

FAQ For IDOL 4S Pro TMO

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i. Get Connected

1. How can I connect to Wi-Fi?





Whether you're at home, at work, or outside, you can access the internet once you find a Wi-Fi network. Connecting to Wi-Fi lets you go online and saves you cellular data.


On the start screen of your device, swipe to the All apps list and select **Settings**  -> **Network & wireless** -> **Wi-Fi** -> **switch to On position**. Select the network you want to connect to, type the network password if asked for and select **Done**. If you're connected, you see a Wi-Fi icon  on the top of your screen.

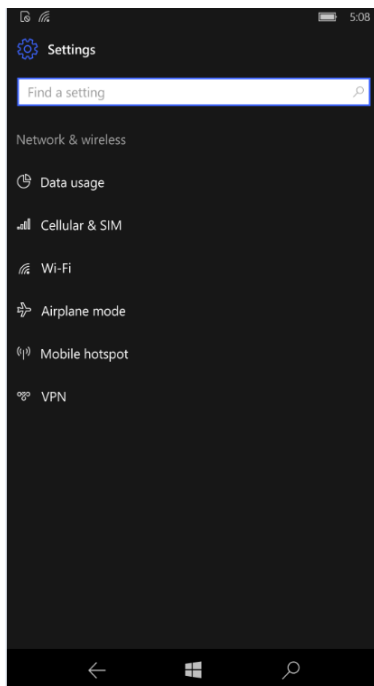


2. Why can't I get connected?


Having trouble getting connected to a cellular network or Wi-Fi? Here are some things to try. For trouble with a cellular connection:

- 1) Make sure your cellular data connection is on. On the Start screen, swipe to the All apps list and select **Settings**  -> **Network & wireless** -> **Cellular & SIM to check**.
- 2) Check your cellular signal strength  by looking at the number of bars at the top of the screen. Try going to another spot to get a better signal. For example, move closer to a window or go outside.
- 3) Airplane mode might be turned on. You'll see this icon  at the top if it is. To turn off airplane mode if it's on, swipe down from the top of your screen and select **Expand > Airplane mode**.
- 4) Make sure your SIM card is inserted and recognized. This icon  appears at the top of the screen. If not, check the manual for your phone model to learn how to insert or remove your SIM.

- 5) Check your cellular and SIM settings and change them if needed. On the Start screen, swipe to the All apps list, then select **Settings**  > **Network & wireless** > **Cellular & SIM**



For problems with Wi-Fi

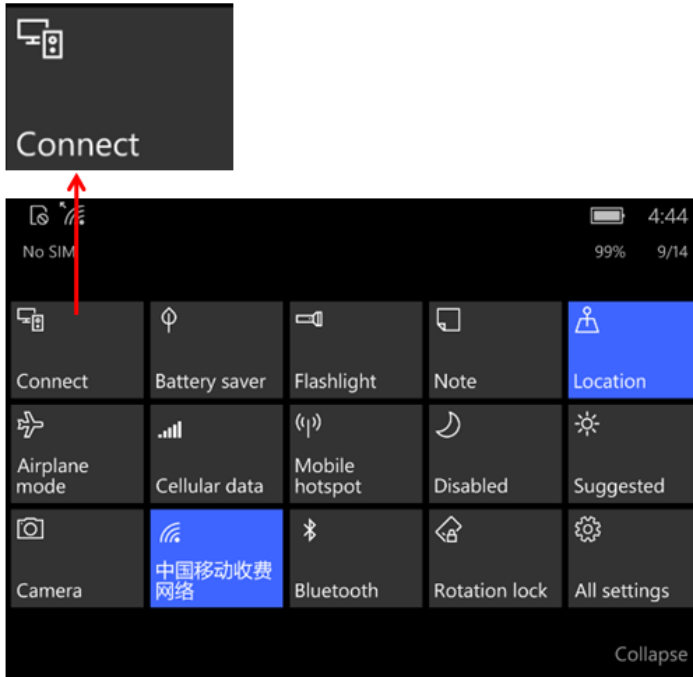
- 1) Make sure Wi-Fi is on. On the Start screen, swipe-to the All apps list and select **Settings**  > **Network & wireless** > **Wi-Fi** to check. If you're not connected to a network, select one you recognize from the list to connect.
- 2) Swipe down from the top of your screen, then select **Expand** > **Airplane mode** to turn it off if airplane mode is on.
- 3) Move closer to the router or access point. If none of these things work, restart your phone and your Wi-Fi router. This should be one of the last things you try.

3. How can I connect to Bluetooth devices?

Bluetooth lets you use all sorts of wireless devices with your phone—Bluetooth headsets, headphones, a hands-free system in your car, speakers, and fitness trackers—just to name a few. Start by pairing your Bluetooth device with your phone. There are different ways to connect the different Bluetooth devices you are using.


Connect to a Bluetooth headset, car system, or other audio device:

- 1) Turn on your Bluetooth audio device and make it discoverable. The way you make it discoverable depends on the device. Check the device or visit the Bluetooth device manufacturer's website to learn how.
- 2) Swipe down from the top of the screen to open the action center, and then select **Expand**. Make sure **Bluetooth** is turned on and select **Connect** -> the device name.



- 3) Follow further on screen instructions if needed.
Your device will be connected after you finish following the instructions.
Usually, your Bluetooth device and phone will connect to each other automatically while the two devices are in a certain range. The Bluetooth function on both devices should be turned on.

Connect to a Bluetooth keyboard, mouse, or other device:


- 1) Turn on your device and make it discoverable.
- 2) On the Start screen, swipe to the All apps list, then select **Settings**  > **Devices** > **Bluetooth**.
- 3) Turn on **Status** for Bluetooth, select the device, and follow any more instructions if they appear.

ii. Set things up

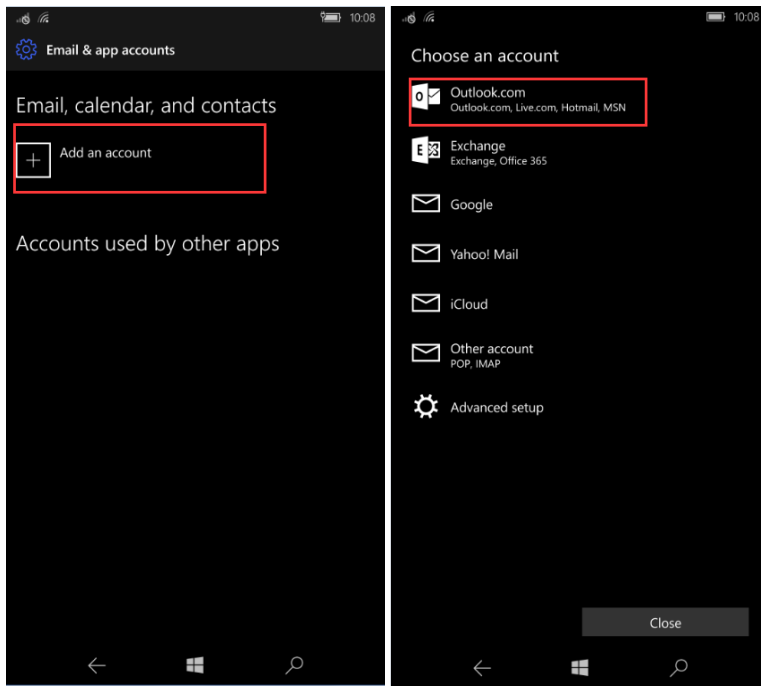
4. How can I sign in with a Microsoft account?

Have you ever used Outlook.com, Hotmail, Office 365, OneDrive, Skype, Xbox, or Windows? The email address and password you use for those services is your Microsoft account. If not, it's easy to create a free email account at Outlook.com and make that as your new Microsoft account.

Add a Microsoft account to your device

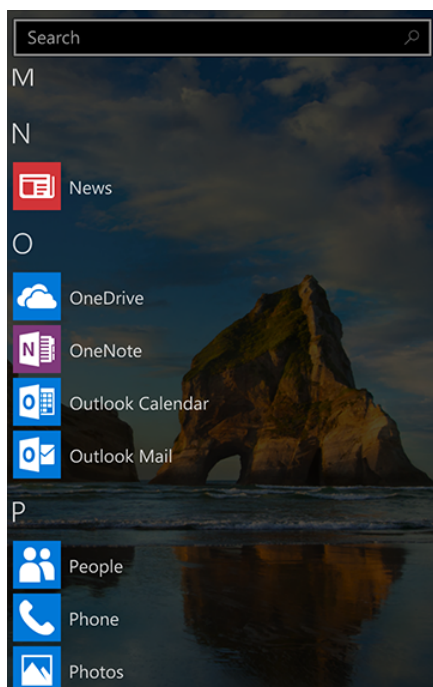
On the Start screen, swipe to the All apps list and select **Settings**  > **Accounts** > **Email & app accounts**.

If you've already added a Microsoft account, you'll see that info here. If you haven't, select **Add an account** -> select **Outlook.com**.




5. How can I set up email and calendar?

On Windows 10 devices, Outlook Mail and Outlook Calendar are built-in apps. Go to the All apps list to find them. If you access them frequently, put them on your Start page.




Email and scheduling rockstar

You've found the apps, now make them useful by adding your accounts. If this is the first time you're opening either one of the apps, you'll see the Welcome page. Follow the instructions to set up your account:

- 1) In the Mail or Calendar app, select **Menu**  in the bottom right.
- 2) Go to **Manage accounts** -> **Add account**, choose your account type, and then follow the instructions.

