

Device Product Note – Lumia 640 Windows 10 Software Update

9-19-16

New software version: 02166.00000.15103.45020 + OS 10.0.10586.107

A software update for customers on software version 02166.00000.15103.45020 + OS 8.10.15127.138 is now available that upgrades this smartphone to the Windows 10 Operating System. Enhancements to Lumia 640 that customers will notice:

- Update from Windows 8.1 to Windows 10 operating system
- Mobile Hotspot capability

The Windows 10 operating system not only provides a seamless experience across your PC, tablet, Xbox and phone, it also is full of little things to make life easier, like:

- In-line messaging from a text notification
- Enhanced voice dictation
- New Edge browser with reading mode and InPrivate tab
- Universal Microsoft Office and other apps that work the same from device to device
- Integration of Spyglass into Xbox mobile app and more!

Microsoft will make this update available to Lumia 640 customers effective 9/20/16. The new firmware version will be 02166.00000.15103.45020 and the new OS build number 10.0.10586.107

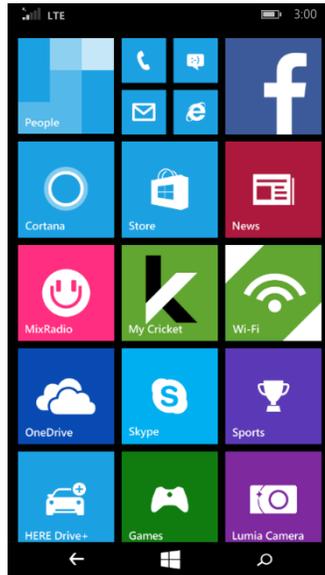
Getting Started:

Before proceeding with the update, make sure you have confirmed the following:

- Ensure the battery is charged to at least 50%.
- Confirm phone is connected to a Wi-Fi network.
- You will not be able to use your phone during installation. The software update can take up to an hour.

Add the Windows 10 Upgrade Advisor Application to enable the update (required):

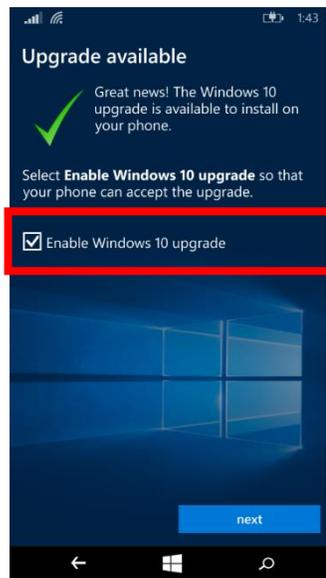
1. From the **Start** screen, swipe left to view the **All Apps** list, scroll down, and then select **Store**.



2. In the **Store**, search for and select the **Upgrade Advisor** app, and then tap **Install** to install it on the device.



3. Once **Upgrade Advisor** is installed, open the app. It will check your phone and let you know if it's ready for the upgrade or if an update is required before you can get the upgrade. If, when you run the Windows 10 Upgrade Advisor App an update is available, you will see the following.



IMPORTANT: You must click Enable Windows 10 upgrade to get the upgrade. If you do not take this step, you will not get the upgrade.

4. Select **Next**

5. From the **Ready to upgrade** screen, select **Done**.

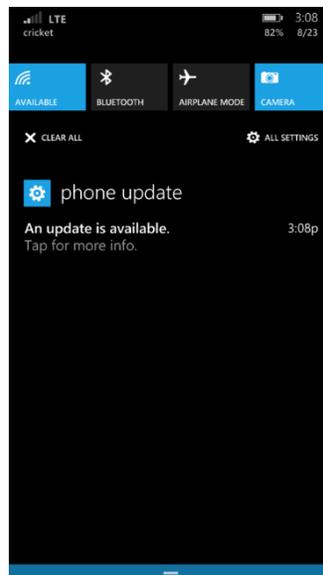


Downloading and Installing the Windows 10 Software Update:

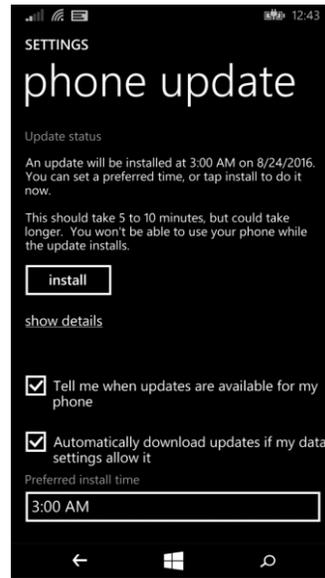
1. From the **Start** screen, swipe left to view the **All Apps** list, scroll down, and then select **Settings**.



2. From the **Settings** menu, select **Update & Security**, go to **Phone Update > Check for updates >** and then tap **An update is available**



3. Select **Install**



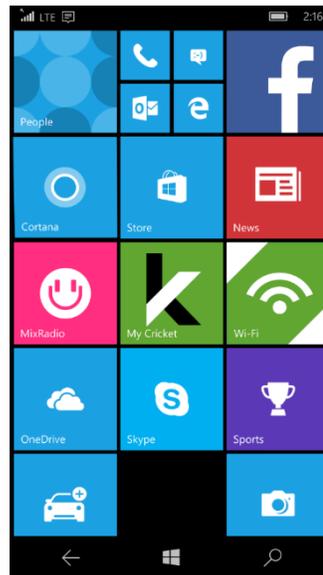
4. You will not be able to use your phone during installation. Select **Install**.



5. Once installation is complete, you will see the following notification in your Action Center.



6. Homescreen view after Windows 10 update



Verifying your Software Version

1. View the software version: From the **Start** screen, swipe right and select **Settings > System > About**. New firmware version should be: 02166.00000.15103.45020 and the new OS build: OS 10.0.10586.107

