

Cincinnati Bell Wireless Quick Start Guide

Transferring your Address Book

There are different ways that you can transfer your old phone's address book to your new phone.

If switching from a Digital (TDMA) phone to a Nokia 6010

You will need to manually transfer numbers from one phone's address book to another by following the instructions in your phone's User Guide.

If switching from a Next Generation (GSM/GPRS) phone to a Nokia 6010

Next Generation phones, such as the Nokia 6010, allow you to save contacts to your phone or to your SIM card (which is a memory chip that you can remove and insert into future next generation phones that you use). If you decide to change phones (to another Next Generation phone) at any time, be sure to save your contacts to your SIM card so that you can simply take your address book with you. To copy your contacts to your SIM, select **Contacts**→**Copy**→**From Phone to SIM Card**→**All**→**Move Original**. You'll be asked "Move Entries?", and should select "OK". When your phone is finished moving the entries, you can exit by pressing the key with the red swoosh. **Note:** SIM cards are only able to save 200 numbers, and only one number per name.

Setting Up VoiceMail

Please refer to the Welcome Guide, which you received with your phone, for full instructions on how to set up your VoiceMail service. For the Nokia 6010, be sure to follow the "Next Generation" phone instructions and use 1111 as your temporary VoiceMail password. You'll want to set up your VoiceMail as soon as possible, since this service is active immediately and callers may be leaving messages for you.

Using Text Messaging

Have you wanted to reach someone, but know that they are in a place where they can't receive a phone call, or have you just wanted to pass a quick comment along without making it into a long voice conversation? Text Messaging may just be for you.

Text messaging is already active on your phone, and any messages that you receive are FREE. This is especially handy because it means you may be able to receive info alerts for free from sites such as CNN.com, or the Weather Channel, etc. PC users can also send 150 character-long emails to your phone using your 10 digit telephone number@gocbw.com as the email address. To illustrate, the format of the address would look something like this: 5135551212@gocbw.com

To respond to text messages, it's just a dime per message that you send, or you can get a money-saving text messaging plan if you become a frequent user. To switch to a text messaging plan at any time, simply call #TXT from your wireless phone and add the service using our automated ordering line. Using text messaging is easy. See the following instructions, which can be used on virtually any Nokia phone.

To send a text message from your wireless phone:

1. Press the **Menu** button on your Nokia phone
2. Scroll to **Messages** and press **Select**
3. Scroll to **Text Messages** and press **Select**
4. Scroll to **Write Message** (or similar option) and press **Select**
5. Use the key pad to type your message (up to 150 characters)
 - a. Example – Type the word 'HELLO'
 - i. Press the 4 key twice for **H**
 - ii. Press the 3 key twice for **E**
 - iii. Press the 5 key three times for **L** (wait a couple of seconds)
 - iv. Press the 5 key three times for **L**
 - v. Press the 6 key three times for **O**
6. Once you've typed your message, press **Send**

7. You can either:
 - a. Manually input a 10-digit wireless number and press **OK**
 - b. Press **Find** and scroll through your phone book and **Select** the contact you wish to send your message to.
8. Once you send the message, your phone will display **Message Sent** letting you know the message has successfully been sent from your phone. Most messages should be delivered within a few seconds, however multiple variables could delay, or prevent messages from being successfully delivered.

Helpful Hints

- To insert a 'space' press the 0 key
- To insert a 'period' press the number 1 key
- If you're sending a message to a stored contact, the wireless number must contain 10 digits for the message to be sent successfully.
- You can change input modes by pressing Options and scrolling to insert number, insert symbol, or enabling predictive text.
- You can capitalize words by letters by pressing the # key.
- Send a message from your computer to your wireless phone by indicating the email address as your 10-digit wireless number @gocbw.com (e.g. 5131234567@gocbw.com).
- For more advanced options (such as using T9/Predictive text) please consult your user manual.

Cincinnati Bell Wireless Internet Services

Have you ever wanted to look up a sports score, get a breaking news headline, or check your e-mail but were nowhere near a PC? Now you can do all of that and more using your wireless phone!

