

## REFERENCE GUIDE

Everything you need to know about getting started.

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[www.UsePureMobile.com](http://www.UsePureMobile.com)

**PURE**  
MOBILE

Powered by  
**TELRITE**

## GETTING STARTED

**Ready? Let's get going.**

### **Before Starting**

**If the end user is using their wireless phone for the first time, the battery needs to be charged completely. The end user should check the phone's owner's manual for details on how long to charge the battery.**

*Note: All wireless batteries lose power even if the phone is not turned on. So end users who keep a phone in the car for emergencies should be informed to check and recharge the battery from time to time.*

**Please read your Service Contract for applicable charges and restrictions for all included features and/or optional services.**

## MARKET AREAS

Throughout this guide, several instructions will reference specific Pure Mobile market areas. Pure Mobile is comprised of 4 areas that are segmented into several markets. The areas are referenced below:

### Midwest Area

- **Markets Included:**
  - Great Plains
  - Illinois/Wisconsin
  - Kansas/Missouri
  - Michigan/Indiana/Kentucky
  - Ohio/Pennsylvania

### Southern Area

- **Markets Included:**
  - Florida
  - Gulf Coast
  - Texas
  - Upstate South Carolina (Columbia, Western South Carolina, Hilton Head, Greenville)
  - Central North Carolina (Anderson, Asheville, Charlotte, Concord)
  - Western North Carolina (Hickory)
  - North Georgia
  - South Georgia (Macon, Bainbridge, Milledgeville, Augusta, Columbus, Savannah)
  - Alabama
  - Tennessee

### Northeast Area

- **Markets Included:**
  - Metro New York
  - Upstate New York
  - New England
  - Philadelphia Tri-State
  - Washington/Baltimore/Virginia

### West Area

- **Markets Included**
  - Desert Mountain
  - Northern California/Nevada
  - Northwest
  - Southern California

## ACTIVATING YOUR SERVICE

Once Pure Mobile's Customer Service has activated your cellular phone, you must perform the Initial Programming on your handset before it can be used. To do this, please follow these instructions:

- Turn the phone on anywhere in the Pure Mobile digital network.
- Dial **\* 2 2 8 9 0** (free call) and press **SEND**.
- The end user will hear the following message: "Welcome to Over-The-Air Programming; please hold while we update your roaming capabilities. This call is airtime free."
- Hold music will be heard immediately, along with the following message: "Please continue to hold while your phone is being programmed."
- Once the programming is complete, the end user will hear two audible beep tones and the "Programming Successful" message should appear on the handset's display.
- Press **END** to disconnect.

## MAKING/RECEIVING CALLS

### Making Calls

- Turn on the phone.
- Enter the area code and phone number. \*
- Press **SEND**.
- That's it! When the call is completed, press **END** to disconnect.

\*If the end user makes a mistake while entering a phone number, press **CLEAR** to delete one digit at a time or hold **CLEAR** to delete the entire number. For some local calls, dialing the area code may not be necessary. Similarly, for some long distance calls, dialing a **1** before the area code may not be necessary.

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### Receiving Calls

*The phone must be on to receive calls.*

- When the phone rings, press **SEND**.
- When the call is completed, press **END**.

## VOICEMAIL

### Voicemail Setup

**Setting up Voicemail from the end user's wireless phone on the Pure Mobile Network:**

- Press \* VM (\* 8 6) + SEND ) from the Pure Mobile Coverage Area.
- Press # to interrupt the system greeting.
- Follow Voice Prompts to create password, greetings, and mailbox options.

**NOTE:** In some markets, the end user may not hear the system greeting upon initial setup. Therefore, the end user should follow the voice prompts to create password, greetings, and mailbox options. (Pressing # will not be required.)

**Setting up Voicemail outside the Pure Mobile Network or from any touchtone phone:**

- Dial the wireless number.
- Press # to interrupt the system greeting.
- Follow voice prompts to create password, greetings, and mailbox options.

**NOTE:** In some markets, the end user may not hear the system greeting upon initial setup. Therefore, the end user should follow the voice prompts to create password, greetings, and mailbox options. (Pressing # will not be required.)

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### Voicemail Retrieval

**Accessing Voicemail from the end user's wireless phone on the Pure Mobile Network:**

- Press \* VM (\* 8 6) + SEND ) from the Pure Mobile Coverage Area.
- If not prompted to enter a password, press # to interrupt the greeting.
- Follow the voice prompts to enter the password, then press # .

**Accessing Voicemail outside the Pure Mobile Network or from any touchtone phone:**

- Dial the wireless number.
- If not prompted to enter a password, press # to interrupt the greeting.
- Follow the voice prompts to enter a password, then press # .

