

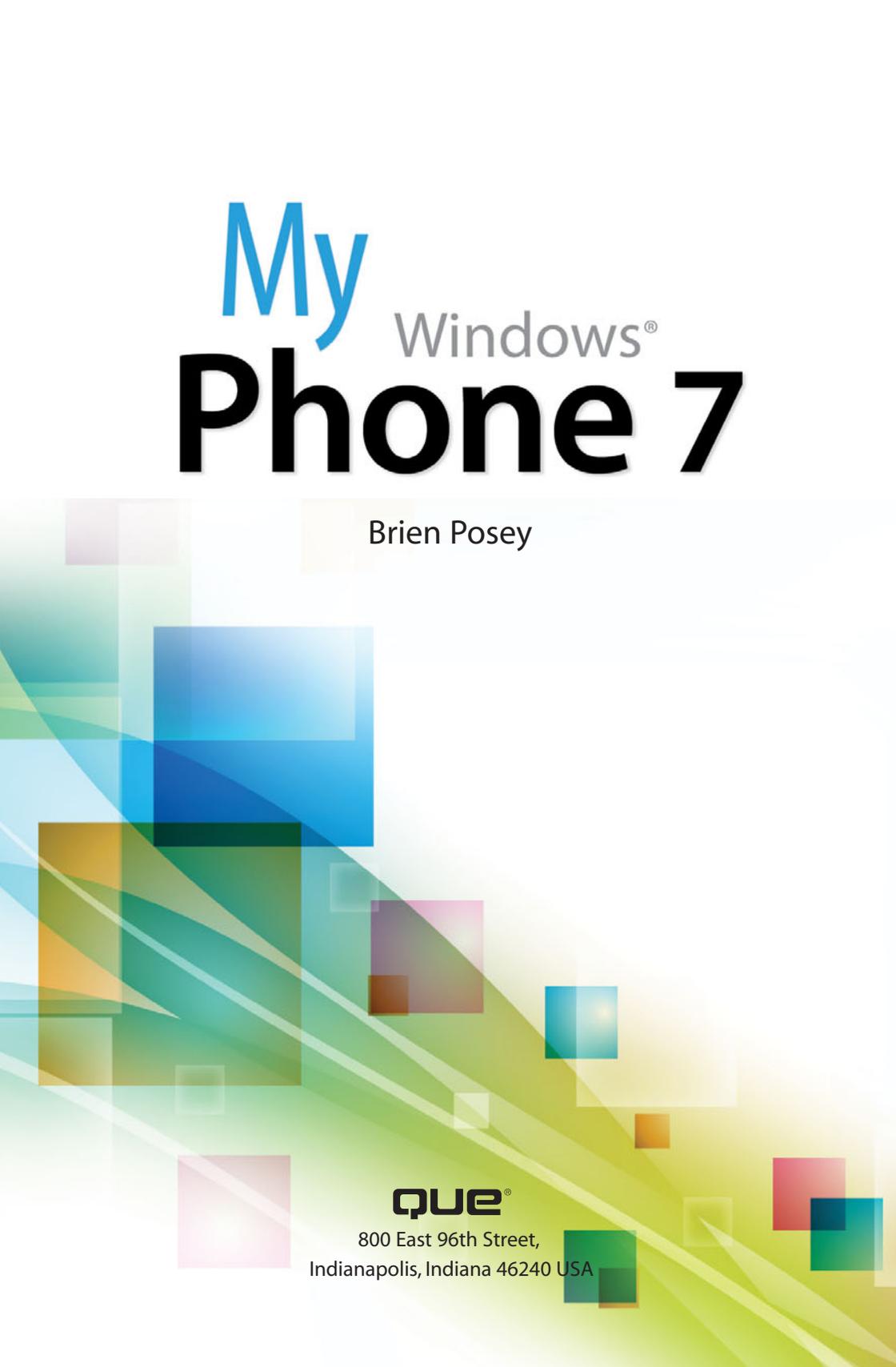
My Windows® Phone 7



COVERS
Mango 7.5
release

que

Brien Posey



My Windows® Phone 7

Brien Posey

que®

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My Windows® Phone 7

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About the Author

Brien Posey is a seven-time Microsoft MVP with two decades of IT experience. Prior to becoming a freelance technical writer, Brien served as CIO for a national chain of hospitals and healthcare facilities. He has also worked as a network administrator for some of the nation's largest insurance companies and for the Department of Defense at Fort Knox.

Since going freelance in 2001, Brien has become a prolific technical author. He has published many thousands of articles and numerous books on a wide variety of IT topics (primarily focusing on enterprise networking). In addition to his writing, Brien has provided consulting services to clients all over the world and occasionally speaks at various IT conferences.

When Brien isn't busy writing, he enjoys traveling to exotic places around the world with his wife, Taz. Together they have visited more than 50 countries. In fact, a portion of this book was written during an expedition to Antarctica. Some of Brien's other personal interests include scuba diving, aviation, and shredding waves in his Cigarette boat.

Dedication

I would like to dedicate this book to my wife, Taz, for her love and support throughout my entire writing career.

Acknowledgments

First and foremost, I would like to thank my wife, Taz, for her patience and understanding while I was writing this book. Writing a book is a time-consuming process that unfortunately results in friends, family, and household chores being neglected. I feel fortunate to have a wife who has put up with my crazy writing schedule for the past 16 years and understands when I have to dedicate extra time to my writing.

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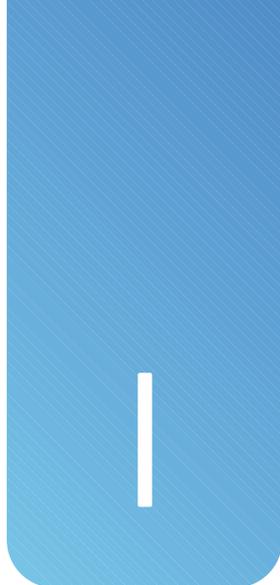
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Introduction

As someone who has been working with Windows phones and other Windows Mobile devices for well over a decade, I am amazed by just how far the technology has come. Windows Phone 7 includes features that were absolutely unheard of in previous Windows Mobile operating systems, such as an integrated Zune, Xbox Live, and one-touch access to multiple email accounts.

As a way of helping you to better appreciate just how far Windows phones have come, I want to start out by giving you a brief history of the Windows Mobile operating system. After that, I talk about some of the most notable changes (both good and bad) that Microsoft has made in Windows Phone 7.

