online to find the multimedia (MMS) settings for your network service provider.
- Check that data roaming is turned on in your phone settings.

★ **Tip:** You must be connected to the internet to send and receive multimedia messages. Confirm with your network service provider that you have an active cellular data subscription (access to internet) on your SIM card.

Email

You can use your phone to read and reply to email when you're on the go.
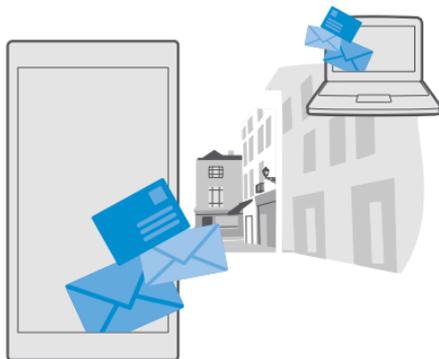
Add or delete an email account

If you use different email addresses for business and leisure, no problem – you can add several different accounts to your phone's Outlook inbox.

Add your first account

To set up email in your phone, you must be connected to the internet.

If you are signed in to your Microsoft account, the Outlook mailbox associated with it is added automatically.

1. Tap **oz Outlook Mail**.
2. Tap **Get started** > ＋ **Add account**.
3. Choose your account type, and sign in.
4. When you are done adding all the accounts you want, tap **Ready to go**.

⭐ **Tip:** Depending on your email account, you can also sync other items than just emails to your phone, such as your contacts and calendar.

If your phone doesn't find your email settings, advanced setup can find them. For this, you need to know your email account type and the addresses of your incoming and outgoing email servers. You can get this information from your email service provider.

To find out more about setting up different email accounts, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

Add an account later
Tap **oz Outlook Mail** > ⋯ > Ⓐ **Accounts** > ＋ **Add account** and the account type, and sign in.

★ **Tip:** To add your Exchange work email, contacts, and calendar to your phone, select **Exchange** as your account, write your work email address and password, and tap **Sign in**.

Your new account is added to your Outlook inbox.

Delete an account
Tap ⬛ **Outlook Mail** > ⋯ > ⚇ **Accounts** and the account you want to delete.

You can't remove the Outlook inbox that's associated with your Microsoft account. If you want to remove the inbox (for example, if you're going to sell your phone), you must reset your phone. Make sure you back up everything you need to your Microsoft account before resetting.

Add your Exchange mailbox to your phone

You don't need your computer to access your work email, contacts, and calendar. You can sync the important content between your phone and a Microsoft Exchange server.

Exchange can be set up only if your company has a Microsoft Exchange server. In addition, your company IT administrator must have activated Microsoft Exchange for your account.

Before starting the setup, make sure you have the following:

• A corporate email address
• Your Exchange server name (contact your company IT department)
• Your network domain name (contact your company IT department)
• Your office network password

Depending on the Exchange server configuration, you may need to type in additional information during the setup. If you don't know the correct information, contact your company IT department.

1. Tap ⬛ **Outlook Mail**.
2. Tap ⋯ > **Accounts** > ➕ **Add account** > **Exchange**.
3. Write your Exchange email address and password, and tap **Sign in**.

To define which content and how often you want your phone to sync with the server, change the Exchange account settings.

Open email from the start screen

With live email tiles you can open email directly from the start screen.

From the tiles, you can see the number of unread emails and if you've received new email.

You can pin several mailboxes to the start screen. For example, dedicate a tile for business email and another for personal email.

1. Tap ▣ **Outlook Mail** > ☰.
2. Tap and hold the account you want to pin to your start screen, and tap **Pin to start**.

Your mailbox appears on the start screen as a new tile. To read your email, tap the tile.

Send email

Don't let your email pile up. Use your phone to read and write email on the go.

1. Tap ▣ **Outlook Mail**.
2. In your inbox, tap ✛.
3. To add a recipient from your contacts list, start writing a name. You can also write the address.

⭐ **Tip:** To remove a recipient, tap the name and **Remove**.

4. Write the subject and your email.

⭐ **Tip:** Your phone can help you write your email faster. While writing, your phone suggests possible next words to complete your sentence. To add a word, tap a suggestion. To browse the list, swipe over the suggestions. This feature is not available in all languages.

5. To attach a photo or a file, tap ▯.

⭐ **Tip:** You can also take a new photo while writing your email. Tap ▯ > **Camera**, take a photo, and tap ✓.

6. Tap ➣ to send the email.

Read email

If you're waiting for important news, you don't have to wait until you're at your desk. Use your phone to read your emails.

You can see when you have new email on the start screen.

1. Tap **Outlook Mail**.
2. In your inbox, tap the email. Unread email is marked in a different color.

⭐ **Tip:** To zoom in or out, place 2 fingers on the screen, and slide them together or apart.
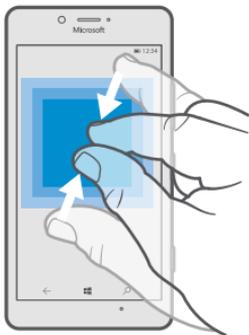
⭐ **Tip:** If an email contains a web address, tap it to go to the website.

Read email in a conversation
In your inbox, tap the conversation that includes the email, and tap the email. A conversation with unread email is marked in a different color.

Save an attachment
With the email open, tap the attachment, such as a photo, and it is downloaded to your phone. Tap and hold the attachment, and tap **Save**. Not all file formats can be saved.

Copy a link
With the email open, tap and hold the web link, and tap **copy link**.

Reply to mail

If you receive a mail that needs a quick answer, you can reply straight away using your phone.

1. Tap **Outlook Mail**.
2. Open the mail, and tap ✉.

⭐ **Tip:** To reply to the sender only, tap **reply**. To reply to the sender and all the other recipients, tap **reply all**.

Forward mail
Open the mail, and tap ✉ > **forward**.

Delete email

When your mailbox is overflowing, delete some mails to free up space in your phone.

1. In your mailbox, tap to the left of the emails you want to delete.
2. Tap the check boxes that appear next to the emails, and tap 🗑.

All the emails you selected are deleted. Depending on your email account, the email may be deleted from your email server, too.

Delete one email
Open the email, and tap 🗑.

Send automatic replies

If you are on vacation or otherwise out of the office, you can send automatic replies to the emails that arrive during your absence.

1. Tap ◪ **Outlook Mail** > ··· > ⚙ **Settings** > **options**.
2. Switch **Send automatic replies** to **On** ⬤, and write your reply.

Use your voice to write an email

Instead of using the keyboard, you can dictate your email.

This feature is not available in all languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

1. Tap ◪ **Outlook Mail**.
2. In your inbox, tap ＋.
3. To add a recipient from your contacts list, start writing a name. You can also write the address.
4. Tap **Subject:** > 🎤, and say your subject.
5. Tap the message box and 🎤, and say your message.
6. Tap ➢ to send the email.

Camera

Why carry a separate camera if your phone has all you need for capturing memories? With your phone camera, you can easily take photos or record videos.

Open your camera quickly

Make sure you get to your camera in a flash when you need it – use the shortcut in the action center. If your phone has a camera key, it is the fastest way to start snapping.

Swipe down from the top of the screen, and tap ⊙ **Camera**.

★ **Tip:** If the Camera shortcut is not visible, tap **Expand**.

★ **Tip:** To turn the camera on when your phone is locked, press the power key, swipe down from the top of the screen, and tap ⊙ **Camera**.

Use the camera key to open the camera
If your phone has a camera key, to turn the camera on, press the camera key.

★ **Tip:** To quickly turn the camera on when the phone is locked, press and hold the camera key for a couple of seconds.

Camera basics

Taking a photo or recording a video is quick and easy, as is sharing it with your friends.

Take a photo

Shoot sharp and vibrant photos – capture the best moments in your photo album.

1. Tap ⊙ **Camera**.

★ **Tip:** If your phone has a camera key, to quickly turn the camera on when your phone is locked, press and hold the camera key for a couple of seconds.

★ **Tip:** To open the camera with Cortana, tap the search key 🔍, tap 🎤, say **Open camera**, and follow the instructions. Cortana is not available in all regions and languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

2. To zoom in or out, slide your fingers apart or together.

★ **Tip:** To view the settings when holding your phone in landscape mode, drag ⊙ to the left. To change a setting, slide your finger up or down on the slider. To close the settings, drag ⊙ to the right.

3. To focus the camera on a specific object, tap the object on the screen.

★ **Tip:** If your phone has a camera key, to focus, press and hold the camera key halfway down. To take the photo, press the camera key down fully.

4. To take the photo, tap ⊙.

⭐ **Tip:** To see the screen at its best, make sure you're not covering the light sensor.

Keep a safe distance when using the flash. Do not use the flash on people or animals at close range. Do not cover the flash while taking a photo.

Record a video

Besides taking photos with your phone, you can also capture your special moments as videos.

1. Tap 📷 **Camera**.
2. To switch from photo to video mode, tap ⊏ᴎ.
3. To zoom in or out, slide your fingers apart or together.
4. To start recording, tap ⊏ᴎ. The timer starts to run.
5. To stop recording, tap ⊏ᴎ. The timer stops.

To view the video you just recorded, tap the round thumbnail at the corner of the screen. The video is saved in Photos.

Take a selfie

To take a selfie easily, use the front camera of your phone.

1. Tap 📷 **Camera** > 🔄.
2. Look into the front camera, and frame your selfie on the screen.
3. Tap 📷.

Save your photos and videos to a memory card

If there is a memory card in your phone, and your phone memory is filling up, save the photos you take and videos you record to the memory card.

For the best video quality, record videos to your phone memory. If you record videos to the memory card, it is recommended that the microSD card you use is a fast 4–128GB card by a well-known manufacturer.

1. Tap 🗄 **Storage**.
2. Switch **Store new photos on my** to **SD card**.

The photos and videos you take from now on are saved to the memory card.

Use only compatible memory cards approved for use with this device. Incompatible cards may damage the card and the device and corrupt data stored on the card.

⭐ **Tip:** To move the photos and videos you've taken earlier to a memory card, tap 📁 **File Explorer**.

Save location information to your photos and videos

If you want to remember exactly where you were when you took a particular photo or video, you can set your phone to automatically record the location.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > 🔒 **Privacy** > **Location**.

2. Check that **Location** is switched to **On** ⬤, and that your camera is allowed to use your location.

Location info can be attached to a photo or video, if your location can be determined using satellite or network methods. If you share a photo or video that contains location information, the location information may be shown to those who view the photo or video. You can turn off geotagging in the phone settings.

Share your photos and videos

You can share your photos and videos quickly and easily for your friends and family to see.
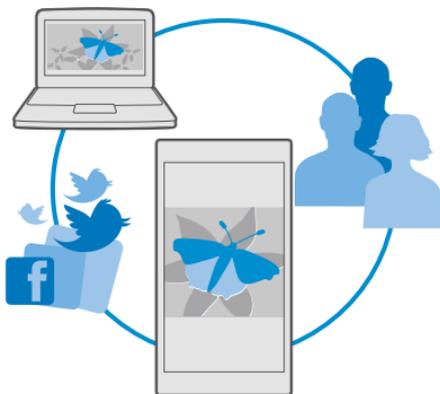
1. Take a photo, or record a video.
2. On the start screen, tap 🖼 **Photos**, and browse to your photo or video.
3. Tap the photo or video and ⬡, select how you want to share, and follow the instructions.

⭐ **Tip:** To share several photos or videos at once, tap ⅀≡, select the photos or videos, and tap ⬡.

