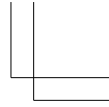
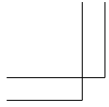
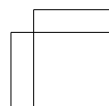
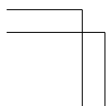


# Quick Guide

Nokia Lumia 635




2014-05-06 Issue 1.0 (draft) EN RM-975





## Psst...

This guide isn't all there is...

There's a user guide in your phone – it's always with you, available when needed. Check out videos, find answers to your questions, and get helpful tips. On the start screen, swipe left, and tap  **Nokia Care**. If you're new to Windows Phone, check out the section for new Windows Phone users.

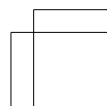
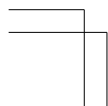
For the online user guide, even more info, and troubleshooting help, go to [www.nokia.com/support](http://www.nokia.com/support).

Check out the videos at [www.youtube.com/NokiaSupportVideos](http://www.youtube.com/NokiaSupportVideos).

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

### First start-up

Your new phone comes with great features that are installed when you start your phone for the first time. Allow some minutes while your phone sets up.



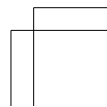
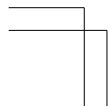


## Quick Guide

Nokia Lumia 635

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## Safety

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



### SWITCH OFF IN RESTRICTED AREAS

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



### ROAD SAFETY COMES FIRST

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



### INTERFERENCE

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



### QUALIFIED SERVICE

Only qualified personnel may install or repair this product.



### BATTERIES, CHARGERS, AND OTHER ACCESSORIES

Use only batteries, chargers, and other accessories approved by Microsoft Mobile for use with this device. Third-party chargers that comply with the IEC/EN 62684 standard, and that can connect to your device micro USB connector, may be compatible. Do not connect incompatible products.



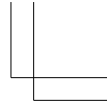
### KEEP YOUR DEVICE DRY

Your device is not water-resistant. Keep it dry.



### GLASS PARTS

The device screen is made of glass. This glass can break if the device is dropped on a hard surface or receives a substantial impact. If the



glass breaks, do not touch the glass parts of the device or attempt to remove the broken glass from the device. Stop using the device until the glass is replaced by qualified service personnel.



**PROTECT YOUR HEARING**

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

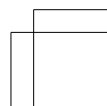
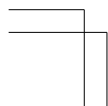


**SAR**

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



When a carry case, belt clip or other form of device holder is used for body-worn operation, it should not contain metal and should provide at least the above-stated separation distance from the body. Note that mobile devices may be transmitting even if you are not making a voice call.



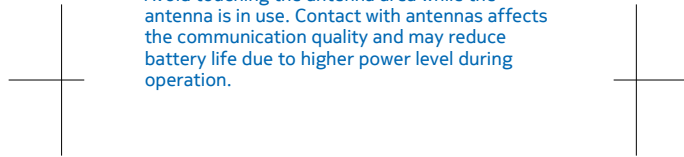


### Keys and parts

- 1 Audio connector AHJ 3.5 mm
- 2 Earpiece
- 3 Volume keys
- 4 Power/Lock key
- 5 Microphone
- 6 Antenna area
- 7 Camera
- 8 Loudspeaker
- 9 Micro-USB connector

