

Virgin  
mobile

LG Tribute™



AT YOUR SERVICE

## **SAY HELLO TO VIRGIN MOBILE USA**

*Thanks for choosing Virgin Mobile USA. Whether you're looking for web and data, value-packed wireless plans, or lightning-fast mobile broadband, you can get it for less – with No Contract\* – from Virgin Mobile.*

*This booklet introduces you to the basics of getting started with Virgin Mobile and your LG Tribute™. For ongoing support and resources, visit **[virginmobileusa.com/help-support](http://virginmobileusa.com/help-support)**. There, you'll find guides, tutorials, and more to help you get the most out of your phone.*

*\*Services are subject to the General Terms & Conditions of Service, the terms in brochures & other materials received or presented as part of the activation process.*

**Note:** *Available applications and services are subject to change at any time.*

## USING THIS GUIDE

*This Get Started Guide is designed to help you set up and use your new Virgin Mobile LG Tribute. It's divided into four sections to help you find the information you need quickly and easily.*

**GET READY – page 5** – Find out what you need to do before you use your phone the first time, including charging the battery and activating Virgin Mobile service on your phone.

**ANDROID BASICS – page 8** – Learn some basics about how to move around on your phone, use the home screen, and enter text. If you're familiar with Android™ phones, you can probably skip these pages (although a refresher course never hurt anyone).

**USE YOUR PHONE – page 11** – Take advantage of your phone's features and Virgin Mobile services, from the basics (Making Calls) to the more advanced (using Google Play™, Wi-Fi®, and more).

**TOOLS & RESOURCES – page 21** – Find useful tips for your phone and discover resources and other helpful Virgin Mobile information. For more, including the full **User Guide**, videos, tutorials, and more, visit [virginmobileusa.com/help-support](http://virginmobileusa.com/help-support).

# YOUR LG TRIBUTE



# GET YOUR PHONE READY

## Set Up Your Phone on Virgin Mobile

1. From your computer, visit [virginmobileusa.com](http://virginmobileusa.com) and click **Activate**.
2. Choose an activation option and click **Next**. Then, enter your ZIP code and click **Next**.
3. When prompted, enter the serial numbers (MEID & ICC ID) printed on the sticker located on the back of your phone on the battery compartment. These numbers can also be found on the bottom panel of the phone's packaging.
4. Follow the instructions to select a plan and payment method.
  - If you're swapping phones or bringing your number over from a different carrier, follow the prompts to sign in or provide additional information.

## Charge the Battery

1. Insert the charger into the Charger/Accessory Jack.
2. Plug the charging head into a standard AC power outlet.

**Note:** *Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by the warranty.*

# ACTIVATE YOUR PHONE

## TalkBack Voice Navigation

Before the activation process can begin, the device will prompt the TalkBack voice navigation feature. TalkBack is an Accessibility Service that helps blind and vision-impaired users interact with their devices more easily. To bypass this feature, tap **Next**.

***Note:** When Talkback is turned on, the touchscreen settings require the user to first tap an item they wish to select, and then double tap the item again in order to access the feature.*

**To disable TalkBack follow these steps:**

1. From the Home Screen tap .
2. Select **Settings**.
3. Place two fingers on the screen to activate scrolling and move your fingers in an upward direction to scroll.

4. Select **Accessibility**.
5. Select the **Talkback** option under Services.
6. Select the **On/Off** Toggle switch.

## Activate Your Phone

1. After powering on your device, press **Next** to skip TalkBack.
2. Select Language settings and tap **Next**.
3. Select a Wi-Fi network if desired and tap **Next**.
4. Hands Free Activation will begin. Your device will reboot during this process.
5. After reboot, follow the onscreen prompts to complete the setup wizard.

If your phone is still not activated or you do not have access to the Internet, contact Virgin Customer Care at **1-888-322-1122** for assistance.

## BASIC PHONE FUNCTIONS

### Turn the Phone On

- Press and hold the **Power/Lock Button**.

### Unlock the Screen

- Swipe the screen in any direction to unlock it.

### Turn the Screen On and Off

- To quickly turn the display screen off, press the **Power/Lock Button**.
- To turn the screen on and display the unlock screen, press the **Power/Lock Button**.

### Turn the Phone Off

- Press and hold the **Power/Lock Button** and then touch **Power off** > **OK** to turn the phone off.

### Knock Code

When enabled, you can unlock the screen when the screen is off by tapping the correct area and sequence.