Not all sharing services support all file formats or videos recorded in high quality.

Advanced photography

Your phone gives you great control over your photo settings. Take exactly the kind of photo you like.

Take photos with a timer

Use timer mode when you want to take a group photo in which you appear too.

1. Tap 📷 **Camera** > ⋯ > **Photo timer**.
2. Tap **Delay** to select how long the camera waits before taking the photo.
3. Tap ✓.

The photos you take from now on are taken in timer mode.

4. To take the photo, tap 📷.

Turn timer mode off
Tap 📷 **Camera** > ··· > **Photo timer** > ✕.

Pick the best exposure with bracketing

If the lighting conditions are challenging, use bracketing mode to capture several photos at once with different exposure settings. Then you can choose the best shot among them.

When exposure bracketing is used, the camera takes several photos at once, some of them brighter, some darker. This improves your chances of capturing a great photo if the lighting conditions are challenging. You can choose how many photos your camera takes and how large the exposure value steps are between the photos.

1. Tap 📷 **Camera** > ··· > **Bracketing**.
2. To select how many bracketed photos you want to take, tap **Number of photos to take**.
3. To select how large the exposure value steps are, tap **Exposure range**.
4. Tap ✓.

The photos you take from now on are taken in bracketing mode.

5. To take the photos, tap 📷.

The camera takes the selected number of photos which are saved separately in Photos.

Turn bracketing mode off
Tap 📷 **Camera** > ··· > **Bracketing** > ✕.

Record high-definition videos

When you want to keep your memories of the important events in your life crystal clear, remember to record them in high definition.

1. Tap 📷 **Camera** > ··· > **Settings**.
2. Tap **Video recording**, and select a high-definition resolution.

Depending on your phone, the highest available resolution is either 4K or Full HD.

Frame your photos with ease

If you want to frame your shots professionally, you can use viewfinder grids and compose perfect photos.

1. Tap 📷 **Camera** > ··· > **Settings**.
2. Tap **Framing grid** and the grid type you want to use.
3. To take the photo, tap 📷.

Photos and videos

Here's how you view, organize, share, and edit your photos and videos.

View photos and videos

Relive those important moments – view the photos and videos on your phone.

1. Tap 🖼 **Photos**.
2. To view a photo or video you've taken, tap it.
3. To view the next photo or video, swipe left. To view the previous photo or video, swipe right.

⭐ **Tip:** To zoom in or out, place 2 fingers on the screen, and slide your fingers together or apart.

Copy your photos and videos to your computer

Use your computer's file manager to copy or move your photos and videos to the computer.

If your computer is a Mac, install the Lumia Photo Transfer for Mac app from **www.microsoft.com/en-us/mobile/support/product/nokia-photo-transfer-for-mac/**.

1. Connect your phone to a compatible computer with a compatible USB cable.
2. On your computer, open a file manager, such as Windows Explorer or Finder, and browse to your phone.

⭐ **Tip:** Your phone is shown under portable devices as Windows Phone. To see the folders of your phone, double-click the name of the phone. There are separate folders for documents, music, photos, ringtones, and videos.

3. Open the folder for photos or videos, and select and copy the files to your computer.

By default, your phone uploads your photos and videos to OneDrive automatically. You can access them on any device connected to your Microsoft account.

To change OneDrive settings, tap ☁ **OneDrive** > ☰ > ☼.

Edit a photo

You can do quick edits, such as rotate and crop, to the photos you have taken. Or use auto-enhance to let your phone fix your photo with just one simple tap.

1. Tap ▣ **Photos** and a photo.
2. Tap ✎ and an option.

★ **Tip:** If you have downloaded photo editing apps from Store, they are listed here as editing options.

3. To save the edited photo, tap ▤.

Maps & navigation

Explore what's out there and how to get there.

Switch location services on

Use Maps to find out where you are, and save your location to the photos you take. Some apps can use your location information to offer you a wider variety of services.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > 🔒 **Privacy** > **Location**.
2. Switch **Location** to **On** ⬤.

⭐ **Tip:** You can choose the apps that can use your location. Under **Choose apps that can use your location**, tap the apps you want.

Find a location

Maps helps you find specific locations and businesses.

1. Tap 📍 **Maps**.
2. Write search words, such as a street address or place name, in the search bar.
3. Select an item from the list of proposed matches as you write, or tap 🔍 on the keyboard to search.

The location is shown on the map.

If no search results are found, make sure the spelling of your search words is correct.

See your current location
Tap 📍 **Maps** > ◉.

Look for restaurants and other interesting places near you
Tap 📍 **Maps** and the search bar, and select a category.

Get directions to a place

Get directions for walking, driving, or using public transportation – use your current location or any other place as the starting point.

1. Tap ⚿ **Maps** > ≡ > ◈ **Directions**.
2. If you don't want the start point to be your current location, tap the search bar, and search for a start point.
3. Tap the second search bar, and search for a destination.

The route is shown on the map, along with an estimate of how long it takes to get there. To see detailed directions, tap the information.

Get walking directions
After creating your route, tap 🚶.

Get voice-guided driving directions
After setting your destination (use your current location as the start point), tap 🚗 > →.

To close the navigation view, tap ··· > ✕.

Get directions for public transportation
Tap 🚃, and create your route.

Public transportation information is available in selected cities around the world.

⭐ **Tip:** You can choose when you want to start your journey and the type of route you want to take. Before creating your route, tap **options**, and select the best options for your trip.

Download a map to your phone

Save new maps to your phone before a journey, so you can browse the maps without an internet connection when traveling.

To download and update maps, turn Wi-Fi networking on.

If your phone is short on memory, you may need to save the maps to your memory card. Tap ⚿ **Maps** > ≡ > ⚙ **Settings** > **Download or update maps**, and under **Storage location**, tap **SD card**.

1. Tap ⚿ **Maps** > ≡ > ⚙**Settings** > **Download or update maps** > ⊞**Download maps** .
2. Select the country or region.

Update an existing map
To update the maps manually, tap ⚿ **Maps** > ≡ > ⚙ **Settings** > **Download or update maps**, and under **Map updates**, tap **Check now**.

⭐ **Tip:** You can also set your phone to update the maps automatically when your phone is connected to a Wi-Fi network and is charging. Tap ⚿ **Maps** > ≡ > ⚙ **Settings** > **Download or update maps**, and under **Map updates**, switch **Automatically update maps** to **On** ⬤.

Delete a map
Tap 🧍 **Maps** > ☰ > ⚙ **Settings** > **Download or update maps** and the map you want to remove, and tap **Delete**.

Positioning methods

Your phone shows your location on the map using a satellite positioning system, Wi-Fi, or network (Cell ID) based positioning.

The availability, accuracy and completeness of the location info depend on, for example, your location, surroundings, and third party sources, and may be limited. Location information may not be available, for example, inside buildings or underground. For privacy information related to positioning methods, see the Microsoft Privacy Statement.

Some satellite positioning systems may require transferring small amounts of data over the mobile network. If you want to avoid data costs, for example when traveling, you can turn the cellular data connection off in your phone settings.

Wi-Fi positioning improves positioning accuracy when satellite signals are not available, especially when you are indoors or between tall buildings. If you're in a place where the use of Wi-Fi is restricted, you can turn Wi-Fi off in your phone settings.

❗ **Note:** Using Wi-Fi may be restricted in some countries. For example, in the EU, you are only allowed to use 5150–5350 MHz Wi-Fi indoors, and in the USA and Canada, you are only allowed to use 5.15–5.25 GHz Wi-Fi indoors. For more info, contact your local authorities.

Internet

Learn how to create wireless connections and browse the web while keeping your data costs down.

Define internet connections

If your network service provider charges you on a pay-as-you-use basis, you may want to change the Wi-Fi and cellular data settings to reduce your data costs. You can use different settings for roaming and at home.

🛑 **Important:** Use encryption to increase the security of your Wi-Fi connection. Using encryption reduces the risk of others accessing your data.

Using a Wi-Fi connection is generally faster and less expensive than using a cellular data connection. If both Wi-Fi and cellular data connections are available, your phone uses the Wi-Fi connection.

1. Swipe down from the top of the screen, and tap and hold 📶 **Wi-Fi**.
2. Switch **Wi-Fi networking** to **On** 🔵.
3. Select the connection you want to use.

Use a cellular data connection
Swipe down from the top of the screen, tap ⚙ **All settings** > 🌐 **Network & wireless** > **Cellular & SIM**, and switch **Data connection** to **On** 🔵.

Use a cellular data connection when roaming
Swipe down from the top of the screen, and tap ⚙ **All settings** > 🌐 **Network & wireless** > **Cellular & SIM** and the SIM. Then tap **Properties**, and switch **Data roaming options** to **roam**.

Connecting to the internet when roaming, especially when abroad, can raise data costs substantially.

⭐ **Tip:** To follow your data usage, swipe down from the top of the screen, and tap ⚙ **All settings** > 🌐 **Network & wireless** > **Data usage**.

Connect your computer to the web

It's simple to use the internet on your laptop on the go. Turn your phone into a Wi-Fi hotspot, and use your cellular data connection to access the internet with your laptop or other device.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > 🌐 **Network & wireless** > **Mobile hotspot**.
2. Switch the mobile hotspot to **On** 🔵.
3. To select how you share your cellular data connection, tap **Wi-Fi** or **Bluetooth**.
4. Select the connection on the other device.

The other device uses data from your data plan, which may result in data traffic costs. For information on availability and costs, contact your network service provider.

Use your data plan efficiently

If you're worried about your data usage costs, your phone helps you find more efficient ways to use cellular data and track your usage. You can also cut off data connections entirely.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⊕ **Network & wireless** > **Data usage**.
2. Tap **set limit**, and choose the values you want.

Web browser

Catch up on the news, and visit your favorite websites. You can use Microsoft Edge in your phone to view web pages on the internet. Your browser can also help warn you against security threats.

Tap e **Microsoft Edge**.

To browse the web, you must be connected to the internet.

Browse the web

No need for a computer – you can easily browse the internet on your phone.

⭐ **Tip:** If your network service provider doesn't charge you a fixed fee for data transfer, to save on data costs, use a Wi-Fi network to connect to the internet.

1. Tap e **Microsoft Edge**.
2. Tap the address bar.
3. Write a web address.

⭐ **Tip:** To quickly write a web address suffix such as .org, tap and hold the suffix key on the keyboard, and tap the suffix you want.

4. Tap →.

⭐ **Tip:** To search the internet, write a search word in the address bar, and tap →.

Zoom in or out
Place 2 fingers on the screen, and slide your fingers apart or together.
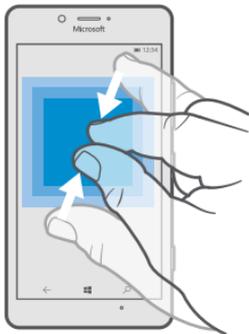
Open a new tab

When you want to visit several websites at the same time, you can open new browser tabs and switch between them.

Tap **e** **Microsoft Edge** > ⬜ > ➕.

Open a tab for private browsing
Tap **e** **Microsoft Edge** > ⬜ > ··· > **New InPrivate tab**.

Private browsing prevents your browser from storing browsing data, such as cookies, browsing history, and temporary internet files.

Switch between tabs
Tap **e** **Microsoft Edge** > ⬜ and the tab you want.

Close a tab
Tap **e** **Microsoft Edge** > ⬜, and tap ✕ on the tab you want to close.

⭐ **Tip:** To close all tabs, tap ···, and select if you want to close all tabs or only the ones you've opened for private browsing.