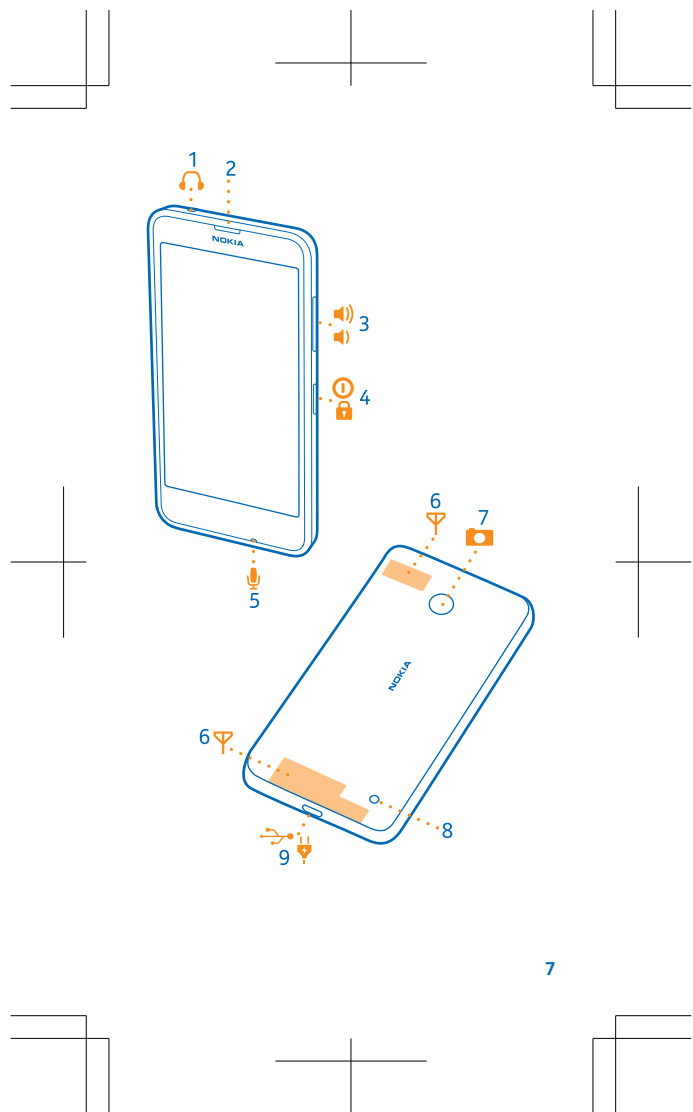
Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately.

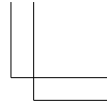
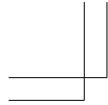
Avoid touching the antenna area while the antenna is in use. Contact with antennas affects the communication quality and may reduce battery life due to higher power level during operation.



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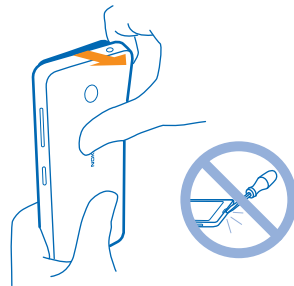
## Get started

Before you start using your phone, remove the back cover to insert the micro-SIM card (also known as the mini-UICC card).

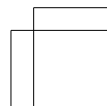
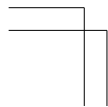
### Remove the back cover

Make sure the phone is switched off.

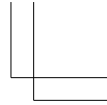
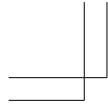
1. At the top corner of the phone, put your index finger in the seam between the screen frame and the back cover. Do not use any sharp tools, as they may damage the phone.
2. Press the middle of the back cover, bend the cover open, and remove it.



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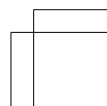
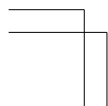
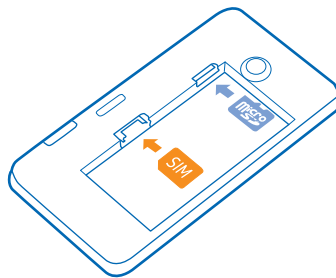


### Insert the SIM and memory card

1. If the battery is in, lift it out.
2. Slide the micro-SIM card into the SIM slot with the metal contact area down.
3. If you have a memory card, slide the card into the memory card slot.

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

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





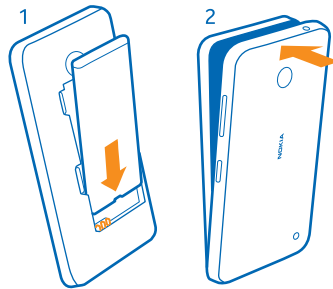
### Replace the battery and back cover

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

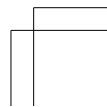
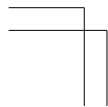
### Charge the battery

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

If the battery is completely discharged, it may need to charge for up to 20 minutes before you can use your device. The charging indicator may not be displayed in this time.



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### Try out the touch screen

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

#### Swipe

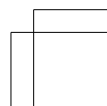
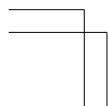
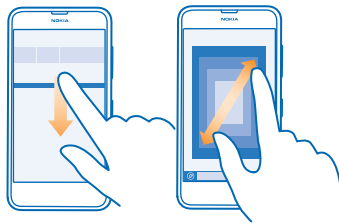
To, for example, open the action centre, place a finger at the top of the screen, and slide it down.

