
User Guide

Nokia 220 Dual SIM

NOKIA

User Guide

Nokia 220 Dual SIM

Contents

Safety	3	Copy content between your phone and computer	17
Get started	4	Access codes	17
Keys and parts	4	Product and safety information	19
Insert SIM, battery, and memory card	4		
Charge the battery	6		
Lock or unlock the keys	6		
Set which SIM card to use	7		
Forward calls between your 2 SIMs	7		
Change the volume	8		
Basics	9		
Explore your phone	9		
Write text	10		
Use predictive text	10		
Set the ringtone	11		
People & messaging	12		
Make a call	12		
Save a name and phone number	12		
Send and receive messages	12		
Get social	12		
Internet	14		
Browse the web	14		
Camera	15		
Take a photo	15		
Record a video	15		
Share a photo or video	15		
Entertainment	16		
Listen to music	16		
Listen to the radio	16		
Find and save a radio station	16		
Phone management & connectivity	17		

Safety

Read these simple guidelines. Not following them may be dangerous or illegal.



SWITCH OFF IN RESTRICTED AREAS

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



ROAD SAFETY COMES FIRST

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



INTERFERENCE

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



QUALIFIED SERVICE

Only qualified personnel may install or repair this product.



BATTERIES, CHARGERS, AND OTHER ACCESSORIES

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



KEEP YOUR DEVICE DRY

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



PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

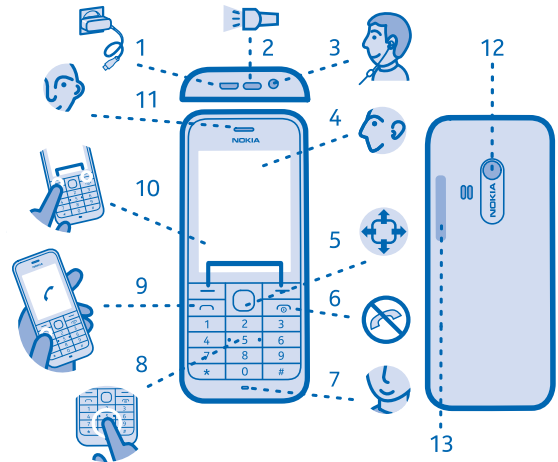
Get started

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

Keys and parts

Explore the keys and parts of your new phone.

- 1 Charger connector
- 2 Flashlight
- 3 Headset connector (3.5 mm)
- 4 Screen
- 5 Scroll key
- 6 End/Power key
- 7 Microphone
- 8 Keypad
- 9 Call key
- 10 Selection keys
- 11 Earpiece
- 12 Camera lens. Before using the camera, remove the protective tape from the lens.
- 13 Antenna area



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.

Do not connect products that create an output signal, as this may damage the device. Do not connect any voltage source to the audio connector. If you connect an external device or headset, other than those approved for use with this device, to the audio connector, pay special attention to volume levels.

Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately.

Insert SIM, battery, and memory card

Learn how to insert the battery and SIM and memory cards.

- 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.

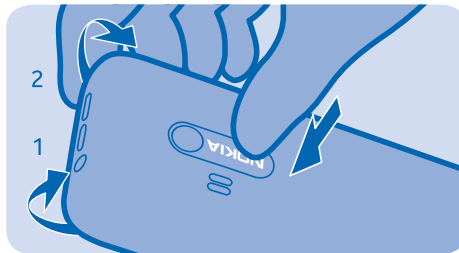


Use only compatible memory cards approved for use with this device. Incompatible cards may damage the card and the device and corrupt data stored on the card.

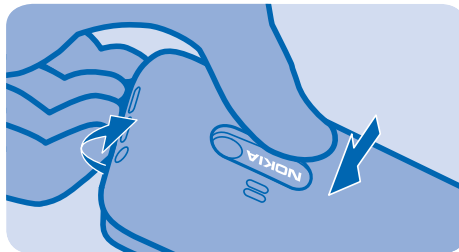


! **Note:** Switch the device off and disconnect the charger and any other device before removing any covers. Avoid touching electronic components while changing any covers. Always store and use the device with any covers attached.

