



## Wild Card user guide

 **KYOCERA**

Tomorrow is rising.

## Wild Card VMU User Guide

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82-G1950-2EN, Rev. 001

### FCC Notice

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. To maintain compliance with FCC RF exposure guidelines, if you wear a handset on your body, use the Kyocera Wireless Corp. (KWC) supplied and approved universal pouch CV90-61344-03. Other accessories used with this device for body-worn operations must not contain any metallic components and must provide at least 15 mm separation distance including the antenna and the user's body.

**THIS MODEL PHONE MEETS THE  
GOVERNMENT'S REQUIREMENTS FOR  
EXPOSURE TO RADIO WAVES.**

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured to not exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.\*

Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value.

This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified by the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model.

Body-worn measurements differ among phone models, depending upon availability of accessories and FCC requirements. While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section [www.fcc.gov/oet/fccid](http://www.fcc.gov/oet/fccid) after searching on the FCC ID: OVFKWC-M1000-2J0.

Additional information on SAR can be found on the Cellular Telecommunications and Internet Association (CTIA) web-site at [www.wow-com.com](http://www.wow-com.com).

\* In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

### **Caution**

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the warranty and user's authority to operate the equipment.

### **Optimize your phone's performance**

Use the guidelines in this guide to learn how to optimize the performance and life of your phone and battery.

### **Air bags**

If you have an air bag, DO NOT place installed or portable phone equipment or other objects over the air bag or in the air bag deployment area. If equipment is not properly installed, you and your passengers risk serious injury.

## Medical devices

**Pacemakers**—Warning to pacemaker wearers: Wireless phones, when in the 'on' position, have been shown to interfere with pacemakers. The phone should be kept at least six (6) inches away from the pacemaker to reduce risk.

The Health Industry Manufacturers Association and the wireless technology research community recommend that you follow these guidelines to minimize the potential for interference.

- Always keep the phone at least six inches (15 centimeters) away from your pacemaker when the phone is turned on.
- Do not carry your phone near your heart.
- Use the ear opposite the pacemaker.
- If you have any reason to suspect that interference is taking place, turn off your phone immediately.

**Hearing aids**—Some digital wireless phones may interfere with hearing aids. In the event of such interference, you may want to consult Virgin Mobile or call the customer service line to discuss alternatives.

**Other medical devices**—If you use any other personal medical device, consult the manufacturer of the device to determine if it is adequately shielded from external RF energy. Your physician may be able to help you obtain this information.

**In health care facilities**—Turn your phone off in health care facilities when instructed. Hospitals and health care facilities may be using equipment that is sensitive to external RF energy.

## Potentially unsafe areas

**Posted facilities**—Turn your phone off in any facility when posted notices require you to do so.

**Aircraft**—FCC regulations prohibit using your phone on a plane that is in the air. Turn your phone off before boarding aircraft.

**Vehicles**—RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer of the device to determine if it is adequately shielded from external RF energy. Your auto manufacturer may be able to help you obtain this information.

**Blasting areas**—Turn off your phone where blasting is in progress. Observe restrictions, and follow any regulations or rules.

**Potentially explosive atmospheres**—Turn off your phone when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death. Areas with a potentially explosive atmosphere are often, but not always, clearly marked.

They include:

- fueling areas such as gas stations
- below deck on boats
- transfer or storage facilities for fuel or chemicals
- vehicles using liquefied petroleum gas, such as propane or butane
- areas where the air contains chemicals or particles such as grain, dust, or metal powders
- any other area where you would normally be advised to turn off your vehicle engine

## Use with care

Use only in normal position (to ear). Avoid dropping, hitting, bending, or sitting on the phone.

## Keep phone dry

Keep the phone dry. Damage can result if the phone gets wet. Water damage is not covered under warranty.

## Resetting the phone

If the screen seems frozen and the keypad does not respond to keypresses, reset the phone by completing the following steps:

1. Remove the battery door.
2. Remove and replace the battery.

If the problem persists, return the phone to the dealer for service.

## Accessories

Use only Kyocera-approved accessories with Kyocera phones. Use of any unauthorized accessories may be dangerous and will invalidate the phone warranty if said accessories cause damage or a defect to the phone.

## Radio Frequency (RF) energy

Your telephone is a radio transmitter and receiver. When it is on, it receives and sends out RF energy. Virgin Mobile's network controls the power of the RF signal. This power level can range from 0.006 to 0.6 watts. In August 1996, the U.S. Federal Communications Commission (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless phones. These guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies in the following reports:

- ANSI C95.1 (American National Standards Institute, 1992)
- NCRP Report 86 (National Council on Radiation Protection and Measurements, 1986)
- ICNIRP (International Commission on Non-ionizing Radiation Protection, 1996)

Your phone complies with the standards set by these reports and the FCC guidelines.

## E911 mandates

Where service is available, this handset complies with the Phase I and Phase II E911 Mandates issued by the FCC.

## Hearing Aid Compatibility (HAC) features

This Virgin Mobile phone has received a HAC performance rating (designated by the letter M followed by a number). The rating for this phone is identified on the outside of this phone's original packaging. While there is no guarantee, digital wireless phones that receive a minimum of an M3 rating should provide acceptable performance with most hearing aids. Hearing loss and hearing aids are highly individualized, however, so optimal performance cannot be guaranteed. Other factors, such as type of hearing aid device or degree of hearing loss, also can affect a phone's performance for a particular user.

## Hearing aids and wireless phones

A hearing aid uses a microphone to collect and convert sound waves to electrical signals. The hearing aid then amplifies and converts the electrical signals back to audible sounds for the hearing aid user to hear. Radio Frequency (RF) emissions generated by digital wireless phones often interfere with the operation of a hearing aid's microphone, distorting the amplified audible sound. In addition, hearing aid microphones tend to collect ambient noise and amplify these sounds, interfering with the desired audio transmission.

## ANSI standard

To diminish interference between wireless phones and hearing aids, the FCC requires wireless carriers to offer phones that meet the American National Standards Institute (ANSI) C63.19 standard for reduced RF emissions. Wireless phones that comply with the FCC's hearing aid-compatibility (HAC) regulations must receive a minimum rating of "M3" for RF emissions under the ANSI C63.19 standard. The "M" rating refers to the phone's RF emissions level for use with hearing aids operating in the microphone setting.

The higher the phone's "M" rating, the more likely the phone is compatible with a hearing aid operating in the microphone setting. Hearing aids also have ratings similar to wireless phones. Most newer hearing aid models receive at least an M2 rating.

To determine the level of compatibility between your hearing aid and this Virgin Mobile HAC-certified phone, combine the M rating of your hearing aid and the M rating of this phone. For example, if you pair an M3 hearing aid with an M4 phone, you will achieve a combined rating of 7.

- Any combined rating equal to or greater than 6 provides excellent performance.
- Any combined rating equal to 5 offers good performance.
- Any combined rating equal to 4 offers acceptable performance.

T-Ratings—Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you choose the proper rating for your mobile phone. The more immune your hearing aid is, the less likely you are to experience interference noise from mobile phones.

Please visit [www.virginmobileusa.com](http://www.virginmobileusa.com) if you have any additional questions about hearing aid-compatibility.

## Battery and charger specifications

Charger	Input	Output
CE90-R2233	100-240 VAC / 50/60 Hz	5V 350mA
CV90-G2926	100-240 VAC / 50/60 Hz	4.5V 1.2A
CV90-K0281	100-240 VAC / 50/60 Hz	4.5V 600mA
<b>Standard Battery (5mm):</b>		
CV90-N3344 3.7V / 900 mAh		

**Kyocera Wireless Corp.**  
10300 Campus Point Drive  
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[www.kyocera-wireless.com](http://www.kyocera-wireless.com)  
To purchase accessories, visit  
[www.kyocera-wireless.com/store](http://www.kyocera-wireless.com/store) or  
[www.virginmobileusa.com](http://www.virginmobileusa.com).

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# 1 Getting started

## Phone battery

### Installing the battery

To install the battery:

1. Hold the phone face down and locate the screw on the back cover.
2. Turn the screw to set the screw slot in vertical position to unlock the back cover.
3. Locate the groove on the left side of the phone and unsnap the hooks to remove the back cover.
4. Place the battery in the phone casing with the metal contacts of the battery touching those of the phone.
5. Replace the back cover by sliding the notches into the opening on the left side.
6. Snap the back panel into place.
7. Set the screw slot in horizontal position to lock the back cover.



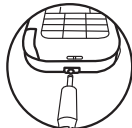
**Note:** To remove the battery, make sure the phone is powered off.

### Charging the battery

You must have at least a partial charge in the battery to make or receive calls.

To charge the battery:

Connect the AC adapter to the jack on the bottom of the phone. Do not force the AC adapter into the jack. Plug the adapter into a wall outlet.



The battery icon in the upper-right corner of the screen tells you whether the phone is:

- Charging (animated icon)
- Partially charged
- Fully charged

**Warning:** The battery does not charge if you use the phone while it is connected to an AC adapter.

### Recharging the battery

You can safely recharge the battery at any time, even if it has a partial charge.

### Caring for the battery

#### General safety guidelines

- Do not disassemble or open the battery.
- Do not crush, bend, deform, puncture, or shred the battery.
- Do not attempt to insert foreign objects into the battery.

- Do not immerse the battery or expose it to water or other liquids. Even if a battery appears to dry out and operate normally, internal parts can slowly corrode and pose a safety hazard.
- Always keep the battery between 15°C and 25°C (59°F and 77°F). Do not expose the battery to extremes of temperature, fire, or other hazards such as a cooking surface, iron, or radiator.
- Never use any damaged battery.
- Only use the battery for its intended phone.
- Only use the battery with a qualified charger. Use of an unqualified battery charger may present a risk of fire, explosion, leakage, or other hazard. If you are unsure about whether a charger is qualified, contact customer support.
- Do not short-circuit the battery or allow metallic conductive objects—such as keys, coins, or jewelry—to contact the battery's terminals.
- Replace the battery only with another qualified battery. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard. If you are unsure about whether a replacement battery is compatible, contact customer support.
- Promptly dispose of used batteries in accordance with local regulations and recycle if possible. Do not dispose as household waste.
- Supervise all battery usage by children.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, an internal short-circuit can occur and pose a safety hazard. If you suspect battery damage, take it to a service center for inspection.

- Improper battery use may result in fire, explosion, or other hazard.

### **Common causes of battery drain**

- Playing games or using the Web.
- Keeping backlighting on.
- Taking pictures with the flash on.
- Operating in digital mode when far away from a base station or cell site.
- Using data cables or accessories.
- Operating when no service is available, or service is available intermittently.
- High earpiece and ringtone volume settings.
- Repeating sound, vibration, or lighted alerts.
- Extensive use of flashlight option.

### **Purchasing accessories**

To purchase accessories for your new phone, such as a hands-free headset, carrying case, or car power adapter, please visit [www.virginmobileusa.com](http://www.virginmobileusa.com).

### **Finding your phone's serial number**

To activate your Virgin Mobile account, you need your phone's serial number. To locate the number:

1. Turn your phone off.
2. Hold your phone face down.
3. Unlock the back cover.

4. Locate the groove on the left side of the phone. Unsnap the hooks and remove the back cover.
5. Remove the battery by pulling back on the top edge of the battery.
6. Your phone's serial number is an 18-digit number located below the first barcode, next to the D.
7. Write down the serial number.

**Note:** With your phone turned on, you can also select **Menu > Settings > Phone info > Build info** to find your phone's ID number.

## Phone activation

### Activating your Virgin Mobile account

Before you can start talking, messaging, or downloading, you need to activate service with Virgin Mobile. To activate your Virgin Mobile account, do one of the following with your phone's serial number.

- Go to [www.virginmobileusa.com](http://www.virginmobileusa.com) and click on Activate.
- Call Virgin Mobile At Your Service at 1-888-322-1122.

## Programming your phone

Once your account is activated, you need to program your Virgin Mobile phone number into your phone. When you are ready, follow these steps to program your phone:

1. Turn on your phone. Program your phone using the external number keypad. **DO NOT** use the internal QWERTY keyboard.
2. Dial ##VIRGIN# (that's #-#-8-4-7-4-4-6-#).
3. You are now in the Programming menu. Scroll down to "Activate Phone" and hit "OK".
4. Your screen will say, "Do you want to activate your phone now?" Select "Yes".
5. Your phone will connect to the network, and then the screen will say "Hi. Press Start to continue the activation process". Scroll down to "Start" and hit "OK".
6. Your phone will say "We're getting your phone number for you," then your phone will display your new Virgin Mobile phone number. Write it down.
7. Scroll down to "Finish" and hit "OK" to complete the activation process. Your phone will turn off and back on by itself.

It might take a couple of hours to set up the network. Once set up, your phone displays a text message informing that you can start talking. Also, it may take up to 4 hours for **VirginXL**, Voicemail, and Top-Up features to come online.

