

### Nokia E5-00m User Guide





3333333 Issue 1



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#### 4 Safety

#### Safety

Read these simple guidelines. Not following them may be dangerous or illegal. Read the complete user guide for further information.

#### **SWITCH ON SAFELY**



Do not switch the device on when wireless phone use is prohibited or when it may cause interference or danger.

### **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.

#### SWITCH OFF IN RESTRICTED AREAS



Follow any restrictions. Switch the device off in aircraft, near medical equipment, fuel, chemicals, or blasting areas.

#### **QUALIFIED SERVICE**



Only qualified personnel may install or repair this product.

#### **ACCESSORIES AND BATTERIES**



Use only approved accessories and batteries. Do not connect incompatible products.

#### WATER-RESISTANCE



Your device is not waterresistant. Keep it dry.

# Nokia E5–00m customised for China

The instructions in this user guide only apply to Nokia E5–00m customised for China Mobile.







The post-sales service point and service content are similar for both customised and other non-customised devices. With regards to the menus and features provided with the device customised for China Mobile, see Monternet or contact China Mobile customer service hotline for more information, post-sales service, and technical support.

Nokia does not provide any warranty on technical support for the services rendered by any network service provider, content provider, or service

For information on the content and pricing of the services provided by China Mobile, contact China Mobile customer service hotline.

#### About your device

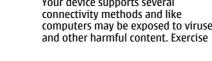
The wireless device described in this guide is approved for use on the (E)GSM 850, 900, 1800, and 1900 networks. Contact your service provider for more information about networks.

Your device supports several computers may be exposed to viruses caution with messages, connectivity requests, browsing, and downloads. Only install and use services and software from trustworthy sources that offer adequate security and protection, such as applications that are Symbian Signed or have passed the Java Verified™ testing. Consider installing antivirus and other security software on your device and any connected

Your device may have preinstalled bookmarks and links for third-party internet sites and may allow you to access third-party sites. These are not affiliated with Nokia, and Nokia does not endorse or assume liability for them. If you access such sites, take precautions for security or content.

To use any features in this device, other than the alarm clock, the device must be switched on. Do not switch the device on when wireless device use may cause interference or danger.

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







# `

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copyrights. Copyright protection may prevent some images, music, and other content from being copied, modified, or transferred.

Make back-up copies or keep a written record of all important information stored in your device.

When connecting to any other device, read its user guide for detailed safety instructions. Do not connect incompatible products.

The images in this guide may differ from your device display.

Refer to the user guide for other important information about your device.

#### **Network services**

To use the device you must have service from a wireless service provider. Some features are not available on all networks; other features may require that you make specific arrangements with your service provider to use them. Network services involve transmission of data. Check with your service provider for details about fees in your home network and when roaming on other

networks. Your service provider can explain what charges will apply. Some networks may have limitations that affect how you can use some features of this device requiring network support such as support for specific technologies like WAP 2.0 protocols (HTTP and SSL) that run on TCP/IP protocols and language-dependent characters.

Your service provider may have requested that certain features be disabled or not activated in your device. If so, these features will not appear on your device menu. Your device may also have customized items such as menu names, menu order, and icons.

#### 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 images, music, and other content.

Content owners may use different types of digital rights management (DRM) technologies to protect their intellectual property, including copyrights. This device uses various







types of DRM software to access DRM-protected content. With this device you can access content protected with WMDRM 10 and OMA DRM 2.0. If certain DRM software fails to protect the content, content owners may ask that such DRM software's ability to access new DRM-protected content be revoked. Revocation may also prevent renewal of such DRM-protected content already in your device. Revocation of such DRM software does not affect the use of content protected with other types of DRM or the use of non-DRM-protected content.

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

If your device has OMA DRM-protected content, to back up both the licence and the content, use the backup feature of Nokia Ovi Suite.

Other transfer methods may not transfer the licences which need to be restored with the content for you to be able to continue the use of OMA DRM-protected content after the device memory is formatted. You may also

need to restore the licence in case the files on your device get corrupted.

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

Some licences may be connected to a specific SIM card, and the protected content can be accessed only if the SIM card is inserted in the device.

During extended operation such as a high speed data connection, the device may feel warm. In most cases, this condition is normal. If you suspect the device is not working properly, take it to the nearest authorised service facility.

#### Battery removing

Switch the device off and disconnect the charger before removing the battery.

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#### **Get started**

#### **Get started**

Learn how to start using your device.

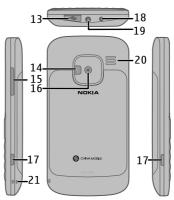
#### Keys and parts



- Ear piece
- Display
- 1 2 3 4 5 Left and right selection keys
- Home key
- Call key Navi™ key (scroll key). Also used to zoom and capture images when using the camera.
- Microphone
- 8 Light sensor

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- Messaging key
- 10 End/Power key 11 Keyboard
- 12 Flashlight key

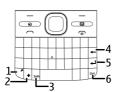




- 13 Micro USB connector
- 14 Camera flash/Flashlight
- 15 Volume key
- **16** Camera lens
- 17 Release buttons for back cover
- 18 Charger connector
- 19 Headset connector
- 20 Loudspeaker
- 21 Wrist strap hole







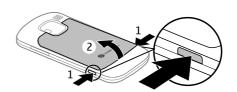
- Function key Shift key 1 2 3
- Sym key
- Backspace key
- Enter key Ctrl/Mute key

During extended operation such as a high speed data connection, the device may feel warm. In most cases, this condition is normal. If you suspect the device is not working properly, take it to the nearest authorised service facility.

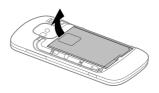


Safe removal. Always switch the device off and disconnect the charger before removing the battery.

Remove the back cover.



2 Remove the battery, if inserted.



Slide the SIM card holder to unlock it, and swing it open. Insert the SIM card, with the contact area facing down, and swing the holder back. Slide the card holder to lock it.



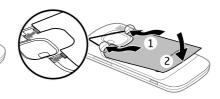




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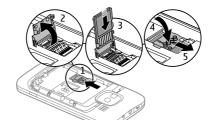
Line up the battery contacts, and insert the battery.



A memory card may already be inserted in the device. If not, do the following:

Insert the memory card

- Remove the back cover and battery, if inserted.
- Slide the card holder to unlock it, and swing it open.



- 5 Replace the back cover.
- Insert the memory card, with the contact area facing down.









- Swing the card holder back. Slide the card holder to lock it.
- Replace the battery and back cover.

Use only compatible microSD cards approved by Nokia for use with this device. Nokia uses approved industry standards for memory cards, but some brands may not be fully compatible with this device. Incompatible cards may damage the card and the device and corrupt data stored on the card.

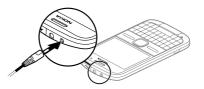
#### Remove the memory card

- Switch the device off.
- Remove the back cover and the battery.
- Open the memory card holder, and remove the memory card. Close the memory card holder.
- Replace the battery and back cover.

#### Charge the battery

Your battery has been partially charged at the factory. If the device indicates a low charge, do the following:

- Connect the charger to a wall outlet.
- Connect the charger plug to the



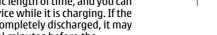
If you are using a USB charger, connect the charger plug to the USB connector.

When the device indicates a full charge, disconnect the charger from the device, then from the wall outlet.

You do not need to charge the battery for a specific length of time, and you can use the device while it is charging. If the battery is completely discharged, it may take several minutes before the charging indicator appears on the display or before any calls can be made.

#### Charging with the USB data cable

Charging with the USB data cable is slower than charging with the charger. Charging with the USB data cable may not work if you use a USB hub. USB hubs may be incompatible for charging a USB



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When the USB data cable is connected, you can transfer data at the same time as charging.

- Connect a compatible USB device to your device using a compatible USB data cable.
  - Depending on the type of the device that is used for charging, it may take a while for charging to start.
- 2 If the device is switched on, select from the available USB modes.

#### Lock or unlock the keyboard

#### Lock the keyboard

In the home screen, select Menu, and quickly press the right selection key.

# Set the keyboard to lock automatically after a defined length of time

Select Menu > Ctrl. panel > Settings and General > Security > Phone and SIM card > Keypad autolock period > User defined, and select the desired length of time.

#### Unlock the keyboard

Select Unlock > OK.

#### Switch the device on and off

To switch on the device:

1 Press and hold the power key.



If the device asks for a PIN code or lock code, enter it, and select OK. The preset lock code is 12345. If you forget the code and your device is locked, your device will require service and additional charges may apply. For more information, contact a Nokia Care point or your device dealer.

To switch off the device, press the power key briefly, and select **Switch** off!.



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#### Antenna locations

Your device may have internal and external antennas. Avoid touching the antenna area unnecessarily while the antenna is transmitting or receiving. Contact with antennas affects the communication quality and may cause a higher power level during operation and may reduce the battery life.



#### Copy content from your old device

You can use the Switch application to copy content such as phone numbers, addresses, calendar items, and images from your previous compatible Nokia device to your new device.



#### Copy content for the first time

- To retrieve data from the other device for the first time, on your device, select Menu > Ctrl. panel > Switch.
- Pair the two devices. To have your device search for devices with Bluetooth connectivity, select Continue. Select the device from which you want to transfer content. You are asked to enter a code on your device. Enter a code (1-16 digits), and select OK. Enter the









#### 14 Access codes

same code on the other device, and select **OK**. The devices are now paired.

If your old Nokia device does not have the Switch application, your new device sends it in a message. Open the message in the old device, and follow the instructions on the display.

3 On your device, select the content you want to transfer from the other device.

When the transfer has started, you can cancel it and continue later.

