

LG Stylo™ 3

User Guide



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Getting Started

The following set of topics will introduce you to your phone, help you get set up with service, provide an overview of the phone screen, and get you started with basic phone operations.

Introduction

The following topics describe the basics of using this guide and your new phone.

About the User Guide

Thank you for purchasing your new LG Stylo 3. The following topics explain how best to use this guide to get the most out of your phone.


Before Using Your Phone

Read the Important Information booklet that was packaged with your phone thoroughly for proper usage.

Accessible services may be limited by subscription contract conditions.

Descriptions in the User Guide

Note that most descriptions in this guide are based on your phone's setup at the time of purchase. Unless otherwise noted, instructions begin from the phone's home screen, which is displayed by tapping the

Home key . Some operation descriptions may be simplified.

Screenshots and Key Labels

Screenshots in the user guide may appear differently on your phone. Key labels in the user guide are simplified for description purposes and differ from your phone's display.

Other Notations

In the user guide, the phone may be referred to either as "phone," "device," or "handset." A microSD™ or microSDXC™ card is referred to as an "SD Card" or a "memory card."

Set Up Your Phone

The following topics give you all the information you need to set up your phone and wireless service for the first time.

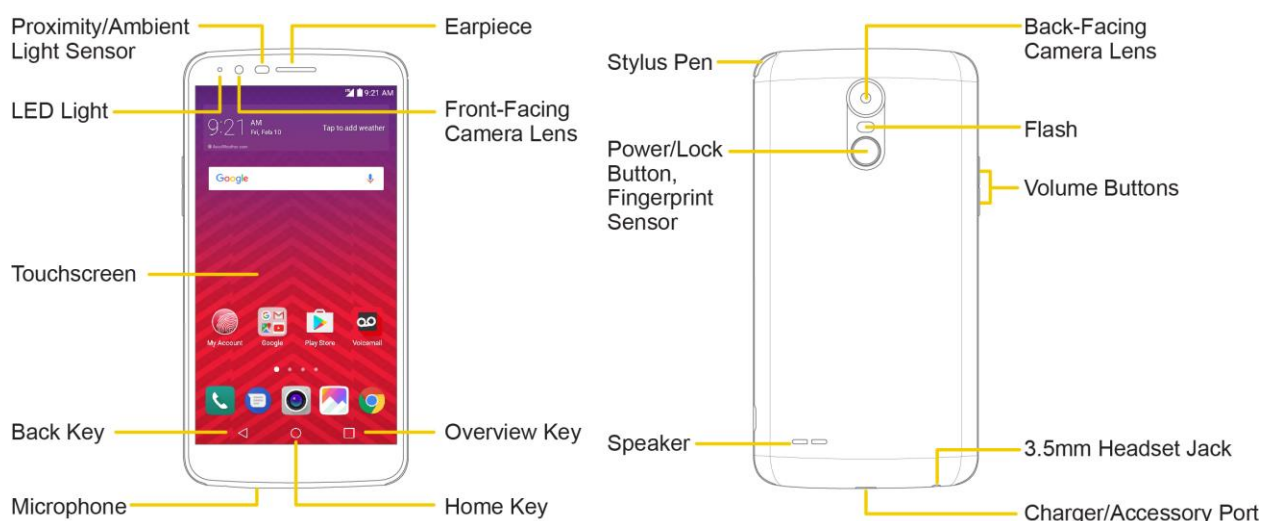
Parts and Functions

These topics illustrate your phone's primary parts and key functions.




Note: Your phone's screens and apps layouts are subject to change. This user guide uses sample images only.

Phone Layout

The following illustration outlines your phone's primary external features and buttons.



Part	Description
Proximity/Ambient Light Sensor	<p>Senses proximity towards other objects (such as your head) so that touch commands are not accidentally activated during a call.</p> <p>Note: Please be careful not to cover the sensors with a protective film, pouch, or a protective case not authorized by LG.</p> <p>The ambient light sensor analyzes the ambient light intensity when the auto-brightness control mode is turned on.</p>
LED Light	Flashes to show some notifications according to your settings.

Touchscreen	Displays all the information needed to operate your phone, such as the applications, call status, the Contacts list, the date and time, and the signal and battery strength.
Back Key 	Returns to the previous screen. It also closes pop-up display items such as menus and dialog boxes.
Microphone	Transmits your voice for phone calls or records your voice or ambient sounds for voice recordings and videos.
Home Key 	Returns to the home screen. If you're already viewing one of extension canvases, it opens the central home screen. Touch and hold to access Google Now.
Overview Key 	Allows you to access recently-used apps. While using an app, touch and hold to use two apps at the same time with the Multi-Window feature.
Front-Facing Camera Lens	Allows you to take pictures and videos of yourself. Also lets you participate in video chats.
Earpiece	Lets you hear the caller and automated prompts.
Back-Facing Camera Lens	Lets you take pictures and record videos.
Stylus Pen	You can use the stylus pen to input commands. Supported apps will allow you to write or draw with the stylus pen.
Power/Lock Button with Fingerprint Sensor	Locks the screen. Press and hold to open the phone options menu for the following options: Power off, Power off and restart, and Turn on/off Airplane mode. Turn on the fingerprint recognition feature to simplify the process of unlocking the screen. See Fingerprint Recognition for details. Place your finger on the button to take selfies using the front camera. Double-tap, then hold to take a screenshot.
Speaker	Lets you hear the different ringers and sounds. The speaker also lets you hear the caller's voice in speakerphone mode.
Charger/Accessory Port	Allows you to connect the phone charger or an optional USB cable.
3.5mm Headset Jack	Allows you to plug in a headset for convenient, hands-free conversations.
Volume Buttons	Allows you to adjust the ringer and media volumes, or to adjust the in-call volume during a call.

Flash	Helps you take pictures and video in dim lighting.
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CAUTION! Inserting an accessory into the incorrect jack may damage the phone.

Battery Use

The following topics explain how to insert and remove your phone's battery.

Battery Cautions

Storage: Avoid storing or leaving battery with no charge remaining. Saved information and settings may become lost or changed, or battery may become unusable. Charge once every six months before storing or leaving unused for a long period.

Bulges: Depending on use, bulges may appear near end of battery life. This does not affect safety.

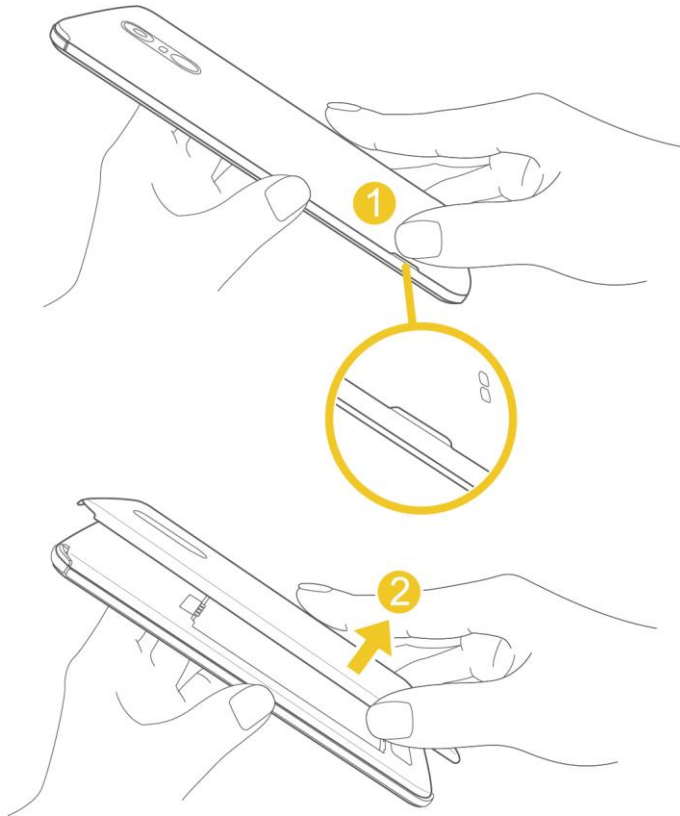
Replacing Battery: The battery is a consumable item. It needs to be replaced if operating time shortens noticeably. Purchase a new battery.

Cleaning: Clean soiled terminals between battery and phone with a clean, dry cotton swab. Soiled terminals can result in a poor connection and prevent charging, etc.

Insert the Battery

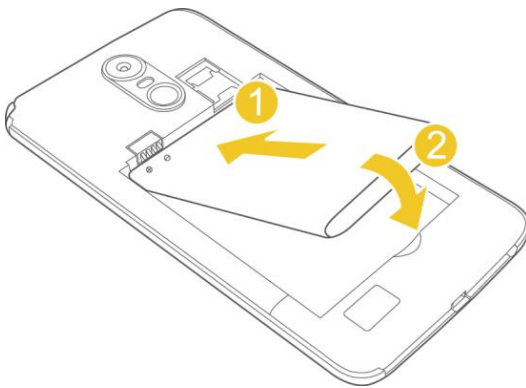
Follow these instructions to insert your phone's battery safely and properly.

1. Remove the back cover.



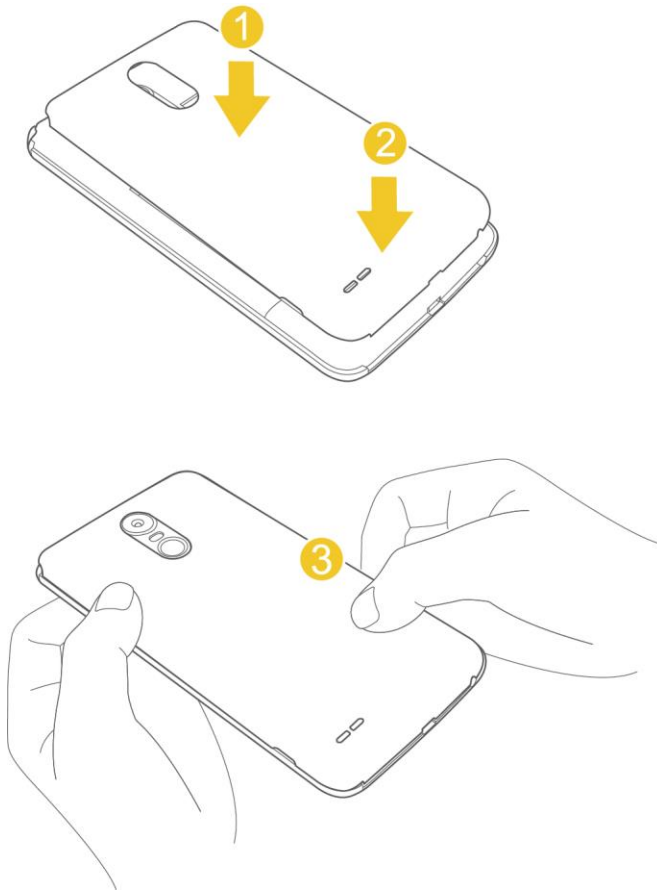
- Lift gently in the direction shown.

2. Insert the battery.



- Align the contacts of the battery with the contacts in the phone.

3. Attach the battery cover.

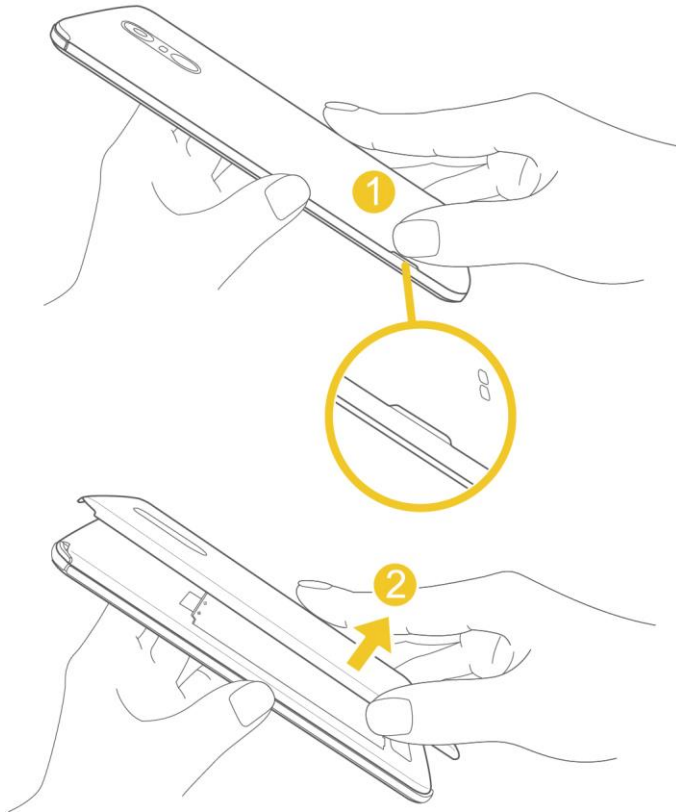


- Make sure all the tabs are secure and there are no gaps around the cover.

Remove the Battery

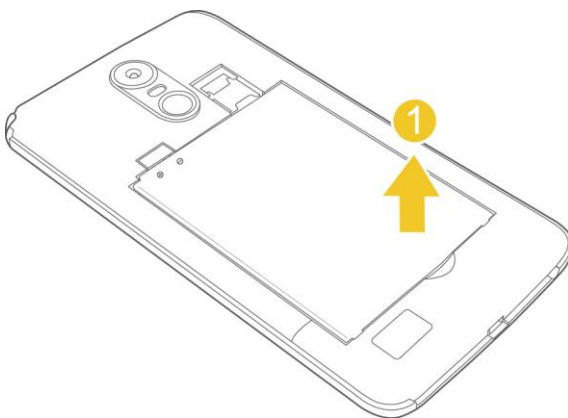
Follow these instructions to remove your phone's battery. Always power the phone off before removing the battery.

1. Remove the back cover.



- Lift gently in the direction shown.

2. Remove the battery.



- Lift upward gently as shown.

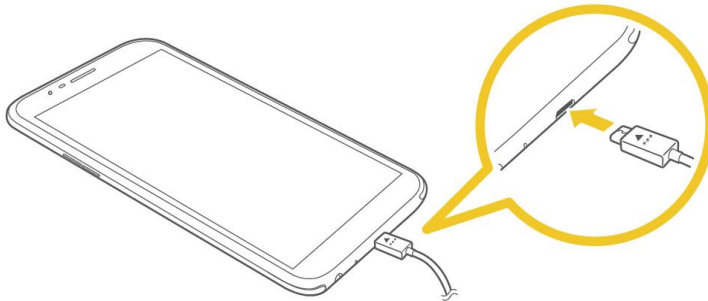
Charge the Battery

Your phone is equipped with a Li-Ion battery. It allows you to recharge your battery before it is fully drained. The battery provides up to 25 hours of continuous digital talk time.

You can charge your phone's battery using either the included AC adapter or via a USB connection with your computer.

Charge Using the AC Adapter

1. Plug the USB cable into the charger/accessory port at the bottom of your phone.



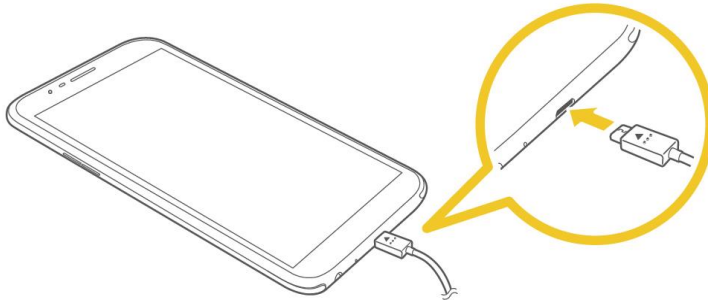
2. Plug the other end of the USB cable into the AC adapter.
3. Plug the AC adapter into an electrical outlet.
 - The indicator light illuminates when charging starts. The light goes off when the battery is fully charged. Fully charging a battery may take up to four hours.
4. After charging, disconnect the phone from the charger.
 - Unplug the AC adapter from the outlet, and remove the USB cable from the phone and the AC adapter.

Note: Always unplug the charger from the wall socket after the phone is fully charged to save unnecessary power consumption of the charger.

Charge Using a PC Connection

Before using a PC connection to charge your phone, ensure that the computer is turned on. Depending on the type of connection, your phone's battery may not charge.

1. Insert the small end of the USB cable into the charger/accessory port at the bottom of your phone.



2. Insert the large end of the USB cable into an external USB port on your computer.
3. After charging, remove the USB cable from both the phone and the computer.

Nano SIM Card

The Nano SIM card is an IC (Integrated Circuit) card containing phone number and other customer information.

Handling the Nano SIM Card

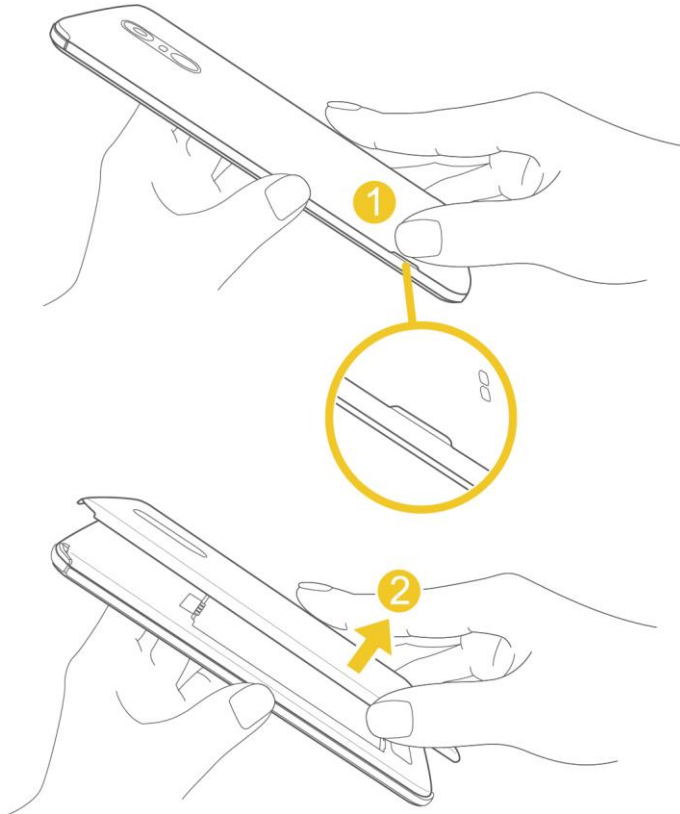
Keep the following in mind when handling a Nano SIM card.

- Customer is responsible for any damage caused by inserting Nano SIM card in another-brand IC card reader, etc. Virgin is not responsible in such case.
- Always keep the IC chip clean.
- Wipe clean with a dry, soft cloth.
- Avoid applying labels. May damage the Nano SIM card.
- See instructions included with the Nano SIM card for handling.
- The Nano SIM card is the property of Virgin.
- The Nano SIM card is replaceable (at cost) in case of loss/damage.
- Return the Nano SIM card to Virgin when cancelling your subscription.
- Returned Nano SIM cards are recycled for environmental purposes.
- Note that Nano SIM card specifications and performance may change without notice.
- It is recommended that you keep a separate copy of information that is stored on the Nano SIM card. Virgin is not responsible for damages from stored information that is lost.
- Always follow emergency procedures to suspend service if your Nano SIM card or phone (Nano SIM card inserted) is lost/stolen. For details, contact Customer Service.
- Always power off the phone before inserting/removing a Nano SIM card.

Insert Nano SIM Card

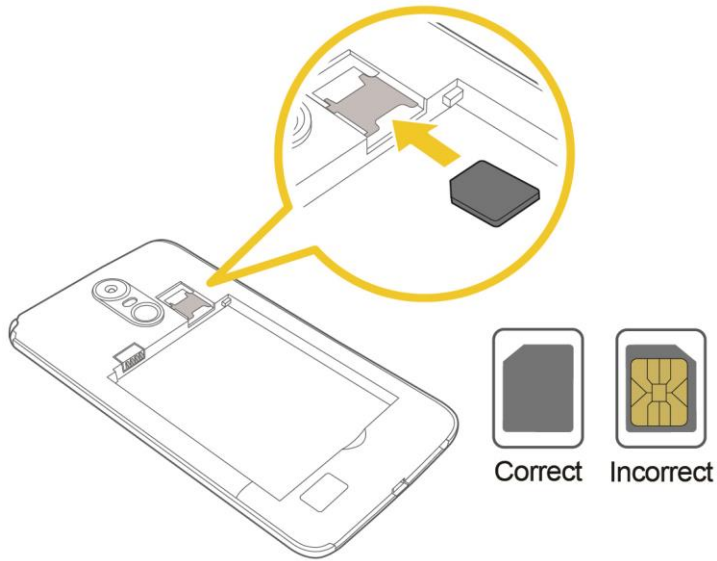
Follow these instructions to insert a Nano SIM card. Remember to power off your phone before inserting a Nano SIM card.

1. Remove the back cover.



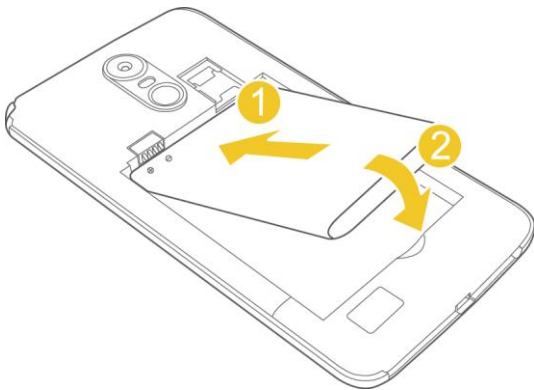
- Lift gently in the direction shown.

2. Insert the Nano SIM card.

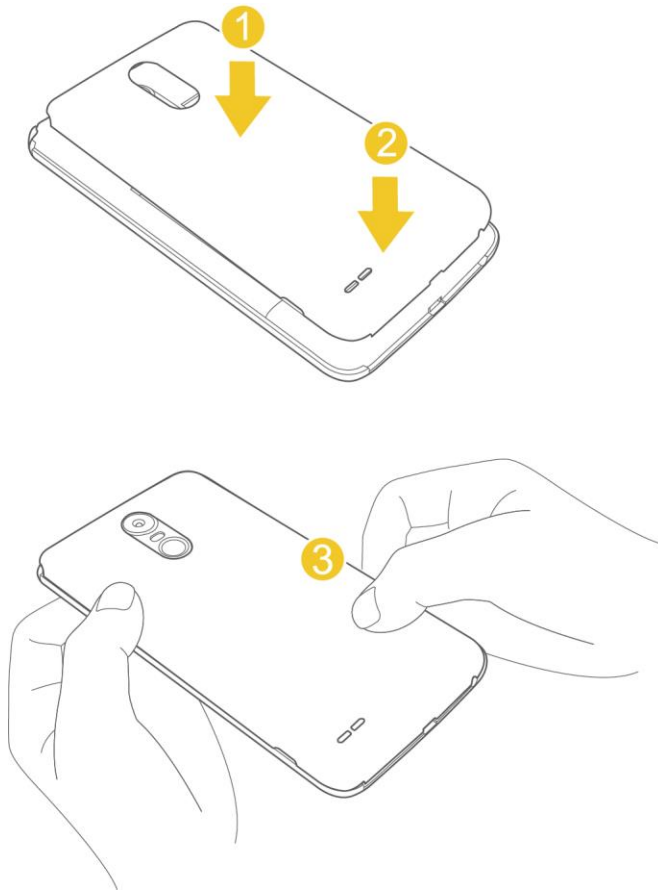


- Insert gently with gold IC chip facing downward.

3. Insert the battery.



4. Attach the back cover.



- Make sure all the tabs are secure and there are no gaps around the cover.

microSD Card

Your phone supports the use of an optional microSD card (not included) to expand its storage capacity. Some cards may not operate properly with your phone.

microSD card Cautions

Data: Information stored on the microSD card can become lost or changed accidentally or as a result of damage. It is recommended that you keep a separate copy of important data. Virgin is not responsible for damages from data that is lost or changed.

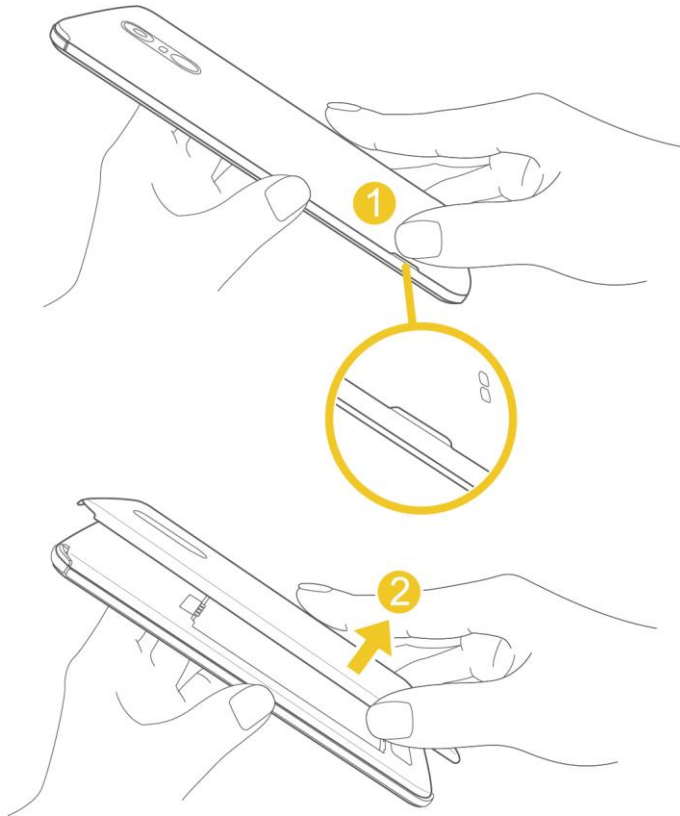
Reading/Writing Data: Never power off or remove the battery while reading or writing data.

Handling microSD card: Use/store microSD cards away from the reach of infants. May cause choking if swallowed.

Insert microSD Card

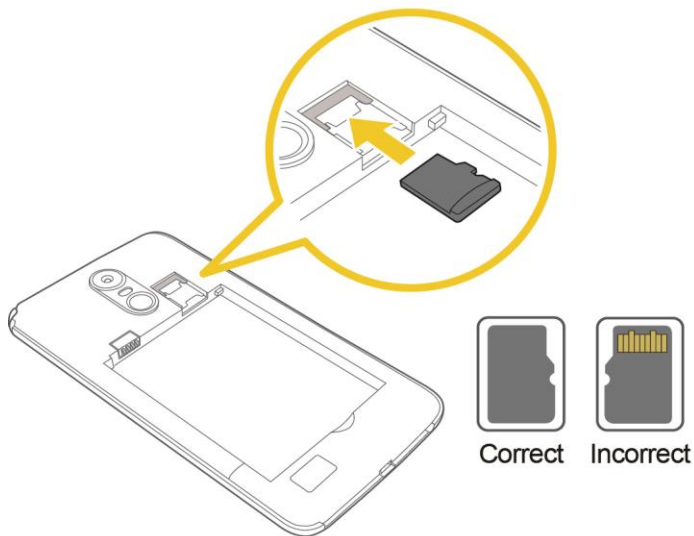
Follow these steps to insert an optional microSD card (not included). Make sure to power your phone off before inserting or removing a microSD card.