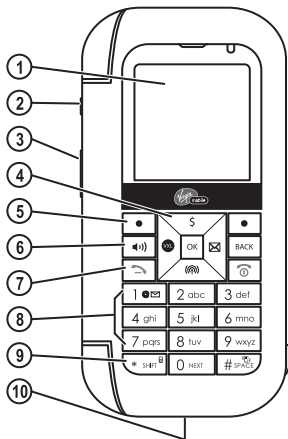
# Phone overview

## Getting to know your phone

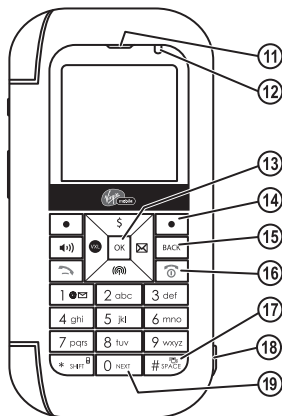
The phone has two keypads—the number keypad and the QWERTY keypad.

### Number keypad

1. External screen.
2. External **Camera** key activates picture mode.
3. **Volume** key to raise or lower speaker volume.
4. **Navigation** key scrolls through lists and text entry fields and accesses shortcuts from the main screen.
5. Left option button accesses menus and functions.
6. **Speakerphone** key activates the speakerphone and answers incoming calls.
7. **Send/Talk** key starts or answers a call. Press once to activate voice command, twice to display the All Calls list, and three times to redial the last number dialed. Press and hold to access voice dial.
8. External number keypad for entering numbers, letters, or symbols.
9. \* **Shift** key changes the text mode in text entry.
10. Jack for AC adapter (included) and data cable (sold separately).



11. External speaker.
12. Indicator light shows missed alert when in red or incoming call when in green.
13. **OK** key selects a menu item or option.
14. Right option button accesses the contacts list and other menu options.
15. **Back** key erases characters in text entry and returns you to the previous screen.
16. **End/Power** key turns the phone on and off, ends a call or browser session, and returns you to the main screen.
17. **# Space** key enters a space during text entry. Press and hold to activate or deactivate Silent mode.
18. Jack for hands-free headset only (sold separately).
19. **0 Next** key cycles through word choices during text entry.

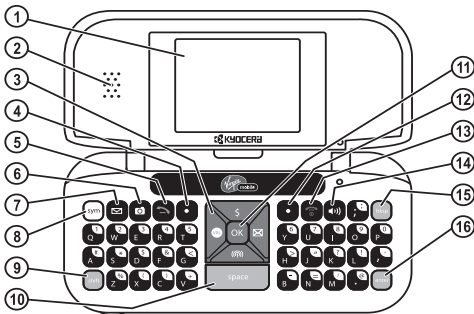


**Warning:** Inserting an accessory into the incorrect jack damages the phone.

## QWERTY keypad

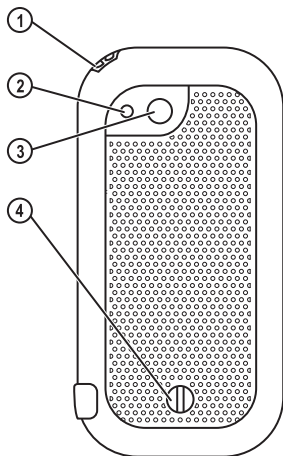
When the flip is open, use the QWERTY keypad to enter numbers, letters and symbols.

1. Internal screen.
2. Internal speaker.
3. **Navigation** key scrolls through lists and text entry fields and accesses shortcuts from the main screen.
4. Left option button accesses menus and functions.
5. **Send/Talk** key starts or answers a call. Press once to activate voice command, twice to display the All Calls list, and three times to redial the last number dialed. Press and hold to access voice dial.
6. Internal **Camera** key activates picture mode.
7. **Custom menu** key accesses the custom menu.
8. **Symbol** key allows you to type symbol characters.
9. **Shift** key changes the text mode in text entry.
10. **Space** key enters a space during text entry.
11. **OK** key selects a menu item or option.
12. Right option button accesses the contacts list and other menu options.
13. **End/Power** key turns the phone on and off, ends a call or browser session, and returns you to the main screen.
14. **Speakerphone** key activates the speakerphone and answers incoming calls.
15. **Back** key erases characters in text entry and returns you to the previous screen.
16. **Enter** key allows you to enter hard returns.



## Back cover

1. Accessory eyelet (for optional straps and lanyards).
2. Camera flash and flash light.
3. Camera lens.
4. Back cover lock in unlocked status  
(If locked, the screw slot is in horizontal position).



## Common keys

The following keys are pressed frequently when you use your phone. Throughout this user guide, these keys are referred as follows:



Navigation key



OK key



Left option button (number keypad)



Left option button (QWERTY keypad)



Right option button (number keypad)



Right option button (QWERTY keypad)



Talk/Send key (number keypad)



Talk/Send key (QWERTY keypad)



End/Power key (number keypad)



End/Power key (QWERTY keypad)



Back key (number keypad)



Back key (QWERTY keypad)



Speakerphone key (number keypad)



Speakerphone key (QWERTY keypad)



Camera key (QWERTY keypad)



Custom menu key (QWERTY keypad)



Symbol key (QWERTY keypad)



Shift key (QWERTY keypad)



## Screen icons

These icons may appear on your phone's screen.



The phone is operating in IS95 digital mode.



The phone is receiving a signal. You can make and receive calls. Fewer bars indicate a weaker signal.



A call is in progress.



The phone is not receiving a signal. You cannot make or receive calls.



The file is DRM protected.



High-speed (3G) data service is available and active on your phone. Check Virgin Mobile's Web site at [www.virginmobileusa.com](http://www.virginmobileusa.com) for availability.



(blinking) The phone is sending high-speed data.



(blinking) The phone is receiving high-speed data.



High-speed data service is available, but the phone is dormant.



The battery is fully charged. The more black bars, the greater the charge.



The alarm clock is set.



The phone is in privacy mode, is accessing a secure Web site or the selected file is locked.



You have a text message.



You have a voice message.



New voice and text message.



New photo message.



New photo and voice message.



New photo and text message.



New photo, voice and text message.



The phone is in vibrate mode.



Position location is set to your service provider and to emergency services.



Position location is set to emergency services only.



The phone is in picture mode.



Camera flash mode is ready.



Speakerphone is on.



Auto-answer is on.



Bluetooth wireless technology is enabled (On).



Bluetooth wireless technology is disabled (Off).

# Main menu

The contents of the main menu are as follows:

## **Messaging**

- Send text msg
- Send pic msg
- Send email msg
- Send IM msg
- Inbox
- Virgin Alerts
- Outbox
- Saved
- Drafts
- Voice mail
- Erase msgs
- Msg settings

## **Contacts**

- View all
- Add new
- Find name
- Groups
- Speed dial list
- Voice dial list
- Information

## **VirginXL**

- Launches VirginXL

## **My Account**

- Launches My Account

## **My stuff**

- My ringtones
- My games
- My graphics
- My other stuff
- My sounds

## **IM**

- Launches Mobile IM

## **Recent calls**

- All calls
- Incoming calls
- Outgoing calls
- Missed calls
- Erase call lists
- Recent calls timer
- All calls timer

## **Pictures**

- Take a picture
- Send picture msg
- My pictures
- Help

## **Settings**

- Bluetooth
- Keyguard
- Sounds
- Display
- Convenience
- Call options
- Messaging
- Camera
- Security
- Network
- Accessories
- Phone info

## **Tools**

- Voice memo
- Scheduler
- Alarm clock
- Tip calculator
- Calculator
- Timer
- Stopwatch
- Flashlight

**Note:** The menu items on your phone can change depending on the services provided. For more information, visit [www.virginmobileusa.com](http://www.virginmobileusa.com).

## Basic navigation

You press your phone keys to access the various menus and other features of your phone. Some of the basic frequently used keys are as follows:

- **Left option button:** Select items that appear on the lower left of the display. At the main screen, you can select **Menu**.
- **Right option button:** Select items that appear on the lower right of the display. At the main screen, you can select **Contacts**.
- **Navigation key:** Scroll through menus and options. You can access the following shortcuts from the main screen.
  - Scroll left to launch **VirginXL**.
  - Scroll right to access **Send text msg**.
  - Scroll up to access **My Account**.
  - Scroll down to view **Recent calls**.
- **OK key:** Select a menu item.
- **Back key:** Return to the previous menu level.
- **End/Power key:** Return to the main screen.

## Guide conventions

In this guide the following conventions are used when describing phone features.

**Select** means to press the left or right option button, or the **OK** key to select an item on the display. For example, “select **Menu**” tells you to press the left option button at the main screen to access the main menu.

**Press** means to press a phone key. For example, “press the **Send** key to make a phone call” tells you to press the **Send** key on your phone.

**Scroll** means to press the **Navigation** key to move through a list on the display. For example, “scroll through your contacts list to choose a contact” means to press the **Navigation** key up or down to scroll through the list on the display.

The greater than symbol “>” tells you to select an option from a menu or list. For example, **Menu > Settings** means to:

1. Press the left option button at the main screen to select **Menu**.
2. Scroll to the **Settings** option.
3. Press the **OK** key to select **Settings**.

## 2 Basic functions

---

This section explains the basic functionality of your phone. For more detailed explanation of your phone's features please refer to the later chapters.

### Powering up

To turn your phone on, press and hold the **End** key and wait until the phone display lights up.

To turn your phone off, press and hold the **End** key until the phone turns off.

### Making phone calls

Make sure you are in an area where a signal can be received. Look for the signal strength icon on the main screen. The more bars you see in this symbol, the stronger the signal. If there are no bars, move to where the signal strength is better.

When the phone has been idle for a while with no signal, it changes to power save mode. When you see "Power Save" on your phone's screen, press any key to return to normal operating mode. You can make a phone call in one of the following ways.

#### Call using a number

At the main screen:

1. Enter a phone number.
2. Press the **Send** key.

#### Call using a contact

At the main screen:

1. Select **Contacts** to open your contacts list.
2. Highlight a contact and press the **Send** key.

#### Call using voice commands

You can use voice commands to call a contact from your voice dial list or to dial a phone number. For more information, see "Voice recognition" on page 63.

#### Redial a number

At the main screen:

1. Press the **Send** key twice to open your call history.
2. Highlight a phone number or contact and press the **Send** key.

**Tip:** To redial the last number called, received or missed, press the **Send** key three times.

#### Answering phone calls

When a call comes in, the phone rings, vibrates, or lights up. The phone number of the caller also appears if it is not restricted. If the number is stored in your contacts list, the contact name appears.

You can answer a phone call in one of the following ways.

## Answer using earpiece

Press the **Send** key.

## Answer using speakerphone

Press the **Speakerphone** key.

## Answer using flip

You can set the phone to answer immediately when you open the flip. This feature does not apply to incoming data or fax calls. See “Open to answer” on page 51.

## Ending phone calls

Press the **End** key.

## Verifying your phone number

To verify your phone number, select **Menu > Settings > Phone info > Build info**.

## Activating voice dialing

At the main screen:

1. Press the **Send** key once.
2. Follow the prompts.

For more information, see “Voice recognition” on page 63.

## Taking a picture


At the main screen:

1. Press and hold the **Camera** key to start the camera.
2. Focus on the image and select **Capture**.

For more information, see “Pictures” on page 43.

## Using custom menu

You can use the custom menu to quickly access your frequently used functions.

1. With the QWERTY keypad, press the **Custom menu** key  to access the custom menu.
2. Select **Edit**.
3. Scroll through the list of options and press **OK** to select your desired option(s). A check mark appears next to each selected option. (You can press **OK** again to remove check marks.)
4. Select **Save** after checking all your desired option(s). Your selected options appear in the custom menu.
5. Scroll through the list of your selected functions in the custom menu and press **OK** to access your desired one.

## 3 Call features

---

This chapter describes call features such as volume, holding calls, speed dialing and other features.

### Volume control

You have several ways to control the volume of your phone.

### Adjust volume during a call

To adjust the earpiece volume during a call, press the **Volume** key up or down.

### Use the speakerphone

Your phone has a built-in speakerphone. To turn on the speakerphone, press the **Speakerphone** key. The speakerphone icon appears on the main screen when the speakerphone is on. To turn off the speakerphone, press the **Speakerphone** key.

**Note:** If you press the **Speakerphone** key during an incoming call, you answer the call.

### Silence an incoming call

To silence the phone without answering the call, press the **End** key or select **Silence**.

To silence the phone and answer the call, press the **End** key and then press the **Send** key.

**Note:** In the absence of voicemail, this feature drops the call.

### Hold calls

The Hold call feature allows you to place incoming calls on hold until you are ready to answer them. See “Hold call” on page 52.

### Speed dial

Use the speed dial feature to assign a one- or two-digit shortcut to a contact. Before you can use speed dialing, you must save a phone number as a contact and assign a speed dial location to it. See “Contact number” on page 31.

To call a contact that has a speed dial location.

1. Enter the one- or two-digit speed dial location.
2. Press the **Send** key.

### 1-Touch dialing

The 1-touch dialing feature is the fastest way to speed dial a contact that has a speed dial location. See “1-Touch dialing” on page 52.

