

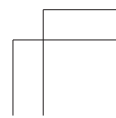
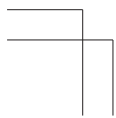
Product and safety information

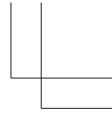
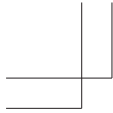


2015-01-26 Issue 1.0 EN



RM-1063





For your safety

Read these simple guidelines. Not following them may be dangerous or against local laws and regulations. For further information, read the complete user guide.



TURN OFF IN RESTRICTED AREAS

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



ROAD SAFETY COMES FIRST

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



INTERFERENCE

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



QUALIFIED SERVICE

Only qualified personnel may install or repair this product.



BATTERIES, CHARGERS, AND OTHER ACCESSORIES

Use only batteries, chargers, and other accessories approved by Microsoft Mobile for use with this device. Third-party chargers that comply with the 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.



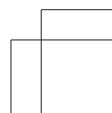
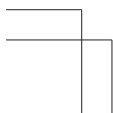
GLASS PARTS

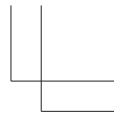
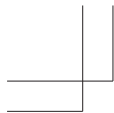
The device screen is made of glass. This glass can break if the device is dropped on a hard surface or receives a substantial impact. If the glass breaks, do not touch the glass parts of the device or attempt to remove the broken glass from the device. Stop using the device until the glass is replaced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

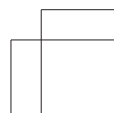
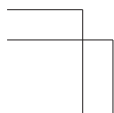
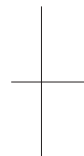


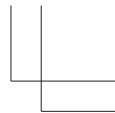
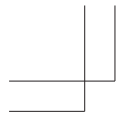


SAR SAR

This device meets RF exposure guidelines when used either in the normal use position against the ear or when positioned at least 5/8 inch (1.5 centimetres) away from the body. The specific maximum SAR values can be found in the Certification Information (SAR) section of this user guide. For more information, go to www.sar-tick.com.

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. Note that mobile devices may be transmitting even if you are not making a voice call.



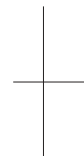
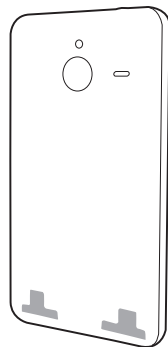


Antenna locations

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.

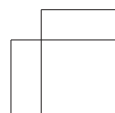
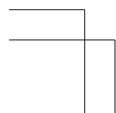
The antenna areas are highlighted.

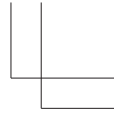
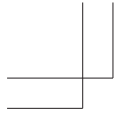


Troubleshooting and support

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

To help you get the most out of your phone, there's a user guide in your phone with additional instructions. Tap  **Lumia Help + Tips**.





You can also go to www.microsoft.com/mobile/support/, where you can find:

- Full-length user guides
- Troubleshooting info
- Discussions
- News on apps and downloads
- Software update info
- Further details about features and technologies, and the compatibility of devices and accessories

Troubleshooting and discussions may not be available in all languages.

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

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

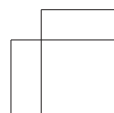
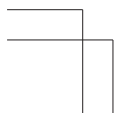
AT&T provides detailed support info, including device specifications, troubleshooting, and user forums, at www.att.com/DeviceSupport.

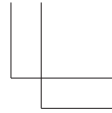
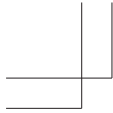
If your phone doesn't respond

Try the following:

- Press and hold the power key for about 10 seconds. The phone restarts.
- Take the battery out for a few seconds. Put the battery back in, and switch your phone on again.


If your phone freezes frequently, update your phone software, or reset your phone. Resetting restores the factory settings, and erases all your





personal content, including apps you've purchased and downloaded. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS > about > reset your phone**.


If your issue remains unsolved, contact your network service provider or Microsoft Mobile for repair options. Before sending your phone for repair, always back up your data, as all personal data in your phone may be deleted.

 **Tip:** If you need to identify your phone, to view the unique IMEI number of the phone, dial ***#06#**. You can also find the IMEI number in the phone body. For details, see the product and safety information section in the online user guide.



Feature-specific information


Using services or downloading content, including free items, may cause the transfer of large amounts of data, which may result in data costs.

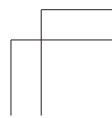
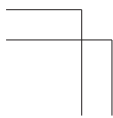
 **Important:** Your device uses a micro-SIM card, also known as a mini-UICC SIM card. Use only original micro-SIM cards. Use of incompatible SIM cards, or use of SIM card adapters, may damage the card or the device, and may corrupt data stored on the card.

