

**Win HD**  
**WINDOWS MOBILE**  
**USER MANUAL**

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# Safety Information

Please carefully read the terms below:

## Use Safely

Do not use the phone in situations where it might cause danger.

## Transportation Safety

Please observe all transportation laws and regulations.

Please drive with both hands on the wheel.

**PLEASE DRIVE RESPONSIBLY - DO NOT TEXT AND DRIVE**

## Hospital Safety

Please follow hospital rules and limitations.

Please turn off your mobile phone when near medical instruments.

## Airport Safety

Remember to follow all airport and flight safety regulations.

Please do not use your phone during flight.

## **Chemical Warning**

Do not use your mobile phone around fuels or chemicals.

## **Temperature Warning**

Do not subject your phone to extreme temperature conditions.

## **Water Hazard**

Your phone is not waterproof. Keep it away from water and liquids.

## **Emergency Calls**

Make sure your mobile phone is switched on and in a service area. In home screen, click the phone key and dial the emergency number.

## **Accessories and Batteries**

Use only Blu authorized batteries and accessories.

## **Information Backup**

Remember to keep a written record of all important information.

## **Battery Safety and Precautions**

- For better performance and longer battery life, it is recommended that you charge the battery fully before using the mobile phone for the first time.
- The optimum performance of a new battery is typically achieved after two or three complete charge cycles.

**Note:** Keep in mind that continuous overcharging will affect long term battery life.

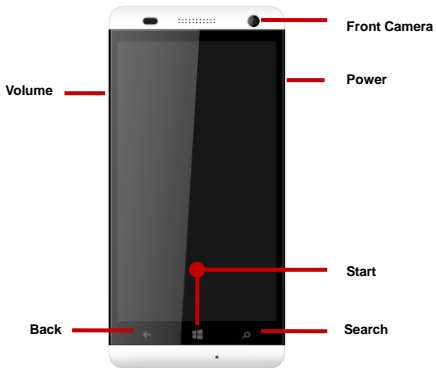
- While charging, keep the mobile phone out the reach of children.
- Store the battery in a cool and dry place away from direct sunlight and water.
- Do not expose batteries to extreme temperatures (below -8°C (18°F) or above 43°C (110°F).
- Immediately stop using the battery if it produces an odor, cracks and leaks, overheats, distorts or has any other type of physical damage.
- Avoid using the charger near or around liquids. If the charger comes in contact with water or any liquids, immediately unplug it from the outlet to reduce the risk of overheating, charger malfunction, electric shock or fire.

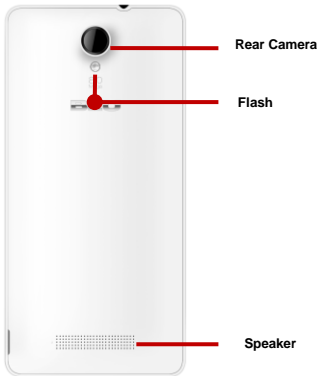
**Warning:** Please be careful with the disposal of used batteries. Do not throw away batteries with daily waste. Please follow local environmental laws and guidelines for proper waste disposal.

### **Cleaning and Maintenance**

- Avoid using the handset and accessories in excessively moist areas to avoid malfunction.
- Use a soft, dry cloth to clean the handset, battery and charger.
- Do not use alcohol, thinner, benzene or any other solvent to clean the handset.

# Appearance and Key Function







# Introduction

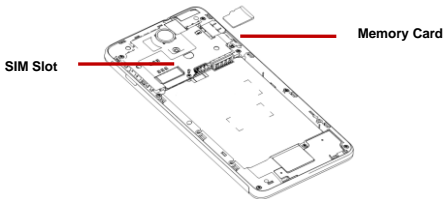
## Installation of the SIM Card

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**Warning:** Please keep the SIM card out of the reach of children. The SIM card and its contact are easily damaged due to scratching or bending. Please use caution when carrying, installing or taking out the SIM card. **NB:** The phone uses a Micro SIM card. Please make sure to obtain one directly from your mobile phone service provider.

