

Welcome to Verizon Wireless.

It's the Network[®]

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Welcome

Thank You for Choosing Verizon Wireless

You're now connected to the power of America's most reliable wireless network. This guide will help you understand your new wireless device and all the things you can do with it. So let's get started.

To order a printed copy of the Samsung User Manual, please call **1-888-987-HELP (4357)**. To download a copy, please visit **support.vzw.com/phones**.

The Basics



- Getting Started
- Using Bluetooth®
- Placing and Receiving Calls
- Setting Up and Accessing Voice Mail
- Locking/Unlocking Your Wireless Device
- Using Speakerphone
- Changing Ringtones
- Push to Talk

The Basics

Getting Started

Just the basics; we'll get into the fun stuff later on.



- 1. Earpiece:** Allows you to hear the other caller.
- 2. OK key:** Press the OK key to select a menu, sub-menu or option.
- 3. Left Soft key:** Perform functions identified by left display prompt.
- 4. Camera/Camcorder key:** Press to activate the camera. Press and hold to activate the camcorder.
- 5. Send key:** Make and answer calls, view All Calls list.
- 6. Voicemail Key:** Press and hold to activate voicemail.
- 7. Directional key:** Scroll through menus and lists, set feature values. Press **OK Key** to select highlighted option.
- 8. Right Soft key:** Perform functions identified by right display prompt.
- 9. Voice Recognition Key:** Press to activate Voice Commands.
- 10. End/Power key:** Press to end call. Press and hold to turn device On or Off.
- 11. CLR Key:** Visit the previous screen, or delete letters in Text Messaging.
- 12. Vibration Mode key:** Press and hold to activate vibration mode.

The Basics

Getting Started

Just the basics; we'll get into the fun stuff later on.

Refer to the User Manual for more details on the function of external keys.



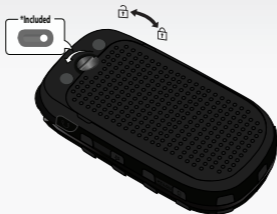
- 1. Camera Lens:** Allows you to take photos or record video.
- 2. Shortcut/Push To Talk (PTT) key*:** Press to activate shortcut menu.
- 3. Volume Key:** Allows you to adjust the master volume or adjust the earpiece volume during a call.
- 4. Charging port:** Charge the phone in this port.
- 5. Rewind key:** During music playback, press and hold to rewind music. Press to go to the previous song.
- 6. Play/Pause key:** With phone closed, press to access an external menu. During music playback, press to pause music. Press again to resume playback.
- 7. Fast Forward key:** Press to Lock/Unlock external keys. During music playback, press and hold to fast forward music. Press to go to the next song.
- 8. Headset/Headphone jack:** Allows you to plug in an optional headset for safe, convenient conversations or headphones when listening to music.
- 9. Speakerphone key:** Press and hold to activate speakerphone.
- 10. MicroSD slot:** Allows you to add additional memory and storage capacity.
- 11. Battery Cover Removal Tool:** Use to lock/unlock the battery cover.

* Once PTT is activated on your phone press the PTT key to start a PTT call.

The Basics

Installing the battery

1. Insert the battery cover removal tool into the slot on the back cover and turn it counter clockwise to open the battery cover (as shown).



2. Use the grooves at the top of the cover to lift the cover up and away from the back of the phone.

WARNING! When removing the battery cover with a finger nail, the nail can be broken.

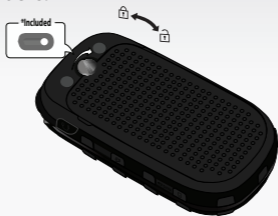


3. Insert the top end of the battery into the phone housing using the directional arrow printed on the battery. The gold contacts at the battery end must align with contacts on the phone. Push bottom end of the battery down until it snaps into place.



The Basics

4. With the battery in position on the phone, place the cover back on the handset and use the battery cover removal tool to turn the grooved dial clockwise until the cover locks.



Charging the battery


1. Connect the USB cable to the charging head.



2. Pull the charging port cover out and turn to expose the connector.

Insert the Wall/USB charger adapter end with the arrow up into the charging port on the left side of the phone.




3. When the phone is completely charged (the battery icon becomes still) , unplug the adapter from the power outlet. Remove the adapter end from the charging port and replace the charging port cover.


The Basics

Powering your wireless device on for the first time

It's important to fully charge the battery before turning on your wireless device.

1. Press and hold the **End/Power** key ().

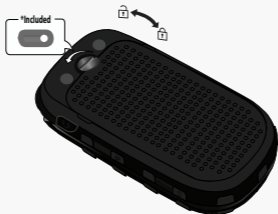
Powering your wireless device off

1. Press and hold the **End/Power** key ().

WARNING! Please use only an approved charging accessory to charge your phone. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your phone and void the warranty.

Removing the battery

1. Insert the battery cover removal tool into the slot on the back cover and turn it counter clockwise to open the battery cover (as shown).



2. Use the grooves at the top of the cover to lift the cover up and away from the back of the phone.



The Basics

3. Lift the battery from the bottom end and remove.



Installing the microSD (sold separately)

1. Pull the microSD slot cover out and turn to expose the card slot.



2. Push the microSD card into the slot until it locks into place.



The Basics

Removing the microSD

1. Pull the microSD slot cover out and turn to expose the card slot.



2. Push in on the memory card to release the lock and remove memory card from the microSD slot.



Using Bluetooth®


How to turn on Bluetooth

1. From the home screen, press **OK** for MENU → **8^{HW}** for **Bluetooth** (Bluetooth icon).
2. Press the Left Soft key (**←**) to turn Bluetooth On.

How to pair your Bluetooth headset with your wireless device

1. From the home screen, press **OK** for MENU → **8^{HW}** for **Bluetooth** (Bluetooth icon).
2. Press **1@*** for **Add New Device**, and **OK** when your Bluetooth device is in discoverable mode.
3. Place the Bluetooth device in range and press **OK**.
4. A list of found Bluetooth device(s) will be displayed. Press the **Directional** key (**OK**) or down to highlight a Bluetooth device. Press **OK** to pair the device.

The Basics

6. The phone automatically attempts to send a passkey of “0000” to a hands-free device and shows the message “**ATTEMPTING TO AUTO PAIR**”. If the default passkey is not successful, the phone will display the message “**AUTO PAIR FAILED. ENTER PASSKEY**”. (If you are attempting to pair with a car kit, be sure to clear any error message on the car kit display first.) Enter the correct passkey for the device you want to pair, and press **OK**.
7. Use the **Directional** key (**OK**) to highlight **Yes** and press **OK** to connect the devices. Once connected the **Bluetooth Connected**  icon appears in the upper right of the display.

Placing and Receiving Calls

Placing calls

1. With your phone powered on, enter the number you want to call using the keypad.
2. Press the **Send** key (**SEND**) to place the call.

Receiving calls

1. When you receive an incoming call, the number appears in the display, if available.
2. Open the phone to answer the call.

NOTE: If the phone is already open, press the Send key (SEND).

Standard features included as part of your Calling Plan

With our Calling Plans, you can enjoy the value and convenience of these features at no extra monthly access charge:


- **Basic Voice Mail**
- **Caller ID**
- **Caller ID Blocking**
- **3-Way Calling**
- **Call Forwarding**

Please note that some of these features may incur usage charges and/or depend on digital service, so they may not be available in all areas.






The Basics

For step-by-step instructions on some of these calling features, please refer to your Wireless Device Manual, or go to verizonwireless.com/welcome and select: **Where can I find help with features on my wireless device?** in the Frequently Asked Questions section.

Setting Up and Accessing Voice Mail

NOTE: To quickly access voice mail press and hold .