1. Touch  >  > **Settings**  > **Lock screen** > **Select screen lock** > **Knock Code**.
2. Follow the prompts to select the unlock sequence and create a Backup PIN in case you forget your unlock sequence.

# ***YOUR HOME SCREEN***

## ***Viewing Your Home Screen***

Your phone's Home screen extends horizontally up to seven full screens.

- To display the main (center) Home screen, touch  from any screen.
- To view extended screens, swipe the screen left or right.

## ***Add Shortcuts to Your Home Screen***

1. Touch  > .
2. Swipe from right to left, if necessary, to find the app or widget you want.
3. Touch and hold an app or widget and then drag it to a home screen.

## ***Change Your Home Screen Wallpaper***

1. Touch and hold an empty area on a home screen.
2. Touch **Wallpapers** and select a location to view available wallpapers.
3. Select a wallpaper.

## ***Status Bar***

The Status Bar at the top of the screen displays your phone status (connections, signal strength, battery, GPS) and any current notifications.

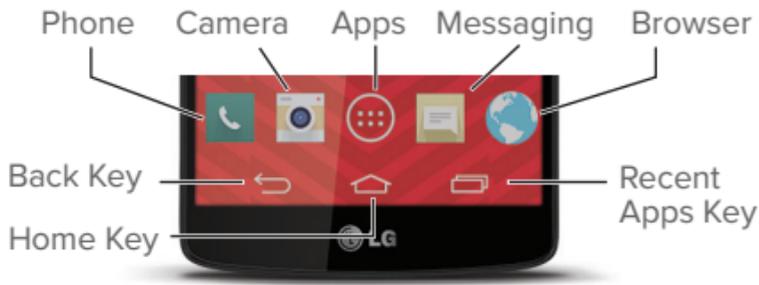
## ***Notifications Panel***

Drag the Status Bar down to display the Notifications Panel. Touch a notification to open the related application.

## KEYS AND APP ICONS

Just below the touchscreen, you'll find a row of three static keys that let you perform specific functions.

- **Back Key**  – Touch to return to the previous screen view.
- **Home Key**  – Touch to return to the Home screen.
- **Recent Apps Key**  – Touch to view a list of your recently-used apps.



## OPEN APPS

- If an app is on one of your Home screens, just touch it to open it.
- If an app is not available from your Home screen, touch  to display the apps list, and then touch the app you want to open.

### *Favorite Apps Tray*

At the bottom of every Home screen you'll find the Favorites Apps Tray: another quick way to access your apps.

- To open an app, just touch it.
- To drag an app in or out of the Favorites tray or anywhere else on a Home screen, touch and hold it, then move it with your finger into position.

# ENTER TEXT

## Your QWERTY Keyboards

Your LG Tribute offers three onscreen keyboards: LG Keyboard (default), Google Keyboard, and Swype®. Select a field that requires text or numbers to display a keyboard.

**Note:** To switch between keyboards, drag the notifications bar down, touch **Choose input method**, and then select a keyboard type.

## LG Keyboard Tips

- Touch  or  to change entry type.
- Suggested words will appear above the keyboard as you type. Touch a word to enter it and move on to the next word.
- If Swype is enabled, you can input a word by sliding through the letters.

## Keyboard Settings

You can customize your onscreen keyboard settings to suit your needs:

- Touch  >  > **Settings**  > **Language & input** and then touch the Settings icon  next to an input method.

## Google Voice Typing

Use your voice to enter text instead of typing.

1. From any screen where you can enter text, touch the input field to reveal the keyboard.
2. Touch and hold  and touch  and speak clearly.

# CALLS

## Make a Phone Call

1. Touch  > **Phone**  to open the Phone app.
2. Touch the **Dial** tab to display the keypad.
3. Touch the digits of the number you want to call. (The number will appear just above the keypad as you enter it. Touch  to delete one or more digits.)
4. Touch .

## Incoming Calls

- Drag  to  to answer the call.
- Drag  to  to send the call to voicemail.
- Drag  to  to send a quick response to the caller.

## Mute the Ringer on a Call

- Press the **Volume Down Button** on the left side of the phone to mute the ringer.

