



jitterbug[®]
flip

User Guide

Everything you need to know
about your Jitterbug Flip.



Welcome to the GreatCall Family!

Thank you for choosing the Jitterbug Flip. Our newly designed cell phone features big buttons and a large screen, making it even easier for you to stay connected with family and friends. Our exclusive health and safety services can be accessed right from your phone so you can stay active mobile and independent.

This helpful User Guide contains everything you need to know to about your Jitterbug Flip. And if you have any questions or need assistance, our award-winning, 100% U.S.-based customer service team stands ready to assist you.

Best Regards,

Your friends at GreatCall

Contents

Section 1: Getting Started	1
Key Items in Your Jitterbug Box	3
Your Jitterbug Flip.....	4
Activating Your Jitterbug	10
Charging the Battery.....	14
Battery Level Indicator.....	17
Powering Your Jitterbug On and Off.....	18
How to Read the Inside Display	20
Using the Main Screen	22
The 5Star Button	27
Section 2: Phone Calls	31
Making and Answering Phone Calls.....	32
Speakerphone	37

Adjusting the Volume	38
Phone Book	39
Call History	44
Voice Dial	46
Vicemail.....	48
Personal Operator	53
Emergency 9-1-1 Services	55
Call Waiting.....	56
International Dialing	58
Section 3: Camera	61
Taking a Photo	62
Viewing a Photo	64
Sending a Photo	65
Deleting a Photo	67
Receiving a Photo.....	68
Downloading Photos to Your Computer.....	69

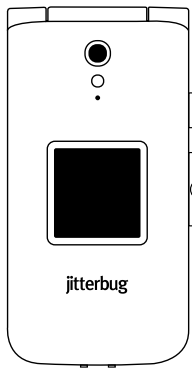
Sharing Photos on Facebook	70
Section 4: Text Messages	73
Text Message Notifications.....	74
Reading Text Messages.....	75
Replying to Text Messages.....	77
Deleting Text Messages.....	79
Sending Text Messages.....	80
Entering Text with the Keypad	82
Section 5: Additional Information	89
GreatCall Health & Safety Services	90
Flashlight	96
Reading Magnifier.....	97
Bluetooth	98
Phone Settings	105
Installing and Removing the Battery.....	106
Contact Us.....	108

Legal	111
Safety and Use	111
Customer Agreement.....	123
Index	137

Section 1: Getting Started

Topics

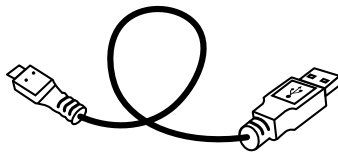
- Key Items in Your Jitterbug Box
- Your Jitterbug Flip
- Activating Your Jitterbug
- Charging the Battery
- Battery Level Indicator
- Powering Your Jitterbug On and Off
- How to Read the Inside Display
- Using the Main Screen
- The 5Star Button



Jitterbug Flip



Charging Dock



USB Cable



Wall Charger

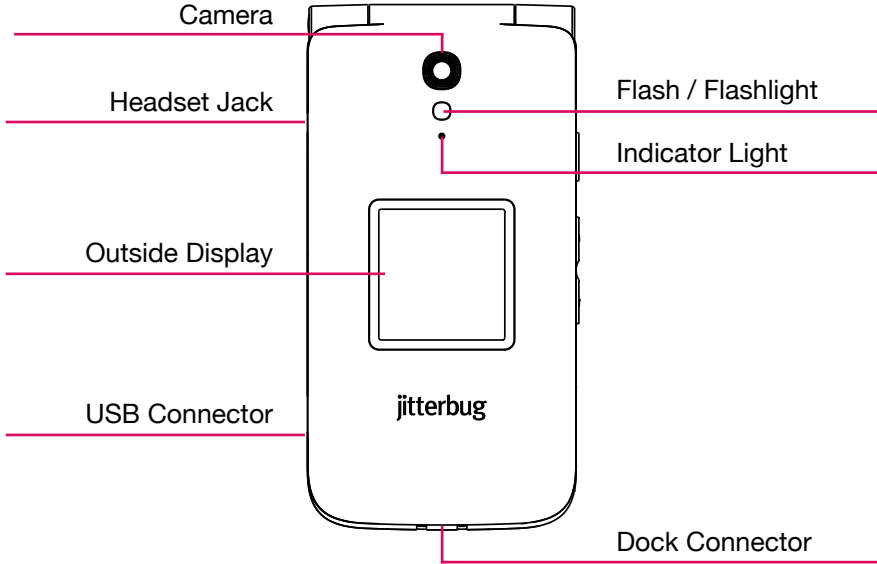
Key Items in Your Jitterbug Box

- Jitterbug Flip
- Charging Dock
- USB Cable
- Wall Charger
- Activation Card
- User Guides

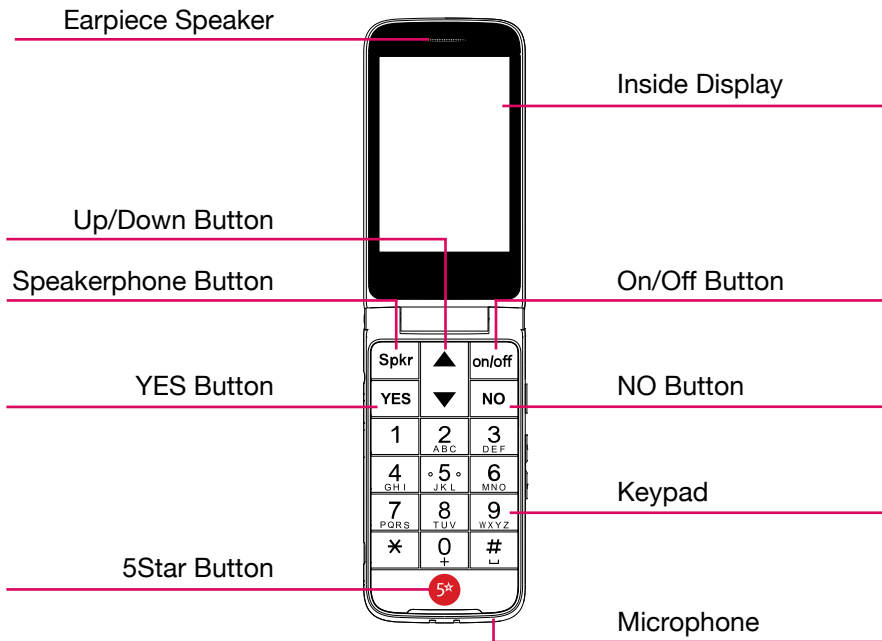
INFO

The rechargeable battery has been pre-installed for your convenience.

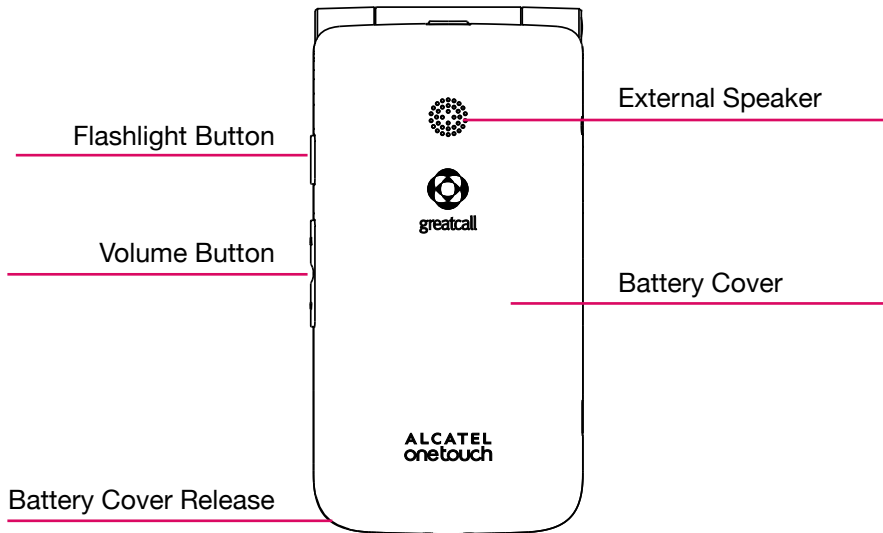
Your Jitterbug Flip



- **Camera** – Take clear pictures.
- **Flash / Flashlight** – Automatically turns on when taking pictures in low light and can be manually activated using the Flashlight Button.
- **Headset Jack** – Connect a headset for hands-free calling.
- **Indicator Light** – Lights up for incoming calls or when the phone is fully charged.
- **Outside Display** – View the current time, the current date and notifications about charging status, incoming calls or messages.
- **USB Connector** – Charge your phone and download photos onto your computer.
- **Dock Connector** – Charge your phone using the supplied Charging Dock.



- **Earpiece Speaker** – Lets you hear the caller loud and clear.
- **Inside Display** – The main screen you will use to interact with your phone.
- **Up/Down Button** – For navigating within the screens you see.
- **Speakerphone Button** – Turns Speakerphone on and off.
- **On/Off Button** – Turns your Jitterbug on and off.
- **YES Button** – Allows you to answer “YES” to questions or commands.
- **NO Button** – Allows you to answer “NO” to questions or commands.
- **Keypad** – Used for dialing numbers to make a call.
- **5Star Button** – Allows you to get help in any emergency.
- **Microphone** – Picks up your voice loud and clear.



- **External Speaker** – Delivers loud and clear sound when the Speakerphone feature is enabled.
- **Flashlight Button** – Press and hold this button while your Jitterbug is open to help you see in low light conditions.
- **Volume Button** – Allows you to adjust the ringer, Earpiece Speaker and External Speaker volume.
- **Battery Cover** – Protects the rechargeable battery and the back of your phone.
- **Battery Cover Release** – Allows you to remove the Battery Cover.

INFO

Additional accessories are available for your Jitterbug. Please visit us online at [GreatCall.com/Accessories](https://www.GreatCall.com/Accessories) for more information.

Activating Your Jitterbug

Depending where your Jitterbug was purchased, your phone may already be activated. The following three easy steps will guide you in powering on your phone for the first time.

⚠ IMPORTANT!

Please do not turn on your phone until instructed to do so. If you turn it on prior to setting up your account, the device may fail to activate. If the device fails to activate, power off and start with **STEP 1**.

STEP 1 Determine where your phone was purchased.

- If you purchased your Jitterbug from GreatCall or firstSTREET, your phone is already activated and you may skip to **STEP 3**.



OR

- If you purchased your Jitterbug from Amazon, Best Buy, Fry's Electronics, Rite-Aid, Sears, or Walmart, your phone is not yet activated and you will need to continue to **STEP 2**.

The Amazon.com logo, featuring the text "amazon.com" in a lowercase, sans-serif font with a curved orange arrow underneath the "a" pointing to the "z".