How to set up your voice mail

1. Press    (*VM) and . If you hear a system greeting, press  to interrupt it, if applicable.
2. Follow the setup tutorial.
3. Select a password.
4. Record a voice signature and greeting for your Voice Mailbox.

How to access your voice mail from your wireless device

1. Press ***+↑ 8 6** (*VM) and **SEND**. If you hear a system greeting or your own greeting when you press ***+↑ 8 6** and **SEND**, press **#☎** immediately to interrupt the greeting (if applicable) and follow the prompts.
2. Follow the prompts to enter your password and retrieve your messages.

How to access your voice mail from any phone, to save your minutes

1. Dial your wireless number.
2. Once you hear the system greeting or your own greeting, press **#☎** immediately to interrupt the greeting and follow the prompts.



The Basics

How to reset your voice mail password

1. Press ***+*** **6** **1@:** **1@:** and **SEND** (airtime-free) from your wireless device or call **1-800-922-0204** (toll-free) from any phone to reach the easy-to-use automated Customer Service menu.
2. Enter or say your 10-digit wireless number (if applicable).
3. When asked what you need assistance with, say **Voice Mail password**.
4. You will then be asked to confirm if you want to reset your password—say **Yes**.
5. All responses going forward will be entered using your key pad. You will be asked for your 5-digit billing zip code. Then follow the prompts for security verification and resetting your password.


NOTE: Voice Mail may not be available in some areas. Voice Mailboxes not set up within 45 days will be cancelled. Your Verizon Wireless Voice Mailbox is not password protected until you create a password by following the setup tutorial. Airtime and other charges will be incurred when using Voice Mail from your wireless phone. Mobile to Mobile minutes do not apply to Voice Mail retrievals; you will be charged to maintain your connection to Voice Mail. Verizon Wireless is not liable for missed messages or deletions of messages from your Voice Mailbox, even if you have saved them.



Locking/Unlocking Your Wireless Device

1. From the home screen, press **OK** for MENU → **9 wxyz** for **Settings & Tools** .
2. Press **6 mno** for **Phone Settings** → **8 tuv** for **Security**. You're prompted to enter the lock code. The Phone Lock Code is the last four digits of your telephone number.
3. Enter the Lock Code and press **OK**.
4. Press for **3 def** for **Phone Lock Setting**. The following options display:
 - **Unlocked:** If **On Power Up** was previously selected, selecting **Unlocked** will remove lock on power up.
 - **On Power Up:** The Phone Lock Code is required whenever you power up the phone.
5. Press the **Directional** key () up or down to select an option and press **OK**.

The Basics

Using Speakerphone

With the phone open, press and hold the **Speakerphone** key (on the right side of the device)  to switch from using the earpiece to the speakerphone before or during a call. Use the volume keys (located on the left side of your phone) to adjust the volume.

When answering a call, press and hold the **Speakerphone** key . To end the call, press the **End/Power** key (). After the call has ended the speakerphone function turns off automatically.

Changing Ringtones



Your wireless device comes with a selection of ringtones. Here's how to manage your ringtone preferences:

Selecting a ringtone


1. From the home screen, press **OK** for MENU → **9 wxyz** for **Settings & Tools** (🔧).
2. Press **4 0#** for **Sounds Settings** → **2 abc** for **Call Sounds** → **1 @ #** for **Call Ringtone**.
3. Press the **Directional** key (OK) up or down to highlight the desired ringtone. Press the Left Soft key (⏪) **Play** to play the highlighted ringtone.
4. Press **OK** to set the ringtone as your incoming call alert.

The Basics

Adjusting ringtone volume



1. From the home screen, press the **Volume** key () up or down to adjust the ringer volume to the desired setting.
2. Press  to **SET**.

Setting ringtone to vibrate

1. From the home screen, press and hold the **Pound** key () until **PHONE SET TO VIBRATE ONLY** appears in the display.
2. The vibrate icon appears above the Left Soft key, indicating that your phone is set to vibrate for incoming calls.

Push to Talk

NOTE: User must subscribe to PTT service with Verizon Wireless for PTT to be enabled on the device.

The Push to Talk (PTT) feature on your Verizon Wireless phone allows you to use your phone like a walkie-talkie to communicate with an individual or group of individuals who are also Verizon Wireless Push to Talk subscribers. Highlight a PTT phone number in your Contact List, then press and hold your phone's **Push to Talk (PTT) Key** () to talk. On a PTT call, only one person can talk at a time. Once you have finished talking, release the **PTT Key** () and listen for the other party to reply.

The Basics

Push to Talk call types


You can make two types of PTT calls:

- A **Barge** call automatically connects to the other party. The receiving party does not have the option to ignore the call.
- An **Alert** call sends the receiving party a tone indicating that someone wants to talk with them. The call recipient has the option to either answer or ignore the call.

Adding a PTT Contact





NOTE: For the PTT Contact List sub-menu to display in the Contacts menu, go to 9. Setting & Tools → 7. Call Settings → 8. PTT Mode to turn on PTT mode.

To store a phone number in PTT Contacts:

1. Press **OK** for MENU → **1@*** for **Contacts**  → **4ghl** for **New PTT Contact**.
2. Enter a name and 10-digit phone number for the contact and press **OK** to SAVE.







PTT Contacts

Allows you to view your PTT Contact List. The PTT Contact List contains all individual and group PTT contacts in a single list.

1. Press **OK** for **MENU** → **1@*** for **Contacts**  → **4ghl** for **PTT Contact List**.
2. Press the **Directional** key () up or down to scroll through your Contact List.
3. Press the **Right Soft** key () for **Options** to select one of the following options: **New PTT Contact, Copy To Contacts, Temp PTT Group, Erase, Edit, Call, New Text Message, New Picture Message, New Video Message, New Voice Message, Sort**.
4. Press **Left Soft** key () [**Alert**]. Press and release **PTT** to alert the selected individual.





The Basics

Making a PTT Call from PTT Contact List (Barge)




1. Press the **Push to Talk (PTT)** key () to access your PTT Contact List.
2. Press the **Directional** key () up or down to highlight the PTT Contact entry you wish to call.
3. Press and hold the **Push to Talk (PTT)** key () Listen for the **OK to Talk** tone. The message **Connected to** will appear on the display. Speak while pressing the **Push to Talk (PTT)** key ()
4. Release the **Push to Talk (PTT)** key () when finished speaking. This allows the called party to reply.
5. Press the **End/Power** key () to end the call.

Making a PTT call from PTT Contact List (Alert)





You can send an alert to any individual user with Verizon Wireless PTT service. The user may answer or ignore the alert.

1. Press the **Push to Talk (PTT)** key () to access your PTT Contact List.
2. Press the **Directional** key () up or down to highlight the PTT Contact entry you wish to call.
3. Press the Left Soft key () **Alert**.
4. Press and release the **Push to Talk (PTT)** key () to alert the selected individual. The **PTT Outgoing Alert** tone sounds, and **Alerting** appears on the display.
5. If the called party answers the alert, **Listening** appears on the display and you will hear the called party speaking. If the called party chooses to ignore the alert, or if the phone is unavailable to accept a PTT call, an **Unavailable** message will appear on your display.
6. When the called party is finished speaking, you will hear the **Floor Available** tone and the **Connected** screen will appear on your display.

The Basics

7. Press and hold the **Push to Talk (PTT)** key () to talk.
8. Release the **Push to Talk (PTT)** key () when finished speaking. This allows the called party to reply.
9. Press the **End/Power** key () to end the call.



Making a PTT call from keypad (Barge)

1. Enter the 10-digit wireless number of the Verizon Wireless PTT subscriber you wish to contact.
2. Press and hold the **Push to Talk (PTT)** key (). Listen for the **OK to Talk** tone. The message **Connected to** will appear on the display. Speak while pressing the **Push to Talk (PTT)** key (). If the wireless number you entered is included in your PTT Contact List, the contact name will replace the wireless number entered on the display when the call is initiated.
3. Release the **Push to Talk (PTT)** key () when finished speaking. This allows the called party to reply.
4. Press the **End/Power** key () to end the call.