#### Zoom in or out

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

#### Tap and hold to open a menu



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





## Get the basics

### Make a call

1. Tap  > , type in the phone number, and tap **call**. To type in the + character, used for international calls, tap and hold **0**.

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

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



### Lock the keys and screen

Press the power key briefly.

To unlock, press the power key, and drag the lock screen up.

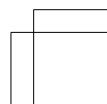
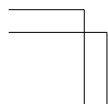
### Switch between views and apps

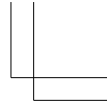
To switch between the start screen and the apps menu, simply swipe left or right.

To switch between open apps, press and hold , and choose the app you want. To close an app, tap .

### Personalise the start screen

To move a tile on the start screen, place your finger on the item for a second or two, and drag the item to a new location.






## Take your friends with you

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



In your old phone, switch Bluetooth on, and make sure it's visible to other devices.

### Transfer contacts



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

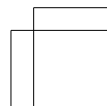
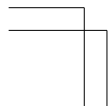
Not all phones may be compatible.

### Add a new contact

Tap  **People**, swipe to **contacts**, and tap .

### Import contacts from a SIM card

Tap  **People**, swipe to **contacts**, and tap  **> settings > import from SIM**.





## Help and tips

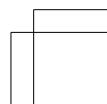
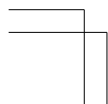
Get the most out of your phone while getting the battery life you need.

If you want to save battery power, you can:

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

### **If your phone freezes**

If your phone isn't responding, press and hold the power key for about 10 seconds. The phone vibrates and restarts. You can also take the battery out for a few seconds. Put the battery back in, and switch your phone on again. No content, such as contacts or messages, is deleted. If this doesn't help, visit [www.nokia.com/support](http://www.nokia.com/support).





## Feature-specific information

Using services or downloading content may cause the transfer of large amounts of data, which may result in data costs. Use only compatible memory cards approved for use with this device. Incompatible cards may damage the card and the device and corrupt data stored on the card.



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

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



## Find your model number and serial number (IMEI)

If you need to contact Nokia Care or your service provider, you may need info, such as your phone's model number and serial number (IMEI). To see the info, on the start screen, swipe down from the top of the screen, and tap **all settings** > **about** > **More information**. You can also find the info on your phone label, which is located under the back cover.

★ **Tip:** To view your phone's IMEI number, dial **\*#06#**.



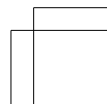
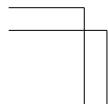
## Product and safety information

### Network services and costs


You can only use your device on the LTE 700 (17), 850 (5), 1700 (4), 1900 (2), 2600 (7); WCDMA 850, 1700/2100, 1900, 2100; and GSM 850, 900, 1800, 1900 MHz networks. You need a subscription with a service provider.

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

ⓘ **Important:** 4G/LTE might not be supported by your network service provider or by the service provider you are using when traveling. In these cases, you may not be able to make or receive calls, send or receive messages or use mobile data connections. To make sure your device works seamlessly when full 4G/LTE service is not available, it is recommended that you change the highest connection








speed from 4G to 3G. To do this, swipe left on the start screen, and tap  **Settings** > **mobile+SIM**. Switch Highest connection speed to 3G.  
For more info, contact your network service provider.

### Make an emergency call

1. Make sure the phone is switched on.
2. Check for adequate signal strength.

You may also need to do the following:

- Put a SIM card in the device, if supported by your device.
- Switch the call restrictions off in your phone, such as call barring, fixed dialling, or closed user group.
- Make sure **flight mode** is not switched on.
- If the phone screen and keys are locked, unlock them.

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

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

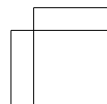
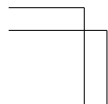
**Important:** Activate both cellular and internet calls, if your phone supports internet calls. The phone may attempt to make emergency calls both through cellular networks and through your internet call service provider. Connections in all conditions cannot be guaranteed. Never rely solely on any wireless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

### Take care of your device

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

### About Digital Rights Management

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







### Battery and charger info

Use your device only with an original BL-5H rechargeable battery. Charge your device with AC-20U charger. Charger plug type may vary.