This section will provide detailed information on all the amazing things you can do with your next generation phone. If you subscribe to one of the Wireless Internet plans, there are a lot of added benefits you receive including a free Fuse email box, the ability to personalize your service and set up short cuts to the places you visit most often, and better rates on downloads and data usage beyond your selected plan. If you choose not to subscribe, you can still try Wireless Internet and pay-as-you-go using our more limited service.

All the applications within this section require that you be connected to Cincinnati Bell Wireless Internet Service.

How do I connect to CBW Internet Services?

Select Menu→Services→CBW Internet (could also say "CBW GPRS"). Once in the Cincinnati Bell Wireless Internet section, you'll see the following menu:

- | | | |
|-----------------------------------|---------------------------------------|------------------------|
| • National News | • E-mail | • Find It |
| • Cincinnati.com | • Wall Street Journal | • Google |
| • ESPN | • Entertainment | • Yahoo |
| • Ringtones & Graphics | • My Info | • Usage History |
| • Java Games | • Cincinnati Bell Yellow Pages | |

Navigating through menus:

To select one of these menu options, use the up and down keys to scroll through the menu. When the item you want is highlighted, press the button with the green swoosh, which is the "TALK" button. (**Tip!** The "TALK" button is just like the "ENTER" key on your PC, which lets you select the menu item with one touch).

Entering Letters, Symbols and Numbers into your Phone:

Your phone's user guide has great information to help you learn how to enter numbers, letters, and symbols. You'll need to learn how to do this before continuing. (**Tip!** Also check out "Predictive Text", and how to change cases from capital to lower case letters. It will make your experience much easier.)

Wireless Internet Service Overview

National News

Get the latest news straight from the AP wire! Searchable news categories include AP News, Weather and Wall Street Journal. Within AP News, your categories include: US, World, Business, Science & Technology, Politics, Sports, Entertainment, Health and more!

Cincinnati.com

Access local information from your wireless phone - 24 hours a day, 7 days a week - from The Cincinnati Enquirer, The Cincinnati Post, The Associated Press, Gannett News Service and more. Cincinnati.com

gives you everything you need to know about Cincinnati: Local and national news, sports, arts and entertainment information, community events, weather, traffic updates, and more - all updated minute-by-minute each day.

ESPN Sports

Sports news is now at your fingertips -- brought to you by the leading provider of sports on the Internet. ESPN offers late breaking news, statistics, schedules, and player updates, in addition to up-to-the minute sports scores from live events. Get sports info on numerous college and pro sports including football, hockey, horse racing, auto racing, basketball, tennis, golf and more!

Ringtones & Graphics

Get the coolest ringtones and graphics from Cincinnati Bell. Select from various songs and artists. Get your school fight song. Download a graphic that lets you express your own personal style. Downloads are priced individually and, if applicable, the data used to transfer the file will be subtracted from your monthly Wireless Internet plan (or charged per kilobyte if you aren't a Wireless Internet subscriber).

To Download: (From Your Next Generation Phone)

From the Wireless Internet section, select *Ringtones and Graphics*. To download a ringtone or graphic, select "Ringtones" or "Graphics" and then select a category. There are 27 ringtone music categories including such categories like Country, Hip Hop, Classical...you can even choose Cincinnati's WEBN! There are 20 graphic categories including flags, holiday icons, even Disney graphics!

- Within your chosen category, select a Ringtone or Graphic.
- Make sure that your phone's model number is displayed in the box.
- Scroll to the category of ringtone or graphic that you'd like, and select a song or graphic.
- Once you've highlighted and selected the item you want, next you'll see the following: "Enter the recipient's mobile number" (this will default to your own wireless number including 1 and the area code) and "Phone:" (Please select your phone model), and "Buy"

Note: You may enter a phone number other than your own if you'd like to send a ringtone as a gift to a friend. It's important to be sure the recipient has a phone capable of receiving the type of ringtone or graphic you send, as you will be billed for the ringtone or graphic even if their phone cannot receive it.

