



Welcome to Mobile Access from Comcast and Sprint.



Digital Cable



High-Speed Internet



Digital Voice



Wireless Phone

Mobile Access
is powered by



Please Note:

The instructions in this booklet cover some of the advanced features of your Mobile Access service. **These instructions may differ from the instructions contained in the other user guides included with your phone.**

For the most updated instructions on using your phone and Mobile Access service, go to www.comcast.com/wireless and select the user guides for your phone. Please note that not all features are available on all phones or service plans.

For all the features covered in this booklet, including Phone Activation, Voicemail, Email, Mobile TV, Web Access, and Customer Service, these instructions should be used in place of the instructions in the user guides in your phone box.

For basic phone operation like making and receiving calls, setting preferences, etc., please consult the phone user guide that came in the box with your phone or the user guide that can be found online at www.comcast.com/wireless.

Welcome to Mobile Access From Comcast and Sprint

Thank you for choosing Mobile Access. Comcast and Sprint are committed to bringing you the best in communication and entertainment services, whether you're at home or on the go.

This guide introduces you to the basics of Mobile Access. Here you will learn about:

- **Getting Help**
- **Activating Your Phone**
- **Using Your Mobile/Home Voicemail**
- **Mobile Access Calling Features**
- **Mobile Access Messaging and Multimedia Features**
- **Account Management and Services**

For more information about your phone and service, please refer to the user guides that were packaged with your phone. You can also visit www.comcast.com/wireless for additional details.

Getting Help

Most of the information you'll need to use your wireless phone and service is available in this booklet and in the user guides that came with your phone. In case you have any other questions about setting up or using your Mobile Access service from Comcast and Sprint, the contact information below will point you in the right direction:

General Information

- Visit www.comcast.com/wireless.
- Call **1-800-COMCAST**.

For help with your phone or service

- Visit www.comcastsupport.com/wireless.
- Call **1-877-766-0750**.
- From your wireless phone, press **6** **1** **1** **TALK**.

To access your online account

- ▶ Visit www.comcast.com/wireless to manage your Mobile Access Account and Comcast Billing & Account Profile.

Activating Your Phone

If you purchased your phone directly from Comcast or Sprint, it likely has already been activated. If it hasn't, call Comcast Customer Service activate your phone:

- ▶ From any phone, dial **1-877-766-0750**.

When you call, you'll need your phone's Electronic Serial Number (ESN) or your phone's Mobile Equipment Identifiers (MEID). To find these numbers, turn the phone off and remove the battery. The ESN is an 11-digit number that usually begins with "ESN DEC." Your MEID, if applicable, is a 14-digit number.

Using Your Mobile/Home Voicemail

With Mobile/Home Voicemail, you get an easy-to-use system to handle all your voice messages. Once your phone is activated, all unanswered calls are transferred to your voicemail, even if your phone is in use or turned off. Therefore, you will want to set up your voicemail as soon as your phone is activated.

Setting Up Your Voicemail

From your wireless phone:

1. From standby mode, press and hold **1**.
2. Enter your voicemail password.

Note: **Voicemail Password:** The first time you access your voicemail, your default password is the last 4 digits of your wireless phone number.

3. Follow along with the audio tutorial to:
 - Change your password.
 - Record your name.

- Record a personalized greeting.
- Set additional voicemail options.

From another phone:

1. Dial your wireless phone number. **Do not answer your wireless phone.**
2. When you hear the voicemail greeting, press **#**.
3. Enter your voicemail password. The first time you access your voicemail, your default password is the last 4 digits of your wireless phone number.
4. Follow along with the audio tutorial to:
 - Change your password.
 - Record your name.
 - Record a personalized greeting.
 - Set additional voicemail options.

Accessing Your Voicemail

Your wireless phone will alert you when you have new voicemail messages waiting.

To retrieve your voicemail messages from your wireless phone:

1. From standby mode, press and hold **1**.

Note: From any other phone, dial your wireless phone number and press # when you hear the voicemail greeting.

2. Enter your voicemail password.
3. Press **1** to review your messages.
4. Follow the voice prompts to explore additional options.

To retrieve your voicemail messages from another phone:

1. Dial your wireless phone number. **Do not answer your wireless phone.**
2. When you hear the voicemail greeting, press **#**.
3. Enter your voicemail password.
4. Press **1** to review your messages.
5. Follow the voice prompts to explore additional options.

Managing Your Voicemail

Once you have accessed your voicemail, you will be in the main menu. This menu will provide you with a set of options allowing you to manage all your voicemail messages. Below is a list of common voicemail commands. You will also hear a list of options any time you are in the voicemail system.