The History of Windows Mobile

Microsoft's first mobile operating system was Windows CE, which stood for Compact Edition. It was based on extremely stripped down Windows 95 code. In creating Windows CE, Microsoft removed the APIs for everything that wasn't

absolutely critical so that they could make Windows small enough to run on a mobile device. Of course back then there were no Windows phones. The first Windows CE devices were little more than glorified PDAs.

Over the years, Windows CE has gone through quite an evolution. The picture that follows shows several Windows Mobile devices and, except for the Windows Phone 7 device, all of them were based on Windows CE code.



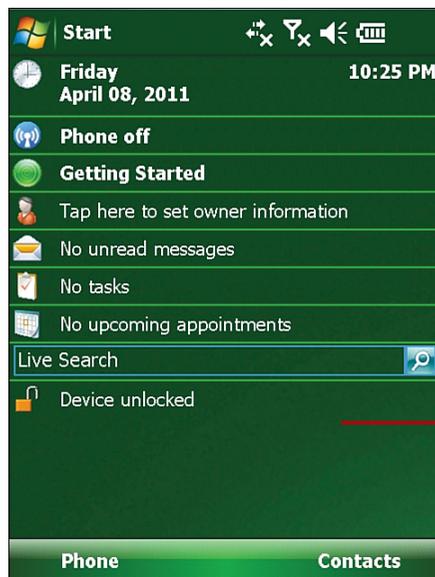
The device shown in the upper left corner of the figure is an HP Jornada, which runs Windows CE 2.0. The Jornada (which I purchased somewhere around the year 2000) functioned similarly to a mini laptop but couldn't run applications that were designed for desktop versions of Windows. The device was really quite extraordinary for the time period but ultimately never caught on because of its \$1,000+ price tag. In case you are wondering, the thing that made this device so costly was that it was one of the first mobile devices to include a color screen.

The device in the upper right corner of the screen is a Pocket PC, which ran Windows Mobile 5 (otherwise known as Windows CE 5.0). In spite of the name change, Windows Mobile differed very little from earlier versions of Windows CE, except that it was designed to run on a cell phone such as this one (which I purchased sometime around 2004). This device isn't powered on because I accidentally destroyed it by jumping off my boat into the water while the device was in my pocket. Even so, you can see what the operating system looked like in the figure.



The Windows CE operating system was used on many early Windows Mobile devices.

The device in the lower left corner of the screen is running Windows Mobile 6.1. This device, which was from around 2007, is still based on the original Windows CE code. However, Microsoft kept extending the code base over the years. Windows Mobile 6.1 Professional was the first version of Windows Mobile to support domain enrollment and group policy usage.



Windows Mobile 6.1 was based on Windows CE.

The device in the lower center portion of the figure is running Windows Mobile 6.5, which was the last Windows Mobile release prior to Windows Phone 7. Even though Windows Mobile devices have come equipped with touch screens for at least ten years, Windows Mobile 6.5 was the first edition to come with an interface that was specifically designed to make using the touch screen without the aid of a stylus practical. It also featured a greatly improved Web browser. Even so, the Windows Mobile 6.5 operating system was evolutionary and contained some code that dated back all the way to Windows CE.



Windows Mobile 6.5 was the version of Windows Mobile that was released just before Windows 7.

The device in the lower right corner of the screen is an LG Quantum running the Windows Phone 7 operating system. As I mentioned earlier, Microsoft did away with all of the Windows CE remnant code and created this operating system completely from scratch.



The Windows Phone 7 operating system looks a lot different from Windows Mobile.

It is worth noting that the original Windows Phone 7 release lacked many of the features that I write about in this book. In late 2011, Microsoft released a major update to the operating system (Windows Phone 7.5) which added over 500 new features. However, many of the new features are geared toward developers and are not exposed to the end user. Even so, Windows Phone 7.5 is a tremendous improvement over the original Windows Phone 7 release.

Except in cases where the difference is specifically relevant to you, I do not, in this book, distinguish between Windows Phone version 7 and version 7.5. The text and screenshots used are entirely based on the 7.5 version of the operating system, which every Windows Phone 7 user has access to.

My Impressions of Windows Phone 7

I have to admit that the first time that I was exposed to the Windows Phone 7 operating system, I was a little put off. It seemed that Microsoft had completely dumbed down the interface in an effort to appeal to technophobes. The Windows desktop had been replaced by a series of tiles, and many of the features I had been accustomed to since my first experiences with Windows CE back in 1998 were simply gone.

Even though I was less than thrilled about the new operating system, I knew I needed to learn about all of its features and nuances. I make a living writing about all things Windows, and like it or not, this was a Windows phone.

As I learned more about the new operating system, my opinion of it slowly changed. Although I will be the first to admit that there are some Windows Mobile 6.x features that I really wish Microsoft had included in the Windows Phone 7 operating system, there was simply no denying that the phone could do things that my Windows Mobile 6.5 phone couldn't. I had to upgrade.

After a while, I was glad I decided to replace my Windows Mobile 6.5 phone with a Windows Phone 7 device. The new mobile version of Internet Explorer is a huge improvement over what was previously available, and the improvements in Microsoft Office Mobile finally made it possible for me to read my editors' comments when they send me questions about something I have written.

Of course that was just the first Windows Phone 7 release. Since that time, Microsoft has made a number of improvements to Windows Phone 7, including the much anticipated "Mango" update, which upgraded the phone to Windows Mobile 7.5.

Mango has proven to be a phenomenal update that turned a good mobile operating system into a great one. As with any operating system, there are things I like and things I don't like about Windows Phone 7.5. Some of my favorite Windows Phone 7 features include

- Native support for multiple email accounts.
- Integrated Facebook support.
- The ability to play YouTube videos.
- A much, much better Web browser. Windows Phone 7 runs a version of Internet Explorer 9 that is similar to what you might find on a desktop PC.
- An improved version of Microsoft Office Mobile that now supports things like comments within documents and Excel charts.
- The operating system can be kept up to date through patches provided by Microsoft.
- The devices use a faster processor than previous Windows Mobile devices and are therefore more responsive.
- Windows Phone 7 devices seem to be quite durable. I wrote a good portion of this book while on an expedition to Antarctica. Before the trip, I

really wasn't sure how well the phone would handle the cold. I expected the liquid in the LCD screen to freeze and for the battery to lose its charge. However, the device performed very well, even when I ventured outside to try out the device's camera.



This photo was taken with a Windows Phone 7 device while on an expedition to Antarctica.

