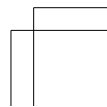
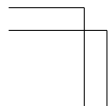


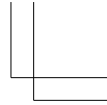
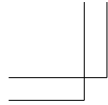
Quick Guide  
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## Keys and parts

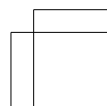
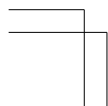
**Important:** For important info on the safe use of your device and battery, read "For your safety" and "Product and safety info" at [www.microsoft.com/mobile/support/](http://www.microsoft.com/mobile/support/) before you take your device into use. The same info is available in the in-device user guide. Select  **Lumia Help+ Tips**.

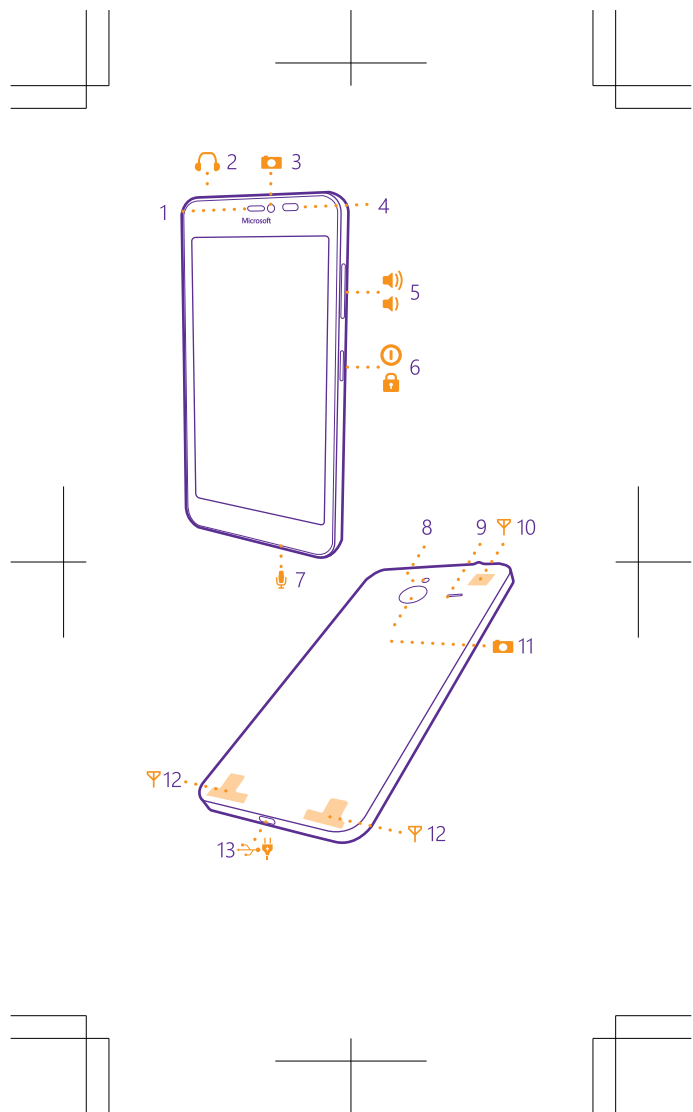
- 1 Earpiece
- 2 Audio connector AHJ 3.5 mm
- 3 Front camera
- 4 Light sensor
- 5 Volume keys
- 6 Power/Lock key
- 7 Microphone
- 8 Flash
- 9 Loudspeaker
- 10 NFC area
- 11 Camera
- 12 Antenna area
- 13 Micro-USB connector

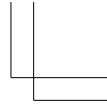
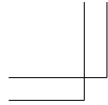


Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately.

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.







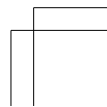
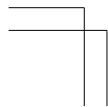
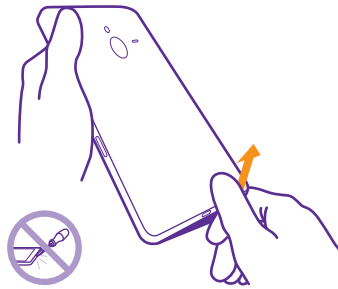
### Get started

Before you start using your phone, remove the back cover to insert the micro-SIM cards.

