



Backup Assistant

Product Description

Backup Assistant is a wireless service that saves a copy of your phone's address book to a secure web site. If your phone is lost, stolen or damaged, Backup Assistant restores your saved address book to a new phone - wirelessly!

Schedule daily automatic backups or manually backup your phone book at your convenience! Login to your web account and get full access to your address book. You can view, print, add, delete and edit contacts. Changes are sent to your phone with one click!

www.verizonwireless.com/backupassistant.

Screenshots



Using the Application

Setting up Backup Assistant on your phone

1. Access Get It Now or Media Center on your Verizon Wireless phone. Select and launch Backup Assistant under Get GOING (Tools on the Go or Browse and Download for newer phones) subcategory Business/Tools. At the welcome screen, press *Ok*, the right "Soft Key" to continue.

Backup Assistant accounts are created using your mobile phone number. For many phones this number can be read directly from the phone and no number verification is needed. On other phones, the number read from the phone is not always correct, so Backup Assistant will first read the phone number from your phone and ask you to verify that this number is correct. This is done because your phone actually has two numbers with which it is associated: the Mobile Internal Number (MIN) and the Mobile Directory Number (MDN); Backup Assistant should only use the MDN in order for the service to perform correctly. In most cases these numbers are

identical, but if they differ you should answer "NO" when Backup Assistant shows you the incorrect number during the number verification process. An SMS message will be sent to the Backup Assistant server to identify the correct mobile number; this may take up to a minute. (Note: On some devices, this SMS may be sent prior to displaying a number.) When your correct number is shown, select "YES" to continue the installation. Backup Assistant will then contact the Backup Assistant service to establish an account under your mobile phone number.

2. Next, you will create an account associated with your phone number. When prompted, select a four to eight digit Personal Identification Number (PIN) that you will use to authorize a "restore" to your phone when the need arises.
3. Backup Assistant will ask you to verify the PIN you assigned to your account, and will remind you to record your PIN for future use.
4. As a convenience, Backup Assistant will offer you the option to have your PIN sent directly to your phone via TXT Message should you forget it.

This simple step ensures that a restore can be done quickly, even in the event that you have forgotten your PIN.

5. With your account established and your PIN selected, the registration process is complete. Choose *Next* to set your Backup Assistant schedule.

Backup Assistant will automatically wake up and check for changes in your address book at a random time within the period you select. If there are changes found, Backup Assistant will connect and back up the changes. If no changes are found, then Backup Assistant will go back to sleep. For best results you may want to select a time period that your phone will be powered on but you expect light use. Select *Next* by pressing the right Soft Key.

6. You may be prompted to enter a promotion code. If you have a promotion code, please enter it and press *Next*. If you do not, press *Next* to continue.
7. **Congratulations!** You've now created a Backup Assistant account and set a daily schedule for backing up your address book. Press *Next* to begin your first backup.
8. When you begin a backup, Backup Assistant will initiate a connection with the service and open the account for your phone number.
9. Pressing the left Soft Key at any time cancels the backup.
10. When the account is verified, the backup process begins. The flying card animation in the center of the screen shows the progress of the backup. The number of items will also count up.

The time required for this first backup depends on the number of entries in your address book. Subsequent backups should take significantly less time, because Backup Assistant will transmit only the changes you have made since your last backup.

11. Pressing the left Soft Key at any time cancels the backup.

Backup Assistant returns to the activity summary screen, which will display the status of your address book – how many contacts have been backed up and how many changes are pending. After a backup the Pending number should be 0.

Note: Having more than one backup application (e.g. Backup Assistant, WirelessSync, Plaxo, Airtel, iPhonebook, MightyPhone, etc.) on a device, at the same time, may lead to erratic behavior in either or both applications.

