# Nokia Lumia 920

Welcome to the Nokia Lumia 920

9258103 Issue 1.0 EN-US



# Psst...

This guide isn't all there is...

There's a user guide in your phone — it's always with you, available when needed. On the start screen, swipe left, and tap 1 Nokia Care.

For the online user guide, even more info, and troubleshooting help, go to www.nokia.com/support.

Check out the videos at www.youtube.com/ NokiaSupportVideos.

# **Quick Guide**

Nokia Lumia 920

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### **Safety**

Read these simple guidelines. Not following them may be dangerous or illegal. For further info, read the complete user guide.



### SWITCH OFF IN RESTRICTED AREAS

Switch OFF IN RESTRICTED AREAS
Switch the device off when cell 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

ACCESSORIES

Use only batteries, chargers, and other accessories approved by Nokia for use with this device. Third-party chargers that comply with the IEC/EN 62684 standard, and that can connect to your device micro 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

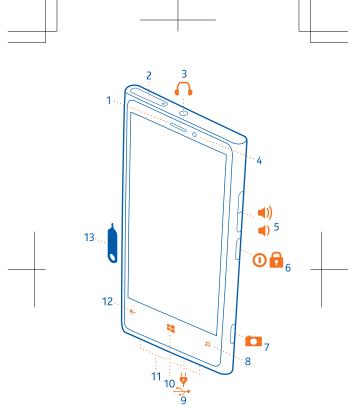
The device screen is made of glass. This glass can break if the device is dropped on a hard surface or receives a substantial impact. If the glass breaks, do not touch the glass parts of the device or attempt to remove the broken glass from the device. Stop using the device until the glass is replaced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

# **Keys and parts**

- 1 Earpiece
  2 Micro-SIM holder
  3 Connector for headphones and loudspeakers (3.5 mm)
  4 Front camera
  5 Volume keys
  6 Power/Lock key
  7 Camera key
  8 Search key
  9 Micro-USB connector
  10 Start key
  11 Loudspeaker
  12 Back key
  13 SIM door key



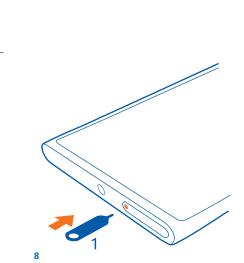
Depending on your region, accessory parts may not be included in the sales package.

# **Get started**

Your phone uses a micro-SIM card, also known as a mini-UICC card.

The phone must be switched off before inserting the SIM card.

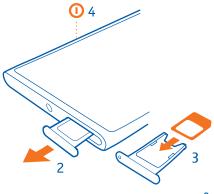
1. Use the SIM door key to unlock the SIM holder. Push the key into the hole until the holder is released.



- 2. Pull out the holder.
- 3. Put the card in the holder with the contact area face up, and push the holder back into the phone.
- 4. To switch the phone on, press and hold the power key.

To charge the battery, connect the USB cable to the charger, the charger to a wall outlet, and the micro-USB end of the USB cable to your phone. You can also charge the phone from your computer with the USB cable.

If the battery is completely discharged, it may take several minutes before the charging indicator is displayed or before any calls can be made.



### **Create a Microsoft account**

To get apps from Store or access more Microsoft services, such as SkyDrive or Hotmail, your phone guides you to create a Microsoft account.

You can also sign in to your existing Microsoft account, which you use to access, for example, Hotmail.

Your phone needs to connect to the internet. If you don't have data plan, the data transmission costs may pile up quickly. For info about possible data costs, contact your network service provider.

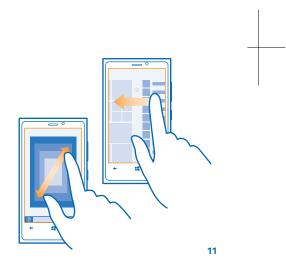


# Try out the touch screen

To use your phone, simply tap or tap and hold the touch screen.

**Swipe** Place a finger on the screen, and slide it in the direction you want.

Zoom in or out Place two fingers on an item, such as a photo, and slide your fingers apart or together.



### **Get the basics**

### Make a call

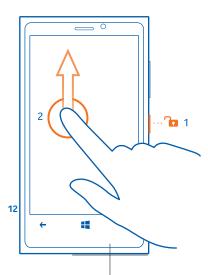
1. Tap \ > \(\exists\), and type in the phone number. To delete a number, tap \(\time\). To type in the + character, used for international calls, tap and hold 0.

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

2. Tap call. To end the call, tap end call.

**Lock the keys and screen** Press the power key briefly.

**Unlock the keys and screen**Press the power key, and drag the lock screen up.



# Take your friends with you

Get in touch with your friends, family, colleagues, you name it. The People hub is the place to manage all your contact info.

- 1. To transfer contacts from your old phone, on the start screen, swipe left, and tap 🔁 Transfer my Data.
- 2. Follow the instructions shown, and select
- 3. Switch Bluetooth on, select your old phone from the list, and follow the instructions shown on both phones.

If your old phone is a Windows Phone device, sync your contacts to your Microsoft account, and import them to your new phone straight from the service.

Add a new contact

Tap People, swipe to all, and tap + > new contact.

Import contacts from a SIM card Tap People, swipe to all, and tap settings > import SIM contacts.