Make a website easier to read

Small text on a website can be hard to read. Use your browser in mobile or desktop mode, or switch certain web pages to the reading view and set the font size to your liking.

To set the browser to always use the mode you want, tap **e** **Microsoft Edge** > ··· > **Settings**, and change the setting for **Website preference**.

Switch to the reading view
Tap 📖 on the address bar. To set the font size for the reading view, tap ··· > **Settings** > **Reading view font size**.

Add a website to your favorites

If you visit the same websites all the time, add them to your favorites, so you can access them quickly.

1. Tap **e** **Microsoft Edge**.
2. Go to a website.
3. Tap ··· > **add to favorites**.
4. Edit the name if you want to, and tap **ADD**.

★ **Tip:** You can also pin your favorite websites to the start screen. While browsing a website, tap ··· > **Pin this page to Start**.

★ **Tip:** Found a website you want to read, but don't have time right now? Add it to your reading list. Tap ··· > **Add to reading list** > **ADD**. If you're signed in to your Microsoft account, your reading list is synced to your account, so you can find your reading list on all your devices. To find the websites you have saved to your reading list, tap ··· > ☰ **Reading list**.

Go to a favorite website
Tap **e** **Microsoft Edge** > ··· > ☆ **Favorites**, and select a website from the list.

Share a web page

When you've found an interesting web page, you can send it to your friends in an email or text message, or post it to your social networks. If your friends are next to you, use NFC to share the page simply by tapping the phones together.

1. Tap **e** **Microsoft Edge**, and go to a website.
2. Tap ··· > **Share**, and select how you want to share.

Share a web page using NFC
While browsing, tap ··· > **Share** > ⁾⁾ **Tap to share (NFC)**, and touch your friend's phone with your phone.

To make sure Tap to share (NFC) is turned on, swipe down from the top of the screen, tap ⚙ **All settings** > 🖳 **Devices** > **NFC**, and switch **Tap to share** to **On** ▬.

NFC is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**. This feature may not be compatible with all phones that support NFC.

The other phone must support NFC. For more information, see the user guide of the other phone.

Clear the browser history

When you've finished browsing, you can delete your private data, such as your browsing history and temporary internet files.

Tap **e** **Microsoft Edge** > ··· > **Settings** > **Choose what to clear**, and select the data you want to clear.

A cache is a memory location that is used to store data temporarily. If you have, or have tried to, access confidential information or a secure service, requiring passwords, clear the cache after each use.

Delete an individual item in your browsing history
Tap 🅮 **Microsoft Edge** > ⋯ > 🕓 **History**, tap and hold the item you want to delete, and tap **delete**.

Search the web

Explore the web and the outside world with Bing search. You can use the keyboard or your voice to write your search words.

1. Tap the search key 🔍.

⭐ **Tip:** If your phone has Cortana, tap and hold the search key 🔍, and say your search word. Cortana is not available in all languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

2. Write your search word in the search box, and tap the enter key. You can also select a search word from the proposed matches.
3. To see related search results, tap a search result category at the top of the screen.

Close internet connections

Save your battery by closing internet connections that are open in the background.You can do it without closing any apps.

1. Swipe down from the top of the screen, and tap and hold 📶.
2. Switch **Wi-Fi networking** to **Off** ⬤.

⭐ **Tip:** Wi-Fi networking turns back on automatically.To change this setting, tap **Turn Wi-Fi back on**.

Close a cellular data connection
Swipe down from the top of the screen, tap ⚙ **All settings** > ⊕ **Network & wireless** > **Cellular & SIM**, and switch **Data connection** to **Off** ⬤.

Troubleshoot internet connection issues

If your internet connection doesn't work

- Check your cellular data connection. Swipe down from the top of the screen, tap ⚙ **All settings** > ⊕ **Network & wireless** > **Cellular & SIM**, and check that **Data connection** is switched to **On** ⬤.
- Check your Wi-Fi connection. Swipe down from the top of the screen, tap and hold 📶 **Wi-Fi**, and check that **Wi-Fi networking** is switched to **On** ⬤ and you are connected to a network.
- Check that battery saver mode is not turned on. Swipe down from the top of the screen, and tap ⚙ **All settings** > 🔲 **System** > **Battery saver**.

- If you are abroad, check that you have allowed roaming. Swipe down from the top of the screen, tap ⚙ **All settings** > ⊕ **Network & wireless** > **Cellular & SIM** and the SIM, tap **Properties**, and check that **Data roaming options** is switched to **roam**. Connecting to the internet when roaming, especially when abroad, can raise data costs substantially.
- If you have installed new settings from a text message, uninstall the new settings. Tap 📦 **Storage** > **This Device** > **Apps & games** and the new settings item, and tap **Uninstall**.

Entertainment

Learn how to watch videos, listen to your favorite music, and play games.

Watch and listen

You can use your phone to watch videos and listen to music and podcasts while on the move.

Play music

Listen to your favorite music wherever you are.

1. Tap ◉ **Groove Music**.
2. Tap the artist, album, song, genre, or playlist you want to play.

⭐ **Tip:** To sort your tracks so you can easily find what you're looking for, tap ☰ and how you want to sort.

⭐ **Tip:** You can buy music for your playlists from Store.

Pause or resume playback
Tap || or ▷.

⭐ **Tip:** To play songs in a random order, tap ⤬.

Stop playback
Tap ||. Tap the back key ← to close the app.

Fast-forward or rewind
Drag the slider left or right.

⭐ **Tip:** To subscribe and listen to podcasts, in the apps menu, tap 🎙 **Podcasts**. The service may not be available in all countries and regions.

Subscribe to Groove Music Pass
Go to **www.microsoft.com/store/music/groove-music-pass**.

With Groove Music Pass, you can download and play an unlimited amount of songs and sync them with your phone, stream music on your phone, PC, or Xbox console, and listen to customized radio channels.

Create a playlist

Organize your songs into playlists, so you can listen to music that fits your mood.

1. Tap ◉ **Groove Music** > ☰ > **playlists**.
2. Tap ╋ **New Playlist**, and write a name for the playlist.
3. To add a song to your new playlist, tap and hold the song, tap **Add to**, and select the playlist.

⭐ **Tip:** You can buy music for your playlists from Store.

Play a podcast

Keep up with your favorite podcasts and subscribe to them on your phone.

1. Tap 🎙 **Podcasts**.
2. Swipe to **COLLECTION**.
3. Tap **audio** or **video** and the podcast you want to watch or listen to.

⭐ **Tip:** To select a certain episode of the podcast, tap ☰.

Subscribe to a podcast
Tap the podcast you want to subscribe to, and tap ⊕.

⭐ **Tip:** You can also search for a podcast by name.

Play a video

Have your favorite media with you while on the move – watch videos wherever you are.

1. Tap 📺 **Movies & TV** > ☰ > **Videos**.
2. Tap the video you want to play.

Pause or resume playback
Tap || or ▷.

Fast-forward or rewind
Drag the slider left or right.

Watch a video in full screen
Tap ⛶. If the video is in a different aspect ratio than the phone's screen, it is cropped to fit the screen.

Hide the navigation bar during playback
If it's possible to hide the navigation bar in your phone, to hide it and make the video wider, tap ↗. To show the navigation bar again, tap ↙.

Loop your video
Tap ⟳.

Watch more movies
You can also buy or rent movies and television shows directly from your phone. Tap 🛒 **Store** > **Movies & TV**, and browse for what you feel like watching.

You can only watch the rented video within the given viewing period.

Adjust the tone of music

Boost the bass or adjust other bands to enhance your listening experience.

You can't adjust the tone of music when listening to the FM radio or when using Bluetooth accessories.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > 🎛 **Extras** > **equalizer**.
2. To adjust the tone of music, drag the bands to your liking. You can also select one of the equalizer presets.

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Listen to music wirelessly

With a wireless speaker, you can listen to music in high audio quality without any cables.

Wireless speakers are sold separately. The availability of accessories varies by region.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > 🖳 **Devices** > **NFC**.
2. Switch **Tap to share** to **On** ⬤.

Before using NFC, make sure the screen and keys are unlocked.

3. Touch the NFC area of the speaker with the NFC area of your phone. The speaker connects to your phone automatically.

⭐ **Tip:** You can also connect using Bluetooth. Swipe down from the top of the screen, tap and hold ⁎, switch **Status** to **On** ⬤, and pair your phone with the speaker.
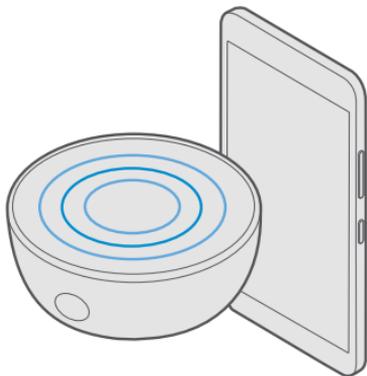
Sync music and videos between your phone and computer

If you have music or videos stored on your computer, but want to access them on your phone, use a USB cable to sync the media between your phone and computer.

1. Connect your phone to a compatible computer with a USB cable.
2. In your computer's file manager, such as Windows Explorer or Finder, drag and drop your songs and videos to your phone.

⭐ **Tip:** If your computer's operating system is Windows 7, Windows 8, or Windows 8.1, you can also use the Windows Phone app. Windows 8 and Windows 8.1 install the app automatically when you connect your phone to your computer. For more information, go to **support.microsoft.com**.

⭐ **Tip:** If your computer's operating system is Mac, you can use the Lumia Photo Transfer for Mac app to transfer your photos and videos. For more information, go to

www.microsoft.com/en-us/mobile/support/product/nokia-photo-transfer-for-mac/.

For information on which app works with which computer, see the following table:

	Windows Phone app	Windows Phone app for desktop	Lumia Photo Transfer for Mac app (photos and videos only)	Windows Explorer
Windows 10				x
Windows 8 and 8.1	x	x		x
Windows 8 RT	x			x
Windows 7		x		x
Windows Vista/XP				x
Mac			x	

Games

Keep yourself entertained by downloading and playing games on your phone.
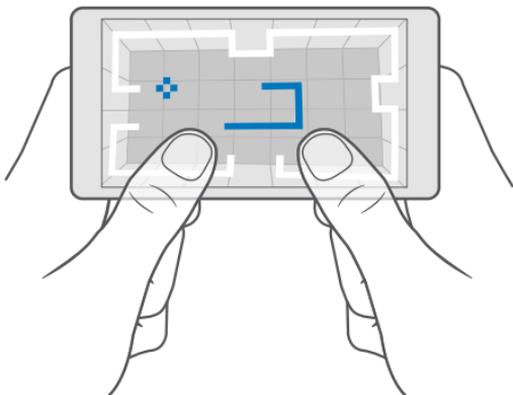
Get a new game

Head to Store to download and install new games on your phone.

1. Tap 🎮 **Store** > ≡ > **Games**.
2. Browse the selection, and tap the game you want.
3. If the game has a price, tap the price, or if the game offers a free trial, tap **Free trial** to try the item for free for a limited time. If the item is free, tap **Free**.

⭐ **Tip:** To uninstall a game, on the start screen, swipe left to the apps menu, tap and hold the game, and tap **Uninstall**.

The availability of payment methods depends on your country of residence and your network service provider.

Choose what your kid can download
If your kid's phone is running Windows Phone 8.1 or Windows 10 Mobile, you can use the My Family website to manage game and app downloads and settings. To set up My Family, go to **account.microsoft.com/family**, sign in to your Microsoft account, and add your kid's account to My Family by sending an invitation to their email address. When your kid has accepted the invitation, you can change the settings for your kid's account.

