



Jax
user guide

 KYOCERA

Jax User Guide

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4,901,307	5,109,390	5,267,262	5,416,797	5,506,865
5,544,196	5,657,420	5,101,501	5,267,261	5,414,796
5,504,773	5,535,239	5,600,754	5,778,338	5,228,054
5,337,338	5,710,784	5,056,109	5,568,483	5,659,569
5,490,165	5,511,073			

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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 accessory designed for this product. Using accessories that are not supplied or approved by KWC may violate FCC RF exposure guidelines.

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/ea after searching on the FCC ID: OVF-K33BIC01.

Additional information on SAR can be found on the Cellular Telecommunications and Internet Association (CTIA) web-site at www.ctia.org.

* 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 your service provider 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 or switch it to Airplane Mode 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.

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.

Avoid magnetic environments

Keep the phone away from magnets which can cause improper functioning of the phone.

Keep your 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 cover.
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. Your service provider'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 if you have any additional questions about hearing aid-compatibility.

Kyocera Wireless Corp.
www.kyocera-wireless.com
To purchase accessories, visit
www.virginmobileusa.com
or
www.kyocera-wireless.com/store

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Phone Accessories

To shop for accessories for your phone, visit www.virginmobileusa.com or www.kyocera-wireless.com/store.

Find the Serial Number

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

From **Menu > Settings > Phone info**, select **My phone number** to find your phone's serial number.

You can also dial ##6343# (##MEID#) from the main screen, then select **MEID** to display your phone's serial number, which appears as **MEID (dec)**.

Activate your Account

Before using your phone, you need to activate its service with Virgin Mobile. To activate your Virgin Mobile account:

- Go to www.virginmobileusa.com and click on **Activate**, or
- Call Virgin Mobile USA at 1-888-322-1122.

Program your Phone

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

1. Turn on your phone.
2. Dial ##VIRGIN# (that's #-8-4-7-4-4-6-#).
3. Select **Activate phone**.
4. To activate your phone, select **Yes** at the prompt.
5. When your phone connects to the network, select **Start** at the prompt.
6. When your phone displays your new Virgin Mobile phone number, write it down.
7. Select **Finish** to complete the activation process. Your phone restarts by itself.

It may take a couple hours for Virgin Mobile to set you up on their network. They will send you a text message to let you know when you can start making calls. It may also take up to 4 hours for **VirginXL**, **Voicemail**, and **Top-Up** features to work.

Phone Battery

Install the Battery

To install the battery:

1. Hold the phone face down.
2. Find the notch directly below the back cover. It is square. Using your thumbnail, pry the cover up from the bottom to remove.
3. Place the battery in the battery casing with the metal contacts facing toward the top of the phone. The metal contacts of the battery must make contact with the metal contacts of the battery casing.
4. Replace the battery cover by sliding the notches into the openings on the top of the battery casing.
5. Snap the cover into place.



Charge the Battery



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

To charge the battery:

1. Connect the AC adapter to the microUSB jack on the side of the phone.
2. 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 (the icon is animated)
- Partially charged 
- Fully charged 

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

Note: Before removing the battery, make sure the phone is powered off.

Battery 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 (heat or cold), 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 a fire, explosion, or other hazard.

Common Causes of Battery Drain

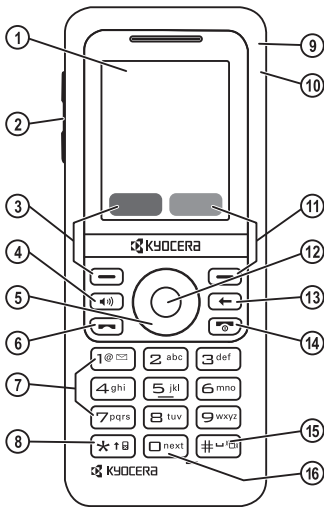
- Playing games or using the Web.
- Keeping backlighting on.
- Operating device far away from a base station or cell site.
- Using data cables or accessories.
- Operating when no service is available, or service is available intermittently.
- High earpiece and ringer volume settings.
- Repeating sound, vibration, or lighted alerts.

Phone Overview

Get to Know Your Phone

















1. Main screen.
2. **Volume** key raises or lowers ringtone or call volume.
3. **Left option** button selects items that appear on the lower left of the display. At the main screen, you can select **Menu**.
4. **Speakerphone** key activates the speakerphone and answers incoming calls.
5. **Navigation** key scrolls through lists and text entry fields and accesses the following shortcuts from the main screen.
 - Scroll left to launch **VirginXL**.
 - Scroll right to go to **Send text msg**.
 - Scroll up to launch **My Account**.
 - Scroll down to go to the **Recent Calls** list.
6. **Send** key starts or answers a call. Press once to display the All Calls list and twice to redial the last number dialed. Press and hold to activate voice dialing.
7. Keypad for entering numbers, letters, or symbols.
8. * **Shift** key changes the text mode in text entry. Press and hold to lock the keypad.
9. Jack for a hands-free headset (sold separately).
10. Jack for AC adapter (included) and microUSB cable (sold separately).
11. **Right option** button selects items that appear on the lower right of the display. At the main screen, you can select **Contacts**.
12. **OK** key selects a menu item or option.
13. **Back** key erases characters in text entry and returns you to the previous screen when navigating through menus.
14. **End** key turns the phone on and off, ends a call or browser session, and returns you to the main screen.
15. **# Space** key enters a space during text entry. Press and hold to activate or deactivate Silent mode.
16. **0 Next** key cycles through word choices during text entry.












Warning: Inserting an accessory into the incorrect jack will damage the phone.



Screen Icons

These icons may appear on your phone's screen.

	The phone is operating in IS2000 (1X) digital mode.
	The phone is receiving a signal. You can make and receive calls. More bars indicate a stronger signal.
	The phone is in airplane mode.
	A call is in progress.
	The phone is in High Speed Data mode.
	The phone is not receiving a signal. You cannot make or receive calls.
	Content is DRM protected.
	Data service is available and active on your phone.
	(blinking) The phone is sending high-speed data.
	(blinking) The phone is receiving high-speed data.
	Data link is on, but the data service is dormant.
	New text message.
	New voice message.
	New voice and text message.
	New Virgin Alert.
	The phone is in Silence all mode.

	The phone is set to vibrate or to vibrate and then ring.
	The speakerphone is turned on.
	Position location is set to Virgin Mobile and to emergency services.
	Position location is set to emergency services only.
	The phone is set to auto answer.
	The phone is in privacy mode or is accessing a secure Web site.
	The alarm clock is set.
	The battery is fully charged. The more black bars, the greater the charge.
	The battery won't charge.
	A T-coil hearing aid is attached.
	The phone is in TTY device mode.

Main Menu

At the main screen, press the **Left** option button or the **OK** key to access the main menu.

Idle State >	Level 1 >	Level 2
Menu	My Stuff	Access these options: My ringtones, My graphics, My games and My themes.
	My Account	Access account information and Top-Up your account.
	Settings	Access these options: Display, Sounds, Convenience, Call options, Security, Messaging, Network, Accessories, and Phone info.
	Contacts	Access these options: Find name, Add new, Groups, Speed dial list, Voice dial list, and My phone number.
	VirginXL	Access the latest ringtones, graphics, and other great mobile content.
	Messaging	Access these options: Send text msg, Inbox, Virgin Alerts, Voicemail, Sent, Outbox, Saved, Drafts, Msg settings, and Erase msg.
	Tools	Access these options: Voice memo, Calendar, Alarm clock, Tip calculator, Calculator, World clock, Timer, Stopwatch, and Memopad.
	Recent Calls	Access these options: Missed calls, Received calls, Outgoing calls, All calls, and Call timers.
	Surf the Web	Browse the web.