As I mentioned before, Windows Phone 7 does have some shortcomings. Some of the things I don't like about Windows Phone 7 include the following:

- It is no longer possible to access the device's file system, and you can't mount the device as a USB storage device.
- Unlike Windows Mobile 6.x, there is no option to enroll the device in a Windows domain.
- Microsoft has done away with the screen capture API. If some of the images in this book look a little fuzzy it's because I had to photograph the device screen rather than taking a screen capture.
- You can only install apps from the Marketplace. If you want to install homebrew code, you have to pay for a developer account and then unlock your phone.
- Microsoft introduced some new security features in Windows Phone 7.5. This caused some apps that were developed for the original Windows Phone 7 release to break.

Even with these negatives, Windows Phone 7 is a compelling competitor to Android smartphones and the iPhone. You'll see why as I take you through all of the phone's ins and outs throughout the rest of this book.

Soon you will be wondering how you ever got along without your Windows Phone 7 device!



In this chapter, you learn the basics of working with Windows Phone 7. First, you learn about all of the device's physical features. After that, you learn how to prepare the phone for its first use and how to install the Zune software. Finally, you learn the basics of interacting with your phone.

1

Getting Started with Windows Phone 7

Minimum Hardware Specifications

Microsoft requires all Windows Phone manufacturers to adhere to certain minimum hardware specifications. As a result, all Windows Phone 7 devices contain the following minimum hardware:

- A Qualcomm Snapdragon processor
- DirectX graphics hardware support with hardware acceleration for Direct3D using programmable GPU
- A minimum of 256MB of RAM
- A minimum of 8GB flash memory
- 802.11 b/g wireless (802.11n is optional)
- Bluetooth

- FM Radio
- A four-point multitouch capacitive touch screen
- GPS
- An accelerometer
- A magnetometer (compass)
- A proximity sensor
- A light sensor
- 800x480 WVGA display resolution with minimum 16 bits of color per pixel
- A minimum 5-megapixel camera
- A minimum of VGA resolution video capture
- Start, Back, and Search buttons
- Power, Volume Up, and Volume Down buttons
- Two-stage Camera button
- Vibration motor
- Micro-USB 2.0
- 3.5mm stereo headset jack with three-button detection support

Not All Phones Are Created Equal

The hardware specifications listed here represent the minimum hardware required by Microsoft. However, some phone manufacturers equip Windows Phone 7 devices with additional hardware. For example, some of the phones that are currently on the market include additional storage, a hardware keyboard, or surround sound speakers.

The Phone's External Features

Although Windows Phone 7 is designed to be used primarily through the touch screen interface, the phone does include a few hardware buttons that are designed to make the phone easier to use.

- A. **The Power button**—The Power button turns the phone or the phone's display on and off.
- B. **The Start button**—Pressing the Start button takes you to the phone's Start screen. It can also be used to access the phone's speech recognition functions.
- C. **The Back button**—Pressing the Back button takes you to the previous screen or to the Task Switcher.
- D. **The Search button**—The Search button takes you to an interface that helps you to locate information quickly.
- E. **The Volume buttons**—The Volume buttons allow you to adjust the device's volume.
- F. **The Camera button**—Pressing the Camera button activates the device's camera. After that the button can be pressed half way to focus the camera or all the way to snap a photo.



In addition to the phone's hardware buttons, there are a few other external features you need to know about.

- A. **USB port**—The USB port is used for charging the device and for connecting the device to a PC.
- B. **Headphone jack**—The headphone jack is used for listening to media through headphones or for hands free phone conversations.
- C. **Camera lens**—Windows Phone 7 includes a camera that can be used to take still photos and videos.
- D. **Optical sensor**—The optical sensor is used to automatically adjust the brightness of the display.
- E. **Battery cover**—The battery and the SIM card are found beneath the battery cover.
- F. **Hardware keyboard**—Some Windows Phone 7 models include an optional hardware keyboard that slides from beneath the screen.





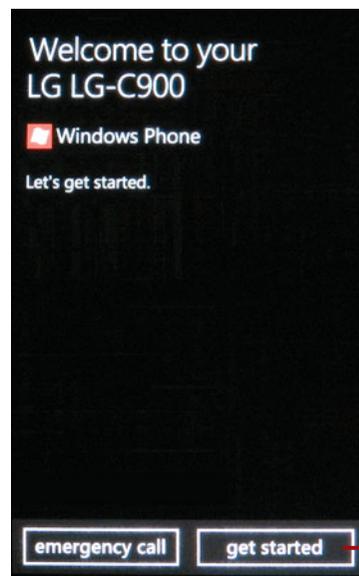
The Initial Configuration

When you power up your Windows phone for the first time, you will have to work through a short configuration wizard before the phone is ready to use. The phone gives you the choice of performing a setup with the recommended settings or with custom settings. The recommended settings are almost always acceptable, but both configurations are presented here.

Configuring the Phone Using the Recommended Settings

To configure the phone using the recommended settings, follow these steps:

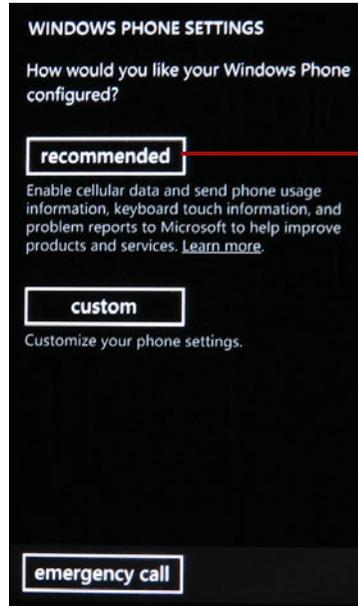
1. Turn on the phone.
2. Tap Get Started



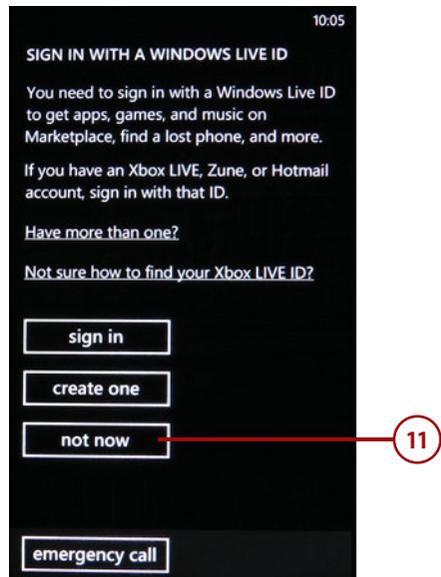
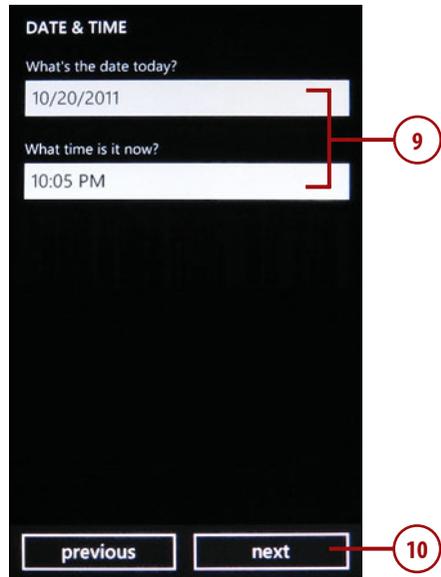
3. Choose your language.
4. Tap Next.
5. Tap Accept to accept the license agreement.