You can add another parent to My Family on the My Family website. Both parents can manage the child's settings, but can't change one another's settings.

You can select which game ratings your child can see and which apps and games the kid can download. Sign in to your My Family account, and change the settings for your child. You can also prevent your kid from downloading any apps or games.

You may need to add valid credit card information to prove that you are an adult if your kid is 12 years old or younger. No charges are made to your credit card, and your credit card number is not saved. The legal adult age varies by country and region.

For more My Family settings, go to **account.microsoft.com/family**.

This feature is not available in all languages. For more information on feature and service availability, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

The availability of apps and games may depend on your child's age.

Xbox doesn't support child accounts in some countries or regions where Windows phones are available.

Play a game

Your Windows phone is perfect for playing games. Whether you feel like having a little challenge, or you just want to relax – choose your own adventure. With Xbox, Microsoft's gaming service, you can keep track of your game scores and achievements. Xbox also lets you follow your friends' updates, making gaming on your phone a truly social experience.

On the start screen, swipe left to the apps menu, and tap the game.

Get more games
Tap **Store** > ≡ > **Games**.

Resume playing a game
When you return to a game, there may be a resume icon in the game itself. If not, tap the screen.

Get social with the Xbox app
Tap **Xbox**.

In the Xbox app, you can share your gaming experiences with friends. You can also check what games they're playing, and see their posts, broadcasts, and achievements in the activity feed. If you don't have an Xbox account yet, you can create one in the app.

⭐ **Tip:** If you don't have the Xbox app on your phone, you can download it from Store.

Control your Xbox One with your phone

Control your Xbox One console with your phone using the Xbox SmartGlass app.

If you don't have the Xbox SmartGlass app in your phone, you can download it from **www.microsoft.com**.

Make sure you are signed in with the same Microsoft or Xbox Live account both on your phone and on your console. You can connect to the compatible Xbox One device using a Wi-Fi or a cellular data connection.

Connect to your Xbox One console

1. Tap **Xbox SmartGlass**.
2. Tap 📶 and select the console you want to connect to.

⭐ **Tip:** If you can't find your console in the list, type in the console's IP address, and tap **Connect**. In your Xbox console settings, make sure you have allowed your console to connect to any SmartGlass device.

⭐ **Tip:** If you want to watch TV, tap **Cable/TV**, so you can use your phone as the remote control.

Play a game
Tap **Xbox SmartGlass**, tap the game and **Play on Xbox One**, and use your phone as the controller.

Change your Xbox One SmartGlass settings
Tap **Xbox SmartGlass** > ≡. You can, for example, view your profile, find friends, see the summary of your gaming achievements, and view messages from your gaming friends.

Search for games and apps
Tap **Xbox SmartGlass** > 🔍.

Lifestyle apps and services

Keep up to date with what's going on in the world with a glance at your phone.

To use the services, you need an internet connection. For information about possible data costs, contact your network service provider.

Sign in to your Microsoft account to get the most out of the services.

Some services may not be available in all countries or regions.

Keep an eye on the stock market

Find out what's happening in the stock market with the Money app.

1. Tap ![Money icon] **Money**.
2. To see the current stock exchange rates, tap ≡ > ↗ **Markets**.

Follow your favorite stocks
Tap ≡ > ☆ **Watchlist** > +, and search for what you want to follow.

Keep up to date with the news

Check the latest news from your favorite sources.

1. Tap ![News icon] **News**.
2. To add a topic that interests you, tap ≡ > ☆ **Interests**, select a category, and tap + on the topic you want to add.

⭐ **Tip:** To search for a topic, tap ⌕.

You can now read articles on the selected topics in the My News view.

⭐ **Tip:** Want to have your most important topics at the top of the list? Tap ≡ > ☆ **Interests** > **My Interests**, tap and hold ═ on the topic you want to move, and drag it to a new place.

Check the latest weather forecast

When you need to know if it's going to rain or shine, check the current weather conditions or the forecast for the coming days.

1. Tap ![Weather icon] **Weather**.
2. For more details, swipe up.

⭐ **Tip:** To see the forecast for your current location for the next 10 days, swipe left on the date slider.

⭐ **Tip:** To see more details for another date, tap the date, and swipe up.

⭐ **Tip:** To quickly see the weather in other places, save your important locations to your favorites. Tap ≡ > ☆ **Places** > +, and add a location.

Follow your favorite sports

Catch up with the latest sports news and results while on the go.

1. Tap 🏆 **Sports**.
2. Tap ☰ and a category.
3. To find other categories, tap ☰ > 🏐 **More Sports**.

⭐ **Tip:** To easily follow your favorite sport or team, add it to **My Favourites**. Tap ☰ > ⭐
   My Favourites > ✛, and search for the sport or team.

Office

Stay in touch with your documents while you're travelling. Learn how to use the Office apps.
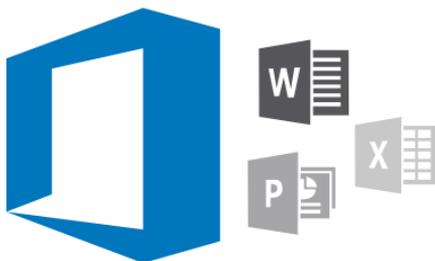
Work with Word

Polish your documents on the road with Word.

You need a Microsoft account to edit files.

Edit an existing document

1. Tap ⊞ **Word**.
2. Tap ⌷ **Browse**, and browse to the Word file you want to edit.
3. To zoom in or out, slide your fingers apart or together.
4. To see the page breaks on your document, tap ⧉. To go back to the full screen view, tap ⧉.

Word saves your files automatically, so you don't have to do it. You can find your files on OneDrive.

⭐ **Tip:** If you want to save the document on your phone, tap ☰ > **Save**, choose the location for the file, tap ⊕, write a name for the file, and tap ⊟.

Create a new document
Tap ⊞ **Word** > ＋ **New**.

Search for text in a document
With the file open, tap 🔍 at the top of the screen, and write your search word. To go to the next or previous match in the document, tap ＜ or ＞. For advanced search options, tap ⚙.

Insert a table, picture, or other item to the document
With the file open, tap the place where you want to add the item, then tap ⋯ > ∨ > **Insert** and the option you want.

Change the font or formatting
With the file open, tap ⋯ > ∨ > **Home** and the option you want.

Work with Excel

No need to travel to the office to check the latest figures. With Excel, you can edit your spreadsheets, create new ones, and share your work on a SharePoint site.

You need a Microsoft account to edit files.

Edit an existing Excel document

1. Tap ⊞ **Excel**.
2. Tap ⬦ **Browse**, and browse to the Excel file you want to edit.
3. To switch to another sheet tab, tap the sheet name at the bottom.
4. To add a new sheet, tap ＋.

★ **Tip:** To change the name or color of the new sheet, tap the sheet name.

Excel saves your files automatically, so you don't have to do it. You can find your files on OneDrive.

★ **Tip:** If you want to save the workbook on your phone, tap ☰ > **Save**, choose the location for the file, tap ⊙, write a name for the file, and tap 🖫.

Create a new workbook
Tap ⊞ **Excel** > ＋ **New**.

Add a row or column
With the file open, tap the row or column header and **Insert**.

★ **Tip:** To move a row or column, tap and hold the row or column header, and drag it to the new location. You can also cut, copy, clear, delete, or hide rows and columns. Tap the header and the option you want.

Add a comment to a cell
With the file open, tap ⋯ > ⌄ > **Review** > ⌑ **Comment**, write your comment, and tap **Done**.

★ **Tip:** To show all the comments on the sheet, tap ⌑ **Show Comments**.

Apply a filter to cells
With the file open, tap ⋯ > ⌄ > **Home** > ᴬ⁄ᵧ▽, and the options you want.

Format cell content and borders
Tap the cell, and tap ⋯ > ⌄ > **Home** and the option you want.

Work with PowerPoint

Add the finishing touches to your presentation en route to your meeting with PowerPoint.

You need a Microsoft account to edit files.

Edit an existing presentation

1. Tap ▥ **PowerPoint**.
2. Tap ⬦ **Browse**, and browse to the PowerPoint file you want to edit.
3. To browse between slides, swipe left or right.

⭐ **Tip:** To find a specific slide, tap a slide thumbnail.

4. To add a slide, tap ⊞.

⭐ **Tip:** To zoom in or out, slide your fingers apart or together.

PowerPoint saves your files automatically, so you don't have to do it. You can find your files on OneDrive.

⭐ **Tip:** If you want to save the document on your phone, tap ☰ > **Save**, choose the location for the file, tap ⊙, write a name for the file, and tap 🖫.

Create a new presentation
Tap 📵 **PowerPoint** > ＋ **New**.

Change the font or add bullets
With the file open, tap ··· > ⌄ > **Home** and the option you want.

Insert a table, picture, or other item
With the file open, tap ··· > ⌄ > **Insert** and the option you want.

Choose a background theme
With the file open, tap ··· > ⌄ > **Design**, and choose a theme.

Arrange slides
Tap and hold the thumbnail of the slide you want to move, and drag it to the new location.

⭐ **Tip:** To cut, copy, paste, duplicate, delete, or hide the slide you're on, tap the highlighted thumbnail, and select what you want to do with it.

Add notes to a slide
Tap 🗐.

View your presentation as a slide show
To start a slide show, with the file open, tap 🖵. For more slide show options, tap ··· > ⌄ > **Slide show**. To stop the slide show, tap the top of the screen and 🖵.

⭐ **Tip:** To point out specific parts of your slide, tap and hold the slide. You can then move the red dot on the slide.

Write a note in OneNote

Notes on paper are easy to lose. Instead, jot them down with OneNote. This way, you always have your notes with you. You can also sync your notes to OneDrive and view and edit them with OneNote on your phone, on your computer, or online in a web browser.

You need a Microsoft account to use OneNote.

1. Tap 📓 **OneNote** > ⊕.
2. Write your note.

⭐ **Tip:** To write the note with your voice, tap 🎤 above the keyboard. When your phone informs you it's listening to you, say your note.

3. To format the text, for example, change the font or add bullets, tap the icons in the toolbar above the keyboard.

⭐ **Tip:** To add a link, tap 📎 > 🔗, write the text to show on the link, and add the web address.

Use Cortana to create a note
Tap and hold the search key 🔍, and say **Create a note** and what you want to have in the note.

This feature is not available in all regions and languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

Add an attachment to your note
To add an attachment, tap 📎, and browse to the file.

Use your phone like a PC with Continuum

Use Continuum to give your phone PC-like abilities. You can work and play on the big screen, and still be able to do something else on your phone.

To connect devices with Continuum, you need Microsoft Display Dock, which is sold separately.
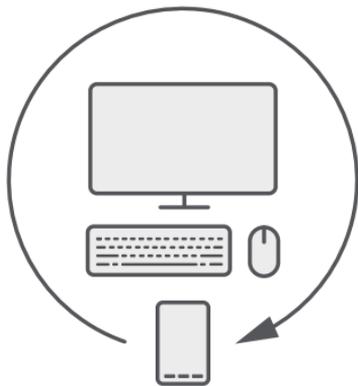
With Continuum, you can connect the phone to a nearby monitor, keyboard, and a mouse. With this PC-like combination, you can, for example:

- Use Office apps and surf the net more conveniently
- Play mobile games and watch movies on the big screen
- Simultaneously run different apps on your phone and the second screen

If you want to connect to an external screen, use the Display Dock. The keyboard and mouse can also be connected through the Display Dock, or using Bluetooth.