The Sears logo, featuring the word "sears" in a lowercase, blue, serif font.

The Walmart logo, featuring the word "Walmart" in a blue, sans-serif font with a yellow six-pointed starburst icon to its right.

STEP 2**Go online or call to activate your account.**

- If you are new to GreatCall, go online at [GreatCall.com/Activate](https://www.GreatCall.com/Activate) to activate your account. You will be asked to enter in your Jitterbug Serial Number which can be found on the included **Activation Card** or on the side of the retail box. If you do not have Internet access, you can call our Activation Line at **(888) 900-1367**.


OR

- If your Jitterbug is already activated and you have questions about your phone or service, please call our customer service agents at **(866) 482-1424**.

STEP 3

Turn on your Jitterbug to complete set up.



Press the **On/Off Button** () and your phone will automatically complete the set up process.

This process may take a few minutes and you may notice the phone restart a few times. Once complete, you will see a screen “Phone was set up successfully!”

You're now ready to enjoy the benefits of your easy-to-use Jitterbug phone.

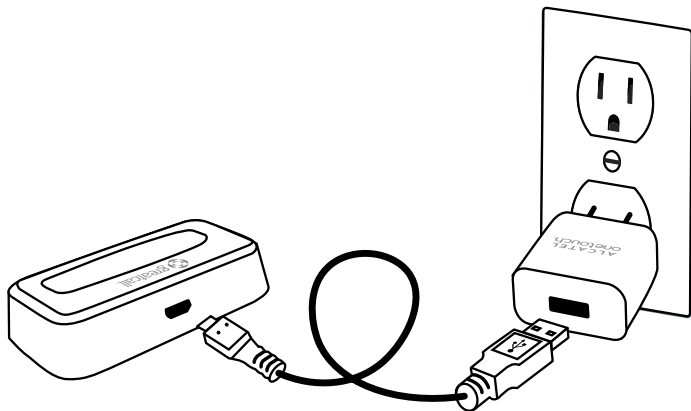
Charging the Battery

We've included a **Charging Dock** to make it easy for you to always have your Jitterbug fully charged and ready to go.

Charging Using the Charging Dock

1. Plug the smaller end of the **USB Cable** into the back of the **Charging Dock**.
2. Plug the larger end of the **USB Cable** into the **Wall Charger**.
3. Plug the **Wall Charger** into a standard wall outlet (110/220 VAC).
4. Place the Jitterbug into the **Charging Dock** as illustrated.

Your Jitterbug is fully charged when you see “Charging Complete” on the **Outside Display**.

**⚠ IMPORTANT!**

It is recommended to fully charge your Jitterbug after activating it for the first time. Your phone may turn off sooner than expected if using it before fully charging.

Charging Without the Charging Dock

It's also possible to charge your Jitterbug without the **Charging Dock** by using the included **USB Cable**.

1. Plug the larger end of the **USB Cable** into the **Wall Charger**.
2. Plug the **Wall Charger** into a standard wall outlet (110/220 VAC).
3. Plug the smaller end of the **USB Cable** into the **USB Connector** on the side of your Jitterbug.

Battery Level Indicator

Your Jitterbug will remind you to charge the battery. Reminders appear on the **Inside Display** and **Outside Display** with the following messages:


- **Battery Low** – This will appear when your battery is beginning to get low.
- **Battery Critical** – This will appear when your battery has about 20% charge remaining.

⚠ IMPORTANT!

Only use batteries designed specifically for your Jitterbug phone. Using other batteries could damage your phone and may void your warranty. Extra batteries are available online at [GreatCall.com/Accessories](https://www.GreatCall.com/Accessories)

Powering Your Jitterbug On and Off


Turning Your Jitterbug On

1. Open your Jitterbug.
2. Press and hold the **On/Off Button** () until the **Inside Display** turns on.
3. When you hear a dial tone, your Jitterbug has service and is ready to use. If a connection is not possible, a “No Service” message will appear on the **Outside Display** and a dial tone will not be heard.

⚠ IMPORTANT!

If you receive an error message to call Customer Care after turning your Jitterbug on, it may be possible that your phone has not yet been activated. Please refer to “Activating Your Jitterbug” on page 10 for more information on how to activate your phone.

Turning Your Jitterbug Off

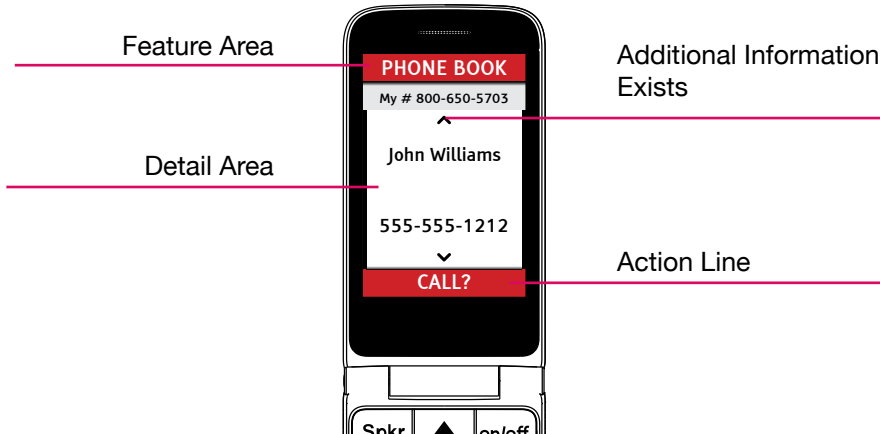
1. Press and hold the **On/Off Button** () until the GreatCall logo appears on the Inside Display.
2. Your Jitterbug will then turn off.

INFO

We recommend keeping your Jitterbug on at all times and charging it at night so you can always stay connected.

How to Read the Inside Display

Throughout this guide, the screen on the inside of your Jitterbug is referred to as the **Inside Display**. The following diagram explains the areas of the **Inside Display** and how to use them. Below is an example of the **Phone Book** screen.



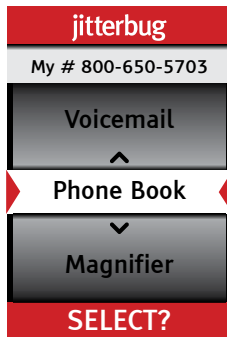
- **Feature Area** – Identifies the feature you are using. For example, when you are in the **Phone Book**, you will see “PHONE BOOK” in this area.
- **Detail Area** – Details of the feature you are using will appear here. For example, information such as detailed entries from your **Phone Book**, will appear in this area.
- **Action Line** – Questions or commands displayed here can be responded to using the **YES Button** () or the **NO Button** ().
- **Additional Information Exists** – Small arrows at the top and bottom indicate when more information is available to view using the **Up/Down Button**.

INFO

If you are unsure about what to do, simply press the **YES Button** () or **NO Button** () to answer the question in the **Action Line** at the bottom of the **Inside Display**.

Using the Main Screen

When you open your Jitterbug while it is powered on, you will see the **Main Screen** as shown in the image below.



i INFO

The **Main Screen** will display your Jitterbug phone number at the top of the screen as shown above as “My # 800-650-5703”.

The **Main Screen** is where you access the features on your Jitterbug. Your Jitterbug is designed with the following six features installed

1. **Phone Book** – Store up to 200 of the names and numbers that you call most often. Our Personal Operators can even set up your Phone Book for you. See “Personal Operator” on page 53 for more information on what GreatCall’s Personal Operators can do for you.
2. **Call History** – An easy way to review your last ten incoming, outgoing and missed calls, listed with the most recent first. See “Call History” on page 44 for more information.
3. **Phone Info** – Gives you the following important points of information about your Jitterbug: your phone number, battery life, signal strength and approximate minutes used per month.

4. **Settings** – The following items can be changed from within the **Settings** feature: colors, jingle on/off, ring tones and Bluetooth. See “Phone Settings” on page 105 for more information.
5. **Camera** – This is where you will take photos that will be automatically stored in My Photos. See “Section 3: Camera” on page 61 for more information.
6. **My Photos** – An easy way to view, delete or send photos. See “Section 3: Camera” on page 61 for more information.

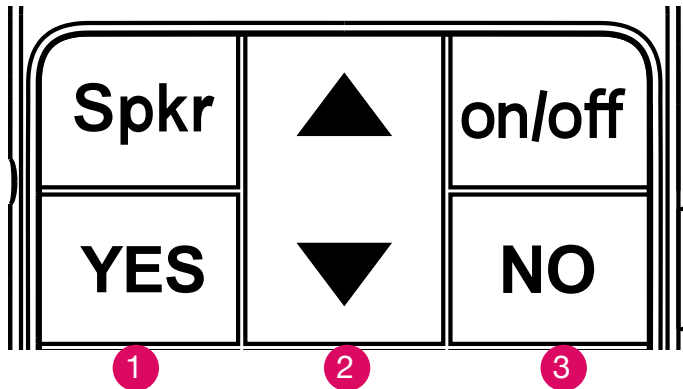
INFO

Approximate minutes used per month shows your estimated minute usage each month. This time resets at the beginning of your monthly billing cycle.

Your Main Screen may contain additional features depending on your plan.

Navigating the Main Screen with the Keypad

You can easily access all of your features within the Main Screen using three simple buttons located at the top of the Keypad.



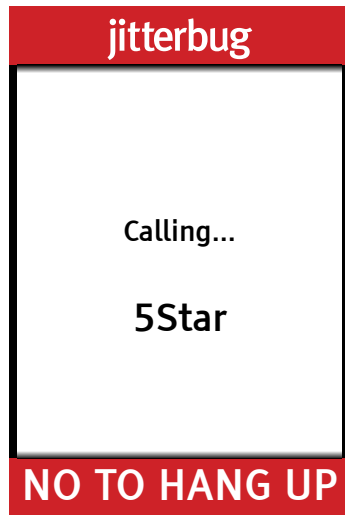
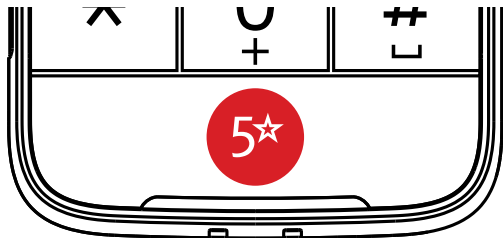
1. When the feature you want to select is highlighted in the middle of the **Inside Display**, press the **YES Button** () to select that feature.
2. Use the **Up/Down Buttons** () to scroll through the features of the **Main Screen**.
3. The **NO Button** () enables you to answer “NO” to questions in the **Action Line** and return to the previous screen. If you make a mistake while dialing a number or typing a **Text Message**, you can always press the **NO Button** () to back up and delete what you entered.