# Stay in touch with your friends

Set up mail in your phone, and you can mail your friends even when on the move. You can also get the latest news from your social networking services.

- Tap ✓.
   Tap an account, and write your username and password.
   Tap sign in.

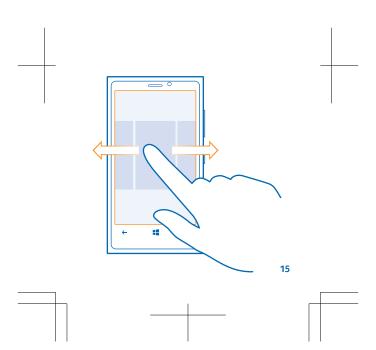
Sign in to your social networking services
Swipe left, tap People, swipe to all, and tap
settings > add an account and the name
of the service, and sign in.



# Switch between apps

When you've got lots of different things to do, it's easy to switch between the tasks at hand.

- Press and hold 
   Swipe left or right, and tap the app you want.



# Add a personal touch

Your start screen contains live tiles that show you what's going on.

Pin your favorite apps, photos, music, and more to the start screen. To pin, for example, an app, swipe left to the apps menu, tap and hold the app, and tap **pin to Start**.

To resize a tile, tap and hold the tile, and tap the arrow icon . To rearrange tiles, tap and hold a tile, drag it to a new place, and tap the screen.



# Take photos and share

Shoot photos with your phone camera, and share them instantly.

- 1. To open the camera, press the camera key.
  2. Press the camera key halfway down to lock the focus. To take the photo, press the camera key
- down fully.

  3. You can share your photo right after taking it.

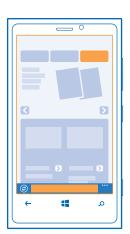
  Just swipe right, and tap ••• > share....

To make your camera even better, tap (\$), and download new fun Nokia Lenses apps from Store.

### **Browse the web**

Who needs a computer when you can use Internet Explorer 10 to catch up on the news and visit your favorite websites?

- Tap Internet Explorer.
   Write a web address in the address bar at the bottom, and tap .
- ★ Tip: To quickly get to your favorites, add the favorites icon to the address bar. Tap ••• > settings > Use address bar button for > favorites.



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# Download apps, games, and more

Go to Store, and fill your phone with apps, games, sounds, tones, video, or other stuff. Tons of items are available free of charge, some items you may have to pay for.

Tap **Store**, and browse the selection. To see an item's details and to download it, tap the item.

You can continue to browse Store while downloading. When you've finished, you can find the new apps in the apps menu and the games in the Games hub.



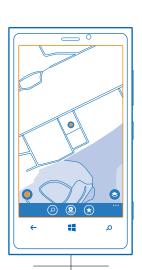
# Find places around you

Nokia Maps shows you what is nearby, and directs you where you want to go.  $\label{eq:control} % \begin{subarray}{ll} \end{subarray} % \begin{su$ 

**1.** On the start screen, swipe left, and tap **Nokia Maps**.

2. Tap ②, and write search words, such as a street address or place name, in the search box.

Download maps to your phone, so you can explore your surroundings without an internet connection. Tap ••• > download maps > download new maps.



# Recharge at ease

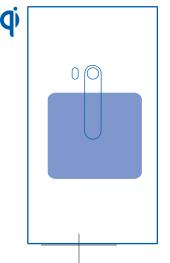
Your phone supports wireless charging. Just put your phone on a wireless charger (available separately), and it starts charging.

- Make sure the charger is switched on.
   Place your phone on the charger so that the charging areas touch together.
   When the battery is full, remove your phone from the charger.

The charging area is highlighted.

Use only Qi chargers for wireless charging.

**▲ Warning:** Make sure there's nothing between the charger and the device. Do not attach



anything, such as stickers, to the device surface near the charging area.

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



# All your content everywhere

Connect your phone to SkyDrive, and sync to get your photos and more on your phone, tablet, or computer. Your stuff is also backed up online.

To connect your phone to SkyDrive, create or sign in to your Microsoft account on your phone.

On your computer, if you have the Windows 8 operating system, you are ready to go. If you have Windows 7 or an Apple Mac, you need to download and install the Windows Phone app from www.windowsphone.com.



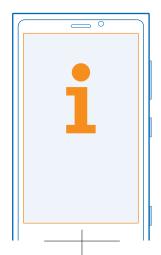
# Help and support

Want to learn more about how to use your phone?

Your phone has a user guide – it's always with you, available when needed. On the start screen, swipe left, and tap **1** Nokia Care.

Also, your questions may have been asked before. Go to www.nokia.com/support, and tap Troubleshooting. Or why not check the discussions, and see if others have solved similar issues. Troubleshooting and discussions may not be available in all languages.

For support videos, go to www.youtube.com/NokiaSupportVideos.



If your phone isn't responding, press and hold the volume down key and power key for about 10 seconds. The phone switches off. You may have to switch your phone on again. No content, such as contacts or messages, is deleted.

# Save energy

You don't need to charge your battery so often when you switch battery saver mode on. On the start screen, swipe left, and tap Settings > battery saver.