#### Remove the back cover

Make sure the phone is switched off.

1. With the back of the phone facing you, put your finger in the seam between the screen frame and the bottom corner of the back cover. Do not use any tools, as they may damage the phone.
2. Bend the cover open, and remove it.
3. If the battery is in, lift it out.

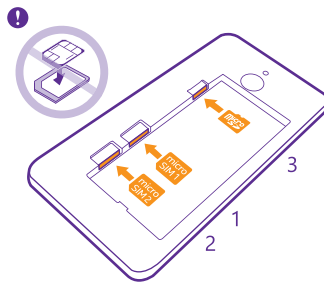


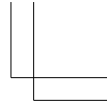
### Insert the SIM and memory card

1. Slide the micro-SIM card (SIM1) into the SIM slot with the metal contact area down.
2. If you have a second SIM card, slide it into the SIM2 slot.
3. If you have a memory card, slide the card into the memory card slot.

It is recommended that you use a fast microSD card from a well-known manufacturer.

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





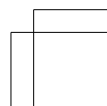
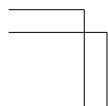
### Replace the battery and back cover

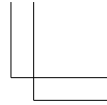
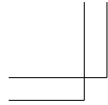
1. Line up the battery contacts, and put the battery in.
2. Press the bottom edge of the back cover against the bottom edge of your phone.
3. Snap the cover into place.
4. To switch your phone on, press and hold the power key.

### Charge the battery

Plug a compatible charger into a wall outlet, and connect the micro-USB end to your phone. You can also charge your phone from a computer with a USB cable, but it may take a longer time.

If the battery is completely discharged, it may take up to 20 minutes before the charging indicator is displayed.





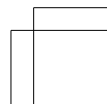
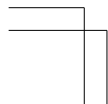
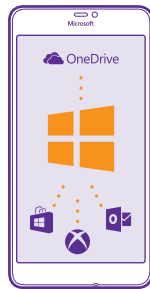
## Set up your phone

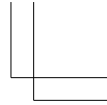
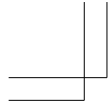
1. To switch your phone on, press and hold the power key, and follow the instructions shown on your phone.
2. When asked, create your Microsoft account if you don't have one already, or sign in with your existing Xbox, Hotmail, or Outlook username and password. Make sure you remember the credentials for the Microsoft account you added to your phone.

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 OneDrive.

Allow some minutes while your phone installs all its features.

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









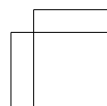
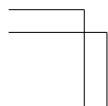
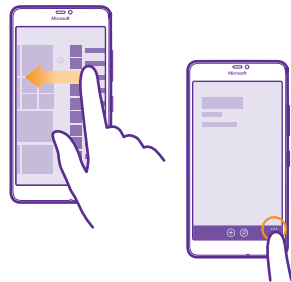
## Explore your tiles and apps

The start screen is the main view of your phone. Pin shortcuts to apps, contacts, browser bookmarks, and more, and arrange and resize the tiles. Some tiles may show you notifications and updates.

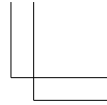
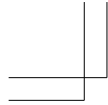
The apps menu is the home to all your apps. To go to the apps menu from the start screen, swipe left. To go back, swipe right.

**Tip:** To go back to the start screen from any view, tap . To switch between open apps, tap and hold , and choose the app you want. To close an app, tap .

To see more options, such as settings, in an app, tap  at the bottom right corner.







## Navigate by touch

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

### Swipe

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

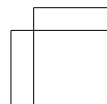
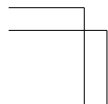
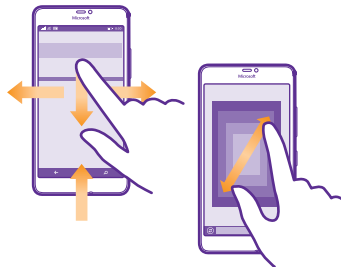
For example, to open the action centre, place a finger at the top of the screen, and slide it down. To hide the navigation bar, swipe up from the bottom of the screen. To see the navigation bar again, swipe up.

