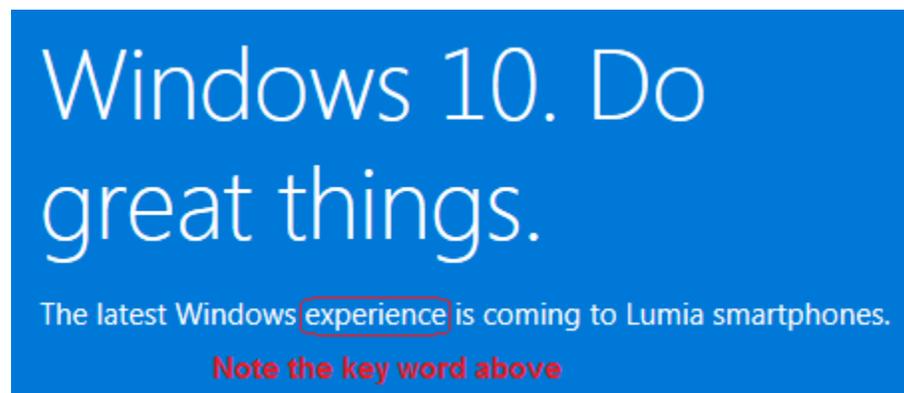# WHY NOT UPGRADE TO WINDOWS 10 MOBILE??

Well, I'll tell you why not. At least why not quite yet.

I recently purchased a Nokia Lumia 640 XL Dual SIM unlocked "smart" phone. What makes it a "smart" phone? The operating system (obviously), plus any other functions enabled under that OS. In this case MS Windows Phone 8.1 with the "promise" that it would be eligible for a free "upgrade" to MS Windows 10 Mobile, once it was released. Yah, right.

Here's the longest rant I could start out with. As we all know, Microsoft, like many large corporations (Apple, Facebook, Google, etc.), loves the idea of sticking their snoop dog noses into every orifice of everyone's life so they can market their products to you and all suckers like you; at will. This concept of "getting to know you" (can you say Cortana?) – and then email spamming you to death, advertising everything to you online (I just got an MS Office email ad today) until you pull your hair out and moving the general buying public's entire life of knowledge (and possible interests) onto every "cloud" (who cooked that warm and fuzzy word up?) under the sun in order to data mine every device in someone's pocket or home now days – is directly correlated to the days when the many Fortune 500 corporations began downsizing and moving off shore (going "international") into other countries where personal freedom is an unknown concept, socialization took over years ago (can you say Facebook?) and where BIG BRO whatever knows everything about you, Mr. and Ms. Little and their collection of droid/device children. So, get with the program.

Note the key word above

Needless to say, and having been an IT guy for pretty much 35+ years, I had my doubts that "upgrading" from Win 8.1 to Win 10 was going to be a smooth and seamless transition. If you have ever upgraded from 3 (3.x) to 95 to Vista to 7 to 8 (8.1) to 10 you probably already know what I'm hinting at here. And finding out how NOT smooth and NOT seamless it was going to be was NOT going to be advertised anywhere on a Microsoft based web site, now was it? Nope. That much you can count on.

After waiting for nearly nine months and hearing rumors Windows 10 Mobile had finally been released, and after not being able to get the upgrade on my phone when checking for it, I decided to walk into a spanking new Microsoft Store in Metrotown Mall (near

Vancouver, BC in this case). Can it get any more metropolitan than that? I looked around and scoped out all the latest and greatest Microsoft gadgets they had to offer. It was pretty close to the typical Apple Store experience at the other end of the mall, if you get my drift.

Oh look. There's a Lumia 640 XL and the sign next to it appears to indicate that it has Windows 10[2] Mobile already loaded up and waiting for some smuck to take it home (I found out two weeks later that there was a footnote, number 2, next to the 10 in the fine print... see below). OK. So how come when I check for updates on my 640 XL it doesn't jump for joy and let me know that I too can now perform my upgrade and go hopping and skipping down ferry dust lane??... I start to wonder.

