My Account On Your Phone

Get automated phone services **FREE** on your wireless phone. View your calling plan and features, reset your Voice Mail password, find a Verizon Wireless Communications Store, and more.



Check your balance[Δ†]

Dial #BAL (#225) SEND

- Actual billing may vary based on calling plan
- Check account balance

Make a payment

Dial #PMT (#768) SEND

- Make payments, manage payment accounts, and view payment history

Update latest network coverage

Dial *228 SEND and select option 2

- Recommend updating every 3 months

Check your minutes used[Δ†]

Dial #MIN (#646) SEND

- Estimate of your current month's unbilled usage

Check your Data, Text, Picture & Video Messages[Δ]

Dial #DATA (#3282) SEND

If your wireless phone features Mobile Web 2.0, you can manage your account through your phone's Web browser FREE OF CHARGE. Launch *My Account* directly from the Settings & Tools menu. If you're a Mobile Web 2.0 subscriber, select VZW Services and then *My Account*. If you're not a subscriber, you'll see a VZW Services menu with a FREE link to *My Account*.

Dial *611 or call 1.800.922.0204 for the following automated account services:

- Check account balance[†]
- Check number of minutes used[†]
- Add/remove calling features
- Request a detailed copy of your current bill
- Reset your Voice Mail password
- Change your billing address
- Make a payment
- Add Ringback Tones feature
- Store locator

Customer Service Support

Visit our Online Support Center at **verizonwireless.com/welcome** for rebate status, equipment, and service information, such as:

1. Find specifics about your handset—click on "Where can I get assistance with technical issues?"
2. Learn about our features—click on "Where can I find help with features on my phone?"
3. Understand your bill, learn more about Voice Mail, and view your Coverage Area map.
4. Sign up for our emails to receive notices about special offers and the latest information on products and services.

Connecticut Customers Only

If you have any questions about your bill or concerns about your service, please call Customer Service at **1.800.922.0204** or dial ***611** from your wireless phone.

If we cannot resolve your issue, you have the option of contacting the Department of Public Utility Control (DPUC):

Online: www.state.ct.us/dpuc

Phone: **1.866.381.2355**

Mail: Connecticut DPUC
10 Franklin Square
New Britain, CT 06051

[Δ]A free text message with your information will automatically be sent to your wireless phone. Or, you can stay on the line to hear your information or to make a payment.

[†]The estimate of your balance and/or minutes used may not include calls placed or received outside your Local Calling Area. Further, billing for minutes used may vary, depending on your calling plan (and whether any of the minutes used are included in a Night & Weekends or IN Calling allowance, or were made while roaming).

"How To" Quick Guide*

How to Add a Contact Via Your Phone

1. Select *Contacts*, then *Options* and *New Contact*.
2. Enter name.
3. Scroll to enter wireless, office and home telephone numbers and email address.
4. Press *Save*.



Updating Your Phone's Software

We're always updating our wireless network, so dial ● 2 2 8 SEND (toll- and airtime-free) every 3 months and get the most up-to-date network software. When prompted, press 2 and wait for your confirmation.

How to Snap & Send a Picture

1. Launch camera by briefly pushing Camera button.
2. Capture image by clicking *OK*.
3. Press SEND and select up to 10 recipients including your online photo album—PIX Place.℠
4. Add text and sound, if you wish, and then press SEND one more time.

How to Send a Text, Picture or Video Message

1. Select *Messaging* and then choose type of message you want to send.
2. Enter or choose a phone number from your contact list.
3. Create your message and press SEND.

How to Download Games

1. Select *Get It Now*® on your phone.
2. Choose *Get Fun & Games* and press *OK*.
3. Select *Get New App*.
4. Choose from a list of game categories you can browse and download.

How to Download Wallpaper

1. Select *Get It Now* on your phone.
2. Choose *Get PIX & FLIX* and press *OK*.
3. Select *Get New PIX*, then *Get New App*.
4. Select the Wallpaper application you want.

Get Started with Mobile IM



1. Go to *Messaging* and select *Mobile IM*.
2. Select your Instant Messaging application of choice (AIM,® Yahoo!,® and MSN®).
3. Log in.
4. Add a Buddy/Contact/Friend.
5. Go to the conversation window, type your message, then press SEND.

How to Download Ringtones

1. Select *Get It Now* on your phone.
2. Choose *Get Tunes & Tones* and press *OK*.
3. Choose *Get New Ringtones*.
4. Choose *Get New App*.
5. Select the Ringtone application you want.

How to Change Your Ringtone

1. Go to *Settings and Tools*.
2. Go to *Sounds* and select *Call Sounds*.

*Certain services require compatible handsets. Instructions may vary by handset.