Using Backup Assistant

Once Backup Assistant has been configured and has performed its first backup, there's very little you need to do to enjoy the peace of mind that comes with having a secure archive of your address book. On the schedule you selected, the Backup Assistant application will launch and check your phone's address

book to see if any changes have occurred since the last backup. If changes are detected, the application will connect to the Backup Assistant service (approximately 20-25 seconds after the phone's clock registers the scheduled time) and the backup process will start. If no changes are detected, Backup Assistant sleeps until the next daily automatic backup is triggered.

In Get It Now or Media Center, navigate back to Get Going, Tools on the Go or Browse and Download to find and launch Backup Assistant. The activity summary screen (see screen shots above) will display the number of Backed-up contacts, the number of Pending changes, how many days ago the last backup occurred and whether or not the last backup attempt was successful. From here, you can initiate a backup or change your settings via the Options menu.

If Pending is zero, then there are no address book changes that need to be backed up. Note that the "Last backup" is the last time the Backup Assistant application connected to the service and backed up any new or modified contacts. Even if the last backup was 12 days ago, Backup Assistant has still checked for changes to your address book once every 24 hours, but has found none and has gone back to sleep.

Using the Options menu

The Options menu gives you the ability to view and change your settings to accommodate your preferences.

In the Backup Assistant Main screen, press the *left* Soft Key to view the Options Menu. When the Options menu is visible, you can:

- Change your backup schedule settings
- View the phone number with which the account is associated
- Change your PIN
- Get Help
- View information about Backup Assistant

To access any of these options, press the corresponding number on your phone's keypad or scroll down to the correct line and push the OK key.

Restoring the address book

In general use, the restore feature is only used if you replace your existing phone.

When restoring the address book, Backup Assistant carefully compares and merges any contact information on the new phone with that stored in the data vault. In the rare case where a conflict between the phone and data vault occurs, the phone data is assumed to be more current. Note that Backup Assistant does not write over any contacts already on the phone when doing a restore. Any contacts already on the phone are merged with those already backed up in your Backup Assistant account.

On your new phone, re-subscribe to the application by downloading the Backup Assistant application from the Get It Now or Media Center catalog, then launch the application. Press the *OK*, *right* Soft Key to enter the program.

The Backup Assistant application will establish a connection with the service. The service checks to see if there is an account associated with the phone number. If the service determines that an account exists and this is the application's first launch, it knows that a restore is appropriate.

Before the restore begins, Backup Assistant will request your PIN. This is done to prevent unauthorized modifications to your address book. In rare cases, a phone number may have been used before; if this is the case, the PIN will fail. You will be prompted to reset the phone number and create a new account.

1. Enter your PIN and press the *right* Soft Key to begin the restoration. If you have forgotten your PIN, press #. If you authorized it during the setup, Backup Assistant will retrieve your PIN for you.

NOTE: You must have selected this option when you initially set up Backup Assistant.

2. When you begin a restore, Backup Assistant will initiate a connection with the service, authenticate the account, and begin restoring the data. Pressing the *left* Soft Key at any time cancels the restore.
3. At the conclusion of the restore, the activity summary screen provides information regarding the restore.

Managing your address book online

If you have an active Backup Assistant account, you can log in and manage your personal data vault via the secure web portal: www.verizonwireless.com/backupassistant. To login, enter your My Verizon user id and password. If you have not yet registered with My Verizon you may click the 'Register' link on the www.verizonwireless.com/backupassistant site and follow the easy instructions. For security reasons you will be asked to sync your phone the first time you sign in to your online account. To sync, simply launch Backup Assistant on your phone, select 'OK' and then press the right soft key to select 'Backup Now.' Once you have performed this initial backup registration you will be ready to login and view your online address book.



Figure 1: Backup Assistant login screen

Within the portal, all address book data from the last successful backup are displayed. You can add, delete, and edit contacts as well as print your entire address book in either a list or business card format.