### Zoom in or out

Place 2 fingers on an item, such as a photo or a web page, and slide your fingers apart or together.

### Tap and hold to open a menu

Place your finger on an item, until the menu opens.



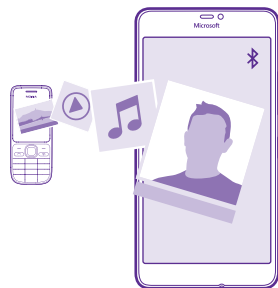
## Transfer content from your old phone

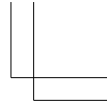
You can transfer content from your old phone in several ways.

To transfer your contacts, text messages, pictures, and videos, use the Transfer my Data app. Your old phone must support Bluetooth. Not all phones or content may be compatible with the transfer.


To transfer other content, such as music, see the section for new Lumia users in the [Lumia Help + Tips](#) app, or go to [www.microsoft.com/mobile/switch-easy](http://www.microsoft.com/mobile/switch-easy).

**Tip:** If your old phone is a Lumia phone and you've backed up the content and settings to your Microsoft account, sign in to your Microsoft account on your new phone to get the backup.





## Help and tips

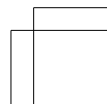
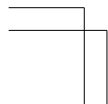
There's a user guide in your phone – it's always with you, available when needed. Check out videos, find answers to your questions, and get helpful tips. On the start screen, swipe left, and tap  **Lumia Help +Tips**. If you're new to Lumia, check out the section for new users. Make sure to keep the Lumia Help +Tips app up to date.

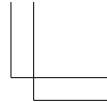
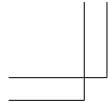
For the online user guide, even more info, and troubleshooting help, go to [www.microsoft.com/mobile/support/](http://www.microsoft.com/mobile/support/).

### If your phone doesn't respond

To restart the phone without losing your data and settings, press and hold the power key for about 10 seconds. The phone vibrates and restarts.

You can also remove and replace the battery, and switch the phone on.





## Product and safety info

For info on Microsoft Mobile Service terms and Privacy policy, go to [www.microsoft.com/mobile/privacypolicy](http://www.microsoft.com/mobile/privacypolicy).

You can only use your device on the LTE TDD 2300 (40), 2600 (38); LTE FDD 700 (12), 700 (17), 700 (28), 800 (20), 850 (5), 900 (8), 1700/2100 (4), 1800 (3), 1900 (2), 2100 (1), 2600 (7); WCDMA 850, 900, 1700/2100, 1900, 2100; GSM 850, 900, 1800, 1900 MHz networks.

Use your device only with an original BV-T4B rechargeable battery. Do not dispose batteries as household waste. Charge your device with AC-20U charger. Charger plug type may vary. Microsoft Mobile may make additional battery or charger models available for this device. 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.

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.

When using this device, obey all laws and respect local customs, privacy and legitimate rights of others, including copyrights.

### Additional safety information

#### Accessibility solutions

Microsoft Mobile is committed to making mobile phones easy to use for all individuals, including those with disabilities. For more information, visit [aka.ms/phoneaccessibility](http://aka.ms/phoneaccessibility).

#### Hearing

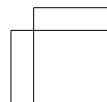
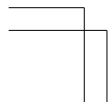
**Warning:** When you use the headset, your ability to hear outside sounds may be affected. Do not use the headset where it can endanger your safety.

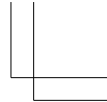
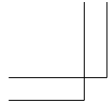
Some wireless devices may interfere with some hearing aids. Your device complies with FCC rules on hearing aid compatibility. These rules require an M3 rating or higher. The M value of your device is marked on the device sales package. To determine the M-rating of your hearing aid and compatibility with this device, consult your hearing health professional. For more info about accessibility, go to [aka.ms/phoneaccessibility](http://aka.ms/phoneaccessibility).