# VOICEMAIL

## *Set Up Your Voicemail*

All unanswered calls are automatically transferred to your voicemail, even if your phone is in use or turned off. You should set up your voicemail and personal greeting as soon as your phone is activated:

1. Touch  >  > **Voicemail** .
2. Follow the voice prompts to create your password and record your name and greeting.

**Virgin Mobile strongly recommends setting a voicemail password.**

## *Retrieve Your Voicemail*

1. Touch  >  > **Voicemail** .
2. Touch a message to listen to it.

# CONTACTS

Your phone's Contacts app lets you access and manage contacts from a variety of sources, including Google and Corporate email accounts, contacts synced from your computer, and contacts you've entered manually.

## Save a Phone Number

1. Touch  > **Phone**  > **Dial** tab.
2. Enter a phone number using the onscreen keypad.
3. Touch  > **Add to Contacts** > **New contact**.
4. Enter a name and any other information for the contact.
5. Touch **Save** to save your contact details.

## Add a New Entry to Contacts

1. Touch  >  > **Contacts** .
2. Touch .
3. Touch any field and enter the name, phone number, and other contact details.
4. Add more data fields or a picture if desired, and touch **Save**.

## Find a Contact

1. Touch  >  > **Contacts** , and then touch .
2. Enter the first letter or letters of an entry.
3. Touch the contact to display its information.

# MESSAGES

## Send a Text or Multimedia (MMS) Message

1. Touch  > **Messaging** .
2. Touch .
3. Enter a phone number, email address, or contact name in the **To** field. (If available, touch a name from the list to finish the entry.)
4. Touch **Enter message** and then type your message.
  - If you want to add an attachment to your message, such as a picture or video, touch .
  - Touch a media type (such as Image, Video, Audio, etc.) and then touch an available album and item.
5. When you're ready to send, touch **Send**.

## Access Messages

1. Touch  > **Messaging** .
2. From the Messages screen, touch the message you want to view.  
–or–
  1. Open the **Notifications** panel.
  2. Touch the message you want to view.

Text and MMS messages are collected in ongoing “conversations,” so when you view a message, you can scroll through the entire history of your messages with that person.

# EMAIL

## Add an Email Account

1. Touch  >  > **Email** .
2. If this is your first time adding an Email account, proceed to step 3. If you have already added an Email account, touch  > **Settings**  > **Accounts & sync** > **Add account**.
3. Select an email provider and enter the **Email address** and **Password** for your Email account and then touch **Next**.
  - Touch **Manual** to configure your connection settings manually (POP3 , IMAP, or Exchange). Follow the on-screen prompts and enter the information specific to your carrier.
4. Configure settings for receiving Email and then touch **Next**.
5. Enter the account name and your name and then touch **Done**.

## Compose and Send Email

1. Touch  >  > **Email** .
2. From the Inbox, touch .
3. Enter the recipient's email address in the **To** field.
4. Enter the email subject in the **Subject** field.
  - To add an attachment, touch  and select an attachment.
5. Review your message and then touch  to send the email.

# CAMERA & VIDEO

## Take a Picture

1. Touch  > **Camera** .
2. Aim the camera lens at your subject and touch .

## View Pictures

1. Touch  >  > **Google** > **Photos**  to view the pictures.
2. Touch a picture to view it full screen.
  - Touch  to edit the image or  to explore options.

## Record a Video

1. Touch  > **Camera** .
2. Touch  to switch to Video mode.
3. Aim the lens at your subject. (It automatically starts recording after you switch to video mode.)
4. Touch  to stop recording.

## View Videos

1. Touch  >  > **Google** > **Photos** .
2. Touch a video and then touch the play icon to view the video.

***Note:** You may be prompted to select a video player to view the video.*

## Share Pictures and Videos

1. Touch  >  > **Google** > **Photos** .
2. Touch a picture or video to send.
3. Touch  and then touch a sharing method, such as **Email**, **Bluetooth**, or **Messaging**.
4. Follow the onscreen instructions to send your picture or video clip.

# WEB

## Go Online

1. Touch  > **Browser** .

**Note:** The first time, you may be prompted to enter your wireless phone number.

2. From the Virgin Mobile home page, select categories, navigate to websites, read blogs, download content, and more.
  - Touch a category to open it.
  - For more options, touch  from any page.
  - To scroll, slide your finger up or down the page.
  - To zoom in or out, pinch the screen.

# WI-FI

## Connect to a Wi-Fi Network

When you're in range of an available Wi-Fi network, use your phone's Wi-Fi feature to access the Internet and other data services.