Right about then, along comes a very nice young man right out of marketing class at the local Microsoft U and he asks me how I am doing? "I'm doing fine. But I have some questions about these Lumia phones and Windows 10. Are you well versed?" He kind of changes his facial expression and says, "Let me get you someone who can answer your questions." Next along comes (I'll call her) Angel. "Hi can I help you?" "Yes, I have some questions about these phones and, in particular, about Windows 10. Are you up to speed on Windows 10 and how you go about upgrading from 8.1 to 10?" I interview her a while and finally... "Well," she says, "maybe you should get an appointment with one of our tech advisors over there..." Say what? I was caught off guard. I respond, "Did I just hear you say get an appointment? With one of those dudes over there with the yellow shirts on? Like that one that has been standing there the past 10 minutes with nothing to do? Are you seriously telling me I have to get an appointment to speak to them?" "Yes," she says. "Wow. That's why I never wanted to work for Microsoft. Do you like your job?" She smiles and pulls out her smart phone and then says, "Would you like me to help you set up an appointment?" "Well, are you able to look at the schedule and tell me how long I will be waiting to see the smart guy over there?" She smiles again, "Yes, and as a matter of fact it looks like we can get you in at 5:45pm today." I look at the time on my Lumia's screen and I tell her, "OK. 20 minutes from now. I'll walk around the mall and see if I can find another store providing customer service. And then I'll be back in 20 minutes."

Note: A few days later (read on) I looked this store up on the web and found the store phone number. Apparently you cannot call the store directly, via the listed number, to set up appointments, ask questions or anything else. You will probably end up talking to someone on another planet instead.

Now mind you, none of this surprises me one darn bit. We customers are obviously no way near as smart, nor as important, as these young and upcoming, well trained, hip, Microsoft employees. So, waiting for an appointment to speak to a "tech" in a bright colored shirt in a "technology" store is not that far out in left field now days. Now is it?

But then she says, "OK. What is your name?" "Chuck." "I'm sorry; I mean what is your first and last name. The schedule needs it." "OK. Not really any of your business but

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[2] Most phones still being sold must be upgraded to Windows 10 Mobile by the customer after a purchase.

I'll play along. Chuck J#$$%p." She has fast little fingers and texts away on that sweet little "smart" phone of hers like a pro. "And now, what's your email address?" I laugh. "And you are serious, right?" "Oh. Yes the schedule **app** needs it so you can get your confirmation notice." "Not going to happen sweetheart... you don't need my last name and you certainly don't need my email. And I'm not going to drive home and back here in under 20 minutes in order to get the schedule's confirmation notice, now am I?" LOL.

Note: I could have given Angel my company email address and fetched the confirmation email on my cell phone BUT that's the last email address I wanted her or Microsoft to have. Later on, in order to fix the problems that cropped up, I finally gave it to them anyway. Apparently Microsoft always gets what they want, one way or the other. So, now they spam my company email about once a week on average.

"But I can't put you on the schedule without your email." I smile. "I guess you don't know the trick." "What trick?" "The trick to beating the Microsoft system. Put in your own email or cook one up out of thin air. Or put in the CEO's email. You know. Do whatever it takes to keep the customer and the scheduling system happy." At this point I knew that, somehow, it was not going to be a good "**experience**" figuring out how to upgrade my phone to Windows 10. And I was never very good at running the hurdles in high school either. And certainly not at 62 years of age. Thank god I am nearly retired.

She touch, touch, touches away. "OK," she says. "You are all set." She doesn't thank me for teaching her the trick. But she smiles her sweetness smile and I leave and try to walk around and chill back out for 15 minutes while my ESP starts dancing around in my brain.

5:45pm Thursday April 7, 2016...

