



# Activation and Service Guide

Guía de Activación y Servicio

SAMSUNG  
**Galaxy J3**6

Welcome to Verizon Wireless. This guide will show you how to set up and use your phone, access special features, find help and other important information.

# Getting to Know Your Phone

## Phone Features





# Setting Up Your Phone

## Step 1. Remove the Back Cover

1. Hold the phone securely.
2. Locate the cover release slot and carefully pull the cover off.



## Step 2. Insert the Battery

1. Insert the battery into the opening on the back of the phone, making sure the gold contacts align.
2. Gently press down to secure the battery.



### Step 3. Replace the Back Cover

Place the back cover over the back of the phone. Then press down along the edges to secure the cover.



### Step 4. Charge the Phone

Before turning on your phone, charge it fully.

Plug the smaller end of the cable into the USB/Charger port on your phone and the other end into the charger. Then plug the charger into an electrical outlet to charge the phone.



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

## Step 5. Powering Your Phone On/Off

- To turn **ON**, press and hold the **Power/Lock** key.
- To turn **OFF**, press and hold the **Power/Lock** key and follow the prompts.

## OPTIONAL: Installing 4G LTE SIM Card.

The SIM Card is pre-installed in your smartphone. If you need to replace your SIM Card, consult the following instructions.

1. If the battery is in the phone, carefully remove it.
2. Slide the SIM card out of the SIM card slot.
3. Carefully slide the new SIM card into the slot with the Verizon logo facing up.



## Activate Your Service

You have 3 options to activate your account.

**IMPORTANT:** Before you begin, make sure your 4G LTE smartphone is fully charged as described under **Setting Up Your Phone** (page 5).

### Option 1 - On Phone Activation

Please use your phone to activate 4G LTE service.

Step 1. Turn on your phone.

Step 2. Tap **Activate My Phone**.

Step 3. Follow the onscreen steps to activate your phone.

Step 4. At the confirmation screen, write down your mobile number and Account Security Code.

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Step 5. Restart your phone to complete the activation. Service activation may take up to 15 minutes.

Step 6. Follow the Setup Wizard to customize your phone.

**IMPORTANT:** If you are not able to activate your phone using Option 1, please go to Option 2.



**IMPORTANT:** Before you begin, make sure your 4G LTE smartphone is fully charged as described under **Setting Up Your Phone** (page 5).

## Option 2 – Online Activation

You can use a computer or tablet with an Internet connection to activate your phone.

Step 1. Go to **[www.verizonwireless.com/activate](http://www.verizonwireless.com/activate)**.

Step 2. Follow the steps to complete the activation.

Step 3. At the confirmation screen, write down your mobile number and Account Security Code.

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Step 4. Turn on your fully charged phone. Service activation may take up to 15 minutes.

Step 5. Follow the steps in the Setup Wizard to set up your phone.

Step 6. Register for My Verizon. Go to **[verizonwireless.com/myverizon](http://verizonwireless.com/myverizon)**.

**IMPORTANT:** If you are not able to activate your phone using Option 2, please go to Option 3.

**IMPORTANT:** Before you begin, make sure your 4G LTE smartphone is fully charged as described under **Setting Up Your Phone** (page 5).

### Option 3 – Over the Air Activation

You can call us to activate your phone.

Step 1. From another phone, dial **866.893.7723** and follow the prompts to start activating your phone.

Step 2. You will be prompted for the following information:

- The type of phone you are activating
- The 20-digit SIM ID located on the SIM Card
- Your 5-digit ZIP code

Step 3. Write down your mobile number and Account Security Code.

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Step 4. Turn on your fully charged phone. Service activation may take up to 15 minutes.

Step 5. Follow the steps in the Setup Wizard to set up your phone.

Step 6. Register for My Verizon. Go to [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon).

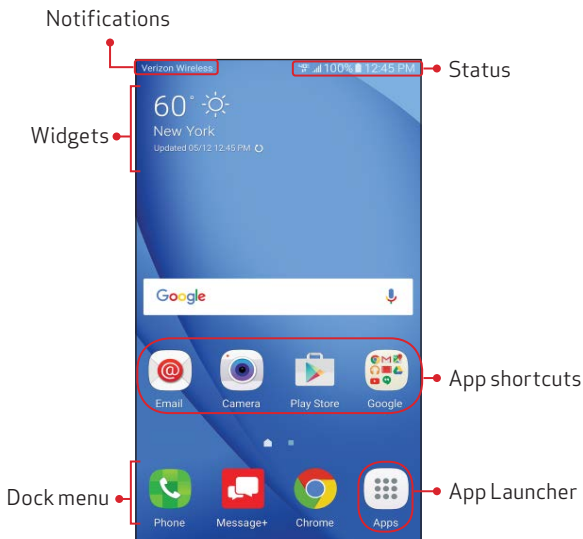
## Touch Screen Tips

Use touch gestures to move around the screen, open menus, select items, zoom in and out of web pages, and more.

There are several touch motions recognized by the phone:

- **Swipe**—Swipe by quickly sliding your finger in any direction.
- **Drag**—Drag by touch and holding an item and moving it to a new position.
- **Double Tap**—Double Tap to zoom in/out on a web page or picture.
- **Multi Touch**—Pinch or spread your thumb and index finger to zoom in or out.

## Home Screen



Swipe left or right for additional panels

**NOTE:** Screen image and icons are simulated. Actual display may vary. Instructions in this guide may change depending on the software version on your device. All procedures begin with the phone unlocked and from the Home Screen unless otherwise stated.

## Locking/Unlocking Screen



Prevent accidental key presses by locking your phone.

- To Lock, press the **Power/Lock** key.
- To Unlock, press the **Power/Lock** key. Then swipe your finger across the screen.


## Backup Assistant™ Plus

Backup Assistant is a service that safeguards your contacts by automatically backing up your address book. If your phone is lost or damaged, or if you upgrade to a new phone, your contacts will be restored wirelessly.


## Making a Call

1. From the Home screen tap  **Phone**.
2. Enter the number you want to call and tap .






## Receiving a Call

Drag the  **Answer** icon to the right to answer an incoming call.

## Ignoring a Call

Drag the  **Ignore** icon to the left to ignore an incoming call.

## Set Up Voice Mail

Press    . If you hear a greeting, press  to interrupt. Follow the setup tutorial.




## Access Voice Mail

From your phone - press  . When you hear the greeting, press  to interrupt. Follow the prompts.

From any phone - dial your wireless number. When you hear the greeting, press  to interrupt. Follow the prompts.

## Bluetooth®

How to pair your headset.

1. From a Home screen, tap  **Apps** >  **Settings** >  **Bluetooth**, and then tap **ON/OFF** to turn on.
2. Make sure that the target device is discoverable, so that your device can find it. Refer to the instructions that came with the device to find out how to set it to discoverable mode.
3. Tap **SCAN**. Your device will start to scan for Bluetooth devices within range.
4. When you see the name of the target device displayed, tap the name. Your device then automatically tries to pair with the target device. If automatic pairing fails, enter the passcode supplied with the target device.

Voice mail may not be available in some areas. Follow the setup tutorial to password-protect your Verizon Wireless Voice Mailbox. Airtime and other charges are incurred when using voice mail from your wireless phone. Mobile to Mobile Calling minutes do not apply to voice mail retrievals; you will be charged to maintain your connection to voice mail. Verizon Wireless is not responsible for missed messages or deletions of messages from your voice mailbox, even if you have saved them.

**NOTE:** Voice mailboxes not set up within 45 days will be canceled. Your voice mailbox is not password protected until you create a password by following the setup tutorial.

**NOTE:** Using a mobile device or accessory while driving may cause distraction and may be illegal. Always obey the laws and drive safely.

## Managing Your Account

### Register for My Verizon\*

Manage your account 24/7



Tap the  **My Verizon Mobile App** on your phone or visit [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon).

- Make payments
- Set up Auto Pay
- View and manage usage
- Change price plan and data options
- Customize features and more

### Make a Payment

Use your Credit, Debit or Verizon Wireless Refill Card to make a payment†

Ways to Pay:

1. **Your Phone** – Tap  **Apps** >  **My Verizon Mobile App**, or visit [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon) using your mobile browser.
2. **My Verizon online** – Visit [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon) from your computer.
3. **Auto Pay** – Sign up and make payments easy.

\*Compatible phone required. For automated account information, dial \*611 from your wireless phone or dial (888) 294-6804 from a landline phone.



†Visa, Mastercard, American Express or Discover accepted.