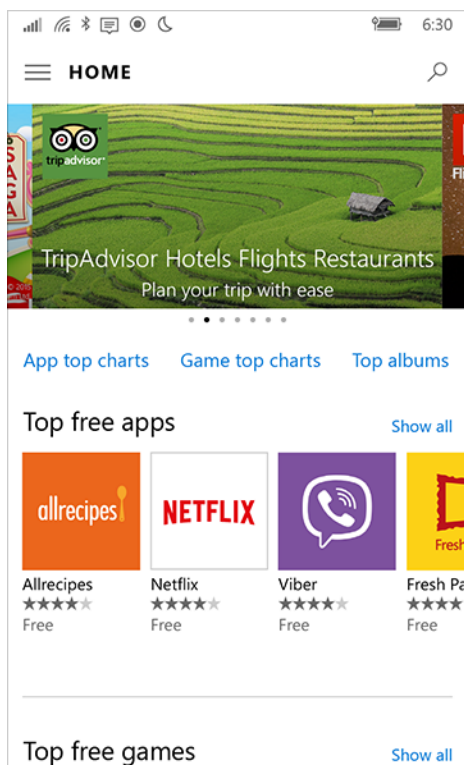
Your mail starts syncing as soon as your account is set up.

Delete an account at any time by going to **Menu**  -> **Manage accounts**, and then choosing the account you want to delete. Select **Delete account**. (If you've signed in to your phone with a Microsoft account, that account will be added automatically to the Mail and Calendar apps and can't be deleted. Any other accounts you've added yourself can be deleted. You can delete any other accounts except the Microsoft account which was assigned to device during set up.)

6. How can I get apps from the Store?

The Store is pinned to the Start screen. If you can't find it, go to the All apps list to find it there.

Search for the stuff you want, or check out top charts, categories, and curated collections.



Can you find the app you want? If it's a free app, select Free. If it's a paid app, select Free trial to give it a test drive. To buy it, select the button with the price.

Buy once, you can enjoy it anywhere, on any compatible device—your phone, laptop, desktop, or Xbox.

App updates are free and automatic.

7. How can I back up my stuff?

Keep your memories safe by storing your photos, texts, apps, and settings in the cloud. This way, you'll have the stuff you need on a new phone—even if your old one is swimming with the fishes.

To back up settings (including your Start screen layout and accounts) and app data (like high scores or conversation history), swipe to the All apps list from Start screen and select

Settings ⚙️ > **Update & security** ↻ > **Backup**, then turn on both options. Back up is performed once a day automatically when you're connected to Wi-Fi with a power source.

Tip: To kick off a manual backup, go to **Settings** ⚙️ > **Update & security** ↻ > **Backup** > **More options** > **Back up now**.

For photos and videos, go to **OneDrive** ☁️ > **Menu** ≡ > **Settings** ⚙️ > **Camera Upload**, and then turn on auto-upload. From now on, pictures you take or save on your phone will upload automatically to OneDrive—the free online storage that comes with your Microsoft account.

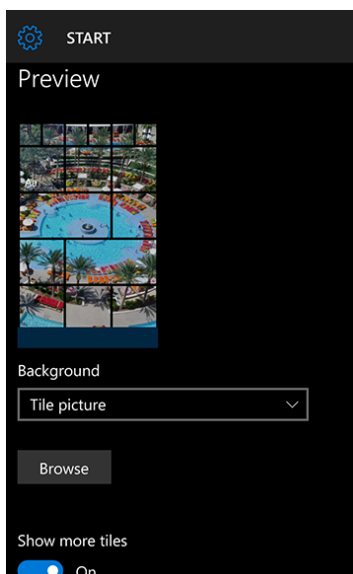
iii. Personalization

8. How can I personalize the Start screen?

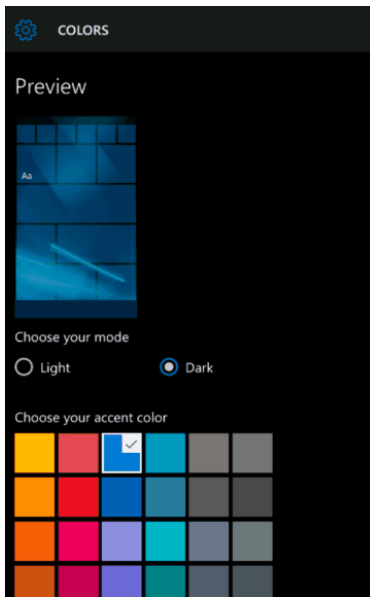
On the Start screen, swipe to the All apps list and select **Settings** ⚙️ > **Personalization** 🖨️.

You can choose a nice picture to show on your Start screen and change your background and accent color. The preview window gives you a sneak peek of your changes.

In **Start**, select a picture or use your accent color as the background. You can also tinker with the number of tiles.



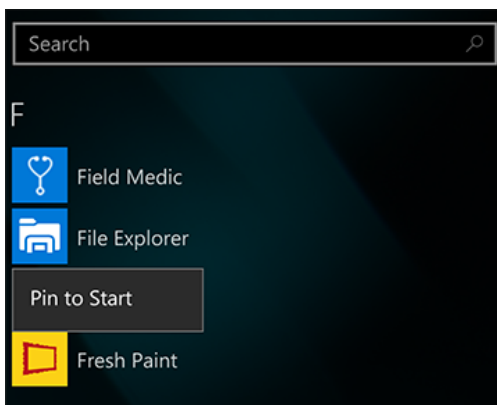
In **Colors**, select light or dark mode, and pick an accent color.



9. How can I pin apps to the Start screen?

Pin apps to the Start screen to see live updates on what's happening in your world, like new email, your next appointment, or the weekend weather. When you pin an app, it's added to the Start screen as a new tile.

- 1) On the Start screen, swipe to the All apps list.
- 2) Press and hold the app you want to pin.
- 3) Select **Pin to Start**.




Group apps in folders


After you've pinned several apps, group them in a folder.


To create a new folder, press and hold an app, then drag it on top of another app that you want to be in the same folder. To give your folder a name, select **Name folder**. Move more apps in and out of your new folder as you prefer.

If you want to change the name of your folder, open it, then press and hold the folder name.



10. How can I change my ringtone and sounds?

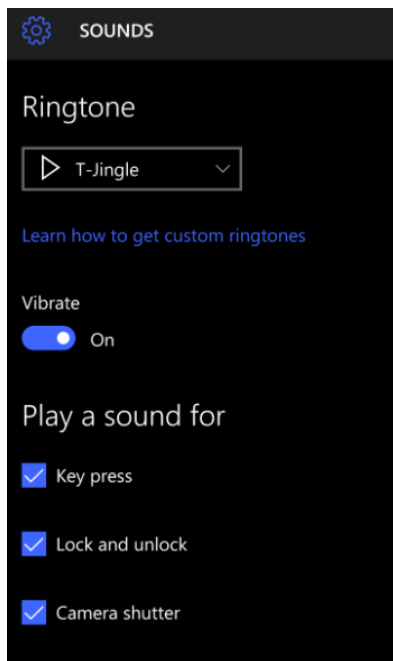
Control what you hear (and what you don't) when you get a call, snap a pic, or type a message. On the Start screen, swipe to the All apps list and select **Settings**  >

Personalization  > **Sounds** to choose the right sounds for you.



Your phone already comes with pre-installed ringtones, but if you're looking for more, swipe to the All apps list and select **Store** , and then search for **Music**.

To get sound files from your Windows 10 PC on to your phone, connect your phone to your PC and do as follows:

- 1) Select the Start button, then select **File Explorer** > **This PC**.
- 2) Under **Devices and drives**, double-click (or double-tap) your phone, double-click the **Phone** folder, and then double-click the **Ringtones** folder.
- 3) Find a sound file on your PC (for example, music files are often in the **Music** folder and organized by artist and album), and then drag the file into the **Ringtones** folder.
- 4) On your phone, go to **Settings**  > **Personalization**  > **Sounds** then select **Ringtone** to find and select your new ringtone.





11. How can I personalize the lock screen?

On the Start screen, swipe to the All apps list and select **Settings**  > **Personalization**  > **Lock screen**. Then add a personal picture as your lock screen background, or let Bing surprise you with a beautiful new image every day.

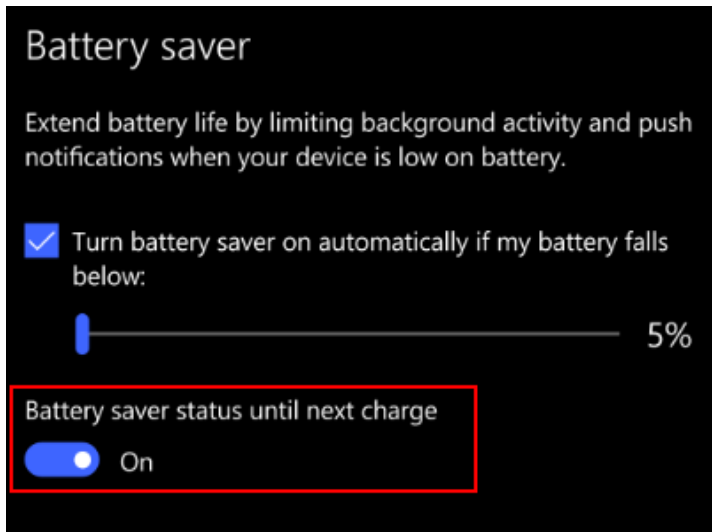
12. How can I make my battery last longer?

To turn on battery saver

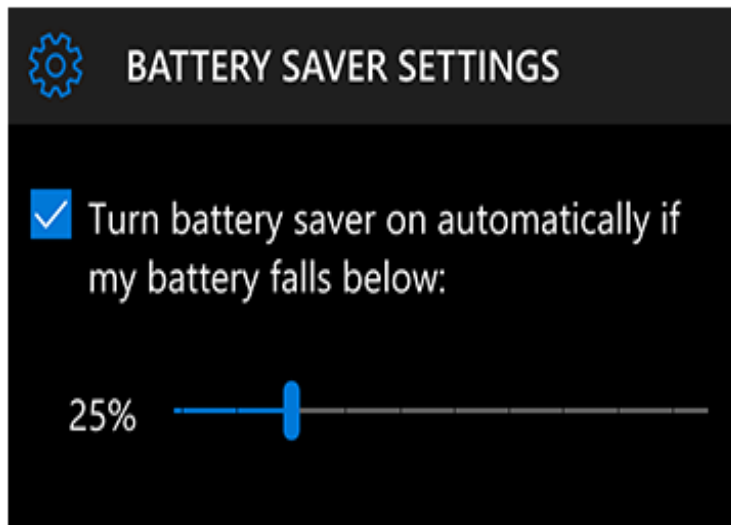
- 1) On the Start screen, swipe to the All apps list and select **Settings**  > **System**  > **Battery saver**.