I have a meeting 2 Km$_s$ (I am an uneducated U.S. citizen, but I am starting to get the hang of this metric system stuff here in BC) away at 7:00pm. And I want some dinner before that. So, I have about 15-20 minutes to spare with Jimmy Tech. "Hello Mr. J#$$%p. I'm JT. I understand you have some questions about Windows 10 on your smart phone?" "Actually, I'm wondering why I cannot upgrade it to Windows 10. I go into the updates screen and tell it to check for updates. But every time I do that it says, 'Your phone is up to date.' But as far as I know it still has Window 8.1 running on it. Can you explain why that is?"

"Oh. Sure. You have to download the **app**." I hit myself upside the head and I say, "Oh... my... god. Why didn't I think of that? I am so stupid. I thought the updates screen was the **app** for that. But, if that doesn't work I should have known that's not the **app** for that. I am so sorry man for wasting your valuable time with this next question, but what **app** are you talking about?"

JT smiles at this 62 year old fart and then tells me, "You have to go into the STORE and get the Upgrade Advisor **app**. Once you install the Upgrade Advisor **app** and run it, then it will check your phone and make sure it can get the upgrade OK." "Oh. I thought

I was in the STORE and you were the Advisor. But now I get it. I should go into the online STORE, that I could care less about, download the FREE **app**, I assume, run it, let it scan my system and all my files and pick apart everything it can find out about me, and let it find out everything about all my **contacts**, and let it send all that information to the great big Microsoft data base in the 'cloud' while I'm hooked up to my Wi-Fi at home, so it will know exactly where my Lumia and I live, and just like magic it will tell me what I already know... that my phone is ready and waiting for the FREE Windows 10 UPGRADE, as promised. That **app**. Have I got it right?"

"Yes, Mr. J#$$%p, except that it will not get all of your information. It will just check things out to make sure you have enough space and the phone is OK to perform the upgrade. And then it will let your phone go and download, and install, the upgrade also." Next I explain, "That's funny. Why would Microsoft or Nokia sell a phone to someone and tell them they will be able to get a free Windows 10 upgrade soon, but then, when the upgrade is ready, the phone owner has to jump through all these hoops to do something that should be a piece of cake?"

"Well. I don't know Mr. J#$$%p. That's just the way it is. Trust me, it will work." Then I say to him, "Let me ask you a few more questions, because I'm no idiot and I've been working in IT a long, long time and know how this stuff really works. Here's my question. Are you sure this **app** isn't going to result in me getting spammed or getting a bunch of survey emails, or popups, and are you sure when the upgrade is applied all my settings and my email settings and my **apps** are going to work the same, and that Windows 10 isn't going to end up giving me a bunch of headaches when I get all done??? In other words, have you ever done this yourself to see what happens?"

"Well, so far as I know, it works OK." "Hummmm. Is Cortana going to work the same? Will I have Outlook instead of this Mail function I have now, which really sucks by-the-way. And will I finally get a version of Word and Excel that actually runs on my Lumia or will I have to pay to use Office 365 instead, in order to get any serious work done on my phone? That's the main reason I am thinking about doing this upgrade. Because the Windows 8.1 versions of Word and Excel are, shall we say, pretty lame (this is probably by design, knowing Microsoft, who wants millions of past users to go down this road once they have hooked you), and when I try to edit files and save them Windows 8.1 says it can't save a read only file. So I am hoping these things will be addressed in Windows 10. Do you know what I mean?"

"Yes. I know what you mean alright. And the answer is that you will get a better version of Outlook for your email, and a better version of Word and Excel too. That all comes as part of the package deal alright..."

Note: The version of Outlook you end up getting still will not let you create email folders nor do anything else that Mail did not already do. Only the name has changed. If you want the ability to create email folders you will (A) have to go online and set up an Outlook.com account via Microsoft and (B) create folders there and then (C) sync them with your phone's copy of Outlook on the phone itself. If you want your own email

domain and company server forget ever being able to create email folders on your own phone like you might on your home or work PC running Outlook 2010 or 2013 and Windows 7 for example.