#### 4. At a Store

Visit a Verizon Wireless Communications Store or any of our participating agents or retailers.

#### 5. Customer Service

From the Home screen, tap  **Phone** and then dial

 \* 6 1 1  from your Verizon Wireless phone.

### Refill Rates and Expiration

(once applied to the account)

\$15-\$29.99	30 days
\$30-\$74.99	90 days
\$75-\$99.99	180 days
\$100 and above	365 days

Cards sold separately.







# Services and Features

## Calling Features

- Domestic Long Distance
- Domestic Roaming
- 411\* Search
- Caller ID
- Caller ID Blocking
- Call Waiting
- 3-Way Calling
- Call Forwarding

## Messaging\*

1. From the Home screen, tap  **Message +** →  **Compose**.
2. Enter the name or number of the person you want to send the message to and you'll see matching contacts. Or just enter a phone number.
3. Tap in the message area and enter your message.
4. To add an attachment to your message, tap the  **Plus**.
5. Review your message and tap  **Send**.

**NOTE:** Messages to participating networks in Mexico, Canada and Puerto Rico are charged at domestic rates.


\*Additional and Unlimited Texting applies when sending and receiving (i) Instant Messages, Text Alerts and Picture Messaging Portal Messages; (ii) messages with non-Verizon Wireless customers in the U.S. or participating networks in Mexico, Canada and Puerto Rico; or (iii) via email. Unlimited Texting also includes Mobile to Mobile Messages with Verizon Wireless Customers. For Additional Texts, overage messaging rates default to those of your Calling Plan. Premium Messaging programs, International Messaging and International Roaming not included. Compatible device required for text, picture and/or video messaging. Data charges will apply for sending and receiving picture and video messages.

## Apps & More


Play it up with music, ringtones, wallpapers, apps and games. Keep up with Twitter™ and Facebook. We've got apps that help you do it all.

Data charges may apply.


## Installing Apps

1. From the Home screen, tap  for the **Google™ Play Store**.
2. Tap an app you want to download and tap **Install** or the app's price.
3. Tap **Accept** after reviewing the app's permissions.

## Viewing Apps

To view preloaded and downloaded apps on your phone, from the Home screen, tap  **Apps**.

## Web Browsing

From the Home screen, tap  **Chrome**.

## International Services

### International Calling

Anytime Minutes rate plus the following international surcharges:

- 10¢/min. to Mexico landline numbers
- 29¢/min. to Mexico wireless numbers, Canada, U.S. Virgin Islands and Northern Mariana Islands

### International Text Messaging

- 25¢ per message, per address sent and received




### International Picture and Video Messaging

- 50¢ per message, per address sent
- 25¢ per message received

Data charges will apply for sending and receiving picture and video messaging.

For further information, as well as latest available services, location and rates, including International Roaming, visit [verizonwireless.com/prepaidglobal](http://verizonwireless.com/prepaidglobal).

### Location Based Services\*

This phone can determine its location, which is useful for services such as navigation, shopping and weather. For your safety, it's defaulted to only acquire your location when you dial 911. To use Location Based Services, from the Home screen tap  **Apps** >  **Settings** >  **Location** and tap the **ON/OFF** to turn on.

\*Locations and rates subject to change without notice. While roaming internationally, you may be prompted to dial the phone number you are calling twice. Unlimited Calling, Text Bundles and Unlimited Night, Weekend, Mobile to Mobile and Anytime Minutes do not apply to International Services. International Roaming Coverage only available on participating networks and is not guaranteed. Data services and features not available when roaming.

## VZ Navigator<sup>®\*</sup>

Select the app or download from Google Play Store.

Go to [verizonwireless.com/navigator](http://verizonwireless.com/navigator) for more details and pricing.

\*Your wireless device can determine its (and your) physical, geographical location (“Location Information”) and can associate Location Information with other data. Additionally, certain applications, services and programs are capable of accessing, collecting, storing and using Location Information and disclosing Location Information to others. You should use caution when determining whether or not Location Information should be made available to others and you should review any applicable third party policies before providing access. To limit potential unauthorized access to your Location Information, Verizon Wireless offers various mechanisms and settings to manage access to location data. By enabling location settings, you are permitting third party access to Location Information through software, widgets or peripheral components you choose to download, add or attach to your wireless device or through web access, messaging capabilities or other means and you are authorizing Verizon Wireless to collect, use and disclose your Location Information as appropriate to provide you with any location services that you enabled.

## Support and More

### My Verizon App



Manage your account, track your usage, edit account information, pay your bill and more.

### Get Help Using Your Phone



Use your Help App. Get assistance at your fingertips, right from your phone.



Call **(888) 294-6804** for customer support.

### More Information



For more information a Device Manual is available on demand—simply download at [verizonwireless.com/support](http://verizonwireless.com/support).

## Important Customer Information

The services described in this brochure are only for your personal use. They are subject to the Customer Agreement, your Calling Plan, the Verizon Wireless Privacy Principles and Internet Privacy Policy (both of which can be viewed at [verizonwireless.com](http://verizonwireless.com)) and the following terms and conditions, as applicable. You agree to comply with all applicable laws, rules, regulations and policies when using these services. In addition to your rights under the Customer Agreement, we may terminate or modify all services upon notice. Verizon Wireless is not responsible for third-party content you encounter using these services, including any possible defamation, obscenity or profanity. Content, content pricing, service functionality and menu order may change without notice. Unless otherwise indicated, data sessions will terminate after 30 seconds of inactivity.

### Device Recycling Program

Recycle your used device with Verizon Wireless. You can receive a Verizon Wireless Virtual Gift Card if your device qualifies, or you can donate it to HopeLine® from Verizon, a program that provides support to victims and survivors of domestic violence.

For more information visit

[verizonwireless.com/device-recycle](http://verizonwireless.com/device-recycle).

### Warranty Replacements

If you're having a problem with your wireless device, just contact Verizon Wireless toll-free at **1-866-406-5154** from a landline phone.

### Assistive Communication Devices

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

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

## **Data Charges and Location Based Services**

Verizon Wireless charges you for all data and content sent or received using our network (including any network overhead and/or Internet Protocol overhead associated with content sent or received), as well as resolution of Internet Protocol addresses from domain names. Sending or receiving data using a virtual private network (VPN) involves additional VPN overhead for which you will be charged. Please note that certain applications or widgets periodically send and receive data in the background, without any action by the user, and you will be billed for such data use.

Many services and applications offered through your device may be provided by third parties. Before you use, link to or download a service provided by a third party, or an application such as a non-Verizon Wireless location-based GPS-type service, chat room, marketplace or social network from your device, you should review the terms of such service or application and applicable privacy policy. Personal information you submit may be read, collected or used by the service or application provider and/or other users of those forums.

Verizon Wireless is not responsible for any information, content or services you access, download or use from the Internet. You are responsible for maintaining virus and other Internet

security protections when accessing service. For additional information, visit the Verizon Content Policy at [responsibility.verizon.com/contentpolicy](https://responsibility.verizon.com/contentpolicy).

Your Verizon Wireless customer agreement terms and conditions and certain other specifically identified terms govern your use of any Verizon Wireless products and services.

## Prepaid Calling Plans

If you want to change from prepaid service to postpay service, any remaining funds in your account will be credited to your postpay account. We can't give you any credit for transaction taxes you may have paid when depositing funds into your account, so you could end up paying the same taxes twice.

Your balance may not exceed \$1,000 and you may be prevented from making payments to your account if it reaches \$1,000. Cash applied to your account through Verizon Wireless' Bill Payment Kiosks will have taxes deducted from the total amount entered at the applicable rate. Minimum payment is \$15; maximum payment is \$600. When paying with a credit card, maximum is \$250. You may replenish up to 10 times or \$600 in a rolling 30-day period. Transaction fees may apply for some methods of payment.



## Verizon Wireless Prepaid

If you are on a Prepaid Monthly Plan, you must have a sufficient account balance at the time of renewal to cover the Monthly Access in order to receive your plan benefits. Monthly Access will be charged on the same date each month, unless you have insufficient funds to cover the Monthly Access.

Some Verizon Wireless services and features, including Verizon (Video and Mobile TV), Extended Warranty, Wireless Phone Protection, Total Equipment Coverage, Roadside Assistance, Detailed Billing and Premium and Visual Voice Mail are not available with the Prepaid Calling Plans.