Content is transferred from the memory of the other device to the corresponding location in your device. The transfer time depends on the amount of data to be transferred.

The type of content that can be transferred depends on the model of the device from which you want to transfer content. If that device supports synchronisation, you can also synchronise data between the devices. Your device notifies you if the other device is not compatible.

#### Access codes

If you forget any of the access codes, contact your service provider.

Personal identification number (PIN) code — This code protects your SIM card against unauthorised use. The PIN code (4 - 8 digits) is usually supplied with the SIM card. After three consecutive incorrect PIN code entries, the code is blocked, and you need the PUK code to unblock it.

PIN2 code — This code (4 - 8 digits) is supplied with some SIM cards, and is required to access some functions in your device.

Lock code (also known as security code) — The lock code helps you to protect your device against unauthorised use. The preset code is 12345. You can create and change the code, and set the device to request the code. Keep the new code secret and in a safe place separate from your device. If you forget the code and your device is locked, your device will require service. Additional charges may apply, and all the personal data in your device may be deleted. For more information, contact



a Nokia Care Centre or your device

Personal Unblocking Key (PUK) code and PUK2 code — These codes (8 digits) are required to change a blocked PIN code or PIN2 code, respectively. If the codes are not supplied with the SIM card, contact the network service provider whose SIM card is in your device. International Mobile Equipment Identity (IMEI) number — This number (15 or 17 digits) is used to identify valid devices on the GSM network. Devices that are, for example, stolen, can be blocked from accessing the network. The IMEI number for your device can be found under the battery.

### Basic use

Learn how to use the basic features of your device.

Learn how to use and personalise your home screen, and organise the content to your liking.

#### Home screen

The home screen is your starting point  $where \,you \,can \,collect \,all \,your \,important$ contacts and application shortcuts.

When you have switched on the device, and it is registered to a network, the device is in the home screen view.

Use the scroll key to navigate in the home screen.



The home screen consists of the following:

- Contacts bar 1
- 2 Application plug-ins
- **Application shortcuts**

To customise application plug-ins and shortcuts, or to change the home screen







#### 16 Basic use

theme, select Menu > Ctrl. panel > Settings and General > Personalisation > Standby mode and the appropriate option. You might not be able to change all shortcuts.

#### **Contacts bar**

To add a contact to your home screen, select the Add icon and a contact from the list.

To create a new contact, select **Options** > **New contact**, enter the details, and select **Done**. You can also add an image to the contact information

To remove a contact from the home screen, in the contact information view, select the Open icon and **Remove**.

#### One-touch keys

With the One-touch keys, you can access applications and tasks quickly. Your service provider may have assigned applications to the keys, in which case you cannot change them.

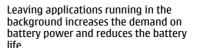


- 1 Home key
- 2 Messaging key

#### Home key

To access the home screen, press the home key briefly. Press the home key briefly again to access the menu.

To view the list of active applications, press the home key for a few seconds. When the list is open, press the home key briefly to scroll the list. To open the selected application, press the home key for a few seconds, or press the scroll key. To close the selected application, press the backspace key.



#### Messaging key

To open the Messaging application, press the messaging key.







To start writing a new message, press and hold the messaging key.

When you press the messaging key for the first time, you are asked to define the messaging key settings. Follow the instructions on the display. You can modify the settings later.

#### Write text

The input methods provided in the device may vary according to different sales markets.

#### Keyboard

Your device has a full keyboard. You can find the most common punctuation marks from the keyboard. Alternatively, you can enter the punctuation marks by using some key combinations.

To insert characters printed at the top of keys, press the function key and the corresponding key.

To insert numbers, press the function key and the number key. To lock the function key and insert only numbers, press the function key twice.

To erase characters, press ←.

To insert special characters, press [5m], and select **#** and a character.

To switch between character cases, press Abc ABC, and abc indicate the selected case.

#### Copy and paste text

- To select letters and words, press and hold ♠. At the same time, scroll in the direction necessary to highlight the word, phrase, or line of text you want to copy. As the selection moves, the text is highlighted.
- To copy the text to the clipboard, press + C. To paste the text, press + V.

Tip: You can copy and paste also by pressing and holding the shift key, and selecting **Copy** from the left selection key, and paste from the right selection key.



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#### Change the writing language

When you write text, you can change the writing language. Select **Options** > **Input options** > **Writing language**, and the writing language that you want. When you are writing text, press the function key and press and hold the key and another key as many times as needed to input a special character. Changing the writing language allows you to access different characters.

For example, if you are writing text in Chinese and want to use Latin characters to add a name, select Options > Input options > Writing language, and the writing language that allows you to use Latin characters.

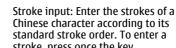
#### Switch input methods

To switch input methods, press and hold 🚽 + the function key, and press the 🔂 key repeatedly at the same time, until the symbol for the desired input method is shown on the display, or press 🚱 and or to select a different input method.

#### Stroke input method

The strokes constituting Chinese characters can be divided into the following five categories: horizontal, vertical, left-falling, dot, and turning. These strokes categories correspond to the R, T, Y, F, and G keys respectively. The strokes are classified into the five categories according to the following table.

數字鍵	基本筆劃	筆劃變形 舉例	例字	説明
1	横一	\ .	十、慧 七、輸、輸、泰	提(~)歸爲橫 基本運筆方向: 左 → 右
2	- to	1	十 了、小、利	豎鉤 (J) 歸爲豎 基本運筆方向:上→下
3	撤	J	人、川、牛 小、常	基本運筆方向:上→左下 (注意撤與提的區別)
4	献 /	· ·	主心、家入、邊	捺(\)歸爲點 基本運筆方向: 左上→右下 (注意左點也包括在內)
5	折一	乙→ 寸う りょしァレートし	乞安口除興塢兒各以能獨代	包含各種物轉打的筆劃 (注意左豎鉤除外)



stroke, press once the key

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To delete the stroke to the left of the cursor, press the backspace key. To delete all the strokes to the left of the cursor, press and hold the backspace key.

- 2 Enter Chinese characters: Move the scroll key to scroll through the candidate characters. Highlight the character you need, and then press the scroll key to input it.
- 3 Deal with the predicted characters: The device then predicts and lists the candidate characters which can form a phrase with the previous character inputted.

You can move the scroll key to scroll through the candidate characters, and input the highlighted character by pressing the scroll key. The device continuously predicts the next character based on the one you have chosen.

If you do not need the predicted candidates, you can clear them by pressing the backspace key, or just

input the strokes for a new character right away.

If no stroke is inputted, pressing the backspace key deletes the character to the left of the cursor, pressing and holding the backspace key deletes all the characters to the left of the cursor more quickly.

#### Contacts

#### **Copy contacts**

Select Menu > Phonebook > Contacts.

When you open the contacts list for the first time, the device asks if you want to copy names and numbers from the SIM card to your device.

#### **Start copying**

Select OK.

#### **Cancel copying**

Select Cancel.

The device asks if you want to view the SIM card contacts in the contacts list. To view the contacts, select **OK**. The contacts list opens, and the names



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stored on your SIM card are indicated with  $\bigcirc$ .

#### Manage names and numbers

Select Menu > Phonebook > Contacts.

#### Delete a contact

Go to a contact, and select **Options** > **Delete**.

#### **Delete several contacts**

- To mark a contact to be deleted, go to the contact, and select Options > Mark/Unmark.
- 2 To delete the marked contacts, select **Options** > **Delete**.

#### Copy a contact

Go to a contact, and select **Options** > **Copy** and the desired location.

### Send a contact to another device

Select the contact and **Options** > **Send business card**.

# Listen to the voice tag assigned to a contact

Select the contact and Options > Voice tag details > Options > Play voice tag.

When entering contacts or editing voice commands, do not use very short or similar names for different contacts or commands.

Using voice tags may be difficult in a noisy environment or during an emergency, so you should not rely solely upon voice dialling in all circumstances.

#### Save and edit names and numbers

Select Menu > Phonebook > Contacts.

#### Add a new contact to the contacts list

- 1 Select Options > New contact.
- 2 Fill in the appropriate fields, and select **Done**.

#### Edit a contact

Select a contact and **Options** > **Edit**.



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# Ringing tones, images, and call text for contacts

You can define a ringing tone for a contact or group, and an image and a call text for a contact. When the contact calls you, the device plays the selected ringing tone and shows the call text or image if the caller's phone number is sent with the call and your device recognises it.

To define a ringing tone for a contact or a contact group, select the contact or contact group, **Options** > **Ringing tone**, and a ringing tone.

To define the call text for a contact, select the contact and **Options** > **Add text for call**. Enter the call text, and select **OK**.

- To add an image for a contact saved in the device memory, select the contact and Options > Add image.
- 2 Select an image from Photos.

To remove the ringing tone, select **Default tone** from the list of ringing tones.

To view, change, or remove the image from a contact, select the contact, **Options** > **Image**, and the desired option.

#### Phonebook manager

Phonebook manager is a service provided by China Mobile. You can back up or restore your phonebook entries online. For the availability of this service, pricing, and detailed instructions, contact your service provider.

Phonebook manager uses general packet radio service (GPRS). For information on the pricing of GPRS, contact your service provider.

To subscribe to or unsubscribe from the phonebook manager service, or to back up, restore, and search phonebook entries online, select Menu > ChinaMobileIn > Phonebook Manager > Options > Enter.

#### Calendar About Calendar

Select Menu > Calendar.



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With calendar, you can create and view scheduled events and appointments, and switch between different calendar views

In the month view, calendar entries are marked with a triangle. Anniversary entries are also marked with an exclamation mark. The entries of the selected day are displayed as a list.

