Wileyfox Pro

User Manual

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Welcome!

Please read this information before using your phone. We are not responsible for any damage due to any misunderstanding of the information in this manual. We reserve the right to revise and change the description of this product, software and the user manual without obligation to notify users of such revisions and changes.

This manual relates to your use of this phone and is not an approval of any accessories. Pictures are for reference only. There may be slight differences between the appearance of the phone, keys and contents of the display used in this manual and those of your phone. Please refer to your phone when using the manual. Some features introduced in this manual are network or subscription-dependent features. Please contact your service provider.

1. Safety Precautions

Read this information before using your mobile device otherwise it many results to personal injury or your device not complying with local laws.

1.1 Specific Absorption Rate (SAR) certification information

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your mobile is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. The guidelines are developed by an independent scientific organization (ICNIRP) and include substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as Specific Absorption Rate, or SAR. The SAR Limit for mobile devices is 2.0W/kg. The highest SAR values under the ICNIRP guideline for this model are (Maximum SAR for this model and conditions under which it was recorded).

CE SAR Value
Head SAR: X.XXXW/Kg
Body SAR: X.XXXW/Kg

Body worn SAR testing has been carried out at a separation distance of 1.5cm. To meet RF exposure guidelines during body-worn operations, the device should be positioned at least this distance away from the body.

For more information about the devices' SAR certification, please contact our service centre: www.wileyfox.com.

1.2 ROHS Declaration

Declaration of Conformity with the requirements of the e-waste Management Rules, 2011 (adopted by Notification S.O.1035 (E) of Ministry of Environment and Forests).

The Product is in conformity with the requirements of Rule 13 of the e-waste Rules. The content of hazardous substance with the exemption of the applications listed in SCHEDULE II of the e-waste Rules:

1. Lead (Pb) – not over 0.1% by weight;

2. Cadmium (Cd) – not over 0.01% by weight;

3. Mercury (Hg) – not over 0.1% by weight;
4. Hexavalent chromium (Cr6+) – not over 0.1% by weight;
5. Polybrominated biphenyls (PBBs) – not over 0.1% by weight;
6. Polybrominated diphenyl ethers (PBDEs) – not over 0.1% by weight.

1.3 Correct disposal

(Waste Electrical & Electronic equipment) this marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with household waste. This EEE is compliance with RoHS.

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with the other household waste.

1.4 EU Compliance Statement

Santok Ltd, Unit L Braintree Industrial Estate, Braintree Road, Middlesex, HA4 0EJ, UK. Santok Ltd declares that [all essential radio test suites have been carried out and that the product is in conformity to all the essential requirements the R&TTE Directive 1995/5/EC.

1.5 Using Your Phone Safely

On The Road

Using a phone while driving is illegal in many countries. Please always follow local laws and drive safely.

Near Sensitive Electronics

Do not use your phone near sensitive electronic equipment – particularly medical devices such as pacemakers – as it could cause them to malfunction. It can also interfere with the operation of fire detectors and other automatic-control equipment.
For more information about how your phone affects pacemakers or other electronic equipment, please contact the manufacturer or your local distributor.
Your phone may cause interference when used near TVs, radios or automated office equipment.

While Flying

Your phone can cause interference with aircraft equipment. Therefore, it is essential you follow airline regulations. In addition, if airline personnel ask you to switch off your phone, or disable its wireless functions, please do as they say.

In Hospital

Your phone may interfere with the normal operation of medical equipment. Follow all hospital regulations and turn it off when you are asked to by posted warnings or medical staff.

At a Petrol Station

Do not use your phone at petrol stations. Radio Wave transmitted due to Wireless signal from your phone due to call in progress may generate sparks in fuel. In fact, it is always best to switch off whenever you are near fuels, chemicals or explosives.

Around Water

Keep your phone away from water (or any other liquid). It is not a waterproof model.

Making Repairs

Never take your phone apart. Please leave that to the professionals. Unauthorized repairs could break the terms of your warranty.

Broken Antenna

Do not use your phone if the antenna is damaged, as it could cause injury.

Around Children

Keep your mobile out of children's reach. It should never be used as a toy and it might not be good for their health.

Original Accessories

Only use the original accessories supplied with your phone or those approved by the manufacturer. Using unapproved accessories may affect performance, make the warranty void, break national regulations on the use of mobile phones, or even cause injury.

Near Explosives

Turn off your phone in or near areas where explosive materials are used. Always obey local laws and turn off your phone when requested.

Emergency Calls

To make an emergency call your phone must be turned on and, in an area, where there is network coverage. Dial the national emergency number and press 'send'. Explain exactly where you are and do not hang up until help has arrived.

Note: *Some mobile phone may not necessarily support all the features described in this manual due to network or radio transmission problems. Some networks even do not support the emergency call service. Therefore, do not rely solely on the mobile phone for critical communications such as first aid. Please consult the local network operator.*

Working Temperature

The working temperature for the phone is between 0 Degree and 40 Degree Celsius. Please do not use the phone outside the range. Using the phone under too high or too low temperature might cause problems.

At very high volume, prolonged listening to a mobile phone can damage your hearing.

2. Get Started

When you first turn on your Wileyfox **Wileyfox Pro** phone, You need a Microsoft account to back up and restore your phone, to buy, install, and update free and paid apps, and to access some Microsoft services, such as: Xbox, Groove and Movies & TV, OneDrive, Hotmail, Outlook.

Note: You can create a Microsoft account later. Swipe down from the top of the screen and tap **All settings** > **Accounts** > **Email and App accounts** > **Add a Microsoft account**.

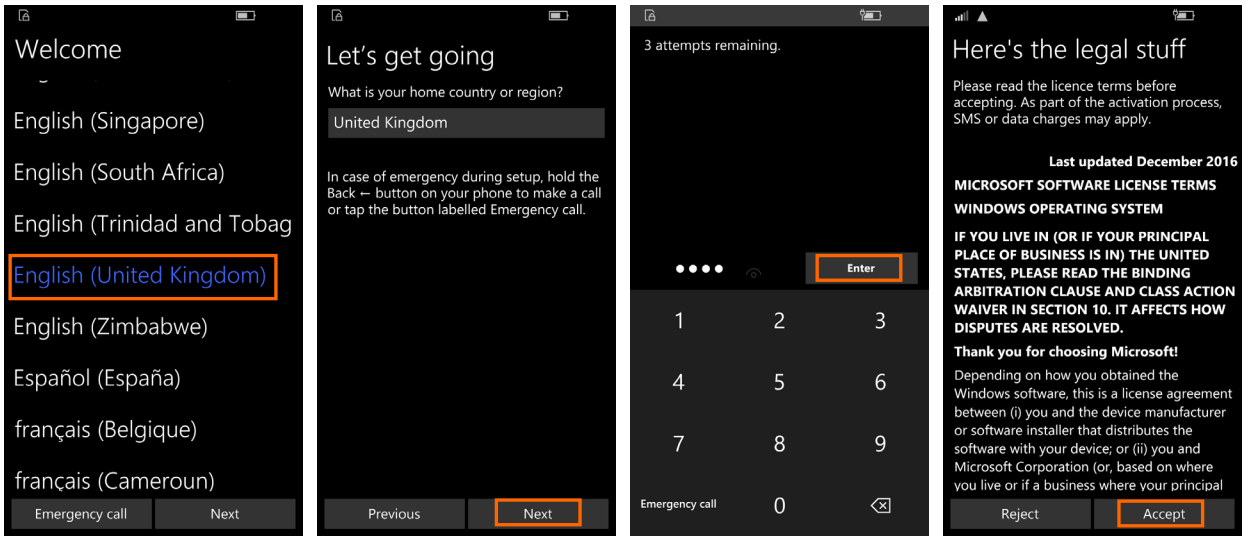
Note: Any support with Windows OS please visit **support.microsoft.com**.

2.1 Turn ON and set up your phone

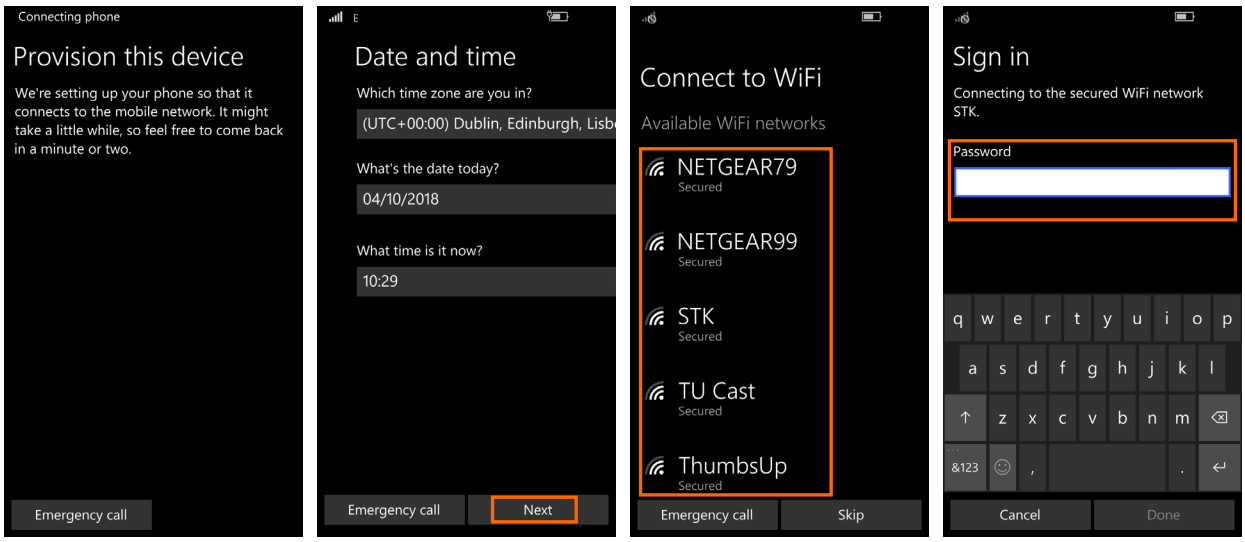
Turn your phone on by pressing the power key until the phone vibrates.

To turn OFF press and hold the power key and drag the lock screen down.

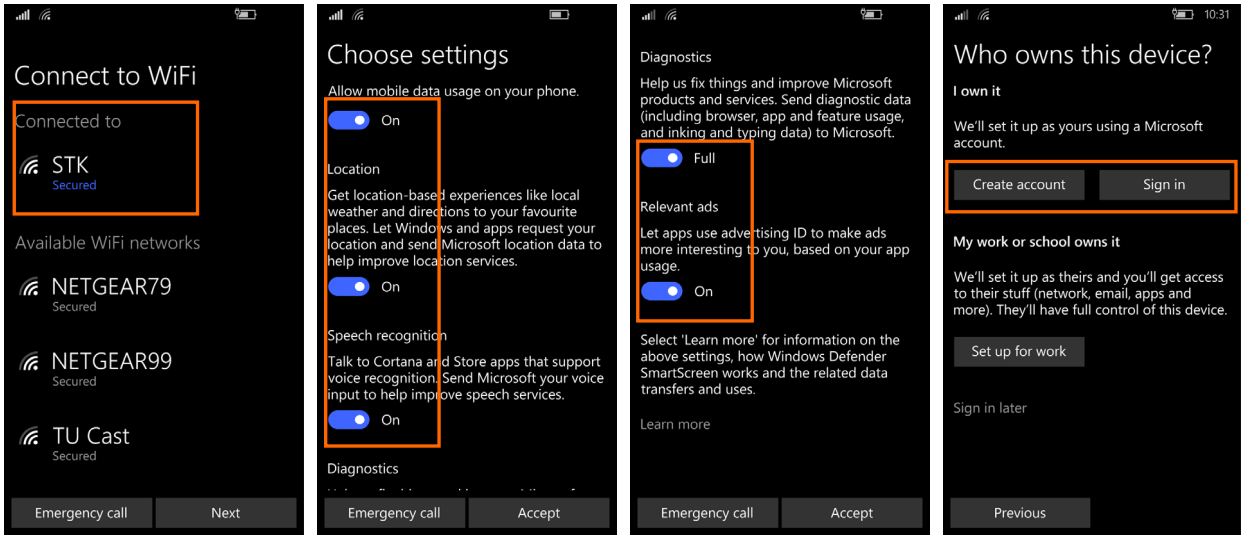
Follow the steps below: Select your Language and Country. If you have inserted your SIM Card and it has passcode you will be asked to type it. After unlocking your SIM card please Accept the Legal stuff.



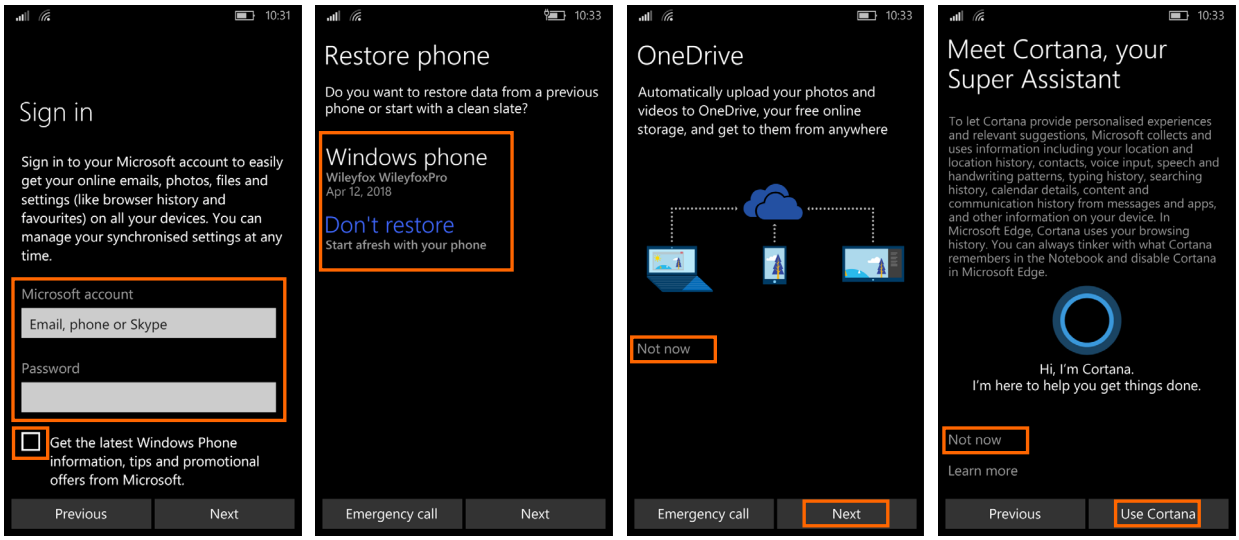
Modify your date and time if needed and connect to a Wi-Fi network if there is available one.

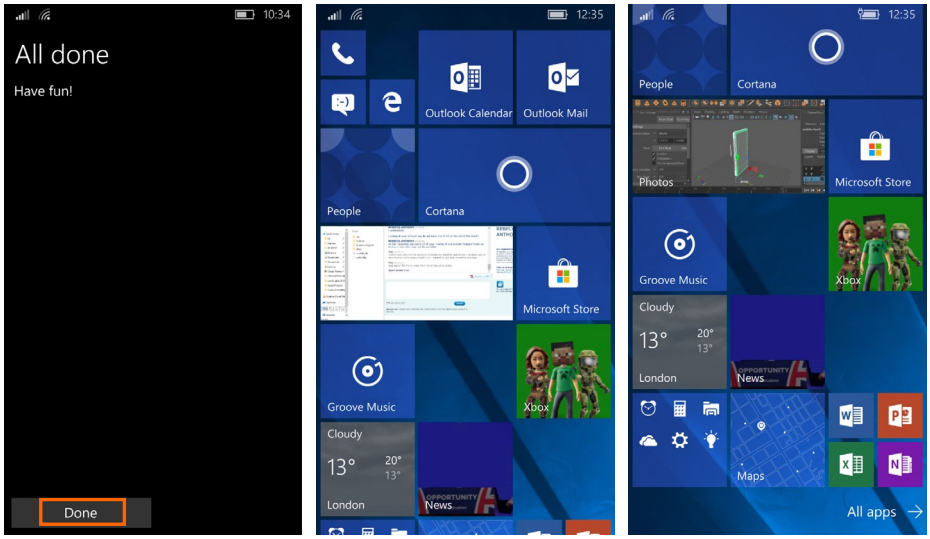


Once done and you are connected Please choose what settings to turn ON and OFF. Then you will be asked to either Create a new account or sign in to an existing one. **Note:** Your username for your Microsoft account could be any e-mail, your Phone or Skype name.

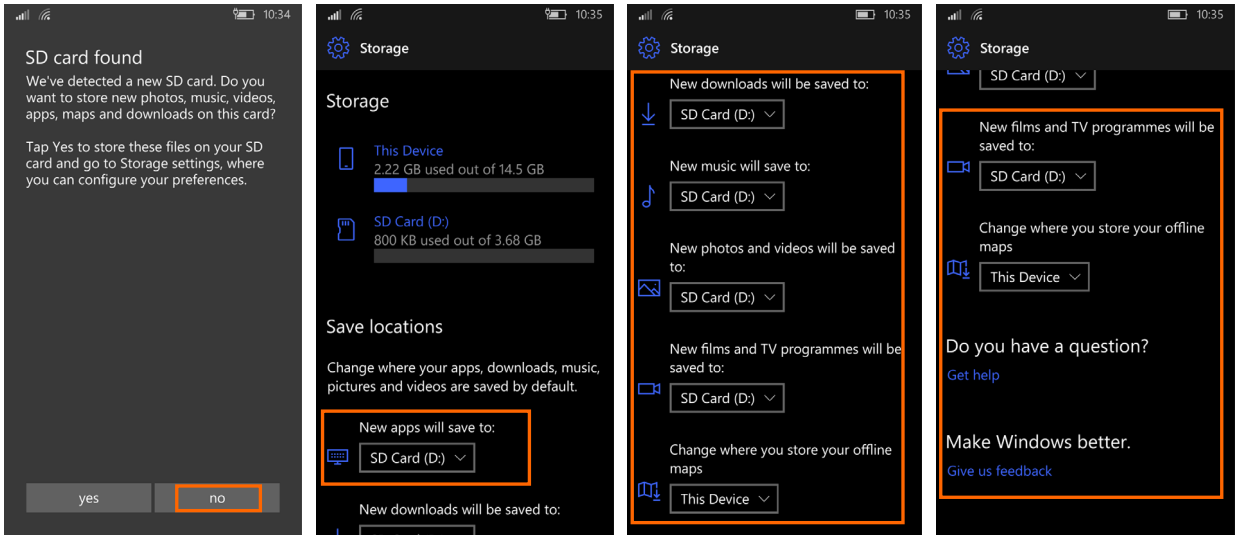


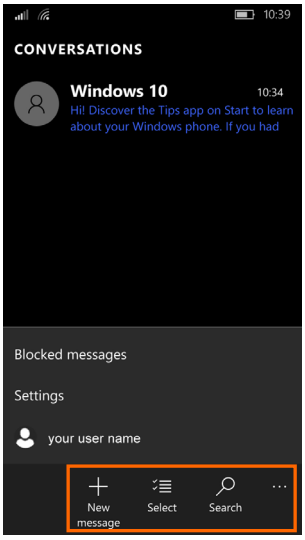
You can choose to restore your account from previous Windows OS phone or start fresh. You can also set your files and media to be automatically uploaded to OneDrive (online storage) so you can access them through other devices you have. Windows OS offers a Super Assistant called 'Cortana' now you will have the opportunity to opt in or out from this service. When your Home screen will show, you are ready to go!