- You can preview ringtones/graphics through the Cincinnati Bell website at: www.cincinnati-bell.com/portal, log in/sign up for a free account, and click on "Ringtones and Graphics"
- Select "Buy". The title of the ringtone or graphic that you selected will appear followed by: "A ringtone/graphic is about to be sent to the following mobile phone number. You will be charged \$X.00 on your phone bill. Do you wish to continue?" 513.XXX.XXXX (this will be your wireless number, unless you've chosen to send it to a friend).
- If you wish to continue, select "Buy"
- You'll then have the option to download the ringtone/graphic file. To download, select the title of your ringtone/graphic file.
- Once you've downloaded the ringtone/graphic, you'll see the following message: "Ringing tone received" or "Graphic received"
- Select Options→Playback (to listen to the tone) or to view the graphic.
- Once you've listened to the tone, you can save the ringtone by selecting Quit→Save Tone→Select.
- You'll then be asked to name the ringtone. Enter a name, and select "OK".
- Next you'll be asked to save the ringtone into your "Gallery". To save the ringtone to the ringtone file, select "Ringtone". The message "Saved to Ringtones" will appear.
- If you wish to exit, select "Cancel"
- To set up the ringtone as your active ringtone, go to Menu→Profiles→Normal→Customize→Ringing Tone→Select→Open Gallery. That's where you'll find the ringtones that you've downloaded along with a whole selection of other ringtones. Choose "select" and then open the Tones gallery. Highlight the ringtone you want and choose "select". Your ringtone will be set. For more information on how to select a ringtone, see your user manual.

Java Games

Download a fun game to play while waiting around. Downloads are priced individually and, if applicable, the data used to transfer the file will be subtracted from your monthly Wireless Internet plan (or charged per kilobyte if you aren't a Wireless Internet subscriber).

To Download: (From Your Next Generation Phone)

From the Wireless Internet section, select *Java Games*. You'll see a selection of games that are compatible with your phone. You'll be able to get a brief description of the game if you highlight the title that interests you and select it. You'll also see the price and file size.

Once you find the game you want to download:

- Highlight the game you wish to download, and select it.
- You'll see a brief description of the game, the file size (kB)", "Price", a description and the terms of use.
- If you would like to purchase, select "Buy".
- Next, you'll want to download the game you just purchased. Select "Download it" and you'll see a confirmation message, which includes the name of the game, the file size and the name of the game developer.
- Select "Yes" and the game will start downloading. This may take several seconds depending on the file size.
- Once the game has been downloaded, the screen will read "Saved to Games. Open now?" If you would like to begin playing, select "OK", if not, it will be stored in the "Games" section within the main menu and you can select it later.

E-Mail

To access your email, select the "Email" menu option within the Cincinnati Bell Wireless Internet services home page on your phone. You will see three options: 1) **My Email**, 2) **My Email Tools** or 3) **Other Email**

My Email

Cincinnati Bell Wireless Internet subscribers get one Fuse email box free. If you are an existing Cincinnati Bell email subscriber (Fuse, Zoomtown, etc.) you may set up "My Email" with the same Cincinnati Bell email address and password that you use to log-in via your PC.

Setting up "My Email"

The directions will vary for those with and those without an existing Cincinnati Bell email box (Fuse, ZoomTown, etc).

- Those who DO NOT HAVE an existing Cincinnati Bell email box:
Select "My Email". You will be asked: "Are you an existing Cincinnati Bell email (fuse.net, zoomtown.com) customer"
 - Select "No" and the following will appear: "Set up your email address and password so you can take advantage of Fuse Email while you're on the go". Press "OK"
 - Next you will choose a user name and a password.
 - Select a user name. If the user name you have chosen is already being used, you will be provided with alternatives. You may choose a suggested alternative or select a completely different user name.
 - Create a password. Passwords must be at least six characters long and must include at least one numeric character.
 - Once you have successfully created a username and password, you will receive a confirmation message indicating your Fuse email box has been created.
 - The next time you access "My Email" from the menu, you will not need to input your username and password. You will be automatically logged in to your Fuse email box.
 - If you would like to require your password be asked for every time you access "My Email", you can set this preference in the "**My Email Tools**" folder and select "Auto-Login Email→Disable.
 - If you'd like to access your email from a computer, you may do so by going to the following URL: <http://webmail.fuse.net>. You will need to enter your "Username"@fuse.net, as well as your password.
- Those who HAVE an existing Cincinnati Bell email box (Fuse, Zoomtown etc.).
Select "My Email". You will be asked: "Are you an existing Cincinnati Bell email (fuse.net, zoomtown.com) customer"