Guide Conventions

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

Select means to press the **Left** softkey, **Right** softkey or **OK** key to select an item seen on the display. For example, “Select **Menu**” tells you to physically press the left softkey to choose **Menu** from the display.

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

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

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

1. Press the left softkey to select **Menu**.
2. Scroll to the **Settings** option.
3. Press the **OK** key to select **Settings**.

2 Call Features

This section describes the basic features related to calls.

Power Phone Up

- To turn your phone on, press 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 plays a short musical sound and turns off.

Make Phone Calls

Make sure you are in an area where a signal can be received. Look for the signal strength icon on the home screen. The more bars, 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 time, it changes to power save mode. Press any key to return to normal operating mode.

There are several ways you can make a phone call.

Call Using a Number

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

Call Using a Contact

1. From **Find name**, highlight a contact.
2. Press the **Send** key.

Redial a Number

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

Note: To redial the last number called, received, or missed, press the **Send** key twice.

Answer 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's name appears. There are several ways you can answer a phone call.

Answer Using Earpiece

Press the **Send** key.

Answer Using Speakerphone

Press the **Speakerphone** key.

End Phone Calls

Press the **End** key.

Volume Control

Adjust Volume during a Call

Press the **Volume** key up or down to adjust the earpiece volume during a call.

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 home screen when the speakerphone is on.
- To turn off the speakerphone, press the **Speakerphone** key again.

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

Silence an Incoming Call

- To silence the phone without answering the call, press the **Back** key or press the **Volume** key up or down.
- To silence the phone and answer the call, press the **Back** key or press the **Volume** key up or down and then press the **Send** key.

Use Speed Dialing

Speed dialing allows you 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 “Assign Speed Dials to Contacts” on page 29.

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.

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 above.

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 “Set Location Information” on page 25.

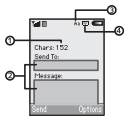
3 Text Entry

You can enter letters, numbers, and symbols in contacts, text messages, and your banner.

Text Entry Modes

The text entry screen has the following features:

1. Characters remaining that you can type. Allowed length of messages can vary depending on your service.
2. Text entry fields.
3. Current capitalization setting.
4. Current text entry mode.



Note: The entry mode will default depending on the task you are doing. For example, when entering a phone number, you're in a number mode. When entering a name for a contact, you're in a letter mode.

Enter Numbers with Number Keypad

From the text entry field, select **Options > Numbers only** to enter a number when you press a key once.

The **123** icon indicates you are in **Numbers only** input mode. Press and hold the * **Shift** key to switch input modes.

Enter Letters with Number Keypad

From the text entry field, select **Options > Normal alpha** to enter letters. You can enter text in the following ways:


- To enter a letter, press a key once for the first letter, twice of the second letter, and so on. If your phone is set to Spanish, accented letters are available. Wait for the cursor to move right and enter the next character. Press the # **Spce** to enter a space.
- To change case mode for a single letter, press that key until you see the letter case you want. To change the case mode, press the * **Shift** key.
- To enter a number, press and hold a number key until the number appears on the screen.

The **ABC** icon indicates you are in **Normal alpha** input mode. Press and hold the * **Shift** key to switch input modes.

Rapid Entry with Number Keypad

From the text entry field, select **Options > Rapid entry** to check words you are trying to spell against a dictionary of common words. You can enter text in the following ways:

- To enter words, press a key once. For example, to enter the word “any” press the 2 > 6 > 9 keys. If the word doesn’t match what you want, press **0 Next** key to look at other word matches. When you see the word you want, press the **# Space** key.
- To change case mode, press the * **Shift** key.
- To enter a number, press and hold a number key until the number appears on the screen.

The  icon indicates you are in **Rapid entry** input mode. Press and the * **Shift** input key to switch input modes.

Enter Symbols with Number Keypad

While entering text in **Normal alpha** 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 field, select **Options > Add symbol**.
2. Scroll up or down to view the list of symbols.
3. Press the number key corresponding to the symbols to enter it.

Text Entry Quick Reference

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

To..	Do this..
Enter a letter	Use Normal alpha mode and press a key until you see the letter you want.
Enter a number	Use Numbers only mode and press a key.
Enter a symbol	Use Normal alpha mode and press the 1 key until you see the symbol you want.
Enter a space	Press the # Space key.
Erase a character	Press the Back key.
Erase all characters	Press and hold the Back key.
Move the cursor right or left	Scroll left or right.
Move the cursor up or down	Scroll up or down.
Change input mode	Press and hold the * Shift key.
Change case mode	Press the * Shift key.
Capitalize any letter	In Normal alpha mode, press the * Shift key. Choose uppercase.
Lowercase any letter	In Normal alpha mode, press the * Shift key. Choose lowercase.
Initial caps	In Normal alpha mode, press the * Shift key. Choose sentence case.
Select options on the bottom of the screen	Press the appropriate left or right softkey.

4 My Stuff

This section describes how your phone can retrieve and playback media files and other downloads.

My Stuff Menu

Select **My Stuff** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
My Stuff	My ringtones	Displays your ringtones and the Get more ringtones option.
	My graphics	Displays your graphics and the Get more graphics option.
	My games	Displays your games.
	My themes	Displays your themes.

My ringtones

My ringtones stores your preloaded and downloaded ringtones. You can download ringtones to your phone from the Virgin Mobile

Web site at www.virginmobileusa.com or directly from your phone using **VirginXL**. Charges apply.

Download a Ringtone

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

1. From **My ringtones**, select **Get more ringtones** and search for a ringtone.
2. Follow the prompts to purchase and download the selected ringtone.

Assign a Ringtone

1. From **My ringtones**, highlight a ringtone.
2. Select **Assign** and choose how you want to assign the ringtone.

Note: Downloaded ringtones are listed in **My ringtones** and can be assigned to individual contacts or groups.

My graphics

My graphics stores your preloaded and downloaded graphics. You can download wallpapers and screensavers to your phone from the Virgin Mobile Web site at www.virginmobileusa.com or directly from your phone using **VirginXL**. Charges apply.

Download a Graphic

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

1. From **My graphics**, select **Get more graphics** and search for a graphic.
2. Follow the prompts to purchase and download the selected graphic.

Assign a Graphic

1. From **My graphics**, browse the **Wallpapers**, **Screensavers**, or **Caller IDs**.
2. Select a graphic from the list.
3. Select **Assign** and choose how you want to assign the graphic.

My games

My games stores your preloaded games.

Play Brick Attack

The goal of this game is to eliminate bricks arranged in levels. You send a moving ball upward using a paddle at the bottom of the screen.

1. Select **Brick attack**.
2. You may see a notification, select **Yes** or **No**.
3. Select **New** to start the game. You have the following options:

- Use the **Navigation** key to move the paddle.
- Press the **Back** key to pause the game.
- Select **Resume** to restart the game.
- Select **Options** > **Exit** to exit the game.

My themes

My themes stores your preloaded Virgin Mobile color themes. When you assign a color theme, the colors for your background, headers and highlight bars are changed. You can also find this list of color themes in your **Display** settings.

5 My Account

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.

Note: You cannot make calls, receive calls, or access any other phone functions while you are accessing your account information. All incoming calls are automatically sent to your voicemail.

Check your Account Balance

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

- From the main screen, scroll up.
- From the main menu, select **My Account**.