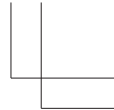
Use only compatible memory cards approved for use with this device. Incompatible cards may damage the card and the device and corrupt data stored on the card.



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

To access the Windows Phone software license terms, select  **Settings > about**. Please read the terms. 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.





Find your model number and serial number (IMEI)

If you need to contact your care point or your service provider, you may need info such as the model number and the serial number (IMEI). To see the info, tap **Settings** > **about**. You can also find the info on your phone label, which is located under the back cover.

Product and safety info

Network services and costs

You can only use your RM-1063 device on the LTE 700 (17), 700 (29), 850 (5), 1700/2100 (4), 1800 (3), 1900 (2), 2100 (1), 2600 (7); WCDMA 850, 900, 1900, 2100; GSM 850, 900, 1800, 1900 MHz networks. 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.

At the request of your network service provider, your device may collect and report Customer Proprietary Network Information, which may include information such as: technical configuration, type, destination, location, and amount of use of any telecommunications services to which you are subscribed. Please see our Privacy Page at www.microsoft.com/mobile/privacypolicy, or contact your network service provider for more info.




! **Important:** 4G/LTE might not be supported by your network service provider or by the service provider you are using when traveling. In these cases, you may not be able to make or receive calls, send or receive messages or use mobile data connections. To make sure your device works seamlessly when full 4G/LTE service is not available, it is recommended that you change the highest connection speed from 4G to 3G. To do this, swipe left on the start screen, and tap **Settings** > **mobile+SIM**. Switch Highest connection speed to 3G. For more info, contact your network service provider.

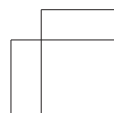
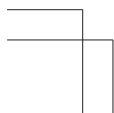
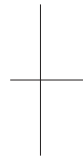
Make an emergency call

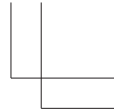
! **Important:** Connections in all conditions cannot be guaranteed. Never rely solely on any wireless phone for essential communications like medical emergencies.

Before making the call:

- Switch the phone on.
- If the phone screen and keys are locked, unlock them.
- Move to a place with adequate signal strength.

1. Tap the start key  and tap  > .





2. Enter the official emergency number for your present location. Emergency call numbers vary by location.
 3. Tap **call**.
 4. Give the necessary info as accurately as possible. Do not end the call until given permission to do so.
- You may also need to do the following:
- Put a SIM card in the phone. If you don't have a SIM, tap **emergency call** when you get an error message about a missing SIM.
 - If your phone asks for a PIN code, tap **emergency call**.
 - Switch off the restrictions in your phone, such as call restriction, fixed dialing, or closed user group.
 - 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**.

Take care of your device

See the in-device user guide for important instructions on how to take care of your device. Do not drop, knock, or shake the device or the battery. Rough handling can break them.

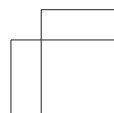
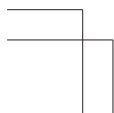
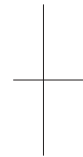


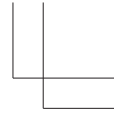
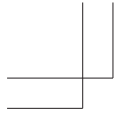
About Digital Rights Management

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.

Battery and charger info

Use your device only with an original BV-T48 rechargeable battery. Charge your device with AC-20U charger. Charger plug type may vary. Third-party chargers that comply with the IEC/EN 62684 standard, and that can connect to your device micro USB connector, may be compatible. Microsoft Mobile may make additional battery or charger models available for this device. Only replace the battery with a battery that is compliant with the IEEE-std-1725 standard. Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. The phone shall only be connected to CTIA certified adapters, products that bear the USB-IF logo, or products that have completed the USB-IF compliance program.





Battery and charger safety

Always switch the device off and unplug the charger before removing the battery. To unplug a charger or an accessory, hold and pull the plug, not the cord.

When your charger is not in use, unplug it. If left unused, a fully charged battery will lose its charge over time.

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

Accidental short-circuiting can happen when a metallic object touches the metal strips on the battery. This may damage the battery or the other object.

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

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

Use the battery and charger for their intended purposes only. Improper use, or use of unapproved or incompatible batteries or chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service center before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors. Do not charge your device during a lightning storm.



Small children

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

Medical devices

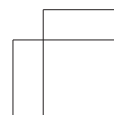
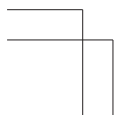
Operation of radio transmitting equipment, including wireless phones, may interfere with inadequately shielded medical devices' function.

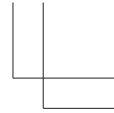
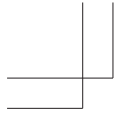
Consult a physician or the medical device's manufacturer to determine if it is adequately shielded from external radio energy.