If you have inserted a Memory card you will get a popup message asking you to format it or not. If you do, please touch YES and once it is set you can manage where your apps, multimedia and documents are saved by default. At the end you will get a Welcome message from Microsoft, please read it through.





2.2 Lock and unlock.

If you want to avoid accidentally making a call when your phone is in your pocket or bag, you can lock it.

- You can also set the keys and screen to lock automatically.
- To lock your keys and screen, press the power key.
- Press the power key and drag the lock screen up.

2.3 Update your apps

App updates bring important bug fixes and new functionalities. To get the best out of your new phone, make sure your apps are up to date.

Tap **Store** then tap > **Downloads and updates**.

Note: By default, your phone automatically updates the apps when you're connected to Wi-Fi.

Tap Check for updates: **>** Update All**.** Turn off automatic updates

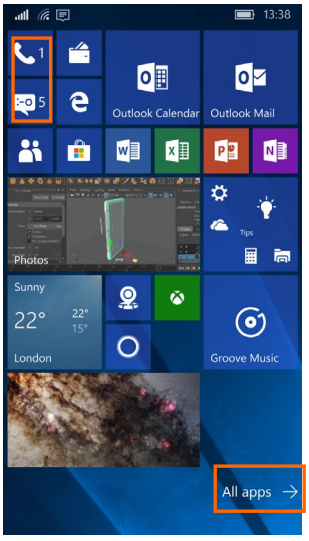
Tap **Store** > **Settings** and turn off **Update**. **apps automatically.**

2.4 Explore your tiles, apps, and settings

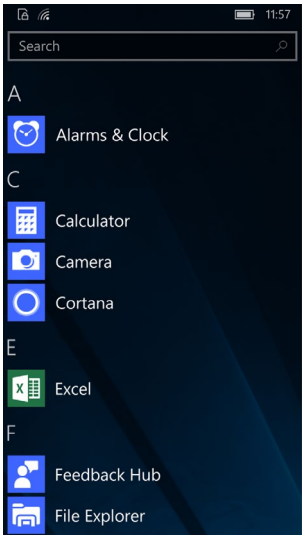
By default, first you will see your **Home/Tiles Screen** and through that you can access your Apps Menu. Personalise your **Home/Tiles Screen** with Tiles, these are the shortcuts to your apps, contacts, browser bookmarks, and more. Some Tiles may show you notifications and updates, such as your missed calls, received messages, and the latest news.

All other apps you can easily find in the Apps menu. You can access it either via All apps button on bottom right or simply swipe left your **Home/Tiles Screen**. Swipe up and down to access all your apps OR to look up an app in the app's menu, tap the search bar at the top of the screen and type the name. Anything you download from **Store** you can find here. Recently installed apps show up at the top of the apps menu To return just swipe right or tap the back button on your touch panel. To go back to the start screen from any view, tap the start key . To add an app shortcut to your start screen, in the apps menu, tap and hold the app, and tap **Pin to Start**.

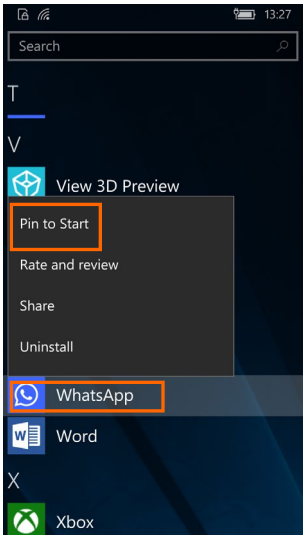
Home/Tiles Screen



Apps Menu



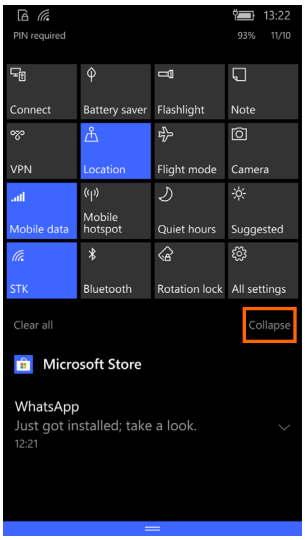
App Options



2.5 Check notifications and change settings quickly

Swipe down from the top of the screen. Tap to turn each one On and Off or Tap and hold for more options.

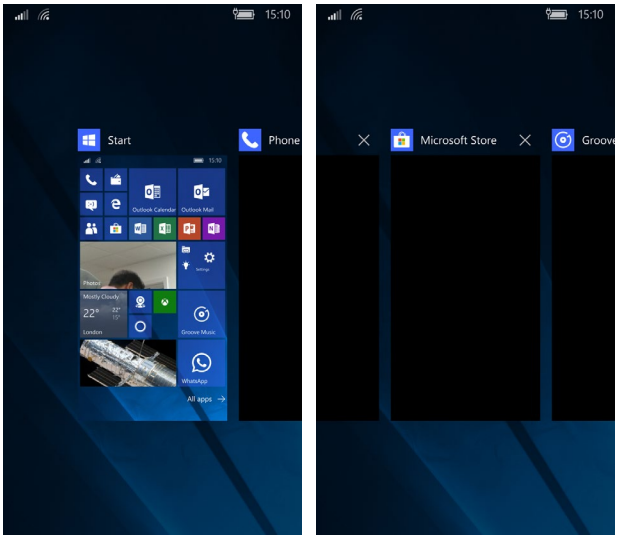
- **Connect** – Tap and you will see devices available for connection. Make sure your Bluetooth is turned on.
- **Battery Saver** – Would not work when your phone is connected to the Main, PC, Laptop, Powerbank etc.
- **Flashlight**
- **Note**
- **VPN**
- **Location**
- **Flight mode**
- **Camera**
- **Mobile data**
- **Mobile hotspot**
- **Quiet hours**
- **(Brightness control) – Suggested, Brighter, Brightest, Darkest, Darker**
- **Wi-Fi**
- **Bluetooth**
- **Rotation Lock** – The screen rotates automatically when you turn the phone 90 degrees. **Note:** Screen rotation may not work in all apps or views.
- **All settings** – Leads to the main Settings



2.6 Switch between apps

The Back button helps you **switch between open apps**. If you press it once, it takes you to the previous opened app. If you press and hold the Back button, you'll see a list with all your **open apps**. When the list of

opened **apps** is shown, the current **app** is zoomed out. Swipe left and right to navigate between apps. Tap on an App to select it. (see images below)
Note: Tap and hold and slide down to close an app. To save your battery from draining it is best to close all apps you are not going to use now.



2.7 Navigation

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

To see which apps you have open, tap and hold the back key . To switch to another app, tap the app you want. To close an app, tap × at the top right corner of the app.
To go back to the previous screen you were in, tap the back key . Your phone remembers all the apps and websites you've visited since the last time your screen was locked.

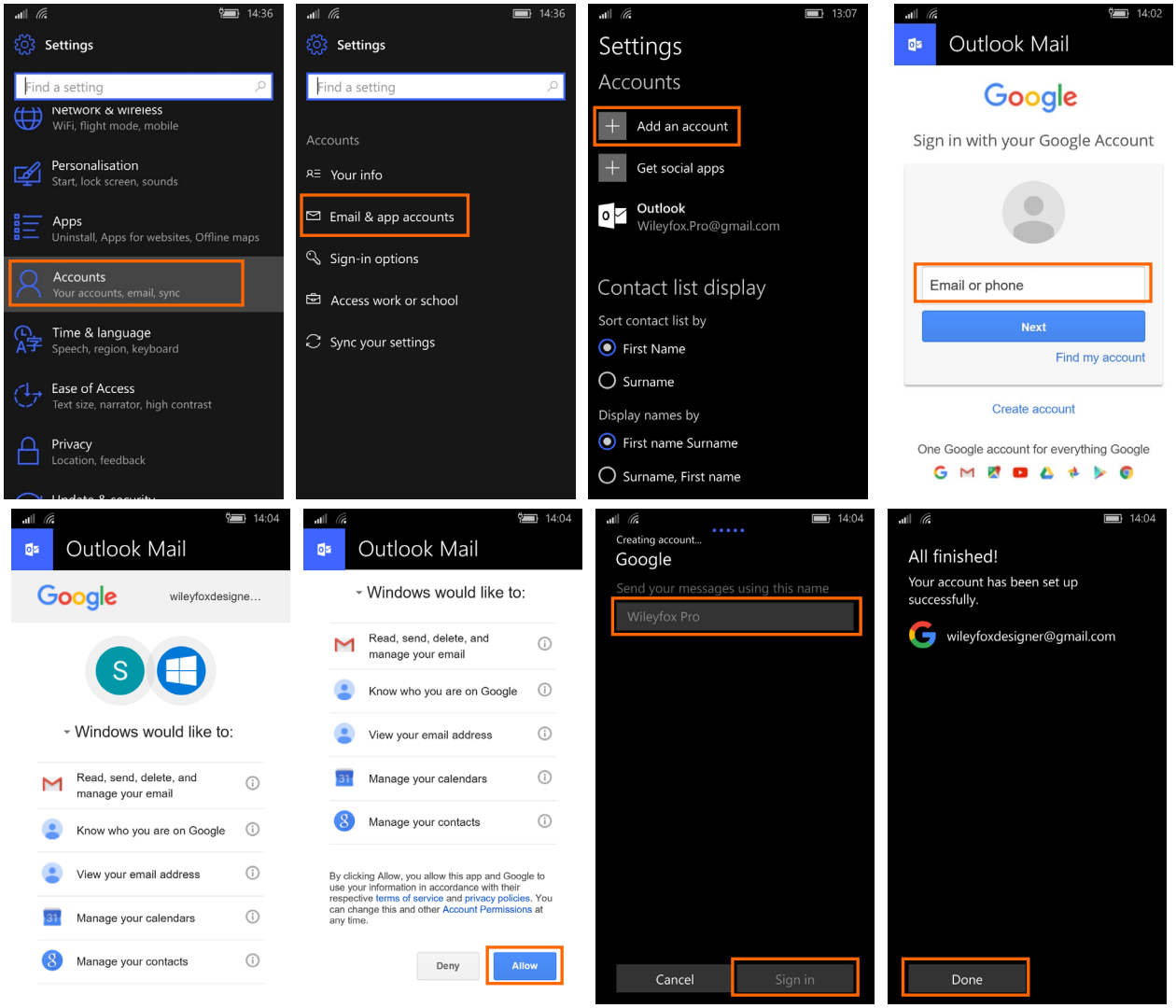
To go to the start screen, tap the start key . The app you were in stays open in the background.
If your phone has a large screen, to bring the action centre closer to your thumb, tap and hold the start key . The screen goes back to the normal view automatically. To search the web or for items on your phone, tap the search key . If your phone has Cortana, to control your phone with your voice, tap and hold the search key , and say what you want to do. Or, to change the Cortana settings or use other Cortana functions, tap the search key .

Cortana is not available in all regions and languages. For information on the supported regions and languages, go to https://support.microsoft.com/en-gb.
To turn the vibration of these keys on or off, swipe down from the top of the screen, tap **All settings** > **Extras** > **Touch**, and switch **Vibrate when I tap the navigation keys.** On or Off. Changing the vibration setting for incoming calls doesn't affect the vibration of the keys.

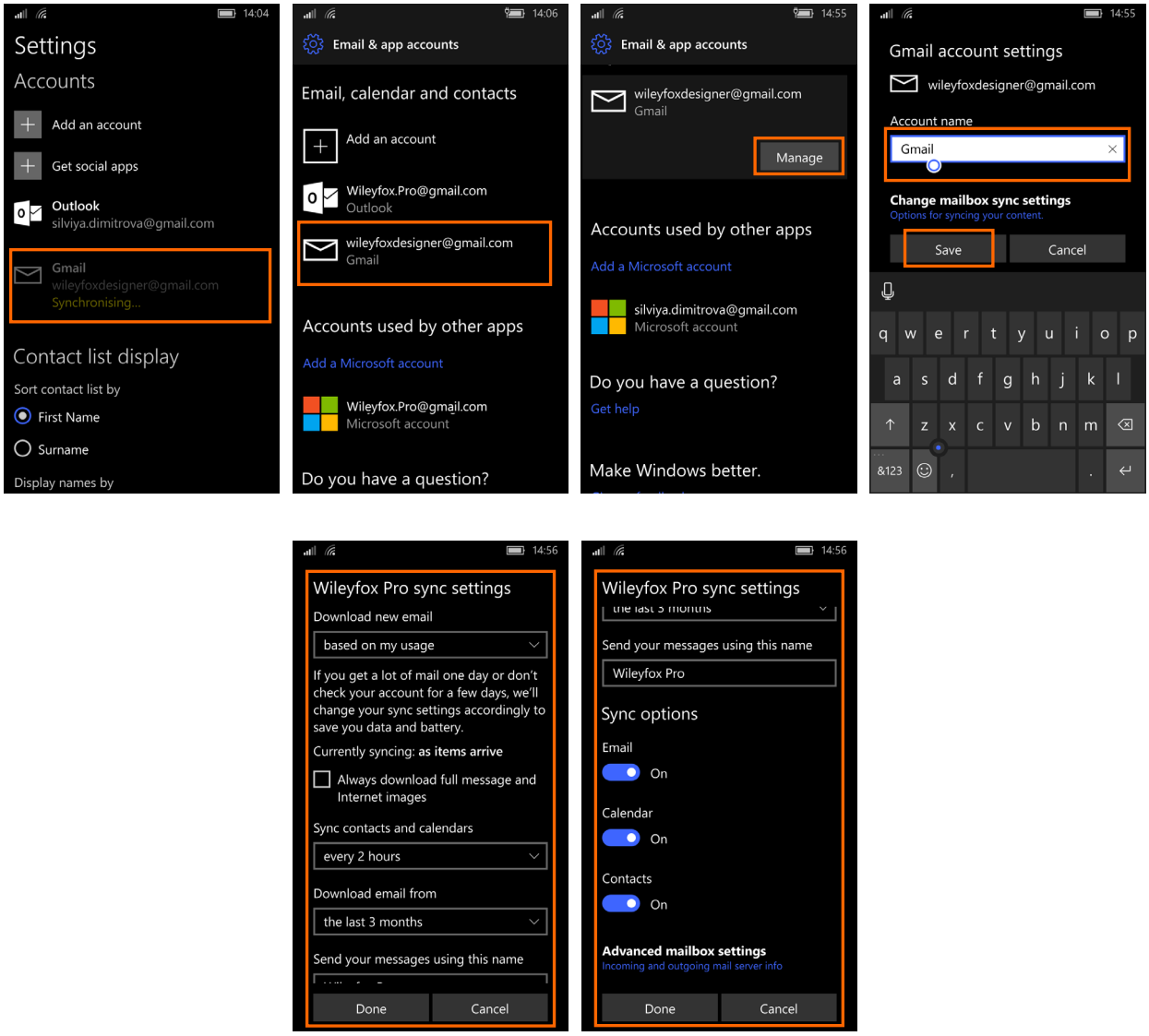
2.8 Copy contacts

Import from Google Account

To import your google contacts you need to add your google account first. Go to **All settings > Accounts > Email and App accounts > Add an account.**
Please follow the steps below. Add in your email then confirm. Allow Outlook to access your Google account tap Confirm and Done and allow the phone to synchronise your account.



It may need some time to synchronise and that depends on how much information it has to process. When it is done you can modify settings and rename your account by tapping on the email and selecting **Manage**



2.9 Transfer content using your Microsoft account

If your old phone is a Windows OS, you can transfer your contacts, calendar, and text messages to your new Wileyfox Pro phone, is your Microsoft account. Please make sure that you have set up a Microsoft account on your old and on your new phones.

On your new Wileyfox Pro, if you haven't sign in to your Microsoft account make sure you do by swiping down from the top of the screen, tap **All settings > Accounts > Email and App accounts >** Sign in with a Microsoft account, and follow the instructions shown on the screen. The content is automatically transferred.

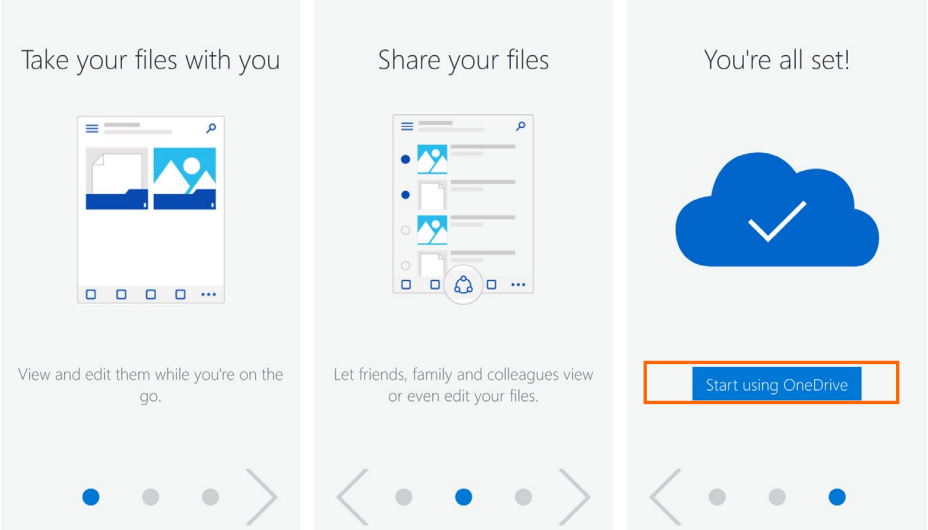
Note: You can also transfer photos, videos, or other files from your old by adding the files to OneDrive.

