Thank you for Choosing nTelos!

Congratulations on your new Android device–we know you'll love it! We want this to be the most enjoyable phone you've ever had; that's why we've put together this helpful guide, in which you'll find valuable information whether you're a new or experienced Android user.

ANDROID BASICS

Did you know?

All Smartphones are essentially tiny computers! This means that they have fragile parts and can be susceptible to viruses, malware, and freezing or slowness. Don't worry! These issues shouldn't happen often and can be avoided or fixed in most cases. You'll find prevention tips and instructions on how to fix these issues throughout this guide.

The easiest way to avoid an issue is to treat your Android with the same care you'd treat your computer.

Applications: The Good and The Bad

One of the best features of an Android is the huge app selection on Google play. Visit play.google.com and sign in with the Gmail account you have set up on your phone. It can be tempting to download every app that interests you, but just like on a computer, there are malicious applications that can cause phone problems or even install a virus! Although most apps are fine, we've provided a few things that can help you identify a harmful application:

- **CHECK THE RATINGS:** Before you download an application, view the ratings and comments! Be wary of anything that has 3 stars or less, has a large number of negative comments, or no feedback at all.

- **CHECK THE LANGUAGE:** You'll notice that some app descriptions are written in a foreign language. If you can't understand what's written, it's best not to download the application.

- **CHECK THE PERMISSIONS:** Right before you download an application, a list of permissions the app requires will display. If you see something that doesn't necessarily make sense, it could indicate a malicious application. For example, if you are downloading a game and it is requesting the permission to send a text message, it could be an indication of a bad app.

- **DOWNLOAD AN ANTI-VIRUS APP:** There are many popular security and anti-virus applications you can download, so you are sure to find one that suits your needs! The best part is that most of them are free! Be sure to check the ratings and reviews before downloading.

Google™ Play also categorizes the most popular apps into the list below. All of them should be safe to download!

- Featured
- Top Paid
- Top New Paid
- Trending
- Top Free
- Top New Free
- Top Grossing

At nTelos, we are constantly reviewing applications! For a complete list, visit www.ntelos.com/apps. Keep in mind that although the applications might have passed our tests, there is still a chance for the app to contain a bug or virus as new versions are created.

Applications: Google play

One very cool Android feature is Google Play. Not only can you download applications to your phone from the mobile market, but you can also download them to your phone from your computer – wirelessly!

- Visit play.google.com and sign in with the Gmail account you have set up on your phone

- Find an app you'd like to download

- Click "Install"

- Pick the device you'd like to download it to (all previous Android devices set up with the Gmail account you used to sign in will display)

- Select "Install"

- That's it! The app will begin to download to your device within minutes

Google Play online also allows you to see any apps you currently have installed or have downloaded and removed. This is a great way to quickly re-install your favorite applications if they were deleted!

TROUBLESHOOTING

Feel empowered! We are committed to providing you with a high-quality device, but since Androids are very similar to computers, we know they can start to freeze, contract a virus, or become sluggish. We're providing you with the troubleshooting steps listed below so you can have your phone back to its awesome self in no time!

Interactive Guides

Do you need to know how to set up your phone, connect to Wi-Fi, change your notification settings, or do basic troubleshooting steps? Visit www.ntelos.com/interative-guides, select your phone, and press Menu. Our interactive tool will walk you through your phone, step by step!

Check the Storage

If your phone is acting sluggish or freezing, it could be a sign that your memory is full! It's really easy to check your phone's storage capacity:

- Press Menu, then Settings

- Select Applications, then Manage Applications

- Look at both the Downloaded and Running Services tabs If there are 40MB or less of free space, we recommend deleting any of your unused applications. It may also help to delete any excess emails (be sure to check your Trash and Junk folders, too!) or text messages and turn your phone off, then on.

Update Your Applications

Another key to keeping your Android in tip-top shape is to make sure your applications are updated! Just go to Google Play, press Menu, view My Apps, and Update!

It's important to update your applications regularly, as some older versions may have bugs or quirks that are fixed in the newest version. Those bugs and quirks have the potential to hinder your phone's performance. Although it is rare, it's still possible that a new version could contain those bugs or quirks that the previous version didn't have. To be safe, always read the reviews before updating an application.

Clear the Cache and Data

Just like you do on your computer's Internet browser, it is good to regularly clear the cache and data for each application on your phone. A cache usually stores things like your browsing history or application preferences, which can take up memory quickly!

- Press Menu, then Settings
- Select Applications, then Manage Applications
- Select the application, then press Clear Cache or Clear Data

Note: This step will reset the app's settings

Hard Power Cycle

Sometimes, phones just need a reboot (just like a computer)! Power off your device, take out the battery, and wait 10 seconds. Pop it back in, power it on, and you're good to go!

Factory Data Reset

If you've followed all of the steps above and your Android still isn't working quite right, it might be time to do a Factory Data Reset. This will wipe your phone and restore the settings to the way they were when you first purchased it. **Your contacts will be deleted unless you back them up!** We highly recommend backing up your contacts and making sure your important pictures are saved to your SD Card before performing a Factory Data Reset.

- Go to your Contacts, then press Menu
- Select Import/Export
- Pick "Export to SD"

After you have backed up your contacts and pictures, it is time to reset the phone.

- Press Menu, then Settings
- Select Privacy
- Choose Factory Data Reset

If it's an HTC…

- Press Menu, then Settings
- Select SD & Phone Storage
- Choose Factory Data Reset

When you're phone has been reset, it's time to import your contacts. First, set up your Gmail account and import any contacts you had stored. Then:

- Go to your Contacts, then press Menu

- Select Import/Export

- Pick "Import from SD"

Ask Us

If your phone still isn't working after you've done everything above, it's time to contact us. You can visit your local nTelos store where our highly-trained associates are ready to serve you or go online at nteloswireless.com.

To contact Customer Care, call 611 or 1-877-4-NTELOS.

Please make sure that if you're calling us, you are on a different phone. This way, we can walk you through additional troubleshooting steps while you're on the phone with us!

Thank you for choosing nTelos! We are dedicated to providing the highest quality service at unbeatable prices.