INFO

By default, your phone always displays the **Main Screen** when opening your Jitterbug after it has been closed. If you find it easier to have your Jitterbug start directly in your **Phone Book** each time you open your phone, you can dial “0” on your Jitterbug to reach a Personal Operator to enable this feature.

The 5Star Button

If you have a Health & Safety Package, press the red **5Star Button** in an uncertain or unsafe situation to be connected to a highly-trained 5Star Agent. The Agent will assess your situation, confirm your location using GPS and connect you to emergency services if you need it. See “GreatCall Health & Safety Services” on page 90 for more information.



⚠ IMPORTANT!

If you do not have a Health & Safety Package, you will be asked if you would like to be connected directly to 9-1-1 services when the **5Star Button** is pressed. Press the **YES Button** (YES) if you would like to call 9-1-1 or the **NO Button** (NO) if you would like to hang up.

jitterbug

5Star service is
not enabled.

Do you want to
call 911?

NO TO HANG UP

Section 2: Phone Calls

Topics

- Making and Answering Phone Calls
- Speakerphone
- Adjusting the Volume
- Phone Book
- Call History
- Voice Dial
- Voicemail
- Personal Operator
- Emergency 9-1-1 Services
- Call Waiting
- International Dialing

Making and Answering Phone Calls

Making a Phone Call

You can dial a phone number directly from almost every screen on your Jitterbug.

1. When you open your Jitterbug, you will hear a dial tone indicating that service is available. If service is not available, there will be no dial tone and you will see “No Service” on the **Inside Display**.
2. Dial the full ten-digit phone number using the **Keypad**. You may be required to dial the number “1” first before placing a call in some areas.
3. Press the **YES Button** () to place the call.

INFO

If you make a mistake while dialing, press the **NO Button** () to back up and delete the last number.

Incoming Phone Calls

Your Jitterbug rings or vibrates to indicate when you have an incoming call. Additionally, there are other indications that you have an incoming call:

- The **Indicator Light** on the outside of your Jitterbug flashes.
- The name or phone number of the person calling will appear on the **Outside Display**.
- If the caller's number is saved in your **Phone Book**, then the name and number will appear on the **Inside Display**.
- If the caller cannot be identified, you may see the phone number only or you may see "Unavailable" or "Restricted".



Incoming call as seen from
the Outside Display



Incoming call as seen from
the Inside Display

Answering a Call When Your Jitterbug is Closed

1. Open your Jitterbug when you hear it ring. The ring tone will stop when the phone is opened.
2. A “Connected” message will appear on the **Inside Display** and the caller’s voice can be heard through the **Earpiece Speaker**.
3. To end the call, press the **NO Button** () or close your Jitterbug.

Answering a Call When Your Jitterbug is Open

1. When the “ANSWER?” question appears in the **Action Line** at the bottom of the **Inside Display**, press the **YES Button** () to connect.
2. A “Connected” message will appear on the **Inside Display** and the caller’s voice can be heard through the **Earpiece Speaker**.
3. To end the call, press the **NO Button** () or close your Jitterbug.

Ignoring Incoming Calls

When you receive an incoming call while your Jitterbug is closed you can press the **Volume Button** on the side of your phone to mute the ringer. If you receive an incoming call while your phone is open, you can press the **NO Button** () to ignore the call.

Ignored calls will be sent to your **Voicemail**. If your **Voicemail** is not active or set up, callers will get an automated message that you are not available. See “Voicemail” on page 48 for more information.

INFO

Talk time over your monthly Minutes plan allowance is \$0.35 per minute.

Speakerphone

The **Speakerphone** provides you the convenience to make a call without holding the phone to your ear. The **Speakerphone** can be activated at any time while you are on a call.

To turn **Speakerphone** on, press the **Speakerphone Button** while on a call. You will hear the caller's voice coming from the **External Speaker** on the back of your Jitterbug. Press the **Speakerphone Button** again if you would like to switch audio back to the **Earpiece Speaker**.

i INFO

Turning **Speakerphone** off during a call will not end your conversation, but instead will switch audio back to the **Earpiece Speaker**. If you close your Jitterbug while using **Speakerphone**, the call will end.

Adjusting the Volume

Adjusting the Earpiece or Speakerphone Volume

While on a call, press the **Volume Button** up or down until the sound reaches a comfortable level. Your Jitterbug has three volume options for the **Earpiece Speaker** and **External Speaker**: High, Medium and Low.

Adjusting the Ringer Volume

While not actively on a call, press the **Volume Button** up or down until the ringer volume is at the desired level. Your Jitterbug has five volume options for the ringer: Max, High, Medium, Low and Vibrate.

Phone Book

Your Jitterbug allows you to store up to 200 names and numbers of the people you call on a regular basis. Once your **Phone Book** is set up, you can quickly call your contacts without having to dial their number. You will also be able to see your contact's name every time you receive a call from them.

Using MyGreatCall.com to Manage Your Phone Book








You can add, change and delete contacts from your **Phone Book** online at **MyGreatCall.com** and they will automatically appear on your Jitterbug.

If you don't have a MyGreatCall account yet, go online to **MyGreatCall.com** on your computer and click "CREATE AN ACCOUNT" under "Phones". Once logged in, you will be able to manage your **Phone Book** as well as update your Personal Profile, check your minutes and manage your services.

i INFO

GreatCall's Personal Operators are able to manage your Phone Book for you. See "Personal Operator" on page 53 for more information.

Adding a Contact Directly on Your Jitterbug












1. From the **Main Screen**, use the **Up/Down Buttons** () until **Phone Book** appears highlighted and press the **YES Button** () to view your **Phone Book**.
2. Use the **Up/Down Buttons** () until "EDIT PHONE BOOK" is highlighted and press the **YES Button** ().
3. Use the **Up/Down Buttons** () until "Add" is highlighted and press the **YES Button** ().
4. Using the numeric **Keypad**, enter the name of the contact you would like to create and press the **YES Button** () when finished entering in the name.

- Using the numeric **Keypad**, enter the phone number for the new contact and press the **YES Button** () when finished entering in the phone number.

INFO

When text entry is necessary, press the number key on the **Keypad** that has the desired letter printed on it until it appears on the screen. Pausing for a moment will allow you to enter the next character. If you make a mistake, press the **NO Button** () to delete the last character. Spaces can be added by using the **# Button** (). See “Entering Text with the Keypad” on page 82 for more information.

Modifying a Contact Directly on Your Jitterbug

1. From the **Main Screen**, use the **Up/Down Buttons** () until **Phone Book** appears highlighted and press the **YES Button** ().
2. Use the **Up/Down Buttons** () until “**EDIT PHONE BOOK**” is highlighted and press the **YES Button** ().
3. Use the **Up/Down Buttons** () until “**Modify**” is highlighted and press the **YES Button** ().
4. Use the **Up/Down Buttons** () until the contact you would like to change is highlighted and press the **YES Button** ().
5. To change the contact’s name, press the **NO Button** () to delete the necessary letters and then use the **Keypad** to re-enter their name. Press the **YES Button** () to save your changes to the name.
6. To change the contact’s phone number, press the **NO Button** () to

delete the necessary numbers. Press the **YES Button** () to save your changes to the phone number.




Deleting a Contact Directly on Your Jitterbug

1. From the **Main Screen**, use the **Up/Down Buttons** () until **Phone Book** appears highlighted and press the **YES Button** () to view your **Phone Book**.
2. Use the **Up/Down Buttons** () until “**EDIT PHONE BOOK**” is highlighted and press the **YES Button** ().
3. Use the **Up/Down Buttons** () until “**Delete**” is highlighted and press the **YES Button** ().
4. Use the **Up/Down Buttons** () until the contact you would like to delete is highlighted and press the **YES Button** ().
5. Press **YES Button** () to confirm deletion of this contact.

Call History



Your Jitterbug keeps a list of your 10 most recent outgoing, incoming and missed calls.

Reviewing Your Call History

1. From the **Main Screen**, use the **Up/Down Buttons** () until **Call History** appears highlighted and press the **YES Button** () to view your **Call History**. The first number you will see in your **Call History** will be your most recent phone call.
2. Using the **Up/Down Buttons** (), scroll down to view your **Call History** in sequence according to the time of occurrence.
3. As you scroll through your **Call History** you will see the following type of call events:



- **Missed** – You missed a call from this phone number.
- **Incoming** – You received and answered a call from this phone number
- **Outgoing** – You placed a call to this phone number.

Making Calls from Your Call History

With **Call History** you can quickly return missed calls, as well as redial both incoming and outgoing calls. While in **Call History**, use the **Up/Down Buttons** () to find the Missed, Incoming or Outgoing phone number you would like to call. Once highlighted, simply press the **YES Button** () to automatically dial the number.

Voice Dial

This free service enables you to make a phone call to any of your **Phone Book** entries, that are set up with a name, by using verbal commands.

1. From the **Main Screen**, use the **Up/Down Buttons** () until **Voice Dial** appears highlighted and press the **YES Button** ().
2. In the **Earpiece Speaker** you will hear an audible prompt to “Say the name” and then a short beep. After the beep, say the name exactly as it appears in your **Phone Book**.
3. If your Jitterbug recognizes the name it will ask for confirmation by asking, “Did you say _____?” Confirm by saying “Yes” after the beep.
4. **Voice Dial** will dial the number of the person whose name you said.

INFO

If Voice Dial is unable to find the name, press the **YES Button** () to retry, or the **NO Button** () to exit to the **Main Screen**.

To ensure a successful **Voice Dial** experience, remember these important tips:



- Wait for the system beep before speaking
- Speak clearly and in your normal voice
- Say the name exactly as it appears in your **Phone Book**
- Make sure each **Phone Book** entry is unique in its description



Voicemail

INFO

This section only applies if you have purchased **Voicemail** with your GreatCall service. To purchase **Voicemail** service for your Jitterbug, please call us at **1-800-733-6632**.

Setting Up Voicemail

To access your **Voicemail**, from the **Main Screen**, use the **Up/Down Buttons** () until **Voicemail** appears highlighted and press the **YES Button** ().

If you have never set up **Voicemail** before, you will be guided through your **Voicemail** set up the first time you connect. Follow the instructions, pressing the **YES Button** () or **NO Button** () as necessary.

Changing Your Voicemail Greeting

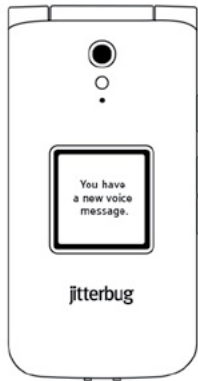
1. From the **Main Screen**, use the **Up/Down Buttons** () until **Voicemail** appears highlighted and press the **YES Button** ().
2. Listen to the prompts and when the **Voicemail** system asks if you would like to review your greeting, press the **YES Button** ().
3. Follow the instructions, pressing the **YES Button** () or **NO Button** () as necessary.
4. To exit your **Voicemail**, simply close your Jitterbug at any time.