"Any other questions?" JT asks. "Yes. One last question. If something goes wrong and/or some of the things you just told me turn out to be false, will I be able to bring my phone back in here and will you be able to fix whatever problem crops up as a result, or at least show me how to get back to Windows 8.1 again? And are you sure nothing really bad is going to happen? Sorry, I guess that was more than one question." Mind you that I have rarely ever had a perfect upgrade "**experience**" and I was very suspicious about this one, having spoken thus far with JT. But this was all good writing on the wall.

"Well, if you have any trouble, come on back and we'll see if we can fix it for you. But I think you will like Windows 10 when you get it." "OK. I'll see you later." Little did I know this was a fact; I would see JT, or one of his sidekicks, at least two more times later alright.

So, I leave, go get dinner, and go to my 7:00pm meeting. I get home around 11:00pm and decide to start the "upgrade" process.

But, not so fast, I think to myself. First I better move all my files off my phone to my PC and wipe my 64GB expansion memory card clean just in case JT was feeding me a line about this Microsoft **app** not scoping out all my files and info. That takes about an hour due to having so many files stored on my phone. And then it dawns on me. What about my browser **favorites** and the **contacts** information in the People part of my phone? Hummm. There isn't any way to back that up to a PC that I know of and even when you look at the phone's 8GB of internal memory, and the folders there, you can't see these, apparently, hidden files. Or whatever? And I also made the mistake of forgetting to take some notes on how the Mail **app** was configured to allow me to manage my own company emails and to fetch and send emails using my own domain name and POP3 and SMTP email services on my company email server vs. using a browser based MS Hotmail, Yahoo, Gmail, Office 365, etc. approach. I guess when you are running your own small company it stands to reason you will have your own domain and email server and have to, somehow, make that handshake with these groovy new "smart" phones. This is one more reason I got a Windows phone; because some things should be a lot easier when you use Windows to set up your own servers and your own PCs and devices and you are used to things back in Windows 7 land, etc. Dig?

Anyway, after realizing I am not going to be able to backup and/or remove my **favorites** and/or **contacts**, I spend 10 minutes getting into the Microsoft STORE online with the phone while connected to my Wi-Fi system (by now you will have told Microsoft your email to set up your MS account to access the MS STORE). I look around, high and low, make my best guess, and finally find the Upgrade Advisor **app** buried in all the clutter and dust. I download the **app**. Install the **app**. Run the **app**. And bingo. The

app tells me what I already knew and, lo and behold, when I go to check the update screen it actually finds out that the Windows 10 update is ready and waiting for ME.

Wooo hooo! Good old JT.

Well, if you plan for the worst that is. JT never told me to plan for the worst or how to protect the info you can't export very easily via 8.1 (unless you are one of the suckers who loves using the "cloud"). And, my bad, I suppose, for not asking about that also. Instead, it was about 12:30am the next morning, I was getting tired, and I just wanted to get the upgrade done that JT assured me would work OK. My ESP was trying to tell me NOT. Don't do it. Don't hit GO.

Long story short... the upgrade failed three times. I had to manually uninstall half a dozen other **apps** that came with the phone, etc. to free up memory space. I had to guess why the upgrade would keep failing due to messages like, "Oooops. Your upgrade failed for some unknown reason." Do Microsoft hackers seriously write code that spits out these types of messages now days? Give me a break! 2:30am and I finally get a couple gears spinning away on a dark display on my phone and I give up waiting after 30 more minutes and manage to get in bed by about 3:30am; hoping that the two gears would grind away and when I woke up the upgrade will be done. And it was. I did it. I actually got the phone upgraded even with all the failures and BS I had to deal with.

Alright!

THE DEATH SPIRAL...

Now it is time to test things out and find out what the pros are and what the cons are. Hint. NOT many pros.

Cortana now wants you to let her track your every move (just like your ex I guess) or you don't get to talk to her any more. Turn off location tracking and a couple other items – she must have on in order to avoid getting some "I gotta know about this to work..." message – and good luck getting anything verbal out of her. She's now the main search engine of the "dumb" phone world. With 8.1, no jerking around at all. She worked the way she worked as long as you had a connection to the web. No connection to the web and Cortana's brain ceases to function, apparently. But at least she didn't keep begging you to let her track your every move and do things her fancy new way, under Windows 10.