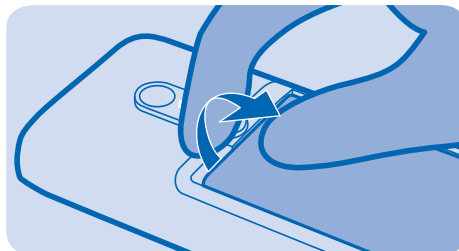
1. Place your thumb on the Nokia logo, and pull the top corners one at a time to separate the back cover from the phone.



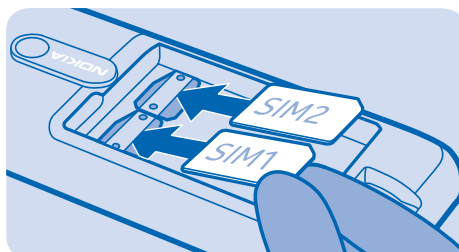
2. Place your fingers at the top middle of the back cover, and with your thumb on the Nokia logo, remove the cover.



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

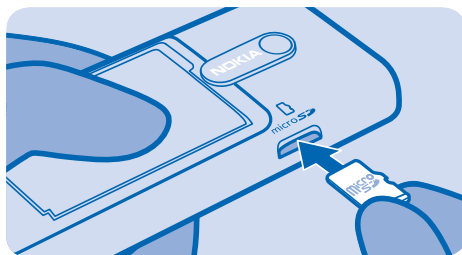


4. Slide the SIM into the holder with the contact area face down. To insert a second SIM, slide it into the other holder.



5. Line up the battery contacts, and put the battery in.

6. Insert the memory card into the memory card slot. Push the memory card in until it locks into place.



! **Important:** Do not remove the memory card when an app is using it. Doing so may damage the memory card and the device and corrupt data stored on the card.

7. Replace the back cover.

Remove the memory card

Pull the memory card out.

Switch on your phone

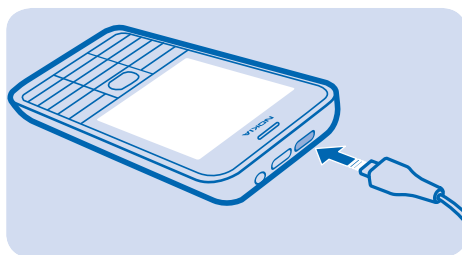
Press and hold the power key.

Charge the battery

Your battery has been partially charged at the factory, but you may need to recharge it before you can use your phone.

1. Plug the charger into a wall outlet.

2. Connect the charger to the phone. When done, unplug the charger from the phone, then from the wall outlet.



If the battery is completely discharged, it may take several minutes before the charging indicator is displayed or before any calls can be made.

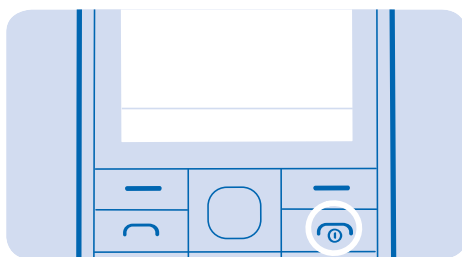
★ **Tip:** You can use USB charging when a wall outlet is not available. Data can be transferred while charging the device. The efficiency of USB charging power varies significantly, and it may take a long time for charging to start and the device to start functioning.

Make sure your computer is switched on.

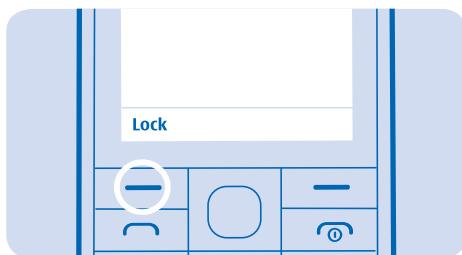
Lock or unlock the keys

To avoid accidentally pressing the keys, use keypad lock.