1. Remove the back cover.



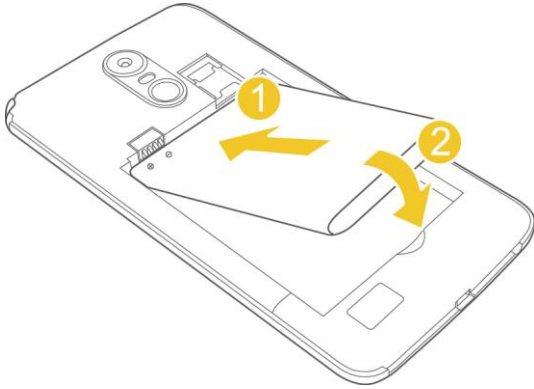
- Lift gently in the direction shown.

2. Insert the microSD card.

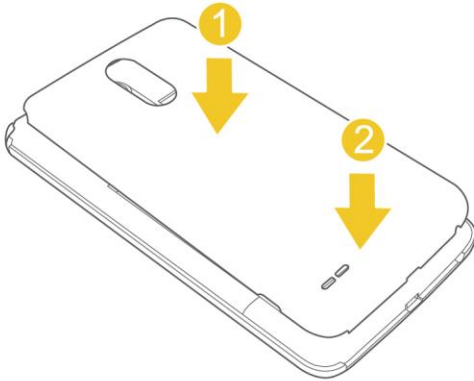


- Insert the microSD card all the way gently without bending and with the terminals facing down.
- Insert only microSD cards.

3. Insert the battery.







4. Attach the back cover.

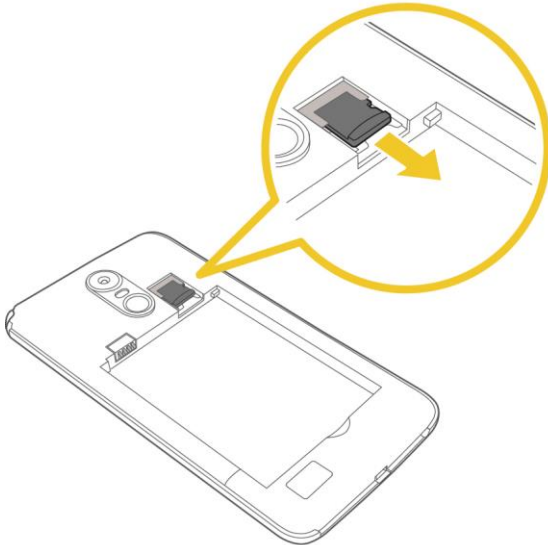


- Make sure all the tabs are secure and there are no gaps around the cover.

Unmount and Remove the microSD Card

Follow these instructions to unmount and remove a microSD card. Always unmount the microSD card before removing it from your phone, and always power the phone off before inserting or removing a microSD card.





1. Tap  > **Tools**  > **Settings**  > **General** tab.
2. Tap **Storage**.
3. Tap .
- ❖ The status of the **SD card** changes from **Ejecting** to **Ejected**. The card is now unmounted.
4. Press and hold the **Power/Lock Button** and then tap **Power Off** > **POWER OFF** to turn off your phone.
5. Remove the back cover.
 - ❖ Lift gently in the direction shown.
6. Remove the battery.
7. Slide the microSD card out of the slot to remove it.



8. Insert the battery and replace the back cover. (See [Insert the Battery.](#))

Format microSD Card

When you insert an optional microSD card for the first time, it is recommended that you format it on your phone.

1. Tap  > **Tools**  > **Settings**  > **General** tab.
2. Tap **Storage**.
3. Tap **SD card**.
4. Tap  > **Storage settings**.

5. Tap **Format** > **FORMAT**.

- ❖ All data on the microSD card is erased, and the card is formatted for use on your phone.

Turn Your Phone On and Off

The instructions below explain how to turn your phone on and off.

Turn Your Phone On

- Press and hold the **Power/Lock Button**.
 - ❖ Your phone will power on. Depending on the settings, you may see the lock screen.
 - See [Lock and Unlock Your Screen](#) and [Select Screen Lock](#) for information about using the screen lock.
 - The first time you turn the phone on, you will see the setup screens. See [Complete the Setup Screens](#) for details.
 - If your phone is not yet activated, see [Activation and Service](#) for more information.

Turn Your Phone Off

1. Press and hold the **Power/Lock Button** to open the phone options menu.
2. Tap **Power off** to turn the phone off.
3. Tap **POWER OFF** to confirm.
 - ❖ Your phone will power off.

Your screen remains blank while your phone is off (unless the battery is charging).

Tip: The KnockON feature allows you to double-tap the screen to easily turn it on or off.

Use the Touchscreen

Your phone's touchscreen lets you control actions through a variety of touch gestures.

Tap

When you want to type using the onscreen keyboard, select items onscreen such as application and settings icons, or press onscreen buttons by simply tapping or touching them with your finger.



Touch and Hold

To open the available options for an item (for example, a contact or link in a Web page), touch and hold the item.



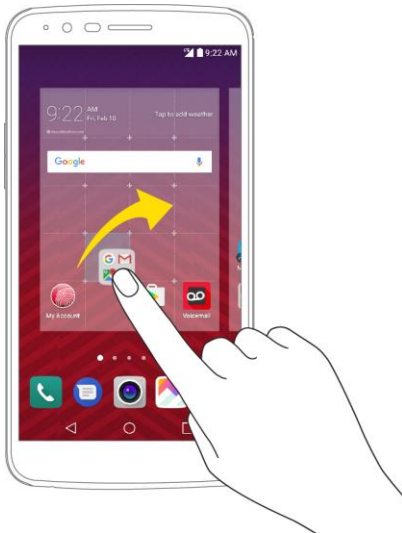
Swipe or Slide

To swipe or slide means to quickly drag your finger vertically or horizontally across the screen.



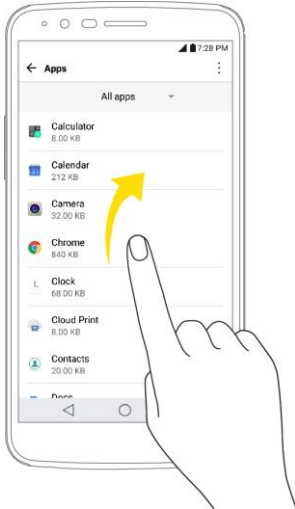
Drag

To drag, touch and hold your finger with some pressure before you start to move your finger. While dragging, do not release your finger until you have reached the target position.



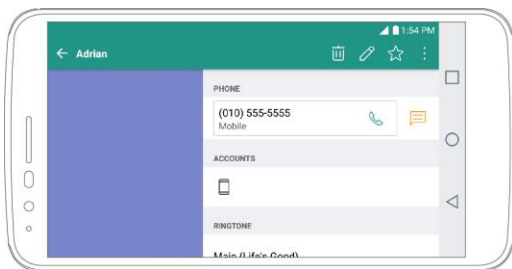
Flick




Flicking the screen is similar to swiping, except that you need to swipe your finger in light, quick strokes. This finger gesture is always in a vertical direction, such as when flicking the contacts or message list.



Rotate

For most screens, you can automatically change the screen orientation from portrait to landscape by turning the phone sideways. When entering text, you can turn the phone sideways to bring up a bigger keyboard.

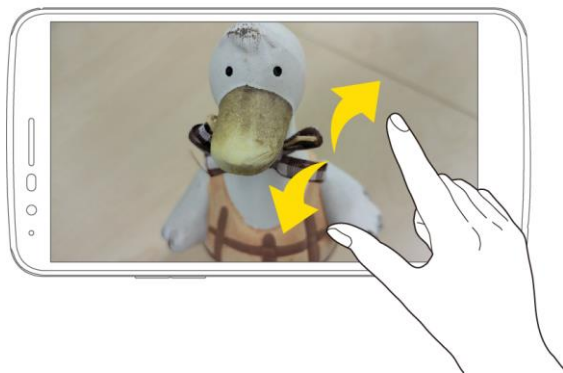
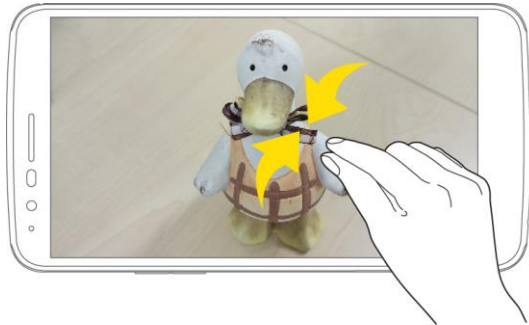


Note: The Auto-rotate switch needs to be selected for the screen orientation to automatically change. Tap  > **Tools**  > **Settings**  > **Display tab** > **Auto-rotate screen**.

Tip: You can also access the screen rotation setting from the Notifications Window. Drag the status bar down and tap **Rotation** to select or deselect the option.

Pinch and Spread

“Pinch” the screen using your thumb and forefinger to zoom out or “spread” the screen to zoom in when viewing a picture or a Web page. (Move fingers inward to zoom out and outward to zoom in.)



Activation and Service

Before using your phone, you must set up your service with Virgin Mobile. You will need your phone's serial numbers (MEID and ICC ID). These numbers can be found on the phone's packaging.

For more information about your Virgin Mobile account, see [Virgin Mobile Account Information and Help](#).

Create Your Account and Pick Your Plan

Set up your Virgin Mobile account.

1. From your computer, visit virginmobileusa.com and click **Activate**.
2. Choose an activation option and click **Next**. Then enter your zip code and click **Next**.
3. When prompted, enter the serial number (MEID) printed on the sticker located on the back of your phone. This number can also be found on the bottom panel of the phone's package.
4. Follow the remaining instructions to choose your plan and select a payment method.
5. Follow the activation instructions below and you'll be able to start using your phone.

Activate Your Phone

After setting up your account on virginmobileusa.com, simply turn your device on. Your device is designed to activate automatically. If you are swapping from another Virgin Mobile device to a new one, be sure to turn off the old device before swapping the serial number (MEID). Once the MEID swap is complete, turn on the new device and the programming information will be pushed to your device automatically.

You can also start the activation process manually.

- Tap  > **Tools**  > **Settings**  > **General tab** > **Activate this device.**

Complete the Setup Screens

The setup screens help you set up certain features and preferences on your phone. Once your phone has been turned on, you will see an Accessibility message. You can then complete the setup process.

Note: You may be able to complete the setup screens before your phone has been activated on your account.

1. On the configuration screen, touch **NEXT** to get started.
2. Follow the onscreen instructions to complete each section. For each topic, you will have the option to skip it and continue to the next screen.
 - **Language Selection** - Select a desired language.
 - **Set internet connection** - If prompted, follow the prompts to sign in to an available Wi-Fi® network. For secured Wi-Fi networks, you will need to enter a password. See [Wi-Fi](#) for more details.
 - **Google Account** - Sign in or set up a Google Account.
 - **Name** - Add your name to personalize some apps.
 - **Add your fingerprint** - Prevent others from using this phone without your permission by activating device protection features.
 - **Google services** - Read all of the information for the available Google Services and, if you agree, tap **NEXT**. Otherwise, uncheck the options and tap **NEXT**.
 - **Help apps find your location** - Helps apps determine location. This means sending anonymous location to Google, even when no apps are running. Tap **Learn more** for additional information.
 - **Improve location accuracy** - Allows apps and services to scan for Wi-Fi networks even when Wi-Fi is off.
 - **Help improve your Android experience** - Allows your device to send diagnostic and usage data to Google automatically. Tap **Learn more** for additional information.
 - **Legal documents** - Read all of the information about legal documents.

- **EULA (End-User License Agreement)** - Read the End-User License Agreement and tap the **I agree** check box if you agree to the terms.
 - **Low power location estimation** - Read the Low power location estimation information and tap the **I agree** check box if you agree to the terms.
3. Tap **Done**. Your setup is now complete. Follow the onscreen instructions to learn about basic touch menu navigation, view tutorials, or just get started.

Basic Operations

The following topics outline basic features and operations of your phone.

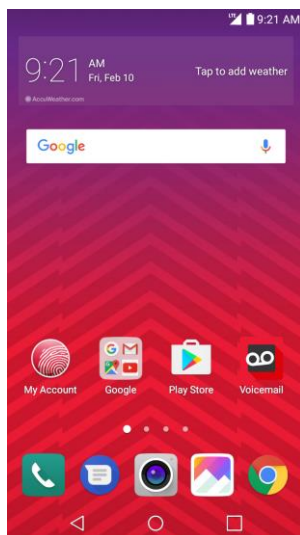
Basics

The following topics offer an overview of your phone's basic operations.

Home Screen

Most of your phone's operations originate from the home screen.

- From any screen, tap the **Home key**  to display the home screen.



For information about using the home screen, see [Home Screen Basics](#).

Select Options and Navigate Screens

Tap icons, onscreen keys, and other items to open or activate the assigned function.

- Tap **Back**  to return to the previous screen.


Menu Operations

You can display options menus using the menu key, any app-specific menu icon, or by tapping and holding a screen area, depending on your current app.

- Tap  to view available settings and options.

Recent Applications

You can display a list of recently used applications using the Overview key.



- Tap **Overview**  to view a list of recently used applications.

Phone Settings Menu

You can customize your phone's settings and options through the Settings menu.

- Tap  > **Tools**  > **Settings** .

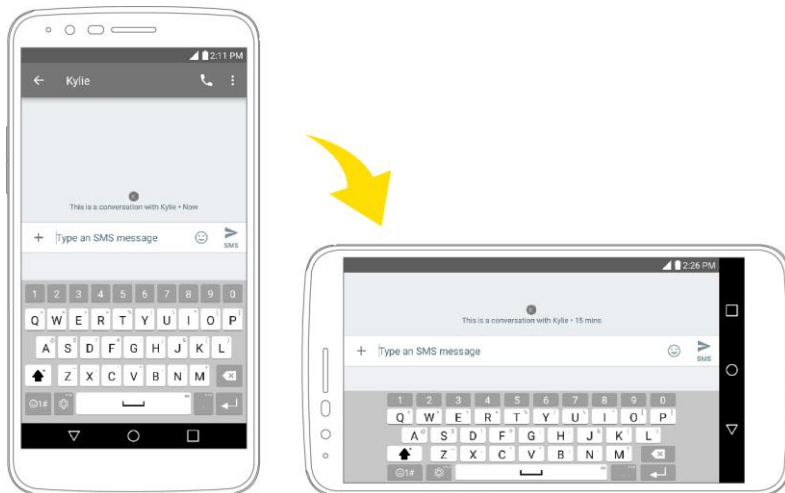
– or –

Drag the status bar down and tap  > **Settings** .

For more information, see [Settings](#).



Portrait and Landscape Screen Orientation




The default orientation for your phone's screen is portrait (vertical), but many apps will change to landscape orientation (widescreen) when you rotate the phone sideways.



Note: Not all screens will adjust for landscape orientation.

Turn Screen Rotation On or Off

1. Pull down the status bar to display the quick settings menu.
2. Tap **Rotation**  /  to turn the option on or off.
 - You may need to scroll left or right to see the Screen rotation option.

Note: You can also set the rotation option from the main settings menu. Tap  > **Tools**  > **Settings**  > **Display** tab > **Auto-rotate screen**.



Capture Screenshots

You can use your phone's power and volume buttons to capture screenshots.

- Press and hold the **Power/Lock Button** and **Volume Down Button** at the same time to capture a screenshot of the current screen.

– or –

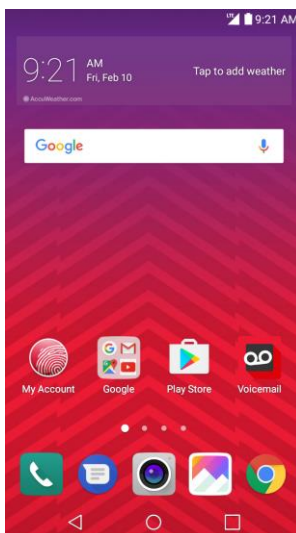
Tap the **Power/Lock Button** once, then immediately press and hold it after.

- ❖ The current screenshot will be captured and stored in the Screenshots album in the phone's Gallery. Tap  > **Gallery** .

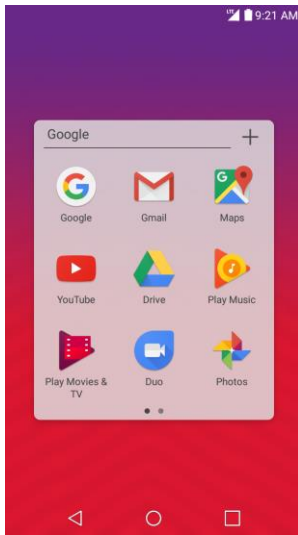
Applications

All installed apps can be accessed and launched from the home screen.

1. Tap .











2. Tap an app icon to launch the corresponding application.









- ❖ The application opens.

Preinstalled Apps

The following table outlines the primary apps that have been preinstalled on your phone.

App	Function/Service
 Google	Access the Google applications.
 Camera	Take pictures and record videos using the front and rear cameras.
 Chrome	Browse the Internet.
 Contacts	Displays the Contacts that can be synchronized with your phone from either your Google or Outlook account. Contacts can only be synched to a managed account.
 Emergency Alert	Provides access to your emergency messages and its settings.
 Gallery	Displays a Gallery of camera images and video saved on your phone.
 Management	Access power and storage space management apps.
 Messenger	Provides access to your text and multimedia messages.

 Phone	Access the dial pad to make calls.
 Play Store	Browse, search for, and download applications from the Google Play Store app.
 QuickMemo+	Allows you to take screen shots and write a memo using the images.
 LG SmartWorld	Launches the LG SmartWorld app.
 Tools	Access the File Manager, Calculator, Voice Recorder, Downloads applications, and more.
 Voicemail	Use Visual Voicemail for a quick and easy way to access your voicemail. Now you can find exactly the message you are looking for without having to listen to every voicemail message first.

Fingerprint Recognition

You must register your fingerprint on your device first before using the fingerprint recognition function.

You can use the fingerprint recognition function in the following cases:

- To unlock the screen
- To view the locked content in the Gallery or QuickMemo+.
- To confirm a purchase by signing in to an app or identifying yourself with your fingerprint.

Note: Your fingerprint can be used by the device for user identification. Very similar fingerprints from different users may be recognized by the fingerprint sensor as the same fingerprint. To enhance the device security, set the screen lock to a pattern, PIN or password.

Precautions for Fingerprint Recognition

Fingerprint recognition accuracy may decrease due to a number of reasons. To maximize the recognition accuracy, check the following before using the device.

- The device's Power/Lock Button has a fingerprint sensor. Ensure that the Power/Lock Button is not damaged by a metallic object, such as coin or key.
- When water, dust or other foreign substance is on the Power/Lock Button or your finger, the fingerprint registration or recognition may not work. Clean and dry your finger before having the fingerprint recognized.
- A fingerprint may not be recognized properly if the surface of your finger has a scar or is not smooth due to being soaked in water.

- If you bend your finger or use the fingertip only, your fingerprint may not be recognized. Make sure that your finger covers the entire surface of the Power/Lock Button.
- Scan only one finger for each registration. Scanning more than one finger may affect fingerprint registration and recognition.
- The device may generate static electricity if the surrounding air is dry. If the surrounding air is dry, avoid scanning fingerprints, or touch a metallic object such as coin or key before scanning fingerprints to remove static electricity.

Registering Fingerprints

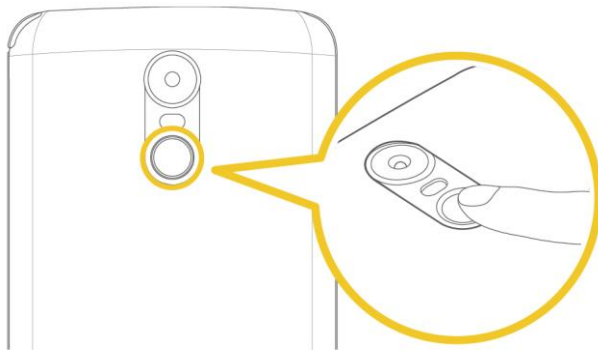
You can register and save your fingerprint on the device to use fingerprint identification.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Fingerprints & security** > **Fingerprints**.

Note: This feature is available when the secured lock is activated. Lock the device with Knock Code, Pattern, PIN Password and more. If the screen lock is not active, configure the lock screen by following the on-screen instructions. See [Select Screen Lock](#) for details.

2. Locate the Power/Lock Button on the back of the device and gently put your finger on it to register the fingerprint.





Note: Gently press the Power/Lock Button so that the sensor can recognize your fingerprint. If you press the Power/Lock Button with an excessive force, the screen lock function may start or the screen may be turned off. Ensure that your fingertip covers the entire surface of the sensor of the Power/Lock Button.



3. Follow the on-screen instructions.
 - Repeat scanning the fingerprint by moving your finger little by little until the fingerprint registers.
4. When the fingerprint registration is done, tap **OK**.
 - Tap **ADD MORE** to register another fingerprint. If you register only one fingerprint and the corresponding finger is not in a good condition, the fingerprint recognition may not work well. As the preventive measure against this kind of situation, register multiple fingerprints.

Managing Fingerprints




You can edit or delete registered fingerprints.

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Fingerprints & security** > **Fingerprints**.
2. Unlock according to the specified lock method.
3. From the fingerprint list, tap a fingerprint to rename it.
 - To delete it, tap .

Unlocking the Screen with a Fingerprint

You can unlock the screen or view the locked content by using your fingerprint.


Activate the desired function:

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Fingerprints & security** > **Fingerprints**.
2. Unlock according to the specified lock method.
3. On the fingerprint settings screen, activate the desired function:
 - **Screen lock:** Unlock the screen with a fingerprint.
 - **Content lock:** Unlock content with a fingerprint. To do this, make sure that the content lock is set.


Multi-tasking Feature

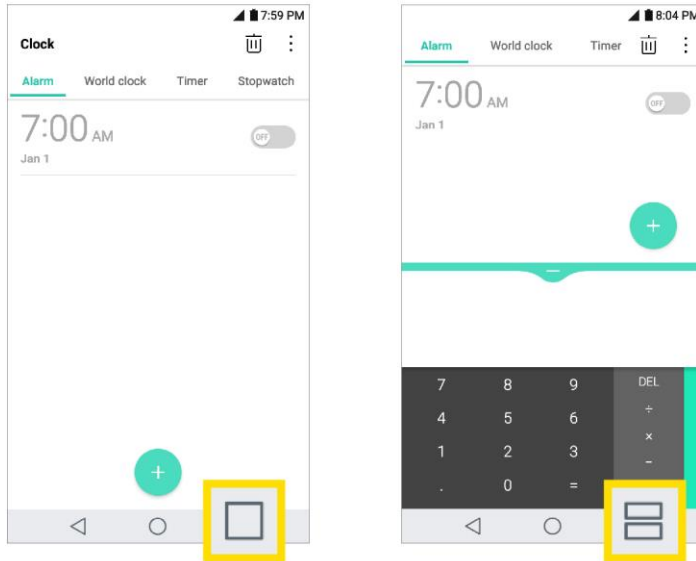
You can use two apps at the same time by separating the screen into multiple windows.

Multi-Window

While using an app, touch and hold  from the Home touch buttons, then select an app from the recently-used apps list.

- You can use two apps at the same time.


- To stop the Multi-Window feature, touch and hold .




Note: The Multi-Window feature is not supported by some apps, including downloaded apps.

Overview screen




The Overview screen provides a preview of your recently-used apps.

To view the list of recently-used apps, tap  on the Home touch buttons.

- Touch and hold an app and drag it to the top of the screen to start the app with the Multi-Window feature. You can also tap  at the top of each app preview.

Phone Number

Follow the instructions below to display your phone's wireless phone number.

1. Tap  > **Tools**  > **Settings**  > **General** tab.
2. Tap **About phone**.
3. Tap **Status**.
 - ❖ You will see the number listed under **My phone number**.


Airplane Mode


Airplane mode turns off all functions that emit or receive signals, while leaving your phone on so you can use apps that don't require a signal or data.

To turn on airplane mode:

1. Press and hold the **Power/Lock Button** to display the phone options menu.

2. Tap **Turn on Airplane mode** > **TURN ON**.


❖ Your phone is now in airplane mode. You will see the airplane mode icon  in the status bar.

Tip: You can also access airplane mode through the status bar menu. Drag the status bar down and tap **Airplane mode**  > **TURN ON**.

To turn off airplane mode:

1. Press and hold the **Power/Lock Button** to display the phone options menu.
2. Tap **Turn off Airplane mode**.

❖ Your phone's wireless connection features are now restored.

Tip: You can also turn off airplane mode through the status bar menu. Drag the status bar down and tap **Airplane mode** .

Enter Text

You can type on your phone using one of the available touchscreen keyboards or Google voice typing.

Touchscreen Keyboards

Your phone offers you a choice of touchscreen keyboards for entering text. The keyboard appears automatically onscreen when you tap a text entry field, and they can be used in either portrait or landscape mode.

The methods available include:

- **Google voice typing** allows to use Google voice recognition to convert speech to text.
- **LG Keyboard** allows you to use a LG keyboard to enter text.

Note: Keyboard layouts and options may change depending on where you're using them. For example, if you're entering text to do a Web search, a search icon may be available instead of an enter key.

To change the keyboard:

1. From any screen where you can enter text, tap the input field to reveal the keyboard.
2. Drag the status bar down and tap **Change keyboard**.

QWERTY Keyboard

You can enter text using the on-screen keyboard. The on-screen keyboard appears on the screen when you tap an available text entry field.

Letters Entry Keyboard

Shift Key

Tap once to capitalize the next letter you type. Tap again to turn on CAPS lock. And tap again to turn off CAPS lock.

Symbols Key

Tap to change input to the symbol entry.

Settings/ Voice Input/ Manual Input/ Clip Tray Key

Tap to access the keyboard settings. Touch and hold to select entering text by voice input, manual input, or access the Clip Tray.

Delete Key

Tap to delete characters to the left of the cursor.

Enter Key

Tap to move to a new line of text.

Space Key

Tap to enter space.

Symbols Entry Keyboard

Navigation Key

Tap to access additional symbols until you see the one you want.

Letters Key

Tap to return to letters mode.

Emoticons Key

Displays the emoticons bar and allows you to choose any to enter in the message.

Delete Key

Tap to delete characters to the left of the cursor.

Enter Key

Tap to move to a new line of text.

Space Key

Tap to enter space.

Phone Keyboard

When T9 is off, to enter text, tap the key labeled with the desired letter until it appears on the screen. For example, tap ² abc once for “a”, twice for “b”, or three times for “c.”

Letters Entry Keyboard

Symbols Key
Tap to change input to the symbol entry.

Space Key
Tap to enter a space.