To use a telecoil-equipped hearing aid with this device, activate the hearing aid (T switch) and the device telecoil. The sound quality depends on the type of your hearing aid.

#### Nickel

The surface of this device is nickel-free.





#### Information on health

The U.S. Food and Drug Administration (FDA) and the U.S. Federal Communications Commission (FCC) published statements and questions and answers concerning cellular telephones and health. Microsoft Mobile encourages you to visit these websites for updated information. You can access the FDA website at [www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/default.htm](http://www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/default.htm) and the FCC website at [transition.fcc.gov/oet/rfsafety/rf-faqs.html](http://transition.fcc.gov/oet/rfsafety/rf-faqs.html). Additional health-related information is available from the World Health Organization (WHO) at [www.who.int/mediacentre/factsheets/fs193/en/](http://www.who.int/mediacentre/factsheets/fs193/en/) and The National Cancer Institute ("NCI") [www.cancer.gov/cancertopics/factsheet/Risk/cellphones](http://www.cancer.gov/cancertopics/factsheet/Risk/cellphones). In the event that you are concerned about possible health effects, the FDA suggests that you limit your own or your children's radio frequency (RF) exposure by limiting the length of calls or by using handsfree devices.

#### Safety and texting while driving

Safety should be every driver's first priority. Drivers must obey all local laws that may include restrictions on the use of cellular telephones or accessories while driving. If use is legal, always keep your hands free to operate the vehicle while driving and use a handsfree device whenever possible. Suspend calls in heavy traffic or hazardous weather. Get to know your cellular phone and its features and make any necessary information inputs prior to driving. Do not input data or engage in text messaging while driving. Cellular telephones should not be used when use may be a distraction to the driver.

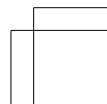
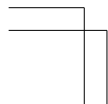
The Cellular Telecommunications & Internet Association (CTIA) has published further info and tips on safe use of cellular telephones at [www.ctia.org/consumer\\_info/safety](http://www.ctia.org/consumer_info/safety), which we encourage you to review.

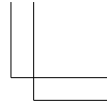
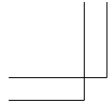
#### Certification information (SAR)

**This mobile device meets international guidelines for exposure to radio waves.**

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields), recommended by international guidelines from the independent scientific organization ICNIRP. These guidelines incorporate substantial safety margins that are intended to assure the protection of all persons regardless of age and health.

The exposure guidelines are based on the Specific Absorption Rate (SAR), which is an expression of the amount of radio frequency (RF) power deposited in the head or body when the device is transmitting. The ICNIRP SAR limit for mobile devices is 2.0 W/kg averaged over 10 grams of tissue.





SAR tests are carried out with the device in standard operating positions, transmitting at its highest certified power level, in all its frequency bands. The maximum recorded SAR values for this device are:

	Maximum SAR value	Frequency bands used when Maximum SAR value was recorded
When held against the head	0.69 W/kg over 10g	WCDMA 1900 and WLAN 2450
When operated at a separation distance of 5/8 inch (1.5 centimetres) from the body	0.44 W/kg over 10g	4-slot GPRS 900 and WLAN 2450



Your mobile device is also designed to meet the United States Federal Communications Commission (FCC) and Industry Canada SAR (IC) guidelines. FCC ratings for your device and more information on SAR can be found at [transition.fcc.gov/oet/rfsafety/sar.html](http://transition.fcc.gov/oet/rfsafety/sar.html). Information on IC SAR can be found at [www.ic.gc.ca](http://www.ic.gc.ca).

This device meets RF exposure guidelines when used against the head or when positioned at least 5/8 inch (1.5 centimetres) away from the body. When a carry case, belt clip or other form of device holder is used for body-worn operation, it should not contain metal and should provide at least the above stated separation distance from the body.