Making a PTT call from keypad (Alert)

1. Enter the 10-digit wireless number of the Verizon Wireless PTT subscriber you wish to alert.
2. Press the Left Soft key ( **Alert**).
3. Press and release the **Push to Talk (PTT)** key () to alert the individual. The **PTT Outgoing Alert** tone sounds, and **Alerting** appears on the display. If the wireless number you entered is included in your PTT Contact List, the contact name will replace the wireless number entered on the display when the alert is initiated.
4. If the called party answers the alert, **Listening** appears on the display and you will hear the called party speaking. If the called party chooses to ignore the alert, or if the phone is unavailable to accept a PTT call, an **Unavailable** message will appear on your display.
5. When the called party is finished speaking, you will hear the **Floor Available** tone and the **Connected** screen will appear on your display.
6. Press and hold the **Push to Talk (PTT)** key () to talk.





The Basics



7. Release the **Push to Talk (PTT)** key () to listen.
8. Press the **End/Power** key () to end the call.

Incoming PTT call (Barge)

1. When your phone receives a Barge call, the **Barge** tone plays. You then hear the calling party speaking through the speakerphone. The calling party's wireless number will appear on your display. If the calling party's number is saved in your PTT Contact List the contact name will replace the wireless number on the display.
2. Press and hold the **Push to Talk (PTT)** key () to talk.
3. Release the **Push to Talk (PTT)** key () to let another party talk.
4. Press the **End/Power** key () to end the call.

Incoming PTT call (Alert)



1. When your phone receives an alert, the **PTT Alert** tone plays. The message **Incoming Alert** is displayed with the phone number or contact name of the calling party. The **PTT Alert** tone repeats every 5 seconds until it is answered or ignored, or until 20 seconds have passed.
2. Answer or ignore the alert. To answer the alert, press and hold the **Push to Talk (PTT)** key () and begin talking. To ignore the alert, press the Right Soft key () **Alert [Ignore]**.
3. Release the **Push to Talk (PTT)** key () to let another party talk.
4. Press the **End/Power** key () to end the call.

NOTE: When someone else sends you a PTT Alert, the Incoming Call screen appears. You have the choice to press Left Soft Key () **[Answer]** or Right Soft Key () **[Ignore]**. If you do not answer within 20 seconds, the PTT call is automatically disconnected.

The Basics


PTT On/Off

You can enable the PTT feature on your phone so that you will be able to receive or send PTT calls or alerts.

1. Press **OK** for MENU → **9** **wxyz** for **Settings & Tools**  → **7** **pqrs** for **Call Settings** → **8** **lmn** for **PTT Mode**.
2. Press the **Directional** key () up or down to select **On/Off**, then press **OK**.

Push to Talk: Push to Talk calls may only be made with other Verizon Wireless Push to Talk subscribers and only from the National Enhanced Services Rate and Coverage Area. The Push to Talk feature can be added to calling plans with a monthly access fee of \$34.99 or higher (or to Family SharePlan secondary lines). For optimal Push to Talk performance, all callers on a Push to Talk session must have an EV-DO Rev. A-capable device and be receiving EV-DO service. A Push to Talk call is terminated by pressing or will automatically time out after ten (10) seconds of inactivity. While you are on a Push to Talk call, voice calls received will go directly to Voice Mail. When you are on a voice call, you cannot receive a Push to Talk call. You cannot prevent others who have your wireless phone number from entering you into their Push to Talk contact list. Only one person can speak at a time during Push to Talk calls. When using your phone keypad to make a Push to Talk call, you must enter the ten-digit phone number of the called party. Presence information may not be available for all Push to Talk contacts. The timeliness of presence information may be impacted by the network registration status of a Push to Talk contact. Your Push to Talk service cannot be used for any applications that tether your phone to computers or other devices for any purpose. If you add the Push to Talk feature, coverage for your data services will be limited to the National Enhanced Services Rate and Coverage Area.

Assistance

- 
- May We Help You?
 - The My Verizon Advantage
 - Loss or Theft
 - Toll-Free Calls and Emergency Services
 - Fraud Prevention
 - Assistive Communication Devices

Assistance

May We Help You?

Helpful web sites and information

verizonwireless.com

Main web site

verizonwireless.com/welcome

Welcome page includes:

- Information on your wireless device, coverage, Calling Plan, billing and payment information
- FAQs, interactive demos for your wireless device and how to read your bill
- My Verizon registration for online account management

verizonwireless.com/myverizon

My Verizon can be used to:

- Check your balance and minutes or make payments
- Add or remove features
- Reset voice mail passwords and more

verizonwireless.com/data

- Demos and tutorials on products and services
- Online technical support for products and services

The My Verizon Advantage

Get these added benefits for registering for My Verizon:

- **View your New Every Two[®] Meter.**

Sign in to My Verizon and click on **My Services/ My Phone** to check your upgrade status and see if you are eligible for the New Every Two discount.

- **You'll receive free Backup AssistantSM so you never have to worry about losing your wireless device contact list.**

As a My Verizon member, Backup Assistant will let you automatically retain a copy of your saved wireless device numbers to a secure web site, so they're always available if you lose or upgrade your wireless device.

- **You can get a new wireless device every year with Annual Upgrade.**

Sign up for a 2-year agreement on a Calling Plan of at least \$49.99 and you can purchase a new wireless

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device at its promotional price through My Verizon every year with a 2-year renewal (upgrade fee applies).

- **If you're using more minutes than your Calling Plan includes, we'll let you know with Minute Check.**

Minute Check will periodically notify you through My Verizon if you're exceeding your plan allowance and let you know of other Calling Plan options that may save you money.

See verizonwireless.com/myverizon for details. Backup Assistant™, Annual Upgrade and Minute Check are available for accounts with up to 10 lines that are enrolled in My Verizon.

Customer Service assistance

Customer Service Representatives are also available at your local Verizon Wireless Communications Store during normal business hours. For Customer Service, call **1-800-922-0204** (toll-free in the U.S., 6 a.m.–11 p.m.).







Warranty replacements

Experiencing problems with your handset? Call us at **1-866-406-5154** from a landline phone. If we're unable to resolve the issue and it's due to a manufacturing

defect within the first year of ownership, we'll send a replacement device right to your door for free.

Address or account changes

It's important that we have your most current information so we're able to reach you for any reason. There are 3 ways to update your information:

- **Online**—Go to verizonwireless.com/contactus and follow these instructions:
 1. Select the appropriate choice from the drop-down menu in the **Send an Email** section.
 2. Fill out the online form.
 3. Select **Topic** and **Subtopic** from the drop-down menu.
 4. Hit **Send** to submit email.
- **U.S. Mail**—Use the change-of-address form on the back of your bill.
- **Telephone**—Call Customer Service at **1-800-922-0204** from any phone (toll-free in the U.S.) or   **6**  **1**  **1**  and  from your wireless device (airtime-free).

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Billing options

Your service comes with a streamlined bill that you'll receive each month at no additional cost. Your bill includes all applicable charges, but will not contain any call details (e.g., date, time, and wireless device number called).

Detailed billing

Call details are available for free online at **verizonwireless.com** under My Verizon. A monthly fee applies to receive call details on your paper bill.

Going paperless

You have the option of eliminating your paper bill and receiving bill notification via email. To eliminate your paper statement, or to make manual or automatic bill payments, register for My Verizon at **verizonwireless.com/myverizon** and then select the quick link under the **Billing** tab for **Go Paperless**.