Tap ![icon] **Continuum**, and follow the instructions to set up your connection.

Connect devices with Continuum

Connect your phone to a monitor, keyboard, and a mouse to use it like a PC.

To connect devices with Continuum, you need Microsoft Display Dock, which is sold separately.

1. Connect your Display Dock to the power supply.
2. Connect the monitor or TV to the Display Dock with an HDMI or Display Port cable.
3. Connect the phone to the connector on the front of the Display Dock.

A white indicator light turns on.

★ **Tip:** Both ends of the USB-C cable are reversible, so you don't have to worry about which side goes up.

4. Tap ![icon] **Continuum**, select how you want to connect, and follow the instructions.

The desktop view shows up on the external display.

★ **Tip:** To control both displays separately, you can connect a mouse and keyboard wirelessly or using the Display Dock.

Work with Continuum

Continuum lets you power up a second screen and use your phone like a PC. You can even run 2 apps at the same time, one on your phone screen, and another one in the desktop view of the external display.

Tap ![icon] **Continuum**, and follow the instructions to connect your phone to a monitor or TV. The Continuum app turns your phone screen into a touchpad which controls the external display. Tap things to open or select them, and swipe with 2 fingers to scroll.

If you also connect a mouse and keyboard, you can use them to click things and write text on the external display instead of tapping your phone screen.

Your phone charges while connected to Microsoft Display Dock.

Open an app on the external display

1. Tap ![icon] in the desktop view of the external display.

The start menu that opens matches your phone's start screen. However, some apps may be grayed out. This means that they cannot run in Continuum's desktop view.

2. Tap an app on the start screen or apps menu.

The app is optimized for the greater size and resolution of the external display.

Your phone controls the external display as long as you stay in the Continuum app. If you want to use your phone normally, go to any other view. Any apps open in the desktop view stay open.

⭐ **Tip:** To quickly open the Continuum app while Continuum is connected, tap your phone's status bar at the top of the screen.

Control both displays separately
Connect a mouse and keyboard using the Display Dock or wirelessly using Bluetooth.

You can now control the external display's desktop view with the mouse and keyboard while doing something else on your phone. For example, you can write a Word document on the larger display while checking messages on your phone.

Use the calculator

Forget your pocket calculator – there's a basic, scientific, and binary calculator in your phone.

Tap 🔢 **Calculator**.

Switch between calculator types
Tap 🔢 **Calculator** > ☰ and the calculator type.

Use the converter
Tap 🔢 **Calculator** > ☰ and the converter type.

Phone management & connectivity

Take care of your phone and its contents. Learn how to connect to accessories and networks, transfer files, create backups, lock your phone, and keep the software up to date.

Update your phone software

Stay in step with the beat – update your phone software and apps wirelessly to get new and enhanced features for your phone. Updating the software may also improve your phone performance.

Make sure that the device battery has enough power, or connect the charger before starting the update.

By default, your phone automatically downloads available updates whenever the data connection settings allow it. When your phone notifies you that an update is available, just follow the instructions shown on your phone. If your phone is short on memory, you may need to move your apps, photos, and other stuff to the memory card.

⭐ **Tip:** By default, your phone updates your apps and other components automatically when you're connected to a Wi-Fi network.

Use a secure VPN connection

You may need a virtual private network (VPN) connection to access your company resources, such as intranet or corporate email, or you may use a VPN service for personal purposes.

Contact your company IT administrator for details of your VPN configuration, or visit Store to download the app for your VPN service and check the service's website for additional information.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⊕ **Network & wireless** > **VPN**.
2. To add a VPN profile, tap ＋ **Add a VPN connection**.
3. Write the profile information as instructed by your company IT administrator or VPN service.

Your phone automatically connects to the VPN when it is required.

Edit a VPN profile
Tap the profile and **Properties** > **Edit**, and change the information as required.

Delete a VPN profile
Tap the profile and **Remove**.

Wi-Fi

Find out more about using the Wi-Fi connection.

Connect to Wi-Fi

Connecting to a Wi-Fi network is a handy way of accessing the internet. When out and about, you can connect to Wi-Fi networks in public places, such as a library or internet café.

Your phone periodically checks for and notifies you of available connections. The notification appears briefly at the top of the screen. To manage your Wi-Fi connections, select the notification.

1. Swipe down from the top of the screen, and tap and hold ⁄⁄ᵣ **Wi-Fi**..
2. Switch **Wi-Fi networking** to **On** ⚫.
3. Select the connection you want to use.

Your Wi-Fi connection is active when ⁄⁄ᵣ is shown on the status bar at the top of the screen.

⭐ **Tip:** If you want to track locations when satellite signals are not available, for example when you're indoors or between tall buildings, turn Wi-Fi on to improve positioning accuracy.

This device supports the IEEE 802.11 a/b/g/n standard.

> ⚠ **Note:** Using Wi-Fi may be restricted in some countries. For example, in the EU, you are only allowed to use 5150–5350 MHz Wi-Fi indoors, and in the USA and Canada, you are only allowed to use 5.15–5.25 GHz Wi-Fi indoors. For more info, contact your local authorities.

Close the connection

Swipe down from the top of the screen, tap and hold 🛜 and switch **Wi-Fi networking** to **Off** ⬤.

> ⭐ **Tip:** Your phone can connect back to the Wi-Fi network automatically. To change the automatic reconnection time, or to turn Wi-Fi back on manually, change the setting for **Turn Wi-Fi back on**.

Connect with Wi-Fi Sense

Connect to public Wi-Fi hotspots easily with the Wi-Fi Sense app.

Wi-Fi Sense connects your phone to public Wi-Fi hotspots and accepts the terms of use for you when required. Wi-Fi Sense can also share your contact information if you want.

1. Swipe down from the top of the screen, tap and hold 🛜 **Wi-Fi**, and tap **Wi-Fi Sense**.
2. To connect to open hotspots, switch **Connect to suggested open hotspots** to **On** ⬤.
3. To connect to networks shared by your friends, switch **Connect to networks shared by my contacts** to **On** ⬤.

NFC

Explore the world around you. Tap accessories to connect to them, and tap tags to call someone or open a website. Near Field Communication (NFC) makes connecting easy and fun.

Get started with NFC

Turn the NFC features on in your phone, and start tapping to share stuff or connect to devices.

With NFC, you can:

- Connect to compatible Bluetooth accessories that support NFC, such as a headset or a wireless speakerphone
- Send things, such as contacts or your own photos, to your friend's phone, PC, or tablet running Windows 8 or later
- Tap tags to get more content for your phone, or to access online services
- Pay with your phone, if supported by your network service provider

The NFC area is on the back of your phone, near the camera. Tap other phones, accessories, tags, or readers with the NFC area.
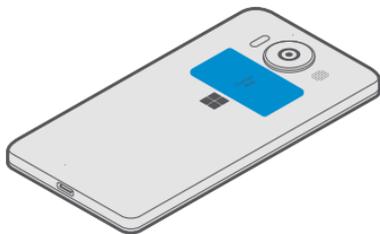
1. Swipe down from the top of the screen, and tap 🔘 **All settings** > 🖼 **Devices** > **NFC**.
2. Switch **Tap to share** to **On** ⬤.

⭐ **Tip:** Before using NFC, make sure the screen and keys are unlocked.

Enable NFC payments
Swipe down from the top of the screen, tap 🔘 **All settings** > 🖼 **Devices** > **NFC**, and switch
Tap to pay to **On** ⬤.

Connect to a Bluetooth accessory with NFC

Hands busy? Use a headset. Or why not listen to music using wireless speakers? You only need
to tap the compatible accessory with your phone.

Tap the NFC area of the accessory with the NFC area of your phone, and follow the instructions
on the screen.

Accessories are sold separately. The availability of accessories varies by region.

Disconnect the accessory
Tap the NFC area of the accessory again.

For more info, see the accessory's user guide.

Read NFC tags

NFC tags can contain info, such as a web address, a phone number, or a business card. The
info you want is just a tap away.

Tap a tag with the NFC area of your phone.

Pay with your phone

Forgot your wallet or purse at home? Not a problem – you can pay with your phone or use it as a ticket, if supported by your network service provider.

This feature may not be available for all regions. For information on availability, contact your network service provider. The services are tied to your SIM. You must have a service subscription with your service provider and your service provider's app installed in Wallet.

1. To activate the service, contact your network service provider.
2. To make a payment, tap the reader with the NFC area of your phone. Your service provider may ask you to confirm the payment.

> **Note:** Payment and ticketing apps and services are provided by third parties. Microsoft Mobile does not provide any warranty or take any responsibility for any such apps or services including support, functionality, transactions, or loss of any monetary value. You may need to reinstall and activate the payment or ticketing app after repair of your device. You may need to reinstall and activate the cards you have added as well as the payment or ticketing app after repair of your device.

Bluetooth

You can connect wirelessly to other compatible devices, such as phones, computers, headsets, and car kits. You can also send your photos to compatible phones or to your computer.

Connect to a wireless headset

With a wireless headset (sold separately), you can speak on the phone hands-free – you can continue what you're doing, such as working at your computer, during a call.

Since devices with Bluetooth wireless technology communicate using radio waves, they do not need to be in direct line-of-sight. Bluetooth devices must, however, be within 10 meters

(33 feet) of each other, although the connection may be subject to interference from obstructions such as walls or from other electronic devices.

Paired devices can connect to your phone when Bluetooth is turned on. Other devices can detect your phone only if the Bluetooth settings view is open.

Do not pair with or accept connection requests from an unknown device. This helps to protect your phone from harmful content.

1. Swipe down from the top of the screen, and tap and hold ⁎.
2. Switch **Status** to **On** ⬤.
3. Make sure the headset is on.

You may need to start the pairing process from the headset. For details, see your headset user guide.

4. To pair your phone and the headset, tap the headset in the list of discovered Bluetooth devices.
5. You may need to type in a passcode. For details, see your headset user guide.

⭐ **Tip:** These connection instructions also apply to other Bluetooth accessories.

Disconnect the headset
Swipe down from the top of the screen, tap and hold ⁎, and tap the connected headset in the list.

When you turn the headset on again, the connection reopens automatically. If you want to remove the pairing, after disconnecting the headset, tap and hold the headset in the list of Bluetooth devices, and tap **Delete**.

Connect to your friend's phone with Bluetooth

Use Bluetooth to wirelessly connect to your friend's phone, to share photos, and much more.

1. Swipe down from the top of the screen, and tap and hold ⁎.
2. Make sure Bluetooth is turned on in both phones.
3. Make sure both phones are visible to other phones. You need to be in the Bluetooth settings view for your phone to be visible to other phones.
4. You can see the Bluetooth phones within range. Tap the phone you want to connect to, and tap **Pair**.
5. If the other phone needs a passcode, type in or accept the passcode.

The passcode is only used when you connect to something for the first time.

Send your content using Bluetooth

When you want to share your content or send photos you've taken to a friend, use Bluetooth to send your stuff to compatible devices.

You can use more than one Bluetooth connection at a time. For example, while using a Bluetooth headset, you can still send things to another device.

1. Swipe down from the top of the screen, and tap and hold ⁎.

2. Switch **Status** to **On** ⬤.
3. Tap ⛭, select the content you want to send, and tap ⟨⟩ > ⁑ **Bluetooth**.

For example, in the Photos app, tap ⛭, select a photo, and tap ⟨⟩ > ⁑ **Bluetooth**.