If you are not connected to the "cloud" and have all your data and **contacts** stored on the "cloud", where Microsoft can hack away at it, then kiss all of your **contacts** goodbye once you upgrade to Windows 10... and it fails three times in the process. Yep all my **contacts** were gone. The upgrade probably sucked them into the Wi-Fi "cloud" and then handily wiped them off my "dumb" phone and never put them back. That will probably piss you off to no end IF you too have to sit back down and type back in 50 or

100 **contacts**, phone numbers, addresses, etc. using a pip-squeak keyboard. It sure as H pissed me off anyway. So buyers beware.

After you suddenly start getting spam email from Microsoft about how well your phone is doing, as long as your PC still works anyway, then you will realized that JT didn't know what he was talking about and the **app** or **upgrade** (?) apparently did trigger Microsoft spam emails after all. Either way, duck and cover.

Now, if you had your email set up and working like a charm before the upgrade (which was NOT easy with Win 8.1 BTW), and you are like me, with special configuration settings that allow you to send and fetch emails from your own home/office server... well... kiss that all goodbye as well. You better be a tech savvy guy or gal, because now you are on a new version of Outlook and everything you had before is toast, gone, nada. Start typing and testing and see if you can get lucky and make it all work again. And then give up. So much for LookOut... rrrrr Outlook.

And what about the desktop tiles? Well they are still there alright. But if any of them were pointing to some of your **contacts** or your Mail/email system or something else that vaporized, you might want to delete them and start over. But, just try deleting them. Good luck. Press and hold the tile like before and up pops a move arrow and an unpin icon. Tap unpin and nothing happens. Tap. Tap. Tap, Pray and tap. Maybe it works, maybe not. PITA.

Hint: Don't tap directly on the unpin icon, tap next to it. Close counts in this case.

What about your basic configuration settings? Did they survive? Maybe. Maybe not. That all depends on a ton of new settings you have to deal with, what will make things work and what will NOT, and if Microsoft has decided how they want things to work (which is more important than how you want things to work) or NOT. Everything is organized a lot different and now you get to learn everything all over again... by trial and error. But, who cares if you have better things to do? And, BTW, you now have a lot of **apps** that want to snoop you out and follow you around and keep an eye on you... or you don't get to play. Get used to it, and spend more time telling these **apps** and settings to turn off the snoop dog features... unless you have to turn them back on to allow things to work.

There now seems to be a default voice mail number? Never saw that before. And I never use voice mail anyway because I want folks to connect to my home/office number and voice mail system if they want to leave me a message. They know it, and I know it. It works. I know it works. I'm old fashioned, and like to keep things working the old fashioned way. You know? If it ain't broke don't break it... or fix it... or try to tell me how my voice mail, or my data usage, or my email should work. But try and turn off the default voice mail and associated number and, after that, then try blowing your brains out.

Hint: Put in your main number. Then turn off the default voice mail. And hope Microsoft isn't snooping through your phone looking for phone numbers every time you are connected to the web via your data plan or a Wi-Fi hot spot.

Now (as indicated earlier) if you try calling JT at the Microsoft number provided for his Store on the web, get ready to talk to someone on another planet. When that person says they can connect you back to the Store get ready to talk to someone else on the moon, "Hello. I am on the moon. I understand you are having upgrade issues. How can I help?" LOL. "How about you stop giving me the run around and connect me to the Store I tried to call at the Metrotown mall." The person on the moon then says, "This is tech support. I don't know where the Metrotown mall is and I don't have any numbers..." Then go out and scream at the moon. The only way you are ever going to talk to JT again is to drive 34 Km$_s$ to give him a piece of your mind.

Next, you start getting all these little hints from the system that it wants to show you all these fancy new Windows 10 features. Shut up! I was trying to do what I used to be able to do and I don't want any hints (like the ones in this story). I just want to see if anything works like before, or not.