## VOICEMAIL (CONTINUED)

### Voicemail Basics

When listening to messages, press:

- To Replay           **1**
- To Hear Time/Date **5**
- To Erase           **7**
- To Reply           **8**
- To Save           **9**
- To Skip           **#**

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### Enhanced Voicemail Service

In addition to all Basic Voicemail features, the end user can get valuable extras such as:

- **Extended message lengths** (5 minutes instead of 3)
- **Extended retention periods** (40 days instead of 21)
- **Higher capacity mailbox** (40 messages instead of 20)
- **Pager notification\***: Receive Voicemail message alerts on the pager.
- **Personal operator\***: Allows the end user to have calls forwarded to a second destination when the end user does not answer the phone. Whether the end user chooses an assistant, backup number to home phone, the Voicemail system will alert the caller to press **0** so the caller will have another way to reach the end user.
- **Fax\***: Accept fax transmissions into the end user's Voicemail, then **SEND** to any fax machine the end user chooses—Holds up to 20 pages.

\*Not available in all areas. For added security, Call Return, Personal Operator, and Fax default settings may only be set when accessing Voicemail from the handset.

**VOICEMAIL (CONTINUED)**

**Important Voicemail Information**

**Airtime, Long Distance, Roaming Charges and Taxes apply when setting up Voicemail or retrieving messages from the wireless phone.**

**\* 8 6** will work anywhere the end user travels in the United States on the Pure Mobile Network.

If **\* 8 6** does not work, the end user is not on the Pure Mobile Network. The end user can dial their 10-digit wireless number to access Voicemail (resellers may incur airtime, toll, long distance, or roaming charges).

**Call Forwarding—No Answer/Busy Transfer:** When Call Forwarding or No Answer/Busy Transfer is enabled, the end user will not be able to access Voicemail in some local areas or while roaming. If the end user is unable to access Voicemail, the end user should deactivate Call Forwarding or No Answer/Busy Transfer to gain access. Please refer to the Call Forwarding and No Answer/Busy Transfer sections for more information.

**NOTE:** Not all Voicemail features are available in all areas – for example, Forward/Reply will only work when interacting with other PureMobile customers.

**So what is the difference between Basic and Enhanced Voice Mail?**

<b>Voice Mail Service:</b>	<b>Basic</b>	<b>Enhanced</b>
Message Length in Minutes	3	5
Number of Days Messages Are Retained	21	40
Maximum # of Messages	20	40
Distribution Lists	15 lists/10 #s per list	15 lists/25 #s per list
Other Features	N/A	Fax, Personal Operator
Costs	Included	\$6.99/mo

## CALLING FEATURES

### Call Waiting

With Call Waiting, you are charged for two calls.

- To answer an incoming call, press **SEND** to put the first caller on hold and answer the second call.
- To alternate between calls, press **SEND** again.
- To disconnect either call, simply have the caller hang up. Press **END** to terminate both calls.

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### 3-Way Calling

With 3-Way Calling, you are charged for two calls.

- Enter the 10-digit phone number of the first party and press **SEND** .
- Enter the 10-digit phone number of the second party and press **SEND** . (Puts the first caller on hold and connects the second party).
- Press **SEND** to reconnect with the first party.
- If one party hangs up, the subscriber will still be connected to the other party. When the end user presses **END** , all parties will be disconnected.

**NOTE:** Northeast, Midwest, Peoria/Western Illinois, Indiana/Kentucky and Pennsylvania Market Areas have different dialing procedures as shown below:

- Enter the 10-digit phone number of the first party and press **SEND** .
- With first call established, enter the 10-digit phone number of the second party and press **SEND** .
- When third party answers, press **SEND** to connect all parties.
- If one party hangs up, the end user will still be connected to the other party. When the end user presses **END** , all parties will be disconnected.

## CALLING FEATURES (CONTINUED)

### Call Forwarding

When activated, all calls will be forwarded to another number until deactivated. The wireless phone will not ring. Long distance charges may be incurred. Airtime charges apply.

#### Activation Procedures:

- To activate, press \* 7 2 + 10-digit forwarding phone number + **SEND** .
- After confirmation tone/message, press **END** .

#### Deactivation Procedures:

- To deactivate, press \* 7 2 0 **SEND** .

**NOTE:** Different deactivation procedures for the following markets:

- Midwest and Northeast Areas: \* 7 3 + **SEND** .
- Western Massachusetts: \* 7 2 3 + **SEND** .
- Central North Carolina: \* 7 1 0 + **SEND** .

After confirmation tone/message, press **END** .

