



## How to Use Guide: Backup Assistant

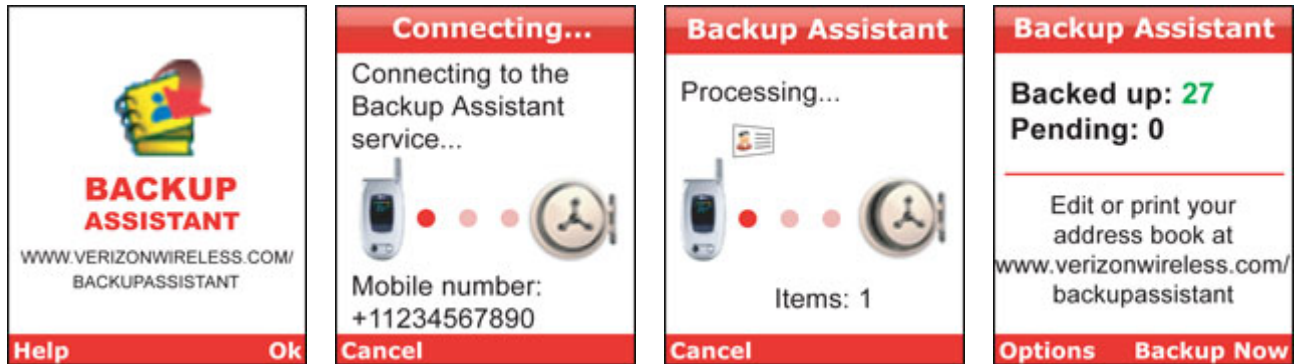
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Backup Assistant is a wireless service that saves a copy of your phone's address book to a secure web site. If your phone is lost, stolen or damaged, Backup Assistant restores your saved address book to a new phone - wirelessly!

Schedule daily automatic backups or manually backup your phone book at your convenience! Login to your web account and get full access to your address book. You can view, print, add, delete and edit contacts. Changes are sent to your phone with one click! [www.verizonwireless.com/backupassistant](http://www.verizonwireless.com/backupassistant).

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### Backup Assistant Screenshots



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### Using the Application

#### Setting up Backup Assistant on your phone

1. Access Get It Now on your handset. Access and launch Backup Assistant under getGOING subcategory Business/Tools. At the Welcome screen, press **OK**, the right "Soft Key" to continue.
2. Backup Assistant automatically contacts the Backup Assistant service to determine if an account has already been established with your phone number.
3. Next, you will create an account associated with your phone number.

When prompted, select a four-digit Personal Identification Number (**PIN**) that you will use to view your address book on the Backup Assistant web portal, and to authorize a "Restore" to your phone when the need arises.

4. Backup Assistant will ask you to verify the PIN you assigned to your account, and will remind you to record your PIN for future use.
5. As a convenience, Backup Assistant will offer you the option to have your PIN sent directly to your phone via TXT Message should you forget it. (Please Note: You will be billed for the TXT Message in accordance with your Calling Plan.)
  - This simple step ensures that a Restore can be done quickly, even in the event that you have forgotten your PIN.

6. With your account established and your PIN selected, the registration process is complete.
7. Choose **Next** to set your Backup Assistant schedule.
  - Backup Assistant will automatically wake up and check for changes in your address book at a random time within the period you select. For best results you may want to select a time frame that your phone will be on but you expect light use.
8. Select **Next** by pressing the right Soft Key.
9. Congratulations! You've now created a Backup Assistant account and set a daily schedule for backing up your address book.
10. Press **Next** to begin your first Backup.
  - When you begin a Backup, Backup Assistant will initiate a connection with the service and open the account for your phone number.
  - Pressing the left Soft Key at any time cancels the Backup.
11. When the account is verified, the Backup process begins. The flying card animation in the center of the screen shows the progress of the Backup. The number of items will also count up.
  - The time required for this first Backup depends on the number of entries in your address book. Subsequent Backups should take significantly less time, because Backup Assistant will transmit only the additions you have made since your last Backup.
  - Pressing the left Soft Key at any time cancels the Backup.
12. Backup Assistant returns to the activity summary screen, which will display the status of your address book – how many contacts have been backed up and how many changes are pending. After a backup the Pending number should be 0.

### **Using Backup Assistant**

Once Backup Assistant has been configured and has performed its first Backup, there's very little you need to do to enjoy the peace of mind that comes with having a secure archive of your address book. On the schedule you selected, the Backup Assistant application checks with your phone's address book to see if any changes have occurred since the last Backup. If changes are detected, the application will launch (approximately 20-25 seconds after the phone's clock registers the scheduled time) and the Backup process will start. If no changes are detected, Backup Assistant sleeps until the next daily automatic backup is triggered.

