Microsoft

User Guide
Lumia with Windows Phone 8.1 Update

Issue 1.0 EN

About this user guide

This guide is the user guide for your software release.

Important: For important info on the safe use of the phone, read the Product and safety information section in the in-box or online user guide. To find out how to get started with your new phone, read the in-box user guide.

For the online user guidance, videos, even more info, and troubleshooting help, go to **www.microsoft.com/mobile/support/**.

You can also check out the support videos at **www.youtube.com/lumiasupport**.

Moreover, there's a user guide in your phone – it's always with you, available when needed. To find answers to your questions and to get helpful tips, tap **Lumia Help + Tips**. If you're new to Lumia, check out the section for new users.

For info on Microsoft Mobile Service terms and Privacy policy, go to **www.microsoft.com/mobile/privacypolicy**.

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User Guide

Lumia with Windows Phone 8.1 Update

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For your safety

Read these simple guidelines. Not following them may be dangerous or against local laws and regulations.

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.

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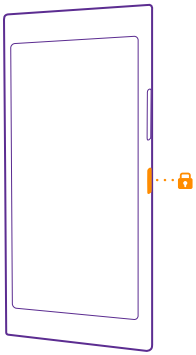
Get started

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

Lock the keys and screen

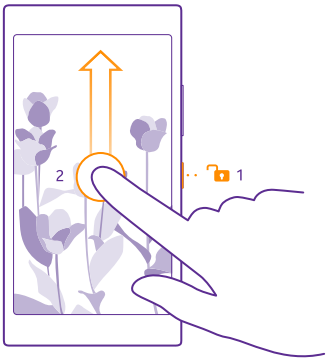
Want to avoid accidentally making a call when your phone is in your pocket or bag?

Press the power key.



Unlock the keys and screen

Press the power key, and drag the lock screen up.



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Tip: Instead of pressing the power key, you can also double-tap the screen if double-tap is switched on. To switch on double-tap, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **touch**, and switch **Wake up** to **On**. Double-tap is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Set the keys and screen to lock automatically

On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **lock screen** > **Screen times out after**, and select the length of time after which the keys and screen are locked automatically.

Charge your phone

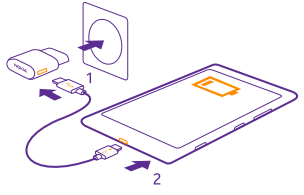
Learn how to charge your phone.

Charge your phone with a USB charger

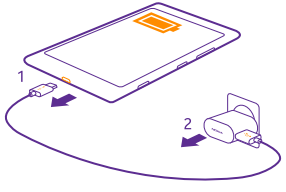
Your battery has been partially charged at the factory, but you may need to recharge it before you can switch the phone on for the first time.

Make sure you use a compatible USB charger to charge your phone. The charger may be sold separately.

1. Plug the charger into a wall outlet. If necessary, connect the USB cable to the charger.
2. Connect the micro-USB end of the charger's cable to your phone.



3. When the battery is full, disconnect the charger from the phone, then from the wall outlet.



You don't need to charge the battery for a specific length of time, and you can use the phone while it's charging.

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If the battery is completely discharged, it may take up to 20 minutes before the charging indicator is displayed.

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.

First connect the USB cable to the computer, then to your phone. When the battery is full, first disconnect the USB cable from your phone, then from the computer.

The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, replace the battery. When the talk and standby times are noticeably shorter than normal, to replace the battery, take the device to the nearest authorised service facility.

Charge your phone wirelessly

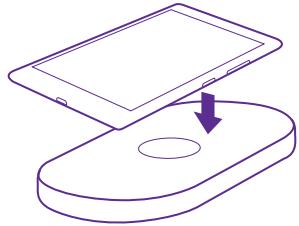
No need for hassle with cables, just pop your device on a wireless charger, and it immediately starts charging.

Wireless charging is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

You may need a wireless charging cover for wireless charging to work. The cover may be included in the sales box, or it may be sold separately. Only use original Lumia wireless charging covers designed for your phone.

Wireless chargers are sold separately.

The charging areas on the phone and the charger need to touch, so make sure you align the phone and charger properly. Not all phone models fit in all chargers.



Use only wireless chargers compatible with your device.

1. Make sure the wireless charger is switched on.
2. If your phone needs a wireless charging cover, make sure it's properly attached to your phone.
3. Place your phone on the wireless charger so that the charging areas touch.
4. When the battery is full, remove your phone from the charger.

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Warning: Make sure there's nothing between the charger and the device. Do not attach any objects, such as stickers, on the device surface near the charging area.

For more info on wireless charging, see the user guide of your charger and wireless charging cover.

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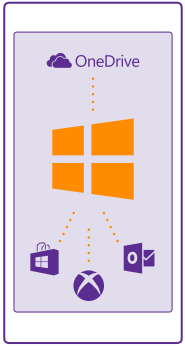
Your first Lumia?

Let's get started. Set up your new phone, explore your phone's views and menus, and learn how to use the touch screen.

Set up your phone

Make the most out of your phone's features from the get-go.



When you switch your phone on for the first time, your phone guides you to set up your network connections, phone settings, and Microsoft account in one sitting.

You need a Microsoft account to back up and restore your phone, to buy, install, and update apps, and to access some Microsoft services, such as:

- Xbox
- Xbox Music and Xbox Video
- OneDrive
- Hotmail
- Outlook

You can use the same username and password on your computer and phone.

1. Switch your phone on, and follow the instructions shown on your phone.
2. When asked, create a Microsoft account. If you already have an account for Microsoft services, such as Xbox Live.com, Hotmail.com, or Outlook.com, or you have created a Microsoft account on your Surface tablet or Windows PC, sign in with that username.

Make sure you remember the credentials for the Microsoft account you added to your phone.

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Tip: You can also create a Microsoft account later. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **email+accounts** > **add an account** > **Microsoft account**.

You can also create or manage your account at **www.live.com**.

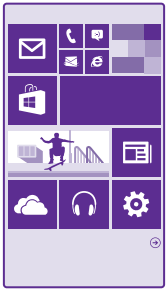
3. Fill in your account details.
4. Type in your phone number or an alternative mail address. They are used to send you a one-time verification code and to protect your data.
5. Select how you want to get your one-time verification code.
6. When asked, type in the last 4 digits of your phone number or your mail address.
7. When you receive the code, type it in, and you are ready to back up your data and use your phone.

Tip: If your screen switches off, press the power key, and drag the lock screen up.

Explore your tiles, apps, and settings

Everything you need is on 2 views: the start screen and apps menu. Fill the start screen with shortcuts to your favourite apps and the contacts you need the most, and find all your apps easily in the apps menu.

The start screen consists of tiles, which are shortcuts to your apps, contacts, browser bookmarks, and more. Some tiles may show you notifications and updates, such as your missed calls, received messages, and the latest news.



1. To see all the apps on your phone, on the start screen, simply swipe left. To return to the start screen, swipe right.

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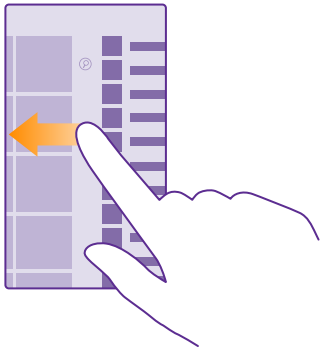
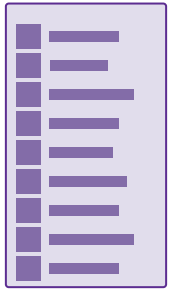


Tip: To go back to the start screen from any view, tap the start key.

The apps menu is the home to all your apps – in neat alphabetical order. All the installed apps end up here. To look up an app in the apps menu, tap , or tap a letter.



2. To add an app shortcut to your start screen, in the apps menu, tap and hold the app, and tap **pin to start**.

Check notifications and change settings quickly
Swipe down from the top of the screen.

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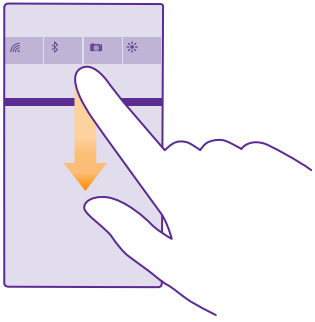
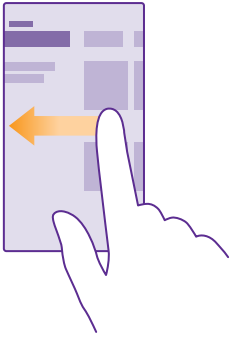


In the action centre, you can quickly see notifications, such as your missed calls and unread mails and messages, open the camera, and access all phone settings.

Navigate inside an app

There's more to your apps than meets the eye. To find more views in an app, swipe left. To discover more actions, use the options menu.

In most apps, to go to another view, swipe left.



Find more options in an app
Tap ••• .

In the options menu, you can find additional settings and actions that are not shown as icons.

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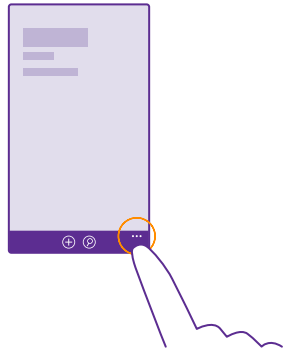

Use the touch screen

Explore your phone with a tap, swipe, or drag.

1. To use your phone, simply tap or tap and hold the touch screen.
2. To open further options, place your finger on an item until the menu opens.

Example: To open an app or other item, tap the app or item. To edit or delete a calendar appointment, tap and hold the appointment, and select the appropriate option.

Tip: You can even use your phone while wearing gloves. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **touch**, and switch **Touch sensitivity** to **high**. Sensitive touch is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

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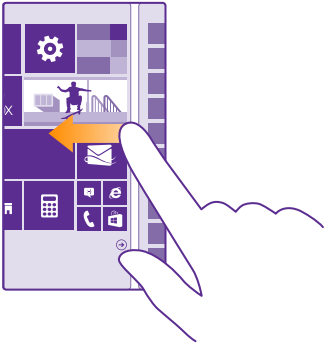
Tap and hold to drag an item
Place your finger on the item for a couple of seconds, and slide your finger across the screen.

Swipe
Place your finger on the screen, and slide your finger in the direction you want.



Example: Swipe left or right between the start screen and the apps menu, or between different views in the hubs. To quickly scroll through a long list or menu, slide your finger quickly in a flicking motion up or down the screen, and lift your finger. To stop the scrolling, tap the screen.

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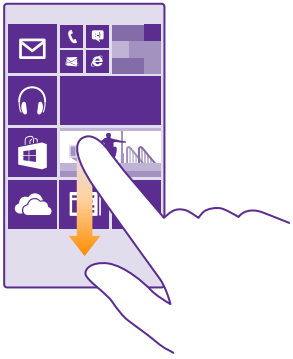
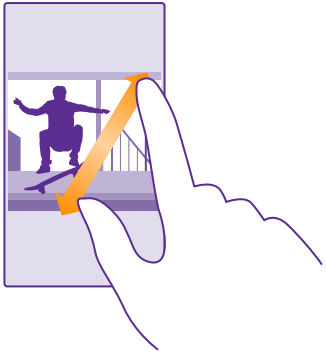


Zoom in or out
Place 2 fingers on an item, such as a map, photo, or web page, and slide your fingers apart or together.



Important: Avoid scratching the touch screen.

Tip: The screen rotates automatically when you turn the phone 90 degrees. To lock the screen in its current orientation, on the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **screen rotation**. Switch **Rotation lock** to **On** .
Screen rotation may not work in all apps or views.

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Back, start, and search keys

The back, start, and search keys help you navigate your phone.

- To see which apps you have open, press and hold ←. You can then switch to another app or close the ones you don't need.
- To go back to the previous screen you were in, press ←. Your phone remembers all the apps and websites you've visited since the last time your screen was locked.
- To go to the start screen, press ⊞. The app you were in stays open in the background.
- To search the web or for items on your phone, press 🔍.
- To control your phone with your voice, press and hold 🔍, and say a voice command.

  This feature is not available in all languages. For info on the supported languages, go to **www.windowsphone.com**.

Transfer content to your Lumia phone

Learn how to transfer content to your Lumia phone.

Transfer content to your new Lumia phone

There are nifty ways to transfer your photos, videos, and other important stuff from your old to your new phone.

These instructions may not apply to all phone models and manufacturers.

You may need to install some apps on your phone or computer for the transfer. Depending on what you need to install and how much content you are transferring, the transfer may take a while.

Some file formats may not be transferred. Some third-party converter apps may be available to convert the files to a format that can be transferred.

For more info, go to **www.microsoft.com/mobile/switch-easy**.

Copy contacts

Have your nearest and dearest instantly at your fingertips. Use the Transfer my Data app to easily copy your contacts, text messages, and pictures from your old phone. The app does not work with all phone models.

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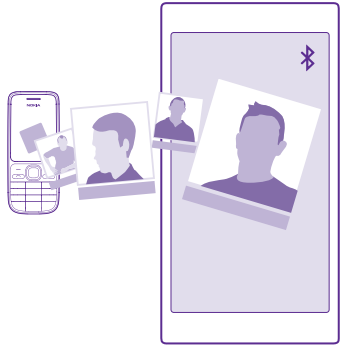

Tip: If your old phone is a Windows Phone device, or if you have previously backed up your contacts to your Microsoft account, to import your contacts from the service, just sign in to your account on your phone. The contacts are imported automatically.

Your old phone needs to support Bluetooth. The contacts on your old phone need to be stored in the phone memory, not on the SIM.

1. On your old phone, switch Bluetooth on, and make sure the phone is visible to other devices.
2. On your new phone, tap **Transfer my Data**.
3. Tap **continue**, and switch Bluetooth on.
4. Select your old phone from the list of found devices, and follow the instructions shown on both phones.

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

If you don't yet have the Transfer my Data app, you can download it from **www.windowsphone.com**.

Transfer content using your Microsoft account

If your old phone is a Windows Phone, the easiest way to transfer your contacts, calendar, and text messages to your new Lumia phone is your Microsoft account.

If you don't have a Microsoft account set up on your new Lumia phone yet, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **email+accounts** > **add an account**, and create a Microsoft account following the instructions shown on the screen.

1. To select what you want to back up to your Microsoft account, on your previous Windows Phone device, tap **Settings** > **backup**.

Your contacts and calendar are backed up automatically to your Microsoft account.

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2. On your new Lumia phone, sign in to your Microsoft account. Your contacts, calendar, and text messages are automatically transferred to your new Lumia phone.

Transfer content using OneDrive

Upload your Office documents, photos, and videos to OneDrive to easily transfer them from your old phone to your new Lumia phone.

To easily upload and manage your content in OneDrive, download and install the OneDrive app from:

- Google Play for an Android phone
- iTunes Store for an iPhone
- Store for Windows Phones (if not already in phone)
- Mac App Store for an Apple Mac
- **support.microsoft.com** for your PC

You need a Microsoft account to sign in to OneDrive.

OneDrive may not be available for all phone models.

1. On your old phone, open the OneDrive app.
2. Tap ⓘ, and select what you want to upload.
3. Select **upload**.

You can now sign in to OneDrive with your Microsoft account to access your content on any device and download it when you need it.

Tip: To transfer Office documents, you can also save them directly to OneDrive. To access your documents, on your new Lumia phone, tap **Office** > **OneDrive**.

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

Transfer content from a Symbian or S40 phone

Use Nokia Suite to transfer your contacts, calendar entries, and photos from a Symbian or S40 phone to your Lumia phone.

Make sure you have the latest Nokia Suite installed on your PC. You can download it from **www.microsoft.com/mobile/nokiasuite**.

You need a Microsoft account to sign into OneDrive.

1. Use a compatible USB cable to connect your Symbian or S40 phone to your PC.
2. Open Nokia Suite on your PC.
3. Select **Copy content to Nokia Lumia**, and follow the instructions shown on your computer. Your files are copied to OneDrive. Your photos are copied to the Pictures folder in OneDrive, and your contacts and calendar events to your Outlook.com.
4. To access your photos, on your Lumia phone, swipe left, and tap **OneDrive**. Your contacts and calendar events are synced automatically.

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Tip: Your Symbian or S40 phone doesn't support Nokia Suite? Or want to transfer other content, such as your videos? You can also connect your phone to your computer and drag and drop the files you want to transfer onto your computer. If you have the OneDrive desktop app, drag and drop the files straight to the OneDrive folder for automatic upload.

Transfer Outlook info from an Android phone or iPhone

Use your Microsoft account to transfer your Outlook contacts, calendar entries, and to-dos from your Android phone or iPhone to your Lumia phone.

You need a Microsoft account to sync your Lumia phone with Outlook.com.

1. Use a compatible USB cable to connect your phone to your computer.
2. On your computer, set the appropriate sync software, such as Samsung Kies, HTC Sense, Sony PC Companion, or iTunes, to sync the items to Outlook, and sync contacts, calendar entries, and to-dos from your phone to your computer.
3. In Outlook, add the Microsoft account to Outlook using Microsoft Outlook Hotmail Connector. Go to **www.office.microsoft.com**, search for Hotmail Connector, and download it to your computer. You may need to configure the Hotmail Connector settings.
4. Sync the content you want from Outlook to your Microsoft account. It may take a while before the content is available on your Microsoft account.
5. To sync the content to your Lumia phone, simply sign into your Microsoft account.

For more info, go to **www.windowsphone.com**, and see the FAQs on how to sync your Outlook contacts and calendar to Windows Phone.

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Basics

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

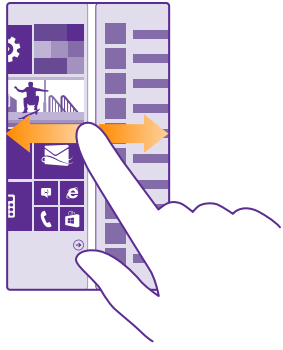
What's new in this release?

Check some of the key things in this release at a glance.

- Group your tiles on the start screen into folders.
- Choose the snooze time and alarm tone to suit you.
- Get a VPN service for your personal use.
- Cortana supported in new regions: United Kingdom and China.

Get to know your phone

Your phone has two views, start screen and apps menu. To switch between the views, simply swipe left or right.



Start screen: The animated live tiles show your missed calls and received messages, the latest news and weather forecasts, and more. Updates of your pinned contacts are shown on the tile, and you can view your contacts' details directly from the start screen.

Apps menu: All your apps are listed here, all neatly ordered. If you have a lot of apps, to look one up, tap ⌕.

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

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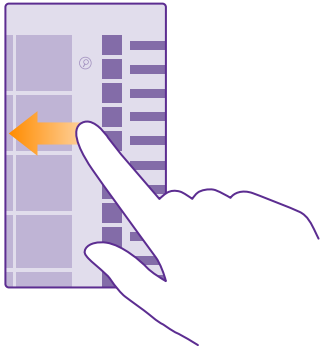
Switch between views and apps

Don't have all the apps you need on your start screen? Swipe to the apps menu to find them. Or check what's already running on your phone and switch between the apps.

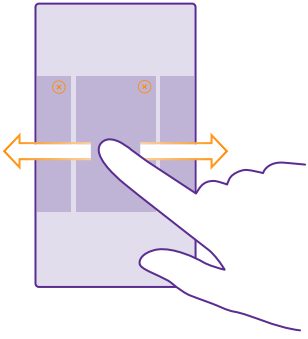
To see all apps on your phone, on the start screen, simply swipe left. To return to the start screen, swipe right.



Tip: To find an app quickly, tap any letter in the apps menu, and in the following menu, tap the first letter or character for the app you want.

View, switch between, and close open apps

To view the open apps, press and hold ←. To switch the app, swipe to the app you want, and tap the app. To close the apps you no longer need, tap ⊗.