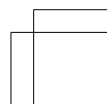
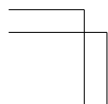
To send data or messages, a good connection to the network is needed. Sending may be delayed until such a connection is available. Follow the separation distance instructions until the sending is finished.

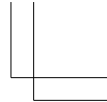
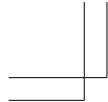
During general use, the SAR values are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your mobile is automatically decreased when full power is not needed for the call. The lower the power output, the lower the SAR value.

Device models may have different versions and more than one value. Component and design changes may occur over time and some changes could affect SAR values. The latest available SAR information for this and other Microsoft Mobile device models can be found at [sar.microsoft.com](http://sar.microsoft.com).

For more info, go to [www.sar-tick.com](http://www.sar-tick.com). Note that mobile devices may be transmitting even if you are not making a voice call.

The World Health Organization (WHO) has stated that current scientific information does not indicate the need for any special precautions when using mobile devices. If you are interested in reducing your exposure, they recommend you limit your usage or use a hands-free kit to keep





the device away from your head and body. For more information and explanations and discussions on RF exposure, go to the WHO website at [www.who.int/peh-emf/en](http://www.who.int/peh-emf/en).

### Care

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

### Copyrights and other notices

#### Declaration of Conformity

Hereby, Microsoft Mobile Oy declares that this RM-1065 product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be found at [www.microsoft.com/mobile/declaration-of-conformity](http://www.microsoft.com/mobile/declaration-of-conformity).

The availability of products, features, apps and services may vary by region. For more info, contact your dealer or your service provider. This device may contain commodities, technology or software subject to export laws and regulations from the US and other countries. Diversion contrary to law is prohibited.

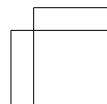
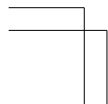
The contents of this document are provided "as is". Except as required by applicable law, no warranties of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose, are made in relation to the accuracy, reliability or contents of this document. Microsoft Mobile reserves the right to revise this document or withdraw it at any time without prior notice.

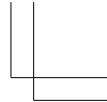
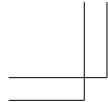
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To access the Windows Phone software license terms, select **Settings > about**. Please read the terms. Please note that by using the software, you accept the terms. If you do not accept the terms, do not use the device or software. Instead contact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





**FCC/INDUSTRY CANADA/MEXICO NOTICE**

This device complies with part 15 of the FCC rules and Industry Canada licence-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 Microsoft Mobile could void the user's authority to operate this equipment.

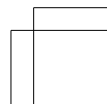
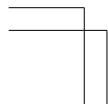
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate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

- Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.
- FCC ID, IC number, and model location: On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS > extras+info**.  
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The 'Qi' symbol is a trademark of the Wireless Power Consortium.





CE 0168



## MANUFACTURER'S LIMITED WARRANTY

### 1. GENERAL

Nokia Inc., a subsidiary of Microsoft Mobile Oy, provides this Manufacturer's Limited Warranty ("Warranty") for genuine product (the "Product") which has been released for sale in the United States of America, and Microsoft Mobile Canada Inc., a subsidiary of Microsoft Mobile Oy, provides this Warranty for Product which has been released for sale in Canada ("Covered Countries"). As applicable, "Manufacturer" as used throughout, means either Nokia Inc. or Microsoft Mobile Canada Inc.

**IF YOU LIVE IN (OR IF A BUSINESS YOUR PRINCIPAL PLACE OF BUSINESS IS IN) THE UNITED STATES, SECTION 6 CONTAINS A BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER. IT AFFECTS YOUR RIGHTS ABOUT HOW TO RESOLVE A DISPUTE WITH MANUFACTURER. PLEASE READ IT.**

This warranty gives you specific legal rights. You may also have other rights which vary from State to State or Province to Province.

### 2. WARRANTY

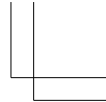
(i) Twelve (12) months for the main device;  
(ii) Twelve (12) months for accessories sold separately or included in the sales pack of the main device excluding batteries, covers, cables and chargers; and

(iii) Six (6) months for all batteries, covers, cables and chargers, unless otherwise specified in the Product user guide.

