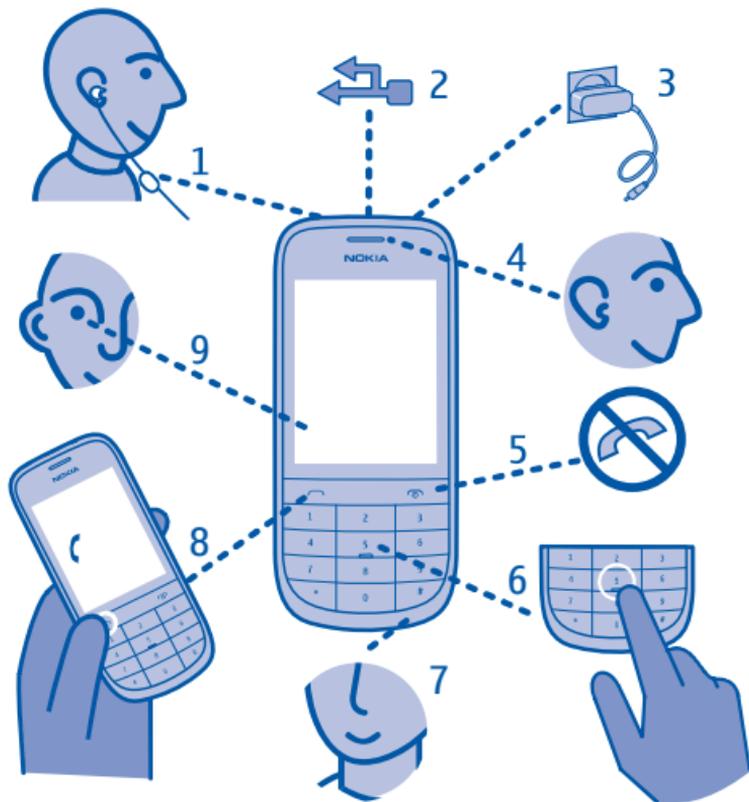
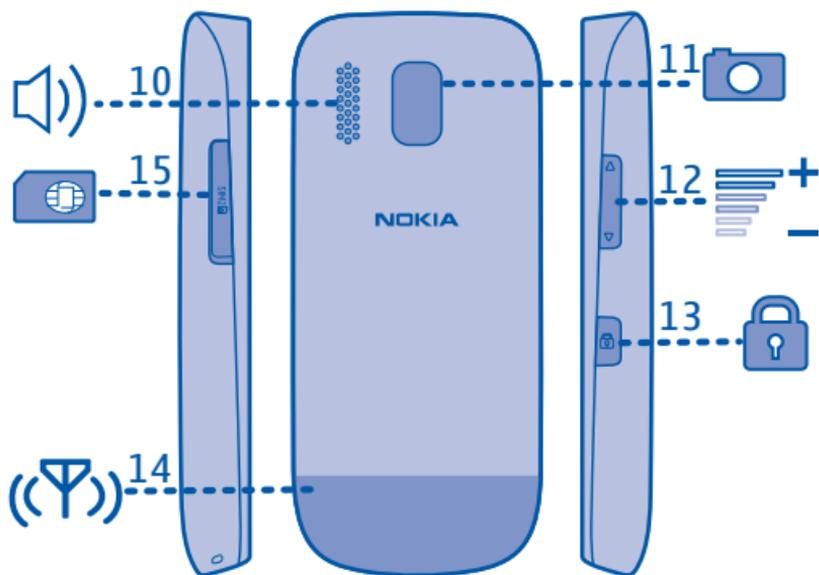

Nokia 202 User Guide

Keys and parts



- 1 Headset connector (3.5 mm)
- 2 Micro-USB connector
- 3 Charger connector
- 4 Earpiece
- 5 End/Power key

- 6 Keypad
- 7 Microphone
- 8 Call key
- 9 Screen



- 10 Loudspeaker
- 11 Camera lens. Before using the camera, remove the protective tape from the lens.
- 12 Volume keys
- 13 Key lock button
- 14 Antenna area (highlighted). See  1 in "Feature specific instructions".
- 15 SIM card slot (SIM 2). See  6.

Insert a SIM card and battery



Switch the phone off, then remove the back cover.



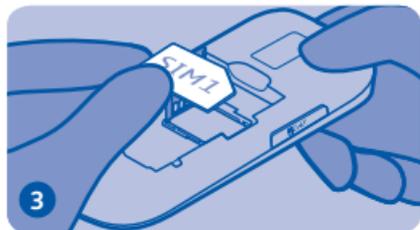
Line up the battery contacts, then push the battery in.



If the battery is in the phone, lift it out.



Press the back cover down until it locks into place.

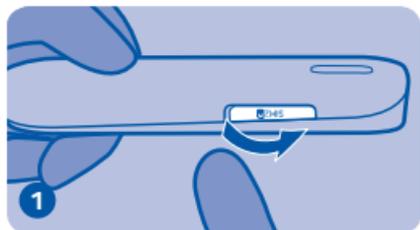


Open the holder, then put the SIM in with the contact area face down. See [▶ 4](#).

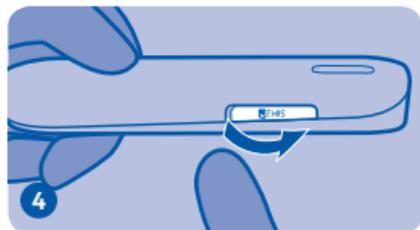


To switch on, press and hold  until the phone vibrates.

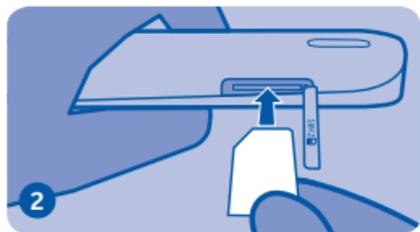
Insert or remove a second SIM card



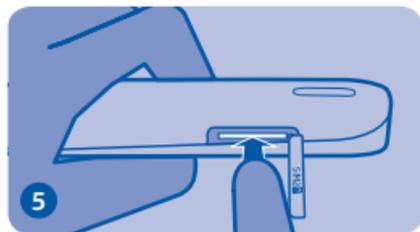
Open the external SIM slot marked with **SIM 2**. See [➔ 7](#).



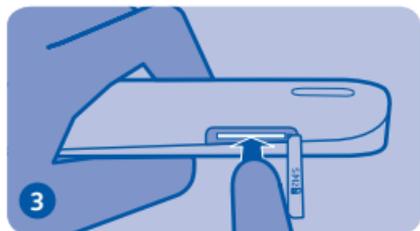
To remove the card, open the SIM slot.



Put the SIM in with the contact area face down.



Push the SIM in until it's free.

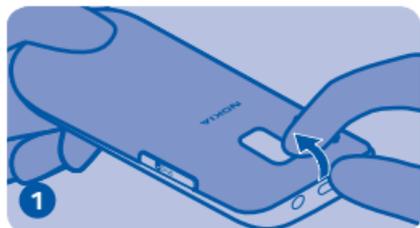


Push the card in until it locks into place. Close the cover.



Pull the SIM out.

Insert a memory card



Switch the phone off, then remove the back cover.



Lift the holder.



If the battery is in the phone, lift it out.



Put a compatible memory card in with the contact area face down.

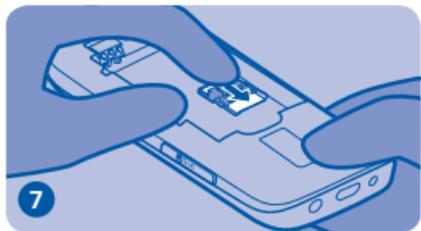


Slide the memory card holder towards the bottom of the phone.

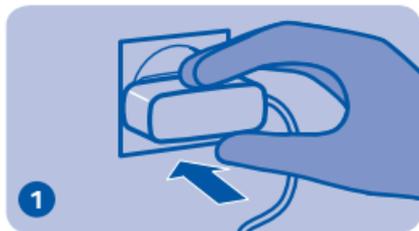


Lower the holder.

Charge the battery



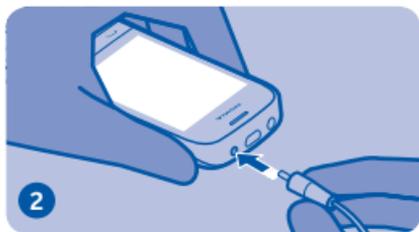
7 Slide the holder to its original position.



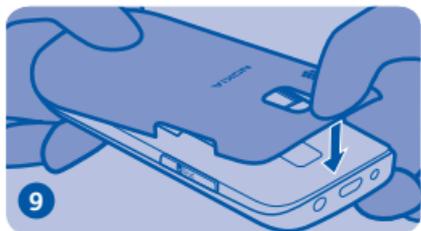
1 Plug the charger into a wall outlet.



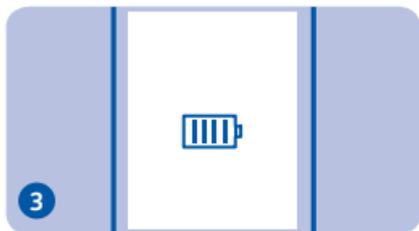
8 Line up the battery contacts, then push the battery in.



2 Connect the charger to the phone.



9 Press the back cover down until it locks into place. See [2](#).



3 Battery full? Unplug from the phone, then from the wall outlet.

Lock or unlock the keys and screen

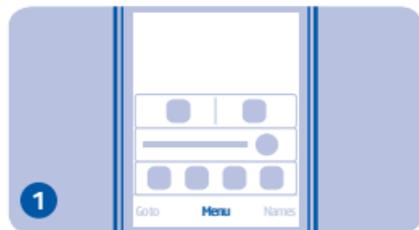


Lock the keys and screen when not using your phone.

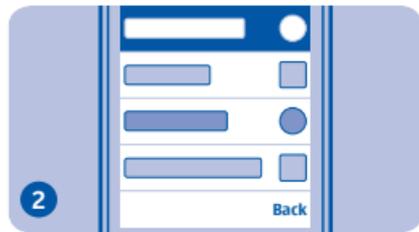


Press the key lock button.

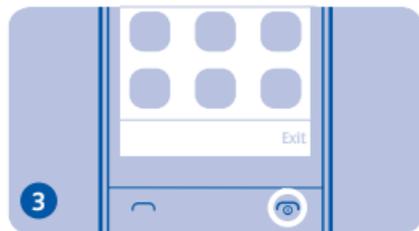
Explore your phone



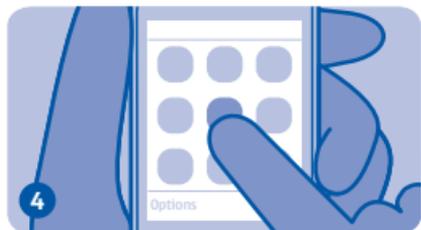
To see the features and apps in your phone, press **Menu**.



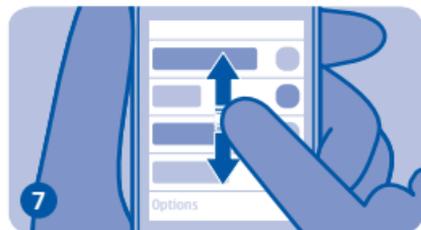
To go back to the previous view, press **Back**.



To go back to the home screen, press .



Tap an app or other item to open it.



To scroll, slide your finger quickly up or down, then lift your finger. See [3](#).

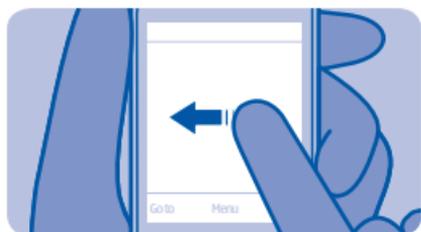


Tap and hold an item to see more options.

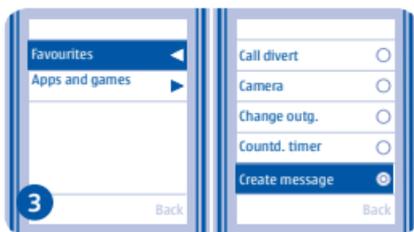


To swipe, steadily slide your finger to the desired direction.

Swipe to open applications



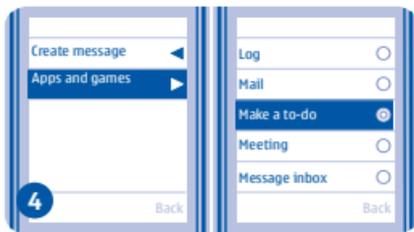
Open your favourite app with a single swipe on the home screen.



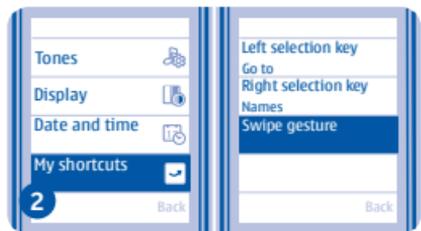
Select which app to open when you swipe left.



Select **Menu > Settings**.



Select which app to open when you swipe right.

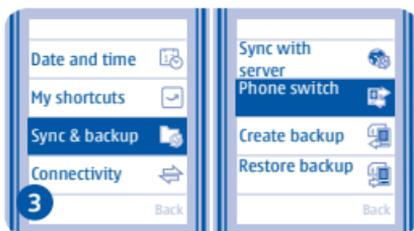


Select **My shortcuts > Swipe gesture**.

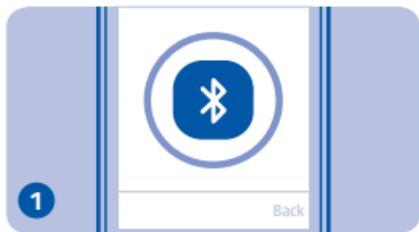
Copy content from your old phone



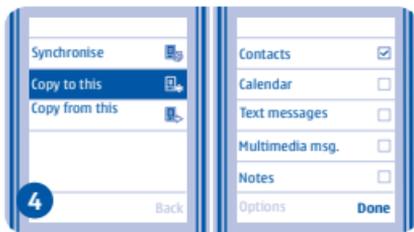
Easily get your contacts, calendar, and other stuff to your new phone.



Select **Sync & backup** > **Phone switch**.



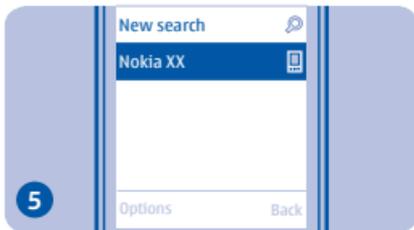
Switch Bluetooth on in both phones.



