

Starting Up

rogers.com/urstartup

GUIDE

Formerly Wireless Services User Guide

My **ROGERS**
**GETTING
STARTED
CENTRE**

**IT'S ALL
ABOUT YOU!**

Get personalized info,
How-To videos and support
for your Rogers services.

rogers.com/urstartup



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→ Need help fast? Check the top tips on the back cover



Getting started

Now that you've got your new Rogers wireless phone, here's how to set it up



The more friends, the merrier.

Contacts

Build up your phone's address book by adding new contacts.



ADD NEW CONTACTS

- 1 Find your phone's **Contacts** or **Address Book** icon on the menu screen.
- 2 Select **Add Contact** and fill in the person's details.
- 3 **Save** your entry.

For transferring contacts, see your individual phone section.

Ringbacks

When someone calls you, instead of hearing "ring ring" they hear music!



BROWSE, PURCHASE & MANAGE RINGBACKS

- 1 Text **Ringbacks** to 555.
- 2 You will receive a **text message** with a link to the **Ringbacks mobile store**. Click the link.
- 3 Now you can browse to **download your Ringback**.



TURN RINGBACKS ON/OFF

- 1 Text **ON** or **OFF** to 555. You will receive a Ringbacks text message with a link.
- 2 Click on the link.
- 3 Under the heading **Ringback ON/OFF**, select **ON** or **OFF**.

Voicemail

You're not always available, but your voicemail is always working.



- 1 To **access your voicemail**, hold down the **1** button.
- 2 **Follow the instructions** to set up a personal password and record your name and a personal greeting (or use the default greeting).

View a How-To video on setting up your voicemail online at rogers.com/urstartup

Checking your voicemail uses airtime minutes just as calls do. Accessing your voicemail from outside your local calling area will also result in long distance charges, and roaming charges apply while roaming.

Voicemail to Text

Voicemail to Text automatically converts your wireless voicemails to text and sends them right to your Rogers wireless phone. No need to dial in to pick up messages anymore – read them on your wireless phone instead.



- 1 Your friend leaves you a **voice message**.
- 2 The message is **converted to text** with unbeatable accuracy.
- 3 You get the message as a text.

For more information, visit rogers.com/voicemailtotext

Shortcuts

VOICEMAIL

- 1** (press and hold) **Accesses voicemail**
- 1** **Rewinds to beginning of message**
- 1** (during message) **Rewinds 10 seconds**
- 3 DEF** **Fast-forwards 10 seconds**
- 3 DEF** **Jumps to end of message**
- 4 GHI** **Goes back one message**

Tip

Your Rogers wireless device is restricted to be used only on the Rogers network, but can be used on the networks operated by any of the 500+ carriers with which we have roaming agreements.

See the *Long distance & roaming* section for info on roaming.

Mobile Backup

Included in
VALUE
PACKS

In case you ever lose or replace your device, you can easily restore all your information. Mobile Backup performs regular, secure backups of all the contact information stored in your address book as well as other important data (but not your SIM card).

For details, applicable conditions and a list of supported devices, visit rogers.com/mobilebackup

HARDWARE RETURN POLICY

If you are not satisfied with your device, you can return it within 15 days of activation as long as there is less than 30 minutes of voice airtime usage and it is in brand new condition with all original contents. The device must be returned to the original point of purchase.

HANDSET PROTECTION GUARANTEE PROGRAM



Worry-free Device Repair & Replacement: Whether your device is lost, stolen or broken, you can rest assured that we'll keep you connected.

For more information, visit rogers.com/protection

QR codes

QR or "Quick Response" codes are two-dimensional black and white squares that you can scan with supported wireless devices (using a scanner app) to access additional content, such as videos, photo galleries, websites and more.

Download the **free ScanLife app** on your smartphone at 2dscan.com.

Scan QR codes in magazines and newspapers, and your phone's browser will direct you to the relevant content.



For more on QR codes, scan this code.

Download Ringtones

Personalize your phone's ring with the hottest music.



- 1 Select the **Internet** icon from your main menu. Then select the **Shop** link from your mobile internet home page or text **MUSIC** to 555 for a link to the Music and Tones page.
- 2 Select **Ringtones** to check out categories such as **Top Sellers** and **Spotlights**.
- 3 Select a ringtone, then click on the **Download** link. Once downloaded, an option will appear to set the new download as your ringtone.



Call & Name Display

Shows you the name and number of the person calling.*

*Compatible device required, not all numbers can be identified.

Included in
VALUE
PACKS

Tip

BATTERY PERFORMANCE

Get the most out of each battery charge so your phone is ready whenever you are.

For more information, visit rogers.com/batteryperformance

Help on your phone

Make bill payments, manage your accounts and more on your phone



Monitor your usage.

Get *MyAccount*

Access your wireless account on your phone through the handy, **free-to-use** My Account service.

YOU CAN:

- View your account balance and pay your wireless bill
- View your airtime, data, roaming, long distance and messaging usage
- Manage your wireless services:
 - Update your MY5 list
 - Set up and manage Extreme Text Messaging
 - Manage your Ringbacks service
- Browse and purchase our most popular add-on services
- Find out which calls will be charged long distance
- Get help with your phone including helpful How-To videos and much more



FOR SMARTPHONE USERS Simply visit the Apple App Store, BlackBerry App World, the Android Market or the Windows Phone 7 Marketplace and search "Rogers My Account" to download the app free of charge.

