

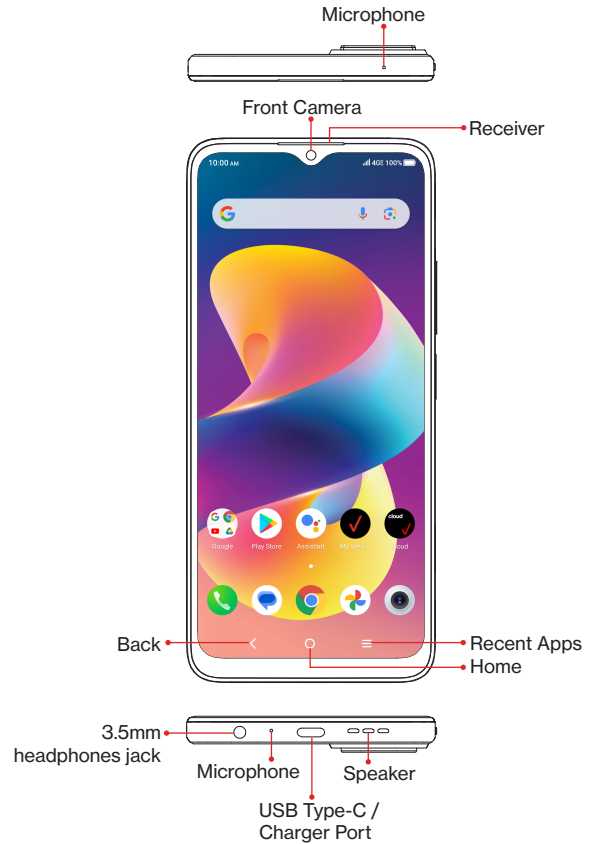
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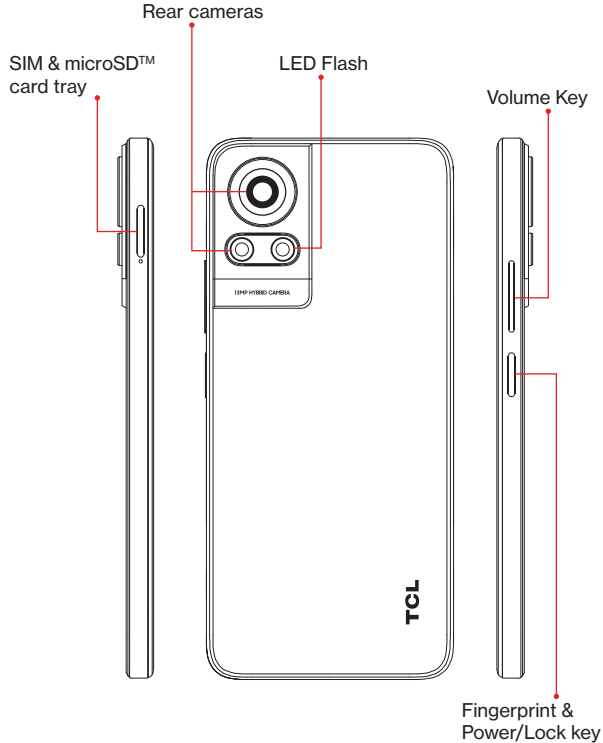
## Have questions about your Prepaid phone? You're in the right place.

Find out how to set up and use your phone, access special features, get help and lots more. We're here to help.

## About your phone



**NOTE:** Devices and software are constantly evolving – the screen images and icons you see here are for reference only.



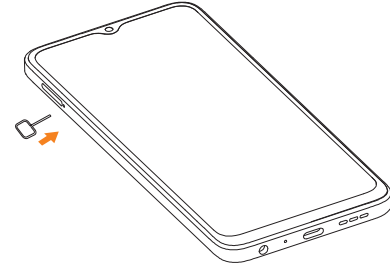
## Setting up your phone

Your phone already has a SIM card installed. For an optimal wireless experience, use the SIM installed in your new phone. MicroSD cards (capacity up to 512GB)

Note: microSD card is sold separately.

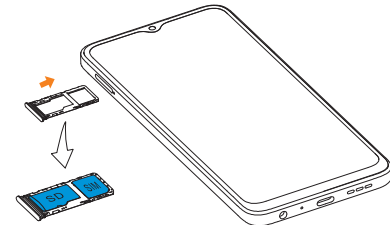
### 1. Install the SIM card /microSD card

**Step 1.** If you need to replace the NANO SIM card and/or insert an optional microSD card, use the SIM tool provided in the box to open the SIM tray.