2.10 Transfer content using OneDrive

Use the OneDrive app to upload your Office documents, photos, and videos to OneDrive. No matter if your old phone is a Windows phone, an Android phone, or an iPhone, you can copy your files to your new Wileyfox Pro.

To easily upload and manage your content in OneDrive, download and install the OneDrive app from: **Google Play** for an Android phone, **App 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. If it is already on the phone then it should also be pinned to your **Home/Tiles Screen**.
You need a Microsoft account to sign in to OneDrive. OneDrive may not be available for all phone models. Please upload the files you want to transfer to your new phone. On your Wileyfox Pro you can now, sign in to OneDrive with your Microsoft account if you haven't, and access your content on any device and download it when you need it.

If you have set up a Microsoft account when you fist started the device, then when you open the **One Drive App** you will get a Welcome screen. Swipe right, tap Start using OneDrive and your files will be displayed.



2.11 Transfer Outlook content from an Android phone or iPhone

You can use your Microsoft account to transfer your Outlook emails, contacts, and calendar entries from your Android phone or iPhone. You need the Microsoft Outlook app on your Android phone or iPhone.
On your old Android phone or iPhone, add your Google or iCloud account to your Outlook app. Make sure all the content you want to transfer to your new phone is synced to your account.
If you open it for first time: On your Wileyfox Pro open the **Outlook Mail > Get started > Add account**. Sign in to your Google or iCloud account, and tap Ready to go. Now your emails, contacts, and calendar entries are automatically synced to your new phone. **Note:** It may take a while before the content is available.

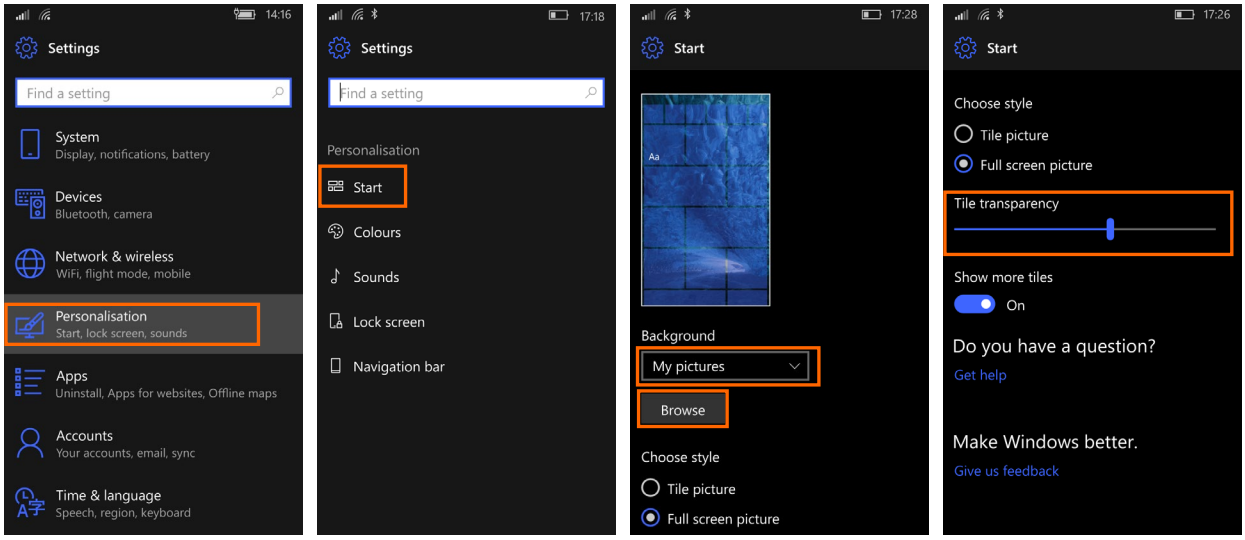
3. Personalise your device

3.1 Personalize the Home/Tiles Screen

Make the start screen yours – choose your background photo and pin your favourite apps and much more to the start screen. With live tiles, you can see updates on news, weather, finance, and more, immediately on your start screen without opening the app itself.

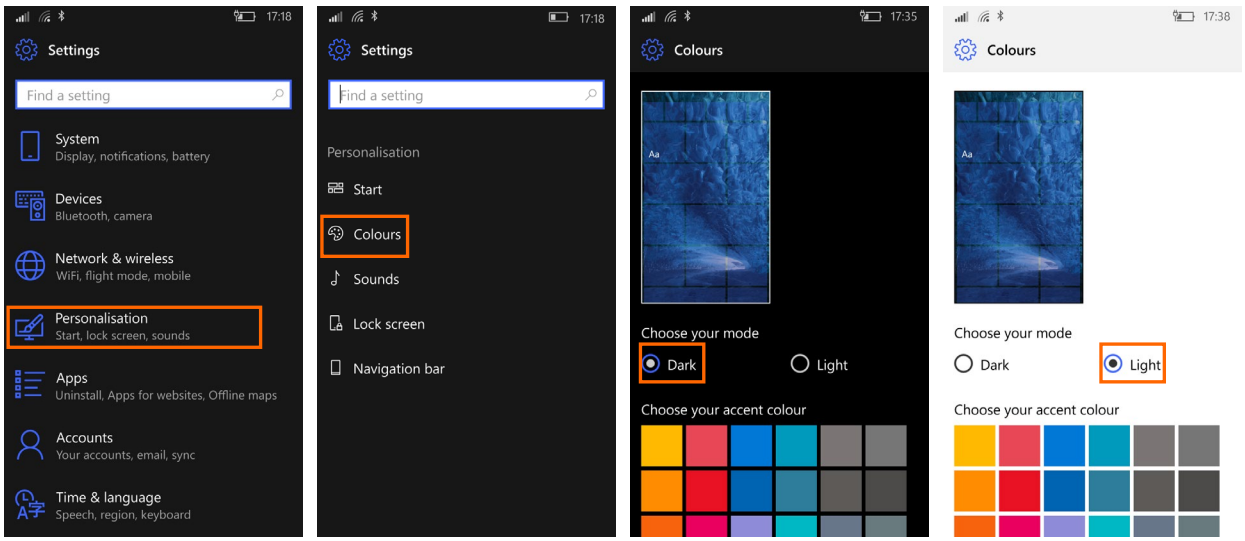
3.2 Add a background photo

Swipe down from the top of the screen and tap **All settings > Personalisation > Start**.
Switch Background to **My pictures** and tap **Browse**.
Tap a photo, crop it as you like, and tap.
Switch Choose style to **Tile picture** or **Full screen picture**.
Note: If you changed the style setting to Full screen picture, you can change the transparency of the tiles. Just drag the Tile transparency slider.

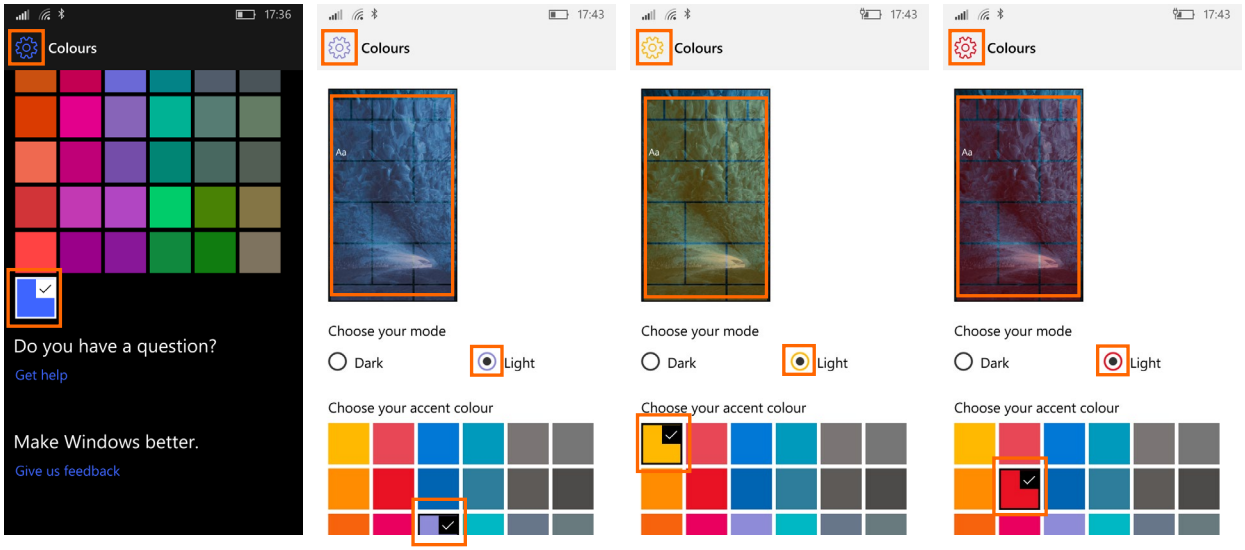


3.3 Change the tile colour

Swipe down from the top of the screen, tap **All settings > Personalisation > Colours**.
Choose your mode and colour.



The colour selection controls the colour of graphic elements on your user interface in both, **Dark** and **Light mode**.



Note: If you have a Microsoft account on your phone, you can share your colour scheme, background, and other settings to all your Windows devices. Swipe down from the top of the screen, tap **All settings > Accounts > Sync your settings**, and switch Sync settings to On. Then switch Theme to On.

3.1 Organising your Home/Tiles Screen

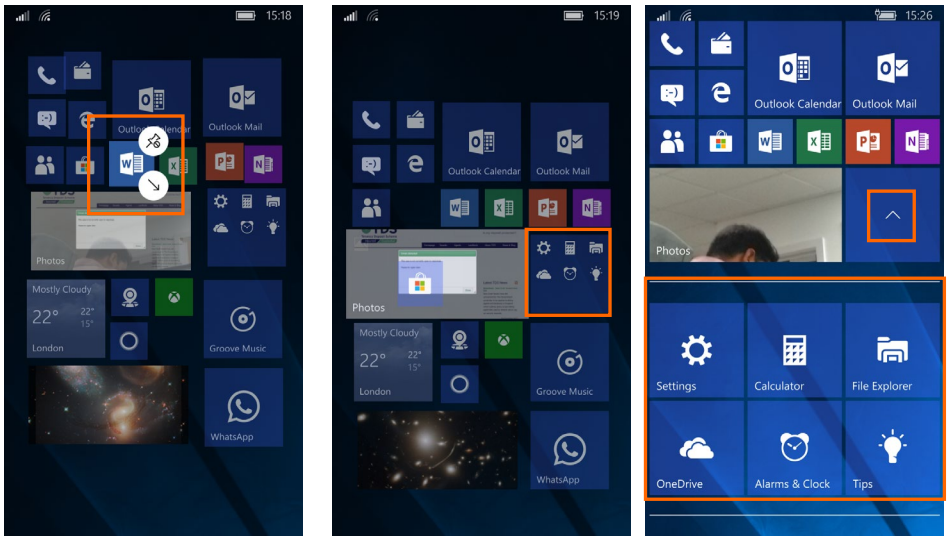
Pin an app

Swipe left to go to the apps menu, tap and hold the app, and tap **Pin to Start**.

Rearrange Apps on your Home/Tiles Screen.

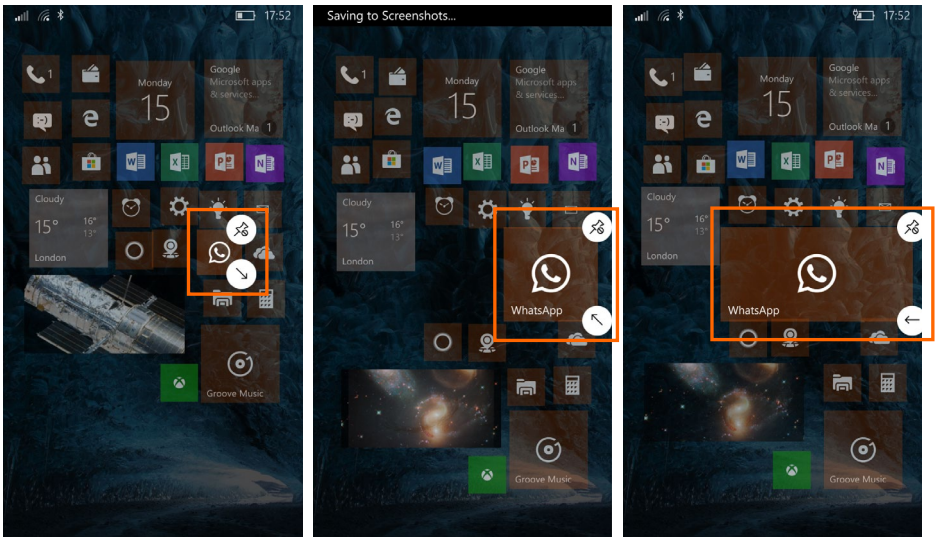
Tap and hold to drag an App to rearrange your Home/Tiles Screen.

First you will see two icons on your App. Top right icon is used to un-pin the app from your **Home/Tiles Screen** and bottom right icon is to expand or shrink the app if you'd prefer. If you place an app on top of another while slowly dragging across the screen, then you will be able to create a group of apps and when you tap on the group a window will open and all apps inside will be visible. Tap the arrow to close it. (see images below)



3.2 Resize or unpin a tile on your Home/Tiles Screen

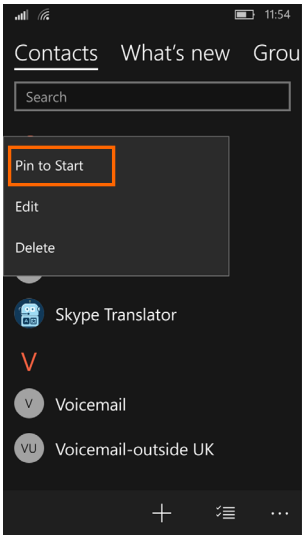
To resize, tap and hold the tile, and tap the arrow icon.
The tiles can be either small, medium, or wide. The bigger the tile is, the more information it can show.
To unpin the tile, tap and hold the tile, and tap the pin icon on the top right corner. Tiles are shortcuts to your apps. If you unpin the tile, the app is not deleted from your phone, you can still access it from **All Apps** menu.



If you have a Microsoft account on your phone, you can share your colour scheme, background, and other settings to all your Windows devices. Swipe down from the top of the screen, tap **All settings > Accounts > Sync your settings**, and switch Sync settings to **On**. Then switch Theme to **On**.

3.3 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.



3.4 Show more tiles on the start screen

See more apps at a glance – add one more column of tiles to your start screen. Or, remove a column to see your start screen tiles better.

The number of columns you can have on your start screen depends on your phone.

Swipe down from the top of screen, tap **All settings > Settings > Personalisation > Start**, and switch **Show more tiles** to **On** or **Off**.

When it is **Off**, all apps on your **Home/Tiles Screen** will look bigger and you can scroll up and down to access them all.

When it is **On**, all icons are made smaller to fit on the screen.

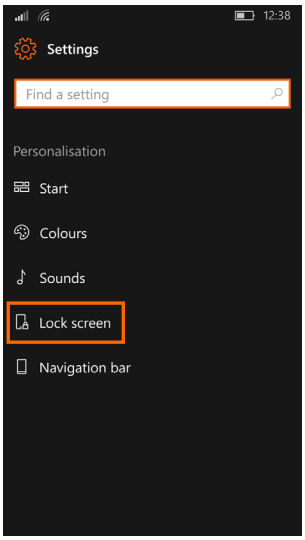
3.5 Personalize the lock screen

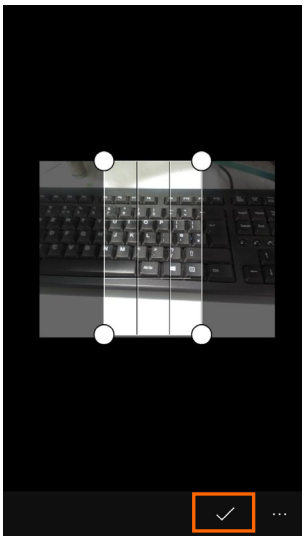
Change the lock screen to your liking. You can, for example, have your own favourite photo in the background.

Add an image on your lock screen

Swipe down from the top of the screen and tap **All settings** > **Personalisation** > **Lock screen**. Switch

Background to **My picture** and tap **Browse**. Select a photo, adjust it to get the best possible fit, and confirm.



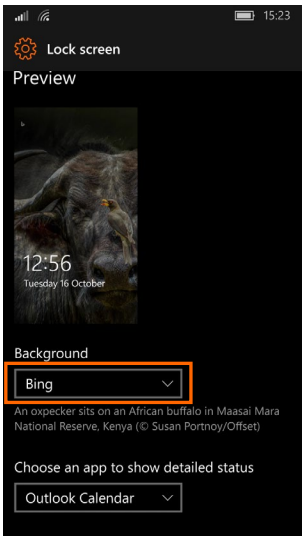


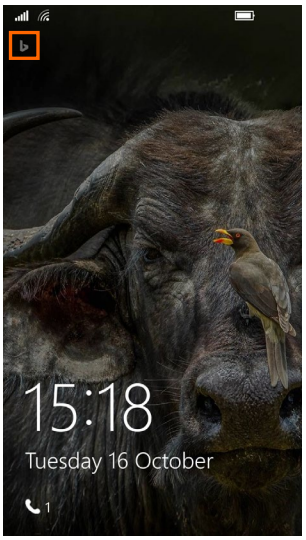
Change the image on your lock screen

Swipe down from the top of the screen and tap **All settings** > **Personalisation** > **Lock screen**. Tap **Browse**, select a photo, adjust it to get the best possible fit, and confirm.

Let Bing shuffle your images

You can also let Bing shuffle photos there. On your lock screen you will see a little b on top left corner.



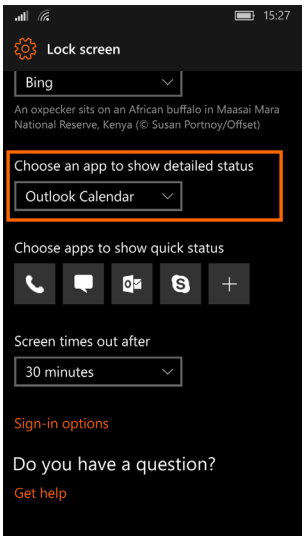


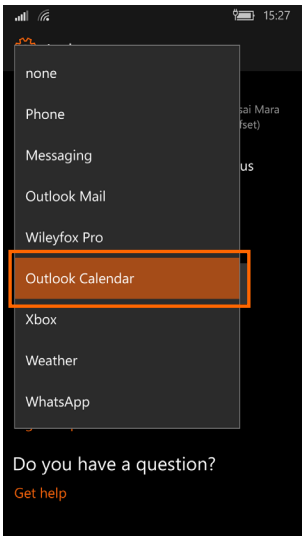
Decide which apps show notifications on the lock screen

You can decide which app notifications, such as missed calls or new messages, you want to see on the lock screen.