Implanted medical devices

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

- Always keep the wireless device more than 6 inches (15.3 centimeters) from the medical device.





- Not carry the wireless device in a breast pocket.
 - Hold the wireless device to the ear opposite the medical device.
 - Turn the wireless device off if there is any reason to suspect that interference is taking place.
 - Follow the manufacturer directions for the implanted medical device.
- If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

Accessibility solutions

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

Hearing

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

This device has been tested and rated for use with hearing aids for some of the wireless technologies used in this device. However, there may be some newer wireless technologies used in this device that have not yet been tested for use with hearing aids. It is important to try the different features of this device thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interference. Consult your service provider about its return and exchange policies and for information on hearing aid compatibility.

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

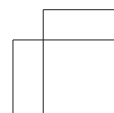
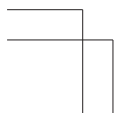
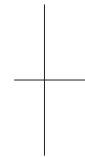
To use a telecoil-equipped hearing aid with this device, activate the hearing aid (T switch) and the device telecoil. The sound quality depends on the type of your hearing aid.

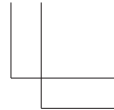
Nickel

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 mobile telephones and health. Microsoft Mobile encourages you to visit these websites for updated information. You can access the FDA website at www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/





[HomeBusinessandEntertainment/CellPhones/default.htm](#) and the FCC website at [transition.fcc.gov/oet/rfsafety/rf-faqs.html](#). Additional health-related information is available from the World Health Organization (WHO) at [www.who.int/mediacentre/factsheets/fs193/en/](#) and The National Cancer Institute ("NCI") [www.cancer.gov/cancertopics/factsheet/Risk/cellphones](#). In the event that you are concerned about possible health effects, the FDA suggests that you limit your own or your children's radio frequency (RF) exposure by limiting the length of calls or by using handsfree devices.

Vehicles

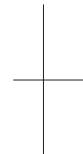
Radio signals may affect improperly installed or inadequately shielded electronic systems in vehicles. For more info, check with the manufacturer of your vehicle or its equipment. Only qualified personnel should install the device in a vehicle. Faulty installation may be dangerous and invalidate your 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.



Safety and texting while driving

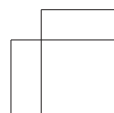
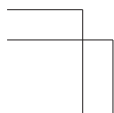
Safety should be every driver's first priority. Drivers must obey all local laws that may include restrictions on the use of mobile telephones or accessories while driving. If use is legal, always keep your hands free to operate the vehicle while driving and use a handsfree device whenever possible.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

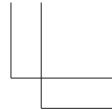
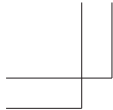
The Cellular Telecommunications & Internet Association (CTIA) has published further info and tips on safe use of cellular telephones at [www.ctia.org/consumer_info/safety](#), which we encourage you to review.



Potentially explosive environments

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 potentially explosive environment may not be clearly 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 liquefied petroleum gas (such as propane or butane) if this device can be safely used in their vicinity.





Certification information (SAR)

This mobile device meets international 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 (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:

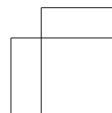
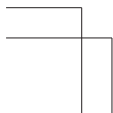
	Maximum SAR value	Frequency bands used when Maximum SAR value was recorded
When held against the head	0.70 W/kg over 10g	WCDMA 2100 and WLAN 2450
When operated at a separation distance of 5/8 inch (1.5 centimetres) from the body	0.28 W/kg over 10g	2-slot GPRS 900 and WLAN 2450

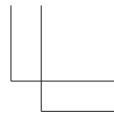
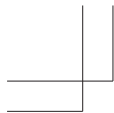


Your mobile device is also designed to meet the United States Federal Communications Commission (FCC) and Industry Canada SAR (IC) guidelines. FCC ratings for your device and more information on SAR can be found at transition.fcc.gov/oet/rfsafety/sar.html. Information on IC SAR can be found at www.ic.gc.ca.

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 minimize 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.

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.

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/.

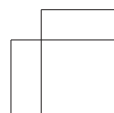
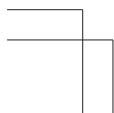
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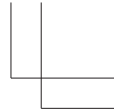
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FCC/MEXICO NOTICE

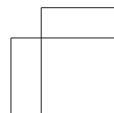
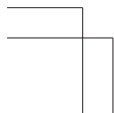
This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. For more information, go to transition.fcc.gov/oet/rfsafety/rf-faqs.html. Any changes or modifications not expressly approved by Microsoft Mobile could void the user's authority to operate this equipment.

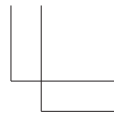
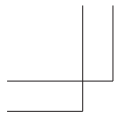
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate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

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

FCC ID location: On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS > extras+information**.

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