



WELCOME TO ASSURANCE WIRELESS

Your Quick Start Guide featuring:

- How To Activate Your Service
- 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. 3G and 4G data availability is based on plan. Visit: coverage.assurancewireless.com/map.htm for details.

Note: Phone models may vary, resulting in slightly different placement of buttons. 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 included cable's 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.

You Can Always Recover Your Account PIN If You Forget It

1. Dial 611 from your new phone, listen for your mobile phone number, and write it down.
2. Call **1-855-336-8346** and follow the recorded directions to get your **PIN**. You'll need your new phone number, last 4 digits of your Social Security Number, and your date of birth. **Write down your PIN and keep it in a safe place.**

Activate Your Service

Before using your phone you must activate your service. You will need your Account PIN on hand. **If you forgot your PIN, see bottom of the previous page.**

- 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** ☎ > **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** ● > **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.

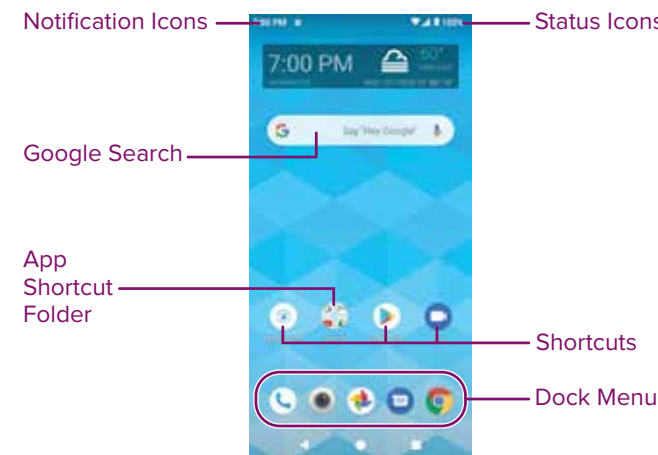
Follow these directions to swap your service and begin using your new phone:

- 1 Go to assurancewireless.com 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 the **Home Key** ● 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 and slide up from the bottom of the screen to show **All 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 **[Call]**.

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** ● > **Phone** ☎ > **Contacts** 👤 to manage your contacts.

Text Messaging

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

Settings

Tap **Home** ● > tap and slide up from the bottom of the screen to show **All Apps** > **Settings** ⚙ to configure features and settings.

Note: Icons may vary according to phone model.

Popular Applications

Email

- 1 Tap **Home** ● > slide up for **All Apps** > **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.

Portable Hotspot

Tap **Home** ● > slide up for **All Apps** > **Settings** ⚙ > **More** > **Tethering & Portable hotspot** to enable your phone's portable hotspot feature.

Find Your Phone Number

- 1 Tap **Home** ● > slide up for **All Apps** > **Settings** ⚙.
- 2 Tap **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
- 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**.

Need Some Help?

Just log in at **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 the latest information on Lifeline service from Assurance Wireless plus videos on how to use your phone.

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.**
- 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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