When to Check Your Voicemail Messages

If you miss a call and the caller leaves you a voice message, your Jitterbug will notify you in several ways:

- “New Voicemail” will appear on the **Outside Display**.
- “You have a new voice message” will appear on the **Inside Display**. Press the **YES Button** () when you see this message if you would like to listen to the voice message.
- The **Indicator Light** will flash every 15 seconds until your phone is opened.

An audible alert will play once every five minutes for up to 30 minutes or until your Jitterbug is opened.



Listening to Voicemail Messages

1. From the **Main Screen**, use the **Up/Down Buttons** () until **Voicemail** appears highlighted and press the **YES Button** ().
2. Listen to the prompts to play, save or delete your voice messages using the **YES Button** () and **NO Button** ().
3. To exit your **Voicemail**, simply close your Jitterbug at any time.

INFO

To quickly advance through the **Voicemail** system messages, press the **NO Button** () during a system message. The system message will be skipped and will allow you to save or delete your message. Pressing the **YES Button** () will save that message and advance to your next **Voicemail** message.

Personal Operator

GreatCall's Personal Operators are able to manage your **Phone Book**, look up phone numbers, connect you to any number in the U.S. or Canada, and place calls to anyone in your **Phone Book**. To call a Personal Operator:

1. Dial "0" on your **Keypad**.
2. Press the **YES Button** () and a "Calling..." message will appear on the **Inside Display**, followed by the message "Connected to Operator".
3. When the Personal Operator answers, let them know which of the above services you need assistance with.
4. To end the call, press the **NO Button** () or close your Jitterbug.

INFO

Ultimate Health & Safety Package customers get unlimited access to Personal Operator, 24/7, for no additional cost. For all other packages and plans, the Personal Operator service costs \$0.99 per call. Standard airtime rates apply on all plans for the duration of a Personal Operator call. For more information on Health & Safety Packages call us at **1-800-733-6632** or visit us online at **GreatCall.com**.

Emergency 9-1-1 Services

To make an emergency call:

1. Open your Jitterbug and make sure it's on and connected (you should hear a dial tone).
2. Dial 9-1-1 using the **Keypad**.
3. Press the **YES Button** () when you see "CALL?" at the bottom of the **Inside Display**.

Call Waiting

Call Waiting is a feature that allows you to accept a second call if you are already on a call with another person. The phone does not come with this helpful feature enabled, but if you would like to turn it on, call us at **1-800-733-6632**. A **Call Waiting** signal alerts you that there is a second caller waiting. The following steps outline how to use **Call Waiting** on your Jitterbug:

1. When a second person calls your Jitterbug while you are already on a call with someone else, you will hear an audible beep and a message will appear on the **Inside Display** to notify you of a second incoming call.
2. To answer the second incoming call, press the **YES Button** (). You will switch to the second caller and the first caller will be put on hold and will remain on the other line.


3. To switch between the two callers, press the **YES Button** (). The **Inside Display** will indicate the name and number of the person you are connected with.
4. To end a call at anytime, simply press the **NO Button** ().

INFO

To ignore an incoming call while you are already on a call with someone else, simply press the **NO Button** (). The second caller will go directly to your **Voicemail** (if enabled).

This section only applies if you have enabled **Call Waiting**. The feature is not automatically enabled. To enable **Call Waiting**, please call us at **1-800-733-6632**.

International Dialing

If you expect to make calls beyond the U.S. or Canada, consider our convenient International Calling option. Add the International Calling option to your account and you'll be ready to call international in no time! To dial internationally, you may need to access the “+” symbol before entering in the country code and phone number. To access the “+” symbol, press and hold the **0 Button** () until the “+” symbol appears on the **Internal Display**.

Section 3: Camera

Topics

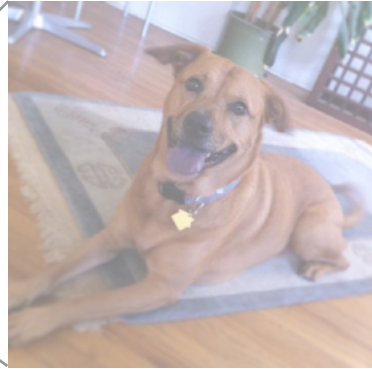
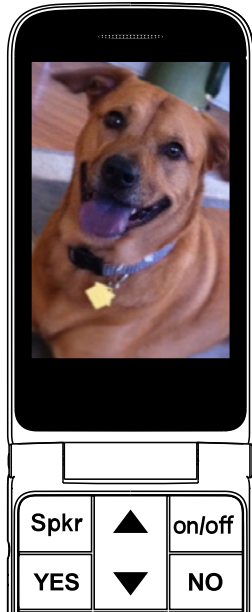
- Taking a Photo
- Viewing a Photo
- Sending a Photo
- Deleting a Photo
- Receiving a Photo
- Downloading Photos to Your Computer
- Sharing Photos on Facebook

Taking a Photo





1. From the **Main Screen**, use the **Up/Down Buttons** () until **Camera** appears highlighted and press the **YES Button** ().
2. Aim your phone until you are satisfied with what you see on the **Inside Display** and press the **YES Button** () to capture the image.
3. A preview of your photo will appear on the **Inside Display**. Press the **YES Button** () to keep this photo or the **NO Button** () to delete this photo.
4. When you are finished with using the **Camera**, press the **NO Button** () until you see the **Main Screen** or close your Jitterbug.

INFO









Any photo saved on your Jitterbug will be stored in a photo gallery called “My Photos”.



Viewing a Photo


1. From the **Main Screen**, use the **Up/Down Buttons** () until **My Photos** appears highlighted and press the **YES Button** ().
2. Use the **Up/Down Buttons** () to scroll through your photos.
3. When finished viewing your photos, press the **NO Button** () to return to the **Main Screen** or close your Jitterbug.

Sending a Photo

1. From the **Main Screen**, use the **Up/Down Buttons** () until **My Photos** appears highlighted and press the **YES Button** ().
2. Use the **Up/Down Buttons** () to scroll to the photo that you would like to send and press the **YES Button** () to select it.
3. Use the **Up/Down Buttons** () until you see “Forward” highlighted and press the **YES Button** ().
4. Use the **Up/Down Buttons** () to scroll to the contact you would like to send your photo and press the **YES Button** ().








When your photo has been sent you will see the words “Photo Successfully Sent” on the **Inside Display**.

i INFO

If the contact you would like to send the photo to is not listed in your Phone Book, use the **Up/Down Buttons** () and scroll until “Enter Recipient” appears. There you can enter a phone number using your keypad.

Photos sent from your Jitterbug use your monthly text message allowance (one photo = one text message). Photos sent over your monthly text message allowance will incur a charge of \$0.10 per photo.

Deleting a Photo

1. From the **Main Screen**, use the **Up/Down Buttons** () until **My Photos** appears highlighted and press the **YES Button** ().
2. Use the **Up/Down Buttons** () to scroll to the photo you would like to delete and press the **YES Button** ().
3. Use the **Up/Down Buttons** () until you see “Delete” highlighted and press the **YES Button** ().
4. Press the **YES Button** () again to confirm that you want to delete this photo permanently.

IMPORTANT!

Once a photo has been deleted, there is no way to recover it.

Receiving a Photo

Your friends and family can send photos to your Jitterbug by using your phone number. If you receive a photo from them a notification on the **Outside Display** will read “New Photo”. This message will remain on the **Outside Display** until you open your Jitterbug.

If you see this notification, you can open your Jitterbug and press the **YES Button** () to view the photo that was just sent to you.

INFO

There is a \$0.10 charge for each photo you send or receive.

Downloading Photos to Your Computer

You can download photos from your Jitterbug to your personal computer using the included **USB Cable**.

1. Insert the smaller end of the **USB Cable** into the **USB Connector** on the side of your Jitterbug.
2. Insert the larger end of the **USB Cable** into the **USB Connector** on your personal computer.

Use “Windows Explorer” on Windows computers or “Finder” on Mac computers to browse through your Jitterbug’s photos.

INFO

This feature is only compatible with Windows XP or greater, and Mac OS X 10.8 (“Mountain Lion”) or greater.

Sharing Photos on Facebook







You can share photos you have captured on your Jitterbug to your Facebook account. Before you can share photos on Facebook you will need to enable it on your **MyGreatCall** account. If you don't have a **MyGreatCall** account yet, registration is easy at [MyGreatCall.com](https://www.mygreatcall.com).

Enabling Facebook Photo Sharing

1. Log into your **MyGreatCall** account at [MyGreatCall.com](https://www.mygreatcall.com) from any computer.
2. Click on “My Photos” in the navigation bar.
3. Click “Login or Sign Up”. You will need your login information for your Facebook account handy.

Sharing a Photo on Facebook

Once Facebook photo sharing has been enabled on your **MyGreatCall** account, you will be able to use it when choosing to share your photos on your Jitterbug.

1. From the **Main Screen**, use the **Up/Down Buttons** () until **My Photos** appears highlighted and press the **YES Button** ().
2. Use the **Up/Down Buttons** () to scroll to the photo you would like to share and press the **YES Button** ().
3. Use the **Up/Down Buttons** () until “Facebook” is highlighted and press the **YES Button** ().

Section 4: Text Messages

Topics

- Text Message Notifications
- Reading Text Messages
- Replying to Text Messages
- Deleting Text Messages
- Sending Text Messages
- Entering Text with the Keypad

Text Message Notifications

Text Messages are a quick and easy way to communicate with other cell phone users using short messages. When you receive a new **Text Message**, you will be notified in three ways:

- **Indicator Light** – the light above the **Outside Display** will flash every 15 seconds until you open your phone.
- **Outside Display** – the words “New Text Message” will appear on the display found on the outside of your Jitterbug until you open your phone.
- **External Speaker** – an audible alert will play every five minutes until you open your phone or 30 minutes have elapsed.

Reading Text Messages

Reading Text Messages After Receiving a Notification







After receiving a notification that you have a new **Text Message**, follow these steps to read the message:


1. Open your Jitterbug. You will see the words “You have a new text message” on the **Inside Display** and the word “VIEW?” in the **Action Line** at the bottom. Press the **YES Button** () to continue.
2. A preview of your most recent Text Message will appear. Press the **YES Button** () to view this **Text Message**.
3. Use the **Up/Down Buttons** () to read the entire **Text Message**.



Reading Text Messages from the Main Screen

You can view any of your saved **Text Messages** at any time from the **Main Screen**. Follow these steps to view your saved **Text Messages**:

1. From the **Main Screen**, use the **Up/Down Buttons** () until **Text Messages** appears highlighted and press the **YES Button** ().
2. Use the **Up/Down Buttons** () until you see “Read” highlighted and press the **YES Button** ().
3. Use the **Up/Down Buttons** () until you see the **Text Message** you want to view and press the **YES Button** ().