### To insert SIM card:

1. Remove the rear cover. Insert the SIM card.
2. Insert the SD card. (For additional storage capacity)



3. Insert the battery, replace the rear cover, and power on phone.

## **Power On and Off**

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**On** - Please ensure the SIM card has been properly inserted into the phone. Long press the Power key to switch the phone on.

**Off** - In standby mode, long press on Power key until an options menu appears. Slide the screen down to completely power off the phone.

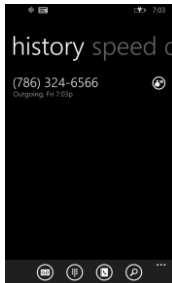
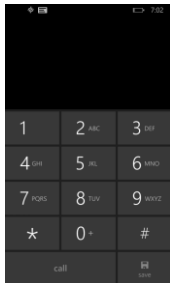
## **Lock Screen**

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You may set a password to the lock screen setting as security measure for the phone. For further information regarding password locks, please enter to the lock screen option in system settings and select on in the password option.

# **Call Functions**

At the dial keyboard, enter the phone number and then click the dial key. If dialing an extension, you may click the dial pad icon in the bottom of the screen to open the interface and enter the number of the extension. You may also press and hold the 0 key to add a (+) sign when adding an international dialing prefix.



## Call Logs

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Every telephone number called and received will be saved in the phones call log. All numbers in the call log can be dialed directly by clicking the dial icon on the screen. When the number appears on the list, click it to view details. To clear the call logs, press the menu key and select delete all. You may remove one or multiple calls.

# Getting Started

## Signing In

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Sign in with a Microsoft account to download apps, back up contacts and more. You can sign in when you set up your phone or you can sign in at any time afterwards.

### To sign in after you've already set up your phone

1. In the App list, click Settings, and then click Email + accounts.
2. Click Add an account > Microsoft account.
3. If you already have a Microsoft account, click Sign in. If you don't have a Microsoft account yet, click Create one.
4. Follow the instructions to sign in with or create your account.

## Personalization

On Windows Phone, Start is your home base: you can keep all of your important things just where you need it, perform a task with a click or two, and then press the Start button to zoom right back to the Start screen. You can fill the Start screen with links, contacts, maps and apps, or just a few basics. With Live Tiles, you get notifications and updates in real time, so you don't even have to open an app to see relevant info.

### Move things around

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The phone starts off with preset tiles, but you have the option to customize it your way: when you move Tiles around, you're free to leave gaps between them, have only one Tile in a row or fill up every available

space. You can also adjust Tile sizes so you can pack a lot of apps into a small space or enjoy an expanded Live Tile. All Tiles can be shrunk and many can be expanded to span the width of the Start screen.

## **Pinning Apps to Start**

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### **To pin an app**

In the App list, click and hold the app you want to pin, and then click Pin to start.

### **To pin a contact**

On Start, click People and press and hold the contact you wish to pin.

## **Add some color**

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Your phone comes with 20 colors you can use for your Tiles and the accents around the phone.

Your theme color will show up not only on Start and your App list, but also in links, Messaging and other places. You can also choose between a black or white background. On phones, the dark background uses less battery, while the light background has higher contrast. **Tip:** Some colors look a little different against the dark background than they do against the light colored background, so if you change between them, try revisiting different theme colors.

## **Finding your Apps**

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1. On Start, swipe over to the App list.
2. Click Search to find a specific app, or click a letter to jump to that section.

**Note:** To find your games, go to the App list, and then click Games.

# People

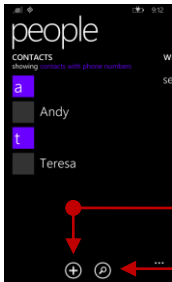
**Enter:** Click on the applications menu and select contacts.

- The default display is the phone contacts and SIM card contacts until the phone is synchronized.
- The contacts are organized alphabetically by default.