To open calendar entries, select a calendar view and an entry.

Whenever you see the icon, scroll right to access a list of available actions. To close the list, scroll left.

#### **Create calendar entries**

Select Menu > Calendar.

You can create the following types of calendar entries:

- Meeting entries remind you of events that have a specific date and time.
- Meeting requests are invitations that you can send to the participants. Before you can create meeting requests you must have a

compatible mailbox configured to your device.

- Memo entries are related to the whole day but not to a specific time of the day.
- Anniversary entries remind you of birthdays and special dates. They refer to a certain day but not a specific time of the day. Anniversary entries are repeated every year.
- To-do entries remind you of a task that has a due date but not a specific time of the day.

To create a calendar entry, select a date, **Options** > **New entry**, and the entry type.

To set the priority for meeting entries, select **Options** > **Priority**.

To define how the entry is handled during synchronisation, select **Private** to hide the entry from viewers if the calendar is available online, **Public** to make the entry visible to viewers, or **None** to not copy the entry to your computer.



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To make a meeting request of a meeting entry, select **Options** > **Add** participants.

#### **Create meeting requests**

Select Menu > Calendar.

Before you can create meeting requests, you must have a compatible mailbox configured for your device.

To create a meeting entry:

- To create a meeting entry, select a day and Options > New entry > Meeting request.
- 2 Enter the names of the required participants. To add names from your contacts list, enter the first few characters, and select from the proposed matches. To add optional participants, select Options > Add optional participants.
- 3 Enter the subject.
- 4 Enter the start and end times and dates, or select **All-day event**.
- 5 Enter the location.

- 6 Set an alarm for the entry, if needed.
- 7 For a recurring meeting, set the recurrence time, and enter the end date.
- 8 Enter a description.

To set the priority for the meeting request, select **Options** > **Priority**.

To send the meeting request, select **Options** > **Send**.

#### **Calendar views**

Select Menu > Calendar.

You can switch between the following views:

- Month view shows the current month and the calendar entries of the selected day in a list.
- Week view shows the events for the selected week in seven day boxes.
- Day view shows the events for the selected day grouped into time slots according to their starting time.
- To-do view shows all to-do items.
- Agenda view shows the events for the selected day in a list.

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To change the view, select **Options** > **Change view** and the desired view.

**Tip:** To open the week view, select the week number.

To move to the next or the previous day in month, week, day, and agenda view, select the desired day.

To change the default view, select **Options** > **Settings** > **Default view**.

#### Lunar calendar

Select Menu > Calendar.

To use the Lunar calendar function, the device language must be set to Chinese.

To view detailed Lunar calendar information of the currently highlighted date, select **Options** > **View lunar data**, and turn the Lunar calendar on.

When you go back to the calendar views, Lunar information is displayed in the control bar. To view more detailed Lunar information in a pop-up window, select **Options** > **View lunar data**. This

option is displayed only when the Lunar calendar is turned on.

#### Multitasking

You can have several applications open at the same time. To switch between active applications, press and hold the home key, scroll to an application, and press the scroll key. To close the selected application, press the backspace key.

**Example:** When you have an active phone call and want to check your calendar, press the home key to access the menu, and open the Calendar application. The phone call remains active in the background.

**Example:** When you are writing a message and want to check a web site, press the home key to access the menu, and open the Web application. Select a bookmark or enter the web address manually, and select **Go to**. To return to your message, press and hold the home key, scroll to the message and press the scroll key.



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The camera flash can be used as a flashlight. To switch the flashlight on or off, in the home screen, press and hold the space bar.

Do not point the flashlight at anyone's

#### Make calls

For more information on different call types, options during calls, speed dialling, voice dialling, call waiting, and log, see the extended user guide on the product support pages of the Nokia website.

1 In the home screen, enter the phone number, including the area code. To remove a number, press the backspace key.

> For international calls, press + (+ replaces the international access code), and enter the country code, area code (omit the leading zero if necessary), and phone number.

To make the call, press the call key.

To end the call (or to cancel the call attempt), press the end key. Pressing the end key always ends a call, even if another application is

To make a call from the contacts list, select Menu > Phonebook > Contacts.

Scroll to the desired name, or enter the first letters or characters of the name to the search field.

To call the contact, press the call key. If you have saved several numbers for a contact, select the desired number from the list, and press the call key.

#### Messaging

Select Menu > Messaging.

In Messaging (network service), you can send and receive text messages, multimedia messages, audio messages, and e-mail messages. You can also receive web service messages, cell broadcast messages, and special messages containing data, and send service commands.

www.nokia.com/support









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Before sending or receiving messages, you may need to do the following:

- Insert a valid SIM card in the device and be located in the service area of a cellular network.
- Verify that the network supports the messaging features you want to use and that they are activated on your SIM card.
- Define the internet access point settings on the device.
- Define the e-mail account settings on the device.
- Define the text message settings on the device.
- Define the multimedia message settings on the device.

The device may recognise the SIM card provider and automatically configure some of the message settings. If not, you may need to define the settings manually; or contact your service provider to configure the settings.

#### E-mail

#### Set up your e-mail

With the E-mail wizard, you can set up your corporate e-mail account, such as

Mail for Exchange, and your internet email account.

When setting up your corporate e-mail, you may be prompted for the name of the server associated with your e-mail address. For details, contact your company IT department.

- 1 To open the wizard, in the home screen, select **Set up e-mail**.
- 2 Enter your e-mail address and password. If the wizard is not able to configure your e-mail settings automatically, you need to select your e-mail account type, and enter the related account settings.

If your device contains any additional email clients, those are offered to you when you open the wizard.

#### Send e-mail

Select Menu > Messaging.

- Select your mailbox and **Options** > **Create email**.
- In the To field, enter the recipient's e-mail address. If the recipient's email address can be found in Contacts, start entering the recipient's name, and select the







recipient from the proposed matches. If you add several recipients, insert; to separate the email addresses. Use the Cc field to send a copy to other recipients, or the Bcc field to send a blind copy to recipients. If the Bcc field is not visible, select Options > More > Show Bcc field.

- 3 In the Subject field, enter the subject of the e-mail.
- 4 Enter your message in the text area.
- 5 Select **Options** and from the following:

**Add attachment** — Add an attachment to the message.

**Priority** — Set the priority of the message.

**Flag** — Flag the message for follow-up.

**Insert template** — Insert text from a template.

**Add recipient** — Add recipients to the message from Contacts.

**Editing options** — Cut, copy, or paste the selected text.

**Input options** — Activate or deactivate predictive text input, or select the writing language.

6 Select Options > Send.

The available options may vary.

#### Read e-mail

Select Menu > Messaging.

**Important:** Exercise caution when opening messages. Messages may contain malicious software or otherwise be harmful to your device or PC.

To read a received e-mail message, select the mailbox, and select the message from the list.

To reply to the message sender, select **Options** > **Reply**. To reply to the sender and all other recipients, select **Options** > **Reply to all**.

To forward the message, select **Options** > **Forward**.

#### Write and send messages

Select Menu > Messaging.

www.nokia.com/support







#### 28 Messaging

Important: Exercise caution when opening messages. Messages may contain malicious software or otherwise be harmful to your device or PC

Before you can create a multimedia message or write an e-mail, you must have the correct connection settings in place.

The wireless network may limit the size of MMS messages. If the inserted picture exceeds this limit, the device may make it smaller so that it can be sent by MMS.

Check the size limit of e-mail messages with your service provider. If you attempt to send an e-mail message that exceeds the size limit of the e-mail server, the message is left in the Outbox folder, and the device attempts to resend it periodically. Sending an e-mail requires a data connection, and continuous attempts to resend the e-mail may increase your data transfer costs. In the Outbox folder, you can delete such a message, or move it to the Drafts folder.

1 Select New message.

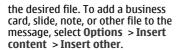
- To send a text or multimedia message (MMS), select Message. To send a multimedia message that includes one sound clip, select Audio message. To send an e-mail, select E-mail.
- 3 In the To field, press the scroll key to select recipients or groups from the contacts list, or enter the recipient's phone number or e-mail address. You can also copy and paste the number or address from the clipboard.
- 4 In the subject field, enter the subject of the message for a multimedia or an e-mail message. To hide or display fields when writing a text or multimedia message, select Options > Message header fields.
- 5 In the message field, write the message. To add a template or note to a text or multimedia message, select Options > Insert content > Insert text > Template or Note.

  To add a template to an e-mail message, select OptionsInsert
- To add a media file to a multimedia message, select Options > Insert content, the file type or source, and



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- To capture an image or record a video or sound clip for a multimedia message, select Options > Insert content > Insert image > New, Insert video clip > New, or Insert sound clip > New.
- To insert a smiley to a text or multimedia message, press the sym key, and select the smiley.
- To add an attachment to an e-mail, select Options > Add attachment, the memory, and the file to attach. (1) indicates an e-mail attachment.
- To send the message, select **Options** > **Send**, or press the call key.

The available options may vary.

Note: The message sent icon or text on your device screen does not indicate that the message is received at the intended destination.

Your device supports text messages beyond the limit for a single message. Longer messages are sent as two or more messages. Your service provider may charge accordingly. Characters with accents, other marks, or some language options take more space, and limit the number of characters that can be sent in a single message.

You may not be able to send video clips that are saved in the MP4 file format or that exceed the size limit of the wireless. network in a multimedia message.

#### Connectivity

Nokia understands how important it is that your mobile phone or device operates reliably and that your personal content is saved safely.