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Personalise the navigation bar

All Lumia phones have 3 keys across the bottom: the back, start, and search key. You can change the way this navigation bar behaves.

Hiding the navigation bar is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

To hide the navigation bar from the start screen when it's not needed, swipe up from the bottom of the screen. To see the navigation bar again, swipe up.

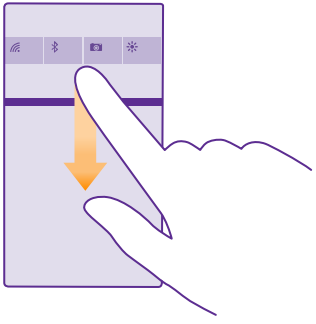
Change the navigation bar colour
If your phone has the navigation bar on the touch screen, you can change its colour to make it pop out better, or even match your theme. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **navigation bar**, and change the setting for **Navigation bar**.

Check notifications on your phone

You can quickly check notifications, change some settings, or add shortcuts to some apps in the action centre that opens from the top of the screen.

The notification icon shows you have unread notifications.

1. Swipe down from the top of the screen.



In this screen, you can:

- See your missed calls and recent unread mails and messages
- Check any notifications, such as available app updates in Store
- Open apps
- Check for WiFi networks, and connect to them
- Quickly jump to settings

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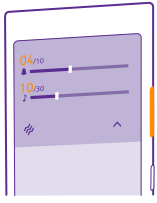
2. To close the menu, swipe up from the bottom of the screen.

Personalise the action centre
On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **notifications+actions**. To change a shortcut, tap the shortcut and the app you want. You can also select which notifications you want to receive and how.

Change the volume

If you have trouble hearing your phone ringing in noisy environments, or calls are too loud, you can change the volume to your liking.

Use the volume keys. The maximum volume level is 10.



By default, the volume keys control the volume of alarms and reminders.

Do not connect to 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.

If you have connected headphones, the volume keys control both ringtone and media volume at the same time The maximum volume level is 30.

Change the volume for media and apps
Press a volume key, tap ⌄, and tap the volume bar for media and apps to set the volume you want. The maximum volume level is 30.

Switch to silent mode
Press a volume key, and tap ⌄ > 🔔. To switch silent mode off, tap 🔔.

Tip: If you don't want your phone to vibrate, tap 📳. To change other sound settings, on the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **ringtones+sounds**.

Use your phone in flight mode

In places where you don't want to make or receive calls, you can still access your music, videos, and offline games if you switch flight mode on.

Flight mode closes connections to the mobile network and switches your device's wireless features off. If supported by your device, the NFC payment and ticketing feature of the device

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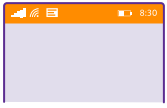
may remain active. Comply with the instructions and safety requirements given by, for example, an airline, and any applicable laws and regulations. Where allowed, you can connect to a WiFi network to, for example, browse the internet or switch Bluetooth and NFC sharing on in flight mode. NFC is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **flight mode**.
2. Switch **Status** to **On** .

Icons shown on your phone

The status bar at the top of the screen tells you the current time, battery and signal strength, and much more.



Tip: To see hidden icons, tap the status bar.

Mobile signal strength

Signal strength

Your phone isn't connected to a mobile network.

There is no SIM card in your phone.

Your SIM card is locked.

Flight mode is switched on.

Your phone is roaming outside your home mobile network.

Mobile data connection

Single letters, combinations of letters, or combinations of letters and numbers show the type of mobile network to which you're connected.

Icons that show the network connection type may vary between regions and network service providers.

E An EDGE data connection is open.

G A GPRS data connection is open.

3G Your phone is connected to a 3G network.

H A high-speed (HSDPA/HSUPA) data connection is open.

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H+ A high-speed (HSPA+/DC-HSDPA) data connection is open.

4G Your phone is connected to a 4G network.

Data is transferred over a mobile data connection.

WiFi connection

A WiFi connection is available.

A WiFi connection is active.

A mobile data connection is shared with other devices over WiFi.

Data is transferred over WiFi.

Bluetooth device

A Bluetooth device is connected to your phone.

Bluetooth is switched on, but your phone isn't connected to a Bluetooth device.

Battery

Battery power level

The battery is charging.

Battery saver mode is switched on.

Battery power or state of the battery isn't currently known.

Notifications

You have unread notifications, such as new messages. To check the notifications, swipe down from the top of the screen.

Profiles

Vibrate mode is switched on.

Silent mode is switched on.

Call forwarding

Your calls are forwarded to another number or your voice mailbox.

Location

An app or service is using your location info.

Driving mode

Driving mode is switched on.

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Accounts

Learn about the different accounts on your phone and what you can do with them.

Benefits of creating a Microsoft account

With a Microsoft account, you can access Microsoft services with a single username and password on your computer or phone. You can also use the same username and password on your Xbox.

With your Microsoft account, you can, for example:

- Download content from Store
- Back up your contacts
- Upload, store, and share pictures and documents
- Back up your phone on OneDrive
- Use the Xbox Music and Xbox Video services
- Play Xbox games
- Get your avatar and gaming achievements on your phone, and add to them when you play games on your phone
- Keep track of and lock your lost phone with Find My Phone
- Get feeds from social networking services to your People hub

To learn more about Microsoft account and what can you do with it, go to **www.microsoft.com/en-us/account/wizard.aspx**.

Create your Microsoft account

Spice up your life and get more from your phone – create a Microsoft account. If you didn't create a Microsoft account during the first start-up, you can always do it later.

If you already have an Xbox Live.com, Hotmail.com, or Outlook.com account, or if you have created a Microsoft account on your Surface tablet or Windows PC, you don't have to create

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a new one – just sign in with the username and password for that account. If you don't have a Microsoft account yet, you can create one with your phone.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **email +accounts** > **add an account**.
2. Tap **Microsoft account**.
3. Create your Microsoft account.

Make sure you remember the credentials for the Microsoft account you added to your phone.

4. Fill in your account details.
5. Type in your phone number or an alternative mail address. They are used to send you a one-time verification code and to protect your data.
6. Select how you want to get your one-time verification code.
7. When asked, type in the last 4 digits of your phone number or your mail address.
8. When you receive the code, type it in, and you are ready to back up your data and use your phone.

You can also create or manage your account at **www.live.com**.

Add a Microsoft account to your phone

If you didn't sign in to your Microsoft account during the first start-up, you can add the account to your phone later and get your data and settings easily on all your devices.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **email +accounts** > **add an account**.
2. Tap **Microsoft account**.
3. Sign in with your existing Microsoft account username and password.
4. Select how you want to get your one-time verification code.
5. When asked, type in the last 4 digits of your phone number or your mail address.
6. When you receive the code, type it in.

Your data and settings are synced to your phone.

Tip: If your previous phone was a Windows Phone and you have backed up your content to your Microsoft account, restore the backup and get your stuff easily on your new phone.

Set up My Family

Want to control what your kids can download with their phones? With My Family, you can restrict your kids from downloading paid or age-rated content from Store or games store.

Xbox doesn't support child accounts in some countries or regions where Windows Phones are available.

1. Go to **https://www.windowsphone.com/family**, and log in to your Microsoft account.
2. Add the account you want to My Family.
3. Change the settings for your kid's account.

For more My Family settings, go to **https://familysafety.microsoft.com**.

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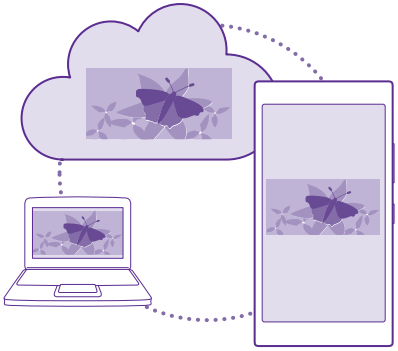
OneDrive

Learn what OneDrive is and how to use it.

OneDrive cloud storage

Store your stuff in the clouds. You don't need to worry about freeing memory for your favourite or new apps.



OneDrive is cloud storage for all your documents and photos, so you can access, share, or restore them if needed. You can also set it to back up your stuff automatically, so when you take a photo or a video, it's copied to your cloud album.

With OneDrive, you can access your photos, documents, and more from your phone, tablet, or computer. Depending on the app, you can even continue working on a document right from where you left it earlier.

There are several places where you can access your stuff on OneDrive. You can save photos to OneDrive in the Photos hub, or manage your office documents in the Office hub.

Save your photos and other stuff to OneDrive

You can upload files saved on your phone to OneDrive for easy access from your phone, tablet, or computer.

You need a Microsoft account to connect to OneDrive.

Tap **OneDrive**.

Upload a photo

Tap ⊕ and the photo you want to upload.

Tip: To set your phone to automatically upload your future photos or videos to OneDrive, on the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS**. Swipe to **applications**, and tap **photos+camera** > **OneDrive**.

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Save an Office document to OneDrive

Tap **Office**, swipe to **places**, and tap **phone**. Then tap and hold the file you want to save, and tap **save to...** > **OneDrive**.

Tip: You can also save a document to OneDrive while working on it. Tap ••• > **save as...**, and switch **Save to** to **OneDrive**. If you change the Save to location, it changes the default location for all files.

When you save your Office documents to OneDrive, you can continue working on the document right where you left it, on any device connected to your Microsoft account.

To save an Office document to your phone from OneDrive, open the document you want, tap ••• > **save as...**, and switch **Save to** to **phone**.

Save a photo back to your phone from OneDrive

Tap **Photos**, swipe to **albums**, tap **OneDrive**, select the folder and photos you want, and tap .

Share your photos and documents between your devices

With OneDrive, you can easily access your photos, documents, and other stuff you have uploaded from any of your devices.

To upload your photos, documents, or other stuff saved on your phone, tablet, or computer to OneDrive, you need to sign in to your Microsoft account. To access the uploaded content on another device, you need to sign in to the same Microsoft account that was used when uploading the content.

To upload or download content, you need an internet connection. If you don't have a data plan, the data transmission costs may pile up quickly. For info about possible data costs, contact your network service provider.

There are several places where you can access your stuff on OneDrive. On your phone, you can check your photos and videos in the Photos hub, or open your Office documents in the Office hub. You can also download the OneDrive app from Store to see and manage all types of files on your phone.

On your tablet or computer, you can either manage your stuff online at **onedrive.com**, or you can use the OneDrive app and access OneDrive straight from your desktop. If you don't yet have the OneDrive app, you can download and install it from **onedrive.com**.

Tip: With the OneDrive app on your computer, you can simply drag and drop the files you want to upload to the OneDrive folder in the file manager, such as Windows Explorer or Finder, and the files are automatically uploaded to OneDrive.

Set up an account

Stay up to date – add your important accounts, such as social media or mail accounts, to your phone.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **email +accounts**.
2. Tap **add an account** and the name of the service, and follow the instructions shown.

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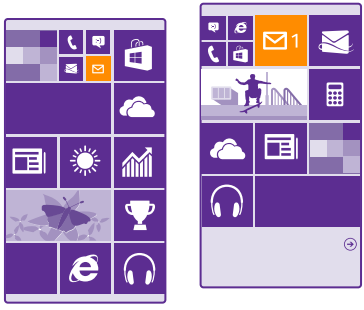
Personalise your phone

Learn how to personalise the start screen, and how to change ringtones.



Personalise the start screen

Make your start screen yours – choose your background photo, pin your favourite apps and much more to the start screen, or change the tile size and layout as you like. To get the most out of the space on the start screen, group apps into folders.

1. To add a background photo, on the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **start+theme** > **choose photo**.
2. Tap a photo, crop it as you like, and tap ✓.

Tip: Why not match your background and tile colours with your background picture? Tap **Background** or **Accent colour**. To share your theme and other settings to all your Windows devices, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **sync my settings**, and switch **theme** to **On**.

Move a tile

Tap and hold the tile, drag and drop it to the new location, and tap the screen.

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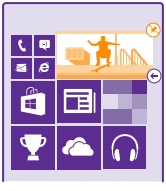
Resize or unpin a tile

To resize, tap and hold the tile, and tap the arrow icon.

The tiles can be either small, medium, or wide. The bigger the tile is, the more info it can show.



To unpin the tile, tap and hold the tile, and tap ⊗.

Group tiles into folders

Tap and hold the tile, and drag and drop it on top of the tile or folder you want to group it with. To open an app from the folder, tap the folder, then tap the app you want. To change the name of the folder, tap and hold the name, and type in the name you want. To remove a folder, unpin the tiles in it.

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Pin an app
Swipe left to go to the apps menu, tap and hold the app, and tap **pin to start**.

Pin a contact
Tap **People**, tap and hold the contact, and tap **pin to start**.

When you pin contacts, their feed updates are shown on the tile, and you can call them directly from the start screen.

Show more tiles on the start screen

See more apps at a glance – add a third column of tiles to your start screen.

Showing more tiles is not supported by all phone models. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

If your phone has only 2 columns of tiles on the start screen by default, you can add a third one.

On the start screen, swipe down from the top of screen, tap **ALL SETTINGS** > **start+theme**, and switch **Show more Tiles** to **On**.

You can now move and resize the tiles to benefit from the new column.

Personalise the lock screen

Change the lock screen to your liking. You can, for example, have your own favourite photo in the background.

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On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **lock screen**.

Tip: You can decide which app notifications, such as missed calls or new messages, you want to see on the lock screen. Simply tap a notification slot, and choose the app you want to add.

Change the background photo
Tap **change photo**, select a photo, adjust it to get the best possible fit, and tap ✓.

Tip: You can also choose an app to show info on your lock screen, or let Bing shuffle photos there. Just change the setting for **Background** to your liking.

Show the artist when playing music
Switch **Show artist when playing music** to **On**.

Change the Glance screen settings

To save power, your screen goes on standby when you're not using your phone actively. With Glance screen, you can easily check the time even when your screen times out.

Glance is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **Glance screen**.
2. Switch **Glance screen** to **always on**.

Tip: It's easy to wake up your phone even when the power key is not easily accessible, for example, while your phone is cradled in a car holder. Simply double-tap the screen. Double-tap is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Switch double-tap on or off
On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **touch**. Switch **Wake up** to **On** or **Off**.

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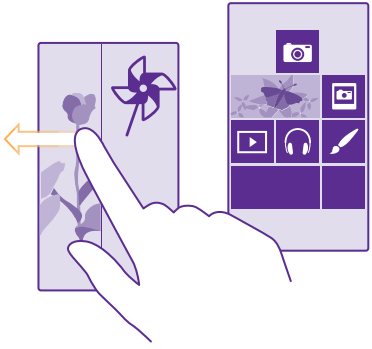
Create a safe, fun start screen for kids

You can let your kids use some apps on your phone without having to worry about them accidentally deleting your work mail, making online purchases, or doing anything else they shouldn't. Put selected apps, games, and other favourites for kids to enjoy in their own start screen.



1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS**.
2. Tap **kid's corner**.
3. Choose which content your kids can use. You can also set a password to keep your kids from accessing your own start screen.

Tip: To let your kids make an in-app purchase, such as buy game points, define a Wallet PIN. You must type in the Wallet PIN to make each purchase. To define a Wallet PIN, tap **Wallet** > ••• > **settings+PIN**. Some purchases may not be available for all ages.

As Internet Explorer is not available in kid's corner, you don't have to worry about the websites your kids visit.

Go to your own start screen

Press the power key twice, and swipe up on your own lock screen. If you've set a password, type it in.

Go back to the kid's start screen

On your own lock screen, swipe left, and on the kid's lock screen, swipe up.

Switch the kid's start screen off

On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS**, and switch **kid's corner** to **Off**.

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Personalise your phone tones

Want to change the notification tones your phone uses, for example, for calls, messages, and more? Or add your own tones or your favourite song to the collection?

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **ringtones+sounds**.
2. Select the type of ringtone or alert you want to change, and select the sound. To listen to a ringtone so you can see if you like it, tap ▶.

Tip: Want to set a specific ringtone for a contact so you immediately know when they are calling? Edit the contact info in the People hub.

Change the message tone or other notification sounds

Tap **manage app sounds** and the app you want, and select the notification sound.

Add new ringtones from your PC to your phone

Connect your phone to your PC with a USB cable, and use the file manager of your PC to move the song you want to the ringtone folder in your phone. Your PC must have Windows Vista, Windows 7, Windows 8, or later.

To set the song as your ringtone, in the ringtones+sounds view, tap **Ringtone**, and under **Custom**, tap the song.

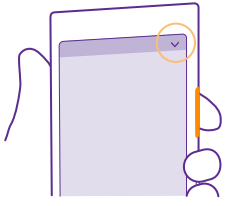
You can use a song as your ringtone if it is not protected with digital rights management (DRM), and it's smaller than 30 MB.

Tip: Want to create your own unique ringtone? Tap **Store**, and download the Ringtone Maker app.

Switch your phone to silent mode

When you switch silent mode on, all ringtones and alert tones are muted. Use this when you are, for example, at the cinema or in a meeting.

Press a volume key to see the volume status bar at the top of the screen, and tap ⌄.



To switch to silent mode, tap 🔔.

Tip: Don't want to keep your phone in silent mode but can't answer right now? To silence an incoming call, press the volume down key. If you have switched Flip to silence on, you can simply turn your phone face down. To switch Flip to silence on, on the start

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screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **audio**, swipe left, if needed, and switch **Flip to silence** to **On** .

Switch silent mode off
Tap .

Switch the vibration off
If you don't want your phone to vibrate, tap .

Accessibility

Learn how to make using your phone easier.

Control your phone with your voice

Got your hands full, but need to use your phone? You can use your voice to make a call, send a text message, search the web, or open an app.

This feature is not available in all languages. You may also need to download a language package before you can use the feature. For info on the supported languages, go to **www.windowsphone.com**.

1. Press and hold .
2. Say a voice command into your phone.

Example: To check your schedule, say **Open calendar**.

Use your phone with ease

Make the fonts larger and the screen easier to view. You can also use your phone with a teletypewriter (TTY/TDD).

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS**.
2. Tap **ease of access**.

Change the font size
Tap the **Text size** slider.

Switch high contrast on
Switch **High contrast** to **On** .

Magnify the screen
Switch **Screen magnifier** to **On** , and double-tap the screen with 2 fingers. When using the magnifier, use 2 fingers to move around the screen. To stop magnification, double-tap the screen with 2 fingers.

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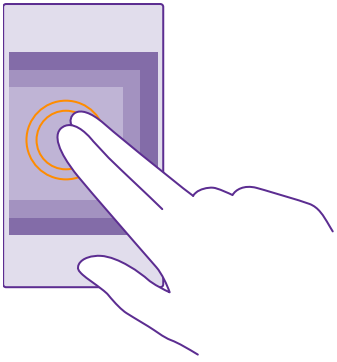


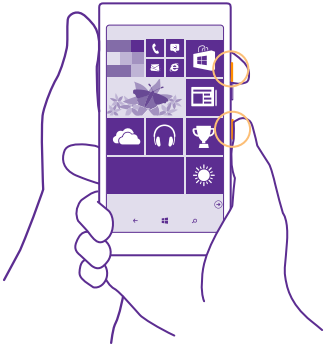
Use your phone with a TTY/TDD
Switch **TTY/TDD** to **full**.

The available TTY/TDD modes may vary depending on your network service provider.

Take a screenshot

You can take screenshots of what's on your phone screen and use them like any photos.

1. Press the volume up key and the power key at the same time.



2. To view or manage the screenshots you've taken, tap **Photos** > **albums** > **Screenshots**.

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Extend battery life

Get the most out of your phone while getting the battery life you need. There are steps you can take to save power on your phone.