### Voicemail

#### Configure your voicemail

Before your phone can receive voicemail messages, you must set up a 4-10 digit passcode and record a personal voicemail greeting.

When you have set up your voicemail, all unanswered calls to your phone are automatically transferred to voicemail, even if your phone is in use or turned off.

1. Press and hold the **1** key.
2. Follow the system prompts to create a password and record a greeting.

## Check voicemail

When a voice message is received, your screen displays “New Messages” along with the symbol at the top of your screen. The symbol flashes if the message is urgent. Standard airtime charges apply.

If you see “New Messages”:

1. Select **Call**, which initiates a call to your voicemail number.
2. Follow the system prompts to retrieve the message.

**Note:** To clear the screen without checking messages, select **Ignore**.

If you see only the voicemail message icon:

1. Select **Menu > Messaging > Voicemail**.
2. If you have set up your voicemail, select **Call**, to call your voicemail number.
3. Follow the system prompts to retrieve the message.

## Set voicemail alert

You can set the phone to beep or vibrate every five minutes to remind you that you have voicemail. See “Other alerts” on page 49.

## Emergency services

### Call emergency service

You can call an emergency code, even if your phone is locked or your account is restricted. When you call, your phone enters Emergency mode. This enables the emergency service exclusive access to your phone to call you back, if necessary. To make or receive regular calls after dialing the code, you must exit this mode.

To dial an emergency code:

1. Enter your 3-digit emergency code.
2. Press the **Send** key.

**Note:** Regardless of your 3-digit emergency code (911, 111, 999, 000, etc.), your phone operates as described.

### Exit emergency services

When you have completed the emergency call:

1. Select **Exit**.
2. Select **Exit** again to confirm your choice.

**Note:** To determine who has access to your location, see “Location” on page 56.

## 4 Text entry

You can enter letters, numbers, and symbols in contacts, text messages, and your banner with either QWERTY keypad (flip open) or the number keypad (flip closed).

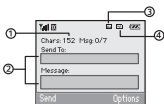
### QWERTY keypad

#### Text entry modes

With the flip open, enter text with the QWERTY keypad. The current text entry mode (and capitalization setting, when applicable) are indicated by icons.

The text entry screen has the following features:

1. The number of remaining characters you can enter. Allowed length of messages can vary depending on your service.
2. Text entry fields.
3. Current capitalization setting.
4. Current text entry mode.



There are six text entry modes:

- |          |              |          |                     |
|----------|--------------|----------|---------------------|
| <b>A</b> | Case change  | 1@       | Numbers and symbols |
| abc      | Normal alpha | &?!<br>2 | Add symbol          |
| eZi      | Rapid entry  | 😊<br>3   | Add smiley          |

**Note:** The mode you start in depends on the task you are doing. For example, when entering a phone number, you are in Numbers and symbols mode. When entering a name for a contact, you are in Normal alpha mode.

#### Enter numbers and symbols

- To enter a number or symbol while in Numbers and symbols mode, press the appropriate key once.
- To enter a letter while in Numbers and symbols mode, press the **Symbol** key once, then press the appropriate key.
- To change to and from Numbers and symbols mode, press the **Symbol** key twice.

#### Enter word letter by letter

1. To enter text while in Normal alpha mode, press the appropriate key once.
2. To enter a number or symbol while in Normal alpha mode, press the **Symbol** key once, then press the appropriate key.
3. To change to and from Normal alpha mode, press the **Symbol** key twice.



## Enter symbols

While entering text, you can enter many symbols with the keypad. To access extra symbols:

1. From the text entry screen select **Options** > **Add symbol**.
2. Scroll up or down to view the list of symbols.
3. Press the number key corresponding to the symbol to enter it.

## Enter smileys

1. From the text entry screen select **Options** > **Add smiley**.
2. Scroll up or down to view the list of smileys.
3. Press the number key corresponding to the smiley to enter it.

## Change default text entry mode

You can change the default text entry mode when creating a text message. This setting applies only to the message body screen, not the “To” screen.

Select **Menu** > **Messaging** > **Msg settings** > **Text entry** and one of the following:

- **Normal alpha** enter text in letter by letter.
- **Rapid mode** enter text with word recognition.

## Change modes

Sometimes you need to change modes. For example, to enter numbers in an email address while in Normal alpha mode, you must change to Numbers and symbols mode, enter the numbers, and then change back to Normal alpha mode to complete the address.

To change text entry modes, press the **Symbol** key twice, until the icon for the mode you want appears at the top of the screen. You can also select **Options** and a different mode.

## Capitalization

You can change capitalization at any time while entering text. Press the **Shift** key while in Normal alpha mode.

## Text entry quick reference

This table gives instructions for entering letters, numbers, and symbols.

To...	Do this...
<b>Enter a letter</b>	Use Normal alpha mode and press a key until you see the letter you want. For more options, see "Text entry modes" on page 19.
<b>Enter a number</b>	Use Numbers only mode and press a key until you see the number you want. For more options, see "Text entry modes" on page 19.
<b>Enter a symbol</b>	In either Normal alpha or Numbers only mode, press <b>1</b> until you find the symbol you want. For more options, see "Text entry modes" on page 19.
<b>Enter a smiley</b>	Use the Add smiley feature.
<b>Enter a space</b>	Press the <b>Space</b> key.
<b>Erase a character</b>	Press the <b>Back</b> key.
<b>Erase all characters</b>	Press and hold the <b>Back</b> key.
<b>Move cursor right or left</b>	Scroll left or right.
<b>Move cursor up or down</b>	Scroll up or down.
<b>Change text entry modes</b>	Press the <b>Symbol</b> key twice.
<b>Capitalize any letter</b>	In Normal alpha mode, press the <b>Shift</b> key to select uppercase if in lowercase or enter text if already in uppercase.
<b>Lowercase any letter</b>	In Normal alpha mode, enter text if already in lowercase or press the <b>Shift</b> key to select lowercase if in uppercase.
<b>Initial caps</b>	In Normal alpha mode, press the <b>Shift</b> key to select sentence case.
<b>Select soft options on screen</b>	Press the appropriate left or right option button.

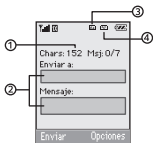
# Number keypad

## Text entry modes







When the flip is closed, enter text with the number keypad. The current text entry mode (and capitalization setting, when applicable) are indicated by icons.

The text entry screen has the following features:

1. The number of remaining characters you can enter. Allowed length of messages can vary depending on your service.
2. Text entry fields.
3. Current capitalization setting.
4. Current text entry mode.



There are six text entry modes:

 Case change	 Numbers only
 Normal alpha	 Add symbol
 Rapid entry	 Add smiley

**Note:** The mode you start in depends on the task you are doing. For example, when entering a phone number, you're in Numbers only mode. When entering a name for a contact, you're in Normal alpha mode.

## Enter numbers

- To enter a number while in Numbers only mode, press a number key once.
- To enter a number while in Normal alpha or Rapid mode, press and hold a number key until the number appears on the screen.

## Enter words letter by letter

1. Press a key once for the first letter, twice for the second letter, and so on.
2. Wait for the cursor to move right and enter the next letter.

**Note:** To enter a space, press the **# Space** key.

## Enter words quickly

When you press a series of keys using Rapid mode, your phone checks its dictionary and guesses at the word you are trying to spell.

1. For each letter of the word you want, press the key once. For example, to enter the word "any" press the **2 > 6 > 9** keys.
2. If the word doesn't match what you want, press the **0 Next** key to check other word matches.
3. When you see the word you want, press the **# Space** key.

## Enter symbols

While entering text in normal text mode, you can enter symbols by pressing the **1** key until you see the symbol you want. Using this method, you have access to the following symbols:

. @ ? ! - , & : ‘

To access the full set of symbols:

1. From the text entry screen select **Options > Add symbol**.
2. Scroll up or down to view the list of symbols.
3. Press the number key corresponding to the symbol to enter it.

## Enter smileys

1. From the text entry screen select **Options > Add smiley**.
2. Scroll up or down to view the list of smileys.
3. Press the number key corresponding to the smiley to enter it.

## Change default text entry mode

You can change the default text entry mode when creating a text message. This setting applies only to the message body screen, not the “To” screen.

Select **Menu > Messaging > Msg settings > Text entry** and one of the following:

- **Normal alpha** to enter text in letter by letter.
- **Rapid mode** to enter text with word recognition.

## Change modes

Sometimes you need to change modes. For example, to enter numbers in an email address while in Normal alpha mode, you must change to Numbers only mode, enter the numbers, and then change back to Normal alpha mode to complete the address.

To change text entry modes, press and hold the \* **Shift** key until the icon for the mode you want appears at the top of the screen. You can also select **Options** and a different mode.

## Capitalization

You can change capitalization at any time while entering text. Simply press to choose upper or lower case while in Normal alpha mode.

## Text entry quick reference

This table gives instructions for entering letters, numbers, and symbols

To...	Do this...
<b>Enter a letter</b>	Use Normal alpha mode and press a key until you see the letter you want. For more options, see "Text entry modes" on page 19.
<b>Enter a number</b>	Use Numbers only mode and press a key until you see the number you want. For more options, see "Text entry modes" on page 19.
<b>Enter a symbol</b>	In either Normal alpha or Numbers only mode, press <b>1</b> until you find the symbol you want. For more options, see "Text entry modes" on page 19.
<b>Enter a smiley</b>	Use the Add smiley feature.
<b>Enter a space</b>	Press the <b># Space</b> key.
<b>Erase a character</b>	Press the <b>Back</b> key.
<b>Erase all characters</b>	Press and hold the <b>Back</b> key.
<b>Move cursor right or left</b>	Scroll left or right.
<b>Move cursor up or down</b>	Scroll up or down.
<b>Change text entry modes</b>	Press and hold the * <b>Shift</b> key.
<b>Capitalize any letter</b>	In Normal alpha mode, press the * <b>Shift</b> key. Choose uppercase.
<b>Lowercase any letter</b>	In Normal alpha mode, press the * <b>Shift</b> key. Choose lowercase.
<b>Initial caps</b>	In Normal alpha mode, press the * <b>Shift</b> key. Choose sentence case.
<b>Select soft options on screen</b>	Press the appropriate left or right option button.

## 5 Messaging

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This chapter describes how to send, receive, and erase messages from your phone. For information on voicemail messages, see “Voicemail” on page 14.

**Note:** The features and menus described in this chapter may vary depending on services available in your area. Visit [www.virginmobileusa.com](http://www.virginmobileusa.com) for details and possible usage charges.

### Text messages

You can send text messages to phones that are capable of receiving them or to email addresses. Text messages have a 160 character limitation including spaces. Charges apply for the use of these features. See [www.virginmobileusa.com](http://www.virginmobileusa.com) for pricing.

#### Send a text message

1. At the main screen, scroll right or select **Menu > Messaging > Send text msg.**
2. At the Send To field, do one of the following to enter the recipient's phone number or email address:
  - Select **Options > Recent list, Recent calls, Contacts** or **Groups** to access your stored contacts.
  - Enter the phone number or email address manually. See “Text entry” on page 16.

You can message up to ten recipients at once. Use a comma or spaces to separate addresses. If you select stored contacts, this is done automatically. Scroll down to move to the next field when done.

**Note:** The messages are sent one at a time, once to each recipient. Standard text messaging charges apply for each recipient.

3. At the Message field, enter the message.
4. Select **Send**.

#### Include auto text and symbols

During text entry, you can insert prewritten text (auto text), symbols or smileys.

1. From the text entry screen, select **Options** and one of the following.
  - **Insert auto text** to insert prewritten text from a list.
  - **Add symbol** to insert symbols. Press the corresponding number to select a symbol.
  - **Add smiley** to insert smileys. Press the corresponding number to select a smiley.
2. Complete your message.
3. Select **Send**.

## Use text message options

When you are ready to send a text message, you have several options for how and when you want it received.

1. After composing your message, select **Options** and one of the following:
  - **Add address** returns you to Send To field to add another recipient.
  - **Save message** saves the messages in your Drafts folder. This prevents the message from being deleted if you activate Auto-erase.
  - **Save as auto text** saves the message you composed as a prewritten message.
2. After setting options, press the **Back** key to return to the message window.
3. Complete your message.
4. Select **Send**.

## Retrieve a text message

When a text message is received, your phone displays a notification and the message icon appears at the top of your screen. The message icon flashes if the message is urgent. Urgent messages are also marked in the Inbox.

## Message notifications

If you see a message notification, select **Inbox** to view messages. Choose a message and select **View** to open it. To clear a message notification, select **Ignore**.

## Message icons

If you see the message icon, select **Menu > Messaging > Inbox**. Choose a message and select **View** to open it.

## View a text message

The options available when viewing a text message may vary. For more information, visit [www.virginmobileusa.com](http://www.virginmobileusa.com).

1. Select **Menu > Messaging > Inbox**.
2. Select a message to view. If the message is long, scroll down to view the entire message.
3. Select **Reply** to create a response message or **Options** and one of the following:
  - **Erase** erases the message.
  - **Lock msg** protects the message from the accidentally deleted.
  - **Forward** forwards the message.
  - **Reply with copy** replies to the message with a copy of the original attached.
  - **Save message** saves the message.