1. Quickly press



2. Select **Lock**.



Unlock the keypad

Press , and select **Unlock**.

Set which SIM card to use

If you have 2 SIM cards in your phone, you can select which one you want to use.

1. Select **Menu > Settings > Connectivity > Dual SIM**.
2. To choose which SIM to use for calls, select **Call**, switch **Always ask** to **Off**, and select **Preferred SIM**.
3. To choose which SIM to use for messages, select **Messaging**, switch **Always ask** to **Off**, and select **Preferred SIM**.
4. To choose which SIM to use for mobile data, switch **Mobile data connection** to **On**, and select **Mobile data > Preferred SIM**.

Forward calls between your 2 SIMs

Get the most out of your 2 SIM cards. If you forward your calls between your SIMs, when someone calls you on one SIM while you're having a call on the other, you can manage your calls from both SIMs just like with only one SIM.

Make sure you have 2 SIM cards inserted in your phone.

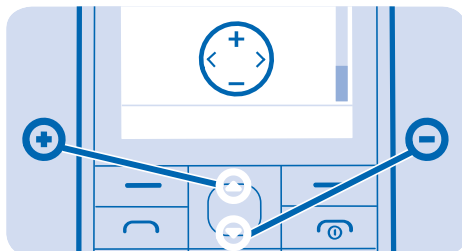
1. Select **Menu > Smart Dual SIM**.
2. Switch **Call forwarding** to **On**.
3. To set the numbers of your SIMs, select **SIM numbers**, and type in the numbers of both your SIMs.
4. Depending on how you want to forward the calls when one of your SIMs is out of reach or busy, select **Between two SIMs**, **From SIM1 to SIM2**, or **From SIM2 to SIM1**.

★ **Tip:** To check if your calls are being forwarded, select **Check status**.

Change the volume

Trouble hearing your phone ringing in noisy environments, or calls too loud? You can change the volume to your liking.

Scroll up or down to change the volume during a call or when listening to the radio.



Basics

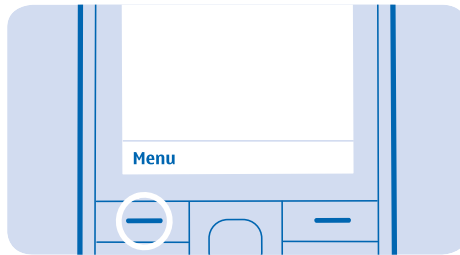
Learn how to get the most out of your new phone.

Explore your phone

Explore your phone with a simple key press.

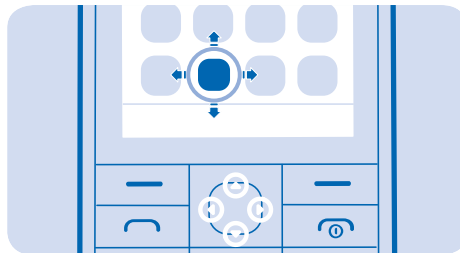
See the apps and features of your phone

Press **Menu**.



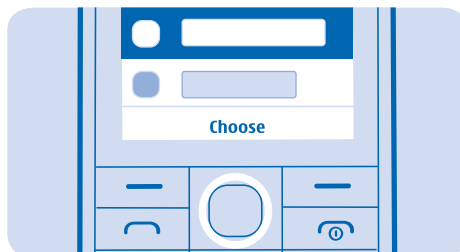
Go to an app or feature

Press the scroll key up, down, left, or right.



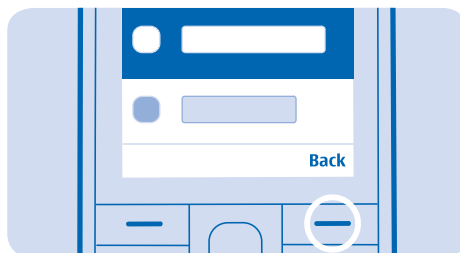
Open an app or select a feature

Press **Choose**.



