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SUPPORT

This guide provides you with the information you need to get started.

For more information and additional support, please visit www.t-mobile.com/support where you can:

- Register at my.t-mobile.com to check your minutes, pay your bill, upgrade your phone, and change your rate plan.

- Review your phone’s User Manual and troubleshooting FAQs.

- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

You can also access account and device information from your phone.

1. From the Home screen, tap the Applications icon.

2. Tap My Account or My Device.

SERVICE

If you are a new T-Mobile® customer and your service has not yet been activated, call Customer Care at 1-800-937-8997 and a T-Mobile Activations representative will assist you.

You will need the following information when activating service:

- Your Service Agreement and the agent code on your Agreement

- Your name, home address, home phone number, and billing address

  Note: For business and government accounts, please provide the name of the organization, the address, and the tax ID.

- Your Social Security number, current driver’s license number, and date of birth for credit check purposes

- Your choice of T-Mobile rate plan and services (see www.t-mobile.com for the latest plan information)

- SIM serial number and IMEI number (located on the box barcode label)

By activating service, you acknowledge that you have read, understand, and agree to be bound by each of T-Mobile’s Terms and Conditions, and your Service Agreement.
**PHONE OVERVIEW**

- Front-Facing Camera
- Headset jack
- Status Bar: Touch and drag down to open
- Volume key
- Power/Lock key
- Menu key
- Search key
- Home key
- Back key
- USB/Charger port

**COOL APPS**

**Netflix**
Watch thousands of TV episodes and movies instantly over the Internet – directly on your mobile phone! Netflix unlimited streaming membership required.

**T-Mobile TV**
Stay in the know about your favorite TV shows, sports, and news with on-demand and live programs.

**Slacker® Radio**
Free streaming radio with expert-programmed genre stations, or create your own. Now with ESPN® Radio and ABC News.
SIM CARD

The SIM (Subscriber Identity Module) card identifies your phone to the wireless network. You cannot make or receive calls or browse the Internet without a properly installed SIM card.

Note: If you are new to T-Mobile, please use the SIM card included in the box. If you are an existing T-Mobile customer, please ask a retail store representative to help you transfer your information to the new SIM card included in the box. This new card will allow you to upgrade your device so you can use the Wi-Fi calling feature.

Insert the SIM card

1. Detach the SIM card from its packaging.

2. Remove the back cover by gently pressing on the center of the back cover and then sliding the cover up and away from the phone. Insert the SIM card, as shown.

4. Replace the back cover.
MEMORY CARD

Your phone comes with a microSD memory card.

Install or remove the memory card

1. Remove the back cover.
2. Gently press the memory card into the slot, as shown, until it clicks.

BATTERY

Your phone is shipped with the battery partially charged. Please charge it fully before using it for the first time.

For more information on how to conserve battery life, see the Battery & Memory Management section of this guide.

Charge the battery

1. Insert the small end of the charger cable into the phone’s charger port, as shown.
2. Plug the other end into an electrical wall outlet if using a wall charger or a USB port on a computer if using a USB cable.
POWER

To turn the power on, press and hold the Power/Lock key.

To turn the power off, press and hold the Power/Lock key and tap Power off.

HOME SCREEN

Swipe your finger left or right to view the entire Home screen.

You can customize the screens with widgets and shortcuts to your favorite applications.

Status bar

The Status bar appears at the top of your Home screen. Icons indicating your phone’s status and new notification alerts appear on the Status bar.

Notification screen

To open the Notification screen, touch and drag the Status bar down.
Applications screen

To access the Applications screens, from the Home screen, tap the Applications icon.

Swipe left or right through the screens. As you download new applications, they will appear on the Applications screens in alphabetical order.

Unlock the screen

Press the Power/Lock key and swipe the green Unlock icon to the right.

Add items to the Home screen

1. Swipe left or right to the desired Home screen panel.
2. Touch and hold an empty spot on the screen.
3. Tap Shortcuts, Widgets, or Folders.
4. Tap the desired item.

Move and delete items

Touch and hold the item you want to move or delete and then drag it to another location or to Remove at the bottom of the screen.

