

# WELCOME TO ASSURANCE WIRELESS

## Your Quick Start Guide featuring:

- Activation Shortcuts
- 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. 4G data availability is based on plan. Visit [virginmobileusa.com/coveragemap](http://virginmobileusa.com/coveragemap) for details.

**Note:** The appearance of your device may vary. 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

### Insert the Battery

- 1 Find the notch on the back cover. Using your fingernail, lift up gently to open the back cover.
- 2 Insert the battery, contacts end first, and gently press the battery into place.
- 3 Replace the back cover, making sure all tabs are secured and there are no gaps.

**Note:** Some phones may already have the battery installed.

### Charge the Battery

- 1 Plug the micro-USB connector into your phone's Charger/Accessory jack.
- 2 Plug the charging head into an electrical outlet.

**Note:** You should fully charge the battery as soon as possible. Fully charging the battery may take up to three hours.

## Activate Your Service

Before using your phone, you need to activate your service with Assurance Wireless.

- 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.
  - The phone will 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 Tap **Home** > **Phone** > . Tap **611** > and then follow the recorded directions.
 

**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 When prompted, enter your Account PIN – it can be found at the top of your Assurance Wireless approval letter.

### Complete the Setup Screens

- 1 Once your service has been activated, tap **Home** > > **Gmail** 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.

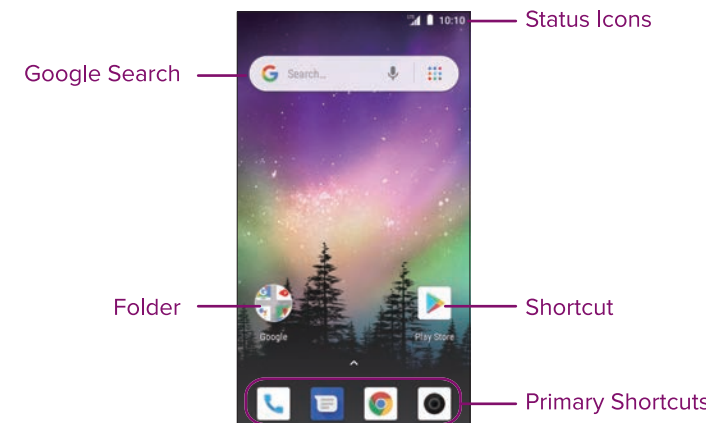
Follow these directions to swap your service and begin using your new phone:

- 1 Go to [assurancewireless.com](http://assurancewireless.com) and select the **Account Login** tab.
- 2 Log in to your account using your Assurance Wireless phone number and Account PIN.
- 3 From the Account Overview screen on the My Account page, select **Swap Phones** from the choices listed under "I Want To..."
- 4 Follow the on-screen instructions to enter and verify your ESN/MEID number (this number is found under the battery after removing the cover).
- 5 Select a new price plan if you are upgrading or replacing your feature phone with an Android phone.

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

- Tap **Home**  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. Tap a notification to open it.
- If an app is on your home screen, just tap it to open it.
- If an app is not available from your home screen, tap **Apps**  and then tap the app icon.





## Phone Basics

### Phone Calls

- 1 Tap **Home**  > **Phone**  to open the Phone app.
- 2 Tap  to display the phone keypad.
- 3 Enter the number you want to call and then tap .

### Voicemail

- 1 Tap **Home**  > **Phone** .
- 2 Touch and hold the **1 key**.
- 3 Follow the voice prompts to create your password and record your name and greeting.

### Contacts

Tap **Home**  >  > **Contacts**  to manage your contacts.

### Text Messaging

Tap **Home**  > **Messaging**  to access your messages.




### Settings

Tap **Home**  >  > **Settings**  to configure features and settings.

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

## Popular Applications

### Email

- 1 Tap **Home**  >  > **Gmail** .
- 2 Follow the prompts to enter your account information.




### Internet Browser

Tap **Home**  >  > **Chrome**  to access websites on the go.




### Camera

Tap **Home**  >  > **Camera**  to take pictures and record videos.

### Mobile Hotspot

Tap **Home**  >  > **Settings**  > **Network & Internet** > **Hotspot & tethering** to enable your phone's mobile hotspot feature.

### Find Your Phone Number

- 1 Tap **Home**  >  > **Settings** .
- 2 Tap **System** > **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 adding money to 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 countries
- Mobile Web, ringtones, games, graphics
- And so much more

### How to Purchase Additional Services

To pay for additional services you will need to add funds to your account using a credit or debit card or you can buy Virgin Mobile Top-Up cards from thousands of stores across the country. You can also visit local wireless dealers where you can instantly add money to your account – just look for a Virgin Mobile Top-Up sign. Once you've added money to your account, you can purchase additional services by logging into My Account from your phone or [assurancewireless.com](http://assurancewireless.com).

### Need Some Help?

Just log in at [assurancewireless.com](http://assurancewireless.com) where you can find answers to your FAQs, check your account, change your settings, add money to your account, and much more. You can also connect with us on **Facebook** or call **1-888-321-5880**.

Follow us on **Facebook** and **Twitter** for tips, updates and the latest Assurance Wireless information.

## 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 re-apply. Sorry, going online using Wi-Fi doesn't count as activity.**
- In order to continue receiving your Lifeline service from Assurance Wireless, at least 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 brought to you by Virgin Mobile. Lifeline is a government benefit 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.

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**WARNING:** This product contains a chemical known to the State of California to cause birth defects or other reproductive harm.