**Note:** You may already have signed in to Wi-Fi during the phone's setup process.

1. Touch  >  > **Settings**  > **Wi-Fi**.
2. Touch the icon next to Wi-Fi and slide to the "ON" position.
3. Touch **Search** to display a list of available networks.
4. Touch a Wi-Fi network to connect. If necessary, enter the security key (password) and touch **Connect**.

# GOOGLE PLAY AND GOOGLE MOBILE SERVICES

Google Play is the place to go to find new apps, games, movies, and more for your phone.

## Download Apps and Games

1. Touch  >  > **Play Store** .
  - The first time you visit the Google Play Store app, touch **Accept** to accept the Terms of Service.
2. Browse through featured apps and games, or touch  at the top of the app to start a search.
3. Touch an item to read a description and reviews.
4. Touch **INSTALL** (for free apps) or the price (for paid apps) and follow the onscreen prompts.

*You will need to provide credit card information to purchase and download items from Google Play.*

**Note:** You must have a Google Account set up on your phone to purchase and download apps from Google Play.

## Google Mobile™ Services

- **Gmail** – The Google mail service. Your Gmail account lets you access many Google-related services as well as Google Play.
- **Hangouts™** – Google's instant messaging service. Touch  >  > **Google** > **Hangouts**  to begin using the service.
- **Google Maps™** – The Google location program. Touch  >  > **Maps**  to begin using this service.
- **YouTube™** – View and share videos. Touch  >  > **YouTube**  to browse through and view available videos. Sign in with your Google Account to upload your own videos.

# BLUETOOTH®

## Pair and Connect With a Bluetooth-Capable Device

1. Verify your Bluetooth is turned on. Touch  >  > **Settings**  > **Bluetooth**, and then slide the icon to the “ON” position.
2. From the Bluetooth settings page, touch your phone’s name to make it discoverable by other devices.
3. Touch **Search for devices**. (You’ll see a list of in-range Bluetooth devices.)
4. Touch a device from the list to initiate pairing.
5. Enter the passkey or PIN code, or verify the shared key, and touch **Pair**.
6. The external device will then have to also accept the connection and enter your phone’s PIN code.
7. Once you’re paired with a device, your connection should launch.  shows your current connection status.

## Share Contacts, Files, or Pictures Using Bluetooth

1. Open the application containing the file you want to share (for example, touch  >  > **Contacts** ).
2. Locate the file or entry you want to share.
3. You can send pictures and videos directly from the camera or from Photos, Calendar events, Contacts (as vCards), music tracks, and voice recordings. Not all devices will be able to receive all file types.
4. Depending on the application, touch  > **Bluetooth** or touch  and select **Share** (or **Send**) > **Bluetooth**.
5. Touch the name of the device to which you’re sending the file.

# MUSIC

## Load Music

Before you can listen to your music, you need to load songs onto your phone's microSD card. To load songs from your computer:

**Note:** *microSD card is sold separately and not included.*

1. Use the supplied USB cable to connect your phone to an available USB port on your computer.
2. Touch **Turn on USB storage > OK**.
3. On your computer, locate the new removable disk, open it, and then open or create a Music folder.
4. Copy music files from your computer to the music folder, follow the procedures to safely remove the drive, and then disconnect the phone from the USB cable.

## Play Music

1. Touch  >  > **Google > Play Music** . The Listen Now screen appears.
2. Touch  to open the side menu.
  - You can view all your saved music from the Listen Now, My Library, or Playlists menus.
3. Touch a category, and then touch the song or playlist you want to play.

# SETTINGS

Explore ways to customize your phone, set permissions, update your phone, and more in the Settings menu.

For detailed information about settings, please see the User Guide at [virginmobileusa.com/phone-manuals-guides](http://virginmobileusa.com/phone-manuals-guides).

## Accessing Settings

1. Touch  >  > **Settings** .
2. Select the settings category you want to change. Touch the **ON/OFF** switches to enable or disable a setting.

Categories include:

- Airplane mode
- Wi-Fi
- Bluetooth
- Mobile data
- Call
- Share & connect
- More...
- Sound
- Display
- Home screen
- Lock screen
- Gestures
- Storage
- Battery
- Apps
- Default message app
- Accounts & sync
- Location
- Security
- Language & input
- Backup & reset
- Shortcut key
- Date & time
- Accessibility
- System updates
- Printing
- About phone

# BATTERY-SAVING TIPS

## Manage Your Phone's Wireless Functions

Disable Bluetooth and GPS functions of the phone when you're not using them.