When done reading the **Text Message**, you can close your Jitterbug or press the **NO Button** () until you see the **Main Screen**.

Replying to Text Messages

Once you have read a **Text Message**, you have the option to reply to it.

1. When viewing a **Text Message**, you will see the word “REPLY?” in the **Action Line**. Press the **YES Button** () to reply.
2. You have two options when replying to a **Text Message**. Use the **Up/Down Buttons** () to scroll to the desired reply option and press the **YES Button** ().
 - **Library** – Reply using a pre-defined **Text Message**.
 - **Customize** – Reply using a custom **Text Message** that you enter. See “Entering Text with the Keypad” on page 82 for more information on how to enter text using the numeric keypad).
3. Press the **YES Button** () to send your **Text Message**.

i INFO

Your Jitterbug automatically saves the last 50 incoming and outgoing **Text Messages**. You cannot reply to outgoing **Text Messages** that you sent.

It is recommended to have a monthly **Text Message** plan if you use this feature frequently. Text Messages sent or received over your monthly **Text Message** plan allowance are \$0.10 per **Text Message**.

Deleting Text Messages







Once you have read a **Text Message**, you have the option to delete it.

1. When reading a **Text Message**, you will see the word “REPLY?” in the **Action Line**. Press the **NO Button** () to delete.
2. The **Action Line** will now say “DELETE?” Press **YES Button** () to continue deleting this **Text Message**.
3. A message will appear to confirm delete. Press the **YES Button** () to confirm.

INFO

Once a **Text Message** has been deleted, it cannot be recovered.

Sending Text Messages

1. From the **Main Screen**, use the **Up/Down Buttons** () until **Text Messages** appears highlighted and press the **YES Button** ().
2. Use the **Up/Down Buttons** () until you see “Send” highlighted and press the **YES Button** ().
3. You have two options when sending a **Text Message**. Use the **Up/Down Buttons** () to scroll to the desired send option and press the **YES Button** ().
 - **Library** – Send using a pre-defined **Text Message**.
 - **Customize** – Send using a custom **Text Message** that you enter. See “Entering Text with the Keypad” on page 82 for more information on how to enter text using the numeric keypad)

4. After selecting a pre-defined message or entering a customized message press the **YES Button** () to continue.
5. Your **Phone Book** contacts will now be visible. Use the **Up/Down Buttons** () until the contact you wish to send a **Text Message** to is highlighted and press the **YES Button** ().






INFO

If you do not have the contact in your **Phone Book**, use the **Up/Down Buttons** () until “Enter Number” is highlighted, press the **YES Button** (), and then enter the phone number using the **Keypad**.

It is recommended to have a monthly **Text Message** plan if you use this feature frequently. **Text Messages** sent or received over your monthly Text Message plan allowance are \$0.10 per **Text Message**.

Entering Text with the Keypad

The table below explains how to create a custom Text Message using the numeric keys on the Keypad to enter letters and special characters.

Keyboard	Function
	Enters the number “0” in any Text Message entry mode
	Add a space
	Press repeatedly to cycle through the 123, ABC, Abc-S, Abc-W and abc Modes
	Move back a space and delete a character
	Press repeatedly to enter special characters: ., - ‘ @ : ! ? / 1

2 thru 9
ABC WXYZ

Press each number repeatedly to cycle through each letter printed below the number

There are five modes to create a custom **Text Message** using the numeric keys on the **Keypad** to enter letters, numbers and symbols.

123 Mode (Numeric)

This mode allows you to type numeric characters only. To enter this mode, press the * **Button** (*) until you see “123” at the top-right corner of the **Inside Display**.

To begin typing, press the desired numbers on your **Keypad**.



ABC Mode (All Capitalized)

In this mode every letter will be capitalized. To enter this mode, press the * Button () until you see “ABC” at the top-right corner of the Inside Display.

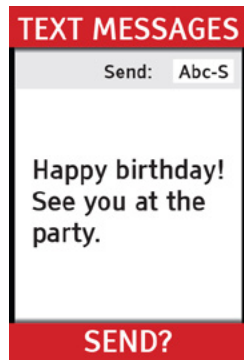
To begin typing, find the letter you wish to enter on the **Keypad** and press it repeatedly until it cycles to the desired letter. Pausing for a moment will move on to the next letter.



Abc-S Mode (Sentences Capitalized)

In this mode the first letter of each sentence is capitalized. To enter this mode, press the * Button () until you see “Abc-S” at the top-right corner of the Inside Display.

To begin typing, find the letter you wish to enter on the Keypad and press it repeatedly until it cycles to the desired letter. Pausing for a moment will move on to the next letter.



Abc-W Mode (Words Capitalized)

In this mode the first letter of each word is capitalized. To enter this mode, press the * Button () until you see “Abc-S” at the top-right corner of the Inside Display.

To begin typing, find the letter you wish to enter on the **Keypad** and press it repeatedly until it cycles to the desired letter. Pausing for a moment will move on to the next letter.



abc Mode (All Lowercase)

In this mode every letter will be lowercase. To enter this mode, press the * Button () until you see “Abc-S” at the top-right corner of the Inside Display.

To begin typing, find the letter you wish to enter on the Keypad and press it repeatedly until it cycles to the desired letter. Pausing for a moment will move on to the next letter.



Section 5: Additional Information

Topics

- GreatCall Health & Safety Services
- Brain Games
- Flashlight
- Reading Magnifier
- Bluetooth
- Phone Settings
- Installing and Removing the Battery
- Contact Us

GreatCall Health & Safety Services

Your Jitterbug is more than an easy-to-use cell phone, it's also a network of health and safety experts. Combined with affordable talk minutes, GreatCall Health & Safety Packages make it easier than ever to choose the perfect mobile solution to support your active life.

5Star Service

With our award-winning 5Star Urgent Response service, you can be prepared for any situation, anytime, anywhere. Simply press the **5Star Button** on your **Keypad** to immediately connect to highly-trained IAED (International Academies of Emergency Dispatch). Certified 5Star Agents who will confirm your location, evaluate your situation, and get you the help you need. Trained in CPR and other emergency procedures, they can assist you with any uncertain or unsafe situation, 24 hours a day.

With 5Star Service, you and your family can worry less, knowing that someone you trust is always available to help, whenever you need it.

Urgent Care

With Urgent Care, you can speak with a live nurse or a doctor 24/7 and even get a prescription for common medications over the phone. It's an easy way to access quality medical advice that's available anytime, anywhere and insurance is not necessary.

MedCoach

With this award-winning service, a friendly phone call will remind you to take your medications at the correct time of day and when to refill your prescriptions. You can schedule your reminders by logging in to [MyGreatCall.com](https://www.MyGreatCall.com), or calling a friendly GreatCall Customer Service Representative who will get you started.

The Wellness Call

With this service, you'll get a motivational 2-3 minute call once per week from wellness expert and best-selling author Brian Alman, Ph.D. Start feeling better and live a happier, healthier lifestyle with proven, interactive coaching and stress-management techniques that promote better relaxation and self-care. The Wellness Call works around your schedule. Simply choose a time and day of the week that will work best for you to receive your call.

The Check-in Call

This helpful service will call to check in with you as often as you like. Questions relating to pain level, appetite, overall well-being and sleep quality can be asked on each call based on the information in your Personal Profile. If you reply that you need assistance, or if you miss a call, we will send a notification for help to a friend or relative listed as a personal contact. Once your schedule is set, we can begin checking in with you up to six times a day and sending

notifications for assistance to your list of designated contacts.

Daily Health Tips

Stay healthy with daily health tips. Every day you'll receive a new text message that includes helpful information on exercising, eating right and living a heart-healthy lifestyle. This service is brought to you in partnership with the American Heart Association®.

Brain Games

BrainHQ®, from Posit Science®, is a suite of fun brain training games to improve your memory and sharpen your focus. Designed by the leading provider of clinically-proven brain fitness exercises, these games have been tested to show real benefits by using them.

Make A Pair







Make a Pair is designed to improve your memory. Try your best to remember each card drawn, as your score is based on your ability to determine a card pair within the allotted amount of time.

Quick Match

Quick Match is designed to improve your focus. Pay close attention to the objects on the screen, as your score is based on your ability to determine a

match in objects within the allotted amount of time.

Accessing Your Games

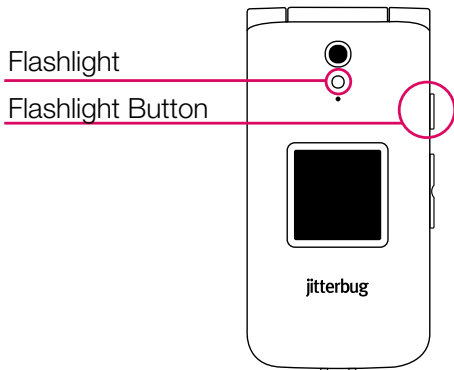
1. From the **Main Menu**, use the **Up/Down Buttons** () until “Games” appears highlighted and press the **YES Button** ().
2. Use the **Up/Down Buttons** () until the desired game you would like play appears highlighted and press the **YES Button** ().
3. Use the **Up/Down Buttons** () to select your skill level and press the **YES Button** () to start.

Flashlight

Your Jitterbug has a built-in **Flashlight** to help you see in low-light situations.

To activate the **Flashlight**:




1. Open your Jitterbug and aim the **Flashlight** away from your face and towards the area you would like to illuminate.
2. Press and hold the **Flashlight Button** on the side of the phone to turn on the **Flashlight**.
3. Release the **Flashlight Button** to turn off the **Flashlight**.




Reading Magnifier

Your Jitterbug has a built-in **Reading Magnifier** to help you see small text and objects. With your phone opened, you can magnify anything within view of the **Camera**. You can also turn on the **Flashlight** while using the **Reading Magnifier** by pressing the **Flashlight Button**.

To activate the **Reading Magnifier**:

1. From the **Main Menu**, use the **Up/Down Buttons** () until “Magnifier” appears highlighted and press the **YES Button** ().
2. Use the **Up/Down Buttons** () to adjust the zoom level.

When done using the **Reading Magnifier**, you can close your Jitterbug or press the **NO Button** () until you see the **Main Screen**.

Bluetooth

For your convenience, your Jitterbug is equipped to utilize Bluetooth wireless headsets, hands-free speakers, and other Bluetooth compatible devices.







There are many benefits to using Bluetooth devices. Along with improved ease-of-use and safety by eliminating wires, Bluetooth also offers you plenty of other advantages, such as having the ability to talk hands-free while your Jitterbug is in your pocket or purse.


