



# User Guide

## Lumia with Windows 10 Mobile


# About this user guide

This guide is the user guide for your software release.

**!** **Important:** For important info on the safe use of your device and battery, read “For your safety” and “Product and safety info” in the printed or in-device user guide, or at [www.microsoft.com/mobile/support](http://www.microsoft.com/mobile/support) before you take the device into use. To find out how to get started with your new device, read the printed user guide.

For the online user guidance, videos, even more info, and troubleshooting help, go to [support.microsoft.com](http://support.microsoft.com), and browse to the instructions for Windows phones.

You can also check out the support videos at [www.youtube.com/lumiasupport](http://www.youtube.com/lumiasupport).

Moreover, there's a user guide in your phone – it's always with you, available when needed. To find answers to your questions and to get helpful tips, tap  **Lumia Help+Tips**. If you're new to Lumia, check out the section for new users.

For info on Microsoft Privacy Statement, go to [aka.ms/privacy](http://aka.ms/privacy).

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# User Guide

## Lumia with Windows 10 Mobile

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# For your safety

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



## **SWITCH OFF IN RESTRICTED AREAS**

Switch 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 loudspeaker is in use.

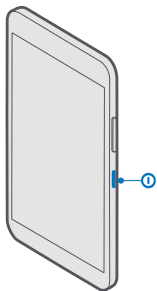
# Get started

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

## Switch the phone on

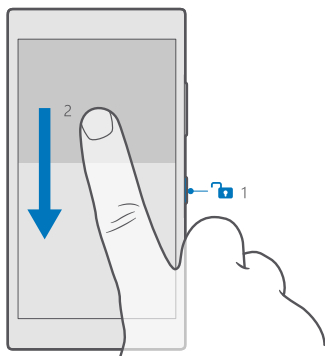
Switch your phone on, and start exploring it.

Press the power key until the phone vibrates.



## Switch the phone off

Press and hold the power key, and drag the lock screen down.



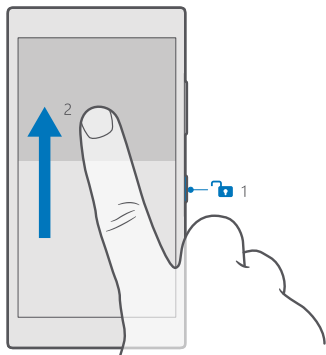
## Lock the keys and screen

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 switch this feature on, swipe down from the top of the screen, tap **All settings** > **Personalisation** > **Lock screen**, and switch **Double-tap the navigation bar to turn off the screen** on. Hiding the navigation bar is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

### Set the keys and screen to lock automatically

Swipe down from the top of the screen, tap **All settings** > **Personalisation** > **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

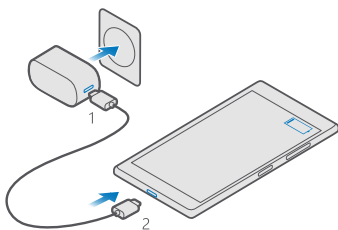
Learn how to charge your phone.

### Charge your phone with a USB charger

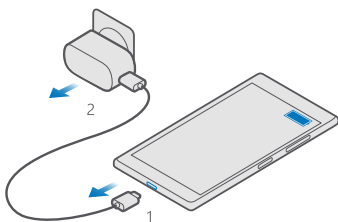
Your battery has been partially charged at the factory, but you may need to recharge it before you can switch the phone on for the first time.

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.



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 switched 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. To replace a non-removable battery, take the device to the nearest authorised service facility.



## Charge your phone wirelessly

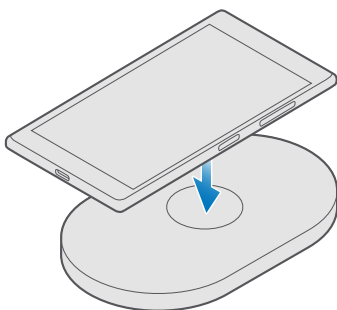
No need to connect to a charger every time you need to charge your phone – charge wirelessly instead. Just place your phone on a wireless charger, and it immediately starts charging.

Wireless charging is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

You may need a wireless charging cover for wireless charging to work. The cover may be included in the sales box, or it may be sold separately. Only use original Lumia wireless charging covers designed for your phone.

Wireless chargers are sold separately.

The charging areas on the phone and the charger need to touch, so make sure you align the phone and charger properly. Not all phone models fit in all chargers.



Use only wireless chargers compatible with your device.

1. Make sure the wireless charger is plugged in.
2. If your phone needs a wireless charging cover, make sure it's properly attached to your phone.
3. Place your phone on the wireless charger so that the charging areas touch.
4. When the battery is full, remove your phone from the charger.

**Warning:** Make sure there's nothing between the charger and the device. Do not attach any objects, such as stickers, on the device surface near the charging area.


For more info on wireless charging, see the user guide of your charger.

# 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, there's a user guide in your phone with additional instructions. Tap  **Lumia Help+ Tips**.

You can also go to [www.microsoft.com/mobile/support](http://www.microsoft.com/mobile/support), where you can find:

- Troubleshooting info
- Instant answers for questions you may have
- Discussions
- News on apps and downloads
- Software update info
- 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](http://www.youtube.com/lumiasupport).

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 switch 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 Films & TV
- OneDrive
- Hotmail



- Outlook

If you already created an account for one of Microsoft services, such as Xbox Live, Hotmail, or Outlook, those credentials are valid as a Microsoft account and you can use them to sign in.

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

1. Switch your phone on, and follow the instructions shown on your phone.
2. When asked, create a Microsoft account, or sign in to an existing one.

Make sure you remember the credentials for the Microsoft account you added to your phone.

★ **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.**

You can also create or manage your account at [account.microsoft.com](https://account.microsoft.com).

3. Fill in your account details.
4. Type in your phone number or an alternative mail address. They are used to send you a one-time verification code and to protect your data.
5. When asked, type in your mail 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 switches off, press the power key, and drag the lock screen up.

## Update your apps

App updates bring important bug fixes and new functionalities. To get the best out of your new phone, make sure your apps are up to date.

1. Tap  **Store**.
2. Tap  > **Downloads and updates**.

★ **Tip:** By default, your phone automatically updates the apps when you're connected to WiFi.

3. Tap **Check for updates** > **Update all**.

### Switch off automatic updates

Tap  **Store** > **Settings**, and switch **Update apps automatically** to **Off** .

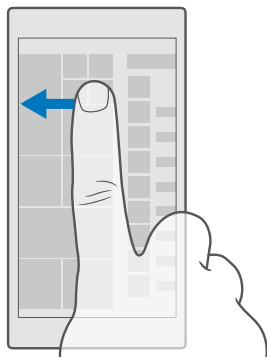
## Explore your tiles, apps, and settings


Everything you need is on 2 views: the start screen and apps menu. Fill the start screen with shortcuts to your favourite 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.

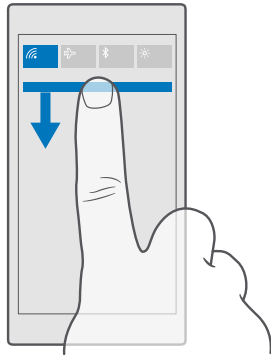


Recently installed apps show up at the top of the apps menu.

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.

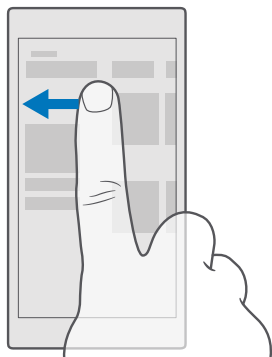


In the action centre, you can quickly see notifications, such as your missed calls and unread mails and messages, open the camera, and access all phone settings.

## 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.

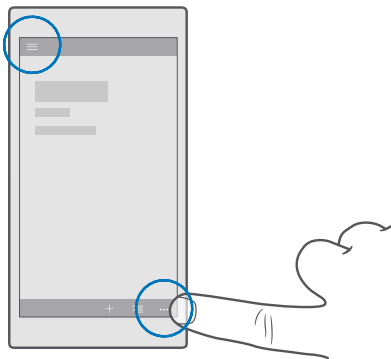


**★ Tip:** To switch between views, you can also tap the tab heading at the top of the screen.

### Find more options in an app

Tap  $\dots$  or  $\equiv$ .

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



## Use the touch screen

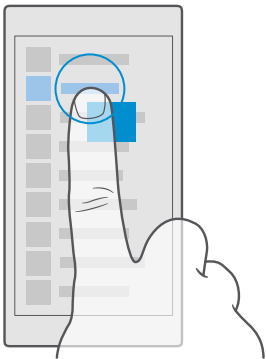
Explore your phone with a tap, swipe, or drag.

**!** **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.

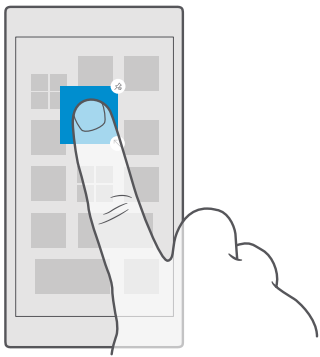
### Tap and hold to open further options

Place your finger on an item until the menu opens.