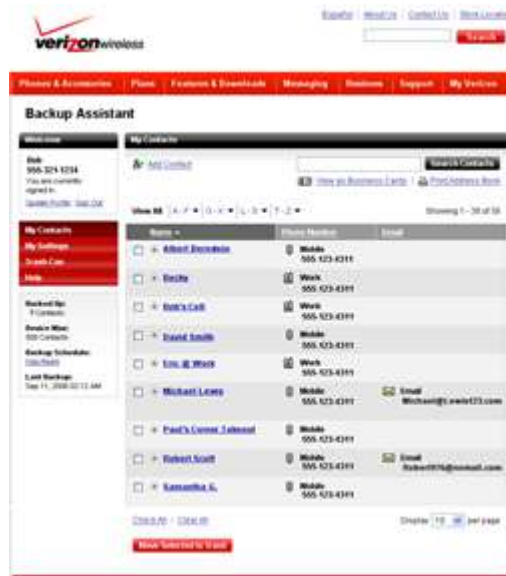


Figure 2: Backup Assistant Address Book View

You can add a new contact by selecting the Add Contact button; the new contact window will appear and you are free to input contact information. Backup Assistant knows which model of Verizon Wireless phone you have and only presents those fields available on the handset.

To edit or delete an existing contact, simply select the contact's name in the address book view. This is where you can create, edit, or delete a contact. (Figure 3).



Figure 3: Backup Assistant New/Edit Contact View **Using Backup Assistant to migrate your address book to a new phone**

Backup Assistant makes it easy to transfer your address book from your current phone to a new handset. Follow these simple steps:

Existing/Old Phone

1. Download and Install Backup Assistant to the old/existing phone.
2. Complete a full backup of the address book.
3. Login to your online account to view your backed-up contacts
4. Delete Backup Assistant from this phone.

Replacement/Next Phone

1. Activate the new phone

2. Download and launch Backup Assistant to the replacement/next phone.
3. Backup Assistant will detect if the phone is new, and will prompt for the PIN code in order to do a full restore of the contact data.
4. You may log into www.verizonwireless.com/backupassistant using the mobile number to view or edit contacts online or make changes directly from the phone.

Frequently Asked Questions

What is Backup Assistant and why would I want it?

Imagine losing your phone and having to replace it with a new one. Then imagine having to key in all of your friends, family, and business contacts into your address book all over again. Want to save yourself some time and stress? Get yourself Backup Assistant!

Backup Assistant is a wireless service that saves a copy of your phone's address book to a secure web site. If your phone is lost, stolen or damaged, Backup Assistant restores your saved address book to a new phone - wirelessly!

Schedule daily automatic backups or manually backup your address book at your convenience! Login to your web account and get full access to your address book. You can view, print, add, delete and edit contacts. Changes are sent to your phone with one click!

How do I get Backup Assistant?

To get Backup Assistant, you need to download Backup Assistant to your Get It Now-enabled phone.

To find Backup Assistant:

1. Select Get GOING or Media Center (some newer phones go to Tools On The Go or Browse and Download.)
2. Select Business/Tools
3. Find Backup Assistant
4. Download it to your phone!

For more information, visit www.verizonwireless.com/backupassistant.

How much does Backup Assistant cost?

Backup Assistant is only \$1.99 per month, per line. If you register for My Verizon as the Account Owner, we'll waive the monthly charge for Backup Assistant.* (That's a \$1.99 per month value for each line on your account!) Visit verizonwireless.com/myverizon for details.

* Unless you subscribe to V CAST VPak, V CAST Mobile TV Select Package or Nationwide Premium Plan, downloading the Backup Assistant application will require approximately 1 MB of data. Data sent or received will be aggregated each month, rounded up to the next megabyte and billed at \$1.99 per MB.

What Get It Now-enabled phones offer Backup Assistant?

To see if Backup Assistant is available for your phone, visit www.verizonwireless.com/backupassistant

What if Backup Assistant doesn't support my phone?

We're working diligently to add new models to Backup Assistant's supported phones list.

Can I use Backup Assistant with more than one phone?

No. Your Backup Assistant account can be associated with only one phone at a time.

Backing up your address book

When you download Backup Assistant, you will be guided through a simple series of steps that will create an account for you and backup your address book for the first time.

