

T-Mobile

# welcome

user guide



NOKIA LUMIA 521

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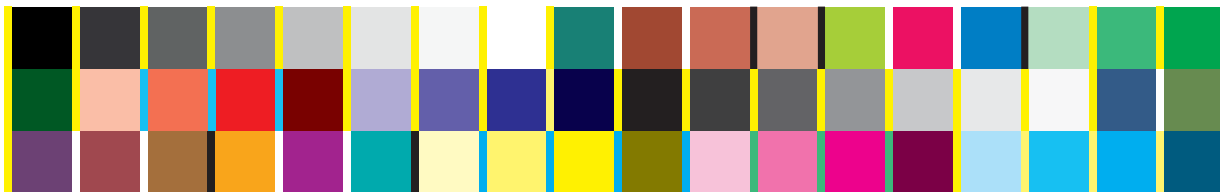
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		<input type="checkbox"/> Pub (SWOP5)



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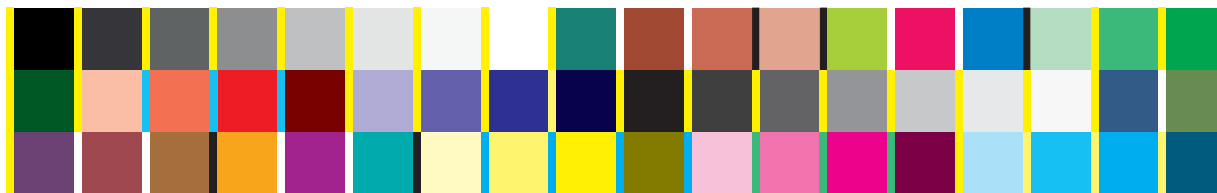
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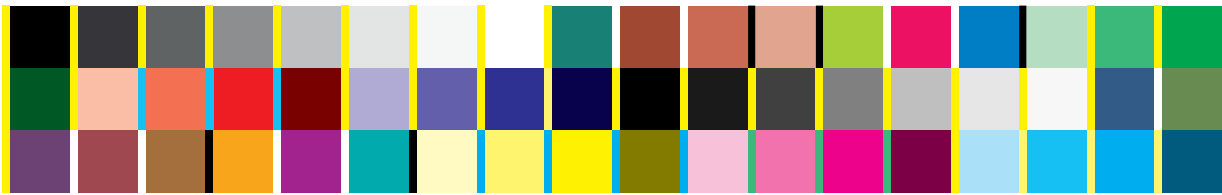
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## SUPPORT

This guide provides you with the information you need to get started.

For more information and additional support, please visit [www.t-mobile.com/support](http://www.t-mobile.com/support) where you can:

- Register at [my.t-mobile.com](http://my.t-mobile.com) to check your minutes, pay your bill, upgrade your phone, and change your rate plan.
- Review your phone's User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

You can also access Help information on your phone:

1. From the Start screen, scroll down to the My Account app.
2. Tap **My Account**.

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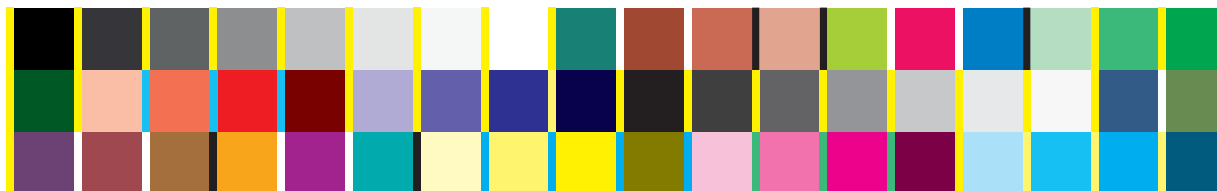
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**GRACoL**

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## SERVICE ACTIVATION

If you are a new T-Mobile® customer and your service has not yet been activated, simply call Customer Care at **1-800-937-8997** and a T-Mobile Activations representative will assist you.

### You will need the following information when activating service:

- Your Service Agreement and the agent code on your Agreement
- Your name, home address, home phone number, and billing address  
**Note:** For business and government accounts, please provide the organization's name, address, and tax ID.
- Your Social Security number, current driver's license number, and date of birth for credit check purposes
- Your choice of T-Mobile rate plan and services (see [www.t-mobile.com](http://www.t-mobile.com) for latest plan information)
- Your SIM serial number and IMEI number (located on the box barcode label)

By activating service, you acknowledge that you have read, understand, and agree to be bound by each of T-Mobile's Terms and Conditions, and by your Service Agreement.