Select **Copy to this** and what you want to copy, then select **Done**.



Select **Menu** > **Settings**.



Select your old phone from the list of found devices.

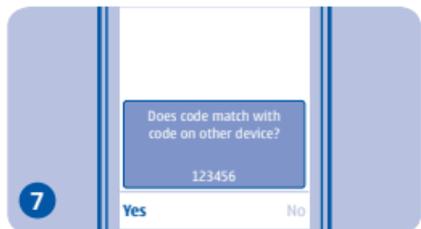
Set which SIM card to use



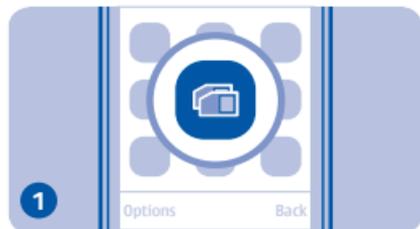
If asked, create a one-time passcode (such as 123), then select **OK**.



Set which SIM to use for calls or the internet connection.



Check that the codes match on both phones.



Select **Menu > SIM mgr..**

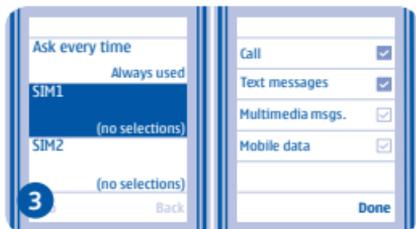


Follow the instructions on both phones.



To decide every time which SIM to use, select **Ask every time**.

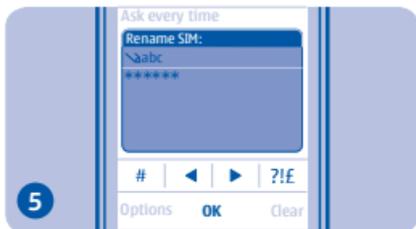
Indicators



Select **SIM1** or **SIM2** to set which SIM to use for which connection.



To rename a SIM, select and hold the card, then select **Rename**.



Write a name, then select **OK**.

  — You have unread messages sent to SIM1 or SIM2.

  — You have unread messages sent to SIM1 and SIM2.

  — You have unsent, cancelled, or failed messages from SIM1 or SIM2.

  — You have unsent, cancelled, or failed messages from SIM1 and SIM2.

 — The touch screen and keys are locked.

 — The phone doesn't ring when somebody calls or sends a message.

 — An alarm is set.

  — The phone is connected to a GPRS or EGPRS network using SIM1.

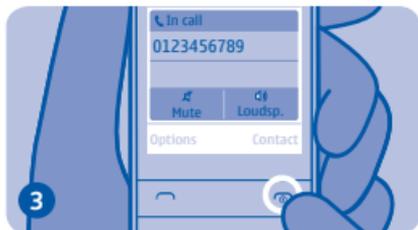
  — A GPRS or EGPRS connection from SIM1 is open.

— The GPRS or EGPRS connection from SIM1 is on hold.— Bluetooth is on.— All incoming calls to SIM1 or SIM2 are forwarded to another number.— All incoming calls to SIM1 and SIM2 are forwarded to another number.— The profile in use is timed. After a set amount of time, the phone changes back to the previously used profile.— A headset is connected to the phone.— The phone is connected to a device, such as a PC, with a USB cable.

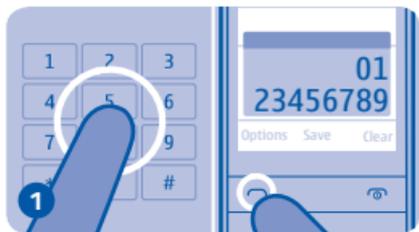
Make or answer a call



Call your friend. See ➔ 17.



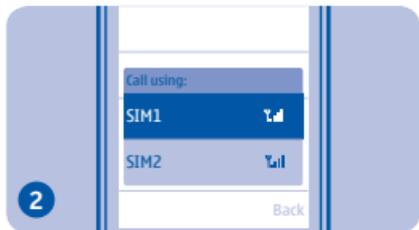
To end the call, press .



Type in the phone number, then press .

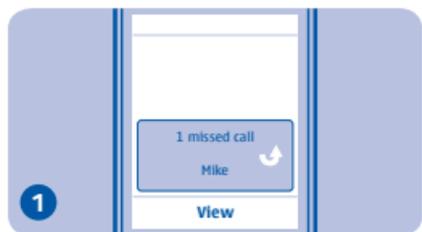


When your phone rings, press  to answer. See ➔ 18.

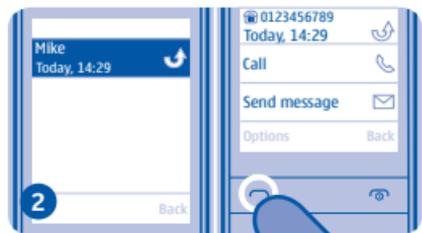


If asked, select which SIM to use.

View your missed calls



On the home screen, select **View**. See [5](#).



To call back, select the number, then press .

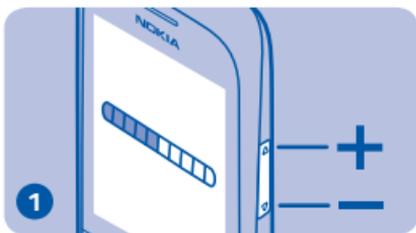


Tip: To view missed calls later, select **Menu > Contacts > Log**.

Change the volume



Is the volume too loud during a call or when listening to the radio?



Use the volume keys.



Better.

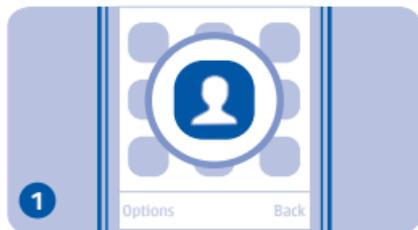
Save a name and phone number



Add new contacts to your phone.



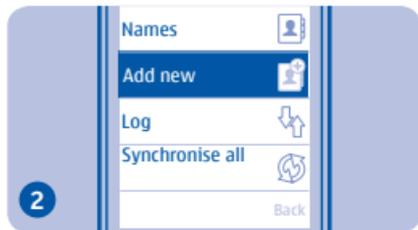
Type in the phone number, then select **OK**.



Select **Menu > Contacts**.



Write the first name, then select **OK**.



Select **Add new**.



Write the last name, then select **Save > Done**.

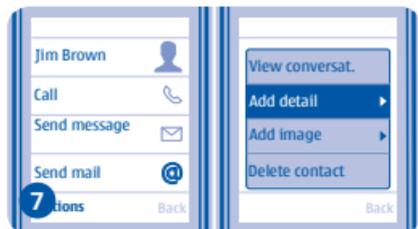
Send a message



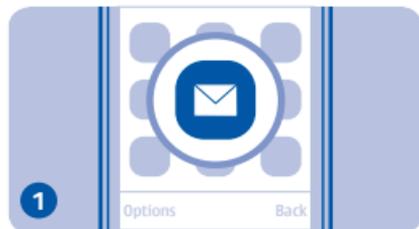
To edit details, select **Names** and a contact.



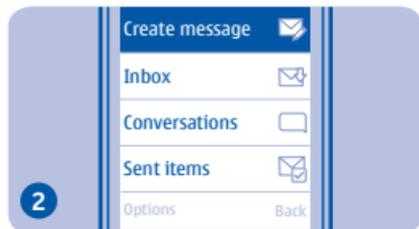
Keep in touch with people through messages. See ➔ 9.



Select **Options** > **Add detail**.



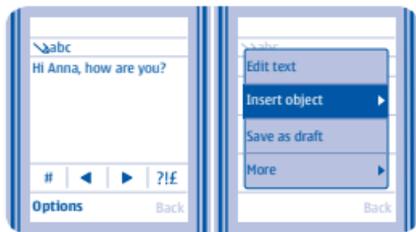
Select **Menu** > **Messaging**.



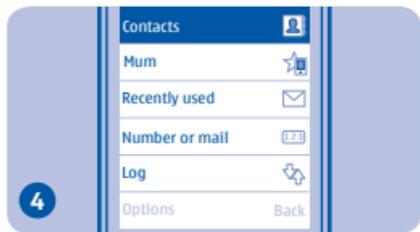
Select **Create message**.



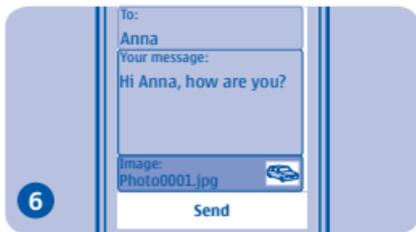
Write your message and select **Continue**.



Tip: To add an attachment, select **Options > Insert object**. See [10](#), [11](#), [12](#).



To add a recipient, select **Contacts**.



Select **Send**. If asked, select which SIM to use.



To type in a number or mail address, select **Number or mail**.

Write text

Press a key repeatedly until the letter is shown.

To type in a punctuation mark, press **1** repeatedly.

To type in a special character, press *****, then select the character.

To switch between character cases, press **#**.

To use number mode, press and hold **#**, then select **Number mode**. To go back to letter mode, press and hold **#**.

If you want to quickly type in a single number, just press and hold the number key.

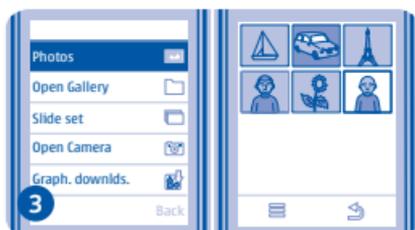
To switch predictive text on or off, select **Options > Prediction > Prediction on** or **Prediction off**. Not all languages are supported.

To change the writing language, select **Options > Writing language**.

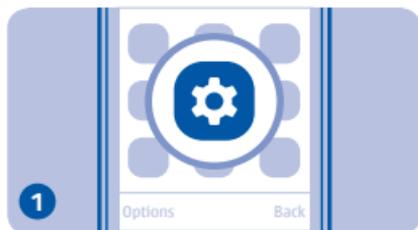
Personalise your home screen



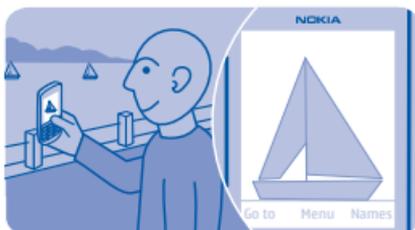
You can change the wallpaper, and rearrange items on the home screen.



Select a folder and a photo.



Select **Menu > Settings**.



Tip: You can also take a photo on your phone camera, and use that.

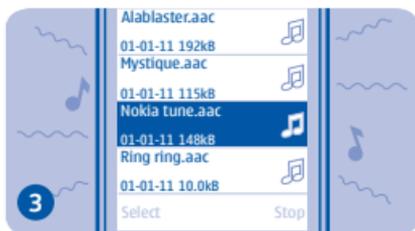


Select **Display > Wallpaper**.

Change your ringtone



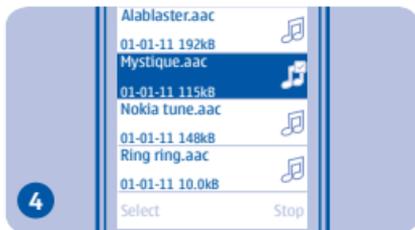
Set a different ringtone for each profile.



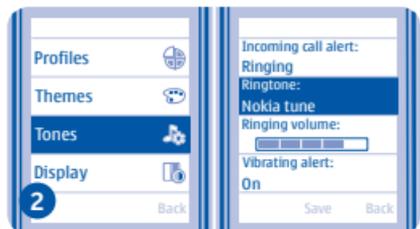
Browse to a ringtone.



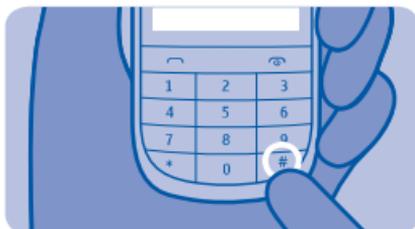
Select **Menu > Settings**.



Select the ringtone.



Select **Tones > Ringtone:**

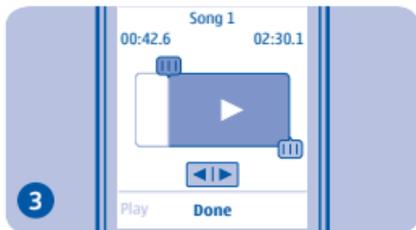


Tip: To switch between the silent and normal profile, press and hold #.

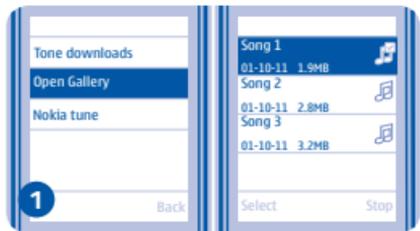
Set a song as your ringtone



You can set a song from the music player as your ringtone.



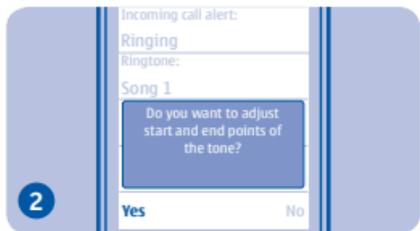
Drag  and  to the start and end points, then select **Done**.



When setting a ringtone, select **Open Gallery**, then browse to the song.



Select **Save**. See [13](#).

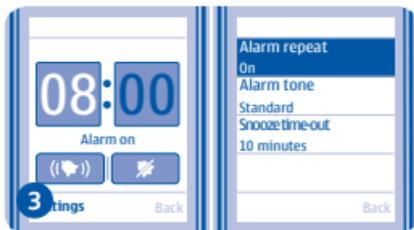


You can mark a section of a song to use as a ringtone. Select **Yes**.

Set an alarm



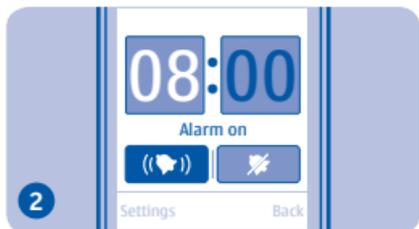
Use your phone as an alarm clock.



To repeat the alarm, select **Settings** > **On** and the days.



Select **Menu** > **Apps** > **Alarm clock**.



Set the alarm time, then select ((🕒)).

Add an appointment



Select **Menu** > **Calendar**.



Select a date and **View** > **Add**.



Select **Meeting**, fill in the fields, then select **Save**.