Delete Key
Tap to delete characters to the left of the cursor.

T9 Key
Tap to turn on/off the T9 text entry mode.

Settings/ Voice Input/ Manual Input/ Clip Tray Key
Tap to access the keyboard settings. Touch and hold to select entering text by voice input, manual input, or access the Clip Tray.

Enter Key
Tap to move the cursor to the next line.

Symbols Entry Keyboard

Navigation Key
Tap to access additional symbols until you see the one you want.

Letters Key
Tap to return to letters mode.

Emoticons Key
Displays the emoticons bar and allows you to choose any to enter in the message.

Delete Key
Tap to delete characters to the left of the cursor.

Enter Key
Tap to move to a new line of text.

Space Key
Tap to enter space.

Tips for Editing Text

Your phone gives you many options to make entering text easier, including copying, cutting, and pasting text, using voice-to-text input, customizing the user dictionary, using predictive text, and more.

To cut/copy and paste:

1. Touch and hold a word to highlight it.
2. Drag the blue highlight markers to highlight the text you want.

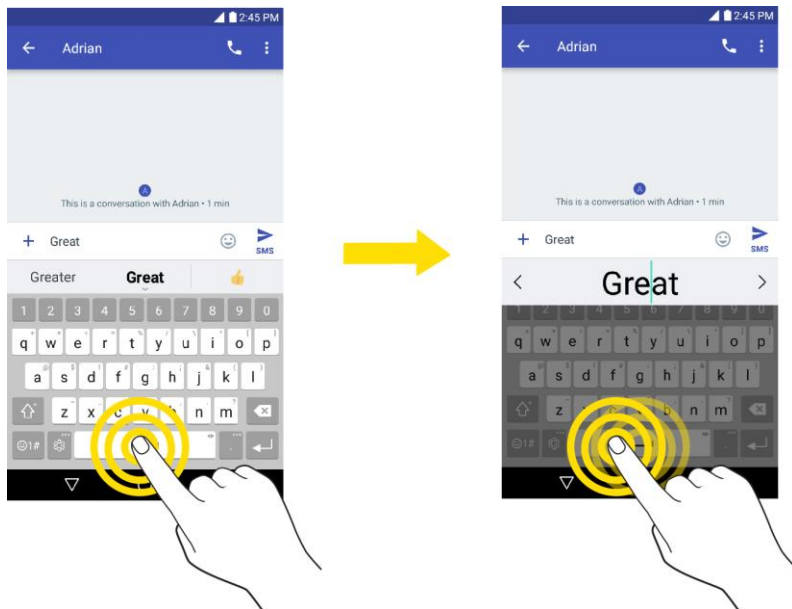
– or –

To select all the text, tap  > **SELECT ALL** in the context menu.

- To cancel the selection, simply tap unselected text or empty area.
3. Tap **CUT** or **COPY** in the context menu.
 4. Place the cursor on the location where you want to paste the text.
 5. Touch and hold the text field and tap **PASTE**. The text that you pasted also remains in the phone's memory (temporarily), so you can paste that same text in another location.

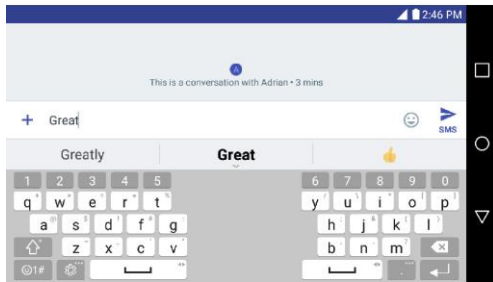
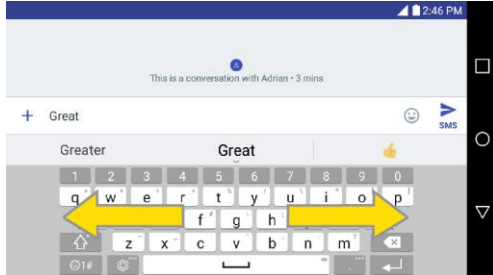
Move Cursor Using the Space Bar

Touch and hold the **space bar** and slide your finger to the left or right to move the cursor.




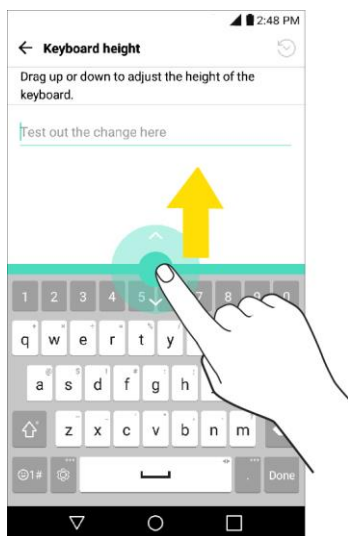
Split Keyboard Using Gesture

The split keyboard feature allows you to use both hands to type while in landscape view. Each half of the keyboard withdraws to the left and right of the screen. Place both thumbs on the keyboard and slide them outwards in opposite directions.






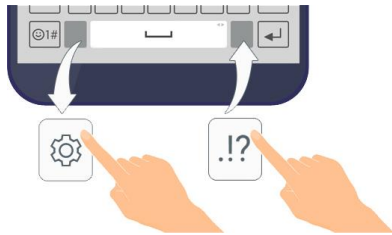
To change the keyboard height:

1. Tap  > **Keyboard height and layout** > **Keyboard height**.
2. Drag the blue bar to adjust the keyboard height.



To change the bottom row keys:

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Language & keyboard** > **LG Keyboard** > **Keyboard height and layout** > **QWERTY keyboard layout**.
2. Drag to add or delete keys or change the order. To change to another character on the visible key, tap the key and choose the desired character that you want displayed.



Note: This function does not support some languages.

Google Account

You will need a Google Account to access several phone features such as Gmail, Google Maps, Duo, and the Google Play applications. Before you are able to access Google applications, you must enter your account information. These applications sync between your phone and your online Google Account.

Google Account Cautions

Be sure not to forget your Google Account ID or password.

Create a Google Account




You must create and/or sign into a Google Account to use Gmail, Duo™, Google Calendar™, and other Google Apps. Signing into a Google Account is also necessary to download applications from the Google Play Store app to sync your data (if applicable) with the Google servers, and to take advantage of any other available Google services on your phone.

If you don't have a Google Account, you will be prompted to create one. If you have an enterprise account through your company or other organization, your IT department may have special instructions on how to sign into that account.

Create a Google Account Online

1. From a computer, or from your phone's Browser, navigate to www.google.com.
2. On the main page, tap or click **Sign in** > **Create an account**.
3. Follow the on-screen prompts to create your free account.
4. Log into your provided email address, locate the email from Google, and respond to the new email to both confirm and activate your new account.




Create a Google Account Using Your Phone

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Accounts & sync** > **ADD ACCOUNT** > **Google**.
2. Tap **Google** and then tap **Or create a new account**.
3. Follow the prompts to set up your account. Tap **NEXT** to proceed between steps, which may include:
 - Enter your **First name** and **Last name**.
 - Enter a desired **Username**.
 - Enter and reenter a password.
 - Create a security question and answer, enter a secondary email address to help you recover your password if you ever lose it.
 - On the Finish account screen, select your Web history and additional Google Play options.
 - Enter the letters from the Authenticating screen.
 - After your phone connects with the Google servers, select the items you would like to sync with your phone and then tap **Sync now**.
4. Tap **Finish setup**.
 - ❖ You are signed in to your Google Account, and your phone will synchronize the selected items.

Note: When setting up a new Google Account, either on your phone or online, you will be prompted to add a secondary email address. Enter a second Gmail address or any other email address from which you currently send and receive email. This address is used to authenticate your account should you ever encounter problems or forget your password. It is strongly encouraged for Android users so you can regain access to Google services and purchases on your phone.




Create an Exchange Account

If you synchronize your phone with your Exchange account, you can read, manage, and send email in the same easy way as with a Gmail Account.

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Accounts & sync** > **ADD ACCOUNT** > **Exchange**.
2. Enter the **EMAIL ADDRESS** and tap **NEXT**.
3. Enter the **PASSWORD** and then tap **NEXT**.
4. Follow the onscreen prompts to configure options for the account.
5. Enter an account name and a display name and tap **NEXT** to complete setup.
 - ❖ Your corporate email account is set up and you will begin receiving email for the account.

Sign into Your Google Account

If you have a Google Account but have not yet signed in with your phone, follow these instructions to sign in to your Google Account.

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Accounts & sync** > **ADD ACCOUNT** > **Google**.
2. Enter a Google Account and tap **NEXT**.

Note: If you do not already have a Google Account, tap **Or create a new account** and follow the on-screen prompts to create your new account.

3. Enter your Password and tap **NEXT**.
 4. Select if you want to back up your phone's apps, app data, settings, and Wi-Fi passwords and tap **NEXT**.
 5. Checkmark the entries you want to set up payment info (if necessary) and tap **NEXT**.
- ❖ Your phone then communicates with the Google servers to confirm your information.

Factory Reset Protection

When you sign in to a Google Account on your device, Factory Reset Protection is turned on. Factory Reset Protection (FRP) prevents other people from using your device if it is reset to factory settings without your permission. For example, if your device is lost or stolen and a factory data reset is performed, only someone with your Google Account username and password can use the device.

You will not be able to access the device after a factory data reset if you do not have your Google Account username and password. For more information, see [Factory Data Reset](#).





Caution: You should remove your Google Account before shipping your device to LG or any other service provider for service and before resetting the device to factory settings.

Enable Factory Reset Protection

Adding a Google Account to your device automatically turns on the Factory Reset Protection (FRP) security feature. No further action is necessary to turn on FRP.

Disable Factory Reset Protection

To disable FRP, remove all Google Accounts from the device.

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Accounts & sync** > **Google**.
2. Tap a **Google account**.
3. Tap  > **Remove account** > **REMOVE**.

Google Play Store

Google Play™ is the place to go to find new Android apps, books, movies, and music for your phone. Choose from a wide variety of free and paid content ranging from productivity apps and games to bestselling books and blockbuster movies and music. When you find what you want, you can easily download and install it on your phone.

To access the Google Play store app, you must first connect to the Internet using your phone's Wi-Fi or mobile data connection and sign in to your Google Account. See [Chrome Browser](#) and [Sign into Your Google Account](#) for details.



Installing Applications

Many different kinds of applications can be installed on your phone from Google Play (provided by Google Inc.). Virgin is not responsible in any way for user-installed applications (quality, reliability, legality, fitness for a purpose, credibility, accuracy, etc.) or resulting malfunctions (viruses, etc.).


Important: Our policies often do not apply to third-party applications. Third-party applications may access your personal information or require us to disclose your customer information to the third-party application provider. To find out how a third-party application will collect, access, use, or disclose your personal information, check the application provider's policies, which can usually be found on their website. If you aren't comfortable with the third-party application's policies, don't use the application.

Find and Install an App

When you install apps from Google Play app and use them on your phone, they may require access to your personal information (such as your location, contact data, and more) or access to certain functions or settings of your phone. Download and install only apps that you trust.

1. Tap  > **Play Store** .
2. Browse for an application. Once you have decided on one, tap it to view its details.
3. Read the application descriptions and comments.
4. Tap **INSTALL** (for free applications) or the price button (for paid applications).

Warning: Use caution with applications which request access to any personal data, functions, or significant amounts of data usage times.

5. Check the progress of the current download by opening the Notifications Panel.
6. You will be notified when the item is downloaded and installed on your phone.
7. On the Play Store screen, tap  > **My apps & games**, tap the installed application in the list, and then tap **OPEN**.




Purchasing Applications

Purchase apps at your own risk. Virgin is not responsible for any harm to you or third parties resulting from the use of purchased applications.

Request a Refund for a Paid App

If you are not satisfied with an app, you can ask for a refund within 15 minutes of the purchase. Your credit card is not charged and the app is uninstalled from your phone.




If you change your mind, you can install the app again, but you can't request a refund a second time.

1. Tap  > **Play Store** .
2. Tap  > **My apps & games**.
3. Tap the app to uninstall for a refund.
 - ❖ The details screen for the app opens.
4. Tap **Refund**, and then tap **Yes** to confirm.
 - ❖ Your app is uninstalled and the charge is canceled.




Update an App

Depending on your settings, many apps will update automatically, or you can update apps directly from the Play Store app.

Update an App Directly

1. Tap  > **Play Store** .
2. Tap  > **My apps & games**.
3. Tap the app you want to update, and then tap **UPDATE** > **CONTINUE**.
 - ❖ The app update is downloaded and installed.

Set Automatic App Updates


1. Tap  > **Play Store** .
2. Tap  > **Settings**.
3. Tap **Auto-update apps** and select an option.
 - ❖ The app is set to update automatically whenever an update becomes available (depending on your settings).

Note: Automatic updates are unavailable for some apps.

Uninstall an App




You can uninstall any app that you have downloaded and installed from Google Play.

1. Tap  > **Play Store** .

2. Tap  > **My apps & games**.
3. On the Installed screen, tap the app you want to uninstall, and then tap **UNINSTALL** > **OK**.
 - ❖ The app is uninstalled and removed from your phone.

Get Help with Google Play

The Google Play store app offers an online help option if you have questions or want to know more about the app.

1. Tap  > **Play Store** .
2. Tap  > **Help & feedback**.
 - ❖ The Web browser will take you to the Google Play Help Web page, where you will find comprehensive, categorized information about Google Play.

Lock and Unlock Your Screen

Your phone allows you to quickly turn the screen off when not in use and to turn it back on and unlock it when you need it.

Turn the Screen Off When Not in Use

- To quickly turn the screen off, press the **Power/Lock Button**. Pressing the **Power/Lock Button** again or receiving an incoming call will turn on your phone screen and show the lock screen.

To save battery power, the phone automatically turns off the screen after a certain period of time when you leave it idle. You will still be able to receive messages and calls while the phone's screen is off.

Note: For information on how to adjust the time before the screen turns off, see [Display Settings](#).

Turn the Screen On and Unlock It

1. To turn the screen on, press the **Power/Lock Button**.
 - ❖ The lock screen appears.

2. Swipe your finger across the screen to unlock it.






- ❖ The screen is unlocked.
 - If you have set up a screen lock, you will be prompted to draw the pattern or enter the password or PIN. See [Select Screen Lock](#).

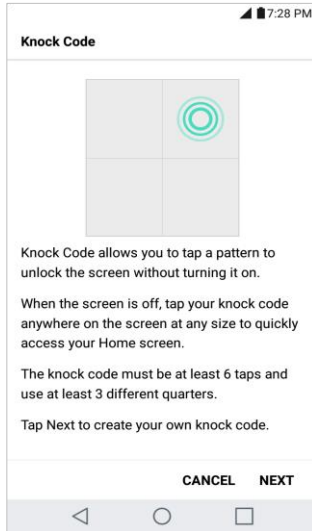
Unlock Your Screen Using the Knock Code Feature

The Knock Code feature allows you to create your own unlock code using a combination of knocks (or taps) on the screen.

To activate the Knock Code feature:

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen**.
3. Tap **Select screen lock** > **Knock Code**.

4. Use the 2x2 grid to create a sequence of knocks (or taps) to set your knock code.



To unlock the phone using Knock Code:

- While the screen is off, tap the same sequence you established anywhere on the screen. The home screen will be accessed directly.

Update Your Phone

From time to time, updates may become available for your phone. You can download and apply updates through the **Settings** > **General** tab > **System updates** menu.

! Software Update Cautions

During update: The phone cannot be used until the software update is complete. It may take time to update your phone's software.

Signal during update: Update your phone where signal reception is good, and do not change location during the update process. Make sure the battery is adequately charged before beginning an update. A weak signal or low battery during an update may cause the update to fail. An update failure may disable the phone.

Other functions during update: Other phone functions cannot be used during a software update.

Update Your Phone Software





You can update your phone's software using the System Update option.

Before Updating Your Phone





Updating your phone may result in a loss of saved data depending on the condition of your phone (malfunctioning, damaged, water seepage, etc.). You must back up all critical information before updating your phone firmware.

Back Up All Data Prior to Update




To back up your Gmail information:

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Accounts & sync**.
2. Tap the **Auto-sync data** option to enable the feature.
 - If the Auto-sync option is on, email, Calendar and Contacts automatically synchronize whenever a change is made.
 - If the Auto-sync option is off, tap the sync icon within the account field to reveal the account's synchronization settings screen.
3. Select an account and then tap  > **Sync now** to sync your Google Account information.





To back up your Exchange Mail information:

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Accounts & sync** > **Microsoft Exchange**.
2. Select an account and then tap  > **Sync now** to sync your Microsoft Exchange account information.
 - Toggle the onscreen buttons to manually synchronize the desired parameters (Contacts or Calendar).

To restore your Google apps following the update:

1. Tap  > **Play Store** .
2. Tap  > **My apps & games** > **ALL** tab.
3. Scroll through the list of previously downloaded Google apps and choose those you wish to reinstall.
4. Follow the onscreen instructions.

Note: Your Google app purchases are reloaded remotely and can be re-installed after the update is applied.

As an added precaution, to preserve any data on your microSD card, please unmount it from your phone prior to starting the update process. Tap  > **Tools**  > **Settings**  > **General** tab > **Storage** > .



Update Your Phone's Software


Once you have backed up all your data, use the Update now option to update your phone's software.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **System updates**.
2. Tap **Update LG software** > **CHECK FOR UPDATE**.

- ❖ Your phone automatically downloads and installs any available updates. You may be required to power your phone off and back on to complete the software upgrade.

Alternatively, you can access system updates through the notification panel.

1. Locate the **System Update Available** icon  in notifications.
2. Pull down the status bar.
3. Tap  to open the System Updates screen.
4. Tap **Download** and follow the onscreen instructions.

- ❖ The downloading icon  appears within the status bar to indicate the phone is downloading the necessary files.




5. Tap **Restart** and install to complete the process.

Confirm Your Current Phone Software

1. Tap  > **Tools**  > **Settings**  > **General** tab > **About phone**.
2. Tap **Software info**.

Update Your Profile

This option allows you to automatically update your online user profile information. If you choose to change your user name and select a new one online, you must then update the user name on your phone.




1. Tap  > **Tools**  > **Settings**  > **General** tab > **System updates** > **Update profile**.
2. Follow the onscreen instructions.

- ❖ The phone will download and install the profile update and you will see a confirmation when complete.

Note: If your data services or account syncing ever seems to go out unexpectedly, use this feature to reconnect with the network.

Update Your PRL

This option allows you to download and update the PRL (preferred roaming list) automatically.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **System updates** > **Update PRL**.
2. Follow the onscreen instructions.

- ❖ The phone will download and install the PRL update and you will see a confirmation when complete.

Your Phone's Home Screen

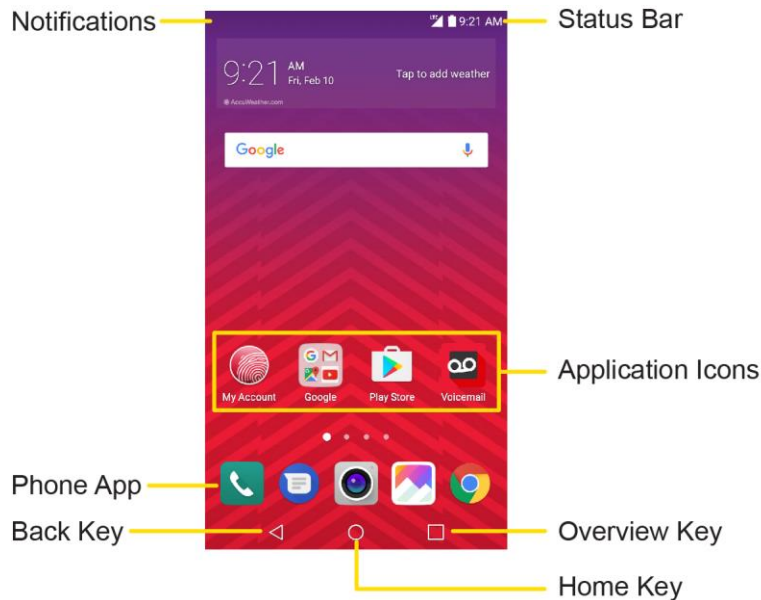
The following topics describe how to use and customize your phone's home screen, understand the status bar, and use the notifications window.





Home Screen Basics

The home screen is the starting point for your phone's applications, functions, and menus. You can customize your home screen by adding application icons, shortcuts, folders, widgets, and more.

Home Screen Layout

Your home screen extends beyond the initial screen. Swipe the screen left or right to display additional screens.




Item	Description
Notifications	Displays your current notifications.
Phone App 	Tap to open the dial pad. Also provides additional tabs to access Call logs, Contacts, and Groups.
Back Key 	Tap to return to the previous screen.
Home Key 	Tap to display the main home screen.
Overview Key 	Tap to access a list of your most recently-used apps. Touch and hold while using an app to use the Multi-window feature.

Application Icons	Tap an icon (application, folder, etc.) to open and use it.
Status Bar	Shows device status information including the time, signal strength, battery status, and notification icons.

Extended Home Screens

In addition to the main home screen, your phone features extended home screens provide more space for adding icons, widgets, and more. Swipe across the screen to move from the main screen to an extended screen. The small circles above the primary shortcuts let you know your current screen position.

- Tap the **Home Key**  to display the main home screen.

To go directly to a particular screen:

- Swipe left and right to access additional home screen panels.
- Tap the location dots near the bottom of the home screen to move to the selected panel.

Status Bar and Notification Panel

Your phone's status and notifications are available at a glance at the top of the screen.





Status Bar











The status bar at the top of the home screen provides phone and service status information on the right side and notification alerts on the left. To view the notification panel or access the quick settings menu, pull down the status bar from the top of the screen.

Status Bar Layout
















Main Status Icons

Icon	Status
	Bluetooth® active
	GPS active
	Wi-Fi active
	Downloading

	Vibrate
	Network (full signal)
	Network (roaming)
	4G LTE data service
	3G (data service)
	Airplane mode
	Sync active
	Alarm set
	Battery (charging)
	Battery (full charge)

Main Notification Icons

Icon	Notification
	Missed call
	New voicemail
	New email
	New Gmail
	New text or MMS message
	Event
	USB connection
	Warning

	Update available
	Update downloading
	Update successful
	Keyboard active
	More notifications available (pull down to view)

Note: Additional notification icons may appear. All notifications may be accessed through the notification panel.

Notification Panel

Your phone's notifications appear at the left side of the status bar, and you can access the full notification panel by pulling down the status bar. From there, you can check notifications, download updates, open messaging apps, use the quick settings menu, and more.


Open the Notification Panel

- Pull down the status bar. (Slide your finger down from the top of the screen.)
 - ❖ The notification panel opens. To check notifications, tap an item in the list.

Close the Notification Panel

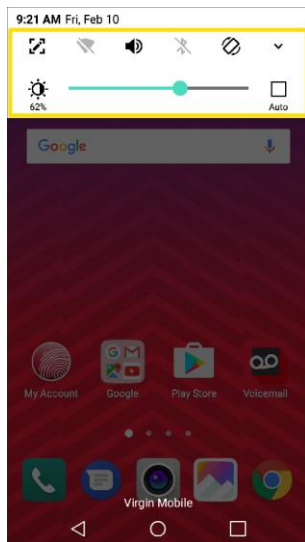
- Slide the notification panel up. (Slide your finger up from the bottom of the screen.)

– or –

Tap **Back**  to close the notification panel.

Notification Panel Layout

The notification panel gives you access both to notifications and the quick settings menu.




Quick Settings
Tap or drag down to expand the quick settings.

Customize the Home Screen




Learn how to set the wallpaper and add, move, or remove shortcuts, widgets, and folders from the home screen.

Operations for Rearranging the Home Screen

- **Moving Widgets and Icons:** From home, touch and hold an item and then drag it to the desired location.
- **Deleting Widgets:** From home, touch and hold an item and then drag it to **Remove** .
- **Displaying the Home Screen Menu:** From home, touch and hold an empty space to display the home screen menu. Menu options include Wallpapers, Widgets, and home screen settings.

Change the Wallpaper

Select and assign your phone's background wallpaper.

1. Tap  > **Tools**  > **Settings**  > **Display** tab > **Home screen/Lock screen** > **Wallpaper**.
2. Tap an option to select the wallpaper.
 - **Home screen** to set the background wallpaper for your home screen. Select from **Gallery**, **Wallpaper gallery**, **Live wallpapers**, and **Photos**.
 - **Lock screen** to set the wallpaper for your phone's lock screen. Select from **Wallpaper gallery** or **Gallery**.
3. Select a wallpaper and tap **OK** or **SET WALLPAPER**.


- ❖ The wallpaper is set.

Note: If you select **Gallery**, you will need to select an album and a picture. Once selected, use the crop tool to resize and position the image and then tap **OK**.

Note: If you select **Live Wallpapers**, before you tap **Set wallpaper**, you can tap **Settings** to select custom animation settings, etc., for the live wallpaper.


Add Widgets to the Home Screen

You can add widgets to your phone's home screen. Widgets are self-contained apps that display on a home screen. Unlike a shortcut, the Widget works like an onscreen application. There are all kinds of widgets, including links to a specific contact, Internet bookmarks, Facebook® status windows, Gmail and email accounts, and many others.

1. Tap , touch and hold an empty space, and then tap **Widgets**.
 - ❖ The widget list opens.
2. Touch and hold a widget icon.
 - ❖ The icon will disengage and you will see thumbnails of your home screens.
3. Drag the icon to an empty location on one of the home screens.
 - ❖ The widget is added to the home screen.


Add Folders to the Home Screen

You can group home screen shortcuts into folders for convenient access.

1. Tap , touch and hold a shortcut you want to place in a folder and drag it over another icon you want to place in the folder. Then release it.
 - ❖ A new folder is created.
2. To add more app shortcuts to the folder, touch and hold a shortcut and drag it on top of the new folder.
 - ❖ The new shortcut is added to the folder.

Change Folder Names

Once you have added folders, you can change the name easily from the folder display.

1. Tap , tap the folder to open it, and then tap the folder name.
2. Type a new name and then tap **OK**.

Making Connections

The following set of topics will cover your phone's ability to help you make connections, from phone calls and maintaining contacts, to text messages, email, Internet, and international services.

Phone Calls and Voicemail

The following topics outline the use of your device's phone app to place and receive calls, use voicemail, set up and manage contacts, and more.

Place and Answer Calls

The following topics describe how to directly dial calls, how to answer incoming calls, and how to use the in-call screen options.

Adjust In-Call Volume

- **Adjusting Call Volume:** Press the **Volume Buttons** during the call.

Troubleshooting

Issue: Difficulty during call.

Solution 1: It may not be possible to make a call properly in a noisy location.

Solution 2: When calling using Speaker, check the call volume. Raising the call volume may make calling difficult.

Issue: Sound pops momentarily during a call.

Solution: Are you changing location while calling? Sound pops when signal is weak and the phone switches to a different area.