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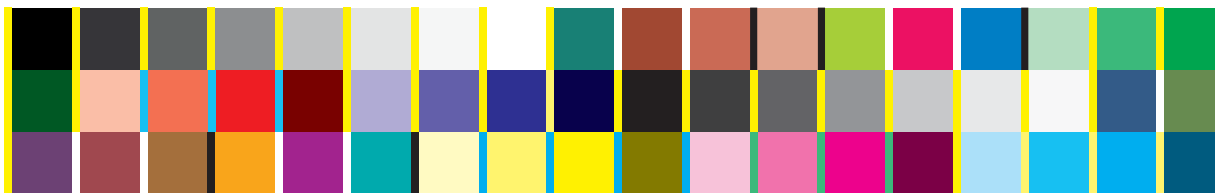
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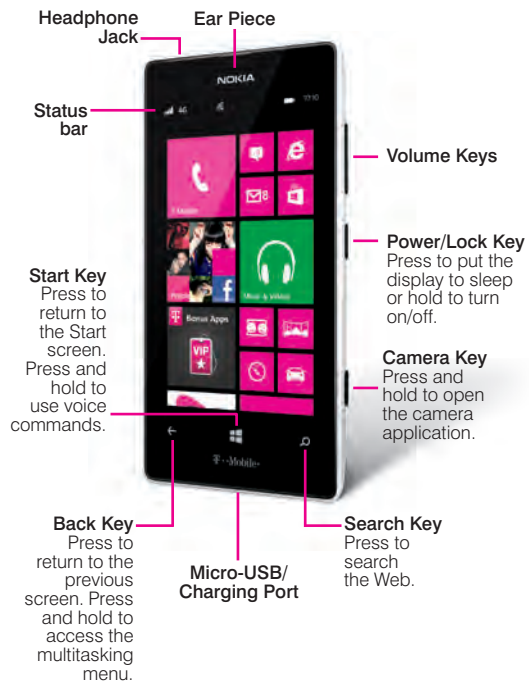


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## PHONE OVERVIEW



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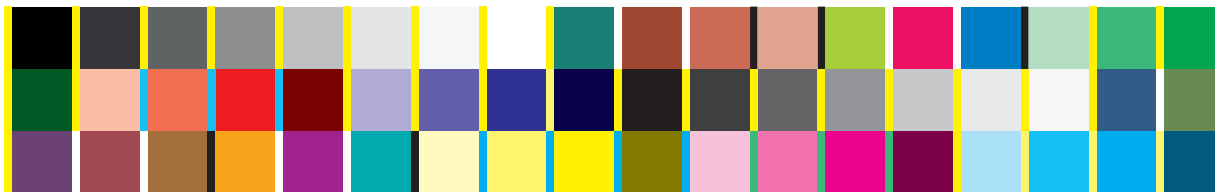
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## MICRO SIM CARD

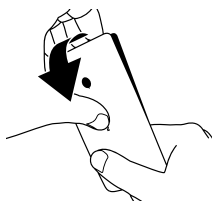
The Micro SIM (Subscriber Identity Module) card identifies your phone to the wireless network. **You cannot make or receive phone calls or browse the Internet without activating and installing the Micro SIM card that came with your phone.**

### Install the Micro SIM card

1. Detach the Micro SIM card from its packaging.



2. At the top of the phone, put your thumbnail in the seam between the screen frame and the back cover. Press the middle of the back cover, and bend the cover to loosen the top hooks.



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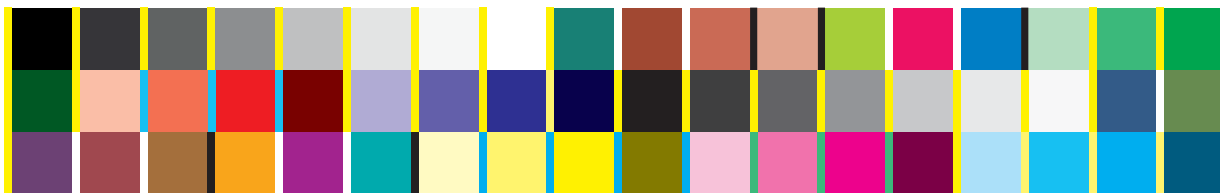
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3. Lift up the battery.



4. Insert the Micro SIM card completely into the slot.



5. Line up the battery contacts on the battery with the ones in the battery compartment and lower the battery into place.

6. Replace the back cover.

### BATTERY

To optimize battery performance, fully charge your phone before using it for the first time.

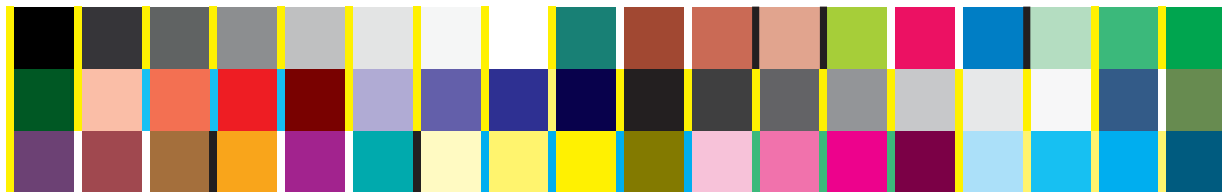
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### Charge the battery

1. Insert the small end of the charging cable into the charging port on the phone, as shown.
2. Plug the other end of the charging cable into a wall outlet.