To save power:

Charge wisely	Always charge the battery fully.
Select only the sounds that you need	Mute unnecessary sounds, such as key press sounds. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **ringtones +sounds**, and select which sounds to keep.
Use wired headphones	Use wired headphones, rather than the loudspeaker.
Use Battery Saver	You can set your phone to automatically save power when the battery charge level is low. To check the battery status, and to switch Battery Saver on, on the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **Battery Saver**. When your phone goes into battery saver mode, you may not be able to change the settings of all apps.
Change the phone screen settings	• Set the phone screen to switch off after a short time. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **lock screen** > **Screen times out after**. • Change the glance settings. To shortly see the time and your notifications when moving your phone, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **glance**, and switch **Glance screen** to **peek**. To switch glance off, switch **Glance screen** to **off**. Glance is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**. • Use double-tap to wake up your phone only when needed. To switch the feature off, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **touch**, and switch **Wake up** to **Off** . Double-tap is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

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Lower the screen brightness	• On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **brightness**. Make sure that **Automatically adjust** is switched to **Off**. Switch **Level** to **low**, and switch **Automatically adjust** to **On**. To be able to change the screen brightness automatically, your phone must have a light sensor. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**. • To lower the screen brightness when the battery saver is on, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **display**, and switch **Battery Saver brightness** to **On**.
Stop apps from running in the background	Close the apps you are not using. To close most of the apps, press and hold ←, and tap ⊗ on the apps you want to close.
Use location services selectively	If you want to keep location services switched on, but don't want to use check-in services, on the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS**. Swipe to **applications**, tap **people**, and switch **Use my location** to **Off**.
Use network connections selectively	• Set your phone to check for new mail less frequently, or even by request only. In every mailbox you have, tap ••• > **settings** > **sync settings**, and select how often to sync. • Switch Bluetooth on only when needed. • Switch NFC on only when needed. To switch the NFC feature off, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **NFC**, and switch **Tap to share** to **Off**. NFC is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**. • Use a WiFi connection to connect to the internet, rather than a mobile data connection. • Stop your phone scanning for available wireless networks. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **WiFi**, and switch **WiFi networking** to **Off**.

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- If you're listening to music or otherwise using your phone, but don't want to make or receive calls, switch flight mode on. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **flight mode**, and switch **Status** to **On**.

Check battery use
To check which apps have been eating up your battery life, on the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **Battery Saver**, and swipe to **usage**.

Save on data roaming costs

Want to save on your phone bills? You can cut data roaming costs by changing mobile data settings. Data roaming means using your phone to receive data over networks that your network service provider doesn't own or operate. Connecting to the internet when roaming, especially when abroad, can raise data costs substantially. Your network service provider can charge you a fixed fee for data transfer or on a pay-as-you-use basis. To use the optimal connection method, change the WiFi, mobile data, and mail download settings.

Using a WiFi connection is generally faster and less expensive than using a mobile data connection. If both WiFi and mobile data connections are available, your phone uses the WiFi connection.

On the start screen, swipe down from the top of the screen, and tap .

1. Make sure **WiFi networking** is switched to **On**.
2. Select the connection you want to use.

Close a mobile data connection
On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **mobile +SIM**, and switch **Data connection** to **Off**.

Tip: You can also follow your data usage with the data sense app.

Stop data roaming
On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **mobile +SIM**, and switch **Data roaming options** to **don't roam**.

Download mail less frequently
In every mailbox you have, tap ••• > **settings** > **sync settings**, and select how often to sync.

Write text

Learn how to write text quickly and efficiently with your phone's keyboard.

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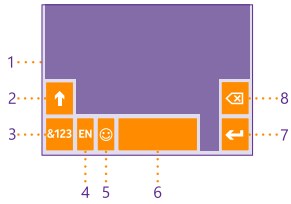
Use the on-screen keyboard

Writing with the on-screen keyboard is easy. You can use the keyboard when holding your phone in portrait or landscape mode. You can write your messages by tapping the letters or by swiping through them.

Tap a text box.

1 Character keys
2 Shift key
3 Numbers and symbols key
4 Language key
5 Smiley key
6 Space key
7 Enter key
8 Backspace key



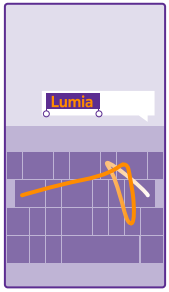
The keyboard layout can vary in different apps and languages. The language key is only shown when more than one language is selected. The example shows the English keyboard.

Tip: To add the comma key to the keyboard, on the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **keyboard** > **advanced** > **Show a comma key when available**. You can add the comma key only if you have at least 2 keyboards installed on your phone.

Swipe to write text

Swipe from the first letter of the word, and draw a path from letter to letter. Lift your finger after the last letter. To continue, keep on swiping without tapping the space key. Your phone adds the spaces.

Not all languages are supported.



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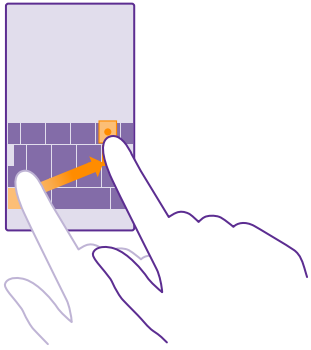
Switch between upper and lower case characters
Tap the shift key. To switch caps lock mode on, double-tap the key. To return to normal mode, tap the shift key again.

Type in a number or special character
Tap the numbers and symbols key. To see more special character keys, tap the shift key. Some special character keys bring up more symbols. To see more symbols, tap and hold a symbol or special character.

Tip: To put a full stop at the end of a sentence, and to start a new sentence, tap the space key twice.

Tip: To quickly type in a number or special character, while holding the numbers and symbol key, slide your finger to the character, and lift your finger.



Copy or paste text
Tap a word, drag the circles before and after the word to highlight the section you want to copy, and tap . To paste the text, tap .

Add an accent to a character
Tap and hold the character, and tap the accented character.

Delete a character
Tap the backspace key.

Switch between the writing languages
Tap and hold the language key, and select the language you want. The language key is only shown when more than one keyboard is installed.

Move the cursor
To edit a word you just wrote, tap and hold the text until you see the cursor. Drag the cursor to the place you want.

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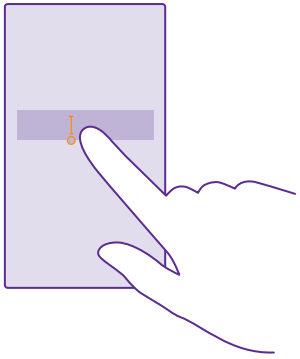

Use keyboard word suggestions

Your phone suggests words as you write, to help you write quickly and more accurately. Word suggestions are available in several languages.

When you start writing a word, your phone suggests possible words. When the word you want is shown in the suggestion bar, select the word. To see more suggestions, swipe left.

Tip: If the suggested word is marked in bold, your phone automatically uses it to replace the word you wrote. If the word is wrong, tap it to see the original word and a few other suggestions.

Correct a word

If you notice that you have misspelled a word, tap it to see suggestions for correcting the word.

Add a new word to the dictionary

If the word you want isn't in the dictionary, write the word, tap it, and tap the plus sign (+) in the suggestion bar. Your phone also learns new words when you have written them a few times.

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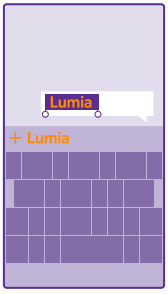

Switch word suggestions off
On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **keyboard**.Tap your language keyboard, and clear the **Suggest text** check box.

Add writing languages

You can add several writing languages to your keyboard and switch between the languages when writing.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **keyboard** > **add keyboards**.
2. Select the languages you want to write in, and tap ✓.

Tip: To remove a pre-installed keyboard, tap and hold the language you don't want to use, and tap **remove**.

Switch between the languages when writing
Tap the language key repeatedly until the language you want is shown. The keyboard layout and word suggestions change according to the language selected. The language key is only shown when more than one keyboard has been installed.

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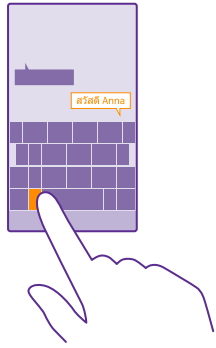

Scan codes or text

Use your phone camera to scan things, such as QR codes, barcodes, and book and DVD covers, and get further info on what your phone recognises.

Vision search is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Tap the search key, and tap .

1. Point the camera at a code.
2. Tap a result for more info.

Tip: Keep the camera steady, and make sure what you're scanning is completely visible in the camera viewfinder.

Example: Try scanning the following code, and see what happens.

Translate or search for text on the web
Point the camera at the text, tap **scan text** and the words you want, and tap **translate** or **search**.

This feature may not be available in all languages.

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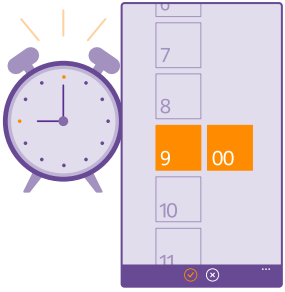
Clock and calendar

Keep track of time – learn how to use your phone as a clock, as well as an alarm clock, and how to keep your appointments, tasks, and schedules up to date.

Set an alarm

You can use your phone as an alarm clock.



Tap **Alarms**.

1. Tap ⊕.
2. Set the time, fill in the alarm details, and tap Ⓗ.

Tip: Want to wake up to your favourite song? Like with other notification tones, you can add your own tones to your phone and personalise your alarm tones to your liking.

For the alarm to sound, your phone must be switched on, and the phone volume needs to be loud enough.

Tip: You can quickly see the time of the next active alarm if you have pinned the Alarms app to the start screen. The tile size must be at least medium.

Snooze an alarm

If you don't want to get up just yet, when the alarm sounds, tap **snooze**. Before snoozing, you can change the snooze time.

Tip: Pressing the back key ← snoozes the alarm for 2 minutes.

Switch an alarm off

Tap **Alarms**, and switch the alarm to **Off**.

Delete an alarm

Tap the alarm and 🗑.

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Update the time and date automatically

You can set your phone to update the time, date, and time zone automatically. Automatic update is a network service and may not be available depending on your region or network service provider.

On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **date +time**.

Switch **Set date and time automatically** to **On** .

Tip: Want to change the time format? Switch the 24-hour clock on or off as you wish. To change how dates are shown, tap **ALL SETTINGS** > **region**.

Update the time and date manually

Switch **Set date and time automatically** to **Off** , and edit the time and date.

Update the time zone manually when travelling abroad

Switch **Set date and time automatically** to **Off** , and tap **Time zone** and a location.

Add an appointment

Need to remember an appointment? Add it to your calendar.

Tap **Calendar**.

1. Tap ⊕.
2. Type in the details you want, and set the time.
3. To add, for example, the duration, reminder, or recurrence for the event, tap **more details**.
4. When done, tap ⓗ.

Tip: To edit an event, tap and hold the event you want, tap **edit**, and edit the details you want.

Send a meeting invitation

When creating an event, tap **more details** > **add someone** > ⊕, select the contacts you want, and tap ✓.

You can send meeting invitations to contacts who have a mail address.

Create an event on another calendar

By default, your events go to your Microsoft account calendar. If you have, for example, a shared calendar with your family, you can create and share the event instantly. To change the calendar when creating the event, tap **more details** > **Calendar** and the calendar you want to use.

Example: You can create an event to a calendar you are sharing with other people, such as your Family room calendar or your work calendar, so they know when you are busy.

Change your status for an event

When you want to let others know when you're busy or out of the office, tap **more details** > **Status** and the status you want. By default, your status is **free**.

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Delete an appointment

Tap and hold the appointment, and tap **delete**.

Switch between calendar views

Want to see your appointments for the day or week at a glance? Planning when to have your holiday? You can browse through your calendar in different views.

Tap **Calendar**.

1. To switch between the daily, weekly, monthly, and yearly views, tap . In the weekly or monthly view, tap the day to see all your events.
2. To switch between days, weeks, months, or years, swipe left or right. To quickly jump to a particular month of a given year, in the yearly view, swipe to the year you want, and tap the month.

Tip: If you allow the calendar to use your location, you can also check the weather in the daily or weekly view.

Check your task list

Tap ••• > **tasks**.

Add a task to your task list

Do you have important deadlines to meet at work, library books to return, or some other tasks you need to remember? You can add them to your task list and cross them out once completed. If you have a particular deadline, set a reminder.

Tap **Calendar** > ••• > **tasks**.

1. Tap , and fill in the fields.
2. To add a reminder, switch **Reminder** to **On** , and set the reminder date and time.
3. Tap .

Edit or delete a task

Tap and hold the task, and tap **edit** or **delete**.

Tip: Feeling energetic? Or hands full and no time for extra tasks? To quickly bring the time of the event forward or postpone it, tap and hold the task, and select the option you want.

Mark a task as complete

Tap and hold the task, and tap **complete**.

Use multiple calendars

When you set up your mail or social networking accounts on your phone, you can sync the calendars from all your accounts in one place.

1. Tap **Calendar**.
2. To show or hide a calendar, tap ••• > **settings**, and switch the calendar on or off.

When a calendar is hidden, the calendar events and reminders are not shown in different calendar views.

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The birthday calendar compiles the birthday info from your social networking accounts.

You can't add new calendars to your phone, but you can choose which calendars from your different accounts you want to see.

Change the colour for each calendar
Tap ••• > **settings**, and tap the current colour and the new colour.

Dual SIM

You can have 2 SIMs in your phone, for example, one for your work and one for your personal use.

Dual SIM features

Don't want work to interfere with your free time? Or do you have a cheaper data connection on one SIM? With a dual SIM phone, you can use 2 SIM cards at the same time.

Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Your phone shows the network status for both SIMs separately.

You can select which SIM to use straight from your start screen. For example, to make a call or check your messages, simply tap the tile you want for SIM1 or SIM2. Or, if you'd rather have only one tile, you can link the tiles.

Even when dialling, you can quickly switch between the SIMs. If you know you always want to use the same SIM for a contact, such as your work SIM for a colleague, you can set the SIM preferences in contacts.

Both SIM cards are available at the same time when the device is not being used, but while one SIM card is active, for example, making a call, the other may be unavailable.

Tip: Want to make sure you don't miss a call on one SIM while having an active call on the other? Use Smart Dual SIM to set your SIMs to forward calls between them or to another phone. For availability of this feature, contact your network service provider.

Manage your SIMs

Don't want work to interfere with your free time? Or do you have a cheaper data connection on one SIM? You can decide which SIM you want to use.

Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **mobile+SIM**.
2. To change the SIM settings, tap the SIM you want.

Rename a SIM card
Tap **SIM name**, and type in the name you want.

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Select which SIM to use for data connection
Tap **SIM for data connection** and the SIM you want.

Switch a SIM off
Switch **SIM status** to **Off** .

Link the start screen SIM tiles
To link the start screen tiles for calls or messaging under one tile for both your SIMs, tap the tile you want, then tap ••• > **link tiles**.

Forward calls between your SIMs

Forward your calls between your SIMs using Smart Dual SIM – when someone calls you on one SIM while you're having a call on the other, you can manage your calls from both SIMs just like with only one SIM.

Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

You must have both SIMs inserted to access the dual SIM call settings.

For availability of this service, contact your network service provider.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **network+**.
2. Tap **set**.
3. To select how to forward calls between your SIMs, change the setting for **Smart Dual SIM**.
4. Type in the phone numbers for your SIMs, and tap **submit**.
5. Tap **additional Dual SIM settings** to access the rest of the network settings, such as Data connection.

Tip: You can pin the dual SIM call settings to the start screen for easy access.

Browse your SIM apps

If your service provider has included apps on your SIM card, here's how to find them.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **mobile+SIM**.
2. Tap the SIM.
3. Tap **SIM applications**.

Store

Make your phone your own with more apps, games, and other items, some of which are free of charge. Browse Store to find the latest content for you and your phone.

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You can download:

- Apps
- Games
- Entertainment apps and services
- News apps and services
- Books

You can also:

- Get content that is relevant to your tastes and location
- Share recommendations with your friends

The availability of Store and the selection of items available for download depend on your region.

To download from Store, you need to be signed in to your Microsoft account on your phone. When you're signed in, you are offered content compatible with your phone.

You can search for and download content directly to your phone, or browse Store content on your computer and send links from there to your phone by text message.

Many items are free of charge; some you need to pay for with your credit card or on your phone bill.

The availability of payment methods depends on your country of residence and your network service provider.

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

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Browse Store

Check out the latest and most downloaded apps, games, and other items recommended for you and your phone. Browse different categories, or search for specific items.

Tap **Store**.

1. Tap a category on the front page, or swipe left or right to see more categories and items.
2. Tap an item to view its details. When you view an item, related items are also shown.

Tip: Did you find something in Store that you know your friends would be interested in? Tap **share** to send them a link.

Tip: Want to get personalised suggestions on which apps and games might interest you? Sign in to your Microsoft account, and Store suggests a selection of apps for you.

Search Store

Tap , write your search words, and tap .

Download an app, game, or other item

Download free apps, games, or other stuff, or buy more content for your phone.

1. Tap **Store**.
2. Tap an item to view its details.
3. If the item has a price, tap **buy**, or to try the item for free for a limited time, tap **try**. If the item is free, tap **install**.

The availability of payment methods depends on your country of residence and your network service provider.

4. If you're not signed in to your Microsoft account, sign in now.
5. Follow the instructions shown on your phone.

Tip: If downloading fails, check that the time and date are set correctly.

When the download is complete, you can open or view the item, or continue browsing for more content. The content type determines where the item is stored in your phone: music, videos, and podcasts can be found in Music, Video, and podcasts, games can be found in Games, and apps can be found in the apps menu.

For more info on an item, contact the publisher of the item.

Tip: Use a WiFi connection to download large files.

Tip: In the Store main view, you can see a notification at the top right corner of the screen on how many of your downloaded apps, games, and other content have updates.

If the app you've downloaded doesn't support your phone language, the app uses US English by default. If you've added more than one phone language and the app supports one of them, the app is downloaded in the supported language.

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Tip: You can also use your computer to browse Windows Phone Store and download content to your phone. Go to **www.windowsphone.com**, and browse or search for apps and games.

Tip: If your kid has a Windows Phone 8.1, you can use the My Family website to manage their game and app downloads and settings. To set up My Family, go to **https://www.windowsphone.com/family**, sign in to the Microsoft account with both your and the kid's mail address and password, and follow the instructions.

This feature is not available in all languages. For more info on feature and service availability, see the How-to section at **www.windowsphone.com**.

The availability of apps and games may depend on your kid's age.

See your ongoing and previous downloads

Tap **Store** > ••• > **downloads**, and swipe to **downloads** to see the ongoing downloads, or to **history** to see the previously downloaded apps, games, and other content.

View your ongoing downloads

While an item is downloading, you can continue to browse Store for other content and add items to be downloaded.

To view the status of your downloads, in the Store main view, tap ••• > **downloads**, and swipe to **downloads** to see the ongoing downloads, or to **history** to see the previously downloaded content.

Tip: To check the status of the currently ongoing download, tap **check install**.

Tip: If you need to, for example, temporarily close your internet connection, tap and hold the downloading item, and tap **pause**. To resume downloading, tap **resume**. Pause pending items individually. If a download fails, you can re-download the item.

Write a review for an app

Do you want to share your opinion on an app with other Store users? Rate and review the app. You can post one review per app that you download.

1. In the apps menu, tap and hold the app, and tap **rate and review**.
2. Rate the app, and write your review.

Tip: You can rate and review your other items in the same way.

Receive adverts

If you want to receive adverts and tips about apps that might interest you, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS**, and switch **advertising id** to **On**. If you want to clear the info that your phone uses to find your relevant adverts and tips, tap **reset your advertising ID**.

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People & messaging

Contact your friends and family, and share your files, such as photos, using your phone. Stay tuned with the latest updates to your social networking services even when on the go.