6. Tap Recommended to set the phone up using the recommended settings.
7. Choose your time zone.
8. Tap Next.



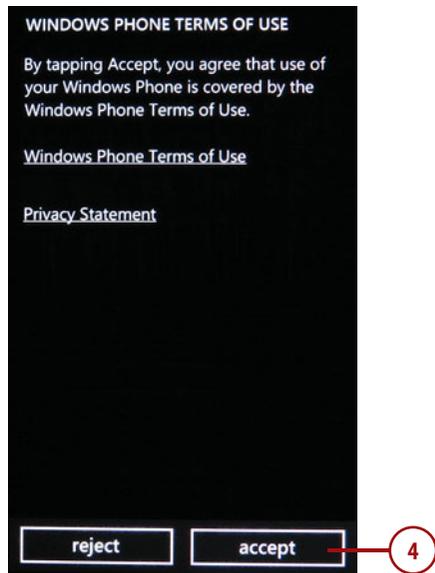
9. Enter the correct date and time.
10. Tap Next.
11. When prompted to sign in with a Windows Live ID, tap Not Now. Windows Live is discussed in a later chapter.
12. Tap Done.



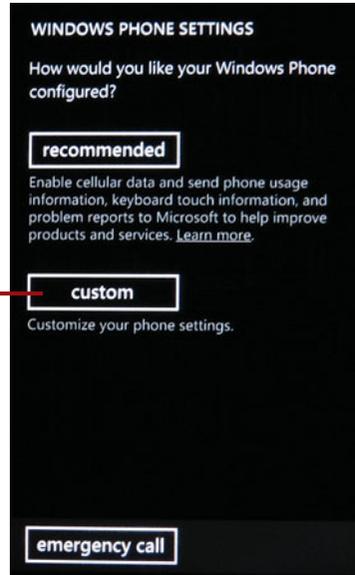
Configuring the Phone Using Custom Settings

Performing a custom setup is similar to performing a recommended setup except that you are given the option of whether or not you want to allow the use of cellular data. You are also given the chance to provide Microsoft with usage data that will help to improve the Windows Phone operating system. To perform a custom setup, complete these steps.

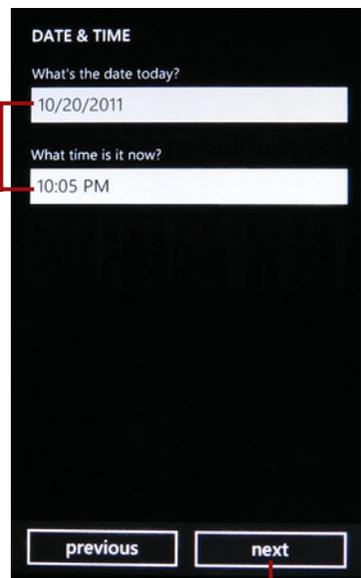
1. Tap Get Started
2. Choose your language.
3. Tap Next.
4. Tap Accept to accept the license agreement.



5. Tap Custom to set the phone up using custom settings.
6. Select the Allow Cellular Data Usage on Your Phone check box.
7. Decide whether or not you want to select the Send Information to Help Improve Windows Phones check box.
8. Tap Next.



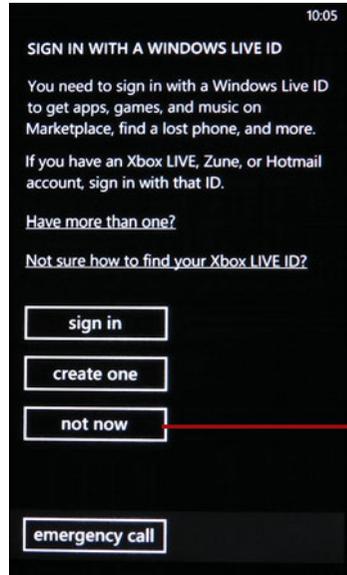
9. Choose your time zone.
10. Tap Next.
11. Enter the correct date and time.
12. Tap Next.



13. When prompted to sign in with a Windows Live ID, tap Not Now. Windows Live is discussed in a later chapter.
14. Tap Done.

Avoiding Excessive Phone Bills

If you have a cellular plan that charges you based on the amount of data that you use, then you should perform a custom setup and deselect the option to send information to help improve Windows phones. This will help to reduce your phone bills.

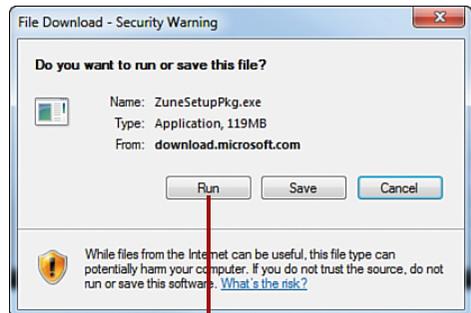


Install the Zune Software

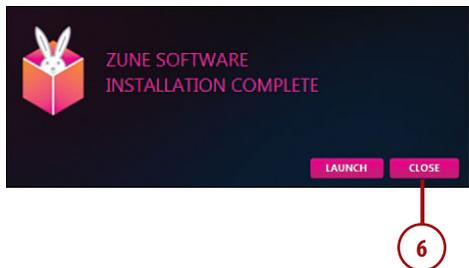
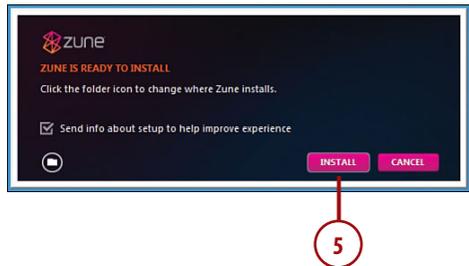
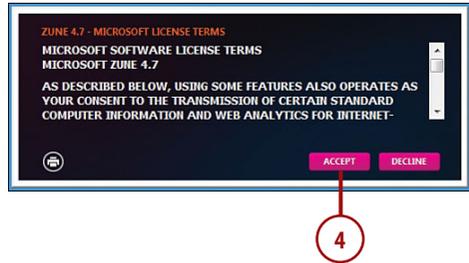
Microsoft's Zune software is used to import media files into Windows Phone and to apply firmware updates to the phone. As such, the Zune software should be considered essential for all Windows Phone users.