Any information from an unknown or unreliable source, for example, via Bluetooth connectivity, multimedia message, or cable, may harm your PC, mobile phone, or device. You may protect your mobile phone or device from damage and keep it secured by following simple measures:

Always keep Bluetooth connectivity closed unless you want your phone or device to be visible to others,



www.nokia.com/support





#### 30 Connectivity

when your phone or device supports Bluetooth.

- Always be alert when receiving information, like Bluetooth file or multimedia message, from an unknown or untrustworthy source.
- Do not download or install any applications that may include software harmful to your phone or device.
- Always download and install applications or content, like ringing tone or game, from trusted or wellknown sources, such as Nokia Software Market, where good protection is provided against viruses and other harmful software.

This is a friendly reminder, the mentioned function may vary from different device model.

Your device offers several options to connect to the internet or to another compatible device or computer. For more information on other connectivity methods, see the extended user guide at www.nokia.com/support.

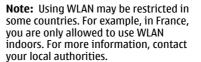
#### Wireless LAN

Your device can detect and connect to wireless local area networks (WLAN). Using a WLAN, you can connect your device to the internet and compatible devices that have WLAN support.

This device is supporting IEEE 802.11b/g and WAPI standard.

#### **About WLAN**

To use a wireless local area network (WLAN) connection, it must be available in the location, and your device must be connected to the WLAN. Some WLANs are protected, and you need an access key from the service provider to connect to them.



Features that use WLAN, or that are allowed to run in the background while using other features, increase the demand on battery power and reduce the battery life.



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Use encryption to increase the security of your WLAN connection. Using encryption reduces the risk of others accessing your data.

#### **WLAN** wizard

Select Menu > Ctrl. panel > Connectivity > WLAN wiz..

The WLAN wizard helps you to connect to a wireless LAN (WLAN) and manage your WLAN connections.

If the search finds WLANs, to create an internet access point (IAP) for a connection and start the web browser using this IAP, select the connection and Start web browsing.

If you select a secured WLAN, you are asked to enter the relevant password. To connect to a hidden network, you must enter the correct network name (service set identifier, SSID).

If you already have the web browser running using the currently active WLAN connection, to return to the web browser, select Cont.web browsing.

To end the active connection, select the connection and Disconnect WLAN.

#### **Monternet**

Monternet allows you to establish a connection to operator's WAP gateway and access Monternet online contents with your device browser, using general packet radio service (GPRS).

For information on the pricing of GPRS and Monternet, contact your service provider.

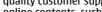
### **Access Monternet**

Select Menu > Monternet.

#### **China Mobile services**

China Mobile services provide you highquality customer support and enriched online contents, such as music, games, weather forecast, and other services.

The services may use general packet radio service (GPRS). For information on the pricing of GPRS and China Mobile



www.nokia.com/support







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services, contact your network service provider.

Access China Mobile services Select Menu > ChinaMobileIn.

#### **Contact customer support**

Select Menu > ChinaMobileIn > Customer Services.

The online contents and services may vary depending on your device and your network service provider.

#### **Internet**

The XHTML browser in this device supports the Unicode encoding format.

If the web page is unreadable or not supported and garbage code is found while browsing, you can try to select Menu > Internet > Web and Options > Settings > Page > Default encoding, and select a corresponding encoding.

To browse the web, you need to have an internet access point configured in your device. Using the web browser requires network support.

#### Browse the web

With the Browser application, you can browse web pages.

Select Menu > Internet > Web.

**Shortcut:** To open the browser, press and hold **0** (zero) in the home screen.

#### Go to a web page

In the bookmarks view, select a bookmark, or start entering a web address (the field opens automatically), and select Go to.

Some web pages may contain material, such as video clips, that requires a large amount of memory to view. If your device runs out of memory while loading such a web page, insert a memory card. Otherwise, the video clips are not displayed.

# Disable graphics to save memory and speed up downloading

Select Options > Settings > Page > Load content > Text only.



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### Refresh the content of the web page

Select Options > Web page options >

#### View snapshots of web pages you have visited

Select Back. A list of pages you have visited during the current browsing session opens. This option is available if **History list** is activated in the browser settings.

#### Block or allow the automatic opening of multiple windows

Select Options > Web page options > Block pop-ups or Allow pop-ups.

#### View the shortcut keys

Select Options > Keypad shortcuts. To edit the shortcut keys, select Edit.

#### Zoom in and out on a web page

To zoom in, press \*. To zoom out, press

Tip: To send the browser to the background without exiting the application or closing the connection, press the end key once.

#### Personalisation

You can personalise your device by, for example, adjusting the various tones, background images, and screen savers.

#### Profiles

Select Menu > Ctrl. panel > Profiles.

You can adjust and customise the ringing tones, alert tones, and other device tones for different events, environments, or caller groups. The active profile is shown at the top of the display in the home screen. However, if the active profile is General, only today's date is shown.

To create a new profile, select **Options** > **Create new**, and define the settings.

To customise a profile, select a profile and Options > Personalise.

To activate a profile, select a profile and Options > Activate.

To set the profile to be active until a certain time within the next 24 hours, scroll to the profile, select Options >









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**Timed**, and set the time. When the time expires, the profile changes back to the previously active non-timed profile. When the profile is timed, (a) is displayed in the home screen. The Offline profile cannot be timed.

To delete a profile that you created, select **Options** > **Delete profile**. You cannot delete the predefined profiles.

When the Offline profile is activated, your connection to the cellular network is closed. All radio frequency signals between the device and the cellular network are prevented. If you try to send a message, it is placed in the Outbox folder, and is sent only when another profile is activated.

You can also use your device without a SIM card. If you remove the SIM card, the Offline profile is activated.

Important: In the Offline profile you cannot make or receive any calls, or use other features that require cellular network coverage. To make calls, you must first activate the phone function by changing profiles. If the device has been locked, enter the lock code.

When you use the Offline profile, you can still use a wireless LAN (WLAN), for example, to read your mail or browse the internet. You can also use Bluetooth connectivity. Remember to comply with any applicable safety requirements when you establish and use WLAN or Bluetooth connections.

#### Find help

#### Support

When you want to learn more about how to use your product or you are unsure how your device should function, go to www.nokia.com/ support, or using a mobile device, nokia.mobi/support. You can also select Menu > Help > Help in your device.

If this does not resolve your issue, do one of the following:

- Reboot your device. Switch off the device, and remove the battery.
  After about a minute, replace the battery, and switch on the device.
- Restore the original factory settings.
- Update your device software.







If your issue remains unsolved, contact Nokia for repair options. Go to www.nokia.com.cn/repair. Before sending your device for repair, always back up the data in your device.

#### **Update device software** About device software and application updates

With device software updates and application updates, you can get new features and enhanced functions for your device. Updating the software may also improve your device performance.



It is recommended that you back up your personal data before updating your device software.

#### Warning:

If you install a software update, you cannot use the device, until the installation is completed and the device is restarted. Be sure to back up data before accepting installation of an

After you update your device software or applications, the instructions in the user guide may no longer be up to date.

#### Update software using your PC

Nokia Software Updater is a PC application that enables you to update your device software. To update your device software, you need a compatible PC, broadband internet access, and a compatible USB data cable to connect your device to the PC.

To get more information and to download the Nokia Software Updater application, go to www.nokia.com.cn/ softwareupdate.



www.nokia.com/support



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#### In-device help

Your device contains instructions to help to use the applications in your device.

To open help texts from the main menu, select **Menu** > **Help** > **Help** and the application for which you want to read instructions.

When an application is open, to access the help text for the current view, select **Options** > **Help**.

When you are reading the instructions, to change the size of the help text, select **Options** > **Decrease font size** or **Increase font size**.

You may find links to related topics at the end of the help text.

If you select an underlined word, a short explanation is displayed.

Help texts use the following indicators:

 Link to a related help topic. Link to the application being discussed. When you are reading the instructions, to switch between help texts and the application that is open in the background, select **Options** > **Show open apps.** and the desired application.

#### **Prolong battery life**

Many features in your device increase the demand on battery power and reduce the battery lifetime. To save battery power, note the following:

- Features that use Bluetooth technology, or allowing such features to run in the background while using other features, increase the demand on battery power.

  Deactivate Bluetooth technology when you do not need it.
- Features that use wireless LAN (WLAN), or allowing such features to run in the background while using other features, increase the demand on battery power. WLAN on your Nokia device deactivates when you are not trying to connect, not connected to an access point, or not scanning for available networks. To further reduce battery consumption, you can specify that



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- your device does not scan, or scans less often, for available networks in the background.
- If you have set Packet data connection to When available in connection settings, and there is no packet data coverage (GPRS), the device periodically tries to establish a packet data connection. To prolong the operating time of your device, select Menu > Ctrl. panel > Settings and Connection > Packet data > Packet data connection > When needed.
- If the signal strength of the cellular network varies much in your area, your device must scan for the available network repeatedly. This increases the demand on battery power.
- The backlight of the display increases the demand on battery power. In the display settings, you can change the length of the timeout period after which the backlight is switched off. Select Menu > Ctrl. panel > Settings and General > Personalisation > Display > Light time-out. To adjust the light sensor that observes lighting

- conditions and adjusts the display brightness, in the display settings, select Light sensor.
- To save power, activate the power save mode. Press the power key, and select Activate power saving. To deactivate it, press the power key, and select Deactivate power saving. You may not be able to change the settings of certain applications when the power save mode is activated.

## Green tips



## Save energy

You do not need to charge your battery so often if you do the following (if available for your device):

- Close applications and data connections, for example, your Bluetooth connection, when not in use.
- Decrease the brightness of the screen.

www.nokia.com/support







- Set your device to enter power saver mode after the minimum period of inactivity, if available in your device.
- Deactivate unnecessary sounds, such as key tones.