### Tap and hold to drag an item

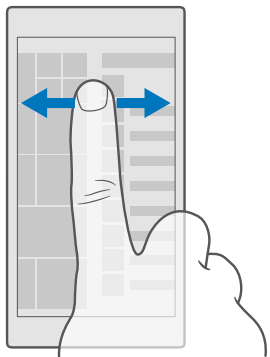
Place your finger on the item for a couple of seconds, and slide your finger across the screen.



## Swipe

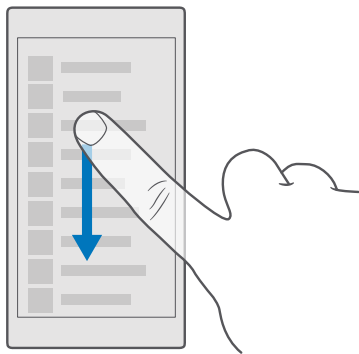
Place your finger on the screen, and slide your finger in the direction you want.

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

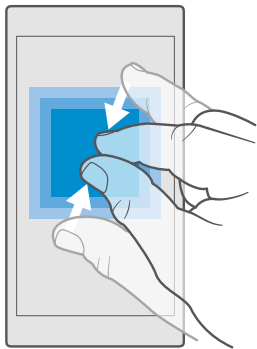
Slide your finger quickly in a flicking motion up or down the screen, and lift your finger. To stop the scrolling, tap the screen.






## 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.





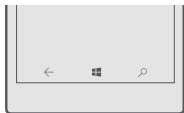
### Lock the screen orientation









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  at the top right corner of the app.
- 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 .
- If your phone has Cortana, to control your phone with your voice, tap and hold the search key , and say what you want to do. Or, to change the Cortana settings or use other Cortana functions, tap the search key .

Cortana is not available in all regions and languages. For info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).

- 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.

## Switch to your new Lumia phone

Switch to your new Lumia easily – learn how to transfer contacts, calendar, photos, videos, and other content to your new 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 info, go to [www.microsoft.com/mobile/switch-easy](http://www.microsoft.com/mobile/switch-easy).

### Copy contacts using Bluetooth

Have your nearest and dearest instantly at your fingertips. Use the Transfer my Data app to easily copy your contacts.

- ★ **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 OneDrive, 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 Lumia, swipe down from the top of the screen, tap and hold , make sure Bluetooth is switched on, and pair your Lumia with your old phone.
3. On your new phone, tap  **Transfer my Data**.
4. Tap **continue**.
5. Select your old phone from the list of paired devices, and follow the instructions shown on both phones. On your new phone, make sure the **Contacts** checkbox is selected.

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

After you have copied your contacts, for the best experience and to save space on your phone, uninstall the Transfer my Data app.



### 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.

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](http://support.microsoft.com), and browse to the instructions for Windows phones.

2. On your new Lumia phone, to sign in to your Microsoft account, swipe down from the top of the screen, tap  **All settings** >  **Accounts** > **Your email and accounts** > **Sign in with a Microsoft account instead**, and follow the instructions shown on the screen.

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

Use the OneDrive app to upload your Office documents, photos, and videos to OneDrive. No matter if your old phone is a Windows phone, an Android phone, or an iPhone, you can copy your files to your new Lumia.

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](http://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 Outlook content from an Android phone or iPhone

Use your Microsoft account to transfer your Outlook mails, 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 mails, 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 OneDrive app, sign in to the app using your Microsoft account, and add the files you want to OneDrive.

For more info on how to sync your content using the Outlook app, go to [support.microsoft.com](http://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**.


## 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](http://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 Pictures 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.

# Basics

Personalise your phone, make the most out of your accounts and apps like OneDrive and Store, and learn the essentials from writing text to saving battery life.

## What's new in this release?

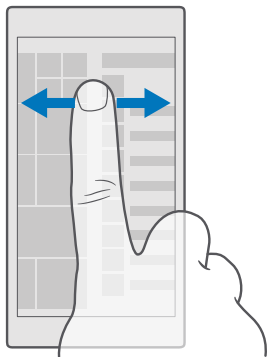
Check some of the new things in this release at a glance.

- Set up Windows Hello Beta, a biometric authentication feature, and unlock your phone with one look.
- Connect your phone to a nearby monitor, keyboard, or a mouse, and use you phone like a PC with Continuum.
- Find stuff easily on the web with the new Microsoft Edge browser.
- 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 centre.
- Act quickly on your notifications in the action centre. For example, reply to a text message without opening the Messaging app.
- If your phone has a large screen, you can move the keyboard on the screen to write more easily with one hand.
- Check out the new Get started app, or use Cortana to find the info you need.

Some of the features are not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

## 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.



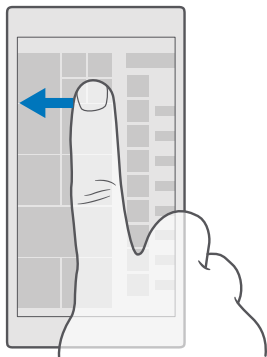
**Start screen:** The animated live tiles show your missed calls and received messages, the latest news and weather forecasts, and more. Updates of your pinned contacts are shown on the tile, and you can view your contacts' details directly on the start screen.

**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.

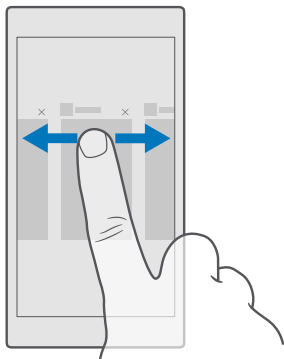
To see all the apps on your phone, on the start screen, simply swipe left. To return to the start screen, swipe right.



★ **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 ✕ at the top right corner of the app.



### 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.

Hiding the navigation bar is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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 colour

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

## Check notifications on your phone

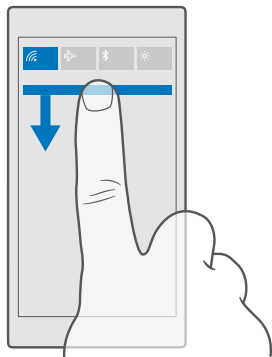
You can quickly check notifications, change some settings, or add shortcuts to some apps in the action centre that opens from the top of the screen.

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 mails 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 centre.
- Open apps
- Quickly jump to all settings
- Tap a shortcut to easily switch some of the features on or off. Or, tap and hold a shortcut to change the settings of some features, such as WiFi.

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

### Delete a notification

Swipe right on the notification.

### Personalise the action centre

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.

### 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.

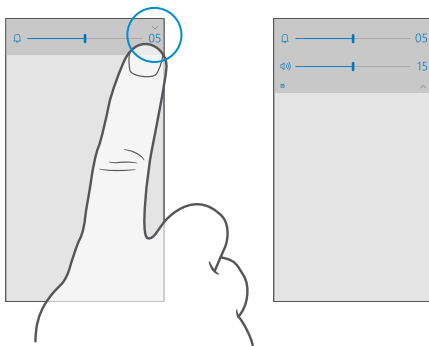
Use the volume keys on the side of your phone. The maximum volume level is 10.

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

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.

### Change the volume for media and apps

Press a volume key on the side of your phone to see the volume status bar, tap  $\sphericalangle$ , 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  $\sphericalangle$  on the volume status bar, and tap  $\mathcal{L}$ . To switch silent mode off, on the volume status bar, set the volume you want.

Switching silent mode on does not affect your alarms. If you want to rest, make sure you don't have any incoming alarms, or switch 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.

### Switch the vibration on

If you want your phone to vibrate, press a volume key on the side of your phone, tap  $\sphericalangle$  on the volume status bar, and tap  $\mathcal{L}$  **Vibrate off**. To switch the vibration off, tap  $\mathcal{L}$  **Vibrate on**.




★ **Tip:** To change other sound settings, swipe down from the top of the screen, and tap  $\mathcal{L}$  **All settings** >  $\mathcal{L}$  **Personalisation** > **Sounds**.

★ **Tip:** To switch the vibration of the back, start, and search keys on or off, swipe down from the top of the screen, tap  $\mathcal{L}$  **All settings** >  $\mathcal{L}$  **Extras** > **Touch**, and switch **Vibrate when I tap the navigation keys**. on  $\bullet$  or off  $\square$ . Changing the vibration setting for incoming calls doesn't affect the vibration of the keys.

## Use your phone in flight mode

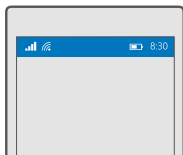
In places where you don't want to make or receive calls, you can still access your music, videos, and offline games if you switch flight mode on.

Flight mode closes connections to the mobile network and switches 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 WiFi network to, for example, browse the internet or switch Bluetooth on in flight mode.

1. Swipe down from the top of the screen, and tap  **All settings** >  **Network & wireless** > **Flight 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

 Signal strength

 Your phone isn't connected to a mobile network.

 There is no SIM card in your phone.

 Your SIM card is locked.

 Flight mode is switched on.

▲ Your phone is roaming outside your home mobile network.

### Mobile 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.

 An EDGE data connection is open.