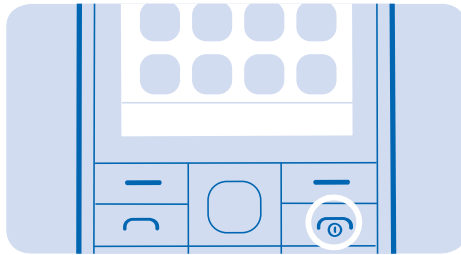
Go back to the previous view

Press **Back**.



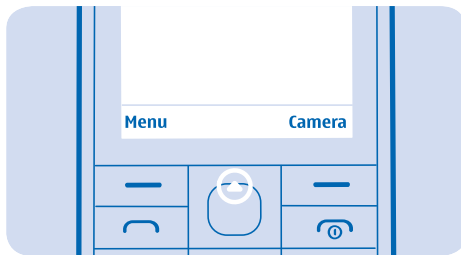
Go back to the home screen

Press .



Switch the flashlight on

On the home screen, quickly press the scroll key up twice.



To switch the flashlight off, press up once.

Do not shine the light in anyone's eyes.

Write text

Writing with the keypad is easy and fun.

Press a key repeatedly until the letter is shown.

Type in a space

Press **0**.

Type in a special character or punctuation mark

Press *****.

Switch between character cases

Press **#** repeatedly.

Type in a number

Press and hold a number key.

Use predictive text

To speed up your writing, your phone can guess what you are starting to write. Predictive text is based on a built-in dictionary. This feature is not available for all languages.

1. Select **Options > Dictionary** and the language.
2. Start writing a word. When the word you want is shown, press **0**.

Change a word

Press ***** repeatedly until the word you want is shown.

Add a new word to the dictionary

If the word you want isn't in the dictionary, write the word, press * repeatedly to skip all unwanted words, select **Spell**, and write the word.

Switch between predictive and traditional text

Press # repeatedly.

Switch predictive text off

Select **Options** > **Dictionary** > **Dictionary off**.

Set the ringtone

Set a ringtone for your phone. You can set a different ringtone for each SIM card.

1. Select **Menu** > **Settings** > **Tone settings**.
2. Select **Ringtone**. If needed, select a SIM card.
3. Pick a ringtone, and select **OK**.

People & messaging

Contact your friends and family using your phone. Stay tuned with the latest updates to your social networking services even when on the go.

Make a call

Learn how to make a call with your new phone.

1. Type in the phone number.

To type in the + character, used for international calls, press * twice.

2. Press . If asked, select which SIM to use.
3. To end the call, press .

Answer a call

Press .

Save a name and phone number

Save and organise your friends' phone numbers. Or why not spice up your contacts list by assigning photos or other info to your contacts?

1. Select **Menu > Contacts > Add**.
2. Write the name, type in the number, and select **Save**.

Send and receive messages

Keep in touch with your friends and family through text messages.

1. Select **Menu > Messaging**.
2. Select **Create message**.
3. Type in a phone number, or select a recipient from your contacts list.
4. Write your message.

★ **Tip:** To insert special characters, such as a smiley or symbol, select **Options > Insert options**.

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

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

Read a message

On the home screen, select **Read**. To read the rest of the message, select **Open**.

Get social

Want to connect and share stuff with the people in your life? With social apps, you can stay up to date with what's happening with your friends.

To keep in touch with your friends and family, sign in to your instant messaging, sharing, and social networking services. Select **Menu** and the service you want to use. The available services may vary.

Internet

Learn how to browse the web.

Browse the web

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

1. Select **Menu > Internet**.
2. Select the address bar.
3. Write a web address, and select **OK**.

★ **Tip:** To search the internet, write a search word in the address bar. You can also use the available links.

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

Camera

With your phone camera, you can easily take photos or record videos.

Take a photo

Capture the best moments with your phone camera.

1. To switch the camera on, select **Camera**.
2. To zoom in or out, press the scroll key up or down.
3. To take a photo, press the scroll key.

View the photos you've taken

Select  > **Photos** > **Captured**.