During the warranty period, Manufacturer will, in a reasonable time, remedy the defect free of charge by either repairing or replacing the defective Product or the defective part of it at its option provided that you have informed Manufacturer of the defect before the warranty period expires. When repairing or replacing your Product, Manufacturer may use new or re-conditioned parts or products.

To the fullest extent permitted by applicable law, no repair or replacement will renew or extend the warranty period. 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 sixty (60) days from the date of repair or replacement, whichever is longer.

**IF YOUR STATE'S OR PROVINCE'S LAW GIVES YOU ANY IMPLIED WARRANTY, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ITS**



DURATION IS LIMITED TO THE WARRANTY PERIOD. Some States or Provinces do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to You.

The Product or all parts of your Product that Manufacturer has replaced shall become Manufacturer's property.

Manufacturer does not warrant that software preinstalled by or on behalf of Manufacturer in the Product (or subsequent updates and upgrades) (together "Manufacturer software") will meet your requirements, work in combination with any hardware or software not provided by Manufacturer, is uninterrupted or error free or that errors are correctable or will be corrected. For Manufacturer software related errors, Manufacturer will make available the latest version of the Manufacturer software for reinstallation on your Product or, if that would not be possible, another remedy, which in Manufacturer's reasonable discretion, satisfactorily addresses the error. Some Manufacturer software may be subject to separate license terms that are available with the software or your local section of [www.microsoft.com/mobile](http://www.microsoft.com/mobile).

**Please always back up all data and content stored on your Product before taking your Product in for service since service activities will erase all data from your Product.**

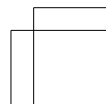
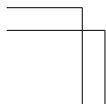
### 3. WHAT THIS WARRANTY DOES NOT COVER

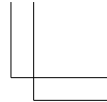
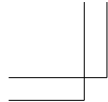
Manufacturer does not provide any warranty for the following:

- 1 User guides;
- 2 Any (i) third party software, settings, content, data, or links installed or downloaded onto your Product at any time, or (ii) Manufacturer and third party services or enabling clients even if preinstalled by Manufacturer (please read the terms and conditions that may accompany the services as those will define your rights and obligations);
- 3 Any (i) normal wear and tear, (ii) reduced charging capacity of the battery resulting from its natural end of product life, or (iii) pixel defects in your Product's display that are within the scope of industry standards;
- 4 SIM card and/or any cellular or other networks or system on which your Product operates; or
- 5 Errors or damage caused by: (i) misuse or not using your Product in accordance with the user guide, such as if the 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, (ii) using your Product with, or connecting it to, any product, accessory, software, or service not manufactured or supplied by Manufacturer, (iii) any products combined with your Product by a third party, (iv) damage or errors caused by hacking, cracking, viruses, or other malware, or by unauthorised access to services, accounts, computer systems or networks; or (v) other acts beyond Manufacturer's reasonable control.

This Warranty is not valid:

- 1 Outside of the Covered Countries;





2 If your Product, or the software it runs on, has been (i) opened, modified, or repaired without Manufacturer's authorisation, or (ii) repaired with unauthorised spare parts;  
 3 If 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 way;  
 4 If you have not installed the latest software updates that are publicly available for your Product within a reasonable time of their release; or  
 5 If you refuse to give possession of the Product to Manufacturer for repair and investigation.

If this Warranty does not cover your Product or the issue based on which it requires service, Manufacturer reserves the right to charge for the repair or replacement of your Product, as well as a handling fee.

**4. LIMITATION OF MANUFACTURER'S LIABILITY**

To the extent permitted by applicable law(s), Manufacturer shall not under any circumstances be liable, either expressly or impliedly, for any 1 Damages or losses of any kind whatsoever resulting from or relating to 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/or

2 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.

To the extent permitted by applicable law, Manufacturer's liability shall be limited to the purchase value of your Product.

