

Text Messaging

- Send messages to or from your two-way text messaging-capable phone to any email address, including Verizon Wireless email addresses or friends on other wireless networks.
- Receive text messages on your phone in two ways:
 1. Via text message from www.vtext.com.
 2. Via email message to your 10-digit wireless number @vtext.com (e.g., 3125551212@vtext.com).
- Visit www.vtext.com to set up alerts and 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."

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 SERVICES," 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.

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.



NWE30020EN

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**

verizonwireless

We never stop working for you.®

1.800.2 JOIN IN

the
BASICS
a quick reference guide to getting started.

S. Georgia/Columbus/Macon/Duluth/
Savannah/Dothan, AL/Central NC/
Triad/Triangle/Fayetteville/
Charleston, SC

verizonwireless
We never stop working for you.®

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.

If you make a mistake while entering a phone number, press **CLEAR** to delete one digit at a time or hold **CLEAR** to delete the entire number.

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

Airtime, long distance and other charges apply.

- Within your Rate and Coverage Area, press *** 8 6 SEND**.

- If you hear your greeting, press **#** to interrupt it.
- Follow prompts to personalize mailbox.

Voice Mail Retrieval

Long distance and retrieval charges may be incurred. Airtime charges apply.

- Anywhere on our network, press *** 8 6 SEND**.
- If you hear your greeting, press **#**.
- Enter your password.
- When not on our network or from a home or office phone, enter your **10-digit phone number***.

Voice Mail Basics

When listening to your messages, press:

- | | |
|--------------------|----------------------------|
| 1 To replay | 5 To hear time/date |
| 7 To erase | 9 To save |
| # To skip | |

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**.
- Enter the **10-digit phone number*** of the second party and press **SEND** (puts the first caller on hold and connects the second party).
- Press **SEND** to reconnect with first party.
- If one party hangs up, you will still be connected to the other party. When you press **END**, all parties will be disconnected.

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**.
- After confirmation tone, press **END**.

No Answer/Busy Transfer

Forwards to a pre-programmed number after four rings or when you are on the phone. Long distance charges may be incurred. Airtime charges apply.

No Answer Transfer—forwards to a pre-programmed number after four rings.

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

Busy Transfer—forwards to a pre-programmed number when you are on the phone.

- To activate, press *** 9 0 10-digit forwarding phone number* SEND**.
- After confirmation tone, press **END**.
- To deactivate, press *** 7 3 0 SEND**.
- After confirmation tone, press **END**.

Caller ID Blocking***

Keeps wireless 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**.

*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.