Calls

Want to make calls on your new phone and talk to your friends? Read on and you'll learn how.

Call a contact

Calling your friends is quick and easy when you've saved them as contacts in your phone.

Tap .

1. Tap .
2. Tap the contact and the number, if the contact has several numbers.

Tip: Is your friend's voice too loud or quiet? Press the volume keys to change the volume.

Tip: Want to let others hear the conversation? Tap **speaker**.

Tip: If you have a dual SIM phone, you can select the SIM that's used to call each contact. Tap , swipe to **contacts**, and tap the contact's name and 1 2. Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Call a phone number
Tap , type in the phone number, and tap **call**.

To type in the + character, used for international calls, tap and hold **0**.

Search your call history
To search for a call record, swipe to **history**, tap , and type in the contact's name or phone number.

Remove a call record
To remove a call record, swipe to **history**, tap and hold the call record, and tap **delete**.

To remove all the call records, tap ••• > **select calls** > ••• > **select all** > .

Copy and paste a phone number
On the start screen, tap **People**, swipe to **contacts**, tap a contact, tap and hold the phone number, tap **copy**, and in a text box, tap .

Make a call with Skype

You can use your phone to make Skype-to-Skype calls and video calls. With Skype global rates, you can also call landlines or other mobile phones. Pay as you go with your credit card, or get a monthly subscription for the best rates.

If you don't yet have the Skype app, you can download it from **www.windowsphone.com**.

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Tap **Skype**, and sign in with the same Microsoft account that you use with your phone.

To call a Skype contact, swipe to **people**, tap the contact you want to call, and tap .

For more info on Skype-to-Skype calls, see the video at **www.youtube.com/watch?v=AF2HRYdPnAM** (in English only).

Tip: To save on data costs, use a WiFi network connection with Skype whenever possible.

Make a video call with Skype

Swipe to **people**, tap the contact you want to call, and tap .

If your phone does not have a front camera, you can use the main camera for video calls. The front camera is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Use speed dial to call your favourite contacts

Call your most important contacts quickly with speed dial.

1. To add a contact to speed dial, tap **People**, swipe to **contacts**, and tap the contact you want to add.
2. Tap and hold the contact's phone number, and tap **add to speed dial**.

Call a contact with speed dial

Tap , swipe to **speed dial**, and tap a contact.

Call the last dialled number

Still have some words to say to your friends? Call them again. In the call history view, you can see info about the calls you have made and received.

1. Tap , and swipe to **history**.
2. Tap the name or phone number.

Use your voice to make a call

You can use your voice to call a contact.

1. Press and hold .
2. Say **Call** and the contact's name.

Tip: You can also use voice dialling with a Bluetooth headset.

This feature is not available in all languages. For info on the supported languages, go to **www.windowsphone.com**.

Silence an incoming call

If your phone rings when you don't want to be disturbed, you can silence the ringtone for that call.

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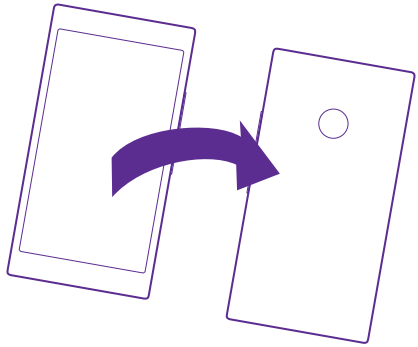
If you want to be able to silence your phone by turning it face down, the Flip to silence feature must be switched on. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **audio**, swipe left, if needed, and switch **Flip to silence** to **On**.

When someone calls you, press the volume key or the lock key. You can also turn your phone face down.



Reply to a call by a text message

Can't speak right now to answer a call? You can reply to the caller by a text message.

1. When someone calls you, tap **TEXT REPLY**.
2. Tap **type a message...**, and write your message.

You can only reply by a text message to calls from the contacts saved in your phone.

Switch text reply on or off
Tap > ••• > **settings**, and switch **Text reply** to **On** or **Off**.

Edit a pre-written text message
Tap > ••• > **settings** > **edit replies**, and edit the reply you want.

Make a conference call

Your phone supports conference calls between 2 or more people. The maximum number of participants can vary, depending on your network service provider.

1. Make a call to the first person.
2. To make a call to another person, tap .
3. When the new call is answered, tap .

To add more people, tap again.

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Have a private conversation with someone

Tap and the person's name or phone number. The conference call is put on hold on your phone. The other people continue the conference call.

To return to the conference call, tap .

Forward calls to another phone

Can't always answer the phone, but don't want to miss any incoming calls? You can forward them to another phone number.

For availability of this feature, contact your network service provider.

1. Depending on your phone, do either of the following:

- On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **network+** > **set**.
- Tap > ••• > **settings**.

2. If you have a dual SIM phone, tap **SIM 1** or **SIM 2**. Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.
3. Switch **Call forwarding** to **On**, if needed, and select where you want to forward your calls.

Depending on your phone, you may also be able to make the choice separately for different situations, such as when you can't answer or when you're in a call.

Tip: To check if call forwarding is being used, shown by , tap the top of the screen.

Forward calls to your voice mail

Besides forwarding calls to another phone number, you can also forward these calls to your voice mail and listen to them later.

For availability of this feature, contact your network service provider. Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Do either of the following, depending on your phone:

- Tap > ••• > **settings**. If you have a dual SIM phone, tap the SIM you want. Switch **Call forwarding** to **On**, if needed, and type in the voice mail number given by your service provider, if needed.
- Swipe down from the top of the screen, tap **ALL SETTINGS** > **network+** > **set**, and type in the voice mail number given by your service provider, if needed. If you have a dual SIM phone, tap the SIM you want before typing in the number.

Depending on your phone, you may either forward all your calls to your voice mail, or make the choice separately for different situations, such as when you can't answer or when you're in a call.

Tip: If you want to avoid forwarding calls to your voice mail, type in another number, such as the number of your second phone. You can also contact your service provider about deactivating the voice mail service.

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Change your voice mail number

Tap > ••• > **settings**, and type in the new number. If you have a dual SIM phone, tap the SIM you want before typing in the number.

Call your voice mailbox

If you've forwarded incoming calls to your voice mailbox, you can call it and listen to the messages your friends have left.

1. Tap .
2. Tap . Or, if you're using visual voice mail, swipe right to see the list of voice mail messages. If asked, type in the voice mail password you received from your network service provider.
3. You can listen or reply to voice mail messages, delete them, or record a greeting message.

For the availability of the voice mailbox service, and for info on setting up how long before calls are forwarded, contact your network service provider.

Use visual voice mail

Visual voice mail allows you to see a list of your voice messages and choose which one to play or delete.

You may need to contact your service provider to get this service on your phone.

1. Tap > ••• > **settings**.
2. Switch **Visual voicemail** to **On** .
3. Type in your voice mail number in the **Voicemail number** box.

Contact your service provider to get your voice mail number.

Tip: Depending on your service provider, you may also be able to type in another voice mail number.

Listen to a voice message

Tap , and swipe right to see the list of voice mail messages. If asked, type in the password, and tap the message you want to listen to.

Use call waiting

Get another call while you're already in one? Call waiting helps you answer or hold one of the calls.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **network+** > **set**.
2. If you have a dual SIM phone, tap the SIM you want. Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.
3. Switch **Call waiting** to **On** .

Hold the first call and answer the new call
Tap **ANSWER**.

End the first call and answer the new call
Tap **end call+answer**.

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Ignore the new call
Tap **IGNORE**.

Hold one call and make another
Tap **HOLD** > **ADD CALL**, and call the people you want.

Switch between calls
Tap **TAP TO SWAP**.

Block calls and messages

Getting unwanted calls or text messages? Block them with the call+SMS filter app.

To add a phone number to your blocked numbers list, tap , swipe to **history**, tap and hold the caller you want to block, and tap **block number...**.

You can also add numbers to your blocked numbers list from text messages.

On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **call +SMS filter**.

Switch **Block calls+SMS** to **On** .

Check which numbers are blocked
Tap **blocked numbers**.

Get notifications about blocked calls or messages
Tap **advanced**, and switch **Notifications** to **On** .

Contacts

You can save and organise your friends' phone numbers, addresses, and other contact information in the People hub. You can also get in touch with your friends through social networking services.

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People hub

The People hub is where all your friends' contact info is kept. It lets you stay in touch with the people who matter the most through rooms and groups. Your social networks are also here.

Go to contacts to see your friends' contact info from every account you have signed into. You can organise the list the way you like by filtering it by account or hiding the contacts without phone numbers. Your own contact card is also here.

Check out what's new to see your friends' social network status updates conveniently in one place.

The rooms view is home to your rooms and groups, which are ways to stay in touch with your most important contacts. The rooms let you and your invited friends privately chat and share things like calendars and photos. The groups make it easy to see social updates from just the people you add to the group and to send mails or messages to all of them at once.

Add or delete a contact

Keep your friends with you. Save their phone numbers, addresses, and other info to the People hub.

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

Add a contact

1. Tap ⊕.
2. If you're signed in to several accounts, select the account to which you want to save the contact.

You cannot save a contact to your phone only, it's always saved to an account.

3. Add the contact details, and tap Ⓗ.

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Tip: Your contacts are backed up automatically to your Microsoft account.

Edit a contact

Tap the contact and ✎, and edit or add details, such as a ringtone or a web address.

Tip: If you have a dual SIM phone, you can select the SIM that's used to call each contact. Tap the contact and 1 2. Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Delete a contact

Tap the contact and ••• > **delete**.

The contact is deleted both from your phone and, with some exceptions such as Facebook, Twitter, and LinkedIn, from the social networking service where it's stored.

Tip: If you want to delete multiple contacts quickly, on your computer, log in to **people.live.com** with your Microsoft account, and delete them there.

Filter your contacts list

If you don't want contacts from social networking services to show up in your contacts list, you can filter them out. In the contacts list, tap ••• > **settings** > **filter contacts list** and the accounts you want to show or hide.

Tip: You can also filter out the contacts without phone numbers. Switch **Hide contacts without phone numbers** to **On**.

Save a number from a received call

Have you received a call from a person whose phone number is not yet saved in your People hub? You can easily save the number in a new or existing contacts list entry.

1. Tap , and swipe to **history**.
2. Tap next to a phone number, and tap Ⓗ.
3. Tap ⊕, edit the phone number and phone number type, and tap Ⓗ.
4. Edit other contact details, including the name, and tap Ⓗ.

Save a number from a received message

Have you received a message from a person whose phone number is not yet saved in your People hub? You can easily save the number in a new or existing contacts list entry.

1. Tap **Messaging**.
2. In the conversations list, tap a conversation and > Ⓗ.
3. Tap ⊕, edit the phone number and phone number type, and tap Ⓗ.
4. Edit other contact details, including the name, and tap Ⓗ.

Search for a contact

If you need to contact a friend quickly, you don't have to scroll through all your contacts. You can search or jump to a letter or character in the contacts list. You can also use a voice command to call or send a message to a contact.

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1. Tap **People**, and swipe to **contacts**.
2. Tap , and start writing a name. The list filters as you write.

Tip: Pin your most important contacts or contact groups to the start screen. Tap and hold a contact, and tap **pin to start**.

Jump to a letter or character in your contacts list
Tap any letter in the contacts list on the left, and in the following menu, tap the first letter or character for the name you want.

Use a voice command
In any view, press and hold , and say **Call** or **Text** and the contact's name. Not all languages are supported.

Link contacts

Do you have separate entries for the same contact from different social networking services or mail accounts? You can link multiple contacts so that their info is in a single contact card.

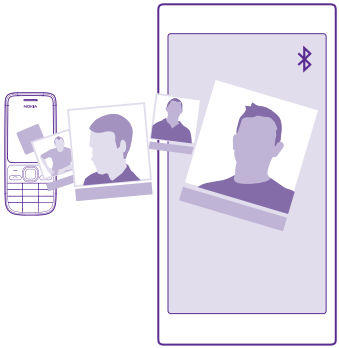
Tap **People**, and swipe to **contacts**.

1. Tap the main contact you want to link to and .
2. Tap **choose a contact** and the contact to be linked.

Unlink a contact
Tap the main contact and , and tap the contact to be unlinked and **unlink**.

Copy contacts

Have your nearest and dearest instantly at your fingertips. Use the Transfer my Data app to easily copy your contacts, text messages, and pictures from your old phone. The app does not work with all phone models.



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Tip: If your old phone is a Windows Phone device, or if you have previously backed up your contacts to your Microsoft account, to import your contacts from the service, just sign in to your account on your phone. The contacts are imported automatically.

Your old phone needs to support Bluetooth. The contacts on your old phone need to be stored in the phone memory, not on the SIM.

1. On your old phone, switch Bluetooth on, and make sure the phone is visible to other devices.
2. On your new phone, tap **Transfer my Data**.
3. Tap **continue**, and switch Bluetooth on.
4. Select your old phone from the list of found devices, and follow the instructions shown on both phones.

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

If you don't yet have the Transfer my Data app, you can download it from **www.windowsphone.com**.

Copy contacts from a SIM card

If you have contacts stored on your SIM card, you can copy them to your phone.

Make sure your SIM card is inserted.

1. Tap **People**.
2. Tap ••• > **settings** > **import from SIM**.
3. To import all your contacts, tap **import**.

Tip: To select individual contacts, tap **clear**, and use the check boxes.

You can't save contacts to your new SIM card.

Create, edit, or delete a contact group

You can create contact groups to send a message to several people at the same time, or to see social updates from just group members. For example, you can add family members to the same group and reach them quickly with the same message.

Tap **People**, and swipe to **rooms**.

1. Tap + > **Group**.
2. Write a name for the group, and tap .
3. Tap + and a contact. To add another contact, tap + again.
4. Tap .

Tip: There is already a group called Best friends in your phone.

Add a new group contact
Tap the group, and tap > + and a contact.

Remove a contact from a group
Tap the group and . Tap the contact and **remove from group**.

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Rename a group
Tap the group and ••• > **rename**, and write the new name.

Delete a contact group
Tap the group and ••• > **delete**.

View your Rooms

The rooms feature is being discontinued, but you can still view your existing chats, calendars, photos, or notes.

After March 2015, the rooms feature on Windows Phone is no longer supported. You can still see your existing rooms and use your room photo albums, calendars, and notes on your phone. You can't create new rooms or make changes to existing rooms. You can still see your old room chats, but you and the other room members can't send or receive new room chat messages.

To view your existing rooms, tap **People**, and swipe to **rooms**.

Share a contact

You can easily share a contact with your friends.

1. On the start screen, tap **People**, and swipe to **contacts**.
2. Tap a contact and ••• > **share contact** > ✓.
3. Select how you want to share, and follow the instructions.

Change your profile photo

You can select your contact card photo on your phone. Pick a photo you just took or an existing profile photo from one of your social networking services.

1. Tap **People**, and swipe to **contacts**.
2. At the top of your contacts list, tap your own photo.
3. Tap your photo again, and either choose one of the offered photos, or tap **find another** to select a photo from Camera Roll.
4. Drag the photo around to adjust the cropping, and tap ✓.

Social networks

Want to keep in touch with your friends? You can set up social networking services on your phone.

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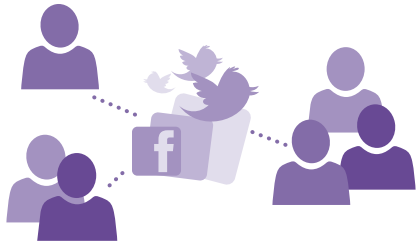

Social networking services on your phone keep you connected.

Set up a social media account

Set up your social networking service accounts.

Tap the social networking app you want to sign in to, such as Facebook, and follow the instructions shown.

To download more social networking apps, tap **Store**.

Tip: When you sign in to an account, the contacts in the account are automatically imported. To choose which accounts show up in your contacts list, on the start screen, tap **People**, swipe to **contacts**, and tap ••• > **settings** > **filter contacts list**.

See your friends' status updates

After you set up your social networking services, such as Twitter, on your phone, you can follow your friends' status updates in the People hub.

Tap **People**, and swipe to **what's new**.

Post your status

If you feel like reaching out to your friends, let them know what's on your mind. Post a status update to the social networking services that you use.

1. Tap **People**, and swipe to **contacts**.
2. Tap your own contact card and **post an update**.
3. Select the service to post to.
4. Write your message.
5. Tap .

Share a photo in social networking services

After you take a photo, upload it to the web so all your friends can see what you're up to.

1. Tap **Photos**.
2. Browse your photo albums for the photo you want to share.

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3. Tap and hold the photo, and tap **share...**.
4. Tap the social networking service where you want to upload the photo.
5. Add a caption if you want, and share or send your photo.

Messages

Stay in touch with your friends with text or multimedia messages.

Send a message

With text and multimedia messages, you can quickly contact your friends and family.

1. Tap **Messaging**.
2. Tap ⊕.

If you start writing a message and switch to another app before sending it, you can continue your message when you return to Messaging. Tap ••• > **drafts**. The draft message is deleted when sent.

Tip: If you have a dual SIM phone, you can select which SIM you use to send the message. Tap 1 2. Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

3. To add a recipient from your contacts list, tap ⊕, or start writing a name. You can also type in a phone number.

Tip: To add several recipients, tap ⊕ > ☰, select the recipients you want, and tap ✓.

4. Tap the message box, and write your message.

Tip: To add a smiley, tap ☺.

5. To add an attachment, such as a photo, tap 📎, and select the attachment.
6. To send the message, tap ➤.

If you're unable to send a multimedia message, check the following:

- Your mobile subscription supports multimedia messages.
- Your data connection is switched on. Swipe down from the top of the screen, tap **ALL SETTINGS** > **mobile+SIM**, and switch **Data connection** to **On**.

Only compatible devices can receive and show multimedia messages. Messages may look different in different devices.

Forward a message
In **threads**, tap a conversation, tap and hold the message you want to forward, and tap **forward**.

Before forwarding the message, you can edit what's written or add or remove attachments.

Forward multiple messages
In **threads**, tap a conversation and ••• > **select messages**, tap the check boxes that appear next to the messages, and tap ⊕ to add a recipient.

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Read a message

You can see on the start screen when you've received a message.

You can view the messages between you and a contact in one conversation thread. The thread can contain text and multimedia messages.

1. Tap **Messaging**.
2. To read a message, tap a conversation.

Tip: To prevent others from accidentally seeing notifications about your messages on the lock screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **lock screen** > **Choose an app to show detailed status** > **none**.

If you're unable to open a multimedia message, check the following:

- Your mobile subscription supports multimedia messages.
- Your data connection is switched on. Swipe down from the top of the screen, tap **ALL SETTINGS** > **mobile+SIM**, and switch **Data connection** to **On**.

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

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

Save an attachment

Tap the attachment, such as a photo, and tap ••• > **save**.

Delete a conversation

In **threads**, tap , select the conversation you want to delete, and tap .

Delete a single message in a conversation

In **threads**, tap a conversation, tap and hold the message you want to delete, and tap **delete**.

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Delete all messages in your phone

Tap ☰ > ••• > **select all** > 🗑.

Reply to a message

Don't keep your friend waiting – reply to the message straight away.

1. Tap **Messaging**.
2. In **threads**, tap the conversation containing the message.

Tip: If you have a dual SIM phone, you can select which SIM you use to send the message. Tap 1 2. Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

3. Tap the message box, and write your message.
4. Tap ➤.

Forward a message

In **threads**, tap a conversation, tap and hold the message you want to forward, and tap **forward**.

Before forwarding the message, you can edit what's written or add or remove attachments.

Send a message to a group

Need to send a message to a group of people? Create a group in the People hub, and you can reach them all with a single message or mail.

Tap **People**, and swipe to **rooms**.