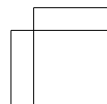
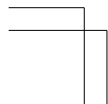
**5. CHOICE OF LAW**

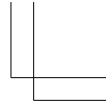
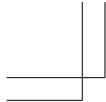
The laws of the State or Province where you live (or if a business your principal place of business) govern the interpretation of this warranty, any claim that Manufacturer has breached it, and all other claims (including consumer protection, unfair competition, implied warranty, and tort claims), regardless of conflict of law principles, except that the Federal Arbitration Act governs all provisions relating to arbitration.

**6. BINDING ARBITRATION AND CLASS ACTION WAIVER IF YOU LIVE IN (OR IF A BUSINESS YOUR PRINCIPAL PLACE OF BUSINESS IS IN) THE UNITED STATES**

This section applies to any dispute EXCEPT DISPUTES RELATING TO THE ENFORCEMENT OR VALIDITY OF YOUR, MANUFACTURER'S, OR EITHER YOUR OR MANUFACTURER'S LICENSOR'S INTELLECTUAL PROPERTY RIGHTS. The term "dispute" means any dispute, action or other controversy between you and Manufacturer concerning the Product (including its price) or this warranty, whether in contract, warranty, tort, statute, regulation, ordinance or any other legal or equitable basis. "Dispute" will be given the broadest possible meaning allowable under law.

1 Notice of Dispute. In the event of a dispute, you or Manufacturer must give the other a Notice of Dispute, which is a written statement that sets forth the name, address and contact information of the party giving it, the facts giving rise to the dispute, and the relief requested. You must send any Notice of Dispute by U.S. Mail to Nokia Inc., ATTN: LCA





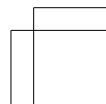
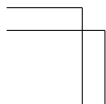
**ARBITRATION, One Microsoft Way, Redmond WA 98052-6399.** A form is available at [go.microsoft.com/fwlink/?linkid=245499](http://go.microsoft.com/fwlink/?linkid=245499). Manufacturer will send any Notice of Dispute to you by U.S. Mail to your address if we have it, or otherwise to your e-mail address. You and Manufacturer will attempt to resolve any dispute through informal negotiation within 60 days from the date the Notice of Dispute is sent. After 60 days, you or Manufacturer may commence arbitration.

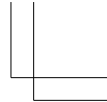
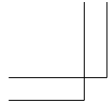
**2 Small Claims Court.** You may also litigate any dispute in small claims court in your county of residence (or if a business your principal place of business) or King County, Washington, if the dispute meets all requirements to be heard in the small claims court. You may litigate in small claims court whether or not you negotiated informally first.

**3 Binding Arbitration.** If you and Manufacturer do not resolve any dispute by informal negotiation or in small claims court, any other effort to resolve the dispute will be conducted exclusively by individual binding arbitration governed by the Federal Arbitration Act ("FAA"). Class arbitrations are not permitted. You are giving up the right to litigate disputes in court before a judge or jury (or participate as a party or class member). Instead, all disputes will be resolved before a neutral arbitrator, whose decision will be final except for a limited right of appeal under the FAA. Any court with jurisdiction over the parties may enforce the arbitrator's award.

**4 Class Action Waiver.** Any proceedings to resolve or litigate any dispute in any forum will be conducted solely on an individual basis. Neither you nor Manufacturer will seek to have any dispute heard as a class action, private attorney general action, or in any other proceeding in which either party acts or proposes to act in a representative capacity. No arbitration or other proceeding will be combined with another without the prior written consent of all parties to all affected arbitrations or proceedings.