**Contacts** – Click a name to call text, chat, and email or see social updates. To make the list more manageable, set filters – just click Showing at the top of the list. You'll always be able to find filtered contacts by using a quick search.

**What's new** – Here you can see all of your contacts' latest updates, pulled together from social networks, including Facebook, Twitter and LinkedIn preparing you for an avalanche of posts, tweets, and pictures. Plus, you can configure what information you choose to see.

**Rooms and Groups** – Get to your Rooms and Groups and create new ones from here. Click into a room to start a chat or view the calendar, notes or photo album or open up a group to see what's new with the members or send them a quick group email or text.



**Add Contact**

**Search**

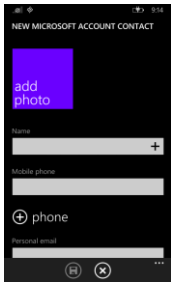
Click the Search icon to enter the contact search interface.

- Any numbers or letters associated with any of the contacts saved in the list will be shown in the search results.

### **Add New Contact**

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- Click the add contact icon (+) to add contact.
- You may enter different contact details which include adding a picture, name, telephone number, group, address, and email among other options.



Contact  
information  
entry field

**Note: Saving your contacts to your Outlook account facilitates both storage and synchronization with multiple entries across different handsets and tablets. When syncing your Outlook with a new phone, all your stored Outlook contacts are automatically synced with the new phone.**

## **Delete Contact**

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- Click on the Contacts icon to enter the phonebook.
- Long press on the contact you wish to delete.
- Click delete to eliminate contact from phonebook.



## **Import Contacts**

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The phone allows you to import contacts to synchronize information between different storage types that include the SIM card, Outlook account and your phone.

### **To synchronize and import contacts:**

1. Press the Contacts icon to enter the phonebook.
2. Press the menu key and select setup an account or select import contacts from SIM.
3. Select the source account you want to import the contacts from. Once selected follow the instructions to sign into the account to add the account to your phone and import the accounts contacts.

## **Messaging**

You may use this function to exchange text messages and multimedia messages with your family and friends. The messages to and from the same contact or phone number will be saved into a single conversation so you may see the entire message history conveniently.

### **Send an SMS**

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Click on the Messaging icon

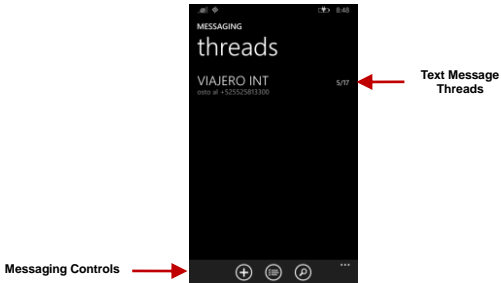
- Click the (+) add recipient icon to enter text message recipient
- Compose Text Message and click to send.

## Send an MMS

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When creating message, the default message style is SMS.

- Click the attachment icon in the messaging interface.
- Click to add attachments and create an MMS message.



# Connectivity

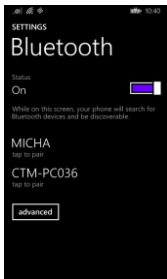
Bluetooth is a short-range wireless communications technology that devices can use to exchange information and connect to different types of devices which include headsets and other devices.

## Power on Bluetooth

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Settings » Bluetooth and select to power on Bluetooth.

- The Bluetooth icon will appear in the notification bar. The Bluetooth will then start to scan for all devices within its range and will display all available devices in a list.



**List of available Bluetooth devices**

**Note: The maximum detecting time of the phone is 2 minutes.**

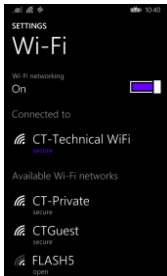
## Power on Wi-Fi

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Settings » Wi-Fi(Hotspot) and select ON to power on Wi-Fi

- Click on the desired Wi-Fi network to be connected.

