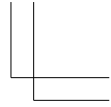
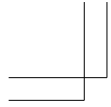
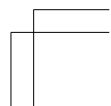
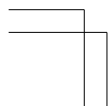


# Quick Guide

Nokia Lumia XXX





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Issue 1 EN RM-984





## Keys and parts

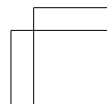
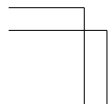
**Important:** For important info on the safe use of your device and battery, read “Safety” and “Product and safety info” at [www.nokia.com/support](http://www.nokia.com/support) before you take your device into use. The same info is available in the in-device user guide. Select  **Nokia Care**.

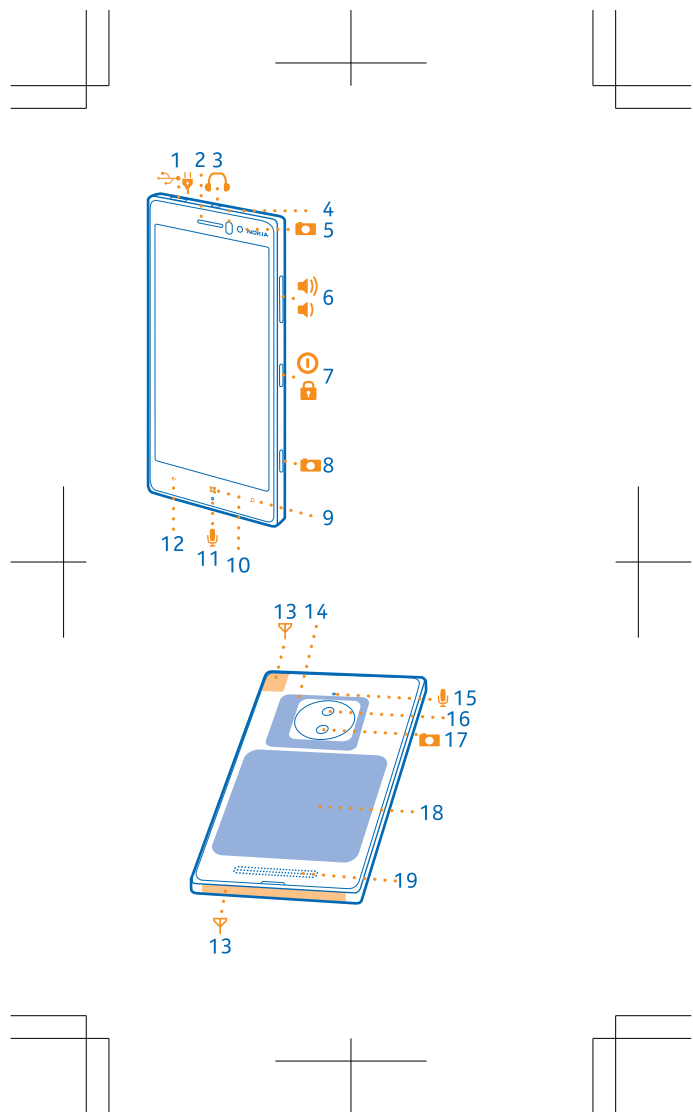
- 1 Micro-USB connector
- 2 Earpiece
- 3 Audio connector AHJ 3.5 mm
- 4 Proximity/Light sensor
- 5 Front camera
- 6 Volume keys
- 7 Power/Lock key
- 8 Camera key
- 9 Search key 
- 10 Start key 
- 11 Microphone
- 12 Back key 
- 13 Antenna area
- 14 NFC area
- 15 Microphone
- 16 Camera flash
- 17 Camera lens
- 18 Wireless charging area
- 19 Loudspeaker

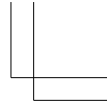
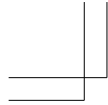


Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately.

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







### Get started

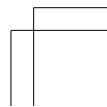
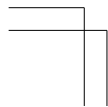
Before you start using your phone, remove the back cover to insert the nano-SIM card (also known as the nano-UICC card).

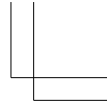
Make sure the phone is switched off.

1. At the bottom of the phone, put the nail of your index finger in the small slot between the metal 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.