411 Search: When outside the Verizon Wireless Prepaid Rate and Coverage Area, 411 Search rates, automatic connection and enhanced services may vary. For connected calls, the part of the call that occurs prior to connection may be billed at a different rate than the part of the call that occurs after connection. Additional toll and long distance charges may apply.

## Hearing Aid Compatibility Information

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

# Prepaid Customer Agreement

Para una copia de este documento en español, visite nuestro website: [vzw.com/espanol](http://vzw.com/espanol).

## My Verizon Wireless Customer Agreement

Thanks for choosing Verizon Wireless. In this Prepaid Customer Agreement, you'll find important information about your Service, including our ability to make changes to your Service or this Agreement's terms, our liability if things don't work as planned and how any disputes between us must be resolved in arbitration or small claims court. If you're signing up for Service for a minimum contract term, you'll also find information about that contract term and what happens if you cancel a line of Service early or don't pay on time.

## My Service

Your Service terms and conditions are part of this Agreement. Your Plan includes your monthly allowances and features, where you can use them (your "Coverage Area"), and their monthly and pay-per-use charges. You can also subscribe to several Optional Services, like data add-on packages. Together, your Plan and any Optional Services you select are your Service. The terms and conditions for your Service can be found in the brochures that are available when you activate, or online at [verizonwireless.com](http://verizonwireless.com).

## How Do I Accept This Agreement?

You accept this Agreement by:

- Agreeing in writing, by email, over the phone, or in person;
- Opening a package that says you are accepting by opening it; or
- Activating your Service.

When you accept, you're representing that you are at least 18 years old and are legally able to accept an agreement. If you're accepting for an organization, you're representing that you are authorized to bind that organization, and where the context requires, "you" means the organization. By accepting, you are agreeing to every provision of this Agreement whether or not you have read it.

**No refunds will be granted after 14 days or if your account has been activated.** If you change your device or receive a Service Promotion, you may be required to change your Plan to one that we are currently offering at this time.

## My Privacy

We collect personal information about you. We gather some information through our relationship with you, such as information about the quantity, technical configuration, type, destination and amount of your use of our telecommunications services. You can find out how we use, share and protect the information we collect about you in the Privacy Policy, available at [verizon.com/privacy](https://www.verizon.com/privacy).

By entering this Agreement, you consent to our data collection, use and sharing practices described in our Privacy Policy. We provide you with choices to limit, in certain circumstances, our use of the data we have about you. You can review these choices at [verizon.com/privacy#limits](https://www.verizon.com/privacy#limits). If there are additional specific advertising and marketing practices for which your consent is necessary, we will seek your consent (such as through the privacy-related notices you receive when you purchase or use our products and services) before engaging in those practices.

Many services and applications offered through your device may be provided by third parties. Before you use, link to or download a service or application provided by a third party, you should review the terms of such service or application and

applicable privacy policy. Personal information you submit may be read, collected or used by the service or application provider and/or other users of those forums.

You consent to allow Verizon Wireless and anyone who collects on our behalf to contact you about your account status, including past-due or current charges, using prerecorded calls, email and calls or messages delivered by an automatic telephone dialing system to any wireless phone number or email address you provide. Verizon Wireless will treat any email address you provide as your private email that is not accessible by unauthorized third parties. Unless you notify us that your wireless service is based in a different time zone, calls will be made to your cellular device during permitted calling hours based upon the time zone affiliated with the mobile telephone number you provide.

## **Can I Take My Wireless Phone Number to Another Carrier?**

You may be able to take or “port” your wireless phone number to another carrier. If you port a number from us, we’ll treat it as though you asked us to cancel your Service for that number. After the porting is completed, you won’t be able to use our service for that number, but you’ll remain responsible for all fees and charges through the end of that billing cycle, just like any other cancellation. If you’re a Prepaid customer, you won’t be entitled to a refund of any balance on your account. If you port a number to us, please be aware that we may not be able to provide some services right away, such as 911 location services. You don’t have any rights to your wireless phone number, except for any right you may have to port it.

## Directory Information

We will not publish your wireless phone number in any available directory or give it to anyone for that purpose, unless you ask us to.

## Can Verizon Wireless Change This Agreement or My Service?

We may change prices or any other term of your Service or this Agreement at any time, but we'll provide notice first. If you use your Service after the change takes effect, that means you're accepting the change. Notwithstanding this provision, if we make any changes to the dispute resolution provision of this Agreement, such changes will not affect the resolution of any disputes that arose before such change.

## My Wireless Device

Your wireless device must comply with Federal Communications Commission regulations, be certified for use on our network and be compatible with your Service. Please be aware that we may change your wireless device's software, applications or programming remotely, without notice. This could affect your stored data, or how you've programmed or use your wireless device. By activating Service that uses a SIM (Subscriber Identity Module) card, you agree that we own the intellectual property and software in the SIM card, that we may change the software or other data in the SIM card remotely and without notice, and that we may utilize any capacity in the SIM card for administrative, network, business and/or commercial purposes. If you bought a wireless device for Postpay Service from Verizon Wireless that doesn't use a SIM card, and you want to reprogram it for use with another wireless network, the default programming code is set to "000000" or "123456." But please note that your wireless

device may not work with another wireless network, or the other wireless carrier may not accept your wireless device on its network. If you activate a 3G phone-in-the-box wireless device for Prepaid Service, it can only be used for Prepaid Service during the first six (6) months after activation. If you activate a 4G LTE phone-in-the-box wireless device for Prepaid Service, it cannot be used with any other service until it is first activated on Prepaid Service and the first monthly payment is made.

## Where and How Does Verizon Wireless Service Work?

Wireless devices use radio transmissions, so unfortunately you can't get Service if your device isn't in range of a transmission signal. And please be aware that even within your Coverage Area, many things can affect the availability and quality of your Service, including network capacity, your device, terrain, buildings, foliage and weather.

## How Can I Prevent Unintended Charges on My Bill?

You agree to pay all access, usage and other charges that you or any other user of your wireless device incurred. If multiple wireless devices are associated with your account, you agree to pay all charges incurred by users of those wireless devices. Many services and applications are accessible on or through wireless devices, including purchases of games, movies, music and other content. Some of these services are provided by Verizon Wireless. Others are provided by third parties that may offer the option to bill the charges to your Verizon Wireless bill or other methods of payment. Charges may be one-time or recurring. The amount and frequency of the charges will be disclosed to you or the person using your device or a device associated with your account at the time a purchase is made. If the purchaser chooses to have the charges billed to your account, such charges will become part of the amount due for that billing cycle. **Verizon Wireless offers tools to block or**

restrict these services, and to block all billing for third-party services on your Verizon Wireless bill, at [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon).

## Government Taxes, Fees and Surcharges

You must pay all taxes, fees and surcharges set by federal, state and local governments. Please note that we may not always be able to notify you in advance of changes to these charges.

## What Are Roaming Charges?

You're "roaming" whenever your wireless device uses a transmission site outside your Coverage Area, or uses another company's wireless network. Sometimes roaming happens even when you're within your Coverage Area. There may be higher rates and extra charges (including charges for long distance, tolls or calls that don't connect) for roaming calls, depending on your Plan.

## How Does Verizon Wireless Calculate My Charges?

For charges based on the amount of time used or data sent or received, we'll round up any fraction to the next full minute or, depending on how you're billed for data usage, the next full megabyte or gigabyte. For outgoing calls, usage time starts when you first press **Send** or the call connects to a network and, for incoming calls, it starts when the call connects to a network (which may be before it rings). Usage time may end several seconds after you press **End** or after the call disconnects. For calls made on our network, we charge only for calls that are answered, including by machines.

## How and When Can I Dispute Charges?

If you're a Prepaid customer, you can dispute a charge within 180 days of the date the disputed charge was incurred.

**YOU MAY CALL US TO DISPUTE CHARGES ON YOUR BILL**

OR ANY SERVICE(S) FOR WHICH YOU WERE BILLED, BUT IF YOU WISH TO PRESERVE YOUR RIGHT TO BRING AN ARBITRATION OR SMALL CLAIMS CASE REGARDING SUCH DISPUTE, YOU MUST WRITE TO US AT THE CUSTOMER SERVICE ADDRESS ON YOUR BILL, OR SEND US A COMPLETED NOTICE OF DISPUTE FORM (AVAILABLE AT VERIZONWIRELESS.COM), WITHIN THE 180-DAY PERIOD MENTIONED ABOVE. IF YOU DO NOT NOTIFY US IN WRITING OF SUCH DISPUTE WITHIN THE 180-DAY PERIOD, YOU WILL HAVE WAIVED YOUR RIGHT TO DISPUTE THE BILL OR SUCH SERVICE(S) AND TO BRING AN ARBITRATION OR SMALL CLAIMS CASE REGARDING ANY SUCH DISPUTE.