ON YOUR WIRELESS DEVICE (FOR NON-SMARTPHONE USERS) Click on the My Account icon pre-loaded onto the home screen of your device. Can't find it? Text **ACCOUNT** to **4836** and a link will be sent to your device.

Rogers My Account | Free



Check your data usage, voice usage and much, much more.



For more on My Account, scan this code on your smartphone.

Help at rogers.com

Make bill payments, manage your accounts and more online



Sign up for *My Rogers*

Want to get the most out of your new Rogers purchase? Visit **My Rogers** – your personalized Getting Started Centre. There, you'll find time-saving tips and helpful tutorials that will allow you to get up to speed quickly and easily.



To set up your free My Rogers account, visit rogers.com/urstartup

ONCE REGISTERED, YOU CAN:

VISIT THE GETTING STARTED CENTRE

Get useful product tips and tutorials, watch helpful How-To videos and read frequently asked questions.

ACCESS YOUR ACCOUNT

Change contact details, manage your MY5 list, check your plan or add a Value Pack.

PAY YOUR BILL

View your balance and pay your bills.

MONITOR YOUR USAGE

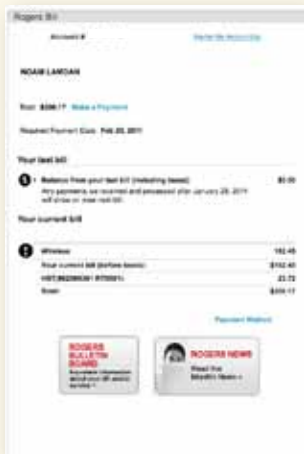
Review your airtime, data, roaming and messaging usage.



For more on My Rogers, scan this code on your smartphone.

Your first bill

Learn how billing works, in plain language



First bill explanation

HOW ARE MY SERVICES INVOICED?

Your first bill includes partial charges and regular charges. Regular charges include your monthly plan and any add-on fees billed in advance for the next month. If you exceed monthly usage limits, extra charges will be listed on your next invoice in the "Regular Charges" section.

WHY ARE THERE PARTIAL CHARGES ON MY BILL, AND HOW ARE THEY CALCULATED?

Your activation date and billing period don't always start on the same date, so your allotted usage is pro-rated. Partial charges on your invoice cover the period between your activation date and your invoice date (found on the top right-hand corner of your invoice).

Tutorial

CALCULATING PARTIAL CHARGES

For example, if you activated a \$30 plan with 150 minutes on May 5, you'd have 40 minutes of airtime to use until May 12 and would see a partial charge of approximately \$8 for your rate plan for the 8 days of service.

$$\left(\frac{\$30}{\text{MONTHLY PRICE PLAN}} \div \frac{30 \text{ days}}{\text{NUMBER OF DAYS PER MONTH}} \right) \times \frac{8 \text{ days}}{\text{MAY 5 TO MAY 12}} = \$8 \text{ PARTIAL CHARGES OF PRICE PLAN}$$
$$\left(\frac{150}{\text{MONTHLY MINUTES}} \div \frac{30 \text{ days}}{\text{NUMBER OF DAYS PER MONTH}} \right) \times \frac{8 \text{ days}}{\text{MAY 5 TO MAY 12}} = 40 \text{ ALLOTTED MINUTES}$$

For more answers to all your first bill questions, visit rogers.com/firstbill

Wireless charges

Find out how Wireless voice services are charged

AIRTIME

Local and long distance airtime charges are rounded up to the next minute, with a one-minute minimum charge for all completed calls (made or received). Airtime charges are based on the applicable rate at the beginning of the call.

OUTGOING CALLS

Airtime charges (plus long distance, if applicable) apply to completed calls from the time you press SEND until you press END. For international calls or while roaming, you may be charged from the time you press SEND until you press END regardless of whether the call is completed.

INCOMING CALLS

Airtime charges (plus long distance, if applicable) apply to every call you answer until you press END. Charges start when the caller initiates the call by pressing SEND and includes the ring time.

CALLS FROM ONE WIRELESS PHONE TO ANOTHER

Both parties incur airtime charges unless specified otherwise in your price plan.

CALL WAITING & GROUP CALLING

Call Waiting and Group Calling are charged according to the minute rate of your price plan.

CALL FORWARDING, NO ANSWER TRANSFER & BUSY TRANSFER

Call Forwarding can be added to your plan (if not already included). Call Forwarding allows your call to be forwarded to

another number and includes 2,500 local Call Forwarding minutes. Additional Call Forwarding minutes are charged at the rate described in your price plan or add-on (long distance charges apply, if applicable).

BUSY SIGNAL OR NO ANSWER

No charge applies if a busy signal is reached or if the call is not answered when placing a call on the Rogers network. For international calls or while roaming, you may be charged from the time you press SEND until you press END even if you get a busy signal or the call is not answered.

TOLL-FREE NUMBERS

Airtime charges apply (roaming charges apply while roaming).

COLLECT CALLS

Collect calls cannot be received on your wireless phone. However, you can make a collect call. Local airtime charges apply.

Tip

SIGN UP FOR ONLINE BILLING ON MY ROGERS

Save paper and time. Access up to 18 months of billing history online, in full detail, from any internet connection. It's easy and secure, and you'll receive an email when your bill is ready to view.

