

RM-986 and RM-987

Issue 1 EN

Psst...

This guide isn't all there is...

There's a user guide in your phone – it's always with you, available when needed. On the start screen, tap **1** Care.

For the online user guide, even more info, and troubleshooting help, go to www.nokia.com/support.

For info about writing text on your phone, see the user guide in your phone or the online user guide.

This user guide applies to Nokia XXX (RM-987) and Nokia XXX Dual SIM (RM-986).

For info on Nokia Service terms and Privacy policy, go to www.nokia.com/privacy.

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Safety

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



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 Nokia for use with this device. 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 break, 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.

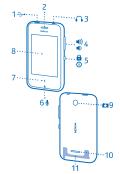
This device meets RF exposure guidelines when used either in the normal use position against the ear or when positioned at least 1.5 centimetre (5/8 inch) away from the body. The specific maximum SAR values can be found in the Certification Information (SAR) section of this user guide. For more info,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

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.

Get started

Get to grips with the basics, and have your phone up and running in no time.

Keys and partsExplore the keys and parts of your new phone.



- Micro-USB connector
- Earpiece
- Audio connector (3.5 mm AHJ)
- Volume/Zoom keys Lock/Power key
- Microphone
- Back key

- 8 Touch screen
- 9 Camera lens. Before using the camera, remove the protective tape from the lens.
- 10 Loudspeaker
- 11 Antenna area

The antenna area is highlighted.

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.

Do not connect products that create an output signal, as this may damage the device. Do not connect any voltage source to the audio connector. If you connect an external device or headset, other than those approved for use with this device, to the audio connector, pay special attention to volume levels.

Some of the accessories mentioned in this user guide may be sold separately.

Insert SIM, battery, and memory card Learn how to insert the battery and SIM and memory cards.



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.

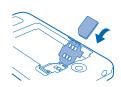
Use only compatible memory cards approved for use with this device. Incompatible cards may damage the card and the device and corrupt data stored on the card.



1. Press the back cover with your thumb, carefully lift the back cover with your fingers, and remove



If the battery is in the phone, lift it out.
 Open the SIM holder, and slide the SIM into the holder with the contact area face down. Close the holder, and lock it into place.



4. Open the SIM2 holder, and slide the second SIM into the holder with the contact area face down. Close the holder, and lock it into place.(RM-986)



★ Tip: To remove the SIM, open the holder, and slide the SIM out.

5. Insert the memory card into the memory card slot. Push the memory card in until it locks into place.



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Tip: To remove the memory card, press the release spring, and pull the memory card out.



6. Line up the battery contacts, and put the battery in.





- 7. Replace the back cover.8. To switch your phone on, press and hold the power key until the phone vibrates.
- Note: Switch the device off and disconnect the charger and any other device before removing any covers. Avoid touching electronic components while changing any covers. Always store and use the device with any covers attached.



Charge the battery Your battery has been partially charged at the factory, but you may need to recharge it before you can use your phone.

- 1. Plug the charger into a wall outlet.
 2. Connect the charger to the phone. When done, unplug the charger from the phone, then from the wall outlet.



If the battery is completely discharged, it may take several minutes before the charging indicator is displayed or before any calls can be made.



Tip: You can use USB charging when a wall outlet is not available. Data can be transferred while charging the device. The efficiency of USB charging power varies significantly, and it may take a long time for charging to start and the device to start functioning.

Make sure your computer is switched on.

Set which SIM card to use (RM-986)By default, your phone asks you which SIM to use for the connection. You can also set the default SIM for calls or messaging. If you name your SIMs, you can see at a glance which is, for example, for work or personal use.

Tap **Settings** > **Dual SIM**.

- Switch Always ask to Off .
 Select which SIM to use for which connection.

Availability of SIMs

- If you only have one SIM, put it into the SIM1 holder. Some features may only be available with the SIM in the SIM1 holder.
- When you set one SIM to be used for outgoing calls or messages, or for data connections, the other SIM can still receive calls or messages.
- When one SIM is having an active connection, the other SIM is not available.

Copy contacts from your old phone Get all your contacts to your new phone in one go.

Your old phone must have Bluetooth, and the contacts must be stored in the phone memory, not on the SIM.

1. On both your new and old phone, switch

- Bluetooth on, and make sure both phones are visible to others.
- 2. On your new phone, tap \(\Omega\) Contacts > Import contacts > Another device.



Tip: If you already have contacts on your phone, swipe up from the bottom of the screen, and tap **Import contacts** > **Another**

3. Move the phones close to each other. When the phones are connected using Bluetooth, the contacts transfer starts.

If your contacts are written in a language that is not supported by your new phone, the contact info may not show correctly.

Basics

Learn how to get the most out of your new phone.

Check your activityYour phone makes it easy for you to always keep up with what's happening.

In the apps menu, swipe left or right to view your activities. Here, you can see the following:

- Apps you've opened recently, grouped by date
- Your upcoming calendar events. Swipe down at the top of the activity list to see what you've got planned next.
- Your social networking activities, like status updates and comments
- Your latest messages, missed calls, downloads, recent music, alarms, and more



Tip: If you've set up a social networking account, you can post your status update in this screen when you're signed in.

Clear your activities

Tap and hold an item, and tap ⊗. To clear all activity, tap Clear all.

Control your activities
To decide which activities you want to see, tap

② Settings > Fastlane.

Personalise the lock screen Would you like to make your lock screen unique? You can, for example, have your own favourite photo in the background.