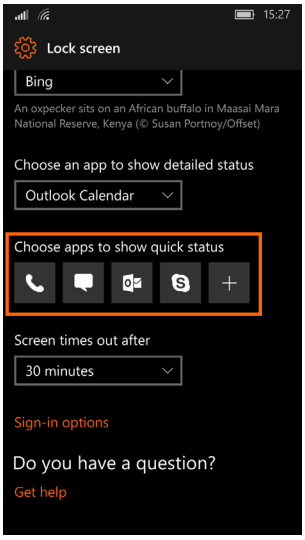
Swipe down from the top of the screen and tap **All settings** > **Personalisation** > **Lock screen**. To choose an app to show more detailed status on the lock screen tap on **Choose apps to show detailed status** and select an App of your choice. (see the images below, Outlook is an example and you can choose something

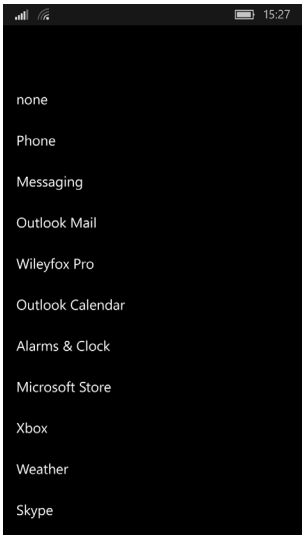
else that may fit you better)





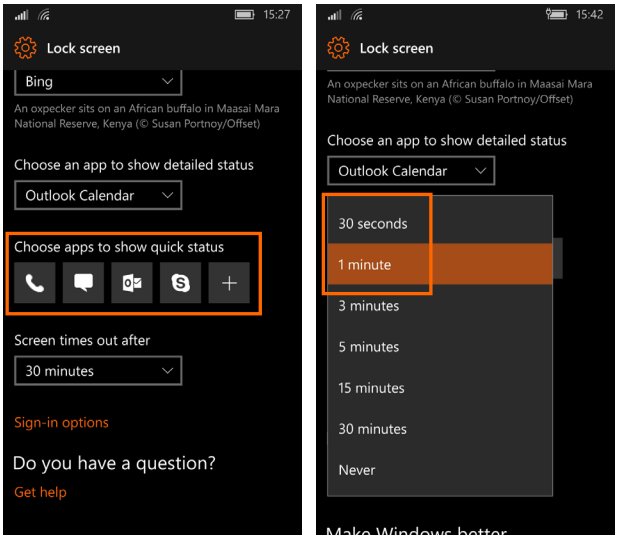
You can also choose apps to show quick status. Under the **Choose an app to show detailed status** tap one of the placeholder's icons and select an app of your choice.





3.6 Screen to lock time

Swipe down from the top of the screen and tap **All settings** > **Personalisation** > **Lock screen**. You can select a time for your screen to lock. As a standard most users would select 30 seconds or 1 minute.

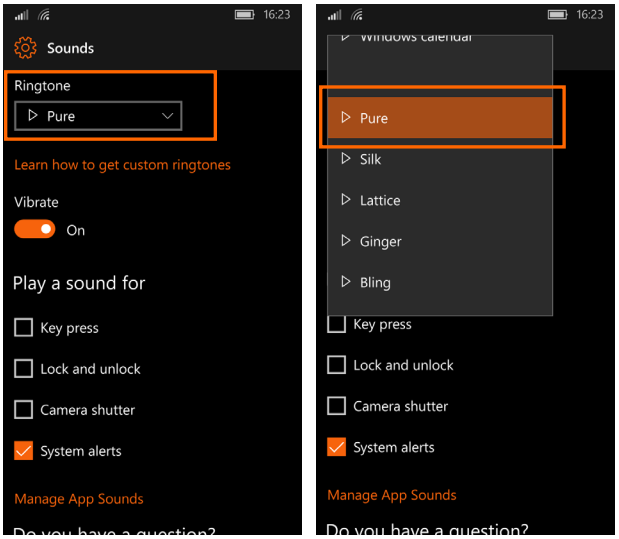


3.7 Phone tones

Change the notification tone your phone uses for calls, messages, and more, or add your own tones or your favourite song to the collection.

Swipe down from the top of the screen and tap **All settings > Personalisation > Sounds**.

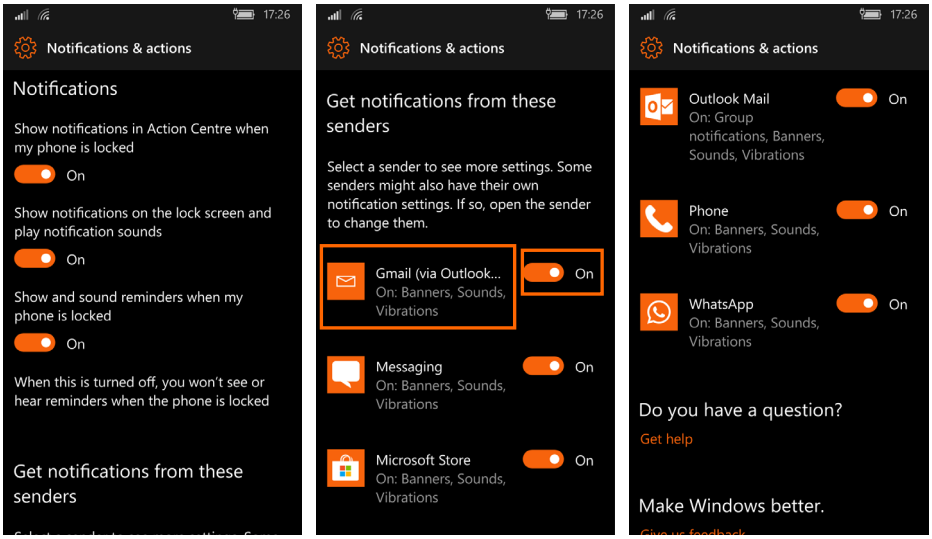
To listen to a ringtone please tap ▷. Select the ringtone you want.



Note: You can set a specific ringtone for a contact by editing the contact information in **People** app.

3.8 Ring, message and notification tones.

Swipe down from the top of the screen and tap **All settings** > **System** > **Notifications & actions**. You will get many options and to see them all scroll up and down. You can turn them **On** and **Off** and you can also tap on each App available and get additional menu to modify the appearance, tone, vibration, number of notifications and priority level. (see the images below)



3.9 Quick Actions menu

Swipe down from the top of the screen and tap **All settings** > **System** > **Notifications & actions**. You can also modify your **Quick actions** icons. (see the images below)

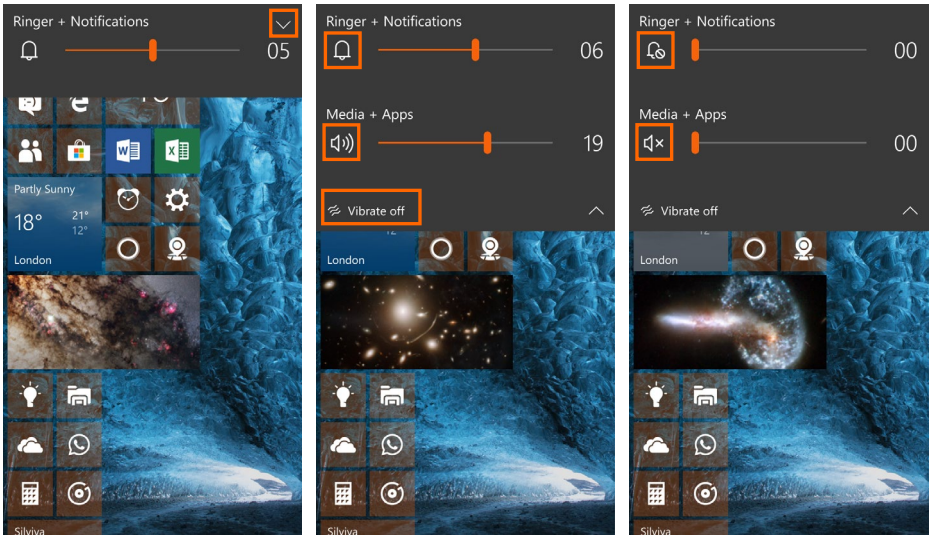
3.10 Add new ringtones to your phone

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 ringtones folder in your phone. Your PC must have Windows Vista, Windows 7, Windows 8, Windows 8.1, or Windows 10. Alternatively, you can use OneDrive to transfer files to your phone.
After the file is in the ringtones folder in your phone, the song appears in the ringtones list in Sounds.
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. The supported formats are WMA, MP3, and M4R. (TBC)

3.11 Volume and Silent modes

When you turn silent mode on, all ringtones and alert tones are muted. You can also set the Vibration **On** or **Off**.

a) Press a volume key on the side of your phone to see the volume status bar, and tap
b) To switch to silent mode, tap the bell icon for Ringer and Notifications and the speaker App for media and Apps. To turn them ON tap them again.



You can also control the sounds volume via just slide left and right.

Note: Turning silent mode on does not affect your alarms. If you want to rest, make sure you don't have any incoming alarms, or turn your phone off. It also doesn't affect your media and apps and you can still listen to music.
Note: If you 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.

3.12 Cortana voice assistant

Keep your busy life in check – Cortana is your personal assistant on your phone, only a word away. Cortana is not available in all regions and languages. For information on the supported regions and languages, go to https://support.microsoft.com/en-gb.
To use Cortana you can either tap the **Search** key on your keypad or tap the Cortana app on your **Home/Tails Screen**.
Make sure that your phone and speech language match and are supported by Cortana. If the Cortana language is not supported in your region, try changing the regional settings. For example, if your phone and speech language is Italian, set Italy as the region.

Cortana can help you:

- Schedule a meeting.
- Set a reminder for an important task.
- Get up-to-date traffic and weather information, and much more.

You can do all this using your voice, with only a minimum of fiddling with the touch screen to distract you from other activities.
Note: You need a Microsoft account to use Cortana.

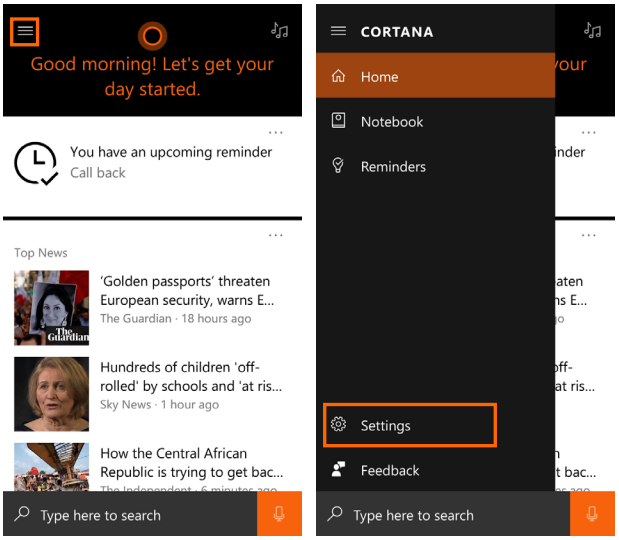
Set up Cortana

Tell Cortana a little bit about yourself, so you can get better help and find what you're looking for.

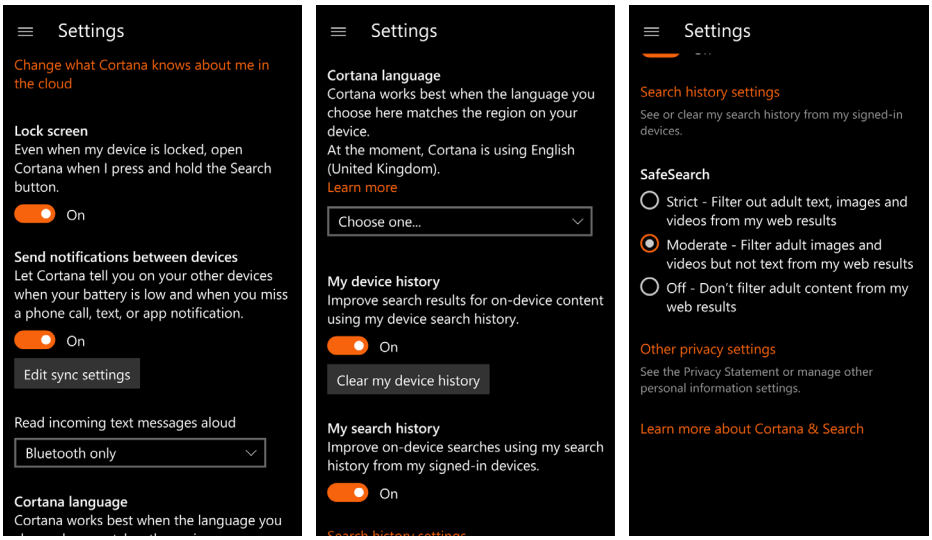
a) Tap the search key .

b) Follow the instructions shown on your phone.

To change your settings, tap the **Search** key on your keypad, then tap **Menu > Settings.**



You can personalise Cortana's settings and you can also select a language from the list of available languages.



3.13 Take a screenshot

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

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

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

3.14 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 to 100%.
Select only the sounds that you need	Mute unnecessary sounds, such as key press sounds. Swipe down from the top of the screen, tap **All settings > Personalisation > Sounds**, and select which sounds to keep.
Use wired headphones	Use wired headphones, rather than the speakerphone
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 turn Battery saver on, swipe down from the top of the screen, and tap **All settings** > **System** > **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 turn off after a short time. Swipe down from the top of the screen and tap **All settings > Personalization > Lock screen**, and under **Screen times out after**, select the time.
Lower the screen brightness	Swipe down from the top of the screen and tap **All settings > System** > **Display**. Make sure that **Automatically adjust display brightness** is switched to **Off**. To adjust the brightness, drag the **Brightness level** slider. Automatic screen brightness is not supported by all phones. For availability, go to **www.microsoft.com/mobile/ support/wpfeatures**.
Stop apps from running in the background	• Close the apps you are not using. To close most of the apps, tap and hold the back key and tap ✕ at the top right corner of the apps you want to close. • Some apps may run in the background unnecessarily. Swipe down from the top of the screen, tap **All settings** > **System** >**Battery saver** > **Battery use** > **Change background app settings**, and turn the app you want to stop from running in the background off
Use location services selectively	Turn location services off when you don't need them. Swipe down from the top of the screen, and tap **All settings** > **Privacy** > **Location**, and turn **Location** off
Use network connections selectively	• Set your phone to check for new email less frequently, or even by request only. Tap **Outlook Mail > Accounts**. Select an account, tap Change mailbox sync settings, and select how often to sync. Do this for every email account you have. • Turn Bluetooth **On** only when needed • Turn NFC on only when needed. To turn the tap to share feature off,

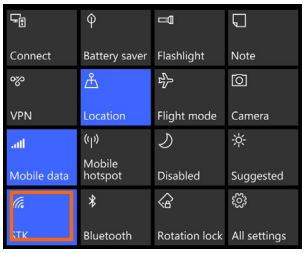
	swipe down from the top of the screen, tap **All settings > Devices > NFC**, and turn Tap to share to **Off** • Use a **Wi-Fi** connection to connect to the internet, rather than a cellular data connection. • Stop your phone scanning for available wireless networks. Swipe down from the top of the screen, tap and hold **Wi-Fi**, and switch **Wi-Fi** networking to **Off**. • If you're listening to music or otherwise using your phone, but don't want to make or receive calls, turn Airplane mode on. Swipe down from the top of the screen, tap **All settings > Network & wireless > Airplane mode**, and switch **Status** to **On**.

Check battery use

To check which apps have been eating up your battery life, swipe down from the top of the screen, and tap **All settings** > **System** > **Battery** and tick the option **'Turn Battery saver on automatically if my battery falls below:'** and then select a desired value. It is a standard practice to set it to 20% as a minimum but you can choose whatever fits your needs.

3.15 Connect to a Wi-Fi network

Swipe down from the top of the screen then tap and hold **Wi-Fi**. Make sure **Wi-Fi networking** is switched to **On**. Select the network you want to use and follow the instructions.



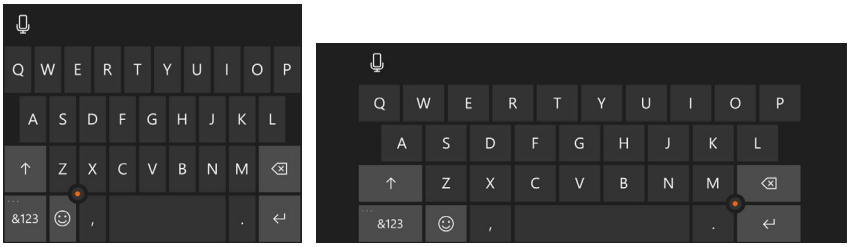
Close the cellular data connection.

Swipe down from the top of the screen, tap **All settings** > **Network & wireless** > **Mobile & SIM**, and switch **Data connection** to **Off**.

Note: To follow your data usage, tap **All settings** > **Network & wireless** > **Data usage**.

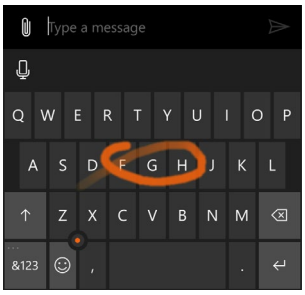
3.16 Type text

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.
The keyboard layout can vary in different apps and languages. To put a period at the end of a sentence, and to start a new sentence, tap the space key twice.



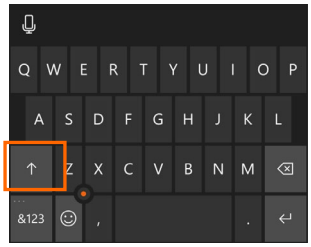
Swipe to write text

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.