Backup Assistant will safely backup any subsequent changes to your address book either automatically, at a schedule that you set, or manually.

During setup, why does Backup Assistant show a different number than the phone number I use for my mobile phone?

Your phone actually has two numbers with which it is associated: the Mobile Internal Number (MIN) and the Mobile Directory Number (MDN). Backup Assistant should only use the MDN in order for the service to perform correctly. However, some older phones can not access the MDN, only the MIN. In most cases these numbers are identical, but if they differ you should answer "NO" when Backup Assistant shows you the incorrect number during the number verification process. A SMS message will be sent to Backup Assistant service to identify the correct number. When your correct number is shown, select "YES" to continue the installation.

How do I change the schedule of my automatic backups?

To change the schedule of your automatic backups, go to the Options menu of Backup Assistant on your phone and select "Set schedule". You can set the schedule to backup:

- Morning
- Afternoon
- Evening
- Late Night

An automatic backup will only occur if there have been changes to your phone's address book since your last backup.

Manual backups

You can manually start a backup of your address book any time you wish by simply pressing the "Backup Now" button in the Main screen of Backup Assistant on your phone.

How do I start a backup?

To start a backup of your phone's address book, open Backup Assistant on your phone. From the main screen, press "Backup Now".

If there are no changes to your phone's address book, then no backup will be needed.

How do I restore my address book to my new phone?

If you have used Backup Assistant to backup your address book in the past, you will be able to restore your address book to a new phone. To restore, start by downloading Backup Assistant from the Get It Now service. Backup Assistant will guide you through a few simple steps to restore your address book.

For more information, visit www.verizonwireless.com/backupassistant .

What does "Pending:" mean?

On the main screen of Backup Assistant on your phone, there is a red number under "Pending." This number indicates the total number of changes that you have made to your address book since the last backup. If the number is 0, your address book is completely backed up.

What does "Backed up:" mean?

On the main screen of Backup Assistant on your phone, there is a green number under "Backed up." This number indicates the total number of contact entries that are safely backed up in your account.

What is "Last backup"?

Backup Assistant's main screen displays "Last Backup." This tells you how many days it has been since the last successful backup. If there are items pending, you should select Backup Now to manually backup pending changes.

What is "Last attempt"?

Backup Assistant's main screen displays "Last Attempt." This tells you the status of the last backup attempt. The three types of status displayed are: successful, failed, and cancelled. If you see failed or cancelled, you should select Backup Now to force a connection to ensure that Backup Assistant is able to connect and backup your changes.

I accidentally deleted a number from my address book. Can I use Backup Assistant to get it back?

Yes. Login to your Backup Assistant online account and select the Trash Can link on the left of your screen. Check the box next to the contact you wish to restore to your address book and then click the Restore Selected button on the bottom of the screen. Click the Update Now button on the left of your screen and the contact will be synced to your phone.

Can I access my contact data from a computer?

Yes! You can access and manage your phone's address book at www.verizonwireless.com/backupassistant. There you can view, edit, delete, print and add contacts.

What information do I need to log on at www.verizonwireless.com/backupassistant?

All you need is you're My Verizon user id and password. If you don't have a My Verizon id, you can register at www.verizonwireless.com/backupassistant.

How do I print out all the contacts in my phone's address book?

You can print out all the contacts in your phone's address book by logging into your account at www.verizonwireless.com/backupassistant. Once you have logged in, click "Print Address Book".

How do I edit a contact from my Backup Assistant web account?

To edit a contact from your Backup Assistant web account, click a contact's name. All address book fields will be displayed. You can add, delete or edit fields.

- To save changes, select the Save Changes button
- To cancel changes, select the Cancel button.

How do I create a new contact from my Backup Assistant web account?

From your Backup Assistant web address book, select the Add New Contact button. Once you have entered the contact, select the Save Contact button.

How do I delete a contact from my Backup Assistant web account?

