

Check Your Account Airtime Free

BAL (# 2 2 5) **SEND** gives you the current balance on your wireless account.

MIN (# 6 4 6) **SEND** provides an estimate of the home airtime minutes used since your last billing.

PMT (# 7 6 8) **SEND** allows you to make a payment on your account.

DATA (# 3 2 8 2) **SEND** provides an estimate of your current month's data usage (Text Messages sent/received and kilobyte usage).

Using "My Account" From Your Wireless Device

Make a one-time payment by credit card, debit card and/or electronic check directly from your wireless device as long as your wireless device is Mobile Web 2.0-capable.* To make a "My Account" payment: Launch your Web browser, select "VZW SERVICE," then "My Account." If you don't subscribe to Mobile Web 2.0, you will see an option to view "My Account" for free once you launch the browser.

*See Wireless Device Manual for details.

Updating Your Service

We're always updating our wireless network, so dial * 2 2 8 **SEND** (free call) every month and get the most up-to-date network software available.

- Turn on your phone anywhere on the Verizon Wireless digital network.
- Dial * 2 2 8 **SEND**.
- When prompted, press 2 and wait for your confirmation.
- Press **END** to disconnect.

Congratulations! Thank you for choosing Verizon Wireless.

Ready? Let's get down to basics.

Before You Start

Before using your wireless phone for the first time, the battery needs to be charged completely. Check your phone's owner's manual for details on how long to charge the battery.

Note: All wireless batteries lose power even if the phone is not turned on. So if you keep a phone in the car for emergencies, be sure to check and recharge the battery from time to time.

Please read your **Customer Agreement and Calling Plan brochures for applicable charges and restrictions for all features and/or optional services.**



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Getting Help

Whether you require technical support, have billing inquiries or need answers to questions about your Verizon Wireless service, Customer Service Representatives are available to help you, or visit www.verizonwireless.com.

Online/Customer Service/Information:
www.verizonwireless.com/welcome

Customer Service (6AM-11PM)/
Technical Support (24HRS):
* 6 1 1 **SEND**
or 1-800-922-0204

411 Connect®:

4 1 1 **SEND***

*\$1.49/call plus airtime.

Emergency Assistance:

9 1 1 **SEND**

 **verizon**wireless
We never stop working for you.®

1.800.2 JOIN IN

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NWBGNE1006

the
BASICS
a quick reference guide to getting started.

Northeast

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Making Calls

- Turn on your phone.
- Enter the area code and phone number.*
- Press **SEND**.
- That's it! When your call is completed, press **END** to disconnect.

Receiving Calls

Your phone must be on to receive calls.

- When the phone rings, press **SEND**.
- When your call is completed, press **END**.

Voice Mail Setup

- Press *** VM (* 8 6) SEND** (Prepay customers press **# 7 3 8**).
- Follow the prompts to create a password and greeting.

Voice Mail Retrieval

Retrieve messages from your wireless phone:

- Press *** VM (* 8 6) SEND** (Prepay customers press **# 7 3 8**).
- When prompted, enter your password, then press **#**.

Retrieve messages from any touch-tone phone:

- Dial your wireless number.
- Press **#** to interrupt the greeting.
- When prompted, enter your password, then press **#**.

Call Waiting**

- To answer an incoming call, press **SEND** to put the first caller on hold and answer the second call.
- To alternate between calls, press **SEND** again.
- To disconnect either call, simply have the caller hang up. Press **END** to terminate both calls.

3-Way Calling**

- Enter the **10-digit phone number*** of the first party and press **SEND**.
- With first call established, enter **third party's 10-digit phone number*** **SEND**.
- When third party answers, press **SEND**.

No Answer/Busy Transfer

All calls will be transferred to another number when busy or after three to five rings until deactivated.

- To activate, press *** 7 1 10-digit forwarding phone number* SEND**.
- After confirmation tone, press **END**.
- To deactivate, press *** 7 3 SEND** (Western MA, press *** 7 1 3 SEND**).

Call Forwarding

When activated, all calls will be forwarded to another number until deactivated. Your wireless phone will not ring. Long distance charges may be incurred. Airtime charges apply.

- To activate, press *** 7 2 10-digit forwarding phone number* SEND**.
- After confirmation tone, press **END**.
- To deactivate, press *** 7 3 SEND** (Western MA, press *** 7 2 3 SEND**).
- After confirmation tone, press **END**.

Caller ID Blocking***

Prevents your wireless phone number from being transmitted.

- For continuous Caller ID Blocking, call Customer Service at *** 6 1 1 SEND**.
- To activate Caller ID Blocking on a per-call basis, press *** 6 7 10-digit phone number* SEND**.
- If you have continuous Caller ID Blocking, to transfer your number on a per-call basis, press *** 8 2 10-digit phone number* SEND**.

Text Messaging

- Send messages from your two-way text messaging-capable phone to any email address or 10-digit wireless phone number.
- Receive text messages on your phone in two ways:
 1. Via www.vtext.com to send quick messages.
 2. Via email message to your 10-digit wireless number @vtext.com (e.g., 3125551212@vtext.com).
 3. Via a shortened mobile address, also called a "short code" (e.g., send the word "Play" to 2244).
- Visit www.vtext.com to create a "nickname" and to learn more about Text Messaging.

Mobile Web

- Get the latest news and information even while you're on the go.
- Visit www.verizonwireless.com/getitnow and go to News & Info Applications and select "Web."

*For some local calls, dialing the area code may not be necessary. Similarly, for some long distance calls, dialing a "1" before the area code may not be necessary.

**With Call Waiting and 3-Way Calling, you are charged for two calls.

***You may not be able to block Caller ID when roaming in some markets or when calling certain toll-free numbers or 911.