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

Note: Additional charges may apply for multiple balance checks in one day. Visit www.virginmobileusa.com for more details.

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 from one of the thousands of retailers that carry them or register your debit card, credit card, or PayPal account at www.virginmobileusa.com.

Note: You cannot register a debit or credit card from your phone, and must register online first before you can Top-Up with this method via the phone.

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

Top-Up with a Top-Up Card

1. From the main menu, select **My Account**.
2. Scroll down to the **Top-Up** link and press the **OK** key.
3. Enter your Account PIN and select **Done**.
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

1. From the main menu, select **My Account**.
2. Scroll down to the **Top-Up** link and press the **OK** key.
3. Enter your Account PIN and select **Done**.
4. Scroll down to select **Login** and press the **OK** key.
5. Scroll down to select either **Credit Card** or **PayPal** and press the **OK** key.
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. You are now Topped-Up. Press the **End** key to exit.

Note: You can also Top-Up over the Web at www.virginmobileusa.com.

For More Information

For more information about your Virgin Mobile account or Virgin Mobile service, visit www.virginmobileusa.com.

6 Settings

Settings Menu

Select **Settings** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
Settings	Display	Access these options: Graphics , Main style , Themes , Greeting banner , Language , Backlight , Auto-hyphen , Time/Date format , Brightness , and Contrast .
	Sounds	Access these options: Ringtone volume , My ringtones , Business ringtones , Personal ringtones , Power on/off sound , Key volume , Key length , TXT tone , Smart volume , Minute alert , Earpiece volume , and Speakerphone volume .
	Convenience	Access these options: Set time/date (with Airplane mode enabled), Airplane mode , Keyguard , Fast find , Frequent list , Answer Hold , and 1-Touch dialing .
	Call options	Access these options: Voice dialing , Auto answer , and Any key .
	Security	Access these options: Lock phone , Change lock code , Special numbers , Erase contacts , Erase downloads , and Reset phone .
	Messaging	Access these options: TXT tone , Reminder , Signature , Edit auto text , Save to sent , Auto-erase , and Text entry .
	Network	Access these options: Privacy alert and Location .
	Accessories	Access these options: Headset sound , Power backlighting , TTY , and Hearing aid .
	Phone info	Access these option: My phone number , Phone memory , Version info , and Icon keys .

Display

Set Graphics

My graphics stores your preloaded and downloaded graphics. You can download wallpapers and screensavers to your phone from the Virgin Mobile Web site at www.virginmobileusa.com or directly from your phone using **VirginXL**. Charges apply. For more information, see “My graphics” on page 13.

Set Main Menu View

From **Main style**, select one of the following:

- **Grid** displays icons of each menu item, with its name at the top of the screen.
- **List** displays a list of all menu items.

The next time you view the **Menu**, your selected menu style appears.

Set Theme

From **My themes**, select a color theme for the display background.

Set Greeting Banner

The banner is the personal label for your phone, appearing on the home screen above the time and date.

1. From **Greeting banner**, select **Edit**.
2. Press the **Back** key to clear the current banner.

3. Enter your new text (up to 14 characters) or press the **# Space** key for a blank banner.
4. Select **Save**.

Set Language

From **Language**, select a language.

Backlight

You can adjust **Backlight** to maximize brightness or maximize battery life.

Set Backlight Duration

You can adjust **Backlight** to maximize brightness or maximize battery life.

From **Backlight**, select **Duration** and **10 seconds**, **15 seconds**, or **30 seconds** to turn backlighting on for the set time after your last keypress.

Enable Power Save Mode

From **Backlight**, select **Pwr save mode** and one of the following:

- **On** to dim the backlight and conserve power.
- **Off** to have backlight display at normal brightness.

Enable Auto-Hyphenation

Auto-hyphenation, when enabled, automatically inserts hyphens into your phone numbers to be consistent with the U.S. dialing plan (or the North American Numbering Plan).

From **Auto-hyphen**, select **Enabled** to turn on auto-hyphenation.

Set Time and Date Format

From **Time/Date format**, select a time and date format.

Set Brightness

1. From **Brightness**, scroll to change the brightness level.
2. Select **Save**.

Set Contrast

1. From **Contrast**, scroll to change the contrast level.
2. Select **Save**.

Sounds

Your phone has several settings that control the sound. You can select from a variety of ringers and adjust the volume.

Set Ringtone Volume

1. From **Ringtone volume**, scroll right or left to set the ringer volume.
2. Select **Save**.

Set your Ringtone

Use **My ringtones** to set your ringtone with a preloaded or downloaded ringtone. See “My ringtones” on page 13 for more information.

Set your Business Ringtone

Use **Business ringtones** to set the ringtone for your business group contacts with a preloaded or downloaded ringtone. See “My ringtones” on page 13 for more information.

Set your Personal Ringtone

Use **Personal ringtones** to set the ringtone for your personal group contacts with a preloaded or downloaded ringtone. See “My ringtones” on page 13 for more information.

Set Power On/Off Sounds

From **Power on/off sound**, select **Enabled** to have your phone play the sound when turned on.

Set Key Volume

1. From **Key volume**, scroll right or left to set the keypad volume.
2. Select **Save**.

Set Key Length

From **Key length**, select one of the following to control your keypad tone duration:

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

Set your TXT Tone

Use **TXT tone** to set your text message ringtone with a preloaded or downloaded ringtone. See “My ringtones” on page 13 for more information.

Enable Smart Volume

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

Enable Minute Alert

From **Minute alert**, select **Enabled**. Your phone alerts you with a short beep ten seconds before each minute passes during a call.

Set Earpiece Volume

1. From **Sounds**, select **Earpiece volume**.
2. Scroll right or left to set the earpiece volume.
3. Press the **OK** key to save.

Set Speakerphone Volume

1. From **Sounds**, select **Speakerphone volume**.
2. Scroll right or left to set the speakerphone volume.
3. Press the **OK** key to save.

Convenience

Use these settings to make your phone more convenient to use.

Set Date and Time

In Airplane mode, you can set the time and date manually.

Note: You can only access **Set time/date** with **Airplane mode** enabled.

1. From **Set time/date**, do the following to change the date:
 - Scroll left or right to move between the month, day, and year fields.
 - Scroll up or down to change the month, day, and year.
2. Press the **OK** key to save the date.
3. Do the following to change the time:
 - Scroll left or right to move between the hour, minute, and AM/PM fields.
 - Scroll up or down to change the hour, minute, and AM/PM.
4. Press the **OK** key to save the time.
5. Select **Done**.

Enable Airplane Mode

While in an airplane, it is normally required that you turn off your mobile phone because it emits RF signals that interfere with air traffic control. In airplane mode, however, your phone does not emit RF signals. You cannot make or receive calls, send text messages, or use the Browser, but you can play games, use the Scheduler, set the clock, and make emergency calls to designated emergency numbers. Please check with uniformed personnel before operating your phone in Airplane mode.

From **Airplane mode**, select **Enabled > OK** to activate airplane mode.

With airplane mode enabled, you can also set the time and date manually.

Keypad

Enable Keypad

Use **Keypad** to lock the keypad immediately or to automatically lock the keypad after a period of inactivity to prevent accidental key presses.

From **Keypad**, select one of the following:

- to immediately lock the keypad.
- to lock the keypad after 30 seconds of inactivity.
- to lock the keypad after 1 minute of inactivity.
- to lock the keypad after 5 minutes of inactivity.

Note: You can also activate Keypad by pressing and holding the * **Shift** key.