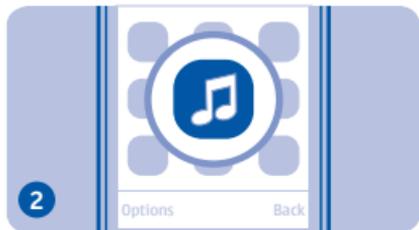
Listen to the radio



Listen to your favourite radio stations on your phone.



Connect a compatible headset. It acts as an antenna.



Select **Menu** > **Music**.

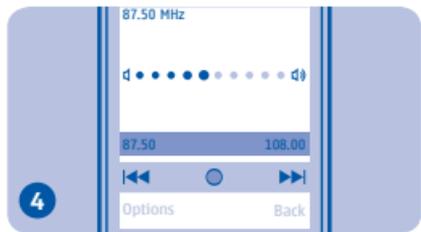
Find and save radio stations



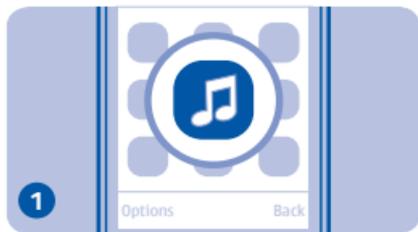
Select **Radio**.



Search for your favourite radio stations



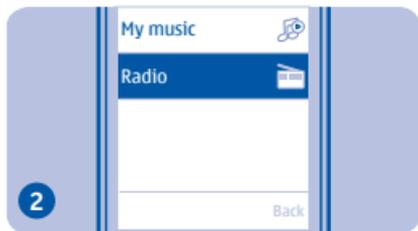
To change the volume, use the volume keys.



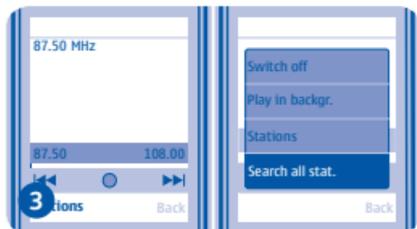
Select **Menu > Music**.



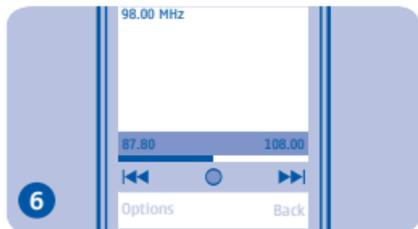
To close the radio, press and hold .



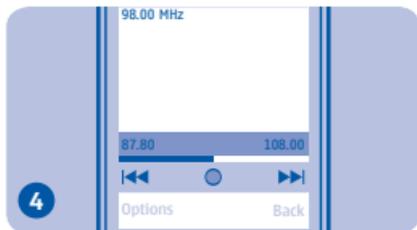
Select **Radio**.



To search for all available stations, select **Options** > **Search all stat..**



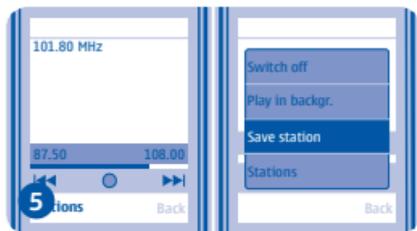
To switch to a saved station, select **Options** > **Search all stat..**



To search manually, select and hold **Options** > **Search all stat..**



Tip: To switch to a saved station, you can also press a number key.



To save a station, select **Options** > **Save station**.

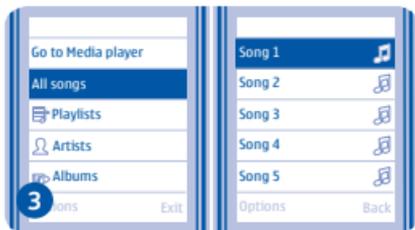


Tip: To rename a station, select and hold it, then select **Rename**.

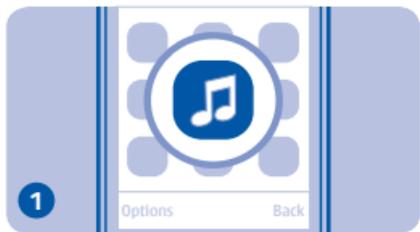
Play a song



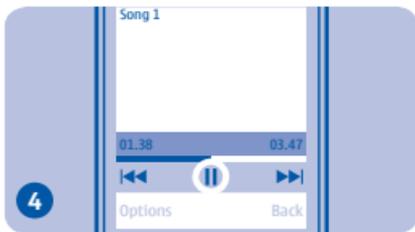
Listen to your favourite music on your phone.



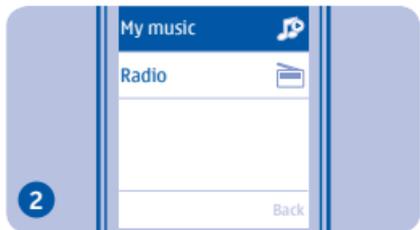
Select the song you want to play.



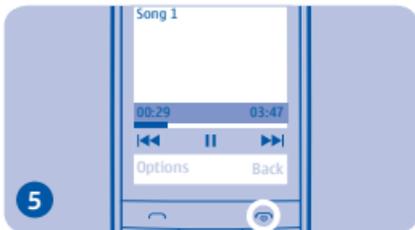
Select **Menu > Music**.



To pause or resume playing, select **||** or **>**.



Select **My music**.



To close the music player, press **Ⓜ**.

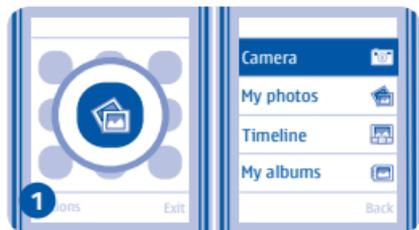
Take a photo



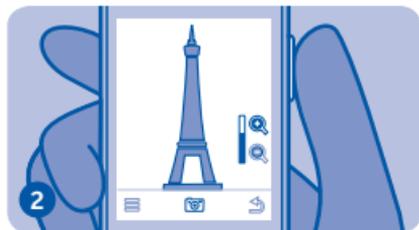
There's a camera in your phone — just aim and snap!



Select .
The photos are saved in My photos.



To open the camera, select **Menu > Photos > Camera**.

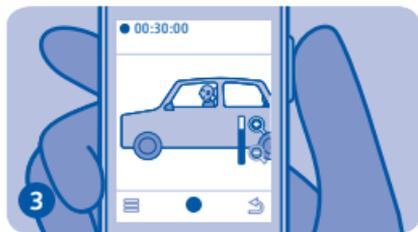


Use the volume keys to zoom in or out.

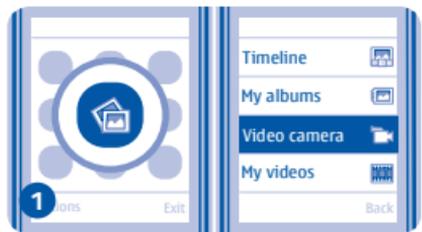
Record a video



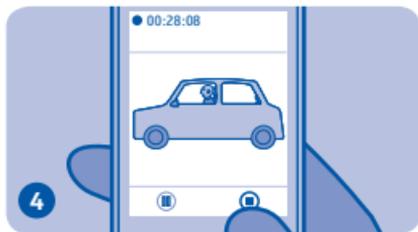
Besides taking photos, you can also record videos with your phone.



Use the volume keys to zoom in or out.



To open the camera, select **Menu > Photos > Video camera**.

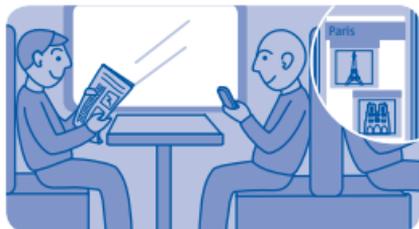


To stop recording, select . Videos are saved in My videos.

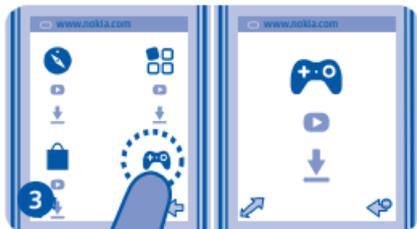


To start recording, select .

Browse the web



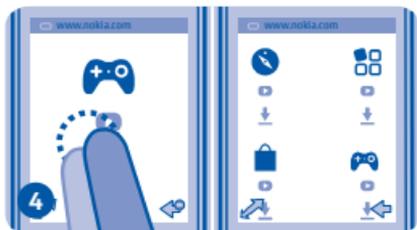
Catch up on the news, and visit your favourite websites.



To zoom in, tap the section of the web page you want to see better.



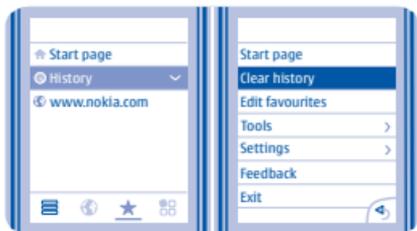
Select **Menu > Internet**.



To zoom out, double-tap the screen.



To go to a website, write the web address in the address bar.

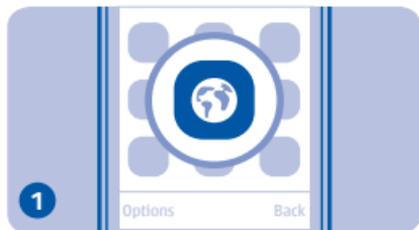


Tip: In the Favourites view, you can select **≡ > Clear history**.

Add a bookmark



If you visit the same websites often, add them as bookmarks.

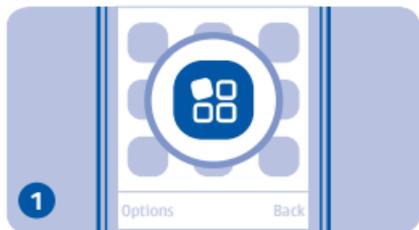


Select Menu > **Internet.**

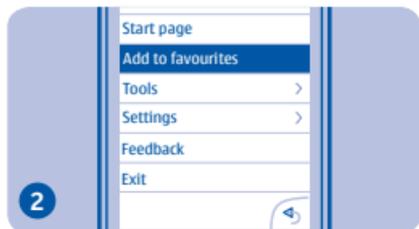
Get social



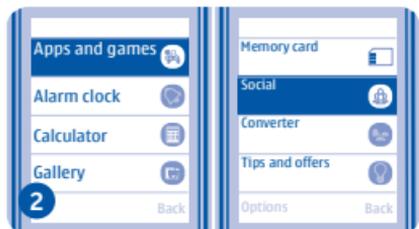
The Social app is your gateway to social networking services.



Select Menu > **Apps.**

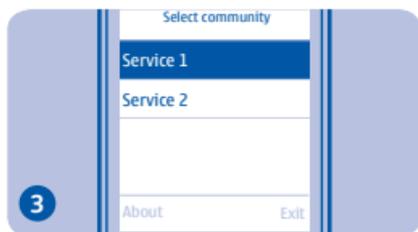


While browsing, select ☰ > **Add to favourites.**



Select **Apps and games** > **Social** and the SIM. See ➡ 14.

Set up your mail account



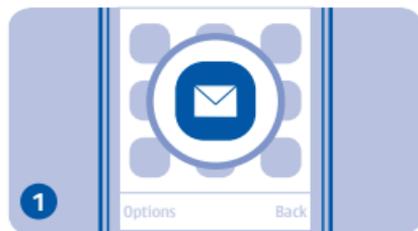
Select a service, then sign in. See [14](#), [15](#).



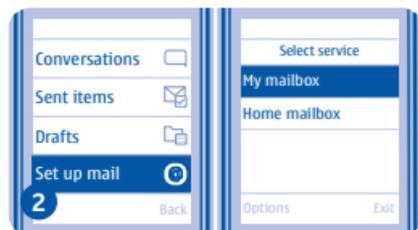
Want to mail, but have no computer at hand? Set up mail in your phone.



Tip: Add Social to your home screen to see the latest updates.



Select **Menu** > **Messaging**.

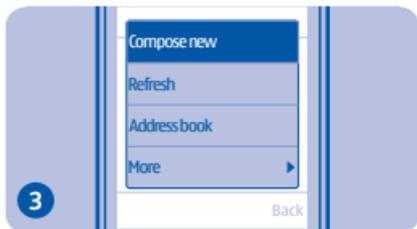


Select **Set up mail** and a mail service, then follow the instructions.

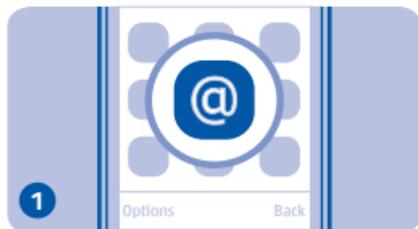
Send a mail



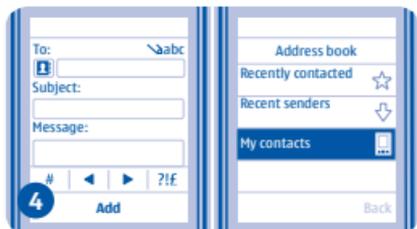
You can read and send mail while on the move.



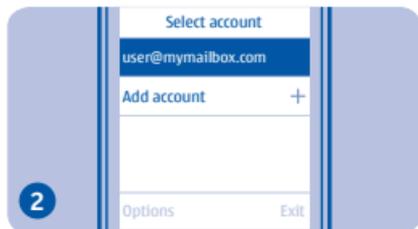
In the mailbox, select **Options** > **Compose new**.



Select **Menu** > **Mail**. If asked, select which SIM to use.



To add a recipient, select **Add**, or manually write the address.

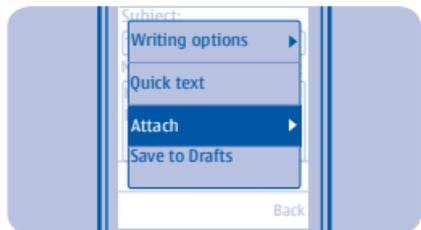


Select a mail account.



Write the subject and your message.

Chat with your friends



Tip: To attach a file, select **Options** > **Attach**.



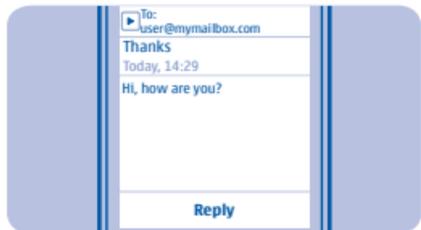
You can chat with your friends online while on the move.



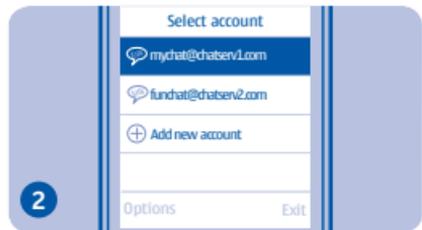
Select **Send**.