### Conserve battery life

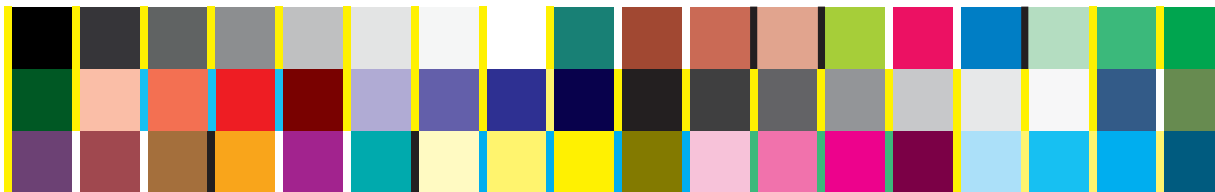
1. From the Start screen, swipe left to view the Applications screen.
2. Tap **Settings**.
3. Tap **battery saver**.
4. Tap the desired option to conserve battery life.

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## POWER

To turn the power on, press and hold the **Power/Lock** key.

To turn the power off, press and hold the **Power/Lock** key and then swipe your finger down the screen.



## SETUP WIZARD

To setup your phone you'll need to sign into your Microsoft account. If you are unsure whether or not you already have one, or if you have more than one and need to choose between them, go to [WindowsPhone.com](http://WindowsPhone.com) to learn more.

1. Tap **get started**.
2. Read the Windows Phone Terms of Use and Privacy Statement and tap **accept**.
3. Tap **recommended**.
4. Tap your time zone, if necessary.
5. Tap **next**.
6. Tap one of the following:

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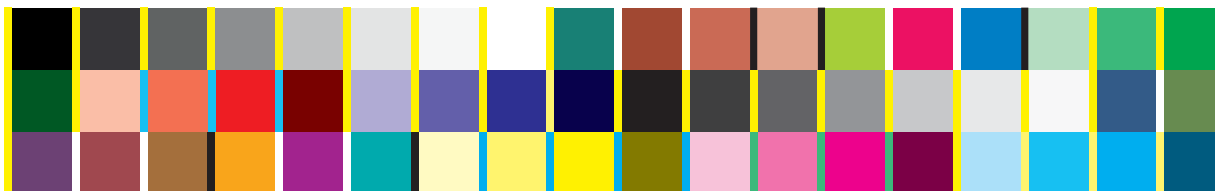
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**sign in:**

1. Enter the Microsoft ID you want to use.
2. Tap **sign in**.

**create one:**

1. Enter the Microsoft ID you want to use.
2. Tap **next**.
3. Enter a password.
4. Re-enter your password
5. Tap **next**.
6. Enter a secondary email address and tap **next**.

**Sign in later:** To skip setting up your for your Microsoft account. Tap **next**.

**Note:** If you do not sign in with a Microsoft ID, you will not be able to do some things like get apps, add Twitter™ to your People hub, or find your phone if it's lost.

7. Tap **next** to set up or sign into your Nokia account.

When you sign up for a free Nokia account, you can receive tips, support information about your phone, important updates from T-Mobile, and the latest information about Nokia products, services, and accessories.

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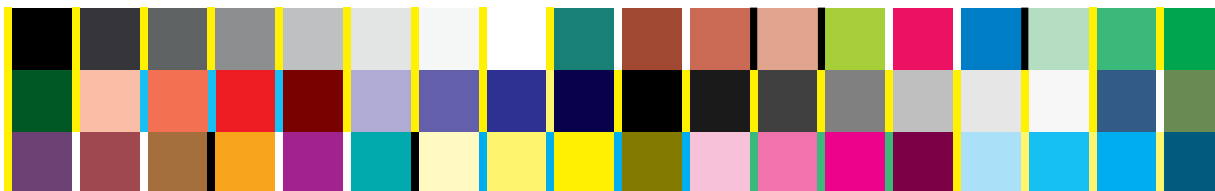
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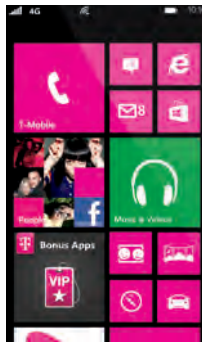
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8. Review Nokia's service terms and privacy policy and tap **accept**.
9. Enter your email address or username and password and tap **sign in**, or tap **I don't have a Nokia account** and follow the on-screen instructions.

You can also go to <http://my.nokia.com/mynokiausa/registration> to sign up for a Nokia account online.

## START SCREEN

Your Nokia Lumia 521 is a different kind of phone. It has tile icons, making it easy to get the latest information with just a quick tap.



Swipe left to view the Applications screen.

Tap the tiles to open applications.

View the live tiles to see what's happening right now.

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### Status bar

The Status bar appears at the top of the Start screen. Icons indicating your phone's status appear on the Status bar.

To view the Status bar, tap the top of the screen.

### Applications screens

To access the Applications screen, from the Start screen, swipe left. Swipe up or down to view applications.