## Recycle

All materials of this device can be recovered as materials and energy. For information on how to recycle your old Nokia products, go to www.nokia.com.cn/werecycle, or using a mobile device, nokia.mobi/werecycle.

Recycle packaging and user guides at your local recycling scheme.

For more information on the environmental attributes of your device, go to www.nokia.com/ ecodeclaration.

## **Product and safety information**

Accessories Nokia original accessories

Warning:
Use only batteries, chargers, and accessories approved by Nokia for use with this particular model. The use of any other types may invalidate any approval or warranty, and may be dangerous. In particular, use of unapproved chargers or batteries may present a risk of fire, explosion, leakage, or other hazard.

For availability of approved accessories, check with your



An extensive range of accessories is available for your device. For more details, seewww.nokia.com.cn/accessories.

All accessories for Nokia devices are supplied in an elegant sales package. An accessory bought without a separate package is not an original Nokia accessory.

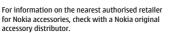
## How to buy Nokia original accessories:

Go to an authorised retailer for Nokia original



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- \* When you are buying an accessory, always ask the dealer to issue a separate invoice listing the price and model number, which is helpful in safeguarding your own rights.
- Visit a Nokia online shop at www.shop.nokia.com.cn.

### **Practical rules about accessories**

- Keep all accessories out of the reach of small children.
- When you disconnect the power cord of any accessory, grasp and pull the plug, not the cord.
- Check regularly that accessories installed in a vehicle are mounted and are operating properly.
- Installation of any complex car accessories must be made by qualified personnel only.

## Why use original accessories?

As key components of your handset, batteries and chargers play a critical role in making sure the handset is operating properly and safely. As shown by our long-term customer surveys and after-sales services, handsets fail in many cases by using unapproved accessories, especially unapproved batteries and chargers

## Dangers of using unapproved batteries and chargers

- Short lifetime, with charging and discharging times noticeably less than those of original batteries.
- Consequent much shorter lifetime of the handset, unstable power supply that prevents the handset circuit from functioning properly, which causes lasting damages.
- Poor performance and reliability of the handset. undermined voice quality and frequent breakdown.

Potential burning or explosion that endangers consumer's safety

## Benefits of using Nokia original accessories

- Adequate safety.
- High quality after-sales maintenance and services that are available to original accessories only.
- Nokia warranty does not apply to handset failures attributable to the use of non-original Nokia accessories.

False: Handset battery is a simple product that combines a group of linked cells within a single package

True: A number of high-tech designs and high quality raw materials are necessary for a handset battery to provide stable and lasting performance. A battery manufactured in a slipshod way differs from an original product on process, design, and raw material considerably, hence dramatic difference in performance and safety.

False: All accessories with the Nokia trademark are original ones.

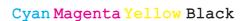
True: Nokia original accessories are supplied in an elegant sales package (complying with national package regulations), and each battery carries a hologram label. It is recommended that consumers are aware of counterfeit Nokia accessories on the market. In particular, some dealers might remove the original battery from the supplied handset, which violates our distribution policies

False: Despite low quality, counterfeit battery is much cheaper and is worthwhile even if it requires frequent

True: Unapproved batteries and chargers are not only of short lifetime and poor performance, but will noticeably









undermine the handset's performance and reduce its lifetime. It is also deprived of comprehensive after-sales maintenance and repair. Most important, unapproved batteries and chargers pose safety threats to consumers. Losses in these regards far exceed the savings on price. In fact, with inferior raw materials and irregular designs, some counterfeit batteries cost less than 1/10 of original products.

Battery

Type: BL-4D

Talk time:

Up to 7.5 hours (GSM).

Standby

Up to 600 hours (GSM).

Important: Battery talk and stand-by times are estimates and only possible under optimal network conditions. Actual battery talk and standby times depend on SIM cards, features used, battery age and condition, temperatures to which battery is exposed, network conditions, and many other factors, and may be significantly shorter than those specified above. Ringing tones, hands free call handling, use in digital mode, and other features will also consume the battery, and the amount of time a device is used for calls will affect its stand-by time. Likewise, the amount of time that the device is turned on and in the standby mode will affect its talk time.

## Battery

## Battery and charger information

Your device is powered by a rechargeable battery. The battery intended for use with this device is BL-4D. Nokia may make additional battery models available for this device. This device is intended for use when supplied with power from the following chargers: AC-8. The exact

charger model number may vary depending on the type of plug. The plug variant is identified by one of the following: E, EB, X, AR, U, A, C, K, or UB. For example, the model numbers for the charger can be, among others, AC-8C, AC-8U, AC-8X, etc. The charger model offered to China mainland is AC-8C and the compatible cable is CA-1010.

The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, replace the battery. Use only Nokia approved batteries, and recharge your battery only with Nokia approved chargers designated for this device.

If a battery is being used for the first time or if the battery has not been used for a prolonged period, it may be necessary to connect the charger, then disconnect and reconnect it to begin charging the battery. If the battery is completely discharged, it may take several minutes before the charging indicator appears on the display or before any calls can be made.

Safe removal. Always switch the device off and disconnect the charger before removing the battery.

Proper charging. Unplug the charger from the electrical plug and the device when not in use. Do not leave a fully charged battery connected to a charger, since overcharging may shorten its lifetime. If left unused, a fully charged battery will lose its charge over time.

Avoid extreme temperatures. Always try to 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. Battery performance is particularly limited in temperatures well below freezing.



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Do not short-circuit. Accidental short-circuiting can occur when a metallic object such as a coin, clip, or pen causes direct connection of the positive (+) and negative (-) terminals of the battery. (These look like metal strips on the battery.) This might happen, for example, when you carry a spare battery in your pocket or purse. Short-circuiting the terminals may damage the battery or the connecting object.

Disposal. Do not dispose of batteries in a fire as they may explode. Dispose of batteries according to local regulations. Please recycle when possible. Do not dispose as household waste.

Leak. Do not dismantle, cut, open, crush, bend, puncture, or shred cells or batteries. In the event of a battery leak, prevent battery liquid contact with the skin or eyes. If this happens, flush the affected areas immediately with water, or seek medical help.

Damage. Do not modify, remanufacture, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.

Correct use. Use the battery only for its intended purpose. Improper battery use may result in a fire, explosion, or other hazard. If the device or battery is dropped, especially on a hard surface, and you believe the battery has been damaged, take it to a service centre for inspection before continuing to use it. Never use any charger or battery that is damaged. Keep your battery out of the reach of small children.

Important: Talk and standby times are estimates only. Actual performance depends on many factors such as network conditions, device settings selected, device features being used (or running in the background), battery condition and ambient temperature. Making calls

with the device affects the standby time and the amount of time in standby mode affects the talk time.

### Nokia battery authentication guidelines

Always use original Nokia batteries for your safety. To check that you are getting an original Nokia battery, purchase it from a Nokia authorised service centre or dealer, and inspect the hologram label using the following steps:

## Authenticate hologram

 When you look at the hologram on the label, you should see the Nokia connecting hands symbol from one angle and the Nokia Original Enhancements logo when looking from another angle.











When you angle the hologram left, right, down and up, you should see 1, 2, 3 and 4 dots on each side respectively.



Successful completion of the steps is not a total assurance of the authenticity of the battery. If you cannot confirm authenticity or if you have any reason to believe that your Nokia battery with the hologram on the label is not an authentic Nokia battery, you should refrain from using it, and take it to the nearest Nokia authorised service centre or dealer for assistance.

To find out more about original Nokia batteries, see www.nokia.com/batterycheck

## Taking care of your device

Your device is a product of superior design and craftsmanship and should be treated with care. The following suggestions will help you protect your warranty coverage.

 Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that will corrode electronic circuits. If your device does get wet, remove the battery, and allow the device to dry completely before replacing it.

- Do not use or store the device in dusty, dirty areas.
   Its moving parts and electronic components can be damaged.
- Do not store the device in high or cold temperature. High temperatures can shorten the life of electronic devices, damage batteries, and warp or melt certain plastics. When the device warms to its normal temperature from a cold temperature, moisture can form inside the device and damage electronic circuit boards.
- Do not attempt to open the device other than as instructed in this guide.
- Do not drop, knock, or shake the device. Rough handling can break internal circuit boards and fine mechanics.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device. Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can clog the moving parts and prevent proper operation.
- Use only the supplied or an approved replacement antenna. Unauthorised antennas, modifications, or attachments could damage the device and may violate regulations governing radio devices.
- Use chargers indoors.
- Backup all data you want to keep, such as contacts and calendar notes.
- To reset the device from time to time for optimum performance, power off the device and remove the battery.

These suggestions apply equally to your device, battery, charger, or any accessory.



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### Recycle

Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help prevent uncontrolled waste disposal and promote the recycling of materials. Check product environmental information and how to recycle your Nokia products at www.nokia.com.cn/werecycle, or with a mobile device, http://nokia.mobi/werecycle.

### China ROHS Table



Toxic or hazardous	Part name		
Substances and Elements	Phone	Battery	Accessorie s
Lead (Pb)	Х	х	х
Mercury (Hg)	0	0	0
Cadmium (Cd)	0	0	0
Hexavalent Chromium (Cr6+)	0	0	0
Polybrominated biphenys(PBB)	0	0	0
Polybrominated diphenyl	0	0	0
ethers (PBDE)			

0: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement in SJ/T 11363-2006.

X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement in SJ/T

Notes: The reason for marking "X" is: there is currently no alternative technologies available.

### Additional safety information Small children

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

### Operating environment

This device meets RF exposure guidelines in the normal use position at the ear or at least 1.5 centimetres (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

To send data files or messages requires a quality connection to the network. Data files or messages may be delayed until such a connection is available. Follow the separation distance instructions until the transmission is

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.