You can also do the following:

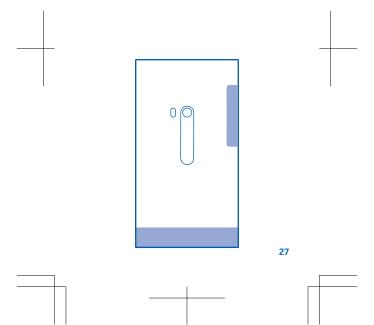
- Close data connections, such as Bluetooth or wireless networks, when you're not using
- wheless networks, when you re not using them.
  Set your phone to check for new mail less frequently.
  Lower the screen brightness, and set the screen to turn off after a shorter time.
  Mute unnecessary sounds, such as key tones.

### **Antenna locations**

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

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

The antenna areas are highlighted.



# **Access codes**

Ever wondered what the different codes on your phone are for?

PIN code (4-8 digits)	This protects your SIM card against unauthorized use or is required to access some features.
	You can set your phone to ask for the PIN code when you switch it on.
	If not supplied with your card or you forget the code, contact your network service provider.
	If you type in the code incorrectly three times in a row, you need to unblock the code with the PUK code.
PUK	This is required to unblock a PIN code.
	If not supplied with your SIM card, contact your network service provider.

Security code (lock code, password)

(min. 4 digits)

You can set your phone to ask for the lock code that you define.

Keep the code secret and in a safe place, separate from your phone.

If you forget the code and your phone is locked, your phone will require service.

Additional charges may apply, and all the personal data in your phone may be deleted.

For more information, contact Nokia Care or your phone dealer.

IMEI

This is used to identify valid phones in the network. The number can also be used to block, for example, stolen phones. You may also need to give

the number to Nokia Care services.

To view your IMEI number, dial \*#06#.

The personal unblocking key (PUK) code and the universal personal unblocking key (UPUK) code (8 digits) are required to change a blocked PIN code and UPIN code, respectively. This code is not supplied with the SIM card. Contact your local service provider for the codes.

### **Feature-specific information**

Using services or downloading content may cause transfer of large amounts of data, which may result in data traffic costs.

The social networking services are third-party services and not provided by Nokia. Check the privacy settings of the social networking service you are using as you may share info with a large group of people. The terms of use of the social networking service apply to sharing info on that service. Familiarize yourself with the terms of use and the privacy practices of that service.

- Note: Using Wi-Fi may be restricted in some countries. For example, in the USA and Canada, you are only allowed to use 5.15–5.25 GHz Wi-Fi indoors. For more info, contact your local authorities.
- Important: Use encryption to increase the security of your Wi-Fi connection. Using encryption reduces the risk of others accessing your data.
- Important: Before sharing your location, always consider carefully with whom you are sharing. Check the privacy settings of the social networking service you are using, as you might share your location with a large group of people.
- Important: This device is designed to be used with a mini-UICC SIM card, also known as a micro-SIM card only. A micro-SIM card is smaller than the standard SIM card. Use of incompatible SIM cards

may damage the card or the device, and may corrupt data stored on the card.

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 Nokia Privacy Policy.

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.

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.

Do not connect 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 by Nokia for use with this device, to the audio connector, pay special attention to volume levels.

• Important: Avoid scratching the touch screen.

Contents of digital maps may sometimes be inaccurate and incomplete. Never rely solely on

the content or the service for essential communications, such as in emergencies.

Flight mode closes connections to the mobile network and switches your phone's wireless features off. NFC is not switched off. Comply with the instructions and safety requirements given by, for example, an airline, and any applicable laws and regulations. Where allowed, you can connect to a Wi-Fi network to, for example, browse the internet or switch Bluetooth on in flight mode.

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

# **Nokia Care**

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

# Find your phone label

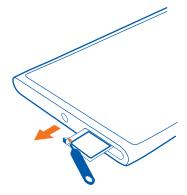
If you need to call Nokia Care or your service provider, you need specific information listed on your phone label.

The phone label is under the SIM holder.

To open the SIM holder, push the SIM door key into the hole until the holder is released, and pull the holder out.

To see the phone label tray, put the door key into the hole on the side of the tray, and pull the tray out

The label contains the model number, as well as other important information about your phone.



### **Product and safety information**

Learn how to use your product safely.

### **Network services and costs**

Network services and costs
You can only use your device on the LTE 700, 850,
1700/2100, 1900; UMTS 850, 900, 1700/2100, 1900, 2100;
and GSM 850, 900, 1800, 1900 MHz networks. Support for
LTE networks may have been disabled on your device depending on your country or service provider. You need a subscription with a service provider.

Using some features and downloading content require a network connection and may result in data costs. You may also need to subscribe to some features.

**Take care of your device** Handle your device, battery, charger and accessories with care. The following suggestions help you protect your warranty coverage.

- Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that corrode electronic circuits. If your device gets wet, let the device dry.

  Do not use or store the device in dusty or dirty areas. Do not store the device in high temperatures. High temperatures may damage the device or battery. Do not store the device in cold temperatures. When the device warms to its normal temperature, moisture can form inside the device and damage it.

- moisture can form inside the device and damage it.
- Do not open the device other than as instructed in the user guide.
  Unauthorized modifications may damage the device
- Unauthorized modifications may damage the device and violate regulations governing radio devices. Do not drop, knock, or shake the device. Rough handling can break it.

  Only use a soft, clean, dry cloth to clean the surface
- of the device.