1. Tap the group and **text** or **send email**.
2. Write and send your message.

Tip: To create a group, tap ⊕ > **Group**.

Chat using Skype

You can use your phone to send Skype-to-Skype instant messages.

If you don't yet have the Skype app, you can download it from **www.windowsphone.com**.

1. Tap **Skype**.
2. Sign in with the same Microsoft account that you use with your phone.
3. Swipe to **people**, and tap the contact you want to chat with.
4. Write your message, and tap ➤.

For more info on Skype-to-Skype instant messages, see the video at **www.youtube.com/watch?v=AF2HRYdPnAM** (in English only).

Tip: To save on data costs, use a WiFi network connection with Skype whenever possible.

Share your location in a Skype chat

While in a chat, tap ⊕ > **share location** > ➔.

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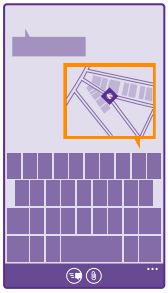
Send your location in a message

Asked your friends to come and meet you, but they don't know the place? Send them your location on a map.

This feature may not be available for all regions.



Your phone may ask you about using your location. You need to allow it to use this feature.

1. When writing a text message, tap ⓐ > **my location**.

Sending a message with an attachment may be more expensive than sending a normal text message. For more info, contact your service provider.

2. Tap ➤.

Your friends receive a message with a picture of where you are on the map.

Send an audio message

Want to celebrate your friend's birthday with a song? Send your song as an audio message.

1. When writing a message, tap ⓐ > **voice note**.
2. Record your message, and tap **done**.
3. Tap ➤.

Use your voice to write a message

Too busy to write a message? Write and send a text message with your voice.

This feature is not available in all languages. For info on the supported languages, go to **www.windowsphone.com**.

You may also need to download a language package before you can use the feature. If asked to install a language package, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **speech** > **Speech language**, tap the language you want, and wait for the download to finish.

To use this feature, you must be connected to the internet.

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1. Press and hold .
2. Say **Text** and the contact's name.
3. Say your message, and follow the instructions you hear.

Mail

You can use your phone to read and reply to mail when you're on the go.

On the start screen, tap .

To send and receive mail, you must be connected to the internet.

Add or delete a mailbox

If you use different mail addresses for business and leisure, no problem – you can add several mailboxes to your phone.

Add your first mailbox

To set up mail in your phone, you must be connected to the internet.

If you didn't sign in to your Microsoft account during the first start-up, you can do it now. When you add a Microsoft account to your phone, a mail account is added automatically.

1. Tap .
2. Tap an account, and write your username and password.
3. Tap **sign in**.

Tip: Depending on your mail account, you can also sync other items than just mails to your phone, such as your contacts and calendar.

If your phone doesn't find your mail settings, advanced setup can find them. For this, you need to know your mail account type and the addresses of your incoming and outgoing mail servers. You can get this info from your mail service provider.

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To find out more about setting up different mail accounts, see the How-to section at **www.windowsphone.com**.

Add a mailbox later
In your mailbox, tap ••• > **add email account** and an account, and sign in.

Tip: To add your Exchange work mail, contacts, and calendar to your phone, select **Exchange** as your account, write your work mail address and password, and tap **sign in**.

Your new mailbox appears as a new tile on the start screen.

Delete a mailbox
On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **email +accounts**. Tap and hold the mailbox, and tap **delete**.

You cannot delete the first Microsoft mailbox you signed in with. You must reset your phone to do that.

Add your Exchange mailbox to your phone

Would you like to have your work mail, contacts, and calendar at hand, whether you are sitting by your computer or on the go with your phone? You can sync the important content between your phone and a Microsoft Exchange server.

Exchange can be set up only if your company has a Microsoft Exchange server. In addition, your company IT administrator must have activated Microsoft Exchange for your account.

Before starting the setup, make sure you have the following:

- A corporate mail address
- Your Exchange server name (contact your company IT department)
- Your network domain name (contact your company IT department)
- Your office network password

Depending on the Exchange server configuration, you may need to type in additional info during the setup. If you don't know the correct info, contact your company IT department.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **email +accounts**.
2. Tap **add an account** > **Exchange**.
3. Write your Exchange mail address and password, and tap **sign in**.

During the setup, you can define which content and how often you want your phone to sync with the server. To sync additional content, change the Exchange account settings.

Open mail from the start screen

With live mail tiles you can open mail directly from the start screen.

From the tiles, you can see the number of unread mails and if you've received new mail.

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You can pin several mailboxes to the start screen. For example, dedicate a tile for business mail and another for personal mail. If you link several mailboxes into a unified inbox, you can open mails from all your inboxes in one tile.

To read your mail, tap the tile.

Send mail

Don't let your mails pile up. Use your phone to read and write mails on the go.

1. Tap .
2. Tap ⊕ and an account, if you have linked inboxes.
3. To add a recipient from your contacts list, tap ⊕, or start writing a name. You can also write the address.

Tip: To remove a recipient, tap the name and **Remove**.

4. Write the subject and your mail.

Tip: Your phone can help you write your mail faster. While writing, your phone suggests possible next words to complete your sentence. To add a word, tap a suggestion. To browse the list, swipe over the suggestions. This feature is not available in all languages.

5. To attach a photo, tap 📎.

Tip: You can also take a new photo while writing your mail. Tap 📷, take a photo, and tap **accept**.

6. Tap ✉ to send the mail.

Send an Office document

Tap **Office**, tap the document you want to send and ••• > **share...**, and select the mail account you want to use.

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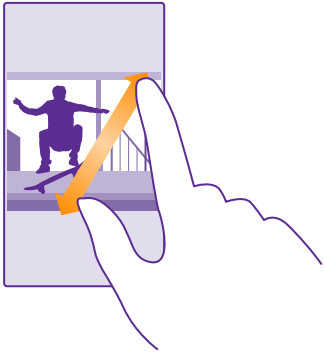
Read mail

If you're waiting for important news, you don't have to wait until you're at your desk. Use your phone to read your mails.

You can see when you have new mail on the start screen.

1. Tap .
2. In your mailbox, tap the mail. Unread mail is marked in a different colour.

Tip: To zoom in or out, place 2 fingers on the screen, and slide them together or apart.



Tip: If a mail contains a web address, tap it to go to the website.

Read mail in a conversation

In your mailbox, tap the conversation that includes the mail, and tap the mail. A conversation with unread mail is marked in a different colour.

Save an attachment

With the mail open, tap the attachment, such as a photo, and it is downloaded to your phone. Tap and hold the attachment, and tap **save**. Not all file formats can be saved.

Copy a link

With the mail open, tap and hold the web link, and tap **copy link**.

Reply to mail

Do you receive mail that needs a quick answer? Reply straight away using your phone.

1. Tap .
2. Open the mail, and tap .

Tip: To reply to the sender only, tap **reply**. To reply to the sender and all the other recipients, tap **reply all**.

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Forward a mail

Open the mail, and tap > **forward**.

Delete mail

When your mailbox is overflowing, delete some mails to free up space in your phone.

1. In your mailbox, tap to the left of the mails you want to delete.
2. Tap the check boxes that appear next to the mails, and tap .

All the mails you selected are deleted. Depending on your mail account, the mails may be deleted from your mail server, too.

Delete one mail

Open the mail, and tap .

View mails separately

Mails are grouped by title in conversations. A conversation also includes your replies. If you'd like to view all your mails separately, you can switch the conversations feature off.

1. Tap .
2. Tap > **settings**.
3. Switch **Conversations** to **Off** .

Send automatic replies

If you are on vacation or otherwise out of the office, you can send automatic replies to the mails that arrive during your absence.

1. Tap > > **settings** > **automatic replies**.
2. Switch **Status** to **On** , write your reply, and tap .

Use your voice to write a mail

Instead of using the keyboard, you can dictate your mail.

This feature is not available in all languages. For info on the supported languages, go to **www.windowsphone.com**.

1. Tap .
2. Tap and an account, if you have linked inboxes.
3. To add a recipient from your contacts list, tap . You can also write the address.
4. Tap **Subject:** > , and say your subject.
5. Tap the message box and , and say your message.
6. Tap to send the mail.

Link several mailboxes as a unified inbox

If you have more than one mail account, you can choose which inboxes you want to link together into one inbox. The unified inbox lets you see all your mail at a glance.

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1. On the start screen, tap a mailbox.
2. Tap ••• > **link inboxes**.
3. In the other inboxes list, tap the inboxes you want to link to the first one.
4. Tap **rename linked inbox**, write a new name for the mailbox, and tap ✓.

The new unified inbox is pinned to the start screen.

Unlink unified inboxes
On the start screen, tap the unified inbox and ••• > **linked inboxes**. In the list, tap the inboxes you want to unlink and **unlink**.

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Camera

Why carry a separate camera if your phone has all you need for capturing memories? With your phone camera, you can easily take photos or record videos.

Get to know Lumia Camera

When you want to take outstanding photos, Lumia Camera gives you full control.

With Lumia Camera, you can:

- Change each setting manually to your preference
- Easily share your photos and videos
- Record high-definition videos. 4K and Full HD videos are not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.
- Pick the best frame or create an action shot from a high-definition video with the Lumia Moments app
- Take lossless Digital Negative (DNG) photos
- Take better group photos or photos of moving objects with smart sequence mode

Depending on your phone, the features of the Lumia Camera app may vary.

To download the Lumia Camera app or check that you have the latest version, go to **www.windowsphone.com**. Lumia Camera may not be available for all phone models.

You can upload your photos to OneDrive for easy access from your phone, tablet, or computer.

Open your camera quickly

Make sure you get to your camera in a flash when you need it – place a shortcut in the action centre. If your phone has a camera key, it is the fastest way to start snapping.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **notifications+actions**.
2. To change a shortcut to open the default camera, tap the shortcut and .
3. To switch the camera on quickly using the shortcut, swipe down from the top of the screen, and tap .

Tip: To switch the camera on when your phone is locked, press the power key, swipe down from the top of the screen, and tap .

Use the camera key to open the camera
If your phone has a camera key, to switch the camera on, press the camera key.

Tip: To quickly switch the camera on when the phone is locked, press and hold the camera key for a couple of seconds.

Change the default camera

You can change the default camera app to whichever camera you prefer.

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1. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS**, swipe left to **applications**, and tap **photos+camera**.
2. Tap **Default camera app**, and select the camera you want.

Camera basics

Taking a photo or recording a video is quick and easy, as is sharing it with your friends.

Take a photo

Shoot sharp and vibrant photos – capture the best moments in your photo album.

Depending on your phone, the features of the Lumia Camera app may vary.

To download the Lumia Camera app or check that you have the latest version, go to **www.windowsphone.com**. Lumia Camera may not be available for all phone models.

1. Tap **Lumia Camera**.

Tip: If your phone has a camera key, to quickly switch the camera on when your phone is locked, press and hold the camera key for a couple of seconds.

2. To zoom in or out, slide your fingers apart or together. The camera zoom is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.
3. To focus the camera on a specific object, tap the object on the screen. The camera focus is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.
4. To take the photo, tap .

Tip: If your phone has a camera key, to focus, press and hold the camera key halfway down. To take the photo, press the camera key down fully.

Tip: To see the screen at its best, make sure you're not covering the light sensor. The light sensor is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Tip: Why not try other cool Lumia apps to make the most of your photos? To reframe your photo while keeping the full-resolution original, or to apply filters and other special effects, use the Lumia Creative Studio app. To take great-looking selfies, use the Lumia Selfie app.

View the photo in full-resolution view
To view the photo you just took, depending on your phone, do either of the following:

- Tap the round thumbnail at the corner of the screen.
- Tap .

This full-resolution photo can only be viewed in Lumia Camera.

Take a photo with Microsoft Camera

Shoot sharp and vibrant photos – capture the best moments in your photo album.

may not be available for all phone models.

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Tap **Camera**.

To quickly switch the camera on when your phone is locked, press the power key, swipe down from the top of the screen, and tap .

1. To zoom in or out, slide your fingers apart or together. The camera zoom is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.
2. To take the photo, tap .

Tip: You can also take a photo by tapping anywhere on the screen. To change this setting, tap ••• > **photo settings** > **Tap to take photo**.

Tip: To see the screen at its best, make sure you're not covering the light sensor. The light sensor is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Record a video
Tap to select video mode, and tap it again to start recording.

Glam up your selfie

Use the Lumia Selfie app to take cool selfies. Your photo is enhanced and ready to be shared in a snap.

To download the Lumia Selfie app or check that you have the latest version, go to **www.windowsphone.com**. Lumia Selfie may not be available for all phone models.

1. Tap **Lumia Selfie**.
2. To take a selfie with the front camera, simply tap the screen. The front camera is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.
3. To take a selfie with the main camera, tap to switch cameras, if needed. Look into the camera lens, follow the beeps to line up the shot, and hold still as the camera takes your photo.

Tip: To avoid camera shake, tap ••• > **timer**, and select a delay.

4. To reframe the selfie, slide your fingers apart or together, and tap .
5. To enhance your selfie, tap .
6. To apply a filter to your selfie, tap .

Tip: To remove all enhancements and filters from the selfie, tap ••• > **clear all effects**.

7. To save your selfie, tap .

Record a video

Besides taking photos with your phone, you can also capture your special moments as videos.

1. Tap **Lumia Camera**.
2. To switch from photo to video mode, tap .
3. To zoom in or out, slide your fingers apart or together. The camera zoom is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

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4. To start recording, tap . The timer starts to run.
5. To stop recording, tap . The timer stops.

To view the video you just recorded, tap the round thumbnail at the corner of the screen. The video is saved in Camera Roll.

Take photos that seem alive

Living Images capture a brief moment of video with every photo you take, so they seem alive when you browse them in Camera Roll or Lumia Storyteller.

Living Images is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Make sure you have downloaded the latest version of the Lumia Camera app from Store.

1. Tap **Lumia Camera** > , and swipe to **photo**.
2. Switch **Living Images** to **on**.

Save your photos and videos to a memory card

If there is a memory card in your phone, and your phone memory is filling up, save the photos you take and videos you record to the memory card.

For the best video quality, record videos to your phone memory. If you record videos to the memory card, it is recommended that the microSD card you use is a fast 4–128GB card by a well-known manufacturer. The memory card is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

1. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS**, and swipe to **storage sense**.
2. Switch **Store new photos on my** to **SD card**.

The photos you take from now on are saved to the memory 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.

Save the photos and videos you've taken earlier to a memory card
In the Photos hub, browse to a photo or video, tap and the photo or video, and tap > **save to SD card**.

Tip: To quickly select all photos or videos in an album, browse to the album, and tap > > **select all**.

Save location info to your photos and videos

If you want to remember exactly where you were when you took a particular photo or video, you can set your phone to automatically record the location.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS**.
2. Swipe to **applications**, and tap **photos+camera** > **Use location info**.

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Location info can be attached to a photo or video, if your location can be determined using satellite or network methods. If you share a photo or video that contains location info, the location info may be shown to those who view the photo or video. You can switch geotagging off in the phone settings.

Share your photos and videos

You can share your photos and videos quickly and easily for your friends and family to see.

1. Take a photo, or record a video.
2. On the start screen, tap **Photos**, browse to your photo or video, and tap it.
3. Tap , select how you want to share, and follow the instructions.

Tip: To share several photos or videos at once, tap , select the photos or videos, and tap .

Tip: To access your photos from all your devices, you can set up uploading to OneDrive. The OneDrive album is then available in the Photos hub when you view your photos. To set up the feature, on the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **photos+camera**. Under **Auto upload**, tap **OneDrive**, and select an option.

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

Not all sharing services support all file formats or videos recorded in high quality.

Advanced photography

Your phone gives you great control over your photo settings. Take exactly the kind of photo you like.

Take photos like a pro

Would you like to use your full creative potential, and take professional-looking photos? With Lumia Camera, you can manually adjust the camera settings both in camera and video mode.

1. Tap **Lumia Camera**.
2. To view the settings, drag to the left. To change a setting, slide your finger up or down on the slider. You can, for example, change Exposure compensation to control the amount of light in your photo.
3. To close the settings, drag to the right.
4. To take a photo, tap .

Take lossless photos

Lumia Camera lets you take lossless Digital Negative (DNG) photos, which have better post-editing possibilities.

The Digital Negative (DNG) format is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

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1. Tap **Lumia Camera** > , and swipe to **photo**.
2. Tap **Capture mode** and JPG + DNG mode.
3. When you take a photo, 2 files are saved: a lower-resolution JPG photo that is optimised for sharing and a lossless DNG photo.

After transferring the DNG photos to your computer, you can browse and view them by downloading and installing the Adobe DNG Codec from **www.adobe.com/support/downloads/detail.jsp?ftpID=5495**.

You can edit the DNG photos in any photo editing program that supports the DNG standard fully.

Record high-definition videos

You can record crystal clear high-definition videos quickly with just one keypress.

4K and Full HD videos are not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Tap **Lumia Camera**.

1. To start recording, press and hold the camera key. The timer starts to run.
2. To stop recording, release the camera key. The timer stops.

Tip: To view the video you just recorded, tap the round thumbnail at the corner of the screen. The video is saved in Camera Roll.

Change the video capture resolution

Tap , swipe to **video**, tap **Resolution**, and select the resolution you want.

Depending on your phone, the highest available resolution is either 4K or Full HD.

Record videos in surround sound

You can record Dolby Digital Plus 5.1 multichannel audio for your videos. You can also change other audio recording settings to suit different recording conditions.

Dolby surround sound is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

The available sound settings may vary depending on your phone.

1. Tap **Lumia Camera**.
2. Depending on your phone, do either of the following:

- Tap > • • • > **settings**.
- Tap , and swipe to **video**.

3. Switch **Surround sound** to **on**.

Surround sound records the sound field around you in Dolby Digital Plus 5.1 multichannel audio format with an additional audio track in stereo AAC format.

Tip: To get the best audio recording quality, hold your phone by the corners in landscape mode.

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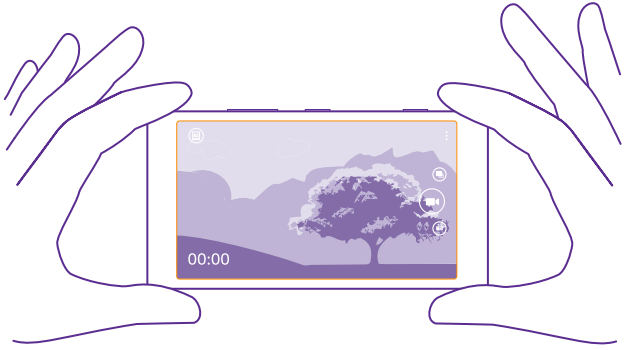

Frame your photos with ease

Want to frame your photos professionally? Use viewfinder grids and compose perfect photos.

1. Tap **Lumia Camera**.
2. Depending on your phone, do either of the following:

- Tap ••• > **settings**.
- Tap , and swipe to **general**.

3. Switch **Framing grids** to, for example, **golden ratio** or **rule of thirds**.
4. To take the photo, tap .

Take better photos with smart sequence mode

Want to take better photos of moving objects or take a group photo where everyone is at their best? Use smart sequence mode and snap superb photos.

1. Tap **Lumia Camera**.
2. Tap .
3. To take a photo, tap .

The phone takes a sequence of photos. To see what you can do with them, tap , then tap the photo and **edit smart sequence**.

Find the best moments in your video

After recording a high-definition video, you can find its best frames and save them as separate images. You can also create exciting action shots.

Lumia Moments is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

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After recording a high-definition video, tap **Lumia Moments** and the video.