## **Medical devices**

Operation of radio transmitting equipment, including wireless phones, may interfere with the function of inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine whether they are adequately shielded from external RF energy. Switch off your device when  $\,$ 











regulations posted instruct you to do so, for example, in

#### Implanted medical devices

Manufacturers of medical devices recommend a minimum separation of 15.3 centimetres (6 inches) between a wireless device and an implanted medical device, such as a (cardiac) pacemaker, implanted cardioverter defibrillator or implanted cochlea (bionic ear), to avoid potential interference with the medical device. Persons who have such devices should:

- Always keep the wireless device more than 15.3 centimetres (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

## Hearing

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

Warning:
For hearing aid compatibility, you must turn off the
Bluetooth connectivity.

Note: The surface of this device does not contain nickel in the platings. The surface of this device contains stainless steel.

### Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles such as electronic fuel injection, electronic antilock braking, electronic speed control, and air bag systems. For more information, check with the manufacturer of your vehicle or its equipment.

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

Switch off your device before boarding an aircraft. The use of wireless teledevices in an aircraft may be dangerous to the operation of the aircraft and may be illegal.

## Potentially explosive environments

Switch off your device in any area with a potentially explosive atmosphere. Obey all posted instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or death. Switch off the device at refuelling points such as near gas pumps at service stations. Observe restrictions in fuel depots, storage, and distribution areas;







chemical plants; or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include areas where you would be advised to turn off your vehicle engine, below deck on boats, chemical transfer or storage facilities and where the air contains chemicals or particles such as grain, dust, or metal powders. You should check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) to determine if this device can be safely used in their vicinity

#### **Emergency calls**

Important: This device operates using radio signals wireless networks, landline networks, and userprogrammed functions. If your device supports voice calls over the internet (internet calls), activate both the internet calls and the cellular phone. Connections in all conditions cannot be guaranteed. You should never rely solely on any wireless device for essential communications like medical

To make an emergency call:

- If the device is not on, switch it on. Check for adequate signal strength. Depending on your device, you may also need to complete the
  - Insert a SIM card if your device uses one.
  - Remove certain call restrictions you have activated in your device.
  - Change your profile from Offline or Flight profile to an active profile.
- Press the end key as many times as needed to clear the display and ready the device for calls.
- Enter the official emergency number for your present location. Emergency numbers vary by location.

### 4 Press the call key.

When making an emergency call, give all the necessary information as accurately as possible. Your wireless device may be the only means of communication at the scene of an accident. Do not end the call until given permission to

### Certification information (SAR)

This mobile device meets 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 recommended by international guidelines. These guidelines were developed by the independent scientific organisation ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The exposure guidelines for mobile devices 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 0.88 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 mobile device 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 1.18 W/kg and when properly worn on the body is 0.81 W/kg.

### MANUFACTURER'S LIMITED WARRANTY

This Limited Warranty is in addition to, and does not affect your legal (statutory) rights under your applicable national laws relating to the sale of consumer products.

Nokia Corporation ("Nokia") provides this Limited Warranty to person who has purchased the Nokia product(s) included in the sales package ("Product").

Nokia warrants to you that during the warranty period Nokia or a Nokia authorised service company will in a commercially reasonable time remedy defects in materials, design and workmanship free of charge by repairing or, should Nokia in its absolute discretion deem it necessary, replacing the Product in accordance with this Limited Warranty (unless otherwise required by law). This Limited Warranty is only valid and enforceable in the country where you have purchased the Product provided that it is intended for sale in that country.

## Warranty period

The warranty period starts at the time of Product's original purchase by the first end-user. The Product may consist of several different parts and different parts may be covered by a different warranty period (hereinafter "Warranty Period"). The different Warranty Periods are:

a) twelve (12) months for the mobile device and accessories (whether included in the mobile device sales package or sold separately) other than the consumable parts and accessories listed in (b) and (c) below;

b) six (6) months for the following consumable parts and accessories: batteries, and

c) ninety (90) days for headset and the media on which any software is provided, for example, CD-ROM and memory card.

As far as your national laws permit, the Warranty Period will not be extended or renewed or otherwise affected due to subsequent resale, repair or replacement of the Product. However, repaired part(s) will be warranted for the remainder of the original Warranty Period or for ninety (90) days from the date of repair, whichever is longer.

### How to get warranty service

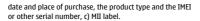
If you wish to make a claim under the Limited Warranty, you may call the Nokia call center (where this is available and please note national rates apply to calls) and/or where necessary, return your Product or the affected part (if it is not the entire Product) to a Nokia care centre or Nokia designated service location. Information about Nokia care centres, Nokia designated service locations and Nokia call centres can be found at local Nokia web pages where available.

You must return your Product or the affected part (if it is not the entire Product) to a Nokia care center or Nokia designated service location before the expiry of the Warranty Period.

When making a Limited Warranty claim you have to present: a) the Product (or affected part thereto), b) the legible and unmodified original proof of purchase, which clearly indicates the name and address of the seller, the







This Limited Warranty extends only to the original first end-user of the Product and is not assignable or transferable to any subsequent purchaser/end-user.

#### What is not covered?

- 1. This Limited Warranty does not cover user manuals or any third party software, settings, content, data or links, whether included/downloaded in the Product, whether included during installment, assembly, shipping or at any other time in the delivery chain or otherwise and in any way acquired by you. To the extent permitted by applicable law(s), Nokia does not warrant that any Nokia software will meet your requirements, will work in combination with any hardware or software applications provided by a third party, that the operation of the software will be uninterrupted or error free or that any defects in the software are correctable or will be corrected.
- 2. This Limited Warranty does not cover a) normal wear and tear (including, without limitation, wear and tear of camera lenses, batteries or displays), b) transport costs, c) defects caused by rough handling (including, without limitation, defects caused by sharp items, by bending, compressing or dropping, etc.), d) defects or damage caused by misuse of the Product, including use that is contrary to the instructions provided by Nokia (e.g. as set out in the Product's user guide) and/or e) other acts beyond the reasonable control of Nokia.
- 3. This Limited Warranty does not cover defects or alleged defects caused by the fact that the Product was used with, or connected to, a product, accessories, software and/or service not manufactured, supplied or authorised by Nokia or was used otherwise than for its intended use. Defects can be caused by viruses from your or from a third party's unauthorised access to services, other accounts, computer systems or networks. This unauthorised access can take

place through hacking, password-mining or through a variety of other means.

- 4. This Limited Warranty does not cover defects caused by the fact that the battery has been short-circuited or by the fact that the seals of the battery enclosure or the cells are broken or show evidence of tampering or by the fact that the battery has been used in equipment other than those for which it has been specified.
- 5. This Limited Warranty does not apply if the Product has been opened, modified or repaired by anyone other than an authorised service centre, if it is repaired using unauthorised spare parts or if the Product's serial number, the mobile accessory date code or the IMEI number has been removed, erased, defaced, altered or are illegible in any way and this shall be determined in the sole discretion of blokia.
- 6. This Limited Warranty does not apply 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.

## Other important notices

A third party, independent operator provides the SIM card and cellular and/or other network or system on which the Product operates. Therefore, Nokia will not accept responsibility under this warranty for the operation, availability, coverage, services or range of the cellular or other network or system. Before the Product can be repaired or replaced, the operator may need to unlock any SIM-lock or other lock that may have been added to lock the product to a specific network or operator. Accordingly, Nokia does not accept responsibility for any delays in warranty repairs or for the inability of Nokia to complete warranty repairs that are caused by the operator's delay or failure to unlock any SIM-lock or other lock.









Please remember to make backup copies or keep written records of all important content and data stored in your Product, because content and data may be lost during repair or replacement of the Product. Nokia, in a manner consistent with the provisions of the section entitled "Limitation of Nokia's Liability" below, to the extent permitted by applicable law(s), shall not under any circumstances be liable, either expressly or implied, for any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of, content or data during repair or replacement of the Product.

All parts of the Product or other equipment that Nokia has replaced shall become the property of Nokia. If the returned Product is found not to be covered by the terms and conditions of the Limited Warranty, Nokia and its authorised service companies reserve the right to charge a handling fee. When repairing or replacing the Product, Nokia may use products or parts that are new, equivalent to new or reconditioned.

Your Product may contain country specific elements, including software. If the Product has been re-exported from its original destination country to another country, the Product may contain country specific elements that are not considered to be a defect under this Limited Warranty.

## Limitation of Nokia's liability

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This Limited Warranty is your sole and exclusive remedy against Nokia and Nokia's sole and exclusive liability in respect of defects in your Product. However, this Limited Warranty shall neither exclude nor limit i) any of your legal (statutory) rights under the applicable national laws or ii) any of your rights against the seller of the Product.

This Limited 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 as

to satisfactory quality or fitness for purpose. To the extent permitted by applicable law(s) Nokia does not assume any liability for loss of or damage to or corruption of data, for any loss of profit, loss of use of Products or functionality, loss of business, loss of contracts, loss of revenues or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage. To the extent permitted by applicable law, Nokia's liability shall be limited to the purchase value of the Product. The above limitations shall not apply to death or personal injury resulting from Nokia's proven negligence.

## Statutory obligations

This Limited Warranty must be read subject to any statutory provisions that imply warranties or conditions into this Limited Warranty that cannot be excluded, restricted or modified or cannot be excluded, restricted or modified except to a limited extent. If such statutory provisions apply, to the extent to which Nokia is able to do so, its liability under those provisions will be limited, at its option to, in the case of goods: the replacement of the goods or the supply of equivalent goods, the repair of the goods, the payment of the cost of replacing the goods or of acquiring equivalent goods, or the payment of the cost of having the goods repaired; and in the case of services: the supplying of the services again or the payment of the cost of having the services supplied again.