4. Tap the device to connect to. You can see the Bluetooth devices within range.
5. If the other device needs a passcode, type in the passcode. The passcode, which you can make up, must be typed in on both devices. The passcode in some devices is fixed. For details, see the user guide of the other device.

The passcode is only used when you connect to something for the first time.

The location of the received files depends on the other device. For details, see the user guide of the other device.

If the other device is also a Lumia phone, the received files are saved in the apps they belong to. For example, photos are saved in the Photos app.

Set your phone to driving mode

Driving mode helps you minimize distraction when driving, letting you concentrate on your journey.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⧠ **System** > **Driving mode** > **Next**.
2. To set the phone to ignore calls, switch **Ignore calls** to **On** ⬤. To set the phone to ignore text messages, switch **Ignore texts** to **On** ⬤.
3. Tap **Next**.
4. To send an automatic text message when someone calls or texts you, explaining why you can't answer, switch **Text replies to calls**, **Text replies to texts**, or both to **On** ⬤. To edit the message, tap the text box.
5. Tap **Next** > **Add a device**, and tap the Bluetooth device you connect your phone to when driving, such as a headset.

Driving mode starts automatically when the phone and the added Bluetooth device connect.

Change your device name

You can change your phone's device name to make it easy to identify when connecting to other devices with Bluetooth.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⧠ **System** > **About** > **Edit name**.
2. Change the default name to whatever you like. The default name is usually Windows Phone.

Your phone's Bluetooth name is the same as its device name.

Memory and storage

Learn how to manage your apps, files, and other stuff on your phone.

Back up and restore data on your phone

Accidents can happen – so set your phone to back up your settings, such as your start screen layout, and other stuff to your Microsoft account.

You need a Microsoft account to back up your phone. When you have set up your Microsoft account, your contacts and calendar events are backed up automatically and kept in sync with your Microsoft account. You can also set your phone to automatically back up your:

• App list
• Photos
• Preferred settings
• Accounts
• Passwords
• Text messages

1. Swipe down from the top of the screen, and tap {۞} **All settings** > ◯ **Update & security** > **Backup**.
2. If asked, sign in to your Microsoft account.
3. Select what to back up and how. To automatically back up your future videos or best-quality photos to OneDrive, you need a Wi-Fi connection.

If some of your downloaded apps are not included in the backup, you can re-download them from Store, as long as the app is available. Store remembers the apps you've bought, so you don't need to pay for them again. Data transmission costs may apply. For more information, contact your network service provider.

Your phone backups are not visible in the main view of OneDrive, but you can find them in the OneDrive settings. Check **people.live.com** for your backed up contacts and **calendar.live.com** for your calendar events.

For information on data security in OneDrive, go to **windows.microsoft.com/en-gb/onedrive/security**.

To back up other content, such as music, connect your phone to your computer, and follow the instructions on the computer screen. You have 2 options: either sync content between your phone and computer using the Phone Companion app for desktop, or drag and drop content from phone to computer in your computer's file manager, such as Windows Explorer.

Back up the photos you've taken earlier to OneDrive

Tap ▣ **Photos** > ⅀, select the photos or albums you want to upload, tap ⟳ > **OneDrive**, select where you want to upload the photos, and tap ✓.

To check the photos you've backed up, log in to OneDrive on any device and check the folder to which you saved the photos.

Back up your music to OneDrive
Tap ☁ **OneDrive** > ╋ > ▤ **This device**, select the music file you want to upload, and tap ⊘.

Restore backed up data
You can restore your backed up data after resetting or updating your phone software, or when setting up a new phone. Sign in to your Microsoft account, and follow the instructions shown on your phone. To reset your phone, swipe down from the top of the screen, and tap ⚙ **All settings** > ▯ **System** > **About** > **Reset your phone**. Resetting restores the factory settings, and erases all your personal content, but you can restore your backed up data after signing in to your Microsoft account.

Check and increase available memory on your phone

Use the Storage app to check how much memory you have available.

1. Tap ▤ **Storage**.
2. To check the details of your phone memory, tap **This Device**. Or, to check the details of your memory card, tap **SD card**.

⭐ **Tip:** Want to see what more you have on your phone? To easily manage files on your phone, in the apps menu, tap ▤ **File Explorer**.

If the phone memory is getting full, first check for and remove things you no longer need:

• Text, multimedia, and email messages
• Contact entries and details
• Apps
• Music, photos, or videos

Instead of removing, you can also move the files to the memory card.

The quality of your memory card may affect the performance of your phone greatly. To get the best out of your phone, use a fast 4–128GB card by a well-known manufacturer. For more information on memory cards, check the frequently asked questions.

Use only compatible memory cards approved for use with this device. Incompatible cards may damage the card and the device and corrupt data stored on the card.

⭐ **Tip:** If your phone doesn't recognize the file type of a file (such as a zip file), it places the file in the Other folder. You can check what these are and delete the ones you don't need using the File Explorer app.

Remove temporary files to free up space
Tap ▤ **Storage** > **This Device** > **Temporary files** > **Delete temporary files**.

Save or move apps to a memory card

Expand your phone's memory with a memory card and save your apps to the card by default.

The quality of your memory card may affect the performance of your phone greatly. To get the best out of your phone, use a fast 4–128GB card by a well-known manufacturer. For more information on memory cards, check the frequently asked questions.

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The memory card is sold separately.

Select where you want to store your new apps

1. Tap 🗄 **Storage**.
2. Under **New apps will save to:**, choose if you want to store your new apps to your phone memory or memory card.

Move apps to the memory card
Tap 🗄 **Storage** > **This Device** > **Apps & games**, tap the app you want to move, and tap **Move**.

You can later move the apps back to your phone from the memory card.

The type of the memory card may affect how long it takes to move large files to the card.

Delete an app from your phone

You can remove installed apps that you no longer want to keep or use, to increase the amount of available memory.

1. On the start screen, swipe left to the apps menu.
2. Tap and hold the app, and tap **Uninstall**. You may not be able to remove some apps.

If you remove an app, you may be able to reinstall without buying again, as long as the app is available in Store.

If an installed app depends on a removed app, the installed app may stop working. For details, see the user documentation of the installed app.

⭐ **Tip:** Want to keep the app, but running out of free memory on your phone? Move the app to the memory card instead of uninstalling it. Tap 🗄 **Storage** > **This Device** > **Apps & games**, tap the app you want to move, and tap **Move**.

Manage files on your phone

With the File Explorer app, you can easily check the files on your phone, organize them into folders, or delete the ones you don't need anymore. You can manage the files both in the phone memory and on the memory card.

1. Tap 📁 **File Explorer**.
2. Tap **This Device**, and browse to the folder you want.
3. To search the folder you're currently in, tap 🔎.
4. To change how the files or folders are arranged, tap the current sorting method (**Name**, **Size**, or **Date**), and select a new method.
5. To quickly jump to a previous folder, tap the folder you want on the file path at the top of the screen.

Create a new folder
Tap 🗁, and write a name.

Move or copy a file or folder to another location
Tap and hold the file or folder you want, and select what you want to do with it.

⭐ **Tip:** To move or copy several files or folders at once, tap ⋮≡ select the files or folders you want, and tap 🔲 to move or 🗐 to copy them.

Share a file or folder
Tap ⋮≡ select what you want to share, tap 🔗 and select how you want to share.

Delete a file or folder
Tap ⋮≡ select what you want to delete, and tap 🗑.

Copy content between your phone and computer

Copy photos, videos, and other content created by you between your phone and computer.
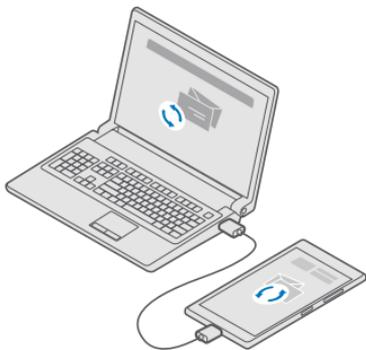
⭐ **Tip:** If you want to transfer your photos to a Mac, it is recommended that you use the Lumia Photo Transfer for Mac app, which you can download from **www.microsoft.com/en-us/mobile/support/product/nokia-photo-transfer-for-mac/**.

1. Connect your phone to a compatible computer with a compatible USB cable.
2. On your computer, open a file manager, such as Windows Explorer or Finder, and browse to your phone.

⭐ **Tip:** Your phone is shown under portable devices as Windows Phone. To see the folders of your phone, double-click the name of the phone. There are separate folders for documents, downloads, music, pictures, ringtones, and videos.

3. Drag and drop items from your phone to the computer, or from your computer to the phone.

Make sure you put the files in the right folders on your phone, or you may not be able to see them.

You can't copy text messages or contacts to your computer, but you can sync them with your Microsoft account.

⭐ **Tip:** If your computer's operating system is Windows 7, Windows 8, or Windows 8.1, you can also use the Windows Phone app for desktop. Windows 8 and Windows 8.1 install the app automatically when you connect your phone to your computer. For Windows 7, you can download it from **go.microsoft.com/fwlink/?LinkID=265472**.

For information on which app works with which computer, see the following table:

	Windows Phone app	Windows Phone app for desktop	Lumia Photo Transfer for Mac app (photos and videos only)	Windows Explorer
Windows 10				x
Windows 8 and 8.1	x	x		x
Windows 8 RT	x			x
Windows 7		x		x
Windows Vista/XP				x
Mac			x	

Security

Learn how to protect your phone, and to keep your data secure.

Protect your phone with a sign-in PIN

Set up a sign-in PIN to make sure nobody else can unlock your phone. In addition, when you have set up a sign-in PIN, your phone asks you for this short PIN instead of your Microsoft account password when you change some security settings or buy an app from Store.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⦹ **Accounts** > **Sign-in options**.
2. To set the sign-in PIN, under **PIN**, tap **Add**.
3. If your phone asks you for your Microsoft account password, type it in.
4. Type in a PIN (at least 4 digits).
5. Under **Require sign-in**, set the length of time after which the locked phone requires a sign-in PIN to unlock it.

Keep the sign-in PIN secret and in a safe place separate from your phone. Make sure you have a Microsoft account on your phone – if you have an account and you forget the sign-in PIN, you can reset your PIN at **account.microsoft.com** using the Find My Phone option. If you forget the sign-in PIN and cannot recover or reset it in any way, your phone will require service. Additional charges may apply, and all the personal data on your phone may be deleted. For more information, contact the nearest care point for your phone, or your phone dealer.

⭐ **Tip:** After you have a sign-in PIN on your phone, you can set up Windows Hello Beta to use your eyes to unlock your phone, instead of typing your PIN. Under **Windows Hello (Beta)**, tap **Set up**, and follow the instructions on your phone.

Change your sign-in PIN
Swipe down from the top of the screen, tap ⚙ **All settings** > ⦹ **Accounts** > **Sign-in options**, and under **PIN**, tap **Change**.

Set your phone to lock automatically when not in use
Swipe down from the top of the screen, tap ⚙ **All settings** > ✍ **Personalization** > **Lock screen**, and under **Screen times out after**, set the length of time after which you phone is locked automatically.

Unlock your phone with a sign-in PIN
Press the power key, drag the lock screen up, and type in your sign-in PIN.

⭐ **Tip:** If you set up Windows Hello Beta on your phone, you don't have to type in your sign-in PIN to unlock your phone. Press the power key, turn the phone towards your face, look directly at the lock screen, and wait for your phone to recognize you.

Use your phone when it's locked

You can use certain features of your phone when it is locked, without having to type in the sign-in PIN.

To wake up your phone, press the power key.

Answer a call
If your phone is locked when someone calls you, swipe up, and tap 📞 **Answer**.