To sign up, visit rogers.com/urstartup

Long distance & roaming

Understanding long distance and roaming – wireless style

Long distance explained

Calls made and received on the Rogers wireless network are defined as local or long distance based on local calling areas. Long distance calls incur both airtime and long distance charges. For international calls, airtime and international long distance charges apply.



Use the Long Distance Lookup Tool in the My Account app to see if a call will incur long distance charges.

RECEIVING CALLS

Your Incoming Local Calling Area (ILCA)

Your ILCA is based on the geographical location associated with your wireless number. All calls that you receive while you're in your ILCA are local. All calls received while you're outside your ILCA are long distance.

MAKING CALLS

Your Outgoing Local Calling Area (OLCA)

Your OLCA is determined by your physical location. If you dial a number that is local to your physical location, then it's a local call. If you dial a number that is long distance to your physical location, then it's a long distance call.

Note: When using Call Forwarding, long distance and airtime charges apply when the number you forward calls to is outside the geographical location associated with your wireless number.

EXAMPLES	You have a Toronto wireless number and are in Toronto. A friend calls you – it doesn't matter from where, it's a local call.	You have a Toronto wireless number and are in Vancouver. (Your ILCA doesn't change and is still Toronto). A friend calls you – it doesn't matter from where, it's a long distance call.	You have a Toronto wireless number and have travelled to Vancouver. Your OLCA is now Vancouver and you call a Vancouver number. It's a local call.	You have a Toronto wireless number and forward your phone to an Ottawa number. Any call you receive will be long distance.
AIRTIME	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
LONG DISTANCE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

For more information, visit rogers.com/longdistance

What is roaming, anyway?



"Roaming" means you're outside of Canada, off the Rogers network, and using your phone while connected to a partner wireless network. Voice and data roaming charges vary according to country/region.

For rates and information, visit rogers.com/roaming

Tip

Get a travel pack to save before you travel.

Data 101

Understanding wireless data services

What can I do with wireless data?

With wireless data you can browse the internet, send and receive emails and instant messages, view and edit attachments, upload pictures, stream videos, challenge others in an online game, use mobile applications such as Google Maps and Facebook, and much more. Monthly, weekly or daily data plans are available.

WANT TO TRY THE MOBILE INTERNET?

A Data Day Pass or Data Week Pass is perfect if you want to try out the mobile internet or if you only browse once in a while. With a Data Pass, you get access to data services such as email, IM, browsing and web-based apps* for the time period you selected. Don't worry – you'll be offered a Data Pass before you use any data that can generate charges on your bill (or when your current Data Pass is used up or expired).

*Data services available with a Data Pass vary by device.

How is wireless data billed & calculated?

While voice plans are measured by the amount of minutes you are connected (such as an allowance of 500 minutes per month), data plans are billed according to the volume of data sent/received, and is measured and presented in kilobytes on your invoice. You will also see data allocations in data plans stated in kilobytes, megabytes and gigabytes. No data roaming charges apply within Canada (except Dryden, Ont. and N.W.T.). Data roaming charges do apply when using data off the Rogers network (in the U.S. or overseas, for example).



Use My Account to find out how much data you've used this month.

1,024KB = 1MB
1,024MB = 1GB

Data usage on your invoice is stated in KB. Move the decimal 3 spaces to the left to convert into MB and then another 3 spaces to the left to convert into GB (e.g., 3,500,000 KB is approximately equal to 3,500 MB or 3.5 GB).

Messaging

Say it with words or say it with pictures and videos



A full, QWERTY keyboard makes messaging a breeze.

Text Messaging

Also known as SMS (short message service), text messages can be sent to other text messaging-capable wireless phones anywhere in Canada or around the world.*

Received texts are free with voice plans, messaging bundles or Value Packs that include Text Messaging, a Text Messaging plan or a Text Messaging Travel Pack (all exclude premium texts such as 3rd party alerts, messages related to content and promotions). Texts sent are charged at a pay-per-use message rate or according to your plan (premium texts not included in your plan). Sending texts to the U.S. or an international destination or while roaming off the Rogers network incur pay-per-use international or roaming rates (as applicable), or are charged according to an International/Roaming Text Messaging plan or add-on.



- 1 Go to your phone's messaging menu and look for an option to **Create Message** or compose SMS/text.
- 2 Type a message and enter the recipient's mobile phone number, or choose it from your contact list.
- 3 Press **OK** or **Send** to deliver the message.



Check your messaging usage with My Account.



For more information, visit rogers.com/textmessaging

* Pricing varies. Go to rogers.com for pricing.

Extreme Text Messaging

Extreme Text Messaging* now offers enhancements available to every Rogers customer with a text messaging-capable phone, regardless of your plan. Now you can:

- Create a personal signature.
- Auto-reply to messages.
- Forward messages.
- Block unwanted texts.



Set up and manage your Extreme Text Messaging with My Account.



For more details, visit rogers.com/extremetextmessaging or text **XTREME** to **4716** to set up these new features or visit **My Account** on your handset.

* Pricing varies. Go to rogers.com for pricing.

Picture/Video Messaging

Also known as MMS (multimedia messaging service), a picture/video message allows you to use your phone's photo or video capabilities to send media to another wireless phone user.* You can even send an audio file (such as a voice note).



- 1 Take a photo or shoot a video and then look for an option to **Create Message** or compose MMS from the messaging menu.
- 2 Type a message to accompany the photo or video and then choose the option to **Attach** (or **Add**) an item to the note.
- 3 Enter the recipient's phone number or email address and then press **Send**.