Installing Zune Software

1. Download the Zune software from <http://www.zune.com>.
2. When prompted, click Run to run the Zune Setup Package (SuneSetupPkg.exe).



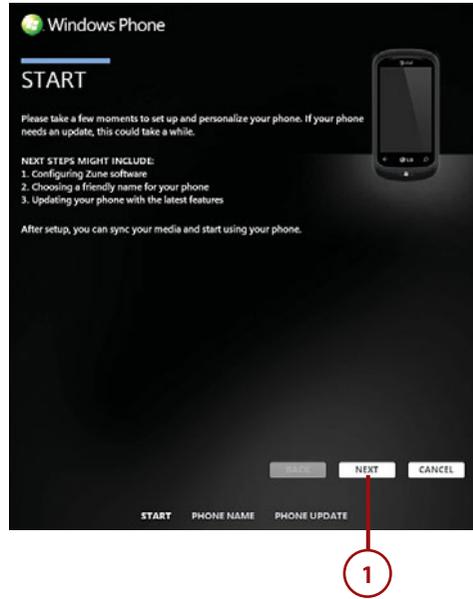
3. Click Run again to run the Zune software.
4. Accept the license agreement.
5. Click Install.
6. When Setup completes, click Close. It might be necessary to reboot your computer.



Adding the Phone to Zune

The first time you plug your phone into your computer via the USB cable, you will have to perform a few steps that will allow Windows to identify your phone:

1. When Windows displays the Zune Start screen, click Next.
2. When prompted, provide the software with a name for your phone. The phone's make and model is used as the default name.
3. Click Next.
4. Allow the Zune software to check for updates.



- When prompted, provide Zune with the names of three of your favorite artists. The phone's entertainment capabilities are covered in a later chapter, but specifying your favorite artists is part of the initial Zune setup.
- Click Done.



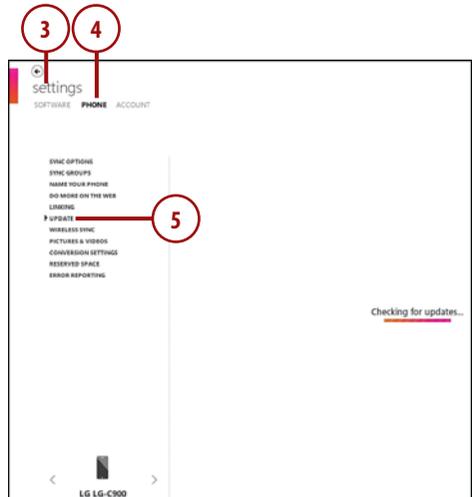
Updating the Phone

Like desktop and server versions of Windows, Microsoft occasionally releases updates to the Windows Phone 7 operating system. These updates might correct bugs, enhance security, or add new features. You can check for updates by using either the Zune software or the phone itself.

Using the Zune Software to Check for Updates

To check for available updates using the Zune software:

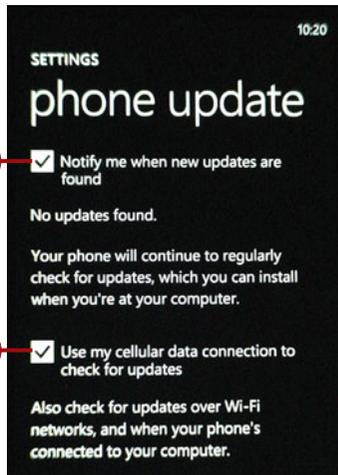
- Attach your phone to your PC via a USB cable.
- Open the Zune software.
- Click Settings.
- When the Settings screen appears, choose the Phone option.
- Click Update.



Checking for Updates Without the Zune Software

You can configure your phone to automatically check for available updates regardless of whether or not you use the Zune software by taking the following steps:

1. Tap the Start button.
2. Flick the arrow icon to access the App List.
3. Scroll to the bottom of the App List and tap Settings.
4. Tap Phone Update.
5. Select the Notify Me When New Updates are Found check box.
6. You can optionally select the Use My Cellular Data Connection to Check for Updates check box.



Go Further

DOWNLOADING UPDATES

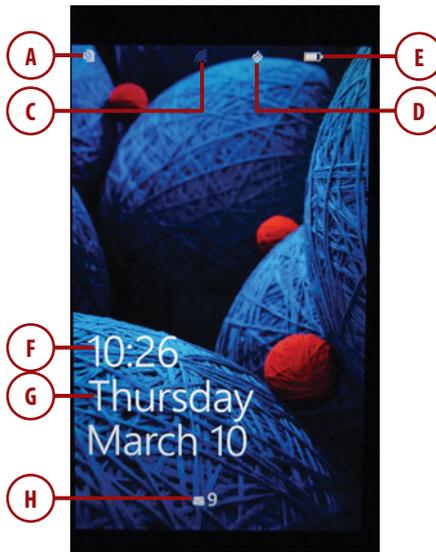
It is generally recommended that you do not use the cellular connection to check for updates. Some updates can be quite large, and you can consume a lot of air time and battery power if you download such updates over a cellular connection. Updates can be downloaded much more quickly using a Wi-Fi connection.

The New Interface

The Windows Phone operating system was designed completely from scratch, and as such the user interface is nothing like Microsoft has ever created before. The new interface is designed so that you can interact with virtually all aspects of the operating system using a touch screen.

The Lock Screen

When you turn on a Windows Phone device, the first thing you see is the Lock screen. Although this screen initially looks like nothing more than a wallpaper screen, it provides several pieces of information.



- A. **Cellular signal strength**—This indicator displays the signal strength as a series of bars. It also shows you when no cellular service is available.
- B. **Wireless Connection type**—This is an icon that displays the type of wireless connection. For example, the icon could indicate 3G connectivity.
- C. **Wi-Fi indicator**—This icon shows you whether or not Wi-Fi is enabled.
- D. **Bluetooth indicator**—This is an icon which indicates whether or not Bluetooth is enabled.
- E. **Battery Strength**—The battery indicator shows how much battery power remains.
- F. **Time**—The current time.
- G. **Date**—Today's date.
- H. **Message indicator**—The bottom of the lock screen might contain icons indicating you have missed calls or that you have new email or text messages.