Now you find out that the system loves scanning each and every text message you send and a whole pile of **apps** have been turned on by default to send/fetch text messages (at your expense mind you) that never had this ability before. WTF! And how do I turn all this stuff off? And, if I turn it off, what fallout will happen as a result of that? GIVE ME A BREAK!!

Device encryption. What is that? Never saw that before. It sounds pretty good. Will the FBI want to access my phone and get Microsoft to help them IF I turn this "feature" ON? Or should I leave it OFF? What are the pros and cons? "Do you know...", I ask Cortana? Cortana seems to be clueless. I guess the world of device encryption is a well-kept Microsoft (and Apple and Google and...) secret. 50/50 chance if you turn it on everything will still work OK. Time for a coin toss.

And now we have background **apps**. Why do **apps** need to run in the background when you have not even started the **app** so you can use it? Well, snoop dog likes the **apps** running. That's probably why. And if you turn them OFF, then what? Again, a well-kept secret. Flip a coin. Duck and cover.

OK. So a lot of chit has changed and has been added. Do you need all of these headaches? Probably NOT. NOT unless you are a road worrier rocket scientist who loves to flip switches and twisty bits and research every new "feature" some hacker at Microsoft cooked up... just for you. Do you know who the CEO at Microsoft is?

Satya Narayana Nadella (born August 19, 1967) is an India-born American business executive. He is the current Chief Executive Officer (CEO) of Microsoft. He was appointed as CEO on 4 February 2014, succeeding Steve Ballmer. Before becoming CEO of Microsoft, he was Executive Vice President of Microsoft's **Cloud** and Enterprise

group, responsible for building and running the company's Computing Platforms, Developer Tools and **Cloud Computing Services**.

Do tell. Like I said before. You are now talking to the moon. Tomorrow it will be Mars and the outer planets. Get with the program or die.

But, before I go, there is a little good news.

The Office **apps** (Word and Excel) actually work a little bit better, unless you happen to upload a file via a USB cable to your phone and the **apps** still think, for some unknown reason, the file is "read only" when it isn't. But once you save it at least once, using the Word or Excel **apps**, then it will open, edit and save OK after that at least; if you can learn the new **app** interfaces and how they work; and as long as Excel is connected to the web so it can "...reach the online service to convert the file to a supported format..." (.xls to .xlsx). Not perfect, but I will give Microsoft a tin star for that.

The jury is still out on Outlook. I am still trying to get up the energy to figure out how to create my email account all over again and how to send/fetch emails via my own domain server. At least I never keep many emails on my phone. So I didn't lose them also; just the configuration settings that worked before. I keep most of my life on my home/office laptop with Windows 7. Nice and safe and sound. And that's where my life will probably stay until Microsoft figures out some way to crash my system there and force me to go back and buy a new PC at Apple.

Oh. After testing it out and learning how it works the new "Groove" audio player is a little bit better than before. But, it still stops playing your audio files if you happen to pause and go use another **app** for a while... or, and get this, if you set your lock screen to lock after say 30 minutes of idle use. Now when it locks the podcast or album you are listening to goes bye-bye also. Hey, IF the lock screen is turned OFF it won't do that. But, then again... IF someone steals your phone, with no lock screen time out, kiss everything bye-bye also... just so you can resume your listening "experience"?? Dang!!!! Why didn't they fix that? I sure would like to at least resume what I was listening to once I get done using some other "feature" on the phone, or the lock screen is activated. You know like how your PC works. Microsoft hackers are so DUMB. Daaah. Maybe with the next update??

AND THE SAGA CONTINUES...

Well, after engaging (like a bulldog) with the local Microsoft Store folks, over the next two weeks, due to the upgrade/email not working issue, what finally happened is I visited them two times and spent nearly 6 hours of trial and error with three different techs and finally managed to talk them into letting me take a brand new phone with a 5" (vs. 5.7" Lumia 640 XL) screen size out of the box with Windows 10 Mobile pre-installed from the factory to see if we could get Outlook email to work correctly... and... surprise, surprise, it worked. What that told me/us is that somehow the upgrade from 8.1 to 10

was where the failure happened to occur (at least in my case). So, I asked to trade my phone for a Lumia 640 XL with Windows 10 preinstalled.

