

Frequently Asked Questions



Nokia E71x

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Is the Nokia E71x a quad band device?

Yes.

What is the battery life of the Nokia E71x?

The Nokia E71x offers up to 4.5 hours of 3G talk time*.

* Talk and standby times are estimates and vary based on many factors. For complete information refer to www.nokiausa.com.

Why do I need to charge the Nokia E71x so often?

The following activities can drain the battery of your device more quickly:

- Different coverage areas (e.g., WCDMA vs. EDGE)
- Lengthy voice calls
- Exiting the Internet browser without closing the application and stopping the data connection
- Extended usage of Bluetooth connectivity
- Extended use of multimedia applications
- Changing the power-saver settings
- Multiple applications running consecutively
- Sync schedules for Mail for Exchange may be set to **Continuous**.

Nokia Compact
Travel Charger
AC-4U



Nokia
Battery
BP-4L

How do I dim the screen?

Set your screen to automatically dim after your device is idle for some time. This will preserve battery life of the device. To dim the screen:

1. Press the Home key to access the Menu.
2. Scroll to and select **Settings**.
3. Scroll to and select **Config..**
4. Scroll to and select **General**.
5. Select **Personalization**.
6. Select **Display**.
7. Scroll to **Light time-out**.
8. Scroll left or right to decrease or increase the time delay.
9. Select **OK**.


Where can I find more information about the Nokia E71x?

Visit att.com/WirelessTutorials or refer to the device's user and quick start guides.



How do I lock and unlock the keypad?

To lock the keypad, press the Power key and select **Lock keypad**.

From the Idle screen, you can also select **Menu** and press the Function key  to lock the keypad.

To unlock the keypad, select **Unlock** and then press the Function key.

How do I lock the device?

To lock the device:

1. Press the Home key to access the Menu.
2. Scroll to and select **Settings**.
3. Select **Config..**
4. Select **General**.
5. Scroll to and select **Security**.
6. Select **Phone and SIM card**.
7. Edit the desired settings.

Note: Only numeric passcodes can be used for device lock. Ensure that the device is in the appropriate numeric entry mode.

How do I restore factory settings on device?

The device must be in offline mode to reset to factory configurations. To restore factory settings:

1. Press the Home key to access the menu.
2. Scroll to and select **Settings**.
3. Select **Config..**
4. Select **General**.
5. Scroll to and select **Factory config..**
6. Select **Yes** to restore all phone settings.
7. Enter the device's lock code (default code is 12345).
8. Select **OK**.

How do I switch between open applications?

You can open several applications consecutively with the Nokia E71x. Remember that opening several applications at once may decrease your device's battery life. To switch between applications:

1. Press and hold the Home key to show a list of open applications.
2. Scroll to and select the application you wish to view.

What are the different connection settings on my Nokia E71x?

Connection settings include:

- **Bluetooth Connectivity:** Allows you to modify the device name, visibility and remote SIM mode.
- **Data Cable:** Allows users to connect the device to their compatible PC.
- **Destination:** Allows the user to manage access points.
- **Wireless LAN:** Allows the user to change the WLAN availability notifications and internet connectivity tests.
- **Video Share:** Allows user to modify video saving settings and where the videos are automatically stored.



What can I do if my device is running slowly?

Verify if you have too many applications running at the same time and close the ones you are not currently using:

1. Press and hold the Home key to access the open applications.
2. Switch to an open application.
3. Select **Options** and then **Exit** to completely close the application.

Check to see how much space is left in storage:

1. Press the Home key to access the menu.
2. Scroll to and select **Settings**.
3. Scroll to and select **File mgr.**

Note: If there is not enough free space, see “How do I remove applications from the device?”

Turn the device on and off:

1. Press and hold the Power key to turn the device off.
2. Press and hold the Power key to turn the device on.

TIP: If the speed of your device does not change after you perform these troubleshooting options, restore the device to factory settings.

How do I remove applications from the device?

To remove an application you previously downloaded, press **Home** and select **Games & Apps**. Select the application you wish to remove and select **Options > Remove**.