Third-party chargers that comply with the IEC/EN 62684 standard, and that can connect to your device micro USB connector, may also be compatible. Microsoft Mobile may make additional battery or charger models available for this device.

### Battery and charger safety

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

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

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

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

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

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

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

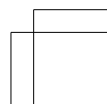
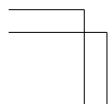
### Additional safety information

#### Small children

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

#### Medical devices

Operation of radio transmitting equipment, including wireless phones, may interfere with inadequately shielded medical devices\*





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

**Implanted medical devices**

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

- Always keep the wireless device more than 15.3 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.
- Switch the wireless device off if there is any reason to suspect that interference is taking place.
- Follow the manufacturer directions for the implanted medical device.

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

**Accessibility solutions**

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

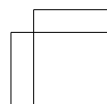
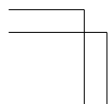
**Hearing**

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

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

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

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





**Nickel**

The surface of this device is nickel-free.

**Information on health**

The U.S. Food and Drug Administration (FDA) and the U.S. Federal Communications Commission (FCC) published statements and questions and answers concerning cellular telephones and health. Microsoft Mobile encourages you to visit these websites for updated information. You can access the FDA website at [www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/default.htm](http://www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/default.htm) and the FCC website at [transition.fcc.gov/oet/rfsafety/rf-faqs.html](http://transition.fcc.gov/oet/rfsafety/rf-faqs.html). Additional health-related information is available from the World Health Organization (WHO) at [www.who.int/mediacentre/factsheets/fs193/en/](http://www.who.int/mediacentre/factsheets/fs193/en/) and The National Cancer Institute ("NCI") [www.cancer.gov/ncicancerbulletin/NCI\\_Cancer\\_Bulletin\\_092308/page7](http://www.cancer.gov/ncicancerbulletin/NCI_Cancer_Bulletin_092308/page7). In the event that you are concerned about possible health effects, the FDA suggests that you limit your own or your children's radio frequency (RF) exposure by limiting the length of calls or by using handsfree devices.



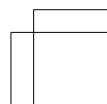
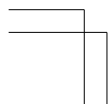
**Vehicles**

Radio signals may affect improperly installed or inadequately shielded electronic systems in vehicles. For more info, check with the manufacturer of your vehicle or its equipment. Only qualified personnel should install the device in a vehicle. Faulty installation may be dangerous and invalidate your warranty. Check regularly that all wireless device equipment in your vehicle is mounted and operating properly. Do not store or carry flammable or explosive materials in the same compartment as the device, its parts, or accessories. Do not place your device or accessories in the air bag deployment area.



**Safety and texting while driving**

Safety should be every driver's first priority. Drivers must obey all local laws that may include restrictions on the use of cellular telephones or accessories while driving. If use is legal, always keep your hands free to operate the vehicle while driving and use a handsfree device whenever possible. Suspend calls in heavy traffic or hazardous weather. Get to know your cellular phone and its features and make any necessary information inputs prior to driving. Do not input data or engage in text messaging while driving. Cellular telephones should not be used when use may be a distraction to the driver. The Cellular Telecommunications & Internet Association (CTIA) has published further info and tips on safe use of cellular telephones at [www.ctia.org/consumer\\_info/safety](http://www.ctia.org/consumer_info/safety), which we encourage you to review.





### Potentially explosive environments

Switch your device off in potentially explosive environments, such as near petrol pumps. Sparks may cause an explosion or fire resulting in injury or death. Note restrictions in areas with fuel; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive environment may not be clearly marked. These usually are areas where you are advised to switch your engine off, below deck on boats, chemical transfer or storage facilities, and where the air contains chemicals or particles. Check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) if this device can be safely used in their vicinity.

### Certification information (SAR)

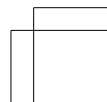
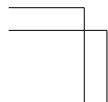
**This mobile device meets international guidelines for exposure to radio waves.**

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields), recommended by international guidelines from the independent scientific organization ICNIRP. These guidelines incorporate substantial safety margins that are intended to assure the protection of all persons regardless of age and health. The exposure guidelines are based on the Specific Absorption Rate (SAR), which is an expression of the amount of radio frequency (RF) power deposited in the head or body when the device is transmitting. The ICNIRP SAR limit for mobile devices is 2.0 W/kg averaged over 10 grams of tissue.

