

Your Windows Phone

This section will show you the basic elements of your new phone



Status Bar	When minimised signal strength for mobile and wifi, battery life and the time are displayed. When expanded you see more information and it gives easy access to such things as wifi/bluetooth connections
Notification Alert	Displays this icon when the system needs to notify you that your attention is needed on something eg. your email password is incorrect
Email Notification	The number indicates the number of new messages you have received since you last checked your email.
Home Button	Takes you to the main screen. Note that if you are in an application, pressing this may mean the application still runs in the background.
Back Button	Goes back to the previous screen. Continually pressing will keep going back until you quit the application and go to the main screen. Holding the back button will show you all the applications still open in the background.
Search Button	Searches the phone. Holding the search button down enables the voice assistant
Power Button	Tapping turns the display on and off. Holding enables you to switch the phone off.

Wifi Setup (IKO)

This section will show you how to connect your phone to the IKO company wifi. You should connect to wifi whenever you can as it is quicker, cheaper (or free) and uses less battery than mobile data.



On the home screen hold and drag down on the status bar.



Tap the wifi option.



Tap the company wifi network you wish to connect to.



For the company network, make sure the options are set as before but using your own username and password.



Once completed you should see that you are connected to the company network.

Wifi Setup (Other)

This section will show you how to connect your phone to none IKO wifi. You should connect to wifi whenever you can as it is quicker, cheaper (or free) and uses less battery than mobile data.



On the home screen hold and drag down on the status bar.



Tap the wifi option



Tap the wifi network you wish to connect to



If the sign in requires just a password, enter this in the password box and tap done.



Once completed you should see that you are connected to the network.

Email Setup

This section will show you how to connect your phone to the IKO email system connecting it to your emails, calendar and contacts. Any emails, calendar or contacts created on here will be seen in Outlook and vice versa.



On the home screen tap the envelope icon



Tap the Exchange option



Enter your email address and your Windows password (that is the one you use to log in to your computer/laptop). Tap sign in.



In the extra information add your Windows username in the correct box and "ikoeu" in the domain box. Tap sign in.



After a short while an account added screen will appear. Tap done.

Company Contacts

This section will show you how to search for company contacts.

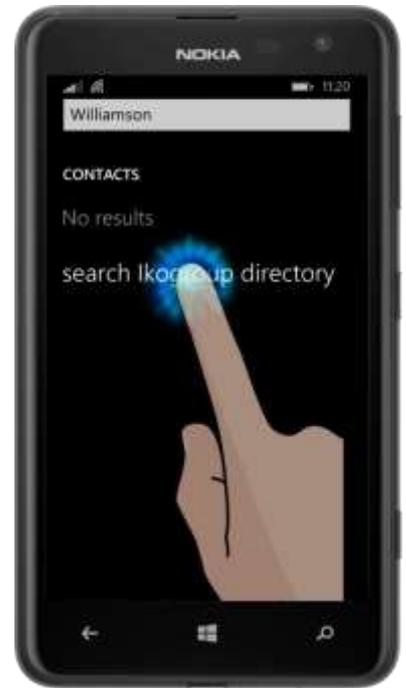
Note that this only works if you have a data connection on your phone and if the person has the information you need stored within the directory.



On the home screen tap the People icon



Tap the on-screen magnifying glass



Enter part of the name you wish to search for and tap "search ikogroup directory"



Tap the name of the person you were looking for.



In this example, the mobile number is available and tapping it ...



... will initiate a call to that number.

Email Password Change

This section will show you what happens on your phone when you change your Windows password.



When you change your Windows password, at some point you will receive a notification alert which when expanded ...



... will inform you that your account requires attention. Tap the option ...



... and change your password. Once complete tap save.

Bluetooth

This section will show you how to enable Bluetooth.



On the home screen hold and drag down on the status bar.



Tap the Bluetooth icon. A grey background means it is disabled. A blue background means it is enabled.



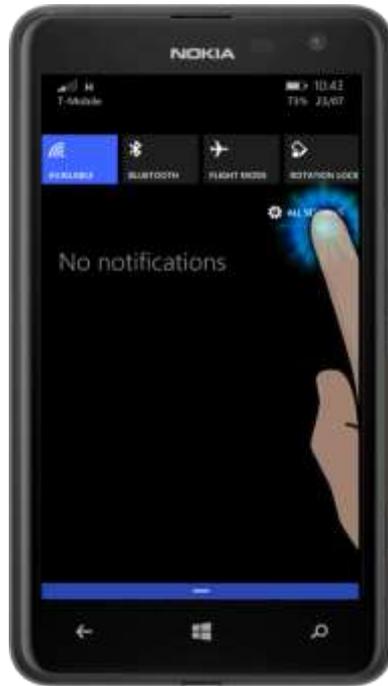
To connect to your car, please follow the instructions within the car manual.

Tethering Setup

This section will show you how to setup your phone so that your laptop can use its internet connection.



On the home screen hold and drag down on the status bar.



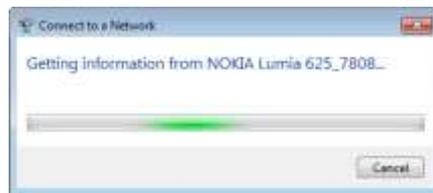
Tap the All Settings option



Scroll down until you see the internet sharing option.
Tap the internet sharing option.



