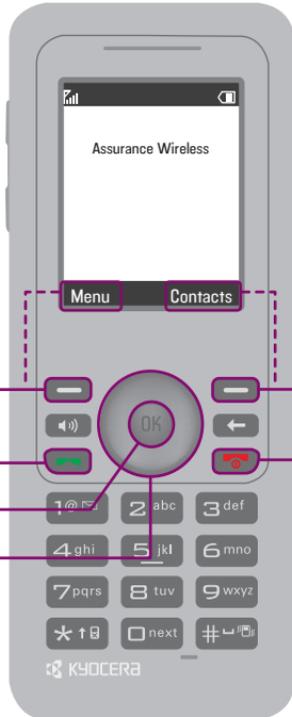


# Activate Your Phone & Start Talking

**Start Now >**

**assurance**  
wireless

# Here Are The Keys You'll Use



**Left Option Key**  
Selects Option on Left Side of Screen

**Send Key**

**OK Key**

**Navigation Key**  
Navigate Up, Down, Left, Right

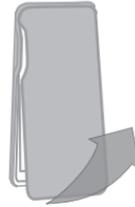
**Right Option Key**  
Selects Option on Right Side of Screen

**Power Button**  
End Key

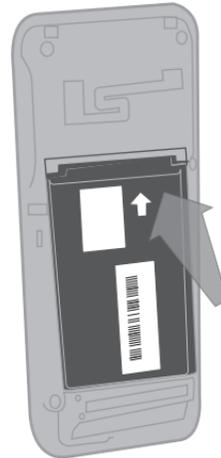
**Note:**  
Refer to User Guide for full phone overview.

# 1

## Insert The Battery



1. Remove the back cover from your phone.



2. Unwrap and insert the battery.

3. Then replace the back cover on your phone.

# 2

## Turn It On

Press and hold the red power button.



Press Here

# 3

## Select Activate

Press the right option key.



Press Here

### Note:

After you select Activate, you'll need to wait a second or two while your phone connects to the network

# 4

## Select Edit

Press the left option key. 



# 5

## Enter Your Account PIN

Type in your 10-digit Account PIN using the keypad. Then press the left option key. 

### Note:

Find your 10-digit Account PIN at the top of your Assurance Wireless approval letter, which you received in the mail.

1. Enter Your PIN



2. Press Here

# 6

## Select Submit

Press down on the navigation key.  
Then press the left option key.



1. Press Here

2. Then Press Here

# 7

## Once You See This Screen, Wait A Second Or Two



8

## Here's Your Assurance Wireless Phone Number

Write it down so you don't forget.



Your Phone Number

9

## Press Select

Press the left option key  to restart the phone.

### Note:

If you want the \$5 Talk or \$20 Talk & Text offers, add money to your account after you activate your phone.



Press Here

### That's it!

You can start using your phone once it restarts.

# Phone Basics

## Start Talking

### Make a call

Enter a phone number. Press green **Send Key** to connect.

### Ignore a call

Press **Right Option Key** to silence your ringtone and send the call to voicemail.

### Volume

Use the volume keys on the side of your phone to adjust the earpiece volume (when you're on a call) or ringtone volume (when you're not).

## Voicemail

### Set up voicemail

To set up voicemail for the first time, press and hold the **1 Key**. Then listen to the easy instructions. Select a pass code. Record your name and greeting, and set up your preferences.

### Get your voicemail

When you have new voicemail, you'll see this icon  at the top of your screen. To listen to the message, press and hold the **1 Key**.

Next >

To check your voicemail from a different phone, dial your number, hit **\* Key** during your greeting, and enter your voicemail pass code.

## Need Some Help?

Just log in at [assurancewireless.com](http://assurancewireless.com) where you can find answers to your FAQs, check your account, change your settings, add money to your account, and much more.

Or give us a call at 1-888-321-5880.

## In Case Your Phone Is Ever Lost Or Broken

Give us a call right away at 1-888-321-5880.

If you lose your phone, we'll suspend service to your phone and we can usually give you a great price on a replacement.

If your phone breaks, you might be able to receive a free replacement under the manufacturer's warranty. If it's been longer than the warranty period, we usually can offer you a great price on a replacement.

# Manage Your Account

## Do It From Your Phone:

Press **Up** on the **Navigation Key** to access My Account where you can do any of the following things:

- Check your balance
- Get your account history
- Add money (“Top-Up”)
- And a lot more

Or log in with your phone number and Account PIN at [assurancewireless.com](http://assurancewireless.com).

## Add Money (“Top-Up”)

To choose the \$5 Talk or \$20 Talk & Text Offer, add money to your account once a month. You can take advantage of the following services by adding money to your account:

- Additional minutes for 10¢ each
- 10¢ text messages
- Messaging Packs as low as \$5 for 200 messages
- 411 service at \$1.75 per call + standard airtime charges
- Great low international rates to over 200 countries
- And a lot more

Next >

## How To Top-Up

Buy Virgin Mobile Top-Up cards at thousands of stores across the country. Or, use your credit/debit card or PayPal. Check out [assurancewireless.com](http://assurancewireless.com) for more details.

## Use A Virgin Mobile Top-Up Card Or Credit/Debit Card

1. Go to Menu > My Account > Top-Up.  
(That's **OK Key** > **2 Key** > **1 Key**)

2. Then...

### For Top-Up cards:

Enter your Top-Up card's PIN number and press **OK Key**.

### For credit/debit cards or PayPal:

- Scroll down to Credit or Debit Card or PayPal and press **OK Key**.
- Enter your Account PIN and press **OK Key**.
- Enter an amount (\$10, \$20, \$30, or more) and press **OK Key** again.

3. Scroll down to Top-Up Now and press **OK Key**. And that's it.

You can also Top-Up online at [assurancewireless.com](http://assurancewireless.com).

# Access The Extras

Your Assurance Wireless phone gives you access to the following premium features from Virgin Mobile. In order to use these features, you'll need to add money to your account. They are not included in your monthly Assurance Wireless service. Go to [assurancewireless.com](http://assurancewireless.com) for the latest pricing and service details.

## Mobile Web

Access your favorite sites right from your phone.

### Surf the web

1. Go to Menu > Surf the Web.  
(That's **OK Key** > **9 Key**)
2. Then...
  - a. Choose from our featured sites.
  - b. Pick a category like News or Entertainment, or
  - c. Enter a web address of your own in the text entry box and hit **OK Key**.

### Enter a web address

1. Go to Menu > Surf the Web > More.  
(That's **OK Key** > **9 Key** > **Left Option Key** > **# Key**)
2. Enter a web address in the browser 'Go to URL' option and hit **OK Key**.

## Messaging

### Send a text message

1. Go to Menu > Messaging > Send text msg.  
(That's **OK Key** > **6 Key** > **1 Key**)
2. Select Options to access contacts, groups, or recent addresses.
3. Type your message.
4. Press Send. (**Left Option Key**)

## Downloads

Load up your phone with your favorite ringtones, ringback tones, games, graphics, apps, and more.

### From your phone

1. Go to Menu > VirginXL.  
(That's **OK Key** > **5 Key**)
2. Choose from our featured content or pick one of the categories.  
You can also do a search. Just enter the name of whatever you're looking for in the search box.
3. Hit **OK Key** to make your selection. Then follow the instructions.