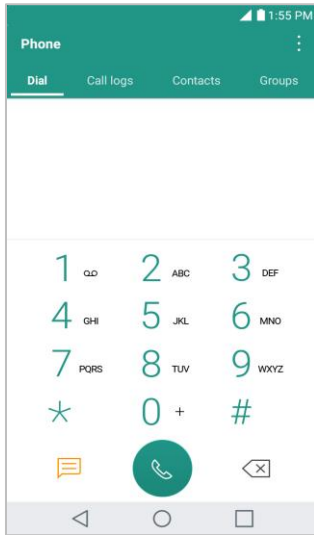
Emergency Call Cautions






Emergency calls are restricted in Airplane mode.


Call Using the Phone Dialer

The most "traditional" way to place a call is by using the phone's dialer screen.

1. Tap  > **Phone**  > **Dial** tab.



2. Enter a phone number using the on-screen dialpad and tap .
 - If you enter a wrong number, tap  to erase digits one by one.
 - To erase the entire number, touch and hold .
 - You can open other applications during a call. The  will appear in the status bar while the call is underway.
 - Press the **Volume Up/Down Buttons** to adjust the call volume.
 - Use the on-screen buttons to add another call, put a call on hold, to use the speakerphone, and for other options, as described in [In-Call Screen Layout and Operations](#).
3. Tap  to end the call.


Tip: To redial your last outgoing call, follow step 1 to access the Dialer, tap the **Call logs** tab, locate the call entry and tap .

You can also make calls from your Contacts list and from the Call logs.







Call Emergency Numbers

You can place calls to 9-1-1 even if the phone's screen is locked or your account is restricted.

To call the 9-1-1 emergency number when the phone's screen is locked with a screen lock:

1. From the lock screen, tap **Emergency call**.
 2. Tap **911** .
- ❖ As long as you are in an area covered by wireless service, the emergency call is placed.

To call the 9-1-1 emergency number normally or when your account is restricted:

1. Unlock the screen. For more information, see [Lock and Unlock Your Screen](#).
2. Tap  > **Phone**  > **Dial** tab.
3. Tap    .

❖ As long as you are in an area covered by wireless service, the emergency call is placed.

Enhanced 9-1-1 (E 9-1-1) Information

This phone features an embedded Global Positioning System (GPS) chip necessary for utilizing E 9-1-1 emergency location services where available.

When you place an emergency 9-1-1 call, the GPS feature of your phone seeks information to calculate your approximate location. Depending on several variables, including availability and access to satellite signals, it may take up to 30 seconds or more to determine and report your approximate location.

Important: Always report your location to the 9-1-1 operator when placing an emergency call. Some designated emergency call takers, known as Public Safety Answering Points (PSAPs), may not be equipped to receive GPS location information from your phone.



Answer Phone Calls

The following information lets you know how to answer incoming calls, mute the ringer on incoming calls, reject incoming calls, and more.

When you receive a phone call from a contact, the Incoming call screen appears and displays the caller ID icon, name, and phone number of the calling party. When you receive a phone call from someone who is not stored in People, only the default caller ID icon and phone number appear on the Incoming call screen.

Note: If your phone is turned off, all calls automatically go to voicemail.

Answer an Incoming Call


1. When a call arrives, drag  in any direction to answer it.
2. To end the call, tap .

Mute the Ringing Sound

To mute the ringer without rejecting the call, you can do any of the following:


- Press the **Volume Down Button**.
- Place the phone face down on a level surface.

Reject an Incoming Call

- When a call arrives, drag  in any direction to reject it.
 - ❖ The ringtone or vibration will stop and call will be sent directly to voicemail.

Reject a Call and Send a Text Message

You can reject an incoming call and automatically send a text message to the caller.

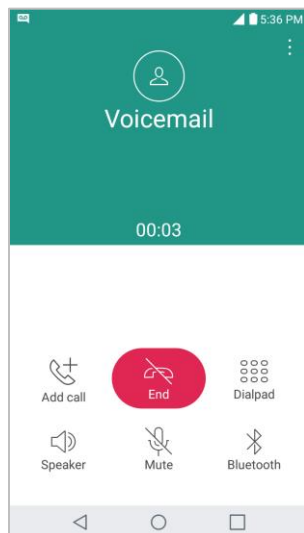
1. When a call arrives, slide **Decline with message** up from the bottom of the screen.
 - ❖ The ringtone or vibration will stop and you will see a list of preset text messages.
2. Tap one of the messages to send it to the caller.
 - ❖ The selected message will be delivered to the caller.
 - You can edit the reject messages through the Call settings menu. From the phone app, tap  > **Call settings** > **Call blocking & Decline with message** > **Decline with message** and edit or create the reject messages.

In-Call Screen Layout and Operations

While you're on a call, you will see a number of onscreen options. Tap an option to select it.

In-Call Screen Layout


Tap options to activate them during a call.





- **Add call** to initiate a 3-way call.
- **End** to end the current call.

- **Dialpad** to display the dialpad to enter additional numbers, for example, an extension or access code.
 - For example: When you call your bank's 800 number, use your dialpad to enter your account number and PIN.
- **Speaker** to route the phone's audio through the speaker (On) or through the earpiece (Off).
 - Activate the speaker to route the phone's audio through the speaker. (You can adjust the speaker volume using the volume buttons.)
 - Deactivate the speaker to use the phone's earpiece.

Warning: Because of higher volume levels, do not place the phone near your ear during speakerphone use.





- **Mute** to mute the microphone during an active call. Tap again to unmute the microphone.
- **Bluetooth** (Only available when a Bluetooth headset is connected to your phone) to route the phone's audio through a connected Bluetooth headset (On) or through the speaker (Off).
 - When the call is routed to a Bluetooth headset, the current call area shows the Bluetooth call icon ()

Note: The **Headset** button is activated to show the current call is routed to the connected Bluetooth headset.

- To route the current call back to the phone, tap **Bluetooth** to temporarily use the phone. Tap it again to route the call back to the connected Bluetooth headset.
- When Bluetooth or the Bluetooth headset is turned off, the call is routed through either the earpiece or speaker and shows ()
- Tap  during a call to display a list of additional in-call features:
 - **Contacts:** Display your contacts list.





Place a Call from Contacts

You can place phone calls directly from entries in your Contacts list.

1. Tap  > **Phone**  to display the phone app.
2. Tap the **Contacts** tab to display the Contacts list.
3. Tap a contact.
4. Tap **Call**  next to the number you want to call.
5. To end the call, tap .

Call from Call Logs

The Call logs list lets you quickly place calls to recent incoming, outgoing, or missed numbers.




1. Tap  > **Phone**  to display the phone app.
2. Tap the **Call logs** tab to display the Call logs list.
3. Tap an entry to display the call details.
4. Tap **Call**  to place a call.
5. To end the call, tap .

Voicemail

The following topics describe how to set up and use your phone's voicemail and visual voicemail features.

Voicemail Setup

You should set up your voicemail and personal greeting as soon as your phone is activated. Always use a password to protect against unauthorized access. Your phone automatically transfers all unanswered calls to your voicemail, even if your phone is in use or turned off.

1. Tap  > **Phone**  > **Dial** tab.
2. Touch and hold  to dial your voicemail number.
3. Follow the system prompts to:
 - Create your password.
 - Record your name announcement.
 - Record your greeting.

Important: Voicemail passcode – It is strongly recommended that you create a password when setting up your voicemail to protect against unauthorized access. Without a password, anyone who has access to your phone is able to access your voicemail messages.

Visual Voicemail Setup

This topic describes the Visual Voicemail feature of your phone's service, as well as the steps required to set up Visual Voicemail on your phone.



About Visual Voicemail

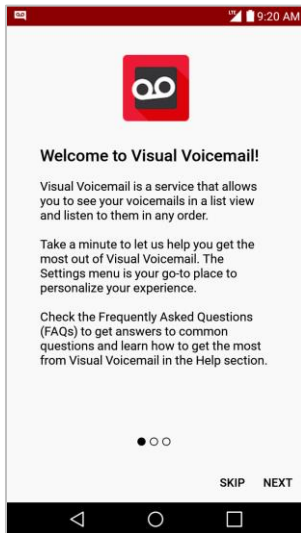
Visual Voicemail gives you a quick and easy way to access your voicemail. Now you can find exactly the message you are looking for without having to listen to every voicemail message first. This feature periodically goes out to your voicemail, and gathers the caller information from all of the current voicemails. It then populates a list with the caller name and number, along with the length of time and priority level of the voicemail message.

Set Up Visual Voicemail

Setting up Visual Voicemail follows many of the same procedures as setting up traditional voicemail. You should set up your voicemail and personal greeting as soon as your phone is activated. Your phone automatically transfers all unanswered calls to your voicemail, even if your phone is in use or turned off.

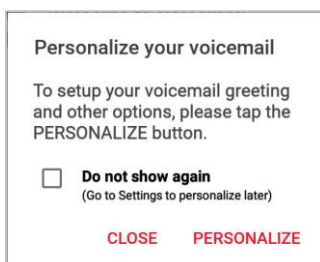
Note: To set up your traditional voicemail box, see [Voicemail](#).

1. Tap  > **Voicemail** .



❖ You'll see a Welcome to Visual Voicemail screen.

2. Scroll through the introduction screens to view a brief explanation of visual voicemail services.
3. At the end of the welcome screens, you'll come to a Personalize your voicemail prompt.





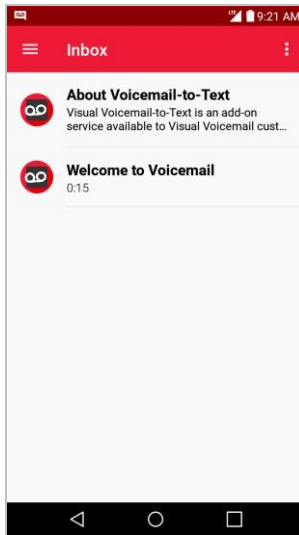
4. Tap **PERSONALIZE** and follow the system prompts to:
 - Create a password (part of standard voicemail).
 - Record your name announcement.
 - Record your greeting.

Important: Voicemail passcode – It is strongly recommended that you create a password when setting up your voicemail to protect against unauthorized access. Without a password, anyone who has access to your phone is able to access your voicemail messages.

Review Visual Voicemail


Visual Voicemail lets you easily access and select which messages you want to review.

1. Tap  > **Voicemail** .



❖ You will see the voicemail inbox.

2. Tap a message to review it.

Tip: There are several icons at the bottom of the review screen for maintenance, storage, messaging, and other options. For an explanation of all your options, tap **Menu**  > **Help** > **Visual Voicemail Menu**.

Listen to Multiple Voicemail Messages

When you are done listening to a voicemail message you can easily access other voicemail messages without returning to the main voicemail screen.





1. Listen to the current voicemail message.
2. Swipe your finger left or right to display the next or previous message.

❖ The next or previous message will begin playing automatically.

You can navigate through voicemail messages as frequently as you'd like. You can even move to the next or previous message before you're finished listening to the current one.




Visual Voicemail Options

Use the following options to access and configure your Visual Voicemail options.

1. Tap  > **Voicemail** .
2. From this initial screen, you can:
 - Tap  to view the voicemail messages in other folder: **Inbox**, **Sent**, **Archive**, and **Trash**.
 - Tap  to access **New Voice SMS**, **New Avatar message**, **Search**, **Upgrade to Premium**, **Store**, **Help**, and **Settings**.

Configure Visual Voicemail Settings




The Visual Voicemail settings menu lets you access settings for notifications, pictures, greetings, and more.

1. Tap  > **Voicemail** .
2. Tap  > **Settings** and select from the following:
 - **Avatar**
 - **Disable Avatar** to disable Avatar compose features and content store.
 - **Avatar Facebook ad signature** to enable avatar advertising signature when posting on Facebook.
 - **SMS delivery** to allow sending SMS message to recipients who do not have Avatar capability.
 - **Display**
 - **Themes** to choose the type of theme used for the application.
 - **Display name** to enter a name to identify yourself to people when replying or forwarding messages.
 - **Help/Info** to see the visual voicemail help.
 - **Preferences**
 - **Manage subscription** to subscribe and unsubscribe from the visual voicemail premium monthly subscription service. This may take a minute.
 - **Auto forward to email** to send a copy of new messages to an email address of your choice.
 - **Personalize voicemail** to change your voicemail greeting for incoming calls and update password.
 - **Transcription language** to choose the transcription language (if available).
 - **Delete messages** to set Visual Voicemail to permanently delete messages from the Trash folder after a specific number of days.

- **Mobile advertising preferences** to manage participation in the Mobile Advertising Program, including enabling bonus app features.
 - **Disable ads** to control whether ads are displayed inside Voicemail.
 - **Transcriptions displayed** to transcribe Voicemails from voice to text.
 - **Enable/Disable Free Trials** to opt in or out of future free trials.
 - **SMS delivery of voice message** to allow voice message delivery via SMS to recipients who do not always have VoiceSMS capability.
- **Sound**
 - **Notifications** to determine how you are notified of new voicemails. Set the notification sound and vibrate option.
 - **Speakerphone** to automatically turn the speaker on or off.
 - **Updates** to search for an upgrade to your Visual message software.
 - **About Voicemail** to view build information about the current visual voicemail application.




Change Your Main Greeting via the Voicemail Menu

Your main greeting can be changed directly via the Visual Voicemail system. This direct access saves you from having to navigate within the voicemail menu.

1. Tap  > **Voicemail** .
2. Tap  > **Settings** > **Preferences** > **Personalize voicemail**.
3. Tap **OK** to connect to the voicemail system. Follow the prompts to change your current greeting.

Edit the Display Name via the Voicemail Menu

From your Visual Voicemail menu, you can quickly change the name or number attached to your voice messages.







1. Tap  > **Voicemail** .
2. Tap  > **Settings** > **Display** > **Display name**.
3. Tap the existing identification field and enter a new identifying name or number (used to identify you to recipients of your voice messages).
4. Tap **OK** to save your information.

Optional Calling Services

The following topics outline additional voice-related services available with your phone, including call services and more.

Caller ID Blocking

Caller ID identifies a caller before you answer the phone by displaying the number of the incoming call. If you do not want your number displayed when you make a call, follow these steps.


1. Tap  > **Phone**  > **Dial** tab .
2. Tap    .
3. Enter a phone number.
4. Tap  .
 - ❖ Your caller information will not appear on the recipient's phone.

To permanently block your number, call Virgin Customer Service.

Call Waiting





When you're on a call, Call Waiting alerts you to incoming calls by sounding two beeps. Your phone's screen informs you that another call is coming in and displays the caller's phone number (if it is available).

To respond to an incoming call while you're on a call:

- Swipe  in any direction. (This puts the first caller on hold and answers the second call.)



To switch back to the first caller:

- Tap **Swap calls**.

Note: For those calls where you don't want to be interrupted, you can temporarily disable Call Waiting by pressing     before placing your call. Call Waiting is automatically reactivated once you end the call.

Conference Calling

With conference calling, also known as 3-way calling, you can talk to two people at the same time. When using this feature, the normal airtime rates will be charged for each of the two calls.

1. On the dial pad screen, enter a number and tap  (or place a call from Log or Contacts).
2. Once you have established the connection, tap **Add call**, and dial the second number (or place the call from Logs or Contacts).
 - ❖ This puts the first caller on hold and dials the second number.
3. When you're connected to the second party, tap **Merge calls**. Your conference call is now in session.
4. To end the three-way call, tap .







Note: If one of the people you called hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all callers are disconnected.

Call Forwarding








Call Forwarding lets you forward all your incoming calls to another phone number – even when your phone is turned off. You can continue to make calls from your phone when you have activated Call Forwarding.

Note: You are charged a higher rate for calls you have forwarded.

To activate Call Forwarding:

1. Tap  > **Phone**  > **Dial** tab.
2. Tap    .
3. Enter the area code and phone number to which you want your calls forwarded.
4. Tap  .
 - ❖ You will hear a tone to confirm the activation of Call Forwarding. All calls to your wireless number will be forwarded to the designated phone number.

To deactivate Call Forwarding:

1. Tap  > **Phone**  > **Dial** tab.
2. Tap     .
3. Tap  .
 - ❖ You will hear a tone to confirm the deactivation.

Call Settings Menu

Your phone's Call Settings menu lets you configure your voicemail options and a number of other settings for the phone application.

Call Settings Overview



Use the Call Settings menu to adjust the following settings:

Setting	Description
Decline with message under Call blocking & Decline with message	You can send out a text message when you want to ignore an incoming call and respond to the caller with a text instead. You can add or edit quick messages.


<p>Blocked numbers under Call blocking & Decline with message</p>	<p>You can set call rejections and manage the reject list.</p>
<p>Digit filter under Call blocking & Decline with message</p>	<p>Block calls based on the starting or ending digits in their number.</p>
<p>Private numbers under Call blocking & Decline with message</p>	<p>You can set call rejections from a private number.</p>
<p>End calls with the Power key under Answer and end calls</p>	<p>You can set the phone to end calls with the Power/Lock Button.</p>
<p>Auto answer under Answer and end calls</p>	<p>Allows you to set the time before a connected hands-free device automatically answers an incoming call.</p>
<p>Incoming voice call pop-up under More</p>	<p>Activate to display the incoming call pop-up when using an application.</p>
<p>Vibrate when call ends Under More</p>	<p>Activate to vibrate when a call ends.</p>
<p>Smart dialing under More</p>	<p>Activate to make a call to the U.S. from abroad without entering the national code. Touch and hold 0+ or tap the contact.</p>
<p>Silence incoming calls under More > Gestures</p>	<p>You can set the phone to silence incoming calls by just flipping the phone.</p>
<p>Save unknown numbers under More</p>	<p>You can set the phone to save the phone numbers not saved in Contacts yet.</p>
<p>Proximity Sensor under More</p>	<p>When receiving and making calls, this sensor automatically turns the backlight off and locks the touch keypad by sensing when the phone is near your ear. This extends battery life and prevents the touch keypad from activating unintentionally during calls.</p>
<p>TTY mode under More</p>	<p>A TTY (also known as a TDD or Text Telephone) is a telecommunications phone that allows people who are deaf, hard of hearing, or who have speech or language disabilities, to communicate by telephone. Your phone is compatible with select TTY phones. Please check with the manufacturer of your TTY phone to ensure that it is compatible with digital cell phones. Your phone and TTY phone will connect via a special cable that plugs into your phone's headset jack. If this cable was not provided with your TTY phone, contact your TTY phone manufacturer to purchase the connector cable.</p>

Hearing aids under More	Tap to turn on hearing aid compatibility.
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Use the Call Settings Menu

1. Tap  > **Phone** .

 - ❖ The phone app opens.

2. Tap  > **Call settings**.

 - ❖ The call settings menu appears.

3. Configure your options.
 - Tap a menu item to display its options.
 - Select your options and follow the prompts to set them.




 - ❖ Your call settings options are set.

TTY Mode

A TTY (teletypewriter, also known as a TDD or Text Telephone) is a telecommunications device that allows people who are deaf, hard of hearing, or who have speech or language disabilities, to communicate by telephone.

Your phone is compatible with select TTY devices. Please check with the manufacturer of your TTY device to ensure that it supports digital wireless transmission. Your phone and TTY device will connect using a special cable that plugs into your phone's headset jack. If this cable was not provided with your TTY device, contact your TTY device manufacturer to purchase the connector cable.

To turn TTY Mode on or off:

1. Tap  > **Phone**  > **Dial** tab.
2. Tap  > **Call settings** > **More** > **TTY mode**.
3. Tap **TTY Full**, **TTY HCO**, or **TTY VCO** to turn TTY mode on.

– or –

Tap **TTY Off** to turn TTY mode off.

- ❖ Your phone's TTY mode is set.

Note: When enabled, TTY mode may impair the audio quality of non-TTY devices connected to the headset jack.

Warning: 9-1-1 Emergency Calling – It is recommended that TTY users make emergency calls by other means, including Telecommunications Relay Services (TRS), analog cellular, and landline communications. Wireless TTY calls to 9-1-1 may be corrupted when received by public safety answering points (PSAPs), rendering some communications unintelligible. The problem encountered appears related to TTY equipment or software used by PSAPs. This matter has been brought to the attention of the FCC, and the wireless industry and the PSAP community are currently working to resolve this.

Contacts

The Contacts application lets you store and manage contacts from a variety of sources, including contacts you enter and save directly in your phone as well as contacts synchronized with your Google Account, your PC, compatible email programs (including Exchange Server), and your friends from compatible social networking applications.




! Contacts Cautions

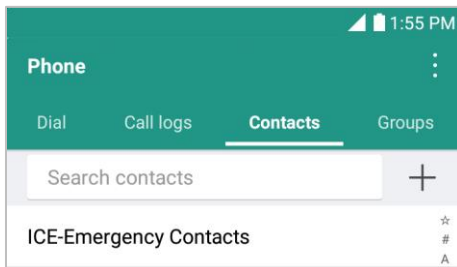
Information saved in Contacts may be lost or changed if the battery is removed for a long period or left uncharged. Accident or malfunction may also cause loss or change to information. It is recommended that you keep a separate copy of contacts and other important information. Virgin is not responsible for any damages from lost or changed contacts.


Add a Contact

You can add contacts on your phone and synchronize them with the contacts in your Google Account, Microsoft Exchange account, or other accounts that support syncing contacts.

The Contacts application tries to join new addresses with existing contacts to create a single entry. You can also manage that process manually.

1. Tap  > **Contacts** .
2. Tap  to add a contact.



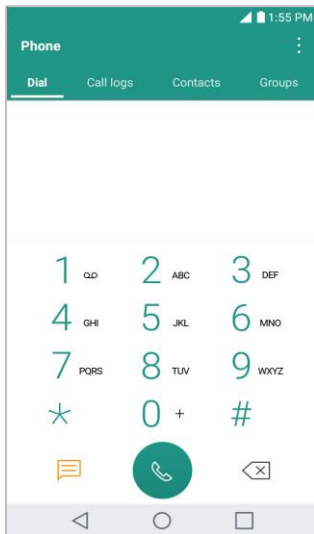
3. Tap a destination type, **Phone contact** or **Google** (if available).
4. Tap  to select a picture to display next to the name in your list of contacts and in the Caller ID.
5. Tap the **Name** field and enter a name for your contact.
6. Tap the **Phone** field and enter a phone number.
7. Enter any additional information you may want to save and when you're finished tap **SAVE**.

Save a Phone Number

You can save a phone number to Contacts directly from the phone keypad.

1. Tap  > **Phone** .

2. Enter a phone number.



3. To add the number to an existing contact, tap **Update contact**. To add a new contact, tap **Create contact**.



- For an existing contact, tap the contact name and select a number type for the new number.
- For a new contact, enter the name and any additional information.

4. Tap **SAVE**.

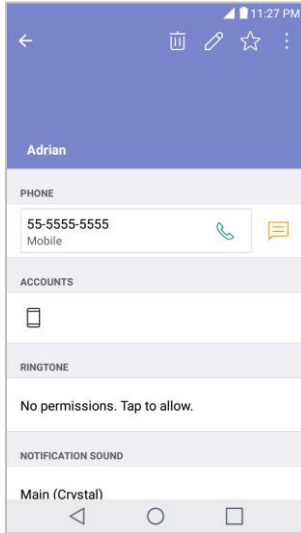
- ❖ The contact is added.

View Contacts

View a contact's details by displaying a contact entry.

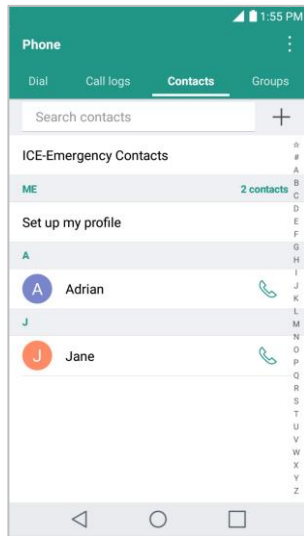
1. Tap  > **Contacts** .

2. Tap a contact to view its details.



Contacts Screen Layout

The following illustration show's your Contacts app layout and describes the various features.






Item	Description
Groups tab	Show contact groups.
Contacts tab	Show all contacts.
Contact	Tap to show a contact's details.

Image	Tap to show a thumbnail of the contact entry. Tap an icon to place a call, send a message, etc.
Search	Search contacts.
Index	Browse contacts by letter.
Add new	Add a new contact.

Edit a Contact

Once you've added a contact, you can add or edit any of the information in the entry, assign a caller ID picture, customize with a unique ringtone, and more.




1. Tap  > **Contacts** .
2. Tap the contact to view its details.
3. Tap **Edit** .
4. Tap any field you want to change or add.
5. Add or edit the information, and then tap **SAVE**.

Note: To select a type (label) for a phone number, email address, or postal address (such as Home, Work, etc.), tap the type to the right of the field.

Note: To add more phone numbers, email addresses, etc., tap  on the right side of the entry field.

Delete a Contact



You can delete a contact from the contacts details page.


1. Tap  > **Contacts** .
2. Tap a contact to view its details.
3. Tap .
4. Tap **DELETE**.

Tip: You can also touch and hold the contact from the contact list and then tap **Delete contact > DELETE**.

Share a Contact




You can share contacts with others by sending as vCard files.

1. Tap  > **Contacts** .

2. Tap  > **Share**.
3. Tap the contacts you want to share, then tap **SHARE**.
4. Choose the method for sending.




Import Contacts

You can import contacts from your internal storage directly to your Contacts application.

1. Copy the vCard files to your phone from your computer.
2. Tap  > **Contacts** .
3. Tap  > **Manage contacts** > **Import**.
4. Select where to import from and save to, then tap **OK**.
5. Tap the files you wish to import and tap **IMPORT** and **IMPORT** to confirm.

Back Up Contacts


You can back up and export all of the contacts on your phone, as vCard files. You can then copy this file to a computer or another phone that is compatible with this format, such as an address book application.

1. Tap  > **Contacts** .
2. Tap  > **Manage contacts** > **Back up**.
3. Select a storage location and then tap **OK**.
4. Tap the contacts you want to export, then tap **BACK UP** and **BACK UP** to confirm.
5. Enter a file name and tap **OK**.

Messaging

With wireless service and your phone's messaging capabilities, you have the opportunity to share information through many different channels and accounts, including Messenger, Gmail (Google), personal and corporate email.







Messenger

You can send and receive text messages, photos, voice messages, and video using Messenger. When you receive a new message, you will be notified by your phone. Messaging is available via the Messenger application. The icon  appears status bar when a new message is received.

Send a Text Message

Quickly compose and send text messages (SMS) on your phone.

Note: See your service plan for applicable charges for text messaging.

1. Tap  > **Messenger** .
2. Tap .
3. Tap the **To** field and enter a contact's names, phone numbers, or email addresses that you'd like to message. You can also pick from your top contacts or your whole contact list.
4. Tap .
5. Tap the text field and enter your message.
 - To enter a emoji, tap . Select a category and make a selection from the list to insert it into your current message.
6. Review your message and tap .













Send a Multimedia Message (MMS)

When you need to add a little more to a text message, you can send a multimedia message (MMS) with the contents such as images, videos, etc.