Did you know?

Canadians send an average of **163 million** messages per day!

BlackBerry®

Productive, portable and probably the best darn assistant you've ever had



Practicality has never looked so good.

Transfer contacts



COPY CONTACTS FROM YOUR SIM CARD TO YOUR CONTACT LIST

- 1 In the contact list, press the key > **SIM Phone Book**.
- 2 Press the key > **Copy All to Contacts**.

COPY A CONTACT FROM YOUR CONTACT LIST TO YOUR SIM CARD

- 1 Open the **Address Book**.
- 2 Click the contact that you want to transfer to your SIM card.
- 3 **Highlight** the phone number you would like to transfer.
- 4 Display the **menu**.
- 5 Click **Copy to SIM Phone Book**.
- 6 Click **Save**.

For adding new contacts, see page 2.

Email



SET UP AN EMAIL ADDRESS

- 1 Click the **Setup** icon.
- 2 Click the **Email Accounts** icon.
- 3 Follow the screens to set up your email address.

If you're switching your email from one BlackBerry® device to another, visit rogers.com/urstartup

BES

BlackBerry® Enterprise Server (BES) software is the link between your BlackBerry® device and your corporate email, intranet and applications. Your company's IT department controls all aspects of the BES server and you will need to contact them to have your BlackBerry® set up on the BES server.

BIS

BlackBerry® Internet Service (BIS) comes with every BlackBerry® device activated with a data plan. It gives your device access to the internet, email, IM and other applications. When your BlackBerry® device gets an email, or accesses a web page, it does so through BIS (unless you're using BES).

Set up organizer data synchronization

(Calendar, Memo, Tasks, Contacts)

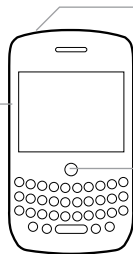


- 1 Connect your BlackBerry® to your computer.
- 2 In the BlackBerry® Desktop Software, click Organizer > **Configure settings**.
- 3 In the **Intellisync setup window**, select the check box beside an organizer application.
- 4 Click **Setup**.
- 5 In the **Available desktop applications list**, click the organizer application on your computer.
- 6 Click **Next**.
- 7 Select the **synchronization directions** you want for the data in your organizer application.
- 8 Click **Next > Finish**.
- 9 To set up synchronization for another organizer application, repeat steps 3 to 8.

At a glance

VOICE DIALING

Press this button and say the name of a contact in your address book to dial the number.



STANDBY BUTTON

Prevent accidental calls and preserve battery life. Press and hold for a second, and the screen will dim and the keyboard will lock. Touch it again to return to normal mode.

TRACKPAD

Use this multi-directional trackpad to navigate through your smartphone's functions.

Tip

TURN OFF VOICE DIALING



Sure it can be handy, but if you prefer to disable Voice Dialing, go to **Options > Voice Dialing** and, under **Choice Lists**, choose **Always Off** or **Always On**. Press the **Menu** button and click **Save**.

Wi-Fi calling

What is Wi-Fi calling?

Wi-Fi calling enables you to make and receive unlimited local (based on the area code of your phone number) or Canada-wide voice calls anywhere with Wi-Fi access on your Wi-Fi calling (UMA) compatible device. When subscribed to an unlimited Wi-Fi calling add-on, any voice minutes you use with Wi-Fi calling are not deducted from the voice minute allocation in your voice plan.*

* Excluding the **Wi-Fi calling network access only** add-on.



CONNECT TO A WI-FI NETWORK

- 1 On the **Home** screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
- 2 Click **Set Up Wi-Fi**.
- 3 If you want to connect to a public hotspot or to a Wi-Fi network that does not require authentication, select the **Show Open networks only** check box.
- 4 Click the Wi-Fi network that you want to connect to.
- 5 If the Wi-Fi network requires authentication, type a password for the network. The name of the Wi-Fi network appears at the top of the Home screen.

Set up Bluetooth

Turn on Bluetooth technology



- 1 Click the **Manage Connections** icon.
- 2 Select the **Bluetooth check box**.

PAIR YOUR BLACKBERRY® WITH A BLUETOOTH® ENABLED DEVICE*

- 1 Click the **Manage Connections** icon.
- 2 Click **Bluetooth Connections > Add New Device > Search**.
- 3 Click a **Bluetooth enabled device**.

* For more information about preparing the Bluetooth enabled device for pairing, see the documentation that came with the Bluetooth enabled device.

Tip

HOW DO YOU KNOW IF YOU'RE MAKING/RECEIVING A CALL OVER WI-FI?

When the Wi-Fi calling feature is enabled, the UMA indicator will be displayed on the top-right corner of your BlackBerry® Home screen.



BlackBerry® App World*

This is where you'll find thousands of handy, fun and über-productive applications for your BlackBerry® device.



- 1 Click on the **App World** icon on your main menu screen to launch the program.
- 2 Scroll through **Featured Items**, browse by **Category** or **Search** by app name. **Click** on a listing to view the product details.
- 3 Click the **blue button** to download/purchase the app.

* Must have a BlackBerry® data plan.

BlackBerry® Messenger

Chat live with other BlackBerry® users.