### Unlock the screen

1. Quickly press the **Power/Lock** key.
2. Swipe your finger up the screen to unlock.

### Add tiles to the Start screen

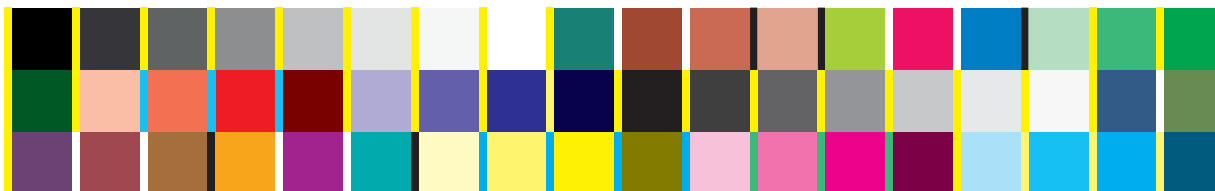
1. From the Start screen, swipe left to view the Applications screen.
2. Touch and hold the application you want to add.
3. Tap **pin to start**.

### Move tiles on the Start screen

1. To move, remove, or resize a Tile, just tap and hold it, then arrange it however you'd like.

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2. Drag the tile to the desired position and lift your finger from the screen.
3. Tap the tile to set it in place.

### Resize tiles from the Start Screen.

1. From the Start screen, touch and hold the tile you want to resize.
2. Tap the arrow to resize.

### Remove tiles from the Start screen

1. From the Start screen, touch and hold the tile you want to remove. A **Tack** icon appears on the right corner of the tile.
2. Tap the **Tack** icon to remove.

### Set theme

1. From the Start screen, swipe left.
2. Tap **Settings**.
3. Tap **theme**.
4. Tap to set the background and accent color.

## CALLS

### Make and end calls

1. From the Start screen, tap **T-Mobile**.
2. Tap the **Keypad** icon at the bottom of the screen.

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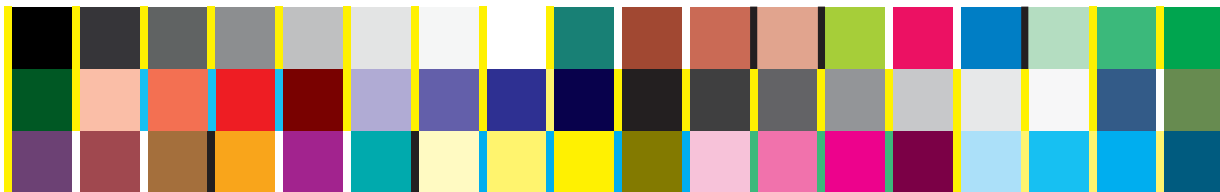
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3. Enter the phone number.
4. Tap **call**.
5. Tap **end call** when finished.

### Answer calls

When you receive a call, tap **answer**.

If the screen is locked, touch the screen and swipe up then tap **answer**.

### VOICEMAIL

#### Set up voicemail

1. From the Start screen, tap **T-Mobile**.
2. Tap the **Keypad** icon at the bottom of the screen.
3. Touch and hold **1** to call voicemail.
4. Follow the tutorial to set up your voicemail account.

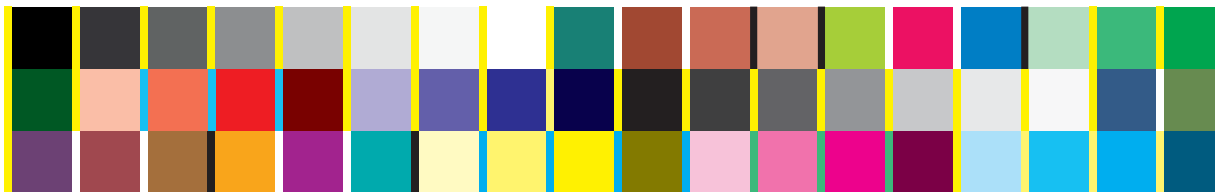
#### Reset voicemail password

You can reset your voicemail password to the last four digits of your phone number.

1. From the Start screen, tap **T-Mobile**.
2. Tap the **Keypad** icon at the bottom of the screen.
3. Tap **#793#**.
4. Tap **call**.
5. Tap **ok**.

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## CONTACTS

### Add a new contact

1. From the Start screen, tap **People**.
2. At the **all** screen, tap the **Plus (+)** icon at the bottom of the screen.
3. Select Account.
4. Tap **name**.
5. Enter the contact's first and last name.
6. Tap the **Save** icon at the bottom of the screen.
7. Tap **phone**.
8. Enter the phone number.
9. Tap the **Save** icon at the bottom of the screen.
10. Continue on to add more contact information if you want.
11. Tap the **Save** icon when done.

### Call a contact from your phone book

1. From the Start screen, tap **People**.
2. Scroll to and tap the contact you want to call.
3. Tap the phone number you want to call.