Note: See your service plan for applicable charges for multimedia messaging.

Compose Multimedia Messages

1. Tap  > **Messenger** .
2. Tap .

3. Tap the **To** field and enter a contact's names, phone numbers, or email addresses that you'd like to message. You can also pick from your top contacts or your whole contact list.
4. Tap .
5. Tap the text field and enter your message.
6. Tap .
7. Select a multimedia attachment type:
 -  **Sticker**: Diverse stickers are available.
 -  **Take picture/Record video**: Take a picture or record a video to insert in your message.
 - To take a picture, tap .
 - To see the camera in full-screen view, tap .
 - To start recording a video, tap .
 - To stop recording a video, tap .
 -  **Gallery**: Opens the Gallery application. Tap a picture or a video to attach to your message.
 -  **Record audio**: Touch and hold  until you finish recording.
 -  **Location**: You can send your location.


Note: To remove or replace a picture or an audio attachment, on the Compose screen, tap  next to the attachment.

8. When you are finished creating your new MMS message, tap .

Save and Resume a Draft Message



While composing a text or multimedia message, tap  to automatically save your message as a draft.

To resume composing the message:

1. On the screen with all message threads, tap the message. The Draft label is shown if a saved draft is available.
2. When you finish editing the message, tap .

New Messages Notification

Depending on your notification settings, the phone will play a ringtone, vibrate, or display the message briefly in the status bar when you receive a new text or multimedia message. To change the notification for new text and multimedia messages, see [Text and MMS Options](#) for details.

A new message icon  also appears in the notifications area of the status bar to notify you of a new text or multimedia message. The Messages application icon (if shown on the home screen) also displays the number of new messages .

- To open the message, pull down the status bar to open the notification panel. Tap the new message to open and read it. For information on reading and replying to messages see [Manage Message Conversations](#).



Manage Message Conversations

Text and multimedia messages that are sent to and received from a contact (or a number) are grouped into conversations or message threads in the Messenger screen. This allows you to see exchanged messages (similar to a chat program) with a contact on the same screen.

Read a Text Message

- Do one of the following:
 - On the Messenger screen, tap the message thread to open and read it.
 - If you have a new message notification, drag the status bar down to open the Notifications Window. Tap the new message to open and read it.



View a Multimedia Message (MMS)

1. Tap  > **Messenger** .
2. On the Messenger screen, tap a message thread to open it.
3. While viewing a message, tap the play icon (on the video or audio file) to playback the file or tap the image to view the picture.


Tip: The file attachment on the multimedia message can be saved to your phone's internal storage. To save the attachment, touch and hold the file and tap .


Note: When Auto-download MMS is disabled, only the message header is downloaded. To download the entire message, tap the **Download** button in the message. For details, see [Text and MMS Options](#).

Reply to a Message

1. Tap  > **Messenger** .
2. On the Messenger screen, tap a message thread to open it.
3. While viewing a message, tap the text field and type your reply message.

4. Once completed, tap .






To return to the All messages screen from a text message thread, tap .


Note: To view the details of a particular message, in the message thread, touch and hold the message to open the options menu, and then tap .

Note: If a message contains a link to a web page, tap the message and then tap the link to open it in the web browser.


Note: If a message contains a phone number, tap the message and then tap the phone number to dial the number or add it to your contacts.

Delete Conversations

1. Tap  > **Messenger** .
2. On the Messenger screen, touch and hold a message thread to display 
 - To select multiple conversations, tap each conversation to delete.  will be shown.
3. Tap  and then tap **DELETE** to confirm.

Tip: You can also delete a conversation while you're viewing it. While viewing a conversation, tap  > **Delete**.

Delete a Single Message




1. While viewing a conversation, touch and hold the message that you want to delete.
2. Tap  and then tap **DELETE** to confirm.

View Contact Information from a Message

When you have received a message from someone in your stored contacts, you can tap the contact's photo or icon in the message thread to open a menu of options. Depending on the stored contact information, you can view the contact details, place a phone call, send an email message to the contact, and more.

Text and MMS Options

The messages settings menu lets you control options for your text and multimedia messages including message limits, size settings, and notifications.

1. Tap  > **Messenger** .
2. On the Messenger screen, tap  > **Settings**.
3. Adjust the following settings according to your needs:

- **Default SMS app:** To change your default messenger app.
- **Get notifications:** Select whether to get notifications or not when a new message arrives.
- **Notification sound:** Allows you to select a ringer to sound when a new message is received. Tap this option, and then select a ringtone that is specific to new text and multimedia messages. A sample will briefly be played upon selection, then tap **OK** to save your new setting.
- **Hear outgoing message sounds:** Select whether to hear sounds when you send a message.
- **Vibrate:** Enable this option if you want the phone to vibrate when a new text or multimedia message is received.
- **Advanced**
 - **Enhanced features:** Configure the enhanced features (available when the mobile network allows).
 - **Group messaging:** Select the group messaging option between Send an SMS reply to all recipients and get individual replies (mass text) and Send an MMS reply to all recipients (group MMS).
 - **Auto-download MMS:** Enable this option to automatically retrieve the entire content of your multimedia message. When enabled, the multimedia message header, message body, and any attachments will automatically download to your phone when the message is received. If you disable this option, only the multimedia message header will be retrieved and displayed.
 - **Auto-download MMS when roaming:** Disable this option if you only desire the multimedia message headers to download while roaming. Enable this option to automatically download your complete multimedia messages even while roaming.
 - **Use simple characters:** Turn this on to change special characters in text messages into simple ones.
 - **SIM card messages:** You can view SIM card messages.
 - **Phone number:** Tap this to change the phone number you use to send messages.

Gmail






Use Google's Gmail service and your Google Account to send, receive, and manage your Gmail messages. Before using Gmail, you must register a Google (Gmail) Account on your phone. See [Google Account](#) for details.

Gmail Cautions





Gmail is handled as email from a PC. Restricting email from PCs on your phone prevents your phone from receiving Gmail.

Create and Send a Gmail Message

Use your phone to create and send Gmail messages.

1. Tap  > **Google**  > **Gmail** .
- ❖ The Gmail inbox opens.
2. In the inbox, tap .
- ❖ The Gmail composition window opens.
3. Enter the message recipient(s), subject, and message, and then tap **Send** .
- ❖ The Gmail message is sent.

Gmail Composition Options

- **Adding Cc/Bcc:** In the mail composition window, tap  and then add recipients.
- **Attaching Pictures or Videos:** In the mail composition window, tap **Attach file** . Locate and then tap the picture or video you want to attach.
- **Save as a Draft (Send Later):** While composing your message, tap  > **Save draft**. The message is saved as a draft for later.
- **Delete Mail Being Composed:** In the mail composition window, tap  > **Discard**.


Note: To view your draft email messages, in the inbox, tap  > **Drafts**.

Note: To view your sent messages, in the inbox, tap  > **Sent**.

Check Received Gmail Messages

Your phone allows you to access, read, and reply to all your Gmail messages.




Open Gmail Messages from Notifications

When new Gmail arrives, you will see  in the status bar.

1. Pull down the status bar to display the notification panel.
2. Tap the new message from the notification panel.
- ❖ The new Gmail message opens.
 - If you have two or more new Gmail messages, tapping the notification opens the Gmail inbox.

Open Gmail Messages from the Inbox

You can also read and reply to all your Gmail messages from the Gmail inbox.





1. Tap  > **Google**  > **Gmail** .
- ❖ The Gmail inbox opens.
2. Tap the message thread you want to view.
- ❖ The message thread opens, with the newest message displayed.

Options when Reviewing Gmail Messages

- **Replying to Gmail Messages:** With the Gmail message open, tap **Reply** , compose your reply message, and tap **Send** .
- To reply to all, tap  > **Reply all**.
- **Forwarding Gmail Messages:** With the Gmail message open, tap  > **Forward**, enter a recipient and an additional message, and tap **Send** .





Use Gmail Labels

Gmail saves all mail in one box, but you can add labels that allow you to sort your Gmail conversation threads. For example, when a new thread starts with a received mail, the label "Inbox" is automatically added to the thread. By then adding the label "travel," all threads with "travel" are shown in a list.

1. Tap  > **Google**  > **Gmail** .
- ❖ The inbox opens.
2. Touch and hold a conversation thread to add a checkmark to it, and then tap  > **Change labels**.
3. Tap a label for the thread.
- ❖ The thread is added to the selected label.





Archive Gmail Threads

Remove sent and received Gmail threads so they do not appear in the inbox. When replies arrive for archived threads, they appear in the inbox again.

1. Tap  > **Google**  > **Gmail** .
- ❖ The inbox opens.
2. Touch and hold a conversation thread to add a checkmark to it, and then tap **Archive** .
- ❖ The thread is now archived.





Mute Gmail Threads

If registered on a mailing list, there will be threads with always-continuing conversations. For long threads that are not important, mute the threads and they will no longer appear in the inbox. When mail arrives that includes user's address as a recipient or in Cc, mail will again appear in the inbox.

1. Tap  > **Google**  > **Gmail** .
- ❖ The inbox opens.
2. Touch and hold a conversation thread to add a checkmark to it, and then tap  > **Mute**.
- ❖ The thread is now hidden.






Delete Gmail Threads

If you no longer wish to keep a Gmail conversation thread, you can simply delete it from the inbox.

1. Tap  > **Google**  > **Gmail** .
- ❖ The inbox opens.
2. Touch and hold a conversation thread to add a checkmark to it, and then tap **Delete** .
- ❖ The thread is deleted.





Search Gmail Messages

If you need to find a specific message or message thread, you can search Gmail from the inbox.

1. Tap  > **Google**  > **Gmail** .
- ❖ The inbox opens.
2. Tap .
3. Enter your search text and tap .
- ❖ The search results appear. Tap a message or thread from the list to display it.




Report Spam

You can report spam Gmail messages from your phone's Gmail inbox.

1. Tap  > **Google**  > **Gmail** .
- ❖ The inbox opens.
2. Touch and hold a conversation thread to add a checkmark to it, and then tap  > **Report spam**.
- ❖ The selected message is reported as spam Gmail.

Add Another Google (Gmail) Account





If you have multiple Gmail accounts you wish to view on your phone, you can add them from the **Settings** > **Accounts & sync** menu.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Accounts & sync** > **ADD ACCOUNT**.
2. Tap **Google**, and then tap **Enter your email**.
3. Enter your Gmail username and password, and then tap **NEXT**.
4. After your phone connects with the Google servers, select the items you would like to sync with your phone and then tap **Sync now**.
5. Tap **Finish setup**.
 - ❖ You are signed in to your Google Account, and you can access both of your Gmail accounts from the Gmail app.

Note: You can also sign up for a new Gmail account from the Settings menu. In step 2 above, tap **Or create a new account** and follow the prompts.






Switching between Gmail Accounts

If you have more than one Gmail account set up, you can switch between them in the Gmail app.

1. Tap  > **Google**  > **Gmail** .
 - ❖ The inbox opens.
2. Tap .
3. Tap the account you want to view from the list at the top of the menu.
 - ❖ The selected account inbox is displayed.

Gmail Settings

You can access settings for the Gmail app and for your individual Gmail accounts from the Gmail Settings menu.

1. Tap  > **Google**  > **Gmail** .
 - ❖ The Primary inbox opens.
2. Tap  > **Settings** .
3. Tap **General settings** to access settings for all accounts, or tap an **account name** to configure settings for a specific Gmail account.
 - **General settings:** Gmail default action, Conversation view, Swipe actions, Sender image, Reply all, Auto-fit messages, Auto-advance, Confirm before deleting, Confirm before archiving, and Confirm before sending.

- **Account settings:** Inbox type, Inbox categories, Notifications, Inbox sound & vibrate, Signature, Vacation responder, Sync Gmail, Days of mail to sync, Manage labels, Download attachments, and Images.

Note: Available settings are subject to change.

Internet and Social Networking

The following topics describe how to connect to and use the Internet on your phone, and how to access popular social networking sites such as Facebook, Twitter, and Duo.

Data Services General Information (4G LTE and 3G Networks)

The following topics will help you learn the basics of using your data services, including managing your user name, launching a data connection, and navigating the Web with your phone.




Important: Certain data services requests may require additional time to process. While your phone is loading the requested service, the touchscreen or QWERTY keyboard may appear unresponsive when in fact they are functioning properly. Allow the phone some time to process your data usage request.


4G LTE

The 4G enhanced LTE network provides your phone with wireless Internet access over greater distances than Wi-Fi and delivers data transfer rates of up to 60 Mbps. To connect your phone to 4G, you need to be in an area covered by the 4G enhanced LTE network.

Note: The availability and range of the network depends on a number of factors including your distance to the base station, infrastructure, and other objects through which the signal passes.

Set Your Network Options





1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More** > **Mobile networks** > **Network mode**.
2. Select the desired option.
 - ❖ By default, the phone will scan for the best available Virgin network and will automatically connect to it.

When your phone is connected via 4G, the LTE icon  appears in the status bar.

Note: The 4G network is self-discoverable, which means no additional steps are required for your phone to connect to it.

Data Connection Status and Indicators

Your phone displays the current status of your data connection through indicators at the top of the screen. The following symbols are used:

Icon	Status
	Network (full signal): The number of bars indicate the strength of the signal. More bars mean a better signal.
	Enhanced 4G LTE data service: Your phone is connected to the 4G enhanced LTE network.
	3G (data service): Your phone is connected to the 3G network.
	Wi-Fi connection: Your phone is connected to a Wi-Fi network for data.



Chrome Browser

The Chrome mobile Web browser gives you full access to both mobile and traditional websites on the go, using data service or Wi-Fi data connections.


If you are signed in with a Google Account, the Chrome browser will import all your bookmarks and other Web preferences for use on your phone.

Use the Browser

Launching the browser is as easy as tapping an icon.

1. Tap  > **Chrome** .
 - ❖ The browser opens.
2. Tap the address bar at the top and enter search words (for a Google search) or a Web address.



Chrome Support

- To find help in the Chrome browser, tap  > **Help & feedback**.
- ❖ A Web page will open displaying Google help for Chrome.



Tip: For more information visit: google.com/intl/en/chrome/browser/mobile/.

Add a Bookmark

Bookmark favorite sites using the browser menu options.






1. Tap  > **Chrome** .

 - ❖ The browser opens.

2. Navigate to the Web page you want to bookmark, and tap  > .




❖ The Web page is added to bookmarks.

Bookmark Options

- **Editing Bookmarks:** From the browser, tap  > **Bookmarks** >  > **Edit** > edit the favorite > .
- **Deleting Bookmarks:** From the browser, tap  > **Bookmarks** >  > **Delete**.




View Browser History

Use the browser menu options to view your browsing history.

1. Tap  > **Chrome** .
- ❖ The browser opens.
2. Tap  > **History**.
- ❖ The browser history window opens.
3. Tap an entry to open the Web page.

Open New Browser Tabs




Use tabbed browsing to switch between websites quickly and easily.

1. Tap  > **Chrome** .
- ❖ The browser opens.
2. Tap  > **New tab**.
- ❖ A new tab appears.

Tip: To switch tabs, tap  > **Recent tabs**.

Browser Settings

Customize your experience with the Internet through the browser settings menu.





1. Tap  > **Chrome** .
- ❖ The browser opens.
2. Tap  > **Settings** and customize your browser settings.
- ❖ Your browser settings are saved.

Facebook





Post updates, read what your friends are up to, upload pictures and check-ins, and more with on-the-go Facebook access.

Install the Facebook App on Your Phone

Before you use Facebook on your phone, you must download and install the app from the Google Play store app.



1. Tap  > **Facebook** .
2. Tap **INSTALL** (or **UPDATE**).
 - ❖ The app will be downloaded and installed on your phone.
3. When the download has completed, tap **OPEN**.
 - Tap  > **Facebook** .

Sign in to Your Facebook Account from Account Settings

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Accounts & sync** > **ADD ACCOUNT**.
2. Tap **Facebook** .
3. Enter your Email or Phone and password and tap **LOG IN**.
 - ❖ Your Facebook account is added to your phone.

Use Facebook

Once you've downloaded the app and signed in, you can post and read updates, upload pictures, tag locations, and more, all from your phone.




1. Tap  > **Facebook** .
- ❖ The Facebook app launches.
 - If this is the first time you've used Facebook on your phone, enter your Email or Phone and password and tap **LOG IN** to sign in to an existing account, or tap **CREATE NEW FACEBOOK ACCOUNT** to set up a new Facebook account.
2. Tap **What's on your mind?** and type an update, tap **Photo/Video** and upload a picture or video from the gallery, tap **Check In** to share your location, "Like" and comment on friends' posts, and more.

Twitter

Tweet (post messages) and view other people's tweets on Twitter. Login may be required to use Twitter. For details on Twitter, visit twitter.com.



Install the Twitter App on Your Phone

Before you can use Twitter on your phone, you have to download and install the app from Google Play.

1. Tap  > **Play Store** .
2. Tap the Search icon and search for "twitter."
3. Tap **Twitter** from the results list.
4. Tap **INSTALL** (or **UPDATE**).
 - ❖ The app will be downloaded and installed on your phone.
5. When the download has completed, tap **OPEN**.
 - Tap  > **Twitter**.

Tweet on Twitter

Read Twitter feeds, follow your friends, and tweet your own updates right from your phone.

1. Tap  > **Twitter**.
 - ❖ The Twitter app launches.
 - If this is the first time you've used Twitter on your phone, tap **Log in** to sign in to an existing account, or tap **Sign up** to set up a new Twitter account.
2. Tap  type a tweet, and tap **Tweet**.
 - ❖ The tweet is sent and appears on your Twitter feed.

Duo

Duo is a one-to-one simple video calling app for everyone, regardless of OS (Android/iOS).

Open the Duo Application

- Tap  > **Google**  > **Duo** .

Connectivity

The following topics address your phone's connectivity options, including USB file transfer and tethering, Wi-Fi, Bluetooth, IR connectivity, and more.

Transfer Files Between Your Phone and a Computer

You can use the supplied USB cable to connect your phone directly to your computer and transfer music, pictures, and other content files.


For example, if you have a music album stored on your computer that you want to listen to on your phone with any of the music apps, just attach your phone to the computer and copy the files to the music folder.

File Transfer Tips

- If you want to save data to a microSD card on your phone, make sure the microSD card is installed and active. See [microSD Card](#).
- Avoid removing the battery or microSD card while transferring data.
- Data exchange may use the methods outlined in the following table:

Method	Description
File transfer	Transfer files between your phone and PC such as pictures, videos, and music.
Photo transfer	Transfer image files between your phone and PC.

Transfer Files Between the Phone and a Computer

1. Connect your phone to your computer using the supplied USB/charging cable.
 - Insert the larger end of the cable into the charger/accessory port at the bottom of the phone.
 - Insert the USB end of the cable into an available USB port on your computer. You may need to remove the USB cable from the charging adapter to access it.
2. When  appears in the notifications area, drag the Status bar down to display the Notifications window.
3. You will see either **USB PC connection** as File transfer or Photo transfer.
 - ❖ The files on your phone can now be accessed via your computer.

- For most transfers, you'll want to use **File transfer**.
 - To change the option, tap it in the Notifications window to open the storage settings, and then tap the desired option from the USB PC connection window.
4. On your computer, navigate to the detected device (such as through the My Computer menu) and open it.
 5. If available, select a drive (**SD card** for microSD card or **Internal storage** for internal phone storage).
 6. Select a folder (for example, **Music** for songs and albums) and copy files to it from your computer.
 7. When you are done, disconnect your phone from your computer.
- ❖ The transferred files are now saved to your phone or microSD card.







Wi-Fi

To use your phone's Wi-Fi, you need access to a wireless access point or "hotspot."

The availability and range of the Wi-Fi signal depends on a number of factors, including infrastructure and other objects through which the signal passes.

Turn Wi-Fi On and Connect to a Wireless Network

Use the Wireless & networks setting menu to enable your phone's Wi-Fi radio and connect to an available Wi-Fi network.







1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap **Wi-Fi**.
3. Tap the **Wi-Fi** switch  to turn Wi-Fi on.
 - ❖ You will see the names and security settings of in-range Wi-Fi networks.
 - To disable Wi-Fi, tap the switch  again.
4. Tap a Wi-Fi network to connect, enter the password (if it's not an open network), and then tap **CONNECT**.
 - ❖ Your phone is connected to the Wi-Fi network. You will see () in the status bar.
 - The password, for a household wireless LAN router, is sometimes found on a sticker on the router (WEP, WPA, KEY, etc.). Contact the router manufacturer for information. For password for a public wireless LAN, check with user's service provider.
 - Entering a password is not required if an access point is not security protected.

Note: The next time your phone connects to a previously accessed secured wireless network, you will not be prompted to enter the password again, unless you reset your phone to its factory default settings or you instruct the phone to forget the network.

Note: Wi-Fi networks are self-discoverable, which means no additional steps are required for your phone to connect to a Wi-Fi network. It may be necessary to provide a user name and password for certain closed wireless networks.




Configure Wi-Fi Settings

Use the Wi-Fi settings menu to manually set your Wi-Fi connection options.

1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap **Wi-Fi**.
3. Tap the **Wi-Fi** switch  to turn Wi-Fi on.
 - ❖ You will see the names and security settings of in-range Wi-Fi networks.
 - To disable Wi-Fi, tap the switch  again.
4. Tap  > **Advanced Wi-Fi**.
5. Configure your Wi-Fi settings.





Disconnect Wi-Fi


You may wish to disconnect from a connected Wi-Fi network without turning Wi-Fi off.

1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap **Wi-Fi**.
3. Tap the name of the connected access point and then tap **FORGET**.
 - After disconnecting from an access point, you may need to re-enter the password to reconnect.

Wi-Fi Direct




Use Wi-Fi Direct to connect directly to other Wi-Fi Direct devices simply via Wi-Fi, without an access point or the Internet.

1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap **Wi-Fi**.
3. Tap the **Wi-Fi** switch  to turn Wi-Fi on.
 - ❖ You will see the names and security settings of in-range Wi-Fi networks.

4. Tap  > **Advanced Wi-Fi** > **Wi-Fi Direct**.
5. Tap a device with which to connect.
 - If connected via Wi-Fi, you will see a confirmation. Follow the onscreen instructions.
6. Accept the connection on the other device.
 - If a connection is not accepted after a certain period, the connection request is cancelled.
 - To stop a connection, tap the device > **OK**.

Tethering

Use Tethering to share your device's Internet connection with a computer that connects to your device via Wi-Fi hotspot or by Bluetooth.

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **Tethering**.
2. Select a tethering option: **Wi-Fi hotspot** or **Bluetooth tethering**.
 - **Wi-Fi hotspot:** Allows other devices to connect to your phone via Wi-Fi.
 - **Bluetooth tethering:** Pair your phone with the other device via Bluetooth.

Tip: For additional support with tethering, tap **Help** from the tethering menu.






Hotspot

Wi-Fi Hotspot allows you to turn your phone into a Wi-Fi hotspot. When this feature is turned on, you can share your phone's mobile data services via Wi-Fi with other Wi-Fi enabled devices. The feature works best when used in conjunction with 4G data services (although 3G service can also be used).

Important: Use of the Hotspot feature requires an additional subscription. Visit virginmobileusa.com to learn more.

Note: Turning on Hotspot will disable your phone's connection to other Wi-Fi networks.

Set Up Wi-Fi Hotspot

1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap **Tethering** > **Wi-Fi hotspot**.
3. Tap the **Wi-Fi hotspot** switch  to turn Wi-Fi hotspot on.
 - ❖ Wi-Fi hotspot is enabled.
 - To disable Wi-Fi hotspot, tap the switch  again.

Note: The best way to keep using the phone as a hotspot is to have it connected to a power supply.

Important: Write down the passkey (password) for this communication (shown onscreen).

Connect to Wi-Fi Hotspot

1. Enable Wi-Fi (wireless) functionality on your target device (laptop, media device, etc.).
2. Scan for Wi-Fi networks from the device and select your phone hotspot from the network list.
3. Select this phone and follow your onscreen instructions to enter the passkey (provided on the Wi-Fi Hotspot page).
4. Launch your Web browser to confirm you have an Internet connection.

Bluetooth

Bluetooth® is a short-range communications technology that allows you to connect wirelessly to a number of Bluetooth devices, such as headsets and hands-free car kits, and Bluetooth-enabled handhelds, computers, printers, and wireless phones. The Bluetooth communication range is usually approximately 30 feet.

Bluetooth Function Cautions

Information may not appear correctly on connected devices depending on the transferred data.

Bluetooth Information

Bluetooth is a technology that enables wireless connection with PCs, Bluetooth devices with hands-free features, etc.




Function	Description
Audio output	Listen to music wirelessly.
Hands-free calls	Call hands-free, using Bluetooth-capable hands-free devices and headsets.
Data exchange	Exchange data with Bluetooth devices.



Enable the Bluetooth Feature

Use the settings menu to enable or disable your phone's Bluetooth capabilities.

- Wireless connection to all Bluetooth functions is not guaranteed for the phone.
- The phone may not connect properly depending on the other device.
- Noise may be experienced with wireless calls and hands-free calls depending on the conditions.

To enable Bluetooth:

1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap **Bluetooth**.

3. Tap the **Bluetooth** switch  to turn Bluetooth on.
 - To disable Bluetooth, tap the switch  again.

Tip: You can also turn Bluetooth on or off with the toggle menu in the Notifications window. Drag the status bar down to display the Notifications window and then tap **Bluetooth** to turn Bluetooth on or off.




Note: Turn off Bluetooth when not in use to conserve battery power, or in places where using a wireless phone is prohibited, such as aboard an aircraft and in hospitals.

Pair Bluetooth Devices


Search for and pair nearby Bluetooth devices. Registered Bluetooth devices can be connected simply.

- Enable the Bluetooth function on the Bluetooth devices being paired beforehand.

To pair Bluetooth devices:




1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap **Bluetooth**.
 - Nearby devices appear in the “AVAILABLE DEVICES” list.
 - If a target device is not detected, tap **SEARCH** to search again.
3. Tap a device from the “AVAILABLE DEVICES” list, and follow the onscreen instructions to pair with the device.
 - Methods to accept a Bluetooth connection differ depending on the devices used.

Unpairing from a Paired Device

1. From the Bluetooth settings menu, tap **Settings**  next to the paired device you wish to unpair.
2. Tap **Unpair**.
 - ❖ The device is unpaired from your phone. To make another connection with the device, you will need to pair again.


Connect to a Paired Bluetooth Device

You can listen to music over a Bluetooth stereo headset, or have hands-free conversations using a compatible Bluetooth headset or car kit. It's the same procedure to set up stereo audio and hands-free devices.

1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap **Bluetooth**.
 - Paired Bluetooth devices appear in the “PAIRED DEVICES” list.
3. Tap a device from the “PAIRED DEVICES” list.

- ❖ Your phone connects to the paired device.

The pairing and connection status is displayed below the device's name in the Bluetooth devices section.