Record a video

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

1. To switch the camera on, select **Camera**.
2. To switch the video camera on, select  > **Video camera**.
3. To start recording, select .
4. To stop recording, select .

View the video you've recorded

To view the video right after recording, select . To view the video later, in the video camera, select  > **Videos** > **Recorded**.

Share a photo or video

Use Slam to quickly share your photos and videos with a friend close by.

1. Select **Photos** and a photo or **Videos** and a video.
2. Select **Options** and **Share photo** or **Share video**.
3. Select **Slam via Bluetooth**.
4. Move your phone close to the other phone, and let Slam share the photo or video.

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 switch the Bluetooth function off when you are not using it.

Entertainment

Having a spare moment and in need of entertainment? Learn how to listen to the radio on your phone.

Listen to music

You can listen to your MP3 music files with the music player. To play music, you need to store the music files on a memory card.

1. Select **Menu > Music > Music player**.
2. Select **Options > All songs**.
3. Select a song.

Listen to the radio

Enjoy your favourite FM radio stations on the go.

To listen to the radio, you need to connect a compatible headset to the device. The headset acts as an antenna.

1. Connect a headset, and select **Menu > Music > Radio**.
2. To go to the previous or next channel, scroll left or right.
3. To close the radio, select **Options > Switch off**.

Find and save a radio station

Search for your favourite radio stations, and save them, so you can easily listen to them later.

1. Select **Menu > Music > Radio**.
2. Select **Options > Set frequency**.
3. Type in the station frequency.
4. To save a station, select **Options > Save station**.

Listen to a saved station

Press the number key that matches the station location.

View the list of saved stations

Select **Options > Stations**.

Phone management & connectivity

Take care of your phone and its contents. Learn how to connect to accessories and networks, transfer files, create backups, lock your phone, and keep the software up to date.

Copy content between your phone and computer

Copy photos, videos, music, and other content created by you (and stored on the memory card) between your phone and computer.

To copy content from the phone memory, you need to have a memory card inserted in your phone.

1. Connect your phone to a compatible computer with a compatible USB cable.
2. Select **Mass storage**.
3. On your computer, open a file manager, such as Windows Explorer, and browse to your phone. You can see the content stored on the memory card.
4. Drag and drop items between your phone and computer.

Access codes

Ever wondered what the different codes on your phone are for?

PIN or PIN2 code (4-8 digits)	These protect your SIM card against unauthorised use or are required to access some features. You can set your phone to ask for the PIN code when you switch it on. If you forget the codes or they aren't supplied with your card, contact your network service provider. If you type in the code incorrectly 3 times in a row, you need to unblock the code with the PUK or PUK2 code.
PUK or PUK2	These are required to unblock a PIN or PIN2 code. If not supplied with your SIM card, contact your network service provider.
Security code (lock code, password)	This helps you protect your phone against unauthorised use. You can set your phone to ask for the lock code that you define. Keep the code secret and in a safe place, separate from your phone.

If you forget the code and your phone is locked, your phone will require service. Additional charges may apply, and all the personal data on your phone may be deleted.

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

IMEI

This is used to identify phones in the network. You may also need to give the number to Nokia Care services.

To view your IMEI number, dial ***#06#**.

Product and safety information

Network services and costs

You can only use your device on the GSM 900, 1800 MHz networks. You need a subscription with a service provider.

Using some features and downloading content require a network connection and may result in data costs. You may also need to subscribe to some features.

Emergency calls

1. Make sure the device is switched on.
2. Check for adequate signal strength.

You may also need to do the following:

- Put a SIM card in the device.
 - Switch the call restrictions off in your device, such as call barring, fixed dialling, or closed user group.
 - If the device keys are locked, unlock them.
3. Press the end key repeatedly, until the home screen is shown.
 4. Type in the official emergency number for your present location. Emergency call numbers vary by location.
 5. Press the call key.
 6. Give the necessary info as accurately as possible. Do not end the call until given permission to do so.