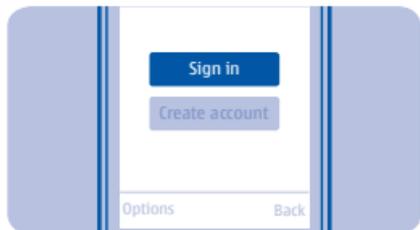
Select **Menu** > **Chat**. If asked, select which SIM to use.



Tip: To reply to a mail, open the mail, then select **Reply**.



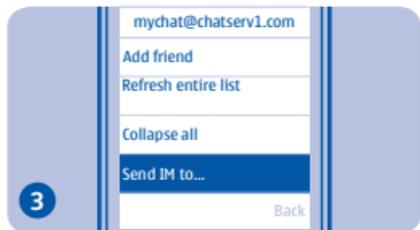
Select a service, then sign in.



Tip: If you don't have a chat account, you can sign in to Nokia Chat.



When you want to continue a conversation, select the thread.



Select **Send IM to...** and a contact.



Write your message in the text box, then select **Send**. See ➔ 8.

About Maps



Select **Menu** > **Maps**.

Maps shows you what is nearby and helps you plan your route, free of charge. You can:

- See where you are on a map
- Plan a route to a nearby place
- Search for a place or an address, and save it
- Send your location or a place to a friend in a text message

Your phone may have a memory card with preloaded maps for your country. Make sure the memory card is in your phone before using Maps.

You can only use Maps when using the SIM in the internal SIM holder.

When you browse to an area which is not covered by the maps already downloaded on the memory card, a map for the area is automatically

downloaded through the internet. See [↪ 8](#).

Contents of digital maps may sometimes be inaccurate and incomplete. Never rely solely on the content or the service for essential communications, such as in emergencies.

See where you are on the map

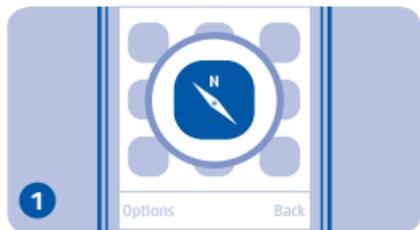


To help get your bearings, check where you are on the map.

Find a place



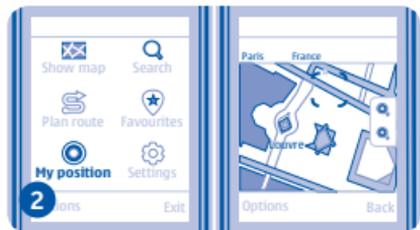
Find locations and addresses.



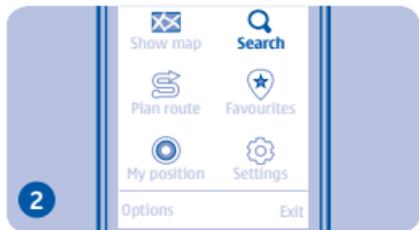
Select Menu > **Maps.**



Select Menu > **Maps.**



Select **My position.**



Select **Search.**

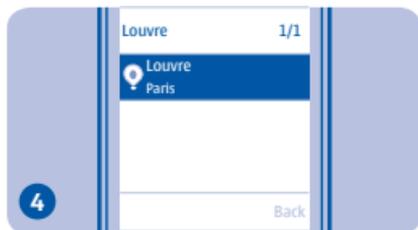
Send a photo using Bluetooth



Write the name or address of the place, then select **Go**.



Send a photo you have taken to your PC.



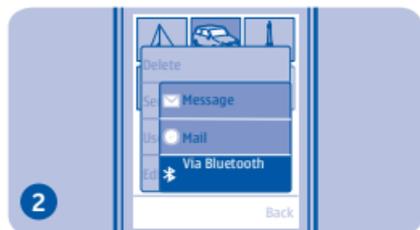
Select from the matching places or addresses.



Select and hold the photo, then select **Send**.

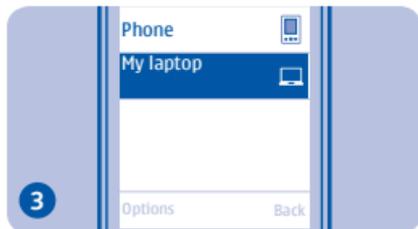


Tip: Can't find the place? To search online, select **Search online for**.



Select **Via Bluetooth**.

Copy between your phone and PC



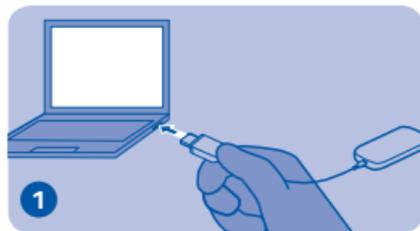
3 Select the device to connect to. If asked, type in the passcode. See 16.



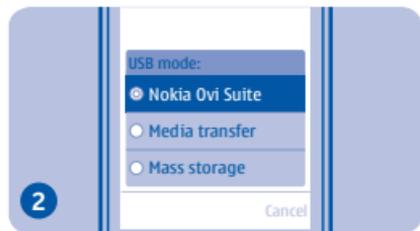
Copy content between your phone and a compatible computer.



4 The photo is sent to your PC.



1 Connect your phone to a computer with a compatible USB cable.



2 Select **Nokia Ovi Suite**, then copy the content.

Update phone software using your PC



Update your phone software with the Nokia Suite PC app. You can also back up the photos and other stuff in your phone to your computer.

You need a compatible PC, a high-speed internet connection, and a compatible USB cable to connect your phone to the PC.

To get more info and to download the app, go to www.nokia.com/support.

See ➡ 19.

Update phone software using your phone



You can update your phone software wirelessly. You can also set your phone to automatically check for updates.

You can only update your software when using the SIM in the internal SIM holder.

Select **Menu > Settings** and **Device > Device updates**.

1. To check if there is an update, select **Current sw details**.
2. To download and install an update, select **Downl. device sw**, then follow the instructions shown on the phone.

The update may take several minutes. If you encounter problems, contact your network service provider.

Back up content to a memory card

Check for updates automatically

Select **Automatic SW update**, then set how often to check.

Your network service provider may send updates over the air directly to your phone. For more info on this network service, contact your network service provider.



Want to make sure you won't lose any important files? You can back up your phone memory to a compatible memory card.

1. Select **Menu > Settings > Sync & backup**.
2. Select **Create backup**.
3. Select what you want to back up, then select **Done**.

Restore a backup

Select **Restore backup**.

Access codes

<p>PIN or PIN2 code (4-8 digits)</p>	<p>You can set your phone to ask for the PIN code when you switch it on.</p> <p>If not supplied with your card or you forget the codes, contact your service provider.</p> <p>If you type in the code incorrectly three times in a row, you need to unblock the code with the PUK or PUK2 code.</p>
<p>PUK or PUK2 code (8 digits)</p>	<p>These are required to unblock a PIN or PIN2 code.</p>
<p>IMEI number (15 digits)</p>	<p>This is used to identify valid phones in the network. The number can also be used to block, for example, stolen phones. You may also need to give the number to Nokia Care services.</p> <p>To view your IMEI number, dial *#06#.</p>
<p>Lock code (security code) (min. 5 digits)</p>	<p>This helps you protect your phone against unauthorised use.</p> <p>You can set your phone to ask for the lock code that you define. The default lock code is 12345.</p> <p>Keep the code secret and in a safe place, separate from your phone.</p> <p>If you forget the code and your phone is locked, your phone will require service. Additional charges may apply, and all the personal data in your phone may be deleted.</p>



For more information, contact Nokia Care or your phone dealer.

Support



When you want to learn more about how to use your phone, or if you're unsure how your phone should work, go to www.nokia.com/support.

Your questions may have been asked before. On the support web pages, select **Frequently asked questions**.

From the support pages, you can also find news on apps, downloads, and other useful info, such as:

- User guides
- Software update info
- Further details about features and technologies, and the compatibility of devices and accessories

If you have an issue, do the following:

- Reboot your phone. Switch the phone off, then remove the battery. After about a minute, put the battery back in, then switch the phone on again.

- Update your phone software
- Restore the original factory settings

If your issue remains unsolved, contact Nokia for repair options. Go to www.nokia-asia.com/repair. Before sending your phone for repair, always back up your data, as all personal data in your phone may be deleted.

Nokia original accessories

For availability of approved accessories, check with your dealer.

An extensive range of accessories is available for your device. For more details, see www.nokia-asia.com/accessories.

Practical rules about accessories

- Keep all accessories out of the reach of small children.
- When you disconnect the power cord of any accessory, grasp and pull the plug, not the cord.
- Check regularly that accessories installed in a vehicle are mounted and are operating properly.
- Installation of any complex car accessories must be made by qualified personnel only.

Battery

Type: BL-5C

Talk time:

Up to 5 hours.

Standby:

Up to 400 hours.

! **Important:** Battery talk and stand-by times are estimates and only possible under optimal network conditions. Actual battery talk and standby times depend on SIM cards, features used, battery age and condition, temperatures to which battery is exposed, network conditions, and many other factors, and may be significantly shorter than those specified above. Ringing tones, hands free call handling, use in digital mode, and other features will also consume the battery, and the amount of time a device is used for calls will affect its stand-by time. Likewise, the amount of time that the device is turned on and in the standby mode will affect its talk time.

Protect the environment

Save energy

You do not need to charge your battery so often if you do the following:

- Close applications and data connections, such as your Bluetooth connection, when not in use.
- Deactivate unnecessary sounds, such as touch screen and key tones.

Recycle packaging and user guides at your local recycling scheme.

For more information on the environmental attributes of your phone, go to www.nokia.com/ecoprofile.

Recycle



When this phone has reached the end of its working life, all of its materials can be recovered as materials and energy. To guarantee the correct disposal and reuse, Nokia co-operates with its partners through a program called We:recycle. For information on how to recycle your old Nokia products and where to find collection sites, go to www.nokia.com/werecycle, or call the Nokia Care contact centre.

General information

Read these simple guidelines. Not following them may be dangerous or illegal. For further information, read the complete user guide.



SWITCH OFF IN RESTRICTED AREAS

Switch the device off when mobile phone use is not allowed or when it may cause interference or danger, for example, in aircraft, in hospitals or near medical equipment, fuel, chemicals, or blasting areas. Obey all instructions in restricted areas.



ROAD SAFETY COMES FIRST

Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.



INTERFERENCE

All wireless devices may be susceptible to interference, which could affect performance.



QUALIFIED SERVICE

Only qualified personnel may install or repair this product.



BATTERIES, CHARGERS, AND OTHER ACCESSORIES

Use only batteries, chargers, and other accessories approved by Nokia for use with this device. Do not connect incompatible products.



KEEP YOUR DEVICE DRY

Your device is not water-resistant. Keep it dry.



GLASS PARTS

The device screen is made of glass. This glass can break if the device is dropped on a hard surface or receives a substantial impact. If the glass breaks, do not touch the glass parts of the device or attempt to remove the broken glass from the device. Stop using the device until the glass is replaced by qualified service personnel.



PROTECT YOUR HEARING

Listen to a headset at a moderate level, and do not hold the device near your ear when the loudspeaker is in use.

Product and safety information

Feature specific instructions

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

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

➤ 3 **Important:** Avoid scratching the touch screen. Never use an actual pen, pencil, or other sharp object on the touch screen.

➤ 4 **Important:** This device is designed to be used with a standard SIM card (see

figure) only. Use of incompatible SIM cards may damage the card or the device, and may corrupt data stored on the card. Please consult your mobile operator for the use of a SIM card that has a mini-UICC cutout.



➔ 5 Missed and received calls are logged only if supported by the network, and the phone is switched on and within the network service area.

➔ 6 If you only have one SIM card, insert the card into the SIM1 card holder. Some features and services may only be available when using the SIM card in the SIM1 card holder. If there is a SIM card only in the SIM2 card holder, you can only make emergency calls.

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

You can only use speed dials for the contacts stored on your phone or on the SIM card in the internal SIM1 card holder.

➔ 8 Using services or downloading content may cause transfer of large amounts of data, which may result in data traffic costs.

➔ 9 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, limiting the number of characters that can be sent in a single message.

➔ 10 If the item you insert in a multimedia message is too large for the network, the device may automatically reduce the size.

➔ 11 Only compatible devices can receive and display multimedia messages. Messages may look different in different devices.

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

➔ 13 The edited ringtone does not replace the original ringtone or sound clip. Preset ringtones cannot be modified, and not all formats of ringtones are supported.

➔ 14 Only those features that are supported by the social networking service are available.

Using social networking services requires network support. This may involve the transmission of large amounts of data and

related data traffic costs. For information about data transmission charges, contact your service provider.

➔ 15 The social networking services are third party services and not provided by Nokia. Check the privacy settings of the social networking service you are using as you may share information with a large group of people. The terms of use of the social networking service apply to sharing information on that service. Familiarise yourself with the terms of use and the privacy practices of that service.

Contents of digital maps may sometimes be inaccurate and incomplete. Never rely solely on the content or the service for essential communications, such as in emergencies.

➔ 16 Operating the device in hidden mode is a safer way to avoid malicious software. Do not accept Bluetooth connection requests from sources you do not trust. You can also deactivate Bluetooth function when you are not using it.

➔ 17 To enter the + character, used for international calls, select * twice.

➔ 18 **Warning:** When the flight profile is activated, you cannot make or receive any calls, including emergency calls, or use other features that require network coverage. To make a call, activate another profile.

➔ 19 You can only use Nokia Suite with the SIM card in the internal SIM card holder.

Network services and costs

Your device is approved for use on the (E)GSM 900 and 1800 MHz networks. To use the device, you need a subscription with a service provider.

Using network services and downloading content to your device requires a network connection and may result in data traffic costs. Some product features require support from the network, and you may need to subscribe to them.

Take care of your device

Handle your device, battery, charger and accessories with care. The following suggestions help you protect your warranty coverage.

- Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that corrode electronic circuits. If your device gets wet, remove the battery, and allow the device to dry.
- Do not use or store the device in dusty or dirty areas. Moving parts and electronic components can be damaged.
- Do not store the device in high temperatures. High temperatures can shorten the life of the device, damage the battery, and warp or melt plastics.
- Do not store the device in cold temperatures. When the device warms to its normal temperature, moisture can form inside the device and damage electronic circuits.

- Do not attempt to open the device other than as instructed in the user guide.
- Unauthorised modifications may damage the device and violate regulations governing radio devices.
- Do not drop, knock, or shake the device. Rough handling can break internal circuit boards and mechanics.
- Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can clog moving parts and prevent proper operation.
- Switch off the device and remove the battery from time to time for optimum performance.
- Keep your device away from magnets or magnetic fields.
- To keep your important data safe, store it in at least two separate places, such as your device, memory card, or computer, or write down important information.