**Step 2.** Remove the NANO SIM card/microSD card tray.

**Step 3.** Place the SIM card and/or microSD card into the tray, then slide the tray into the slot. It only fits one direction. Do not force into place. Keep the SIM tool in a safe place for future use.



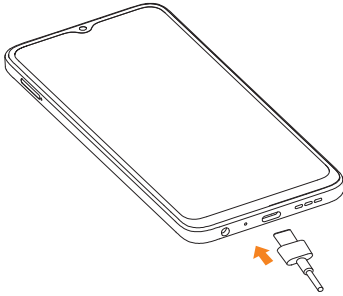
**NOTE:** A Verizon SIM card is already installed in your phone. This diagram shows SIM card location if you choose to remove or replace it.

## 2. Charge the phone

Before turning on your phone, charge it fully.

Insert the small end of the USB cable into the phone.

Insert the larger end into the charger and plug it into an outlet.




**WARNING:** Only use approved chargers with your device. Incompatible chargers or tampering with the charger port could damage your device and void the warranty.

## 3. Turn your phone on/off

To turn your phone on, press and hold the **Power/Lock** button until the screen turns on.

**NOTE:** The first time you turn on your phone, you will need to activate it.

See the Welcome Guide included with your phone. After you turn on the phone, follow the on screen instructions to set up your device.

To turn your phone off, press both the **Power/Lock** button and **Volume up** button at the same time, then tap **Power off** on the screen when it appears. You can also swipe down from the notification panel and tap  **Power off**.

### Locking/unlocking the screen

To turn on your screen, press the **Power/Lock** button. Then swipe up on the screen to unlock it.

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

# Using your phone

## Touch screen tips

Use touch gestures to move around the screen, open menus, select items, zoom in and out of web pages and more.

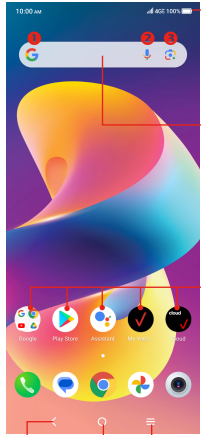
There are several touch gestures recognized by your phone:

- **Tap** – Tap the screen with your finger to select items or press buttons on the screen.
- **Touch and hold** – Touch and hold an item on the screen (such as a link in a web page) to open available options.
- **Swipe** – Swipe by quickly sliding your finger in any direction.
- **Drag** – To drag, touch and hold an item and move it to a new position.
- **Double tap** – Double tap to zoom in/out on a web page or picture.
- **Multi-touch** – Pinch or spread your thumb and index finger to zoom in or out.

## Home screen

The Home screen provides quick access to all the items (applications, shortcuts, folders and widgets) you like to use most frequently.

Touch the **Home** symbol to get instant access to the Home screen.



### Notification bar

Touch and drag down to open the notifications panel.

### Google Search bar

Touch 1 to enter text search screen.  
Touch 2 to speak to Google Assistant.  
Touch 3 to access Google Lens.

### Favorite applications tray






Touch to enter the applications.  
Touch and hold to move or change applications.

Using your phone

Back Home Recent apps

The Home screen offers multiple pages for shortcuts or applications you may download from the Play Store. Simply swipe your finger horizontally to the left. From the Home screen, swipe right to view a Google news feed page.

## Making a call




1. From the Home Screen, tap **Phone** .
2. Tap **Keypad** .
3. Enter the number you want to call in the keypad or use the **Search Contacts bar** to enter the first few letters of a contact's name. Tap the correct entry to make a call.
4. Tap **Call**  or  to place a video call.
5. To hang up a call, tap .

## Receiving a call

When you receive a call, a call window will be presented on top of the screen. Touch **DECLINE** to dismiss a call or **ANSWER** to answer a call.

Touch the call window to open the Phone call screen.




On the Phone call screen:

- Swipe Phone  up to answer the call;
- Swipe Phone  down to reject the call;
- Swipe Message  up to reject the call by sending a preset message.

To mute incoming calls, press the **Volume Key**.




Using your phone

## Setting up Voice Mail

1. From the Home screen, tap Phone .
2. Tap  and dial \*86, then tap .
3. When you hear a greeting, press # to interrupt.
4. Follow the instructions to set up your voicemail.

## Checking Voice Mail

From your phone:

1. From the Home screen, tap **Phone** .
2. From **Keypad** , press and hold number 1 

From other phones

1. Dial your wireless number
2. When the greeting begins, press # to interrupt
3. Follow the instructions to listen to, save or discard phone messages




**NOTE:** Voice mailboxes not set up within 45 days will be canceled. Your voice mailbox is not password protected until you create a password by following the setup tutorial. Voice Mail may not be available in some areas. Follow the setup instructions to password-protect your Verizon Wireless Voice Mailbox. Verizon Wireless is not responsible for missed messages or deletions of messages from your Voice Mailbox, even if you have saved them.