## **What Are My Rights for Dropped Calls or Interrupted Service?**

If you drop a call in your Coverage Area, redial. If it's answered within 5 minutes, call us within 45 days, and we'll give you a 1-minute airtime credit. Please be aware that these are your only rights for dropped calls or interrupted Service.

## **About My Payments**

If you're a Prepaid customer, you may replenish your balance at any time before the expiration date by providing us with another payment. Your balance may not exceed \$1,000 and you may be prevented from replenishing if your balance reaches \$1,000. We will suspend service when your account reaches the expiration date and any unused balance will be forfeited.

We may charge you up to \$25 for any returned check.

## **What If My Wireless Device Gets Lost or Stolen?**

We're here to help. It's important that you notify us right away, so we can suspend your Service to keep someone else from using it.



## What Are Verizon Wireless' Rights to Limit or End Service or End This Agreement?

We can, without notice, limit, suspend or end your Service or any agreement with you for any good cause, including, but not limited to: (1) if you: (a) breach this Agreement; (b) resell your Service; (c) use your Service for any illegal purpose, including use that violates trade and economic sanctions and prohibitions promulgated by any U.S. governmental agency; (d) install, deploy or use any regeneration equipment or similar mechanism (for example, a repeater) to originate, amplify, enhance, retransmit or regenerate an RF signal without our permission; (e) steal from or lie to us; or, if you are a Postpay customer, (f) pay late more than once in any 12 months; (g) incur charges larger than a required deposit or billing limit, or materially in excess of your monthly access charges (even if we haven't yet billed the charges); (h) provide credit information we can't verify; or (i) are unable to pay us or go bankrupt; or (2) if you, any user of your device or any account manager on your account: (a) threaten, harass, or use vulgar and/or inappropriate language toward our representatives; (b) interfere with our operations; (c) "spam," or engage in other abusive messaging or calling; (d) modify your device from its manufacturer's specifications; or (e) use your Service in a way that negatively affects our network or other customers. We can also temporarily limit your Service for any operational or governmental reason.

## Disclaimer of Warranties

We make no representations or warranties, express or implied, including, to the extent permitted by applicable law, any implied warranty of merchantability or fitness for a particular purpose, about your Service, your wireless device, or any applications you access through your wireless device. We do not warrant that your wireless device will work perfectly or will not need occasional upgrades or modifications, or that it will not be negatively affected by network-related modifications, upgrades or similar activity. If you download or use applications, services or software provided by third parties (including voice applications), 911 or E911, or other calling functionality, may work differently than services offered by us, or may not work at all. Please review all terms and conditions of such third-party products. Verizon Wireless is not responsible for any third-party information, content, applications, or services you access, download or use on your device. You are responsible for maintaining virus and other Internet security protections when accessing these third-party products or services. For additional information, visit the Verizon Content Policy at [responsibility.verizon.com/contentpolicy](https://responsibility.verizon.com/contentpolicy).

Please be aware that if you activated your wireless device through our Open Development program, we can't vouch for the device's call quality or overall functionality.

## Waivers and Limitations of Liability

You and Verizon Wireless both agree to limit claims against each other for damages or other monetary relief to direct damages. This limitation and waiver will apply regardless of the theory of liability. That means neither of us will try to get any indirect, special, consequential, treble or punitive damages from the other. This limitation and waiver also

**applies if you bring a claim against one of our suppliers, to the extent we would be required to indemnify the supplier for the claim.** You agree we aren't responsible for problems caused by you or others, or by any act of God. You also agree we aren't liable for missed or deleted voice mails or other messages, or for any information (like pictures) that gets lost or deleted if we work on your device. If another wireless carrier is involved in any problem (for example, while you're roaming), you also agree to any limitations of liability in its favor that it imposes.

## **HOW DO I RESOLVE DISPUTES WITH VERIZON WIRELESS?**

**WE HOPE TO MAKE YOU A HAPPY CUSTOMER, BUT IF THERE'S AN ISSUE THAT NEEDS TO BE RESOLVED, THIS SECTION OUTLINES WHAT'S EXPECTED OF BOTH OF US.**

**YOU AND VERIZON WIRELESS BOTH AGREE TO RESOLVE DISPUTES ONLY BY ARBITRATION OR IN SMALL CLAIMS COURT. YOU UNDERSTAND THAT BY THIS AGREEMENT YOU ARE GIVING UP THE RIGHT TO BRING A CLAIM IN COURT OR IN FRONT OF A JURY. WHILE THE PROCEDURES MAY BE DIFFERENT, AN ARBITRATOR CAN AWARD THE SAME DAMAGES AND RELIEF, AND MUST HONOR THE SAME TERMS IN THIS AGREEMENT, AS A COURT WOULD. IF THE LAW ALLOWS FOR AN AWARD OF ATTORNEYS' FEES, AN ARBITRATOR CAN AWARD THEM TOO. WE ALSO BOTH AGREE THAT:**

**(1) THE FEDERAL ARBITRATION ACT APPLIES TO THIS AGREEMENT. EXCEPT FOR SMALL CLAIMS COURT CASES THAT QUALIFY, ANY DISPUTE THAT IN ANY WAY RELATES TO OR ARISES OUT OF THIS AGREEMENT OR FROM ANY EQUIPMENT, PRODUCTS, AND SERVICES YOU RECEIVE FROM US (OR FROM ANY ADVERTISING FOR ANY SUCH PRODUCTS OR SERVICES), INCLUDING ANY DISPUTES YOU HAVE WITH**

OUR EMPLOYEES OR AGENTS, WILL BE RESOLVED BY ONE OR MORE NEUTRAL ARBITRATORS BEFORE THE AMERICAN ARBITRATION ASSOCIATION (“AAA”) OR BETTER BUSINESS BUREAU (“BBB”). YOU CAN ALSO BRING ANY ISSUES YOU MAY HAVE TO THE ATTENTION OF FEDERAL, STATE OR LOCAL GOVERNMENT AGENCIES, AND IF THE LAW ALLOWS, THEY CAN SEEK RELIEF AGAINST US FOR YOU.

(2) UNLESS YOU AND VERIZON WIRELESS AGREE OTHERWISE, THE ARBITRATION WILL TAKE PLACE IN THE COUNTY OF YOUR BILLING ADDRESS. FOR CLAIMS OVER \$10,000, THE AAA’S WIRELESS INDUSTRY ARBITRATION (“WIA”) RULES WILL APPLY. IN SUCH CASES, THE LOSER CAN ASK FOR A PANEL OF THREE NEW ARBITRATORS TO REVIEW THE AWARD. FOR CLAIMS OF \$10,000 OR LESS, THE PARTY BRINGING THE CLAIM CAN CHOOSE EITHER THE AAA’S RULES FOR CONSUMER DISPUTES OR THE BBB’S RULES FOR BINDING ARBITRATION OR, ALTERNATIVELY, CAN BRING AN INDIVIDUAL ACTION IN SMALL CLAIMS COURT. YOU CAN GET PROCEDURES, RULES AND FEE INFORMATION FROM THE AAA (ADR.ORG), THE BBB (BBB.ORG) OR FROM US. FOR CLAIMS OF \$10,000 OR LESS, YOU CAN CHOOSE WHETHER YOU’D LIKE THE ARBITRATION CARRIED OUT BASED ONLY ON DOCUMENTS SUBMITTED TO THE ARBITRATOR, OR BY A HEARING IN-PERSON OR BY PHONE.