2) Do one or both of the following:

If you want to turn on battery saver now and leave it on until the next time you plug in your device, turn it on.



If you want battery saver to turn on whenever the battery falls below a certain level, select **Battery saver settings**, select **Turn battery saver on automatically if my battery falls below**, and set it where you'd like.



Other things you can do

Here are some other tips for making your battery last longer.

- 1) Reduce the screen light up time
- 2) Lower the screen brightness level
- 3) Use a dark background theme
- 4) Turn off Bluetooth and Wi-Fi, if you're not using them

iv. Find your way around

13. How can I start and find all my apps?

Start is where it all begins. Open apps and get the latest updates using live tiles. Customize it by moving and resizing tiles. Just press and hold a tile to resize or unpin it. And remember, if you're in an app, press the Start button to go straight back to Start page.



Where's the All apps list?

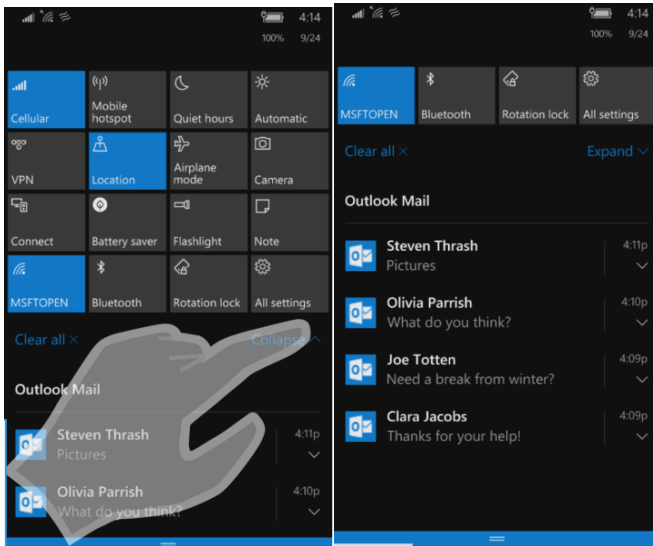
Swipe over from Start to see the All apps list. Scroll up or down to see your apps, or select a letter to jump to a specific section of the list. If there's an app you use often, pin it to Start.



14. How can I take action instantly?

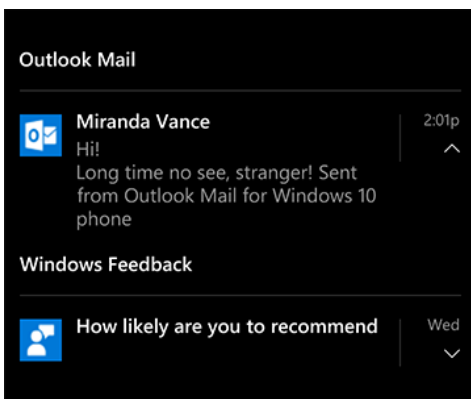
Windows 10 Mobile puts important notifications from your apps just a swipe away in the action center, along with quick actions, which get you to your most-used settings and apps instantly.

Swipe down from the top of your screen to open the action center and see your notifications and quick actions.



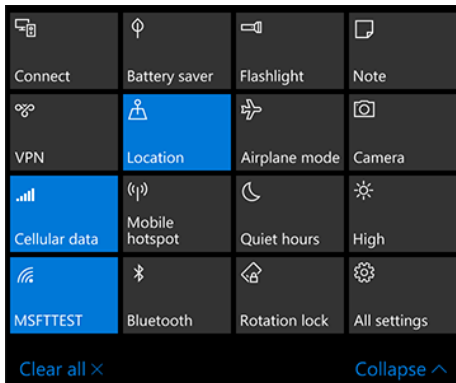
Notifications at a glance

When a notification appears on your screen or when you view it in the action center, expand it to read more or take action—like replying to an email—without having to open the related app. Don't want to take any action? Clear the notification by dragging it to the right of screen and turn it off.




Make it snappy

Quick actions take you right to the settings and apps you're likely to use often, which you can turn on or off. When you open the action center you'll see either your top four picks or all your available quick actions. Expand or collapse them to see more or fewer quick actions.



Tip

Press and hold a quick action for a setting to jump directly to that setting's page. For

example, press and hold the **Wi-Fi**  quick action to go to your Wi-Fi settings.

15. How can I use gestures?

Swipe, pan, and stretch your way around your phone.

Tap



Tap once on an item to open or launch whatever you tap.

Double-tap



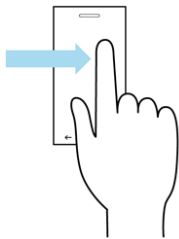
Tap twice on an item quickly to zoom in or out in stages.

Swipe



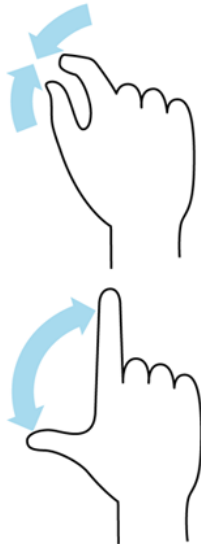
With your finger touching the screen, flick your finger quickly in the direction you want the screen to move to scroll rapidly through menus or pages, or move sideways in apps.

Pan



Put your finger on the screen, and keep contact as you move it around to move around screens at a controlled rate.

Pinch and stretch



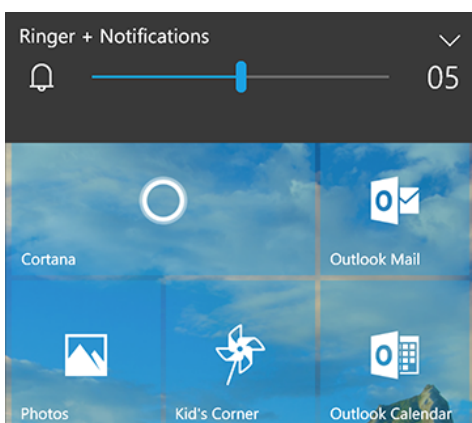
Put two fingers on the screen, then pull them together or spread them apart in a pinching or stretching motion to zoom in or out on a map, webpage, or picture.



16. How can I adjust the volume?

Set the volume level that's just right for phone calls, music, and more.

For phone calls


To change the volume of your phone, press the **Volume up** or **Volume down** button on your phone, and keep pressing either one until you get the volume of ringer you want. Sounds for notifications will also play at this level



To place your phone in **Vibrate mode**, press the **Volume up** or **Volume down** button, then tap on the **Ringer icon**  in **Ringer + Notifications**. The icon will change to the **Vibrate icon**  at the top of your screen.

To change the volume during a call, press the **Volume up** or **Volume down** button.

For music and apps, when you're listening to music or other audio is playing, press the Volume up or Volume down button on your phone. Keep pressing either button or drag the slider in Media + Apps to get your tunes playing at the level you like.

To mute music or other audio that's playing, press **Volume up** or **Volume down**, then tap on the **Speaker icon**  in **Media + Apps**.


17. How can I take a screenshot?

Press and hold the Power and Volume Up buttons at the same time to capture whatever currently is on your screen.


You can view screenshots by visiting your Photos app.

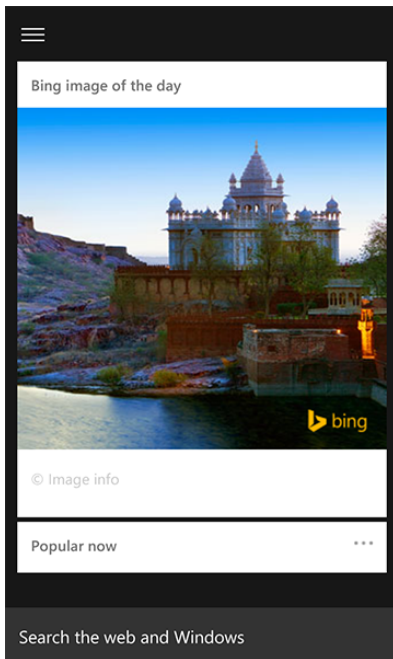
v. Find help

18. How can I search for something that I want?

Wherever you see a search icon  on your Windows 10 Mobile device, select it to search for help, apps, files, or settings.

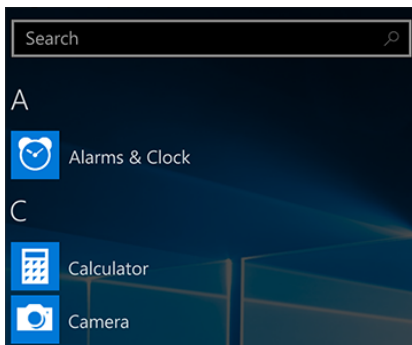
Search the web

To search the web, select the Search button , and type your search in the search box.




Search for apps

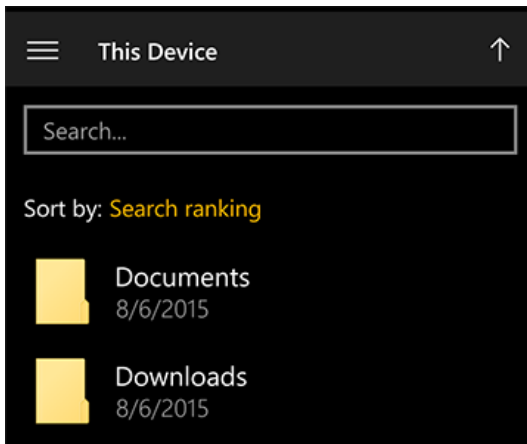
Need help finding an app? On the Start screen, swipe to the All apps list and in the search box type the partial or full name of an app you have installed on your phone, then your phone will find it.