In Get It Now, find and launch Backup Assistant. The activity summary screen will display the number of backed up contacts and the number of pending changes.

From here, you can initiate a Backup or change your settings via the **Options** menu.

If Pending is zero, then there are no address book changes that require backing up.

### **Using the Options menu**

The Options menu gives you the ability to view and change your settings to accommodate your preferences.

In the Backup Assistant Main page, press the left **Soft Key** to view the Options Menu.

When the Options menu is visible, you can:

- Change your Backup schedule settings
- View the phone number with which the account is associated
- Change your PIN
- Get Help
- View information about Backup Assistant

To access any of these options, press the corresponding number on your phone's keypad.

### **Restoring the address book**

In general use, the Restore feature is only used when a customer loses or damages their phone and buys or receives a new phone.

When restoring the address book, Backup Assistant carefully compares and merges any contact information on the new phone with that stored in the data vault. In the rare case where a conflict between the phone and data vault occurs, the phone data is assumed to be more current.

1. On your new phone, repurchase the application by downloading the Backup Assistant application from the Get It Now catalog, then launch the application.
2. Press the **OK, right** Soft Key to enter the program.
3. The Backup Assistant application will establish a connection with the service. The service checks to see if there is an account associated with the phone number. If the service determines that an account exists and this is the application's first launch, it knows that a Restore is appropriate.
4. Before the Restore begins, Backup Assistant will request your PIN. This is done to prevent unauthorized modifications to your address book. In rare cases, a phone number may have been used before; if this is the case, the PIN will fail. You will be prompted to reset the phone number and create a new account.

Enter your **PIN** and press the right Soft Key to begin the restoration. If you have forgotten your PIN, press #. If you authorized it during the setup, Backup Assistant will retrieve your PIN for you.

- NOTE: You must have selected this option when you initially set up Backup Assistant.
5. When you begin a Restore, Backup Assistant will initiate a connection with the service, authenticate the account, and begin restoring the data. Pressing the left Soft Key at any time cancels the Restore.
  6. At the conclusion of the Restore, the activity summary screen provides information regarding the Restore.

**Backup Assistant website:** [www.verizonwireless.com/backupassistant](http://www.verizonwireless.com/backupassistant)

A user with an active Backup Assistant account can log in and manage their personal data vault via the secure web portal: [www.verizonwireless.com/backupssistant](http://www.verizonwireless.com/backupssistant) The same mobile number and Personal Identification Number (PIN) chosen by the user during sign-up are used to gain access to the portal.



Figure 1: Backup Assistant login screen

Within the portal, all address book data from the last successful Backup are displayed. Users can add, delete, and edit contacts as well as print their entire address book in either a list or business card format.



Figure 2: Backup Assistant Address Book View

Users can add a new contact by selecting Add Contact button, the new contact window will appear and the user is free to input contact information. Backup Assistant knows which model of Verizon Wireless phone a user has and only presents those fields available on the handset.

To edit or delete an existing contact, simply select the contacts name in the address book view. This is where you can create, edit, or delete a contact. (Figure 3).



Figure 3: Backup Assistant New/Edit Contact View

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## Troubleshooting

Backup Assistant supports most address book fields, however, there are some address book fields and settings that are not supported by Get It Now or Backup Assistant because only a reference id is available and it is not persistent. The following fields and settings are not supported:

Groups/Category, Ringer, SMS Ringer, Picture ID, Secret, Speed Dial, and Voice Dial

These are not backed up so if a user does a restore, the backed up fields are written to the phone and all non-supported fields will be empty. User will need to reset these for each contact.

### Backup Assistant Web Issues/constraints:

- Valid phone field characters: 0123456789\*#PT
- Valid email field characters: Must contain @ and '.'
- Can't create a contact without at least one character in name field.
- Number of contacts limited to Phone Max – 5.
- Cannot save contact without at least one phone number.

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## Disclaimer

Upon acceptance of these terms and conditions and upon completion of the registration process (including selection of a username and password), You will become a subscriber to the Backup Assistant Service as described on [www.verizonwireless.com/getitnow](http://www.verizonwireless.com/getitnow). The Backup Assistant Service is also subject to the terms of your Customer Agreement and Calling Plan.

The Backup Assistant Service may be terminated immediately without liability upon sending notice to the e-mail address You provided during your registration. You may end your use of the Backup Assistant Service at any time by terminating service with Verizon Wireless or removing the Backup Assistant application from Your handset no refunds shall be granted for any fees paid in advance. Upon termination You will no longer have access to data, messages, files and other material You previously stored.