When the device is connected to your phone, the Bluetooth paired icon  is displayed in the status bar. Depending on the type of device you have connected, you can then start using the headset or car kit to listen to music or make and receive phone calls.

Note: Due to different specifications and features of other Bluetooth-compatible devices, display and operations may be different, and functions such as transfer or exchange may not be possible with all Bluetooth-compatible devices.

Send Information Using Bluetooth

You can use Bluetooth to transfer information between your phone and another Bluetooth-enabled device such as a phone or computer.




Types of Data You Can Send via Bluetooth

You can send the following types of information, depending on the device you are sending to:

- Images and videos
- Calendar events
- Contacts
- Audio files

In the instructions below, Contacts data is being used as an example.

Sending Contacts Data via Bluetooth

1. Tap  > **Contacts** .
2. Tap  > **Share**.
3. Tap the contact(s) you want to send and then tap **SHARE** > **Bluetooth**.
4. Tap a paired device to receive the data.
 - ❖ The contact information is sent.
 - If you see a message to confirm, follow the onscreen instructions.

Receive Information via Bluetooth

Your phone is capable of receiving a wide variety of file types with Bluetooth, including pictures, music tracks, and documents such as PDFs.

1. When another device attempts to send a file to your phone via Bluetooth, you will see a request to accept the file.
2. Tap **ACCEPT**.

- ❖ The file is sent to your phone.
 - When your phone receives a file, you will see a notification. To open the file immediately, drag the status bar down to display the Notifications window, and then tap the notification.
 - When you open a received file, what happens next depends on the file type:
 - Media files and documents are usually opened directly in a compatible application. For example, if you open a music track, it starts playing in the default music application.
 - For a vCalendar file, select the where you want to save the event, and then tap **SAVE TO CALENDAR**. The vCalendar is added to your Calendar events.
 - For a vCard contact file, if there are multiple vCard files on your storage card, you can choose to import one, several, or all of those contacts to your contacts list.

Content Sharing

Share your device's data to other devices via various methods.

Playing Content





You can play photos, videos or music saved on the device from a TV.

1. Connect the TV and device to the same Wi-Fi network.
2. Execute a file from the **Gallery** and tap **Play on other device**.
3. Select the TV.

Note: To use Chromecast, update Google Play to the latest version.

Sending or Receiving Files



You can send or receive files saved on your device to another LG device or tablet.

- Tap  > **Tools**  > **Settings**  > **Networks** tab > **Share & connect** > **File sharing** > **SmartShare Beam** and swipe  to activate it.

Note: Make sure that your device is connected to the same wireless network as the file transfer target device.

Note: Make sure that **File sharing** is turned on in the notification panel of both the device and the target device.


Sending Files to Another Device

1. Select a file and tap  > **SmartShare Beam**. You can also share multiple files at once by tapping  from the file list, selecting the desired files, then tapping **SHARE** > **SmartShare Beam**.
 - When the search permit confirmation window appears, tap **OK**.

2. Select a device from the list of nearby devices that support SmartShare Beam.
 - The file is sent to the device.

Using Nearby Devices

You can play multimedia files saved on a connected device from your device.

1. From the **Gallery**, select  > **Nearby devices**.
2. Select a device from the device list.
 - If the desired device is not seen on the device list, check that DLNA is turned on, then tap **Search nearby devices**.
3. Play content saved on the selected device.

Apps and Entertainment

The following set of topics will explore the features that make your phone so much more than a phone, from the camera and productivity apps to music, entertainment, and more.








Camera and Video

You can use the camera or camcorder to take and share pictures and videos. Your phone comes with a 13 megapixel camera that lets you capture sharp pictures and videos and a 5 megapixel front camera.

Camera Overview

The camera's viewfinder screen lets you view your subject and access camera controls and options.



-  **Flash** to turn the flash **On**, **Off** or set it to **Auto**.
-  **Swap camera** to swap between the rear camera lens and the front camera lens.
-  **Film filter effect** to add diverse film filter effect.
-  **Mode** to select the mode from: **Auto**, **Panorama**.
 -  **Auto**: Default setting, automatically focuses on a subject.
 -  **Panorama**: Creates a wide photo of a panoramic view. Hold the phone horizontally, press the shutter once to start and slowly sweep the camera across the scene.
-  **Settings** to adjust the following camera and video settings.

Note: Available options vary depending on the selected camera (front or rear camera) and the selected camera mode.

- **Photo size:** Select values for aspect ratio and size for taking photos.
- **Video resolution:** Select between **FHD** and **HD**.
- **HDR:** Obtain photos or videos in vivid colors, and get compensated effects even when they are taken against the light. These functions are provided by the high dynamic range (HDR) technology equipped in the camera of the device.
- **Timer:** Set the timer to automatically take photos after a specified period of time.
- **Cheese shutter:** Take photos with voice commands.




- **Steady recording:** Activate the Steady recording for a stable video image.
- **Tag locations:** Save the image with GPS location data.
- **Grid:** Display guide grids so that you can take photos or record videos based on the horizontal and vertical reference lines.
- **Storage:** Select if you want to store the pictures and videos in the Internal storage or SD card. (Available when the memory card is inserted.)
- **Simple view:** Hide all menus from the camera screen.
- **Help:** Provide help information for each camera menu.

Additional Options on the Front Camera

- **Selfie shot:** Customize the selfie shot settings.
 - **Gesture shot:** Take a photo using the Gesture shot feature.
 - **Auto shot:** Take a photo when the camera detects a face.
- **Gesture view:** Check your selfie after you take it by bringing your phone closer.
- **Save as flipped:** Save as flipped images after taking selfies.

Learn More About Your Phone's Camera

For an overview of your phone's camera and its features, you can access more information through the phone's settings menu.

1. Tap  > **Camera** .
 - ❖ The camera viewfinder appears.
2. Tap  > **Help**, and scroll through the topics to learn more.

Take Pictures and Record Videos

You can take high-resolution pictures using your phone's camera.

Note: If you have an SD card installed, pictures and videos can be stored to the SD card. If no card is installed, pictures and videos are saved to your phone's memory.

Capturing Pictures/Videos

- **File Format for Pictures:** File format for pictures is JPEG.
- **File Format for Videos:** File format for videos is MPEG4.

Camera Cautions

If the Lens Becomes Dirty: Fingerprints/smudges on the lens prevent the capturing of clear still images/videos. Wipe the lens with a soft cloth beforehand.




Avoid Exposure to Direct Sunlight: Be careful not to expose the lens to direct sunlight for long periods. It may discolor the color filter and affect image colors.

Flash Warning




Do not shine the flash close to your eyes. Do not look directly at the flash when shining it. Do not shine the flash at other people's eyes as it may affect eyesight, etc.

Take Pictures

You can take high-resolution pictures using your phone's camera.




1. Tap  > **Camera** .
2. Frame your subject on the screen.
3. Tap . Your picture will be automatically saved to the Gallery.

Note: When the screen is turned off or locked, start the camera by pressing the **Volume Down (-)** key twice. To use this, make sure the feature is turned on in **Settings**.




Tap  > **Tools**  > **Settings**  > **General** tab > **Shortcut keys** and turn on the **Open Capture+/Camera** feature.

Record Videos

Record high-quality videos using your phone's video camera.






1. Tap  > **Camera** .
2. Frame your subject on the screen.
3. Tap  to start recording the video.
4. The length of the recording is displayed on the screen.

Note: Tap  to take pictures while recording video.

5. Tap  to pause recording video. You can resume recording again tapping .
6. Tap  to stop recording. Your video will be automatically saved to the Gallery.

Take Panoramic Photos

You can create a panoramic photo by moving the camera in one direction to photograph and stitch continuous shots of a wide view.

1. Tap  > **Camera** .
2. Tap  > **Panorama**.
3. Tap  and then slowly move the camera in one direction.
 - Move the device by following the direction of the arrow in the guideline.
4. Tap  to stop capturing the panoramic.



Zoom In or Out


You can use zoom in or out on the camera screen while taking a photo or recording a video.

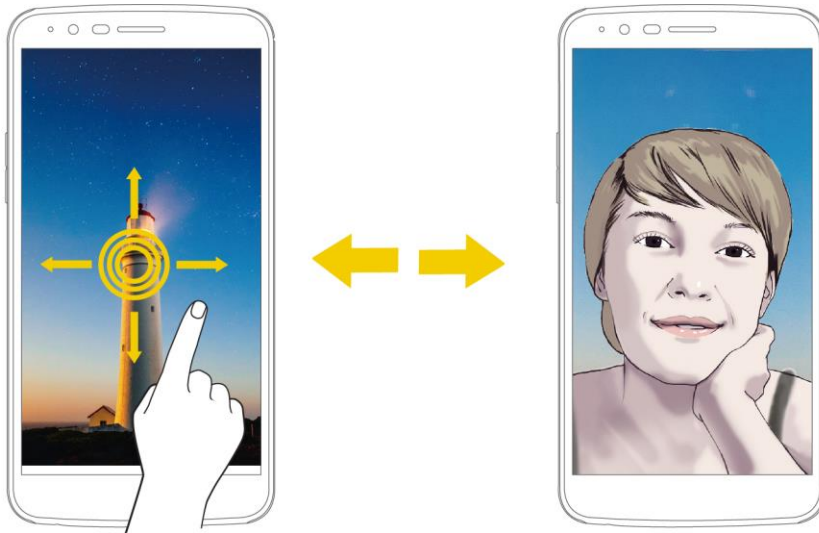
- On the camera screen, pinch or spread two fingers to zoom in or out, then use the displayed +/- slide bar.

Note: The zoom feature is not available when using the front camera.

Switching between Cameras

You can switch between the front and rear cameras to suit your environment.

On the camera screen, tap  or drag the screen in any direction to switch between the front and rear cameras.



Note: Use the front camera to take selfies. See [Selfie Shot](#) for details.

Selfie Shot

You can use the front camera to view your face on the screen and take selfies.

Using the Power/Lock Button

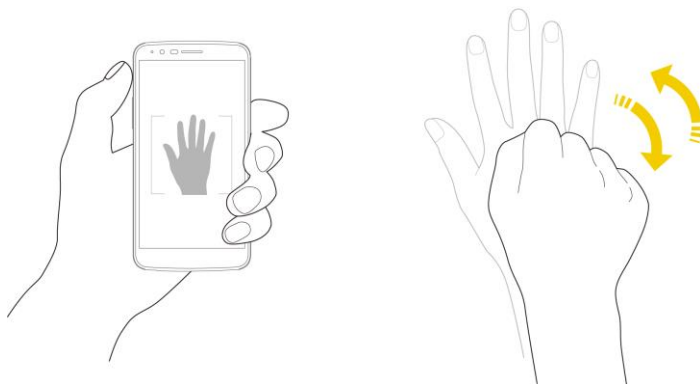
Simply place your finger on the Power/Lock Button when the front camera is on.

Gesture Shot

You can take selfies by using gestures.

Show your palm to the front camera and then clench your fist. You can also clench your fist and then open it towards the front camera.

- In three seconds, a photo is taken.



Note: To use this function, make sure that **Gesture shot** is selected under camera Settings.

Note: Make sure that your palm and fist are within the reference line so that the camera can detect them.

Interval Shot

You can take selfies at an interval.

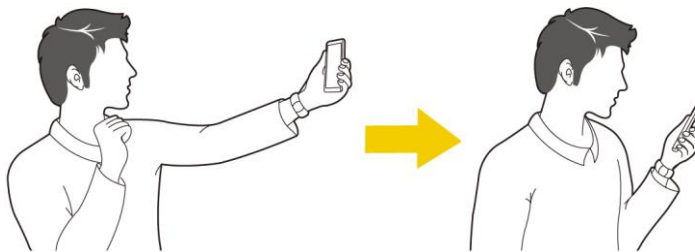
While using the front camera, touch and hold . You can also show your palm to the camera, then clench your fist twice quickly.

- Four photos are taken at about two seconds interval after a timer delay of three seconds.



Gesture View

After taking a selfie with the front camera, you can preview the selfie immediately by placing the screen close to your face.




Note: Tap  > **Gesture view** to enable the Gesture view feature.

Note: Only one preview is available each time a photo is taken.

Note: If you rotate the device while in preview screen, the screen switches to camera mode.

Save as Flipped Image

Before taking a photo or recording a video with the front camera, tap  > **Save as flipped**. The image is flipped horizontally.




View Pictures and Videos Using Gallery

Using the Gallery application, you can view pictures and watch videos that you've taken with your phone's camera, downloaded, or copied onto your storage card or phone memory.

For pictures that are on your storage card or phone memory, you can do basic editing such as rotating and cropping. You can also easily assign a picture as your contact picture or wallpaper and share pictures with your friends.

View Pictures and Videos

You can access and view all your stored pictures and videos from your phone's Gallery.

1. Tap  > **Gallery** .
 - ❖ The album list opens.
2. Tap an album (such as Camera).
 - ❖ The list of pictures and videos for the album opens.
 - To select another album, tap **Back**  to return to the Albums tab.
3. Tap an image to view the picture or video.
 - ❖ The picture opens or the video begins playing.
 - Tap a picture or video to view it full screen.
 - When viewing pictures and videos, you can touch and hold an image to open a selection menu and choose what to do with the picture or video.

Pictures and Videos: Review Screen

After capturing a picture or video, from the camera screen, tap the thumbnail image at the bottom right corner of the screen to see the item in the review screen. From there, you can access options such as save, view, send, or delete the picture or video.

Pictures and Videos: Options while Viewing

- **Zoom In or Out on a Picture:** Tap the screen twice or pinch the screen to zoom in or out on a picture.
- **Viewing Videos:** Use the onscreen controls to play, pause, or stop the video playback.



After selecting an album from the Albums tab, you can browse through the pictures and videos of that album. Tap a picture or video to view it in full screen. By default, the pictures and videos in an album are displayed in grid view.


Note: When viewing pictures, you can touch and hold on a picture or video to open a selection menu and choose what to do with the picture or video.

Edit Pictures




Whether you're browsing pictures in filmstrip or grid view in the Gallery application, you can touch and hold on a picture to open a selection menu and choose to delete the picture, rotate or crop it, and more.

Rotate and Save a Picture

1. Tap  > **Gallery** .

- ❖ The album list opens.
2. Tap an album (such as Camera).
 - ❖ The list of pictures and videos for the album opens.
 3. Tap the picture you want to rotate.
 4. Tap  > **Rotate**, then select either **Rotate left** or **Rotate right**.
 - ❖ The picture is rotated and saved to the phone or SD card, depending on your settings.

Crop a Picture



1. Tap  > **Gallery** .
- ❖ The album list opens.
2. Tap an album (such as Camera).
 - ❖ The list of pictures and videos for the album opens.
3. Tap the picture you want to crop.
4. Tap  > **Crop**.
 - ❖ A crop box appears on the picture.
5. To adjust the crop box size, touch and hold the edge of the box. When directional arrows appear, drag your finger inward to or outward to resize the crop box.
 - To move the crop box to the part of the picture that you want to crop, drag the crop box to the desired size and position.
6. Tap **OK** to apply the changes to the picture.
 - ❖ The cropped picture is saved in the album as a copy. The original picture remains unedited.


Share Pictures and Videos

The Gallery application lets you send pictures and videos using email or multimedia messages. You can share pictures on your social networks (such as Facebook, Flickr, and Twitter) and share videos on YouTube. You can also send them to another phone or your computer using Bluetooth.

Send Pictures or Videos by Email

You can send several pictures, videos, or both in an email or Gmail message. They are added as file attachments in your email.




1. Tap  > **Gallery** .
- ❖ The album list opens.

2. Tap an album (such as Camera).
 - ❖ The list of pictures and videos for the album opens.
3. Tap the picture or video you want to share.
 - To select multiple items, tap  while viewing an album. Then tap all the items you want to include.
4. Tap **SHARE** and then on the Share via menu, tap **Gmail**.
5. Follow the onscreen prompts to complete and send the message.

For more information about using Gmail, see [Create and Send a Gmail Message](#).

Send a Picture or Video by Multimedia Message



Multimedia Messaging (MMS) lets you send pictures and videos using your phone's messaging app. Although you can send several pictures or videos in a multimedia message, it may be better to just send one at a time, especially if the files are large in size.


1. Tap  > **Gallery** .
- ❖ The album list opens.
2. Tap an album (such as Camera).
 - ❖ The list of pictures and videos for the album opens.
3. Tap the picture or video you want to share.
 - To select multiple items, tap  while viewing an album. Then tap all the items you want to include.
4. Tap **SHARE** and then on the Share via menu, tap **Messaging**.
5. Follow the onscreen prompts to complete and send the message.

For more information about sending multimedia messages, see [Send a Multimedia Message \(MMS\)](#).

Send Pictures or Videos Using Bluetooth

You can select several pictures, videos, or both and send them to someone's phone or your computer using Bluetooth. Make sure that Bluetooth is on.




1. Tap  > **Gallery** .
- ❖ The album list opens.
2. Tap an album (such as Camera).
 - ❖ The list of pictures and videos for the album opens.

3. Tap the picture or video you want to share.
 - To select multiple items, tap  while viewing an album. Then tap all the items you want to include.
4. Tap **SHARE** and then on the Share via menu, tap **Bluetooth**.
5. Follow the onscreen prompts to complete and send the files.

For more information, see [Bluetooth](#).



Share Pictures or Videos via Additional Apps or Social Media



From Gallery, you can share your pictures and videos from a variety of apps and social media sites, such as Facebook, Google+, Instagram, Flickr, and more. Available apps will vary depending on what you have installed on your phone.

1. Tap  > **Gallery** .
- ❖ The album list opens.
2. Tap an album (such as Camera).
- ❖ The list of pictures and videos for the album opens.
3. Tap the picture or video you want to share.
 - To select multiple items, tap  while viewing an album. Then tap all the items you want to include.
4. Tap **SHARE** and then on the Share via menu, tap the app you want to use.
5. Follow the prompts to complete and post or share your pictures or videos.
 - ❖ The upload is completed.
 - For confirmation, check the status bar for the upload information.

Share Videos on YouTube

You can share your videos by uploading them to YouTube™. Before you do this, you must create a YouTube account and sign in to that account on your phone.

1. Tap  > **Gallery** .
- ❖ The album list opens.
2. Tap an album (such as Camera).
- ❖ The list of pictures and videos for the album opens.
3. Tap the video you want to share.




- To select multiple videos, tap  while viewing an album. Then tap all the videos you want to include.
- 4. Tap **SHARE** and then on the Share via menu, tap **YouTube**.
- 5. Enter the prompted information, such as title and description, and select a privacy option.
- 6. Tap **Upload** .
- ❖ The upload is completed.

Camera Settings

You can adjust your camera's settings using the icons on the main camera screen and the full camera settings menu.




Switch Cameras

Your phone lets you use different types of cameras depending on your settings and downloads.

1. Tap  > **Camera** .
- ❖ The camera viewfinder appears.
2. Tap .
- ❖ The camera switches.

Set Camera Functions

You can configure your camera's settings to fit any situation and event.

1. Tap  > **Camera** .
- ❖ The camera viewfinder appears.
2. Tap .
- ❖ The camera settings menu opens.
3. Select your desired settings.
- ❖ The settings are applied.
 - Items that can be set differ depending on the camera type in use.

Productivity



The following topics detail many of your phone's tools and features such as the stylus pen, maps and navigation, calculator, clock, Capture+, QuickMemo+, and more.

Google Calendar

Use the Calendar to create and manage events, meetings, and appointments. Your Calendar helps organize your time and reminds you of important events. Depending on your synchronization settings, your phone's Calendar stays in sync with your Calendar on the Web, Exchange ActiveSync calendar, Google Calendar, and Outlook calendar.






In order to sync with your Google calendar, you must sign in to a Google account on your phone. See [Google Account](#).

Calendar Operations

- **View Today's Calendar:** From the Calendar, tap .
- **Change Calendar View:** From the Calendar, tap  > **Day**, **3 Day**, **Week**, or **Month** to change the current view.
- **View Next/Previous Month (Month View):** From the Calendar, flick the screen left or right.
- **View Next/Previous Week (Week View):** From the Calendar, flick the screen left or right.
- **View Next/Previous Day (Day/3 Day View):** From the Calendar, flick the screen left or right.
- **View the Next/Previous Time Period (Day/3 Day/Week View):** From the Calendar, flick the screen up or down.

Add an Event to the Calendar






Add events to your calendar directly from the Calendar application.

1. Tap  > **Google**  > **Calendar** .
- ❖ The Calendar app opens.
2. Tap  > **Event** .
- ❖ An event entry screen opens.
3. Enter an event title, start date/time, end date/time, etc., and then tap **SAVE**.
 - If you have more than one account to sync with, tap **Events** and select one in which to add your event.
- ❖ The event is added to your calendar.




Tip: You can also create event by finding an empty time on your calendar. Just switch to a view with an hour grid, like Day view, and then double-tap an empty time.

Add Reminders in the Calendar

You can add reminders in Google Calendar. Reminders carry over to the next day until you mark them as done. Your reminders are private and can't be shared with anyone else.







1. Tap  > **Google**  > **Calendar** .
- ❖ The Calendar app opens.
2. Tap  > **Reminder** .
3. Type your reminder, or choose a suggestion and tap **DONE**.
4. Choose a date, time, and frequency.
5. Tap **SAVE**.
 - ❖ You will see the reminder in the Google Calendar app. When you mark a reminder as done, it will be crossed out in the Google Calendar app, and will stay on the date you marked it as done.

Marking a Reminder as Done

1. Tap  > **Google**  > **Calendar** .
2. Tap the reminder.
3. Tap **MARK AS DONE**.
 - ❖ The reminder will be crossed out on your calendar.




Create a Goal in the Calendar

When you create a goal, you choose how much time you want to spend on it each week. Google Calendar automatically schedules time to work on your goal.

1. Tap  > **Google**  > **Calendar** .
- ❖ The Calendar app opens.
2. Tap  > **Goal** .
- ❖ An event entry screen opens.
3. Choose a category, like **Exercise** or **Build a skill**. To create a custom goal, pick a category, then tap **Custom**.
4. Follow the directions on your screen to set up your goal.
5. Tap .

- ❖ Goals will be automatically added to your calendar, starting with the first of four weeks. You can adjust the time or length of these events at any time.





Marking a Goal as Done

1. Tap  > **Google**  > **Calendar** .
2. Tap the goal.
3. Tap **Did it**.

- ❖ The goal will be crossed out on your calendar.





Edit Calendar Events, Reminders, or Goals

You can view and edit events, reminders, or goals.

1. Tap  > **Google**  > **Calendar** .
2. Tap the event (or reminder or goal) you want to edit.
3. Tap .
4. Make changes to your event, then tap **SAVE**.





Delete Calendar Events, Reminders, or Goals

You can delete an event, a reminder, or a goal from its details page.

1. Tap  > **Google**  > **Calendar** .
2. Tap the event (or reminder or goal) you want to delete.
3. Tap  > **Delete** > **OK**.

Quickly Hide or Show Events

You can easily hide or show calendars if you don't need to see them all the time.



1. Tap  > **Google**  > **Calendar** .
2. In the top left, tap .
3. Tap each item (such as **Events** or **Holidays**) to hide.

- ❖ The checkmark changes to an empty box outline. The item will be hidden on the calendar.

Calendar Settings

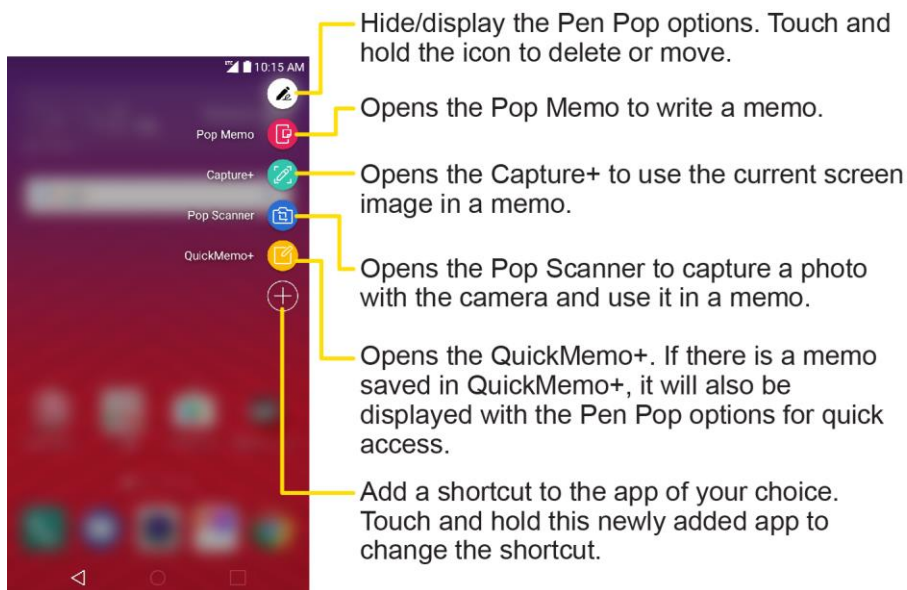
You can change your settings for Google Calendar, including your display, notifications, and time zone.

1. Tap  > **Google**  > **Calendar** .

2. In the top left, tap  > **Settings**.
3. Tap **General** to access general settings, **Events from Gmail** to add events from Gmail messages, or tap each calendar item to configure it.
 - **General:** Start of the week, Use device time zone, Time zone, Alternate calendar, Show week number, Show declined events, Default event duration, Notify on this device, Use standard tone, Vibrate, and Quick responses.
 - **Events from Gmail:** When you get an email about event like a flight, concert, or restaurant reservation, it will be added to your calendar automatically. To deactivate this, tap the switch .
 - Tap **Events**, **Reminders**, **Birthdays** or **Holidays** to customize its settings, such as color code or notifications.

Using the Stylus Pen

You can create a memo using the real pen-like stylus. With the Pen Pop feature, you can quickly access Memo apps when you pull the stylus pen out.



To configure options for when the stylus pen is removed from its slot, see [Pen](#).

Navigation Apps

Your phone offers a number of location-based navigation programs to help you figure out where you are and get you where you're going.

Enable Location Services on Your Phone




Before using any location-based services, you must enable your phone's location feature. For information about setting your phone's location options, see [Location](#).

Google Maps

Use the Google Maps app to determine your location, find directions, browse local businesses and attractions, rate and review places, and more.

View Maps of Specified Places

Use Google Maps to locate and map a specific address or destination.





1. Tap  > **Google**  > **Maps**  to view videos stored in the storage.
 - ❖ Google Maps opens.
 - If prompted, follow the onscreen instructions to accept terms of use.
2. Tap the search bar.
3. Enter an address, city, facility name, etc., and then tap a candidate in the results list or tap the Search icon in the keyboard.
 - ❖ A map of the specified location opens.

Scout



Scout™ by Telenav is a daily personal navigator that helps you get where you're going. It lets you see and hear turn-by-turn directions and it can provide important, personalized information about traffic and alternate routes.

Install the Scout App on Your Phone

Before you use Scout on your phone, you may need to download and install the app from the Google Play Store app.