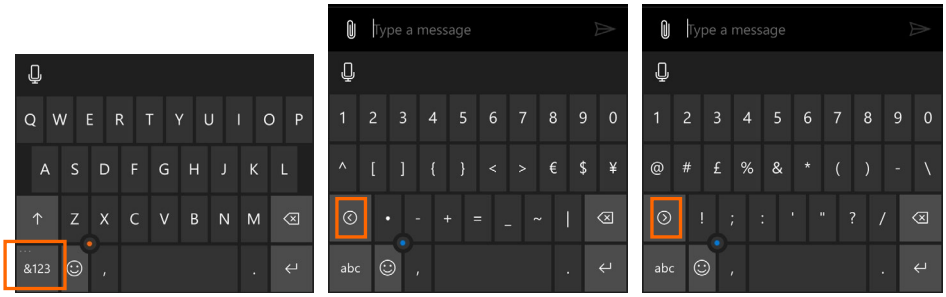
Switch between upper- and lower-case characters

Tap the shift key to have the next letter capital. To turn caps lock mode **On**, double-tap the key. To return to normal mode, tap the shift key again.



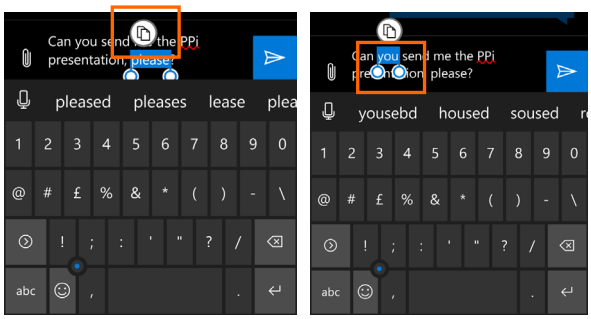
Type in a number or special character

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



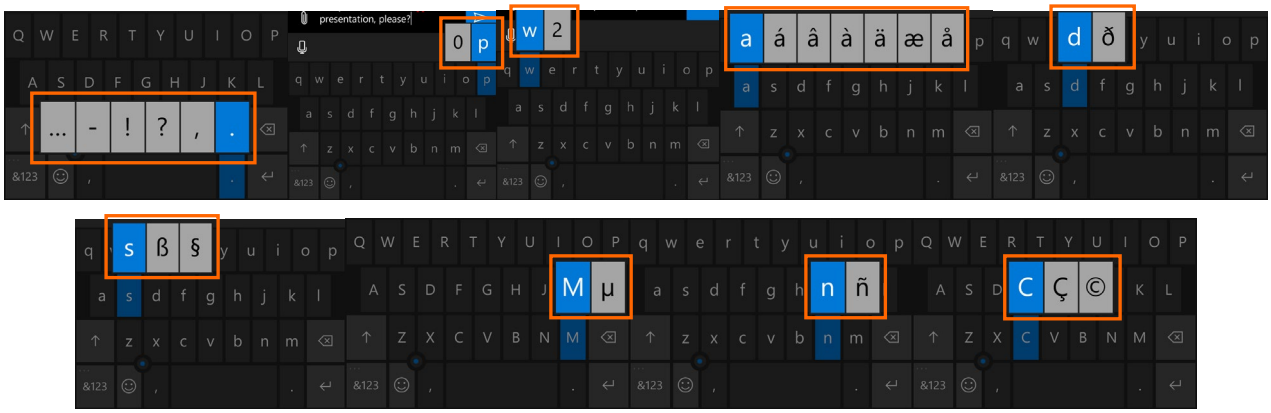
Copy or paste text

Tap a word, drag the circles before and after the word to highlight the section you want to copy, and depending on the app, tap **Copy**. To paste the text, depending on the app, tap **Paste.**



Add an accent to a character

Tap and hold the character, and tap the accent or the accented character, if supported by your keyboard.

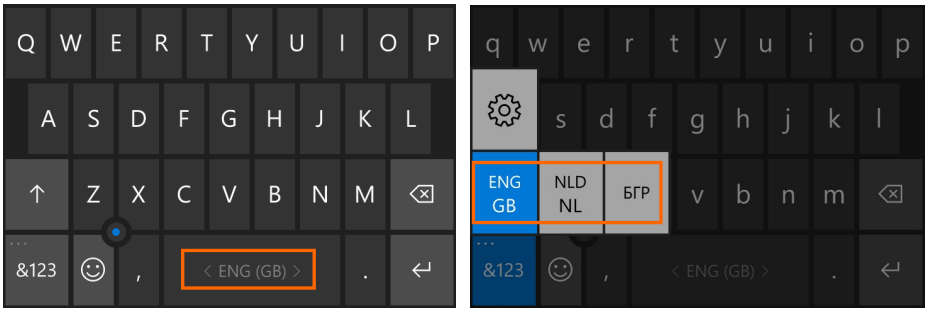


Delete a character

Tap the backspace key.

Switch between the writing languages

Swipe left or right on the **Space bar** until the language you want to use appears OR press and hold the symbols' key, slide up and keep holding till you see all installed language options pop out. Then release and tap on the desired one. You can also add a dedicated language button via keyboard settings (Please check **Add a writing language** topic – 4 subtitles below)



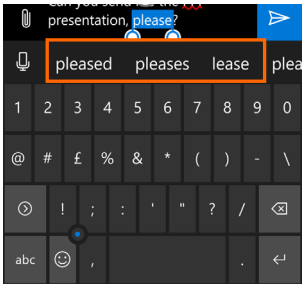
Move the cursor with the cursor controller

To move the cursor from one character or line to another, tap and hold the cursor controller, and drag your finger to the direction you want.

Use keyboard word suggestions

Your phone suggests words as you write, to help you write quickly and more accurately. Word suggestions may not be available in all 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.

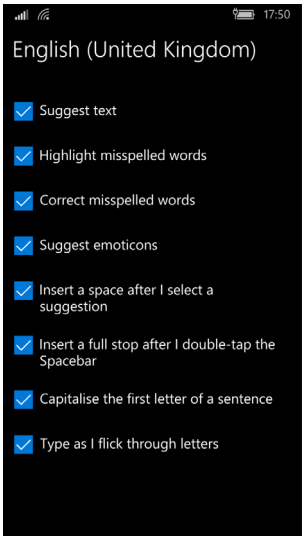


Correct a word

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

Turn word suggestions off

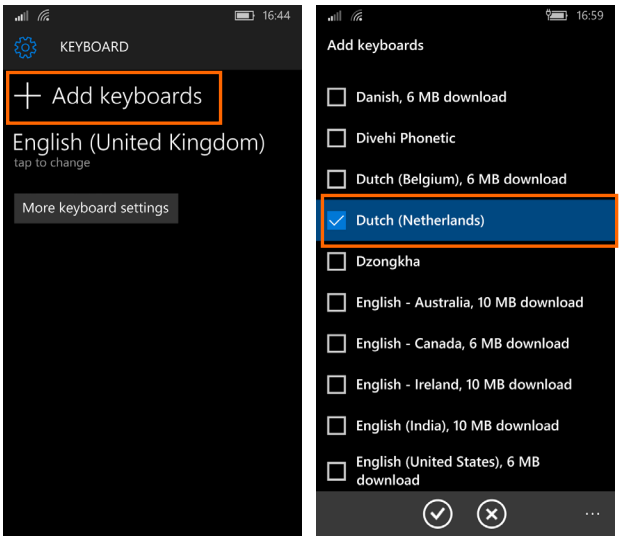
Swipe down from the top of the screen and tap **All settings > Time & language > Keyboard**. Tap your language keyboard and clear the **Suggest text** check box.



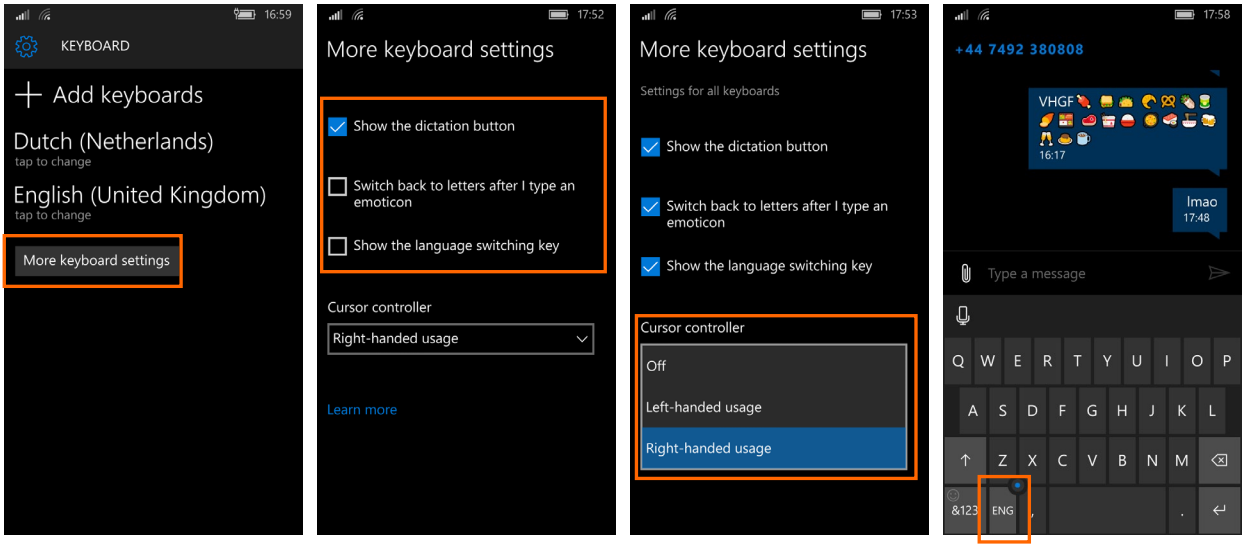
Add a writing language

You can add several writing languages to your keyboard and switch between the languages when writing. Swipe down from the top of the screen and tap **All settings > Time & language > Keyboard > Add keyboards**. Select the languages you want to write in and confirm.

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



To access additional setting follow the steps below and you can also add a dedicated language button on your keyboard.



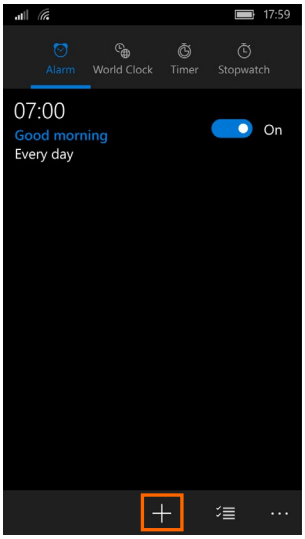
3.17 Clock and calendar

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, and even set your favourite song as your alarm tone.

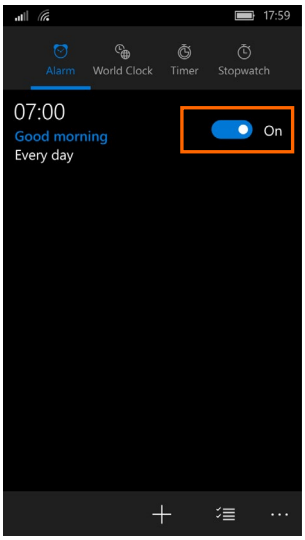
Tap > tap on the Plus icon to add an alarm. Set the time and confirm. Fill in the other alarm details (days of thee week, snooze time etc.), and tap **Save** . (see the image below, it already has one alarm set.)



Note: Too tired to fiddle with the phone much? Tap and hold the search key and tell Cortana when you need the alarm.
Note: You can quickly see the time of the next active alarm if you have pinned the Alarms & Clock 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.

Turn an alarm off
Tap **Alarms & Clock**, and switch the alarm from **On** to **Off**

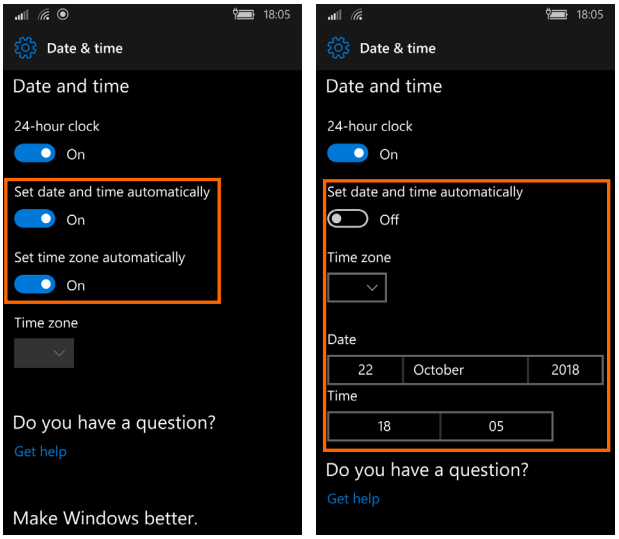


Delete an alarm
Tap the alarm and **delete**.
Update the time and date manually
If you don't want your phone to update the time and date automatically, you can also set them manually.

Swipe down from the top of the screen and tap **All settings > Time & language > Date & time.**

1. Switch **Set date and time automatically** to **Off** and edit the time and date.
2. Switch **Set time zone automatically** to **Off** and change the setting for **Time zone**.

Note: To change how dates are shown, swipe down from the top of the screen, tap **All settings > Time & language > Region > Regional format**, choose your region, and restart your phone.



Update the time and date automatically

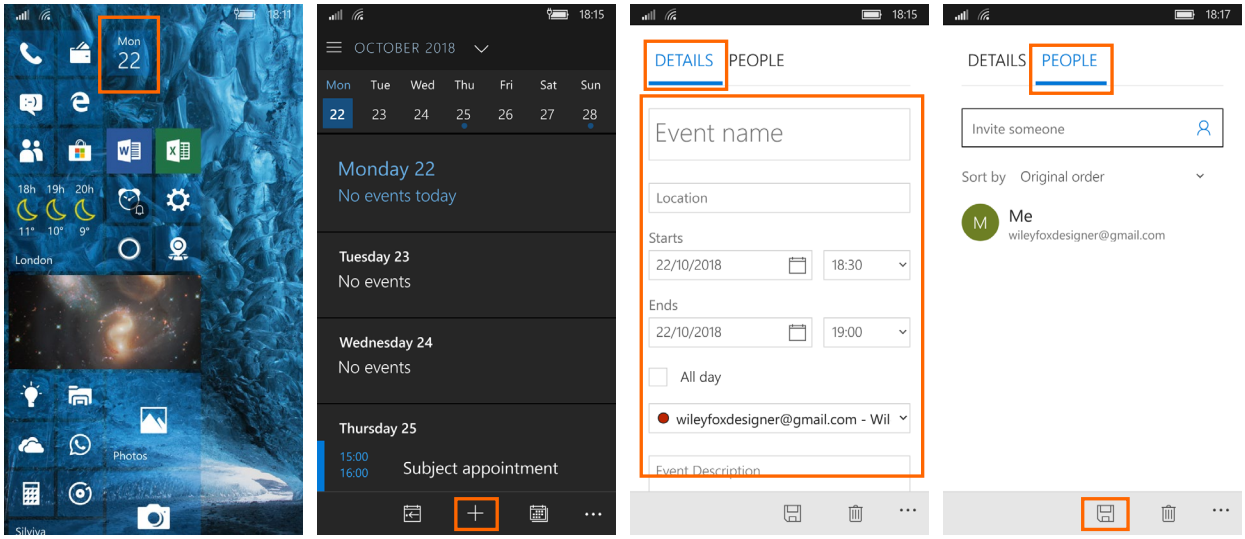
Swipe down from the top of the screen and tap **All settings > Time & language > Date & time**. Switch **Set date and time automatically** to **On**.

Add an appointment

To remember an appointment or an event, add it to your Outlook Calendar. To view a calendar, you must add an account, such as Microsoft account, to your phone. Tap **Outlook Calendar** and tap the **Plus icon** to add new. Type in the details you want and set the time. Then type **Save**.

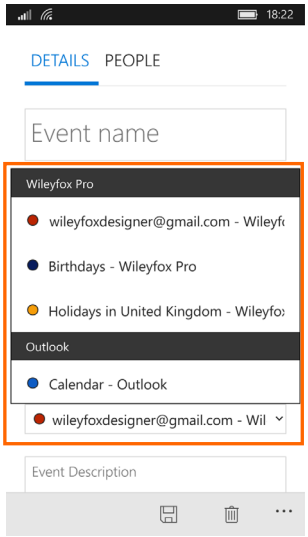
Note: When creating an event, tap People and the search box, and start writing a name. The list filters as you write. You can send meeting invitations to contacts who have an email address defined in the contact details.

To make the appointment repeat on certain days, select **Repeat**, and fill in the details.
To add a reminder, tap **Menu icon** then the time you need. When done, tap **Save icon**.
Note: To edit an event, tap the event you want and Edit, and edit the details you want.



Create an event on another calendar

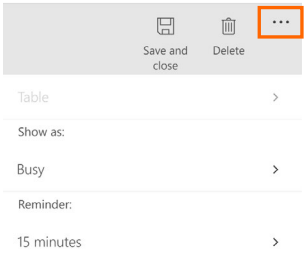
Tap **Outlook Calendar** and tap the **Plus icon** to add new. By default, your events go to your Outlook Calendar. If you have, for example, a shared calendar with your family, you can create and share the event instantly. To change the calendar when creating the event, tap the calendar name, then tap the **Arrow Down icon** and the calendar you want to use.



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

Change your status for an event

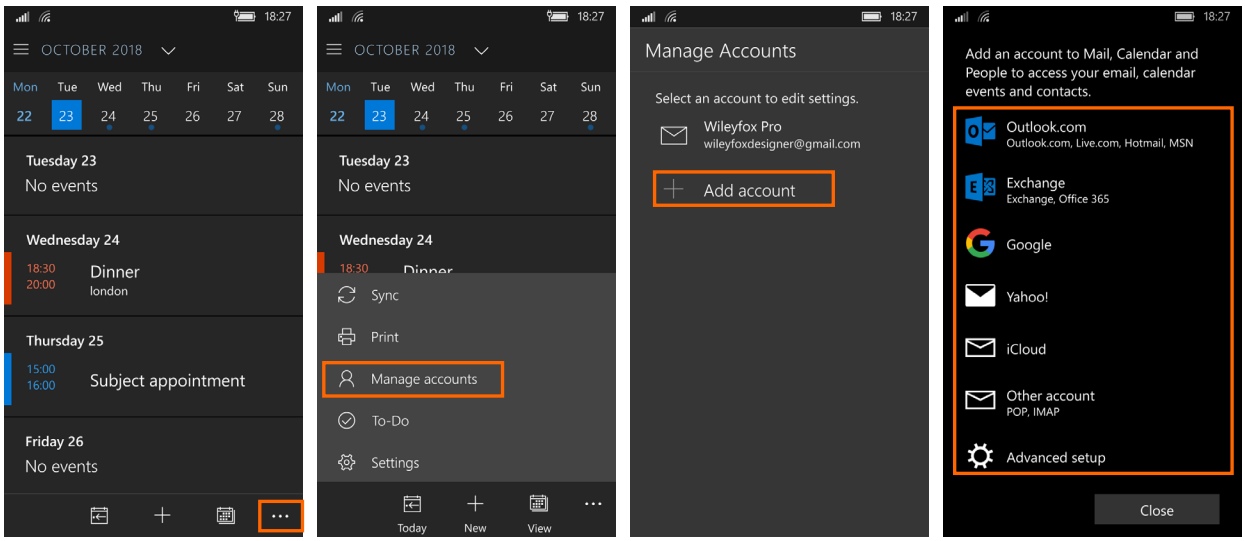
When creating an event, tap **Menu icon**, and select the status you want.