Note: In a voice call or an active data call, user cannot change the keypad menu setting. User will be prompted with "Feature can not be used during a call". Only in dormant data session or idle mode can the user make any changes to the keypad setting.

Unlock Keypad

From the home screen, select **Unlock** and press the * **Shift** key to unlock the keypad.

Call Contact using Fast Find

1. From **Fast find**, select **Enabled** to turn on fast find.

2. From the home screen, press the keys corresponding to the letters of the name you want to find. A matching contact or speed dial entry appears.
3. Scroll to your desired contact and press the **Send** key to call the number.

Enable Frequent List

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

Answer Hold

Enable Answer Hold

Use **Answer Hold** to place incoming calls on hold until you are ready to answer them.

1. From **Answer Hold**, select **Enabled**.
If you have not recorded a hold message, you need to record one, such as "Please hold. I'll answer in a minute."
2. Record the message twice, as prompted.
3. Select **Save** 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 with **Answer Hold** enabled.

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 **Vicemail**.

When a call comes in, do the following:

1. Select **Options > Answer Hold** to place the caller on hold with your recorded hold message.
2. Select **Answer** to speak to the caller on hold or **End Call** to hang up without speaking.

Change Hold Call Message

1. From **Answer Hold**, select **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.

Use 1-Touch Dialing

The 1-Touch Dialing feature is the fastest way to call a speed dial location. To call a contact with speed dial, press and hold the speed dialing location. If it is a two-digit location, press the first digit briefly, then press and hold the second digit.

Note: To use 1-Touch dialing, you must enable 1-Touch dialing on your phone and have a speed dial location assigned to a contact.

From **1-Touch dialing**, select **Enabled** to turn on 1-touch dialing.

Call options

Voice dialing

Use the following features to customize the voice commands.

Enable Automatic Add

From **Automatic add**, select **Enabled** to automatically add a contact to your voice dial list when you create a new contact.

Set Expert Mode

Use **Expert mode** to speak a command after you hear a tone instead of following the initial voice prompts.

From **Expert mode**, select one of the following:

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

Set Display Results

You can set the phone to display up to three voice recognition contacts when calling or searching for a contact with voice commands. From **Display results**, select **Single best** or **Three best**.

Set Digit Lengths

You can set the number of digits used for a phone number in your voice dial list.

From **Digit lengths**, select one of the following options:

- **North american** recognizes only 7, 10, and 1 + 10 digits in a phone number.
- **Permit all** allows 4-14 digits in a phone number.

Enable Voice Answer

You can set your phone to answer a call with your voice when using a hands-free accessory.

1. From **Auto answer**, select **Disabled**.
2. From **Ringer mode**, select **Normal sounds**.
3. From **Headset sound**, select **Out of headset**.
4. From **Voice answer**, select **With accessory**.

Enable Voice Wake-up

- From **Headset sound**, select **Out of headset**.
- From **Voice wake-up**, select **With accessory** to activate voice dialling.

Note: You must use a headset or hands-free kit and connect the AC adapter to the phone and the wall outlet for voice wake-up to work.

Use Voice Training

If your phone has trouble recognizing your voice, you can train your phone to recognize specifically your voice for numbers.

1. From **Voice training**, read the message and select **OK > Train numbers > OK**.
2. Follow the prompts for each number until training is complete.

Note: You must read the numbers digit by digit for voice training to work.

Enable Auto-Answer

From **Auto answer**, select **After 5 seconds**. The phone automatically answers after five seconds with a headset attached.

Enable Any Key

From **Any key**, select one of the following:

- **Any key mute** to silence calls when you press any key except for the **Send** or **Speakerphone** key.
- **Any key answer** to answer calls when you press any key except for the **End**, **Back**, or **Navigation** key.

Security

This section describes the security features on your phone. You can adjust these features to prevent access to your personal information. All security features are shielded by a four-digit lock code (typically 0000 or the last 4 digits of your phone number).

Lock phone

Set Lock Phone

With your phone locked, you can call only emergency numbers or your service provider's customer service number. You can still receive incoming calls.

1. From **Security**, enter your four-digit lock code.
2. Select **Lock phone > OK** 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.

Unlock the Phone

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

Change Lock Code

Change your lock code from the default.

1. From **Security**, enter your four-digit lock code.
2. Select **Change lock code > Yes**.
3. Enter a new four-digit code.
4. Re-enter your new lock code.

Assign Special Numbers

Use **Special numbers** to specify three personal phone numbers you can call with your phone locked.

1. From **Security**, enter your four-digit lock code.
2. Select **Special numbers**.
3. Select an **Unassigned** slot.
4. Enter the number and select **Done**.

For privacy purposes, you can view these numbers only when entering them for the first time.

To make a call to an ICE number from a locked phone, you must dial the number (including area code) exactly as stored in **Special numbers**.

Erase All Contacts

1. From **Security**, enter your four-digit lock code.
2. Select **Erase contacts > Yes > Yes** to erase all entries from your contacts list.

Note: You cannot recover deleted information.

Erase All Downloads

1. From **Security**, enter your four-digit lock code.
2. Select **Erase downloads > Yes > Yes** to erase all your downloaded (excluding the preloaded) content.

Note: You cannot recover deleted information.

Reset your Phone Settings

1. From **Security**, enter your four-digit lock code.
2. Select **Reset phone > Yes** to reset your phone settings to the factory default, deleting all your custom settings.

Note: You cannot recover deleted information.

Messaging

Use **Messaging** to set up the settings affecting all messages. See “Message Settings” on page 38 for more information.

Network

Enable Privacy Alert

From **Privacy alert**, select **Enabled** to set your phone to alert you when enhanced digital CDMA privacy is lost or regained.

Set Location Information

Use **Location** to share your location information with network services other than emergency services (for example, 911, 111, 999 and 000) in serviced areas. This feature works only when your phone is in digital mode. You do have the option of turning off the locator to emergency services.

From **Location**, select 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.

Accessories

Set Headset Sounds

With a headset attached to your phone, you can play the ringer through the headset or phone speaker.

From **Headset sound**, select **Out of phone** (ringing from the phone speaker) or **Out of headset** (ringing from the headset).

Enable Power backlighting

From **Power backlighting**, select **Always on** have the backlight always on whenever the phone detects external power.

Charge time may increase, preventing the phone from reaching its complete charge level.

Connect to TTY Device

You can connect the phone to a teletype (TTY) device for the hearing impaired. (TTY device sold separately.)

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

1. Connect the TTY device to your phone.
2. From **TTY**, select **OK** to clear the notification.

3. Select one of the following:
 - **TTY off** disables TTY.
 - **TTY on** enables TTY devices.
 - **TTY on + talk** enables TTY devices and voice carry over.
 - **TTY on + hear** enables TTY devices and hearing carry over.

Note: You can also enter **##889** with your keypad and select **TTY** to enable TTY.

Connect to Hearing Aid Device

With a T-coil hearing aid device (sold separately) connected, you can enable the hearing aid feature.

1. Connect the T-coil hearing aid device to your phone.
2. From **Hearing aid**, select **OK > Enabled**.

Phone info

View Phone Number

Select **My phone number** to view your phone's phone number, MSID, and serial number.

Check your Phone Memory

Select **Phone memory** to check the memory usage of your phone.

View Version Information

Select **Version info** to check your phone's software and hardware information.

View Phone Icons

Select **Icon keys** to view the icons used in your phone.

7 Contacts

Use your phone's contacts list to store information about a person or company.

Contacts Menu

Select **Contacts** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
Contacts	Find name	Access your existing contacts list.
	Add new	Add a new entry to your contacts list.
	Groups	View your groups of contacts.
	Speed dial list	View your contacts assigned with speed dials.
	Voice dial list	View your contacts assigned with voice tags.
	My phone number	View your phone number.