Main Menu Options

Playback

- Press **1** to review your new messages. While listening to your messages, you have the following options:
 - Press **1** to replay the message.
 - Press **2** to pause the playback.
 - Press **3** to forward through the message.
 - Press **5** to listen to the message envelope.
 - Press **7** **7** to delete the message while it is playing.
 - Press **×** to cancel the message playback and return to the previous menu.

After listening to a message, the following options are available:

- Press **7** to delete the message.
- Press **9** to save the message.
- Press **0** to hear more options.

Personal Options

- From the main voicemail menu, press **4** to change your personal options.
 - Press **2** for administrative options, including **Password, Prompt Level, Message Detail/Playback, PIN Skip, Autoplay, Mailbox Language, and Phone Answer Language.**
 - Press **3** to manage your greetings.
 - Press **✕** to return to the main menu.

Additional Options

- From the main voicemail menu, press **5** to switch between your wireless voicemail and your Comcast Digital Voice voicemail without having to disconnect the current call and make another call. (This feature is only available to Comcast Digital Voice subscribers.) You will be prompted to enter your wireline mailbox number and PIN to complete the switch.
- From the main voicemail menu, press **6** to access your deleted messages from the current voicemail session. (This is available only if you have deleted messages during the current voicemail listening session. Deleted voicemail messages are permanently removed when you end a voicemail session and cannot be retrieved once the session ends.)
- From the main voicemail menu, press **✕** to disconnect from the voicemail system.

Mobile Access Calling Features

This section outlines some of the special calling features of your Mobile Access service.

Unlimited Mobile/Home Link

Receive unlimited free calling between your home Comcast Digital Voice telephone line and your wireless phone without incurring long distance charges or using up wireless plan minutes. (Subscription to Comcast Digital Voice service required.)

Note: Unlimited Mobile/Home Link allows free calling between up to 2 Comcast Digital Voice telephone numbers and up to 5 wireless phone numbers (within the same primary account).

Unlimited Home Forwarding

Receive unlimited free call forwarding from your wireless phone to your home Comcast Digital Voice telephone line. (Subscription to Comcast Digital Voice service required.)

Call forwarding lets you forward all your incoming calls to another phone number – even when your phone is turned off. You can continue to make calls from your wireless phone when call forwarding is turned on.

To activate call forwarding:

1. On your wireless phone, enter ***72** plus your Comcast Digital Voice home number (including area code) and then press **OK**.
2. You will hear a series of three beeps repeated twice to confirm the activation of call forwarding.

Note: When wireless calls are forwarded, your wireless phone will not ring.

If you forward calls to a number other than your Comcast Digital Voice home telephone number, you will be charged a per-minute call forwarding fee.

To deactivate call forwarding:

1. On your wireless phone, enter ***720** and then press **OK**.
2. You will hear a series of three beeps repeated twice to confirm the deactivation of call forwarding.

Mobile Access Messaging and Multimedia Features

This section outlines some of the enhanced messaging and multimedia features of your Mobile Access service that may be available on your phone. Visit www.comcast.com/wireless to find out which features are available on your phone, and for information on additional charges, if applicable.

Themes

If your phone supports advanced multimedia services on the Sprint Power Network, it will be preloaded with the Comcast Theme. The Comcast Theme gives you one-touch access to Comcast Mobile Email, Comcast Mobile TV, and other useful, familiar features.

If your compatible phone doesn't already have the Comcast Theme loaded, you can download it directly.

To download the Comcast Theme:

1. Select **Menu > Web** to launch the Mobile Web.
2. Select **Comcast Downloads** and press **OK**.
3. Select **Comcast Theme** and press **OK**. (You will see an advice of charge message. The Comcast Theme can be downloaded free.)
4. Select **Buy, Download, or Get** and press **OK**. (The Comcast Theme will download to your phone.)
5. Select **Apply** and then select **Continue** to activate the Comcast Theme on your phone.

Once the Comcast Theme has been downloaded and applied, your phone's standby screen will change to the Comcast Theme and you will have direct access to frequently used Mobile Access features.

Comcast Mobile Email

Another benefit of your Mobile Access service is unlimited mobile email access. Access your Comcast Email account(s) from your wireless phone*. Read, reply to, forward, and delete messages in your Inbox, and compose, edit, and send new email messages directly from your phone.

*Standard email use guidelines apply.

To access Comcast Mobile Email:

- ▶ From your Comcast Theme, select the **Mobile Email** button for one-touch access to your inbox. If the email application is not preloaded on your phone, follow the prompts to download the application and enter your Comcast.net user name and password.
– or –
- ▶ Select **Menu > Web** and select the Mobile Email application from the featured links. If you haven't already loaded it, select **Get** to download the application, and follow the prompts to enter your user name and password.