Create a private appointment
When creating an event, tap **Menu icon > Private**. The event does not show in shared calendars.

Delete an appointment
Tap **Outlook Calendar**, and tap the event then Delete .

Add an account to the calendar
Put your calendars from different accounts in one place.
Tap **Outlook Calendar > Menu > Manage Accounts > Add account**
Choose your account, sign in, and tap **Done**.



3.18 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.

You can download: Apps, Games, Entertainment apps and services, News apps and services, Music, Movies, TV shows, Books. You can also: 1. Get content that is relevant to your tastes and location; 2. Share recommendations with your friends.

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.
Many items are free of charge, but some you need to pay for with your credit card.

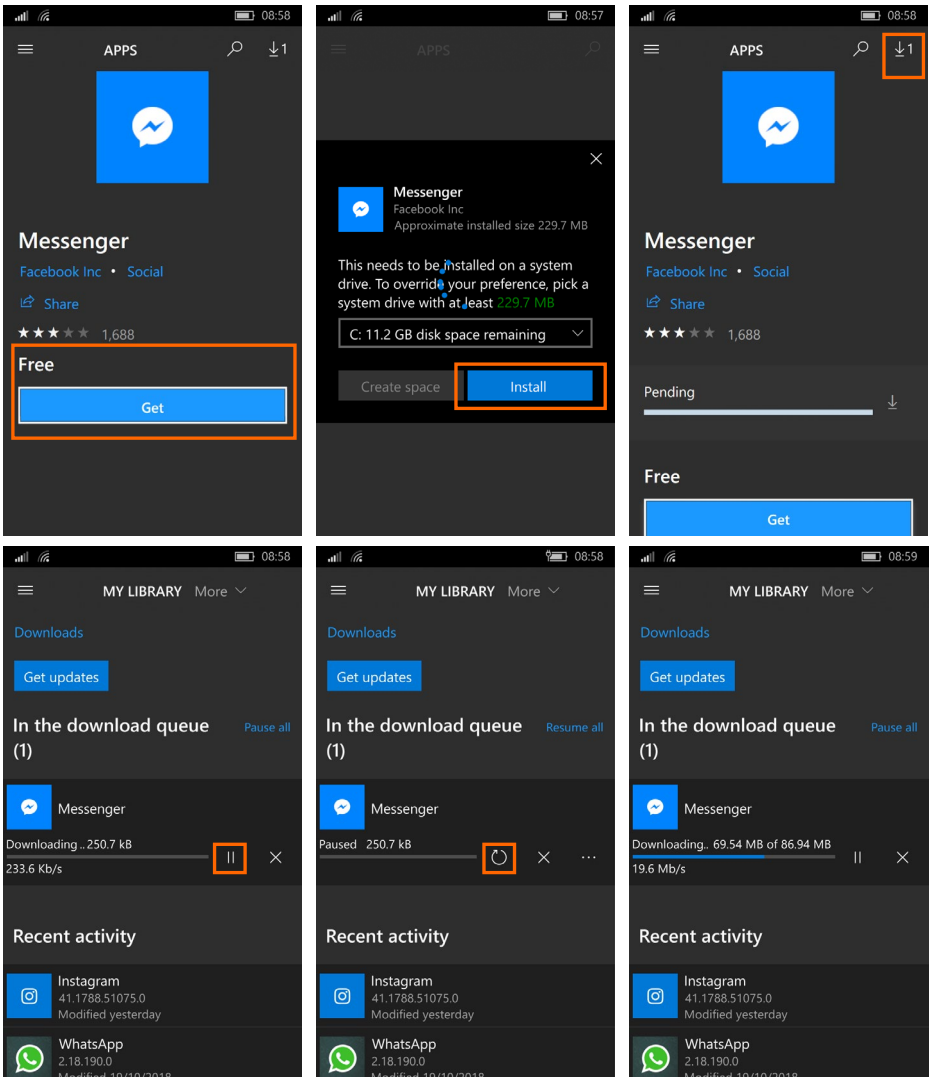
Note: If downloading fails, check that the time and date are set correctly.

3.19 Downloads and updates

See all the items downloading to your phone, and check for the latest updates containing important bug fixes and new functionalities for your apps. While an item is downloading, you can continue to browse Store for other content and add items to be downloaded.

Download an App

Find the desired app and tap **Get > Install**.

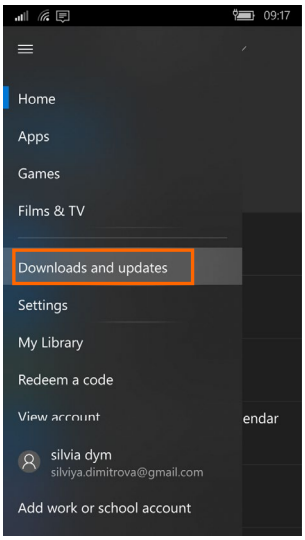


Note: If you need to, for example, temporarily close your internet connection, you can pause your downloads. To view the status of your downloads from Store's Home page, tap **Menu** then **Downloads and updates** OR from your current downloading screen tap ↓1 to see all current downloads. To pause an individual item, tap the **Pause button**, and to resume it, tap ↻. If a download fails, you can re-download the item.

Check for updates

To see if there are any updates available for your apps, in the Store main view, tap > **Downloads and**

updates > **Check for updates.** To install available updates, tap **Update All**.



Troubleshoot Store issues

If you can't download from Store

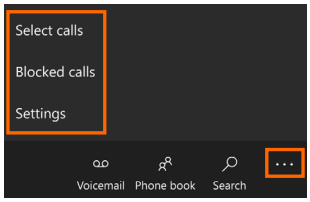
- Check that your cellular data connection or Wi-Fi connection is turned on.
- The app you want to download may require more memory than available on your phone. Try freeing up some space by uninstalling apps or deleting other data, like photos.
- Use only a Wi-Fi connection to download large files.
- If My Family is set up on your phone, you may be restricted from downloading some apps.
- Check that the time and date are set correctly.

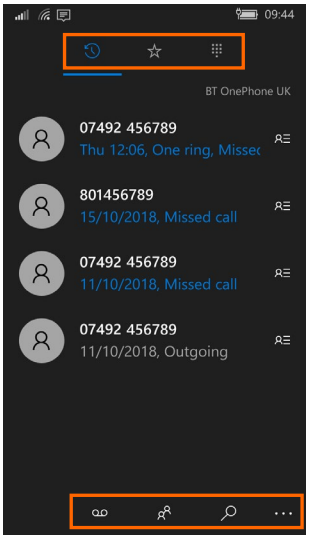
4. Basics

4.1 Calls

Tap to access your Calls menu. You have three main pages on the top page and four on the bottom.

Recent Calls – access call history
Speed Dial –save your favourite numbers and access them .
Dial/Keypad – simply type a number to dial.
Call voicemail – call your voicemail to check for any voice messages.
Contacts – Access your contact list and search.
Search – Search within **Recent Calls**.
Menu – Access additional Menu and settings. (see the image below)





Call a contact

Calling your friends is quick and easy when you've saved them as contacts in your phone. Tap > . Tap the contact and the number you need, if the contact has several numbers. If your friend's voice too loud or quiet, press the volume keys on the side of the phone to change the volume. Tap the **Speaker** icon to use loud speaker option.

Call a phone number

Tap > **Dial pad**. Type in the phone number, and tap **Call**

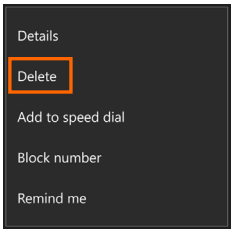
To type in the **+** character, used for international calls, tap and hold **0.**

Search your call history

To search for a call record, tap > **Recent Calls** > and type in the contact's name or phone number.

Remove a call record

To remove a call record, tap > **Recent Calls**, tap and hold the call record, and tap **Delete**.



Copy and paste a phone number

On the start screen, tap **People** and a contact. Tap and hold the phone number, tap **Copy**, and in a text box, tap **Paste**.

Use Speed Dial to call your favorite contacts

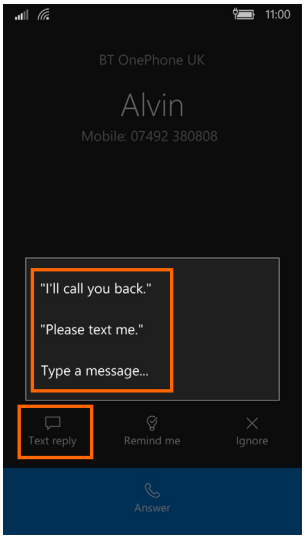
Call your most important contacts quickly with 1-touch dial.

Tap > **Speed dial**.
To add a contact to speed dial, tap **+** and the contact you want to add.
To call a contact you have added to 1-touch dial, in the Speed dial view, tap the contact.

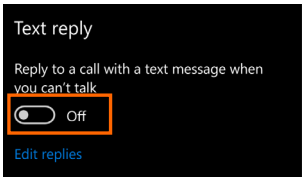
Call the last dialed number
Call your friend again if you forgot to say something. In the call history view, you can see information about the calls you have made and received. Tap > History. Tap the name or phone number.

Use your voice to make a call
You can use your voice to call a contact. Tap and hold the search key . Say **Call** and the contact's **Name**. For example, '**Call Alvin**'.

Reply to a call by a text message
If you can't speak right now, you can reply to the caller by a text message. When someone calls you, tap **Text reply**. Tap one of the pre-written messages, or tap **Type a message...**, and write your message.

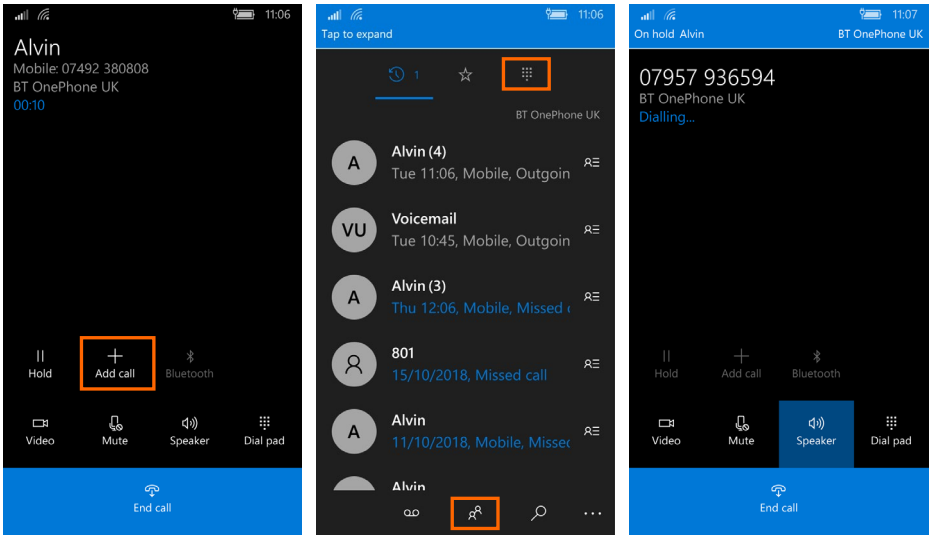


Turn text reply On or Off
Swipe down from the top of the screen, tap **All settings** > **System** > **Phone**, and switch **Text reply** to **On** or **Off**.



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. Make a call to the first person. To make a call to another person, tap **+ Add call**. When the new call is answered, tap Merge calls. To add more people, tap **+**

Add call again. You can use the Dial Pad or your contacts list. When your second call is answered you can let the person know they will be joining a conference call, if needed, and then tap **Merge**.



Private conversation with someone while on conference call

Tap Private 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.

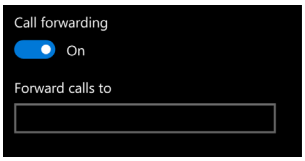
To return to the conference call, tap **Merge calls**.

Forward calls to another phone

When you know you can't answer the phone, you can forward incoming calls to another phone number. For availability of this feature, contact your network service provider.

Swipe down from the top of the screen and tap **All settings > System > Phone** and turn **Call Forwarding' On**.

Note: To check if call forwarding is being used, look for the icon at the top of the screen.



Use call waiting

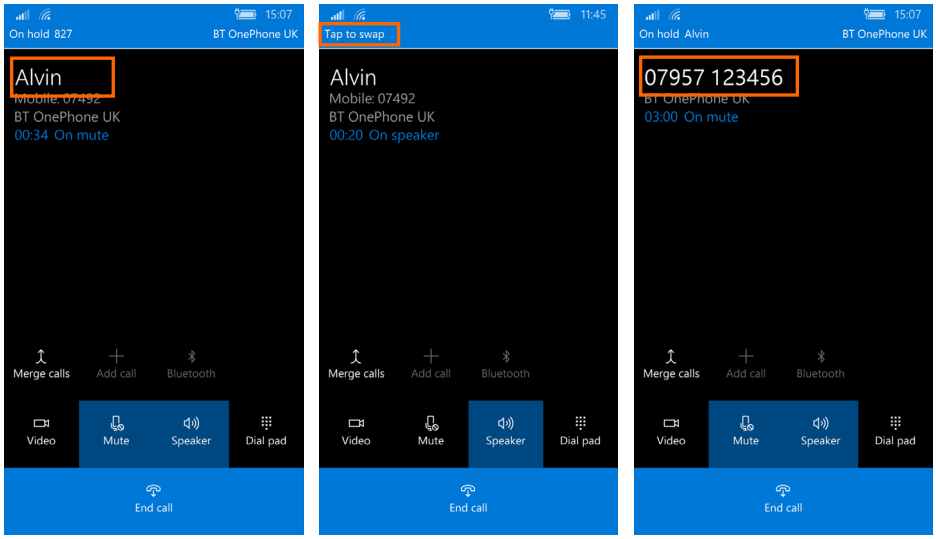
while you're already in one? Call waiting helps you answer or hold one of the calls.

Hold the first call and answer the new call - Tap **Answer**.

End the first call and answer the new call - Tap **End call & answer**.

Swap between calls – use **'Tap to swap'**.

To ignore the new call, tap **Ignore**.



Turn call waiting off

Swipe down from the top of the screen, tap **All settings > Extras > Network services**. If you have a dual SIM phone, tap the SIM you want. Switch **Call waiting** to **Off**.

4.2 Contacts

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

People

The People app is where all your friends' contact information is kept. It lets you stay in touch with the people who matter the most through groups. Your social networks are also here.
Go to CONTACTS to see your friends' contact information from every account you have signed into. You can organize the list the way you like by filtering it by account or hiding the contacts without phone numbers.

Check out What's New to see your friends' social network status updates conveniently in one place. Contact groups make it easy to see the status updates from only the people you want. You can also send emails or messages to all of them at once.

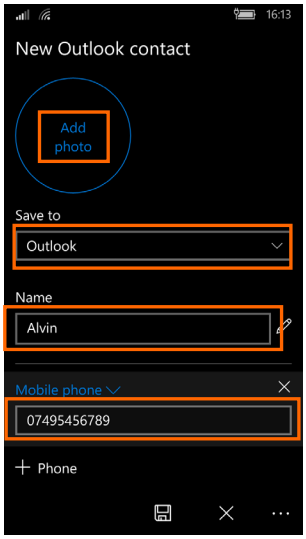
Add a contact

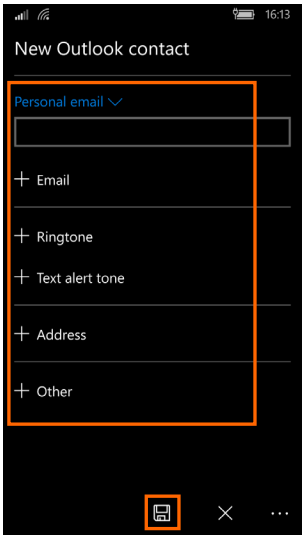
Tap **People > Contacts > +**.

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.

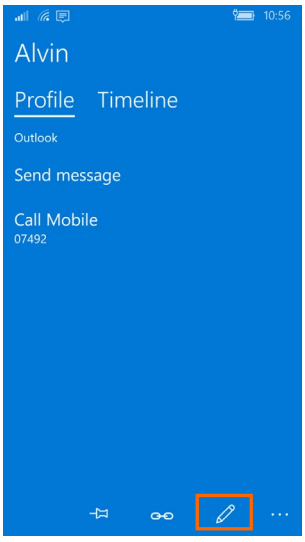
Add the contact details and tap .





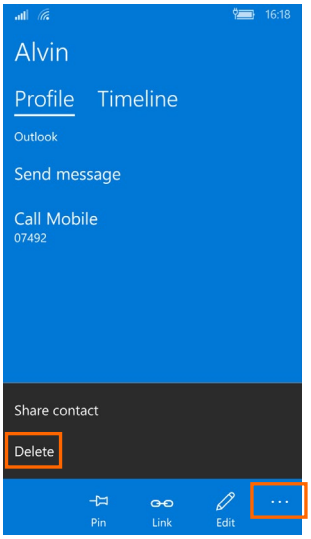
Edit a contact

Tap **People > Contacts**., such as a ringtone or a web address.



Delete a contact

Tap **People > Contacts**. Tap the contact and **Menu icon** **> Delete**.



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.

Tap **People > Contacts**. Tap Search, and start writing a name. The list filters as you write.

Use Cortana to call or send a message

In any view, tap and hold the search key , and say **Call** or **Text** and the contact's name.

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. Tap **People** then tap on **Menu icon** **> Settings > Import from SIM**. Tap **Next**. To import all your contacts, tap **Import**.

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 > Groups > +**.

Write a name for the group and tap .

Tap **Edit > + Add Member** and a contact. To add another contact, tap **+ Add Member**. And confirm by taping the **Tick icon**.

Share a contact

You can easily share a contact with your friends.