Paying your bill

Verizon Wireless gives you several convenient options to pay and manage your monthly bill. Some of those options are:

- **At verizonwireless.com/myverizon**—Make one-time or recurring payments using your debit card, credit card, ATM card, electronic check/ACH or enroll in our Auto Pay Program.
- **With the Auto Pay Program**—Allows you to choose to have automatic payment deductions taken from your bank account. To enroll, you can fill out the back of your remittance slip and mail it in, call **1-866-868-3882**, or log on to **verizonwireless.com/myverizon**.
- **By calling from your wireless device**—Press  **7**  **6**  **8**  and  and follow the prompts to enter your payment information.
- **Using My Verizon from your wireless device**—Make a one-time payment by credit card, debit card, and/or electronic check directly from your wireless device as long as your wireless device is Mobile Web-capable.* To make a payment, simply

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launch your web browser, then select **My Verizon**. If you don't subscribe to Mobile Web, you will see an option to view My Verizon for free once you launch the browser.

- **Home banking**—Verizon Wireless and CheckFree® have teamed together to give you the option to pay your wireless bill online at your choice of more than 1,700 financial services locations across the Internet. You will be able to schedule payments using a designated bank account and arrange for monthly bill payments via your preferred home-banking service provider.
- **Check payment via mail**—Allows you to mail in a personal or business check, along with the remittance slip and envelope provided with your billing statement.
- **In person**—Payments can be made at your local Verizon Wireless Communications Store using our Bill Payment Kiosks.

*See Wireless Device User Guide for details

Loss or Theft

If your wireless device is lost or stolen, please contact Customer Service at **1-800-922-0204** to suspend your service. If your wireless device is malfunctioning, please bring it to a Verizon Wireless Communications Store.

Toll-Free Calls and Emergency Services

Calls to 800, 855, 866, 877 and 888 numbers are toll-free, but airtime charges do apply. Calls to Verizon Wireless Customer Service and emergency calls (911) are toll- and airtime-free.

Fraud Prevention

Verizon Wireless wants to protect your privacy and works hard to prevent unauthorized phone usage or fraud. Wireless device numbers and calls are capable of being intercepted by someone with specialized equipment. We use antifraud technology to make fraudulent calling very difficult, particularly on digital calls.

- Report a lost or stolen wireless device to the police and Verizon Wireless immediately.

Assistance

- Never leave your wireless device unattended, especially in your office or car.
- When not in use, lock the wireless device using your lock code.
- Review your bill and report any suspicious calling activity. If we conclude that the calls are fraudulent, you will not be held responsible for the charges.
- Record your wireless device's electronic serial number in the back of this guide and keep it safe.
- Have your wireless device serviced only at a Verizon Wireless Communications Store or by an authorized agent, retailer, manufacturer's service center or other repair center.

Assistive Communication Devices

TTY (Text Telephony) and TDD (Telecommunications Device for the Deaf) allow individuals who are deaf, hard of hearing, or have speech or language disabilities to communicate by telephone.

When a user types his or her conversation on a TTY keyboard, it is transmitted as tones through the telephone. Tones are received by the other person's TTY, translated into text and displayed on the screen. In order to use the TTY network, you must have a TTY-compatible phone and be in the TTY mode to place or receive calls. Note that most digital wireless devices are TTY-compatible.






Mobile Entertainment



- Text Messaging
- Picture Messaging
- Video Messaging
- Mobile Web
- **VZ Navigator**SM
- Chaperone[®]
- Media Center
- V CAST
- Music with Rhapsody[®]
(Subscription, Wireless & PC Downloads)

Text Messaging

Sending a new text message to a wireless device










1. From the home screen, press the Left Soft key () for **Message**.
2. Press  for **New Message** →  for **TXT Message**.
3. Enter the phone number or email address of the recipient in the **To:** field using the keypad.
4. Press the **Directional** key () down to highlight the **Text:** field and enter your message.
5. Press  to **SEND**.

Text Messages are charged in accordance with your Messaging Plan.

Mobile Entertainment

Sending a new text message to a landline number

Follow these steps, and the recipient will hear your text message as a voice recording:

1. From the home screen, press the Left Soft key () for **Message**.
2. Press  for **New Message** →  for **TXT Message**.
3. Enter the landline number and press .
4. Type out the message.
5. Press  to **SEND**.
6. You will soon receive an Opt-in message. **View Now** is highlighted, press  to view.
7. Press  to reply. Press  for **TXT Message**.
8. Type Y for yes or N for no and press the **Send** key ().

NOTE: Only one opt-in is required for each landline number.

Email

Check your MSN® Hotmail® and America Online® accounts right from your wireless device.

IM


Instant Message from your wireless device. Choose from AOL® Instant Messenger™ Service, MSN® Messenger Service, and Yahoo!® Messenger.

Messaging rates apply. Not available in all areas. See Consumer Brochure for details.



Picture Messaging*

Take pictures that you can send to any Verizon Wireless number or virtually any email address, or to subscribers on other carriers.

Snap a photo and send as a picture message




1. From the home screen, press the **Camera/Camcorder** key () to launch the camera.
2. Aim the camera lens at the desired object and press **OK** to take the picture.
3. Press **OK** to **SEND**.

Mobile Entertainment





4. Enter the phone number or email address of the recipient in the **To:** field using the keypad and press .
5. Enter the message and press  to **SEND**.

*Not available everywhere. Picture Messaging charges apply per your Calling Plan. Monthly plans are available. Higher rates apply for International Picture Messaging (when available). See product brochure for coverage information and complete terms and conditions. Compatible device required.

Store a picture on your wireless device



1. From the home screen, press the **Camera/Camcorder** key () to launch the camera.
2. Aim the camera lens at the desired object and press  to take the picture.
3. Press the **Left Soft key** () to **Save** the picture.

Create picture Caller IDs

1. From the home screen, press the **Right Soft key** () for **Contacts**.
2. Highlight the desired contact and press the **Left Soft key** () for **Edit**.
3. Press the **Directional key** () down to highlight the **Picture** field and press the **Left Soft key** () for **Set**.

4. Highlight the desired image and press **OK** to select.
5. Press **OK** to Save changes to Contact info.

Send a picture message using a picture stored in the wireless device's gallery

1. From the home screen, press **OK** for MENU → Media Center  is highlighted, press **OK**.
2. Press **2** for Picture & Video → **3** for My Pictures.
3. Highlight the desired image and press the Right Soft key  for Options.
4. Press **1@2** to SEND.
5. Press **1@2** for Picture Message.
6. Enter the phone number or email address of the recipient in the **To:** field using the keypad and press **OK**.


TIP: As you create and send Picture Messages, add PIX Place and/or Online Album as one of your recipients and this will send and store that picture on PIX Place at picture.vzw.com. Remember, you can send to up to 10 recipients in one message for a single message charge.

Mobile Entertainment







Video Messaging*

Record and send videos to virtually any wireless number or email address.

Record and send a video message

1. From the home screen, press and hold the **Camera/Camcorder** key  to launch the camcorder.
2. Aim the camcorder lens on the back of the phone at the desired object and press **OK** to start recording a 60-second video clip. Press **OK** again to stop recording at any time.
3. Press **OK** to **SEND**.
4. Enter the phone number or email address of the recipient in the **To:** field using the keypad and press **OK**.
5. Enter the message and press **OK** to **SEND**.

Store a video message on your wireless device

1. From the home screen, press the Left Soft key () for **Message**.
2. Press  for **Inbox**.
3. Press the **Directional** key () to highlight the message that you wish to view.
4. Press  to view contents of the highlighted message.
5. While viewing a message, press the Right Soft key () for **Options** to display the options listed. Highlight **Save Video** and press  to save the video.