\*Depending on the location, the end user may have to temporarily deactivate Call Forwarding to be able to access Voicemail.

## NO ANSWER/BUSY TRANSFER

All calls will be transferred to another number with busy (Busy Transfer) or after three to five rings (No Answer Transfer) until deactivated. Long distance charges may be incurred. Airtime charges apply.

### No Answer Transfer

No Answer Transfer forwards to a pre-programmed number after three to five rings.

#### Activation Procedures:

- To activate, press \* 7 1 + 10-digit forwarding phone number + SEND .

NOTE: Different activation procedures for the following markets:

- West Areas: \* 9 2 + 10-digit forwarding phone number + SEND .

After confirmation tone/message, press END .

#### Deactivation Procedures:

- To deactivate, press \* 7 1 0 + SEND .

NOTE: Different deactivation procedures for the following markets:

- Central North Carolina, Dothan AL, South Georgia, Charleston SC:  
Press \* 7 4 0 + SEND .
- Midwest and Northeast Areas: Press \* 7 3 + SEND .
- Western Massachusetts: Press \* 7 1 3 + SEND .
- West Area: Press \* 9 2 1 + SEND .

After confirmation tone/message, press END .

## NO ANSWER/BUSY TRANSFER (CONTINUED)

### Busy Transfer

Busy transfer forwards to a pre-programmed number when the end user is on the phone.

#### Activation Procedures:

- To activate, press \* 7 1 + 10-digit forwarding phone number + **SEND**.

**NOTE:** Different activation procedures for the following markets:

- South Areas: \* 9 0 + 10-digit forwarding phone number + **SEND**.
- West Areas: \* 9 2 + 10-digit forwarding phone number + **SEND**.

After confirmation tone/message, press **SEND**.

#### Deactivation Procedures:

- To deactivate, press \* 7 0 + **SEND**.

**NOTE:** Different deactivation procedures for the following markets:

- Central North Carolina, Dothan AL, South Georgia, Charleston SC:  
Press \* 7 3 0 + **SEND**.
- Alabama, Florida, North Georgia, Gulf Coast, Hickory NC, Western North Carolina, Upstate South Carolina, Tennessee, Texas:  
Press \* 9 0 0 + **SEND**.
- Midwest and Northeast Areas: Press \* 7 3 + **SEND**.
- Western Massachusetts: Press \* 7 1 3 + **SEND**.
- West Area: Press \* 9 2 0 + **SEND**.

After confirmation tone/message, press **SEND**.

## CALLER ID BLOCKING

Caller ID Blocking prevents the wireless number from being transmitted.

- For continuous Caller ID Blocking, add the feature code on the end user's mobile number in the billing system.
- To activate Caller ID Blocking on a per-call basis, press \* 6 7 + 10-digit phone number + **SEND**.
- If the end user has continuous Caller ID Blocking, to transfer their number on a per-call basis, press \* 8 2 + 10-digit phone number + **SEND**.

**NOTE:** The end user may not be able to block Caller ID when roaming in some markets or when calling certain toll-free numbers or 911.

## TEXT MESSAGING

Text messaging\* allows the user to send messages from a two-way text messaging-capable phone to any email address or wireless phone.

Receive text messages on the phone in two ways:

- Via text message from a text-messaging digital-capable phone.
- Via email message to the subscriber's 10-digit wireless [number@vtext.com](mailto:number@vtext.com) (e.g., [3125551212@vtext.com](mailto:3125551212@vtext.com)).

\*Text Messaging Charges Apply.

## UPDATING YOUR SERVICE

We are always updating our wireless network, so follow the procedures below every month to load the most up-to-date Preferred Roaming List (PRL) software to the handsets via Over-The-Air (OTA) Programming. End users must have OTA-compatible handsets.

- Turn the phone on anywhere in the Pure Mobile digital network.
- Dial \* 2 2 8 9 1 (free call) and press **SEND**.
- The end user will hear the following message: “Welcome to Over-The-Air Programming; please hold while we update your roaming capabilities. This call is airtime free.”
- Hold music will be heard immediately, along with the following message: “Please continue to hold while your phone is being programmed.”
- Once the programming is complete, the end user will hear two audible beep tones and the “Programming Successful” message should appear on the handset’s display.
- Press **END** to disconnect.

## GETTING HELP

Whether you require technical support or answers to questions about your Pure Mobile service, we are available to help you. Most information and manuals are on the web – you may contact Customer Service via:

Phone: 1-866-820-4535

Email: [support@usepuremobile.com](mailto:support@usepuremobile.com)

Web: <http://www.usepuremobile.com>