1. Tap  > **Play Store** .
2. Tap the Search icon and search for "scout."
3. Tap **Scout GPS Navigation & Meet Up** from the results list.
4. Tap **INSTALL**, and then tap **ACCEPT**.
 - ❖ The app will be downloaded and installed on your phone.
5. When the download has completed, tap **OPEN**.
 - To open the app from the home screen, tap  > **Scout** .

Use Scout as Your Personal Navigator

1. Tap  > **Scout** .
- ❖ The Scout app will open.





- If prompted, accept the terms of use before continuing.
2. Follow the on-screen instructions to access, launch, and use.

Google Search





Search information saved on the phone and in phone applications as well as on the Internet.

Use Google Search

Type search terms in the Google Search bar to find information on your phone and around the globe.

1. From the home screen, tap the Google search bar or tap  > **Google**  > **Google** .
 - ❖ The Search window opens.
 - If confirmation appears, follow onscreen instructions.
2. Type your search keywords and tap .
 - ❖ Search results appear.
 - To search by voice, tap in the search bar and speak your search terms.


Google Search Options

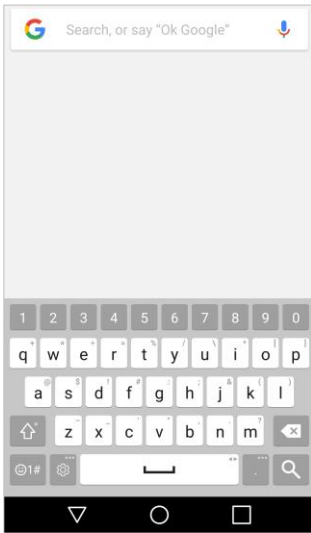
- **Changing Search Information:** In the search window, tap  > **Settings** > **Phone search** and select where to search.
- **Using Google Now:** Google Now automatically searches for information based on search keywords used, your current location, etc., and presents search results in the search screen. Google Now also informs users of scheduled events.
 - To use all of Google Now's functions, ensure that Google Location Reporting and Location History are turned on in your location settings. Tap  > **Tools**  > **Settings**  > **General** tab > **Location** > **Google Location History** and select your options.

Use Google Voice Search

Use your voice to search instead of typing, with Google Voice Search.

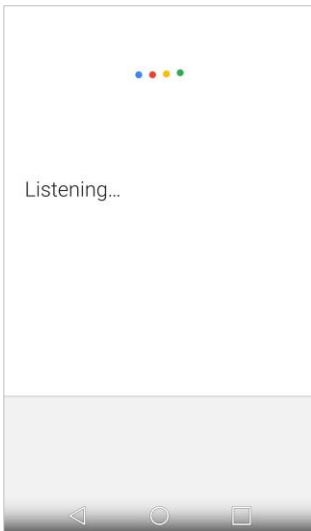
1. Tap  > **Google**  > **Google** .

2. Tap  in the search bar.



- ❖ The Voice Search window opens.




3. Say your search terms.



- ❖ Search results appear.

Calculator

Your phone's convenient built-in calculator lets you perform basic and advanced mathematical equations.

1. Tap  > **Tools**  > **Calculator** .
2. Use the keypad to make a calculation.

- To use scientific calculator, drag the green colored slide bar located on the right side of the screen to the left.
- To restart a calculation, touch and hold the **DEL** button.

Clock





Your phone has a clock app that lets you set alarms, view time in time zones around the world, use a stopwatch, set a timer, and use your phone as a desk clock.

Checking the Time

You can check the phone any time on your phone. The current time displays in the upper right corner of the status bar. Many widgets and lock screens also display the time and provide options for how time is displayed.

Set Alarms

Set multiple alarms using your phone's Clock app.

1. Tap  > **Tools**  > **Clock** .
2. Tap an existing alarm to change its time and other attributes or tap **Add alarm**  to add a new one.
3. Set the time of the alarm. You can change the time by scrolling up/down the hour and minute and AM/PM field or tap the hour and minutes fields to enter the time with the keyboard.
4. Tap **Repeat** to select the days when you want the alarm to sound. (If you don't set a repeat, the alarm will only sound on the assigned day.)
5. Tap **Alarm sound** to select a ringtone for the alarm. The ringtone plays briefly when you select it.
6. Slide the button on the **Alarm volume** slider to the right to increase the alarm volume and to the left to decrease it.
7. Tap **Alarm with vibration** to have the phone vibrate, in addition to playing the ringtone.
8. Tap **Snooze duration** to open a dialog box to set the amount of time to wait before sounding the alarm again if it is not dismissed. You can set the alarm to ring repeatedly from 5 minutes up to 1 hour.
9. Tap **Enter memo text** to enter a name for the alarm.
10. Tap **Puzzle lock** to enable this option if desired, which requires you to wake up enough to solve a simple puzzle to dismiss the alarm.
11. When you're finished, tap **SAVE**.






Additional Clock Features

Your phone's clock app provides additional useful features including world clock, stopwatch, and timer functions. All features are available from the clock app display.

- Tap  > **Tools**  > **Clock** .

World Clock

The world clock lets you keep track of the current time in multiple cities around the globe.

1. Tap  > **Tools**  > **Clock**  > **World clock** tab.
2. Tap  to add a city.
3. Enter the city name in the search field and tap  on the keyboard.




– or –

Scroll through the cities list and tap the city.

4. You can add as many cities as you want. Repeat steps 2 and 3.




Timer

The timer provides a countdown timer.

1. Tap  > **Tools**  > **Clock**  > **Timer** tab.
2. Tap the **Hour/Minute/Second** sections to set the timer.
3. Tap **Start** to start.
 - Tap **Reset** to reset the timer and start over.
 - Tap **Resume** to resume the timer after it's stopped.
 - Tap **Pause** to pause the timer.


Stopwatch

The stopwatch lets you time events down to the hundredth of a second.









1. Tap  > **Tools**  > **Clock**  > **Stopwatch** tab.
2. Tap **Start** to start stopwatch time.
3. Tap **Pause** to pause the stopwatch.
 - While measuring time, tap **Lap** to record lap times.

Capture+


The Capture+ feature allows you to create memos and capture screen shots. You can use Capture+ to easily and efficiently create memos during a call, with a saved picture or from most phone screens.

1. While viewing the screen you want to capture and create a memo on, slide the status bar down and tap .




2. Create a memo using the following options:
 - : Tap to save the current memo.
 - : Tap to undo the most recent action.
 - : Tap to redo the most recently undone action.
 - : Tap to add typed text to the memo.
 - : Tap to add freehand notations to the memo.
 - : Tap to use the eraser on the drawing you've added to the memo.
 - : Tap to crop the memo.
 - : Tap to share the memo or change the background paper style.

Note: Please use a fingertip while using the Capture+ feature. Do not use your fingernail.

3. Tap  to save the current memo.
4. Tap **QuickMemo+** or **Gallery** to select where to save the note.

Discard the current Capture+:

- Tap  until you exit Capture+.



View the Saved Memo

Your memo can be saved in the QuickMemo+ application or in the Gallery application.

To view the memo saved in QuickMemo+:



- Tap  > **QuickMemo+**  and select the memo.

To view the memo saved in your Gallery:


- Tap  > **Gallery**  and select the **Capture+** album.

QuickMemo+

Use your phone's QuickMemo+ app to save text, memos, lists, and more.

1. Tap  > **QuickMemo+** .




 - ❖ The memopad list appears.

2. Tap and enter your memo title and text.
3. Tap .

 - ❖ The memo is saved.

File Manager

View files stored on your phone.

1. Tap  > **Tools**  > **File Manager** .




 - ❖ File Manager launches.
 - Follow onscreen instructions for first-time use and permissions.

2. Tap the file type and then tap the file you want to open.


 - ❖ The app opens and displays the file.


Voice Recorder


You can record and save your voice or others' voices from important events. Recorded voice files can be played back or shared.

1. Tap  > **Tools**  > **Voice Recorder** .


 - To save the location details of a recording, tap **Location**.
 - To add an event, tap **Event** and add an event to the date you want.


2. Tap .

 - To pause the recording, tap .

3. Tap  to end the recording.




 - The file is saved automatically and the **Recorded files** screen appears.

4. Tap  to play the recorded voice.

Note: If you tap , recorded voice files appear. You can play a recorded voice file from the list.

Uninstalled Apps

You can view the uninstalled apps on the home screen. You can also reinstall apps which were uninstalled within 24 hours from now.

1. Tap  > **Uninstalled apps** .
2. Activate the desired function:
 - **Reinstall:** Reinstall the selected app.
 - : Remove the uninstalled apps permanently from the device.

Note: Uninstalled apps are automatically removed from the device 24 hours after it was uninstalled. If you want to reinstall the uninstalled apps, you must download them again from the app store.

Note: This feature is activated on the default home screen only. If you uninstall apps while using the EasyHome screen or other launcher, they are immediately and permanently removed from the device.

Entertainment and Activities

The following topics address your phone's entertainment and activities options.

Google Play Music App

The Google Play Music app lets you browse, shop, and play back songs purchased from Google Play as well as songs you have loaded from your own music library. The music you choose is automatically stored in your Google Play Music library and instantly ready to play via streaming or download.

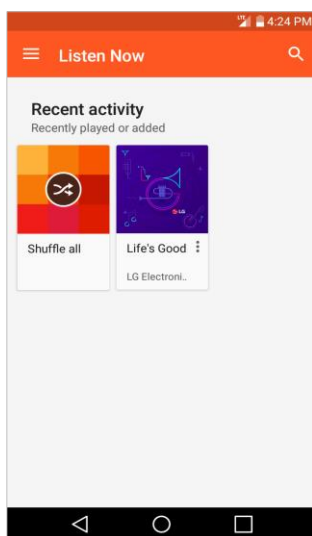
For more information about Google Play Music, visit play.google.com/about/music.


Note: For information about loading music onto your phone, see [Transfer Files between Your Phone and a Computer](#).

Play Music with Google Play

Use the Google Play Music app to listen to all your music on your phone. Compatible music file formats include: MP3 (.mp3), AAC (.m4a, .aac), WMA (.wma), FLAC (.flac), Vorbis (.ogg), ALAC (.m4a).

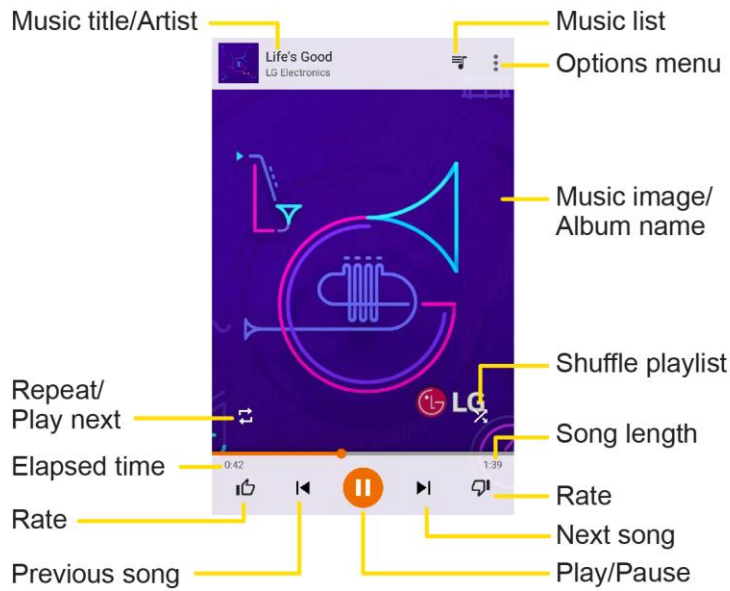
1. Tap  > **Google**  > **Play Music** .



- ❖ The Play Music app opens to the Listen Now screen.
2. To view additional music options, tap **Menu**  and select an option.
 3. Tap an item from the category window and then tap a song.
- ❖ The song begins playing.

Google Play Music Screen Layout

The following diagram outlines the main features of the Play Music app player screen.



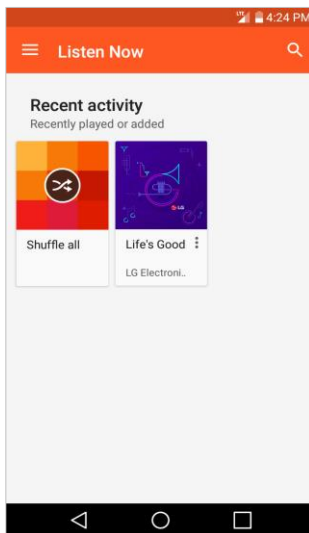
Feature	Description
Music title/Artist	Displays music title and artist (if available).
Repeat/Play next	Repeat the current song or play the next song queued.
Elapsed time	Amount of time the song has been playing.
Rate (thumbs up/thumbs down)	Rate the current song.
Previous song	Play the previous song.
Play/Pause	Play or pause the current song.
Next song	Play the next song.
Song length	The length of the song.
Shuffle playlist	Shuffle the current playlist or queue.
Music image/Album name	Display music images and album names (if available).
Options menu	Access the options menu.




Music list	View the current playlist or queue.
-------------------	-------------------------------------

Create Playlists in Google Play Music


Organize music into playlists to fit every occasion.

1. Tap  > **Google**  > **Play Music** .



- ❖ The Play Music app opens to the Listen Now screen.
2. Tap **Menu**  and tap **Music library** > **Albums** or **Songs** tab.
 3. Tap **More options**  next to an item from the category window and then tap **Add to playlist**.
 4. Tap **NEW PLAYLIST**.
 5. Enter a name and tap **CREATE PLAYLIST**.
- ❖ The playlist is created.
6. Return to the library view and select **ALBUMS** or **SONGS**.
 7. Tap **More options**  next to an item and then tap **Add to playlist** > **[playlist name]**.
- ❖ The song or album is added to the playlist. Repeat to add more items to the playlist.

Adding Currently Playing Music to a Playlist




- From the player view, tap **More options**  > **Add to playlist** > **[playlist name]**.
- ❖ The music is added to the playlist.

YouTube

View videos uploaded to YouTube and upload your own videos to your YouTube account.







View YouTube Videos

You can use the YouTube app to view videos on YouTube even if you aren't signed in to a YouTube account.

1. Tap  > **Google**  > **YouTube** .
- ❖ The YouTube app launches.
 - If you're prompted to provide confirmation to use the site, follow the onscreen instructions to continue.
2. Search through the YouTube channels and tap a video you want to see.
 - ❖ The video plays on your phone screen.
 - Tap the screen to pause or resume play while watching.

Post a Video to YouTube

You can post videos to your YouTube account from your phone. Before posting, you must set up a YouTube account and sign in to it on your phone.

1. Tap  > **Google**  > **YouTube** .
- ❖ The YouTube app launches.
2. Tap  > .
3. Select a video to upload.
 - ❖ Enter a title, description, and tags, and select a privacy setting.
4. Tap .
- ❖ The video is uploaded to your YouTube channel.

Settings

The following set of topics will cover your phone's settings menus and options. For an overview of the settings menu, see [Basic Settings](#).




Networks Settings

This group of settings lets you control your phone's Wi-Fi settings, Bluetooth, Tethering, VPN, Mobile networks, and more.

Basic Settings

Your phone's settings menu provides access to all your phone settings, from connections, display, and sounds, to accounts, applications, and more.

Access Settings

1. Tap  > **Tools**  > **Settings** .
 - ❖ The settings menu opens.
2. Select categories and then select your settings options.




Tip: You can also access settings from the notification panel. Pull down the status bar and tap **Settings** .

Networks Settings Overview

The network settings menu allows you to configure the following options:

Category	Description
Airplane mode	Turn on or off wireless connections.
Wi-Fi	Enable and set Wi-Fi options.
Bluetooth	Enable Bluetooth connections.
Mobile data	Check your phone's mobile data.
Call	Set various call settings.
Share & connect	Share data and media with other devices.
Tethering	Share your mobile device's Internet connection.
More	Adjust additional network settings.






Access Networks Settings

1. Tap  > **Tools**  > **Settings** .
 2. Tap **Networks** tab.
 3. Set your networks options.
- ❖ Your networks settings are saved and applied.





Airplane Mode

Airplane Mode (flight mode) allows you to use many of your phone's features, such as games, and music, when you are in an airplane or in any other area where making or receiving calls or data is prohibited. When you set your phone to Airplane Mode, it cannot send or receive any calls or access online data.

Activate Airplane Mode

1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap the **Airplane mode** switch  to turn the function on. While in Airplane Mode, your phone's status bar will display .

Deactivate Airplane Mode

1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap **Airplane mode** switch  to turn the function off.

Wi-Fi Settings

Your phone lets you take advantage of Wi-Fi hotspots for high-speed data access using available computer networks. For details on your phone's Wi-Fi features and settings, see [Configure Wi-Fi Settings](#).





Bluetooth Settings

Your phone's Bluetooth capabilities let you use wireless headsets, send and receive pictures and files, and more. For details on your phone's Bluetooth settings, see [Bluetooth](#).


Mobile Data Settings

You can check the current data usage, set to enable/disable mobile data, or set the mobile data limit.

Turn Mobile Data On or Off

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **Mobile data**.
2. Tap the **Mobile data** switch  to turn it on.

– or –

Tap the **Mobile data** switch  to turn it off.

Call Settings

Your phone's Call settings menu lets you configure options. For details on your phone's Call settings, see [Call Settings Menu](#).

Share & Connect

Your phone lets you use the wireless technology that enables data transmission between devices.




File Sharing

Send and receive files with computers and LG devices.

- Tap  > **Tools**  > **Settings**  > **Networks** tab > **Share & connect** > **File sharing**.




Media Server

Share media content with nearby DLNA-compatible devices.

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **Share & connect**.
2. Tap **Media server** > **Content sharing** to allow nearby devices to access your content.

LG AirDrive

Connect to your PC to manage your phone. Download LG Bridge from the LG Electronics website on your PC before use. When you sign in to the same LG Account on your phone and PC, you can use the LG AirDrive function.

1. Log in to the same LG account on a mobile device and a PC.
2. Tap  > **Tools**  > **Settings**  > **Networks** tab > **Share & connect** > **LG AirDrive**.
3. Run the LG Bridge application on your PC and select **LG AirDrive**.

Printing

The Printing menu allows you to manage your Google Cloud Print settings and print jobs.

- Tap  > **Tools**  > **Settings**  > **Networks** tab > **Share & connect** > **Printing**.

Tethering

Your phone's Tethering settings menu lets you configure to share your phone's Internet connection with other devices. For details on your Tethering, see [Tethering](#).

More

This menu allows you to personalize additional wireless feature settings.

Mobile Networks

This menu allows you to configure various mobile network settings.

- Tap  > **Tools**  > **Settings**  > **Networks** tab > **More** > **Mobile networks**.

Mobile Data

Enable and disable data access over the mobile network.

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More** > **Mobile networks**.
2. Tap the **Mobile data** switch .




4G Settings

View your 4G network provider and IP address.

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More** > **Mobile networks**.
2. Tap the **4G settings** to check **Network operator** and **IP address**.

Network Mode

Choose your preferred network mode.

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More** > **Mobile networks** > **Network mode**.
2. Choose from the following options:
 - Tap **Automatic** to turn on the Automatic radio band.
 - Tap **LTE/CDMA** to turn on the LTE/CDMA radio band.
 - Tap **CDMA** to turn on the CDMA radio band.
 - Tap **GSM/UMTS** to turn on the GSM/UMTS radio band.

Access Point Names

Manage APN information.


1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More**.
2. Tap **Mobile networks** > **Access point names**.

Roaming Settings

With your phone and global roaming service, you can make phone calls and use wireless data services around the globe on compatible CDMA and GSM/UMTS networks.

Roaming Icon

Your display screen always lets you know when you're off the Nationwide Virgin Network.

Anytime you are roaming, the phone displays the roaming icon ().

Roam on Other Digital Networks

When you're roaming on digital networks, your call quality and security will be similar to the quality you receive when making calls on the Nationwide Virgin Network. However, you may not be able to access certain features, such as data services, depending on the available network.

Note: If you're on a call when you leave the Nationwide Virgin Network, your call will be dropped. If your call is dropped in an area where you think Virgin service is available, turn your phone off and on again to reconnect to the network.

Check for Voicemail Messages While Roaming

When you are roaming off the Nationwide Virgin Network, you may not receive a notification of new voicemail messages on your phone. Callers can still leave messages, but you will need to periodically check your voicemail for new messages if you are in a roaming service area for an extended period of time.




1. Dial your 10-digit wireless phone number.
2. When you hear your voicemail greeting, tap **0+ #**.
3. Enter your passcode at the prompt and follow the voice prompts.

When you return to the Nationwide Virgin Network, voicemail notification will resume as normal.

Roaming Mode

Your phone allows you to control your roaming capabilities. By using the Roaming menu option, you can determine which signals your phone accepts.

Choose from two different settings on your dual-band phone to control your roaming experience.





1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More** > **Mobile networks** > **Roaming**.
2. Tap **Use roaming** to enable roaming on your device.
3. Tap each Domestic roaming option and International roaming option to place a checkmark and connect to voice and data service while roaming.

Note: With Data roaming off, you can still transmit data with a Wi-Fi connection. See [Configure Wi-Fi Settings](#).

Roaming Alerts




Roaming alerts make it easy to manage your roaming by providing a warning when your device is roaming on another carrier's network.

To turn Call alerts on or off:


1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More** > **Mobile networks** > **Roaming** >  > **Set roaming alerts**.
2. Tap each roaming alert option to activate or deactivate this function. When active, an extra key press is required for dialing when in a roaming area.

Note: Call alerts are turned on by default on your phone. Voice dialing and speed dialing are not available when you are roaming with Call Guard enabled.

To place roaming calls with Call alerts on:

1. Tap  > **Phone** .
2. Enter 1 + area code + the seven-digit number and tap .

To answer incoming roaming calls with Call alerts on:





1. Swipe  in any direction. A message will be displayed notifying you that roaming charges will apply.
2. Tap **CALL**.

Data Roam Guard

Depending on service availability and roaming agreements, your phone may be able to access data services while roaming on certain digital systems. You can set your phone to alert you when you are roaming off the Nationwide Virgin Network and try to use data services such as messaging.

Note: Data roaming alerts are not turned on by default on your phone.

To set your Data roaming notification:

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More** > **Mobile networks** > **Roaming** >  > **Set roaming alerts**.
2. Tap the **Domestic data roaming**, **International data roaming** buttons or both to activate the function.

To use data services when Data roaming alerts are active:

- When a pop-up notification appears informing you that data roam charges may apply, tap **Connect** or **Always Connect** to connect.

Virtual Private Networks (VPN)


From your phone, you can add, set up, and manage virtual private networks (VPNs) that allow you to connect and access resources inside a secured local network, such as your corporate network.

Prepare Your Phone for VPN Connection

Depending on the type of VPN you are using at work, you may be required to enter your login credentials or install security certificates before you can connect to your company's local network. You can get this information from your network administrator. Before you can initiate a VPN connection, your phone must first establish a Wi-Fi or data connection.

Set Up Secure Credential Storage



If your network administrator instructs you to download and install security certificates, follow the instructions below.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Fingerprints & security**.
2. Tap **Certificate management** > **Install from storage** for desired certificates.

You can then download and install the certificates needed to access your local network. Your network administrator can tell you how to do this.

Add a VPN Connection

Use the Wireless & networks settings menu to add a VPN connection to your phone.

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More** > **VPN**.
2. Tap **Basic VPN** > **Add Basic VPN** or **LG VPN** > **Add LG VPN**.


Note: A screen lock is required to configure a VPN.


3. Configure the settings according to the security details you have obtained from your network administrator.
4. When finished, tap **SAVE**.
 - ❖ The VPN is then added to the VPNs section of the VPN settings screen.

Connect to or Disconnect From a VPN

Once you have set up a VPN connection, use the Wireless networks settings menu to connect to or disconnect from the VPN.

Connect to a VPN

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More** > **VPN**.
2. In the VPNs section, tap the VPN that you want to connect to.

3. When prompted, enter your login credentials, and then tap **CONNECT**. When you are connected, the VPN connected icon  appears in the notification area of the status bar.
4. Open the web browser to access resources such as intranet sites on your corporate network.

Disconnect From a VPN

1. Drag the status bar down to open the Notification panel.
2. Tap the VPN connection, and then tap **Disconnect VPN** to disconnect.

Sound Settings




In the Sound settings menu, you can configure call and notification ringtones, audio volume, as well as some related settings.

Sound Settings Overview

The sound settings menu allows you to configure the following options:




Category	Description
Sound profile	Set your phone's sound profile.
Volume	Adjust your phone's volume settings to suit your needs and your environment.
Ringtone	Set ringtones to alert you of incoming calls.
Ringtone ID	Set incoming calls with ringtones composed automatically from their phone number.
Sound with vibration	Set the phone to vibrate accompanying the ringtone.
Vibrate type	Set a vibrate type.
Do not disturb	Set a schedule when to prevent interruptions from notifications.
Lock screen	Choose if you want to show or hide notifications on the lock screen.
Apps	Prevent apps from displaying notifications or set apps to show notifications with priority.
Notification LED	Configure the notification flash options.
More	Adjust additional sound settings.

Access Sound Settings

1. Tap  > **Tools**  > **Settings** .
2. Tap **Sound** tab.
3. Set your sound options.
 - ❖ Your sound settings are saved and applied.




Sound Profile

Set your phone's sound profile.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **Sound profile**.
3. Tap one of the three options:
 - Sound
 - Vibrate only
 - Silent

Volume

Adjust your phone's volume settings to suit your needs and your environment.




1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **Volume**.
3. Adjust each volume level.
 - **Ringtone**: Changes the volume of your call ringtones (if applicable).
 - **Notification sound**: Allows you to set this volume level. This is the volume of the ringtone when you receive a notification.
 - **Touch feedback & system**: Changes the volume for feedback taps and system notifications.
 - **Music, video, games & other media**: Changes the volume of your music, videos, and other media.
4. Tap **OK**.

Tip: You can adjust the ringer volume on the home screen or Applications screen, or almost any screen by using the Volume Buttons on the back of your phone. In other applications such as Music, YouTube, spoken directions, and other audio, the Volume Buttons control the volume of the application.

Ringtone





The phone ringtones alert you of incoming calls.

To select a ringtone for voice calls:

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **Ringtone**.

3. Tap a ringtone to select it and to hear it. If you want to set the ringtone, tap **OK**. If not, select another ringtone or tap **CANCEL**.





To use a song as a ringtone:

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **Ringtone**.
3. Tap  and tap a song.

For details about using the Music Player application, see [Google Play Music App](#).




Ringtone ID

Allows you to set incoming calls with ringtones composed automatically from their phone number.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **Ringtone ID**.
3. To activate this feature, tap the **Ringtone ID** switch .
4. Tap **Compose ringtones for** to select if you want to create ringtones for everyone, your contacts, or your favorites.




Sound with Vibration

Allows you to set the phone to vibrate accompanying the ringtone.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap the **Sound with vibration** switch to turn on the feature.