 **Important:** Activate both cellular and internet calls, if your phone supports internet calls. The phone 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 phone for essential communications like medical emergencies.

Take care of your device

Handle your device, battery, charger and accessories with care. The following suggestions help you keep your device operational.

- 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 let the device dry.
- Do not use or store the device in dusty or dirty areas.
- Do not store the device in high temperatures. High temperatures may damage the device or battery.
- Do not store the device in cold temperatures. When the device warms to its normal temperature, moisture can form inside the device and damage it.
- Do not 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 or the battery. Rough handling can break it.
- Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can prevent proper operation.
- For optimal performance, switch the device off and remove the battery from time to time.
- Keep the 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 info.

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. All materials of the device can be recovered as materials and energy. Check how to recycle your Microsoft Mobile products at www.nokia.com/recycle.

Crossed-out wheeled-bin symbol



The crossed-out wheeled-bin symbol on your product, battery, literature, or packaging reminds you that all electrical and electronic products and batteries must be taken to separate collection at the end of their working life. Do not dispose of these products as unsorted municipal waste: take them for recycling. For info on your nearest recycling point, check with your local waste authority, or go to www.nokia.com/support. For more info on the environmental attributes of your device, see www.nokia.com/ecoprofile.

Battery and charger info

Use your device only with an original BL-5C rechargeable battery.

Charge your device with AC-18 charger. Charger plug type may vary.

Microsoft Mobile may make additional battery or charger models available for this device.

! **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 and charger safety

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

When your charger is not in use, unplug it. 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) for optimal performance. 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. This may damage the battery or the other object.

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

Do not dismantle, cut, crush, bend, puncture, or otherwise damage the battery in any way. If a battery leaks, do not let liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help. Do not modify, 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 or incompatible batteries or 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 before continuing to use it. Never use a damaged battery or charger. Do not charge your device during a lightning storm. Only use the charger indoors.

Additional safety information

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 inadequately shielded medical devices' function. Consult a physician or the medical device's manufacturer to determine if it is adequately shielded from external radio energy.

Implanted medical devices

To avoid potential interference, manufacturers of implanted medical devices recommend a minimum separation of 15.3 centimetres (6 inches) between a wireless device and 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.
- Switch 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

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

Nickel

The surface of this device is nickel-free.

Protect your device from harmful content

Your device may be exposed to viruses and other harmful content. Take the following precautions:

- Be cautious when opening messages. They may contain malicious software or otherwise be harmful to your device or computer.
- Be cautious when accepting connectivity requests, browsing the internet, or downloading content. Do not accept Bluetooth connections from sources you do not trust.
- Only install and use services and software from sources that you trust and that offer adequate security and protection.
- Install antivirus and other security software on your device and any connected computer. Only use one antivirus app at a time. Using more may affect performance and operation of the device and/or computer.
- If you access preinstalled bookmarks and links to third party internet sites, take the appropriate precautions. Microsoft Mobile does not endorse or assume liability for such sites.

Vehicles

Radio signals may affect improperly installed or inadequately shielded electronic systems in vehicles. For more info, check with the manufacturer of your vehicle or its equipment.

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

Potentially explosive environments

Switch your device off in potentially explosive environments, such as near petrol pumps. Sparks may cause an explosion or fire resulting in injury or death. Note restrictions in areas with fuel; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive environment may not be clearly marked. These usually are areas where you are advised to switch your engine off, below deck on boats, chemical transfer or storage facilities, and where the air contains chemicals or particles. Check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) if this device can be safely used in their vicinity.

Certification information (SAR)

This mobile device meets guidelines for exposure to radio waves.

For information on SAR, see the printed user guide, or go to www.nokia.com/sar.

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.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 15 hours (GSM).

Standby:

Up to 24 days (GSM).

 **Important:** Battery talk and standby times are estimates only. 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.

Copyrights and other notices

DECLARATION OF CONFORMITY

CE 0168

Hereby, Microsoft Mobile Oy declares that this RM-969 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/declaration-of-conformity.

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