**(3) THIS AGREEMENT DOESN’T ALLOW CLASS OR COLLECTIVE ARBITRATIONS EVEN IF THE AAA OR BBB PROCEDURES OR RULES WOULD. NOTWITHSTANDING ANY OTHER PROVISIONS OF THIS AGREEMENT, THE ARBITRATOR MAY AWARD MONEY OR INJUNCTIVE RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY’S INDIVIDUAL CLAIM. NO CLASS OR REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL THEORIES OF LIABILITY**

**OR PRAYERS FOR RELIEF MAY BE MAINTAINED IN ANY ARBITRATION HELD UNDER THIS AGREEMENT. ANY QUESTION REGARDING THE ENFORCEABILITY OR INTERPRETATION OF THIS PARAGRAPH SHALL BE DECIDED BY A COURT AND NOT THE ARBITRATOR.**

(4) IF EITHER OF US INTENDS TO SEEK ARBITRATION UNDER THIS AGREEMENT, THE PARTY SEEKING ARBITRATION MUST FIRST NOTIFY THE OTHER PARTY OF THE DISPUTE IN WRITING AT LEAST 30 DAYS IN ADVANCE OF INITIATING THE ARBITRATION. NOTICE TO VERIZON WIRELESS SHOULD BE SENT TO VERIZON WIRELESS DISPUTE MANAGER, ONE VERIZON WAY, VC52N080, BASKING RIDGE, NJ 07920. THE NOTICE MUST DESCRIBE THE NATURE OF THE CLAIM AND THE RELIEF BEING SOUGHT. IF WE ARE UNABLE TO RESOLVE OUR DISPUTE WITHIN 30 DAYS, EITHER PARTY MAY THEN PROCEED TO FILE A CLAIM FOR ARBITRATION. WE'LL PAY ANY FILING FEE THAT THE AAA OR BBB CHARGES YOU FOR ARBITRATION OF THE DISPUTE. IF YOU PROVIDE US WITH SIGNED WRITTEN NOTICE THAT YOU CANNOT PAY THE FILING FEE, VERIZON WIRELESS WILL PAY THE FEE DIRECTLY TO THE AAA OR THE BBB. IF THAT ARBITRATION PROCEEDS, WE'LL ALSO PAY ANY ADMINISTRATIVE AND ARBITRATOR FEES CHARGED LATER, AS WELL AS ANY APPEAL TO A PANEL OF THREE NEW ARBITRATORS (IF THE ARBITRATION AWARD IS APPEALABLE UNDER THIS AGREEMENT).

(5) WE ALSO OFFER CUSTOMERS THE OPTION OF PARTICIPATING IN A FREE INTERNAL MEDIATION PROGRAM. THIS PROGRAM IS ENTIRELY VOLUNTARY AND DOES NOT AFFECT EITHER PARTY'S RIGHTS IN ANY OTHER ASPECT OF THESE DISPUTE RESOLUTION PROCEDURES. IN OUR VOLUNTARY MEDIATION PROGRAM, WE WILL ASSIGN AN EMPLOYEE WHO'S NOT DIRECTLY INVOLVED IN THE DISPUTE TO HELP BOTH SIDES REACH AN AGREEMENT. THAT PERSON HAS ALL THE RIGHTS AND PROTECTIONS OF A MEDIATOR

AND THE PROCESS HAS ALL OF THE PROTECTIONS ASSOCIATED WITH MEDIATION. FOR EXAMPLE, NOTHING SAID IN THE MEDIATION CAN BE USED LATER IN AN ARBITRATION OR LAWSUIT. IF YOU'D LIKE TO KNOW MORE, PLEASE CONTACT US AT **VERIZONWIRELESS.COM** OR THROUGH CUSTOMER SERVICE. IF YOU'D LIKE TO START THE MEDIATION PROCESS, PLEASE GO TO **VERIZONWIRELESS.COM** OR CALL CUSTOMER SERVICE FOR A NOTICE OF DISPUTE FORM TO FILL OUT, AND MAIL, FAX OR EMAIL IT TO US ACCORDING TO THE DIRECTIONS ON THE FORM.

(6) WE MAY, BUT ARE NOT OBLIGATED TO, MAKE A WRITTEN SETTLEMENT OFFER ANYTIME BEFORE ARBITRATION BEGINS. THE AMOUNT OR TERMS OF ANY SETTLEMENT OFFER MAY NOT BE DISCLOSED TO THE ARBITRATOR UNTIL AFTER THE ARBITRATOR ISSUES AN AWARD ON THE CLAIM. IF YOU DON'T ACCEPT THE OFFER AND THE ARBITRATOR AWARDS YOU AN AMOUNT OF MONEY THAT'S MORE THAN OUR OFFER BUT LESS THAN \$5,000, OR IF WE DON'T MAKE YOU AN OFFER, AND THE ARBITRATOR AWARDS YOU ANY AMOUNT OF MONEY BUT LESS THAN \$5,000, THEN WE AGREE TO PAY YOU \$5,000 INSTEAD OF THE AMOUNT AWARDED. IN THAT CASE WE ALSO AGREE TO PAY ANY REASONABLE ATTORNEYS' FEES AND EXPENSES, REGARDLESS OF WHETHER THE LAW REQUIRES IT FOR YOUR CASE. IF THE ARBITRATOR AWARDS YOU MORE THAN \$5,000, THEN WE WILL PAY YOU THAT AMOUNT.

(7) AN ARBITRATION AWARD AND ANY JUDGMENT CONFIRMING IT APPLY ONLY TO THAT SPECIFIC CASE; IT CAN'T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF.

**(8) IF FOR SOME REASON THE PROHIBITION ON CLASS ARBITRATIONS SET FORTH IN SUBSECTION (3) CANNOT BE ENFORCED, THEN THE AGREEMENT TO ARBITRATE WILL NOT APPLY.**

**(9) IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, YOU AND VERIZON WIRELESS AGREE THAT THERE WILL NOT BE A JURY TRIAL. YOU AND VERIZON WIRELESS UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT IN ANY WAY. IN THE EVENT OF LITIGATION, THIS PARAGRAPH MAY BE FILED TO SHOW A WRITTEN CONSENT TO A TRIAL BY THE COURT.**

## **About This Agreement**

If we don't enforce our rights under this Agreement in one instance, that doesn't mean we won't or can't enforce those rights in any other instance. You cannot assign this Agreement or any of your rights or duties under it without our permission. However, we may assign this Agreement or any debt you owe us without notifying you.

**If you're a Prepaid customer and we send notices to you, they will be considered received immediately if we send them to your wireless device or to any email or fax number you've given us, or if we post them as a pre-call notification on your service, or after three days if we mail them to the most current address we have for you. If you need to send notices to us, please send them to the Customer Service Prepaid address at [verizonwireless.com/contactus](http://verizonwireless.com/contactus).**

If any part of this Agreement, including anything regarding the arbitration process (except for the prohibition on class arbitration as explained in part 8 of the dispute resolution section above), is ruled invalid, that part may be removed from this Agreement.

This Agreement and the documents it incorporates form the entire Agreement between us. You can't rely on any other documents, or on what's said by any Sales or Customer Service Representatives, and you have no other rights regarding Service or this Agreement. This Agreement isn't for the benefit of any third party except our parent companies, affiliates, subsidiaries, agents, predecessors and successors in interest. Except where we've agreed otherwise elsewhere in this Agreement, this Agreement and any disputes covered by it are governed by federal law and the laws of the state encompassing the area code of your wireless phone number when you accepted this Agreement, without regard to the conflicts of laws rules of that state.

## Media Center and Verizon Apps

You will be responsible for all charges incurred until the Apps are deleted from your account, even if you lose or replace your phone, block Media Center/Verizon Apps on your phone or your account is suspended. You agree: (1) to use Apps only on the phone to which they are downloaded, even if downloaded pursuant to an unlimited or other long-term subscription, unless transfers to replacement phones are explicitly permitted by Verizon Wireless; (2) not to (i) harass, offend, threaten, embarrass, distress or invade the privacy of any individual or entity; (ii) provide false information or impersonate another person; and/or (iii) take any action that infringes upon any



third party's copyright, trademark, patent or other intellectual property right(s); and (3) to the license agreement, if any, between you and each app developer.



# Activation and Service Guide

Guía de Activación y Servicio

SAMSUNG  
**Galaxy J3**6

Bienvenido a Verizon Wireless. Esta guía te enseñará a configurar y a usar tu teléfono, tener acceso a funciones especiales, recibir ayuda y otra información importante.

## Conoce tu teléfono

### Funciones del teléfono





## Configurar tu teléfono

### Paso 1. Para quitar la cubierta trasera

1. Sujeta el teléfono firmemente.
2. Localiza el retén de liberación de la cubierta y levanta con cuidado la tapa.



### Paso 2. Para insertar la batería

1. Inserta la batería en la parte trasera del teléfono, asegurándote de alinear los contactos dorados.
2. Presiona con cuidado para asegurar la batería.



### Paso 3. Para colocar nuevamente la cubierta trasera

Coloca nuevamente la tapa trasera en la parte posterior del teléfono. A continuación, presiona a lo largo de los ejes para asegurar la tapa.



### Paso 4. Para cargar el teléfono

Antes de encender el teléfono, cárgalo completamente.