To find an app you don't have installed, type in your search, then select **Search Store** below the "No results for..." message. You'll get results for apps or games from the apps store that match your search, as well as relevant music, movies and TV shows.

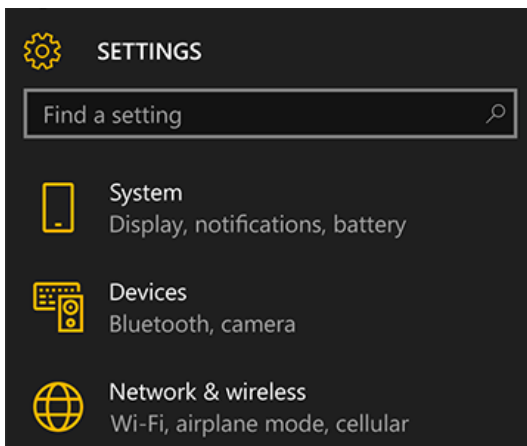
Search for files

To find a file on your phone, search using File Explorer. On the Start screen, swipe to the All apps list and select **File Explorer** -> **Menu** , -> select either **Recent** or **This Device**, to search recent files or files across your entire device, then type your search in the search box.



Search for settings

To find a setting or settings menu on your phone, on the Start screen, swipe to the All apps list and select **Settings** . Select **Find a setting**, type the partial or full name of a settings menu, you'll see all the results that match your search. For example, type "lock" to find **lock screen**, or type "mode" to find **airplane mode** and **driving mode**.



19. How can I search for help?

Need a hand with Windows 10 Mobile? Press the search button , select the search box, then type in a keyword or question to get help from Microsoft.

Find it fast

If you don't know where to find an installed app, typing a single word or phrase will get you there. For example, type **word** and you'll be pointed to the Word Mobile app.




vi. Calling and messaging

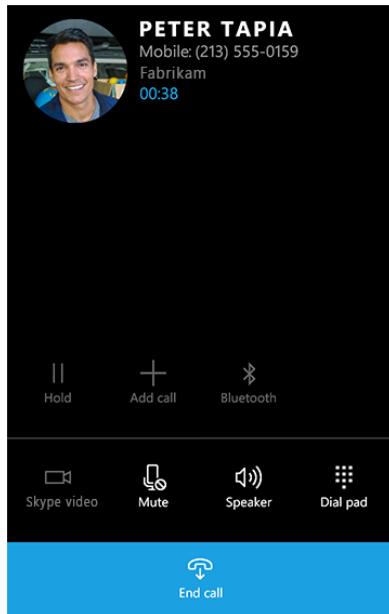
20. How can I make a phone call?

Your phone lets you do lots of things: browse the web, check social media, do email, use apps, play games, much more. Oh yeah, you can make phone calls too.

Dial a phone number

- 1) On Start screen, select **Phone** .



- 2) Select **Dial pad**  > enter a phone number > **Call** .
- 3) When you're done talking, select **End call**  to hang up





Tip:

If you're dialing a number for one of your contacts, select the name in the list that appears when you start dialing.

Answer a call


If your phone is locked when you get a call, slide up from the bottom of the screen, and then select **Answer** . If it isn't locked, just select **Answer** .

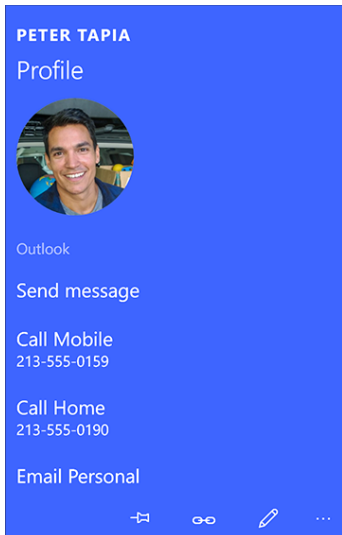
Sometimes, you're too busy to talk. Select **Ignore**  to send the call right to voicemail, or select **Text reply**  and text a response instead.

21. How can I call a contact?




It starts with **"People"**


One of the quickest ways to call is accessing **People**  and call someone from the list.

On the Start screen, swipe to the All apps list and select **People**  > the name of the person > number to call.





Go to **“Phone”** app

On the Start screen, select **Phone** , then select **History**  > **Phone book**  > name > number.

If there’s someone you call frequently, add them to speed dial. Go to **Speed dial**  > touch **+**. Enter that contacts’ name in the search box, select their name, and then that number will be added into Speed dial




Call from a text conversation

Sometimes it's just easier to talk. During your conversation in the Messaging  app, select

Call  to switch from typing to talking.

22. How can I send a text message?

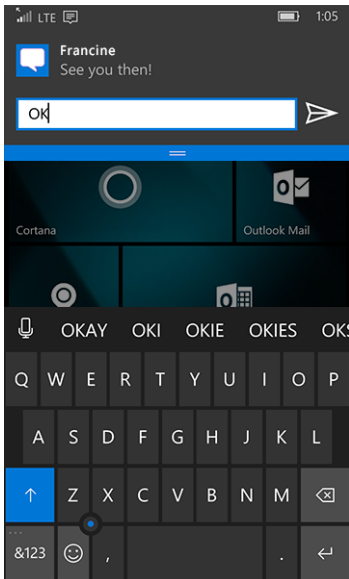
To send a text message

- 1) On the Start screen, select **Messaging** , then **New** .
- 2) Enter a phone number or contact, type your message, and then select **Send** .

If you type a message and don’t want to send it, it’ll be saved as a draft. You’ll see it in **Messaging > Conversations**.

23. How can I reply while I’m playing games or doing something else?

There is no need to interrupt your game to type out a quick text reply. When you get an incoming message, it appears at the top of your screen as a notification banner. Pull down to reply, and when you’re done, go right back to whatever else you were doing.





Swipe up on the notification to get rid of it. Or, just ignore it. It'll automatically disappear in a few seconds.

If you don't get to a message in time, swipe down from the top of your screen to go to action center and see it—along with your other unread messages. Tap the arrow to see the whole message and reply right from action center.



24. How can I make a Skype video call?

Windows 10 Mobile has built in the Skype video calling function, which means you can make free Skype video calls over Wi-Fi or cellular data* without installing another app. It's an easy way to see someone's smiling face and keep in touch.

*Cellular data charges may apply.


- 1) On the Start screen, swipe to the All apps list and select **Skype**.
- 2) Select someone in your Skype contacts -> touch  Enjoy catching up.
- 3) When you're done talking, select **End call**  to hang up.

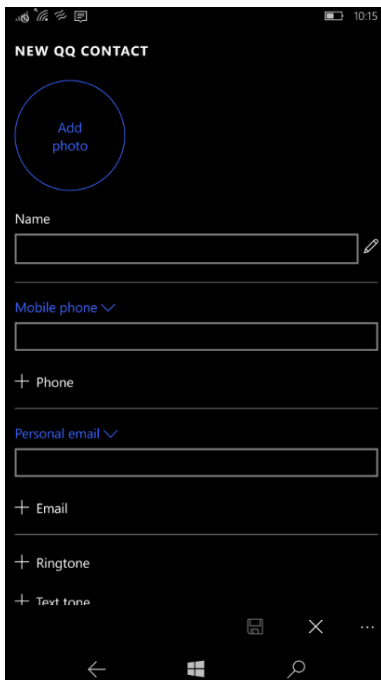


To answer an incoming Skype video call, select **Video** . If you want to talk without video, select **Audio** .

25. How can I add or delete a contact?


Here's how to manually add a contact to the People app:

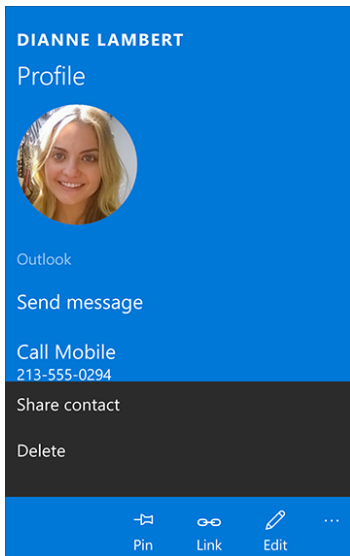
- 1) Open the People app.
- 2) Select .
- 3) Enter the person's contact info.



- 4) Select **Save** .

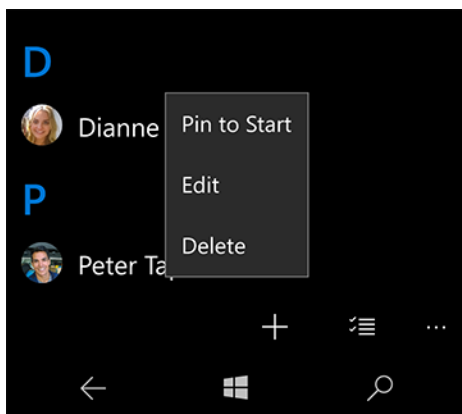
Want to delete someone?

- 1) Open the People app.
- 2) Select the contact you want to delete.
- 3) Select **More** , then select **Delete**.