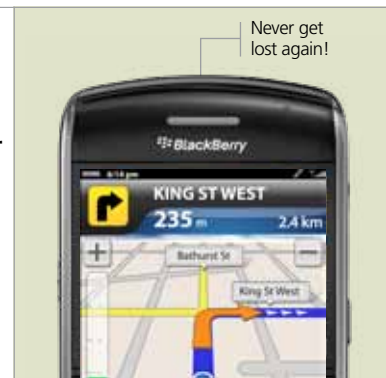


- 1 **BlackBerry® Messenger** should already be installed on your smartphone. If not, it's a free download at blackberry.com/messenger.
- 2 To start a conversation, select **Instant Messaging > BlackBerry® Messenger** or the **BlackBerry® Messenger** icon on the main screen. **Select a contact** to chat with.
- 3 **Add** a contact by pressing the **Menu** button and selecting **Add a Contact**. Type an email address or PIN (find your PIN at **Options > Status > PIN**) and you're ready.

GPS it

BlackBerry® smartphones with built-in GPS work with BlackBerry® maps (included). Plus, Rogers Navigator is a reliable way to find your way, too. With Rogers Navigator you can:

- Get spoken, turn-by-turn driving directions (available in English and French) to anywhere in Canada.
- Locate, call or navigate to restaurants, hotels, ATMs, Wi-Fi hot spots and more from a directory of millions of businesses.



Never get lost again!

iPhone

Fun and friendly, it's your ready-for-anything device

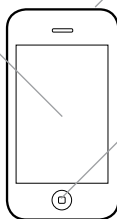


Your downtime
will never be
boring again.

At a glance

TOUCHSCREEN

To rearrange a Home screen icon, touch and hold it until it wiggles, then drag it to a new spot. Press the Home button to save the change.



SLEEP/WAKE BUTTON Press and hold to turn your iPhone on or off.

HOME BUTTON One tap takes you to the Home screen. A double-tap opens your multi-tasking.

Email

Set up your Apple iPhone to send and receive email on the go. Here's how:



- 1 Press the **Home** button to access the iPhone's main menu screen.
- 2 Tap the grey **Settings** icon (a picture of gears) and select **Mail, Contacts, Calendars**.
- 3 Choose **Add Account** and select your email provider. Type in your info, such as name, email address and password.
- 4 You can also select **other options**, such as having your messages pushed to the phone, choosing how many to show on the screen at once, and more.
- 5 To read your email, press the **Home** button, then tap the **Mail** icon at the bottom of the screen.

Transfer contacts

SCENARIO 1

Transfer address-book data from one iPhone to another or from your computer, Outlook or POP-based email account (such as Google, Yahoo!, etc).



- 1 When your iPhone is connected to your PC or Mac, open **iTunes**, select your **iPhone** and then choose the **Info** tab.
- 2 In the **Contacts** section, click the box beside **Sync contacts with** and choose a program from the drop-down menu, such as Microsoft Outlook.
- 3 Click the **Sync** button.

SCENARIO 2

You had a non-iPhone device and you now have an iPhone 3GS or 3: you can use your old phone's SIM card to transfer primary phone numbers to your iPhone.



- 1 Remove the SIM card from your iPhone and replace it with the SIM card from your old phone. Your phone may need to reactivate. If so, connect to iTunes.
- 2 Tap **Settings**, then tap **Mail, Contacts, Calendars** and then tap **Import SIM Contacts**.
- 3 Remove your old SIM card and replace it with the SIM card that came with your new iPhone.

Note: Additional information such as email addresses, secondary numbers or other data fields will not be imported.

Tip

To add punctuation to text with a single gesture: touch the '?123' key while holding your finger down. Slide your finger onto the punctuation key desired and release. The 'ABC' layout will return automatically.

i iPhone redefines what you can do on a mobile phone. Tap a number to make a call. Scroll through your contacts with the flick of a finger.

Set up Bluetooth

Before you can use a Bluetooth device with iPhone, you must first pair them.



- 1 Follow the instructions that came with the device to **make it discoverable** or to set it to **search for other Bluetooth devices**.
- 2 From the main menu, tap the gray **Settings** icon and then select **General > Bluetooth** and switch Bluetooth **ON**.
- 3 **Choose the Bluetooth device** on iPhone and enter its **passkey** or **PIN** number. See the instructions about the passkey or PIN that came with the device.

After you pair a Bluetooth device to work with your iPhone, you must make a connection to have your iPhone use the device for your calls. See the documentation that came with the device. When your iPhone is connected to a Bluetooth headset or car kit, outgoing calls are routed through the Bluetooth device. Incoming calls are routed through the Bluetooth device only if you answer using the Bluetooth device. All incoming calls answered on your iPhone will be routed through your iPhone, not the Bluetooth.

Sync your calendar

Carry all of your calendar appointments in your pocket.



- 1 From the main menu, tap the gray **Settings** icon and then select **Mail, Contacts, Calendars**.
- 2 If you use **Microsoft Exchange**, you can select the option to synchronize your calendar. Otherwise, when your iPhone is connected to your **PC** or **Mac**, open iTunes, select your iPhone and then choose the **Info** tab.
- 3 In the **Calendars** section, click the box beside **Sync calendars with** and choose a program from the drop-down menu, such as Microsoft Outlook. Click the **Sync** button.



Set up Visual Voicemail

Listen to recorded voicemail messages in any order you choose.