1. To change the wallpaper of the lock screen, tap

Settings > Wallpaper for lock screen.

2. Tap the photo you want to use, and tap Set.

Tip: You can also use a photo that you've taken with your phone camera.

Set the level of detail for notifications Tap ② Settings > Notifications, and select, for example, if you don't want to see more detailed content on the lock screen.

Feature-specific information

1 If the product contains maps of either of the below countries, the info corresponding to the country in question applies: Ecuador: INSTITUTO GEOGRÁFICO MILITAR DEL ECUADOR; Authorization N° IGM-2011-01-PCO-01 (January 25, 2011) Guatemala: Approved by INSTITUTO GEOGRÁFICO NACIONAL – IGN Resolution No 186-2011.

Product and safety information

Network services and costs
You can only use your device on the 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.

Emergency calls

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

2. Check for adequate signal strength.

You may also need to do the following:

• Put a SIM card in the device.

• Switch the call restrictions off in your device, such as call barring, fixed dialling, or closed user group.

Make sure the flight profile is not activated.

• If the device screen and/or keys are locked, unlock them.

3. Press the back key repeatedly, until the home screen is shown.

4. To open the dialler, select (Phone.

5. Type in the official emergency number for your present location. Emergency call numbers vary by location.

6. Select ().

7. Give the necessary info as accurately as possible. Do not end the call until given permission to do so.

To make an emergency call during the first start-up, tap 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 deviceSee the in-device user guide for important instructions on how to take care of your device.

Recycle



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, or call the Nokia 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 recycleable 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 (in English).

Limited Warranty

Limited WarrantyFor additional product support info, see the warranty and reference leaflet included with your Nokia device.

Battery and charger infoUse your device only with an original BL-5C rechargeable battery.
Charge your device with AC-18 charger. Charger plug type may vary.

Nokia 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.

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.

regulations. Recycle when possible. Do not dispose as not sensible 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.

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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.

device.

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

Accessibility solutions

Accessionity solutions
Nokia is committed to making mobile phones easy to use for all individuals, including those with disabilities. For more information, visit the Nokia website at www.nokiaaccessibility.com (in English).

Hearing

Hearing

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

Some wireless devices may interfere with some hearing aids.

Vehicles

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. deployment area.

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 liquefled petroleum gas (such as propane or butane) if this device can be safely used in their vicinity.

Certification information (SAR)

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 (CNIRP. 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 LCNIRP 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	0.67 W/kg (RM-986), 0.70 W/kg (RM-987) over 10g	2-slot GPRS 850 (RM-986), 4-slot GPRS 850 (RM-987)

When operated at a 0.59 W/kg (RM-986), 2-slot GPRS 850 separation distance of 1.5 centimetre (5/8 inch) From the separation distance of 1.5 centimetre (5/8 inch) from the body

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.
This device meets RF exposure guidelines when used against the head or when positioned at least 1.5 centimetre (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. finished.

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.

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.

Nokia support messages

To help you take maximum advantage of your phone and services, you receive free customised text messages from Nokia. The messages contain tips and tricks and support.

To stop receiving the messages, select Accounts > Nokia account > Get news and offers.

To provide the service described above, your mobile phone number, the serial number of your phone, and some identifiers of the mobile subscription are sent to Nokia when you use the phone for the first time. Some or all information may also be sent to Nokia when updating software. This information may be used as specified in the privacy policy, available at www.nokia.com.

Nokia Care
To get warranty and technical support services (including guidance to solve common problems, please contact Nokia at www.nokia.com/support.
If you cannot access Internet, please contact the retailer where you bought your Nokia device. There you will find guidance on how to handle your inquiry.

Electrical information of the device This information applies only in Mexico.

Product	Mobile phone
Supplier	Nokia
Model	RM-986 and RM-987
Charger	XX-XXU The following electrical characteristics apply for NOKIA U chargers only.
Input	xx-xxx Vca xx-xx Hz xx-xxx mA
Output	x V, xx-xxxx mA (AC-xx), xx-x xxx mA (AC-xx)

Rechargeable battery supplier Nokia Phone power consumption 3,7 Vcc

Copyrights and other notices **DECLARATION OF CONFORMITY**

Copyrights and other notices

DECLARATION OF CONFORMITY

CE00168

Hereby, NOKIA CORPORATION declares that this RM-986 and RM-987 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 (in English). The availability of products, features, apps and services may vary by region. For more info, contact your Nokia 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. Nokia reserves the right to revise this document or withdraw it at any time without prior notice.

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liabilities, such limitations shall likewise limit any representations, warranties, damages and liabilities of Nokia's licensors. Downloading of maps, games, music and videos and uploading of images and videos may involve transferring large amounts of data. Your service provider may charge for the data transmission. The availability of particular products, services and features may vary by region. Please check with your local Nokia dealer for further details and availability of language options.

FCC/MEXICO NOTICE

and availability of language options.

FCC/MEXICO NOTICE

This FCC/MEXICO NOTICE is for RM-986 and RM-987.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. For more info, go to transition.fcc.gov/oet/rfsafety/rf-faqs.html.

Any changes or modifications not expressly approved by Nokia 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. TM &@ 2013 Nokia. All rights reserved. Third party products/names may be TMs of their respective owners.

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NOKIA Connecting People	2
LIMITED WARRANTY CERTIFICATE For Nokia devices purchased in the Caribbean PURCHASER: MODEL:	
ESN: ID: DATE OF PURCHASE: AODRESS (AUTHORIZED, SÉRVICE CENTER):	