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

	Maximum SAR value	Frequency bands used when Maximum SAR value was recorded
When held against the head	0.61 W/kg over 10g	LTE 1900 and WLAN 2450
When operated at a separation distance of 5/8 inch (1.5 centimetres) from the body	0.60 W/kg over 10g	WCDMA 2100 and WLAN2450

Your mobile device is also designed to meet the United States Federal Communications Commission (FCC) and Industry Canada SAR (IC)





guidelines. FCC ratings for your device and more information on SAR can be found at [transition.fcc.gov/oet/rfsafety/sar.html](http://transition.fcc.gov/oet/rfsafety/sar.html). Information on IC SAR can be found at [www.ic.gc.ca](http://www.ic.gc.ca).

This device meets RF exposure guidelines when used against the head or when positioned at least 5/8 inch (1.5 centimetres) away from the body. When a carry case, belt clip or other form of device holder is used for body-worn operation, it should not contain metal and should provide at least the above stated separation distance from the body. To send data or messages, a good connection to the network is needed. Sending may be delayed until such a connection is available. Follow the separation distance instructions until the sending is finished.

During general use, the SAR values are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your mobile is automatically decreased when full power is not needed for the call. The lower the power output, the lower the SAR value. Device models may have different versions and more than one value. Component and design changes may occur over time and some changes could affect SAR values. The latest available SAR information for this and other Nokia device models can be found at [www.nokia.com/sar](http://www.nokia.com/sar).

The World Health Organization (WHO) has stated that current scientific information does not indicate the need for any special precautions when using mobile devices. If you are interested in reducing your exposure, they recommend you limit your usage or use a hands-free kit to keep the device away from your head and body. For more information and explanations and discussions on RF exposure, go to the WHO website at [www.who.int/peh-emf/en](http://www.who.int/peh-emf/en).

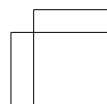
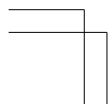


#### Support messages

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

#### Care

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





**Copyrights and other notices**  
**DECLARATION OF CONFORMITY**

**CE 0168**

Hereby, Microsoft Mobile Oy declares that this RM-975 product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be found at [www.nokia.com/global/declaration/declaration-of-conformity](http://www.nokia.com/global/declaration/declaration-of-conformity).

The availability of products, features, apps and services may vary by region. Microsoft Mobile may, in its sole discretion, change, correct or discontinue any of its services in whole or in part. For more info, contact your dealer or your service provider. This device may contain commodities, technology or software subject to export laws and regulations from the US and other countries. Diversion contrary to law is prohibited.

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

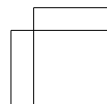
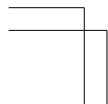
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**FCC/INDUSTRY CANADA/MEXICO NOTICE**

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





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

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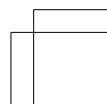
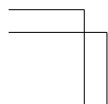
**Manufacturer and warranty info**

Microsoft Mobile Oy (Ltd) has purchased the devices and services business from Nokia. The manufacturer of this product is Microsoft Mobile Oy (Ltd) or any of its affiliates, even if "Nokia Corporation" or any of its affiliates may still be visible in the sales package, documentation, or the product itself.

Microsoft Mobile Oy (Ltd) provides the Manufacturer's Limited Warranty ("Warranty") for this product in accordance with the terms and conditions described in the "Manufacturer's Limited Warranty" document included in the sales package. Microsoft Mobile Oy (Ltd) shall assume and be responsible for all rights and obligations related to your Warranty.

Microsoft Mobile Oy (Ltd), Keilalahdentie 2-4, FIN-02150 Espoo, Finland

However, in the following countries, the specified local affiliates, which have been purchased by Microsoft Mobile Oy (Ltd), continue to





provide the Warranty as defined in the Warranty text included in the sales package:

- People's Republic of China: Nokia Telecommunications Co., Ltd.
- USA: Nokia Inc
- Canada: Nokia Products Limited
- Mexico: Nokia México, S.A. de C.V
- Russia: Nokia LLC
- Brazil: Nokia do Brasil Tecnologia Ltda
- Turkey: Nokia Komünikasyon A.Ş.