## Services and features

### Calling features

- Domestic Long Distance
- Caller ID
- Call Waiting
- 3-Way Calling
- Call Forwarding





### Text messaging

1. Tap **Google Message**  from the Home Screen or App Tray.
2. Tap **Start chat**  to start a new text message.
3. Enter the name or number of the recipient, or select a contact from your contacts list.
4. Compose the text message in the text box, and tap  to send.

**NOTE:** Data charges will apply when sending and receiving picture or video messages. International or roaming text charges may apply to those messages outside of the United States of America. See your carrier agreement for more details about messaging and related charges.

### Picture and video messaging


Take pictures or videos and send them to almost any email address, or to other phones.

1. From the Home screen, tap **Google Message**  then to begin a text message tap **Start chat** .
2. Enter the name or number of the recipient, or select a contact from your contacts list.
3. Tap  and choose the pictures or videos you want to send.
4. After attaching the pictures or videos, tap  to send.

For pricing details please visit [verizonwireless.com/prepaid](http://verizonwireless.com/prepaid).

## Web browsing


From the Home Screen, tap **Chrome** .

Then type a search term or web address in the Google search box and press .

## Apps and more

Play it up with music, ringtones, wallpapers, apps and games. Keep up with Twitter™ and Facebook. We've got apps that help you do it all. Data charges may apply.

## Installing apps

From the Home Screen, tap **Play Store** .

## Verizon Cloud




Verizon Cloud offers secure online storage to back up your contacts and sync them with your other cloud-connected devices.

To learn more, go to [vzw.com/cloud](http://vzw.com/cloud).

## Google Assistant

Google Assistant is built into your phone. When activated, Google Assistant will pop-up on your screen to let you know it is listening- speak your command when ready.

There are multiple ways to access it:

1. Press and hold the **Home**  and speak your command.
2. Tap the Microphone  on the Google Search bar located at the top of the Home screen and speak your command.
3. Be sure your phone is on and unlocked, then say out loud, "Hey Google" followed by a new command.
4. Tap the "Google Assistant"  app from the Home screen and speak your command.
5. Press and hold the **power/Lock** button and speak your command.

## International services

Keep in touch with family and friends while at home and abroad with our Prepaid International plans.

## TravelPass

Take your domestic talk, text and data allowances with you for a low daily rate. You're only charged on the days you use your wireless plan abroad. For additional details, including rates, visit [vzw.com/prepaidglobal](http://vzw.com/prepaidglobal).

## Location based services

This phone can determine its location, which is useful for services such as navigation, shopping and weather. For your safety, it's defaulted to acquire your location only when you dial 911. To use location-based services, swipe up from Home screen, tap **Settings > Location**.

## Support and more

The Help app gives you tips, videos and other information on how to use your phone, including:



Making calls



Voice mail



Sending texts



Taking photos



Settings



From your computer, visit [verizon.com/support](https://www.verizon.com/support)



### Customer service

Call **800.922.0204**

Twitter **@VerizonSupport**



Download a User Guide from  
[verizon.com/support](https://www.verizon.com/support)

## My Verizon Mobile App

Manage your account, track your usage, edit account information, pay your bill and more.

## Important customer information

The services described in this guide are only for your personal use. Services are subject to the Customer Agreement which can be found at [vzw.com/csa](https://www.vzw.com/csa), your Plan, and the Verizon Privacy Policy. For more information about our privacy practices, visit [verizon.com/privacy](https://www.verizon.com/privacy)

### Device recycling program

For information visit [verizon.com/support/how-to-recycle-device](https://www.verizon.com/support/how-to-recycle-device)

### Warranty replacements

If you're having a problem with your wireless device, just contact Verizon toll-free at **866.406.5154** from another phone.



## Using RTT

Real-time text (RTT) is a feature that can make it easier for customers to carry on a live conversation through text (or text and simultaneous voice) during a call, with each text character transmitted immediately as it is typed. Unlike TTY (Text Telephony), there's no need for a separate device. The person you are calling must have either RTT or TTY enabled on their device for the text capability to work.

If your device instead uses TTY and TDD (Telecommunications Device for the Deaf) technology that allows similar text-based communications by telephone, you must have a TTY-compatible phone and be in the TTY mode to place or receive calls.

For additional information, visit the Verizon Accessibility Resource Center at [verizon.com/accessibility](https://www.verizon.com/accessibility).

## Hearing aid compatibility information

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.