Tap **People > Contacts**. Tap a contact and **Menu icon** **> Share Contact >** Confirm by taping the

Tick icon. Select how you want to share and follow the instructions.
Note: If sharing does not work, try uninstalling the Transfer my Data app.

4.3 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.
Tap **Messaging > +**. To add a recipient from your contacts list, tap **+**, or start typing a name for an existing contact or just type in a phone number. Type your message. To add an emoji, tap ☺. To add an attachment, tap the Paper clip icon. To send the message, tap .

Note: If you start writing a message and switch to another app before sending it, you can continue your message later. In Messaging, tap the draft you want to continue.
If you're unable to send a multimedia message, check the following:
Note: Your mobile subscription supports multimedia messages. Your data connection is turned on. Swipe down from the top of the screen, tap **All settings > Network & wireless > Cellular & SIM**, and switch **Data connection** to **On**.
Warning: Only compatible devices can receive and show multimedia messages. Messages may look different in different devices.

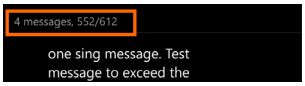
Forward a message

Tap **Messaging**. Tap a conversation, tap and hold the message you want to forward, and tap **Forward**.

Read a message

You can see on the **Home/Tiles 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. Tap **Messaging**. To read a message, tap a conversation.
Note: 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 > Personalization > Lock screen > Choose an app to show detailed status > None.**

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. The example below shows that 4 messages in total were typed and if charged it will be at the cost of four text messages.



Save an attachment

Tap the attachment, such as a photo, and tap Save .

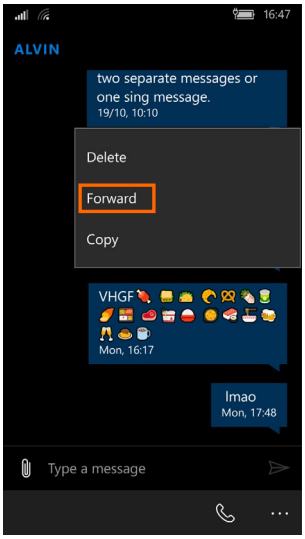
Delete a conversation
Tap **Messaging** > , select the conversation you want to delete, and tap .

Delete a single message in a conversation
Tap a conversation, tap and hold the message you want to delete, and tap **Delete icon**.

Delete all messages in your phone
Tap **Messaging > > > Select all >** .

Reply to a message
Tap **Messaging**. Tap the conversation containing the message. Tap the message box and write your message. To send the message, tap .

Forward a message
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



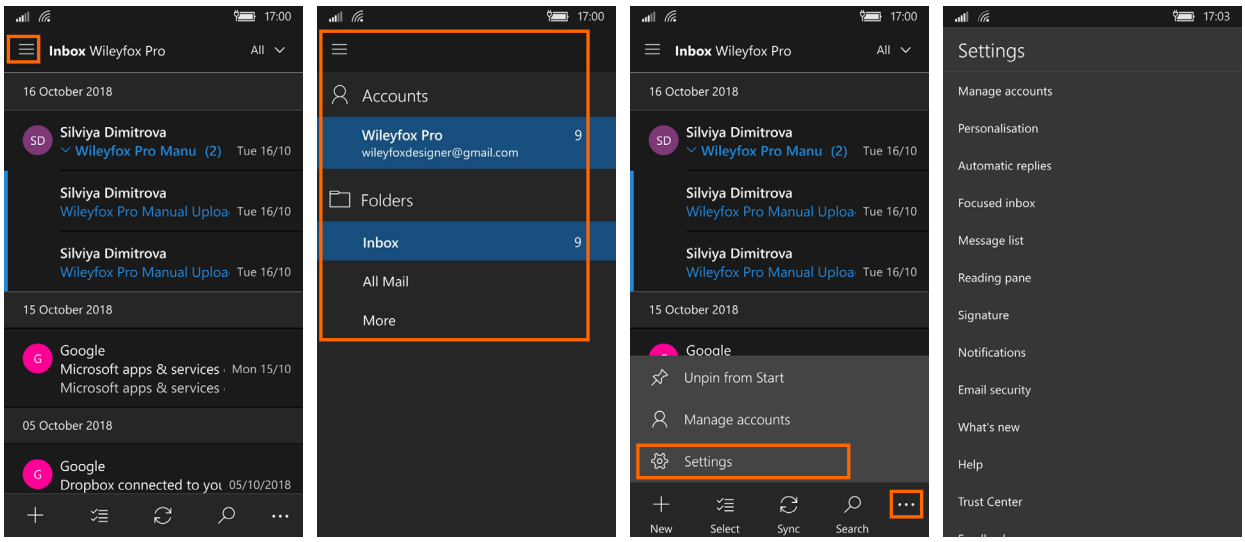
Send your location in a message
You can send your location in a message to a person you are meeting so they can find you easily. This feature may not be available for all regions.

4.4 E-mail

Add or delete an email account
If you use different email addresses for business and leisure, no problem – you can add several different accounts to your phone's **Outlook inbox**.

Add your first account
To set up email in your phone, you must be connected to the internet.
If you are signed in to your Microsoft account, the Outlook mailbox associated with it is added automatically.

Your Outlook has quite a few options to offer. In Settings Menu you have various options. Take time to explore them and personalise your **Outlook App**.



Tap **Outlook Mail**. Tap **Get started > Add account**. Choose your account type and sign in by following the instructions. When you are done adding all the accounts you want, tap **Ready to go**.

Add an account later

Tap **Outlook Mail >** **> Accounts > Add account** and the account type, and sign in.

Delete an account

Tap **Outlook Mail** **> Accounts** and the account you want to delete.

Note: You can't remove the Outlook inbox that's associated with your Microsoft account. If you want to remove the inbox (for example, if you're going to sell your phone), you must reset your phone. Make sure you back up everything you need to your Microsoft account before resetting.

Add your Exchange mailbox to your phone

You don't need your computer to access your work email, contacts, and calendar. 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.

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

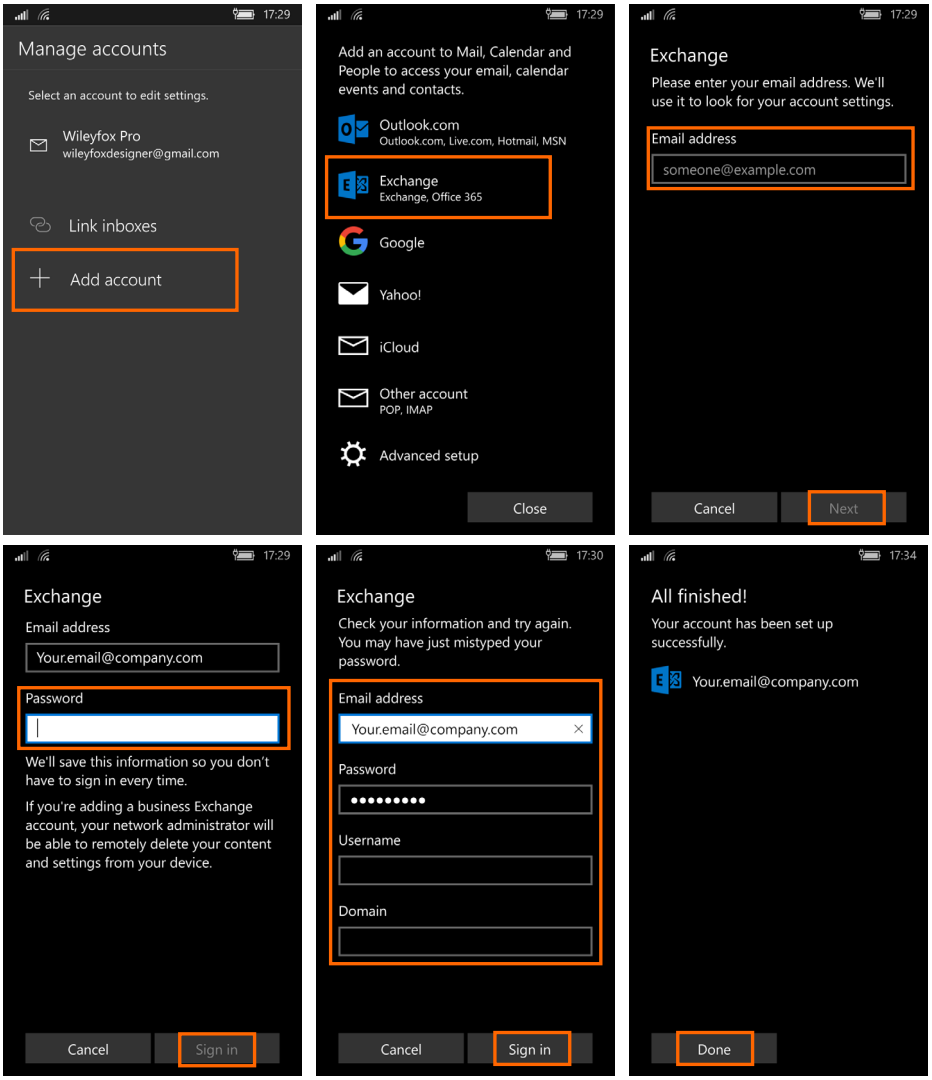
- Your corporate email address.
- Your username (contact your company IT department).
- Your network domain name (contact your company IT department).
- Your office network password.

Depending on the Exchange server configuration, you may need to type in additional information during the

setup. If you don't know the correct information, contact your company IT department.

How to set it up

Tap Outlook Mail. Tap ••• **> Manage Accounts > + Add account > Exchange**. Add your work email and tap **Next**. Type your **Password**. Fill in **Username** and **Domain**, tap **Done**. All is ready!



Send email

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

Tap **Outlook Mail** and tap **+ New email**. To add a recipient from your contacts list, start writing a name. You can also write the address. Write the subject and your email. Compose your email then send it.

Note: To remove a recipient, tap the name and **Remove**. To attach a photo or a file, tap the **Paper Clip icon**.

Read email

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 emails. You can see when you have new email on the start screen. Tap Outlook Mail. In your inbox, tap the email. Unread email is marked in a different colour.

Read email in a conversation
In your inbox, tap the conversation that includes the email, and tap the email. A conversation with unread email is marked in a different colour.

Save an attachment
With the email 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.

Reply to mail
If you receive a mail that needs a quick answer, you can reply straight away using your phone. Tap **Outlook Mail**. Open the mail and tap the **Envelope icon**.
To reply to the sender only, tap **Reply**. To reply to the sender and all the other recipients, tap **Reply all**.

Forward mail
Open the mail and tap the **Envelope icon** (with an arrow-replace with an icon) **> forward.**

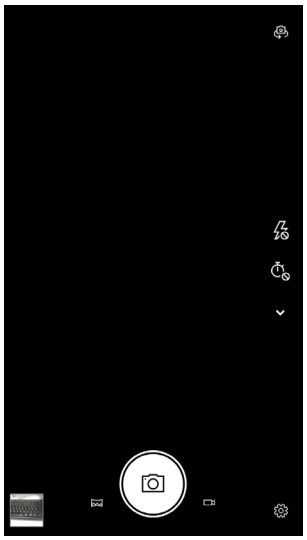
Delete email
When your mailbox is overflowing, delete some mails to free up space in your phone.
In your mailbox, tap to the left of the emails you want to delete.
Tap the check boxes that appear next to the emails, and tap .
All the emails you selected are deleted. Depending on your email account, the email may be deleted from your email server, too.

Send automatic replies
If you are on vacation or otherwise out of the office, you can send automatic replies to the emails that arrive during your absence.
If you are on vacation or otherwise out of the office, you can send automatic replies to the emails that arrive during your absence.
Tap **Outlook Mail > > Settings > Options**. Switch Send automatic replies to **On** and write your reply.

4.5 Camera

Swipe down from the top of the screen and tap **Camera**. If you have pinned it to your home screen, then open from there. Alternatively, please swipe from right to left and open from **All Apps**. To turn the camera on when your phone is locked, press the power key, swipe down from the top of the screen, and tap **Camera**.
Camera UI explained:

Add diagrams in Ai



Take a photo

Open Camera. To open the camera with Cortana, tap the search key , tap **Microphone icon**, say **Open camera**, and follow the instructions. To zoom in or out, slide your fingers apart or together. To take the photo, tap the **Camera Shutter Button** .

To view the photo you just took, tap the round thumbnail at the corner of the screen. The photo is saved in Photos.

Keep a safe distance when using the flash. Do not use the flash on people or animals at close range. Do not cover the flash while taking a photo.

Take a selfie

To take a selfie easily, use the front camera of your phone.
The front camera is not supported by all phones.
Tap **Camera > Shift Cameras** . Look into the front camera and frame your selfie on the screen. Tap the the **Camera Shutter Button** .

Time Laps. Take photos that seem alive

Living Images capture a moment of video within every photo you take, so they seem alive when you browse them in Photos.
Tap **Camera > Settings**. Turn Living Images on

Record a video

Besides taking photos with your phone, you can also capture your special moments as videos.
Tap Camera.
To switch from photo to video mode, tap .
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.
To start recording, tap . The timer starts to run.

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 Photos

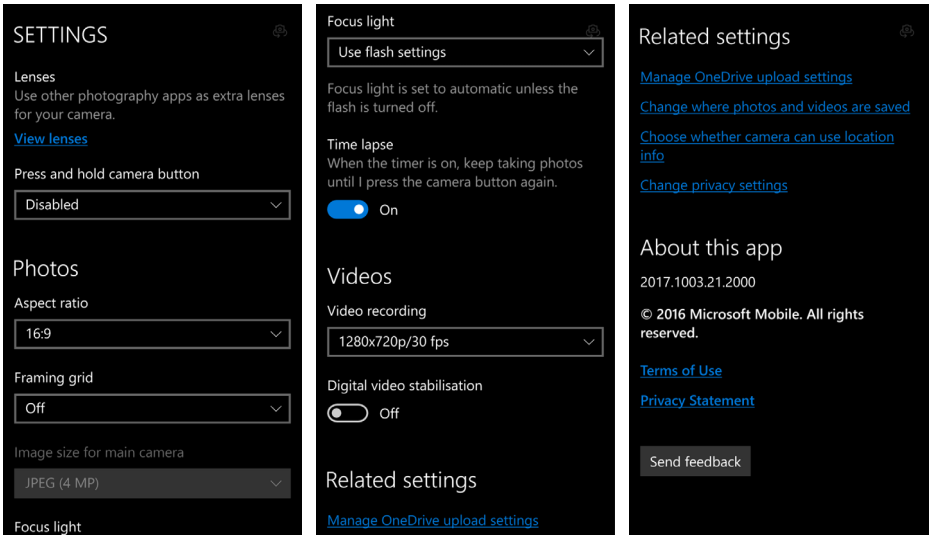
Save your photos and videos to a memory card
If there is a memory card in your phone, and your phone memory is filling up, save the photos you take and videos you record to the memory card.
For the best video quality, record videos to your phone memory. If you record videos to the memory card, it is 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.

Tap Storage. Switch Store new photos on my to SD card
The photos and videos 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.

Take photos with a timer
Use timer mode when you want to take a group photo in which you appear too.
Tap Camera > ? > Photo timer
Tap Delay to select how long the camera waits before taking the photo.
Tap .
The photos you take from now on are taken in timer mode.
To take the photo, tap XXXXX

Turn timer mode off
Tap Camera >> Photo timer > .

Camera Settings
Explain briefly the settings on the images below.



Copy your photos and videos to your computer

Use your computer's file manager to copy or move your photos and videos to the computer.
Connect your phone to a compatible computer with a compatible USB cable.
On your computer, open a file manager, such as Windows Explorer or Finder, and browse to your phone.

Your phone is shown under portable devices as Wileyfox Pro. 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.
Open the folder for photos or videos and select and copy the files to your computer.
By default, your phone uploads your photos and videos to OneDrive automatically. You can access them on any device connected to your Microsoft account.

4.6 Maps & navigation

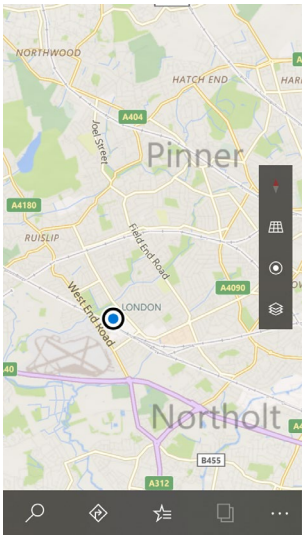
Switch location services on

Use Maps to find out where you are and save your location to the photos you take. Some apps can use your location information to offer you a wider variety of services. Tap **All settings > Privacy > Location**. Switch Location to **On**.

Note: You can choose the apps that can use your location. Under Choose apps that can use your location, tap the apps you want.

Maps

Tap Maps. Write search words, such as a street address or place name, in the search bar. Select an item from the list of proposed matches as you write or tap on the keyboard to search. The location is shown on the map. Explain the Interface in Ai (illustrator)



See your current location

Tap **Maps** > .

Look for restaurants and other interesting places near you

Tap **Maps** > tap on the map, and under Nearby, select a category.

Get directions to a place

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

Tap **Maps >** **Directions**. If you don't want the start point to be your current location, tap the search bar, and search for a start point.

Tap the second search bar, 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 the information.

Download a map to your phone

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

To download and update maps, turn Wi-Fi networking on. If your phone is short on memory, you may need to save the maps to your memory card. Tap **Maps > ? > Settings > Download or Update maps**, and under Storage location, tap SD Card/Memory card. Tap **Maps > ? > Settings > Download or Update maps > Download maps.** Select the country or region.

4.7 Internet

Define internet connections

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

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

Using a Wi-Fi connection is generally faster and less expensive than using a cellular data connection. If both Wi-Fi and cellular data connections are available, your phone uses the Wi- Fi connection.

Swipe down from the top of the screen, and tap and hold **Wi-Fi**. Switch **Wi-Fi** networking to **On**. Select the connection you want to use.

Use a cellular data connection

Swipe down from the top of the screen, tap **All settings > Network & wireless > Cellular & SIM**, and switch **Data connection** to **On.**

Use a cellular data connection when roaming

Swipe down from the top of the screen, and tap **All settings > Network & wireless > Cellular & SIM**. Then switch **Data roaming** options to roam.

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

To follow your data usage, swipe down from the top of the screen, and tap **All settings** > **Network & wireless** > **Data usage**.

Mobile hotspot

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

Swipe down from the top of the screen and tap **All settings > Network & wireless > Mobile hotspot**. Switch the mobile hotspot to **On**. To select how you share your cellular data connection, tap **Wi-Fi** or **Bluetooth**. Select the connection on the other device.