## NOKIA — MANUFACTURER'S LIMITED WARRANTY

### 1. GENERAL

Nokia Inc. ("Nokia") provides this Manufacturer's Limited Warranty ("Warranty") for genuine Nokia product (the "Product"), which has been released for sale in the United States of America, and Nokia Products Limited provides this Warranty for genuine Nokia Products, which has been released for sale in in Canada ("Covered Countries") since 1 November 2013. As applicable, "Nokia" as used throughout, means either Nokia Inc. or Nokia Products Limited.

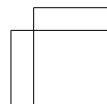
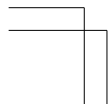
This Warranty is distinct from any statutory rights under any mandatory consumer protection laws of your country or state applicable to you. It is intended to grant you specific, and as the case may be, additional rights, within the limits of what is permissible under such law, and does not limit the rights you may have under applicable statutory product warranty provisions. You may have other rights based on local laws during or after the Warranty period. These rights are not excluded by this Warranty.

### 2. WARRANTY

From the date the Product is sold to an end-user for the first time, as evidenced by the original proof of purchase, Nokia warrants the Product is free from defects in materials and workmanship ("Defect") as follows:

- Twelve (12) months for the main device;
  - Twelve (12) months for accessories sold separately or included in the sales pack of the main device excluding batteries, covers, cables and chargers; and
  - Six (6) months for all batteries, covers, cables and chargers, unless otherwise specified in the Product user guide.
- During the warranty period, Nokia will, in a reasonable time, remedy the Defect free of charge by either repairing or replacing the defective Product or the defective part of it at its option provided that you have informed Nokia of the Defect before the warranty period expires. When repairing or replacing your Product, Nokia may use new or re-conditioned parts or products.

To the fullest extent permitted by applicable law, no repair or replacement will renew or extend the warranty period. Original or







replacement parts or replacement Products provided under this Warranty will be covered by this Warranty for the remainder of the original warranty period or for sixty (60) days from the date of repair or replacement, whichever is longer.

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

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

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

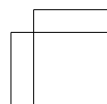
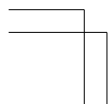
**3. WHAT THIS WARRANTY DOES NOT COVER**

Nokia does not provide any warranty for the following:

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

This Warranty is not valid:

- 1 Outside of the Covered Countries;





- 2 If your Product, or the software it runs on, has been (a) opened, modified, or repaired without Nokia's authorisation, or (b) repaired with unauthorised spare parts;
- 3 If your Product's serial number, the mobile accessory date code, or the IMEI number has been removed, erased, defaced, altered or if these are illegible in any way;
- 4 If you have not installed the latest software updates that are publicly available for your Product within a reasonable time of their release; or
- 5 If you refuse to give possession of the Product to Nokia for repair and investigation.

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

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

To the extent permitted by applicable law(s), Nokia shall not under any circumstances be liable, either expressly or implicitly, for any 1 Damages or losses of any kind whatsoever resulting from or relating to loss of, damage to, or corruption of, content or data or the recreation or transfer thereof even if such loss, damage, or corruption was a result of a Defect in your Product; and/or 2 Loss of profit, products or functionality, business, contracts, revenues or anticipated savings, increased costs or expenses, or for any indirect, consequential or special loss or damage.

To the extent permitted by applicable law, Nokia's liability shall be limited to the purchase value of your Product. The limitations in this clause 4 shall not apply in case of Nokia's negligence or intentional misconduct or in case of death or personal injury resulting from Nokia's proven negligence.

**5. OTHER IMPORTANT NOTICES**

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

Please ensure your operator has removed any SIM-locks (or other equivalent mechanisms that may lock your Product to a specific network or operator) prior to delivering your Product for repair. Your Product may contain country specific elements, including software. The warranty services available in a particular country may be limited to the Products and country specific elements available in that country. Also, if your Product has been re-exported from its original destination to another country, your Product may contain country specific elements that are not considered a defect under this Warranty even if it would not be operational.

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