Recycle

Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help prevent uncontrolled waste disposal and promote the recycling of materials. Check how to recycle your Nokia products at www.nokia.com/recycling.

Batteries and chargers

Battery and charger information

Your device is intended for use with a BL-5C rechargeable battery. Nokia may make additional battery models available for this device. Always use original Nokia batteries.

This device is intended for use when supplied with power from the following chargers: AC-11. The exact Nokia charger model number may vary depending on the plug type, identified by E, X, AR, U, A, C, K, or B.

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

 **Important:** Talk and standby times are estimates only. Actual times are affected by, for example, network conditions, device settings, features being used, battery condition, and temperature.

Battery safety

Always switch the device off and disconnect the charger before removing the battery. When you unplug a charger or an accessory, hold and pull the plug, not the cord.

When your charger is not in use, unplug it from the electrical plug and the device. Do not leave a fully charged battery connected to a charger, as overcharging may shorten the battery's lifetime. If left unused, a fully charged battery will lose its charge over time.

Always keep the battery between 15°C and 25°C (59°F and 77°F). Extreme temperatures reduce the capacity and lifetime of the battery. A device with a hot or cold battery may not work temporarily.

Accidental short-circuiting can happen when a metallic object touches the metal strips on the battery, for example, if you carry a spare battery in your pocket. Short-circuiting may damage the battery or the connecting object.

Do not dispose of batteries in a fire as they may explode. Dispose of batteries according to local regulations. Recycle when possible. Do not dispose as household waste.

Do not dismantle, cut, open, crush, bend, puncture, or shred cells or batteries. If a battery leaks, do not let battery liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help.

Do not modify, remanufacture, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.

Use the battery and charger for their intended purposes only. Improper use, or use of unapproved batteries or incompatible chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service centre for inspection before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors.

Additional safety information

Make an emergency call

1. Make sure the device is switched on.

2. Check for adequate signal strength. You may also need to do the following:

- Insert a SIM card.
 - Deactivate call restrictions you have activated for your device, such as call barring, fixed dialling, or closed user group.
 - Make sure the flight profile is not activated.
 - If the device screen and keys are locked, unlock them.
3. Press the end key repeatedly, until the home screen is displayed.
 4. Enter the official emergency number for your present location. Emergency call numbers vary by location.
 5. Press the call key.
 6. Give the necessary information as accurately as possible. Do not end the call until given permission to do so.

! **Important:** Activate both cellular and internet calls, if your device supports internet calls. The device may attempt to make emergency calls both through cellular networks and through your internet call service provider. Connections in all conditions cannot be guaranteed. Never rely solely on any wireless device for essential communications like medical emergencies.

Small children

Your device and its accessories are not toys. They may contain small parts. Keep them out of the reach of small children.

Medical devices

Operation of radio transmitting equipment, including wireless phones, may interfere with

the function of inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine whether they are adequately shielded from external radio frequency energy.

Implanted medical devices

Manufacturers of medical devices recommend a minimum separation of 15.3 centimetres (6 inches) between a wireless device and an implanted medical device, such as a pacemaker or implanted cardioverter defibrillator, to avoid potential interference with the medical device. Persons who have such devices should:

- Always keep the wireless device more than 15.3 centimetres (6 inches) from the medical device.
- Not carry the wireless device in a breast pocket.
- Hold the wireless device to the ear opposite the medical device.
- Turn the wireless device off if there is any reason to suspect that interference is taking place.
- Follow the manufacturer directions for the implanted medical device.

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

Accessibility solutions

Nokia is committed to making mobile phones easy to use for all individuals, including those with disabilities. For more information, visit

the Nokia website at www.nokiaaccessibility.com.

Hearing

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

Some wireless devices may interfere with some hearing aids.

Operating environment

This device meets radio frequency exposure guidelines in the normal use position at the ear or at least 1.5 centimetres (5/8 inch) away from the body. Any carry case, belt clip, or holder for body-worn operation should not contain metal and should position the device the above-stated distance from your body.

To send data files or messages requires a quality connection to the network. Data files or messages may be delayed until such a connection is available. Follow the separation distance instructions until the transmission is completed.

Vehicles

Radio signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles such as electronic fuel injection, electronic antilock braking, electronic speed control, and air bag systems. For more information, check with

the manufacturer of your vehicle or its equipment.

Only qualified personnel should install the device in a vehicle. Faulty installation or service may be dangerous and may invalidate your warranty. Check regularly that all wireless device equipment in your vehicle is mounted and operating properly. Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the device, its parts, or accessories. Remember that air bags inflate with great force. Do not place your device or accessories in the air bag deployment area.

Potentially explosive environments

Switch off your device in any area with a potentially explosive atmosphere, for example near gas pumps at service stations. Sparks in such areas could cause an explosion or fire resulting in bodily injury or death. Observe restrictions in fuel service stations, storage, and distribution areas; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include areas where you would be advised to turn off your vehicle engine, below deck on boats, chemical transfer or storage facilities and where the air contains chemicals or particles such as grain, dust, or metal powders. You should check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) to determine if this device can be safely used in their vicinity.

Certification information (SAR) This mobile device meets guidelines for exposure to radio waves.

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organisation ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 watts/kilogram (W/kg) averaged over 10 grams of tissue. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station.

The highest SAR value under the ICNIRP guidelines for use of the device at the ear is 0.90 W/kg.

Use of device accessories may result in different SAR values. SAR values may vary depending on national reporting and testing

requirements and the network band. Additional SAR information may be provided under product information at www.nokia.com.

NOKIA MANUFACTURER'S LIMITED WARRANTY

Note: This Manufacturer's Limited Warranty ("Warranty") is applicable only to authentic Nokia products sold through authorised Nokia retail channels, and is only valid and enforceable in the country where the Nokia products were purchased, provided that the Nokia products were intended for sale in that country.

Note: This Warranty is in addition to and does not limit the rights you may have under any mandatory consumer protection laws of your country.

1. GENERAL

Nokia Corporation ("Nokia") provides this Warranty for the Nokia product(s) included in the original sales package ("Product").

Your Product is a sophisticated electronic device. Nokia strongly encourages you to read and follow its user guide. Please also note that your Product may contain parts, which can be damaged if not handled very carefully.

During the warranty period, Nokia or a Nokia Care Centre or Nokia authorised service centre will remedy defects in materials and workmanship free of charge and in a

commercially reasonable time by either repairing or replacing your Product at its option.

2. WARRANTY PERIOD

The warranty period starts when the Product is sold to an end-user for the first time. This can be evidenced either by (i) the proof of purchase issued by the first retailer or (ii) the date Your Product has first been successfully registered by Nokia.

In this Warranty, Nokia warrants the items in the sales pack as follows:

- (i) Twelve (12) months for the main device;
- (ii) Six (6) months for the main device battery; twelve (12) months for the main device battery if the battery is integrated within the device and non-removable;
- (iii) Twelve (12) months for accessories, other than the consumable parts and accessories listed in (iv) and (v) below;
- (iv) Six (6) months for the following consumable parts and accessories: chargers, desk stands, headsets, cables and covers;
- (v) Three (3) months for the memory card, and for the media on which any software is provided, e.g. CD-ROM.

No repair or replacement will renew or extend the warranty periods. However, original or replacement parts or replacement Products

provided under this Warranty will be covered by this Warranty for the remainder of the original warranty period or for sixty (60) days from the date of repair or replacement, whichever is longer.

3. HOW TO OBTAIN YOUR WARRANTY SERVICE

If you suspect that your Product may require service under this Warranty, please first visit www.nokia.com and follow any instructions on how to troubleshoot the suspected issue and how to proceed. You can also call a Nokia call centre for assistance (national or premium rates may apply). You can find information about Nokia call centres, Nokia Care Centres and Nokia authorised service centres in the sales package, or from local Nokia web pages, where available. If you call a Nokia call centre or use other available support, please have the following information readily available:

- Your name, address, telephone number, Nokia user account details, and other contact information;
- Your Product type, name, model number, product code, and serial number, which are available from the sales package of your Product;
- Date and place of purchase, as well as the name of the retailer from whom your Product was first purchased; and
- A short description of the issue affecting your Product

You will need to deliver your Product to a Nokia Care Centre or Nokia authorised service centre at your own cost. If you visit a

Nokia Care Centre or Nokia authorised service centre for assistance under this Warranty, please remember to bring along a copy of the original proof of purchase, which clearly indicates the name and address of the seller, the date and place of purchase, the product type and the IMEI or other serial number.

If you wish to claim under this Warranty, you must inform Nokia or a Nokia Care Centre or Nokia authorised service centre of the issue affecting your Product within a reasonable time from noticing it and always before the applicable warranty period expires (see section 2 above).

Nokia recommends that you register your Product with Nokia or activate a Nokia user account, which may in some circumstances enable Nokia to provide you a more personalised warranty service.

4. WHAT THIS WARRANTY DOES NOT COVER

Nokia does not provide a warranty for the following:

1. User guides
2. Any third party software, settings, content, data, or links installed or downloaded onto your Product at any time
3. Nokia and third party services or enabling clients (please read the terms and conditions that may accompany the services to review your applicable rights and obligations)

4. Normal wear and tear

5. Reduced charging capacity of the battery, which is a result of the natural end of life process of batteries

6. Defects or damage caused by: (a) misuse, (b) not using your Product in accordance with the user guide, (c) using your Product with, or connecting it to, any product, accessory, software, or service not manufactured or supplied by Nokia, (d) any products combined with your Product by a third party, or (e) other acts beyond Nokia's reasonable control

7. Damage caused by hacking, cracking, viruses, or other malware, or by unauthorised access to services, accounts, computer systems or networks

8. Damage caused by exposure of the Product to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products

9. Pixel defects in your Product's display that are within the scope of industry standards. For more information on pixel defects and industry standards, please visit www.nokia.com.

This Warranty is not valid if:

1. Your Product has been (a) opened, modified, or repaired without Nokia's

authorisation, or (b) repaired with unauthorised spare parts.

2. Your Product's serial number, the mobile accessory date code, or the IMEI number has been removed, erased, defaced, altered or if these are illegible in any way, and this shall be determined at the sole discretion of Nokia.

3. The software your product runs on has been modified.

In this Warranty, Nokia does not warrant that any Nokia software (including updates and upgrades) provided with, in, or for your Product will meet your requirements, work in combination with any hardware or software not provided by Nokia, that the operation of Nokia software will be uninterrupted or error free or that any defects in the software are correctable or will be corrected. For Nokia software related defects, Nokia or a Nokia Care Centre or Nokia authorised service centre will make available the latest version of the Nokia software for reinstallation on your Product. Some Nokia software may be subject to separate licence terms. Please refer to www.nokia.com or the license terms, which apply to the Nokia software, for information on support that may be available for it. This Warranty does not cover transport costs.

5. OTHER IMPORTANT NOTICES

An independent operator provides the SIM card and the cellular or other network or system on which your Product operates. Therefore, Nokia does not assume any



responsibility for the operation, availability, coverage, services, or range of the cellular or other networks or systems. Before Nokia or a Nokia Care Centre or Nokia authorised service centre can repair or replace your Product, the operator may need to unlock the SIM-lock or other lock that may lock your Product to a specific network or operator. In these situations, please first contact your operator and request it to unlock your Product.

All parts of your Product that Nokia has replaced become Nokia's property. When repairing or replacing your Product, Nokia may use new or re-conditioned parts or products.

If this Warranty does not cover your Product or the issue based on which it requires service, Nokia, Nokia Care Centres and Nokia authorised service centres reserve the right to charge for the repair or replacement of your Product, as well as a handling fee.

Your Product may contain country specific elements, including software. The warranty services available in a particular country may be limited to the Products and country specific elements available in that country. Also, if your Product has been re-exported from its original destination to another country, your Product may contain country specific elements that are not considered a defect under this Warranty even if they would not be operational.

6. LIMITATION OF NOKIA'S LIABILITY

This Warranty is your only remedy against Nokia and Nokia's only liability with respect to defect and damage in your Product. This Warranty replaces all other Nokia warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as to satisfactory quality or fitness for purpose.

To the extent permitted by applicable law(s), Nokia shall not under any circumstances be liable, either expressly or implicitly, for any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of, content or data or the recreation or transfer thereof even if such loss, damage, or corruption was a result of a defect in your Product. **Please note that you should always back up all data and content (including, without limitation, any licence numbers and activation codes) stored on your Product before taking your Product in for service since service activities will erase all data from your Product.**

TO THE EXTENT PERMITTED BY APPLICABLE LAW(S) NOKIA SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY LOSS OF PROFIT, PRODUCTS OR FUNCTIONALITY, BUSINESS, CONTRACTS, REVENUES OR ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES, OR FOR ANY INDIRECT, CONSEQUENTIAL OR SPECIAL LOSS OR DAMAGE, EVEN IF IT IS NEGLIGENT.

To the extent permitted by applicable law, Nokia's liability shall be limited to the purchase value of your Product. The limitations in this clause 6 shall not apply in case of Nokia's gross negligence or intentional misconduct or in case of death or personal injury resulting from Nokia's proven negligence.

Nokia Corporation

Keilalahdentie 2-4

FIN-02150 Espoo

Finland

MANUFACTURER'S LIMITED WARRANTY (AUSTRALIA)

 **Note:** This Manufacturer's Limited Warranty ("Warranty") is applicable only to authentic Nokia products sold through authorised Nokia retail channels from 31st March 2011, and which Nokia has intended for sale in Australia.

 **Note:** This Warranty is in addition to and does not limit the rights you may have under any mandatory consumer protection laws of your country.

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and

compensation for any other reasonably foreseeable loss or damage. You are entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

1. GENERAL

Nokia Corporation ("Nokia") provides this Warranty for the Nokia product(s) included in the original sales package ("Product"). Additional rights may arise under local law if the products are no longer in their original packaging.

Your Product is a sophisticated electronic device. Nokia strongly encourages you to read and follow its user guide. Please also note that your Product may contain parts, which can be damaged if not handled very carefully.

During the warranty period, Nokia or a Nokia Care Centre or Nokia authorised service centre will remedy defects in materials and workmanship free of charge and in a commercially reasonable time by either repairing or replacing your Product at its option. You may have other rights at local law during or after the warranty period. These are not excluded by this Warranty.

2. WARRANTY PERIOD

The warranty period starts when the Product is sold to an end user for the first time. This can be evidenced either by (i) the proof of purchase issued by the first retailer or (ii) the

date Your Product has first been successfully registered by Nokia.

