

Important tips

N91 and N91 8GB common

Nokia PC Suite (especially Nokia Audio Manager)

Nokia PC Suite is optimized for management of data on Phone memory [C:]. Nokia PC Suite is recommended for managing contacts, calendar and notes. To manage content on hard drive [E:] (Music, Images, Movies, Applications etc) it is recommended to use **Mass storage** and/or **Media player** (for Music) mode.

Note that when using Nokia PC Suite it is recommended to not run applications (Gallery, etc) during the PC Suite session.

Nokia PC Suite runs in the background on your PC and sometimes when using Mass storage or Media player mode a pop up comes up saying **PC suite – N91 connected in non compatible mode please change from UI**. This message only applies when using PC Suite mode.

For optimal performance it is recommended to use the latest version of PC suite available from www.nokia-asia.com/pcsuite or other local regional sites.

File Management

The N91 and N91 8GB, like many other computers, uses FAT32 (32-bit File Allocation Table) to handle files and folders in the hard disk. Like a computer, folders and the number of files within each folder needs to be managed for optimal performance.

Windows Media player by default typically divides songs up into folders by artist, album etc however when using other sync/transfer methods (eg. **Mass storage** mode) it is recommended to limit the number of files in each folder.

For optimal performance when managing content on hard drive [E:], it is recommended to limit the number of files or folders within a single folder/directory to contain not more than 50 files/folders of content (Images, Music, Videos etc). Many gigabytes of content can be handled more efficiently when managed by using sub folders. In most cases compatible Windows Media player manages your music files in the same manner automatically.

Gallery: Data, content appear to be missing

- When using PC Suite mode, view the correct window in PC Suite for content transfer progress. Using PC Suite mode to sync/transfer content sometimes appears that the transfer is completed. The data has not transferred yet from the PC to the device.
- Reset the device to factory settings (see 'Reset factory settings back to default settings').
- Update the software to the latest version available.

HDD User Guide

Nokia has issued a HDD maintenance guide. Here is how to get it:

- 1 Go to www.nokia-asia.com/support.
- 2 From Product Support, select **Nokia N91 GSM**, **Nokia N91 WCDMA** or **Nokia N91 8GB**.
- 3 Select **User Guides**.
- 4 From the list of languages select a language.
(Note: some languages may not be available.)
- 5 Download the PDF.

The content of the HDD Guide is intended to guide the user through how to back up and restore content and how to update device software (i.e. when and how to use PC

Suite including Nokia Audio Manager and when and how to use other **Mass storage** or **Media player** modes).

NOTE:

Digital rights management technologies may prevent some backup data from being restored. WMDRM protected content activation keys may be lost during back-up and restore. Losing the activation keys may limit your ability to use the same content on your device again. Contact your service provider for more information about the DRM used for your content.

Synchronizing Windows Media DRM protected songs

To ensure content activation keys for WMDRM are transferred with the songs use **Media player** mode to synchronize to the device or PC.

Connectivity

Your device supports internet connections and other methods of connectivity. Like computers, your device may be exposed to viruses, malicious messages and applications, and other harmful content. Exercise caution and open messages, accept connectivity requests, download content, and accept installations only from trustworthy sources. To increase the security of your

devices (including a compatible PC), consider installing antivirus software with a regular update service and using a firewall application.

Reset the Device settings back to factory default (memory/data)

Sometimes the performance of the device may appear slower (i.e. opening applications).

When the device reaches this state, it is recommended to reset the device. Before a reset, back up the data on the devices' phone and hard drive memory. The same procedure applies as when preparing for a software update.

NOTE:

Digital rights management technologies may prevent some backup data from being restored. WMDRM protected content activation keys may be lost during back-up and restore. Losing the activation keys may limit your ability to use the same content on your device again. Contact your service provider for more information about the DRM used for your content.

Reset instructions

- Use **Media player** or **Mass storage** mode to back up hard drive content such as music and images and use PC Suite to back up contacts and calendar etc. See the

User Guide and/or HDD Guide for further instructions on synchronizing and back up.

- To reset press *#7370# (Code 12345). This action erases all memory in the phone memory locations and resets the settings back to the factory default settings.
- If the device will not boot up it is recommended to reset using the following key presses: Press and hold simultaneously Green, 3 and * and then simultaneously press the power key.

Full format

When starting full format, the progress bar may appear to be stopped, this is normal as the process can take some time. If for any reason full format is interrupted restart a new full format session (not quick format).

(NSU) Nokia Software Update at home

It is recommended to use the latest N91 software version. The update process is described below. It is recommended to read "**Phone Software Update FAQ's**" before updating your device. The updater should recognize the version of your N91 (country, operator) and look for the software to update. If there is a new version available it will tell you, if not then you have the option of reloading the current software version of your phone or try again later. It is recommended to not disconnect, answer, make calls or

use other phone functions during the process.

TIP: You can check your device's software version by typing `*#0000#` on the phone's keypad.

- 1 Go to www.nokia-asia.com/softwareupdate.
- 2 Select **Nokia N91**.
- 3 Follow instructions.