Mobile Entertainment

Send a video message using a video stored in the wireless device's gallery

1. From the home screen, press **OK** for **MENU** → **Media Center** (📁) is highlighted, press **OK**.
2. Press **2^{abc}** for **Picture & Video** → **4^{gh}** for **My Videos**.
3. Select the desired video and press the Right Soft key (↵) for **Options**.
4. Press **1^{@#*}** to **Send**.
5. Press **1^{@#*}** for **Video Message**.
6. Enter the phone number or email address of the recipient in the **To:** field using the keypad and press **OK**.
7. Populate additional fields as needed and press **OK** to **SEND**.

*Not available everywhere. Picture and Video Messaging charges apply per your Calling Plan. Monthly plans are available. Higher rates apply for International Video Messaging (when available). See product brochure for coverage information and complete terms and conditions. Compatible device required.

Delete a picture or video message

1. From the home screen, press the Left Soft key () for **Message**.
2. Press  for **Inbox**.
3. Press the **Directional** key () to highlight the message that you wish to delete.
4. Press the Left Soft key () **Erase**.
5. Press  for **Yes** to confirm.

Store pictures and videos to your online galleries from your PC

From a PC, open your browser and enter the address **picture.vzw.com** to access PIX Place®. If you currently have a Vtext account, there is no need to register for PIX Place; just log in using your wireless number and password and an account will be set up automatically. At PIX Place, you can do any of the following from your PC:

Mobile Entertainment

Register for a FREE Online Album account using My Verizon registration

1. Go to the Sign In section and click the **Register** link.
2. Enter your mobile number without spaces or dashes and click the **Continue** button.
3. Enter your desired user name, valid email address and address details. Click the check box if you would like to receive Verizon Wireless email promotions. Read the Terms and Conditions and click the **I accept the Terms and Conditions** check box and click the **Continue** button. A temporary password will be sent as a free text message to your phone.
4. Enter your temporary password and desired new password in the appropriate fields. Select a security question and type in the answer in the appropriate field and click the **Continue** button. You will receive a free text message and email confirming your new account has been created.

Upload pictures and videos to Online Album from your PC

1. Click on the **Upload Media** tab.
2. Click on the **Browse for Media** link. A pop-up window will open with a view of your PC's folders. In the window, navigate to the folder on your PC that has your media.
3. Click, hold and drag up to 5 files from the window to upload them to the web page.
4. Click on the **Upload** button. The files will be uploaded to your PIX Place galleries.

Compose and send a message from your online album

1. Click on the **Send a Message** tab, and under the section called Media Items You Want, click on the gray arrows found under **Look Inside** and **View** to see the galleries available.
2. The gallery contains media with different topics. Just click on the gray arrow to see subfolders.

Mobile Entertainment

3. Click and drag the desired media from the middle pane and drop it into the right slide pane. The slide will expand with the selected media. Now you can add text and/or drag and drop sound into the slide. Repeat steps 3 and 4 for up to 9 slides per message.
4. Click the **Preview & Send** button at the bottom right corner. The left and center panes will be replaced with the Preview & Send pane. The slideshow message will play as it appears when the recipients receive it on their wireless devices.
5. Enter a Verizon Wireless number with no spaces, or enter valid email addresses, separated by commas.
6. Click the **Send** button.

NOTE: Video media can only be sent as a one-slide message and only text can be added to a Video Message.

Share a gallery with others

1. Navigate to the gallery you wish to share with others.
2. Roll your cursor over the gallery you wish to share.
3. Click on the **Share Album** menu item.
4. Enter up to 10 email addresses of the people you'd like to view this gallery.

5. Click the **Share Album** button.

NOTE: The shared gallery is only accessible from a PC and can only be viewed by the recipient(s) you designate.

Apply fun effects

1. Go to the gallery containing the picture you'd like to change and click on it.
2. Once the picture is in an expanded view, click on the **Fun Effects** link.
3. Click on the effect(s) of your choice. You can remove the effect(s) at any time.
4. When you're satisfied with the enhanced picture, click on the **Done** button.

Mobile Web

Find the news you want or let it come to you. Now, a few seconds is all it takes to get up-to-the-minute information.

Alerts





Need scores? Need weather? Get that and more with Text Alerts. Go to **vtext.com** to sign up. And for more information, go to **verizonwireless.com/getitnow**.

Mobile Entertainment


Dashboard with Mobile Web

Dashboard is an easy-to-use application that acts as the primary platform for discovering, buying and personalizing multimedia content and services on your device. It provides access to personalized channels like V CAST Music & Video, Mobile Web, ringtones, games and more!

Launching Dashboard

1. From the home screen, press the **Directional** key () up to launch the Mobile Web with Dashboard.
2. Press the **Directional** key () up or down to highlight **Get Channel** and press .
3. Press  to return to the previous menu.

Ending a Dashboard session





1. Press the **End/Power** key () to close Mobile Web with Dashboard.

Web


Get everything you need to know while you're on the go—the entire Internet is at your fingertips with Mobile Web. Or access your account information with My Account.

Microbrowser does not provide full web browsing. Service not available in all areas.


Launch Mobile Web

1. From the home screen, press the **Directional** key () up to launch Mobile Web with Dashboard.
2. Press the **Directional** key () up or down to highlight **Mobile Web** and press .
3. Press the **CLR** key () to return to the previous menu.

Access Verizon Wireless account information online

1. Press the **Directional** key () left to launch **My Verizon**. You can view your balance, usage, your plan, change your Voice Mail password, and more.

End a Mobile Web session

1. Press the **End/Power** key () to close the browser.

Mobile Entertainment

VZ NavigatorSM

Now you can find the address of a great restaurant or the nearest ATM. Check movie times. Discover the latest hot spots. And know exactly how to get where you're going. **VZ** Navigator puts all the advanced features of the latest GPS devices and systems on your wireless device—at a fraction of the price.

VZ Navigator provides:

- Heads-up, voice-prompted, turn-by-turn directions with auto-rerouting if you miss a turn.
- Local search of nearly 14 million points of interest in the U.S.
- Detailed color maps that can be quickly panned and zoomed.

With **VZ** Navigator, you'll know exactly where you are, what's around you and how to get there.

Download, subscription, and airtime required for use; only in National Enhanced Services Coverage Area; accuracy and completeness of information is not guaranteed; information about location of device will be used to deliver service.

Getting started with Location-Based Services (LBS)

Verizon Wireless values your privacy. Because of this, your wireless device is defaulted to only acquire your location when you dial **911**. To use Location-Based Services, you must first enable location services on your wireless device:

1. From the home screen, press **OK** for **MENU**.
2. Press **9wyz** for **Settings & Tools** (⚙️) → **6mno** for **Phone Settings** → **6mno** for **Location**.
3. Press the **Directional** key (⬆️) up to highlight **Location On**.
4. Press **OK** to set. Confirmation message will appear on the screen.

NOTE: Even when your activation switch is set to Location On, your wireless device's location is still protected. For your privacy, you must "opt out" of all LBS applications. No one will be able to access your location until you activate an LBS application.

Mobile Entertainment

Chaperone®

Locate your children by their LBS-enabled wireless devices and get real-time updates right on your PC or Verizon Wireless device. And as an extra service, Chaperone with Child Zone® will even alert you by text message when your child's wireless device enters or leaves any area you determine, such as a school or playground. You'll get the added peace of mind of knowing that you're never out of touch with your family.

Subject to Customer Agreement and Family SharePlan® Calling Plan. Monthly subscription, specific Media Center/Get It Now®/GPS-enabled wireless device, and airtime required for use. Only available in the National Enhanced Services Coverage Area. Verizon Wireless does not guarantee the completeness or accuracy of any information displayed or disclosed. Chaperone® and Child Zone® are not child management tools and are not a substitute for adult supervision. Compatible device required. See product brochure for coverage information and complete terms and conditions.