In this Warranty, Nokia warrants the items in the sales pack as follows:

(i) For the main device, twelve (12) months if you obtained the device from Vodafone, Hutchison or 3 or their dealers, and twenty four (24) months if you obtained the device elsewhere in Australia. To check the warranty status of your device, please go to www.nokia.com.au/warrantycheck;

(ii) Twelve (12) months for accessories (other than those listed below);

(iii) Six (6) months for the main device battery, charger, desk stands, headsets, cables and covers;

(iv) Twelve (12) months for the main device battery if the battery is integrated within the device and non-removable;

(v) Three (3) months for the CD-ROM and memory card.

No repair or replacement will renew or extend the warranty periods. However, original or replacement parts or replacement Products provided under this Warranty will be covered by this Warranty for the remainder of the original warranty period or for sixty (60) days from the date of repair or replacement, whichever is longer.

3. HOW TO OBTAIN YOUR WARRANTY SERVICE

If you suspect that your Product may require service under this Warranty, please first go to www.nokia.com.au/support, and follow any instructions on how to troubleshoot the suspected issue and how to proceed. You can also call the Nokia Careline for assistance (national or premium rates may apply). You can find information about how to contact Nokia in the sales package or at www.nokia.com.au/contactus. If you call the Nokia Careline or use other available support, please have the following information readily available:

- Your name, address, telephone number, OVI user account details, and other contact information;
- Your Product type, name, model number, product code, and serial number, which are available from the sales package of your Product;
- Date and place of purchase, as well as the name of the retailer from whom your Product was first purchased; and
- A short description of the issue affecting your Product

You will need to deliver your Product to a Nokia Care Centre or Nokia authorised service centre at your own cost. If you visit a Nokia Care Centre or Nokia authorised service centre for assistance under this Warranty, please remember to bring along a copy of the original proof of purchase.

If you wish to claim under this Warranty, you must inform Nokia or a Nokia Care Centre or

Nokia authorised service centre of the issue affecting your Product within a reasonable time from noticing it and always before the applicable warranty period expires (see section 2 above). After the warranty period, you may have other rights at local law. These are not excluded by this Warranty.

Nokia recommends that you register your Product with Nokia or activate a Nokia user account, which may in some circumstances enable Nokia to provide you a more personalised warranty service.

4. WHAT THIS WARRANTY DOES NOT COVER

Nokia does not provide a Warranty for the following:

1. User guides
2. Any third party software, settings, content, data, or links installed or downloaded onto your Product at any time
3. Nokia and third party services or enabling clients (please read the terms and conditions that may accompany the services to review your applicable rights and obligations)
4. Normal wear and tear
5. Reduced charging capacity of the battery, which is a result of the natural end of life process of batteries
6. Defects or damage caused by: (a) misuse, (b) not using your Product in accordance with

the user guide, (c) using your Product with, or connecting it to, any product, accessory, software, or service not manufactured or supplied by Nokia, (d) any products combined with your Product by a third party, or (e) other acts beyond Nokia's reasonable control

7. Damage caused by hacking, cracking, viruses, or other malware, or by unauthorised access to services, accounts, computer systems or networks

8. Damage caused by exposure of the Product to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products.

9. Pixel defects in your Product's display that are within the scope of industry standards. For more information on pixel defects and industry standards, please go to www.nokia.com.

This Warranty is not valid if:

1. Your Product has been (a) opened, modified, or repaired without Nokia's authorisation, or (b) repaired with unauthorised spare parts.
2. Your Product's serial number, the mobile accessory date code, or the IMEI number has been removed, erased, defaced, altered or if these are illegible in any way, and this shall be determined in the sole discretion of Nokia.

3. The software your product runs on has been modified, except by Nokia.

In this Warranty, Nokia does not warrant that any Nokia software (including updates and upgrades) provided with, in, or for your Product will meet your requirements, work in combination with any hardware or software not provided by Nokia, that the operation of Nokia software will be uninterrupted or error free or that any defects in the software are correctable or will be corrected. For Nokia software related defects, Nokia or a Nokia Care Centre or Nokia authorised service centre will make available the latest version of the Nokia software for reinstallation on your Product. Some Nokia software may be subject to separate licence terms. Please refer to www.nokia.com or the license terms, which apply to the Nokia software, for information on support that may be available for it. This Warranty does not cover transport costs.

5. OTHER IMPORTANT NOTICES

An independent operator provides the SIM card and the cellular or other network or system on which your Product operates. Therefore, Nokia does not assume any responsibility for the operation, availability, coverage, services, or range of the cellular or other networks or systems. Before Nokia or a Nokia Care Centre or Nokia authorised service centre can repair or replace your Product, the operator may need to unlock the SIM-lock or other lock that may lock your Product to a specific network or operator. In these situations, please first contact your

operator and request it to unlock your Product.

All parts of your Product that Nokia has replaced become Nokia's property. When repairing or replacing your Product, Nokia may use new or re-conditioned parts or products.

If this Warranty does not cover your Product or the service it requires, and you do not have a right to a repair or replacement under local law, Nokia, Nokia Care Centres and Nokia authorised service centres reserve the right to charge for the repair or replacement of your Product, as well as a handling fee.

Your Product may contain country specific elements, including software. The Warranty services available in a particular country may be limited to the Products and country specific elements available in that country. Also, if your Product has been re-exported from its original destination to another country, your Product may contain country specific elements that are not considered a defect under this Warranty even if they would not be operational.

6. LIMITATION OF NOKIA'S LIABILITY

Subject to rights under local law(s) that cannot be excluded, Nokia shall not under any circumstances be liable, either expressly or implicitly, for any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of, content or data or the recreation or transfer thereof even if such loss, damage, or corruption was

contributed to by your Product. There is always the risk of data loss, damage or corruption when using software. **Please note that you should always back up all data and content (including, without limitation, any licence numbers and activation codes) stored on your Product before taking your Product in for service since service activities will erase all data from your Product.**

TO THE EXTENT PERMITTED BY APPLICABLE LAW(S) NOKIA SHALL NOT BE LIABLE FOR ANY LOSS OF PROFIT, PRODUCTS OR FUNCTIONALITY, BUSINESS, CONTRACTS, REVENUES OR ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES, OR FOR ANY INDIRECT, CONSEQUENTIAL OR SPECIAL LOSS OR DAMAGE, EVEN IF IT IS NEGLIGENT. HOWEVER, LOCAL LAW MAY GIVE YOU ADDITIONAL REMEDIES IN DAMAGES THAT CANNOT BE EXCLUDED.

To the extent permitted by applicable law, Nokia's liability under this Warranty shall be limited to the purchase value of your Product.

Nokia Corporation

Keilalahdentie 2-4

FIN-02150 Espoo

Finland

www.nokia.com.au/warranty

Nokia Careline: 1300 366 733

Email: www.nokia.com.au/asknokia

MANUFACTURER'S LIMITED WARRANTY (NEW ZEALAND)

Note: This Manufacturer's Limited Warranty ("Warranty") is applicable only to authentic Nokia products sold through authorised Nokia retail channels, and which Nokia has intended for sale in New Zealand.

Note: This Warranty is in addition to and does not limit the rights you may have under any mandatory consumer protection laws of your country.

Our products come with consumer guarantees that cannot be excluded under the Consumer Guarantees Act 1993 (NZ). Under consumer guarantees you are entitled to a replacement or refund for a failure of substantial character and for compensation for any other reasonably foreseeable loss or damage. You are entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a failure of substantial character. Where your Nokia product was supplied to you for business purposes, consumer guarantees under the Consumer Guarantees Act 1993 (NZ) will not apply.

1. GENERAL

Nokia Corporation ("Nokia") provides this Warranty for the Nokia product(s) included in the original sales package ("Product").



Additional rights may arise under local law if the products are no longer in their original packaging.

Your Product is a sophisticated electronic device. Nokia strongly encourages you to read and follow its user guide. Please also note that your Product may contain parts, which can be damaged if not handled very carefully.

During the warranty period, Nokia or a Nokia Care Centre or Nokia authorised service centre will remedy defects in materials and workmanship free of charge and in a commercially reasonable time by either repairing or replacing your Product at its option. You may have other rights at local law during or after the warranty period. These are not excluded by this Warranty.

2. WARRANTY PERIOD

The warranty period starts when the Product is sold to an end user for the first time. This can be evidenced either by (i) the proof of purchase issued by the first retailer or (ii) the date Your Product has first been successfully registered by Nokia.

In this Warranty, Nokia warrants the items in the sales pack as follows:

- (i) Twelve (12) months for the main device;
- (ii) Twelve (12) months for accessories (other than those listed below);

- (iii) Six (6) months for the main device battery, charger, desk stands, headsets, cables and covers;

- (iv) Twelve (12) months for the main device battery if the battery is integrated within the device and non-removable;

- (v) Three (3) months for the CD-ROM and memory card.

No repair or replacement will renew or extend the warranty periods. However, original or replacement parts or replacement Products provided under this Warranty will be covered by this Warranty for the remainder of the original warranty period or for sixty (60) days from the date of repair or replacement, whichever is longer.

3. HOW TO OBTAIN YOUR WARRANTY SERVICE

If you suspect that your Product may require service under this Warranty, please first go to www.nokia.co.nz/support, and follow any instructions on how to troubleshoot the suspected issue and how to proceed. You can also call the Nokia Careline for assistance (national or premium rates may apply). You can find information about how to contact Nokia in the sales package or at www.nokia.co.nz/contactus. If you call the Nokia Careline or use other available support, please have the following information readily available:

- Your name, address, telephone number, OVI user account details, and other contact information;

- Your Product type, name, model number, product code, and serial number, which are available from the sales package of your Product;
- Date and place of purchase, as well as the name of the retailer from whom your Product was first purchased; and
- A short description of the issue affecting your Product

You will need to deliver your Product to a Nokia Care Centre or Nokia authorised service centre at your own cost. If you visit a Nokia Care Centre or Nokia authorised service centre for assistance under this Warranty, please remember to bring along a copy of the original proof of purchase.

If you wish to claim under this Warranty, you must inform Nokia or a Nokia Care Centre or Nokia authorised service centre of the issue affecting your Product within a reasonable time from noticing it and always before the applicable warranty period expires (see section 2 above). After the warranty period, you may have other rights at local law. These are not excluded by this Warranty.

Nokia recommends that you register your Product with Nokia or activate a Nokia user account, which may in some circumstances enable Nokia to provide you a more personalised warranty service.

4. WHAT THIS WARRANTY DOES NOT COVER

Nokia does not provide a Warranty for the following:

1. User guides
2. Any third party software, settings, content, data, or links installed or downloaded onto your Product at any time
3. Nokia and third party services or enabling clients (please read the terms and conditions that may accompany the services to review your applicable rights and obligations)
4. Normal wear and tear
5. Reduced charging capacity of the battery, which is a result of the natural end of life process of batteries
6. Defects or damage caused by: (a) misuse, (b) not using your Product in accordance with the user guide, (c) using your Product with, or connecting it to, any product, accessory, software, or service not manufactured or supplied by Nokia, (d) any products combined with your Product by a third party, or (e) other acts beyond Nokia's reasonable control
7. Damage caused by hacking, cracking, viruses, or other malware, or by unauthorised access to services, accounts, computer systems or networks
8. Damage caused by exposure of the Product to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products

9. Pixel defects in your Product's display that are within the scope of industry standards. For more information on pixel defects and industry standards, please go to www.nokia.com.

This Warranty is not valid if:

1. Your Product has been (a) opened, modified, or repaired without Nokia's authorisation, or (b) repaired with unauthorised spare parts.
2. Your Product's serial number, the mobile accessory date code, or the IMEI number has been removed, erased, defaced, altered or if these are illegible in any way, and this shall be determined in the sole discretion of Nokia.
3. The software your product runs on has been modified, except by Nokia.

In this Warranty, Nokia does not warrant that any Nokia software (including updates and upgrades) provided with, in, or for your Product will meet your requirements, work in combination with any hardware or software not provided by Nokia, that the operation of Nokia software will be uninterrupted or error free or that any defects in the software are correctable or will be corrected. For Nokia software related defects, Nokia or a Nokia Care Centre or Nokia authorised service centre will make available the latest version of the Nokia software for reinstallation on your Product. Some Nokia software may be subject to separate licence terms. Please refer to www.nokia.com or the license terms,

which apply to the Nokia software, for information on support that may be available for it. This Warranty does not cover transport costs.

5. OTHER IMPORTANT NOTICES

An independent operator provides the SIM card and the cellular or other network or system on which your Product operates. Therefore, Nokia does not assume any responsibility for the operation, availability, coverage, services, or range of the cellular or other networks or systems. Before Nokia or a Nokia Care Centre or Nokia authorised service centre can repair or replace your Product, the operator may need to unlock the SIM-lock or other lock that may lock your Product to a specific network or operator. In these situations, please first contact your operator and request it to unlock your Product.

All parts of your Product that Nokia has replaced become Nokia's property. When repairing or replacing your Product, Nokia may use new or re-conditioned parts or products.

If this Warranty does not cover your Product or the service it requires, and you do not have a right to a repair or replacement under local law, Nokia, Nokia Care Centres and Nokia authorised service centres reserve the right to charge for the repair or replacement of your Product, as well as a handling fee.

Your Product may contain country specific elements, including software. The Warranty

services available in a particular country may be limited to the Products and country specific elements available in that country. Also, if your Product has been re-exported from its original destination to another country, your Product may contain country specific elements that are not considered a defect under this Warranty even if they would not be operational.

6. LIMITATION OF NOKIA'S LIABILITY

Subject to rights under local law(s) that cannot be excluded, Nokia shall not under any circumstances be liable, either expressly or implicitly, for any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of, content or data or the recreation or transfer thereof even if such loss, damage, or corruption was contributed to by your Product. There is always the risk of data loss, damage or corruption when using software. **Please note that you should always back up all data and content (including, without limitation, any licence numbers and activation codes) stored on your Product before taking your Product in for service since service activities will erase all data from your Product.**

TO THE EXTENT PERMITTED BY APPLICABLE LAW(S) NOKIA SHALL NOT BE LIABLE FOR ANY LOSS OF PROFIT, PRODUCTS OR FUNCTIONALITY, BUSINESS, CONTRACTS, REVENUES OR ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES, OR FOR ANY INDIRECT, CONSEQUENTIAL OR SPECIAL LOSS OR DAMAGE, EVEN IF IT IS NEGLIGENCE. HOWEVER, LOCAL LAW MAY GIVE YOU

ADDITIONAL REMEDIES IN DAMAGES THAT CANNOT BE EXCLUDED.