Access Contacts

Access Contacts List

1. From **Find name**, enter the first letter of your desired contact and scroll through to highlight it.
2. Do one of the following:
 - Press the **Send** key to call the contact.
 - Press the **OK** key to view the contact's details.
 - Select **New** to create a new contact.
 - Select **Options** to access more functions.

View Contact Details

1. From **Find name**, select a contact.
2. At the contact details screen, select a number, address or note.
3. Select the detail you want to view. For example, to view a phone number, select **View number**.

Use Frequent List

With **Frequent list** enabled, you can view 15 of your most frequently called contacts. See “Enable Frequent List” on page 21.

Use Fast Find

With **Fast find** enabled, you can press one or two keys to view close matches of the contact. See “Call Contact using Fast Find” on page 21.

Add Contacts

Add Contacts from Home Screen

1. From the home screen, enter a phone number to save (include the area code).
2. Select **Save > Save new contact**.
3. Enter a name for the contact.
4. Enter additional phone numbers, email addresses, and other contact details. (Scroll up or down to move through the contact fields.)
5. When done, select **Save**.

Add Contacts from Contacts Menu

1. From **Add new**, enter a name for the contact. Scroll down to the next field when done.
2. Enter a primary number for the contact.
3. Enter additional phone numbers, email addresses, and other contact details. (Scroll up or down to move through the contact fields.)
4. When done, select **Save**.

Add a Code or Extension

When saving the phone number of an automated service, you may include a pause for dialing an extension.

1. From the home 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 wait until you select **Release** while making the call.
3. Enter the remaining numbers and select **Save > Save new contact**.
4. Complete the contact information and select **Save**.

Use Contacts

Call Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select a number.
3. Select **Call**.

Send a Text Message to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select a number or email address.

3. Select **Send text msg.**
4. Complete your text message and select **Send.**

Customize Contacts

Edit Contact Details

1. From **Find name**, select a contact.
2. At the contact details screen, select **Edit.**
3. Enter additional phone numbers, email addresses, and other contact details. (Scroll up or down to move through the contact fields.)
4. When done, select **Save.**

Assign Number Types

1. From **Find name**, select a contact.
2. At the contact details screen, select **Edit.**
3. Press down twice to scroll to the number type dropdown and press the **OK** key.
4. Select a number type. The appropriate icon appears next to the number in your contacts list.
5. Select **Save.**

Assign Ringtones to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select the contact name.
3. Select **Options > Ringtone** to assign a ringtone. (Scroll to select a ringtone.)

Assign Message Tones to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select the contact name.
3. Select **Options > TXT tone** to assign a tone. (Scroll to select a tone.)

Assign Pictures to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select the contact name.
3. Select **Options > Picture** and select a picture.

Add a Prefix to Phone Numbers

Use **Prepend** to add a prefix, such as an area code, to a phone number:

1. From **Find name**, select a contact.
2. At the contact details screen, select a number.
3. Select **Options > Prepend** to enter the prefix at the beginning of the number.
4. Select **Save.**

Assign Speed Dials to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select a number.

3. Select **Options > Add speed dial**.
4. Select a location from the list to assign the speed dial number.

Change Primary Numbers

When a contact has more than one number, the first number becomes the primary number by default. To change the contact's primary number:

1. From **Find name**, select a contact.
2. At the contact details screen, select a number.
3. Select **Options > Primary number > Yes**.

Add Contacts to Groups

1. From **Find name**, select a contact.
2. At the contact details screen, select a number or email address.
3. Select **Options > Add to group**.
4. Select groups from the list provided. A checkmark appears next to each selection. You can also remove a checkmark.
5. When finished, select **Done**.

Visit Web Addresses

1. From **Find name**, select a contact.
2. At the contact details screen, select a Web address.
3. Select **Options > Launch web**.

Erase Contacts

Erase Contact Details

1. From **Find name**, select a contact.
2. At the contact details screen, select a number, address or note.
3. Select your desired erase option and **Yes**. For example, to erase an email address, select **Options > Erase address > Yes**.

Erase an Entire Contact

1. From **Find name**, select a contact.
2. At the contact details screen, select the contact name.
3. Select **Options > Erase contact > Yes** to erase the entire contact.

Contact Groups

You can assign your contacts to groups. Your phone comes with default groups. You can also create your own groups.

View Groups

1. Select **Groups** to view your preloaded groups, followed by the custom groups you have created.
2. Highlight a group and do one of the following:
 - Press the **OK** key to view the group details.

- Select **New** to create a new group.
- Select **Options** to access more functions.

Create a New Group

1. From **Groups**, select **New**.
2. Enter a name for the group and select **Next**.
3. Select contacts from the list provided. A checkmark appears next to each selection. You can also remove checkmarks.
4. When finished, select **Done**.

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

Send Text Messages to Groups

1. From **Groups**, highlight a group.
2. Select **Options > Send text msg.**
3. Complete your text message and select **Send**.

Add or Remove Contacts from Groups

1. From **Groups**, highlight a group.
2. Select **Options > Edit**.
3. If you are modifying a group you created, select **Next**. Otherwise, go to the next step.
4. Select contacts from the list provided. A checkmark appears next to each contact in the group. Press the **OK** key to add or remove checkmarks.
5. When finished, select **Done**.

Assign Ringers to Groups

1. From **Groups**, select a group.
2. At the group details screen, scroll to the group name.
3. Select **Options > Ringtone > Assign ringtone** and a ringer from the list. (Scroll to play the ringers.)

Assign Message Tones to Groups

1. From **Groups**, select a group.
2. At the group details screen, scroll to the group name.
3. Select **Options > TXT tone > Assign TXT tone** and a ringer from the list. (Scroll to play the ringers.)

Assign Pictures to Groups

1. From **Groups**, highlight a group.
2. At the group details screen, scroll to the group name.
3. Select **Options > Picture > Assign picture** and assign a picture.

Erase a Group

1. From **Groups**, highlight a group.
2. Select **Options > Erase > Yes**.

Speed Dial List

Assign Speed Dial Numbers

1. From **Speed dial list**, highlight an unassigned number (marked as empty).
2. Select **Assign**.
3. At the contacts list, select a contact.
4. At the contact details screen, select a phone number.

Clear Speed Dial Numbers

1. From **Speed dial list**, highlight an assigned number.
2. Select **Erase > Yes**.

Voice Dial List

Enable Voice Dial Tags

Your phone creates a voice dial tag for each contact that has a name field which is not blank or a name that is more than five syllables. You can enable or disable the voice dial tags associated with your contacts.

1. From **Voice dial list**, press the **OK** key to add or remove checkmarks. A checkmark appears next to each enabled voice dial. (Scroll through the list to play the voice dial tags.)
2. When done, select **Save**.

View Phone Number

Select **My phone number** to view your phone's phone number.

Access 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 for availability and pricing, or check directly from your phone through the **VirginXL** menu. Charges apply.

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

Note: You cannot make calls, receive calls, or access any other phone functions during a **VirginXL** session. All incoming calls are automatically sent to your voicemail.

Navigate VirginXL

1. Scroll through the available items and highlight the one you want.
2. Press the **OK** key to select a **VirginXL** menu item or options.

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.

End a VirginXL Session

Press the **End** key from within **VirginXL**.

9 Messaging

Use **Messaging** to send, receive, and erase messages from your phone.