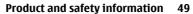
**Note:** Your Product is a sophisticated electronic device. Nokia strongly encourages you to familiarise yourself with the user guide and instructions provided with and for the Product. Please also note that the Product might contain high precision displays, camera lenses and other such parts, which could be scratched or otherwise damaged if not handled very carefully.

All warranty information, product features and specifications are subject to change without notice.









# Terms of use, OVI SERVICE TERMS and privacy policy

Thank you for choosing Nokia. By starting to use your device you begin your exciting journey with us.

To access the wide range of Nokia's Ovi services a Nokia Account will be automatically created for you when you first use your device. You then only need to add personal user information when accessing the services for the first time, after which you can manage your Nokia Account

To help you to get the most out of your device and services, you will start receiving free personalized text messages from My Nokia with tips, tricks and support. You may unsubscribe from these My Nokia messages at any time by following the information on the welcome message you receive shortly after activating your device, or by clicking the My Nokia icon in your device and selecting

Upon first use of your device and after you have updated the Nokia device software an activation text message will be sent to Nokia.

## Software updates

If you update your Nokia device software the information described above in this notice still applies.

To ensure you have the latest Nokia device software and applications, your device checks the availability of software updates from Nokia. If any are available you will be prompted to approve their installation. You may disable automatic checking for updates through settings in your device. You may also install software through available software update channels.

### Other important information

By starting to use the device or when you update the Nokia device software you accept the Ovi Service Terms and Privacy Policy ("Terms") included in the sales box or as otherwise made available to you.

To provide you with the services described above your mobile number, device serial number and mobile subscription identifiers will be sent to Nokia upon first use of the device. Some or all of the above information may also be sent to Nokia in connection with software updates. This information may be used as further specified in the Privacy Policy.

This notice is not applicable and the welcome screen will not appear at first device use, if the service is not available in your country, software version or selected device

Normal charges for text messages and transmission of data will apply.

## OVI SERVICE TERMS

## 1. Acceptance

These Ovi Service Terms together with the Privacy Policy (collectively "Terms") govern your use of the application or website where you accessed these Ovi Service Terms and use of the related services (collectively "Service") and the Terms constitute an agreement between you and Nokia Corporation defining the rights and responsibilities of you and Nokia Corporation including its affiliates and suppliers (collectively "Nokia") with respect to the Service. There may be additional conditions applicable to certain parts of the Service. You are not allowed to use the Service if you do not agree to the Terms.

## 2. Eligibility

www.nokia.com/support







To use the Service, you must be at least thirteen (13) years of age. If you are at least thirteen (13) years of age but a minor where you live, you must review the Terms and have your parent or legal guardian complete the registration on your behalf for you to use the Service. The person completing the registration must be legally competent.

### 3. Registration and Termination

You agree to provide truthful and complete information when registering for the Service and to keep that information updated. Providing misleading information about your identity is forbidden.

When you register, you will create a username and a password. You (and your parent or legal guardian, if you are a minor) are personally responsible for any use of the Service with your username and password. You agree to take due care in protecting your username and password against misuse by others and promptly notify Nokia about any misuse.

You may terminate your registration if you no longer wish to use the Service. After termination, you will no longer have access to the Service. Nokia may terminate your registration or restrict your access to certain parts of the Service if there is an indication that you have breached the Terms or with a prior notice if you have not signed into the Service with your username in the past six (6) months. Except as set forth in Privacy Policy, Nokia shall not be responsible for any removal of the information or content you have submitted ("Material") from the Service when your registration is terminated.

After the Material is removed from the Service by either you or Nokia, some traces of the Material may remain and copies of the Material may still reside within the Service.

### 4. Using the Service

You agree to:

- Use the Service only for your private, noncommercial purposes;
- Comply with applicable laws, the Terms and good manners:
- Not submit unlawful, offensive, abusive, pornographic, harassing, libelous or other inappropriate Material;
- · Respect the privacy of others;
- Obtain any consents, permission or licenses that may be required for you to have the legal right to submit any Material; and
- Not distribute or post spam, unreasonably large files, chain letters, pyramid schemes, viruses or any other technologies that may harm the Service, or the interest or property of the Service users.

Nokia may but has no obligation to:

- Monitor or moderate any of the Material; and
- Remove any Material from the Service and restrict access to any part of the Service at any time in its sole discretion.

## 5. Allegations of Copyright Infringement

You may notify Nokia of copyright infringement on the Service by providing notice (a) by email with "Copyright Notification" in the subject line to copyright. notices@nokia.com, (b) by a document titled "Copyright Notification" mailed to Nokia, Attn: Copyright Agent, 102 Corporate Park Drive, White Plains, NY 10604, or (c) via the online form, if available, Your notice must:









- (1) Identify the original copyrighted work you claim is infringed:
- (2) Identify the content on the Service that you claim is infringing the copyrighted work. Please provide enough detail for Nokia to locate the allegedly infringing content on the Service;
- (3) Provide your contact information, including your full name, mailing address, telephone number, and email address, if available;
- (4) Provide a statement that you have a good faith belief that the use of the content in the manner complained of is not authorized by the copyright owner, its agent, or the law;
- (5) Provide this statement: "I swear, under penalty of perjury, that the information in this notification and complaint is accurate and that I am the copyright owner, or am authorized to act on behalf of the copyright owner of an exclusive right that is infringed."; and
- (6) Provide your signature.

## 6. Licenses

Nokia does not claim ownership in your Material. Your submission of Material to the Service does not transfer ownership rights in the Material to Nokia. However, by submitting Material to the Service you grant Nokia a worldwide nonexclusive, assignable, fully paid, royalty-free, perpetual and irrevocable license to use, copy, publicly perform, display, distribute and modify the Material, and to prepare derivative works thereof, or incorporate the Material into other works as well as sublicense the same.

Users of the Service are granted a non-exclusive, non-transferable, revocable license (revocable at the sole

discretion of Nokia at any time) to access and use the Service strictly in accordance with the Terms. Any further intellectual property rights in any information or content in the Service are not granted.

#### 7. Fee

Your use of the Service may be or may become subject to charges. Any fees charged by Nokia will be announced separately in connection with the Service.

Use of the Service may involve transmission of data through your service provider's network. Your network service provider may charge for such data transmission.

Nokia assumes no responsibility for the payment of any charges.

## 8. Availability

The Service may not be available in some countries and may be provided only in selected languages. The Service may be network dependent, contact your network service provider for more information.

Nokia reserves the right, in its sole discretion, to change, improve and correct the Service. The Service may not be available during maintenance breaks and other times.

Nokia may also decide to discontinue the Service or any part thereof in its sole discretion. In such case you will be provided a prior notification.

## 9. Dealings with Others

www.nokia.com/support







You may interact with other users on or through the Service. You agree that any such interactions do not involve Nokia and are solely between you and the other user(s). infringement or violation of any intellectual property, other rights or privacy of a third party, iii) misuse of the Service by a third party where such misuse was made available by your failure to take reasonable measures to protect your username and password against misuse.

#### 10. Personal Data

The Privacy Policy and additional provisions in these Ovi Service Terms govern use of your personal data.

## 11. Limitation of Liability

The Service is provided on "AS IS" and "AS AVAILABLE" basis. Nokia does not warrant that the Service will be uninterrupted or error or virus-free. No warranty of any kind, either express or implied, including but not limited to warranties of title or non-infringement or implied warranties of merchantability or fitness for a particular purpose, is made in relation to the availability, accuracy, reliability, information or content of the Service. You expressly agree and acknowledge that the use of the Service is at your sole risk and that you may be exposed to content from various sources.

Except for liability for death or personal injury caused by gross negligence or intentional misconduct, Nokia shall not be liable for any direct, indirect, incidental, punitive or consequential damages caused by the use or inability to use the Service.

## 12. Indemnification

You agree to defend, indemnify and hold harmless Nokia from and against any and all third party claims and all liabilities, assessments, losses, costs or damages resulting from or arising out of i) your breach of the Terms, ii) your

### 13. Miscellaneous

## 13.1 Choice of Law and Arbitration

Except where prohibited by applicable law or provided otherwise herein, the Terms shall be governed by the laws of Finland without regard to its conflict of law provisions.

If you are a US resident the following paragraph shall apply: The Terms shall be governed by the laws of New York without regard to its conflicts of law provisions. Any dispute relating to these Terms or the Service shall be submitted to binding arbitration in Westchester County, New York within eighteen (18) months of the date the facts giving rise to the suit were known, or should have been known, by the complainant, except that Nokia may seek injunctive or other relief if you have violated or threatened to violate any intellectual property rights. All matters relating to arbitration shall be governed by the Federal Arbitration Act (9 U.S.C. §1 et. seq.). Arbitration shall be conducted by a single arbitrator under the then prevailing Wireless Arbitration Rules of the American Arbitration Association ("AAA"), Each party must submit any claim which would constitute a compulsory counterclaim in litigation or such claim shall be barred. No award of exemplary, special, consequential or punitive damages shall be permitted. The losing party, as determined by the arbitrator, shall pay the arbitration fees. The arbitrator's award shall be binding and may be entered as a judgment and enforceable in any court of competent jurisdiction. Arbitration shall be conducted on an individual, not class-wide basis, and no arbitration shall







be joined with an arbitration involving any other person or entity

### 13.2 Validity

The Terms shall neither exclude nor limit any of your mandatory rights in your country of residence. If a provision of the Terms is found to be invalid, the validity of the remaining provisions shall not be affected and the invalid provision shall be replaced with a valid provision that comes closest to the result and purpose of the Terms. If there is any conflict between these Ovi Service Terms and the Privacy Policy, the provisions of these Ovi Service Terms shall prevail. The provisions of the Terms that are intended to survive termination shall remain valid after any termination.