Messages/Pop-ups

Memory full

Sometimes a memory full message from some applications (e.g. Web browser) may appear. This message refers to the RAM memory. The hard drive memory is not affected by the out of memory message. If this message appears it is recommended to try one of the following:

- Close all applications.
- Switch the device off and on (may clean up RAM)

Delete Data

Sometimes a message "**Delete Data**" or similar text will appear, this is an indication that the Phone memory [C:] ROM may be full.

- To free up ROM space, delete some data from Phone memory [C:] (i.e. contacts or calendar items etc).

- However, if the "**Delete Data**" message persists (e.g. there could be some hidden temp files that are not accessible) then a Reset the Device settings back to factory default (memory/data) may be needed.

Hard drive unavailable (in use)

If this message appears it is recommended to:

- Ensure the battery cover is fully closed (see Getting Started Guide).
- If operating the device in **Mass storage** mode, disconnect the USB cable.
- Uninstall 3rd Party Applications.
- Format hard drive to remove data (i.e. content or applications) that may be causing the message to appear.
- Reset the device to factory settings (see 'Reset factory settings back to default settings').
- Update the software to the latest version available.

Performance

The following settings are recommended for optimal device performance:

Messaging Memory

It is recommended to select only "**Phone memory**" in Messaging/Options/Settings/Other/Memory in use for messages (SMS, MMS).

Profiles settings

The following Profile settings are recommended for optimal device performance for the "in-use" profile:

- Select keypad tones OFF
- Select Vibra OFF

Pausing while playing a song

Sometimes a file may become corrupted (during encoding, downloading). Some songs that play on the PC may pause on the device. In this event, it is recommended to encode and transfer the music file again (select a encoding rate of 256kbps or lower).

Alarm tones

It is recommended to use the default tones provided on the device for alarm tones (clock, calendar etc). If a music file is to be used it is recommended that it be limited to MP3 format only.

Themes and Wallpaper

It is recommended to install themes and wallpaper on the phone memory [C:] only.

Battery power

The following settings are recommended for optimal battery power performance on your device:

- When 3G (UMTS) services are not required it is recommended to change the device to GSM mode. To select network modes, select the **Tools** folder from Menu, then **Settings/Network/Network mode**. Choose **GSM mode** from the list. Your device will restart once the new mode selection is made.
- Set WLAN connections show availability to **Never**. Select **Tools** folder from Menu, then **Settings/Connection/Wireless LAN/Show availability**.
- Turn **Bluetooth mode** to **OFF** when Bluetooth mode is not required
- It is recommended to select only "Phone memory" in **Messaging/Options/Settings/Other/Memory in use** for messages (SMS, MMS).

Gallery

When opening Gallery for the first time after loading content onto the hard drive or after replacing the battery, the Gallery application may appear to run slowly. Subsequent access to the Gallery application should be faster.

During the time when the Gallery application is opening, the device may be slow to respond to input.

The device may indicate the hard drive is in use when connecting to Mass storage mode.

It is recommended to stop playing content and exit all applications before starting **Mass storage** mode.

N91 8GB Only

Bluetooth accessory tips

- Non-DRM formats such as MP3 provide the best audio with Bluetooth stereo headsets. When listening to DRM protected content using Bluetooth stereo headsets it is recommended to wait until the DRM content is finished playing before accessing other functions or applications of the device such as email, Gallery, visualizations.
- To maintain headset connection with the device it is recommended to charge the headset periodically and to stay within range.
- Sometimes there may be mono audio vs stereo audio after reconnection, unpair and reset headset, then reconnect via the **Options** menu.
- Some headsets may disconnect when the charger is plugged in while the headset is connected.
- When switching from BT Stereo to voice call, some headsets send the mono audio to both L and R ear while some only play mono audio to one ear.
- In some headsets the volume control only adjusts the volume of the headset, when connected to the device, where the audio volume setting of the device remains the same as it was before the headset was connected.

- Sometimes breaks in audio playback may occur when using other device functions while listening to music (i.e. SMS, web etc.)
- Sometimes headsets automatically connect and sometimes they may need to be connected manually via the options menu.

Gallery

The Gallery on N91-8GB allows a user to view selected photos, images, and videos. The Gallery also enables selected media files (including music) to be shared and streamed using UPnP. Overall Music management is done using the Music Player while general file management is done using the included File Manager.

Gallery looks for content in hard drive memory [E:] \Images, \Video clips and \Gallery folders (and sub folders). All media in other directories will not be visible in the Gallery unless moved/copied to \Images, \Video clips or \Gallery. However it is recommended to keep the total number of files in Gallery below 300. When choosing content to be removed from Gallery, files should be removed from these directories.

Gallery allows a user to view images by using the **All Files** or the **Images and Video** features. The **Images and Video** features provide a thumbnail gallery of a users image collection, The performance of this feature depends on the

nature and size of a users image collection. When using the **Images and Video** feature to view a recent photo(s) note that it may take some time to render the thumbnails of the most recent photos as it builds the thumbnail gallery.