INFO

Visit [GreatCall.com/Accessories](https://www.GreatCall.com/Accessories) to learn more about the Bluetooth headset that's right for you.

Turning Bluetooth On and Off

The following procedure is applicable to all Bluetooth compatible devices. You must have your Jitterbug set to “Bluetooth ON” to use any Bluetooth device.

1. From the **Main Screen**, use the **Up/Down Buttons** () until “Settings” appears highlighted and press the **YES Button** ().
2. Use the **Up/Down Buttons** () until you see “Bluetooth” highlighted and press the **YES Button** ().
3. Use the **Up/Down Buttons** () until you see “Bluetooth OFF” highlighted and press the **YES Button** ().

When your Jitterbug is set to “Bluetooth ON,” you will see the Bluetooth symbol in the top-right corner of the **Main Screen**. Pressing the **YES Button** () again on “Bluetooth ON” will switch Bluetooth off.

Please ensure you turn off Bluetooth if you wish to receive calls from your Jitterbug handset and not your Bluetooth headset. You are unable to turn off your Bluetooth while on a call.







When your Bluetooth is on and available for your use, you will notice a white Bluetooth icon, similar to the one on the right, appear at the top right corner of your **Main Screen**.

INFO

The battery life of your Jitterbug is shortened when Bluetooth is on. As such, turn off the Bluetooth feature or accessory when not in use to maximize battery life.

Pairing a Bluetooth Headset to Your Jitterbug

“Pairing” is typically a one-time set up process that allows the headset and your Jitterbug to automatically connect every time Bluetooth is turned on. The following will guide you on pairing a Bluetooth headset to your Jitterbug phone.

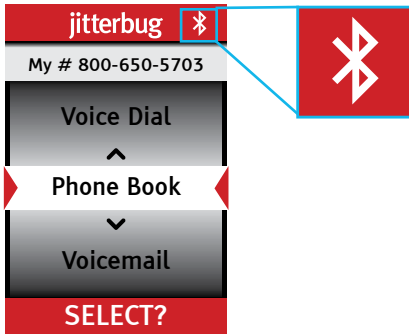
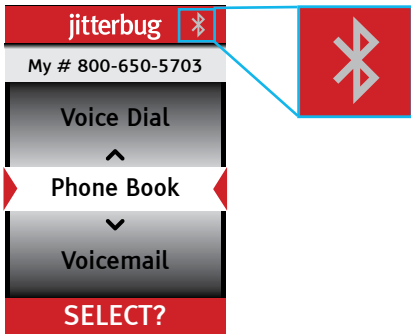
1. Refer to your Bluetooth headset manufacturer’s instructions on enabling “pairing” mode on the headset device. Once in pairing mode, please proceed to Step 2.
2. Starting from the **Main Screen** of your Jitterbug, use the **Up/Down Buttons** () until “Settings” appears highlighted and press the **YES Button** ().
3. Use the **Up/Down Buttons** () until you see “Bluetooth” highlighted and press the **YES Button** ().
4. Use the **Up/Down Buttons** () until you see “Pair” highlighted and press the **YES Button** ().

5. A prompt will appear remind you to ensure that your Bluetooth headset is in pairing mode. Press the **YES Button** () to continue if your headset is already in pairing mode.
6. After a few seconds your Jitterbug should find your Bluetooth headset, and potentially additional Bluetooth devices within proximity. Use the **Up/Down Buttons** () until you see the name of your Bluetooth headset highlighted and press the **YES Button** ().

Bluetooth Status Indicator

You will notice different Bluetooth icons on your Jitterbug Main Screen that indicate when your Bluetooth is available to use:

- **Gray** – Bluetooth is on, but not paired to your Bluetooth headset
- **White** – Bluetooth is on, paired with your Bluetooth headset and available for you to use.



Answering a Call When Paired with a Bluetooth Headset

Press the “Talk” button on the Bluetooth headset.

Ending a Call When Paired with a Bluetooth Headset

Press the “Talk” button on the Bluetooth headset or press the **NO Button** () on your Jitterbug if the phone is open.



Phone Settings

The “Settings” feature of your Jitterbug allows you to make minor customizations to your phone based on your personal preference.

Under Settings you can:

- **Colors** – Adjust the color scheme
- **Jingle** – Turn the power up sound effect on or off
- **Ring Tones** – Change the sound your phone makes when you receive a call
- **Bluetooth** – Turn the Bluetooth feature on or off

Accessing Phone Settings


From the **Main Screen**, use the **Up/Down Buttons** () until “Settings” appears highlighted and press the **YES Button** ().

Installing and Removing the Battery

⚠ IMPORTANT!

The battery has been pre-installed into your Jitterbug phone for your convenience.

Removing the Battery

1. If your Jitterbug is on, turn it off by holding down the **On/Off Button** ().
2. With the back of the Jitterbug facing up, find the **Battery Cover Release** at the bottom-left corner.
3. Using your fingernail, gently lift the **Battery Cover** up using the **Battery Cover Release**.
4. To remove the **Battery**, use your fingernail in the groove at the top of the **Battery**, and gently pull the **Battery** out.

Installing the Battery

1. Align the gold metal contacts at the bottom of the **Battery** with the gold metal pins in the back of your Jitterbug.
2. Insert the **Battery** so that the gold metal contacts and pins touch first, and then push the rest of **Battery** into place until it sits flush inside the phone.
3. Align the **Battery Cover** with the back of the phone and push it into place. You will hear it click into place on several corners of the **Battery Cover**. Push along all edges of the **Battery Cover** to ensure there are no gaps between the **Battery Cover** and the Jitterbug.

Contact Us

We're here to help. If you have any questions about your Jitterbug or your service, please contact us by:

- Email – CustomerService@GreatCall.com
- Phone – **1-800-733-6632**
- Mail – GreatCall Customer Service, P.O. Box 4428, Carlsbad, CA 9201

Safety and Use

Please read before using your phone

THE BATTERY IS NOT FULLY CHARGED WHEN YOU TAKE IT OUT OF THE BOX. DO NOT REMOVE THE BATTERY PACK WHEN THE PHONE IS CHARGING. YOUR WARRANTY IS INVALIDATED IF YOU DISASSEMBLE OR ATTEMPT TO DISASSEMBLE THE DEVICE.

Privacy restrictions

Some countries require full disclosure of recorded telephone conversations, and stipulate that you must inform the person with whom you are speaking that the conversation is being recorded. Always obey the relevant laws and regulations of your country when using the recording feature of your phone.

Disclaimers

ANY WEATHER, STOCK, OR OTHER INFORMATION, DATA, OR DOCUMENTATION ("ACCESSED INFORMATION") ARE PROVIDED "AS IS" AND WITHOUT ANY WARRANTY OR ANY TECHNICAL SUPPORT. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TCT MOBILE AND ITS AFFILIATES expressly disclaim any and all representations and warranties, arising by law or otherwise, related to the Accessed Information, including without limitation any express or implied representation or warranty of merchantability, fitness for a particular purpose, non-infringement, quality, accuracy, completeness, effectiveness, reliability, or usefulness. Without limiting the foregoing, it is further understood that TCT Mobile and its Affiliates are not responsible for any use of the Accessed Information or the results arising from such use, and that you use such information at your own risk.

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REGARDLESS OF THE LEGAL THEORY UNDER WHICH THE CAUSE OF ACTION IS BROUGHT. THE FOREGOING DOES NOT AFFECT ANY STATUTORY RIGHTS WHICH MAY NOT BE DISCLAIMED.

Important health information and safety precautions

When using this product, the safety precautions below must be taken to avoid possible legal liabilities and damages. Retain and follow all product safety and operating instructions. Observe all warnings in the operating instructions on the product. To reduce the risk of bodily injury, electric shock, fire, and damage to the equipment, observe the following precautions.

Electrical safety

This product is intended for use when supplied with power from the designated battery or power supply unit. Other usage may be dangerous and will invalidate any approval given to this product.

Safety precautions for proper grounding installation

CAUTION: Connecting to improperly grounded equipment can result in an electric shock to your device.

This product is equipped with a USB Cable for connecting with desktop or notebook computer. Be sure your computer is properly grounded (earthed) before connecting this product to the computer. The power supply cord of a desktop or notebook computer has an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet which is properly installed and grounded in accordance with all local codes and ordinances.

Safety precautions for power supply unit

Use the correct external power source

A product should be operated only from the type of power source indicated on the electrical ratings label. If you are not sure of the type of power source required, consult your authorized service provider or local power company. For a product that operates from battery power or other sources, refer to the operating instructions that are included with the product. This product should be operated only with the following designated power supply unit(s).

Travel charger: Input: 100-240 V, 50/60 Hz, 200 mA

Output: 5 V, 1000 mA

Handle battery packs carefully

This product contains a Lithium-ion polymer or Lithium-ion battery. There is a risk of fire and burns if the battery pack is handled improperly. Do not attempt to open or service the battery pack. Do not disassemble, crush, puncture, short external contacts or circuits, dispose of in fire or water, or expose a battery pack to temperatures higher than 140°F (60°C) .



WARNING: Danger of explosion if battery is incorrectly replaced. To reduce risk of fire or burns, do not disassemble, crush, puncture, short external contacts, expose to temperature above 140°F (60°C), or dispose of in fire or water. Replace only with specified batteries. Recycle or dispose of used batteries according to the local regulations or reference guide supplied with your product.



NOTE: This product should be operated only with the following designated Battery Pack(s).
Battery: Lithium 1780 mAh (TLi017C1/ CAB1780009C1)

Take extra precautions

- Keep the battery or device dry and away from water or any liquid as it may cause a short circuit.
- Keep metal objects away so they don't come in contact with the battery or its connectors as it may lead to short circuit during operation.
- The phone should only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.
- Do not use a battery that appears damaged, deformed, or discolored, or the one that has any rust on its casing, overheats, or emits a foul odor.
- Always keep the battery out of the reach of babies and small children, to avoid swallowing of the battery. Consult the doctor immediately if the battery is swallowed.
- Only use the battery with a charging system that has been qualified with the system per this standard, IEEE-Std-172 5-2006. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage or other hazard.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-172 5-2006. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service centre for inspection.
- If the battery leaks:
 - Do not allow the leaking fluid to come in contact with skin or clothing. If already in contact, flush the affected area immediately with clean water and seek medical advice.
 - Do not allow the leaking fluid to come in contact with eyes. If already in contact, DO NOT rub; rinse with clean water immediately and seek medical advice.
 - Take extra precautions to keep a leaking battery away from fire as there is a danger of ignition or explosion.

Safety precautions for direct sunlight

Keep this product away from excessive moisture and extreme temperatures. Do not leave the product or its battery inside a vehicle or in places where the temperature may exceed 140°F (60°C), such as on a car dashboard, window sill, or behind a glass that is exposed to direct sunlight or strong ultraviolet light for extended periods of time. This may damage the product, overheat the battery, or pose a risk to the vehicle.