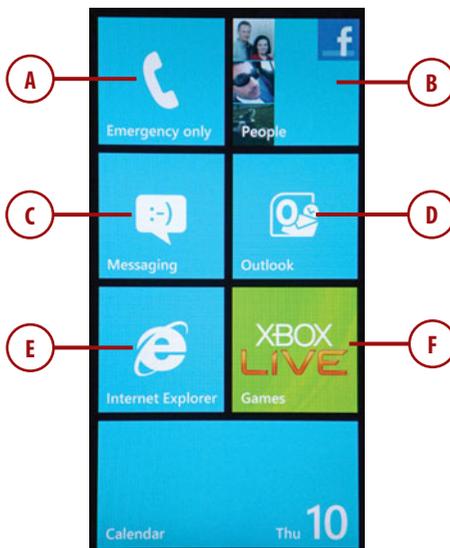
Clearing the Lock Screen

You can get past the Lock screen by touching the wallpaper and flicking it upward.

The Start Screen

The Start screen (which can be accessed by pressing the Start button) contains a series of tiles, which Microsoft refers to as *live tiles*. Live tiles serve two different purposes. First, you can access commonly used portions of the operating system by tapping the appropriate live tile. Second, live tiles are often dynamically updated to provide important information through the tile itself. For instance live tiles can tell you how many email messages you have waiting or how many calls you have missed. These are the tiles present on the Start screen by default:

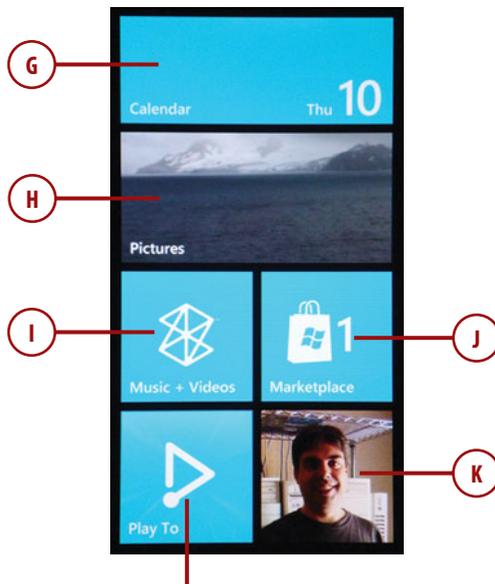
- A. **Phone**—The Phone tile provides one-touch access to the dialing pad. The tile also displays the current number of missed calls.
- B. **People**—The People tile provides access to your contact list (known as the People Hub). The tile displays thumbnails of the profile photos used within your contacts.
- C. **Messaging**—The Messaging tile displays the number of unread SMS text messages. You can tap the tile to access the messaging app.
- D. **Outlook**—The Outlook tile displays the total number of unread email messages while also providing one-touch access to Outlook.
- E. **Internet Explorer**—The Internet Explorer tile provides access to Internet Explorer.
- F. **XBOX Live**—The XBOX Live tile provides access to your collection of games.



Too Many Default Tiles

The Start screen contains too many default tiles to display them all at once. You can access additional default tiles by flicking the Start screen upward.

- G. Calendar**—The Calendar tile displays your next appointment and provides one-touch access to the device's calendar.
- H. Pictures**—The Pictures tile provides access to your photo collection. The tile itself displays one of your photos.
- I. Music + Video**—This tile provides access to multimedia content that is stored on the phone.
- J. Marketplace**—The Marketplace is Microsoft's app store. This tile can sometimes display a numerical value indicating the number of updates available for the apps you have purchased.
- K. Me**—The Me tile dynamically displays your profile picture and links you to information about you that was downloaded from social networking sites.



The Play To tile was added by the phone's manufacturer and is not a part of the Windows Phone 7.5 operating system.

Extra Tiles

Some phone manufacturers include extra tiles on the Start screen. For example, AT&T includes a tile for AT&T U-verse Mobile. Any extra tiles that might be present on the Start screen by default are manufacturer-specific and are not a part of the core Windows Phone 7 operating system.

Using the Phone's Hardware Buttons

As you saw at the beginning of the chapter, the front of the phone contains three hardware buttons. These buttons perform a variety of functions depending on whether they are pressed or held.

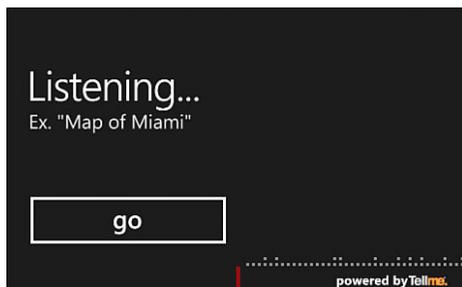
The Back Button

Pressing the Back button returns you to the previous screen. In some cases this can be a bit disorientating, however, because if your previous screen was the Start screen, the phone will usually skip it and take you instead to the screen that you were viewing prior to the Start screen.

If you hold down the Back button, Windows displays the Task Switcher, which is new to Windows Phone 7. The Task Switcher displays a series of recently visited screens so you can pick the screen you want to return to without having to repeatedly press the Back button.

The Start Button

Pressing the Start button from anywhere in the operating system will take you to the phone's Start screen. Holding down on the Start button takes you to the Voice Command screen. Voice control is covered in detail in Chapter 9, "Search," along with verbal searches.



Pressing and holding the Start button reveals the phone's voice recognition interface.

The Search Button

Pressing the Search button takes you to a search engine. The exact type of search that is provided varies depending on what screen you were viewing when you pressed the Search button. Searches are discussed at length in Chapter 9.

The Power Button

Pressing the Power button turns off the phone's display. You can turn the display back on by pressing the Power button again. When you turn off the display, the phone is still active. It can still receive phone calls, text messages, and so on.

If you need to completely shut down the phone, you can do so by pressing and holding the Power button. After several seconds, the phone displays a Zune style Shut-down screen that requires you to swipe the screen downward in order to shut down the phone. You can power the phone back up by pressing the Power button.

Press and hold the Power button and then flick the screen downward to shut down the phone.