However, they then explained to me that only certain phones sold in Canada come from the factory unlocked, with Dual SIM and with Windows 10 preloaded. One is a top of the line Lumia 950 XL unit which runs over $850CAD and the other was the smaller phone which we used to run the test on. So, swapping my phone for some other model was out of the question, even though it seemed that would have been a good solution. I was not about to pay extra for a higher rated model nor settle for a smaller screen; even though what this entire episode cost me in terms of time and travel effort, and what they all learned in the process, was probably worth giving me a 950 XL as compensation.

At that point I told them that it was "possible" that the upgrade from Windows 8.1 to 10 might have somehow corrupted the operating system on my phone because it took three tries to get the upgrade to complete. So, I suggested that we open the box on a matching Lumia 640 XL with Windows 8.1 on it and try the entire two hour upgrade process all over again and PRAY that it works.

They complied with this idea for three reasons. First, because it was important to know if the problem was random during a given upgrade, second to find out if an upgrade from 8.1 to 10 would fail every time or just sometimes, and would email actually work for someone like me if the upgrade did go correctly. This is an issue their techs needed to be made aware of either way. So, we took a new 640 XL running 8.1 and that was unused (no extra **apps** installed, etc.) out of a box and walked back through the upgrade process. When we got done, to our surprise, not only did everything work OK but all my lost **contacts** were restored via the "cloud" somehow.

Apparently, when I was upgrading my original phone, either the Upgrade Advisor **app** or the update process itself copied all my **favorites** and **contacts** data into the MS "cloud", the MS "Store" (which you must create to download any **apps** anyway) and/or a new "Outlook.com" account; even though I thought my account had been disabled/blocked in terms of copying **favorites**, emails or **contacts** data onto Microsoft's systems (i.e. the "cloud"). So, just as I wrote in the first part of this article, Microsoft does steal your data and store it on their system(s), like it or not.

Note: The only way the tech in the Store could get my **contacts** back was to set up an extra Outlook account on my phone and, somehow, sync it with or enable a similar Outlook.com account online (on a Microsoft server somewhere out there) and finally the stolen "People" **contacts** (or a copy of them) was restored to my phone. Keep in mind that another copy of all this PRIVATE information is also on Microsoft's computers where they can now use it to not only email spam you but everyone else they just got wind of.

Tip: You cannot delete an Outlook account on your phone, without possibly losing all your **contacts** all over again, unless you contact Microsoft support and they tell you how to do it w/o deleting your entire online Store account, et al. I'm still waiting to figure

out what is involved and will update this article if I ever find out. But, you can disable the sync feature by plugging in an invalid server address that your Outlook account, on your phone, uses to handshake with Microsoft's Outlook.com account online. By doing this at least any changes you make on your phone will stop being reflected in the associated People database on the Microsoft side of the planet and, likewise, any changes you make on the Microsoft side (such as manually removing each **contact** online) will not also happen to the copy(s) on your phone... hopefully.

But, at least the tech in the Store saved me hours of recreating my **contacts** on the new phone and the new phone now operates OK with the successful Windows 10 upgrade installed on it... so far as I can tell at this point in time anyway. If all my **contacts** begin getting Microsoft spam emails, well, tough luck I guess.

Still, there was yet another catch-22. The **Lumia 640 XL** they traded me for is not a "Dual SIM" version. It is like a **640 XL Lite** or something. The one I ordered from **Amazon.com** (vs. Amazon.ca), from the states, actually came from a supplier who gets them from some other resource (Asia or a U.S. supplier or direct from Microsoft USA... who knows?). Canada's MS Store phones are single SIM units apparently. **Lumia 640 XL** phones from outside Canada can apparently come as Dual SIM units.