- Touch  >  > **Settings**  and disable any of these functions that are not in use under **WIRELESS NETWORKS** or **Location**.

—or—

- Drag the status bar down to display the Notifications panel and touch the Quick Settings icons to turn off functions you don't need.

## Manage the Display Brightness and Screen Timeout

- Touch  >  > **Settings**  > **Display** to modify your settings.

For more useful tips about battery care and safety, see the User Guide at [virginmobileusa.com/phone-manuals-guides](http://virginmobileusa.com/phone-manuals-guides).

# MANAGE YOUR ACCOUNT

## From Your Phone

- Touch  >  > **My Account**  or dial \*VM (\*86) to access your account where you can do any of the following things:
  - Check your minutes
  - Add money (Top-Up)
  - Change plans... and a lot more

## From Your Computer

- Log in with your phone number and Account PIN at [virginmobileusa.com](http://virginmobileusa.com) where you can do everything above and a lot more.

## Top-Up Your Account

Buy Top-Up cards at thousands of retailers. Or, make it even easier by registering your credit/debit card or PayPal account.

## Auto Pay

- Auto Pay is the easiest way to keep your service working. Once you register your credit card, debit card or PayPal account, you can set it to automatically pay your monthly plan. Then you can keep emailing, IMing, Tweeting with Twitter, surfing, and talking with no interruptions. Set up Auto Pay anytime by logging into **My Account** at [virginmobileusa.com](http://virginmobileusa.com), and adjusting your payment settings.

## One-time Top-Ups From Your Computer

- If you don't want to set Auto Pay, you can still log in at [virginmobileusa.com](http://virginmobileusa.com) whenever you need a quick Top-Up.

## One-time Top-Ups From Your Phone

- Dial \*729 on your phone or select **My Account** on the Apps screen.

# RESOURCES

## *Resources For Your Phone*

- This printed guide to get you up and running.
- For additional device support, please visit the Virgin Mobile Device Support Webpage at [virginmobileusa.com/phone-manuals-guides](http://virginmobileusa.com/phone-manuals-guides).

## *Lost or Stolen Phone Replacement*

If your phone breaks or is lost or stolen, Virgin Mobile's got you covered so don't panic. Take another look around and try to find your phone. (It'll always be in the last place you look, right?)

If you still can't locate it, let us know right away and we'll freeze service for your account. That way, once your service is frozen, no one can use up your remaining balance. We can offer you a replacement phone at a really low price and can usually have it to you in just a few days. We'll also transfer any remaining balance in your account to your replacement phone. So, no worries.

## PHONE INSURANCE

*It's peace of mind for your Virgin Mobile phone. Enroll as soon as you activate.*

Let's face it, stuff happens. Like, you forget your phone at the restaurant. Or you accidentally drop it on the sidewalk. Without insurance, bad luck could cost you big time.

For a monthly charge per phone, plus a non-refundable deductible per approved claim, you'll be covered in the event your Virgin Mobile phone is lost, stolen, accidentally damaged—even with liquid—or has an out-of-warranty mechanical or electrical breakdown.

### *How To Enroll*

To enroll, log in to **My Account** within 30 days of purchasing a new phone with an accompanying monthly Beyond Talk plan and go to the price plan tab to select Phone Insurance.

Visit [virginmobileusa.com/phone-insurance](http://virginmobileusa.com/phone-insurance) for more information and terms of coverage.

## PASS IT ON

If you've just gotten another Virgin Mobile phone for yourself, why not give your old Virgin Mobile phone to someone else? In other words, Pass It On to a friend or family member. This way, your friend gets a new phone and your old phone doesn't wind up in a landfill. Just make sure to switch your phone number to a new Virgin Mobile phone before you give your old phone to anyone else.

The services described in this guide may require a subscription to a service plan and/or may incur additional charges. Not all services will work on all phones. See [virginmobileusa.com](http://virginmobileusa.com) for more details.

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**Important Privacy Message.** This phone is capable of determining its/your geographical location. To set controls for access and use of your location information by others, touch  >  > **Settings**  > **Location**, touch the Off/On switch so it's in the **On** position, and then touch **Mode**. Select your location options from the list and follow any applicable prompts. These settings for the use of location information can be turned on and off. For some applications and services you select, a phone must be turned on and set to allow collection of location information in order to function.

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