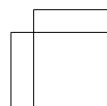
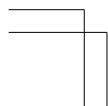
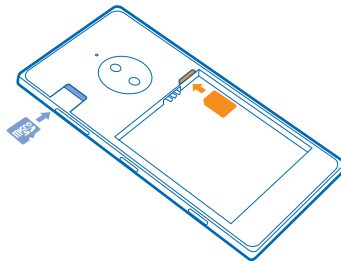
## Insert the SIM and memory cards

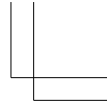
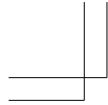
If the battery is in, lift it out.

1. Slide the nano-SIM card into the SIM slot with the metal contact area down until you hear a click.
2. If you have a memory card, slide the card into the memory card slot until you hear a click.

**Tip:** For best performance, it is recommended that you use a fast 4–128GB memory card by a well-known manufacturer.

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

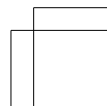
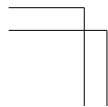
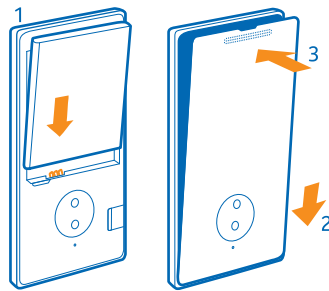
1. Line up the battery contacts, and put the battery in.
2. Press the top edge of the back cover against the top edge of your phone.
3. Snap the cover into place, locking all the latches around the edges of the cover.

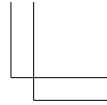
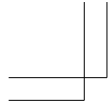
To switch your phone on, press the power key.

### 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 take up to 20 minutes before the charging indicator is displayed.





### Help and tips

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

To transfer contacts and text messages from your old phone, on the start screen, swipe left, and tap **Transfer my Data**. For more info, see the Nokia Care app.

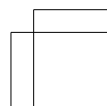
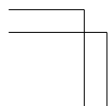
For the online user guide, even more info, and troubleshooting help, go to [www.nokia.com/support](http://www.nokia.com/support).



### If your phone freezes

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

To reset the phone, you can also remove and replace the battery, and switch the phone on.





## Product and safety info

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

We invite you to read the instructions on this guide before using the device.

You can only use your device on the LTE 800 (20), 900 (8), 1800 (3), 2100 (1), 2600 (7); WCDMA 850, 900, 1900, 2100; and GSM 850, 900, 1800, 1900 MHz networks.

Use your device only with an original BV-L4A rechargeable battery. Do not dispose batteries as household waste. Charge your device with AC-60AR, AC-60E or AC-60U charger. Charger plug type may vary. Microsoft Mobile may make additional battery or charger models available for this device.

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

**Note:** Using WiFi may be restricted in some countries. For example, in the EU, you are only allowed to use 5150–5350 MHz WiFi indoors, and in the USA and Canada, you are only allowed to use 5.15–5.25 GHz WiFi indoors. For more info, contact your local authorities.

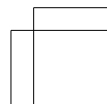
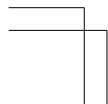
To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

For info about accessibility, go to [www.nokiaaccessibility.com](http://www.nokiaaccessibility.com). When this device has reached the end of its working life, all of its materials can be recovered as materials and energy. For info on how to recycle your old Nokia products and where to find collection sites, go to [www.nokia-latinoamerica.com/reciclaje](http://www.nokia-latinoamerica.com/reciclaje), or call the Contact Center.

Recycle packaging and user guides at your local recycling scheme. When you cooperate and deliver all these materials to one of the available collection sites, you contribute in helping the environment and help to ensure the health of future generations.

All electrical and electronic products and batteries may contain recyclable metals and other potentially hazardous substances and must be taken to their respective collection sites at the end of their working life. Under no circumstances should you break open a battery or other related materials. Do not dispose of these products as unsorted municipal waste, as this may cause contamination of the environment or risks to human health. All Nokia products are in compliance to the applicable industry international production standards and to all requirements defined by the competent government agencies. For more info on the environmental attributes of your device, see [www.nokia.com/ecoprofile](http://www.nokia.com/ecoprofile) (in English).

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







The list of countries and territories included in the time zone settings does not imply sovereignty.

### Additional safety information

#### Accessibility solutions

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

#### Nickel

The surface of this device is nickel-free.