Media Center

We are changing the name of our Get It Now service to Media Center. You will see the name Media Center in the menu of your new phone. While we transition from Get It Now to Media Center, you may continue to see the name Get It Now in some advertising materials and online.

Media Center gives you customizable service right on your wireless device that lets you get ringtones, play games, surf the web, get up-to-the-minute information and more. Visit **verizonwireless.com/getitnow** to view all of the applications available for your wireless device.

See the Consumer Brochure or go online for more details.

Ringtones

Download ringtones. Assign a different ringtone to each person in your address book.

Ringback tones

Assign friends and family preselected songs to hear when they call you.

Games


Classics. Sports. Action. Media Center brings you exciting games.

Mobile Entertainment


Wallpapers

Download your favorite designs and wallpapers.


Access Media Center

1. From the home screen, press **OK** for **MENU**. **Media Center** () is highlighted, press **OK**.

Download an application

1. From the home screen, press **OK** for **MENU**. **Media Center** () is highlighted, press **OK**.
2. Select the feature you want to download (i.e. **Music & Tones** → **Get New Ringtones** → **Get New Applications**) and press **OK**.
3. Press **1@:'** to **Get New Applications**, follow the prompts to download the application.

Remove an application

1. To delete a downloaded application, access the application you want to delete, press the Right Soft key () for **Options**, and follow the prompts.

Applications may vary by wireless device model.

V CAST




verizonwireless.com/vcast

V CAST brings the world of entertainment to your wireless device with high-quality streaming video, 3-D games, the latest music and much more. Visit verizonwireless.com/vcast to view all of the applications available for your wireless device.

V CAST Video






Get news and entertainment on your wireless device with streaming video clips.

Browse video clips



1. From the home screen, press **OK** for **MENU**. **Media Center** () is highlighted, press **OK**.
2. Press **2**  for **Picture & Video** → **1**  for **V CAST Videos**.
3. Highlight a V CAST Video category and press **OK**. Scroll up or down to browse through V CAST Video categories.
4. Use the Directional key to scroll up or down to browse through V CAST Video content providers. Highlight a content provider and press **OK**.

Mobile Entertainment

Download video clips

1. From the home screen, press **OK** for **MENU**. **Media Center** () is highlighted, press **OK**.
2. Press **2**  for **Picture & Video** → **1**  for **V CAST Videos**.
3. Use the **Directional** key () to highlight a desired category and press **OK**.
4. Use the **Directional** key to highlight a desired content provider and press **OK**.
5. Navigate through the desired video clips and press **OK** to download the clip.
6. Touch the **Right Soft** key () **Options** → **Save Video** → touch **Yes** to accept charges, if applicable. The video download begins.
7. At the **Download Complete Play Video Now?** pop-up, touch **Yes** to view the video, or **No** to return to the V Cast Videos menu.

Delete video clips

1. From the home screen, press **OK** for MENU. Media Center () is highlighted, press **OK**.
2. Press **2 abc** for Picture & Video → **4 CH** for My Videos.
3. Use the Directional key to highlight the video you want to delete and press the Left Soft key () Erase.
4. At the **ERASE VIDEO FROM MY VIDEOS AND SETTINGS?** pop-up, select **Yes** to confirm deletion of the video and press **OK**.

V CAST Games

Now you're part of the action with 3-D games in the palm of your hand.

Mobile Entertainment

V CAST Music with Rhapsody® (Subscription, Wireless & PC Downloads)

V CAST Music with Rhapsody is a digital music service that lets you listen to millions of songs from thousands of artists. Discover new and old favorites in an extensive music catalog. Download V CAST Music with Rhapsody to sync tracks, albums, and playlists to your new compatible phone, while managing your existing PC music library all in one place.

Purchase songs on your wireless device*

When you purchase music from your wireless device, you also get a second copy that can be downloaded to your PC from the V CAST Music with Rhapsody software.

*Per-song charges apply.

System requirements: Windows Vista or XP

V CAST Music with Rhapsody is compatible with Windows® XP and Windows Vista™ operating systems. MAC OS and Linux are not supported.

Download music to your PC

Open V CAST Music with Rhapsody and log in. Don't have V CAST Music with Rhapsody? Download it for free at verizonwireless.com/music.

Once logged in you can perform any one of the following actions:

- **Download a PC copy of an over-the-air (OTA) purchased track**
 1. Song tracks available for download will pop up upon login completion.
 2. Check the boxes of songs you wish to download.
 3. Select **Download Tracks**.

NOTE: For each V CAST Music with Rhapsody track you've downloaded to your phone, you can download a copy to your computer at no additional charge.

- **Purchase songs or albums**
 1. Browse the catalog and select the track or album you wish to purchase.
 2. Re-enter your password.
 3. Confirm the purchase and the download will begin shortly.

Mobile Entertainment

- **Add subscription music to your library**








Add music to your collection by simply dragging and dropping it to My Library, or, if connected, to your V CAST Music with Rhapsody subscription-capable device (both found under Sources.) This can also easily be done by clicking on the **Add** button next to each song.

NOTE: V CAST Music with Rhapsody monthly subscription required.

- **Play songs**

To play the song or album, you can find it by selecting the **My Library** tab.

Play songs with your wireless device open

1. From the home screen, press  for MENU. Media Center () is highlighted, press .
2. Music & Tones will be highlighted. Press .
3. Press  for My Music.
4. Press the Directional key () to select a category, select a song and press .

Play songs with your wireless device closed

NOTE: If the backlight is off, press and hold any external key to turn on the backlight then press the **Unlock**.

1. With the phone closed, press the **Play/Pause** key (**▶||**) to access external menu.



2. Press the **Play/Pause** key (**▶||**) for **My Music**.
3. During music playback, you can use the **Fast Forward** key (**▶▶**) or **Rewind** key (**◀◀**) to skip between tracks. Press and hold the **Fast Forward** key (**▶▶**) or **Rewind** key (**◀◀**) to move forward or rewind the current song.


NOTE: You can press and hold the **Play/Pause** key (**▶||**) to view a short menu of V CAST Music functions. Use the **Fast Forward** (**▶▶**) and **Rewind** (**◀◀**) keys to navigate up/down in this menu.

Mobile Entertainment

Sync your music from your PC to your V CAST Music with Rhapsody wireless device




This option allows you to transfer music files from your PC. In order to use this option, you must install V CAST Music with Rhapsody on your PC.

1. Open V CAST Music with Rhapsody. Don't have V CAST Music with Rhapsody? Download it for free at verizonwireless.com/music.
2. Plug in the USB cable to your phone and connect it to a USB port on your PC.
3. From the main screen on your phone, the Sync Music V CAST Mobile Phone display appears. Your phone should display the message: **Connected**.
4. Drag and drop the song(s) you want to sync from My Library to your V CAST mobile phone, listed under the Sources tab.

Once synchronization is complete, press the **End/Power Key** () and disconnect the USB cable.





NOTE: A compatible USB cable is required for syncing.

Create playlists on your wireless device




1. From the home screen, press **OK** for **MENU**. **Media Center** () is highlighted, press **OK**.
2. **Music & Tones** is highlighted. Press **OK**.
3. Press **4 ON** for **My Music**.
4. Press **4 ON** for **Playlists**.
5. The **CREATE PLAYLIST** prompts appears. Enter the name of the playlist and press **OK**.
6. Highlight the song(s) to add to the new playlist and press **OK Mark** or the Left Soft key () **Mark All**. Press the Right Soft key () **Done**.
7. To return to the home screen, press **OK**.