Change Home screen wallpaper

1. Touch and hold an empty spot on the Home screen.
2. Tap Wallpapers.
3. Tap Gallery, Live wallpapers, or Wallpapers.
4. Tap the desired image.
5. Tap Set wallpaper or Save.

RINGTONE

Set call and notification ringtone

1. From the Home screen, tap the Menu key.
2. Tap Settings.
3. Tap Sound.
4. Tap Phone ringtone or Notification ringtone.
5. Tap the desired ringtone.
6. Tap OK.

Set other sounds

1. From the Home screen, tap the Menu key.
2. Tap Settings.
3. Tap Sound.
4. Scroll down to the Feedback section and tap select or clear the check boxes for the items you want to turn on or off.
VOLUME

Set call volume
While on a call, press the Volume key up or down.

Set other volume
1. From the Home screen, tap the Menu key.
2. Tap Settings.
3. Tap Sound.
4. Tap to select the Silent mode check box.

VOICEMAIL

Use voicemail
To call and set up voicemail:
1. From the Home screen, tap the blue Phone icon.
2. Touch and hold 1 to call voicemail.
3. Follow the instructions to set up your voicemail account.

To reset the voicemail password to the last four digits of your phone number:
1. From the Home screen, tap the blue Phone icon.
2. Tap #793#.
3. Tap the green Phone icon.
4. Tap OK.

Silence ringer
To put in Vibrate mode:
From the Home screen, press the Volume key down until you see the Vibrate mode icon.

To turn off Vibrate mode, press the Volume key up.
Use Visual Voicemail

With Visual Voicemail, you can view a list of your voicemail messages and play them in any order.

To set up Visual Voicemail:
1. From the Home screen, tap the Applications icon.
2. Tap Visual Voicemail.
3. Tap Next.
4. If necessary, enter a new PIN and tap Next.
5. Tap the Record icon to record your greeting and tap the Stop icon when finished.
6. Tap Next.
7. Enter a name for your greeting and tap Next.
8. Tap Done.

To check Visual Voicemail messages:
1. From the Home screen, tap the Applications icon.
2. Tap Visual Voicemail.
3. Tap the voicemail message you want to play.
4. Tap the Play icon.

To delete Visual Voicemail messages:
1. From the Home screen, tap the Applications icon.
2. Tap Visual Voicemail.
3. Tap the voicemail message you want to delete.
4. Tap the Delete icon.
5. Tap OK.

CONTACTS

Add new contact
1. From the Home screen, tap the blue Phone icon.
2. Enter the contact's phone number.
3. Tap Add to contacts.
4. Tap Create contact.
5. Enter the contact's information.
6. Tap Save.

Call contact from the contacts list
1. From the Home screen, tap the blue Phone icon.
2. Tap the Contacts tab.
3. Tap the contact you want to call.
4. Tap the phone number you want to call.
EMAIL

Set up Gmail™

1. From the Home screen, tap the Applications icon.
2. Tap Gmail.
3. Tap Next.
4. Tap Create or Sign in.
5. Follow the on-screen instructions.

Set up Internet email

1. From the Home screen, tap the Applications icon.
2. Tap Email.

   Note: If you have already set up an email account, tap the Menu key, tap Accounts, tap the Menu key again and then tap Add account.

3. Enter your email address.
4. Tap the Password field and enter your password.
5. Tap Next.
6. Enter a name for your account (optional).
7. Enter the name you want displayed on outgoing messages.
8. Tap Done.

Set up corporate email

1. From the Home screen, tap the Applications icon.
2. Tap Email.

   Note: If you have already set up an email account, tap the Menu key, tap Accounts, tap the Menu key again and then tap Add account.

3. Enter your email address.
4. Tap the Password field and enter your password.
5. Tap Manual setup.
6. Tap Microsoft.
7. Enter additional account information, as necessary.
8. Tap Next.
9. Tap OK.
10. Modify the account options, as desired, and tap Next.
11. Enter a name for your account (optional).
12. Tap Done.
13. Tap Activate, if necessary.

Contact your company's IT department if you need more help.
WI-FI

Your phone can connect to the Internet using Wi-Fi.