To the extent permitted by applicable law, Nokia's liability under this Warranty shall be limited to the purchase value of your Product.

Nokia Corporation

Keilalahdentie 2-4

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Finland

www.nokia.co.nz/warranty

Nokia Careline: 0800 665 421 (0800 NOKIA1)

Email: www.nokia.co.nz/asknokia

NOKIA SERVICE TERMS

Terms of Use

1. Acceptance

These Nokia Service Terms together with the Privacy Policy and all other additional terms and information that may be provided within the Service (collectively "Terms") govern your use of the service, site, content and software (collectively the "Service"). By registering for or using the Service or any portion of it you accept the Terms.



The Terms constitute an agreement between you and Nokia Corporation, Keilalahdentie 2-4, 02150 Espoo, Finland including its affiliates and suppliers (collectively “Nokia”), defining your and Nokia’s rights and responsibilities with respect to the Service.

2. Eligibility

To use the Service, you must be at least thirteen (13) years of age. If you are under thirteen (13) years of age, or at least thirteen (13) years of age but a minor where you live, you must have your parent or legal guardian accept your registration on your behalf and approve your use of the Service. Anyone completing the registration must be legally competent.

3. Registration and Termination

To use a Service you may need to register and create a Nokia account with username and a password. You may need to provide us with certain personal and other information. Nokia may verify your email address before account can be used. Upon first use of your device and each time you update the Nokia device software, a text message will be sent to Nokia. The creation of a Nokia Account will require data transmission. Data transmission costs may apply.

You agree to provide truthful and complete information when you register for the Service and to keep that information updated. You must take due care to protect your username and password against misuse

by others and promptly notify Nokia about any misuse. You, and your parent or legal guardian if you are a minor, are personally responsible for any use of the Service.

You may terminate your registration if you no longer wish to use the Service. After termination, you will no longer have access to the Service. Nokia may terminate your registration or restrict your access to certain parts of the Service if Nokia reasonably believes that you have breached the Terms or with prior notice if you have not signed into the Service with your username in the past six (6) months.

Except as set forth in the Privacy Policy, Nokia is not responsible for any removal or loss of the information or content you have submitted to the Service. When information or content is removed from the Service by either you or Nokia, traces or copies may still remain elsewhere.

4. Licenses

Nokia grants you a non-exclusive, non-transferable license, revocable at any time at Nokia’s sole discretion, to access and use the Service strictly in accordance with the Terms. Use of the Service does not grant you any intellectual property rights in or to any information or content in the Service.

As part of the Service, Nokia may provide you with content developed by Nokia or its licensors (“Content”). Nokia grants you a non-exclusive and perpetual license to use

Content for the purpose it is intended, unless otherwise defined in the applicable Terms or the purchase order. Some Content may only be available to residents of certain geographical areas. You are bound by any restrictions applicable to specific Content you obtain through the Service. Any license acquired to third-party Content is a binding agreement between you and the third-party Content provider. You have only the rights to the Content which are expressly granted here.

As part of the Service, Nokia may provide you with certain software developed by Nokia or, its licensors ("Software"). Your use of Software may be subject to separate terms and conditions that you must accept before using the Software. If there are no separate terms and conditions applicable to such Software, the following terms apply: Nokia grants to you a limited, non-exclusive, non-transferable right to install and use the Software on your computer and/or mobile device. You may not copy the Software, except to make a single archival backup copy. You may not distribute, transfer the right to use, modify, translate, reproduce, resell, sublicense, rent, lease, reverse engineer, or otherwise attempt to discover the source code of or make derivative works of the Software. For open source licensed software, applicable open source license terms apply.

The Software maybe subject to export controls under the U.S. Export Administration Regulations and other import or export control regulations. You agree to

strictly comply with all applicable import and export regulations and acknowledge that you have the responsibility to obtain licenses to export, re-export, transfer, or import such Software.

You may be able to submit information or content ("Material") to the Service. Nokia does not claim ownership in your Material. Your submission of Material does not transfer ownership of rights of the Material to Nokia. Nokia is only transmitting the Material and is not responsible for editorial control over it. By submitting Material to the Service you grant Nokia a worldwide, non-exclusive, sub-licensable, assignable, fully paid-up, royalty-free, perpetual and irrevocable license to use, copy, publicly perform, display, distribute in any media and modify the Material to incorporate the Material into other works, and to grant similar sublicenses to the extent necessary for Nokia to provide the Service. You may be able to adjust this grant in the privacy and other settings of the Service.

You are solely responsible for taking backup copies of the data you store on the Service, including Content you upload. If the Service is discontinued or canceled, Nokia may permanently delete your data. Nokia has no obligation to return data to you after the Service is discontinued or canceled.

5. Using the Service

You agree to:

- Comply with applicable laws, the Terms and good manners;
- Use the Service only for your personal, non-commercial purposes;
- Not submit unlawful, offensive, inaccurate, misleading, abusive, pornographic, harassing, libelous or otherwise inappropriate Material;
- Obtain any consents, permission or licenses that may be legally required for you to submit any Material;
- Respect the privacy of others;
- Not distribute or post spam, unreasonably large files, chain letters, pyramid schemes, viruses; or
- Not use any other technologies or initiate other activities that may harm the Service, or the interest or property of the Service users.
- Not to use any automated systems or means to access, acquire, copy or monitor any part of the service.
- Be responsible for the consequences related to the Material that you post.

Nokia may but has no obligation to:

- Monitor or moderate any Content or Material;
- Remove any Material from the Service; and
- Restrict access to any part of the Service at any time in its sole discretion.

6. Content

Before downloading or accessing any Content, please check whether the Content which you wish to access is restricted by age

or marked as potentially 'offensive' or 'explicit'. Nokia shall not be responsible for any claims or offense caused or suffered by you accessing such Content.

You agree:

- To use the Content only for your personal, non-commercial purposes;
- To use the Content in accordance with the restrictions set out in the applicable laws, additional terms, guidelines and policies or on the product pages that apply to that particular piece of the Content;
- Not to make copies, give, sell, resell, loan, rent, offer, broadcast, send, distribute, transfer, communicate to the public, reproduce, modify, display, perform, commercially exploit or make the Content available unless otherwise authorized in the applicable Terms and to advise Nokia promptly of any such unauthorized use;
- Not to remove, circumvent, reverse engineer, decrypt, or otherwise alter or interfere with any applicable usage rules or attempt to circumvent digital rights management or copy protection features associated with the Content or any other technologies used to control the access to or use of the Content or its identifying information;
- Not to use any automated systems or means, except for those provided by us, for the selection or downloading of the Content;
- Not to give out your password or otherwise allow other people to access the Content. The restrictions on copying that apply to applicable media also apply to the Content accessed as part of this Service.



The Content is owned and/or controlled by Nokia and/or its respective licensors and is protected by intellectual property laws. The third party Content provider is solely responsible for any Content it provides, any warranties to the extent that such warranties have not been disclaimed and for any claims you may have relating to that Content or your use of that Content. However, Nokia may enforce the third party Content license terms against you as a third party beneficiary of those terms. The third party Content providers are third-party beneficiaries under these Terms and may enforce the provisions that directly concern the Content in which they have rights. Nokia may be acting as an agent for third party Content provider in providing the Content to you. Nokia is not a party to the transaction between you and the third party Content provider for such Content.

7. Allegations of Copyright Infringement

You may notify Nokia of copyright infringement on the Service by providing notice (a) by email with "Copyright Notification" in the subject line to copyright.notices@nokia.com, (b) by a document titled "Copyright Notification" mailed to Nokia, Attn: Copyright Agent, 102 Corporate Park Drive, White Plains, NY 10604, USA or (c) via the online form, if available. Your notice must:

1. identify the original copyrighted work you claim is infringed;

2. identify the content on the Service that you claim is infringing the copyrighted work. Please provide enough detail for Nokia to locate the allegedly infringing content on the Service;

3. provide your contact information, including your full name, mailing address, telephone number, and email address, if available;

4. provide a statement that you have a good faith belief that the use of the content in the manner complained of is not authorized by the copyright owner, its agent, or the law;

5. provide this statement: "I swear, under penalty of perjury, that the information in this notification and complaint is accurate and that I am the copyright owner, or am authorized to act on behalf of the copyright owner of an exclusive right that is infringed."; and

6. provide your signature, as applicable.

8. Notices

Nokia may post notices within the Service. Nokia may also send you notices about products and Services to the email address or telephone number you have provided to us. You are deemed to have received such notices at the latest within seven (7) days from Nokia sending or posting those. Your continued use of the Services constitutes your receipt of all notices regardless of delivery method.

9. Fees

Your use of the Service may be or may become subject to charges.

Any fees charged by Nokia will be announced separately in connection with the Service.

Use of the Service may involve transmission of data through your service provider's network. Prices listed within the Service do not include possible data transmission, text message, voice or other service provision charges by your network service provider.

Nokia assumes no responsibility for the payment of any charges of your service providers.

10. Order and Payment Terms

"Order" shall mean the selection of payable Content and/or subscription to Content offered by Nokia and available in the Service and submission of payment method, as well as submitting the order by selecting the "buy", "ok", "I accept" or other similar confirmation of acceptance in the order flow or providing other indication of acceptance terms that are presented to you in the order flow.

To place an Order within the Service, you must have reached the age of legal competence according to the applicable legislation. If you have not reached the age of legal competence, you may place Orders

only with the prior consent of your parent or legal guardian.

You agree that all Orders shall be legally valid and binding. All Orders are subject to acceptance by Nokia.

You may pay by credit or debit card, network service provider billing, or other payment methods if available.

Your credit or debit card must have a billing address in the country where the Content is offered by the Service. Nokia will charge your credit card or debit your bank account within a reasonable time after you have made your Order. All credit card payments are subject to validation checks and authorization by the card issuer.

If you choose network service provider billing, charges will appear on your mobile phone bill or be deducted from your prepaid account if it is a prepaid account. Some network service providers may subject your usage of the Service to additional terms and conditions including placing limits on the amount of charges possible with network service provider billing. Charges in excess of network service provider limits or account balance may be rejected.

You agree to pay the charges related to your Order, to ensure that the instrument of payment is valid at the time of the Order, that you are the rightful holder of the instrument and that the instrument is used within its credit limits.



The Content that is delivered is licensed to you. You agree to use such Content solely as permitted in these Terms and in any additional terms that you may be presented in the order flow.

The Service may offer subscriptions. You authorize the Service to place a periodical charge during the period of the subscription. The Service may also offer a trial period. If your Order involves a trial period (also known as try-and-buy), you may be charged when the trial period expires, unless you cancel in accordance with the subscription/trial terms.

The prices in the Service may change from time to time. Prices include applicable taxes in effect at the time of your transaction, unless otherwise stated. There may be instances where you incur additional charges from your bank or credit card provider based on currency conversion rates used and/or additional fees assessed. Nokia assumes no responsibility for the payment of bank or any other third party service fees or charges.

11. Cancellations and Refunds

You agree to the electronic delivery of Content being initiated concurrently with the placement of your Order. You will not be able to cancel your Order once it has been processed. The nature of the Content is such that it cannot be returned.

In the event that after your Order you discover and promptly inform Nokia within

48 hours that (a) the Content you have ordered is faulty; (b) the Content Nokia delivers to you does not match the description of the Content you ordered via the Service; or (c) technical problems delayed or prevented delivery of your Content or accidental multiple orders caused by such technical problems, your sole and exclusive remedy with respect to such Content will be either replacement of such Content, or refund of the price paid for such Content, as determined solely by Nokia. Otherwise, no refunds are available. If you encounter any of the above issues, please contact Nokia Customer Support.

Please note that Nokia may not be able to process your customer support request if you are unable to provide your transaction ID, which is provided to you by Nokia following your Order from the Service. Nokia may only process refunds for Content where the total price is above the monetary limit stipulated in applicable local legislation.

12. Feedback to Nokia

By submitting any ideas, feedback and/or proposals ("Feedback") to Nokia through the Service or other means, you acknowledge and agree that: (1) Nokia may have similar development ideas to the Feedback; (2) your Feedback does not contain confidential or proprietary information of you or any third party; (3) Nokia is not under any obligation of confidentiality with respect to the Feedback; (4) Nokia may freely use, distribute, exploit and further develop and modify Feedback for

any purpose; and (5) you are not entitled to any compensation of any kind from Nokia.

13. Social Activities and Location Sharing

You may use features in the Service to share your location, status, content, Materials or personal information or to interact with other users, sites and services. By using these features you agree that Nokia may use and provide that information to other services and persons with whom you choose to interact or share this information. Users of these services and persons, such as your contacts, may see your location, status and/or personal information. In using these features you agree not to share information, Content or Material or to link to any service or site that: (a) contains content or other material that is illegal or inappropriate; or (b) exploits intellectual property rights without authorization or encourages users to piracy. Any interaction does not involve Nokia and is solely between you and the other user(s).

14. Availability and Technical Requirements

The availability of Content and the Service may vary and is subject to Nokia's sole discretion. Nokia expressly disclaims any representation or warranty that any particular Content or Service will be available. The Service may not be available in all countries and may be provided only in selected languages. The Service, operations and some features may also be dependent on the network, compatibility of the devices used and the content formats supported.

To access the Service, you may need to download a specific piece of software developed by Nokia or by another party.

Nokia may, in its sole discretion, change, correct or discontinue the Service in whole or in part. The Service may not be available during maintenance breaks and other times. To ensure you have the latest Nokia device software and applications, your device may automatically check for the availability of software updates from Nokia. If any are detected you will be prompted to approve the installation. You may disable automatic checking for updates through settings in your device. You may also install software through available software update channels. If Nokia considers a Software update to be important or critical you may not continue using the previous version of the Software. Nokia may prevent your use of the previous version of the Software or Service until you install the update.

Nokia may disable any Content or Software contained in your Service account for any reason and remove any Content or Software and/or disable copies of any application on your device in order to protect the Service, application providers, wireless carriers over whose network you access the service or any other affected or potentially affected parties.

A particular service may be a pre-release version, for example a beta release, and may not work in the way a final version works. Nokia may significantly change any version of

Service or Software or decide not to release a final version.

15. Links to Third Party Sites and Content

Nokia may include access to sites and services on the Internet or preloaded clients that enable you to interact with sites and services that are owned or operated by third parties and that are not part of the Service. You must review and agree to the terms and conditions of these sites or services before using these sites or services.

Nokia has no control over the third party content, sites or services and assumes no responsibility for services provided or material created or published on these third-party sites or services. A link to a third-party site does not imply that Nokia endorses the site or the products or services referenced in the site.