 A GPRS data connection is open.

 Your phone is connected to a 3G network.

 A high-speed (HSDPA/HSUPA) data connection is open.

 A high-speed (HSPA+/DC-HSDPA) data connection is open.

 Your phone is connected to a 4G network.

 Data is transferred over a mobile data connection.

#### WiFi connection

 A WiFi connection is active.

 A mobile data connection is shared with other devices over WiFi.

 Data is transferred over WiFi.

#### Bluetooth device

 A Bluetooth device is connected to your phone.

#### Battery


 Battery power level

 The battery is charging.

 Battery saver mode is switched 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 switched on.

 Silent mode is switched on.

#### Cortana

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

#### Call forwarding

 Your calls are forwarded to another number or your voice mailbox.

#### Location

- An app or service is using your location info.

Driving mode

🚗 Driving mode is switched on.

## Accounts

Learn about your Microsoft account and what you can do with it. You need an account with Microsoft, such as an Xbox Live, Hotmail.com, or Outlook.com account, to get the most out of your device.

### 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.



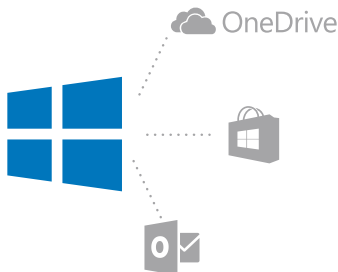
Bring your phone to life and get connected to all Microsoft services with a Microsoft account. With your Microsoft account, you can, for example:

- Install apps and download content from Store
- Upload, store, and share pictures and documents using OneDrive
- Back up your contacts and other stuff on OneDrive
- Use Groove and Films & 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
- Make calls or chat using Skype

To learn more about Microsoft account and what can you do with it, go to [www.microsoft.com/en-us/account/wizard.aspx](http://www.microsoft.com/en-us/account/wizard.aspx).

### Create your Microsoft account

Get the most out of your phone by creating 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.

4. Type in your phone number or an alternative mail 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.

The verification code is required to confirm your identity. Your account and personal info are safe even if someone else finds your password because they don't have access to the other device or mail address you use to receive the verification code.

6. When asked, type in your mail 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.

The Microsoft account that you create on your phone is your account on all your Microsoft devices and services.

You can also create or manage your account at [account.microsoft.com](https://account.microsoft.com).

## Add an existing 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.

The verification code is required to confirm your identity. Your account and personal info are safe even if someone else finds your password because they don't have access to the other device or mail address you use to receive the verification code.

4. When asked, type in your mail 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.

## 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](https://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 mail 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.

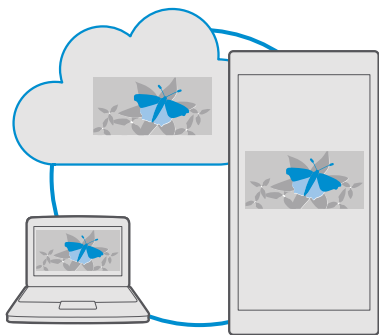
For more My Family settings, go to [account.microsoft.com/family](https://account.microsoft.com/family).

## 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 favourite 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 .

### Switch the automatic upload on

Tap  **OneDrive** >  $\equiv$  >  **Settings** > **Camera upload**, and switch **Camera upload** on .






## Save a file to OneDrive

Tap  **OneDrive** > + >  **This device**, select the file you want to upload, and tap .

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. The memory card is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

## 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 info 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](http://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](http://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.

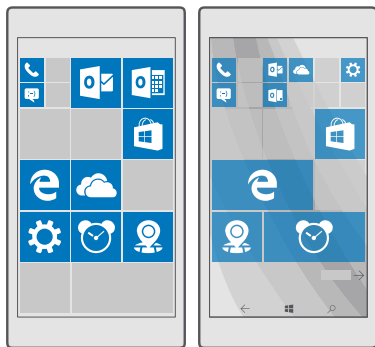
## Troubleshoot account issues

### If you can't access your Microsoft account

- If you need to restore your username, go to [account.microsoft.com](http://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.

## Personalise your phone

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



### Personalise the start screen

Make your start screen yours – choose your background photo and pin your favourite apps and much more to the start screen. With live tiles, you can see updates on news, weather, finance, and more, immediately on your start screen without opening the app itself.

#### Add a background photo

1. Swipe down from the top of the screen, and tap **All settings** > **Personalisation** > **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.

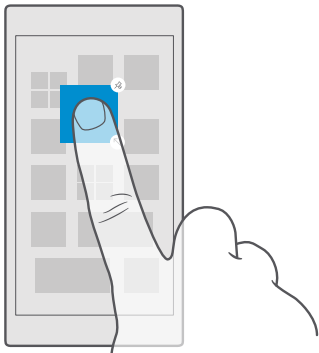
#### Change the tile colour

Swipe down from the top of the screen, and tap **All settings** > **Personalisation** > **Colours** and a colour.

★ **Tip:** If you have a Microsoft account on your phone, you can share your colour 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

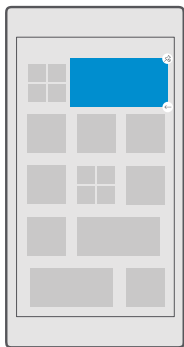
Tap and hold the tile, drag and drop it to the new location, and tap the screen.




### **Resize or unpin a tile**

To resize, tap and hold the tile, and tap the arrow icon.

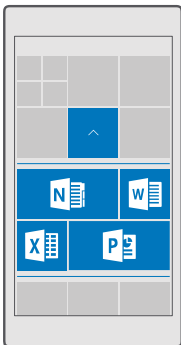
The tiles can be either small, medium, or wide. The bigger the tile is, the more info it can show.



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.

### **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.

### Show more tiles on the start screen

See more apps at a glance – add one more column of tiles to your start screen. Or, remove a column to see your start screen tiles better.

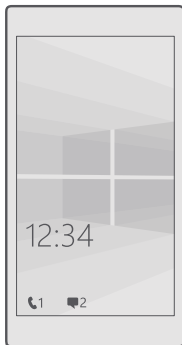
The number of columns you can have on your start screen depends on your phone.

Swipe down from the top of screen, tap **All settings** > **Personalisation** > **Start**, and switch **Show more tiles** to **On** or **Off**.

You can now move and resize the tiles to your liking.

### Personalise the lock screen

Change the lock screen to your liking. You can, for example, have your own favourite photo in the background.



### Add a background photo

Swipe down from the top of the screen, and tap **All settings** > **Personalisation** > **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** > **Personalisation** > **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 info 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** > **Personalisation** > **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




With the glance screen, you can easily check the time and other content even when your screen is on standby.

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. Switch **Mode** to **Always on**.

### Add a background photo to the glance screen

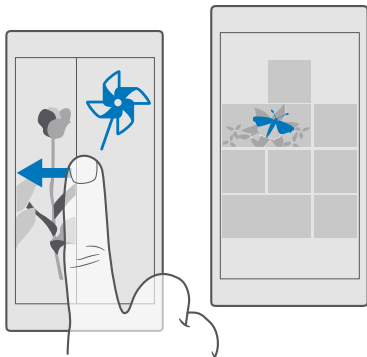
If you've set a background photo to the lock screen, you can set it to appear on your glance screen too. Swipe down from the top of the screen, tap  **All settings** >  **Extras** > **Glance screen**, and switch **Background photo** on .



### Switch night mode on

Swipe down from the top of the screen, tap  **All settings** >  **Extras** > **Glance screen**, and change the setting for **Night mode** to your liking. First, select the colour 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 mail, making online purchases, or doing anything else they shouldn't. Put selected apps, games, and other favourites 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.


### Switch the kid's start screen off

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



### Personalise your phone tones

Change the notification tone your phone uses for calls, messages, and more, or add your own tones and your favourite song to the collection.

1. Swipe down from the top of the screen, and tap  **All settings** >  **Personalisation** > **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 info in the People app.

### Change the message tone or other notification sounds

Swipe down from the top of the screen, and tap  **All settings** >  **System** > **Notifications & actions**. Under **Show notifications from these apps**, select the app you want to add the notification sound to, and under **Notification sound**, select the tone you want.


Apps may not be visible until you have used them on your phone.

### 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. The supported formats are WMA, MP3, and M4R.

 **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](http://www.microsoft.com).

### Switch your phone to silent mode

When you switch silent mode on, all ringtones and alert tones are muted. Use this when you are, for example, at the cinema 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 .

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



Silent mode also doesn't affect your media and apps, so you can still listen to music, for example.

**★ 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.

### Switch silent mode off

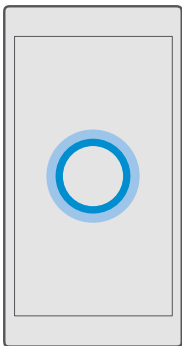
Press a volume key on the side of your phone, tap , and on the volume status bar, set the volume you want.

### Switch 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 info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).



Make sure that your phone and speech language match and are supported by Cortana. If the Cortana language is not supported in your region, try changing the regional settings. For example, if your phone and speech language is Italian, set Italy as the region.

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 mail
- Check your location
- Search the web and your cloud storage
- Get up-to-date traffic and weather info, 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 info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).