Turn on Wi-Fi
1. Touch and drag the Status bar down to open the Notification screen.
2. Tap Wi-Fi.

Connect to a Wi-Fi network
1. From the Home screen, tap the Menu key.
2. Tap Settings.
4. Tap Wi-Fi settings.
5. Tap to select the Wi-Fi check box to turn on Wi-Fi, if necessary.
6. Tap the desired network.
7. Enter the password, if necessary, and tap Connect.

WI-FI CALLING

IMPORTANT:
Wi-Fi Calling requires a special type of SIM card, like the one that comes with your phone. You will not be able to use Wi-Fi Calling unless you are using the correct type of SIM card.

Also, you must register your address for 9-1-1 emergency call in order to use Wi-Fi Calling. To register, log into your account at my.t-mobile.com, go to your profile then click Customer Info.

About Wi-Fi Calling

Wi-Fi Calling can improve your coverage by allowing you to make phone calls and send messages over an available Wi-Fi network.

Unless your rate plan provides otherwise, Wi-Fi Calling minutes count the same as T-Mobile cellular calling minutes on your phone bill.

To use Wi-Fi Calling, you must first turn on Wi-Fi and connect to a Wi-Fi network.

When the Wi-Fi Calling feature is on, your phone displays the Wi-Fi Calling icon on the Status bar.

To stay on a Wi-Fi call, you must remain within range of the Wi-Fi network you are using. As you leave the Wi-Fi signal area, your phone beeps and displays a message advising you to move to an area with a stronger signal. If you lose the Wi-Fi network’s signal, your call will drop.
Connection options

Wi-Fi Calling allows you to choose between these connection options:

- **Wi-Fi Preferred**: All calls are made over an available Wi-Fi network. If there are no available Wi-Fi networks, then calls are made over the cellular network.

- **Wi-Fi Only**: All calls are made over an available Wi-Fi network. If there are no available Wi-Fi networks, calls will not connect.

- **Cellular Preferred**: All calls are made over the cellular network. If the cellular network is not available, then calls are made over an available Wi-Fi network.

**Turn Wi-Fi Calling on or off**

1. Make sure Wi-Fi is on and that you are connected to a Wi-Fi network.
2. From the Home screen, tap the Applications icon.
3. Tap Wi-Fi Calling.
4. Tap View Tutorial, if desired. If not, tap the Back key.
5. Tap On or Off at the bottom of the screen to turn Wi-Fi Calling on or off.

When you see the **Wi-Fi Calling** icon on the Status bar, you are ready to make phone calls and send messages over the Wi-Fi network.

**Set connection preferences**

*Note: Wi-Fi Calling must be turned on before you can change connection preferences.*

1. From the Home screen, tap the Applications icon.
2. Tap Wi-Fi Calling.
3. Tap the Menu key.
4. Tap Settings.
5. Tap Connection preferences.
6. Tap Wi-Fi Preferred, Cellular Preferred, or Wi-Fi Only.
7. Tap OK.

**SMARTPHONE MOBILE HOTSPOT**

Turn your phone into a portable Wi-Fi hotspot so you can share your mobile data connection with other devices.

To use your phone’s hotspot capability, you must have the Smartphone Mobile HotSpot service added to your rate plan.

You will see on the Status bar when the feature is active.

*Note: You cannot use Wi-Fi and use your phone as a hotspot at the same time.*
Turn on Smartphone Mobile HotSpot

1. From the Home screen, tap the Menu key.
2. Tap Settings.
4. Tap Tethering & portable hotspot.
5. Tap Portable Wi-Fi hotspot settings.
6. Tap to select the Portable Wi-Fi hotspot check box.
7. Tap OK.
8. Tap OK again.

Your phone starts broadcasting its Wi-Fi network name (SSID). Your phone’s default SSID is AndroidHotspot####.

Configure Smartphone Mobile HotSpot

1. From the Home screen, tap the Menu key.
2. Tap Settings.
4. Tap Tethering & portable hotspot.
5. Tap Portable Wi-Fi hotspot settings.
6. Tap Configure portable Wi-Fi hotspot.
7. Enter a new name in the Network SSID field (optional).
8. Tap the Security drop-down menu and tap Open or WPA2 PSK, if desired.
9. If you have selected WPA2 PSK, then tap the Password field and enter a password.
10. Tap Save.