MEMORY

How much internal memory does the Nokia E71x have?

The Nokia E71x has up to 120 MB of internal memory.

Does the Nokia E71x support a memory card?

Yes, the Nokia E71x offers expandable storage of up to 8 GB via a microSD card (sold separately).



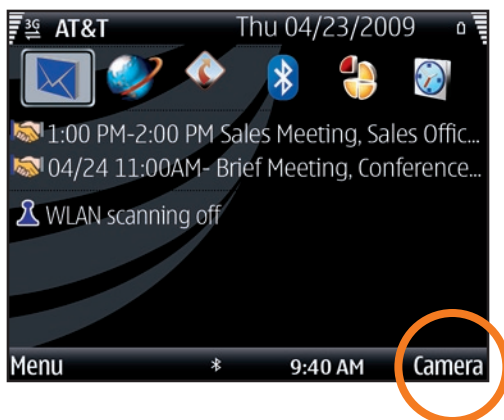
CAMERA

What is the resolution of the camera* on the Nokia E71x?

The camera on the Nokia E71x offers a resolution of 3.2 megapixels.

How do I access the camera on the Nokia E71x?

To access the camera from the idle screen, select **Camera**.



Can I edit pictures on the Nokia E71x?

Yes. To edit pictures on the Nokia E71x:

1. Press the Home key to access the Menu.
2. Select **My stuff**.
3. Select **Images**.
4. Select an image.
5. Select **Options**.
6. Select **Edit**.
7. Select **Options**.
8. Select **Apply effect**.
9. Select the effect.
10. Apply the effect.
11. Select **Option**, then **Save** to save the edit.

* When using the features in this device, obey all laws and respect the privacy and legitimate rights of others.



SYNCING DIGITAL MEDIA

How do I sync digital media files to the Nokia E71x?

Before media can be synchronized, do the following:

1. Install Windows Media Player® Version 10 or higher on your compatible PC.
2. On your device, open the memory card slot cover, and insert the memory card (sold separately) with the gold-colored area facing up.
3. Connect your Nokia E71x to your compatible PC with a micro USB cable.

If the device is also connected using Bluetooth or infrared, you must end that connection before media can be synchronized.

1. On the dialog box that displays on your computer, select **Sync digital media files to this device**. Windows Media Player® opens.
2. Click the Library down arrow to access your music, pictures, and other media.
3. Click the **Sync** tab.
4. Click and drag a media file to the Sync List on the right side of the window.
5. When you're done transferring files, click the **Start Sync** button.
6. After your files transfer successfully, disconnect the micro USB cable.

VIDEO SHARE

What is Video Share*?

Video share allows you to stream live video to another compatible device during a call.

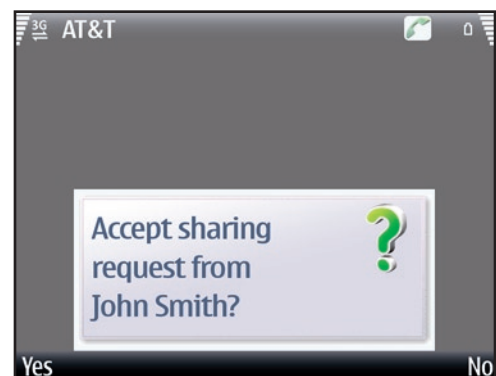
What can I do with Video Share?

Video share lets you record events and share them while they're happening. For example, if you may be looking for a new pair of shoes, you can access Video Share and get your friends' opinions instantly.

* Video sharing is not available in all markets. Video Share requires both parties have Video Share capable handsets, have the feature provisioned on their service and remain in 3G coverage areas for the duration of the Video Share session. A 3G icon must appear by the signal bars prior to a call being placed.

Why does my device not indicate that it is "Video Share Ready"?

Both you and the person you're calling must be subscribed to Video Share, be in an AT&T 3G service area and have a Video Share capable device.



What music formats does the Nokia E71x support?

The Nokia E71x supports AAC, AAC+ v1, AAC+ v2, AMR-WB, WAV, MP3, WMA9 and Real Audio 10 codec formats.