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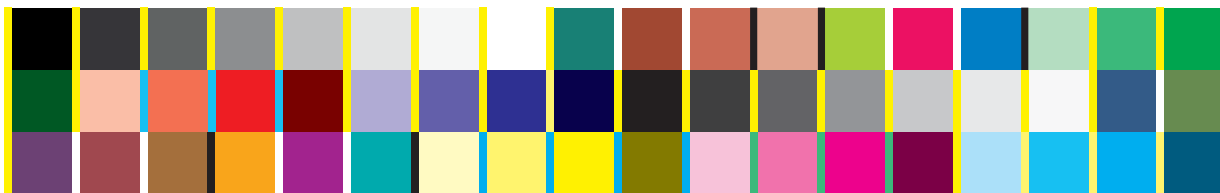
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### Pin a contact to the Start screen

1. From the Start screen, tap **People**.
2. Touch and hold the desired contact.
3. Tap **pin to start**.

### VOLUME

#### Adjust call volume

While on a call, press the **Volume** key up or down.

#### Adjust ringer volume

From the Start screen, press the **Volume** key up or down.

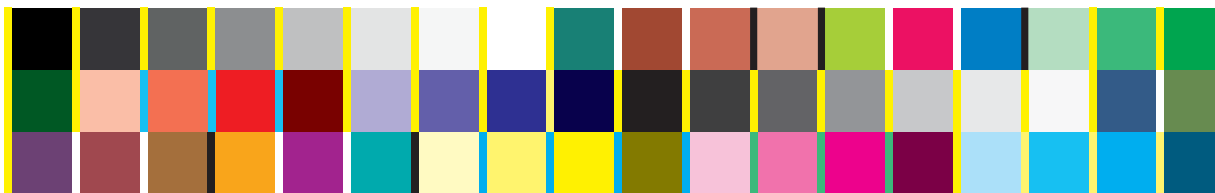
### RINGTONES

#### Set call and notification ringtones

1. From the Start screen, swipe left to view the Applications screen.
2. Tap **Settings**.
3. Tap **ringtones+sounds**.
4. Tap the following items to adjust:
  - \* **Ringtone**
  - \* **New text or IM**
  - \* **New voicemail**
  - \* **New email**
5. Tap the ringtone you want to use.

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### Set other sounds

1. From the Start screen, swipe left to view the Applications screen.
2. Tap **Settings**.
3. Tap **ringtones+sounds**.
4. Tap the following items to turn on or off:
  - \* **Reminders**
  - \* **Key press**
  - \* **Lock and unlock**
  - \* **Camera and shutter**
  - \* **All other notifications**

### EMAIL

Access your work and personal email from your phone.

### Set up personal email

1. From the Start screen, swipe left to view the Applications screen.
2. Tap **Settings**.
3. Tap **email+accounts**.
4. Tap **add an account**.
5. Tap the account you want to add.
6. Enter your email address and password.
7. Tap **sign in**.

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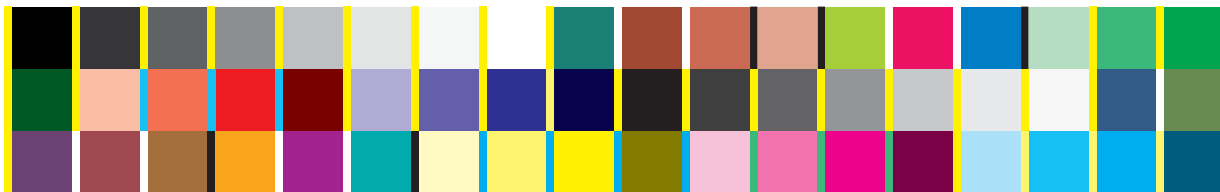
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### Set up corporate email

1. From the Start screen, swipe left to view the Applications screen.
2. Tap **Settings**.
3. Tap **email+accounts**.
4. Tap **add an account**.
5. Tap **Outlook**.
6. Enter your Exchange email address and password.
7. Tap **sign in**.
8. Enter additional account information, if necessary, and tap **sign in**.

**Note:** Contact your company's IT department if you need more help. This feature works with Microsoft Exchange email servers only.

### Read email

From the Start screen, tap the tile for the email account you want to access then tap the email message you want to read.

### Send email

1. From the Start screen, tap the tile for the email account you want to use.
2. Tap the + icon.
3. At **To**, begin to enter the name of the contact.

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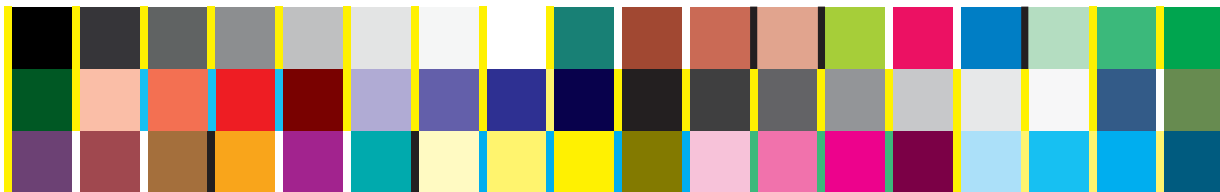
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4. Tap the contact in the list or enter the desired email address.
5. Tap **Subject** and enter your subject.
6. Tap the body of the email message and enter your message.
7. Tap the **Envelope** icon on the bottom of the screen to send.

#### Delete email

1. From the Start screen, tap the tile for the email account you want to access.
2. Touch and hold the email you want to delete.
3. Tap **delete**.