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** >  **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 info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).



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 info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).

The Hey Cortana voice activation is not available in all regions or languages and not supported by all phone models. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

1. Tap the search key , and tap  >  **Notebook** >  **Settings**.
2. Switch **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.

### 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

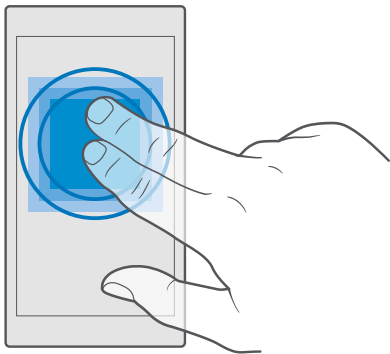
1. Swipe down from the top of the screen, tap  **All settings** >  **Ease of Access**.
2. Tap **More options**, and drag the **Text scaling** slider.

### Switch 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.

### 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  <b>All settings</b> >  <b>Personalisation</b> > <b>Sounds</b> , and select which sounds to keep.
Use wired headphones	Use wired headphones, rather than the loudspeaker.

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## 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 switch 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.

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## Change the phone screen settings

- Set the phone screen to switch off after a short time. Swipe down from the top of the screen, and tap  **All settings** >  **Personalisation** > **Lock screen**, and under **Screen times out after**, select the time.
  - Change the glance screen settings. To briefly see the time and your notifications, swipe down from the top of the screen, tap  **All settings** >  **Extras** > **Glance screen**, and switch **Mode** to **30 seconds**. To switch the glance screen off, switch **Mode** to **Off**. Glance screen is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).
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## 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. Automatic screen brightness is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).
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## 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  at the top right corner of 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 switch the
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app you want to stop from running in the background off .










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### Use location services selectively

Switch location services off when you don't need them. Swipe down from the top of the screen, and tap  **All settings** >  **Privacy** > **Location**, and switch **Location** off .



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### Use network connections selectively

- Set your phone to check for new mail 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 mail account you have.
- Switch Bluetooth on only when needed.
- Switch NFC on only when needed. To switch the tap to share feature off, swipe down from the top of the screen, tap  **All settings** >  **Devices** > **NFC**, and switch **Tap to share** to **Off** . NFC is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).
- Use a WiFi connection to connect to the internet, rather than a mobile data connection.
- Stop your phone scanning for available wireless networks. Swipe down from the top of the screen, tap and hold  **WiFi**, and switch **WiFi networking** to **Off** .
- If you're listening to music or otherwise using your phone, but don't want to make or receive calls, switch Flight mode on. Swipe down from the top of the screen, tap  **All settings** >  **Network & wireless** > **Flight mode**, and switch **Status** to **On** .

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### 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 mobile data settings. To use the optimal connection method, change the WiFi, mobile data, and mail 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 WiFi connection is generally faster and less expensive than using a mobile data connection. If both WiFi and mobile data connections are available, your phone uses the WiFi connection.

### Connect to a WiFi network

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

### Close the mobile data connection

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

### Download mail less frequently

To set your phone to check for new mail 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 mail accounts, change the setting for all your accounts.

## Write text

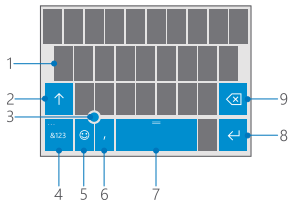
Learn how to write text quickly and efficiently using your phone's keyboard.

### 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

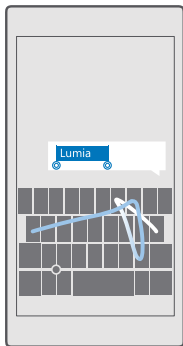


The keyboard layout can vary in different apps and languages.

### 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.



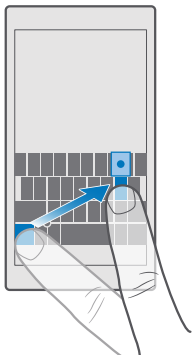
### Switch between upper and lower case characters

Tap the shift key. To switch caps lock mode on, double-tap the key. To return to normal mode, tap the shift key again.

### 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 full stop 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.

#### **Switch between the writing languages**

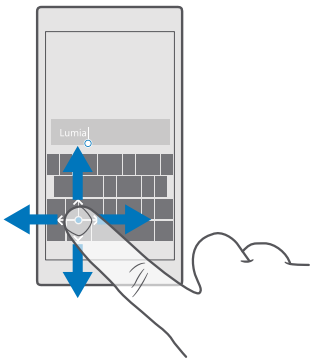
Swipe left or right on the space bar until the language you want to write in appears.

- ★ **Tip:** If your keyboard has a language key (located between the numbers and symbols and comma key), tap it.

#### **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.

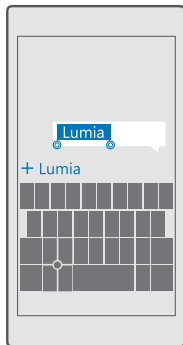
★ **Tip:** If the suggested word is marked in bold, your phone automatically uses it to replace the word you wrote. If the word is wrong, tap it to see the original word and a few other suggestions.

### 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.



### Switch 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.

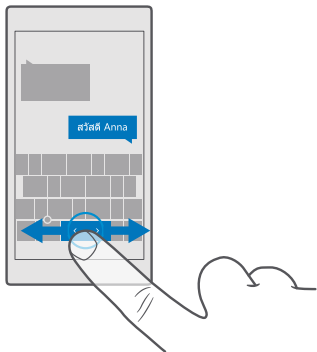
1. Swipe down from the top of the screen, and tap **All settings** > **Time & language** > **Keyboard** > **+ Add keyboards**.
2. Select the languages you want to write in, and tap ✓.

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

★ **Tip:** To add a language to your phone, swipe down from the top of the screen, and tap **All settings** > **Time & language** > **Language** > **+ Add languages**. To remove a language, tap and hold the language you want to remove, 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.



### **Move the keyboard to write with one hand**

If your phone has a large screen, you can move the keyboard on the screen to easily write with one hand.

### **Move the keyboard to the left or right**

1. Depending on your phone's settings, tap and hold the numbers and symbols key or language key.
2. Tap .
3. Tap  or .

### **Move the keyboard up or down**

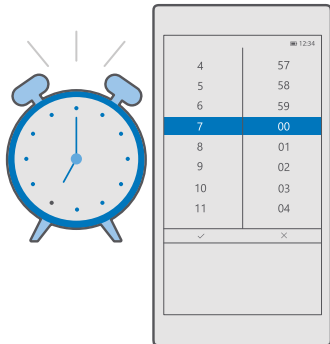
Tap and hold the space bar, and drag the keyboard up or down.

## **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 favourite 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 🔍, and tell Cortana when you need the alarm.

For the alarm to sound, your phone must be switched 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 favourite 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.

### Switch an alarm off





Tap **Alarms & Clock**, and switch the alarm to **Off** .


### Delete an alarm

Tap the alarm and **delete**.




## Update the time and date manually

If you don't want your phone to update the time and date automatically, you can also set them manually.

1. Swipe down from the top of the screen, and tap  **All settings** >  **Time & language** > **Date & time**.
2. Switch **Set date and time automatically** to **Off** , and edit the time and date.
3. Switch **Set time zone automatically** to **Off** , and change the setting for **Time zone**.

★ **Tip:** To change how dates are shown, swipe down from the top of the screen, tap  **All settings** >  **Time & language** > **Region** > **Regional format**, choose your region, and restart your phone.




## Change the clock to the 24-hour format

Swipe down from the top of the screen, and tap  **All settings** >  **Time & language** > **Date & time**. Switch **24-hour clock** to **On** .

## Update the time and date automatically



Swipe down from the top of the screen, and tap  **All settings** >  **Time & language** > **Date & time**. Switch **Set date and time automatically** to **On** .

## Update the time zone automatically when travelling abroad

Swipe down from the top of the screen, and tap  **All settings** >  **Time & language** > **Date & time**. Switch **Set time zone automatically** to **On** .

## 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.



## 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 a mail 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 mail 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 info 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** > ... >  **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 only the days with events, tap .



5. To go back to today, tap .

## Switch 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.

## Switch between calendar types

If you have friends and colleagues around the world, you may want to know when they celebrate their traditional holidays, or what their date is today. Just switch between different calendar types.

1. Tap  **Outlook Calendar** > ... >  **Settings** > **Calendar Settings**.

2. Tap the **Enable** checkbox.

3. Tap  and the language and the calendar you want.

The dates of the alternative calendar are shown in the calendar view on the right.

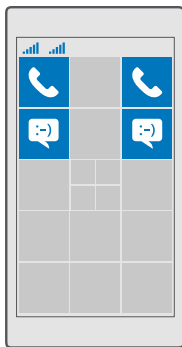
## Dual SIM

You can have 2 SIMs in your phone, for example, one for your work and one for your personal use.

### Dual SIM features

Don't want work to interfere with your free time? Or do you have a cheaper data connection on one SIM? With a dual SIM phone, you can use 2 SIM cards at the same time.

Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).



Your phone shows the network status for both SIMs separately.