**5 Arbitration Procedure.** Any arbitration will be conducted by the American Arbitration Association (the "AAA") under its Commercial Arbitration Rules. If you are an individual and use the Manufacturer Product for personal or household use, or if the value of the dispute is \$75,000 or less whether or not you are an individual or how you use the Product, the AAA's Supplementary Procedures for Consumer-Related Disputes will also apply. For more information, see [www.adr.org](http://www.adr.org) or call 1-800-778-7879. To commence arbitration, submit the form available at [go.microsoft.com/fwlink/?linkid=245497](http://go.microsoft.com/fwlink/?linkid=245497) to the AAA. You agree to commence arbitration only in your county of residence (or if a business your principal place of business) or in King County, Washington. Manufacturer agrees to commence arbitration only in your county of residence (or if a business your principal place of business). You may request a telephonic or in-person hearing by following the AAA rules. In a dispute involving \$10,000 or less, any hearing will be telephonic unless the arbitrator finds good cause to hold an in-person hearing instead. The arbitrator may award the same damages to you individually as a court could. The arbitrator may award declaratory or injunctive relief only to





you individually, and only to the extent required to satisfy your individual claim.

**6 Arbitration Fees and Payments.**

(a) Disputes Involving \$75,000 or Less. Manufacturer will promptly reimburse your filing fees and pay the AAA's and arbitrator's fees and expenses. If you reject Manufacturer's last written settlement offer made before the arbitrator was appointed ("Manufacturer's last written offer"), your dispute goes all the way to an arbitrator's decision (called an "award"), and the arbitrator awards you more than Manufacturer's last written offer, Manufacturer will: (i) pay the greater of the award or \$1,000; (ii) pay twice your reasonable attorney's fees, if any; and (iii) reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration. The arbitrator will determine the amount of fees, costs, and expenses unless you and Manufacturer agree on them.

(b) Disputes Involving More Than \$75,000. The AAA rules will govern payment of filing fees and the AAA's and arbitrator's fees and expenses.

(c) Disputes Involving Any Amount. In any arbitration you commence, Manufacturer will seek its AAA or arbitrator's fees and expenses, or your filing fees if reimbursed, only if the arbitrator finds the arbitration frivolous or brought for an improper purpose. In any arbitration Manufacturer commences, Manufacturer will pay all filing, AAA, and arbitrator's fees and expenses. Manufacturer will not seek its attorney's fees or expenses from you in any arbitration. Fees and expenses are not counted in determining how much a dispute involves.

**7 Conflict with AAA Rules.** This warranty governs to the extent it conflicts with AAA's Commercial Arbitration Rules and Supplementary Procedures for Consumer-Related Disputes.

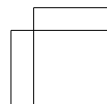
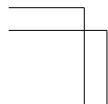
**8 Claims or Disputes Must Be Filed Within One Year.** To the extent permitted by law, any claim or dispute to which Section 6 applies must be filed within one year in small claims court, an arbitration proceeding, or in court, if Section 6 permits the dispute to be filed in court instead of arbitration. The one-year period begins when the claim or Notice of Dispute first could be filed. If such a claim or dispute is not filed within one year, it is permanently barred.

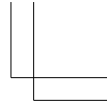
**9 Severability.** If the class action waiver in Section 6.4 is found to be illegal or unenforceable as to all or some parts of a dispute, then Section 6 will not apply to those parts. Instead, those parts will be severed and proceed in a court of law, with the remaining parts proceeding in arbitration. If any other provision of Section 6 is found to be illegal or unenforceable, that provision will be severed with the remainder of this Section 6 remaining in full force and effect.

**7. OTHER IMPORTANT NOTICES**

For further information on your Warranty, as well as information needed to process your warranty queries, please visit [www.microsoft.com/mobile](http://www.microsoft.com/mobile).

All parts of this Limited Warranty apply to the maximum extent permitted by law or unless prohibited by law.





Please ensure your operator has removed any SIM-locks (or other equivalent mechanisms that may lock your Product to a specific network or operator) prior to delivering your Product for repair. 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, if your Product has been re-exported from its original destination to another country, your Product may contain country specific elements that are not considered a defect under this Warranty even if it would not be operational.  
United States: Nokia Inc., 1065 La Avenida, Mountain View CA 94043  
Canada: Microsoft Mobile Canada Inc., 1950 Meadowvale Blvd, Mississauga, ON L5N 8L9