Note: The other device uses data from your data plan, which may result in data traffic costs. For information on availability and costs, contact your network service provider.

Use your data plan efficiently

If you're worried about your data usage costs, your phone helps you find more efficient ways to use cellular data and track your usage. You can also cut off data connections entirely.

Swipe down from the top of the screen and tap **All settings > Network & wireless > Data usage**.

Tap set limit and choose the values you want.

Troubleshoot internet connection issues

If your internet connection doesn't work

Check your cellular data connection. Swipe down from the top of the screen, tap **All settings > Network & wireless > Cellular & SIM**, and check that Data connection is switched to On.

Check your **Wi-Fi** connection. Swipe down from the top of the screen, tap and hold **Wi- Fi**, and check that Wi-Fi networking is switched to **On** and you are connected to a network.

Check that battery saver mode is not turned on. Swipe down from the top of the screen and tap **All settings > System > Battery saver**.

If you are abroad, check that you have allowed roaming. Swipe down from the top of the screen, tap **All settings > Network & wireless > Cellular & SIM**, and check that Data roaming options is switched to roam. Connecting to the internet when roaming, especially when abroad, can raise data costs substantially.

If you have installed new settings from a text message, uninstall the new settings. Tap **Storage > This Device > Apps &** games and the new settings item, and tap Uninstall.

4.8 Entertainment

Watch and listen

Play music. Listen to your favourite music wherever you are. Tap Groove Music. ap the artist, album, song, genre, or playlist you want to play.

You can buy music for your playlists from Store

Pause or resume playback – Add Icons

To play songs in a random order, tap – Add Shift icon

Stop – Add Stop icon

Fast-forward or rewind – drag the slider left or right.

Play a podcast

Keep up with your favourite podcasts and subscribe to them on your phone.

Tap Podcasts. Swipe to Collection. Tap audio or video and the podcast you want to watch or listen to.

Subscribe to a podcast

Tap the podcast you want to subscribe to and tap ⊕. 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.
Tap **Movies & TV > = > Videos**. Tap the video you want to play.
Pause or resume playback – Add Icons
Stop – Add Stop icon
Fast-forward or rewind – drag the slider left or right.

Watch a video in full screen
Tap the Full Screen icon Add Full screen Icon. If the video is in a different aspect ratio than the phone's screen, it is cropped to fit the screen.

Hide the navigation bar during playback
If it's possible to hide the navigation bar in your phone, to hide it and make the video wider, tap ⤢. To show the navigation bar again, tap ⤡. Hiding the navigation bar is not supported by all phones. For availability, go to www.microsoft.com/mobile/support/wpfeatures.

Loop your video
Tap ↻.
Watch more movies
You can also buy or rent movies and television shows directly from your phone. Tap **Store > Movies & TV** and browse for what you feel like watching. You can only watch the rented video within the given viewing period.

Adjust the tone of music
Boost the bass or adjust other bands to enhance your listening experience.
You can't adjust the tone of music when listening to the FM radio or when using Bluetooth accessories.
Swipe down from the top of the screen, and tap ⚙ All settings > ⊞ Extras > equalizer
To adjust the tone of music, drag the bands to your liking. You can also select one of the equalizer pre-sets.

Sync music and videos between your phone and computer
If you have music or videos stored on your computer, but want to access them on your phone, use a USB cable to sync the media between your phone and computer.
Connect your phone to a compatible computer with a USB cable. In your computer's file manager, such as Windows Explorer or Finder, drag and drop your songs and videos straight to your phone.

Games
Keep yourself entertained by downloading and playing games on your phone. Visit Store to download new games. **Note:** Some games are free of charge and other must be paid for.

Get social with the Xbox app
Tap **Xbox.** In the Xbox app, you can share your gaming experiences with friends. You can also check what games they're playing, and see their posts, broadcasts, and achievements in the activity feed. If you don't have an Xbox account yet, you can create one in the app.

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.microsoft.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 Wi-Fi or a cellular data connection.

4.9 Weather
Explore the **Weather** app. You can personalise it to fit your location and degree value. Tap **Start** and

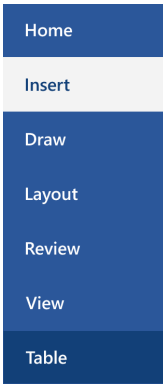
5. Microsoft Office Apps
You need a Microsoft account to edit files.

5.1 Word
Create a new document
Tap **Word > New.**

Edit
To Edit an existing document tap **Word**.
Tap **Browse** and browse to the Word file you want to edit.
To zoom in or out, slide your fingers apart or together.
To see the page breaks on your document, tap . To go back to the full screen view, tap .
Word saves your files automatically, so you don't have to do it. You can find your files on OneDrive.

Search for text in a document
With the file open, tap at the top of the screen, and write your search word. To go to the next or previous match in the document, tap **<** or **>**. For advanced search options, tap .

Insert a table, picture, or other item to the document
With the file open, tap the place where you want to add the item, then tap **... > > Insert** and the option you want.

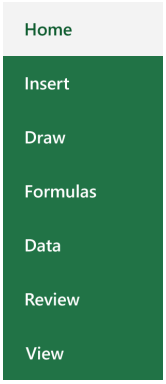


Change the font or formatting
With the file open, tap ••• **> Home** ⌄ and the option you want.

5.2 Excel

Create a new document
Tap **Excel** > New.

Edit
To Edit an existing document, tap **Excel**.
Tap **Browse** and browse to the Word file you want to edit.
To switch to another sheet tab, tap the sheet name at the bottom
To add a new sheet, tap +.



Add a row or column
With the file open, tap the row or column header and Insert.

Add a comment to a cell
With the file open, tap ••• **>** ⌄ **> Review >** **Comment**, write your comment, and tap **Done**.

5.3 PowerPoint

Add the finishing touches to your presentation en-route to your meeting with **PowerPoint**.

Create a new presentation

Tap **PowerPoint >** **New**.

Edit an existing presentation.
Tap **PowerPoint**. Tap **Browse** and browse to the **PowerPoint** file you want to edit. To browse between slides, swipe left or right. To add a slide, tap +.
Note: To find a specific slide, tap a slide thumbnail.
PowerPoint saves your files automatically, so you don't have to do it. You can find your files on OneDrive.

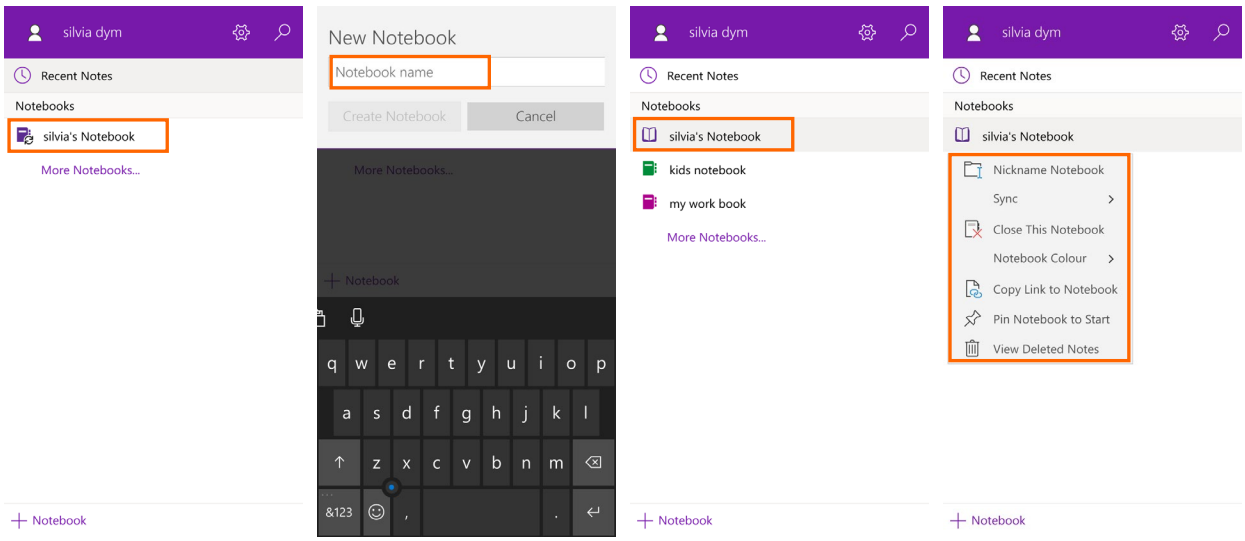
To access Editing Options tap •••. The menu includes fonts, text options, colours, Paragraph options, styles, Numbering & bullets. **Home** ⌄ will give even more options to make your presentation look great. That includes: Home, Insert, Draw, Design, Transitions, Animations, Slide Show, Review, View, Shape.

Add notes to a slide
Tap

5.4 OneNote

Notes on paper are easy to lose. Instead, jot them down with OneDrive. 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.

Tap **OneNote >** + Notebook to create a new notebook. And tap and hold for the drop-down menu to edit elements.



To write the note with your voice, tap the Microphone icon above the keyboard. When your phone informs you it's listening to you, say your note. To format the text, for example, change the font or add bullets, tap the icons in the toolbar above the keyboard. You can also use Cortana to create notes.

Access Office files through OneDrive

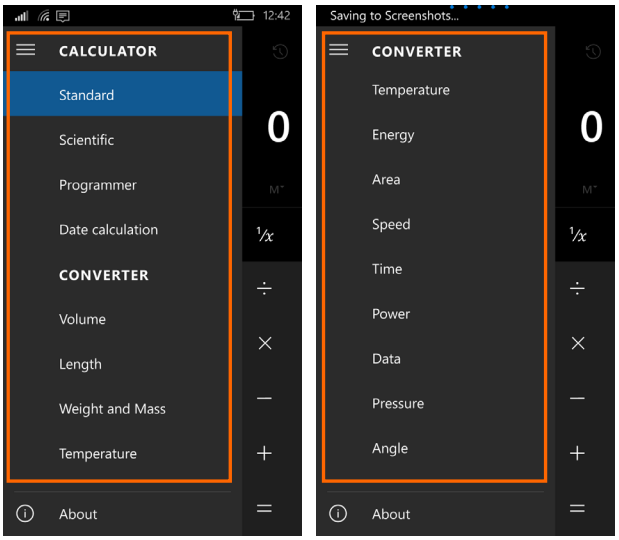
All the Office files you work on are stored in the OneDrive cloud storage, so you can continue working on them on any device connected to your Microsoft account. You can open any Office document from the OneDrive app.
You need a Microsoft account to use OneDrive.

Use your phone like a PC with Continuum
Use Continuum to give your phone PC-like abilities. You can work and play on the big screen, and still be able to do something else on your phone.

5.5 Use the calculator

Forget your pocket calculator – there's a basic, scientific, and binary calculator in your phone.

Tap **Calculator**. Tap and explore the menu.



6. Phone management & connectivity

6.1 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.
Make sure that the device battery has enough power or connect the charger before starting the update.

Note: 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. By default, your phone updates your apps and other components automatically when you're connected to a Wi-Fi network.
To move your apps to the memory card, tap **Storage > This Device > Apps & games**, tap the app you want to move, and tap **Move**.

6.2 Wi-Fi

Connect to Wi-Fi
Connecting to a **Wi-Fi** network is a handy way of accessing the internet. When out and about, you can connect to **Wi-Fi** 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 **Wi-Fi** connections, select the notification.
Swipe down from the top of the screen and tap and hold Wi-Fi icon. Switch **Wi-Fi** networking to **On**.
Select the network you want to connect to. Your **Wi-Fi** connection is active when is shown on the status bar at the top of the screen.

Close the connection
Swipe down from the top of the screen, tap and hold , and switch **Wi-Fi** networking to **Off**.

6.3 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 meters (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 turned 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.

Swipe down from the top of the screen and tap and hold the Bluetooth icon. On the menu that will pop out please switch it **On**. Make sure the headset is is also turned On and is not connected to another device nearby.

Note: You may need to start the pairing process from the headset. For details, see your headset user guide.

Disconnect the headset
Swipe down from the top of the screen, tap and hold **Bluetooth** icon, and tap the connected headset in the list .
When you turn the headset on again, the connection reopens automatically. If you want to remove the pairing, after disconnecting the headset, tap and hold the headset in the list of Bluetooth devices, and tap Delete.

Connect to your another phone with Bluetooth
Use Bluetooth to wirelessly connect to your friend's phone, to share photos, and much more.
Swipe down from the top of the screen and tap and hold the **Bluetooth** icon.
Make sure Bluetooth is turned on in both phones.
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.
You can see the Bluetooth phones within range. Tap the phone you want to connect to and tap Pair.
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
When you want to share your content or send photos you've taken to a friend, use **Bluetooth** to send your stuff to compatible devices.
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.
Swipe down from the top of the screen and tap and hold **Bluetooth** icon. Switch Status to On if it is not turned On already.
Tap (add icon), select the content you want to send, and tap >**Bluetooth**.

Tap the device to connect to. You can see the **Bluetooth** devices within range.
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.

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.
Swipe down from the top of the screen and tap **All settings > System > About > Edit name**.
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. Change the default name to whatever you like.

6.4 Memory and storage

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. When you have set up your Microsoft account, your contacts and calendar events are backed up automatically and kept in sync with your Microsoft account.
You can also set your phone to automatically back up your:

- App list
- Photos
- Preferred settings
- Accounts
- Passwords
- Text messages

Swipe down from the top of the screen and tap **All settings >** **Update & security > Backup**.
If asked, sign in to your Microsoft account.
Select what to back up and how. To automatically back up your future videos or best-quality photos to OneDrive, you need a Wi-Fi connection.
If some of your downloaded apps are not included in the backup, you can re-download them from Store, if 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 information, 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.

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 Phone Companion app for desktop, or drag and drop content from phone to computer in your computer's file manager, such as Windows Explorer.

Back up your music to OneDrive
Tap **OneDrive > (check what goes here) >** **This device**, select the music file you want to upload, and tap (add icon).

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, swipe down from the top of the screen, and tap **All settings** > **System** > **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.

Remove temporary files to free up space
Tap **Storage > This Device > Temporary files > Delete temporary files**.

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 information on memory cards, check the frequently asked questions.

Select where you want to store your new apps

Tap **Storage**. Under New apps will save to:, choose if you want to store your new apps to your phone memory or memory card.

Move apps to the memory card
Tap **Storage > This Device > Apps & games**, tap the app you want to move, and tap **Move**.

Note: 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.

Uninstall/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 All 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.

FAQ: *I want to keep the app, but I am running out of free memory on your phone, what do I do?* Move the app to the memory card instead of uninstalling it. Tap **Storage** > **This Device** > **Apps & games**, tap the app you want to move, and tap **Move**.

Manage files on your phone
With the File Explorer app, you can easily check the files on your phone, organize 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.

Tap (add icon) File Explorer. Tap This Device, and browse to the folder you want. To search the folder you're currently in, tap (Magnifying glass). To change how the files or folders are arranged, tap the current sorting method (Name, Size, or Date), and select a new method. 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 , and write a name.

6.5 Copy content between your phone and computer

Copy photos, videos, and other content created by you between your phone and computer.

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.

Note: 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.

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.

6.6 Security

Protect your phone with a sign-in PIN
Set up a sign-in PIN to make sure nobody else can unlock your phone. In addition, when you have set up a sign-in PIN, your phone asks you for this short PIN instead of your Microsoft account password when you change some security settings or buy an app from Store.

1. Swipe down from the top of the screen and tap **All settings > Accounts > Sign-in options**.
2. To set the sign-in PIN, under PIN, tap Add.
3. If your phone asks you for your Microsoft account password, type it in.
4. Type in a PIN (at least 4 digits).
5. Under Require sign-in, set the length of time after which the locked phone requires a sign- in PIN to unlock it.

Keep the sign-in PIN secret and in a safe place separate from your phone.

Change your sign-in PIN
Swipe down from the top of the screen, tap All settings > Accounts > Sign-in options, and under PIN, tap Change.
Set your phone to lock automatically when not in use
Swipe down from the top of the screen, tap **All settings > Personalization > Lock screen**, and under Screen times out after, set the length of time after which you phone is locked automatically.

6.7 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 sign-in PIN.
To wake up your phone, press the power key.

Answer a call
If your phone is locked when someone calls you, swipe up, and tap **Answer**.

View your notifications
Press the power key, and 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 turn the camera on when your phone is locked. Press the power key, swipe down from the top of the screen, and tap **Camera**.

Change how incoming calls are notified
Press the power key, then press a volume key on the side of your phone, and tap the volume bar at the top of the screen.

Turn Bluetooth off
Press the power key, swipe down from the top of the screen, and tap Bluetooth. If the Bluetooth icon is not visible, tap Expand.

Turn the flashlight on
Press the power key, swipe down from the top of the screen, and tap Flashlight. If the flashlight icon is not visible, tap **Expand**. To turn the flashlight off, tap **Flashlight icon**. Flashlight is not supported by all phones.
Pause or resume music, or skip to another song
Use the music player controls shown at the top of the screen. 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.

Change your SIM PIN code
If your SIM card came with a default SIM PIN code, you can change it to something more secure.
Not all network service providers support this feature.

Swipe down from the top of the screen and tap **All settings > Network & wireless > Cellular & SIM**. Tap **SIM settings**. If needed, under Security, tap Use SIM PIN. If needed, type in your current **SIM PIN**, and tap **Change SIM PIN**.

Find your lost phone
If you misplaced your phone, or are 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 account.microsoft.com.
2. Sign in with the same Microsoft account as on your phone.
3. Select your phone from the device list.

You can:
- Locate your phone on a map
- Make your phone ring, even if silent mode is turned on
- Lock your phone, and set it to show a contact number and a message, so it can be returned to you
- Delete all data from your phone remotely The available options may vary.

Prevent others from resetting and reusing your phone
Make sure you have a Microsoft account set up on your phone. If you added a Microsoft account and selected the recommended settings while setting up your phone, Reset Protection is on by default. If you add a Microsoft account to your phone later, Reset Protection is off.
Reset Protection prevents a thief from resetting and reusing your phone if your phone gets stolen.
To turn Reset Protection on, swipe down from the top of the screen, tap **All settings > Update & security >**

Find My Phone, and under Reset Protection Off, tap Turn on, and type in your Microsoft account password. If you have set up a sign-in PIN on your phone, you need to type it in instead of your Microsoft account password.

Protect your data with device encryption
Swipe down from the top of the screen, tap **All settings** > **System** > **Device encryption**, and switch **Device encryption** to **On**.

6.8 Wallet

7. Troubleshoot connectivity issues