Conecta el extremo más pequeño del cable en el puerto/cargador USB de tu teléfono y el otro extremo en el cargador. A continuación, conecta el cargador a un tomacorriente de corriente para cargar el teléfono.



**¡ADVERTENCIA!** Usa solamente un accesorio de carga aprobado para cargar el teléfono. El manejo inapropiado del puerto de carga, así como el uso de un cargador no compatible, pudiera causar daños al dispositivo y anular la garantía.

### Paso 5. Para encender o apagar tu teléfono

- Para **ENCENDER**, presiona sin soltar el tecla de **encendido/bloqueo**.
- Para **APAGAR**, presiona sin soltar el tecla de **encendido/bloqueo** y sigue las indicaciones.

### OPCIONAL: Instalación de la tarjeta SIM 4G LTE.

La tarjeta SIM viene preinstalada en tu smartphone. Si necesitas reemplazar tu tarjeta SIM, consulta las siguientes instrucciones.

1. Si la batería está en el teléfono, retírala con cuidado.
2. Desliza la tarjeta SIM de la ranura de la tarjeta SIM.
3. Desliza cuidadosamente la nueva tarjeta SIM en la ranura con el logotipo de Verizon hacia arriba.





## Activa tu servicio

### Tienes 3 opciones para activar tu cuenta.

**IMPORTANTE:** Antes de comenzar, asegúrate de que tu smartphone 4G LTE esté completamente cargado, según se describe en **Configurar tu teléfono** (página 45).

#### Opción 1 - Activación a través del teléfono

Usa tu teléfono para activar el servicio 4G LTE.

Paso 1. Enciende tu teléfono.

Paso 2. Toca **Activate My Phone**.

Paso 3. Sigue los pasos en la pantalla para activar tu teléfono.

Paso 4. Al llegar a la pantalla de confirmación, escribe tu número de teléfono y código de seguridad de la cuenta.

---

Paso 5. Reinicia tu teléfono para completar la activación. La activación de servicio podría tomar hasta 15 minutos.

Paso 6. Sigue el asistente de configuración (Setup Wizard) para personalizar tu teléfono.

**IMPORTANTE:** Si no puedes activar tu teléfono usando la Opción 1, usa la Opción 2.

**IMPORTANTE:** Antes de comenzar, asegúrate de que tu smartphone 4G LTE esté completamente cargado, según se describe en **Configurar tu teléfono** (página 45).

## Opción 2 - Activación en línea

Puedes usar una computadora o un tablet con conexión a Internet para activar tu teléfono.

Paso 1. Visita **[www.verizonwireless.com/activate](http://www.verizonwireless.com/activate)**.

Paso 2. Sigue los pasos para completar la activación.

Paso 3. Al llegar a la pantalla de confirmación, escribe tu número de teléfono y código de seguridad de la cuenta.

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Paso 4. Enciende tu teléfono completamente cargado. La activación de servicio podría tomarse hasta 15 minutos.

Paso 5. Sigue los pasos del asistente de configuración (Setup Wizard) para configurar tu teléfono.

Paso 6. Regístrate en My Verizon. Visita **[verizonwireless.com/myverizon](http://verizonwireless.com/myverizon)**.

**IMPORTANTE:** Si no puedes activar tu teléfono usando la Opción 2, usa la Opción 3.

**IMPORTANTE:** antes de comenzar, asegúrate de que tu smartphone 4G LTE esté completamente cargado, según se describe en **Configurar tu teléfono** (página 45).

### Opción 3 - Activación por llamada desde otro teléfono

Puedes llamarnos para activar tu teléfono.

Paso 1. Desde otro teléfono, marca **866.893.7723** y sigue las indicaciones para iniciar la activación de tu teléfono.

Paso 2. Se te pedirá la siguiente información:

- El tipo de teléfono que quieres activar
- El número de identificación de 20 dígitos de la tarjeta SIM que aparece en la tarjeta SIM
- Tu código postal de 5 dígitos

Paso 3. Escribe tu número de teléfono y código de seguridad de la cuenta.

---

Paso 4. Enciende tu teléfono completamente cargado. La activación de servicio podría tomar hasta 15 minutos.

Paso 5. Sigue los pasos del asistente de configuración (Setup Wizard) para configurar tu teléfono.

Paso 6. Regístrate en My Verizon. Visita [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon).

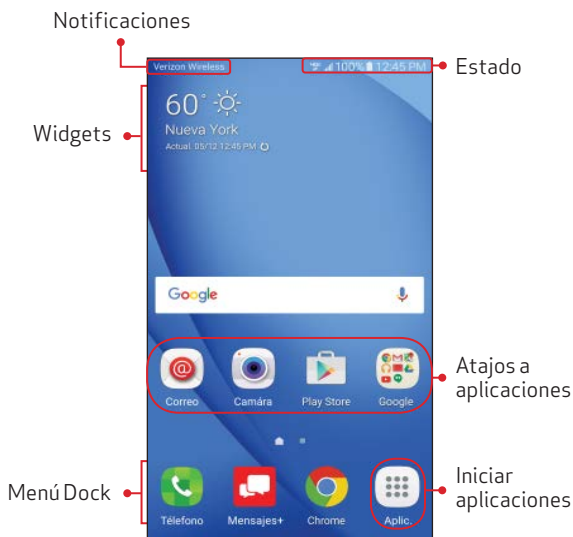
## Consejos para usar la pantalla táctil

Usa movimientos para tocar y moverte por toda la pantalla, abre menús, selecciona objetos, haz acercamientos o alejamientos en páginas web y más.

Existen diferentes formas de tocar que el teléfono puede reconocer:

- **Deslizar:** desliza rápidamente tu dedo en cualquier dirección.
- **Arrastrar:** arrastra tocando un objeto y muévelo hacia una nueva posición.
- **Doble toque:** toca rápidamente dos veces para acercarte o alejarte en una página web o fotografía.
- **Multi toque:** junta o separa tus dedos pulgar e índice para acercarte o alejarte.

## Pantalla de inicio



Deslízate a la izquierda o a la derecha para paneles adicionales

**NOTA:** Las imágenes e íconos en pantalla son simulados. El display puede variar. Las instrucciones en esta guía pueden cambiar dependiendo de la versión del software en tu aparato. Todos los procedimientos comienzan con el teléfono desbloqueado desde la pantalla de inicio, a menos que se especifique lo contrario.

## Bloquea y desbloquea la pantalla



Evita presionar accidentalmente las teclas al bloquear tu teléfono.

- Para Bloquear, presiona el tecla de **encendido/bloqueo**.
- Para Desbloquear, presiona el tecla de **encendido/bloqueo**. Después desliza el dedo por la pantalla.


## Backup Assistant™ Plus

Backup Assistant (asistente de respaldo) es un servicio que mantiene y cuida tus contactos respaldándolos automáticamente en tu directorio. Si tu teléfono se te pierde o se daña, o si lo actualizas a un nuevo modelo, tus contactos serán restaurados de forma inalámbrica.


## Haz una llamada

1. Desde la pantalla de inicio pulsa en  **Teléfono**.
2. Introduce el número al que deseas llamar y pulsa en .


## Recibe una llamada

Arrastra el icono  **Contestar** hacia la derecha para contestar una llamada.




## Ignora una llamada

Arrastra el icono  **Ignorar** hacia la izquierda para ignorar la llamada.

## Configura el buzón de voz




Presiona    . Si escuchas un saludo, oprime  para interrumpirlo. Sigue el tutorial de configuración.

## Accede al buzón de voz

Desde tu teléfono, oprime . Cuando escuches el saludo, oprime  para interrumpirlo. Sigue las instrucciones. Desde cualquier teléfono, marca tu número de teléfono móvil. Cuando escuches el saludo, oprime  para interrumpirlo. Sigue las instrucciones.

## Bluetooth®

Cómo conectar tu aparato.

1. Desde la pantalla de inicio, pulsa en  **Aplicaciones** >  **Ajustes** >  **Bluetooth**, y después, pulsa **ON/OFF** para encender.
2. Asegúrate de que el dispositivo de destino se pueda detectar, para que el dispositivo pueda encontrarlo. Consulta las instrucciones que vienen con el dispositivo para averiguar cómo configurar en modo visible.
3. Pulsa **BUSCAR**. El dispositivo comenzará a buscar los dispositivos Bluetooth dentro del alcance.
4. Cuando veas el nombre del dispositivo de destino que aparece, toca el nombre. El dispositivo se intentará sincronizar automáticamente con el dispositivo de destino. Si la vinculación automática falla, introduce la contraseña suministrada con el dispositivo de destino.