Prevention of hearing loss

CAUTION: Permanent hearing loss may occur if earphones or headphones are used at high volume for prolonged periods of time.

Safety in aircraft

Due to the possible interference caused by this product to an aircraft's navigation system and its communications network, using this device's phone function on board an airplane is against the law in most countries. If you want to use this device when on board an aircraft, remember to turn off your phone by switching to Airplane Mode.

Environment restrictions

Do not use this product in gas stations, fuel depots, chemical plants or where blasting operations are in progress, or in potentially explosive atmospheres such as fueling areas, fuel storehouses, below deck on boats, chemical plants, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders. Please be aware that sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Explosive atmospheres

When in any area with a potentially explosive atmosphere or where flammable materials exist, the product should be turned off and the user should obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Users are advised not to use the equipment at refueling points such as service or gas stations, and are reminded of the need to observe restrictions on the use of radio equipment in fuel depots, chemical plants, or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often, but not always, clearly marked. These include fueling areas, below deck on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

Road safety

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a phone while driving (even with a hands free kit) causes distraction and can lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

Safety precautions for RF exposure

- Avoid using your phone near metal structures (for example, the steel frame of a building).
- Avoid using your phone near strong electromagnetic sources, such as microwave ovens, sound speakers, TV and radio.
- Use only original manufacturer-approved accessories, or accessories that do not contain any metal.
- Use of non-original manufacturer-approved accessories may violate your local RF exposure guidelines and should be avoided.

Interference with medical equipment functions

This product may cause medical equipment to malfunction. The use of this device is forbidden in most hospitals and medical clinics.

If you use any other personal medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your phone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Nonionizing radiation

Your device has an internal antenna. This product should be operated in its normal-use position to ensure the radiative performance and safety of the interference. As with other mobile radio transmitting equipment, users are advised that for satisfactory operation of the equipment and for the safety of personnel, it is recommended that no part of the human body be allowed to come too close to the antenna during operation of the equipment.

Use only the supplied integral antenna. Use of unauthorized or modified antennas may impair call quality and damage the phone, causing loss of performance and SAR levels exceeding the recommended limits as well as result in non-compliance with local regulatory requirements in your country. To assure optimal phone performance and ensure human exposure to RF energy is within the guidelines set forth in the relevant standards, always use your device only in its normal-use position. Contact with the antenna area may impair call quality and cause your device to operate at a higher power level than needed. Avoiding contact with the antenna area when the phone is IN USE optimizes the antenna performance and the battery life.

Electrical safety

Accessories

- Use only approved accessories.
- Do not connect with incompatible products or accessories.
- Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit the battery terminals.

Connection to a car

- Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and damaged products

- Do not attempt to disassemble the phone or its accessory.
- Only qualified personnel must service or repair the phone or its accessory.

General precautions

You alone are responsible for how you use your phone and any consequences of its use. You must always switch off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

Avoid applying excessive pressure to the device

Do not apply excessive pressure on the screen and the device to prevent damaging them and remove the device from your pants' pocket before sitting down. It is also recommended that you store the device in a protective case and only use the device stylus or your finger when interacting with the touch screen. Cracked display screens due to improper handling are not covered by the warranty.

Device getting warm after prolonged use

When using your device for prolonged periods of time, such as when you're talking on the phone, charging the battery or browsing the Web, the device may become warm. In most cases, this condition is normal and therefore should not be interpreted as a problem with the device.

Heed service markings

Except as explained elsewhere in the Operating or Service documentation, do not service any product yourself. Service needed on components inside the device should be done by an authorized service technician or provider.

Protect your phone

- Always treat your phone and its accessories with care and keep them in a clean and dust-free place.
- Do not expose your phone or its accessories to open flames or lit tobacco products.
- Do not expose your phone or its accessories to liquid, moisture or high humidity.
- Do not drop, throw or try to bend your phone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your phone or its accessories.
- Do not attempt to disassemble your phone or its accessories, only authorised personnel must do so.
- Do not expose your phone or its accessories to extreme temperatures, maximum 122°F (50°C).
- Please check local regulations for disposal of electronic products.
- Do not carry your phone in your back pocket as it could break when you sit down.

Damage requiring service

Unplug the product from the electrical outlet and refer servicing to an authorized service technician or provider under the following conditions:

- Liquid has been spilled or an object has fallen into the product.
- The product has been exposed to rain or water.
- The product has been dropped or damaged.

- There are noticeable signs of overheating.
- The product does not operate normally when you follow the operating instructions.

Avoid hot areas

The product should be placed away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

Avoid wet areas

Never use the product in a wet location.

Avoid using your device after a dramatic change in temperature

When you move your device between environments with very different temperature and/or humidity ranges, condensation may form on or within the device. To avoid damaging the device, allow sufficient time for the moisture to evaporate before using the device.

NOTICE: When taking the device from low-temperature conditions into a warmer environment or from high-temperature conditions into a cooler environment, allow the device to acclimate to room temperature before turning on power.

Avoid pushing objects into product

Never push objects of any kind into cabinet slots or other openings in the product. Slots and openings are provided for ventilation. These openings must not be blocked or covered.

Air bags

Do not place a phone in the area over an air bag or in the air bag deployment area. Store the phone safely before driving your vehicle.

Mounting accessories

Do not use the product on an unstable table, cart, stand, tripod, or bracket. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.

Avoid unstable mounting

Do not place the product with an unstable base.

Use product with approved equipment

This product should be used only with personal computers and options identified as suitable for use with your equipment.

Adjust the volume

Turn down the volume before using headphones or other audio devices.

Cleaning

Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning, but NEVER use water to clean the LCD screen.

Small children

Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the phone. Your phone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Repetitive motion injuries

To minimise the risk of RSI, when Texting or playing games with your phone:

- Do not grip the phone too tightly
- Press the buttons lightly
- Make use of the special features in the handset which minimize the number of buttons which have to be pressed, such as message templates and predictive text.
- Take lots of breaks to stretch and relax.

Operating machinery

Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Loud noise

This phone is capable of producing loud noises which may damage your hearing.

Emergency calls

This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Regulatory agency identifications

For regulatory identification purposes, your product is assigned a model number of 4043S and an FCC ID of 2ACCJA007.

To ensure continued reliable and safe operation of your device, use only the accessories listed below with your 4043S device.

Operating temperature range: -4°F to 131°F (-20°C to 55°C)

NOTE: This product is intended for use with a certified Class Limited Power Source, rated 4.35 Volts DC, maximum 1 Amp power supply unit.

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Important Note

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instruction as documented in this manual.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter, except the transmitters built-in with the device.

FCC Hearing-Aid Compatibility (HAC) Regulations for Wireless Devices

On July 10, 2003, the U.S. Federal Communications Commission (FCC) Report and Order in WT Docket 01- 09 modified the exception of wireless phones under the Hearing Aid Compatibility Act of 1988 (HAC Act) to require digital wireless phones be compatible with hearing-aid. The intent of the HAC Act is to ensure reasonable access to telecommunications services for persons with hearing disabilities. While some wireless phones are used near some hearing devices (hearing aid and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate. The wireless telephone industry has developed a rating system for wireless phones, to assist hearing device users find phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label located on the box. The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not rated. M4 is the better/higher of the two ratings. Your device is rated M4.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing aid's telecoil than phones that are not rated. T4 is the better/higher of the two ratings. Your device is rated T4.

Please power off the Bluetooth® function while using hearing aid devices with your 4043S.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. Higher ratings mean that the hearing device is relatively immune to interference noise. The hearing aid and wireless phone rating values are then added together. A sum of 5 is considered acceptable for normal use. A sum of 6 is considered for better use. A sum of 8 is considered for best use. In the above example, if a hearing aid meets the M2 level rating and the wireless phone meets the M3 level rating, the sum of the two values equal M5. This should provide the hearing aid user with “normal usage” while using their hearing aid with the particular wireless phone. “Normal usage” in this context is defined as a signal quality that is acceptable for normal operation.



This methodology applies equally for T ratings. The M mark is intended to be synonymous with the U mark. The T mark is intended to be synonymous with the UT mark. The M and T marks are recommended by the Alliance for Telecommunications Industries Solutions (ATIS). The U and UT marks are referenced in Section 20.19 of the FCC Rules. The HAC rating and measurement procedure are described in the American National Standards Institute (ANSI) C63.19 standard.

For information about hearing aids and digital wireless phones

FCC Hearing Aid Compatibility and Volume Control: <http://www.fcc.gov/cgb/dro/hearing.html>

Gallaudet University, RERC: <https://fjallfoss.fcc.gov/oetcf/eas/reports/GenericSearch.cfm>

SAR Information

0.59 W/kg @ 1g (HEAD)

1.24 W/kg @ 1g (BODY)

THIS MODEL DEVICE MEETS THE GOVERNMENT'S REQUIREMENTS FOR

EXPOSURE TO RADIO WAVES. For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the TCT Mobile Limited. Accessories supplied or designated for this product. Use of other accessories may not ensure compliance with the FCC RF exposure guidelines.

Your wireless mobile phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies:

- American National Standards Institute (ANSI) IEEE. C95.1-1992 .
- National Council on Radiation Protection and Measurement (NCRP). Report 86. 1986.
- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1996.
- Ministry of Health (Canada), Safety Code 6. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phone employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg*.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of <https://fjallfoss.fcc.gov/oetcf/eas/reports/GenericSearch.cfm> after searching on FCC ID: 2ACCJA007 Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web-site as <http://www.ctia.org/>.

*In the U.S. and Canada, the SAR limit for mobile phone used by the public is 1.6 Watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in usage.

Normal condition only to ensure the radiative performance and safety of the interference. As with other mobile radio transmitting equipment, users are advised that for satisfactory operation of the equipment and for the safety of personnel, it is recommended that no part of the human body be allowed to come too close to the

antenna during operation of the equipment.

Body-worn Operation

This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 1.5 cm must be maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided.

Use only the supplied or an approved antenna. Unauthorized antennas, modifications, or attachments could impair call quality, damage the phone, or result in violation of regulations. Do not use the phone with a damaged antenna. If a damaged antenna comes into contact with the skin, a minor burn may result. Please contact your local dealer for replacement antenna.

FCC RF Radiation Exposure Statement

- This Transmitter has been demonstrated co-location compliance requirements with Bluetooth® and WLAN. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

Telecommunications & Internet Association (TIA) safety information

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of 15 cm (6 inches) be maintained between a handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research.

Persons with pacemakers:

- Should ALWAYS keep the phone more than 15 cm (6 inches) from their pacemaker when the phone is turned ON.
- Should not carry the phone in a breast pocket.
- Should use the ear opposite the pacemaker to minimize the potential for interference. If you have any reason to suspect that interference is taking place, turn the phone OFF immediately.