The easiest way to delete a contact(s) from the Backup Assistant web address book is to select the checkbox next to the contact's name and then press Delete Selected. You can also open a contact by selecting the name and then select Delete Permanently.

What is the "Update Now" button on my Backup Assistant web account?

The Update Now button allows you to automatically synchronize your web address book changes with your mobile phone's address book. The Update Now button appears in the My Device box on the left of your web address book. When you select Update Now, Backup Assistant will wake up your phone and synchronize with your phone's address book. This ensures that your phone has the latest contact information.

How do I set my weekly Backup Reminder?

The phones listed below can not automatically wakeup and begin a backup when the flip is closed.

- Samsung A530
- Samsung A610
- Samsung A650
- Samsung A670

For these phones, the Backup Assistant service will send a weekly SMS message to your phone that will wakeup the application and backup any changes to your address book. If the flip is closed, the messages will be stored and activated when the flip is opened. You can also choose not to receive the weekly SMS wakeup message. You will not be charged for these SMS wakeup messages.

Can I use Backup Assistant to transfer my address book to another phone?

Backup Assistant makes it easy to transfer your address book from your current phone to a new handset. Follow these simple steps:

Backup Assistant makes it easy to transfer your address book from your current phone to a new handset. Follow these simple steps:

Existing/Old Phone

1. Download and install Backup Assistant to the old/existing phone.
2. Complete a full backup of your address book.
3. Log in to your Backup Assistant online account to review your contact list.
4. Delete Backup Assistant from this phone.

Replacement/Next Phone

1. Activate your new phone.
2. Download and launch Backup Assistant on this phone.
3. Backup Assistant will detect that your phone is new (with the same phone number as the old device), prompt for your PIN code and complete a full restore of your contacts to this phone.
4. Remember, you can log in to your Backup Assistant online account to view or edit your contacts any time.

When transferring your data from one phone type to another, it is important to know that some data may not be transferred to the new phone due to the new phone not supporting data fields that the first did. It is important to log into your Backup Assistant web account to view your data and compare it with the data on your new phone.

I just received my replacement phone from Verizon Wireless. Will Backup Assistant restore the address book from my previous phone to my new phone?

Yes, as long as you had previously installed Backup Assistant to your previous phone and your phone number has not changed. Without a previously backed up address book in your personal vault, there is nothing to restore to your replacement phone.

If you have used Backup Assistant to backup your address book in the past, you will be able to restore your address book to your new phone. To restore, start by downloading Backup Assistant. Backup Assistant will guide you through a few simple steps to restore your address book.

For more information, visit www.verizonwireless.com/backupassistant.

Troubleshooting

While most address book fields are supported by Backup Assistant, there are some address book fields and settings that are not. The following fields are not supported today because there is no application read or write access.

Groups/Category, Ringer, SMS Ringer, Picture ID, Secret, Speed Dial, Primary Phone and Voice Dial

These fields and settings are not backed up so if a user does a restore, the backed up fields are written to the phone and all non-supported fields will be empty and settings reset to default. The User will need to reset these for each contact.

Backup Assistant Web Issues/constraints:

- Valid phone field characters: 0123456789*#PT
- Valid email field characters: must contain @ and '.'
- Can not create a contact without at least one character in name field.
- Number of contacts limited to Phone Max – 5.
- Can not save contact without at least one phone number.

Upon acceptance of these terms and conditions and upon completion of the registration process (including selection of a username and password), You will become a subscriber to the Backup Assistant Service as described on www.verizonwireless.com/getitnow. The Backup Assistant Service is also subject to the terms of your Customer Agreement and Calling Plan.

The Backup Assistant Service may be terminated immediately without liability upon sending notice to the e-mail address you provided during your registration. You may end your use of the Backup Assistant Service at any time by terminating service with Verizon Wireless or removing the Backup Assistant application from Your handset. No refunds shall be granted for any fees paid in advance. Upon termination You will no longer have access to data, messages, files and other material You previously stored.