You can select which SIM to use straight from your start screen. For example, to make a call or check your messages, simply tap the tile you want for SIM 1 or SIM 2. Or, if you'd rather have only one tile, you can link the tiles. When the tiles are linked, you can quickly switch between the SIMs even when dialling.

If you know you always want to use the same SIM for a contact, such as your work SIM for a colleague, you can set the SIM preferences in People.

Both SIM cards are available at the same time when the device is not being used, but while one SIM card is active, for example, making a call, the other may be unavailable.

**★ Tip:** Want to make sure you don't miss a call on one SIM while having an active call on the other? Use Smart dual SIM to set your SIMs to forward calls between them or to another phone. For availability of this feature, contact your network service provider.





## Manage your SIMs

Don't want work to interfere with your free time? Or do you have a cheaper data connection on one SIM? You can decide which SIM you want to use.

Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

### Select which SIM to use for data connection

1. Swipe down from the top of the screen, and tap  **All settings** >  **Network & wireless** > **Mobile & SIM**.
2. Under **Use this SIM for mobile data**, tap the SIM you want.

### Rename a SIM card

Swipe down from the top of the screen, and tap  **All settings** >  **Network & wireless** > **Mobile & SIM**. Tap **SIM 1 settings** or **SIM 2 settings**, and under **SIM name**, type in the name you want.

### Switch a SIM off

Swipe down from the top of the screen, tap  **All settings** >  **Network & wireless** > **Mobile & SIM**, and switch the SIM you want off .

### Link the start screen SIM tiles

To link the start screen tiles for calls or messaging under one tile for both your SIMs, tap the tile you want, then tap  > **Link tiles**.



## Forward calls between your SIMs

Forward your calls between your SIMs using Smart dual SIM – when someone calls you on one SIM while you're having a call on the other, you can manage your calls from both SIMs just like with only one SIM.

Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).



You must have both SIMs inserted to change the dual SIM call settings.

For availability of this service, contact your network service provider.

1. Swipe down from the top of the screen, and tap  **All settings** >  **Extras** > **Smart dual SIM**.
2. To select how to forward calls between your SIMs, change the setting for **Smart dual SIM**.
3. Type in the phone numbers for your SIMs, and tap **OK**.
4. Tap **Network services** to access the rest of the call settings.

## 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** > **Mobile & SIM**.

2. Under the SIM, tap **SIM settings**. Or if you have a dual SIM phone, tap **SIM 1 settings** or **SIM 2 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 personalised 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 info on availability, go to [www.microsoftstore.com](http://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 info on an item, contact the publisher of the item.

- ★ **Tip:** Use a WiFi 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](https://account.microsoft.com/family), sign in to your Microsoft account, and follow the instructions.

This feature is not available in all languages. For more info on feature and service availability, go to [support.microsoft.com](https://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 downloads and updates

See all the items downloading to your phone, and check for the latest updates containing important bug fixes and new functionalities for your apps. 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.

### Check for updates

To see if there are any updates available for your apps, in the Store main view, tap  > **Downloads and updates** > **Check for updates**. To install available updates, tap **Update all**.




### 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 info 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 mobile data connection or WiFi connection is switched 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 WiFi 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**.

★ **Tip:** If you have a dual SIM phone, you can select the SIM that's used for calling. Tap  **People** > **CONTACTS** and a contact, and tap **SIM 1** or **SIM 2**. Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

### 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**.



### 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 .

### Make a call using Skype

You can use your phone to make Skype-to-Skype calls and video calls. With Skype global rates, you can also call landlines or other mobile phones. Pay as you go with your credit card, or get a monthly subscription for the best rates.

If you don't yet have the Skype app, you can download it from [www.microsoft.com](http://www.microsoft.com).



1. Tap  **Skype**, and sign in with the same Microsoft account that you use with your phone.

2. To call a Skype contact, tap **people** and the contact you want to call, and tap .

For more info on Skype-to-Skype calls, see the video at [www.youtube.com](http://www.youtube.com) (in English only).

★ **Tip:** To save on data costs, use a WiFi network connection with Skype whenever possible.

### Make a video call with Skype

Tap  **Skype Video** >  and the contact you want to call.

If your phone does not have a front camera, you can use the main camera for video calls. The front camera is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).




### Make a Skype call with Cortana

Tap and hold the search key , and say **Skype call** or **Skype video call**, followed by the name of the contact.

Cortana is not available in all regions and languages. For info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).



### Use speed dial to call your favourite contacts

Call your most important contacts quickly with speed 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 speed dial, in the Speed dial view, tap the contact.


### Call the last dialled number

Call your friend again if you forgot to say something. In the call history view, you can see info 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 dialling with a Bluetooth headset.

Cortana is not available in all regions and languages. For info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).

### 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.

### Switch 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  **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  **Merge calls**.







### Forward calls to another phone

When you know you can't answer the phone, you can forward incoming calls to another phone number.

For availability of this feature, contact your network service provider.

1. Swipe down from the top of the screen, and tap  **All settings** >  **Extras** > **Network services**.
2. If you have a dual SIM phone, tap **SIM 1** or **SIM 2**. Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).
3. Change the settings under **Call forwarding**.

Depending on your phone, you may be able to make the choice separately for different situations, such as when you can't answer or when you're in a call.


-  **Tip:** To check if call forwarding is being used, look for the  icon at the top of the screen.
-  **Tip:** If you have a dual SIM phone, you can forward calls from one SIM card to another. That way, when someone calls you on one SIM while you're having a call on the other, you can manage your calls from both SIMs just like with only one SIM. Tap  **All settings** >  **Extras** > **Go to Smart dual SIM settings** >  and the option you want.

### Forward calls to your voice mail




Besides forwarding calls to another phone number, you can also forward these calls to your voice mail and listen to them later.






For availability of this feature, contact your network service provider. Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

Swipe down from the top of the screen, tap  **All settings** >  **System** > **Phone**, and type in the voice mail number given by your service provider, if needed. If you have a dual SIM phone, tap the SIM you want before typing in the number.

Depending on your phone, you may either forward all your calls to your voice mail, or make the choice separately for different situations, such as when you can't answer or when you're in a call.



 **Tip:** If you want to avoid forwarding calls to your voice mail, swipe down from the top of the screen, and tap  **All settings** >  **Extras** > **Network services**. If you have a dual SIM phone, tap the SIM you want. Change the settings under **Call forwarding**.

### Change your voice mail number

Swipe down from the top of the screen, tap  **All settings** >  **System** > **Phone**, switch **Use default voicemail number** to **Off** . If you have a dual SIM phone, tap the SIM you want. Type in the new number.

### 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 info on setting up how long before calls are forwarded, contact your network service provider.

### Use call waiting

Get another call while you're already in one? Call waiting helps you answer or hold one of the calls.

#### Hold the first call and answer the new call

Tap  **Answer**.



#### End the first call and answer the new call

Tap  **End call & answer**.

#### Ignore the new call

Tap  **Ignore**.

#### Hold one call and make another

Tap  **Hold** >  **Add call**, and call the person you want.

#### Switch between calls

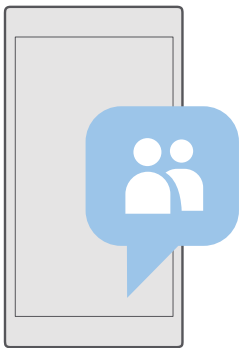
Tap **Tap to swap**.

## Switch call waiting off

Swipe down from the top of the screen, tap  **All settings** >  **Extras** > **Network services**. If you have a dual SIM phone, tap the SIM you want. Switch **Call waiting** to **Off** .

## 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 info 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 info from every account you have signed into. You can organise 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 mails 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 info 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 .

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.

- ★ **Tip:** If you have a dual SIM phone, you can select the SIM that's used to call each contact. Tap  **People** > **CONTACTS** and a contact, and tap **SIM 1** or **SIM 2**. Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).



## Delete a contact


Tap  **People** > **CONTACTS**. Tap the contact and  > **delete**.

The contact is deleted both from your phone and, with some exceptions such as Facebook, Twitter, and LinkedIn, from the social networking service where it's stored.

- ★ **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. If you have a dual SIM phone, select the SIM you want to use to call the contact. While editing a contact, tap **SIM 1** or **SIM 2**. Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).
4. Tap  > .
5. 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 mail 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**.



### Copy contacts using Bluetooth

Have your nearest and dearest instantly at your fingertips. Use the Transfer my Data app to easily copy your contacts.

 **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 OneDrive, 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 Lumia, swipe down from the top of the screen, tap and hold , make sure Bluetooth is switched on, and pair your Lumia with your old phone.
3. On your new phone, tap  **Transfer my Data**.
4. Tap **continue**.
5. Select your old phone from the list of paired devices, and follow the instructions shown on both phones. On your new phone, make sure the **Contacts** checkbox is selected.

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


After you have copied your contacts, for the best experience and to save space on your phone, uninstall the Transfer my Data app.

### Copy contacts from a SIM card

If you have contacts stored on your SIM card, you can copy them to your phone.

Make sure your SIM card is inserted.