In addition, you and other users may create content and links to content within the Service that has not otherwise been submitted to the Service. Nokia is not responsible for this type of content or links.

16. Advertisements

Service may include advertisements. Advertisements may be targeted to the content or information stored on the Service, queries made through the Service, or other information.

17. Personal Data

The Privacy Policy and any additional privacy information made available to you govern the use of your personal data.

18. Limitation of Liability

The Service is provided on “AS IS” and “AS AVAILABLE” basis. Nokia does not warrant that the Service will be uninterrupted or error or virus-free. No warranty of any kind, either express or implied, including but not limited to warranties of title, non-infringement, merchantability, or fitness for a particular purpose, is made in relation to the availability, accuracy, reliability, information or content of the Service. You expressly agree and acknowledge that the use of the Service is at your sole risk and that you may be exposed to content from various sources.

Except for liability for death or personal injury caused by its gross negligence or intentional misconduct, Nokia is not liable for any direct damages caused by your use or inability to use the Service. In no case will Nokia be liable for any indirect, incidental, punitive or consequential damages resulting from your use or inability to use the Service.

19. Indemnification

You agree to defend and indemnify Nokia from and against all third party claims and all liabilities, assessments, losses, costs or damages resulting from or arising out of (i) your breach of the Terms, (ii) your infringement or violation of any intellectual property rights, other rights or privacy of a

third party, or (iii) misuse of the Service by a third party where the misuse was made possible by your failure to take reasonable measures to protect your username and password against misuse.

20. Miscellaneous

20.1 Choice of Law

The Terms are governed by the laws of Finland without regard to its conflicts of law provisions.

20.2 Validity

The Terms neither exclude nor limit any of your mandatory rights in your country of residence that cannot by law be waived. If a provision of the Terms is found to be invalid, the remaining provisions will not be affected and the invalid provision will be replaced with a valid provision that comes closest to the result and purpose of the Terms. In the event one or more provisions of these Terms are not relevant to your use of the Service, it shall not impact the validity or enforceability of any other provision of the Terms or the Terms as a whole. If there is any conflict between these Nokia Service Terms and the Privacy Policy, the provisions of these Nokia Service Terms prevail. The provisions of the Terms that are intended to survive termination of your registration remain valid after termination.

20.3 Changes in Terms

Nokia may modify the Terms at any time without prior notice. If the Terms are changed in a material, adverse way, Nokia will provide a separate notice advising of the change.

You are responsible for regularly reviewing the Terms. Your continued use of the Service constitutes your consent to any changes and modification.

21. Intellectual Property

The Service, Content and Software are protected under international copyright laws. Nokia claims copyrights in its Service, Content, and Software to the maximum extent of the law. Subject to the Terms, Nokia retains all right, title and interest in the Service, its Content, the Software and in all other Nokia products, software and other properties provided to you or used by you through the Service.

22. Assignment

Nokia may assign its rights and obligations under these Terms to its corporate parent, its subsidiaries, or to any company under common control with Nokia. Additionally, Nokia may assign its rights and obligations under these Terms to a third party in connection with a merger, acquisition, sale of assets, by operation of law or otherwise.

WE CARE ABOUT YOUR PRIVACY

Nokia is committed to protecting your privacy and to complying with applicable data

protection and privacy laws. This Privacy Policy ("Policy") explains how we process personal data. Throughout this Policy the term "personal data" means information relating to an identified or identifiable individual (i.e. a natural person). "Nokia" refers to Nokia Corporation, including its affiliates (also referred to as "we", "us", or "our"). This Policy applies for processing of your personal data where Nokia is the data controller or where we refer to the applicability of this Policy.

We may provide additional privacy information in connection with our products and services through service descriptions and other notices. Such information prevails over this Policy to the extent of any conflict.

Third party services installed on your device may allow access to information available on your device. Our products or services may contain links to other companies' websites and services that have privacy policies of their own. We recommend that you read the privacy policies of such third party services. Nokia is not responsible for the privacy practices or contents of any such third party services.

By using this website and/or by submitting personal data to Nokia, you agree to the processing of your personal data as explained in this Policy. If you do not agree with this Policy, please do not use this website or provide Nokia with your personal data.

What Data Do We Collect?

We collect your personal data typically when you make a purchase, use or register into our products and services, take part in a campaign or otherwise interact with us. Below are examples of the categories of data we collect.

- **Your use of our products and services**
When you use our products and services your IP-address, access times, the website you linked from, pages you visit, the links you use, the content you viewed and other such information your browser provides us with is automatically collected by Nokia. Some of our mobile services may collect your unique mobile device identifiers, subscriber identity information, network service provider specific identifiers, network settings and other such information. When you use our products and services or otherwise interact with us over telecommunications networks, certain additional information, such as your mobile subscription number, may be transmitted to us by your mobile network provider.
- **Information you provide us with**
We may ask you to provide us with information such as your name, email address, street address, user names and passwords, your consents, preferences and feedback, information relating to your devices, age, gender, postal code and language preferences. Please note that certain non-identifiable information collected from you may become personally identifiable when you provide us with your personal data. We may also obtain, in accordance with applicable law, some personal data from list-rental companies and

other such publicly available sources. Some of our services may allow you to submit information about other people, for example, if you make an order for a product that you wish us to send directly to another recipient.

- **Your transactions with us** We collect information relating to your purchase and use of our products and services and your other interactions with us. Such information may include details of the queries or requests you have made, the products and services provided, delivery details, bank account number, credit card details, billing address, credit checks and other such financial information, details of agreements between you and Nokia, records of contacts and communications, information and details relating to the content you have provided us with and other such transactional information. We may, in accordance with applicable law, record your communication with our customer care or with other such contact points.

- **Location data** Nokia's location based services and features may use satellite, Wi-Fi or other network based location data, for example your IP-address. Assisted positioning methods of the device, for example Assisted GPS, provide you with faster and more accurate location data. Use of assisted positioning methods may involve exchanging your location data, wireless network identifiers along with your unique device or network service provider identifiers with a location server. Nokia processes this information anonymously. Depending on your positioning settings and your use of location services of other service providers

your device may connect to other service providers' servers, which are not controlled or operated by Nokia. We recommend you to check the privacy policies of such service providers to understand how they process your location data. You can modify the positioning settings of your device from the device settings, for example change or disable positioning methods or location servers or modify the accuracy of your location data.

Nokia offers various location based services and features that may require the use of your location data. For example when you make a location based search, use location enhanced weather features or request for map data, your location data may be sent to Nokia to serve you with the right content. This may also include location based advertising. Some location based services may allow you to associate your personal data with your location. To learn more about available location based services and features, please refer to instructions and other support material for our products and services.

Why Do We Process Personal Data?

Nokia may process your personal data for the following purposes. Please note that one or more purposes may apply simultaneously.

- **Providing products and services** We may use your personal data to provide you with our products and services, to process your order or as otherwise may be necessary to perform the contract between you and

Nokia, to ensure the functionality and security of our products and services, to identify you as well as to prevent and investigate fraud and other misuses.

- **Developing products and services** We may use your personal data to develop our products and services. However, for the most part we only use aggregate and statistical information for such purposes. We may combine personal data collected in connection with your use of a particular Nokia product and/or service with other personal data we may hold about you, unless such personal data was collected for a different purpose.

- **Communicating with you** We may use your personal data to communicate with you, for example to send you critical alerts and other such notices relating to our products and/or services and to contact you for consumer care related purposes.

Marketing and making recommendations

We may use your personal data to personalize our offering and to provide you with more relevant services, for example, to make recommendations and to display customized content and advertising in our services. This may include displaying Nokia and third party content. We may use your personal data for direct marketing or research purposes, for example, to conduct market research and we may, in accordance with applicable law, contact you to inform you of new products, services or promotions we may offer.

First use of your Nokia device

Depending on your device a Nokia Account may be created for you or you may need to sign in with your existing Nokia Account when you first use your device. In the activation process your user name, email address, mobile number, unique mobile device identifier and subscriber identity information will be sent to Nokia and we may associate this information with your Nokia Account. This combined information may be used to activate your warranty and certain software licenses and to send you personalized messages, for example emails, text and other messages. These messages may include information about Nokia's products and services, such as tips and commercial offers. You may unsubscribe from these messages at any time for example by following the information in the message you receive after taking your device into use, instructions in the device or in the messages, through available profile management tools or contacting Nokia customer care. The collected information may also be used to display personalized content as well as to improve Nokia's products and services. The above information may also apply in case you update the software of your device.

Do We Share Personal Data?

We do not sell, lease, rent or otherwise disclose your personal data to third parties unless otherwise stated below.

- **Your consent and social sharing services** We may share your personal data if we have your consent to do so. Some



services may allow you to share your personal data with other users of the service or with other services and their users. Please consider carefully before disclosing any personal data or other information that might be accessible to other users.

- **Nokia companies and authorized third parties** We may share your personal data with other Nokia companies or authorized third parties who process personal data for Nokia for the purposes described in this Policy. This may include for example billing through your network service provider or otherwise, delivery of your purchases, providing services including customer service, managing and analyzing consumer data, credit checks, conducting market research and managing marketing and other such campaigns. When you purchase a Nokia product from us with a network service provider plan, we may need to exchange information with your network service provider to provide you with such service.

We may conduct joint marketing and other communications with our partners, for example your mobile operator. To avoid duplicate or unnecessary communications and to tailor the message to you we may need to match information that Nokia has collected with information that the partner has collected where this is permitted by law.

These authorized third parties are not permitted to use your personal data for any other purposes. We require them to act consistently with this Policy and to use

appropriate security measures to protect your personal data.

- **International transfers of personal data** Our products and services may be provided using resources and servers located in various countries around the world.

Therefore your personal data may be transferred across international borders outside the country where you use our services, including to countries outside the European Economic Area (EEA) that do not have laws providing specific protection for personal data or that have different legal rules on data protection, for example, the United States of America. In such cases we take steps to ensure that there is a legal basis for such a transfer and that adequate protection for your personal data is provided as required by applicable law, for example, by using standard agreements approved by relevant authorities (where necessary) and by requiring the use of other appropriate technical and organizational information security measures.

- **Mandatory disclosures** We may be obligated by mandatory law to disclose your personal data to certain authorities or other third parties, for example, to law enforcement agencies in the countries where we or third parties acting on our behalf operate. We may also disclose and otherwise process your personal data in accordance with applicable law to defend Nokia's legitimate interests, for example, in civil or criminal legal proceedings.

- **Mergers and Acquisitions** If we decide to sell, buy, merge or otherwise reorganize our businesses in certain countries, this may involve us disclosing personal data to



prospective or actual purchasers and their advisers, or receiving personal data from sellers and their advisers.

How Do We Address The Privacy of Children?

Nokia products and services are typically intended for general audiences. Nokia does not knowingly collect information of children without the consent of their parents or guardians. Nokia publishes safety guidelines for using internet services in our websites.

How Do We Address Data Quality?

We take reasonable steps to keep the personal data we possess accurate and to delete incorrect or un-necessary personal data.

As certain Nokia products and services may allow you to manage your profile, we encourage you to access your personal data from time to time to ensure that it is correct. Please remember that in case of any changes it is your responsibility to update the personal data you have provided us with.

What Steps Are Taken To Safeguard Personal Data?

Privacy and security are key considerations in the creation and delivery of our products and services. We have assigned specific responsibilities to address privacy and security related matters. We enforce our

internal policies and guidelines through an appropriate selection of activities, including proactive and reactive risk management, security engineering, training and assessments. We take appropriate steps to address online security, physical security, risk of data loss and other such risks taking into consideration the risk represented by the processing and the nature of the data being protected. Also, we limit access to our data bases containing personal data to authorized persons having a justified need to access such information.

How Do We Use Cookies and Web Beacons?

Cookies are small text files that are sent to your computer by a web server. We use cookies to provide benefits to you. Session cookies remember the previous activity performed by you, for example an item you placed in a shopping cart. Persistent cookies are used to save your preferences over multiple sessions, for example personalization of settings on our websites. Cookies may be used to display targeted ads and recommendations, for example to eliminate showing the same ads to you multiple times or showing ads that we think are of interest to you based on your past actions on our website. Cookies are also used to determine the effectiveness of our promotions and advertising campaigns and to improve our products and services.

Nokia may use web beacons (or "pixel tags") in connection with some of our websites. However, we do not use them to identify



individual users personally. Web beacons are typically graphic images that are placed on a website and they are used to count visitors to a website and/or to access certain cookies. This information is used to improve our services. Web beacons do not typically collect any other information than what your browser provides us with as a standard part of any internet communication. If you turn off cookies, the web beacon will no longer be able to track your specific activity. The web beacon may, however, continue to collect information about visits from your IP-address.

Some Nokia websites or applications may utilize so called locally stored objects, such as Flash local shared objects ("Flash cookies") or HTML5 Web Storage. Locally stored objects are used for similar purposes as cookies but typically may contain a greater amount and different types of data than browser cookies. For example, in Flash you can use the Flash Player Settings Manager to control the storage of local shared objects, including disabling the local shared objects for certain websites only or disabling the storage of local shared objects completely for all websites.

Some Nokia websites use third party advertising technologies, such as DoubleClick, to serve ads. DoubleClick uses a cookie to collect information about your visits to Nokia and third party websites. This information will be used to serve ads on Nokia and third party websites. The collected information will not be directly personally

identifiable nor will DoubleClick share the information with third parties. You may choose to disable the DoubleClick cookie at any time by using DoubleClick opt-out cookie. You may also go to www.networkadvertising.org/ to install an opt-out cookie.

Most browsers allow you to disable or allow the use of cookies. You may also delete the cookies on your computer if your browser so permits. If you disable cookies, you may not be able to use certain parts of our services and you may need to re-install the opt-out cookie.

What Are Your Rights?

You have a right to know what personal data we hold about you. You have a right to have incomplete, incorrect, unnecessary or outdated personal data deleted or updated. You have a right to request that we stop processing your personal data for direct marketing or market research purposes. However, if you opt-out from marketing and other communications from Nokia, we may still send you critical alerts pertaining to our products and services or contact you for these purposes.

You may exercise your rights by contacting us through the contact points referred to below. In some cases, especially if you wish us to delete or stop processing your personal data, this may also mean that we may not be able to continue to provide the services to you. Please note that Nokia may need to

identify you and to ask for additional information in order to be able to fulfill your request. Please also note that applicable law may contain restrictions and other provisions that relate to your rights.

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c/o Privacy

Keilalahdentie 4

02150 Espoo, Finland

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DECLARATION OF CONFORMITY

CE 0168

Hereby, NOKIA CORPORATION declares that this RM-834 product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be found at www.nokia.com/global/declaration.

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