  Do not paint the device. Paint can prevent proper

- Keep the device away from magnets or magnetic
- To keep your important data safe, store it in at least two separate places, such as your device, memory card, or computer, or write down important

During extended operation, the device may feel warm. In most cases, this is normal. To avoid getting too warm, the device may automatically slow down, close apps, and if necessary, switch itself off. If the device is not working properly, take it to the nearest authorized service facility.

Recycle
Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help prevent uncontrolled garbage disposal and promote the recycling of materials. Check how to recycle your Nokia products at www.nokia.com/ recycling.

About Digital Rights Management
When using this device, obey all laws and respect local
customs, privacy and legitimate rights of others, including
copyrights. Copyright protection may prevent you from
copying, modifying, or transferring photos music, and
other content.

Digital rights management (DRM) protected content comes with an associated license that defines your rights to use the content.

With this device you can access content protected with WMDRM 10 . If certain DRM software fails to protect the content, content owners may ask that such DRM content, content owners may ask that such DRM software's ability to access new DRM-protected content be revoked. Revocation may also prevent renewal of such DRM-protected content already in your device. Revocation of such DRM software does not affect the use of content protected with other types of DRM or the use of non-DRM-protected content.

If your device has WMDRM-protected content, both the licenses and the content are lost if the device memory is formatted. You may also lose the licenses and the content if the files on your device become corrupted. Losing the licenses or the content may limit your ability to use the same content on your device again. For more info, contact your service provider.

# Windows Phone software license terms

The software in this device includes software licensed by Nokia from Microsoft Corporation or its affiliates. To access the Windows Phone software license terms, select Settings > about . Please read the terms. Please note that by using the software, you accept the terms. If you do not accept the terms, do not use the device or software. Instead contact Nokia or the party from which you purchased the device to determine its return policy.

Battery and charger info Your device has an internal, non-removable, rechargeable battery. Do not attempt to remove the battery, as you may damage the device. To replace the battery, take the device to the nearest authorized service facility.

Charge your device with AC-16U or AC-50U charger.

Third-party chargers that comply with the IEC/EN 62684 standard, and that can connect to your device micro USB connector, may also be compatible.

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, to replace the battery, take the device to the nearest authorized service facility.

**Battery safety**■ Note: The battery in your device is non-removable, so refer to the battery-related statements as applicable to

To unplug a charger or an accessory, hold and pull the

When your charger is not in use, unplug it. Do not leave a fully charged battery connected to a charger, as overcharging may shorten the battery's lifetime. If left unused, a fully charged battery will lose its charge over

Always keep the battery between 15°C and 25°C (59°F and 77°F). Extreme temperatures reduce the capacity and lifetime of the battery. A device with a hot or cold battery may not work temporarily.

Do not dispose of batteries in a fire as they may explode. Obey local regulations. Recycle when possible. Do not dispose as household garbage.

Do not dismantle, cut, crush, bend, puncture, or otherwise damage the battery in any way. If a battery leaks, do not let liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help. Do not modify, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.

Use the battery and charger for their intended purposes only. Improper use, or use of unapproved or incompatible batteries or chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service center before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors charger indoors.

Additional safety information Read the additional safety information about your product.

- Make an emergency call
  1. Make sure the phone is switched on.
  2. Check for adequate signal strength.

You may also need to do the following:

- Put a SIM card in the device, if supported by your
- device.
  Switch off the restrictions in your phone, such as call restriction, fixed dialing, or closed user group.

  Make sure airplane mode is not switched on.

  If the phone screen and keys are locked, unlock

- 3. Press
- 4. Select 📞
- 5. Select (10)
  6. Enter the official emergency number for your present location. Emergency call numbers vary by location. 7. Select call.
- 8. Give the necessary info as accurately as possible. Do not end the call until given permission to do so.

When you switch your phone on for the first time, you are asked to create your Microsoft account and set up your phone. To make an emergency call during the account and phone setup, tap emergency call.

• Important: Activate both cellular and internet calls, if your phone supports internet calls. The phone may attempt to make emergency calls both through cellular networks and through your internet call service provider. Connections in all conditions cannot be guaranteed. Never rely solely on any wireless phone for essential communications like medical emergencies.

# Small children

Your device and its accessories are not toys. They may contain small parts. Keep them out of the reach of small children.

Medical devices
Operation of radio transmitting equipment, including wireless phones, may interfere with inadequately shielded medical devices' function. Consult a physician or the

medical device's manufacturer to determine if it is  $a dequately \ shielded \ from \ external \ radio \ energy.$ 

Implanted medical devices
To avoid potential interference, manufacturers of implanted medical devices recommend a minimum separation of 15.3 centimeters (6 inches) between a wireless device and the medical device. Persons who have such devices should:

- Always keep the wireless device more than 15.3
- Aways keep in wheless device flore than 13.5 centimeters (6 inches) from the medical device. Not carry the wireless device in a breast pocket. Hold the wireless device to the ear opposite the medical device.
- Turn the wireless device off if there is any reason to suspect that interference is taking place.
- Follow the manufacturer directions for the implanted medical device.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

Accessibility solutions
Nokia is committed to making mobile phones easy to use
for all individuals, including those with disabilities. For
more information, visit the Nokia website at
www.nokiaaccessibility.com .

Hearing ▲ Warning: When you use the headset, your ability to hear outside sounds may be affected. Do not use the headset where it can endanger your safety.