Note: For phones that do not support the Comcast Theme, select **Menu > My Content > IM & Email > Comcast Mobile Email** or follow the second option above to access the Comcast Mobile Email application.

With Comcast Mobile Email, you can also access other popular email services such as AOL® Mail, MSN® Hotmail®, and Yahoo!® Mail.

To access additional email providers:

1. From the Comcast Mobile Email application, select the account you wish to set up and access.
– or –
Select **Menu > Messaging > IM & Email** and select an email provider. The browser will start and display the selected messaging page.
2. Follow the onscreen instructions to read, reply to, compose, send, and manage your email account(s).

To learn more, visit www.comcast.com/wireless.

Comcast Mobile TV

With Comcast Mobile TV and Sprint Power Vision, you can watch live TV on the go, right on your wireless phone. Accessing your Comcast Mobile TV channels is as easy as using the remote control in your living room.

To access your phone's Comcast Mobile TV channels:

1. From the Comcast Theme, select the **TV** button for one-touch access to your Comcast Mobile TV.
2. The first time you use Comcast Mobile TV, you will be prompted to download the application.

Note: If your Mobile TV-compatible phone is not running the Comcast Theme, select **Menu > Web** and choose **Comcast Downloads**. Then select **Comcast Mobile TV** from the featured links. Select **Get** to download the application to your phone.

3. Enter your ZIP code to customize your Home TV Listings.
4. Once the application is running, select the Comcast TV lineup you've purchased and watch the brief Welcome Movie.
5. From the main menu of your Mobile TV Guide, select from the following:
 - **Mobile TV** – From the Mobile Guide, you can select live TV content that can be viewed immediately on your phone.
 - **Video Clips** – The Video Clips are short 2-5 minute excerpts of prerecorded content immediately available for viewing on your wireless phone.
 - **Previews** – Select from a list of available movie and TV previews and watch immediately on your wireless phone.

- **Home TV Listings** – This option allows you to view your home channel guide data.
- **Settings** – From here, you can select **Setup** or **Subscriptions**. Setup allows you to access and change your original entries the first time you accessed Mobile TV (home zip code, channel line up). Subscriptions allows you to view and cancel any mobile video content packages or a-la-carte mobile video content to which you previously subscribed via your wireless phone.

Purchasing Premium Video Channels and Video Content From Your Wireless Phone

If a program is grayed out in your Mobile Guide, you can select it and you will see information about pricing and programming. If you accept, you will immediately be granted viewing access. You can later unsubscribe to any content purchased from your handset via **Subscriptions** under the settings menu.

Note: Only content subscribed to from your wireless phone can be unsubscribed from your wireless phone.

Content packages subscribed to via your wireless phone do not include data services. If you do not have an unlimited data package, additional charges may apply.

Setting the Display Backlight Time for Mobile TV Viewing

When viewing TV or video clips, the backlight of your phone's display may automatically dim after a short time. To avoid this, you will need to make sure that your phone's backlight setting is set to stay bright.

To adjust the settings, consult your phone's user guide.

Account Management and Services

Managing Your Mobile Access Account

Comcast offers two quick and easy options for managing your Mobile Access account: online and from your wireless phone.

Online:

- ▶ Sign on from www.comcast.com/wireless.

Your password is either the last 4 digits of your Social Security number or the password you selected when you purchased your phone. If you do not know your password, click on “forgot my password” and follow the steps to retrieve it.

- Check current wireless usage.
- View your wireless plan details and options.
- View your phone details, user guide and interactive demos (if available).
- Purchase accessories.
- Browse available premium services content.

From your wireless phone:

- ▶ Press **6 1 1 TALK** to:
 - Contact Comcast Customer Care.
- ▶ Press *** 4 TALK** (English) or *** 5 TALK** (Español) to:
 - Check your wireless minutes of use.

Managing your Comcast Billing & Account Profile

Comcast also offers easy online access for managing your billing and account profile:

- ▶ Go to www.comcast.com and click on **Customers** and then **Manage My Account**. Login with your Comcast user name and password. If you do not have a Comcast user account, click on **First Time User** and follow the instructions to sign up.

From there you may:

- Request enrollment in online billing.
- Establish or cancel auto-pay.
- Process a one-time only payment.
- View your account balance, current and previous months' bills, including wireless charges and call details.

Accessorizing Your Wireless Phone

Discover accessories that fit your wireless phone and your lifestyle. Sprint accessories undergo at least 15 different testing procedures that ensure your continued satisfaction. Call the Sprint PCS Accessory Hotline at **1-800-974-2221** (select option **3** and then select option **2**) or visit www.sprint.com/accessories.

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