View your notifications
Press the power key, and swipe down from the top of the screen.

Open the camera
If you add a shortcut for the camera in the action center, you can quickly turn the camera on when your phone is locked. Press the power key, swipe down from the top of the screen, and tap 📷 **Camera**.

If your phone has a camera key, press the camera key.

Change how incoming calls are notified
Press the power key, then press a volume key on the side of your phone, and tap the volume bar at the top of the screen.

Turn Bluetooth off
Press the power key, swipe down from the top of the screen, and tap ✳ **Bluetooth**. If the Bluetooth icon is not visible, tap **Expand**.

Turn the flashlight on
Press the power key, swipe down from the top of the screen, and tap ▭ **Flashlight**. If the flashlight icon is not visible, tap **Expand**. To turn the flashlight off, tap ▭ **Flashlight**.

Pause or resume music, or skip to another song
Use the music player controls shown at the top of the screen.

Open Cortana
If your phone has Cortana, to open Cortana, tap and hold the search key 🔍.

Cortana is not available in all regions and languages. For information on the supported languages, go to **support.microsoft.com**, and browse to the instructions for Windows phones.

Unlock with one look

For an easy and personal user authentication, set up Windows Hello Beta, a biometric authentication feature, and unlock your phone easily with one look.

To set up Windows Hello Beta, you need to set up a sign-in PIN code on your phone.
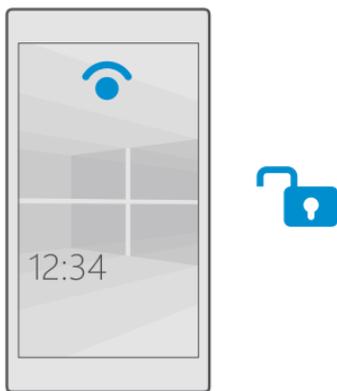
1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⍩ **Accounts** > **Sign-in options**.
2. To set up a sign-in PIN code, under **PIN**, tap **Add**.
3. Select the time after which your phone requires sign-in.
4. Once you've set up your sign-in PIN code, set up Windows Hello Beta. Tap **Set up**, and follow the instructions.

If you wear glasses, remove them during the first setup. After that, to improve the recognition with your glasses on and in different lighting conditions, tap **Improve recognition**.

5. To unlock your phone, press the power key, then turn the phone towards your face, and wait for your phone to authenticate you.

A red LED is on during the authentication.

⭐ **Tip:** To unlock your phone, you can also always swipe up on the lock screen and type in your sign-in PIN code.

Change your SIM PIN code

If your SIM card came with a default SIM PIN code, you can change it to something more secure.

Not all network service providers support this feature.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⊕ **Network & wireless** > **Cellular & SIM**.

2. Under the SIM, tap **SIM settings**.
3. If needed, under **Security**, tap **Use SIM PIN**.
4. If needed, type in your current SIM PIN, and tap **Change SIM PIN**.

The SIM PIN code can be 4-8 digits.

⭐ **Tip:** If you don't want to protect your SIM with a PIN code, in **SIM settings**, under **Security**, tap **Remove SIM PIN**, and type in your current PIN.

Find your lost phone

If you misplaced your phone, or are afraid it's been stolen, use Find My Phone to locate your phone, and lock or delete all data from it remotely.

You need to have your Microsoft account on your phone.

1. On your computer, go to **account.microsoft.com**.
2. Sign in with the same Microsoft account as on your phone.
3. Select your phone from the device list.

You can:

- Locate your phone on a map
- Make your phone ring, even if silent mode is turned on
- Lock your phone, and set it to show a contact number and a message, so it can be returned to you
- Delete all data from your phone remotely

The available options may vary.

⭐ **Tip:** Set your phone to automatically save its location every few hours. If your phone runs out of battery, you can still view its last saved location. Swipe down from the top of the screen, and tap ⚙ **All settings** > ↻ **Update & security** > **Find My Phone**.

Prevent others from resetting and reusing your phone
Make sure you have a Microsoft account set up on your phone. If you added a Microsoft account and selected the recommended settings while setting up your phone, Reset Protection is on by default. If you add a Microsoft account to your phone later, Reset Protection is off.

Reset Protection prevents a thief from resetting and reusing your phone if your phone gets stolen.

To turn Reset Protection on, swipe down from the top of the screen, tap ⚙ **All settings** > ↻ **Update & security** > **Find My Phone**, and under **Reset Protection Off**, tap **Turn on**, and type in your Microsoft account password. If you have set up a sign-in PIN on your phone, you need to type it in instead of your Microsoft account password.

⭐ **Tip:** If you have set up Windows Hello Beta on your phone, you don't have to type in your sign-in PIN to turn Reset Protection off. When asked for authentication, make sure ◉ **Iris** is selected, look directly at the screen, and wait for your phone to recognize you.

Protect your data with device encryption
Swipe down from the top of the screen, tap ⚙ **All settings** > ☐ **System** > **Device encryption**, and switch **Device encryption** to **On** ⬤.

If you selected the recommended settings while setting up your phone, device encryption is off by default. When turned on, device encryption prevents a hacker from accessing your data or getting the files they need to steal your passwords.

Set up a start screen with selected apps

Let your friends and family members use selected apps on your phone without access to your own start screen.

If you want to make sure other people can't access your own start screen, set up a sign-in PIN on your phone.

After you have a sign-in PIN on your phone, you can set up Windows Hello Beta to use your eyes to unlock your phone, instead of typing your PIN. Under **Windows Hello (Beta)**, tap **Set up**, and follow the instructions on your phone.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⚇ **Accounts** > **Apps Corner**.
2. Tap **Apps**, select the apps you allow others to use, and tap ⊘.

You can also choose if you want others to access your action center or settings, use the keys, or modify tiles. To allow access to your action center or settings, turn **Action center** on ⬤. To allow using certain keys, such as the camera key, or to let others modify the tiles on the start screen, tap **advanced**, and select what you want to allow.

3. To exit the settings and to open Apps Corner, tap ⊕. It may take a while for your phone to install the apps.

⭐ **Tip:** You can pin the Apps Corner settings to the start screen, so you can quickly open them. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⚇ **Accounts** > **Apps Corner** > ⊙.

Go to your own start screen
In Apps Corner, press and hold the power key, and swipe right.

Manage your advertising ID

To give you more relevant advertising, your phone allows apps to access an advertising ID on your phone. You can control if you want the apps to access the ID or not.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > 🔒 **Privacy** > **Advertising ID**.
2. Switch **Advertising ID** to **On** ⬤ or **Off** ⬲.

⭐ **Tip:** You can reset the advertising ID if the advertising you get on your phone is no longer relevant for you. Tap **Reset your advertising ID**.

Choose what information your apps can access

Some apps work better if they can access relevant information, such as your calendar, in your phone. You can decide what information your apps can access.

1. Swipe down from the top of the screen, and tap ⚙ **All settings** > 🔒 **Privacy**.
2. Tap the feature, and select if you want to let apps access it.

If you turn this setting on, you can still prevent specific apps from accessing the feature.

Wallet

Use Wallet to collect your payment methods in one place.

Wallet is a virtual wallet on your phone. You can:

- Make Store payments, for example, when buying an app
- Make in-app purchases with your stored cards
- Use your cards in Wallet for NFC payments, if supported by your network service provider
- Store your Microsoft gift cards on your phone
- Store your boarding passes, deals, tickets, and more

1. To start using your Wallet, tap 📷 **Wallet**.
2. Tap ╋, and download the app you are looking for.

⚠ **Note:** Payment and ticketing apps and services are provided by third parties. Microsoft Mobile does not provide any warranty or take any responsibility for any such apps or services including support, functionality, transactions, or loss of any monetary value. You may need to reinstall and activate the payment or ticketing app after repair of your device. You may need to reinstall and activate the cards you have added as well as the payment or ticketing app after repair of your device.

Access codes

Learn what the different codes on your phone are for.

SIM PIN code (4-8 digits)	This protects your SIM card against unauthorized use or is required to access some features.
	You can set your phone to ask for the SIM PIN code when you turn it on.
	If you forget the code or it isn't supplied with your card, contact your network service provider.
	If you type in the code incorrectly 3 times in a row, you need to unblock the code with the PUK code.

PUK	This is required to unblock a SIM PIN code.
	If the code is not supplied with your SIM card, contact your network service provider.
Security code (sign-in PIN, lock screen PIN) (min. 4 digits)	This helps you protect your phone against unauthorized use and verify your identity.
	You can set your phone to ask for a PIN when you, for example, unlock your phone, change security settings, or buy an app in Store. You can define this PIN yourself.
	Keep the PIN secret and in a safe place, separate from your phone.
	If you forget the sign-in PIN and cannot recover or reset it in any way, your phone will require service. Additional charges may apply, and all the personal data on your phone may be deleted.
	For more information, contact the nearest care point for your phone, or your phone dealer.
IMEI	This is used to identify phones in the network. You may also need to give the number to your care point services or phone dealer.
	To view your IMEI number, dial ***#06#**.

Troubleshoot connectivity issues

If your internet connection doesn't work

- Check your cellular data connection. Swipe down from the top of the screen, tap ⚙ **All settings** > ⊕ **Network & wireless** > **Cellular & SIM**, and check that **Data connection** is switched to **On** ⬤.
- Check your Wi-Fi connection. Swipe down from the top of the screen, tap and hold 🛜 **Wi-Fi**, and check that **Wi-Fi networking** is switched to **On** ⬤ and you are connected to a network.
- Check that battery saver mode is not turned on. Swipe down from the top of the screen, and tap ⚙ **All settings** > ⬜ **System** > **Battery saver**.
- If you are abroad, check that you have allowed roaming. Swipe down from the top of the screen, tap ⚙ **All settings** > ⊕ **Network & wireless** > **Cellular & SIM** and the SIM, tap **Properties**, and check that **Data roaming options** is switched to **roam**. Connecting to the internet when roaming, especially when abroad, can raise data costs substantially.

- If you have installed new settings from a text message, uninstall the new settings. Tap **Storage** > **This Device** > **Apps & games** and the new settings item, and tap **Uninstall**.

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If your phone doesn't respond

If your phone stops working or responding in the way you're used to, you can quickly restart it to get back on track.

Try the following:

- Press and hold the power key for about 10 seconds. The phone restarts.
- Press and hold the volume down key and power key at the same time for about 10 seconds. The phone restarts.

If your phone freezes frequently, update your phone software, or reset your phone. Resetting restores the factory settings, and erases all your personal content, including apps you've purchased and downloaded. Swipe down from the top of the screen, and tap ⚙ **All settings** > ▯ **System** > **About** > **Reset your phone**.

If your issue remains unsolved, contact your network service provider or the manufacturer for repair options. Before sending your phone for repair, always back up your data, as all personal data in your phone may be deleted.

⭐ **Tip:** If you need to identify your phone, to view the unique IMEI number of the phone, dial ***#06#**. You can also find the IMEI number in the phone body. For details, see the product and safety information section in the online user guide.

Find your model number and serial number (IMEI)

If you need to contact your care point or your service provider, you may need information such as the model number and the serial number (IMEI). To see the information, tap ⚙ **Settings** > ⬚ **System** > **About** > **More info**.

You can also find the information on your phone label, which is located under the back cover.

The IMEI is also visible on the original sales box.