Messaging Menu

Select **Messaging** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
Messaging	Send text msg	Compose a text message.
	Inbox	Shows a list of received text and multimedia messages.
	Virgin Alerts	Shows how many alerts are waiting.
	Voicemail	Shows how many voicemails are waiting.
	Sent	Shows a list of messages you have successfully sent.
	Outbox	Shows a list of messages you have sent, but are pending or failed.
	Saved	Shows a list of messages you have saved.
	Drafts	Shows a list of messages that have been started, but saved to be completed at a later time.
	Msg settings	Access these options: TXT tone , Reminder , Signature , Edit auto text , Save to sent , Auto-erase , and Text entry .
Erase msg	Access these options: Inbox , Outbox , Sent , Saved , Drafts , and All .	

Send Messages

Create a Text Message

You can send and receive text messages with most mobile phones and email addresses.

1. From **Send text msg.**, enter a recipient's phone number or email address. (Select **Options** to access contacts, groups or recently used addresses. Scroll down to move to the next field when done.)

You can send a single message to up to ten recipients at once. Use a comma or space to separate each address.

2. Enter the message. (Select **Options** to access more features.)
3. When done, select **Send**.

Receive Calls while Creating Messages

If you receive a call while creating a message a notification appears. Do one of the following:

- Select **Ignore** to ignore the call and return to the message screen.
- Press the **Send** key to answer the call and your phone automatically saves the message to **Drafts**.

Enter Message Recipients

The following describes how to add recipients to your messages.

Add Recipients from Contacts

1. At the compose message screen, select **Options > Contacts** when entering a phone number or email address.
2. Select a contact from the contacts list.
3. Select a number or address.
4. Complete your message.

Add Recipients from Recent List

1. At the compose message screen, select **Options > Recent list** when entering a phone number or email address.
2. Select a number or address.
3. Complete your message.

Add Recipients from Recent Calls

1. At the compose message screen, select **Options > Recent calls** when entering a phone number or email address.
2. Select a number.
3. Complete your message.

Send to Groups

1. At the compose message screen, select **Options > Groups** when entering a phone number or email address.
2. Select a group.
3. Complete your message.

Save Recipients as Contacts

1. At the compose message screen, select **Options > Save address** when entering a phone number or email address.
2. Select a number or address.
3. Select **Options > Save new contact** (to create a new contact) or **Options > Add to Contact** (to add the number or address to an existing contact).

Add Recipients from Message Text

1. At the compose message screen, select **Options > Add address** when entering the text to add more recipients.
2. Enter a number or address to add.
3. Complete your message.

Save Messages to Drafts

At the compose message screen, select **Options > Save message** when entering the text. Your phone saves the message to **Drafts** for you to complete at a later time.

Complete Messages in Drafts

- From **Drafts**, highlight your desired message.
- Select **Edit**.
- Complete your message.

Use Preset Text

Add Preset Text

1. At the compose message screen, select **Options > Insert auto text** when entering the text.
2. Select a preset text entry.
3. Complete your message.

Save Messages as Preset Text

1. At the compose message screen, select **Options > Save auto text** when entering the text to use it later as preset text.
2. Complete your message.

Save Received Messages as Preset Text

When viewing a received message, select **Options > Save auto text** to use it later as preset text.

Manage Received Messages

Reply to Text Messages

When receiving a message, your phone displays a notification and the message icon appears at the top of your screen. The message icon flashes with an urgent message alert if the message is urgent.

1. When a message notification appears, select **Inbox** (to view the message) or **Ignore** (to clear the notification).

An icon appears at the top of your screen when you have an unread message.

2. From **Inbox**, highlight a message and select **View > Reply** (to compose your message) or **Options** (to access more features).
3. Complete your message and select **Send**.

Forward Messages

1. When viewing a received message, select **Options > Forward**.
2. Enter a number or address.
3. Complete your message and select **Send**.

Reply with a Copy of the Message

1. When viewing a received message, select **Options > Reply with copy**.
The original message appears in your reply message.
2. Complete your message and select **Send**.

Call a Number in a Message

When viewing a received message, select **Options > Call** to call a valid number in the message.

Save Received Messages

When viewing a received message, select **Options > Save message** to save it to **Saved**.

Lock Messages

When viewing a received message, select **Options > Lock msg** to protect it from accidental deletion. To unlock the message, select **Options > Unlock msg**.

Go to Web Addresses in Messages

When viewing a received message, select **Options > Launch browser** to go to a web address included in the message.

Use Voicemail

Set Up 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 your Voicemail

When you receive a voicemail message, a notification with a voicemail message icon appears at the top of your screen.





- At the voicemail notification, select **Call** to call your voicemail number and follow the system prompts to retrieve the message.
Select **Ignore** to clear the notification without checking messages. The notification icon remains on top of the screen until you listen to the message.

- When only the voicemail message icon appears on top of the screen, select **Voicemail** and follow the system prompts to retrieve the message.

Manage Sent Messages



Check Message Status in Sent Folder

Use the following symbols to check the Sent folder for the status of messages successfully sent.

	The scheduled message will be sent at the scheduled time. You cannot cancel delivery of the message.
	The message was sent. You cannot cancel delivery of the message.
	The message has been received.
	The message has been sent to more than one recipient.

Check Message Status in Outbox

Use the following symbols to check your **Outbox** for the status of messages sent but still in process.

	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.

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 "Erase Messages" on page 39.

Manage Virgin Alerts

- From **Virgin Alerts**, select an alert.
- Select **View** to view the alert.

Message Settings

The following message settings affect all messages unless you change them for individual messages.

Set your TXT Tone

Use **TXT tone** to set your text message ringtone with a preloaded or downloaded ringtone. See "My ringtones" on page 13 for more information.

Set your Reminder

From **Reminder**, select **On** to enable a reminder beep to sound every five minutes until you read the new message.

Set your Signature

You can create a signature to appear at the end of all outgoing messages.

- From **Signature**, enter your signature.

2. Select **OK** to save the signature.

Note: The signature counts towards the character limit of your message.

Edit Preset Messages

Your phone comes with preset messages, such as “Please call me,” which you can insert into the body of a text message. You can edit or create up to 40 preset messages.

1. From **Edit auto text**, do one of the following:
 - Scroll to a preset message and select **Edit**.
 - Select **New msg** to create a new preset message.
2. Enter or edit the text.
3. Select **Save**.

Note: You can also save messages you have written or received as preset messages.

Enable Save to Sent

From **Save to sent**, select **Auto** (to automatically save outgoing messages to the **Sent** folder), **Off** (to disable automatic saving of outgoing messages to the **Sent** folder), or **User confirmation** (to choose whether to save them when sending them).

Enable Auto-Erase

Use **Auto-erase** to set your phone to erase messages automatically when it needs memory for incoming messages.

From **Auto-erase**, select one of the following:

- **Disabled** erases no messages.
- **Inbox msgs** erases old messages in **Inbox** when memory is needed.
- **Sent msgs** erases old messages in **Sent** when memory is needed.
- **Both** erases old messages in both **Inbox** and **Sent** when memory is needed.

Set Default Text Entry Mode

You can change the default text entry mode when creating a text message. This setting applies only to the Message field, not the Send To field.

From **Text entry**, select **Normal alpha** (to enter text letter by letter) or **Rapid mode** (to enter text with word recognition).

Erase Messages

Erasing old messages frees up memory in your phone. You can erase messages as you send or read them, erase them one at a time, or erase them all at once.

Erase a Single Message

When viewing a received message, select

Options > Erase > Yes.

Note: You can erase a scheduled message, but cannot cancel its delivery.