1. Tap  **People**.
2. Tap **...** > **Settings** > **Import from SIM**.

 **Tip:** If you have a dual SIM phone, you can select the SIM card from which you want to import contacts. Tap **SIM 1** or **SIM 2**. Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

If you have multiple accounts, you can tap the account name and choose the account you want to import your contacts to. The default account is Outlook.




3. Tap **next**. To import all your contacts, tap **import**.



 **Tip:** To select individual contacts, tap **clear**, and use the check boxes.

You can't save contacts to your new SIM card. Instead, they are kept safe in your account.

### 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

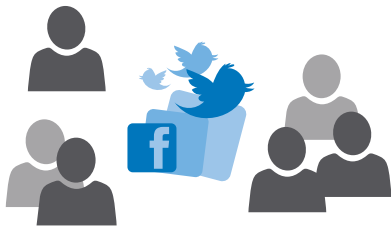
You can easily share a contact with your friends.

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

 **Tip:** If sharing does not work, try uninstalling the Transfer my Data app.

## 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 contacts list**.



## See your friends' status updates

After you set up your social networking services, such as Twitter, on your phone, you can follow your friends' status updates in the People app.

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 switched on. Swipe down from the top of the screen, tap  **All settings** >  **Network & wireless** > **Mobile & 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.

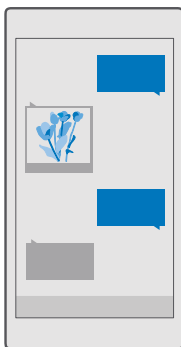
### Forward multiple messages


Tap  **Messaging**. Tap a conversation and  $\dots$  > **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** >  **Personalisation** > **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 switched on. Swipe down from the top of the screen, tap  **All settings** >  **Network & wireless** > **Mobile & 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 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.

 **Tip:** If you have a dual SIM phone, you can select which SIM you use to send the message. Tap **Send on:**, and select the SIM you want to use. Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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 mail.

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 .

### Chat using Skype

You can use your phone to send Skype-to-Skype instant messages.

You need a Microsoft account to send messages using Skype.

1. Tap  **Messaging** > .

2. Switch **Send on:** to **Skype**.

3. To add a recipient from your Skype contacts list, tap **+**, or start writing a name.

Skype contacts connected with your Microsoft account sync automatically with your phone.

4. Tap the message box, and write your message.

5. To send the message, tap **➤**.

★ **Tip:** To save on data costs, use a WiFi network connection with Skype whenever possible.

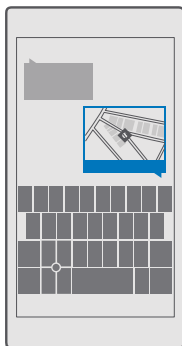
### Make a Skype call directly from a conversation

In a conversation with a Skype contact, tap **☎** to make a call, or **📹** to make a video call.

### Send your location in a message

When you ask your friends to come and meet you, you can send them your location on a map.

This feature may not be available for all regions.



Your phone may ask you about using your location. You need to allow it to use this feature.

1. When writing a text message, tap **📍** > **Your location**.

Sending a message with an attachment may be more expensive than sending a normal text message. For more info, contact your service provider.

2. Tap **➤**.

Your friends receive a message with a link to a map showing where you are.

### 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 **➤**.

## Troubleshoot messaging issues

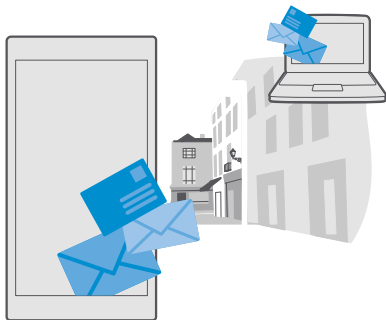
### If you can't send a multimedia message (MMS)

- 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. To change the MMS settings, swipe down from the top of the screen, and tap **⚙ All settings** > **🌐 Network & wireless** > **📶 Mobile & SIM** > **SIM settings**.
- If you are abroad, check that data roaming is switched 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 mobile data subscription (access to internet) on your SIM card.

## Mail

You can use your phone to read and reply to mail when you're on the go.




### Add or delete a mail account

If you use different mail 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 mail 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  **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 mail account, you can also sync other items than just mails to your phone, such as your contacts and calendar.

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

To find out more about setting up different mail accounts, go to [support.microsoft.com](http://support.microsoft.com), and browse to the instructions for Windows phones.

### Add an account later

Tap  **Outlook Mail** > ... >  **Accounts** > + **Add account** and the account type, and sign in.

★ **Tip:** To add your Exchange work mail, contacts, and calendar to your phone, select **Exchange** as your account, write your work mail 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 mail, 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 mail 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 info during the setup. If you don't know the correct info, contact your company IT department.

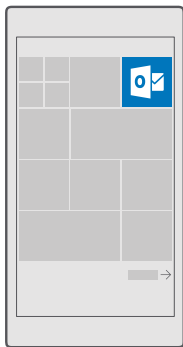
1. Tap  **Outlook Mail**.
2. Tap **...** > **Accounts** > **+** **Add account** > **Exchange**.
3. Write your Exchange mail address and password, and tap **Sign in**.

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


### Open mail from the start screen

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

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




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

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 mail, tap the tile.

### Send mail

Don't let your mails pile up. Use your phone to read and write mails 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 mail.

★ **Tip:** Your phone can help you write your mail 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 mail. Tap 📎 > **Camera**, take a photo, and tap ✓.

6. Tap ➤ to send the mail.

## Read mail

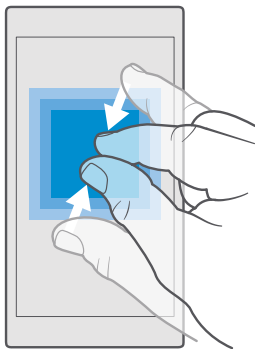
If you're waiting for important news, you don't have to wait until you're at your desk. Use your phone to read your mails.

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

1. Tap 📧 **Outlook Mail**.

2. In your inbox, tap the mail. Unread mail is marked in a different colour.

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



★ **Tip:** If a mail contains a web address, tap it to go to the website.

## Read mail in a conversation

In your inbox, tap the conversation that includes the mail, and tap the mail. A conversation with unread mail is marked in a different colour.

## Save an attachment

With the mail 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 mail 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 a mail

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

## Delete mail

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 mails you want to delete.
2. Tap the check boxes that appear next to the mails, and tap .

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

## Delete one mail

Open the mail, and tap .

## Send automatic replies

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

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

# 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 centre. 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 switch 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 switch the camera on, press the camera key.

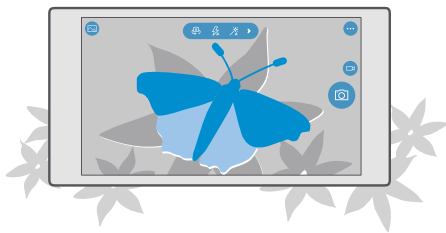
★ **Tip:** To quickly switch the camera on when the phone is locked, press and hold the camera key for a couple of seconds.

## 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 switch 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 info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).

2. To zoom in or out, slide your fingers apart or together. The camera zoom is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

★ **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. The camera focus is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

★ **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 .

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

★ **Tip:** To see the screen at its best, make sure you're not covering the light sensor. The light sensor is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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 .

3. To zoom in or out, slide your fingers apart or together. The camera zoom is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

4. To start recording, tap . The timer starts to run.

5. To stop recording, tap . 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.

The front camera is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

1. Tap  **Camera** > .



2. Look into the front camera, and frame your selfie on the screen.

3. Tap .

## Take photos that seem alive

Living Images capture a brief moment of video with every photo you take, so they seem alive when you browse them in Photos.

Living Images is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

1. Tap  **Camera** > **⋮** > **Settings**.
2. Switch **Living Images** on .

## 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. The memory card is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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 info 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 info, the location info may be shown to those who view the photo or video. You can switch geotagging off 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 .



### Switch 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.


### Switch bracketing mode off

Tap  **Camera** > ... > **Bracketing** > .

### Take lossless photos

You can take lossless Digital Negative (DNG) photos, which have better post-editing possibilities.

The Digital Negative (DNG) format is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

1. Tap  **Camera** > ... > **Settings**.
2. Tap **Image size for main camera** and JPG + DNG mode.
3. When you take a photo, 2 files are saved: a lower-resolution JPG photo that is optimised for sharing and a lossless DNG photo.

The DNG photo is saved in Camera Roll.

After transferring the DNG photos to your computer, you can browse and view them by downloading and installing the Adobe DNG Codec from [www.adobe.com/support/downloads/detail.jsp?ftplID=5495](http://www.adobe.com/support/downloads/detail.jsp?ftplID=5495).

You can edit the DNG photos in any photo editing program that supports the DNG standard fully.

### 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.

4K and Full HD videos are not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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, organise, 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/](http://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 .

## Add cool special effects to your photos

Take photo editing to the next level – add cool special effects to your favourite photos with Lumia Creative Studio.

To download the Lumia Creative Studio app or check that you have the latest version, go to [www.microsoft.com](http://www.microsoft.com). Lumia Creative Studio may not be available for all phone models.