1. Tap **CREATE ACTION SHOT**.
2. To select a starting point for the action shot, tap the slider.
3. To select an end point for the action shot, tap the slider and ✓.
4. To delete moving objects from the photo, tap the white circles at the bottom of the screen.
5. To select which moving object you want to highlight, swipe left or right to move the circle at the bottom of the screen.

Tip: To highlight all the moving objects, tap .

6. To add a speed blur effect, tap .
7. To save the action shot in Camera Roll, tap .

Save the best frame

Tap **CHOOSE BEST FRAME**, tap the slider or swipe left or right to find the best frames in your video, and tap to save the frame as a separate photo in Camera Roll.

You can save as many frames as you want.

Add movement to your photos

Use the Lumia Cinemagraph app to animate your still photos and make them seem almost alive.

To download the Lumia Cinemagraph app or check that you have the latest version, go to **www.windowsphone.com**. Lumia Cinemagraph may not be available for all phone models.

1. Tap **Lumia Cinemagraph**.
2. To take a photo, tap and the screen.
3. Pick the areas you want to animate, and tap ✓.
4. To save the animated photo, tap .

Take a panorama photo

When you want to capture a beautiful landscape or the buzz of a city in one spectacular photo, use the Lumia Panorama app.

To download the Lumia Panorama app or check that you have the latest version, go to **www.windowsphone.com**. Lumia Panorama may not be available for all phone models.

1. Tap **Lumia Panorama**.
2. To take the first photo, tap the screen.
3. To take the next photo, move the phone slowly to the right until the circle surrounds the dot and the phone takes another photo.
4. When you've taken enough photos, tap ✓.

Photos and videos

Shot lots of great photos and videos? Here's how you view, organise, share, and edit them.

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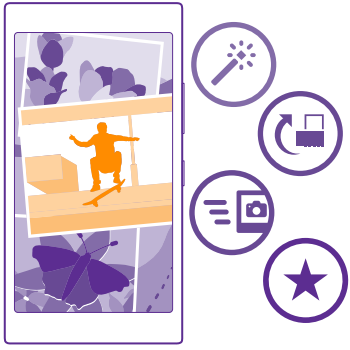

Photos hub

The photos you've taken or videos you've recorded with your phone are saved to the Photos hub, where you can browse and view them.

To find your photos and videos easily, mark your favourites, or organise them into albums.

View photos

Relive those important moments – view the photos on your phone.

Tap **Photos**.

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1. To view a photo you've taken, swipe to **albums**, and tap **Camera Roll** and the photo.
2. To view the next photo, swipe left. To view the previous photo, swipe right.

Find photos by date and location
Tap ••• > **settings** > **Group my photos by time and location**.

Zoom in or out
Place 2 fingers on the screen, and slide your fingers together or apart.

Tip: To quickly zoom in or zoom back out, double-tap the photo.

Mark a photo as a favourite

Would you like to find your best shots quickly and easily? Mark them as favourites, and see them in the favourites view in the Photos hub.

1. Tap **Photos** > **albums**, and browse to the photo.

If the photo is in an online album, you can download it to your phone.

2. Tap ••• > ♡.

Tip: To quickly mark several photos as favourites, select the album where the photos are, tap ☰, select the photos, and tap ♡.

View your favourites
In the Photos hub, swipe to **favourites**.

Change the background in the Photos hub

If you have a superb shot that makes you feel good every time you look at it, you can set it as the background of the Photos hub.

1. Tap **Photos**.
2. Tap ••• > **settings**.
3. Switch **Start Tile shows** to **single photo**.
4. Tap **choose photo**, and select a background photo.

Tip: You can also set your phone to periodically change the photo automatically. Tap ••• > **settings**. Switch **Start Tile shows** to **all photos** or **favourite photos**, and tap **shuffle now**.

Create an album

To easily find photos of an occasion, a person, or a trip, organise your photos into albums according to subject, for example.

If your computer is a Mac, install the Windows Phone app from the Mac App Store.

1. Connect your phone to a compatible computer with a compatible USB cable.
2. On your computer, open a file manager, such as Windows Explorer or Finder, and browse to the folder for photos.
3. Add a new folder, give it a name, and add photos to the folder.

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The folder appears as an album in the albums view on your phone.

Tip: If your computer's operating system is Windows 7 or Windows 8 or later, you can also use the Windows Phone app. With Windows 7, you can download it from **www.windowsphone.com**.

Delete an album
Tap **Photos** > **albums**. Tap and hold an album, and tap **delete**.

When you delete an album from the phone, the photos in that album are also deleted. If you've copied the album to your computer, the album and the photos in it stay on your computer.

You cannot delete online albums from your phone.

Create the stories of your life

Let your photos tell the stories of your life with Lumia Storyteller.

To download the Lumia Storyteller app or check that you have the latest version, go to **www.windowsphone.com**.Lumia Storyteller may not be available for all phone models.

Your phone needs access to your location info. To allow it, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **location**, and switch **Location services** to **On**.

1. Tap **Lumia Storyteller**.

The photos you have taken are automatically collected together as stories. You need to have at least 7 photos taken at a time and in one place for the app to form a story.

2. To create a story yourself, tap , select the photos, and tap .
3. To rename the story, tap the collection and the title, and write a new name.
4. To view a photo in the story, tap the collection, swipe left, and tap a photo. To browse the other photos, swipe left or right.

Tip: You can add captions to the photos in the story. Tap a photo and **add caption**. To view a caption, tap the photo.

Locate your photo on a map
To see on a map where a photo was taken, place 2 fingers on the photo, and slide them together.

Copy your photos to your computer

Have you taken photos with your phone that you'd like to copy to your computer? Use your computer's file manager to copy or move your photos.

If your computer is a Mac, install the Lumia Photo Transfer for Mac app from **www.microsoft.com/mobile/support/**.

1. Connect your phone to a compatible computer with a compatible USB cable.
2. On your computer, open a file manager, such as Windows Explorer or Finder, and browse to your phone.

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Tip: Your phone is shown under portable devices as Windows Phone. To see the folders of your phone, double-click the name of the phone. There are separate folders for documents, music, photos, ringtones, and videos.

3. Open the folder for photos, and select and copy the photos to your computer.

Tip: If your computer's operating system is Windows 7 or Windows 8, you can also use the Windows Phone app. With Windows 7, you can download it from **www.windowsphone.com**.

Edit a photo

You can do quick edits, such as rotate and crop, to the photos you have taken. Or use auto-fix to let your phone fix your photo with just one simple tap.

1. Tap **Photos** > **albums** and a photo.
2. Tap ••• > **edit** and an option.

Tip: If you have downloaded photo editing apps from Store, they are listed here as editing options.

3. To save the edited photo, tap ⓗ.

Add cool special effects to your photos

Take photo editing to the next level – add cool special effects to your favourite photos with Lumia Creative Studio.

To download the Lumia Creative Studio app or check that you have the latest version, go to**www.windowsphone.com**. Lumia Creative Studio may not be available for all phone models.

Tap **Lumia Creative Studio** and the photo you want to edit.

Reframe your photo
Tap ⓒ, and select the ratio or rotate your photo.

Apply a filter
Tap ⓕ.

Enhance your photo
Tap ⓐ, and select the type of enhancement.

Blur a part of your photo
Tap ••• > **blur background**. You can select the area you want to blur and adjust the amount of blur.

Add colour to your photo
Tap ••• > **colour pop**. Select a colour from the colour palette, and apply it on the photo. When you're done, tap ✓.

Save the edited photo
Tap ••• > **save**.

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Tip: To revert to the original photo, tap ••• > **revert to original**.

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Maps & navigation

Explore what's out there and how to get there.

Switch location services on

Use map apps to find out where you are, and save your location to the photos you take. Apps can use your location info to offer you a wider variety of services.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS**.
2. Tap **location**, and switch **Location services** to **On** .

Find a location

Maps helps you find specific locations and businesses.

Tap **Maps**.

1. Tap **.**
2. Write search words, such as a street address or place name, in the search box.
3. Select an item from the list of proposed matches as you write, or tap the enter key to search.

The location is shown on the map.

If no search results are found, make sure the spelling of your search words is correct.

See your current location
Tap .

Get directions to a place

Get directions for walking, driving, or using public transport – use your current location or any other place as the start point.

1. Tap **Maps** > .
2. If you don't want the start point to be your current location, tap **Start**, and search for a start point.
3. Tap **End**, and search for a destination.

The route is shown on the map, along with an estimate of how long it takes to get there. To see detailed directions, tap **route steps**.

Tip: To remove a route you no longer need from the map, tap • • • > **clear map**.

Get walking directions
After creating your route, tap .

Get voice-guided driving directions
After setting your destination (use your current location as the start point), tap > **start voice nav**.

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Get directions for public transport
After creating your route, tap .

Public transport info is available in selected cities around the world.

Download maps to your phone

Save new maps to your phone before a journey, so you can browse the maps without an internet connection when travelling.

To download and update maps, switch Wi-Fi networking on.

Tap **Maps** > ••• > **settings**.

1. Tap **download maps** > .
2. Select the country or region.

Update an existing map
Tap **check for updates**.

Delete a map
Tap **download maps**, tap and hold the map, and tap **delete**.

Positioning methods

Your phone shows your location on the map using GPS, GLONASS, A-GPS, WiFi, or network (Cell ID) based positioning.

The availability, accuracy and completeness of the location info depend on, for example, your location, surroundings, and third party sources, and may be limited. Location info may not be available, for example, inside buildings or underground. For privacy info related to positioning methods, see the Microsoft Mobile Privacy Policy.

The Assisted GPS (A-GPS) network service and other similar enhancements to GPS and GLONASS retrieve location info using the cellular network, and assists in calculating your current location.

A-GPS and other enhancements to GPS and GLONASS may require transferring small amounts of data over the mobile network. If you want to avoid data costs, for example when travelling, you can switch the mobile data connection off in your phone settings.

WiFi positioning improves positioning accuracy when satellite signals are not available, especially when you are indoors or between tall buildings. If you're in a place where the use of WiFi is restricted, you can switch WiFi off in your phone settings.

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.

The trip meter may not be accurate, depending on the availability and quality of your satellite connection.

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Internet

Learn how to create wireless connections and browse the web while keeping your data costs down.

Define internet connections

If your network service provider charges you on a pay-as-you-use basis, you may want to change the WiFi and mobile data settings to reduce your data costs. You can use different settings for roaming and at home.

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

Using a WiFi connection is generally faster and less expensive than using a mobile data connection. If both WiFi and mobile data connections are available, your phone uses the WiFi connection.

1. On the start screen, swipe down from the top of the screen, and tap .
2. Switch **WiFi networking** to **On** .
3. Select the connection you want to use.

Use a mobile data connection
On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **mobile +SIM**, and switch **Data connection** to **On** .

Tip: Want to switch mobile data on and off easily? Add a shortcut to the action centre. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **notifications+actions**. Tap one of the shortcuts, and tap **mobile data**.

Use a mobile data connection when roaming
On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **mobile +SIM**, and switch **Data roaming options** to **roam**.

Connecting to the internet when roaming, especially when abroad, can raise data costs substantially.

Data roaming means using your phone to receive data over networks that your network service provider doesn't own or operate.

Tip: You can also follow your data usage with the data sense app.

Connect your computer to the web

It's simple to use the internet on your laptop on the go. Turn your phone into a WiFi hotspot, and use your mobile data connection to access the internet with your laptop or other device.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **Internet sharing**.
2. Switch **Sharing** to **On** .
3. To change the name of your connection, tap **setup** > **Broadcast name**, and write a name.

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Tip: You can also type in a password for the connection.

4. Select the connection on the other device.

The other device uses data from your data plan, which may result in data traffic costs. For info on availability and costs, contact your network service provider.

Use your data plan efficiently

Worried about your data usage costs? The data sense app helps you find more efficient ways to use mobile data and track your usage. This app can cut off data connections entirely if needed.

1. Tap **Data Sense**.
2. Tap **set limit**, and choose the values you want.

Tip: When using Internet Explorer, you can save on data usage costs automatically. Tap ••• > **settings** > **Data Sense savings**, and select the setting you want.

Web browser

Catch up on the news, and visit your favourite websites. You can use Internet Explorer 11 in your phone to view web pages on the internet. Your browser can also help warn you against security threats.

Tap **Internet Explorer**.

To browse the web, you must be connected to the internet.

Browse the web

Who needs a computer, when you can browse the internet on your phone?

Tip: If your network service provider doesn't charge you a fixed fee for data transfer, to save on data costs, use a WiFi network to connect to the internet.

1. Tap **Internet Explorer**.
2. Tap the address bar.
3. Write a web address.

Tip: To quickly write a web address suffix such as .org, tap and hold the suffix key on the keyboard, and tap the suffix you want.

4. Tap →.

Tip: To search the internet, write a search word in the address bar, and tap →.

Zoom in or out
Place 2 fingers on the screen, and slide your fingers apart or together.

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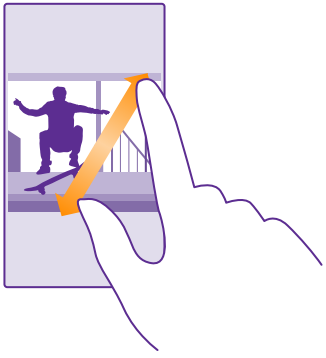

Tip: You can also double-tap the screen.

Open a new tab

When you want to visit several websites at the same time, you can open new browser tabs and switch between them.

Tap **Internet Explorer**.

Tap > .

Tip: To open tabs you're browsing on other devices, tap , and swipe left to **other**.

Tip: To go back to the previous website inside a tab, swipe right.

Open a tab for private browsing

Tap > ••• > **new InPrivate tab**.

Private browsing prevents your browser from storing browsing data, such as cookies, browsing history, and temporary internet files.

Switch between tabs

Tap and the tab you want.

Close a tab

Tap > .

Change the browser mode

Too much zooming? Trouble reading the text on websites? You can use your browser in mobile or desktop mode, or switch certain web pages to the reading view and set the font size to your liking.

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1. To set the browser to always use the mode you want, tap **Internet Explorer** > ••• > **settings**.
2. Change the setting for **Website preference**.

Switch to the reading view
Tap on the address bar. To set the font size for the reading view, tap ••• > **settings** > **advanced settings** > **Reading view font size**.

Tip: To learn more about the browser settings and what they do, tap the link at the bottom of the screen.

Add a website to your favourites

If you visit the same websites all the time, add them to your favourites, so you can access them quickly.

Tap **Internet Explorer**.

1. Go to a website.
2. Tap ••• > **add to favourites**.
3. Edit the name if you want to, and tap ✓.

Tip: You can also pin your favourite websites to the start screen. While browsing a website, tap ••• > **pin to start**.

Go to a favourite website
Tap ••• > **favourites** and a website.

Tip: To quickly access your favourites, add the favourites icon to the address bar. Tap ••• > **settings**, and switch **Use address bar button for** to **favourites**.

Share a web page

When you've found an interesting web page, you can send it to your friends in a mail or text message, or post it to your social networks. If your friends are next to you, use NFC to share the page simply by tapping the phones together.

1. Tap **Internet Explorer**, and go to a website.
2. Tap ••• > **share page** and how you want to share.

Share a web page using NFC
While browsing, tap ••• > **share page** > **Tap to share (NFC)**, and touch your friend's phone with your phone.

To make sure Tap to share (NFC) is switched on, on the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **NFC**, and switch **Tap to share** to **On**.

NFC is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**. This feature may not be compatible with all phones that support NFC.

The other phone must support NFC. For more info, see the user guide of the other phone.

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Clear the browser history

When you've finished browsing, you can delete your private data, such as your browsing history and temporary internet files.

1. Tap **Internet Explorer**.
2. Tap ••• > **settings** > **delete history**.

A cache is a memory location that is used to store data temporarily. If you have, or have tried to, access confidential info or a secure service, requiring passwords, clear the cache after each use.

Tip: To delete your search history, tap the search key, and tap ••• > **settings** > **delete history**.

Delete an individual item in your browsing history

Tap ••• > **recent** > , the item you want to delete, and .

Search the web

Explore the web and the outside world with Bing search. You can use the keyboard or your voice to write your search words.

1. Press .

Tip: If you are using Cortana, just tap , and say your search word.

2. Write your search word in the search box, and tap . You can also select a search word from the proposed matches.
3. To see related search results, swipe left to see the different search result categories.

Use voice search

Press , tap in the search box, and say your search word.

This feature is not available in all languages. For more info on feature and service availability, go to **www.windowsphone.com**.

Close internet connections

Save your battery by closing internet connections that are open in the background. You can do it without closing any apps.

1. On the start screen, swipe down from the top of the screen, and tap .
2. Switch **WiFi networking** to **Off** .

Tip: WiFi networking switches back on automatically. To change this setting, tap **Turn WiFi back on**.

Close a mobile data connection

On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **mobile +SIM**, and switch **Data connection** to **Off** .

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Entertainment

Having a spare moment and in need of entertainment? Learn how to watch videos, listen to your favourite music, and play games.

Watch and listen

You can use your phone to watch videos and listen to music and podcasts while on the move.

Play music

Listen to your favourite music wherever you are.

Tap **Music**.

Tap the song, artist, album, or playlist you want to play.

Tip: You can improve the quality of the sound by changing the equaliser settings. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **audio**. Dolby equaliser is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Pause or resume playback
Tap or .

Tip: To play songs in a random order, tap .

Fast-forward or rewind
Tap and hold or .

Tip: To subscribe and listen to podcasts, tap **Podcasts**.

The service may not be available in all countries and regions.

Create a playlist

Organise your songs into playlists, so you can listen to music that fits your mood.

1. Tap **Music** > **playlists**.
2. Tap , write a name for the playlist, and select the songs you want to add to the playlist.

Tip: You can buy music for your playlists from xbox music store.

3. When you're done, tap .

MixRadio

Discover new music with MixRadio.

With MixRadio, you can:

- Listen to curated mixes
- Take your mixes offline and listen to them even without an internet connection

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- Mark songs with thumbs up or thumbs down to get a mix that's tailored more to your taste
- Create your own mixes based on your favourite artists
- Get more info about your favourite artists, such as their next gigs

To learn more about using MixRadio, on your phone, tap **MixRadio**, swipe left, and tap .

This service may not be available in all regions.

Downloading and streaming music and other content may involve transfer of large amounts of data through your service provider's network. For info about data transmission charges, contact your network service provider.

Play a podcast

Keep up with your favourite podcasts and subscribe to them on your phone.

1. Tap **Podcasts**.
2. Tap **audio** or **video** and the podcast you want to watch or listen to.

Tip: To select a certain episode of the podcast, tap .

Subscribe to a podcast
Swipe to **GET PODCASTS**, and write the podcast address.

Tip: You can also search for a podcast by name.

Play a video

Have your favourite media with you while on the move – watch videos wherever you are.

1. Tap **Video**.
2. Swipe to **COLLECTION**.
3. Tap the video you want to play.

Tip: You can also buy or rent movies and television shows from the Xbox video store.

Pause or resume playback
Tap or .

Fast-forward or rewind
Tap and hold or .

Adjust the tone of music

Boost the bass or adjust other bands to enhance your listening experience.

Audio personalisation is not enabled when listening to the FM radio or when using Bluetooth accessories.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **audio**.

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2. To adjust the tone of music, swipe to **equaliser**, and drag the bands to your liking. You can also select one of the equaliser presets.

Tip: To get more consistent playback volume for your music and videos, swipe to **enhancements**, and switch **Audio levelling** to **On** .

Enhance your audio experience

Get the most out of the sound of your videos with the Dolby audio features.

Dolby surround sound is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Audio personalisation is not enabled when listening to the FM radio or using Bluetooth accessories.

On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **audio**, and swipe to **enhancements**.

Switch **Dolby virtual surround** to **on**. By default, surround sound is enabled for 5.1 multichannel audio.