Erase Messages from a Folder

From **Erase msg**, select a folder to erase messages from. For example, to erase received messages, select **Inbox > Yes.**

Note: You cannot recover deleted information.

Erase All Messages

From **Erase msg**, select **All > Yes** to erase all messages from all folders, except for voicemail messages.

Note: You cannot recover deleted information.

10 Tools

Tools Menu

Select **Tools** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
Tools	Voice memo	Access these options: Record new and Recorded memos .
	Calendar	Access these options: Add new event , View month , View day , Go to date , View all events , and Settings .
	Alarm clock	Set an alarm.
	Tip calculator	Calculate a tip.
	Calculator	Perform basic calculations.
	World clock	View times from different time zones.
	Timer	Set a countdown timer.
	Stopwatch	Use a stopwatch timer.
	Memopad	Use the memo pad.

Voice memo

Use **Voice memo** to record and play back audio memos.

Record Voice Memos

1. From **Voice memo**, select **Record new**.
2. Record your voice memo and select **Stop** when done.
3. Select **Save**.

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

Play Voice Memos

1. From **Recorded memos**, highlight a memo.
2. Select **Play** to play the memo or **Options** to access more features.

Calendar

Use **Calendar** to schedule events and set reminder alerts.

Create an Event

1. From **Add new event**, enter a name. Scroll down to move to the next field when done.
2. Press the **OK** key to select an event type from the list.
3. Press the **OK** key to change the date, if needed.
 - Scroll left or right to move between month, day, and year fields.
 - Scroll up or down to change month, day, and year.Press the **OK** key to save and move to the next field.
4. Press the **OK** key to change the time, if needed.
 - 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 the **OK** key to save and move to the next field.
5. Press the **OK** key to change the duration, if needed.
 - Scroll left or right to move between hour and minute fields.

- Scroll up or down to change hour and minute.

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

6. Press the **OK** key to select a priority from the list.
7. Press the **OK** key to select a reminder from the list.
8. Press the **OK** key to select a reminder sound from the list.
9. Press the **OK** key to select **During event** to enable silent mode or **Off** to have normal sounds.
10. Press the **OK** key to select a recurring event from the list, if needed.
11. Select **Save**.

View Events

View Events by Month

1. From **View month**, scroll through the month view. (Days with events are highlighted.)
2. Press the **OK** key to select a date.
3. Do one of the following:
 - Scroll left or right to move to another date.
 - Select an event.
 - Scroll to a time and select **Add new** to create a new event.
 - Select **Options** to access more features.

View Events by Date

From **View day**, do one of the following:

- Scroll left or right to move to another date.
- Select an event.
- Scroll to a time and select **Add new** to create a new event.
- Select **Options** to access more features.

Go to a Specific Date

1. From **Go to date**, scroll left or right to move between month, day, and year fields. Scroll up or down to change month, day, or year.
2. Press the **OK** key to select the date.

View Events by List

From **View all events**, select an event from the list or **Options** to access more features.

Return to the Current Date

From **View day**, select **Options > Go to today** to return to the current date.

Sort Events by Time

From **View all events**, select **Options > Sort by time** to sort events by time.

Sort Events by Type

From **View all events**, select **Options > Sort by type** to sort events by their assigned type.

Sort Events by Priority

From **View all events**, select **Options > Sort by priority** to sort events by their assigned priority.

Modify Events

Edit an Event

1. From **View day**, select an event.
2. At the event details screen, select **Options > Edit**.
3. Modify the event and select **Save**.

Send an Event

1. From **View day**, select an event.
2. At the event details screen, select **Options > Send** to attach the file to a multimedia message.
3. Complete the appropriate task.

Copy an Event

1. From **View day**, select an event.
2. At the event details screen, select **Options > Copy**.
3. Enter a new name for the event.
4. Complete the event and select **Save**.

Erase Events

Erase an Event

1. From **View day**, select an event.
2. At the event details screen, select **Options > Erase > Yes**.

Erase the Current Day's Events

From **View day**, select **Options >**

Erase today's events > Yes to erase all events on that day.

Erase All Events

From **View all events**, select **Options >**

Erase all events > Yes to erase all events from the phone.

Note: You cannot recover deleted information.

Erase All Past Events

From **View all events**, select **Options >**

Erase all past events > Yes to erase all past events from the phone.

Note: You cannot recover deleted information.

Scheduler Settings

Set Scheduler Hours

1. From **Settings**, select **Calendar hours**.
2. Modify the start and end times.
 - Scroll left or right to move between hour, minute, and AM/PM fields.

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

3. Select **Save** when done.

Erase Events Automatically

1. From **Settings**, select **Auto erase**.
2. Select an option from the list to set when to automatically erase your past events.

Set Event Priority

1. From **Settings**, select **Priority**.
2. Select an option to set every event you create with this priority type.

Set Event Reminder

1. From **Settings**, select **Reminder**.
2. Select an option to set every event you create with this reminder setting.

Set Event Reminder Alert

1. From **Settings**, select **Reminder sound**.
2. Select an option to set every event you create with this reminder alert. (Scroll to listen to sounds.)

Set Event Silent Mode

1. From **Settings**, select **Silent mode**.
2. Select an option to set every event you create with this silent mode.

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.

Set an Alarm

1. From **Alarm clock**, scroll to one of the alarms and select **Set**.
2. Press the **OK** key to change the time, if needed.
 - 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 the **OK** key to save time and move to the next field.

3. Press the **OK** key to select a sound from the list.
4. Press the **OK** key to select a recurring alarm from the list, if needed.
5. Press the **OK** key to enter a note.
6. Select **Save**.

When the alarm rings, select **Stop** to turn off the alarm or **Snooze** to set the alarm to ring in another ten minutes.

Set the Quick Alarm

1. From **Alarm clock**, scroll to the quick alarm and select **Set**.

2. Choose a time. (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.

Use Tip Calculator

1. From **Tip calculator**, enter the amount of your bill and select **Next**.
2. Scroll to select the percentage you want to tip.

Step Result: The total bill with tip is displayed. If you are finished, select **Done**. Otherwise, go on to the next step.

3. Select **Split** and enter the number of people sharing the bill (or enter 1 if paying the entire bill).
4. Select **Next** to view the final bill.
5. Select **Done** when finished.

Use Calculator

1. From **Calculator**, enter the first number.
2. Select a mathematical operation:
 - Scroll left to multiply.
 - Scroll right to divide.
 - Scroll up to add.
 - Scroll down to subtract.

Your selection will appear highlighted.

3. Enter the second number, and press the **OK** key to view the result.

4. Select **Exit** to return to the menu, or **Options** and one of the following:
 - **MS** clears value currently stored and adds the displayed result to value stored in memory.
 - **M+** adds displayed result to the value stored in memory.
 - **MR** displays currently stored value on the screen.
 - **MC** clears value currently stored in memory.

World clock

Use **World clock** to check times in cities around the world in relation to your local time.

Set World Clock

1. From **World clock**, first scroll left or right to select a time zone.
2. Check your local time and date on the first line, followed by your selected world city and its time and date.

Search World Clock

1. From **World clock**, select **Options > Search city** or **Search country**.
2. Enter the first letter(s) of your desired city or country.
3. Select a city or country from the list.

Use Timer

The timer counts down for the specified time. It beeps when that amount of time has elapsed.

1. From **Timer**, select **Set**.
2. Enter the time length.
 - Scroll left or right to move between hours, minutes, or seconds fields.
 - Scroll up or down to change hours, minutes, or seconds.
3. Select **Sound**, and choose from the list to modify the sound.
4. To work the timer, select from the following options:
 - **Start** begins the countdown.
 - **Stop** pauses the countdown.
 - **Reset** clears the timer.