Mobile Entertainment

Edit playlists on your wireless device

1. From the home screen, press **OK** for MENU. Media Center () is highlighted, press **OK**.
2. Music & Tones is highlighted, press **OK**.
3. Press **4** for My Music.
4. Press **4** for Playlists.
5. Highlight the playlist you would like to edit and press the Right Soft key () **Options**. Highlight **Edit playlist** and press **OK**.
6. To remove a song from the playlist, highlight the song and press the Left Soft key () **Remove**.
7. To change the order of the songs in your playlist, highlight a song and press **OK Move**. Then press the **Directional** key () up or down to move the song up or down in the playlist order. When you are finished, press **OK Save**.
8. To return to the home screen, press **OK**.

Delete songs from your wireless device

1. From the home screen, press **OK** for **MENU**. **Media Center** () is highlighted, press **OK**.
2. **Music & Tones** is highlighted **OK**.
3. Press **4 CH** for **My Music**.
4. Press **3 MW** for **Songs**.
5. Press the **Directional** key () to highlight the song you want to delete and press the **Right Soft key** () **Options**.
6. Press **4 ght** to **Erase song**. A confirmation window displays, **Yes** is highlighted press **OK** to delete the song.

NOTE: If you erase music you've previously purchased, you can simply re-sync with your PC to add the song back to your wireless device's music library.

V CAST wireless device and additional charges required for V CAST service. 3-D games for additional download fee. V CAST music not available on all V CAST wireless devices. Per-song charges apply for music downloads. Always download legally. All brand and product names not owned by Verizon Wireless are the property of their respective owners. If you have any questions about using V CAST Music service on your specific wireless device, visit verizonwireless.com/data.

Optional Services

OPTIONAL SERVICES

- Safety and Protection
- Equipment Protection
- Voice Services
- International Services
- Other Products and Services

Work wirelessly. Protect your wireless device against damage or, even more importantly, protect yourself on the road. You can find it all in Verizon Wireless plan enhancements. Call **1-800-922-0204** or speak to your Verizon Wireless Sales Representative to find out more. Or just visit **verizonwireless.com**.

Safety and Protection

Roadside Assistance

Roadside Assistance can provide you with emergency roadside services anywhere in the U.S. and Canada, 24 hours a day, 365 days a year. You may sign up for this feature on My Verizon or by calling Verizon Wireless directly.

Equipment Protection

Receive total protection for your wireless device and limited accessories. If your wireless device is lost, stolen, damaged or malfunctioning—you're covered. Just choose a service plan that's right for you (must be added within 30 days of activation or upgrade):

- **Total Equipment Coverage**

Optional Services

- **Asurion Wireless Phone Protection**
- **Extended Warranty**

NOTE: Insurance offered by third-party providers.

Voice Services

Enhanced Voice Mail

Turn your wireless device into your office assistant. Forward your calls, store more messages or even receive faxes for printing.

International Services

International Long Distance

You can call over 190 destinations from the U.S. with your Verizon Wireless phone. Simply add I-DIAL to your account and for reduced rates, select our International Long Distance Value Plan or for occasional international calls, use our Per-Minute Rates.

International Text Messaging

You can text message non-U.S. numbers of participating carriers with no additional setup required. These text

messages do not count against your text messaging monthly bundled allowances.

International Roaming

Traveling outside of the U.S.? With your Verizon Wireless device you can stay connected in over 40 destinations including Canada, Mexico, China, Israel, Brazil and Jamaica. Dial  from your Verizon Wireless phone or call **1-800-922-0204** and speak with a Verizon Wireless representative to enable International Roaming. A full list of destinations and rates can be found at **verizonwireless.com/internationalroam**.

Global Travel Program

Available in over 200 destinations, this is the perfect short-term solution for the occasional or infrequent global traveler who needs to stay in touch when traveling outside of the U.S. to GSM locations. This program is ideal when your travel duration is less than 21 days. There is no rental fee or security deposit, and all charges will be applied to your current Verizon Wireless Bill. For more information on the Global Travel Program, visit **verizonwireless.com/globaltravel**. To place an

Optional Services

order, contact our Global Services Activation Specialists at **1-800-711-8300**.

For up-to-date Information on destinations and rates, please visit **verizonwireless.com/vzglobal** and select **International Long Distance, International Text Messaging, International Roaming, or Occasional Global Traveler** to see additional details on what services and programs are available with your Verizon Wireless device.

Other Products and Services

Whether it's business or personal, Verizon Wireless offers a variety of wireless solutions for your notebooks, Personal Digital Assistants (PDAs) and/or smartphones.

Office Message Alert

When a voice mail is left on your office phone's voice mail, a Text Alert is sent to your wireless device.

Wireless Sync

Allows synchronization of your email, calendar, contacts, etc., between your office computer and your Verizon Wireless device.

VZAccess®

A PC card that allows you to download files, open email attachments, access office data and applications, and browse the Internet.

More Information



MORE INFORMATION

How wireless works

Your wireless service is different from your home or business phone service. On a wireless device, you must press the SEND button to alert the network to connect your call. Unlike the calls you make on a home or business phone, wireless communications travel over the air and can react to the environment. Rain, snow, fog, falling leaves, water, mountains, canyons and even buildings may affect service. All wireless service is subject to “dead zones,” or no-coverage areas.

Verizon Wireless network technology

Verizon Wireless offers CDMA (Code Division Multiple Access) digital network technology to most of its customers. CDMA digital technology offers many benefits compared to analog, such as less static, enhanced voice clarity, increased privacy and longer battery life. A CDMA digital phone is necessary to subscribe to our digital service. Verizon Wireless only sells digital wireless devices that are E911 compatible and either all-digital or tri-mode, which means you may use analog or CDMA digital services on different frequencies.

More Information

Worry Free Guarantee®

Subject to the Customer Agreement and Calling Plan. Please read and understand them before activating. Verizon Wireless calling areas, rates, coverage, agreements, provisions, business practices, procedures and policies are subject to change as specified in the Customer Agreement. Our liability is significantly limited.

Certain conditions and restrictions apply. For complete details on the Worry Free Guarantee, visit **verizonwireless.com**. Best network claim based on our reliability studies. See **verizonwireless.com/bestnetwork** for details.

Security deposit

You may have been asked to leave a security deposit at the time you activated your wireless service. You are eligible to receive your security deposit back at the end of 1 year of uninterrupted service, or upon termination of your contract. You will automatically be refunded your deposit after 1 year, including interest, provided that you have kept your account in “good standing” (this means that you paid your bill continuously for one year in a timely manner). This refund may

take up to 3 billing cycles to be processed. Should you be disconnected at any time during the first year for lack of payment, you forfeit any interest accrued during that time frame. If you terminate your service, but have not paid your final bill, the deposit will be applied to your account, and you will receive any remaining funds. If your service is terminated after the initial 30-day Worry Free Guarantee period but before the end of your minimum term, your deposit will be applied against any applicable early termination fee in addition to any outstanding balance before a check is processed.

Federal Communications Commission (FCC) rules and regulations

The FCC requires that wireless devices be operated in accordance with FCC rules and regulations and under supervision of the licensee. Severe punishment can result from failure to comply with the following regulations:

- No person shall knowingly utter or transmit any false or fraudulent signal or distress communication.

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- No person shall willfully or maliciously interfere with, or cause interference to, any radio communication or signal.
- It is unlawful to “listen in” on conversations intended for others or to divulge any information thereby obtained.
- No person shall utter any obscene, indecent or profane language by means of radio communication.

National Do Not Call Registry

Protect yourself from unwanted calls with the National Do Not Call Registry Program.

- FCC regulations prohibit telemarketers from using automated dialers to call wireless numbers.
- Personal wireless device users can add their wireless numbers to the National Do Not Call Registry.
- The federal government does not maintain a national wireless device registry.

You can register by either of the following methods:

1. By wireless device: **1-888-382-1222** from the number you wish to register.
2. Online at: **www.donotcall.gov**.

Your registration becomes effective within 31 days of signing up and is active for five years. There is no cutoff date or deadline for registering.