- **Save as auto text** saves the message text as auto text, which you can insert into other messages. Graphics and sounds are not saved.
- **Sender** displays the sender information.

**Note:** If a graphic is too large or incorrectly formatted, and is not received with the message, an icon appears.

## Picture messages

You can send picture messages to phones that are capable of receiving them or to email addresses. Picture messages have a predetermined character and file size limit. Charges apply for the use of these features. See [www.virginmobileusa.com](http://www.virginmobileusa.com) for pricing.

### Send a picture message

1. Select **Menu > Messaging > Send pic msg.**
2. With any picture stored in **My pictures**, select your desired image to attach to the message.
3. At the To, CC (to send a copy of the message), and BCC (to send a blind copy) fields, do one of the following to enter the recipient's phone number or email address. Scroll down to move to the next field when done.
  - Select **Options > Recent List, Recent calls, Contacts**, or **Groups** to access your stored contacts.

- Enter the phone number or email address manually. See “Text entry” on page 16.

**Note:** You can message up to ten recipients at once. Use a comma or spaces to separate addresses. (If you select stored contacts, your phone does this automatically.)

4. At the Subject field, enter a subject. Scroll down to move to the next field when done.
5. At the Text field, enter a message. Scroll down to move to the next field when done.
6. At the Image field, you can attach or reattach an image file. Select **Options** and one of the following:
  - **Take a picture** to instantly take a photo and attach it.
  - **My graphics** to attach an existing file from your **My pictures** or other image folders.

Scroll down to move to the next field when done.

7. At the Sound field, select **Options** and one of the following to attach a file:
  - **Record sound** to instantly record a sound and attach it.
  - **My sounds** to attach an existing file from your **Saved sounds** or **Voice memos** folders.
8. Select **Send**.



## Use picture message options

When you are ready to send a picture message, you have several options for how and when you want it to be received.

1. While composing your message, select **Options** and one of the following:
  - **Auto text** adds prewritten text to your message.
  - **Save as auto text** saves your message as prewritten text.
  - **Preview message** plays your message.
  - **Save message** saves the message to the draft folder.
  - **Add address** adds additional recipients to your message.
2. After setting options, press the **Back** key to return to the message window if necessary.
3. Complete your message.
4. Select **Send**.

## Receive a picture message

When receiving a picture message, your phone does not automatically download it. A notification appears when a new message is available for download. Charges apply for the use of these features, see [www.virginmobileusa.com](http://www.virginmobileusa.com) for pricing.

Select one of the following:

- **Yes** downloads and opens the message.
- **Erase** deletes the message.

- **Retrieve Later** sends the message to the Inbox for you to download and view later.

**Note:** If a picture message is received during a call, the phone displays a notification after the call ends.

## View a picture message

With a picture message received, the message icon appears at the top of your screen. The message icon flashes if the message is urgent. All notifications or messages are stored in the Inbox.

1. Select **Menu > Messaging > Inbox**.
2. Select a message to view. If the message is long, scroll down to view the entire message.
3. Select **Reply** to create a response message or **Options** and one of the following:
  - The options available to you may vary. Visit [www.virginmobileusa.com](http://www.virginmobileusa.com) for more information.
  - **Reply all** creates a response message to all recipients.
  - **Forward** forwards the message without showing the original address, graphic, sound, and text fields.
  - **Erase** deletes the message.
  - **Message info** displays the message information (priority, sender, subject, time sent and received, and message size).
  - **Recipients** displays all the addressees present in the "To" and "CC" fields.

- **Replay** plays the message again from the beginning.
- **Mute** silences the message.
- **Sender** displays the sender information.
- **Call** calls the message sender.
- **Save picture** saves the picture embedded in the message.
- **Save sound** saves the sound embedded in the message.
- **Save address** extracts email addresses, phone numbers, and/or URLs from the sender information and message body.
- **Save as auto text** saves the text in the message to the auto text list.
- **Save message** saves the message to the Saved Folder.
- **Launch Browser** accesses a Web site.

## Email messages

You can send and receive email messages from your phone. Check Virgin Mobile's Web site at [www.virginmobileusa.com](http://www.virginmobileusa.com) for availability and pricing.

### Sending email message

Select **Menu > Messaging > Send email msg** to send an email message.

### Accessing Mobile Email

To launch mobile email, select **Menu > My stuff > My other stuff > Mobile Email**.

## Instant messages

You can send and receive instant messages (IMs) from your phone. Check Virgin Mobile's Web site at [www.virginmobileusa.com](http://www.virginmobileusa.com) for availability and pricing.

### Sending IM message

Select **Menu > Messaging > Send IM msg** to access IM and send an instant message.

### Accessing Mobile IM

To launch IM, select **Menu > IM** or **Menu > My stuff > My other stuff > Mobile IM**.

### Navigating IM

- Scroll through items and to highlight one.
- Press the **OK** key to select an IM menu item or option.
- Press the **Back** key to go back one screen.

**Note:** A scroll bar on the right side of the screen indicates that there is more text. Scroll down to go to the next screen of text. Press the **Back** key to move back one screen.

### Ending IM session

Press the **End** key from any IM page.

### Erasing messages

It is a good idea to erase old messages to free up memory in your phone. You can erase messages

and pages as you send or read them, erasing them one at a time, or erasing them all at once.

## Erase a single message

1. Select **Menu > Messaging > Inbox, Virgin Alerts, Outbox, Saved, or Drafts.**
2. Highlight the message you want to erase.
3. Select **Erase** or **Options > Erase** depending on your selected folder.
4. At the notification, select **Yes** to erase the message.

## Erase all messages

Select **Menu > Messaging > Erase msgs > Inbox, Outbox, Saved folder, Drafts folder or All messages > Yes.**

**Note:** To erase messages from all folders, select **All messages**.

## Working with messages

The following are some messaging tips.

### Unable to send messages

You may not be able to send or receive messages if your phone's memory is nearly full, or if digital service is not available at the time. To free up memory, erase old messages. See "Erasing messages" on page 26.

## Receive incoming calls while creating messages

If you receive a call while creating a message, a notification appears. You can do one of the following:

- Select **Ignore** to return to the message creation screen without answering the call.
- Press the **Call** key to answer the call and save the created message to the Drafts folder.

## Complete messages in Drafts folder

To continue composing a message in the Drafts folder:

1. Select **Menu > Messaging > Drafts.**
2. Highlight the message you want to complete.
3. Select **Edit.**
4. Complete your message.
5. Select **Send.**

## View sent messages in Outbox folder

To view your sent messages, you must first save them in the Outbox folder.

1. Select **Menu > Messaging > Msg settings > Save to outbox.**
2. Select one of the following:
  - **Disabled** does not save outgoing messages.
  - **Prompt** allows you to choose whether to save the message when sending it.

- **Enabled** automatically saves successfully sent messages in the Outbox folder.

After saving the successfully sent messages, select **Menu > Messaging > Outbox** to view them. Scroll through the list of messages. One of the following indicators appears next to each message:



The scheduled message was sent and delivered as scheduled. You cannot cancel delivery of the message.



The message has been received.



The message has never been sent or has not been sent since it was last modified. You can cancel delivery of the message



The message has been sent to more than one recipient.

## View failed or pending messages

Failed or pending messages are stored in your Outbox folder. To view messages in the Outbox folder, select **Menu > Messaging > Outbox**.

Your list of failed or pending messages will appear with the following symbols.



The message is pending and will be sent when possible. You can cancel delivery of the message.



The message cannot be sent because service is not available. An alert appears on your phone if the message cannot be sent.

## Message settings

Message settings help configure your phone's text and picture message settings.

### Alerts

Choose how you want to be alerted of voicemail, pages, or text messages. Select **Menu > Messaging > Msg settings > Alerts > Msg alert, Page alert, or Voicemail alert** and select a ringtone from the list. (Scroll through the list to hear the different ringtones.)

You can also select **Menu > Messaging > Msg settings > Alerts > Reminder > On** to set the phone to notify you with the selected ringtone every five minutes until you address the alert.

### Auto text

Your phone comes with prewritten (auto text) messages, such as “Please call me,” which you can insert into the body of a text message. You can edit these messages or create new ones. Your phone stores up to 30 auto text messages, with up to 100 characters per message.

1. Select **Menu > Messaging > Msg settings > Auto text** and one of the following:
  - Highlight an auto text message and select **Edit**.
  - Select **New msg** to create a new auto text message.
2. Enter or edit the text.
3. Select **Done**.

**Note:** You can also save a message you have written or received as auto text.

## Text entry

You can change the default text entry mode when creating a text message. This setting applies only to the message body screen, not the “To” screen.

Select **Menu > Messaging > Msg settings > Text entry** and one of the following:

- **Normal alpha** to enter text in letter by letter.
- **Rapid mode** to enter text with word recognition.

## Signature

The signature you create is included at the end of all outgoing messages and is counted as characters in your messages; however, it does not appear in the message creation screen.

1. Select **Menu > Messaging > Msg settings > Signature**.
2. Enter your signature in the text field.
3. Select **OK** to save the signature.

**Note:** The characters in the signature are included in the total character count of the message.

## Save to outbox

You can save your outgoing messages. Select

**Menu > Messaging > Msg settings >**

**Save to outbox** and one of the following:

- **Disabled** does not save outgoing messages.
- **Prompt** allows you to choose whether to save your message when you send it.
- **Enabled** saves all outgoing messages to the Outbox folder.

## Auto-erase

You can set your phone to erase messages automatically when memory is needed for incoming messages.

Select **Menu > Messaging > Msg settings > Auto-erase** and one of the following:

- **Disabled** erases no messages.
- **Inbox msgs** erases old messages in your Inbox when memory is needed.
- **Outbox msgs** erases old messages in your Outbox folder when memory is needed.
- **Both** erases old messages in both your Inbox and Outbox folders when memory is needed.

## 6 Contacts

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Use your phone's contacts list to store information about a person or company. Each contact entry can have up to six phone numbers, two email addresses, two Web addresses, two street addresses, and a space for notes.

### Viewing contacts list

To view existing contacts in your phone, open the flip and select **Menu > Contacts > View all**. Your contacts list is displayed alphabetically.

**Tip:** You can also select **Contacts** from the main screen to view the directory.

Scroll to highlight the contact you want and do one of the following:

- Press the **Send** key to call the highlighted contact.
- Press the **OK** key to view the highlighted contact's detail.
- Select **New** to add a new contact.
- Select **Options** to choose one of the following:
  - **Call** to make a call.
  - **Send text msg** to send a text message.
  - **Send picture msg** to send a picture message.
  - **View contact** to view contact details.
  - **Edit contact** to edit contact details.
  - **Erase contact** to erase the contact.
  - **Contacts menu** to access your contacts.

### Adding contacts

#### Add contact from main screen

To add a contact to your contacts list:

1. From the main screen, enter a phone number to save (including the area code).
2. Select **Save > Save new contact**.
3. Enter a name for the contact. For more information, see "Text entry" on page 16.
4. Enter additional phone numbers, email addresses, Web addresses and note, if needed. Scroll up or down to move through the contact fields.
5. When you are done entering information, select **Save**.

#### Add contact from contacts menu

To add a contact to your contacts list:

1. Select **Menu > Contacts > Add new**.
2. Enter a name for the contact. When you are done, scroll down to move to the next field. For more information, see "Text entry" on page 16.
3. Enter a primary number for the contact.
4. Enter additional phone numbers, email addresses, IM addresses, Web addresses, Street addresses, and note. Scroll up or down to move through the contact fields.

5. When you are done entering information, select **Save**.

## Add code or extension

When you save the phone number of an automated service, you may include a pause to stop dialing. For example, a pause where you would wait to dial an extension.

1. From the main screen, enter a phone number.
2. Select **Options** and a type of pause:
  - **Time pause** causes the phone to stop dialing for two seconds.
  - **Hard pause** causes the phone to stop dialing until you select **Release** while making the call.
3. Enter the remaining numbers and select **Save**.
4. Select **Save new contact**.
5. Complete the contact and select **Save**.

## Working with contacts

### Contact details

To edit details of an existing contact:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact's detail screen, select **Edit**.

4. Edit or add phone numbers, email addresses, IM addresses, Web addresses, Street addresses, and notes. Scroll up or down to move through the contact fields.
5. When you are done entering information, select **Save**.

### Contact name

To work on the name of an existing contact:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact's detail screen, highlight the name.
4. Select **Options** and one of the following:
  - **Ringer** assigns a specific ringtone to the contact.
  - **Msg alert** assigns a message alert ringtone to the contact.
  - **Picture** assigns a specific picture to the contact.
  - **Erase contact** erases the entire contact.

### Contact number

To work on the number of an existing contact:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact's detail screen, highlight a contact number.