Tip

To delete a contact right from the contact list, press and hold the contact, then select **Delete**.




vii. Sync & saving

26. How can I sync my contacts?

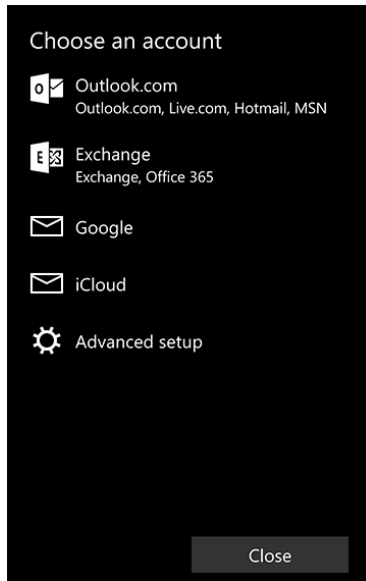
You might already see your contacts in the People app if you added or already linked an email account (like Outlook, Exchange, or Gmail) with your Microsoft account. When you signed into your phone, the contacts from that account were automatically added to the People app.

If you don't see contacts in the People app, or there are contacts you want to add, the easiest way is to add all of your different email and site accounts to the People app.

Add contacts from your email account

- 1) Open the People app on your phone.
- 2) Select **More *****, then select **Settings** .
- 3) Select **Add an account**.

- 4) Choose the type of account you want to add, or select **Advanced setup** if you want to add something other than what's listed.



- 5) Enter the sign-in info for the account you want to add.

Add contacts from social networks

- 1) Make sure you have the social networking app you need. If you don't have the one you want yet, open the People app, select **More**, select **Settings**, then select **Get social apps** to find and download the app from Windows Store.
- 2) Open the social networking app on your phone and sign in.
- 3) If the app asks if you want to connect, select connect. Or, go to the social networking app's settings page and connect from there.

You'll see your social networking contacts when you open the People app.

27. How can I Free up space on my Windows 10 phone?

On the Start screen, swipe to the All apps list and select Settings > System > Storage. You can then select Phone or SD card to see how much space different categories—like apps, music, and photos are using. Select a category to get more info and take action, like uninstalling an app or deleting temporary files.

viii. Continuum

28. What does continuum for phones do?

Continuum for phones is a big-time productivity tool which can turn your phone into a big-screen projector. Use a dock or adapter to connect to a TV or monitor, then use your apps and see your content on a larger screen. Want to do even more? Connect a keyboard and mouse and get productive.

Use your phone like a PC

Connect a keyboard and mouse to grant your phone PC-like powers. Create and edit Office docs, send email, even type text messages on your connected screen when your thumbs get tired. When you're done, your work goes with you—it's saved on your phone.

Want to take a break? You can watch videos, browse your photos, or surf the web on your connected screen.

Use your phone like a phone

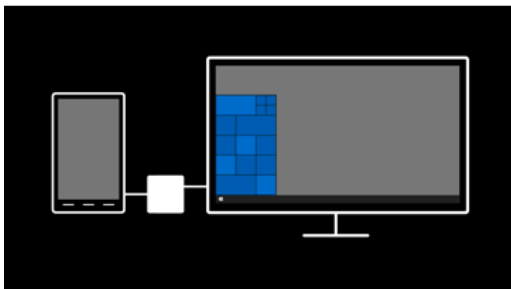
Even when you're connected to a display or monitor, you can still use your phone in all the usual ways. Make and receive calls, send texts, check your social media apps—it's all still a tap away.

Use your phone as a touchpad

To use your phone to control your connected screen, select **Tap to control** in the Continuum banner at the top of your screen. Then swipe your finger around the phone's screen to move the cursor.

29. How can I set up Continuum for phones?

Setting up Continuum for phones depends on what type of hardware you've got. Here's what you'll need to get started.



Your IDOL 4S with Windows 10

A TV or monitor with HDMI input.

The compatible Continuum accessory for connecting your phone with your TV or monitor.

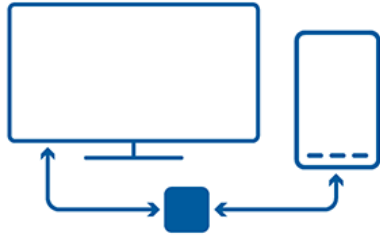
A power outlet to plug in your dock or adapter.

Connecting to a TV or monitor


There are two types of accessories you can use to connect: Wired docks that your phone plugs into and Miracast adapters that your phone can connect to wirelessly.

To connect using a wired dock:

- 1) Plug the dock into a power outlet.
- 2) If you're connecting to a TV, make sure the TV's input is set to HDMI.
- 3) Plug the dock into the HDMI port on your TV or monitor.
- 4) Plug your phone into the dock.



To connect using a wireless adapter:

- 1) Plug the adapter into a power outlet.
- 2) If you're connecting to a TV, make sure the TV's input is set to HDMI.
- 3) Plug the adapter into the HDMI port on your TV or monitor.
- 4) On your phone, swipe over to the All apps list, then select **Continuum** .
- 5) Select **Set up**. (You'll only see this screen the first time you connect.)
- 6) Select **Wireless**, and then select **Connect**.
- 7) On the Connect screen, select the name of the wireless adapter.



Connect a mouse and keyboard

Once you're connected to your TV or monitor, you can start using Continuum immediately, with your phone as a touchpad. To do more, connect a mouse and keyboard and delve into Word docs, Excel spreadsheets, and email.

ix. Cortana

30. What is Cortana?

Cortana is your clever new personal assistant.

Cortana will help you find things on your phone, manage your calendar, track packages, find files, chat with you and tell jokes. The more you use Cortana, the more personalized your experience will be.

To get started, type a question in the search box on the taskbar. Or select the microphone icon and talk to Cortana.

Here are some things you can say to Cortana:

How old are you?

Tell me a joke.

Show me the latest NBA scores.

How many calories in a boiled egg?

Put swimming on my calendar for tomorrow.

Change my 3 PM event to 4.

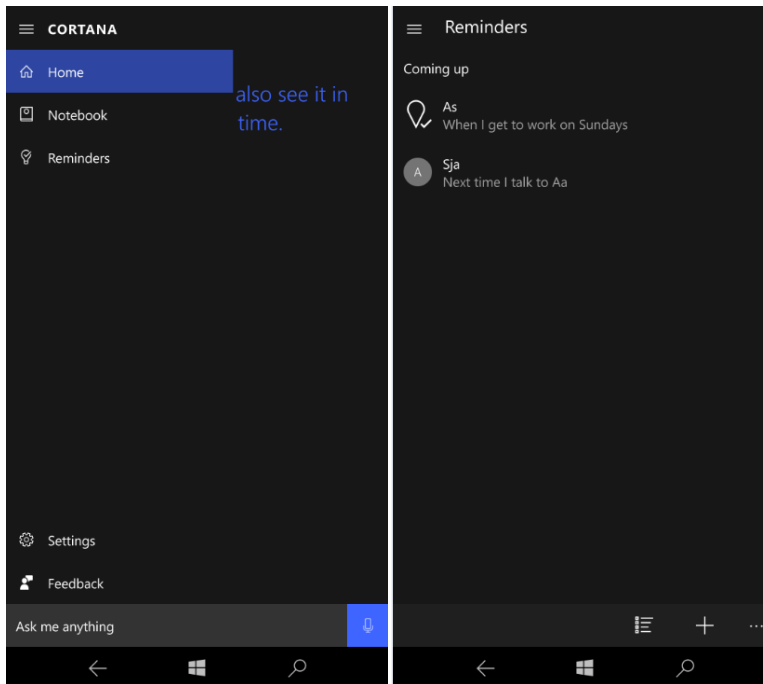
What's happening this weekend?

Try this: Set a reminder

Cortana can help you set a reminder. For example, type or say, "Remind me to call Alex at 2 PM." Make the meeting recurring if you want to.

The reminder will appear at 2 PM, along with any info you've added to it.

Extra bonus—if you have a Windows phone and are signed in with the same Microsoft account, any reminders you set on your PC will be automatically synced to your phone.



31. How can I use Cortana's Notebook and settings?

Cortana's Notebook

Use Cortana's Notebook to tell Cortana about your interests, favorite places and things you want to keep up on. Add more info about yourself in the Notebook to get better, more personalized help from Cortana.

Try this: Put your interests in Cortana's Notebook


Here are some of the categories you can include:

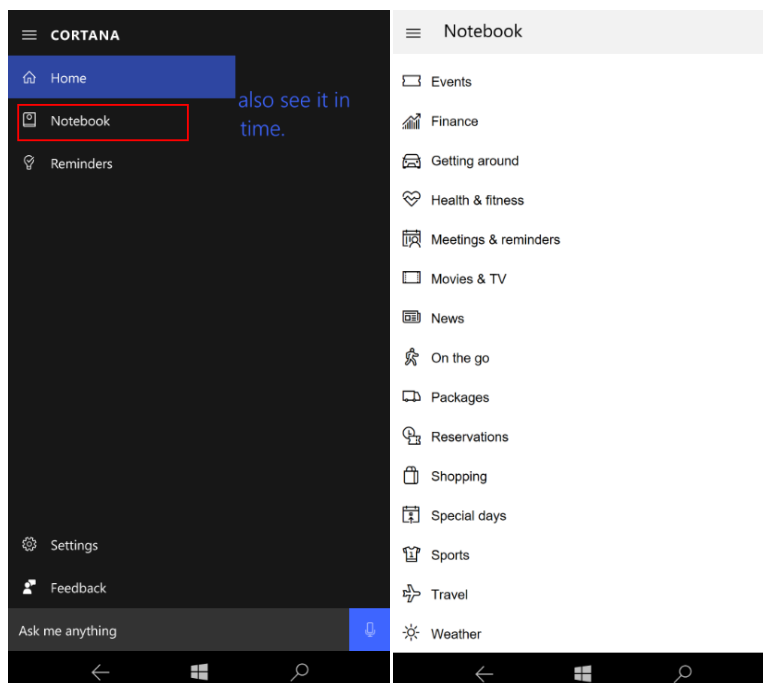
Weather – Keep up to date with weather at home, or a location you plan on visiting.

News – Find out the latest on any topic you choose.

