



## WELCOME TO ASSURANCE WIRELESS

### Your Quick Start Guide featuring:

- **How to Activate Your Service**
- **Phone Basics**
- **Additional Services**

Don't lose your Lifeline service. Use your phone every 30 days to call, send a text or go online.

## Your Phone Layout



Coverage not available everywhere.  
Visit [coverage.assurancewireless.com/map.html](http://coverage.assurancewireless.com/map.html) for details.

**Note:** Phone models may vary, resulting in slightly different placement of buttons. The Get Your Phone Ready and Activate Your Service instructions are for customers who received their phone in the mail. If your phone is already activated, you may skip these steps.

## Get your Phone Ready

### Battery

This device has a Non-removable battery.

1. Do not attempt to remove the battery or try to disassemble the smartphone as this could result in personal injury, safety hazard, damage the battery or the device.
2. Trying to remove the battery will void warranty.

**Note:** Never expose the battery to temperatures higher than 140°F.

### Charging your device

1. Plug the wall charger into an electrical outlet.
2. Plug the USB Type-C® connector into your phone's wall charger or accessory jack.

**Note:** Before using your device, please fully charge it for three hours. Never leave the device charging for more than 5 hours as this will shorten the life expectancy of your battery.

**If you forget your PIN number, Don't worry, you can always recover it.**

1. Dial 611 from your new phone, listen for your mobile number and write it down.
2. Call 1-855-336-8346 and follow the recorded directions to get your PIN. You will need your new phone number, last 4 digits of your Social Security number and your date of birth. **Write down your new PIN and keep it in a safe place.**

## Activate Your Service

Before using your phone, you must activate your service. Wi-Fi will not be available until you activate your service.




1. Press and hold the **Power Button** to turn your phone on.
  - Allow hands-free activation to connect the phone to our network and then allow the phone to check for any updates. Activation may take 5-10 minutes.
  - The phone may power off.

2. After the phone turns back on, the device may ask you to complete a few setup screens to customize your phone. You may need to skip the setup screens and complete step 3 first.

3. Follow the on-screen activation instructions or dial 611 and follow the recorded instructions. **Note:** If this is a replacement phone or upgrade, you can skip these steps and go to Activate an Upgrade or Replacement Phone for instructions on how to swap your service to the new handset.

4. If you're prompted to enter a PIN, more information can be found at the top of your Approval Letter.

### Complete your Setup Screens

1. Once your service has been activated, Press the **Home button**   or **Play Store**  to run Setup.
2. Follow the prompts to complete the setup screens.

## Activate a Replacement Phone

If you lose your phone, or if it is stolen, let us know right away, and we'll suspend service. We can help you get a replacement phone. We usually can have it to you in just a few days.

Follow these directions to swap your service and begin using your new phone:

### To Activate This Phone:

Activate your phone by going to **My Account**.

Go to [Assurancewireless.com](http://Assurancewireless.com) and login to My Account. If you see **Activate Now/Activate Phone**, click it and follow the onscreen instructions. If not, go to Swap/Update Phone, click on it, and follow the onscreen instructions. If you are unable to log in, and/ or unable to activate your phone online, **call Customer Care at 1-888-321-5880**.

### If Your Phone Was Lost Or Stolen:



This replacement phone must be activated within 45 days from the time you reported your phone missing.

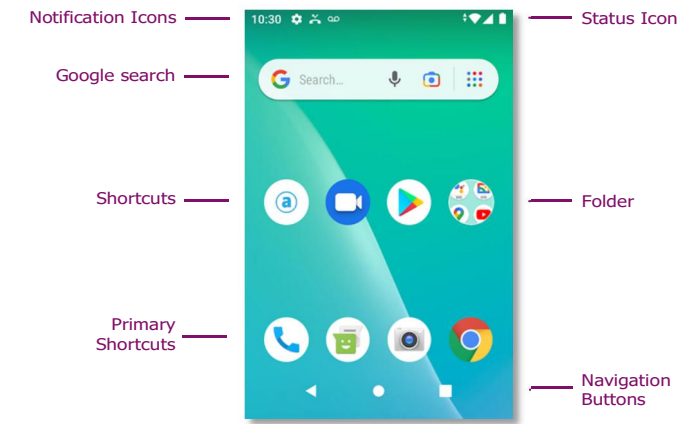
### If Your Phone Stops Working While Under Warranty:

You must return your old phone within 7 days of the date this replacement phone was shipped. If you don't, your Assurance Wireless service will be suspended after 45 days. Use the postage-paid envelope provided to mail it back free of charge.

