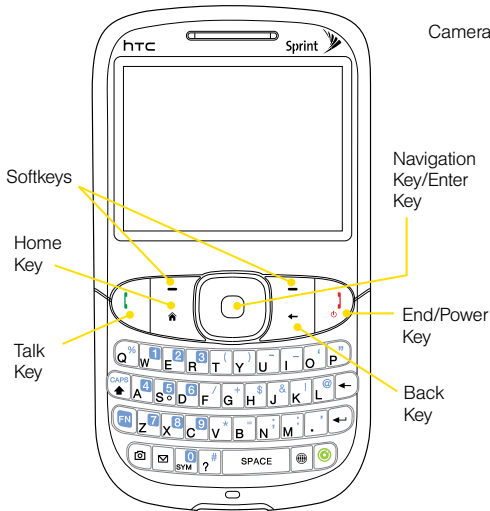# Welcome

Sprint is committed to developing technologies that give you the ability to get what you want when you want it, faster than ever before. This booklet introduces you to the basics of getting started with Sprint and your new HTC Snap™. You can also visit sprint.com/welcome to learn more.
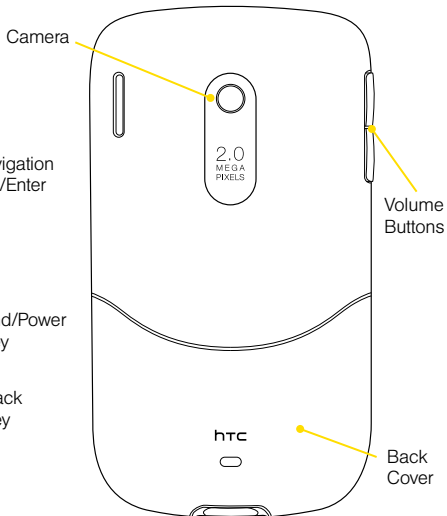
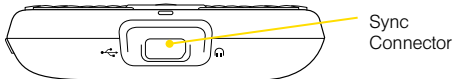**Thank you for choosing Sprint.**

Your HTC Snap™

Front

Back

Camera

Softkeys

Navigation Key/Enter Key

Home Key

Volume Buttons

Talk Key

End/Power Key

Back Key

2.0 MEGA PIXELS

htc

Back Cover

Bottom

Sync Connector

Get Your Device Ready

> **Insert the Battery**

1. Hold the device with both hands and push the back cover upward with your thumb to remove the cover.

2. Align the battery's contacts with those inside the battery compartment and gently push the battery into place.

3. Replace the back cover.

> **Insert the microSD Card**

1. Remove the back cover. (See step 1 above.)

2. Insert the microSD card into the slot with the gold contacts facing down. Carefully insert the card into the slot and gently press in until the card clicks into place.

3. Replace the back cover.

> **Charge the Battery**

1. Plug one end of the USB cable into the phone charger.

2. Plug the phone charger into an outlet.

3. Plug the other end of the USB cable into the sync connector on your device.

Get Your Device Ready

> **Activate Your Phone**

- If you bought your device at a Sprint Store, it is probably activated and ready to use.

- If you received your device in the mail, and it is a new Sprint account or a new phone number, your device is designed to activate automatically when you first turn it on. To confirm your activation, make a phone call.

- If you received your phone in the mail and you are activating a new phone for an existing number on your account, you will need to go online to activate the number on your new phone. From your computer's Web browser, go to www.sprint.com/activate and complete the onscreen instructions to activate your phone.

  When you have finished, make a phone call to confirm your activation. If your phone is still not activated or you do not have access to the Internet, contact Sprint Customer Service at 1-888-211-4727 for assistance.