Radio Frequency Emissions

Your wireless device, which contains a radio transmitter and receiver, emits radio frequency energy during use. The following consumer information addresses commonly asked questions about the health effects of wireless devices.

Are wireless devices safe?

Scientific research on the subject of wireless devices and radio frequency (“RF”) energy has been conducted worldwide for many years, and continues. In the United States, the Food and Drug Administration (“FDA”) and the Federal Communications Commission (“FCC”) set policies and procedures for wireless devices. The FDA

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issued a website publication on health issues related to cell phone usage where it states, “The scientific community at large... believes that the weight of scientific evidence does not show an association between exposure to radio frequency (RF) from cell phones and adverse health outcomes. Still the scientific community does recommend conducting additional research to address gaps in knowledge. That research is being conducted around the world and FDA continues to monitor developments in this field.” You can access the FDA website at <http://www.fda.gov/cellphones>. You can also contact the FDA toll-free at **(888) 463-6332** or **(888) INFO-FDA**. The FCC issued its own website publication stating that “[t] here is no scientific evidence that proves that wireless telephone usage can lead to cancer or other problems, including headaches, dizziness or memory loss.” This publication is available at <http://www.fcc.gov/cgb/consumerfacts/mobilephone.html> or through the FCC at **(888) 225-5322** or **(888) CALL-FCC**. The National Cancer Institute (“NCI”) states that concerns about the potential health effects of using cellular phones – “and specifically the suggestion that using a cell phone may

increase a person's risk of developing brain cancer – are not supported by a growing body of research on the subject.” You can access NCI's review of the research at http://www.cancer.gov/ncicancerbulletin/NCI_Cancer_Bulletin_092308/page7.

What does Specific Absorption Rate (SAR) mean?

In 1996, the FCC, working with the FDA, the U.S. Environmental Protection Agency (EPA) and other agencies, established RF exposure safety guidelines for wireless devices in the United States. Before a wireless device model is available for sale to the public, it must be tested by the manufacturer and certified to the FCC that it does not exceed limits established by the FCC.

One of these limits is expressed as a Specific Absorption Rate, or “SAR.” SAR is a measure of the rate of absorption of RF energy in the body. Tests for SAR are conducted with the wireless device transmitting at its highest power level in all tested frequency bands. Since 1996, the FCC has required that the SAR of handheld wireless devices not exceed 1.6 watts per kilogram, averaged over one gram of tissue. Although the SAR is determined at the highest power level, the actual SAR

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value of a wireless device while operating can be less than the reported SAR value. This is because the SAR value may vary from call to call, depending on factors such as proximity to a cell site, the proximity of the wireless device to the body while in use, and the use of hands-free devices.

For more information about SARs, see the FCC's OET Bulletins 56 and 65 at www.fcc.gov/Bureaus/Engineering_Technology/Documents/bulletins, www.fcc.gov/oet/ea. You may also wish to contact the manufacturer of your wireless device.

Can I minimize my RF exposure?

If you are concerned about RF, there are several simple steps you can take to minimize your RF exposure. You can, of course, reduce your talk time. You can place more distance between your body and the source of the RF, as the exposure level drops off dramatically with distance. The FDA/FCC website states that “[h]ands-free kits can be used with wireless devices for convenience and comfort. These systems reduce absorption of RF energy in the head because the phone, which is a source of the RF emissions, will not be placed against

the head. On the other hand, if the phone is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless phones marketed in the U.S. are required to meet safety requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit.”

Also, if you use your wireless device while in a car, you can use a wireless device with an antenna on the outside of the vehicle. You should also read and follow your wireless device manufacturer’s instructions for the safe operation of your wireless device.

Do wireless devices pose any special risks to children?

The FDA website states that “[t]he scientific evidence does not show a danger to any users of cell phones from RF exposure, including children and teenagers.” The FDA website further states that “[s]ome groups sponsored by other national governments have advised that children be discouraged from using cell phones at all. For example, the Stewart Report from

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the United Kingdom [“UK”] made such a recommendation in December 2000. In this report a group of independent experts noted that no evidence exists that using a cell phone causes brain tumors or other ill effects. [The UK’s] recommendation to limit cell phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.” A copy of the UK’s leaflet is available at <http://www.dh.gov.uk> (search “mobile”), or you can write to: NRPB, Chilton, Didcot, Oxon OX11 0RQ, United Kingdom. Copies of UK’s annual reports on mobile phones and RF are available online at <http://www.iegmp.org.uk> and <http://www.hpa.org.uk/radiation/> (search “mobile”). Parents who wish to reduce their children’s RF exposure may choose to restrict their children’s wireless device use.

Where can I obtain further information?

For further information, see the following additional resources (websites current as of April 2005).

U.S. Food and Drug Administration
FDA Consumer Magazine,
November–December 2000
Telephone: **1-888-INFO-FDA**
www.fda.gov/fdac/features/2000/600_phone.html

American National Standards Institute
1819 L Street, N.W., Suite 600,
Washington, D.C. 20036
Telephone: **1-202-293-8020**
www.ansi.org

Implantable Medical Devices

A minimum separation of six (6) inches should be maintained between a wireless phone and an implantable medical device, such as a pacemaker or implantable cardioverter defibrillator, to avoid potential interference with the device. Persons **who have** such devices:

- Should ALWAYS keep the wireless phone more than six (6) inches from their implantable medical device when the wireless phone is turned ON;

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- Should not carry the wireless phone in a breast pocket;
- Should use the ear opposite the implantable medical device to minimize the potential for interference;
- Should turn the wireless phone OFF immediately if there is any reason to suspect that interference is taking place.
- Should read and follow the directions from the manufacturer of your implantable medical device.

If you have any questions about using your wireless phone with such a device, consult your health care provider.

For additional information, see **www.fda.gov/cellphones/**.

Caution: Avoid potential hearing loss

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for

long durations, may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, earbuds, and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound, and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies.

The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings, and the headphones. You should follow some commonsense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.

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- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use, and consult your doctor

You can obtain additional information on this subject from the following sources:

American Academy of Audiology
11730 Plaza American Drive, Suite 300
Reston, VA 20190

Voice: **(800) 222-2336**

Email: info@audiology.org

Internet: **www.audiology.org**

National Institute on Deafness and Other
Communication Disorders

National Institutes of Health

31 Center Drive, MSC 2320
Bethesda, MD USA 20892-2320

Voice: **(301) 496-7243**

Email: nidcdinfo@nih.gov

Internet: **www.nidcd.nih.gov/health/hearing**

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National Institute for Occupational Safety and Health
Hubert H. Humphrey Bldg.
200 Independence Ave., SW
Washington, DC 20201
Voice: **1 800 CDC INFO (1 800 232 4636)**
Internet: **www.cdc.gov/niosh/topics/noise/default.html**

Drive Responsibly

When behind the wheel, safe driving is your responsibility and it should always be your first priority.

Scientific research on the subject of wireless phone use and driving has been conducted worldwide for several years. According to the National Highway Traffic Safety Administration (NHTSA), the available research indicates that using a wireless phone while driving degrades a driver's performance, whether it is a hands-free or hand-held wireless phone. NHTSA advises that the "safest course of action is to refrain from using a cell phone while driving." NHTSA's policy on "Cell Phone Use While Driving," as well as Frequently Asked Questions on the subject, are

available at **www.nhtsa.gov** (click on “Traffic Safety” then on “Drowsy and Distracted Driving”).

For your well being and the well being of those around you, you should consider turning your phone off and allowing calls to go to Voice Mail while you are driving.

If you choose to use your wireless phone while driving, several jurisdictions have adopted “hands-free” and other restrictions on the use of wireless devices while driving. It is your responsibility to know and to comply with the law in your area.