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

Use Stopwatch

From **Stopwatch**, select from the following options:

- **Start** begins counting.
- **Stop** pauses counting.
- **Reset** clears the stopwatch.

Press the **Back** key to exit.

Memopad

Write a Memo

1. From **New memo**, enter the memo.
2. Select **Save**.

View a Memo

From **View memos**, select **View** to open a memo or **Options** to access more features.

Edit a Memo

1. From **View memos**, highlight a memo.
2. Select **Options > Edit**.
3. Edit the memo, and select **Save**.

Send a Memo

1. From **View memos**, highlight a memo.
2. Select **Options > Send as sms**.
3. Complete the message, and select **Send**.

Call a Number in a Memo

If you have a phone number in a memo, you can call it.

1. From **View memos**, highlight a memo.
2. Select **Options > Use number**.
3. Select a number, and press the **Send** key.

Lock a Memo

You can lock a memo to prevent it from being edited or erased.

1. From **View memos**, highlight a memo.
2. Select **Options > Lock memo**.

To unlock a memo, select **Unlock memo**.

Erase a Memo

1. From **View memos**, highlight a memo.
2. Select **Options > Erase > Yes**.

Erase All Memos

From **View memos**, select **Options > Erase all > Yes**.

Note: Selecting **Erase all** only erases unlocked memos.

11 Recent Calls

Recent Calls Menu

Select **Recent Calls** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
Recent Calls	Missed calls	See a list of all voice calls you have missed.
	Received calls	See a list of all voice calls you have received.
	Outgoing calls	See a list of all voice calls you have made.
	All calls	See a list of all voice calls.
	Call timers	Access these options: Last call and All calls .

Work with Call Lists

Return Any Call

1. From **All calls**, highlight a number.
2. Press the **Send** key to call the number or select **Options** to access more features.

This list contains all calls made and received.

Return a Received Call

1. From **Received calls**, highlight a number.
2. Press the **Send** key to call the number or select **Options** to access more features.

This list contains all calls received.

Return an Outgoing Call

1. From **Outgoing calls**, highlight a number.
2. Press the **Send** key to call the number or select **Options** to access more features.

This list contains all calls you have made.

Return a Missed Call

1. From **Missed calls**, highlight a number.
2. Press the **Send** key to call the number or select **Options** to access more features.

This list contains all calls you received, but did not answer.

Deal with a Missed Call

When you have missed a call, “Missed Call” appears on your screen. 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.

Call List Options

Save Number from Call List

1. At the call list, highlight a number.
2. Select **Options > Save**.
3. Select **New entry** to create a new contact or **Existing entry** to add number to an existing contact.

View Contact from Call List

1. At a call list, highlight a contact.
2. Press **OK** to see the contact details screen.

Send Text Message from Call List

1. At a call list, highlight a contact.
2. Select **Send txt**.
3. Complete your text message and select **Send**.

Erase Call List Records

Erase a Single Record

1. At a call list, highlight a contact.
2. Select **Options > Erase > Yes**.

Erase a Call List

1. At a call list, highlight a contact.
2. Select **Options > Erase All > Yes**.

Work with Call Timers

View Last Call Timer

Select **Last call** to view the total call time of your last call made or received. Select **Done** when finished.

View All Calls Timer

Select **All calls** to view the number of calls made and received and the total call time.

Surf the Web

You can use your phone to browse the Internet if you have obtained phone Internet services from your service provider and if over-the-air Internet access is available in your area.

Launch Browser

Select **Surf the Web** to launch the browser. An alert appears notifying of airtime fees, if you have enabled web alerts. Select **OK** to continue.

If this is the first time you have connected to the Internet, a message informs you that security is not yet enabled for your browser. Select **Yes** to enable security.

Browse the Web

A browser home page with a list of bookmarks and some browser menu options appear when you are connected to the Web.

The lock icon appears in a secure session.

You can do the following:

- To choose a site, scroll to the link and press the **OK** key.
- An underline and an arrow indicate that there is more text. Scroll down to view the rest of the text.
- Press the **Back** key to return to the previous screen.

- Press the **End** key to exit.
- Select **Options** to access more browser features.

Add a Bookmark

1. Surf to the Web page you want to bookmark and select **Options > Add to Bookmarks**.
2. Edit the bookmark's details, if needed.
3. Select **Options > Save** to save the bookmark.

To access your saved bookmarks, select **Options > Bookmarks** from any web page.

Search the Web

From **Web**, select **Options > Search** to go directly to the browser's search page.

13 Voice Commands

You can do certain commands through voice recognition. To control the settings associated with voice commands, see “Voice dialing” on page 22.

Call a Contact

1. From the home screen, press and hold the **Send** key. The phone prompts, “Say a command”.
2. Say “Contact” and then name of the person you want to call.

The phone prompts, “Please repeat” or “Say a name” if it does not recognize the name. If the name you spoke matches a contact in the voice dial list, the phone prompts: “Name, correct?” Say “Yes” to make the call, “No” to select a similar name, or “Cancel” to cancel the phone call.

If the phone finds multiple voice tags that sound like the name you said, the phone will list the names, you will be asked to verify which name you want to call. Say “Yes” when you hear the correct name. Say “No” when you hear an incorrect name.

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

To modify your voice dial list, see “Enable Voice Dial Tags” on page 32.

Call a Number

1. From the home screen, press and hold the **Send** key. The phone prompts, “Say a command”.
2. Say “Dial Number” and then speak the digits of the number you want to call. If you pause, the phone prompts you, “Did you say <number>” or “Say a number” if it does not recognize the name. Say “Yes” to make the call, “No” to cancel the phone call.
3. Press the **End** key to end the call.

Find a Contact

1. From the home screen, press and hold the **Send** key. The phone prompts, “Say a command”.
2. Say “Find Contacts”. The phone prompts, “Say a name”.

The phone prompts, “Please repeat” or “Say a name” if it does not recognize the name. If the name you spoke matches a contact in the voice dial list, the phone prompts: “Name, correct?” Say “Yes” to display the contact, “No” to select a similar name, or “Cancel” to cancel the search.

Note: You can only search for contacts that are in the voice dial list.

Use a Shortcut

1. From the home screen, press and hold the **Send** key. The phone prompts, “Say a command”.
2. Say the name of the menu item you want to access or say “Shortcuts” to view a list of menu items. The phone prompts, “Say one of the shortcuts”.
3. Say the name of the menu item you want to access.

Note: The available shortcuts are as follows:

- **Find contact** (Goes to the Contacts list. You may then say a name to go to that contact.)
- **My phone number**
- **Phone Status**
- **Alarm clock**
- **Calculator**
- **Calendar**
- **Inbox**
- **My games**
- **My graphics**
- **My Stuff**
- **Outbox**
- **Recent Calls**
- **Ringer mode**
- **Ringer type**
- **Set screensaver**
- **Send pic msg**
- **Send text msg**
- **Set wallpaper**
- **Stopwatch**
- **Surf the Web**
- **Themes**
- **Timer**
- **Voice memo**

14 Get Help

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.
- 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.

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.
- Email: 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 > My phone number** and scroll down.

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 accessories for your phone, visit www.virginmobileusa.com or www.kyocera-wireless.com/store.

Become a Product Evaluator

To participate in the testing and evaluation of Kyocera Wireless Corp. products, including cellular or PCS phones, visit beta.kyocera-wireless.com.

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