#### WI-FI

Your phone can connect to the Internet using Wi-Fi.

#### Turn on Wi-Fi and connect to a network

1. From the Start screen, swipe left to view the Applications screen.
2. Tap **Settings**.
3. Tap **Wi-Fi**.
4. Tap the bar to turn on Wi-Fi, if necessary.

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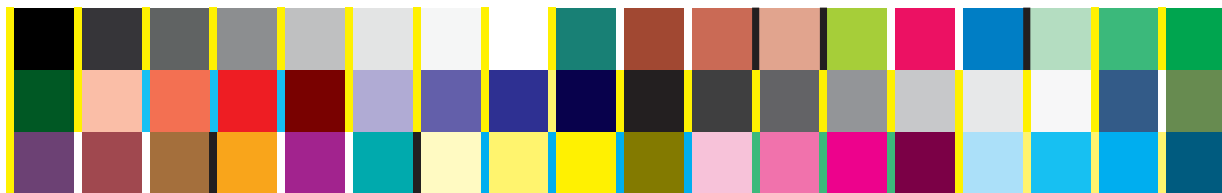
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Customer		<input type="checkbox"/> Pub (SWOP5)

5. Tap the network you want to use.
6. Enter the password, if prompted, and tap **done**.

## BLUETOOTH®

Your phone comes with Bluetooth connectivity, a wireless technology that enables a data connection between your phone and a Bluetooth headset or other Bluetooth device (sold separately).

### Prepare Bluetooth headset

Make sure your Bluetooth headset is fully charged and in pairing mode. Refer to the headset's user manual for more information.

### Turn on Bluetooth and pair with headset

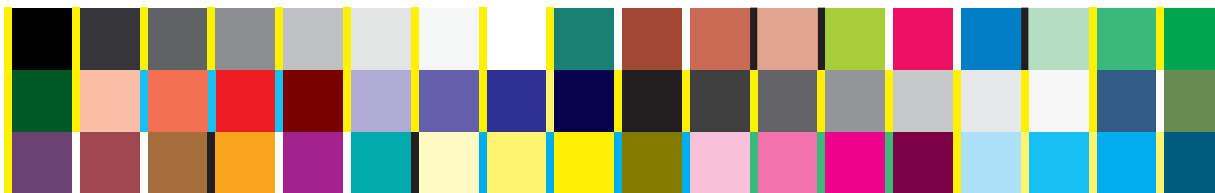
1. From the Start screen, swipe left to view the Applications screen.
2. Tap **Settings**.
3. Tap **Bluetooth**.
4. Tap the bar to turn on Bluetooth, if necessary. A list of available Bluetooth devices displays.
5. From the list, tap the headset you want to pair with your phone.
6. If necessary, enter a PIN or passcode.
7. Tap **done**.

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## CARING FOR YOUR PHONE

### Make it last

Your phone is a complex electronic device; think of it as a mini-computer. Here are some tips to help you extend the life of your new phone.

**Do not get your phone wet.** Even a small amount of moisture can damage your phone and accessories.

**Protect your phone's touch screen.** Your phone's touch screen is delicate. Guard against scratches by using a screen protector or a protective case.

**Use the original manufacturer's batteries and accessories.** Non-approved batteries and accessories can harm you and damage your phone.

**Do not use damaged accessories.** If your charger or any other accessory is damaged, replace it or take it to a qualified service dealer. Do not attempt to charge your phone if the charger has been dropped, received a sharp blow, or has been otherwise damaged; doing so may harm your phone.

**Information About Safeguarding Handsets**  
T-Mobile encourages customers to take appropriate measures to secure their handsets and invites them to take

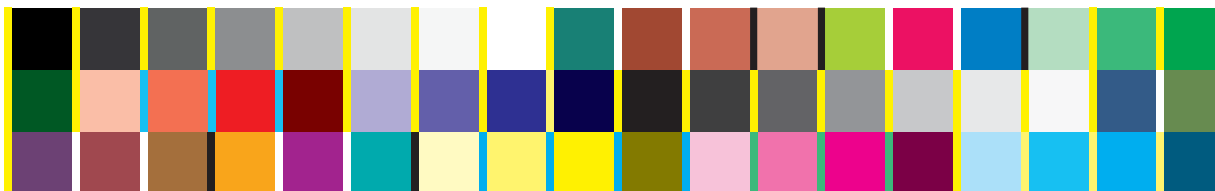
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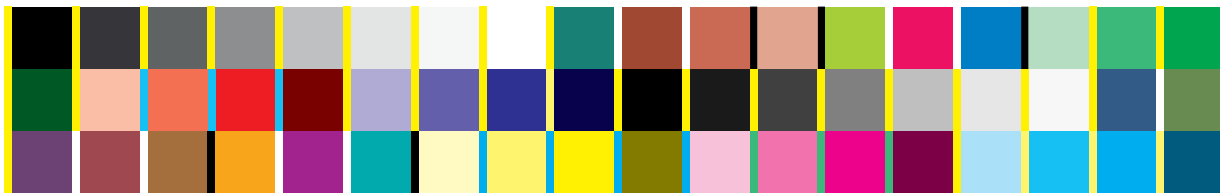
advantage of the features available on this handset to help secure it from theft and/or other unauthorized access and use. This handset has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several T-Mobile devices. Remote locking and wiping capabilities are also available to T-Mobile customers that have elected to subscribe to the Mobile Security service offered by our partner, Asurion, along with insurance to help replace lost or stolen devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to protect accounts. For additional information, visit: [www.t-mobile.com/devicesecurity](http://www.t-mobile.com/devicesecurity) and <http://www.t-mobile.com/Company/PrivacyResources.aspx>

Note, Mobile Security is a service provided by Asurion Mobile Applications and is not an insurance product.