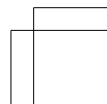
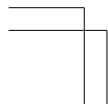
#### Certification information (SAR)

**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	0.46 W/kg over 10g	GPRS 900 and WLAN 2450
When operated at a separation distance of 1.5 centimetres (5/8 inch) from the body	0.59 W/kg over 10g	LTE 1800 and WLAN 2450





Your mobile device is also designed to meet the United States Federal Communications Commission (FCC) 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).

This device meets RF exposure guidelines when used against the head or when positioned at least 1.5 centimetres (5/8 inch) 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).

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

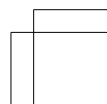
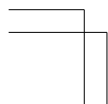


#### Support messages

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).



### Electrical information of the device

This information applies only in Mexico.

Product	Mobile phone
Supplier	Microsoft Mobile
Model	RM-984
Charger	AC-60U The following electrical characteristics apply for Nokia U chargers only.
Input	100-240 Vca 50-60 Hz 200-300 mA
Output	5.0 Vcc 1 500 mA
Rechargeable battery supplier	Microsoft Mobile
Phone power consumption	3,7 Vcc

### Copyrights and other notices

#### DECLARATION OF CONFORMITY

Hereby, Microsoft Mobile Oy declares that this RM-984 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) (in English).

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Microsoft Mobile does not make any representations, provide a warranty, or take any responsibility for the functionality, content, or end-user support of third-party apps provided with your device. By using an app, you acknowledge that the app is provided as is.

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

**FCC/MEXICO NOTICE**

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. 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.

Manufacturer: Microsoft Mobile Oy, Keilalahdentie 2-4, 02150 Espoo, Finland

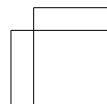
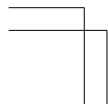
Importer: Microsoft Mobile Oy (see above), or Nokia Komárom Kft, Nokia Utca 1., 2900 Komárom, Hungary

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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 certain countries (People's Republic of China, USA, Canada, Mexico, Russia, Brazil, Turkey), the specified local affiliates, which have been purchased by Microsoft Mobile Oy (Ltd), continue to provide the Warranty as defined in the Warranty terms included in the sales package. You can find the list of local affiliates at [www.nokia.com/support](http://www.nokia.com/support) in the warranty section of your product's support pages.

## MANUFACTURER'S LIMITED WARRANTY

### 1. GENERAL

Microsoft Mobile Oy (hereinafter "MMO") provides this Manufacturer's Limited Warranty ("Warranty") for genuine MMO product (the "Product"), which MMO has released for sale in the European Union, Iceland, Norway, Switzerland, and Turkey ("Covered Countries") since 1 November 2013.

This Warranty is distinct from any statutory rights under any mandatory consumer protection laws of your country 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, MMO warrants the Product is free from defects in materials and workmanship ("Defect") as follows:

- (i) Twenty four (24) months for the main device;
  - (ii) Twelve (12) months for accessories sold separately or included in the sales pack of the main device excluding batteries, covers, cables and chargers; and
  - (iii) Six (6) months for all batteries, covers, cables and chargers, unless otherwise specified in the Product user guide.
- During the warranty period, MMO 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 MMO of the Defect before the warranty period expires. When repairing or replacing your Product, MMO 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.



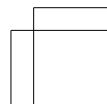
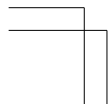
The Product or all parts of your Product that MMO has replaced shall become MMO's property.

MMO does not warrant that software preinstalled by or on behalf of MMO in the Product (or subsequent updates and upgrades) (together "MMO software") will meet your requirements, work in combination with any hardware or software not provided by MMO, is uninterrupted or error free or that errors are correctable or will be corrected. For MMO software related errors, MMO will make available the latest version of the MMO software for reinstallation on your Product or, if that would not be possible, another remedy, which in MMO's reasonable discretion, satisfactorily addresses the error. Some MMO 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**

MMO 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) MMO and third party services or enabling clients even if preinstalled by MMO (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 MMO, (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 MMO'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 MMO'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 MMO for repair and investigation.

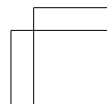
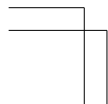
If this Warranty does not cover your Product or the issue based on which it requires service, MMO reserves the right to charge for the repair or replacement of your Product, as well as a handling fee.

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

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

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

