Get to Know Your Phone

Welcome to Verizon Wireless. You’re now part of a growing movement that’s about speed, signal and strength. This guide will show you how to set up and use your phone, access special features, and find help.

Step 1. Remove the Back Cover
With the phone facing down, insert your fingernail into the slot located on the lower left of the back cover and lift the cover up gently.

Optional: Replace the SIM Card
The SIM card is pre-installed in your phone. If you need to replace your SIM card, gently slide the old SIM card out of the lower slot. Then slide the new SIM card into the lower slot with the Verizon logo facing up and the cut corner pointed in.

Optional: Insert the microSD Card
If you have a microSD card, slide it into the microSD card slot (the upper of the two slots) with the gold contacts facing down.

NOTE: The microSD card is sold separately.

Step 2. Insert the Battery
Insert the battery, making sure to align the gold contacts. Press down gently to secure the battery.

Step 3. Replace the Back Cover
Place the back cover over the back of the phone, and then press down along the edges to secure the cover.

Step 4. Charge the Phone
Your phone comes with a USB/Charger Adapter and a USB cable that connect together to charge your phone. Before turning on your phone, charge it fully.

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

Turning Your Phone On/Off
To turn your phone on, press and hold the Power/Lock Key for a couple of seconds until the screen lights up.

To turn your phone off, press and hold the Power/Lock Key until the Phone options are displayed. Tap Power off > OK.

Setup Wizard
When you turn on your phone for the first time, you have the option to quickly set up email accounts, sync contacts that you have backed up with Verizon Cloud, turn on location services, and more. Simply follow the onscreen instructions to complete the initial setup of your phone.

Locking and Unlocking your Phone
To turn the screen on, press the Power/Lock Key once and the screen will light up. Then swipe in any direction to unlock it. You can also drag a shortcut icon at the bottom of the screen in any direction to open the app.

OR
To turn the screen on using the KnockOn feature, quickly double-tap the center of the screen.

To turn off your screen and prevent accidental key presses, press the Power/Lock Key.

Using Your Phone

Tweaking notification settings
Your phone comes with a notification center that you can access at any time. To access it, swipe down from the top of the screen to reveal notifications, then tap Customize or Set up to select your preferences.

Using your phone on Verizon’s 5G network
If you’re on a 5G phone and you’re in a location with 5G coverage, you can enjoy faster speeds and better performance. To check for 5G coverage in your area, visit Verizon’s 5G network map.

Supporting features
Your phone is packed with features that make it easier to use. For example, you can set up a screen lock such as a Knock Code or numeric PIN. A knock code lets you unlock the screen when it’s off by tapping the correct area and sequence.

To set up a knock code:
1. From the Home screen, tap Apps > Settings > Lock screen.
2. Tap Select screen lock > Knock Code.
3. Follow the instructions to create your Knock Code, as well as a backup PIN in case you forget your Knock Code.

Selecting the Home screen mode
You can select one of the two modes:

Home mode—Standard experience for users who are familiar with Android. If selected, your Home screen will look like this:

EasyHome mode—Simplified and easier experience for the first time smartphone user. If selected, your Home screen will look like this:

NOTE: Devices and phones are connected by using the lock screen.

Setting Up Your Phone

NOTE: Devices and phones are connected by using the lock screen.

For added security, you can set up a screen lock such as a Knock Code or a numeric PIN. A knock code lets you unlock the screen when it’s off by tapping the correct area and sequence.

To change mode, tap Apps > Settings > Home screen > Select Home.

Home mode — Standard experience for users who are familiar with Android. If selected, your Home screen will look like this.

EasyHome mode — Simplified and easier experience for the first time smartphone user. If selected, your Home screen will look like this.

Front Camera
Notification LED
Proximity Sensor
Back Button
Headphone Jack
Volume Keys
Speaker
Microphone
USB/Charger Port
NOTE: Devices and phones are connected by using the lock screen.
1. Making a Call

To place an outgoing call:

1. Tap the Phone icon on the Home screen.
2. Enter the number you want to call.
3. Tap the Call icon to place the call.

To make a call using Voice Command:

1. Touch and Hold the Voice Command icon on the Home screen.
2. Say “Call” followed by the name or number to call.
3. Listen to the instructions to set up your voice mail.

To use Advanced Calling:

1. Touch the Advanced Calling icon.
2. Touch the More button on any page.
3. Enter the number you wish to call from the keypad.
4. Tap the Call icon to place the call.

To make an international call:

1. Touch the Advanced Calling icon.
2. Touch the More button on any page.
3. Tap the International Call option.
4. Enter the country code followed by the area code and number.
5. Tap the Call icon to place the call.

Voice Mail

1. Touch the Phone icon on the Home screen.
2. Tap the Voice Mail icon on the keypad.
3. Enter your voice mail number.
4. Tap the Start button to send your voice mail.

Taking Photos

1. Touch the Camera icon on the Home screen.
2. Tap the Capture button.
3. To take a picture, touch the Capture button.
4. To view pictures, touch the Albums button.

Sending a Text

1. Touch the Message+ button on the Home screen.
2. Touch the Compose button.
3. Tap the Contacts tab to select a contact.
4. Enter the recipient’s name or number in the To field.
5. Tap the message text box and enter the text of your message.
6. Tap the Send button to send your message.

Lock Screen

1. Touch the Lock icon on the Home screen.
2. Swipe the Screen Lock icon from left to right to lock the screen.

Unlock Screen

1. Touch the Unlock icon on the Home screen.
2. Swipe the Screen Lock icon from right to left to unlock the screen.

Notifications

1. Touch the Notification icon on the Home screen.
2. Drag any notification up to remove it.

Swiping

1. Touch and Hold the home screen.
2. Drag the screen up or down.
3. Tap the screen to access the menu.

Screen Orientation

1. Touch the screen orientation button on the Home screen.
2. Tap the orientation button again to switch between portrait and landscape modes.

Adjust accessibility settings to assist users with reduced dexterity.

1. From the home screen, tap Settings > Accessibility > TalkBack.
2. Tap the TalkBack switch to turn it on.

TalkBack provides screen reading to assist people with impaired vision.

1. From the Home screen, tap Apps > Settings > TalkBack.
2. Tap the TalkBack switch to turn it on.

Customer Service

1. From your computer, visit verizonwireless.com/support.
2. From your phone, visit My Verizon Mobile App.
3. Follow us @VZWSupport on Twitter for additional support.

Customer Information

For help using your phone, visit verizonwireless.com/support or call 1-800-993-5515. Use your Help app to get assistance at your fingertips, right from your phone. From your computer, visit verizonwireless.com/support to download a user guide or to get help with your internet, TV, and home phone service.