- 1 From your iPhone's home screen, tap the **green phone icon** then the **Voicemail** icon in the bottom right. The first time you do this, you'll be prompted to create a password and personal voice greeting.
- 2 Enter a **password** that's between 4-10 digits and tap **Save**. Now tap the **Greeting** button, **Custom** and **Record** to begin recording the message people will hear when they reach your voicemail. When you're satisfied, press **Save**.
- 3 You can also choose a default greeting that will play a generic message for callers. Tap **Greeting** then **Default** to use this option. Note: In order to use Visual Voicemail, data cannot be blocked.

USING VISUAL VOICEMAIL

Go to the **Visual Voicemail** menu

To listen to a message: Click to select the message then press the **blue Play button**.

To display contact information: Use the **blue right arrow**.

To call a contact: Use the **green Call Back button**.

To remove the message from your Voicemail inbox: Use the **red Delete button**.



For more on Visual Voicemail, scan this code on your smartphone with the free ScanLife app.

* Visual Voicemail uses data but is \$0-rated within Canada. Roaming charges apply while roaming.

Tip

TRAVELLING WITH YOUR iPhone

All iPhone devices are preset to turn off wireless data roaming when outside Canada. To turn on data while roaming, simply tap **Settings** on the Home screen, **General** and **Network**. Then slide the **Data Roaming** to **On**.



App Store

Find more than 350,000 downloadable applications from the App Store (part of iTunes).



- 1 From your iPhone device's **main menu**, tap the blue **App Store** icon. Search for an app, check out the Top Paid and Top Free apps, or view the featured ones.
- 2 When you see one you like, **tap the coloured icon** with the price (such as "99¢" or "Free") and type in your iTunes password. The download will commence immediately.
- 3 You can also **install apps** from your computer via iTunes. Click **iTunes Store** and then **App Store**. Search, preview and buy – and then sync the iPhone via a **USB cable** to install to your smartphone.



It's a world of apps out there!

Apps

All of these apps are available at the App Store.



AppBox Lite | Free

A collection of tools including a tip calculator, currency converter and date calculator.



Facebook | Free

This app is easy to use and navigate so you can keep your friends updated at all times.



Rogers Navigator | \$4.99/month

Voice-guided turn-by-turn directions and automatic re-routes.

Troubleshooting

Simple steps to get your device back on track.

RESTART

If an application or feature isn't working correctly, restarting your iPhone may resolve the issue.



- 1 Hold down the **Sleep/Wake** button until the red "slide to power off" slider appears. Slide the slider to turn your iPhone off.
- 2 Wait at least 10 seconds and then press and hold the **Sleep/Wake** button to turn your iPhone back on.

RESET

If the restarting steps don't work, you may need to reset your iPhone.



Press and hold the **Sleep/Wake** button and the **Home** button *simultaneously* for at least 10 seconds. The Apple logo should appear on the screen.

Note: Only reset your iPhone when it is no longer responding and restart attempts have failed.

RESTORE

Restoring is a standard troubleshooting procedure that will delete all the data stored on your device and return it to its original, out-of-the-box condition.



- 1 **Connect** your iPhone to your computer.
- 2 **Select your iPhone** in iTunes under Devices.
- 3 Select the **Summary** tab, then **Restore**.
- 4 You will be prompted to **perform a backup**. This is highly recommended.
- 5 Once backup is done, select **Restore**. The device will restart. **Keep it connected** to iTunes.
- 6 When prompted, choose the backup you want and click **Continue** to finish restoring.

Android

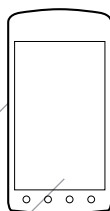
Integrating Google's array of apps is what an Android device does best



At a glance

SIGNAL STRENGTH

Every phone displays the strength of your wireless signal. The fewer number of bars, the weaker the signal.



BATTERY POWER

Don't get caught with a dead phone. Keep an eye on this power meter and charge when needed.

TOUCHSCREEN/TRACKBALL

Android devices feature these navigation tools, which make it easier to tap your way through all your home screens.

Transfer contacts*

There are three ways to transfer your contacts:

COPY TO SIM

- 1 Tap on **Contacts**.
- 2 Tap **Menu**.
- 3 Tap **More**.
- 4 Tap **SIM Management**.
- 5 Tap **Phone to SIM** (or **Copy to SIM**).
- 6 Insert SIM to new device.
- 7 Import contacts from SIM.

COPY TO SD CARD

- 1 Tap on **Contacts**.
- 2 Tap **Menu**.
- 3 Tap **More**.
- 4 Tap **Import/Export**.
- 5 Tap **Import to SD Card**.
- 6 Insert SD card to new device.
- 7 Import contacts from the card.

(Note: not all devices come with SD cards)

USE GMAIL TO BACK UP CONTACTS

Gmail stores all contacts in cloud-based storage and customers can transfer data from their account.

* Based on a Samsung Galaxy S Captivate. The details of the steps may vary slightly from manufacturer to manufacturer.

For adding new contacts, see page 2.

Email

Picking up Gmail messages on your Android-powered phone is a breeze, as you're already logged into your account. Alternatively, you can access other email services on your Android phone.



SET UP

- 1 From the home screen, go to the **Applications** tab and select **Mail**.
- 2 Tap **Other (POP3/IMAP)** if you'd like to set up a Windows Live Hotmail, Yahoo!*, MS Exchange or other similar account.
- 3 Enter your **email address** and **password** and tap **Next**. Setup will find the rest of your email settings, but if not, you may need specific settings from your ISP.
- 4 Enter an account name for this email and your name. Click **Finish setup**.