- Select “Yes”
- Select “*Email Address:*” and enter your existing Cincinnati Bell email address (i.e. tsmith@fuse.net, or john.doe@zoomtown.com (case sensitive)). To change the case, press the # key until you see “abc” mode instead of “Abc” mode.
- Scroll down to “*Email Password*” and enter your existing email password (case sensitive).
- Scroll down and select “Go”
- You should now see your existing email inbox. Subsequent returns to “My Email” won’t require you to input your “Email Address” and “Email Password” – you’ll automatically be logged in!

Other Email

Use this option if you have email with a different provider (than Cincinnati Bell), or you wish to check a secondary Cincinnati Bell email account (up to 5 secondary email boxes besides the primary set up in “My Email can be accessed).

- Select the “Other Email” option, choose from one of the available options (Yahoo & MSN), and enter your email address and password.
- If your email service is not listed, visit your email provider’s website using the “go to” option and enter your Username and Password. If you have difficulty accessing your other email, contact your email provider for assistance.

Wall Street Journal

Access the only morning paper that delivers the latest business news from every major market in the world. More than 1,650 analysts and writers bring you the top world news, crucial reports from all industries, in-depth technology coverage, along with all the financial insight you need to succeed. Select from US News, Asia News, Europe News or Technology News.

Entertainment

This category offers more fun things to do with your phone! Within the Entertainment category are:

- Movies: See what’s playing in your area, get movie reviews, prices, movie times, and listings of what movies are coming soon. What more could you need?
- Games: Here you’ll find games that you can buy and download to your phone to play anytime. You’ll also find a library of games that you can play online by yourself or against others. Some of our many online games include: 3X Trivia, Blackjack, Decoder, Hangman, Roshambo, and Scrabble.

Note: Downloadable games have a fee when you download and the kilobytes used to download the game are deducted from your monthly data plan. Games that you play online are free, except the kilobytes used while playing are deducted from your monthly data plan.

- Lottery: Get the latest lottery scores to find out if you’re a millionaire yet.
- Horoscopes: Check your horoscopes anytime; they’re right here at your fingertips whenever you need to know what the day has in store for you!
- Proverbs: Need a wise saying to jump-start your day? Check out our proverbs section.

My Info

My Info allows you to set up a short cut to your favorite Wireless Internet information. Short cuts might allow you to quickly check the weather in specific cities, check certain stock ticker symbols, track your favorite sports teams, or set up a specific starting point when looking up directions. “My Info” is available to those who subscribe to any Cincinnati Bell Wireless Internet plan. Within the My Info section, you have the following choices:

- My Bookmarks
- My Theatres
- My Horoscopes
- My AP News
- My Weather
- My Lottery
- My Sports
- My Stocks
- My Drivers
- Alerts
- Edit Settings

You can customize your preferences using your PC or using your wireless phone. To customize using your PC, visit www.cincinnati-bell.com/portal, log in/set up your account, and click on “My News”. To customize your preferences using your phone, select Menu→Services→CBW Internet→My Info→More→Edit Settings. Once at “Edit Settings”, you can follow the screens to choose whether or not you would like to view each of the categories. (Remember to use your green phone key as your “enter” key) To select a category, you must first highlight the category using your scroll keys, and press enter.

Cincinnati Bell Yellow Pages

Search for business and residential phone and address listings from the Cincinnati Bell Yellow pages using your wireless phone. Find the nearest, get driving directions and more!