4. Select **Options** and one of the following:
- **Call** sends a call.
  - **Send text msg** sends a text message.
  - **Send picture msg** sends a picture message.
  - **Add speed dial** adds the number to your speed dial list.
  - **View number** displays the number.
  - **Erase number** erases the number from the contact.
  - **Secret** makes the number secret, hiding it from the screen until you enter the lock code. Secret numbers can be called without a lock code. For more information, see “Lock phone” on page 55.
  - **Primary number** makes this number the primary number for the contact.
  - **Add to Group** adds the number to the business, personal or custom group.
  - **Add voice dial** records a voice tag so you can call a contact using voice recognition.
  - **Erase voice dial** erases the voice tag associated with the number.
  - **Edit voice dial** re-records the voice tag.
  - **Prepend** displays the contact’s detail screen for you to change the number (adding an area code) or other data of the contact.

## Contact email address

To access the email address of an existing contact:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact’s detail screen, highlight a contact email address.
4. Select **Options** and one of the following:
  - **Send Email** launches the email application.
  - **Send text msg** sends a text message.
  - **Send picture msg** sends a picture message.
  - **View address** displays the email address.
  - **Add to Group** adds the email address to the business, personal or custom group.
  - **Erase address** erases the email address from the contact.
  - **Secret** makes the address secret, hiding it from the screen until you enter the lock code.

## Contact IM address

To access the IM address of an existing contact:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact’s detail screen, highlight a contact IM address.



4. Select **Options** and one of the following:
  - **View IM** displays the IM address.
  - **Erase IM** erases the IM address from the contact.
  - **Send IM** launches the IM application.
4. Select **Options** and one of the following:
  - **View address** displays the street address.
  - **Erase address** erases the street address from the contact.
  - **Secret** makes the address secret, hiding it from the screen until you enter the lock code.

## Contact Web address

To access the Web address of an existing contact:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact's detail screen, highlight a contact Web address.
4. Select **Options** and one of the following:
  - **Launch web** to go to the Web address.
  - **View web** to view the Web address.
  - **Erase web** to erase the Web address from the contact.
  - **Secret** makes the address secret, hiding it from the screen until you enter the lock code.

## Contact street address

To access the street address of an existing contact:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact's detail screen, highlight a contact street address.

## Contact note

To work on the note of an existing contact:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact's detail screen, highlight a note.
4. Select **Options** and one of the following:
  - **View note** displays the note.
  - **Erase note** erases the note from the contact.
  - **Secret** makes the note secret, hiding it from the screen until you enter the lock code.

## Assign ringtone to contacts

To assign a ringtone:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact's detail screen, highlight the contact name.
4. Select **Options > Ringer > Assign ringer**.

5. Select a ringtone from the list. (Scroll through the list to hear the different ringtones.)

## Assign message alert to contacts

To assign a message alert ringtone:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact's detail screen, highlight the contact name.
4. Select **Options > Msg alert > Assign alert**.
5. Select a ringtone from the list. (Scroll through the list to hear the different ringtones.)

## Assign picture to contacts

To assign a picture:

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact's detail screen, highlight the contact name.
4. Select **Options > Picture > Assign picture**.
5. Scroll through the folders to select one where to get your pictures.
6. Scroll through to select a picture to assign.

**Note:** With Mobile Phone Tools (MPT) for Kyocera, you can transfer digital pictures to your phone. To purchase MPT or other accessories visit [www.kyocera-wireless.com/store](http://www.kyocera-wireless.com/store).

## Assign number type

When you assign a number type, an icon is placed in front of the contact number to specify the type of number it is.

1. Select **Menu > Contacts > View all**.
2. From the contacts list, select a contact.
3. At the contact's detail screen, select **Edit**.
4. Scroll down twice to highlight the number type dropdown and press the **OK** key.
5. Select **General, Work, Home, Mobile, Pager** or **Fax**. The appropriate icon appears next to the number in your phone lists.
6. Select **Save**.

## Using contact groups

You can assign your contacts to groups that share the common ringtone or image. Your phone comes with two default groups, Business and Personal. You can also create your own groups.

## Create groups

1. Select **Menu > Contacts > Groups**.
2. Select **New**.
3. Enter a name for the group and select **Next**.
4. Add or remove your desired contacts from the list. A check mark appears next to each selection.
5. After selecting all your desired contacts, select **Done**.

Your new group appears the next time you view your groups.

## Use a group

1. Select **Menu > Contacts > Groups**.
2. Scroll to your desired group in the Groups list.
3. Select **Options** and one of the following:
  - **View** displays the group details.
  - **Edit** edits the group.
  - **Erase** deletes the group.
  - **Send text msg** sends the group a text message.
  - **Send picture msg** sends the group a multimedia message.

## Customize a group

1. Select **Menu > Contacts > Groups**.
2. Select a group from the Groups list.
3. Select **Options** and one of the following:
  - **Ringer** assigns a ringer to the group.
  - **Msg alert** assigns a message alert ringtone to the group.
  - **Picture** assigns a picture to the group.
  - **Erase** deletes the group.
  - **Edit** edits the group.

**Note:** Since Business and Personal are predefined groups, you cannot erase any of them.

## Searching contacts

To find a phone number or contact, you can search the contacts list, use the **Fast find**, or check the **Frequent list**. See “Fast find” on page 51 and “Frequent list” on page 51.

To search your contacts list, select **Menu > Contacts > View all, Find name, Groups, Speed dial list** or **Voice dial list**.

You can also use the **Contacts** shortcut from the main screen to view the contacts list. To quickly get down the list, enter the first letter of the contact. You skip to that letter of the alphabet.

## 7 VirginXL

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### Accessing VirginXL

With VirginXL, you can access music, entertainment, and information services from your phone. Download games, ringtones, wallpapers, screen savers, and other content; surf the web; and more. Check Virgin Mobile's Web site at [www.virginmobileusa.com](http://www.virginmobileusa.com) for availability and pricing, or check directly from your phone using VirginXL. Charges apply.

To launch **VirginXL**, from the main screen, scroll left or select **Menu > VirginXL**.

**Note:** You cannot receive incoming calls during a VirginXL session. All incoming calls are automatically sent to your voicemail.

### Navigating VirginXL

- Scroll through items and to highlight one.
- Press the **OK** key to select a **VirginXL** menu item or option.
- Press the **Back** key to go back one screen.

**Note:** A scroll bar on the right side of the screen indicates that there is more text. Scroll down to go to the next screen of text. Press the **Back** key to move back one screen.

### Ending a VirginXL session

Press the **End** key from any **VirginXL** page.

## 8 My Account

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You can manage your Virgin Mobile account directly from your phone. The basic tasks are summarized in this chapter. For more information about your account, go to [www.virginmobileusa.com](http://www.virginmobileusa.com).

### Checking your account balance

You can check your Virgin Mobile account status in one of two ways:

- From the main screen, scroll up.
- Select **Menu > My Account**.

Your account information appears with Top-Up information relative to your selected plan. When your account is low or empty, you receive a notification to Top-Up.

### Top-Up your account

Top-Up is how you add money to your Virgin Mobile account. You can Top-Up your Virgin Mobile account right from your phone. First, buy a Top-Up card at the thousands of retailers that carry them or register your debit card, credit card, or PayPal account at [www.virginmobileusa.com](http://www.virginmobileusa.com).

When your balance is low, you can Top-Up your account from your phone.

**Note:** Additional charges may apply for multiple balance checks in one day. Visit [www.virginmobileusa.com](http://www.virginmobileusa.com) for more details.

### Top-Up with a Top-Up Card

1. From the main screen, select **Menu > My Account**.
2. Scroll down to the **Top-Up** link and press the **OK** key.
3. Enter your Account Pin (vKey) and press the **OK** key to login.
4. Scroll down to select **Login** and press the **OK** key.
5. Enter your Top-Up card's PIN number and press the **OK** key.
6. Scroll down to select **Top-Up Now** and press the **OK** key.
7. You are now topped up. Press the **End** key to exit.

## Top-Up with a debit card, credit card, or PayPal account

Before you can Top-Up from your phone with a debit card, credit card, or PayPal account, you need to register the card or PayPal account at [www.virginmobileusa.com](http://www.virginmobileusa.com).

1. From the main screen, select **Menu > My Account**.
2. Scroll down to the **Top-Up** link and press the **OK** key.
3. Enter your Account Pin (vKey) and press the **OK** key.
4. Scroll down to select **Login** and press the **OK** key.
5. Scroll down and select **Credit Card** or **PayPal**.
6. Enter the amount you want to Top-Up and press the **OK** key. You can Top-Up in amounts of \$20, \$30, \$50, or \$90.
7. Scroll down to select **Top-Up Now** and press the **OK** key.
8. At the confirmation screen, select **Yes**.
9. You are now topped up. Press the **End** key to exit.

**Note:** You can also Top-Up over the Web at [www.virginmobileusa.com](http://www.virginmobileusa.com).

## For more information

For more information about your Virgin Mobile account or Virgin Mobile service, visit [www.virginmobileusa.com](http://www.virginmobileusa.com).

## 9 My stuff

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### My ringtones

The My ringtones folder stores your preloaded and downloaded ringtones. You can download ringtones to your phone from the Virgin Mobile Web site at [www.virginmobileusa.com](http://www.virginmobileusa.com) or directly from your phone using **VirginXL**. Select **Menu > My stuff > My ringtones > Get more ringtones**. Charges apply.

### Downloading ringtones

Before downloading, make sure you have enough money in your account; otherwise you can Top-Up your account.

1. At the main screen, scroll left to launch **VirginXL** and then search for ringtones.
2. Follow the prompts to purchase and download the selected ringtone.

The downloaded ringtones are stored in the **Menu > My stuff > My ringtones** folder in your phone.

### Assigning downloaded ringtones

1. Select **Menu > My stuff > My ringtones**.
2. Select a downloaded ringtone and **Set as....**

**Note:** The downloaded ringtone is also listed in the Ringtones folder and available to assign to individual contacts or as the Personal or Business ringer. See “Add contact from main screen” on page 30 and “Assign message alert to contacts” on page 34.

### My games

You can download games to your phone from the Virgin Mobile Web site at [www.virginmobileusa.com](http://www.virginmobileusa.com) or directly from your phone using **VirginXL**. Select **Menu > My stuff > My games > Get more games**. Charges apply.

**Note:** If you don't have enough money in your account, you need to Top-Up before downloading.

1. At the main screen, scroll left to launch **VirginXL** and then search for games.
2. Follow the prompts to purchase and download the selected games.

The downloaded games are stored in the **Menu > My stuff > My games** folder in your phone.

## My graphics

You can download wallpapers and screensavers to your phone from the Virgin Mobile Web site at [www.virginmobileusa.com](http://www.virginmobileusa.com) or directly from your phone using **VirginXL**. Select **Menu > My stuff > My graphics > Get more graphics**. Charges apply.

**Note:** If you don't have enough money in your account, you need to Top-Up before downloading.

1. At the main screen, scroll left to launch **VirginXL** and then search for graphics.
2. Follow the prompts to purchase and download the selected graphic.

The downloaded graphics are stored in the **Menu > My stuff > My graphics** folder in your phone.

**Note:** You can assign downloaded graphics as either screensavers or wallpapers.

To assign downloaded graphics:

1. At the main screen, select **Menu > My stuff > My graphics**.
2. Select **My pictures, VirginXL graphics, Wallpapers, Screensavers** or **Caller IDs**, and then **OK**.
3. Scroll to the graphic you want to assign and select **Options**.
4. Select **Assign** or **Set default**, and press the **OK** key.

## My other stuff

You can download other stuff to your phone from the Virgin Mobile Web site at [www.virginmobileusa.com](http://www.virginmobileusa.com) or directly from your phone using **VirginXL**. Select **Menu > My stuff > My other stuff > Get more stuff**. Charges apply.

**Note:** If you don't have enough money in your account, you need to Top-Up before downloading.

1. At the main screen, scroll left to launch **VirginXL** and then search for applications.
2. Follow the prompts to purchase and download the selected application.

The downloaded applications are stored in the **Menu > My stuff > My other stuff** folder in your phone.

## My sounds

You can record and save voice memos and all received, attached sound files to My sounds. To listen to saved sounds or recorded voice memos:

1. At the main screen, select **Menu > My stuff > My sounds**.
2. Select **Saved sounds** or **Voice memos** and then **OK**.
3. Highlight a sound and select **Options**.
4. Highlight **Record new, Erase, Lock/Unlock, Rename, Details**, or **Erase all** and press the **OK** key.



## 10 Recent calls

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### Call lists

Details on the last 60 calls you made, received, or missed are stored in the Recent Calls list and are identified by the following icons:



Outgoing call



Incoming call



Missed call (flashing)

### View recent calls

1. Select **Menu** > **Recent calls** and one of the following:
  - **All calls** displays all calls made or received.
  - **Incoming calls** displays calls answered.
  - **Outgoing calls** displays calls made.
  - **Missed calls** displays calls received, but not answered.
2. Highlight a recent call.
3. Press the **Send** key to call the number or select **Options** and one of the following:
  - **Save** creates a new contact or **View** displays the contact's detail screen.
  - **Send text msg** sends a text message to the number.

- **Send picture msg** sends a picture message to the number.
- **Erase record** deletes the call from the call list.