Get consistent playback volume for music and video
Switch **Dolby audio levelling** to **On** .

Improve speech clarity
Switch **Dolby dialogue enhancer** to **On** .

Project your screen over WiFi

Project your screen over WiFi on a compatible TV, monitor, or projector to watch a video on a bigger screen.

Projecting your screen over WiFi is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

The other device must support Miracast technology.

Projection of copyrighted material may be restricted.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **project my screen**.
2. Tap the device you want to use.

For more info, see the other device's user guide.

Tip: To change the orientation of the projected screen, tap **Advanced** > **External screen orientation**.

Tip: To show a dot on the projected screen when you touch the phone screen, for example, when showing a PowerPoint presentation, tap **Advanced**, and switch **Show touch** to **On** .

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Listen to music wirelessly

With a wireless speaker, you can listen to music in high audio quality without any cables.

Wireless speakers are sold separately. The availability of accessories varies by region.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **NFC**.
2. Switch **Tap to share** to **On** .

Before using NFC, make sure the screen and keys are unlocked.

3. Touch the NFC area of the speaker with the NFC area of your phone. The speaker connects to your phone automatically. NFC is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Tip: You can also connect using Bluetooth. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **Bluetooth**, and pair your phone with the speaker.

FM radio

Learn how to listen to the radio on your phone.

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Listen to FM radio

Enjoy your favourite FM radio stations on the go.

FM radio is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

To listen to the radio, you need to connect a compatible headset to the device. The headset acts as an antenna.

The headset may be sold separately.

Tap **FM Radio**.

Go to the next or previous station
Swipe left or right on the frequency bar.

Close the FM radio app
Tap the back key.

Save a radio station

Save your favourite radio stations so you can easily listen to them later.

FM radio is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Tap **FM Radio**.

To save the station that you are listening to, tap ♥.

View your saved stations list
Tap .

Remove a station from the list
Tap ♥.

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Sync music and videos between your phone and computer

Do you have media on your computer that you want to listen to or watch on your phone? Use a USB cable to sync music and videos between your phone and computer.

1. Connect your phone to a compatible computer with a USB cable.
2. In your computer's file manager, such as Windows Explorer or Finder, drag and drop your songs and videos to your phone.

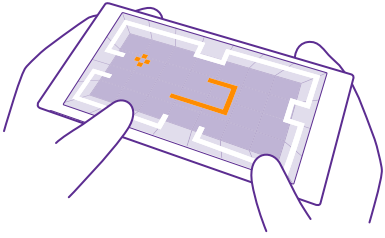
Tip: If your computer's operating system is Windows 7 or Windows 8, you can also use the Windows Phone app. Windows 8 installs the app automatically. With Windows 7, you can download it from **www.windowsphone.com**.

For info on which app works with which computer, see the following table:

	Windows Phone app	Windows Phone app for desktop	Windows Phone app for Mac	Windows Explorer
Windows 8	x	x		x
Windows 8 RT	x			x
Windows 7		x		x
Windows Vista/XP				x
Mac			x	

Games

Want to have some fun? Keep yourself entertained by downloading and playing games on your phone.



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Get new games

Head to games store to download and install new games on your phone.

1. Tap **Games** > **games store**.
2. Browse the selection, and tap the game you want.
3. To download a free game, tap **install**.
4. To try a game for free, tap **try**.
5. To buy a game, tap **buy**.

Tip: To uninstall a game, on the start screen, swipe left to the apps menu, tap and hold the game, and tap **uninstall**.

The availability of payment methods depends on your country of residence and your network service provider.

Choose what your kid can download

If your kid has a Windows Phone 8.1, you can use the My Family website to manage their game and app downloads and settings. To set up My Family, go to **https://www.windowsphone.com/family**, sign in to the Microsoft account with both your and the kid's mail address and password, and follow the instructions.

You can add another parent to My Family on the My Family website. Both parents can manage the kid's settings, but can't change each other's settings.

You can select which game ratings your kid can see and which apps and games the kid can download. Sign in to your My Family account, and change the settings for your kid. You can also prevent your kid from downloading any apps or games.

You need to add valid credit card info to prove that you are an adult if your kid is 12 years old or younger. No charges are made to your credit card, and your credit card number is not saved. The legal adult age varies by country and region.

This feature is not available in all languages. For more info on feature and service availability, see the How-to section at **www.windowsphone.com**.

The availability of apps and games may depend on your kid's age.

Play a game

Gaming on your phone is a truly social experience. Xbox, Microsoft's gaming service, lets you play games with your friends and use your gamer profile to keep track of game scores and achievements. You can do this online, on your Xbox console, and on your phone in the Games hub.

Tap **Games**.

Swipe to **COLLECTION**, and select a game. If it's an Xbox game, sign in to your Xbox account. If you don't yet have an account, you can create one. Xbox is not available in all areas.

Tip: You can pin your favourite games to the start screen. In the apps menu, tap and hold the game, and tap **pin to start**.

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Tip: You can use your phone as a remote control for your Xbox One console and interact with your gaming friends. Go to **www.windowsphone.com** to download the **Xbox One SmartGlass** app.

Get more games
Swipe to **COLLECTION**, and tap **games store**.

Tip: When signed in to your Xbox account, you can receive invitations from your friends to play a game. If you don't have the game, but it is available in your area in games store, you can either download a trial version or buy it right away.

Resume playing a game
When you return to a game, there may be a resume icon in the game itself. If not, tap the screen.

Control your Xbox One with your phone

Control your Xbox One console with your phone using the **Xbox SmartGlass** app.

If you don't have the **Xbox SmartGlass** app in your phone, you can download it from **www.windowsphone.com**.

Make sure you are signed in with the same Microsoft or Xbox Live account both on your phone and on your console. You can connect to the compatible Xbox One device using a WiFi or a mobile data connection.

Tap **Xbox SmartGlass**.

Connect to your Xbox One console

Tap and select the console you want to connect to.

Tip: If you can't find your console in the list, type in the console's IP address, and tap **Connect**. In your Xbox console settings, make sure you have allowed your console to connect to any SmartGlass device.

Tip: If you want to watch TV, tap **Cable/TV**, so you can use your phone as the remote control.

Play a game
Tap a game and **Play on Xbox One**, and use your phone as the controller.

Change your Xbox One SmartGlass settings
Tap . You can, for example, view your profile, find friends, see the summary of your gaming achievements, and view messages from your gaming friends.

Search for games and apps
Tap .

Lifestyle apps and services

Keep up to date with what's going on in the world with a glance at your phone.

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To use the services, you need an internet connection. For info about possible data costs, contact your network service provider.

Sign in to your Microsoft account to get the most out of the services.

Some services may not be available in all countries or regions.

Keep an eye on the stock market

Find out what's happening in the stock market with the Money app.

1. Tap **Money**.

In **Market**, you can see the current stock exchange rates.

2. To follow your favourite stocks, swipe to **Watchlist**, tap ⊕, and search for what you want to follow.

Keep up to date with the news

Check the latest news from your favourite sources.

1. Tap **News**.
2. Tap ✎, and select the news sources you want to follow. To find news from other fields, such as sports or politics, tap the current category at the top of the list.

Get health and fitness info

Set and achieve your health and fitness goals. The Health & Fitness app helps you find useful info, take time out for yourself, and keep on track with a healthy lifestyle.

Tap **Health & Fitness**.

Swipe to **fitness**, **nutrition**, or **medical**.

Find health and fitness tools
In **today**, tap a tracker or other item.

Track your workout
Tap **Cardio Tracker** > ⊕. Search for the type of workout.

Tip: To sync the tracker info with the HealthVault service, go to **https://www.healthvault.com/**, and sign up. The service is not available in all languages.

Check the latest weather forecast

When you need to know if it's going to rain or shine, check the current weather conditions or the forecast for the coming days.

1. Tap **Weather**.
2. Swipe to **Today** to see the weather for your current location.

Tip: To quickly see the weather in other places, save your important locations to your favourites. Swipe to **Favourites**, tap ⊕, and add a location.

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Get new recipes and cooking ideas

Find recipes, and add the ingredients to your shopping list in just one tap.

1. Tap **Food & Drink**.
2. To find a recipe, tap **Browse Recipes**.
3. To browse recipes by category, such as major ingredients or dietary needs, swipe to **Recipes**, and tap a category.

Tip: To add the ingredients of a recipe to a shopping list, tap .

Follow your favourite sports

Catch up with the latest sports news and results while on the go.

1. Tap **Sport**.
2. Swipe to **My Sports**.
3. Tap a category, or to find other categories, tap .

Tip: To easily follow your favourite team, add it to My Teams. Tap , and search for the team.

Find travel info

Discover new, exciting destinations to travel to, or get the most out of your old favourites. Find travel guides, up-to-date flight status info, booking tools, and much more – all in one place.

Tap **Travel**.

1. Swipe to **Destinations**.
2. Write a place, and tap a suggestion.
3. Swipe left or right to explore the place info, such as attractions or restaurants.

Book a hotel
In the Travel app main view, tap **Hotel Search**, write a city, and tap a suggestion. Set the booking details, and tap . Then tap a hotel and **Book**.

View flight info
In the Travel app main view, tap **Arrivals & Departures**, **Flight Status**, or **Flight Search**.

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Office

Keep yourself organised. Learn how to use the calendar and the Microsoft Office apps.

Microsoft Office Mobile

Microsoft Office Mobile is your office away from the office.

Go to the Office hub to create and edit Word documents and Excel workbooks, open and view PowerPoint slide shows, and share documents using SharePoint.

You can also save your documents to OneDrive. OneDrive is cloud storage that you can use to access your documents from your phone, tablet, computer, or Xbox. When you stop working on a document and go back to it later, you're in the same place where you left it – no matter which device you're using.

Microsoft Office Mobile consists of the following:

- Microsoft Word Mobile
- Microsoft Excel Mobile
- Microsoft PowerPoint Mobile
- Microsoft SharePoint Workspace Mobile
- OneDrive

Work with Word Mobile

Polish your documents on the road with Microsoft Word Mobile. You can create or edit documents and share your work on a SharePoint site.

Tap **Office**.

1. Swipe to **places**.
2. Tap the location of the file.
3. Tap the Word file you want to edit.
4. To edit the text, tap .
5. To save your document, tap ••• > **save**.

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Tip: To access an important document quickly, you can pin it to the start screen. Tap and hold the document, and tap **pin to start**.

Create a new document
Swipe to **recent**, and tap ⊕.

Search for text in a document
Tap the Word file and ⌕.

Add a comment
Tap ✎ > 💬.

Format text
Tap the Word file and ✎ > A.

Highlight text
Tap the Word file and ✎ > A, and select the highlight colour.

See the document structure
Tap ☰.

Send a document in a mail
Tap the Word file and ••• > **share...**.

Delete a document
Swipe to **places**, tap and hold the document, and tap **delete**.

Work with Excel Mobile

No need to travel to the office to check the latest figures. With Microsoft Excel Mobile, you can edit your spreadsheets, create new ones, and share your work on a SharePoint site.

Tap **Office**.

1. Swipe to **places**.
2. Tap the location of the file.
3. Tap the Excel file you want to edit.
4. To move to another worksheet, tap ▦ and a worksheet.
5. To save your workbook, tap ••• > **save**.

Create a new workbook
Tap **recent** > ⊕.

Add a comment to a cell
Tap ••• > **comment**.

Apply a filter to cells
Tap ••• > **apply filter**.

Change the cell and text format
Tap ••• > **format cell...**.

Change the row or column size
Tap a row or column, and drag the slider.

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Find data from a workbook
Tap the Excel file and .

Send a workbook in a mail
Tap the Excel file and ••• > **share...**.

Work with PowerPoint Mobile

Add the finishing touches to your presentation en route to your meeting with Microsoft PowerPoint Mobile.

1. Tap **Office**, swipe to **places**, and tap the location of the PowerPoint file you want to view.
2. Tap a PowerPoint file, and turn your phone to landscape mode.
3. To browse between slides, swipe left or right.
4. To go to a specific slide, tap and the slide you want to see.
5. To add a note to a slide, turn your phone to portrait mode, and tap the blank area under the slide.
6. To edit a slide, tap . Tap to return.
7. To save your presentation, tap ••• > **save**.

Send a presentation in a mail
Tap the PowerPoint file and ••• > **share...**.

Delete a presentation
Tap and hold the PowerPoint file, and tap **delete**.

Watch a PowerPoint broadcast
To watch a PowerPoint presentation broadcast over the internet, open the mail containing the link to the broadcast presentation, and tap the link.

Work with SharePoint Workspace Mobile

Work on shared Microsoft Office documents, and collaborate on projects, schedules, and ideas. With Microsoft SharePoint Workspace Mobile, you can browse, send, edit, and sync your documents online.

1. Tap **Office**, and swipe to **places**.
2. Tap , write the web address for a SharePoint site, and tap →.
3. Select a document.

A copy is downloaded to your phone.

4. View or edit the document, and save your changes.

Tip: To keep an offline copy of a document on your phone, tap and hold the document, and tap **always stay offline**.

Return to SharePoint Workspace Mobile
Press ←.

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Write a note

Notes on paper are easy to lose. Instead of jotting them down on paper, you can write your notes with Microsoft OneNote Mobile. This way, you always have your notes with you. You can also sync your notes to OneDrive and view and edit them with OneNote on your phone, on your computer, or online in a web browser.

1. Tap **OneNote**.
2. Tap ⊕.
3. Write your note.
4. To format the text, tap ••• > **format**.
5. To add a picture, tap 📷.
6. To record a sound clip, tap 🎤.
7. To save the changes, press ←.

If you have a Microsoft account set up on your phone, your changes are saved and synced to your default Personal (Web) notebook on OneDrive. Otherwise, your changes are saved on your phone.

Send a note in a mail
Tap a note and ••• > **share...**.

Tip: To access an important note quickly, you can pin it to the start screen. Tap and hold the note, and tap **pin to start**.

Continue with a document on another device

You can save your Office document on OneDrive and continue your work on another device.

1. When working on an Office document, tap ••• > **save as...**.
2. Tap **Save to** > **OneDrive**.
3. Tap **save**.

You can now open the document from OneDrive on another device and continue where you left off.

Use the calculator

Forget your pocket calculator – there's a basic, scientific, and binary calculator in your phone.

1. Tap **Calculator**.
2. To use the basic calculator, hold your phone upright.

Use the scientific calculator
Turn your phone to landscape mode, right edge up.

Use the binary calculator
Turn your phone to landscape mode, left edge up.

Use your work phone

A company account on your phone helps you do your job.

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If you have a work phone, your company can create a company account that keeps the info in your phone more secure, gives you access to documents or info from inside the company's network, and even provides apps or hubs that help you do your job.

If your company has apps available, you are given the option to download them, as soon as you've finished adding the company account to your phone. If an app isn't available until after you've already set up your account, your company can let you know how to get it.

A company hub lets you get to all sorts of company info in one place – such as news, expenses, apps, or access to a company store. Installing a hub works the same way as installing a company app – if one's available, you have the option to add it once you've added your company account. If your company develops a hub later, you are offered another way to get it set up when ready.

Most company accounts include a policy. A company policy allows your company to add safeguards to your phone, often to protect confidential or sensitive info.

To set up your company account, on the start screen, swipe from the top of the screen, and tap **ALL SETTINGS** > **workplace**.

For more info on business solutions, go to **aka.ms/businessmobilitycenter**.

Tips for business users

Use your phone efficiently at work.

Work with mail and calendar on your phone and PC

You can use different mail addresses for business and leisure. You can add several mailboxes to your phone and use the same mail account both on your phone and on your PC, be it Outlook, Office 365, or any other mail account. Your mail and calendar stay in sync, and you can join meetings directly from calendar invitations. You can use the integrated mail and calendar so that, for example, when you have a meeting coming up, you can view the attendee list and, with a tap, access any mail or text message discussions you have had with an attendee.

Keep your data secure on your phone

Your phone has a variety of security options to make sure no one else has access to the sensitive data you have stored on your phone. For example, you can set your phone to lock automatically, or you can even locate your phone if it gets lost (not available in all regions).

For more info, go to **www.microsoft.com/en-gb/mobile/business/lumia-for-business**.

You may use a virtual private network (VPN) connection to access your company resources, such as intranet or corporate mail, or you may use a VPN service for personal purposes. Contact your company IT administrator for details of your VPN configuration, or visit Store to download the app for your VPN service and check the service's website for additional info.

Be productive with Office apps

Your phone has the mobile versions of Microsoft Office apps.

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You can:

- Review your notes and documents, make last-minute changes, or create new documents
- View and edit PowerPoint presentations
- Create, view, and edit Microsoft Excel workbooks
- Save your Office files to OneDrive, and pick up where you left off when you're back at your computer
- Access the Office 365 service

With SharePoint Workspace Mobile, you can open, edit, and save Microsoft Office documents that are on SharePoint 2010 or SharePoint Online sites.

Collaborate efficiently with Lync on your phone

Microsoft Lync is a next-generation communications service that connects people in new ways, anytime, from virtually anywhere.

With Lync, you can:

- Keep track of your contacts' availability
- Send instant messages
- Make phone calls
- Start or join audio, video, or web conferences

Lync is built to fully integrate with Microsoft Office. You can download the Microsoft Lync mobile version to your phone from Store.

For more info, see the user documentation on the Microsoft Lync support pages at **lync.microsoft.com/en-us/resources/pages/resources.aspx?title=downloads**.

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Phone management & connectivity

Take care of your phone and its contents. Learn how to connect to accessories and networks, transfer files, create backups, lock your phone, and keep the software up to date.

Update your phone software

Stay in step with the beat – update your phone software and apps wirelessly to get new and enhanced features for your phone. Updating the software may also improve your phone performance.

Before starting the update, connect a charger or make sure the device battery has enough power.

Warning: If you install a software update, you cannot use the device, even to make emergency calls, until the installation is completed and the device is restarted.

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

By default, your phone automatically downloads available updates whenever the data connection settings allow it. When your phone notifies you that an update is available, just follow the instructions shown on your phone. If your phone is short on memory, you may need to move your apps, photos, and other stuff to the memory card. The memory card is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Tip: By default, your phone updates your apps and other components (such as device hub) automatically when you're connected to a WiFi network. To check your update history, tap **Store** > ••• > **downloads**, and swipe to **history**.

After the update, check the Lumia Help + Tips app or support pages for your new user guide.

Switch off automatic update downloading
If you want to keep tight control of your data costs, you can switch off automatic update downloading. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **phone update**, and clear the **Automatically download updates if my data settings allow it** check box.

Use a high speed connection

Make the most of your network connections – use the fastest connection available and supported by your phone.

Make sure your SIM card is inserted.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **mobile+SIM**.
2. Tap **Highest connection speed** to check that your phone's fastest connection type is selected.

The status bar at the top of the screen tells you the current connection type.

Use a secure VPN connection

You may need a virtual private network (VPN) connection to access your company resources, such as intranet or corporate mail, or you may use a VPN service for personal purposes.

Contact your company IT administrator for details of your VPN configuration, or visit Store to download the app for your VPN service and check the service's website for additional info.

On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **VPN**, and switch **Status** to **On**.

1. To add a VPN profile, tap ⊕.
2. Switch **Connect automatically** to **On**.
3. Write the profile info as instructed by your company IT administrator or VPN service.

Your phone automatically connects to the VPN when it is required.

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Tip: To change the VPN mobile data connection and roaming settings, tap **options**.

Edit a VPN profile
Tap and hold the profile, tap **edit**, and change the info as required.

Delete a VPN profile
Tap and hold the profile, and tap **delete**.

Switch to manual VPN connection
Tap and hold the profile, and tap **switch to manual**. Tap the profile to connect to the VPN.