TETHERING

Use tethering to share your phone’s mobile data connection with a single computer over a USB cable.

To use your phone’s tethering capability, you must have the Smartphone Mobile HotSpot service added to your rate plan.

You will see 📱 on the Status bar when the feature is active.

- Tethering works with Windows® 7, Windows Vista®, and Linux.
  For more information on tethering with operating systems, go to www.android.com/tether.
- For Windows XP, you may have to install a USB driver on your computer before you can tether your phone. To install the driver, go to xxx.
Prepare Bluetooth headset

Make sure that your headset is fully charged and in pairing mode. Refer to the headset’s user manual for more information.

Turn on Bluetooth and pair with headset

1. From the Home screen, tap the Menu key.
2. Tap Settings.
4. Tap Bluetooth settings.
5. Tap to select the Bluetooth check box, if necessary. Your phone will scan for available Bluetooth devices.
6. From the list, tap the headset you want to pair with your phone.
7. If necessary, enter the PIN or passcode.

Tether your phone

1. Connect your phone to a computer with a USB cable.
2. Tap the Menu key.
4. Tap Tethering and portable hotspot.
5. Tap to select the USB tethering check box to turn on tethering.
6. Tap OK.

Your phone starts sharing its wireless network data connection with your computer via the USB connection.

**BLUETOOTH®**

Your phone comes with Bluetooth connectivity, a wireless technology that enables a connection between your phone and a Bluetooth headset or other Bluetooth device (sold separately).
COMMERCIAL MOBILE ALERT SYSTEM (CMAS)

CMAS is a personalized emergency alert system designed to alert you of nearby threats or emergencies. Your phone can receive three kinds of alert messages:

- Presidential Alerts
- Imminent Threats to Safety Alerts
- Amber Alerts

When receiving new alerts, your phone notifies you by transmitting a unique tone, vibrating, and displaying the alerts. There is no additional charge to receive CMAS alerts. Alerts may not be available while you are on active calls, if you are outside the T-Mobile coverage area, or because of interference concerns. You cannot forward or reply to CMAS alerts. Currently, CMAS alerts will only be in English (no other languages available). Occasionally, a duplicate of a previously received alert may display again. For more information and FAQs, please go to t-mobile.com/CMAS.

Opt out of CMAS alerts

You cannot turn off the Presidential Alerts, but you can turn off the Imminent Threats to Safety and Amber Alerts. To turn off:

1. From the Home screen, tap Messaging.
2. Tap the Menu key.
3. Tap Settings.
4. Scroll to the bottom and tap CMAS alerts.
5. Tap to clear the Extreme alert, Severe alert, or AMBER alert check boxes.
6. Tap the Back key to return to your Messaging inbox.

BATTERY & MEMORY MANAGEMENT

Screen brightness & timeout

To optimize battery life you can adjust your screen brightness and display timeout.

1. From the Home screen, tap the Menu key.
2. Tap Settings.
3. Tap Display.
4. Tap Brightness.
5. Touch and drag the Brightness slider to the desired level.
6. Tap OK.
7. Tap Screen timeout.
8. Tap the desired timeout setting.

Not in current SW version. Verify with RC 2.
Optimize memory

To use Task Manager to free up memory space:

1. From the Home screen, tap the Menu key.
2. Tap Manage apps.
3. Tap the following tabs near the top of the screen:
   - Active applications and tap Exit all to stop all running applications.
   - Downloaded to view and uninstall downloaded applications.
   - RAM and read the on-screen information. Tap Clear memory, if desired.
   - Storage to monitor your storage use.

To clear cache:

Get more storage space by clearing out application caches and moving or uninstalling unused applications.

1. From the Home screen, tap the Applications icon.
2. Tap Browser.
3. Tap the Menu key.
4. Tap More.
5. Tap Settings.
6. Scroll to the Privacy settings section and tap Clear cache, Clear history, Clear all cookie data, Clear form data, or Clear location access.
7. Tap OK.