Some wireless devices may interfere with some hearing aids.

Operating environment
This device meets radio frequency exposure guidelines in the normal use position at the ear or at least 1.5 centimeters (5/8 inch) away from the body. Any carry case,

belt clip, or holder for body-worn operation should not contain metal and should position the device the above-stated distance from your body.

The sending of data files or messages requires a quality network connection and may be delayed until such a connection is available. Follow the separation distance instructions until the sending is completed.

Parts of the device are magnetic. Metallic materials may be attracted to the device. Do not place credit cards or other magnetic storage media near the device, because information stored on them may be erased.

### Vehicles

Radio signals may affect improperly installed or inadequately shielded electronic systems in vehicles. For more info, check with the manufacturer of your vehicle or its equipment.

Only qualified personnel should install the device in a vehicle. Faulty installation may be dangerous and invalidate your warranty. Check regularly that all wireless device equipment in your vehicle is mounted and operating properly. Do not store or carry flammable or explosive materials in the same compartment as the device, its parts, or accessories. Do not place your device or accessories in the air bag deployment area.

Potentially explosive environments Switch your device off in potentially explosive environments, such as near gas station pumps. Sparks may cause an explosion or fire resulting in injury or death. Note restrictions in areas with fuel; chemical plants; or where blasting operations are in progress. Areas with a marked. These usually are areas where you are advised to switch your engine off, below deck on boats, chemical transfer or storage facilities, and where the air contains chemicals or particles. Check with the manufacturers of vehicles using fluefied petroleum gas (such as propane or buttage) if this daying and he safely used in their vicinity. or butane) if this device can be safely used in their vicinity.

# Certification information (SAR) This mobile device meets guidelines for exposure to radio waves.

Your cellular phone is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The exposure guidelines for cellular phone employ a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 watts/kilogram (W/kg) averaged over 10 grams of tissue. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station.

The highest SAR value under the ICNIRP guidelines for use of the device at the ear is 0.68 W/kg. Use of device accessories may result in different SAR values. SAR values may vary depending on national reporting and testing requirements and the network band. Additional SAR information may be provided under product information at www.nokia.com.

Your cellular phone is also designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA) and Industry Canada. These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use at the ear is 1.08 W/kg and when properly worn on the body is 0.91 W/kg.

First time use
To help you take maximum advantage of your phone and services, you may receive messages from Nokia. The messages may contain tips and tricks and support. To provide the service described above, your mobile phone number, the serial number of your phone, and some identifiers of the mobile subscription may be sent to Nokia when you use the phone for the first time. This information may be used as specified in the privacy policy, available at www.nokia.com.

# Copyrights and other notices

DECLARATION OF CONFORMITY

CE0168

Hereby, NOKIA CORPORATION declares that this RM-820 product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be found at www.nokia.com/global/declaration/declaration-of-conformity.

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The availability of some features may vary by region. Please contact your operator for more details.

The availability of products, features, apps and services may vary by region. For more info, contact your Nokia dealer or your service provider. This device may contain

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The availability of Nokia services may vary by region.

### FCC/INDUSTRY CANADA/MEXICO NOTICE

This device complies with part 15 of the FCC rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by Nokia could void the user's authority to operate this equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by

turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
  Increase the separation between the equipment and receiver.
  Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  Consult the dealer or an experienced radio/TV technician for help.

# **NOKIA MANUFACTURER'S LIMITED WARRANTY FOR NOKIA WITH WINDOWS PHONE**

■ Note: This Manufacturer's Limited Warranty ("Warranty") is applicable only for authentic Nokia products with Windows Phone sold through Nokia authorized channels in the United States of America and Canada.

# 1. GENERAL

1. GENERAL
This Warranty for the Nokia product(s) included in the original sales package ("Product") is provided by Nokia Inc. for Products purchased in the United States of America and by Nokia Products Limited for Products purchased in Canada. As applicable, "Nokia" as used throughout, means either Nokia Inc. or Nokia Products Limited.

Your Product is a sophisticated electronic device. Nokia Please also note that your Product may contain parts, which can be damaged if not handled very carefully.

During the warranty period, Nokia or a Nokia authorized service center will remedy defects in materials and workmanship that result in Product failure during normal usage free of charge and in a commercially reasonable time by either repairing or replacing your Product at its option. If Nokia replaces the Product, the replacement Product will be subject to your rights set forth in this Warranty for the remaining warranty neriod of the original Warranty for the remaining warranty period of the original

2. WARRANTY PERIOD
The warranty period starts when the Product is sold to an end-user for the first time. This can be evidenced either by (i) the proof of purchase issued by the first retailer or (ii) the date Your Product has first been registered by

Nokia warrants the items in the sales pack as follows:

- Twelve (12) months for the main device;
- Twelve (12) months for the main device battery and accessories (i.e. chargers and headsets);
- If your device came packaged with a removable memory card, the warranty on that memory card is twenty-four (24) months; and
- 4 Three (3) months for the CD-ROM and carrying cases.

No repair or replacement will renew or extend the warranty periods. However, original or replacement parts or replacement Products provided under this Warranty will be covered by this Warranty for the remainder of the original warranty period or for ninety (90) days from the date of repair or replacement, whichever is longer.