### Reframe your photo

Tap  **Lumia Creative Studio** and the photo you want to edit, tap , and select the new aspect ratio or rotate your photo.


### Apply a filter

Tap  **Lumia Creative Studio** and the photo you want to edit, tap , and select a filter.


### Enhance your photo

Tap  **Lumia Creative Studio** and the photo you want to edit, tap , select the type of enhancement, and drag the slider to adjust the level of enhancement.


### Blur a part of your photo

Tap  **Lumia Creative Studio** and the photo you want to edit, and tap  $\dots$  > **blur background**. You can select the area you want to blur and adjust the amount of blur.

### Add colour to your photo

Tap  **Lumia Creative Studio** and the photo you want to edit, and tap  $\dots$  > **colour pop**. Select a colour from the colour palette, and apply it on the photo. When you're done, tap  $\checkmark$ .

### Save the edited photo

Tap  **Lumia Creative Studio** and the photo you want to edit, and tap  $\dots$  > **Save**.




★ **Tip:** To revert to the original photo, tap  $\dots$  > **revert to original**.


# 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 info 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.



### Add a location to your favourites

Tap  **Maps**, and search for a location. When you've found the location, tap .

To see your favourite locations, tap  **Maps** >  >  **Favourites**.

 **Tip:** You can also pin your favourite locations to the start screen. Search for the location, and tap .

## Share a location with your friends

Tap  **Maps**, and search for a location. When you've found the location, tap , and select how you want to share the location.

## See your current location




Tap  **Maps** > .

## Look for restaurants and other interesting places near you

Tap  **Maps**, tap  on the map, and under **Nearby**, select a category.



## Get directions to a place

Get directions for walking, driving, or using public transport – use your current location or any other place as the start 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 info.


## Get turn-by-turn voice-guided navigation for driving

After setting your destination (use your current location as the start point), tap , and next to the route you want to take (there may be several options), tap  **Go**.

To close the navigation view, tap  >  **Exit**.

## Get walking directions

After creating your route, tap .

- ★ **Tip:** You can also listen to voice-guided turn-by-turn directions so you don't have to look at the phone screen all the time. Next to the route, tap  **Go**.

## Get directions for public transport

Tap , and create your route.




Public transport info 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 travelling.

To download and update maps, switch WiFi 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.** The memory card is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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 WiFi 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, WiFi, 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 info may not be available, for example, inside buildings or underground. For privacy info related to positioning methods, see the Microsoft Privacy Statement.

The Assisted GPS (A-GPS) network service and other similar enhancements to GPS and GLONASS retrieve location info using the cellular network, and assists in calculating your current location.

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 travelling, you can switch the mobile data connection off in your phone settings.

WiFi 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 WiFi is restricted, you can switch WiFi off in your phone settings.

 **Note:** Using WiFi may be restricted in some countries. For example, in the EU, you are only allowed to use 5150–5350 MHz WiFi indoors, and in the USA and Canada, you are only allowed to use 5.15–5.25 GHz WiFi 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 WiFi and mobile 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 WiFi connection. Using encryption reduces the risk of others accessing your data.



Using a WiFi connection is generally faster and less expensive than using a mobile data connection. If both WiFi and mobile data connections are available, your phone uses the WiFi connection.

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

### Use a mobile data connection

Swipe down from the top of the screen, tap  **All settings** >  **Network & wireless** > **Mobile & SIM**, and switch **Data connection** to **On** .

### Use a mobile data connection when roaming




Swipe down from the top of the screen, and tap  **All settings** >  **Network & wireless** > **Mobile & SIM**. Then 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 WiFi hotspot, and use your mobile 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 mobile data connection, tap **WiFi** 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 info 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 mobile 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 favourite 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  **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 WiFi network to connect to the internet.

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

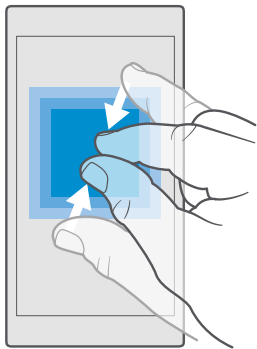
 **Tip:** To quickly write a web address suffix such as .org, tap and hold the suffix key on the keyboard, and tap the suffix you want.

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 favourites

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

1. Tap  **Microsoft Edge**.
2. Go to a website.
3. Tap  $\dots$  > **add to favourites**.
4. Edit the name if you want to, and tap **Add**.

★ **Tip:** You can also pin your favourite websites to the start screen. While browsing a website, tap  $\dots$  > **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  $\dots$  > **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  $\dots$  >  **Reading list**.

## Go to a favourite website


Tap  **Microsoft Edge** >  $\dots$  >  **Favourites**, 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 a mail 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  **Microsoft Edge**, and go to a website.
2. Tap  $\dots$  > **Share**, and select how you want to share.

## Share a web page using NFC

While browsing, tap  $\dots$  > **Share** >  **Tap to share (NFC)**, and touch your friend's phone with your phone.


To make sure Tap to share (NFC) is switched 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](http://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 info, 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  **Microsoft Edge** >  $\dots$  > **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 info 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 regions and languages. For info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).

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 **WiFi networking** to **Off** .










 **Tip:** WiFi networking switches back on automatically. To change this setting, tap **Turn WiFi back on**.


## Close a mobile data connection

Swipe down from the top of the screen, tap  **All settings** >  **Network & wireless** > **Mobile & SIM**, and switch **Data connection** to **Off** .

## Troubleshoot internet connection issues

### If your internet connection doesn't work

- Check your mobile data connection. Swipe down from the top of the screen, tap  **All settings** >  **Network & wireless** > **Mobile & SIM**, and check that **Data connection** is switched to **On** .
- Check your WiFi connection. Swipe down from the top of the screen, tap and hold  **WiFi**, and check that **WiFi networking** is switched to **On**  and you are connected to a network.
- Check that battery saver mode is not switched 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** > **Mobile & SIM**, 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 favourite 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 favourite 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 . To close the app, tap the back key .

### 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](http://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 customised radio channels.

### Create a playlist

Organise 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 favourite 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 favourite media with you while on the move – watch videos wherever you are.

1. Tap  **Films & 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 . Hiding the navigation bar is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

## Loop your video

Tap .

## Watch more movies

You can also buy or rent movies and television shows directly from your phone. Tap  **Store** > **Films & 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** > **equaliser**.

2. To adjust the tone of music, drag the bands to your liking. You can also select one of the equaliser presets.



### Project your screen over WiFi

Project your screen over WiFi on a compatible TV, monitor, or projector to watch a video on a bigger screen.

Projecting your screen over WiFi is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

The other device must support Miracast technology.

Projection of copyrighted material may be restricted.




1. Swipe down from the top of the screen, and tap  **All settings** >  **System** > **Display**.
2. Tap **Connect to a wireless display** and the device you want to use.

For more info, see the other device's user guide.

### Listen to music wirelessly




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

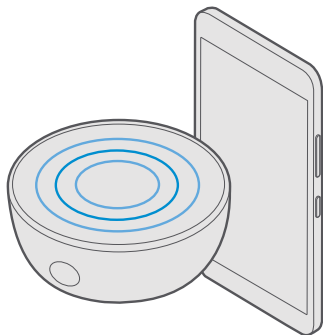
Wireless speakers are sold separately. The availability of accessories varies by region.

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. NFC is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

 **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.



## FM radio

Learn how to listen to the radio on your phone.



### Listen to FM radio

Enjoy your favourite FM radio stations on the go.

FM radio is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

To listen to the radio, you need to connect a compatible headset to the device. The headset acts as an antenna.

The headset may be sold separately.

1. Tap  **FM Radio**.
2. Tap  to start playback.

#### **Go to the next or previous station**

Swipe left or right on the frequency bar.

#### **Listen to the radio through the loudspeaker**

Tap  > **switch to speaker**. The headset must still be connected to your phone.



#### **Close the FM radio app**

Tap  to stop playback. Tap the back key  to close the app.

#### **Save a radio station**

Save your favourite radio stations so you can easily listen to them later.

FM radio is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

1. Tap  **FM Radio**.
2. To save the station that you are listening to, tap .

#### **View your saved stations list**

Tap  **FM Radio** > .


#### **Remove a station from the list**


Tap  **FM Radio** > .

## **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 info, go to [support.microsoft.com](http://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 info, go to [www.microsoft.com/en-us/mobile/support/product/nokia-photo-transfer-for-mac/](http://www.microsoft.com/en-us/mobile/support/product/nokia-photo-transfer-for-mac/).

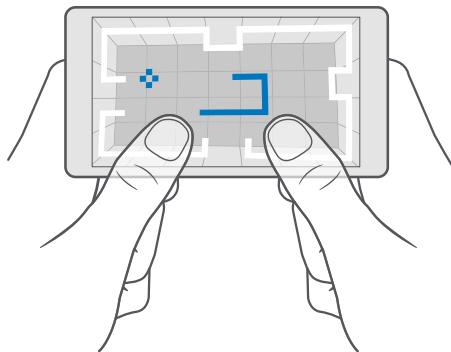
For info on which app works with which computer, see the following table:

**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**.

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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 mail 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 info 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 info 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](http://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 WiFi or a mobile 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.