What do I need to transfer music from my compatible computer to my Nokia E71x?

To transfer music*, you need music on your compatible computer in one of the supported formats, a micro USB connectivity cable and a microSD card (sold separately).

1. On your device, open the memory card slot cover, and insert the memory card with the gold-colored area facing up (sold separately).
2. In idle mode, connect the phone to your compatible PC with a micro USB cable.
3. On the dialog box that displays on your computer, select **Sync digital media files to this device**. Windows Media Player® opens.
4. Click the **Sync** tab.
5. Click and drag an album to the Sync List on the right side of the window.
6. Click the **Start Sync** button.
7. After your files transfer successfully, disconnect the micro USB cable.

To access the songs on your device:

1. Press the Home key to access the menu.
2. Scroll to and select **My Stuff**.
3. Scroll to and select **Music**.
4. Scroll to the file.
5. Select **Play**.

Note: If the songs you transferred are not displaying on your device, from the Music Menu, select **Options** > **Refresh library**.

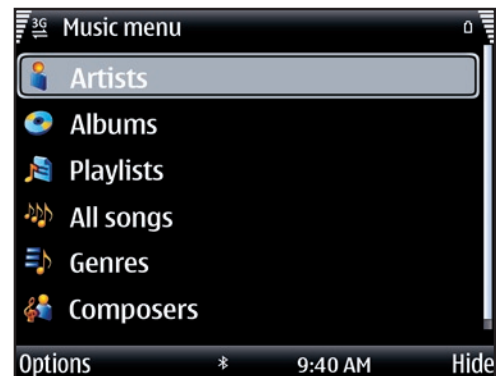
* When using the features in this device, obey all laws and respect the privacy and legitimate rights of others.

How do I set a song as a ringing tone?

From the Music player:

1. Select the song you want to set as a ringing tone.
2. Select **Options**.
3. Scroll to and select **Set as ringing tone**.

Note: Maximum file size should not exceed 300 KB.



BLUETOOTH CONNECTIVITY

What Bluetooth connectivity profiles does the Nokia E71x support?

The Nokia E71x is designed to meet Bluetooth Specifications 2.0 SIM Access, Object Push, File Transfer, Dial-up Networking, Headset, Hands-Free, Advanced Audio Distribution (Stereo), Audio/Video Remote Control, Basic Imaging, Service Discovery Application and Generic Object Exchange profiles.

What passcode should I use when pairing with Bluetooth connectivity?

The default passcode is 0000.

How do I turn on/off Bluetooth connectivity?

Before you can pair with any device with Bluetooth wireless technology, you must turn on Bluetooth connectivity:

1. From the idle screen, scroll to and select **Bluetooth**.
2. Enter your device's name and select **OK**.
3. Turn Bluetooth **Off** or **On**.

To extend battery life, use the above procedure and turn off Bluetooth when you are not using it. Your device will not pair with devices until you turn on Bluetooth connectivity and pair your device again.

How do I pair with a headset with Bluetooth connectivity or another device?

To pair your Nokia E71x with a headset or another device with Bluetooth connectivity:

1. From the idle screen, scroll to and select **Bluetooth**.
 2. Press the right scroll key to view the **Paired devices**.
 3. Select **Options**.
 4. Select **New paired device**.
 5. When the search completes, select the desired device or headset.
 6. Enter the passcode and select **OK**.
- TIP:** Enter a numeric passcode.
7. After you have connected the device, select **Yes** to automatically connect.



CONTACTS

How do I add, edit or delete a contact?

To add a contact:

1. Press the Address Book key.
2. Select **Options**.
3. Scroll to and select **New contact**.
4. Enter the information into the appropriate fields (e.g., first name, mobile, email.)
5. Select **Done**.

To edit a contact:

1. Press the Address Book key.
2. Scroll to and select the contact.
3. Select **Options**.
4. Scroll to and select **Edit**.
5. Update the information.
6. Select **Done**.

To delete a contact:

1. Press the Address Book key.
2. Scroll to and select the contact.
3. Select **Options**.

4. Scroll to and select **Delete**.

5. Select **Yes**.

How do I assign a picture to a contact?