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## SAFETY TIPS

### Consider device compatibility

If you have a pacemaker or a hearing aid, check with your doctor to make sure it's safe for you to use a cell phone. In some cases, cellular radio frequencies can disrupt the performance of other electronic equipment. If you have questions about the interaction between your phone and any other piece of electronic equipment, ask the equipment manufacturer.

### Drive safely

T-Mobile encourages you to use your phone in a safe and sensible manner while driving.

#### Here are a few safety tips:

- Assess road conditions before answering your phone. Your safety is more important than any call.
- Prepare your hands-free headset, if you have one, or turn on your speakerphone, before you start moving.
- Pre-program frequently used numbers into your phone for easy, one-touch dialing.

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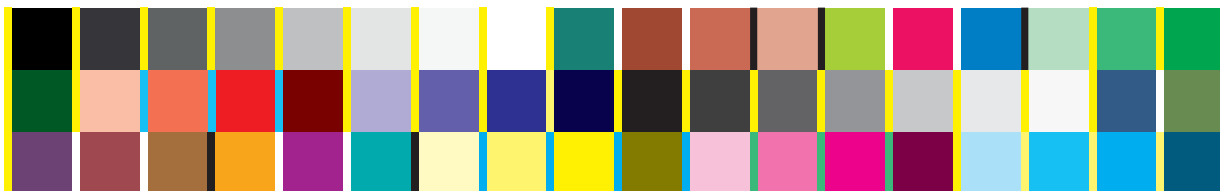
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- Keep your phone close. If it rings and you discover it's in the back seat, do NOT crawl over the seat to answer it while driving.
- Remember that laws prohibiting or restricting the use of a cell phone while driving may apply in your area.

## EMERGENCY DIALING

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.\*

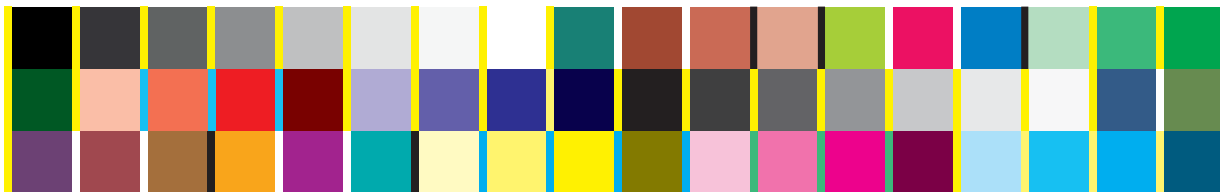
\* Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped, or refused. The phone's approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a mobile phone for essential communications (such as a medical or other emergency). Please see T-Mobile's Terms and Conditions, and Privacy Policy for additional service restrictions and details.

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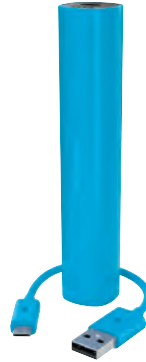
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## ACCESSORIES

Whether you want a charger, a fashionable carrying case, a Bluetooth headset, or you just want to browse for fun extras, T-Mobile is the place to shop for all your phone accessories. Here's one example...



Phone Charger  
DC-16

To purchase accessories for your phone, visit [T-Mobile.com](http://T-Mobile.com), call 1.800.204.2449, or visit your nearest T-Mobile store.

Accessory selection subject to change; supplies may be limited and may vary by location.

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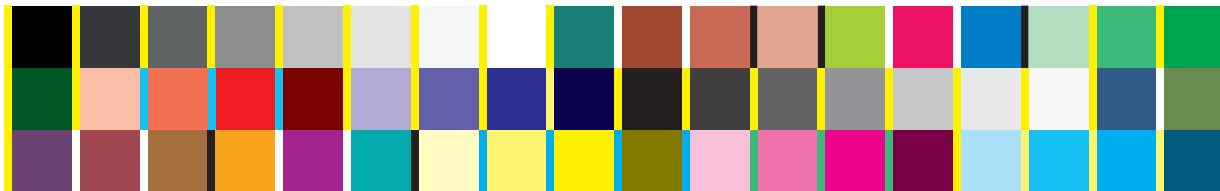
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## ADDITIONAL INFORMATION

Use of some features or services may incur separate, additional charges and/or require a qualifying rate plan, or access to a Wi-Fi connection.