### Keep an eye on the stock market


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

1. Tap  **Money**.
2. To see the current stock exchange rates, tap  >  **Markets**.

### Follow your favourite stocks

Tap  >  **Watchlist** > , and search for what you want to follow.

### Check the exchange rate between different currencies

Tap  > \$€ and select the currency you want to convert.

Some apps and services may not be available in all countries or regions, or have content in your language.

### Keep up to date with the news





Check the latest news from your favourite sources.

1. Tap  **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.


Some apps and services may not be available in all countries or regions, or have content in your language.

### 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**.



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 favourites. Tap  >  **Places** > , and add a location.

### Check the weather using the weather map





To check the weather with animated temperature, precipitation, satellite, and cloud maps, tap  > .





Some apps and services may not be available in all countries or regions, or have content in your language.

### Follow your favourite sports

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



1. Tap  **Sport**.
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 your favourites. Tap  >  **My Favourites** > , and search for the sport or team.

Some apps and services may not be available in all countries or regions, or have content in your language.

### Keep track of your daily activity

Use your phone's motion data sensor to keep track of all your daily activities, such as places you visit or the number of steps you take during the day.

To monitor your daily activity, use the Microsoft Health app, or download another fitness app from Store, and allow it to use your phone's motion tracking data. Motion data is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

1. To allow apps, such as fitness apps, to access your location and accelerometer data, swipe down from the top of the screen, and tap  **All settings** >  **Extras** > **Lumia motion data**.
2. Switch **Places visited** to **On** .

Your phone now collects data about the places you visit and the routes you take.

Some apps and services may not be available in all countries or regions, or have content in your language.

# Office

Stay in touch with your documents while you're traveling. 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 colour 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** > , 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 OneDrive. 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.

Cortana is not available in all regions and languages. For info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).

### **Add an attachment to your note**

To add an attachment, tap , and browse to the file.

## **Access Office files through OneDrive**

All the Office files you work on are stored in the OneDrive cloud storage, so you can continue working on them on any device connected to your Microsoft account. You can open any Office document from the OneDrive app.

You need a Microsoft account to use OneDrive.

Tap  **OneDrive** > **Documents** and the document you want.

## **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.

Continuum is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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  **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.

Continuum is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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 switches 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  **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  **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.

Continuum is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

### Open an app on the external display

1. Tap  in the desktop view of the external display.

The start menu that opens matches your phone's start screen. However, some apps may be greyed 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 optimised 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 calculator in your phone along with a unit converter.

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.

Before starting the update, connect a charger or make sure the device battery has enough power.

**⚠ Warning:** If you install a software update, you cannot use the device, even to make emergency calls, until the installation is completed and the device is restarted.

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. The memory card is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

★ **Tip:** To move your apps to the memory card, tap  **Storage > This Device > Apps & games**, tap the app you want to move, and tap **Move**.



★ **Tip:** By default, your phone updates your apps and other components automatically when you're connected to a WiFi network.

After the update, check the Lumia Help+Tips app or support pages for your new user guide.

## Use a secure VPN connection

You may need a virtual private network (VPN) connection to access your company resources, such as intranet or corporate mail, 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 info.

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 info 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 info as required.

### **Delete a VPN profile**

Tap the profile and **Remove**.

## **WiFi**

Find out more about using the WiFi connection.

### **Connect to a WiFi**

Connecting to a WiFi network is a handy way of accessing the internet. When out and about, you can connect to WiFi 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 WiFi connections, select the notification.


1. Swipe down from the top of the screen, and tap and hold  **WiFi**.

2. Switch **WiFi networking** to **On** .



3. Select the connection you want to use.


Your WiFi connection is active when  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, switch WiFi on to improve positioning accuracy.

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

### **Close the connection**




Swipe down from the top of the screen, tap and hold  and switch **WiFi networking** to **Off** .

 **Tip:** Your phone can connect back to the WiFi network automatically. To change the automatic reconnection time, or to switch WiFi back on manually, change the setting for **Turn WiFi back on**.

## Connect with WiFi Sense

Connect to public WiFi hotspots easily with the WiFi Sense app.

WiFi Sense connects your phone to public WiFi hotspots and accepts the terms of use for you when required. WiFi Sense can also share your contact info if you want.

1. Swipe down from the top of the screen, tap and hold  **WiFi**, and tap **WiFi 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




Switch the NFC features on in your phone, and start tapping to share stuff or connect to devices.


NFC is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

With NFC, you can:

- Connect to compatible Bluetooth accessories that support NFC, such as a headset or a wireless loudspeaker
- Send things, such as 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.

NFC is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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.

NFC is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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.

NFC is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

This feature may not be available for all regions. For info 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 metres (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 switched 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 switch 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 switched 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 minimise 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 WiFi 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 info, 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](http://people.live.com) for your backed up contacts and [calendar.live.com](http://calendar.live.com) for your calendar events.

For info on data security in OneDrive, go to [windows.microsoft.com/en-gb/onedrive/security](http://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.

The memory card is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

### 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 mail 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 info 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 recognise 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 info on memory cards, check the frequently asked questions.

The memory card is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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**. The memory card is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

### Manage files on your phone


With the File Explorer app, you can easily check the files on your phone, organise 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.

The memory card is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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

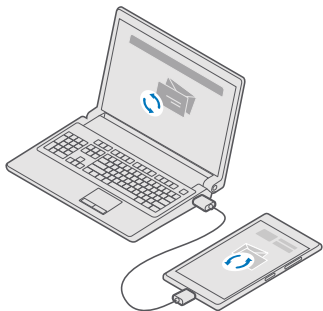
Tap ☰, select what you want to share, tap , and select how you want to share.

### 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/](http://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](http://go.microsoft.com/fwlink/?LinkID=265472).

For info 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](https://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 info, 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. Windows Hello is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](https://www.microsoft.com/mobile/support/wpfeatures).

### 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** >  **Personalisation** > **Lock screen**, and under **Screen times out after**, set the length of time after which your 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 recognise you. Windows Hello is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

### 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 centre, you can quickly switch 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.

#### Switch 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**.

#### Switch 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 switch the flashlight off, tap  **Flashlight**. Flashlight is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

#### Pause or resume music, or skip to another song

Use the music player controls shown at the top of the screen.

★ **Tip:** If you're listening to the radio, you can also use the music controls on the lock screen to change the station or mute the radio. FM radio is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

## Open Cortana

If your phone has Cortana, to open Cortana, tap and hold the search key .

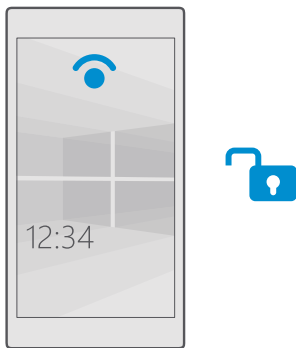
Cortana is not available in all regions and languages. For info on the supported regions and languages, go to [www.microsoft.com/mobile/support/cortanaregions](http://www.microsoft.com/mobile/support/cortanaregions).



## 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.

Windows Hello is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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** > **Mobile & SIM**.
  2. Under the SIM, tap **SIM settings**. Or, if you have a dual SIM phone, tap **SIM 1 settings** or **SIM 2 settings**. Dual SIM is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).
  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. If you have a dual SIM phone, you need to remove the SIM PIN in **SIM 1 settings** or in **SIM 2 settings**.

## 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](http://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 switched 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**.

## 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 switched 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. Windows Hello is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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 centre or settings, use the keys, or modify tiles. To allow access to your action centre or settings, switch **Action centre** 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 info your apps can access

Some apps work better if they can access relevant info, such as your calendar, in your phone. You can decide what info 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 switch this setting on, you can still prevent specific apps from accessing the feature.




## Wallet


Use Wallet to collect your payment methods in one place.


NFC is not supported by all phones. For availability, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

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.

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SIM PIN code (4-8 digits)	This protects your SIM card against unauthorised use or is required to access some features.  You can set your phone to ask for the SIM PIN code when you switch 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.

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Security code (sign-in PIN, lock screen PIN)  
(min. 4 digits)

This helps you protect your phone against unauthorised 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 info, contact the nearest care point for your phone, or your phone dealer.

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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#**.

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## Troubleshoot connectivity issues

### If your internet connection doesn't work

- Check your mobile data connection. Swipe down from the top of the screen, tap **All settings** > **Network & wireless** > **Mobile & SIM**, and check that **Data connection** is switched to **On**.
- Check your WiFi connection. Swipe down from the top of the screen, tap and hold **WiFi**, and check that **WiFi networking** is switched to **On** and you are connected to a network.
- Check that battery saver mode is not switched 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** > **Mobile & SIM**, 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**.



## 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:

- 1-key restart method: Press and hold the power key for about 10 seconds. The phone restarts.
- 2-key restart method: Press and hold the volume down key and power key at the same time for about 10 seconds. The phone restarts.

If you're unsure about which restart method is for your phone, go to [www.microsoft.com/mobile/support/wpfeatures](http://www.microsoft.com/mobile/support/wpfeatures).

If your phone frequently doesn't respond, 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.