SEND

- 1 From the main screen or Applications menu tap the **Mail** icon or the dedicated **Gmail** icon (if yours is a Gmail account).
- 2 Press **Menu**, then choose **Compose**. Enter a recipient in the **To:** field, a **Subject**, and then type your message.
- 3 Press **Send** and you're finished!

* Only applies to paid Yahoo accounts

Set up Bluetooth*



- 1 Tap **Menu**.
- 2 Tap **Settings**.
- 3 Tap **Wireless** and **Network**.
- 4 Tap **Bluetooth Settings**.
- 5 Tap "Turn Bluetooth On".

* Based on a Samsung Galaxy S Captivate. The details of the steps may vary slightly from manufacturer to manufacturer. For further details refer to the documentation that came with the Bluetooth device.

The Android Market

This is where you'll find thousands of handy applications for your Android device.



- 1 Click on the **Market** icon on your main menu screen to launch the program.
- 2 Scroll through **categories** such as Lifestyle, Productivity and Social. **Click** on a listing to view the product details.
- 3 Click the **Install/Buy Now** button and follow the prompts to download/purchase the app.

Apps

All of these apps are available at the Android Market.



Rogers Radio | Free

Get your favourite radio stations on the go! Listen to more than 50 radio stations across Canada live.



Sportsnet.ca | Free

Get breaking news, live scores, schedules and coverage of your favourite sports right on your device.



Rogers Navigator | \$4.99/month

Voice-guided turn-by-turn directions and automatic re-routes.

Customize your home screens

Make your Android device your own by adding shortcuts to apps, programs, contacts and more to any or all of your home screens.



MOVE HOME SCREEN ICONS

- 1 **Hold and drag** icons to where you want them to appear.

ADD A WIDGET

Widgets are dynamic programs that run on your home screens

- 1 **Hold down on any empty space** on your home screen.
- 2 Select **Widgets** from the Add a Shortcut menu.
- 3 **Select one** from the list of widgets already installed on your phone.
- 4 To **add more** widgets to your device, download them from the Android Market.

ADD A BOOKMARK SHORTCUT

- 1 **Bookmark** the page you want to add to your home screen.
- 2 **Open** your browser's bookmarks screen.
- 3 **Hold down** on the bookmark you want.
- 4 Select **Add to Home Screen**.

ADD A CONTACT SHORTCUT

- 1 **Hold down on any empty space** on your home screen.
- 2 Select **Direct Dial** or **Direct Message** from the Add a Shortcut menu.
- 3 **Enter your contact's information** and a Direct Dial or Direct Message icon for that person will appear on your home screen.

REMOVE UNWANTED ITEMS

- 1 **Hold down** on the unwanted icon and **drop it** into the **Trash** icon at the bottom of the screen.

Get going



Web browsing.

Surfing the internet is easy using Android's browser. And it's fast, too, with the speedy Rogers network.



Google Apps.

Nothing integrates Google Apps quite like Android. Google Maps provides driving, biking and transit directions, as well as what's nearby. See your friends' locations with Google Latitude and Google Street View. There are even more Google Apps to choose from, including Calendar, Goggles and Search.

Phones

Quick messaging phones, touchphones and 3G and 2G phones



Samsung Corby Pro



LG Neon 2

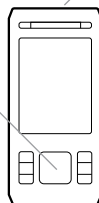


Nokia C3

At a glance

NAVIGATION PAD

Most phones have a directional pad or wheel. This tool is used for much of the navigating you'll do in your phone's menus.



SIGNAL STRENGTH Every phone displays the strength of your wireless signal. The fewer number of bars, the weaker the signal.

BATTERY POWER Don't get caught with a dead phone. Keep an eye on this power meter and charge when needed.

MobileMail Email

Access your email wherever life takes you, whether you're using Windows Live Mail, Rogers Yahoo! Mail (@rogers.com), Gmail or most other web-based or ISP email accounts. Here's how to get going:

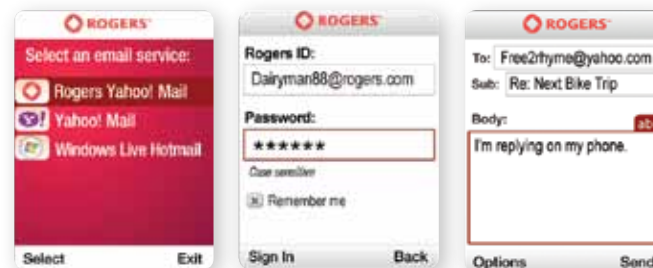


SET UP

- 1 Check your phone to see if MobileMail is already loaded by selecting **Messaging** or **Games & Apps** from the main menu. If it is, **select your email provider** and accept the terms and conditions.
- 2 **Log in** with your user name and password. If you don't have an account, visit MSN, Gmail or Yahoo! online to create one. If you have a less commonly used web-based or ISP email service, you may be asked to provide additional info such as an incoming server address. If you are asked for this, try to find it under **Settings** for your email account or contact your service provider.
- 3 If MobileMail is not loaded, text **MAIL** to **4743** to download the application to your phone for free.

SEND

- 1 Once signed in, select **Options** on your phone and then **Compose New**.
- 2 Enter the recipient's **email address**, a **Subject** line and then type your message.
- 3 Select **Options** again and choose **Send**.