Travel – Cortana can track flight itineraries from your email and give you your flight status, traffic conditions, and the weather at your destination.



Getting around – Check your travel route for current traffic status. If you have extra time, search for places of interest along your route and take a little break.

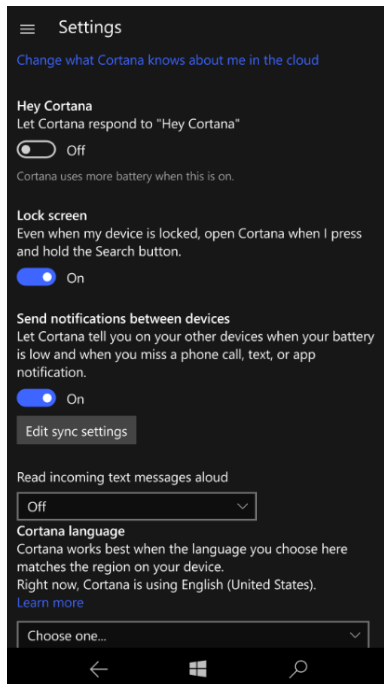
To get to Cortana's Notebook, select the search box on the taskbar to open Cortana home, then select **Notebook** 



Cortana's Settings



This is where you adjust Cortana's settings or turn Cortana off altogether. Turning Cortana off won't delete anything about you from Cortana's memory.



To get to Cortana's settings, touch menu icon  > **Settings** 



x. Microsoft Edge

32. What is Microsoft Edge?

Microsoft Edge gives you new ways to find stuff, read—and write—on the web, plus help from Cortana where you need it. To get going, select Microsoft Edge  on the taskbar. Select **Menu**  to view your favorites, reading list, browsing history, and current downloads. When you sign in with a Microsoft account, your favorites and reading list are available across all your Windows 10 devices.

Looking for your favorites? In the **Menu** , select **Favorites** .

Search faster from the address bar

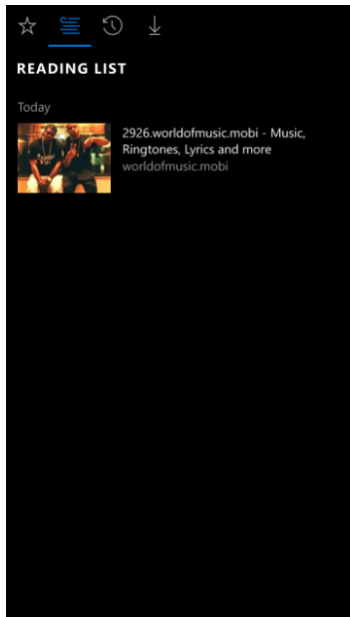
No need to go to a website to search for pictures of adorable penguins. Stay put and save time by typing your search in the handy address bar. You'll get search suggestions, instant results from the web, and your browser history, right on the spot.

33. How can I use the reading list?



Reading list in Microsoft Edge gives you a place to save articles or other content you want to read later—on the bus, over the weekend—whenever you like. You'll see your reading list on all your Windows 10 devices when you sign in with a Microsoft account.

In Microsoft Edge, just select **Menu**  > **Add to reading list** > **Add**.

When you're ready to read, select **Menu**  > **Reading list** .









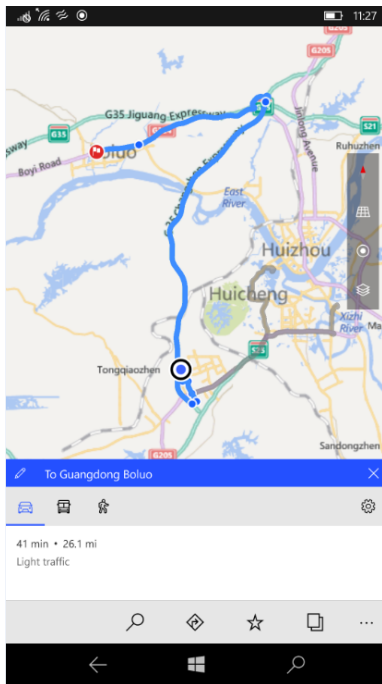
Read with fewer distractions

For a clean and simple layout, select **Reading view**  in the address bar to bring whatever you're reading front and center. You can even change the reading view style and font size to suit your mood—select **More**  > **Settings**.

xi. Maps

34. How can I get turn-by-turn directions?

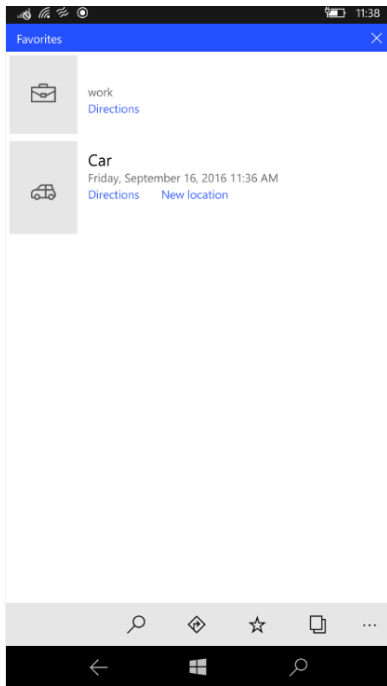
- 1) On the Start screen, select the **Maps** app and select -> **Directions**  at the bottom. (If you don't see Maps on Start screen, swipe to the All apps list to find it.)
- 2) Select **Driving** , **Transit** , or **Walking**  directions at the top, and select **Options**  to choose things you'd like to avoid like toll roads, traffic, or tunnels.
- 3) Type an address, city, or business name in the **To** box, then select **Get directions** .



35. How can I find my car?





When you arrive, save your car's location so you can find it later. If you're using guided directions, you'll see **Car** 🚗, at the bottom of the screen as you near your destination. If not, use these steps.

- 1) In Maps, select **Favorites** ☆.
- 2) Under **Car** 🚗, select **New location**.
- 3) If you need to, select **Adjust on map**, move the map until the car is in the right location, then select **Set new location**. You can also add a photo or note if you like. When you're finished, select **Save**.
- 4) To get back to your car again later, go back to it in **Favorites** ☆, or select **Directions** under **Car** 🚗.



36. How can I use offline maps?

Your phone can't access dependable Internet on the road? Download maps over Wi-Fi before you go, so you can use them offline later.


- 1) In Maps, select **Menu**  > **Settings**  .
- 2) Under **Offline maps**, select **Choose maps**, select  **Download maps**  **Download maps**.
- 3) Choose the map you want and it will start downloading immediately.

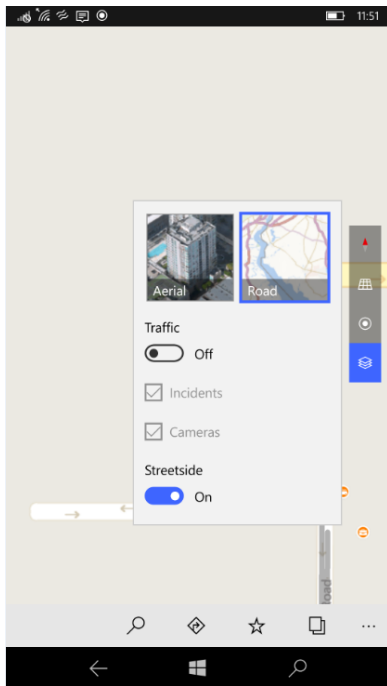
37. How can I change map views?

In the Maps app, there are lots of ways to explore the world using different views—road, aerial, 3D Cities and Streetside. Plus you can see live traffic info in any of these views.


Change your view

Open the Maps app. If you don't see it on Start screen, swipe over to the All apps list to find


it. To change the view, select **Map views**  on the right side of the map, then select the view you want.




Go 3D

To take in stunning aerial 3D views of cities around the world, select **Menu**  > **3D Cities**, and pick one.



Pinch or stretch it to use zoom in/out function.

Drag two fingers up or down to tilt (or use the **Tilt**  button on the map).

Drag two fingers in a circular motion to rotate the map.

To return to the more classic view, select **Map views** , > **Road**.

Get a view from the street


To jump into a true-to-life view from the street, select **Map views** , turn on **Streetside**, then select any place with a blue line on it. Select the **Back**  button to get out of Streetside view.




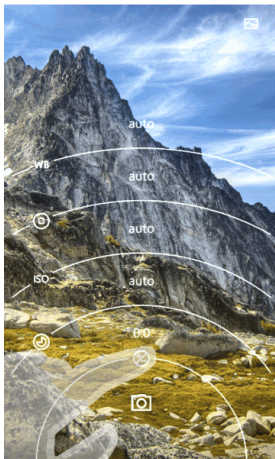
xii. Photos

38. How can I take great photos?



To get started, open the Camera app (on the **Start** screen, swipe to the All apps list to find it).

Select the **Camera**  button on your screen to take great pictures automatically.

For more precise control of each shot, drag the **Camera**  button towards the center to see all the dials. Move each dial to adjust white balance, focus, sensitivity (ISO), shutter speed, or brightness.



If capturing photos in tough lighting conditions, make them look beautiful using the Rich capture feature. After taking a photo, open the photo by tapping the preview thumbnail.

Tap the screen and tap **Edit**  > **Rich capture**  setting on the viewfinder. Your image will be enhanced with more natural-looking lighting.

39. How can I see all my photos?

On the Start screen, swipe to the All apps list and select **Photos** to open the app and see your photo collection sorted by date.

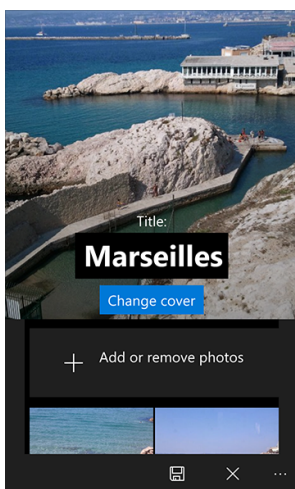


To make sure photos from your phone are automatically uploaded to OneDrive and kept safe from loss, in the Photos app, select **See more** ^{***} > **Settings** > **Manage OneDrive upload settings**.