Puede ser que el buzón de voz no esté disponible en algunas áreas. Sigue el tutorial de configuración para proteger con contraseña tu buzón de voz de Verizon Wireless. Se incurre en tiempo de uso y en otros cargos cuando se usa el buzón de voz desde tu teléfono móvil. Los minutos de Llamadas de Móvil a Móvil no se aplican a la recuperación de mensajes de voz; se te cobrará un cargo por mantener tu conexión al buzón de voz. Verizon Wireless no es responsable por mensajes perdidos o borrados de tu buzón de mensajes de voz, aún cuando los hayas guardado.

**NOTA:** los buzones de mensajes de voz que no se configuren dentro de 45 días, serán cancelados. Tu buzón de mensajes de voz no está protegido con contraseña hasta que estableces una contraseña siguiendo el tutorial de configuración.

**NOTA:** El uso de dispositivos o accesorios móviles mientras conduces puede ocasionar distracción y puede ser ilegal. Siempre obedece las leyes y conduce con seguridad.

## Administración de tu cuenta

### Regístrate en My Verizon\*

Administra tu cuenta las 24 horas del día, los 7 días de la semana



Pulsa en la aplicación  **My Verizon Mobile** en tu teléfono o visita [verizonwireless.com/myverizon](https://www.verizonwireless.com/myverizon).

- Haz pagos
- Configura Auto Pay
- Ve y administra lo que uses
- Cambia el precio de tu plan y las opciones de datos
- Personaliza funciones y más

### Haz pagos

Usa tu tarjeta de crédito, débito o tarjeta de recarga de Verizon Wireless para hacer un pago†

Formas de pago:

1. **Tu teléfono** – Pulsa en  **Aplicaciones** >  **My Verizon Mobile** o visita [verizonwireless.com/myverizon](https://www.verizonwireless.com/myverizon) desde tu navegador móvil.
2. **My Verizon online** – Visita [verizonwireless.com/myverizon](https://www.verizonwireless.com/myverizon) desde tu computadora.
3. **Auto Pay** – Regístrate y haz pagos automáticos fácilmente.

\*Se requiere teléfono compatible. Para información automatizada de la cuenta, marca \*611 desde tu teléfono móvil o marca (888) 294-6804 desde una línea telefónica fija.







†Se aceptan Visa, MasterCard, American Express o Discover.



#### 4. En la tienda

Visita una tienda de Verizon Wireless Communications o cualquiera de nuestros agentes participantes o centros de venta autorizados.

#### 5. Servicio al cliente

Desde la pantalla de inicio pulsa en  **Teléfono** y luego marca      desde tu teléfono móvil de Verizon Wireless.

### Tarifas por recarga y fechas de vencimiento

(una vez que se apliquen a la cuenta)

\$15 a \$29.99	<b>30 días</b>
\$30 a \$74.99	<b>90 días</b>
\$75 a \$99.99	<b>180 días</b>
\$100 y más	<b>365 días</b>





Las tarjetas se venden por separado.

## Servicios y funciones

### Funciones de llamada

- Larga distancia nacional
- Roaming nacional
- Servicio de Información 411\* Search (Buscar)
- Identificador de llamadas
- Bloqueo de identificador de llamadas
- Llamada en espera
- Llamada entre tres
- Transferencia de llamada

### Mensajería\*

1. Desde la pantalla de inicio pulsa en  Mensajería →  Redactar.
2. Introduce el nombre o número de la persona a quien deseas enviar el mensaje y verás los contactos que coincidan. O Introduce un número de teléfono.
3. Pulsa en el área de mensajes e introduce tu mensaje.
4. Para anexar un adjunto al mensaje, pulsa en  Más.
5. Revisa el mensaje y pulsa en  Enviar.

**NOTA:** Los mensajes en las redes participantes de México, Canadá y Puerto Rico se cobran a precios nacionales.


\*Se aplican textos adicionales y textos ilimitados al enviar y recibir (i) mensajes instantáneos, alertas de texto y mensajes del portal de fotomensajería; (ii) mensajes con clientes que no sean de Verizon Wireless en los EE.UU. o redes participantes en México, Canadá y Puerto Rico, o (iii) por medio de correo electrónico. Los textos ilimitados también incluyen mensajes de móvil a móvil con clientes de Verizon Wireless. Para textos adicionales, las tarifas por exceso de uso se aplican por defecto a tu plan de llamadas. Los programas de mensajería premium, mensajería internacional y roaming internacional no están incluidos. Se requiere un aparato compatible para mensajería de texto, foto y video. Se aplicarán cargos por datos por enviar y recibir mensajes de foto y de video.

## Aplicaciones y mucho más

Disfruta de música, videos, fondos de pantalla, aplicaciones y juegos. Mantente al día con Twitter® y Facebook. Tenemos aplicaciones que te pueden ayudar a hacer eso.

Pudieran aplicarse cargos por datos.

### Instalar aplicaciones

1. Desde la pantalla de inicio pulsa en  para **Google™ Play Store**.
2. Toca una aplicación que desees descargar y toca **Instalar** o el precio de la aplicación
3. Toca **Aceptar** después de revisar los permisos de la aplicación.

### Visualización de aplicaciones

Para ver las aplicaciones cargadas y descargadas en el teléfono, en la pantalla de inicio, pulsa en  **Aplicaciones**.

### Navegar en Internet

Desde la pantalla de inicio, toca  **Chrome**.

## Servicios internacionales

### Llamadas internacionales

Tarifa de minutos a cualquier hora más los siguientes recargos internacionales:

- 10¢ por min. a números de líneas telefónicas fijas en México
- 29¢ por min. a números de móviles en México, Canadá, Islas Vírgenes de los Estados Unidos e Islas Marianas del Norte

### Mensajes de texto internacionales

- 25¢ por mensaje, por dirección enviada y recibida


### Mensajes de foto y video internacionales



- 50¢ por mensaje, por dirección enviada
- 25¢ por mensaje recibido

Aplicarán cargos por datos por enviar y recibir mensajes de foto y de video.

Para más información, así como para los más recientes servicios, ubicaciones y tarifas disponibles, incluyendo roaming internacional, visita [verizonwireless.com/prepaidglobal](http://verizonwireless.com/prepaidglobal).

### Servicios basados en localización\*

Este teléfono puede determinar tu ubicación, la cual es útil para servicios como navegación, compras y el clima. Para tu seguridad, por defecto sólo se muestra tu ubicación cuando marcas el 911. Para usar los servicios basados en localización, desde la pantalla de inicio pulsa en  **Aplicaciones** >

 **Ajustes** >  **Ubicación** y pulsa **ON/OFF** para encender.

\*Ubicaciones y tarifas sujetas a cambio sin previo aviso. Cuando haces roaming internacional se te puede pedir que marques dos veces el número telefónico al que llamas. Llamadas ilimitadas, paquetes de texto y minutos ilimitados de noche, de fin de semana, de móvil a móvil y minutos a cualquier hora no aplican a los servicios internacionales. La cobertura de roaming sólo está disponible en redes participantes y no está garantizada. Los servicios y funciones de datos no están disponibles cuando se hace roaming.

## VZ Navigator<sup>®\*</sup>

Selecciona la aplicación o descarga desde Google Play Store. Visita [verizonwireless.com/navigator](http://verizonwireless.com/navigator) para obtener más detalles y precios.

\*Tu teléfono móvil puede determinar su (y tu) ubicación física y geográfica ("Información de ubicación"), y puede relacionar la información de ubicación con otros datos. Además, algunas aplicaciones, servicios y programas tienen la capacidad de acceder, recolectar, almacenar y usar la información de ubicación y dar a conocer a otros la información de ubicación. Debes tener precaución al momento de determinar si quieres que la información de ubicación esté disponible para otros, y debes revisar las políticas aplicables de terceros antes de darles acceso. Para limitar el posible acceso no autorizado a tu información de ubicación, Verizon Wireless ofrece varios mecanismos y configuraciones para administrar el acceso a los datos de ubicación. Al habilitar las configuraciones de ubicación le estás permitiendo a terceros el acceso a información de ubicación por medio de software, widgets o componentes periféricos que escojas para bajar, añadir o adjuntar a tu teléfono móvil o por medio de acceso vía Internet, capacidades de mensajería y otros medios, y estás autorizando a Verizon Wireless a recopilar, usar y difundir tu información de ubicación para brindarte cualquier servicio de ubicación que hayas activado.