**Note:** If the phone number is classified as “secret,” you must enter your four-digit lock code to access it.

### Missed calls

When you have missed a call, “Missed Call” appears on your screen unless the caller leaves a voicemail. You can do one of the following:

- To clear the screen, select **OK**.
- To view the call details, select **Calls** and press the **OK** key.
- To return the call, select **Calls** and press the **Send** key.

### Set alert for missed calls

You can set an alert to beep every five minutes after you have missed a call. Select **Menu** > **Settings** > **Sounds** > **Alerts** > **Missed call alert** and select a ringtone from the list. (Scroll through the list to hear the different ringtones.)

## Erase call lists

You can erase your phone's call lists.

1. Select **Menu** > **Recent calls** > **Erase call lists** > **All calls, Incoming calls, Outgoing calls, or Missed calls.**
2. Select **Yes.**

## Call timers

You can track the number and duration of calls made and received on your phone. Select **Menu** > **Recent calls** and one of the following:

- **Recent calls timer** tracks all calls you have made and received since you last reset this timer. To reset this timer to zero, select **Reset.**
- **All calls timer** tracks all calls you have made and received. You cannot reset this timer.

# 11 Pictures

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The following are some tips for you to operate your phone's camera:

- You cannot activate the camera while on an active call or while browsing files in the media gallery.
- Once the camera is active, the main screen acts as the viewfinder.
- If you get a “Low memory” error, check your resolution and quality compression settings.
- If there is no activity within 45 seconds after you turn your camera on, the camera quits and returns to the previous launch point.
- Menu settings and options can only be accessed when the camera is active.

## Taking a picture

To take a picture:

1. Activate the camera in one of the following ways:
  - Press the **Camera** key until the camera screen appears.
  - Select **Menu > Pictures > Take a picture**.
2. Focus on the image using the phone's display as a viewfinder.
3. Take a picture in one of the following ways:
  - Press the **OK** key.
  - Press the **Camera** key.

- Select **Capture**.
4. The picture is saved to the **My pictures** folder.
  5. Select **Send** to create a picture message or **Erase** to delete the picture from your phone.
  6. Press the **End** key to exit picture mode.

## Picture mode options

You can set up how your camera takes pictures. While in picture mode, select **Options** and one of the following:

- **Settings** displays the following camera settings you may set up prior to taking a picture:
  - **Flash** sets the camera flash as **Automatic**, **On**, or **Off**.
  - **Resolution** sets the horizontal and vertical number of pixels for the picture.
  - **Low light mode** brightens the picture for low light environments.
  - **Self timer** sets up a countdown timer to automatically take a picture when the timer expires. When set, the camera beeps from 3 seconds down to the time the shutter automatically snaps the picture (unavailable for Multishot mode).

- **Multishot** takes up to six multiple pictures with the **Camera** key pressed and held. A tone plays each time a picture is taken. A second tone plays when the final picture is taken.
  - **Shutter sound** sets the sound used when the camera takes a picture.
  - **White balance** adjusts the camera for different lighting.
  - **Color tone** sets the color tone of the picture.
  - **Picture quality** sets the picture compression. The higher the compression, the better the detail of the picture (higher pixel rate). When set to **High**, the picture file size is larger, using more memory.
  - **LED** flashes the indicator light when taking a picture.
  - **Viewfinder display** sets the camera viewfinder as **Fullscreen** or **Actual**.
  - **Brightness** adjusts the brightness of the image in the main screen LCD.
  - **My pictures** displays all pictures taken and stored.
  - **Last picture** displays the most recently taken picture.
  - **Frames** adds a frame or a stamp to your picture. A frame or stamp cannot be removed once it has been used in a picture. The picture resolution changes to **120 x 160** (with the number keypad) or **160x120** (with the QWERTY keypad) while taking pictures with **Frames** enabled. The resolution returns to the original setting with **Frames** disabled.
- Note:** The following settings revert to the default setting each time you enter and exit the camera application: **Low light mode**, **Self timer**, **Multishot**, and **Viewfinder display**.

## Picture mode indicators and icons

The camera may display the following on screen indicators and icons.

**Note:** Numbers in the top right corner indicate the number of snapshot remaining. Numbers in the bottom left corner indicate the resolution setting for pictures.



Flash is on.



Camera is in picture mode.



Multishot feature is on.



Self-timer feature is on

# 12 Settings

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## Menu options

The contents of the Settings menu are as follows:

### Bluetooth

- On/Off
- My devices
- Settings

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- Disabled

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- Ringtones
- Business ringtones
- Personal ringtones
- Flip closed
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**Note:** Some features may not be available. For more information, visit [www.virginmobileusa.com](http://www.virginmobileusa.com).

## Bluetooth

The Bluetooth® wireless technology on your phone enables wireless connectivity with headsets. You must use a Bluetooth wireless technology device (compatible with Class 2 Bluetooth wireless technology, version 1.2) in order to use this phone wirelessly. Bluetooth wireless technology accessories have the  symbol. For additional information on carrier-supported profiles and third-party accessory compatibility for Bluetooth wireless technology, visit [www.kyocera-wireless.com/support](http://www.kyocera-wireless.com/support).

### Turning Bluetooth on

You must turn on your phone's Bluetooth feature to use it with Bluetooth wireless technology headsets. Select **Menu > Settings > Bluetooth > On/Off** and one of the following:

- **On Visible** allows other headsets to find your phone.
- **On Invisible** hides your phone for all headsets except those listed in your **My devices**.
- **Off** prohibits your phone from being used with any Bluetooth wireless technology headset. To prolong battery life, it is recommended to set **Bluetooth to Off** when you are not using it.

When you turn Bluetooth On the first time, you are prompted to do a device search. Then you can pair with a headset.

## Pairing

You must first “pair” your phone with the Bluetooth wireless technology enabled headset to allow your phone to communicate with it. Refer to the following instructions for setting up Bluetooth wireless technology in conjunction with the user guide provided with your Bluetooth wireless technology headset.

1. Select **Menu > Settings > Bluetooth > On/Off > On Visible** or **On Invisible**.
2. Prepare the Bluetooth wireless technology headset (Bluetooth accessory) for pairing as described in the other headset's user guide.
3. Select **Menu > Settings > Bluetooth > My devices > Find new**. Your phone then searches and detects visible Bluetooth wireless technology enabled headsets in the vicinity.
4. With headsets found, select **Add** to see the list.
5. Highlight your desired headset and select **Add**.

**Note:** When pairing is initiated from another Bluetooth wireless technology headset, you are prompted to accept or reject the pairing.

6. If necessary, enter the password provided in the Bluetooth wireless technology headset's user guide and select **OK**.

Your phone waits for the headset's response. With the password accepted, the headset shows in **My devices**.

## Using Bluetooth

Before you can use the Bluetooth wireless technology functions of your phone, you must get your phone ready to communicate with a headset. This is called “connecting.”

### Connecting to a headset

To connect your phone to an audio Bluetooth wireless technology headset:

1. Select **Menu > Settings > Bluetooth > My devices**.
2. At the device list, highlight a headset and select **Connect**.

A notification appears confirming the connection. You can now use the headset with your phone.

### Disconnecting from a headset

To disconnect your phone from an audio Bluetooth wireless technology headset:

1. Select **Menu > Settings > Bluetooth > My devices**.
2. At the device list, highlight a headset and select **Disconnect**.

## Device list options

You can change or review the information about each headset you paired with your phone.

1. Select **Menu > Settings > Bluetooth > My devices**.
2. Highlight your desired headset.
3. Select **Options** and one of the following:
  - **Rename** to rename the headset.
  - **Delete** to remove the headset from your phone if you are no longer going to use it.
  - **Services** to view a description of the headset.

## Bluetooth settings

You can set how your phone interacts with Bluetooth wireless technology devices. Select **Menu > Settings > Bluetooth > Settings** and one of the following:

- **My name** changes the name of your phone for other devices it is paired with to identify.
- **Visible duration** sets the time your phone remains visible to other devices.
- **Services** shows the list of the Bluetooth wireless technology service protocol supported by your phone.

# Keyguard

## Lock the keyguard

The keyguard locks the external number keypad on your phone to prevent accidental keypresses when the phone is turned on and a call is not in progress. You can still answer or silence an incoming call.

- To lock the keypad, press and hold the \* **Shift** key.
- To unlock the keypad, select **Keyguard** and press the **OK** key.

## Set the keyguard

You can set the phone to lock the keypad automatically when the flip is closed. Select **Menu > Settings > Keyguard > Guard on close** to activate the keyguard everytime the flip is closed.

## Sounds

Your phone has several settings for sound control. You can select from a variety of ringtones and control the volume.

# Volume

## Ringtone, Key, Earpiece, and Speakerphone Volume

To adjust the ringtone, keypad tone, earpiece, or speakerphone volume:

1. Select **Menu > Settings > Sounds > Ringtone volume, Key volume, Earpiece volume, or Spkrphone volume.**
2. Scroll right to increase the volume, or left to decrease the volume.
3. Select **Save.**

## Smart volume

To automatically adjust the volume during a call based on surrounding noise levels, select **Menu > Settings > Sounds > Smart volume > Enabled.**

## Ringtones

Your phone has multiple ringtones you can choose for incoming calls. You can also assign ringtones for contacts in your business or personal group. Select **Menu > Settings > Sounds > Ringtones, Business ringtones, or Personal ringtones** and a ringtone. You can hear the ringtones as you scroll down the list.



## Flip Sounds

To set your phone's sound tones when its flip closes or opens, select **Menu > Settings > Sounds > Flip closed** or **Flip open** and a sound. You can hear the sounds as you scroll down the list.

## Power on/off sound

You can set your phone to play a sound when it powers on or off. Select **Menu > Settings > Sounds > Power on/off sound > Enabled**.

## Key length

To control the length of the keypad tones, select **Menu > Settings > Sounds > Key length** and one of the following:

- **Normal** sets the keypad tones to normal length.
- **Long** sets the keypad tones to long length.

## Alerts

### Minute alert

Your phone can alert you with a short beep ten seconds before each minute passes during a call. Select **Menu > Settings > Sounds > Minute alert > Enabled**.

## Other alerts

You can choose the alert type for voicemails, pages, text messages or missed calls. Select **Menu > Settings > Sounds > Alerts > Msg alert, Page alert, Voicemail alert, or Missed call alert** and a ringtone. Scroll through the list to hear the different ringtones. You can also select **Menu > Settings > Sounds > Alerts > Reminder > On** to set the phone to notify you with the selected ringtone every five minutes until you address the alert.

## Display

### Greeting banner

The banner is the personal label for your phone. It appears on the main screen above the time and date. The banner can be up to 14 characters long. To change your banner:

1. Select **Menu > Settings > Display > Greeting banner**.
2. Select **Edit** and press the **Back** key to clear the current banner.
3. Enter your new text and select **Save**.

## Menu style

To select a menu style, select **Menu > Settings > Display > Menu style** and one of the following:

- **Graphic** displays icons of each menu item, with its name at the bottom of the screen.
- **List** displays a list of each menu item.

The next time you select **Menu** from the main screen, your selected menu style appears.

## Wallpapers

You can select a wallpaper for your phone's main screen.

1. Select **Menu > Settings > Display > Wallpapers**.
2. Select one of the following options:
  - Scroll to highlight a wallpaper, press the **OK** key, and select **Assign** to select a wallpaper.
  - Select **Options > Take a picture** to take a new picture.
  - Select **Options > My pictures** to select an existing picture.
  - Select **Options > My graphics** to select an existing image.
3. Follow the prompts to save your selection.

## Screensavers

Screen savers appear on the main screen when the flip is open or closed. A screen saver activates 10 seconds after the last keypress. Incoming calls and alerts override the screen savers. See “Wallpapers” on page 50.

## Backlight

Your screen lights up while you are in a call or when you press a key on the keypad. The backlight automatically turns off when the phone is inactive.

## Backlight duration

You can set the length of time that bright backlighting remains on. Select **Menu > Settings > Display > Backlight > Duration** and one of the following:

- **Disabled** turns backlighting off.
- **7 seconds, 15 seconds, or 30 seconds** turns backlighting on for the set time after your last keypress.
- **7 sec. & in call, 15 sec. & in call, or 30 sec. & in call** turns backlighting on for the duration of a call, and for the set time after your last keypress.

**Note:** The “in call” settings drain the battery more quickly.

## Power save mode

You can conserve battery life by activating power save mode to dim the backlight. The power save mode sets the backlight of the phone to the lowest level. Select **Menu > Settings > Display > Backlight > Pwr save mode > On**.

## Auto-hyphen

Auto-hyphenation, when enabled, automatically inserts hyphens into your phone numbers to be consistent with the U.S. dialing plan, such as 1-222-333-4444. Select **Menu > Settings > Display > Auto-hyphen > Enabled**.

## Time and date format

Your phone can display different time/date formats. Select **Menu > Settings > Display > Time/Date format** and a format.

## Brightness

To change the brightness of the display:

1. Select **Menu > Settings > Display > Brightness**.
2. Scroll to change the brightness.
3. Select **Save**.

## Convenience

Your phone provides you with settings that may make your phone more convenient to use.