Product and safety info

Network services and costs

You can only use your device on the LTE TDD 2500-2700 (41); LTE FDD 700 (12), 700 (13), 700 (29), 800 (20), 850 (5), 900 (8), 1700/2100 (4), 1800 (3), 1900 (2), 2100 (1), 2300 (30), 2600 (7); WCDMA 850, 900, 1700/2100, 1900, 2100; GSM 850, 900, 1800, 1900 MHz networks. You need a subscription with a service provider.

Using some features and services, or downloading content, including free items, require a network connection. This may cause the transfer of large amounts of data, which may result in data costs. You may also need to subscribe to some features.

At the request of your network service provider, your device may collect and report Customer Proprietary Network Information, which may include information such as: technical configuration, type, destination, location, and amount of use of any telecommunications services to which you are subscribed. Please see our Privacy Page at **www.microsoft.com/mobile/privacypolicy**, or contact your network service provider for more information.

❗ **Important:** 4G/LTE might not be supported by your network service provider or by the service provider you are using when traveling. In these cases, you may not be able to make or receive calls, send or receive messages or use mobile data connections. To make sure your device works seamlessly when full 4G/LTE service is not available, it is recommended that you change the highest connection speed from 4G to 3G. To do this, swipe left on the start screen, and tap ⚙ **Settings** > **Network & wireless** > **Cellular & SIM**. Select the SIM, and tap **Properties**. Switch **Highest connection speed** to **3G**.

For more information, contact your network service provider.

Take care of your device

Handle your device, battery, charger and accessories with care. The following suggestions help you keep your device operational.

- Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that corrode electronic circuits. If your device gets wet, remove the battery, and let the device dry.
- Do not use or store the device in dusty or dirty areas.
- Do not store the device in high temperatures. High temperatures may damage the device or battery.
- Do not store the device in cold temperatures. When the device warms to its normal temperature, moisture can form inside the device and damage it.
- Do not open the device other than as instructed in the user guide.
- Unauthorized modifications may damage the device and violate regulations governing radio devices.
- Do not drop, knock, or shake the device or the battery. Rough handling can break it. If you believe the battery or charger is damaged, take it to a service center for inspection before continuing to use it.
- Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can prevent proper operation.
- For optimal performance, turn the device off and remove the battery from time to time.
- Keep the device away from magnets or magnetic fields.
- To keep your important data safe, store it in at least two separate places, such as your device, memory card, or computer, or write down important information.

- Handle hard drives with care. Shock, vibration, bumping, and dropping; other mishandling of the device; extreme temperatures; humidity and liquids may cause the hard drive to malfunction and data to be lost or corrupted.

During extended operation, the device may feel warm. In most cases, this is normal. To avoid getting too warm, the device may automatically slow down, close apps, turn off charging, and if necessary, turn itself off. If the device is not working properly, take it to the nearest authorized service facility.

Recycle

Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help prevent uncontrolled garbage disposal and promote the recycling of materials. Electrical and electronic products contain a lot of valuable materials, including metals (such as copper, aluminum, steel, and magnesium) and precious metals (such as gold, silver, and palladium). All materials of the device can be recovered as materials and energy. Check how to recycle your products at **www.microsoft.com/mobile/recycle**.

About Digital Rights Management

When using this device, obey all laws and respect local customs, privacy and legitimate rights of others, including copyrights. Copyright protection may prevent you from copying, modifying, or transferring photos music, and other content.

Digital rights management (DRM) protected content comes with an associated license that defines your rights to use the content.

With this device you can access content protected with PlayReady. If certain DRM software fails to protect the content, content owners may ask that such DRM software's ability to access new DRM-protected content be revoked. Revocation may also prevent renewal of such DRM-protected content already in your device. Revocation of such DRM software does not affect the use of content protected with other types of DRM or the use of non-DRM-protected content.

If your device has content protected with either PlayReady or WMDRM, both the licenses and the content are lost if the device memory is formatted. You may also lose the licenses and the content if the files on your device become corrupted. Losing the licenses or the content may limit your ability to use the same content on your device again. For more information, contact your service provider.

Battery and charger information

Use your device only with an original BV-T5E rechargeable battery.

Charge your device with AC-100 charger. Charger plug type may vary.

Third-party chargers that comply with the applicable USB requirements, and that can connect to your device USB connector, may also be compatible.

Microsoft Mobile may make additional battery or charger models available for this device.

The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, replace the battery.

Only replace the battery with a battery that is compliant with the IEEE-std-1725 standard.

Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725.

Battery and charger safety

Always turn the device off and unplug the charger before removing the battery. To unplug a charger or an accessory, hold and pull the plug, not the cord.

When your charger is not in use, unplug it. If left unused, a fully charged battery will lose its charge over time.

Always keep the battery between 59°F and 77°F (15°C and 25°C) for optimal performance. Extreme temperatures reduce the capacity and lifetime of the battery. A device with a hot or cold battery may not work temporarily.

Accidental short-circuiting can happen when a metallic object touches the metal strips on the battery. This may damage the battery or the other object.

Do not dispose of batteries in a fire as they may explode. Obey local regulations. Recycle when possible. Do not dispose as household garbage.

Do not dismantle, cut, crush, bend, puncture, or otherwise damage the battery in any way. If a battery leaks, do not let liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help. Do not modify, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.

Use the battery and charger for their intended purposes only. Improper use, or use of unapproved or incompatible batteries or chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service center before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors. Do not charge your device during a lightning storm.

Small children

Your device and its accessories are not toys. They may contain small parts. Keep them out of the reach of small children.

Medical devices

Operation of radio transmitting equipment, including wireless phones, may interfere with inadequately shielded medical devices' function. Consult a physician or the medical device's manufacturer to determine if it is adequately shielded from external radio energy.

Implanted medical devices

To avoid potential interference, manufacturers of implanted medical devices recommend a minimum separation of 6 inches (15.3 centimeters) between a wireless device and the medical device. Persons who have such devices should:

- Always keep the wireless device more than 6 inches (15.3 centimeters) from the medical device.
- Not carry the wireless device in a breast pocket.
- Hold the wireless device to the ear opposite the medical device.
- Turn the wireless device off if there is any reason to suspect that interference is taking place.
- Follow the manufacturer directions for the implanted medical device.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

Accessibility solutions

Microsoft Mobile is committed to making mobile phones easy to use for all individuals, including those with disabilities. For more information, visit **aka.ms/phoneaccessibility**.

Hearing

⚠ **Warning:** When you use the headset, your ability to hear outside sounds may be affected. Do not use the headset where it can endanger your safety.

This device has been tested and rated for use with hearing aids for some of the wireless technologies used in this device. However, there may be some newer wireless technologies used in this device that have not yet been tested for use with hearing aids. It is important to try the different features of this device thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interference. Consult your service provider about its return and exchange policies and for information on hearing aid compatibility.

Some wireless devices may interfere with some hearing aids.

Your device complies with FCC rules on hearing aid compatibility. These rules require an M3 rating or higher. The M value of your device is marked on the device sales package. To determine the M-rating of your hearing aid and compatibility with this device, consult your hearing health professional. For more information about accessibility, go to **www.microsoft.com/en/mobile/accessibility/hearing-aid-compatibility**.

To use a telecoil-equipped hearing aid with this device, activate the hearing aid (T switch) and the device telecoil. The sound quality depends on the type of your hearing aid.

Protect your device from harmful content

Your device may be exposed to viruses and other harmful content. Take the following precautions:

- Be cautious when opening messages. They may contain malicious software or otherwise be harmful to your device or computer.
- Be cautious when accepting connectivity requests, browsing the internet, or downloading content. Do not accept Bluetooth connections from sources you do not trust.
- Only install and use services and software from sources that you trust and that offer adequate security and protection.
- Install antivirus and other security software on your device and any connected computer. Only use one antivirus app at a time. Using more may affect performance and operation of the device and/or computer.
- If you access preinstalled bookmarks and links to third party internet sites, take the appropriate precautions. Microsoft Mobile does not endorse or assume liability for such sites.

Information on health

The U.S. Food and Drug Administration (FDA) and the U.S. Federal Communications Commission (FCC) published statements and questions and answers concerning mobile telephones and health. Microsoft Mobile encourages you to visit these websites for updated information. You can access the FDA website at **www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/default.htm** and the FCC website at **transition.fcc.gov/oet/rfsafety/rf-faqs.html**. Additional health-related information is available from the World Health Organization (WHO) at **www.who.int/mediacentre/factsheets/fs193/en/** and The National Cancer Institute ("NCI") **www.cancer.gov/cancertopics/factsheet/Risk/cellphones**. In the event that you are concerned about possible health effects, the FDA suggests that you limit your own or your children's radio frequency (RF) exposure by limiting the length of calls or by using handsfree devices.

Vehicles

Radio signals may affect improperly installed or inadequately shielded electronic systems in vehicles. For more information, check with the manufacturer of your vehicle or its equipment.

Check regularly that all wireless device equipment in your vehicle is mounted and operating properly. Do not store or carry flammable or explosive materials in the same compartment as the device, its parts, or accessories. Do not place your device or accessories in the air bag deployment area.

Safety and texting while driving

Safety should be every driver's first priority. Drivers must obey all local laws that may include restrictions on the use of mobile telephones or accessories while driving. If use is legal, always keep your hands free to operate the vehicle while driving and use a handsfree device whenever possible. Suspend calls in heavy traffic or hazardous weather. Get to know your mobile phone and its features and make any necessary information inputs prior to driving. Do not input data or engage in text messaging while driving. Mobile telephones should not be used when use may be a distraction to the driver.

The Cellular Telecommunications & Internet Association (CTIA) has published further info and tips on safe use of cellular telephones at **www.ctia.org/consumer_info/safety**, which we encourage you to review.

Potentially explosive environments

Turn your device off in potentially explosive environments, such as near gas station pumps. Sparks may cause an explosion or fire resulting in injury or death. Note restrictions in areas with fuel; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive environment may not be clearly marked. These usually are areas where you are advised to turn your engine off, below deck on boats, chemical transfer or storage facilities, and where the air contains chemicals or particles. Check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) if this device can be safely used in their vicinity.

Certification information (SAR)

This mobile device meets guidelines for exposure to radio waves.

For information on SAR, see the printed user guide, or go to **sar.microsoft.com**.

Support messages

To help you take maximum advantage of your phone and services, you may receive messages from Microsoft Mobile. The messages may contain tips and tricks and support. To provide the service described above, your mobile phone number, the serial number of your phone, and some identifiers of the mobile subscription may be sent to Microsoft Mobile when you use the phone for the first time. This information may be used as specified in the privacy policy, available at **www.microsoft.com/mobile**.

Care

For questions regarding your plans, billing or network please contact your operator. For questions regarding your product and warranty, please visit the support pages for your country at **www.microsoft.com/mobile/support**.

Copyrights and other notices

Declaration of Conformity

$C \epsilon 0168 \textcircled{!}$

Hereby, Microsoft Mobile Oy declares that this RM-1105 product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be found at **www.microsoft.com/mobile/declaration-of-conformity**.

The availability of products, features, apps and services may vary by region. For more information, contact your dealer or your service provider. This device may contain commodities, technology or software subject to export laws and regulations from the US and other countries. Diversion contrary to law is prohibited.

Downloading of maps, games, music and videos and uploading of images and videos may involve transferring large amounts of data. Your service provider may charge for the data transmission. The availability of particular products, services and features may vary by region. Please check with your local dealer for further details and availability of language options.

FCC notice

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. For more information, go to **transition.fcc.gov/oet/rfsafety/rf-faqs.html**. Any changes or modifications not expressly approved by Microsoft Mobile could void the user's authority to operate this equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Microsoft Mobile is under license.

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