There are two basic reasons someone might want a Dual SIM phone. One is if you work for a company, like the one I own and operate (or such as someone like Hillary Clinton working for the government), who wants you to use your smart phone for both work and personal use and who wants their work/business number to be different for business use than their personal number for general use, AND when their employer or company wants to pay the usage bill on the work number and/or use an account/phone number from a different carrier; for example work is AT&T (paid by company X) and personal is T-Mobile (paid by you). Then a Dual SIM phone allows you to use one SIM for work calls and the other SIM for other calls outside work. A Dual SIM phone also allows you to go to other countries where the network protocols or carriers are different and then buy a SIM that will let you use the other networks while traveling. That way you can, once again, simply tell the phone which SIM to use while in the other country.

Thus, the bad news is that I had to give up my Dual SIM phone and exchange it for a single SIM phone thanks to dealing with a Canada Microsoft Store vs. being in Seattle, et al, and dealing with a Dual SIM supplier/Store elsewhere. Ideally, I should have driven to Seattle and swapped phones. But, I gave up at that point. So, now I have a brand new, unlocked, Canada sourced **Lumia 640 XL** phone that seems to work OK with my T-Mobile SIM and that seems to let me get my emails using my company email server/domain name and using a better version of Word and Excel, etc. under a Windows 10 Mobile OS. And, theoretically, having a T-Mobile SIM will still allow me to make calls in Canada, the U.S., and about 20 other countries w/o roaming charges or a second SIM.

So, I guess I am 98% happy now. But what a headache that turned out to be!!

Wish me luck. I'm going to need it.

More Info...

Note: My Lumia 640 XL LTE Dual SIM (RM-1096) via Amazon ran me $248US + tax. The one I ended up with not only is a single SIM version but it is an RM-1064 version that sells for $259CAD (apx $205US) + tax. To get a Dual SIM phone at the local BC store with Windows 10 Mobile preinstalled and with a similar screen size it would run someone about $849CAD (apx $670US) + tax for an upper end Lumia 950 XL version...

Lumia 640 XL LTE (RM-1062)
LTE-FDD bands 1, 3, 7, 8, 20
WCDMA 850/900/2100 (RX div 900/2100 MHz)
EGSM 850/900/1800/1900 MHz

Lumia 640 XL for AT&T (RM-1063)
EGSM 850/900/1800/1900 MHz
WCDMA 850/900/1900/2100
LTE-FDD bands 1, 2, 3, 4, 5, 7, 17, 29
Carrier Aggregation 4+17, 2+17, 17+2

Lumia 640 XL LTE (RM-1064) [one SIM]
LTE-FDD bands 1, 2, 3, 4, 5, 7, 8, 12/17, 20, 28
LTE-TDD bands 38, 40, 41
WCDMA 850/900/1700/1900/2100 MHz (RX div in all supported WCDMA frequencies)
EGSM 850/900/1800/1900 MHz

Lumia 640 XL LTE **Dual SIM** (RM-1065)
LTE-FDD bands 1, 2, 3, 4, 5, 7, 8, 12/17, 20, 28
LTE-TDD bands 38, 40, 41
WCDMA 850/900/1700/1900/2100 MHz (RX div in all supported WCDMA frequencies)
EGSM 850/900/1800/1900 MHz

Lumia 640 XL (RM-1066)
WCDMA 850/900/1900/2100 MHz
EGSM 850/900/1800/1900 MHz

Lumia 640 XL **Dual SIM** (RM-1067)
WCDMA 850/900/1900/2100 MHz
EGSM 850/900/1800/1900 MHz

Lumia 640 XL **Dual SIM** (RM-1096)
EGSM 850/900/1800/1900 MHz
WCDMA 850/900/1700/1900/2100 MHz
LTE-FDD bands 1, 2, 3, 4, 5, 7, 8, 12/17, 20, 28, 29
LTE-TDD bands 38, 40 and partial 41

http://www.zdnet.com/article/first-look-microsofts-lumia-950-with-windows-10-mobile/