### 13.3 Changes in Terms

Nokia reserves the right to modify the Terms at any time without prior notice. If the Terms are changed in a material, adverse way, Nokia will provide a separate prior notice advising of such change.

You are responsible for regularly reviewing the Terms. Your continued use of the Service shall constitute your consent to any changes and modifications.

## 13.4 Links to Third Party Sites and Content

For your easy accessibility Nokia may include links to sites on the Internet that are owned or operated by third parties and that are not part of the Service. Upon following a link to such a third-party site, you shall review and agree to that site's rules of use before using such site.

You agree that Nokia has no control over the content of third-party sites and cannot assume any responsibility for services provided or material created or published by such sites. A link to a third-party site does not imply that Nokia endorses the site or the products or services referenced in

In addition, users may create links within the Service to content that has not otherwise been submitted to the Service. You agree that Nokia is neither responsible for nor liable for any such links.

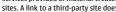
### 14. Intellectual Property

The Service and related software are protected under international copyright laws and you are hereby notified that copyrights are claimed by Nokia. Subject to the Terms, Nokia retains all right, title and interest in the Service and in all Nokia's products, software and other properties provided to you or used by you through the Service.

### WE CARE ABOUT YOUR PRIVACY

Nokia is committed to protecting your privacy and to comply with applicable data protection and privacy laws. We hope that this Privacy Policy ("Policy") helps you understand what kind of information we collect in connection with our products and services and how we process such information. Throughout this Policy the term "personal data" means information relating to an identified or identifiable individual (i.e. a natural person). "Nokia" refers to Nokia Corporation, including its affiliates (also referred to as "we", "us", or "our").

This Policy applies to personal data collected in connection with products and services offered by Nokia or from other interactions with us where a link or other reference of incorporation to this Policy is made, for example, in connection with our devices and accessories, websites (also including mobile websites), games, music and other types of services offered by Nokia typically in electronic form, as well as other services such as customer care and warranty services or promotions and campaigns









We may provide additional or amending privacy information in connection with a particular Nokia product or service. Such information prevails over this Policy to the extent of any conflict. Our products or services may contain links to other companies' websites and other third party services that have privacy policies of their own. We recommend that you read the privacy policies of such services. Nokia is not responsible for the privacy practices or contents of any such services.

By using this website and/or by submitting personal data to Nokia, you express your agreement to the processing of your personal data in the manner provided in this Policy. If you do not agree with this Policy, please do not use this website or provide Nokia with your personal data.

### The Data We Collect

We collect your personal data typically when you make a purchase, use or register into our services, enter into a sales promotion or a campaign or otherwise interact with us. We endeavour to collect personal data only with your knowledge or consent. Below are examples of the categories of data collected.

• Technical Information For the most part, you may visit our websites or use our products or services without having to tell us who you are. However, certain technical information is normally collected as a standard part of your use of our services. Such information includes, for example, your IP-address, access times, the website you linked from, pages you visit, the links you use, the adbanners and other content you viewed, information about your devices and other such technical information your browser provides us with or as may be otherwise collected in connection with certain products and services. When you use our services or otherwise interact with us over telecommunications networks, certain

additional information, such as your mobile telephone number, may be transmitted to us by the telecommunications operator as a standard part of that communication. Please also see the section "Use of Cookies and Web Beacons" below.

Information you provide us with When you register for our services, make a purchase, enter a sales promotion or otherwise interact with us, we may ask you to provide us with information such as your name, email address, street address, as well as user names, passwords and other such credentials that are used to authenticate users and to validate their actions or that may be needed to provide you with the products and services you have requested or to communicate with you.

We may collect demographic information, for example, your age, gender, postal code and language preferences. We may also collect other information you provide, such as your consents, preferences and feedback, information relating to your devices and other such information you provide us with. Please note that certain non-identifiable information collected from you may become personally identifiable when you provide us with your personal data. We may also obtain, in accordance with applicable law, some personal data from list-rental companies and other such publicly available sources. Some of our services may allow you to submit information about other people, for example, if you make an order for a product that you wish us to send directly to another recipient.

Your transactions with us We collect or ask for information relating to your purchase and/or use of our products and/or services and your other interactions with us. Such information may include, for example, details of the queries or requests you have made, the products and services provided (including delivery details), financial details

www.nokia.com/support







(including payments made, credit card details, billing address, credit checks and other such financial information), details of agreements between you and Nokia, records of contacts and communications, information and details relating to the content you have provided us with and other such transactional information. We may, in accordance with applicable law, record your communication with our customer care or with other such contact points. Certain services may involve the use of your location data. However, use of your location data for such services is subject to your consent.

# The Purposes for which We Process Your Personal

Nokia processes your personal data for the purposes described in this Policy and/ or any additional service specific privacy information. Please note that one or more purposes may apply simultaneously.

- Provision of products and services We may use your personal data to fulfill your requests, process your order or as otherwise may be necessary to perform or enforce the contract between you and Nokia, to ensure the functionality and security of our products and services, to identify you and to prevent and investigate fraud and other misuses.
- **Development of products and services** We may use your personal data to develop our products and/ or services. However, for the most part we only use aggregate and statistical information in the development of our products and services. We may also use your personal data to personalize our offering and to provide you with service more relevant to you, for example, to make recommendations and to display customized content and advertising in our websites. We may combine personal data collected in connection with

your use of a particular Nokia product and/or service with other personal data we may hold about you, except where such personal data was collected for a different purpose. We may create aggregate and statistical information based on your personal data

**Communicating with you and marketing** We may use your personal data to communicate with you, for example, to provide information relating to our products and/or services you are using or to contact you for customer satisfaction gueries. We may use your personal data for marketing or research purposes, for example, to conduct market research and we may, in accordance with applicable law, contact you to inform you of new products, services or promotions we may offer. Also, some of our products and services may be used to promote products and services of other companies. However, Nokia does not disclose your personal data to such companies or any other company for marketing purposes without your prior consent.

## **Sharing Your Personal Data**

Generally, we do not sell, lease, rent or otherwise disclose your personal data to third parties unless otherwise stated

- Consent We may share your personal data if we have your consent to do so. Some services may include sharing your personal data with other users of the service, for example services where users publish their own content or Nokia user
- Nokia companies and authorized third partiesWe may share your personal data with other Nokia companies or authorized third parties who process personal data for Nokia for the purposes described in this Policy. Such parties are not permitted to use your personal data for other









purposes, and we require them to act consistently with this Policy and to use appropriate security measures to protect your personal data.

- International transfers Our products and services may be provided using resources and servers located in various countries around the world. Therefore your personal data may be transferred across international borders outside the country where you use our services, including to countries outside the European Economic Area (EEA) that do not have laws providing specific protection for personal data or that have different legal rules on data protection, for example, the United States of America. In such cases we take steps to ensure that there is a legal basis for such a transfer and that adequate protection for your personal data is provided as required by applicable law, for example, by using standard agreements approved by relevant authorities (where necessary) and by requiring the use of other appropriate technical and organizational information security measures.
- Mandatory disclosures We may be obligated by mandatory law to disclose your personal data to certain authorities or other third parties, for example, to law enforcement agencies in the countries where we or third parties acting on our behalf operate. We may also disclose and otherwise process your personal data in accordance with applicable law to defend Nokia's legitimate interests, for example, in civil or criminal legal proceedings.
- Mergers and Acquisitions If we decide to sell, buy, merge or otherwise reorganise our businesses in certain countries, this may involve us disclosing personal data to prospective or actual purchasers and their advisers, or receiving personal data from sellers and their advisers.

Collecting the Data of Minors

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Nokia does not seek to collect any information from or engage in any transactions with persons under the age of 13. Our databases may nevertheless contain personal data of children under 13 due to the fact that it is not always possible to determine precisely the age of the user. Insofar as we ask you to provide your age, we block the service from any person who is under 13 years of age. We will also make reasonable efforts to clear our databases of personal data relating to under age users.

Nokia's policy is to request that minors (the legal age of majority and therefore the age of minors is determined by local law where you reside) do not make purchases or engage in other legal acts on our products and services without the consent of a parent or legal guardian, unless otherwise permitted by applicable law.

### **Data Quality**

We take reasonable steps to keep the personal data we possess accurate and upto- date and to delete out of date or otherwise incorrect or unnecessary personal data.

As certain Nokia products and services may allow you to manage your profile, we encourage you to access your personal data from time to time to ensure that it is correct and up-to-date. Please remember that it is your responsibility to provide us with correct details as well as to update the personal data you have provided us with in case of any changes.

## Security

While there are always risks associated with providing personal data, whether in person, by phone, via the internet or otherwise, and no technology is completely safe or "tamper" or "hacker" proof, Nokia takes appropriate technical and organizational information security measures to prevent and minimize such risks.





Such measures include, where appropriate, the use of firewalls, secure server facilities, encryption, implementing proper access rights management systems and processes, careful selection of processors and other technically and commercially reasonable measures to provide appropriate protection for your personal data against unauthorized use or disclosure. Where appropriate, we may also take back-up copies and use other such means to prevent accidential damage or destruction to your personal data. If a particular part of a Nokia website supports on-line transactions, we will use an industry standard security measure, such as the one available through "Secure Sockets Layer" ("SSL"), to protect the confidentiality and security of online

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