## Asistencia y más

### My Verizon Aplicación



Administra tu cuenta, supervisa el uso, edita la información de la cuenta, paga tu factura y más.

### Recibe ayuda para usar tu teléfono



Usa tu Help App (aplicación de Ayuda). Obtén asistencia a tu alcance y desde tu teléfono.



Llama al **(888) 294-6804** para ayuda al cliente.

### Más información



Para más información hay un manual del aparato disponible a pedido. Simplemente descárgalo en [verizonwireless.com/support](http://verizonwireless.com/support).

## Información importante al cliente

Los servicios descritos en este folleto son sólo para tu uso personal. Están sujetos al Acuerdo con el Cliente, a tu Plan de llamadas, a los Principios de privacidad y a la Política de privacidad de Internet de Verizon Wireless (los cuales puedes ver en [verizonwireless.com](http://verizonwireless.com)) y a los siguientes términos y condiciones, como sean aplicables. Aceptas cumplir con todas las leyes, normas y reglamentos aplicables al usar estos servicios. Además de tus derechos según el Acuerdo con el Cliente, podemos terminar o modificar todos los servicios mediante notificación. Verizon Wireless no es responsable del contenido de terceros que puedas encontrar al usar estos servicios, incluida cualquier posible difamación, obscenidad o blasfemia. El contenido, el precio del mismo, la funcionalidad del servicio y el orden del menú pueden cambiar sin previo aviso. Salvo que se indique lo contrario, las sesiones de datos terminarán después de 30 segundos de inactividad.

### Programa de reciclaje de aparatos

Recicla tu aparato usado con Verizon Wireless. Puedes recibir una tarjeta virtual de regalo de Verizon Wireless si tu aparato califica, o puedes donarlo a HopeLine® de Verizon, un programa que brinda apoyo a víctimas y sobrevivientes de violencia doméstica.

Para más información visita [www.trade-in.vzw.com](http://www.trade-in.vzw.com).

### Reemplazos de garantía

Si estás teniendo problemas con tu teléfono móvil, contacta a Verizon Wireless, gratis al **1-866-406-5154** desde un teléfono de línea fija.

### Equipos auxiliares de comunicación

TTY (equipo de telefonía textual TTY) y TDD (para consumidores con impedimentos auditivos), les permite a las personas con impedimentos auditivos, con dificultad para escuchar, o con discapacidad en el habla o el lenguaje, a comunicarse por teléfono.

Cuando un usuario escribe su conversación en un teclado TTY, se transmite como tonos por medio del teléfono. La otra persona recibe los tonos TTY traducidos a texto, el cual se muestra en la pantalla. Para poder usar la red TTY, debes tener un teléfono TTY compatible y estar en el modo de TTY para hacer o recibir llamadas. Ten en cuenta que la mayoría de los teléfonos móviles digitales son compatibles con TTY.

## **Cargos por datos y servicios con base en la ubicación**

Verizon Wireless te hace un cargo por todos los datos y contenido, enviados o recibidos usando nuestra red (incluyendo cualquier gasto elevado de la red o gasto elevado de protocolo de Internet relacionado con contenido enviado o recibido), así como la resolución de direcciones de protocolo de Internet desde nombres de dominio. El enviar o recibir datos usando una red virtual privada (VPN) involucra un gasto elevado de VPN adicional por lo cual vas a recibir un cargo. Ten en cuenta que algunas aplicaciones o widgets envían o reciben datos periódicamente cuando el teléfono está inactivo, sin que el usuario haga nada, por los cuales se te facturará por uso de datos.

Muchos servicios y aplicaciones que se ofrecen en tu aparato pueden ser provistos por terceros. Antes de usar, vincular o descargar un servicio provisto por un tercero, o una aplicación como el servicio tipo GPS con base en la ubicación que no sea de Verizon Wireless, sala de chat, lugar de compras o redes sociales desde tu aparato, debes de revisar los términos del servicio o aplicación y la política de privacidad que aplica. La información personal que envíes será leída, recopilada o usada por el proveedor del servicio o aplicación, o por otros usuarios de esos foros.



Verizon Wireless no es responsable por ninguna información, contenido o servicios a los cuales accedas, descargues o uses desde Internet. Tú eres responsable por mantener protecciones contra virus y de otro tipo de seguridad de Internet al acceder al servicio. Para información adicional, visita la Política de contenido de Verizon en [responsibility.verizon.com/contentpolicy](https://responsibility.verizon.com/contentpolicy).

Los términos y condiciones de tu acuerdo de usuario de Verizon Wireless, y otros términos específicamente identificados gobiernan tu uso de cualquier producto o servicio de Verizon Wireless.

## Planes prepagados de llamadas

Si quieres cambiar del servicio prepagado al de pospago, cualquier fondo restante en tu cuenta será acreditado a tu cuenta de pospago. No podemos darte ningún crédito por impuestos por transacción que hayas pagado al depositar fondos en tu cuenta, por lo que podrías tener que pagar los mismos impuestos dos veces.

Tu saldo no debe exceder \$1,000 y puede ser que se te prevenga hacer pagos a tu cuenta si llega a los \$1,000. Al dinero en efectivo aplicado a tu cuenta por medio de los kioscos de pago de facturas de Verizon Wireless se le hará una deducción de impuestos de la cantidad total ingresada a la tasa que aplique. El pago mínimo es de \$15 y el pago máximo es de \$600. Si pagas con tarjeta de crédito el máximo es de \$250. Puedes recargar hasta 10 veces o \$600 en un periodo móvil de 30 días. Pueden aplicarse cargos por transacción a algunos métodos de pago.

## Verizon Wireless prepago

Si estás en un plan mensual prepago, debes tener suficiente saldo en la cuenta al momento de la renovación para cubrir el acceso mensual y poder recibir los beneficios de tu plan. El acceso mensual será cargado en la misma fecha cada mes, a menos que no tengas fondos suficientes para cubrir el acceso mensual.

Algunos servicios y funciones, que incluyen, garantía extendida, protección del teléfono móvil, cobertura total del equipo, auxilio vial, facturación detallada y buzón de voz premium y visual de Verizon (Video y TV móvil), no están disponibles con los planes prepagos de llamadas.

411 Search (Buscar): cuando te encuentres fuera de las tarifas y del área de cobertura de Verizon Wireless prepago, las tarifas del servicio 411 Search (Buscar), la conexión automática y los servicios mejorados pueden variar. Para llamadas conectadas, la parte de la llamada que ocurra antes de la conexión pudiera facturarse a una tarifa diferente de la parte de la llamada que ocurra después de la conexión. Se pueden aplicar cargos adicionales y cargos por larga distancia.

## Información sobre compatibilidad de aparatos auditivos

Este teléfono ha sido probado y calificado para su uso con aparatos auditivos para algunas de las tecnologías móviles que utiliza. Sin embargo, puede haber algunas nuevas tecnologías móviles utilizadas en este teléfono que no han sido probadas todavía para su uso con aparatos auditivos. Es importante probar completamente las distintas funciones de este teléfono y en lugares distintos, utilizando tu aparato auditivo o implante coclear, para determinar si escuchas algún sonido de interferencia. Consulta a tu proveedor de servicio o al fabricante de este teléfono para información sobre la compatibilidad con aparatos auditivos. Si tienes preguntas acerca de las políticas de devolución o intercambio, consulta a tu proveedor de servicio o vendedor del teléfono.

## Centro multimedia y aplicaciones de Verizon

Tú serás responsable por todos los cargos en que se incurra hasta que las aplicaciones se borren de tu cuenta, incluso si pierdes o reemplazas tu teléfono, bloqueas el centro multimedia o las apps de Verizon en tu teléfono o si tu cuenta es suspendida. Estás de acuerdo en: (1) usar las aplicaciones sólo en el teléfono al cual sean descargadas, incluso si se descargan bajo una suscripción ilimitada o de largo plazo, a menos que las transferencias a teléfonos de reemplazo sean explícitamente permitidas por Verizon Wireless, (2) no (i) acosar, ofender, amenazar, avergonzar, angustiar o invadir la privacidad de cualquier individuo o entidad; (ii) suministrar información falsa o hacerse pasar por otra persona; y (iii) emprender cualquier acción que infrinja cualquier derecho de autor, marca comercial, patente o cualquier otro(s) derecho(s) de propiedad intelectual de terceros, y (3) al acuerdo de licencia, de haber alguno, entre tú y cada desarrollador de la aplicación.

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