## Open to answer

You can open the flip of your phone to answer a call. Select **Menu > Settings > Convenience > Open to answer > Enabled**.

## Fast find

To use fast find, select **Menu > Settings > Convenience > Fast find > Enabled**.

With Fast find enabled, you can press one or two keys to view close matches of the number you are looking for.

1. With the number keypad, from the main screen, press the keys corresponding to the letters of the name you want to find. A matching contact or speed dial entry appears.
2. Highlight the contact you want and press the **Call** key to call the number.

## Frequent list

To use frequent list, select **Menu > Settings > Convenience > Frequent list > Enabled**.

From the main screen, select **Contacts**. With the **Frequent list** enabled, the last 15 contacts of your most frequently called contacts appear. Scroll past the double line to view the entire contacts list.

## Hold call

With the Hold call feature, you can place incoming calls on hold until you are ready to answer them.

**Note:** The Hold call feature does not work with the Open to answer feature enabled. See “Open to answer” on page 51.

## Enable hold call feature

1. Select **Menu > Settings > Convenience > Hold call** and one of the following:
  - **Disabled** turns hold call off.
  - **Enabled** turns hold call on.
  - **Re-record msg** records a new hold call message.
2. With no hold message recorded, the phone prompts you to record one, such as “Please hold. I’ll answer in a minute.”
3. Record the message twice, as prompted.
4. Select **Save** to save the message or **Options** and one of the following:
  - **Play** to replay your message.
  - **Re-record** to record your message again.
  - **Exit** to exit.

The next time a call comes in, you can place it on hold.

## Place a call on hold

You can place a call on hold once you have enabled the Hold call feature.

**Note:** If you are already on a call and you receive another call, you cannot place the incoming call on hold. With no call waiting enabled, the call goes to voicemail instead.

When a call comes in:

1. Select **Hold call**. The caller is placed on hold and then hear your recorded hold message.
2. Select **Answer** to speak to the caller on hold or **End call** to hang up without speaking.

## Change the hold message

1. Select **Menu > Settings > Convenience > Hold call > Re-record msg**.
2. Record the message twice, as prompted.
3. Select **Save** to save the message or **Options** and one of the following:
  - **Play** to replay your message.
  - **Re-record** to record your message again.
  - **Exit** to exit.

## 1-Touch dialing

The 1-touch dialing feature is the fastest way to speed dial a contact that has a speed dial location. To use 1-touch dialing, you must enable 1-touch dialing on your phone and have a speed dial location assigned to a contact. To enable 1-touch dialing, select **Menu > Settings > Convenience > 1-Touch dialing > Enabled**. To call a contact that has a speed dial location, press and hold the speed dialing number.

**Note:** If it is a two-digit number, press the first digit briefly, then press and hold the second digit. For example, if the speed dialing location is 15, press 1 briefly, then press and hold 5.

## Any key

To set the phone to answer or silence calls when you press any key, select **Menu > Settings > Convenience > Any key > Any key answer** (to answer calls with any key except the **End**, **Back**, or **Navigation** key) or **Any key mute** (to mute the ringtone on incoming calls with any key except the **Send** or **Speakerphone** key).

## Call options

Use **Call options** to customize the voice commands.

### Add voice dial

You can add a new voice dial to your phone.

1. Select **Menu > Settings > Call options > Add voice dial**.
2. At the voice prompt, say a name.
3. At the voice prompt, repeat the name.
4. Select one of the following:
  - **Add New** creates a new contact.
  - **Add to existing** adds the voice tag to an existing contact.

## Erase voice dial

You can erase all existing voice dial tags from your phone. Select **Menu > Settings > Call options > Erase voice dial > Yes**.

## Voice training

If your phone is having trouble recognizing your voice, you can train with the **Yes**, **No**, and **Wake up** commands. Select **Menu > Settings > Call options > Voice training > OK > Train All** or the item you want to train. Follow the prompts for each word until training is complete.

## Voice wake-up

You can set your phone to make a call using a hands-free accessory.

**Note:** Voice wake-up does not work with keypad active.

### Enable voice wake-up

Select **Menu > Settings > Call options > Voice wake-up > With accessory** to enable calls with an accessory.

### Use voice wake-up

To wake up the phone:

1. Say “Wake Up” and listen for a tone.
2. Say “Wake Up” again until you hear two tones.

If the phone does not recognize your Wake Up command, see “Voice training” on page 53.

## Voice answer

You can set your phone to answer a call automatically when using a hands-free headset.

### Enable voice answer

Select **Menu > Settings > Call options > Voice answer > Enabled** to enable answering a call with an accessory. To use the Voice answer feature, you must have the Auto-answer feature (see “Auto-answer” on page 56) disabled and the phone set to Normal Sounds.

### Use voice answer

When you receive an incoming call, the phone prompts “Incoming call, answer?” or “Incoming roam call, answer?” If the caller is recognized as a contact entry in your phone, the phone prompts “Incoming call from (Name), answer?”

Say “Yes” or press any key except the **End** key to answer. Say “No” and press the **End** key to silence the alert. Remain silent. The voice alert repeats twice and the phone rings once, then returns to the main screen.

### Expert mode

With the expert mode enabled, instead of speaking a command following the initial voice prompts, you can speak the command after you hear a tone.

Select **Menu > Settings > Call options > Expert mode** and one of the following:

- **Normal** sets phone to default voice prompts.

- **Expert** sets phone to sound tones instead of voice prompts.

## Auto-answer

With a hands-free headset attached, you can set your phone to answer automatically. Select **Menu > Settings > Call options > Auto-answer > After 5 seconds** to set the phone to automatically answer after 5 seconds.

## Messaging

Messaging settings help configure your phones text and picture message settings. See “Message settings” on page 28.

## Camera

You can set up how your camera takes pictures. Select **Menu > Settings > Camera** and one of the following:

- **Resolution** sets the horizontal and vertical number of pixels for the picture.
- **Picture quality** sets the picture compression. The higher the compression, the better the detail of the picture (higher pixel rate). When set to **High**, the picture file size is larger, using more memory.
- **Shutter sound** sets the sound used when the camera takes a picture.
- **Viewfinder display** sets the camera viewfinder as **Fullscreen** or **Actual**.

## Security

This section describes all the features involved in securing your phone and preventing access to personal information. All security features are shielded by a four-digit lock code.

### Lock phone

When your phone is locked, you can call only emergency numbers or Virgin Mobile's customer service number. You can still receive incoming calls.

1. Select **Menu > Settings > Security**.
2. Enter your four-digit lock code.
3. Select **Lock phone** and one of the following:
  - **Never** leaves the phone always unlocked.
  - **On power up** locks the phone every time you turn it on.
  - **Now** locks the phone immediately.

To unlock the phone:

1. From the main screen, select **Unlock**.
2. Enter your four-digit lock code.

### Change lock code

Change your lock code from the default provided by the service provider. The lock code is typically 0000 or the last 4 digits of your phone number.

1. Select **Menu > Settings > Security**.
2. Enter your four-digit lock code.
3. Select **Change lock code > Yes**.
4. Enter a new four-digit code.

5. Re-enter your new lock code.  
The lock is now changed.

### Emergency numbers

The emergency numbers feature allows you to specify three personal phone numbers that can be called when the phone is locked.

1. Select **Menu > Settings > Security**.
2. Enter your four-digit lock code.
3. Select **Emergency numbers**.
4. Select an **Unassigned** slot.
5. Enter the phone number, including the area code. Do not enter 1 before the area code.
6. Select **Done**.

You can view these numbers only when they're being entered for the first time. To make a call to an emergency number from a locked phone, you must dial the number (including area code) exactly as it is stored in Emergency numbers.

### Erase contacts

You can erase all entries from your contacts list.

1. Select **Menu > Settings > Security**.
2. Enter your four-digit lock code.
3. Select **Erase contacts > Yes > Yes**.

## Network

### Privacy alert

To set your phone to alert you when enhanced digital CDMA privacy is lost or regained, select **Menu > Settings > Network > Privacy alert > Enabled**.

### Location

Use this setting to share your location information with network services other than emergency services (for example, 911, 111, 999 and 000) in markets where service has been implemented. Select **Menu > Settings > Network > Location** and one of the following:

- **911 only** (default) shares your position information only with emergency services when you call your 3-digit emergency code.
- **Location on** shares your position information, in addition to emergency services.

**Note:** This feature works only when your phone is in digital mode. You cannot turn off the locator to emergency services.

## Accessories

This section describes settings that affect the accessories you use with your phone.

### Headset sound

With a headset attached to your phone, the ringtone can be played through the headset or phone speaker. Select **Menu > Settings > Accessories > Headset sound** and one of the following:

- **Out of phone** rings from the phone speaker.
- **Out of headset** rings from the headset.

### Auto-answer

With a hands-free headset attached, you can set your phone to answer automatically. Select **Menu > Settings > Accessories > Auto-answer > After 5 seconds** to set the phone to automatically answer after 5 seconds.

### Power backlighting

You can set backlighting to remain on when an external power source, such as the AC adapter, is used with the phone.

**Note:** Power backlighting may not be available with the optional desktop charger or other accessories. The battery charges more slowly with power backlighting on.

Select **Menu > Settings > Accessories > Pwr backlighting > Normal or Always on**.



**Tip:** Use the power backlighting as a night light when traveling.

## TTY device

You can connect the phone to a TTY device for the hearing impaired.

**Note:** Enable **TTY device** only when using the phone with a TTY device.

1. Connect the TTY device to the phone.
2. Select **Menu > Settings > Accessories > TTY device** (or enter **##889** from the main screen and select **TTY**) > **OK** > **TTY on**.

## Hearing aid

You can use your phone with a hearing aid device.

Select **Menu > Settings > Accessories > Hearing aid > OK > Enabled**.

**Note:** Enable **Hearing aid** only when using the phone with a hearing aid device.

## Phone information

You can access information regarding your phone. Select **Menu > Settings > Phone info** and one of the following:

- **Build info** shows specific software and hardware information for your phone.
- **Icon keys** shows the icons used by your phone.

## 13 Tools

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### Voice memo

The Voice memo tool enables you to record and play back audio memos.

#### Record voice memos

To record new voice memos:

1. Select **Menu > Tools > Voice memo > Record new**.
2. Record your voice memo. Select **Stop** when you are done.
3. Select **Save** to save your memo.

If an incoming call is received while you are recording a memo, the memo is saved and the incoming call screen appears.

#### Review voice memos

To play and use voice memos:

1. Select **Menu > Tools > Voice memo > Recorded memos**.
2. At the file list, highlight a file.
3. Select **Play** to listen to the memo or **Options** and one of the following:
  - **Record new** to record a new voice memo.
  - **Erase** to erase the memo.
  - **Lock** to prevent accidental erasing of the sound.

- **Rename** to rename the sound.
- **Details** to look at details of the file.
- **Erase all** to erase all memos stored.

#### Playback tools

When you playback a sound, scroll left or right to select the playback tools displayed on the screen.



Start or continue the file.



Stop the playback.



Pause the playback.



Mute the playback.



Unmute the playback.

#### Scheduler

Use the Scheduler to schedule events and set reminder alerts.

#### Create an event

1. Select **Menu > Tools > Scheduler > Add new event**.
2. At the Event Name field, enter a name. Scroll down to move to the next field when done.
3. At the Type field, press **OK** and scroll through the list to select a type.

4. At the Date field, press **OK** to change the date.
  - Scroll left or right to move between month, day, and year fields.
  - Scroll up or down to change month, day, and year.

Press **OK** to save date and move to the next field.

5. At the Time field, press **OK** to change the time.
  - Scroll left or right to move between hour, minute and AM/PM fields.
  - Scroll up or down to change hour, minute and AM/PM.

Press **OK** to save time and move to the next field.

6. At the Duration field, press **OK** to change the duration.
  - Scroll left or right to move between hour and minute fields.
  - Scroll up or down to change hour and minute.

Press **OK** to save duration and move to the next field.

7. At the Priority field, press **OK** and select a priority from the list.
8. At the Reminder field, press **OK** and select a reminder from the list.
9. At the Reminder Sound field, press **OK** and select a reminder sound from the list.

10. At the Silent Mode field, press **OK** and select a Silent mode setting.

11. At the Recurring Event field, press **OK** and select an option from the list.

12. Select **Save**.

## View events

You can view the events saved to the scheduler.

### View by date

1. Select **Menu > Tools > Scheduler** and one of the following:
  - **View month** to see the current month. Days with events are highlighted. Scroll through the calendar and press **OK** to select a date.
  - **View day** to see the current date. Scroll right or left to move to another date.
  - **Go to date** to select a specific date. Scroll left or right to move between month, day, and year fields. Scroll up or down to change month, day, and year. Press **OK** to select the date.
2. At the day view, do one of the following:
  - Highlight an existing event and press the **OK** key to view the event detail.
  - Highlight a time and select **Add new** to create a new event.
  - Select **Options > Go to today** to return to the current date.

- Select **Options** > **Go to Date** to select a specific date.
- Select **Options** > **Erase all Events** to erase all event for that date.