Tap the sharing slider to switch sharing on. You can change the name and password for connecting by tapping the pencil icon at the bottom of the screen.



To connect on your laptop, click the Network Center link in Windows which look like  or . When the mini window opens, select your phone and click Connect.



When the network security key box opens, enter the password set on your phone and click OK.

Once you have done what you need to do switch internet sharing off to save on battery and data usage.

Call Forwarding

This section will show you how to set your phone up to forward calls.



On the home screen hold and drag down on the status bar. Tap the All Settings option.



In Settings scroll down until you see the Network+ and then tap it.



In network+ tap the set button for Call settings.



In call settings under Call forwarding tap where it says "select ..."



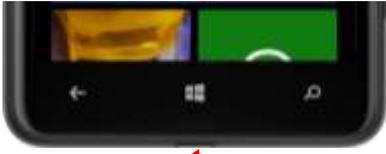
Either choose a contact or enter a number to forward to.



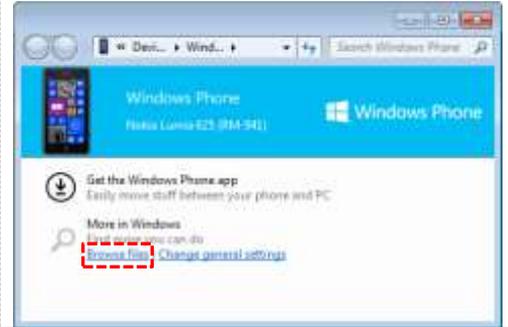
Once a number of contact has been selected, tap the All calls box to enable all calls to be forwarded. Untick to stop calls being forwarded.

USB File Storage

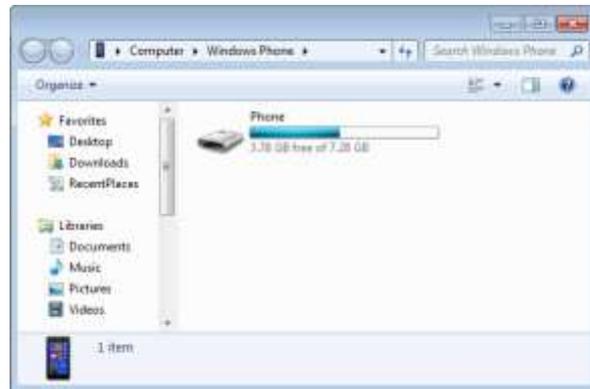
This section will show you how to connect your phone to your Windows computer to retrieve photos.



Once connected, the far right of the 3 icons above will appear in your Windows task bar. Click the icon.



Once clicked the following window will appear. Click the Browse files link highlighted.



Insert the supplied USB cable into the phone and your computer as indicated above.

The following window will now open which you can use to browse for things like pictures.

Hints, Tips & FAQs

Switching Phones

- If you have a Blackberry, all emails, calendar and contacts will automatically transfer. If you have a “none email” phone you will need to transfer any contacts you have manually. The easiest way to manually add contacts is to enter them into Outlook.
- If you have any text messages, you will need to save/print these off as they will not automatically transfer
- If you have any pictures you will need to copy or email them to yourself as they will not automatically transfer

User Guide

The online guide and PDF user manual for the Nokia Lumia can be found at the following link:

<http://tinyurl.com/IKO-Lumia625>

Applications/Store

Mobile phones are for business use only and applications should only be downloaded after approval from IT and your line manager.



The following is a list of applications pre-approved by IT for installation:



Microsoft PDF Reader



Adobe Reader

Battery Life

Battery life on the phones has been tested and shown to be good even with heavy usage. We believe this should enable you to last up to an 18 hour day without the need to charge. If however you find that you are running the battery down much quicker than this, please check the following:

- Make sure Tethering has not been left switched on
- Under Apps / Settings / Brightness – un-tick automatic, set the level to low, re-tick automatic
- Make sure Bluetooth is not switched on unnecessarily

Hints, Tips & FAQs

Hints & Tips

- On the main screen if you press and hold on the right of the screen and drag to the left, this will take you to the applications list.
- Pressing Power & Volume Up together quickly will take a screenshot of the phone.
- To increase the number of times your phone rings on incoming calls “dial” one of the following numbers:
 - T-Mobile: **61*+447945028412**25# (25 refers to the number of seconds for it to ring)
 - Vodafone: **61*121*11*30# (30 refers to the number of seconds for it to ring)
- If you find Calendar items are not appearing within Outlook after you have entered them on the phone, it means that another account is set as the primary calendar. To check/change this, when in the calendar on your phone, tap the “...” in the bottom right hand corner and choose “settings”. In there, untick any calendars that are not IKO or ikogroup ones.
- International Roaming/Data issues – if you find you are having trouble either connecting to data in the UK or with your phone in general when abroad this is most likely due to the phone trying to connect to 4G. To change to use only 3G go in “Settings” then “mobile+SIM”. In there scroll down and tap “SIM” underneath “SIM settings”. In there change highest connection speed to 3G.