Find It

The “Find It” section puts you in command! Now you not only have access to breaking news and information, you have access to databases of information using your phone! Find stores, get directions, access phone numbers of friends and businesses, find out who just called with Reverse Lookup, and more! Within the “Find It” section, you will be able to select among the following menu options:

1. Find Nearest
2. Google
3. Yellow Pages
4. White Pages
5. Reverse Lookup
6. Go To Site
7. Directions
8. Movies

The easiest way to find the nearest hotel, restaurant, etc, is to select “Find Nearest” and “Enter ZIP”. Once you’ve entered your Zip (starting point), you can select the type of business you are seeking (restaurant, gas station, etc). Highlight your selection and press enter (green phone button). Your results will appear.

Google

Google is a search engine that you can select if you want to visit other websites. Note: Many websites are not set up correctly for access using a mobile phone. If you have trouble viewing a site, the trouble is most likely with the format of the website and not your mobile phone’s browser.

Yahoo

These are direct links to commonly used e-mail providers, Yahoo and MSN. You can access these sites via these links or by selecting “other email” under the Email menu option.

Usage History

Keep track of the wireless data usage on your account through this helpful link.

Multimedia Messaging Service (MMS)

Also known as “Picture Messaging”, MMS allows users to create and messages combining text, sound and graphics. You can send and receive images, voice clips, music, greeting cards and more. It should be noted, however, that both the sender and the receiver must have a Next Generation phone that is MMS capable.

MMS messages are just \$0.20 each to send, reply to, or forward. The data (kilobytes) used to transfer of the MMS file will also be deducted from the data in your monthly Wireless Internet plan. (If not a Wireless Internet subscriber, the sender will be charged \$0.03 per kilobyte for the data transfer.) When receiving an MMS message, the recipient pays nothing; however, the data (kilobytes) used to transfer the file will be deducted from the recipient’s monthly Wireless Internet data plan balance.

Sending/Receiving MMS Messages

There are 3 ways to send an MMS message: between phones, PC to phone, and phone to PC.

Note! To send MMS message between phones, both the sender and the receiver must have a Next Generation phone. If the sender has a Next Generation phone and the receiver does not, the receiver will receive a text (SMS) message with a unique URL (web address) that can be accessed via PC to view the content.

Sending an MMS from your phone

- From the main menu, select Messages→Multimedia Messages→Create Message (**Tip!** Remember that you can turn on “predictive text” to make inputting a message easier. Consult your user guide for specific instructions)
- If you would like to enter a text message, input the message now and select “Options” when finished. Inputting text is not required.
- Scroll down to “Insert” → “Sound” or “Image”. If you choose “Sound”, you’ll want to select a sound clip out of your “Tones” folder. If you choose image, select the “Graphics” folder for cartoons and icons or the “Images” folder to access pictures that you’ve taken and saved.
- Highlight the image or sound you wish to insert and select Options→Insert (“Object Added” message will briefly appear and the screen will return to the message that you have created)
- To send the message, select “Options”, Select “Send to Number” and input the recipient’s 11-digit wireless phone number including a 1 before the area code (Ex. 15135550001) and select “OK” or you can send to a person’s PC email box. Simply enter their email address instead of a phone number and select “OK”.
- You’ll briefly see a message “Message Saving to Outbox” while the message is being transmitted, and a paper clip symbol will show in the upper left hand corner of your phone’s screen. Once the message is sent, the paper clip will go away, and the message “Multimedia Message Sent” will appear in the phone’s display.

Note! Your Nokia 6010 can receive image files that are 45KB or smaller and in the format of a JPEG, PNG, OTA-BMP, WBMP or GIF. Sound files must be in Mobile MIDI (GMX) format and under 45KB in size.

When sending an MMS message to a Next Generation phone from your PC (using your email or a website), you’ll need to know the phone’s address. The Next Generation phone’s MMS “email” address is made up of their 11-digit wireless phone number@mms.gocbw.com. (Ex.15135550001@mms.gocbw.com)

Receiving MMS to your phone

- When an MMS message is received, your screen will read “Multimedia Message Received”
- To view the message, select “Show”
- The message will appear. If the message came from a PC, you may see a message stating that the image is attached. You can view picture attachments sent via MMS, however, the image is not the first thing you see when you open the message. You will need to scroll down in the message in order to get to the image.