## View by list

1. Select **Menu** > **Tools** > **Scheduler** > **View all events**.
2. At the event list, highlight a event.
3. Select **View** to see the event detail or one the of the following:
  - Select **Options** > **Sort by time** to sort events by time.
  - Select **Options** > **Sort by type** to sort events by type.
  - Select **Options** > **Sort by priority** to sort events by priority.

## Modify an event

You can modify existing events. From the event detail screen, you can select **OK** to return to the previous screen or **Options** and one the following:

- **Edit** to change the event.
- **Erase** to erase the event.
- **Copy** to copy the event.

## Scheduler settings

You can change the default settings of your scheduler.

Select **Menu** > **Tools** > **Scheduler** > **Settings** and one the following:

- **Scheduler hours** to change the work day.
- **Auto delete** to select when events are automatically deleted.
- **Priority** to select the priority given to new events.
- **Reminder** to select the reminder given to new events.
- **Reminder sound** to select the sound alert given to new event reminders.
- **Silent mode** to select whether phone is in Silent mode during the duration of new events.

## Alarm clock

You can set up to four alerts with your phone's three alarm clocks and one quick alarm.

**Note:** The alert occurs only if the phone is on.

## Use alarm clocks

1. Select **Menu** > **Tools** > **Alarm clock**.
2. Highlight one of the alarms and select **Set**.
3. At the Time field, press **OK** to change the time.
  - Scroll left or right to move between hour, minute and AM/PM fields.

- Scroll up or down to change hour, minute and AM/PM.

Press **OK** to save time and move to the next field.

4. At the Alarm Sound field, press **OK** and select a sound from the list.
5. At the Recurring Alarm field, press **OK** and select an option from the list.
6. At the Note field, enter a note and press **OK**.
7. Select **Save**.

When the alarm rings, select **Off** to turn off the alarm or **Snooze** to silence the alarm for 10 minutes.

**Tip:** Opening the flip turns off the alarm.

## Use quick alarm

1. Select **Menu > Tools > Alarm clock**.
2. Highlight the quick alarm and select **Set**.
3. At the Time field, select a time option. A notification shows the quick alarm is on.

When the quick alarm rings, select **Off** to turn off the alarm or **Reset** to set the quick alarm again.

## Tip calculator

The Tip calculator helps you calculate how much tip to include with a bill.

1. Select **Menu > Tools > Tip calculator**.
2. Enter the amount of your bill and select **Next**.

3. Select the percentage amount to tip. The new bill amount is shown.
4. Select **Done** to return to menu or **Split** to split the bill.
5. To split the bill, enter the number of guests and select **Next**. The phone shows the amount each guest pays. Select **Done** to return to menu.

## Calculator

Use the Calculator for basic mathematical equations.

1. Select **Menu > Tools > Calculator**.
2. Enter the first number.
3. Use the **Navigation** key to select mathematical operation.
  - Press left to multiply.
  - Press right to divide.
  - Press up to add.
  - Press down to subtract.
4. Enter the second number and press **OK** to get the result.
5. Select **Exit** to return to menu or **Options** and one of the following:
  - **M+** adds the displayed result to the value stored in memory.
  - **MR** displays the currently stored value on the screen.
  - **MC** clears the currently stored value in memory.

## Timer

The Timer counts down for the specified time and beeps when that amount of time has elapsed.

1. Select **Menu > Tools > Timer > Set**.
2. At the Set Timer, enter the time length.
  - Scroll left or right to move between hours, minutes and seconds fields.
  - Scroll up or down to change hours, minutes and seconds.
3. If need, select **Sound** and one of the sounds to change the sound.
4. To work the timer, select the following options:
  - **Start** to begin the countdown.
  - **Stop** to pause the countdown.
  - **Reset** to clear the timer.

When the countdown is complete select **Off** to silence the alarm.

## Stopwatch

The Stopwatch counts time for you.

1. Select **Menu > Tools > Stopwatch**.
2. To work the stopwatch, select the following options:
  - **Start** to begin counting.
  - **Stop** to pause counting.
  - **Reset** to clear the stopwatch.

Press the **Back** key to return to the menu.

## Flashlight

Your phone comes with a flashlight. Select **Menu > Tools > Flashlight > Turn on** to activate the light, which stays on until you turn it off.

**Note:** You can also press and hold the **Back** key to turn on the flashlight. Once you release the **Back** key, the flashlight turns off.

## 14 Voice recognition

---

With voice features, you can call a contact, dial a phone number, access menus, or find contact information from your voice dial list using voice recognition.

**Note:** You cannot use voice recognition to end a call; you must press the **End** key when the flip is open.

### Voice dial list

To call or find a contact using voice dial you must add the contact to your voice dial list. The contact name must not have more than three words or components for voice dialing recognition.

### Add a voice tag

You can add a voice dial tag to your phone. See “Add voice dial” on page 53.

### Edit a voice tag

To edit existing voice dial tags;

1. Select **Menu > Contacts > Voice dial list**.
2. Select your desired contact.
3. Highlight the number with a voice tag and select **Options > Add voice dial, Edit voice dial or Erase voice dial**.
4. Follow the prompts.

### Voice commands

With voice commands, you speak your commands into the phone's microphone.

### Start voice commands

1. Press the **Call** key to initiate voice commands. The phone prompts, “Say a name or say dial”.
2. Say one of the following commands and follow the voice prompts.
  - “**Say a name**” to call a contact on your voice dial list.
  - “**Dial**” to speak the digits of the phone number.
3. Press the **Call** key again to exit and go to the Recent calls list.

### Call a contact

Before calling a person, you need to add the contact name to the Voice dial list. See “Add voice dial” on page 53.

1. From the main screen, press the **Call** key. The phone prompts, “Say a name”.
2. Say the name of the person you want to call.
3. If the name you said matches a contact in the Voice dial list, the phone responds: “Calling (Name).” Remain silent to make the call, or say “No” to cancel.

4. If the phone finds multiple voice tags that sound like the name you said, the phone lists the names and asks you to verify which name you want to call. Say “Yes” when you hear the correct name. Say “No” when you hear an incorrect name.
5. Press the **End** key to end the call.

## Call Using Digit Dial

When using digit dialing, you speak digits to dial a phone number.

**Note:** You cannot speak a string of digits. You must speak one digit at a time and wait for the prompt.

1. From the main screen, press the **Call** key. The phone prompts, “Say a name or say dial”.
2. Say “Dial”. The phone responds “Speak a digit”.
3. Speak the first digit of the phone number you want to call. Once the phone repeats the digit, you can speak the next digit.

If you pause, the phone prompts you with one of the following options. After the prompt, speak an option:

- Say “Clear” to erase the last digit entered. The phone responds: “Digit cleared.” To clear the entire phone number, say “Clear” again. When the phone prompts you with “Clear entire phone number?”, say “Yes” to clear or “No” to cancel.
- Say “Call” to dial the number.

- Say “Verify” to cause phone to repeat the set of digits you input.
- Say “Cancel” to exit voice recognizer and return to the main screen.
- Speak a digit to enter the next digit. Once the phone repeats the digit, you can speak the next digit or pause to hear the prompt.

4. Press the **End** key to end the call.

## Voice Command Settings

To customize the voice commands, see “Call options” on page 53.



## 15 Getting Help

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### Customer Support

To contact Virgin Mobile's customer support department for information about your phone, account history, call coverage area, and specific features available to you, such as call forwarding or voicemail:

- Go to [www.virginmobileusa.com](http://www.virginmobileusa.com).
- Dial \*VM from your Virgin Mobile phone.
- Dial 888-322-1122 from any phone.

For questions about the phone features, refer to the materials provided with your phone, or visit [www.virginmobileusa.com](http://www.virginmobileusa.com).

For additional questions, you may contact the Kyocera Wireless Corp. Customer Care Center in any of the following ways:

- Web site: [www.kyocera-wireless.com](http://www.kyocera-wireless.com).
- Email: [phone-help@kyocera-wireless.com](mailto:phone-help@kyocera-wireless.com).
- Phone: 1-800-349-4478 (U.S. and Canada) or 1-858-882-1401.

Before requesting support, please try to reproduce and isolate the problem. When you contact the Customer Care Center, be ready to provide the following information:

- The name of your service provider:  
Virgin Mobile.
- The actual error message or problem you are experiencing.

- The steps you took to reproduce the problem.
- The phone's mobile equipment ID (MEID). To locate the MEID, select **Menu > Settings > Phone info > Build info** and scroll down to MEID.

### Qualified service

If the problem with your phone persists, return the phone with all accessories and packaging to the dealer for qualified service.

### Phone accessories

To shop for phone accessories, visit [www.kyocera-wireless.com/store](http://www.kyocera-wireless.com/store). You may also call us at 800-349-4188 (U.S.A. only) or 858-882-1410.

### Product evaluation

To participate in the testing and evaluation of Kyocera Wireless Corp. products, including cellular or PCS phones, visit [beta.kyocera-wireless.com](http://beta.kyocera-wireless.com).

## 16 Consumer Limited Warranty

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Kyocera Wireless Corp. (“KYOCERA”) offers you a limited warranty that the enclosed product or products (the “Product”) will be free from defects in material and workmanship for a period that expires one year from the date of sale of the Product to you, provided that you are the original end-user purchaser of the Product and provided that your purchase was made from an authorized supplier. Transfer or resale of a Product will automatically terminate warranty coverage with respect to that Product. This limited warranty is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product.

KYOCERA shall, at its sole and absolute discretion, either repair or replace a Product (which unit may use refurbished parts of similar quality and functionality) if found by KYOCERA to be defective in material or workmanship, or if KYOCERA determines that it is unable to repair or replace such Product, KYOCERA shall refund the purchase price for such Product, provided that the subject Product (i) is returned, with transportation prepaid, to a KYOCERA authorized service center within the one year warranty period, and (ii) is accompanied by a proof of purchase in the form of a bill of sale or receipted invoice which evidences that the subject Product is within the one year warranty period (“Proof of Purchase”).

After the one year warranty period, you must pay all shipping, parts and labor charges.

This limited warranty does not cover and is void with respect to the following: (i) any Product which has been improperly installed, repaired, maintained or modified; (ii) any Product which has been subjected to misuse (including any Product used in conjunction with hardware electrically or mechanically incompatible or used with accessories not approved by KYOCERA), abuse, accident, physical damage, abnormal operation, improper handling, neglect, exposure to fire, water or excessive moisture or dampness or extreme changes in climate or temperature; (iii) any Product operated outside published maximum ratings; (iv) cosmetic damage; (v) any Product on which warranty stickers or Product serial numbers have been removed, altered, or rendered illegible; (vi) cost of installation, removal or reinstallation; (vii) signal reception problems (unless caused by defects in material and workmanship); (viii) damage the result of fire, flood, acts of God or other acts which are not the fault of KYOCERA and which the Product is not specified to tolerate, including damage caused by mishandling, shipping and blown fuses; (ix) consumables (such as fuses); or (x) any Product which has been opened, repaired, modified or altered by anyone other than KYOCERA or a KYOCERA authorized service center.

USE ONLY KYOCERA APPROVED ACCESSORIES WITH KYOCERA PHONES. USE OF ANY UNAUTHORIZED ACCESSORIES MAY BE DANGEROUS AND WILL INVALIDATE THE PHONE WARRANTY IF SAID ACCESSORIES CAUSE DAMAGE OR A DEFECT TO THE PHONE.

KYOCERA SPECIFICALLY DISCLAIMS LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, PUNITIVE, EXEMPLARY, AGGRAVATED, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, WHETHER FORESEEABLE OR UNFORESEEABLE OF ANY KIND WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, UNANTICIPATED BENEFITS OR REVENUE, ANTICIPATED PROFITS ARISING OUT OF USE OF OR INABILITY TO USE ANY PRODUCT (FOR EXAMPLE, WASTED AIRTIME CHARGES DUE TO THE MALFUNCTION OF A PRODUCT) OR CONTRIBUTION OR INDEMNITY IN RESPECT OF ANY CLAIM RELATED TO A PRODUCT.

REPAIR OR REPLACEMENT OF A DEFECTIVE PRODUCT OR REFUND OF THE PURCHASE PRICE RELATING TO A DEFECTIVE PRODUCT, AS PROVIDED UNDER THIS WARRANTY, ARE YOUR SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF THE LIMITED WARRANTY, AND SUBJECT TO THIS WARRANTY, THE PRODUCTS ARE APPROVED AND ACCEPTED BY YOU "AS IS". KYOCERA MAKES NO OTHER WARRANTIES, REPRESENTATIONS OR CONDITIONS OF ANY KIND, ORAL OR VERBAL, EXPRESS OR IMPLIED,

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Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

For warranty service information, please call the following telephone number from anywhere in the continental United States and Canada: 1-800-349-4478 or 858-882-1401; or contact KYOCERA at the following address: 10300 Campus Point Drive, San Diego, California, 92121-1582, USA, Attention: Technical Support.

DO NOT RETURN YOUR PRODUCTS TO THE ABOVE ADDRESS. Please call or write for the location of the Kyocera Wireless Corp. authorized service center nearest you and for procedures for obtaining warranty service.

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