WiFi

Find out more about using the WiFi connection.

Connect to a WiFi

Connecting to a WiFi network is a handy way of accessing the internet. When out and about, you can connect to WiFi networks in public places, such as a library or internet café.

Your phone periodically checks for and notifies you of available connections. The notification appears briefly at the top of the screen. To manage your WiFi connections, select the notification.

On the start screen, swipe down from the top of the screen, and tap .

1. Switch **WiFi networking** to **On** .
2. Select the connection you want to use.

Your WiFi connection is active when is shown on the status bar at the top of the screen.

WiFi positioning improves positioning accuracy when satellite signals are not available, especially when you are indoors or between tall buildings.

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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.

Close the connection
Switch **WiFi networking** to **Off**.

Tip: Your phone connects back to the WiFi network automatically. To change the automatic reconnection time, or to switch WiFi back on manually, tap **Turn WiFi back on** and the option you want.

Connect with WiFi Sense

Connect to public WiFi hotspots easily with the WiFi Sense app.

WiFi Sense connects your phone to public WiFi hotspots and accepts the terms of use for you when required. WiFi Sense can also share your contact info if you want.

1. On the start screen, swipe down from the top of the screen, and tap > **WiFi Sense**.
2. Switch **Connect to WiFi hotspots** to **On**.

Tip: Share the WiFi hotspots with your friends who also use WiFi Sense. Switch **Share WiFi networks I select** to **On**.

NFC

Explore the world around you. Tap accessories to connect to them, and tap tags to call someone or open a website. Near Field Communication (NFC) makes connecting easy and fun.

Get started with NFC

Switch the NFC features on in your phone, and start tapping to share stuff or connect to devices.

NFC is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

With NFC, you can:

- Connect to compatible Bluetooth accessories that support NFC, such as a headset or a wireless loudspeaker
- Send things, such as contacts or your own photos, to your friend's phone, PC, or tablet running on Windows 8 or later
- Tap tags to get more content for your phone, or to access online services
- Pay with your phone, if supported by your network service provider

The NFC area is on the back of your phone, near the camera. Tap other phones, accessories, tags, or readers with the NFC area.

On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **NFC**.

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Switch **Tap to share** to **On** .

Tip: Before using NFC, make sure the screen and keys are unlocked.

Enable NFC payments
Switch **Tap to pay** to **On** .

You may be able to pay or use your phone as a ticket even when your phone is locked, depending on your service provider.

Tip: To select when you can use NFC payments, tap **Active cards work**.

Connect to a Bluetooth accessory with NFC

Hands busy? Use a headset. Or why not listen to music using wireless speakers? You only need to tap the compatible accessory with your phone.

NFC is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Tap the NFC area of the accessory with the NFC area of your phone, and follow the instructions on the screen.

Accessories are sold separately. The availability of accessories varies by region.

Disconnect the accessory
Tap the NFC area of the accessory again.

For more info, see the accessory's user guide.

Read NFC tags

NFC tags can contain info, such as a web address, a phone number, or a business card. The info you want is just a tap away.

NFC is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Tap a tag with the NFC area of your phone.

Pay with your phone

Forgot your wallet or purse at home? Not a problem – you can pay with your phone or use it as a ticket, if supported by your network service provider.

NFC is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

This feature may not be available for all regions. For info on availability, contact your network service provider. The services are tied to your SIM. You must have a service subscription with your service provider and your service provider's app installed in Wallet.

1. To activate the service, contact your network service provider.

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2. To make a payment, tap the reader with the NFC area of your phone. Your service provider may ask you to confirm the payment.

Note: Payment and ticketing apps and services are provided by third parties. Microsoft Mobile does not provide any warranty or take any responsibility for any such apps or services including support, functionality, transactions, or loss of any monetary value. You may need to reinstall and activate the payment or ticketing app after repair of your device. You may need to reinstall and activate the cards you have added as well as the payment or ticketing app after repair of your device.

Bluetooth

You can connect wirelessly to other compatible devices, such as phones, computers, headsets, and car kits. You can also send your photos to compatible phones or to your computer.

Connect to a wireless headset

With a wireless headset (sold separately), you can speak on the phone hands-free – you can continue what you're doing, such as working at your computer, during a call.

Since devices with Bluetooth wireless technology communicate using radio waves, they do not need to be in direct line-of-sight. Bluetooth devices must, however, be within 10 metres (33 feet) of each other, although the connection may be subject to interference from obstructions such as walls or from other electronic devices.

Paired devices can connect to your phone when Bluetooth is switched on. Other devices can detect your phone only if the Bluetooth settings view is open.

Do not pair with or accept connection requests from an unknown device. This helps to protect your phone from harmful content.

On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **Bluetooth**.

1. Switch **Status** to **On** .
2. Make sure the headset is on.

You may need to start the pairing process from the headset. For details, see your headset user guide.

3. To pair your phone and the headset, tap the headset in the list of discovered Bluetooth devices.
4. You may need to type in a passcode. For details, see your headset user guide.

Tip: These connection instructions also apply to other Bluetooth accessories.

Disconnect the headset

Tap the connected headset in the list.

When you switch the headset on again, the connection reopens automatically. To remove the pairing, tap and hold the headset in the list of Bluetooth devices, and tap **delete**.

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Connect to your friend's phone with Bluetooth

Use Bluetooth to wirelessly connect to your friend's phone, to share photos and much more.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **Bluetooth**.
2. Make sure Bluetooth is switched on in both phones.
3. Make sure both phones are visible to other phones. You need to be in the Bluetooth settings view for your phone to be visible to other phones.
4. You can see the Bluetooth phones within range. Tap the phone you want to connect to.
5. If the other phone needs a passcode, type in or accept the passcode.

The passcode is only used when you connect to something for the first time.

Send your content using Bluetooth

Want to share your content or send photos you've taken to a friend? You can use Bluetooth to wirelessly send your photos or other content to compatible devices or to your computer.

You can use more than one Bluetooth connection at a time. For example, while using a Bluetooth headset, you can still send things to another device.

1. On the start screen, swipe down from the top of the screen, tap **ALL SETTINGS** > **Bluetooth**, and switch **Status** to **On** .
2. Tap and hold the content you want to send, and tap **share...** > **Bluetooth**.

For example, in the Photos hub, tap and hold a photo, and tap **share...** > **Bluetooth**.

3. Tap the device to connect to. You can see the Bluetooth devices within range.
4. If the other device needs a passcode, type in the passcode. The passcode, which you can make up, must be typed in on both devices. The passcode in some devices is fixed. For details, see the user guide of the other device.

The passcode is only used when you connect to something for the first time.

The location of the received files depends on the other device. For details, see the user guide of the other device.

If the other device is also a Lumia phone, the received files are saved in the apps they belong to. For example, photos are saved in the Photos hub.

Set your phone to driving mode

Driving mode helps you minimise distraction when driving, letting you concentrate on your journey.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **driving mode** > **next**.
2. To set the phone to ignore calls, switch **Ignore calls** to **On** . To set the phone to ignore text messages, switch **Ignore texts** to **On** .
3. Tap **next**.

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4. To send an automatic text message when someone calls or texts you, explaining why you can't answer, switch **Text replies to calls**, **Text replies to texts**, or both to **On** . To edit the message, tap the text box.
5. Tap **next** > **add a device**, and tap the Bluetooth device you connect your phone to when driving, such as a headset.

Driving mode starts automatically when the phone and the added Bluetooth device connect.

Change your device name

You can change your phone's device name to make it easy to identify when connecting to other devices with Bluetooth.

1. Use a compatible USB cable to connect your phone to a computer running Windows.
2. Find your phone on your computer's Windows Explorer screen.
3. Right-click the Windows Phone icon, and open your phone's properties view.
4. Change the default name to whatever you like. The default name is usually Windows Phone.

Your phone's Bluetooth name is the same as its device name.

Memory and storage

Learn how to manage your apps, files, and other stuff on your phone.

Back up and restore data on your phone

Accidents can happen – so set your phone to back up your settings, such as your start screen layout, and other stuff to your Microsoft account.

You need a Microsoft account to back up your phone.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **backup**.
2. If asked, sign in to your Microsoft account.
3. Select what to back up and how. You can set your phone to automatically back up your app list, settings, and text messages. To automatically back up your future videos or best-quality photos to OneDrive, you need a WiFi connection.

Tip: You don't need to back up your contacts and calendar events separately. Your phone automatically backs them up and keeps them in sync with your Microsoft account.

If some of your downloaded apps are not included in the backup, you can re-download them from Store, as long as the app is available. Store remembers the apps you've bought, so you don't need to pay for them again. Data transmission costs may apply. For more info, contact your network service provider.

Your phone backups are not visible in the main view of OneDrive, but you can find them in the OneDrive settings. Check **people.live.com** for your backed up contacts and **calendar.live.com** for your calendar events.

For info on data security in OneDrive, go to **windows.microsoft.com/en-gb/onedrive/security**.

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To back up other content, such as music, connect your phone to your computer, and follow the instructions on the computer screen. You have 2 options: either sync content between your phone and computer using the Windows Phone app for desktop, or drag and drop content from phone to computer in your computer's file manager, such as Windows Explorer.

Back up the photos you've taken earlier to OneDrive
Tap **Photos** > , select the photos or albums you want to upload, tap > **OneDrive**, select where you want to upload the photos, and tap .

To check the photos you've backed up, log in to your OneDrive account on any device and check the folder to which you saved the photos.

Restore backed up data
You can restore your backed up data after resetting or updating your phone software, or when setting up a new phone. Sign in to your Microsoft account, and follow the instructions shown on your phone. To reset your phone, on the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **about** > **reset your phone**. Resetting restores the factory settings, and erases all your personal content, but you can restore your backed up data after signing in to your Microsoft account.

Check and increase available memory on your phone

Use the storage sense app to check how much memory you have available.

The memory card is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Tap **Storage Sense**.

Tap **phone**. To check the details of your memory card, tap **SD card**.

Tip: Want to see what more you have on your phone? Download the Files app from Store, and easily manage files on your phone.

If the phone memory is getting full, first check for and remove things you no longer need:

- Text, multimedia, and mail messages
- Contact entries and details
- Apps
- Music, photos, or videos

Instead of removing, you can also move the files to the memory card.

The quality of your memory card may affect the performance of your phone greatly. To get the best out of your phone, use a fast 4–128GB card by a well-known manufacturer. For more info on memory cards, check the frequently asked questions.

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.

Tip: If your phone doesn't recognise the file type of a file (such as a zip file), it places the file in the Other folder. You can check what these are and delete the ones you don't need using the Files app.

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Remove temporary files to free up space
Tap **phone** > **temporary files** > **delete**. To delete temporary files and other data from just your browser, tap **Internet Explorer settings** > **delete history**.

Save or move apps to a memory card

Expand your phone's memory with a memory card and save your apps to the card by default.

The quality of your memory card may affect the performance of your phone greatly. To get the best out of your phone, use a fast 4–128GB card by a well-known manufacturer. For more info on memory cards, check the frequently asked questions.

The memory card is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

The memory card is sold separately.

Tap **Storage Sense**.

To change where your phone stores your apps and other files, tap **phone** or **SD card** for each file type.

Move apps to the memory card
Tap **phone** > **apps+games** > ≡, select which apps to move, and tap **move**.

You can later move the apps back to your phone from the memory card.

The type of the memory card may affect how long it takes to move large files to the card.

Delete an app from your phone

You can remove installed apps that you no longer want to keep or use, to increase the amount of available memory.

1. On the start screen, swipe left to the apps menu.
2. Tap and hold the app, and tap **uninstall**. You may not be able to remove some apps.

If you remove an app, you may be able to reinstall without buying again, as long as the app is available in Store.

If an installed app depends on a removed app, the installed app may stop working. For details, see the user documentation of the installed app.

Tip: Want to keep the app, but running out of free memory on your phone? Move the app to the memory card instead of uninstalling it. Tap **Storage Sense** > **phone** > **apps+games**, tap ≡, select the apps you want to move, and tap **move to SD**. The memory card is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Manage files on your phone

With the Files app, you can easily check the files on your phone, organise them into folders, or delete the ones you don't need anymore. You can manage the files both in the phone memory and on the memory card.

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The memory card is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

You can download the free Files app from **www.windowsphone.com**. Data transmission costs may apply.

Tap **Files**.

1. To navigate to a folder, tap the folder you want.
2. To search the folder you're currently in, tap .
3. To change how the files or folders are arranged, tap .
4. To quickly jump to a previous folder, tap the folder you want on the file path at the top of the screen.

Create a new folder
Tap , write a name, and tap .

Move or copy files to another folder
Tap and hold the file you want, and select what you want to do with it.

Folders can't be copied or moved, but you can create a new folder to the new location, and move the contents of the old folder there. To move or copy several files at once, tap , select the files you want, and tap to move or to copy them.

Share files or folders
Tap , select what you want to share, tap , and select how you want to share.

Copy content between your phone and computer

Copy photos, videos, and other content created by you between your phone and computer.

Tip: If your computer is a Mac, install the Windows Phone app from the Mac App Store.

If you want to transfer your photos to a Mac, it is recommended that you use the Lumia Photo Transfer for Mac app, which you can download from **www.microsoft.com/mobile**.

1. Connect your phone to a compatible computer with a compatible USB cable.
2. On your computer, open a file manager, such as Windows Explorer or Finder, and browse to your phone.

Tip: Your phone is shown under portable devices as Windows Phone. To see the folders of your phone, double-click the name of the phone. There are separate folders for documents, downloads, music, pictures, ringtones, and videos.

3. Drag and drop items from your phone to the computer, or from your computer to the phone.

Make sure you put the files in the right folders on your phone, or you may not be able to see them.

You can't copy text messages or contacts to your computer, but you can sync them with your Microsoft account.

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Tip: If your computer's operating system is Windows 7, Windows 8, or later, you can also use the Windows Phone app. Windows 8 and later operating systems install the app automatically when you connect your phone to your computer. With Windows 7, you can download it from **www.windowsphone.com**.

For info on which app works with which computer, see the following table:

	Windows Phone app	Windows Phone app for desktop	Windows Phone app for Mac	Lumia Photo Transfer for Mac app (photos and videos only)	Windows Explorer
Windows 8 and later	x	x			x
Windows 8 RT	x				x
Windows 7		x			x
Windows Vista/XP					x
Mac			x	x	

Tip: The easiest way to access files on your phone is the Files app. You can download it from **www.windowsphone.com**.

Security

Learn how to protect your phone, and to keep your data secure.

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Set your phone to lock automatically

Want to protect your phone against unauthorised use? Define a security code, and set your phone to lock itself automatically when you're not using it.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **lock screen**.
2. Switch **Password** to **On**, and type in a security code (at least 4 digits).
3. Tap **Require a password after**, and define the length of time after which the phone locks automatically.

Keep the security code secret and in a safe place separate from your phone. If you forget the security code and cannot recover it, or if you enter the wrong code too many times, your phone will require service. Additional charges may apply, and all the personal data on your phone may be deleted. For more info, contact the nearest care point for your phone, or your phone dealer.

Unlock your phone
Press the power key, drag the lock screen up, and type in your security code.

Change your security code
On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **lock screen** > **change password**.

Use your phone when it's locked

You can use certain features of your phone when it is locked, without having to type in the security code.

To wake up your phone, press the power key.

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View your notifications
Swipe down from the top of the screen.

Open the camera
If you add a shortcut for the camera in the action centre, you can quickly switch the camera on when your phone is locked. Press the power key, swipe down from the top of the screen, and tap .

If your phone has a camera key, press and hold the camera key for a couple of seconds.

Change how incoming calls are notified
Press a volume key, and tap .

Pause or resume music, or skip to another song
Use the music player controls shown at the top of the screen.

Tip: If you're listening to the radio, you can also use the music controls on the lock screen to change the station or mute the radio. FM radio is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Change your PIN code

If your SIM card came with a default PIN code, you can change it to something more secure.

Not all network service providers support this feature.

1. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS**.
2. Swipe left to **applications**, and tap **phone**.
3. If you have a dual SIM phone, select the SIM you want. Dual SIM is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.
4. Tap **change SIM PIN**.

The PIN code can be 4-8 digits.

Find your lost phone

Misplaced your phone, or afraid it's been stolen? Use find my phone to locate your phone, and lock or delete all data from it remotely.

You need to have your Microsoft account on your phone.

1. On your computer, go to **www.windowsphone.com**.
2. Sign in with the same Microsoft account as on your phone.
3. Select **find my phone**.

You can:

- Locate your phone on a map
- Make your phone ring, even if silent mode is switched on
- Lock your phone, and set it to show a message, so it can be returned to you
- Delete all data from your phone remotely

The available options may vary.

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Tip: Set your phone to automatically save its location every few hours. If your phone runs out of battery, you can still view its last saved location.On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **find my phone**.

Wallet

Use Wallet to collect your payment methods in one place, and keep it secure with a PIN code.

NFC is not supported by all phones. For availability, go to **www.microsoft.com/mobile/support/wpfeatures**.

Wallet is a virtual wallet on your phone. You can:

- Make Store payments, for example, when buying an app
- Make in-app purchases with your stored cards
- Use your cards in Wallet for NFC payments, if supported by your network service provider
- Store your Microsoft gift cards on your phone
- Store your boarding passes, deals, tickets, and more

1. To define a PIN code for your Wallet, tap **Wallet**.
2. Tap ••• > **settings+PIN**, and switch **Wallet PIN** to **On**.
3. Type in a PIN code for your Wallet.
4. Tap **done**.

Your phone asks for the PIN code you defined every time you access Wallet.

Tip: To protect your Store purchases, tap the **Use your Wallet PIN to protect your music, app and in-app purchases** check box.

Defining a PIN code for Wallet does not prevent using NFC for payments.

Note: Payment and ticketing apps and services are provided by third parties. Microsoft Mobile does not provide any warranty or take any responsibility for any such apps or services including support, functionality, transactions, or loss of any monetary value. You may need to reinstall and activate the payment or ticketing app after repair of your device. You may need to reinstall and activate the cards you have added as well as the payment or ticketing app after repair of your device.

Access codes

Learn what the different codes on your phone are for.

PIN code (4-8 digits)	This protects your SIM card against unauthorised use or is required to access some features. You can set your phone to ask for the PIN code when you switch it on.

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	If you forget the code or it isn't supplied with your card, contact your network service provider. If you type in the code incorrectly 3 times in a row, you need to unblock the code with the PUK code.
PUK	This is required to unblock a PIN code. If the code is not supplied with your SIM card, contact your network service provider.
Security code (lock code, password) (min. 4 digits)	This helps you protect your phone against unauthorised use. You can set your phone to ask for the lock code that you define. Keep the code secret and in a safe place, separate from your phone. If you forget the code and your phone is locked, your phone will require service. Additional charges may apply, and all the personal data on your phone may be deleted. For more info, contact the nearest care point for your phone, or your phone dealer.
IMEI	This is used to identify phones in the network. You may also need to give the number to your care point services or phone dealer. To view your IMEI number, dial ***#06#**.

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Troubleshooting and support

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

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

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

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

Troubleshooting and discussions may not be available in all languages.

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

If your phone doesn't respond
Try the following:

- 1-key reset method: Press and hold the power key for about 10 seconds. The phone restarts.
- 2-key reset method: Press and hold the volume down key and power key at the same time for about 10 seconds. The phone restarts.

If you're unsure about which reset method is for your phone, go to **www.microsoft.com/mobile/support/wpfeatures**.

If your phone frequently doesn't respond, update your phone software, or reset your phone. Resetting restores the factory settings, and erases all your personal content, including apps you've purchased and downloaded. On the start screen, swipe down from the top of the screen, and tap **ALL SETTINGS** > **about** > **reset your phone**.

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

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

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