Vibrate Type

Allows you to set a vibrate type for incoming calls, incoming messages and email, alarms, and calendar events.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **Vibrate type**.
3. Set each vibrate type to the desired option.
4. Tap **OK**.




Do Not Disturb

Allows you to set a schedule when to prevent interruptions from notifications. You can set to allow certain features to interrupt when Priority only is set.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **Do not disturb**.
3. Set the desired options as needed.




Lock Screen

Allows you to choose if you want to show or hide notifications on the lock screen.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **Lock screen**.
3. Tap the desired option.





Apps

Allows you to prevent apps from displaying notifications or set apps to show notifications with priority when Do not disturb is set to Priority only.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **Apps**.
3. Tap the desired apps.
4. Choose **Block** to show no notifications from the app or choose **Priority** to show notifications with priority on top of others and when Do not disturb set to Priority only.

Notification LED

Configure the notification flash options.




1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **Notification LED**.
3. To activate LED lights for notifications, tap the **Notification LED** switch  .
4. Select the notification type(s) you want the LED to flash for.

More

This menu allows you to adjust additional sound settings.




Notification Sound

When you receive a notification such as the arrival of new messages, calendar events, or alarms, the phone sounds a ringtone.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **More** > **Notification sound**.
3. Tap a sound to select it and to hear it. If you want to set the sound, tap **OK**. If not, select another sound or tap **CANCEL**.




Vibrate on Tap

Vibrate when tapping the Home touch buttons and during other UI interactions.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **More** > **Vibrate on tap**.
3. Tap the switch to turn on the feature.





Sound Effects

This menu lets you select whether you hear tones when touching numbers on the dialpad, selecting on-screen options, and more.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **More** > **Sound effects**.
3. Tap the switch next to a desired option to enable or disable the feature.

Voice Notifications

This menu lets you select whether or not you want the phone to read out the incoming call and the message event automatically.

1. Tap  > **Tools**  > **Settings**  > **Sound** tab.
2. Tap **More** > **Voice notifications**.
3. Tap  to turn the feature on and set the desired options.

Display Settings




Adjusting your phone's display settings not only helps you see what you want, it can also help increase battery life.

Display Settings Overview

The display settings menu allows you to configure the following options:

Category	Description
Home screen	Configure your phone's home screen settings.
Lock screen	Configure your phone's lock screen settings.
Theme	Choose the desired theme.
Home touch buttons	Configure options for your home touch buttons.
Font type	Choose the desired font type.
Font size	Choose the desired font size.
Bold text	Choose whether the phone displays bold text.
Brightness	Adjust your screen's contrast (brightness) to suit your surroundings.
Comport view	Set to reduce the amount of blue light on screen to reduce eye strain.
Auto-rotate screen	Choose whether the phone automatically switches the orientation of the screen as you turn it sideways or even upside down.
Screen timeout	Select how long the display screen remains backlit after you touch the screen or press a key before the screen darkens.
More	Adjust additional display settings.

Access Display Settings




1. Tap  > **Tools**  > **Settings** .
2. Tap **Display** tab.
3. Set your display options.
 - ❖ Your display settings are saved and applied.

Home Screen

Configure your phone's home screen settings.




Select Home

Choose the desired Home theme.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Home screen** > **Select Home**.
3. Tap **Home** (standard Android layout), **EasyHome** (simplified version for users less familiar with Android navigation), or **Home & app drawer** (provides separate layout for the Home screen and apps list).




Wallpaper

Choose the desired wallpaper for the home screen.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Home screen** > **Wallpaper**.
3. Choose a location and select the desired wallpaper.
4. Tap **OK** or **SET WALLPAPER** to set it as the wallpaper.




Screen Swipe Effect

Choose the desired type of effect to display when you swipe from one home screen canvas to the next.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Home screen** > **Screen swipe effect**.
3. Tap the desired effect and then tap **OK**.




Sort Apps By

Sort apps by name or download date or download date on the home screen.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Home screen** > **Sort apps by**.
3. Tap the option you want to sort apps by.




Grid

Set the layout of the home screen.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Home screen** > **Grid**.
3. Tap the desired grid type and then tap **OK**.

Hide Apps

Choose if you want to show or hide apps on the home screen.




1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Home screen** > **Hide apps**.
3. Tap the app(s) that you want to hide and **APPLY**.

Lock Screen

The Lock screen menu lets you configure screen lock options.

Select Screen Lock

You can increase your phone's security by setting up a knock-code, pattern, PIN, or Password. When these features are enabled, draw the correct unlock pattern, enter the PIN, or enter the password on the screen to unlock and regain access to the phone.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen** > **Select screen lock**.
3. Select the desired screen lock option from the following options:
 - **None:** No screen lock set.
 - **Swipe:** Swipe any part of the screen to unlock the screen.
 - **Knock Code:** The Knock Code feature allows you to create your own unlock code using a combination of knocks on the screen. You can access the home screen directly when the screen is off by tapping the same sequence on the screen. You can also select which notifications to show on the lock screen.
 - **Pattern:** Opens a set of screens that guide you through drawing a screen unlock pattern.
 - **PIN:** Enter a numeric PIN to unlock screen.
 - **Password:** Enter a password to unlock screen.
 - **Fingerprints:** Use your fingerprint to unlock the screen or content.


From then on, any time you wish to turn the phone on or unlock the screen, you must draw your unlock pattern or enter the PIN or password to unlock the screen.

Note: You have five opportunities to enter your unlock Pattern, PIN or Password. If you've entered wrong information five times in a row, you must wait 30 seconds before you can attempt again.

Note: When using Knock Code, failing to enter the correct sequence 5 times will display an outlined grid box to allow you precise entry.

Smart Lock




Allows you to set when to automatically unlock the phone.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen** > **Smart Lock**.

Note: If you use this function, set a screen lock first.




Wallpaper

Select the wallpaper to display for your lock screen.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen** > **Wallpaper**.
3. Choose a location and select the desired wallpaper.
4. Tap **SET WALLPAPER** to set it as the wallpaper.





Clock

Select the position of the clock on the lock screen.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen** > **Clock**.
3. Select the position of the clock on the lock screen.




Shortcuts

Allows you to choose the shortcuts available on the lock screen.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen** > **Shortcuts**.
3. Tap a shortcut and select the desired app. You can also select  to delete the shortcuts.
4. Tap **SAVE**.




Screen Swipe Effect

Choose the desired screen swipe effect when you swipe the screen.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen** > **Screen swipe effect**.
3. Tap **Particle**, **Soda**, **Basic circle**, or **Vector circle**.




Weather Animation

Show weather animation effect on the lock screen.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen**.
3. Tap the **Weather animation** switch to show a weather animation on the lock screen when it rains or snows in your current location.




Contact Info for Lost Phone

Select whether to display the owner information on the lock screen and customize the owner information.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen**.
3. Tap **Contact info for lost phone**.
4. Enter the desired information in the field provided and tap **SAVE**.




Lock Timer

Choose the amount of time before the screen automatically locks after the screen has timed-out.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen** > **Lock timer**.
3. Tap the desired time.

Power Key Instantly Locks

Allows you to instantly lock the screen when you press the **Power/Lock Button**.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Lock screen**.
3. Tap **Power key instantly locks** to turn on the feature.

Theme




Choose the desired theme.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Theme**.




Home Touch Buttons

Configure options for your home touch buttons.

To select the combination of your home touch buttons:




1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Home touch buttons** > **Button combination**.
3. Drag the icons to rearrange the Home touch buttons.

To select the color of your home touch buttons:

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Home touch buttons** > **Color**.
3. Tap the desired color theme from the list.




Font Type

Choose the desired font type.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Font type**.
3. Tap a desired font type.





Font Size

Choose the desired font size.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Font size**.
3. Tap a desired font size.

Bold Text

Choose whether the phone displays bold text.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap the **Bold text** switch  to set the bold text.

Brightness




Adjust your screen's contrast (brightness) to suit your surroundings.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Scroll down to **Brightness** and use the slider to set the brightness level.

Tip: For the best battery performance, use the dimmer levels. You can also set **Auto** to adjust brightness depending on the surrounding lighting.





Comfort View

Set to reduce the amount of blue light on screen to reduce eye strain.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Comfort view**.
3. Tap the switch to use comfort view and select the blue light filter.

Auto-Rotate Screen

Choose whether the phone automatically switches the orientation of the screen as you turn it sideways or even upside down.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap the **Auto-rotate screen** switch  to automatically rotate the screen.




– or –

To disable the auto-rotate feature, tap the **Auto-rotate screen** switch  again.

Note: Some applications on your phone do not support the Auto-rotate feature.

Screen Timeout

Select how long the display screen remains backlit after you touch the screen or press a key before the screen darkens.

1. Tap  > **Tools**  > **Settings**  > **Display** tab.
2. Tap **Screen timeout**.
3. Select **15 sec**, **30 sec**, **1 min**, **2 min**, **5 min**, **10 min**, **15 min**, or **Keep screen turned on**.

Note: Long backlight settings reduce the battery's talk and standby times. For the best battery performance, use the shortest convenient timeout.

More

The More settings menu allows you to adjust additional display settings.

Display Size

Set the items on the screen to a size that is easy for you to see. Some items may change position.

KnockON

Turn on or off the screen by tapping the screen twice.

Screen Saver

Screensaver will be on when the phone is sleeping while docked and/or charging.

Mini View

Turn on this menu to shrink the screen for use with one hand by swiping left or right across the Home touch buttons.

Motion Sensor Calibration

Improve the accuracy of the tilt and speed of the sensor.

General Settings

The following topics detail your phone's general settings, including Language & keyboard, Location, Accounts & sync, and more.




General Settings Overview

You can set the following options in the General settings menu:

Category	Description
Language & keyboard	Set the language and keyboard type.
Location	Enable location service.
Accounts & sync	Manage and sync your accounts.
Accessibility	Configure any accessibility plug-ins you have installed on your phone.
Shortcut keys	Select whether to enable shortcut keys feature using the Power/Lock Button and Volume Buttons .
Google services	Use Google Settings to manage your Google apps and account settings.
Fingerprints & security	Use the Fingerprints & security settings to help secure your phone and its data.
Pen	Use the Pen settings to configure options for when the pen is removed.
Date & time	Set your preferences for how the date and time is displayed. You can also select a time zone.
Storage	Monitor the used and available internal memory and SD card (if available). You can also mount/unmount the SD card and erase its contents.
Battery & power saving	Show any battery information and configure options.
Memory	Monitor the memory used on average and the memory used by apps in the device.
System updates	From time to time, updates may become available for your phone. You can download and apply updates through the Settings menu.
Apps	View details about the applications installed on your phone, manage their data, force them to stop, and set whether you want to permit installation of applications that you obtain from websites and email.

Backup & reset	Back-up your data, automatically restore data, and erase all the data on your phone.
About phone	Displays information such as the network, battery, hardware, and software.

Access General Settings




1. Tap  > **Tools**  > **Settings** .
2. Tap **General** tab.
3. Set your general options.
 - ❖ Your general settings are saved and applied.

Language & Keyboard

Your phone's Language & keyboard settings let you select a language for the device's screens and menus, as well as manage a personal user dictionary. The keyboard settings let you select a preferred input method, control keyboard settings, and more.

Language

You can choose to display your device's on-screen menus in multiple languages.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Language & keyboard** > **Language**.
2. Select a language from the list.

Keyboard & Input Methods

Shows the current keyboard type and the available input methods. Tap the options to configure each keyboard's settings.

Text-to-Speech Output

Tap to set the preferred engine or general settings for text-to-speech output.

Pointer Speed




Adjust the pointer speed.

Reverse Buttons

Reverse the mouse buttons to use the primary button on the right side.




Location

The Location settings menu allows you to enable location service. Your phone determines your approximate location using GPS, Wi-Fi and mobile networks.

- Tap  > **Tools**  > **Settings**  > **General** tab > **Location**.
 - **Mode** : Set the location mode as **High accuracy (GPS and networks)**, **Battery saving (Networks only)**, or **Device sensors only (GPS only)**.
 - **RECENT LOCATION REQUEST**: View apps that recently requested location information.
 - **Low power location estimation**: Estimate the device location by using low power consumption.
 - **Google Location History**: Permit Google services to collect your location information.

Accounts & Sync

Use the Accounts & sync settings menu to add, remove, and manage your Google and other supported accounts. You also use these settings to control how and whether all applications send, receive, and sync data on their own schedules and whether all applications can synchronize user data automatically. Gmail, Calendar, and other applications may also have their own settings to control how they synchronize data; see the sections on those applications for details.

1. Tap  > **Tools**  > **Settings**  > **General** tab.
2. Tap **Accounts & sync**.
 - Tap **ADD ACCOUNT** to add new account.
 - Tap **Auto-sync data** to automatically sync your account data.





Accessibility

Use the Accessibility settings to configure any accessibility plug-ins you have installed on your phone.

Note: Requires additional plug-ins to become selectable.

Vision




The Vision setting allows you to configure the visual options.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Accessibility** > **Vision**.
2. Set the following options:
 - **TalkBack**: Tap the **TalkBack** switch  to turn it on. Tap **Settings** at the bottom of the screen to adjust the TalkBack settings. When TalkBack is turned on, the touchscreen settings require the user to first tap an item they wish to select, and then double tap the item again in order to access this feature.
 - **Voice notifications**: Use automatic spoken alerts for incoming calls and messages.
 - **Font size**: Tap to set the size of the text.
 - **Bold text**: Tap to set bold text.

- **Display size:** Set the items on the screen to a size that is easy for you to see. Some items may change position.
- **Touch zoom:** Zoom in or out by triple tapping the screen.
- **Window zoom:** Zoom in or out within a window and invert the color.
- **Large mouse pointer:** Magnify the mouse pointer.
- **High contrast screen:** Turn the background color into black for a high contrast screen.
- **Screen color inversion:** Tap to invert the colors of the screen and content.
- **Screen color adjustment:** Set the color contrast for better screen viewing.
- **Grayscale:** Tap to set grayscale screen.
- **End calls with the Power key:** Tap so that you can end voice calls by pressing the **Power/Lock Button**. When this option is enabled, pressing the **Power/Lock Button** during a call does not lock the screen.





Hearing

The Hearing setting allows you to configure hearing options.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Accessibility** > **Hearing**.
2. Set your preferred options.
 - **Captions:** Customize caption settings for those with hearing impairments.
 - **All notification LED:** Blink the LED light for all app notifications and keep it on when charging.
 - **Flash alerts:** The flash will blink for incoming calls and notifications.
 - **Turn off all sounds:** Activate to turn off all sounds.
 - **Audio type:** Tap to change the sound to **Mono** or **Stereo**.
 - **Sound balance:** To manually adjust the sound direction.

Motor & Cognition

The Motor & cognition setting allows you to configure physical and motor options.






1. Tap  > **Tools**  > **Settings**  > **General** tab > **Accessibility** > **Motor & cognition**.
2. Set your preferred options.
 - **Touch assistant:** Provide a touch board with easy use for general buttons or gestures to access in short. Tap the Touch assistant icon  to access the **Power Button**, **Home**

Button, Volume Down Button, Volume Up Button, and the Next button (Screen capture, Accessibility, Pinch).

- **Touch input:** Enter text by touching and holding the screen or modify it by simply touching the screen.
- **Physical keyboard:** Customize the keyboard settings.
- **Auto mouse click:** Automatically click the mouse pointer in case of no movement.
- **Touch and hold for calls:** Answer or decline calls by touching and holding the call button instead of dragging it.
- **Screen timeout:** Turn off the screen automatically when the device is left idle for a specified period of time.
- **Touch control areas:** Limit the touch area so that only a particular portion of the screen can be controlled by touch input.



General

The General settings allows you to configure general system options.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Accessibility**.
2. Set your preferred options.
 - **Accessibility features shortcut:** Sets quick, easy access to selected features when you triple-tap the **Home Key** .
 - **Persistent notification:** Tap the switch  to turn it on. Alerts sound repeatedly when there are unread notifications for certain apps.
 - **Auto-rotate screen:** Tap to allow the device to rotate the screen depending on the device orientation (portrait or landscape).

Services

The Services setting allows you to configure the service option.




1. Tap  > **Tools**  > **Settings**  > **General** tab > **Accessibility**.
2. Tap **Switch Access** to control your device using configurable key combinations.

Shortcut Keys

Shortcut keys provide quick access to apps using the **Power/Lock Button** and **Volume Buttons**. If you want to disable a shortcut key feature, tap the switch to turn on/off.




Power

You can take selfies or screenshots using the fingerprint sensor in the **Power/Lock Button**.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Shortcut keys**.
2. Tap each switch to enable/disable the feature.
 - **Take a selfie in Camera:** When the front camera is on, place your finger on the **Power/Lock Button**.
 - **Take a screenshot:** To take a screenshot, tap the **Power/Lock Button** once, then immediately press and hold it after.

Volume

You can quickly open **Capture+** or **Camera** by pressing the **Volume Buttons** twice when the screen is off or locked.

1. Tap  > **Tools**  > **Settings**  > **General** tab > **Shortcut keys**.
2. Tap **Open Capture+/Camera** switch to enable/disable the feature.
 - **Capture+:** Press the **Volume Up Button** twice.
 - **Camera:** Press the **Volume Down Button** twice.

Google Services

Use Google Services to manage your Google apps and account settings.

- Tap  > **Tools**  > **Settings**  > **General** tab > **Google services**.

Fingerprints & Security

Use the Fingerprints & security settings to help secure your phone and its data.

- Tap  > **Tools**  > **Settings**  > **General** tab > **Fingerprints & security**.

Fingerprints

Use your fingerprint to unlock the screen or content.

Content Lock

Select lock types to lock files in the QuickMemo+ app.

Encrypt SD Card

Encrypt SD card storage and keep data unavailable for other devices.

Secure Start-up

When you power on your device, you will be required to enter your screen lock.

Password Typing Visible

Enable to briefly show each character of passwords as you enter them so that you can see what you enter.

Phone Administrators

Allows you to view or deactivate device administrators.

Unknown Sources

Allows installation of non-Play Store applications.

Credential Protection

Displays the storage type for credentials.

Certificate Management

Allows you to manage the certificate.

Trust Agents

View or deactivate Trust agents.

Screen Pin

This feature allows you to lock your device so that the current user can only access the pinned app. This is useful for users with children.

Usage Access

Allows you to set access to App usage.

Pen

Use the Pen settings to configure options for when the stylus pen is removed from its slot.

- Tap  > **Tools**  > **Settings**  > **General tab** > **Pen**.

Open When Pen is Removed

Allows you to select which feature will automatically start when the pen is removed from the device. Choose from **None**, **Pen Pop**, and **Pop Memo**.

Pen Pop Shortcut

Allows you to designate an app you can access as a shortcut from the Pen Pop options icons.

Screen-off Memo

Enable this option to allow you to create notes when the screen is off and you remove the pen.

Pen Detection

Enable this option to be notified by sound and/or vibration when the pen is removed or inserted.

Pen Keeper

Enable this option to be reminded to replace the pen. You'll receive an audio and/or visual notification when the device is moved with the screen off and the pen removed.

Date & Time

Set your preferences for how the date and time is displayed. You can also select a time zone.

- Tap  > **Tools**  > **Settings**  > **General tab** > **Date & time.**




Storage

The Storage menu lets you monitor the used and available internal memory and SD card (if available). You can also mount/unmount the SD card and erase its contents.

- Tap  > **Tools**  > **Settings**  > **General tab** > **Storage.**

Battery & Power Saving

The Battery menu lets you show any battery information and configure options.

1. Tap  > **Tools**  > **Settings**  > **General tab.**
2. Tap **Battery & power saving.**
 - Tap **Battery usage** to display the apps that use the most battery power.
 - Tap **Battery percentage on status bar** to display the battery percentage indicator on the status bar.
 - Tap **Battery saver** to set the Battery saver feature on or off and select which functions are changed when the feature is activated.

Memory

You can monitor the memory used on average and the memory used by apps in the device.

- Tap  > **Tools**  > **Settings**  > **General tab** > **Memory.**

System Updates




From time to time, updates may become available for your phone. You can download and apply updates through the Settings menu.

- Tap  > **Tools**  > **Settings**  > **General tab** > **System updates**.




Apps

The Apps settings menu lets you view details about the applications installed on your phone, manage their data, force them to stop, and set whether you want to permit installation of applications that you obtain from websites and email.




To view details about your applications:

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Apps**.
2. Tap the desired app to view its information.

To force applications to stop:

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Apps**.
2. Find the application to force stop and tap the application.
3. Tap **Force stop**.
4. Read the disclaimer and tap **OK**.

To uninstall a downloaded application:

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Apps**.
2. Find the application you want to uninstall and tap it.
3. Tap **Uninstall**.
4. Read the disclaimer and tap **OK**.

Backup & Reset

The privacy settings on your device allow you to back-up your data, automatically restore data, and erase all the data on your phone.

- Tap  > **Tools**  > **Settings**  > **General tab** > **Backup & reset**.

LG Backup

Backs up all information on the device and restores it in the event of data loss or replacement.

Back Up My Data

Allows you to back up app data, Wi-Fi passwords, and other settings to Google servers.

Backup Account

Allows you to choose an account to back up data.

Automatic Restore




When reinstalling an app, enabling this option restores backed up settings and data.

Network Settings Reset

Reset all network settings.



Factory Data Reset

Resetting the phone restores all the factory defaults, including personal data from phone storage, information about your Google Account, any other accounts, your system and application settings, and any downloaded applications. After resetting the phone, the next time you turn on the phone, you're prompted to reenter the same kind of information as when you first started the phone. See [Activation and Service](#).

1. Tap  > **Tools**  > **Settings**  > **General tab** > **Backup & reset**.
2. If you are certain that you would like to restore all factory settings, tap **Factory data reset**.
3. Tap **RESET PHONE**.
4. Enter your unlock sequence if you have configured one, then tap **Delete all** and **RESET** to confirm.

About Phone

The About Phone menu displays information such as the network, battery, hardware, and software.

1. Tap  > **Tools**  > **Settings**  > **General tab** > **About phone**.
2. Tap the desired menu.

About Phone Overview

The following About Phone items may be reviewed or set:

About Phone Item	Description
Phone name	Change the name of your device.
Update Center	Check updates for apps provided by LG Electronics.

Network	Check network information such as the signal power, IP address and etc.
Status	Check your phone's status such as your phone number, MEID/IMEI and etc.
Battery	Check your battery status, level and usage.
Hardware info	Check your hardware information such as the model number, hardware version and etc.
Software info	Check your software information such as the Android version, software version and etc.
Legal info	Review various types of important legal information for LG software, open source licenses, Google and etc.
Patent information	Check patent information for this model.

Getting Help

The following set of topics will cover phone specifications and how to contact Virgin and manage your wireless service.

For Assistance

The following topics address areas of support for your phone, including troubleshooting, account information, and customer service contact information.

Troubleshooting

Check the questions and answers below for troubleshooting solutions for common phone issues.

Check Here First

Issue: Phone freezes/operation is unstable.

Answer: Turn the phone on again. If you are unable to turn the phone off, remove and replace the Battery, and then turn the phone on again. Data that was being edited is erased after your phone is powered on again.

Issue: Operation is unstable after a new application was installed.

Answer: The newly installed application may be the cause. Uninstall the application in Safe mode. See [Uninstall an App](#). To turn the phone on in Safe mode:





- Press and hold the **Power/Lock Button** > touch and hold **Power off**, read the disclaimer for safe mode, and then tap **TURN ON**.
 - After turning the phone on in Safe mode, "Safe Mode" appears at lower left.
 - After restarting in Safe mode, your phone can be powered on as usual.
 - Before turning the phone on in Safe mode, it is recommended that you back up important data.
 - By powering the phone on in Safe mode, added widgets may be deleted.

Issue: Cannot use phone, mail, or Internet.

Answer 1: Check whether you are where signal is weak or out of service area.


Answer 2: Power the phone on again.

Answer 3: Is the phone in Airplane mode? To check that Airplane mode is canceled:





1. Tap  > **Tools**  > **Settings**  > **Networks** tab.
2. Tap **Airplane mode** switch  to turn the function off.

Answer 4: Is data communication disabled? To check that data communication is enabled:

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **Mobile data**.

2. Tap the **Mobile data** switch  to turn it on.

Answer 5: Is a disabled access point set? To reset to initial settings:

1. Tap  > **Tools**  > **Settings**  > **Networks** tab > **More**.
2. Tap **Mobile networks** > **Access Point Names**.
3. Tap  > **Reset to default**.

Issue: Battery level goes down quickly.

Answer: Are you where signal is weak or have been out of service area for a long period? Calling where signal is weak or being out of service area uses a lot of Battery.

Issue: Cannot install applications.

Answer: Applications cannot be installed with only a little free space on the phone or SD card. To check free space, see [Storage](#). Applications not supported by your phone cannot be installed.

Issue: Cannot unlock screen.

Answer: Power the phone on again. If you are unable to turn the phone off, remove and replace the Battery, and then power the phone on again. Data that was being edited is erased after the phone is powered on again.

Virgin Mobile Account Information and Help

Find out about managing your account online and on your phone, buying additional minutes for your plan, and getting help.

For more information about your Virgin Mobile account, as well as other Virgin Mobile services, visit us at: virginmobileusa.com.

Manage Your Account

Access information about your account. You can:

- Check your minutes.
- Add money (Top-Up).
- Changes plans.
- And more.

From Your Phone

Access your account from the special My Account app.

- Tap  > **My Account** .

From Your Computer

- Log in with your phone number and account PIN at virginmobileusa.com.

Top-Up Your Account

Sign up for Auto Pay to keep your service working month after month. Or, you can buy Top-Up cards at thousands of retailers and add money to your account from your phone or by logging in at virginmobileusa.com.

Auto Pay

Auto Pay is the easiest way to keep your service working. Once you register your credit card, debit card or PayPal account, you can set it to automatically pay your monthly plan. Then you can keep emailing, IMing, Tweeting with Twitter, surfing, and talking with no interruptions. Set up Auto Pay anytime by logging into My Account at virginmobileusa.com, and adjusting your payment settings.

From Your Phone

- Tap  > **My Account** 

– or –

From home, tap **Phone** . Dial * 7 PQRS 2 ABC 9 WXYZ .

Anti-Theft Guide

You can set up your device to prevent other people from using it if it's been reset to factory settings without your permission. For example, if your device is lost, stolen, or wiped, only someone with your Google Account or screen lock information can use the device.

All you need to make sure your device is protected is:

- **Set a screen lock:** If your device is lost or stolen but you have a screen lock set, the device can't be erased using the Settings menu unless your screen is unlocked.
- **Add your Google Account on your device:** If your device is wiped but you have your Google Account on it, the device can't finish the setup process until your Google Account information is entered again.

After your device is protected, you'll need to either unlock your screen or enter your Google Account password if you need to do a factory reset. This ensures that you or someone you trust is doing the reset.

Note: Do not forget your Google Account and password you had added to your device prior to performing a factory reset. If you can't provide the account information during the setup process, you won't be able to use the device at all after performing the factory reset.

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