This will open the OneDrive app. Switch toggle to on position under Camera upload.



40. How can I create a new album?

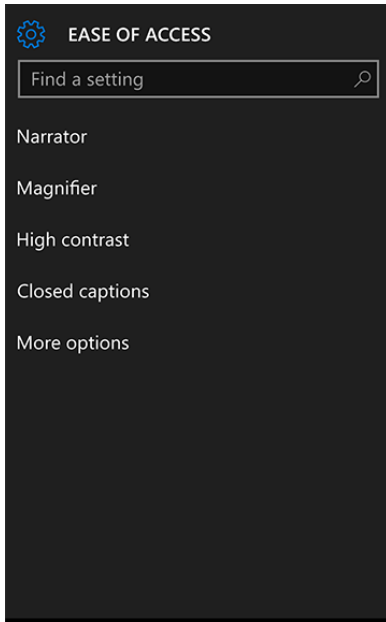
- 1) Open the Photos app. If you don't see it on the **Start** screen, swipe to the All apps list to find it.
- 2) Select **Albums**, then select **New** ⁺.
- 3) Follow the instructions on the screen to add or remove photos, select **Done** [✓], and choose the cover photo, or select the title to enter a new title.
- 4) As you complete each change, select **Save** [📁].



xiii. **Ease of Access**

41. How can I make my device easier to use?



Setting up your device to make it more accessible takes only a few steps. On Start screen, swipe over to the All apps list, then select **Settings**  > **Ease of Access**  .




These options can help make it easier to:

Use your device without the screen. Narrator lets you hear audio descriptions for things like text and buttons.



See what's on the screen. Use Magnifier to make things on your screen bigger. Read more easily by using text scaling to make text bigger or smaller or by changing the screen to black and white with high contrast.

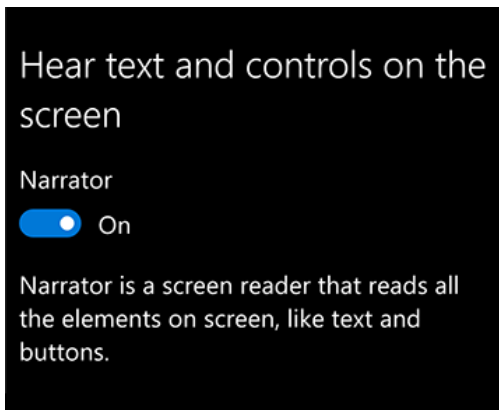
Make phone calls using a TTY. Connect to a TTY (teletypewriter), then go to **Settings**  > **Ease of Access**  > **More options**. Under **TTY Mode**, select **Full**.

Display captions. Go to **Settings**  > **Ease of Access**  > **Closed captions** to customize the appearance of closed captions.

Use your device with one hand. Press and hold the Start button  and the screen will slide down so you can reach items at the top of your screen. To slide the screen back up, tap the black space at the top of the screen or press and hold the Start button again.

42. How can I hear text read aloud with Narrator?

Narrator is a screen reader that reads text on your screen aloud. Turn it on by going to **Settings**  > **Ease of Access**  > **Narrator**, then use the toggle to turn on Narrator.



To turn Narrator off, press and hold the **Volume Up** button and the Start button at the same time. If you have Narrator quick launch turned on, this action can also turn Narrator back on.

Narrator gestures

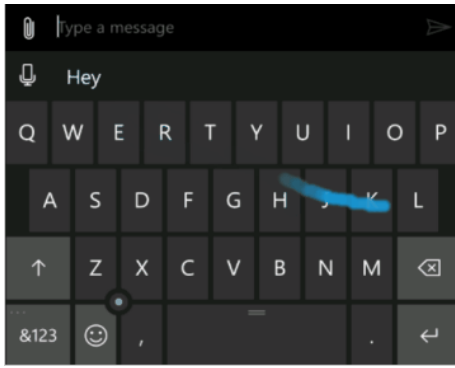
Once Narrator is turned on, use these Narrator-specific gestures with your device.

Gesture	What it does
Swipe left or right with one finger	Change navigation mode
Tap or drag a single finger	Read what's under your finger
Double-tap with one finger or hold with one finger and tap with a second	Activate primary action
Triple-tap with one finger or hold with one finger and double-tap with a second	Activate secondary action
Swipe left, right, up, or down with two fingers	Scroll
Tap with two fingers	Stop Narrator from reading
Double-tap with two fingers	Show context menu
Swipe up with three fingers	Read from top
Swipe down with three fingers	Start reading explorable text

43. What are the keyboard improvements?

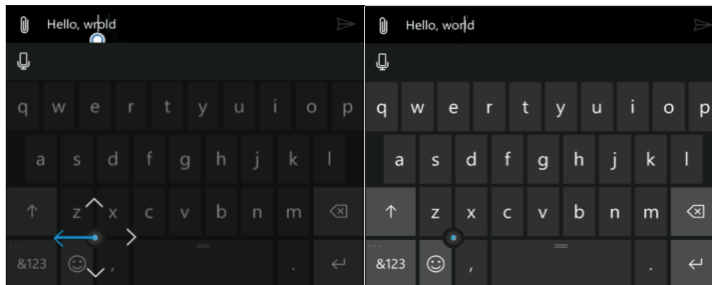
Get in the flow with shape writing

Drag your finger from letter to letter to quickly form the shape of a word, then string words together into a sentence by lifting your finger after each word to insert a space.



Browse your text with the cursor controller

The cursor controller is the circle near the bottom of your screen. Press and hold the cursor controller and then flick it in the direction you want to go to move from character to character or line by line. Or scroll through the text more slowly by pressing it and then dragging your finger in the direction you'd like the cursor to move.



Move your keyboard

On phones with a screen that's 5 inches or larger, reposition your keyboard by pressing and holding the spacebar to unlock it. Then drag your finger up or down the screen to place it. Drag the keyboard to either side of your screen to lock it in place.

xiv. Groove Music and Movies & TV

44. What is the Microsoft Groove Music app?

Microsoft Groove Music is brand new for Windows 10. It plays your music collection and lets you make and listen to playlists. Add your MP3s to OneDrive and you can use the Groove Music app to play your songs on other devices, too—PCs, tablets, Windows Phone, and Xbox—for free.

The app is best, however, when you use it with a Groove Music Pass. For a low monthly fee, Groove Music Pass lets you stream and download music from one of the biggest music catalogs on the planet. Custom radio stations play hours of music based on your favorite artists. Use Groove Music Pass on your PC, tablet, phone, and Xbox.

45. What file formats can I play with the Groove Music app on Windows 10?

Groove Music plays most DRM-free songs encoded with these file extensions:

- .mp3
- .flac
- .aac
- .m4a
- .wav
- .wma
- .3gp
- .3g2
- .amr

46. What is the Microsoft Movies & TV app?

Microsoft Movies & TV brings you the latest HD movies and TV shows on your Windows 10 device. Rent and buy new blockbuster movies and favorite classics, or catch up on last night's TV episodes. Movies & TV also brings you instant-on HD and fast access to your video collection.

47. What are the supported file formats for the Movies & TV app?

The Movies & TV app plays most DRM-free videos with these file extensions:

- .m4v
- .mp4
- .mov
- .asf
- .avi
- .wmv
- .m2ts
- .3g2
- .3gp2
- .3gpp

xv. Repair & recovery

48. How can I restart my phone?

If your phone stops working or responding like it used to, restart it to get back on track.

To restart, press and hold the Power button until a Slide down to power off message appears on-screen, then swipe down (It usually takes about three seconds for the message to appear).

To turn your phone back on, press the Power button.

If that doesn't work, press and hold the Volume down and Power buttons at the same time until you feel a vibration (about 10 to 15 seconds), then release the buttons. Your phone will restart automatically.

49. How can I reset my phone?


Resetting your Windows phone will return it to the same state it was in the first time you turned it on. All of your personal content will be erased, and the phone will be restored to its factory settings.


If you decide to reset your phone, you can back up apps, text messages, and more in the cloud beforehand.

Warning

Be careful. Resetting your phone will erase all content stored on your phone, including apps and games (along with app data and game progress), text messages, call history, music, photos, and more.

Reset your phone

- 1) On Start screen, swipe over to the All apps list, then select **Settings** .
- 2) Select **System > About > Reset your phone**.
- 3) You'll receive two warnings. If you're absolutely sure you want to restore your phone to its factory settings, select **Yes**, then select **Yes** again. It might take a little while for the process to complete.

If your phone is unresponsive and you can't reach Settings , you may be able to reset your phone using the hardware buttons. On Lumia phones (and some others), use the following procedure to reset your phone.

Reset an unresponsive phone

- 1) Press and hold the **Volume up** and **Power** buttons at the same time until you feel a vibration (about 10 to 15 seconds), then release the buttons.
- 2) When you see "Alcatel" boot logo, then immediately press and hold the **Volume down** button until you see a large exclamation mark.
- 3) Once the exclamation mark appears, press the following four buttons in this order: **Volume up, Volume down, Power, Volume down**. Your phone should now reset and restart itself. (It might take a while for the reset to finish.)

50. How can I find a lost phone?

It's nerve-racking when you can't find your device. Whether it's truly lost, or just stuck between the sofa cushions, Find My Phone can help lay your worry to rest. This free service on <https://account.microsoft.com/devices/about>

It can ring, lock, erase, or show your Windows Phone on a map.