Saving an MMS Message

MMS messages will be temporarily saved in your inbox/outbox for up to 7 days. If you would like to save an image longer, you will need to follow these directions to save an image or sound clip into your gallery.

- While the MMS message is open, select Options→Save Image
- You’ll be given the opportunity to name the image (If the image had a name when it was sent, this name will default; however, a new name can be entered). Input the name you would like and select “OK”
- The “Gallery” menu will appear, and “Graphics” will be highlighted - press “Select”

Protecting Your Phone From Unauthorized Use

Would you like to make sure that others can’t use your phone (and your airtime) without your consent? Just follow these simple steps:

- Go to *Settings*→ *Security Settings*→ *Pin*
- You will be prompted to enter a 4- to 8-digit phone code (that you create) several times
- Call Cincinnati Bell Customer Care at 1-888-391-3925 to obtain a PIN/PUK code to enter at the prompt.

NOTE: You will have 10 chances to correctly enter this code. If you incorrectly enter it 10 times, you will see “SIM Blocked” and should visit your nearest Cincinnati Bell Wireless location to purchase a new SIM card.

How to Use Connect2Home Callingsm

Connect2Homesm calling is a feature included with USA Nation bundled wireless rate plans which allows you to make free voice calls from your GSM wireless phone to your home phone number. If you've selected a rate plan which includes Connect2Home calling, this service should be available for use the next business day after ordering. Once the service is active on your account, you will receive a text message to your wireless phone to confirm.

How to Place a Call Using Connect2Home service:

- To place a Connect2Home call, dial "22" then press the "send" or "enter" key to place a call to your designated home number. Calls you make by dialing 22 will automatically be sent to your home number (your home number is the local, residential Cincinnati Bell Telephone phone number that you provided to Cincinnati Bell for billing purposes when you activated your wireless phone.)
- If you move, you can change the telephone number that you designated to be your home phone number twice per calendar year by calling CBW Care at (888) 391-3925.
- **IMPORTANT!** Calls to "22" will always be free calls, and the minutes used will not subtract from the minutes you have available in your wireless rate plan. If you dial directly to your 7 or 10-digit home phone number, these minutes will not be free and will count against your plan's available minutes. Likewise, minutes used when dialing from your home to your wireless will subtract from your plan's available minutes.
- Cincinnati Bell reserves the right to disconnect the Connect2Home Feature at its discretion.

Interactions with other Telephone Services:

- Line Number Blocking or Out of Area: When you dial 22, Cincinnati Bell must be able to read the Caller ID from your incoming call in order to connect the call to your designated home number. In certain coverage areas and/or if you have "Line Number Blocking" service active on your wireless phone, calls will not carry Caller ID information. In these instances, you will hear the following message:
"We're sorry, your Connect2Home free call may not be completed at this time due to insufficient incoming Caller ID information. This may be just a temporary problem due to your current wireless network connection. Please try your free call again at a later time."
 If you have "Line Number Blocking" set up on your wireless phone, you do not need to eliminate this service. Instead, simply dial *82 513-241-3030 to use Connect2Home service. This will be the phone number that you dial each time you place a call home instead of dialing "22". It may be easiest for you to use this number if you program the entire number sequence into your address book.
- Call Forwarding: Call Forwarding should not be used to forward any calls to your home number, to 22, or to 513-241-3030. Calls placed using the Call Forwarding feature will be billed the normal call forwarding charges (\$.07/min).

Billing Detail with Connect2Home:

- Calls made to 22 or 513-241-3030 will appear on your monthly detailed bill. Connect2Home calls will be identified as shown below.

| LOCAL CALLS | | | | | | | |
|-----------------------|-------|---------------|------|-----|---------|------------------|-------|
| Date | Time | Number called | Type | Min | Airtime | Long Distance | Total |
| 14. Jul 3 | 9:32p | 22 | 3 | | 0.000 | 0.00 | 0.00 |
| Called to: Cnct 2Home | | | | | | | |