# 3. HOW TO OBTAIN YOUR WARRANTY SERVICE If you reside in the United States of America and want more information on how to obtain your warranty service,

please visit www.nokia.com/us-en/.

If you reside in Canada and want more information on how to obtain your warranty service, please visit www.nokia.com/ca-en/.

When contacting Nokia for a warranty service, please have the following information readily available:

- Your name, address, telephone number, Nokia user
- Your name, address, telephone number, Nokia user account details, and other contact information; Your Product type, name, model number, product code, and serial number, which are available from the sales package of your Product; Date and place of purchase, as well as the name of the retailer from whom your Product was first numbased; and
- purchased; and A short description of the issue affecting your
- Product.

If you visit a Nokia authorized service center for assistance under this Warranty, please remember to bring along a copy of the original proof of purchase.

You must inform Nokia or a Nokia authorized service center of the issue affecting your Product within a reasonable time from noticing it and always before the applicable warranty period expires (see section 2 above).

# **4. WHAT THIS WARRANTY DOES NOT COVER** Nokia does not provide a warranty for the following:

- User guides;
- Any third party software, settings, content, data, or links installed or downloaded onto your Product at any time;
- 3 Nokia and third party services or enabling clients (please read the terms and conditions that may accompany the services to review your applicable rights and obligations);
- Normal wear and tear;
- Reduced charging capacity of the battery, which is a result of the natural end of life process of batteries;
- Defects or damage caused by: (a) misuse, (b) exposure to abnormal conditions, improper storage, exposure to moisture or dampness, (b) not using your Product in accordance with the user guide, (c) using your Product with, or connecting it to, any product, accessory, software, or service not manufactured or supplied by Nokia, (d) any products combined with your Product by a third party, or (e) other acts beyond Nokia's reasonable control;
- Damage caused by hacking, cracking, viruses, or other malware, or by unauthorized access to services, accounts, computer systems or networks;

- 8 Pixel defects in your Product's display that are within the scope of industry standards.
- 9 Loss or corruption of, or damage to, data or the recreation or transfer thereof even if such loss was a result of a defect in the Product
- 10 Nokia software. For the purposes of this Warranty, all software (including updates and upgrades) that Nokia has preinstalled on the Product and which is necessary for its normal operation is considered Nokia software. Nokia does not warrant that any Nokia software (including updates and upgrades) provided with, in, or for your Product will meet your requirements, work in combination with any hardware or software not provided by Nokia, that the operation of Nokia software will be uninterrupted or error free or that any defects in the software are correctable or will be corrected. Software (including updates and upgrades to software) is provided "as is" and "as available" without any express or implied warranties or representations of any kind, and Nokia disclaims any such warranties and representations to the fullest extent permitted by applicable law. Without limiting the generality of the foregoing, NOKIA EXPRESSLY DISCLAIMS ANY WARRANTIES OR REPRESENTATIONS OF NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE OF THE SOFTWARE (INCLUDING UPDATES AND UPGRADES TO SOFTWARE), OR THAT THE SOFTWARE (INCLUDING UPDATES AND UPGRADES TO SOFTWARE). SERVANE CONTRANTERRUPTED. FOR NOKIA software related defects, Nokia or a Nokia authorized service center will make available the latest version of the Nokia software for re-installation on your Product. Some Nokia software may be subject to separate license terms. Please refer to www.nokia.com or the license terms, which apply to the Nokia software, for information on support that may be available for it.

This Warranty is not valid if:

- Your Product has been (a) opened, modified, or repaired without Nokia's authorization, or (b) repaired with unauthorized spare parts. Unauthorized repair or replacement of any Parts in the Product will, to the fullest extent permitted under applicable law, void this Warranty and any of your rights set forth herein.
- Your Product's serial number, the mobile accessory date code, or the IMEI number has been removed, erased, defaced, altered or if these are illegible in any
- Your Product has been exposed to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products.
- The software your product runs on has been

5. OTHER IMPORTANT NOTICES

An independent operator provides the SIM card and the cellular or other network or system on which your Product operates. Therefore, Nokia does not assume any responsibility for the operation, availability, coverage, services, or range of the cellular or other networks or systems. Before Nokia or a Nokia authorized service center can repair or replace your Product, the operator may need to unlock the SIM-lock or other lock that may lock your Product to a specific network or operator. In these situations, please first contact your operator and these situations, please first contact your operator and request it to unlock your Product.

All parts of your Product that Nokia has replaced become Nokia's property. When repairing or replacing your Product, Nokia may use new or re-conditioned parts or products.

If this Warranty does not cover your Product or the issue based on which it requires service, Nokia and its authorized service centers reserve the right to charge for

the repair or replacement of your Product, as well as a handling fee.

Your Product may contain country specific elements, including software. The warranty services available in a particular country may be limited to the Products and country specific elements available in that country. Also, destination to another country, your Product may contain country specific elements that are not considered a defect under this Warranty even if they would not be operational.

### 6. LIMITATION OF NOKIA'S LIABILITY

6. LIMITATION OF NOKIA'S LIABILITY
This Warranty is your sole and exclusive remedy against
Nokia and Nokia's sole and exclusive liability with respect
to defect and damage in your Product. This Warranty
replaces all other Nokia warranties and liabilities, whether
oral, written, (non-mandatory) statutory, contractual, in
tort, or otherwise, including, without limitation, and where
permitted by applicable law, any implied conditions,
warranties or other terms at a catific frequentity or warranties, or other terms as to satisfactory quality or fitness for a particular purpose. However, this Warranty shall neither exclude nor limit i) any of your legal (statutory) rights under the applicable laws or ii) any of your rights against the seller of the Product.