To delete old messages:

1. From the Home screen, tap Messaging.
2. Tap the Menu key.
3. Tap Settings.
4. Tap to select the Delete old messages check box to automatically delete text messages when the limit is reached.
SAFETY TIPS

Think about device compatibility

If you have a pacemaker or hearing aid, check with your doctor to make sure it is safe for you to use a cell phone.

In some cases, cellular radio frequencies can disrupt the performance of other electronic equipment. If you have questions about the interaction between your phone and any other piece of electronic equipment, ask the equipment manufacturer.

Drive safely

When you are driving, T-Mobile encourages you to use your phone in a safe and sensible manner. Here are a few tips:

- Assess road conditions before answering your phone. Your safety is more important than any call.
- Prepare your hands-free headset, if you have one, or turn on your speakerphone, before you start moving.
- Keep your phone close. If it rings and you discover it’s in the back seat, do NOT crawl over the seat to answer it while driving.
- Pre-program frequently used numbers into your phone for easy, one-touch dialing.
- Remember that laws prohibiting or restricting the use of a cell phone while driving may apply in your area.

EMERGENCY DIALING

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.*

* Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone’s location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused. The phone’s approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency). Please see T-Mobile’s Terms and Conditions and Privacy Policy for additional service restrictions and details.
Caring for your phone

Make it last

Your phone is a complex electronic device; think of it as a mini-computer. Here are some tips to help you extend the life of your new phone.

Do not get your phone wet. Water will damage your phone and accessories. Even a small amount of moisture can cause damage.

Protect your phone’s touch screen. Your phone’s touch screen is delicate. Guard against scratches by using a screen protector or by keeping it in a protective case.

Use the original manufacturer’s batteries and accessories. Non-approved accessories can harm you and damage your phone.

Do not use damaged accessories. Do not attempt to charge your phone if the charger has received a sharp blow, been dropped, or is otherwise damaged; doing so may damage your phone. If your charger or any other accessory is damaged, replace it or take it to a qualified service dealer.

Accessories

Whether you want a charger, a fashionable carrying case, a Bluetooth headset, or you just want to browse for fun extras, T-Mobile is the place to shop for all your phone accessories. Here are a few examples…

To purchase accessories for your phone, visit T-Mobile.com, call 1.800.204.2449, or visit your nearest T-Mobile store.

Accessory selection subject to change and may vary by location.
ADDITIONAL INFORMATION

Use of some features or services may incur separate, additional charges and/or require a qualifying data plan.

**Wi-Fi:** Device will not transition between Wi-Fi and the cellular network. Devices using wireless connections may be vulnerable to unauthorized attempts to access data and software stored on the device. Plan data allotment applies to use by connected devices sharing Wi-Fi. Use of connected devices subject to T-Mobile Terms and Conditions.

**Tethering and Smartphone Mobile HotSpot:** Qualifying data plan and Smartphone Mobile HotSpot add-on feature required; subject to data usage permitted under data plan.

**Messaging/Data:** You will be charged for all messages and data sent by or to you through the network, regardless of whether or not data is received. Character length/file size of messages/attachments may be limited. T-Mobile is not liable for content of messages/attachments or for any failures, delays or errors in any T-Mobile generated alerts or notifications. Your data session, plan, or service may be slowed, suspended, terminated, or restricted if you use your service in a way that interferes with or impacts our network or ability to provide quality service to other users, if you roam for a significant portion of your usage, or if you use a disproportionate amount of bandwidth during a billing cycle. You may not use your plan or device for prohibited uses.

**Downloads/Applications:** T-Mobile is not responsible for any third party content or Web site you may be able to access using your phone. Additional charges may apply; not all downloads available on all phones. You obtain no rights in downloads; duration of use may be limited and downloads may be stored solely for use with your phone. T-Mobile is not responsible for any download lost due to your error. T-Mobile is not responsible for Apps, including download, installation, use, transmission failure, interruption or delay, third party advertisements you may encounter while using an App, alterations any App may make to the functionality of your device, including any changes that may affect your T-Mobile plan, service, or billing, or any content or website you may be able to access through an App.

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

Devices, accessories, and screen images are simulated. See brochures and the **Terms and Conditions (including arbitration provision)** at T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling.**

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