We will transfer your phone number and account balance to this phone. Your phone should work after activating the device and allowing it to cycle through all updates. If you have any technical difficulties, you may also activate your phone by calling **1-888-321-5880** from a different phone.





## Your Home Screen

- Press the **Home button**  to return to the main home screen from any other screen
- To view extended screens, swipe the screen left or right.
- To view notifications, drag the status bar down. Press a notification to open it.
- If an app is on your home screen, just press it to open it.
- If an app is not available from your home screen, press **Apps**  and press the app icon.





## Your Phone Layout

### Phone calls

1. Press the **Home button**  > **Phone**  to open the phone app.
2. Press  to display the phone keypad.
3. Enter the number you want to call and then press .

### Voicemail

1. Press the **Home button**  > **Phone**  to open the Phone app.
2. Touch and hold the **1Key**.
3. Follow the voice prompts to create your password and record your name and greeting.

### Contacts

Press the **Home button**  >  > **Contact**  to manage your contacts.

### Text messaging

Press the **Home button**  > **Messaging**  to access your messages.

### Settings

Press the **Home button**  >  > **Settings**  to configure features and settings.

**Note:** Icons may vary according to phone model.

## Popular Applications

### Email

1. Press the **Home button**  >  > **Gmail**.
2. Follow the prompts to enter your account information.

### Internet Browser

Press the **Home button**  >  > **Chrome**  to access websites on the go.




### Camera

Press the **Home button**  >  > **Camera**  to take pictures and record videos.

### Mobile Hotspot

Press the **Home button**  >  > **Settings**  > Mobile hotspot to enable your phone's hotspot feature.

### Find your phone number

1. Press the **Home button**  >  > **Settings** .
2. Press **About Phone** > **Status**.
3. Scroll down to find "My Phone number."

**Note:** Icons may vary according to phone model.

## Additional Services

Take advantage of these services by topping up your account:

- Purchase additional Voice minutes and Monthly Data Packs
- 411 service at \$1.75 per call + standard airtime charges
- International calling at great rates to over 200 destinations
- Ringtones, games, graphics
- And so much more

### How to Purchase Additional Services

To pay for additional services you will need to top up your account using a credit or debit card. You can also visit a local Family Dollar, Dollar General or Speedway to purchase a Top-Up PIN. Once you've topped up your account, you can purchase additional services by logging into My Account from your phone or [assurancewireless.com](http://assurancewireless.com).

### Need Some Help?

Visit [assurancewireless.com](http://assurancewireless.com) and log in to your account. There you can find answers to FAQs, check your account, change your settings, top up your account and much more. You can also call **1-888-321-5880** during regular business hours to speak to a Customer Care Representative. Follow us on **Facebook** and **Twitter** for the latest information on Lifeline service from Assurance Wireless plus videos on how to use your phone.

## Keep Your Service Active

### As Long As You Remain Eligible

- **You MUST make a call, send a text or go online from your Assurance Wireless phone at least once every 30 days or you will lose your FREE Lifeline service and have to reapply. Sorry, going online using Wi-Fi doesn't count as activity.**
- Once a year you must certify that you still qualify for federal Lifeline Assistance. It only takes a few minutes, and we will let you know when it's time for you to certify.

Assurance Wireless is a federal Lifeline Assistance program. Lifeline is a government assistance program supported by the federal Universal Service Fund. Enrollment is available to individuals who qualify based on federal or state-specific eligibility criteria. You may qualify if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP). You can also qualify based on your household income. You must provide proof of program participation or proof of income. The Lifeline Assistance program is available for only one wireless or wireline account per household and is nontransferable. By activating your device and service, you agree to the Assurance Wireless General Terms and Conditions. See terms (including arbitration provision) at [assurancewireless.com](http://assurancewireless.com).

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 **WARNING:** Cancer and Reproductive Harm - [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)