TO THE EXTENT PERMITTED BY APPLICABLE LAW(S), NOKIA SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE, EITHER EXPRESSLY OR IMPLICITLY, FOR ANY DAMAGES OR LOSSES OF ANY KIND WHATSOEVER RESULTING FROM LOSS OF, DAMAGE TO, OR CORRUPTION OF, CONTENT OR DATA OR THE RECREATION OR TRANSFER THEREOF EVEN IF SUCH LOSS, DAMAGE, OR CORRUPTION WAS A RESULT OF A DEFECT IN YOUR PRODUCT AND FOR ANY LOSS OF PROFIT, PRODUCTS OR FUNCTIONALITY, BUSINESS, CONTRACTS, REVENUES OR ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES, OR FOR ANY INDIRECT, CONSEQUENTIAL OR SPECIAL LOSS OR DAMAGE. NOKIA'S LIABILITY SHALL BE LIMITED TO THE PURCHASE VALUE OF YOUR PRODUCT. The limitations in this clause 6 shall not apply in case of

Nokia's gross negligence or intentional misconduct or in case of death or personal injury resulting from Nokia's proven negligence.

Please note that you should always back up all data and content (including, without limitation, any license numbers and activation codes) stored on your Product before taking your Product in for service since service activities will erase all data from your Product.

United States: Nokia Inc. 200 South Mathilda Sunnyvale, California 94086

# Message from the FDA

The U.S. Food and Drug Administration (FDA) provides the following consumer information about wireless phones.

See www.fda.gov/cellphones for updated information.

### Do wireless phones pose a health hazard?

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, however, that wireless phones are absolutely safe. Wireless phones emit low levels of radiofrequency energy (RF) in the microwave range while radiofrequency energy (RF) in the microwave range while being used. They also emit very low levels of RF when in the stand-by mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

# What is the FDA's role concerning the safety of wireless

phones?
Under the law, FDA does not review the safety of Under the law, FDA does not review the safety of radiation-emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless phones are shown to emit radiofrequency energy (RF) at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists.

Although the existing scientific data do not justify FDA regulatory actions, FDA has urged the wireless phone industry to take a number of steps, including the following:

- Support needed research into possible biological
- effects of RF of the type emitted by wireless phones; Design wireless phones in a way that minimizes any Design wireless prones in a way that minimizes any RF exposure to the user that is not necessary for device function; and Cooperate in providing users of wireless phones with the best possible information on possible effects of
- wireless phone use on human health.

FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working recom-

- National Institute for Occupational Safety and Health

- Health Environmental Protection Agency Federal Communications Commission Occupational Safety and Health Administration National Telecommunications and Information

The National Institutes of Health participates in some interagency working group activities, as well.

FDA shares regulatory responsibilities for wireless phones with the Federal Communications Commission (FCC). All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. FCC relies on FDA and other health agencies for safety questions about wireless phones

FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than do the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless phones. Base stations are thus not the primary subject of the safety questions. are thus not the primary subject of the safety questions discussed in this document.

# What is the FDA doing to find out more about the

What is the FDA doing to find out more about the possible health effects of wireless phone RF?
FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to radiofrequency energy (RF). FDA has been a leading participant in the World Health Organization International Electromagnetic Fields (EMF) Project since its inception in 1908 Ap influential result of this work has International Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The Project has also helped develop a series of public information documents on EMF issues. FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research and Development Agreement (CRADA) to do research on wireless phone safety. FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts to independent investigators. The initial research will include both laboratory studies and studies of wireless phone users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

What steps can I take to reduce my exposure to radiofrequency energy from my wireless phone? If there is a risk from these products--and at this point we do not know that there is--it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to radiofrequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless phone will reduce RF exposure.

If you must conduct extended conversations by wireless phone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a headset and carry the wireless phone away from your body or use a wireless phone connected to a

Again, the scientific data do not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless phone use.

# What about children using wireless phones?

What about children using wireless phones? The scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to radiofrequency energy (RFI), the measures described above would apply to children and teenagers using wireless phones. Reducing the time of wireless phone use and increasing the distance between the user and the RF source will reduce RF exposure. Some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

# Do hands-free kits for wireless phones reduce risks from exposure to RF emissions?

Since there are no known risks from exposure to RF emissions from wireless phones, there is no reason to believe that hands-free kits reduce risks. Hands-free kits can be used with wireless phones for convenience and comfort. These systems reduce the absorption of RF energy in the head because the phone, which is the source of the RF emissions, will not be placed against the head. On the other hand, if the phone is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless phones marketed in the U.S. are required to meet safety

requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit.

# Do wireless phone accessories that claim to shield the

head from RF radiation work?
Since there are no known risks from exposure to RF emissions from wireless phones, there is no reason to believe that accessories that claim to shield the head from those emissions reduce risks. Some products that claim to shield the user from RF absorption use special phone cases, while others involve nothing more than a metallic accessory attached to the phone. Studies have shown that these products generally do not work as advertised. Unlike "hand-free" kits, these so-called "shields" may interfere with proper operation of the phone. The phone may be forced to boost its power to compensate, leading to an increase in RF absorption. In February 2002, the Federal trade Commission (FTC) charged two companies that sold devices that claimed to protect wireless phone users from radiation with making false and unsubstantiated claims. According to FTC, these defendants lacked a reasonable basis to substantiate their claim.