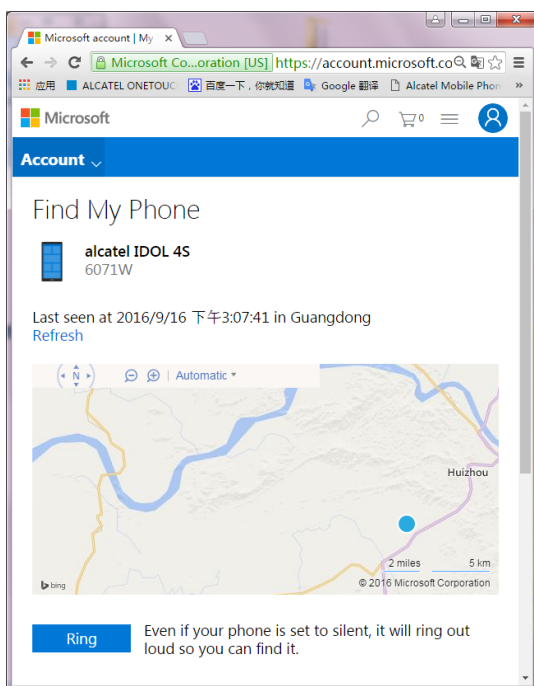
To sign in to Find My Phone for the first time

The first time you use Find My Phone, make sure you've already signed in on your phone using your Microsoft account.

- 1) Go to <https://account.microsoft.com/devices/about>. If you're prompted to sign in, use the same Microsoft account you used to sign in on your phone.
- 2) Choose the phone you want to find, and then click **Find My Phone**.

To find your phone

- 1) Go to <https://account.microsoft.com/devices/about>. If you're prompted to sign in, use the same Microsoft account you used to sign in on your phone.
- 2) Choose the phone you want to find, and then click Find My Phone.
- 3) You'll see a map with your phone's location. You can zoom in or out to get a better view.



Tips

- 1) Not seeing the latest location? Click Refresh.
- 2) To find your phone more easily, go to the App list and tap **Settings > Updates & security > Find my phone**. Select the checkbox **Save my device's location periodically so it's easier to find**.

To ring or lock your phone

- 1) Go to <https://account.microsoft.com/devices/about>. If you're prompted to sign in, use the same Microsoft account you used to sign in on your phone.
- 2) Choose the phone you want to ring or lock, then click **Find My Phone**.
- 3) Do one of the following:

To make your phone ring, click **Ring** and then follow the instructions. It will ring even if the volume is off or set to vibrate.

To lock your phone and show a message on the lock screen, click **Lock**, then follow the instructions. If you don't already have a password set up on your phone, you'll need to enter one—you'll use it to unlock the phone if you get it back.

To erase your phone

If you're certain you can't get your phone back, or if you have sensitive information on it that you want to protect until you recover it, you can erase your phone remotely.

- 1) Go to <https://account.microsoft.com/devices/about>. If you're prompted to sign in, use the same Microsoft account you used to sign in on your phone.
- 2) Choose the phone you want to erase, then click **Find my phone**.
- 3) Click **Erase**.
- 4) If you're absolutely, positively sure, select the **I'm ready to erase my phone** check box, and then click **Erase**.

51. How can I restore from a backup?


When you set up a new phone, use the same Microsoft account you used for your old one and we'll automatically restore your backed-up texts, plus your photos and videos from OneDrive.

Restoring apps and settings takes a few extra steps:

- 1) When you first set up your new phone, sign in using the same Microsoft account you used for your old one.
- 2) When you're prompted to restore your phone, select a backup, then select **Next**.
- 3) If you're asked to verify your account, provide the security code, then select **Next**.
- 4) Wait for your phone to finish restoring and then select **Next**.
- 5) If you had multiple accounts set up on your old phone, you'll be prompted to enter their passwords. Enter them and select **Next**, or select **Skip** to enter them later.
- 6) Select **Done**.

xvi. Security

52. How do I set or change a PIN (password) on my phone?


- 1) On Start screen, swipe over to the All apps list, then select **Settings**  > **Accounts** > **Sign-in options**.
- 2) Do one of the following:
 - a) To set up a PIN for the first time, select **Add**, type your new PIN in the **New PIN** box, then retype it in the **Confirm PIN** text box.

Note: If this is your first time setting a PIN (Password) and you're logged in to your Microsoft account on your phone, you need to enter the password before you set a new PIN (password).
 - b) If you want to change your phone's current PIN, select **Change**, type your phone's current PIN in the **Current PIN** box, then type and confirm your new PIN.
- 3) Select **OK** to save your changes.

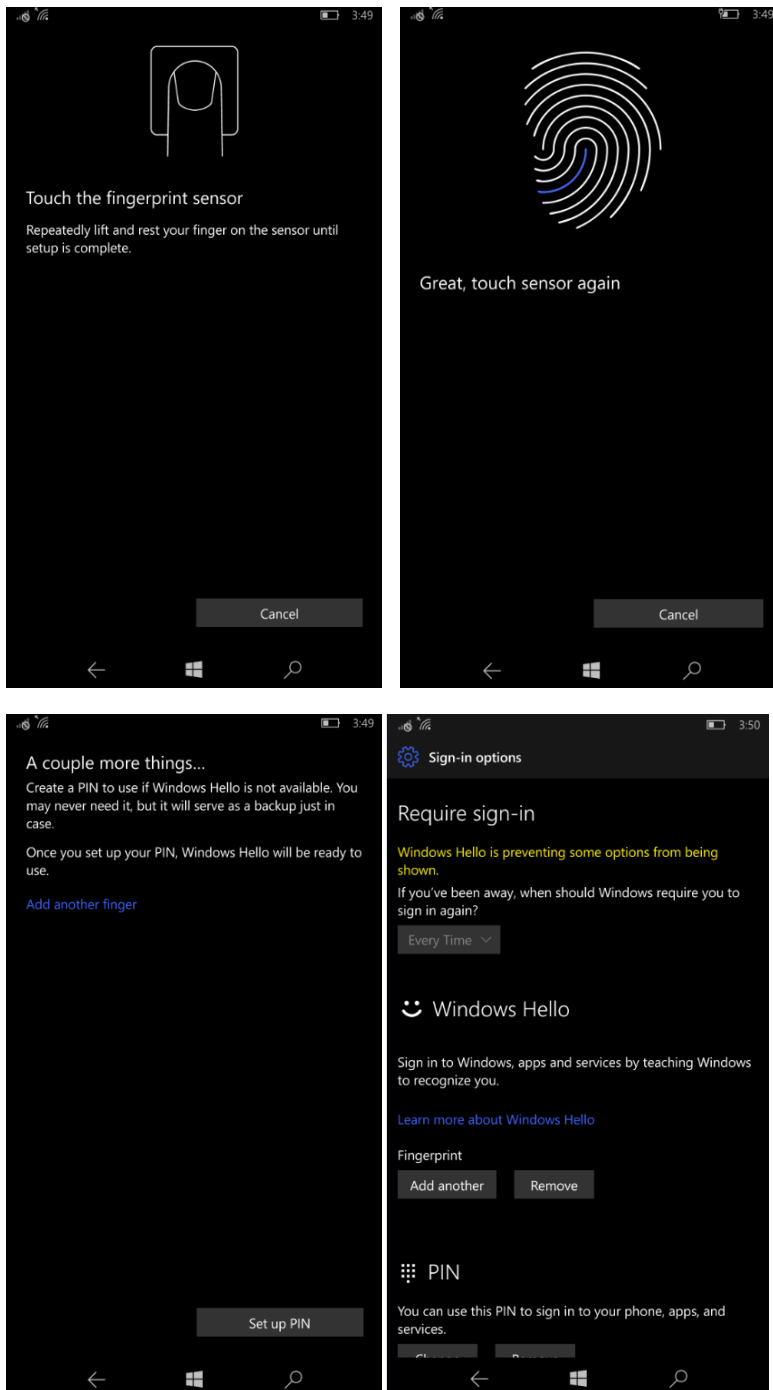
53. How can I set a fingerprint on my phone?

Windows hello can unlock your device, verify your identity, and buy things in the store using your fingerprint.

To set fingerprint on your phone, do the following:

- 1) On Start screen, swipe over to the All apps list, then select **Settings**  > **Accounts** > **Sign-in options**.
- 2) Do one of the following:

- a) To set up a Fingerprint for the first time, select **Set up**, select **Get started** on the welcome page
 - b) Repeatedly lift and rest your finger on the sensor until is complete following the built-in instruction.
 - c) Set up a PIN, it will serve as a backup just in case. After you set up your PIN, windows hello will be ready to use.
- 3) If you want to add another fingerprint, select **Add another**, add your another fingerprint following the built-in instruction.



54. How do I unlock my phone?


Turn on your phone, then swipe up on your phone's screen to unlock it. If your phone currently requires a PIN, you'll see the keypad for entering it first.
Put your finger on fingerprint sensor to unlock your phone if you have set a fingerprint.

55. How often do I need to enter a PIN to unlock my phone?

If you've set a PIN by yourself, you can choose how often you're required to enter a PIN from your lock screen, which can be anywhere from 30 seconds to 30 minutes, or each time you unlock your phone. If you have a Microsoft Exchange account through your work, the Exchange administrator will set the options you can choose.


This setting is different from how often your phone goes to sleep, which you can set separately.

To set how often you're required to enter a PIN from your lock screen, do the following:

- 1) On Start screen, swipe over to the All apps list, then select **Settings**  > **Accounts** > **Sign-in options**.
- 2) Under **Require sign-in**, choose the time you want.

Note: If you have set Fingerprint on your phone, **Require sign-in** option will default to **Every time**.

To set how often your phone goes to sleep, do the following:

- 1) On Start screen, swipe over to the All apps list, then select **Settings**  > **Personalization** > **Lock screen**.
- 2) Select **Screen times out after** and choose the time you want.

56. Can I make an emergency call on a locked phone?

Yes, you can make an emergency phone call on a locked phone. Turn on your phone, then swipe up on your phone's screen until you can see the keypad. Select Emergency call, then enter the emergency phone number for your location.