Touch Gestures

Windows Phone uses a multi-touch display that supports six distinct touch gestures. These gestures include

- **Tap**—In the Windows Phone OS, a tap works exactly like it did in previous versions of Windows Mobile. You simply tap your finger on an object to select it.
- **Double-tap**—Windows Phone allows you to open files and applications by double-tapping them.
- **Pan**—Panning allows you to scroll the device's screen. You simply press your finger onto the device screen and then move your finger in the direction that you want to pan. The main Windows Phone screen contains too many tiles to fit all of them onto the screen at once, so you must pan the screen to access some of the tiles.
- **Flick**—Flicking allows you to scroll rapidly through a long list of items. Flicking is similar to panning except that once you have pressed your finger onto the screen, you slide it quickly and then remove your finger.
- **Touch and Hold**—The touch and hold gesture is used similarly to right-clicking your mouse in Windows 7. You simply press an object on the screen and then hold your finger in the same position until any available options are displayed. For example, you can use the touch and hold gesture to pin an item to the Start screen.
- **Stretch**—Stretching is a gesture that you can use to make an object on the screen bigger. For example, you might use the stretch gesture to zoom in on a picture, or you could use the stretch gesture to zoom in on an area within your Web browser. You can stretch an area by placing two fingers onto the screen and then sliding those fingers apart.
- **Pinch**—Pinching is the opposite of stretching. It is used as a way to zoom out. To pinch, spread two fingers apart and then put them on the screen and slide your fingers until they come together.

The Soft Keyboard

The primary method of entering text into Windows Phone is through a soft (on screen) keyboard. Rather than providing you with a generic soft keyboard, Windows Phone uses one of seven different soft keyboards depending on the activity being performed. These soft keyboards include:

- A. Default**—A standard QWERTY keyboard layout.



A standard QWERTY keyboard

- B. Text**—A standard QWERTY layout, plus emoticons.



The Emoticons key

This keyboard is displayed while entering a text message

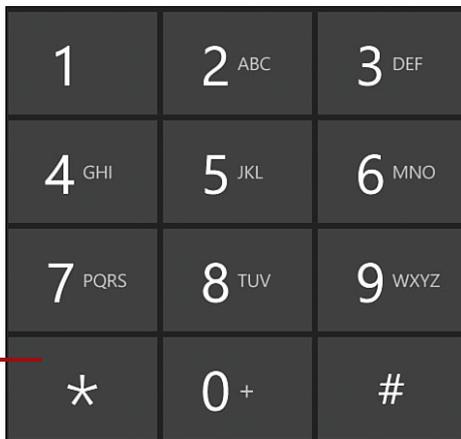
C. Email Address—QWERTY layout plus a .com and an @ key.



The @ key

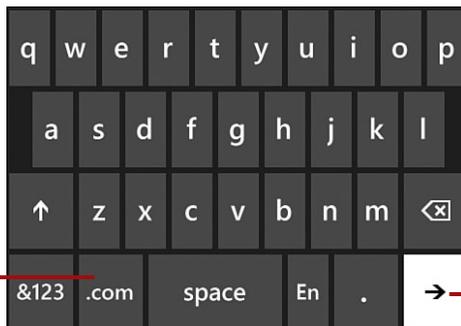
The .COM Key

D. Phone Number—A twelve key phone layout.



The telephone keypad

E. Web Address—QWERTY layout plus a .com key and a custom Enter key.



The .COM key

The custom Enter key

F. Search and Maps—QWERTY layout plus a custom Enter key.



The Search and Maps keyboards use a custom Enter key.

G. SMS Address—QWERTY layout with access to the phone layout.



When specifying the recipient of an SMS (text) message this key can be pressed to reveal the telephone keypad.

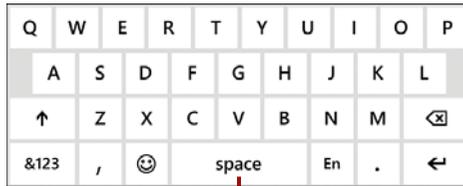
Go Further

LOST KEYS

You might occasionally discover that the soft keyboard is missing some of the keys you need to use. When this happens, look for either a left or right arrow key. Tapping this key causes Windows to reveal additional keys on the soft keyboard. You can sometimes also access additional keys by tapping and holding keys. For example tapping and holding the period key causes other punctuation keys (comma, question mark, and so on) to be revealed.

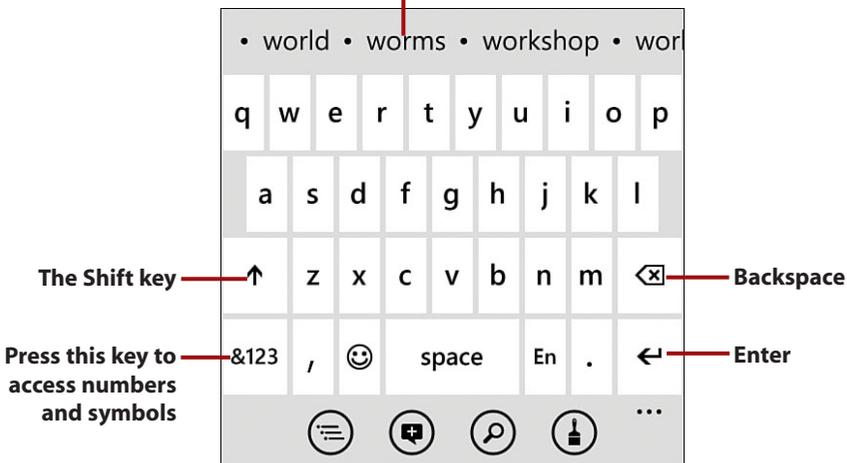
Typing with the soft keyboard can take a little bit of getting used to. The soft keyboard lacks the tactical feel of a hardware keyboard, and the screen's size limits the size of the keys. As such, typing can be a little bit tricky. Fortunately, there are a few things you can do to make typing easier.

One suggestion is to turn the phone sideways. When you do, the display changes to a landscape orientation. This causes the keys on the soft keyboard to become wider, which makes typing easier.



Turning the phone sideways makes the keyboard larger.

Windows Phone 7 suggests words as you type.



As you type, Windows suggests words based on the letters you have entered. You can tap on a suggested word rather than having to type the entire word.

The soft keyboard does not contain a caps lock key. To activate Caps Lock, simply tap and hold the shift key for a few seconds. Repeat the process to release Caps Lock.

Keyboard Configuration

Windows Phone allows you to configure the behavior of the keyboard, including whether or not suggestions are displayed as you type. The various keyboard configuration options are discussed in Chapter 2, “Basic Device Settings.”

The Hardware Keyboard

Some Windows Phone devices include a hardware keyboard that slides out from beneath the screen. Hardware keyboards typically include a few specialized keys including

- A. **Shift**—The Shift key is displayed as an up arrow and toggles between uppercase and lowercase text.
- B. **Function**—The function key is usually displayed as FN and switches between letters and the number or symbols displayed in blue.
- C. **AE**—Displays an onscreen keyboard containing foreign variations of the character that was most recently typed.
- D. **Symbols**—On some phones the Symbol (SYM) key does the same thing as the function (FN) key.
- E. **Emoticons**—Displays an onscreen keyboard containing a series of emoticons.