How does the FCC Audit Cell Phone RF?
After FCC grants permission for a particular cellular telephone to be marketed, FCC will occasionally conduct "post-grant" testing to determine whether production versions of the phone are being produced to conform with FCC regulatory requirements. The manufacturer of a cell phone that does not meet FCC's regulatory requirements may be required to remove the cell phone from use and to refund the purchase price or provide a replacement phone, and may be subject to civil or criminal penalties. In addition, if the cell phone presents a risk of injury to the user, FDA may also take regulatory action. The most important post-grant test, from a consumer's perspective, is testing of the RF emissions of the phone. FCC measures the Specific Absorption Rate (SAR) of the phone, following a very rigorous testing protocol. As is true for nearly any scientific measurement, there is a

possibility that the test measurement may be less than or greater than the actual RF emitted by the phone. This difference between the RF test measurement and actual RF emission is because test measurements are limited by instrument accuracy, because test measurement and actual use environments are different, and other variable factors. This inherent variability is known as "measurement uncertainty." When FCC conducts postgrant testing of a cell phone, FCC takes into account any measurement uncertainty to determine whether regulatory action is appropriate. This approach ensures that when FCC takes regulatory action, it will have a sound, defensible scientific basis.

FDA scientific staff reviewed the methodology used by FCC to measure cell phone RF, and agreed it is an acceptable approach, given our current understanding of the risks presented by cellular phone RF emissions. RF emissions from cellular phones have not been shown to present a risk of injury to the user when the measured SAR is less than the safety limits set by FCC (an SAR of 1.6 w/kg). Even in a case where the maximum measurement uncertainty permitted by current measurement standards was added to the maximum permissible SAR, the resulting SAR value would be well below any level known to produce an acute effect. Consequently, FCC's approach with measurement uncertainty will not result in consumers being exposed to any known risk from the RF emitted by cellular telephones.

FDA will continue to monitor studies and literature reports concerning acute effects of cell phone RF, and concerning chronic effects of long-term exposure to cellular telephone RF (that is, the risks from using a cell phone for many years). If new information leads FDA to believe that a change to FCC's measurement policy may be appropriate, FDA will contact FCC and both agencies will work together to develop a mutually-acceptable approach.

Updated July 29, 2003

# Message from the CTIA (The Wireless Association)

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Safety is the most important call you will ever make.

# A Guide to Safe and Responsible Wireless Phone Use

Wireless devices give consumers the freedom to stay connected with family and friends, to conduct business and to have fun virtually anytime, anywhere. But, when it comes to using wireless phones behind the wheel, it's important to remember that safety always comes first.

Drivers face many distractions in the car – from eating and Drivers race many distractions in the car – from eating and drinking to playing music or talking with other passengers. The wireless industry has worked closely with the public safety community, to help educate drivers on the range of distractions they face behind the wheel as well as when it is appropriate to place or receive a wireless phone call. Educational efforts that provide practical and sound advice rather than legislation, are the best methods to advice, rather than legislation, are the best methods to truly affect driver behavior in a positive way.

Through industry-sponsored public service announcements and outreach, drivers are reminded to, before reaching for the phone while driving, ask themselves, "Is this call necessary?" If it is necessary to use a wireless phone while driving, the wireless industry encourages drivers to follow some basic do's and don'ts to ensure that a wireless phone doesn't become a distraction. distraction.

Your wireless phone can be your best traveling partner – offering a lifeline in emergencies, helping to locate directions and keeping you connected with family and friends when necessary. In fact, wireless phones are one of the best safety tools drivers can have on the road. Every

day, more than 200,000 calls are made from wireless phones to 911 or other emergency services. That's about 140 calls every minute. More Americans are using their wireless phones to report emergencies, to prevent crimes, and even to save lives.

But safety should be every driver's top priority. That means making good judgment calls about when it's appropriate to use your wireless phone. It also means keeping your eyes on the road and being cautious and courteous of other drivers. Every state has hazardous or inattentive driving laws to discourage distracted driving no matter what the cause.

# **Driving Tips**

If it is necessary to use a wireless device while driving, the wireless industry encourages drivers to follow some basic do's and don'ts to ensure that a wireless device doesn't become a distraction.

- Get to know your wireless phone and its features such as speed dial and redial.
- 2 Position your wireless phone within easy reach.
- 3 Dial sensibly and assess the traffic; if possible, place calls when you are not moving.
- Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
- 5 Do not take notes or look up phone numbers while
- **6** Use a hands-free device for convenience and comfort.
- 7 Do not engage in stressful or emotional conversations that might divert your attention from the road.

- 8 Dial 9-1-1 or other local emergency numbers to report serious emergencies it's free from your wireless phone!
- 9 Use your wireless phone to help others in emergencies.
- **10** Call roadside assistance or a special non-emergency wireless number when necessary.

So, play it safe and remember, with wireless, safety is your call!

For more information, please call 1-888-901-SAFE. For updates: www.ctia.org/consumer\_info/safety.

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