**Wi-Fi:** Device will not transition between Wi-Fi and the cellular network. Devices using wireless connections may be vulnerable to unauthorized attempts to access data and software stored on the device. Plan data allotment applies to use by connected devices sharing Wi-Fi. Use of connected devices subject to T-Mobile Terms and Conditions.

**Mobile Security:** Capable phone required; technical limitations may prevent certain features (e.g., LOCK) from working on certain phones. For a list of eligible devices, visit [www.T-Mobile.com/mobilesecurity](http://www.T-Mobile.com/mobilesecurity). Enabling the location history features of Mobile Security can cause your phone's battery life to diminish more quickly. Device must be powered on, have text messaging capability, and be within the T-Mobile coverage area for Mobile Security features to function. Data usage applies for download and use of Mobile Security. As with other software, Mobile Security may be disabled or uninstalled by other applications, software, devices or hacking. In this event the protective features of Mobile Security may not function properly. In addition, even though installed, Mobile Security may not function properly due to

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other prior installed software on your device. Mobile Security is a service provided by Asurion Mobile Applications and is not an insurance product.

**Messaging/Data:** You will be charged for all messages and data sent by or to you through the network, regardless of whether or not data is received. Character length/file size of messages/attachments may be limited. T-Mobile is not liable for content of messages/attachments or for any failures, delays, or errors in any T-Mobile generated alerts or notifications. **Your data session, plan, or service may be slowed, suspended, terminated, or restricted** if you use your service in a way that interferes with or impacts our network or ability to provide quality service to other users, if you roam for a significant portion of your usage, or if you use a disproportionate amount of bandwidth during a billing cycle. You may not use your plan or device for prohibited uses.

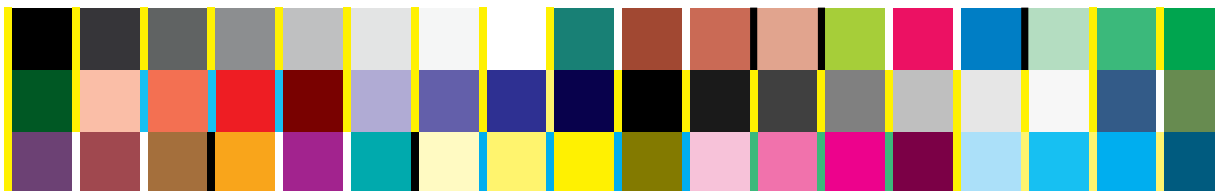
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download, installation, use, transmission failure, interruption or delay, third party advertisements you may encounter while using an App, alterations any App may make to the functionality of your device, **including any changes that may affect your T-Mobile plan, service, or billing, or any content or website you may be able to access through an App.**

**Hearing Aid Compatibility:** This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Device, accessory and screen images simulated. See brochures and the **Terms and Conditions (including arbitration provision)** at T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling.**

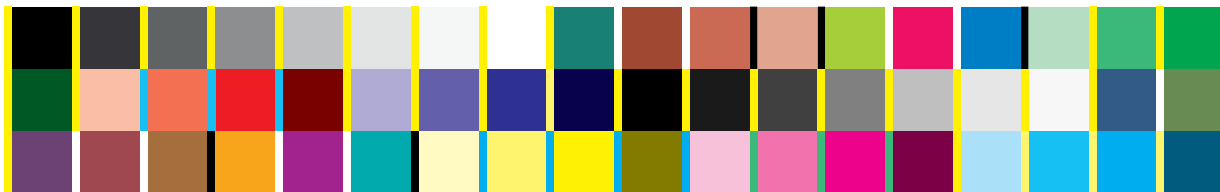
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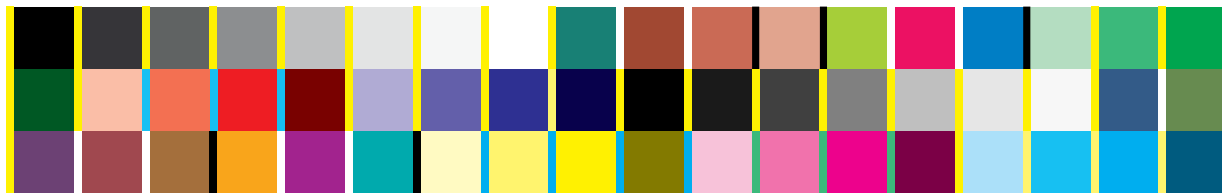
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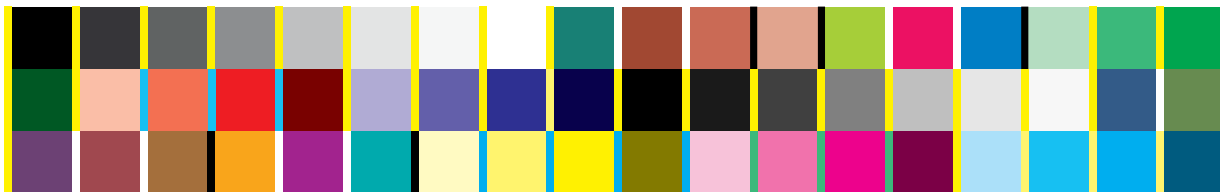


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