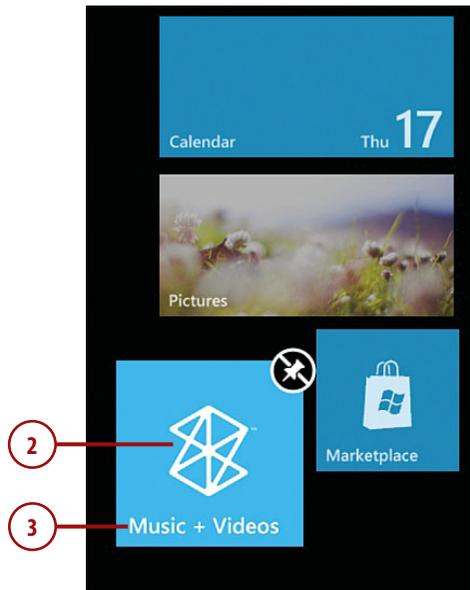
Customizing the Start Screen

Windows Phone does not require you to use the default tile layout. You are free to add, remove, and rearrange the tiles to meet your own individual preferences.

Moving a Tile

To rearrange the tiles on the Start screen

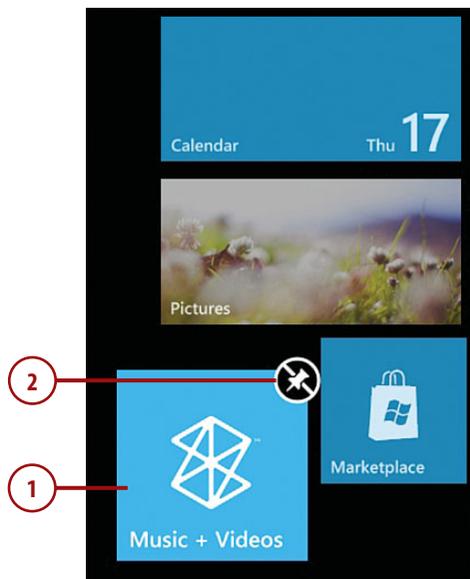
1. Tap and hold the tile you want to move.
2. When the tile's appearance changes, drag the tile to the desired location.
3. When the tile is in its new location, lift your finger and then tap the tile one last time.



Removing a Tile

To Remove a tile from the Start screen:

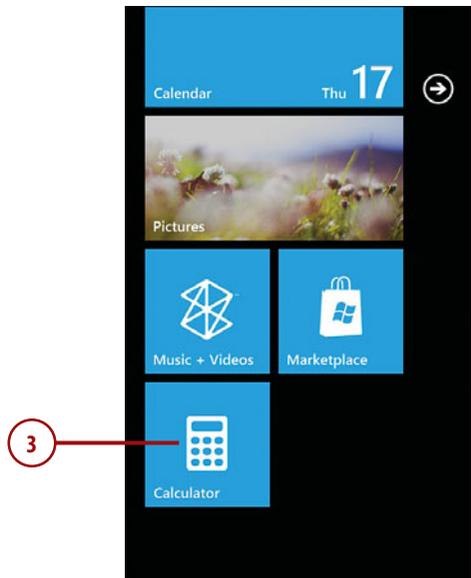
1. Tap and hold the tile until its appearance changes.
2. Tap the unpin button that is displayed in the upper right-hand corner of the tile.



Adding a Tile

Virtually any object can be pinned to the Start screen. For example, you can pin an application to the Start screen, or you can pin an individual person from your contacts to the Start screen. That way, you can access that person's contact information and social networking updates with a single touch. To pin an object to the Start screen

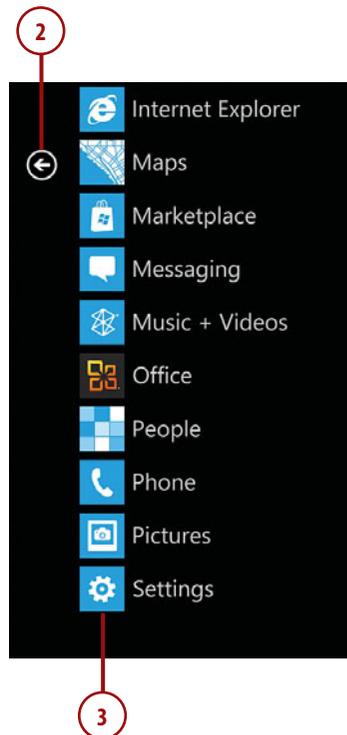
1. Press and hold the object.
2. When the object's menu appears, tap the Pin to Start option.
3. The object is added to the bottom of the Start screen but can be moved to any position.



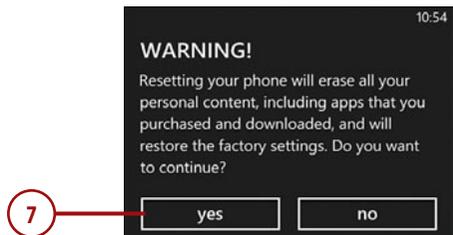
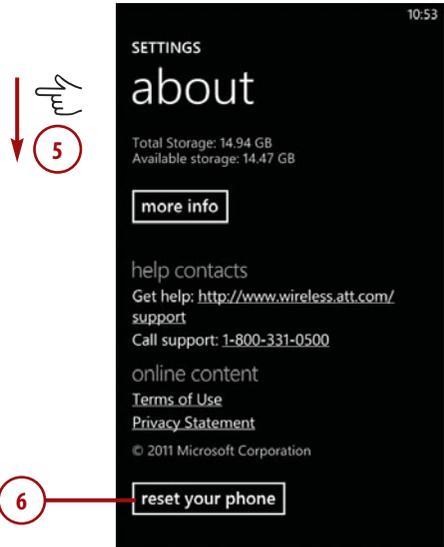
Resetting Your Phone

It is possible to reset your phone to its factory settings should the need ever arise. Please keep in mind that resetting your phone causes all data and apps to be erased from the phone. If you have downloaded and installed apps directly to the phone, those apps will be gone for good. However, apps that are downloaded and installed through the Zune software can be reinstalled without having to repurchase them. Apps that were built into the phone by the manufacturer will be automatically reinstalled when the phone is reset. To reset your phone, follow these steps:

1. Press the Start button.
2. Flick the arrow icon to the left to access the App List (which is covered in the next chapter).
3. Scroll to the bottom of the App List and tap Settings.



4. Tap About.
5. Scroll to the bottom of the screen.
6. Tap Reset Your Phone.
7. Read the warning message and then tap Yes.
8. When Windows asks you if you are sure, tap Yes.
9. The phone is automatically powered off as a part of the reset process.



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