To assign a picture to a contact:

1. Press the Address Book key.
2. Scroll to and select a contact.
3. Select **Options**.
4. Scroll to and select **Add image**.
5. Scroll to and select the image you want to add.

How do I assign a ringtone to a contact?

To assign a ringtone to a contact:

1. Press the Address Book key.
2. Scroll to and select the contact.
3. Select **Options**.
4. Scroll to and select **Ringtone**.
5. Scroll to and select the tone you wish to add.

TYPING

How do I insert a special character in a text field?

While in any text entry screen, press the **Chr** key to display the special characters chart. Scroll through and select a symbol.

How do I turn predictive text on/off?

To turn predictive text on:

1. While in any text entry screen, select **Options**.
2. Scroll to and select **Input options**.
3. Select **Activate prediction**.

To turn predictive text off:

1. While in any text entry screen, select **Options**.
2. Scroll to and select **Input options**.
3. Select **Deactivate prediction**.

Does AT&T Navigator use up my voice plan minutes?

AT&T Navigator uses data to provide its navigation functions. Using data does not use your voice minutes. However, calling the Voice Address Input System does use about 75 seconds per address entered. The Voice Call feature internal to the AT&T Navigator application also uses voice minutes.

How accurate is the GPS?

GPS accuracy can range from 20m (approx. 65 ft) to 100m (approx. 328 ft). Most of the time, the GPS is accurate to less than 50 meters (approx. 164 ft).

Why do I need AT&T's data service?

The data plan allows you to access nationwide routes, maps, and Directory content from the AT&T Navigator servers using the data communication features of your phone. These services are different from your cellular airtime. To order a data plan from AT&T, please contact their customer support directly at 1-800-331-0500 or dial 611 from your device.

Why am I not getting a GPS signal?

The GPS requires an open, clear view of the sky. Buildings, covered parking areas, tunnels and dense foliage may prevent GPS receiver in your device from locating a GPS satellite or may cause extended initialization time (time to first GPS fix). If you are parked in a covered parking lot or near a tall building,

it is recommended that you move into an open area and then begin to use the AT&T Navigator service. Remain stationary to acquire the initial GPS signal before you start your journey. It may take up to 3 minutes for the device to acquire the first GPS signal of the day.

How do I know that the GPS has a signal?

The AT&T Navigator application on your device alerts you if you do not have a valid GPS signal. If this happens, move to an area where there is a clear view of the sky so the GPS satellite signal has access to the GPS receiver in your device.

What happens if I'm using AT&T Navigator for driving directions and I lose the GPS signal?

AT&T Navigator remembers the speed at which you were driving before losing the GPS signal. AT&T Navigator continues to give you driving directions based on an estimate of the projected distance that you may have traveled at your last recorded rate of speed. AT&T Navigator recalculates your current position when you regain a GPS signal and adjusts your driving directions accordingly.

What should I do if I miss a turn?

If you realize you have missed a turn or have otherwise gotten off the route, just keep driving. AT&T Navigator detects your current location and recalculates a new set of driving directions to get you back on track.

How do I adjust volume during navigation?

Use the volume controls on your Nokia E71x to adjust volume during navigation.

I noticed there are stars next to some restaurants I have viewed or saved. How is popularity rated?

Popularity is calculated by the user-generated ratings, averaged by considering the scores of the ratings and the number of users that have rated the location. A location accrues points based on how many stars it is given by AT&T Navigator users. When a location consistently achieves above-average ratings, its popularity count increases. Negative ratings lower the popularity count of the location.

How long are ratings kept?

Ratings and reviews expire after two years.

What can I do on AT&T's Pre-Planning website?

The AT&T Pre-Planning website (www.att.com/navigator) offers several AT&T Navigator features:

- Get driving directions (Route Planning).
- Use the Search function to find businesses such as restaurants, hotels and gas stations.
- Add an address to your Favorites list and access it from your device.
- Manage your Favorites and Recent Places lists.
- Share an address with other people by using the "Share Addresses" link.



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