**Note:** Unsecured networks can be connected to directly - secured networks require a password or credentials prior to connection.



List of available  
networks and the  
network connection  
screen

# Internet Explorer

## Menu Functions

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### Favorites

This option displays favorites

### Add to favorites

This option will add to favorites

### Find on Page

This menu option finds texts on the page.

### Share Page

This menu option shares the webpage

### Pin to Start

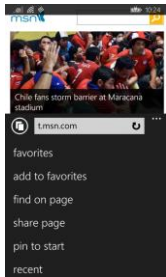
This menu option pins to start

### Recent

This menu option displays recent webpage activity.

### Settings

This menu option displays internet explorer settings

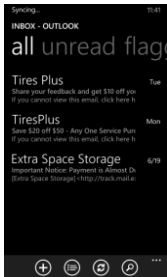


Click menu to access  
the internet browser  
options

## Outlook

Outlook is Microsoft's free email service. To access the Outlook program, click the applications menu and click on the Outlook icon and either sign in with your existing account or create a new one.

**Note:** In order to keep accounts streamlined with Microsoft services, your Outlook account user name and password may be used for some Microsoft programs.

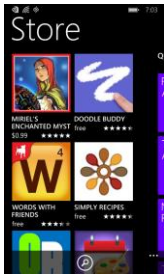


**The Outlook inbox is separated in different categories**

**Scroll Outlook to view different categories.**

## Store

Windows Store allows you to download applications, programs and games directly to your device. To access the Store, click on the Store icon and search the specific category.



Search and select between different Store categories

Once your applications you have downloaded are installed into the phone, swipe over to the application menu to access them directly. You may pin any application to the start screen for easier access.

## Camera

**Prior to use:** Insert SD card before using the camera or video camera. All photos or videos taken by the phone should be stored in the memory card for large storage capacity of images and videos.



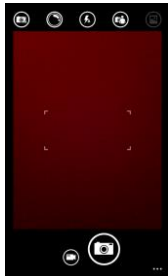
Click the Applications Menu » Camera

→ Switch to video mode if you want to record videos.

### Take Pictures

Aim at the object that the picture will be taken.

- Press the Shutter button on the screen to capture image.
- After taking the picture, the file will be saved in the default save location.



Camera Modes

Select between  
Camera & Video

# Photos

## Open Images

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Click on the Photos icon



Pictures are stored in separate albums



## Share Pictures

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You may share pictures by sending them through different types of installed applications. You may also send pictures through the MMS message function by attaching a picture and also via Bluetooth.

## Adjust Image

Press Menu and select edit to adjust images. You may select from different effects that may include: Crop, Rotate, and Fix.

# Music

## Open Music

Application Menu » Music



## **Search Music**

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You may choose to search for music from media folder through artist name, song name, album name among other options.

# **FM Radio**

## **FM Radio**

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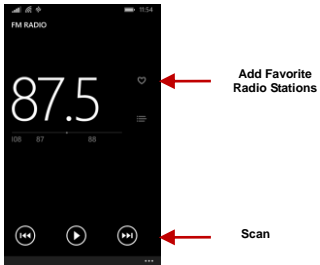
Through this function, you may listen to FM radio on the device. The FM radio uses the wired headphones as an antenna in order to receive signal. Before using this function, connect the original equipment headphones that came with the phone.

## **Open FM radio**

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Press the FM Radio icon to open the application.

Click to scan FM channels automatically then click to add any of your favorite radio stations.



### **FM Radio as Background**

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Click on the Start key to move the FM Radio to the background.

# Calendar

The calendar helps keep track of your life's most important moments in one application.



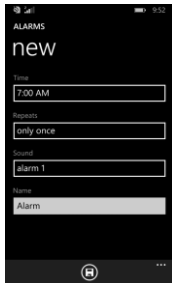
Click the (+) button to  
enter a new event

Click the calendar  
button to change  
views

# Alarm Clock

In settings, click on Alarm to enter the alarm clock settings

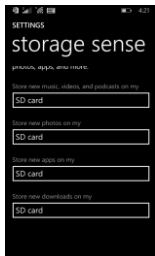
This option allows you to add and edit alarms.