Assistance

Information & Emergency Assistance

411 Directory Assistance

When you need a number or address, just dial 411 on your wireless phone. Our 411 service gives you access to all listed numbers in Canada (a fee applies, plus long distance, if applicable). Now it also offers movie listings, weather forecasts and driving directions.

How 411 Works

When you call 411, we'll tell you the number, automatically dial the call for you, then we'll send the full listing to your phone in a text message so you have a record of it for next time.

A SERVICE FEE PLUS AIR-TIME CHARGE APPLIES.

9-1-1 Emergency Assistance

NO AIRTIME CHARGES

Any wireless phone registered on the Rogers wireless network can be used to dial 9-1-1 for assistance in the case of an emergency. 9-1-1 calls are automatically routed to the most appropriate public safety agency.

When calling 9-1-1 always provide your name, wireless phone number and the specific location from which you are calling. And remember, it's important to speak clearly. Unlike wireline-based 9-1-1, the emergency operator does not necessarily know your actual location until you provide this information. Stay on the line for as long as the 9-1-1 operator requires. Calls to 9-1-1 are free so take all the time that you need. Leave your handset turned on after hanging up in case the 9-1-1 operator needs to call you back. Please do not program 9-1-1 into your speed dial. This can lead to accidental calls that take up valuable emergency resources. Calls to 9-1-1 from your wireless phone are subject to the same limitations as regular wireless calls. For example, if you are underground or too far from a wireless network antenna, the quality of your call may be affected, or you may not be able to connect to the network.

IMPORTANT 9-1-1 REMINDERS

9-1-1 is reserved for emergency situations only. For assistance in non-emergency situations, please contact your local police service.

9-1-1 calls on the Rogers wireless network are always free.

Do not pre-program 9-1-1 into your phone's speed dial to eliminate the chance of placing an accidental call to 9-1-1.

PHASE ONE OF ENHANCED 9-1-1

Phase One of Enhanced 9-1-1 or E9-1-1 is designed to help 9-1-1 operators react more quickly and accurately in emergency situations. E9-1-1 provides emergency operators with the phone number of the caller and the location of the wireless network antenna receiving the call but not the caller's exact location. The caller must still provide this information. The caller's phone number allows the emergency operator to re-establish contact with the caller if the connection is lost. The wireless network antenna location helps emergency operators identify the most appropriate emergency services to dispatch.

PHASE TWO OF ENHANCED 9-1-1

Phase Two of Enhanced 9-1-1 is designed to provide more accurate location information than Phase One. E9-1-1 emergency operators that have the necessary systems deployed will not only receive the caller's phone number but will also receive geographic co-ordinates associated with the caller's approximate location. A caller's location will be automatically determined using special technology enabled in the Rogers network and in certain handsets and will help ensure that all callers get the proper help as quickly as possible. Any customer registered on the Rogers wireless network in an area served by E9-1-1 that has the necessary systems deployed will have access to Phase One and Two. This includes Rogers wireless customers in their local area and Rogers wireless customers visiting an area in Canada served by E9-1-1.



For more information about 9-1-1 on the Rogers wireless network, visit rogers.com/911

HOW TO REPORT AN EMERGENCY

- 1 Immediately tell the operator that you are calling from a wireless phone and provide your 10-digit phone number and your name.
- 2 Provide details of the emergency.
- 3 Give as much information about the location as you can, such as highway/street name and landmarks. Unlike wireline-based E9-1-1, the emergency operator does not know your actual location until you provide this information.
- 4 Follow all instructions provided by the emergency operator. Do not end the call until the operator tells you to do so, and leave your phone turned on, should the operator need to call you back.

Need help? Looking for tips?

Discovering more about your Rogers wireless services has never been easier. If you're looking for more info, Rogers has you covered.

SELF SERVICE



Click it

Access **My Rogers** to view your wireless usage, review and pay your bills, make changes to your account and much more.

Visit rogers.com/urstartup and set up your **My Rogers** account. After you're signed in, click on the Getting Started tab for support on your Rogers products.



App it



Smartphone users can check usage, update their MY5 list, pay bills and more by downloading the **My Account** app. It's free and available in the Apple App Store, BlackBerry® App World and in the Android Market.

Once installed, simply **launch the app** and it'll automatically access your secure information. No login required.



Tap it

Don't have a smartphone? Manage your account via the **Rogers Mobile Internet Portal** for free (no browsing charges) through **My Account**.

Launch your phone's browser and visit the **Rogers Mobile Internet Portal** (or text **ACCOUNT** to **4836** for a direct link). From there, select **My Account** and you're all set.

GET HELP NOW



On the phone

With the new touchtone IVR system, getting what you need is easy. Get your account balance, your wireless (available) usage and pay your bill without having to speak to a rep.

Dial **1-888-ROGERS1 (764-3771)** from any phone, or ***611** from your Rogers wireless device.



My Rogers



Learn how to take Rogers services to their full potential with clear, visual How-To videos and FAQs.

Visit rogers.com/urstartup and click on the **Getting Started Centre** tab for videos relating to wireless, home phone, internet and cable TV.

MASTER MEDIA



Connected Rogers Magazine



Free for Rogers customers, **Connected Rogers Magazine** helps you get the most out of your Rogers services and devices. Check us out online or follow us on twitter @connectedmag. Visit connectedmagazine.ca

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