Make Your First Call

> **> Make Your First Phone Call**

1. Press ⬚ to display the Phone screen.

2. Enter a phone number using your keypad. (If you make a mistake while dialing, press ← to erase.)

3. Press ⬚.

4. When you're finished, press ⬚.

Manage Your Account

> **Online: www.sprint.com**

- make a payment, see your bills, enroll in online billing
- check minute usage and account balance
- see or modify the details of your Sprint service plan
- get detailed instructions and download content

> **From Your Sprint Phone**

- press ⓥ* ⒜⁴ 〔 to check minute usage and account balance
- press ⓥ* ⒭³ 〔 to make a payment
- press ⓥ* ⒠² 〔 to access a summary of your Sprint service plan or get answers to other questions

> **From Any Other Phone**

- Sprint Customer Service: Dial 1-888-211-4727
- Business Customer Service: Dial 1-800-927-2199

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. Press (| to display the Phone screen.
2. Press and hold w1 on the Phone keypad.
3. Follow the system prompts to create your passcode and record your name and greeting.

> Retrieve Your Voicemail

From your phone:

Using One Touch Message Access, press and hold w1.

— or —

1. From the Home panel, scroll down to the Missed Call/Voicemail panel.
2. Press the navigation key right to the Voicemail panel and press ◯.

From any other phone:

1. Dial your wireless phone number.
2. When your voicemail answers, press ∗.
3. Enter your passcode.

Contacts

> **Save a Phone Number**

1. From the Home panel, enter a phone number and press **Save** (left softkey).

2. Select **New Contact** > **Outlook Contact** or **Windows Live** to create a new contact, or select an existing contact to add it to that contact entry.

3. Select a category for the number (such as Mobile, Home, or Work), enter a name for the entry, and add any other information you wish to store to the contact.

4. Press **Save** (left softkey).

> **Retrieve a Phone Number**

1. From the Home panel, press **Contacts** (right softkey).

2. Use your navigation key to scroll through the entries, or use your keypad to enter the first few letters of the contact entry.

3. To display an entry, highlight it and press ⭘.

4. To call the entry's default phone number, highlight it and press 📞.

Messaging and Pictures

> **Send a Text Message**

1. From the Home panel, scroll to the Messages panel and press ⃝.

2. Select **Text message**.

3. Enter a wireless phone number or email address.

4. Use your keypad to enter a message or press **Menu** (right softkey) > **My Text**, and then select a preset message.

5. Press **Send** (left softkey).

> **Take a Picture**

1. From the Home panel, press **Start** (left softkey) > **All Programs** (left softkey) > **Camera** to activate the camera. (You can also press 📷.)

2. Using your display as a viewfinder, aim the camera lens at your subject, and press ⃝.

3. Press ⃝ or ← to return to Camera mode, or use your navigation key to select **View**, **Send**, **Go Back**, **Delete**, or **Hide Menu**.

Helpful Sprint Information

> **Total Equipment Protection**

Total Equipment Protection provides the combined coverage of the Equipment Replacement Program and the Equipment Service and Repair Program, each available separately. Your phone will be insured against loss, theft, and physical and liquid damage as well as covered for mechanical and electrical failure, routine maintenance and failure from normal wear and tear. To enjoy immediate coverage, enroll in Total Equipment Protection when you activate or upgrade your Sprint or Nextel phone or smart device. You have up to 30 days after phone activation or upgrade to enroll, so don't delay.*

*Please see the Total Equipment Protection brochure available at any participating retail location for complete terms and conditions of coverage including applicable charges. Terms and conditions are subject to change. May not be available in all states. Eligibility varies by device.

> **Sprint 411**

Dial 411 for nationwide listings, movie show times, restaurant reservations, driving directions and more. Spanish-speaking operators are available.

See www.sprint.com for pricing and more details.

Thank you.

This is only the beginning of what you can do with your HTC Snap™ and Sprint. There are many additional resources at your fingertips.

- *Your phone can bring you music, TV, movies, games and driving directions. The Features Guide tells you how to access that content and more, all on the Sprint network.*

- *The User Guide gives additional details on how to use your device, and is also available online in Spanish.*

- *Sprint.com provides all the information on your plan and available services as well as downloadable content.*

- *Visit www.sprint.com and click accessories or call the accessories hotline, 1-866-866-7509, to outfit your device.*

Sprint 》