**Click to add or edit  
alarms**

# Storage Sense

Storage Sense allows you to organize your default storage settings. You may select between storage on your device or your SD card. You may also configure your storage based on different categories you can choose from which include Music, videos, photos, applications, and new downloads.





# Troubleshooting

Below is a list of common problems that may occur when using your mobile phone. Try these easy troubleshooting steps to resolve any type of issues you may encounter.

## **The phone does not power on**

- Press and hold the power key until the startup sequence appears on the display.
- Check the battery level and ensure there is sufficient charge.

## **The phone does not respond after several minutes**

- Remove and insert the battery – If the phone has an internal battery, please press and hold the power button.

## **The phone powers off by itself**

- Check if the screen lock of the phone is enabled.
- Check if the phone needs to be charged.

## **The battery won't charge**

- Check if the battery is already fully charged.
- Make sure that the battery is inserted correctly.
- Ensure that the battery being used is a BLU approved battery.
- Double check if the charger connector is properly connected to the phone.

**Note:** Connect charger only after the battery has been inserted.

### **The standby time is too short**

- Please keep in mind that standby time relates directly to phone usage (Internet, Text, Voice Calls, Maps, etc.).
- Batteries typically have to be replaced after a year of use.

### **The phone cannot connect to the network (Voice or Data)**

- Verify if you have active service with your service provider.
- Contact your local network service provider and verify if you are within its network coverage area.

### **The phone display a SIM Error**

- Make sure the SIM is properly inserted and in its intended slot.
- Make sure that the SIM card is not damaged or scratched.

### **The PIN code was entered incorrectly three times**

- The SIM card will lock and you will need to enter the PUK code (PIN Unlock Code). Please contact your local service provider to obtain the PUK.

### **I cannot make calls**

- Make sure that the number you dialed is correct and the dial key has been pressed.
- Use the full national area code when dialing out of your area or when abroad, use country-specific international access codes.

### **I cannot receive calls**

- Make sure that your phone is connected to a network.
- Check the phones Call Divert and Call barring settings (Check with your service provider for these

settings and codes)

#### **The caller ID does not display on incoming calls**

- Contact your local network service provider and verify you have the caller ID feature enabled on your account or verify if the caller may have blocked his number from appearing.

#### **The caller cannot leave a voicemail message**

- Contact your local network service provider and verify if the voicemail service is active on your account or check if the network is busy.

#### **The phone does not connect to the internet**

- Ensure with your service provider that your account has the appropriate internet/data plan enabled.
- Ensure internet APN settings are configured (Carrier dependent).

#### **Text Messages cannot be Sent / Received**

- Ensure text messaging is enabled with your service provider.
- Ensure text APN settings are configured (Carrier dependent).

The information provided in this user manual is subject to change without notice and BLU Products reserves the right to modify the manual at any given time. BLU Products has made every effort to ensure that this user manual is accurate and disclaims responsibility and liability for any inaccuracies or omissions.

**Note:** Some software, user interface, or components may vary depending on final version.

## FCC Regulations:

This mobile phone complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This mobile phone has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiated radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### FCC Note:

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## RF Exposure Information (SAR)

This phone is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 10 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR.

The SAR limit set by the FCC is 1.6W/kg.

This device is complied with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528. This device has been tested and meets the FCC RF exposure guidelines when tested with the device directly contacted to the body.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels

evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID: YHLBLUWINHD.

For this device, the highest reported SAR value for usage against the head is 0.60 W/kg, for usage near the body is 1.44 W/kg.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirements.

SAR compliance for body-worn operation is based on a separation distance of 10 mm between the unit and the human body. Carry this device at least 10 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 10 mm between this device and your body.

RF exposure compliance with any body-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.