Hearing aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your service provider, or call the customer service line to discuss alternatives.

RoHS compliance

This product is in compliance with Directive 2011/65/EU of the European Parliament and of the Council of 7 January 2003, on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) and its amendments.

Customer Agreement

1. Welcome To The GreatCall® Family

Please read this agreement regarding your phone and service. When you accept this agreement, you're bound by its conditions. It applies to all of your services from GreatCall and covers important topics such as:

- How long this agreement lasts
- Your rights to refuse or cancel this agreement
- Our friendly 30-day return policy
- Our rights to limit or end service or this agreement
- Limitations of liability and privacy
- How to handle disputes if they arise, including arbitration

2. Your Monthly Rate Plan

The monthly rate plan you select is part of this agreement. To the extent any condition in your plan expressly conflicts with this agreement, the condition in your plan will apply.

3. Your Rights To Refuse Or Cancel This Agreement

After you've had an opportunity to review this agreement, it will begin when you do any of the following to indicate your acceptance:

- Activate your service
- Give us a written or electronic signature indicating your acceptance
- Tell us electronically that you accept

If you do not wish to accept this agreement, do not do any of the above actions.

3.1 30-Day Return Policy

If for any reason, within 30 days from date of purchase, you are not completely satisfied with your phone, we will refund the activation fee, the first month's service charge and the cost of the phone, plus applicable taxes if you:

- have used less than 30 minutes
- return the phone in "like new" condition, as determined by GreatCall, in the original box with all components and materials

The activation fee is non-refundable if you:

- ordered a new phone without paying the activation fee
- have used more than 30 minutes of talk time
- have used more than 25 MB of data
- activated two phones and are returning only one phone
- cancelled your service after 30 days
- send a device that is not in "like-new" condition, as determined by GreatCall

The shipping charges are non-refundable. If you have used more than 30 minutes within of talk time 30 days from the date of purchase, and did not exceed your plan minutes, then we will charge you the less amount:

- your monthly service charge; or
- 35¢ per minute for each additional minute over 30 minutes

If you have used more than 30 minutes of talk time within 30 days from the date of purchase, and did exceed your plan minutes, then we will retain your monthly service charge plus \$0.35 per minute for each additional minute over your plan minutes.

Return Information:

- Please contact our Customer Service Department at 1-800-733-6632, available between 5 am - 9 pm PST, seven days a week, to cancel your account and obtain a return authorization number. If your phone was purchased from a retail store, it must be returned to that store and is subject to the store's return policy.

- Approved returns must be shipped back at the customer's expense in the original packaging.
- Refunds, if applicable, will be processed back to the party that paid in the same manner that payment was received. Please allow 21 business days for processing. You will be charged a \$10 restocking fee.

3.2 Service Cancellation

If for any reason you are not completely satisfied with your service and you wish to cancel, you'll be able to do so as described below. However, if you have purchased any Add-On Minutes, they are not refundable and these minutes will expire after your last bill. You will receive a final bill that will detail all the charges and credits on your account.

If you wish to cancel your service before the end of a given month, you'll be responsible for any account charges and overages through the date of your final bill. If you have purchased any Add-On Minutes, they are not refundable and these minutes will expire after your final bill. Although cancellations are effective immediately, we don't bill for partial months; therefore, you'll be charged for the entire month.

4. Charges And Fees

There is a fee associated with beginning your service and there may be a fee associated with reactivating your service. Usage charges vary depending on where, when and how you call, including toll-free and Operator-assisted calls. Additional features and services, such as Operator assistance, may have extra charges.

4.1 Roaming And Long Distance Charges

There are no long distance or roaming charges for any calls made within the domestic U.S. There may be additional charges for international calls and texts.

4.2 International Rates

When calling from the domestic U.S. to other countries, or when calling from outside of the domestic U.S., additional

international calling rates will apply.

4.3 Taxes, Fees And Assessments

We are required by law to charge you certain taxes, surcharges and assessments that will be included on your bill. You are responsible for paying all taxes, surcharges and assessments associated with your GreatCall products and services. These may change from time to time, and we may not be able to give you advance notice about how these changes may affect you. Except as prohibited by law, we may also, at our discretion, require you to pay regulatory and administrative fees to recover our costs of complying with regulatory mandates and Universal Service fees or similarly imposed charges. Any customer who is eligible for an exemption from any tax or fee must provide us with a verifiable, valid and properly executed tax-exempt certificate. Any tax exemption applies only after the date we receive the certificate from you and have verified your eligibility for the exemption.

4.4 How We Calculate Your Bill

Your bill is our notice to you of your fees, charges and other important information. It reflects the fees and charges in effect for your service plan at the time they are incurred. We charge for usage after calls are made or received and charge access and other fees in advance. The length of a call will be rounded up to the next full minute. Charges start when you're connected to an outgoing or incoming call and end after you hang up your phone, the other party on your call hangs up, or the call ends through disconnection. We only bill for calls that connect, including calls answered by machines. Standard usage charges apply to toll-free calls. There may be additional usage charges for credit card or third party Operator-assisted calls, which may be required in certain areas. You will incur usage charges at a minimum rate of \$0.35 per minute if you exceed your service plan minutes. Billing for usage and related charges may sometimes be delayed. Delayed usage charges may be applied in the month they appear on your bill against minutes included in your service plan for that month, rather than against the included minutes for the month when you actually made or received the call. This may result in charges higher than you'd expect in the later month.

4.5 Payments, Deposits, Credit Cards, And Checks

Payment is due in full as stated on your bill. IF WE DON'T RECEIVE PAYMENT IN FULL WHEN DUE, WE MAY, TO THE EXTENT PERMITTED BY THE LAW OF THE STATE OF THE BILLING ADDRESS WE HAVE ON FILE FOR YOU AT THE TIME, CHARGE YOU A LATE FEE UP TO 1.5 PERCENT A MONTH (18 PERCENT ANNUALLY) OR A FLAT \$5 A MONTH, WHICHEVER IS GREATER, ON UNPAID BALANCES. WE MAY ALSO CHARGE YOU FOR ANY COLLECTION AGENCY FEES BILLED TO US FOR TRYING TO COLLECT FROM YOU. SHOULD WE NOT RECEIVE YOUR LATE PAYMENT, WE MAY SUSPEND YOUR SERVICE UNTIL PAID IN FULL. WE RESERVE THE RIGHT TO CHARGE A REASONABLE RECONNECTION FEE. IF YOUR ACCOUNT REMAINS UNPAID, WE WILL CANCEL SERVICE FOR NON-PAYMENT. We reserve the right to require recurring credit card billing for certain products or services. We also reserve the right to require an advance deposit (or an increased deposit) from you based on your payment history and changes in your plan and/or the frequency of use of our services. We'll pay simple interest on any deposit at the rate the law requires. Please retain your evidence of deposit. You agree that we can apply deposits, payments, or repayments in any order to any amounts you owe us on your account(s). You can't use a deposit to pay any bill unless we agree. We will not honor limiting notations you make on or with your checks. We may charge you up to \$25 for any returned check or denied credit card charges, depending on applicable law.

5. Service Subject To Change

Your service is dependent upon our business requirements, including policies, practices and procedures, which we can change without notice. Unless otherwise prohibited by law, we can also change prices and any other conditions in this agreement at any time by sending you written notice prior to the billing period in which the changes would go into effect. If you choose to use your service after that point, you're accepting the changes. If the changes have a material adverse effect on you, however, you can end the affected service, without any early cancellation fee, just by calling us within 60 days after we send notice of the change.

6. Rights In Numbers And Electronic Addresses We Assign To You

You do not have any rights in the personal identification number, email address or identifier we assign to you. The same is true for your wireless phone numbers, except for your right to transfer it. In the event we need to change or reassign them, we'll let you know. Please know that your wireless phone number and/or name may appear when you call someone. We rely on this feature to provide services you enjoy.

7. Transferring Or "Porting" Phone Numbers

You may be able to transfer or "port" your phone number from us to another carrier or service provider. We cannot guarantee that this transfer will be successful. If you request that another service provider transfer or "port" your phone number, we will treat this request in the same manner as a request to cancel your GreatCall service. When the transfer is complete you will be responsible for all the terms of cancellation described in Section 3 of this agreement. We may not be able to provide you with some services, such as 9-1-1 location services, while we implement the transfer.

8. Availability Of Service

Wireless phones use radio transmissions to access service. Therefore, we can't provide service when your wireless phone is out of range of our provider's transmission site or if sufficient network capacity is not available. You may not receive service in certain places, particularly in remote areas, with no service at all. Weather, topography, buildings, your wireless phone and other conditions that are outside of our control may also cause dropped calls or other problems with your service.

9. Suspending Service If Your Phone Is Lost Or Stolen

Please notify us immediately if someone steals your phone or you lose it. We'll be happy to provide a courtesy suspension of service for 30 days or until you choose to replace or recover your phone – whichever comes first – if you haven't received a courtesy of this kind within the prior year. Until we provide a courtesy suspension, you'll be responsible for all fees and

charges, including those related to the use of services, even if used by another party. We may require a sworn statement about the loss or theft.

10. Our Rights To Limit/End Service Or This Agreement

You agree not to resell our service to someone else without prior written permission from GreatCall. You also agree that your wireless phone won't be used for any purpose that is illegal, isn't allowed by this agreement or by your User Guide. WE CAN, WITHOUT NOTICE, LIMIT, SUSPEND OR END YOUR SERVICE OR ANY AGREEMENT WITH YOU FOR VIOLATING THIS AGREEMENT OR FOR ANY OTHER GOOD CAUSE, INCLUDING, BUT NOT LIMITED TO:

- a. Two or more late payments in a 12-month period.
 - b. Incurring charges greater than your required deposit or billing limit (even if we haven't yet billed the charges) if you are unwilling to increase your deposit with us.
 - c. Incurring charges materially in excess of your monthly access charge (even if we haven't yet billed the charges).
 - d. Harassing our employees or agents.
 - e. Lying to us.
 - f. Interfering with our operations.
 - g. Becoming insolvent or going bankrupt.
 - h. Breaching this agreement.
 - i. "Spamming," or other abusive messaging or calling.
 - j. Modifying your phone from the manufacturer's specifications.
 - k. Providing credit information we can't verify.
 - l. Using your service in a way that adversely affects other customers.
 - m. Allowing anyone to tamper with your GreatCall number.
- We can also temporarily limit your service for any operational or governmental reason.

11. Your Privacy

You agree to the terms of our Privacy Policy, available on our website at www.GreatCall.com/privacypolicy, when you use our services. It may change from time to time, so please review this policy with regularity and care. Among other things, the policy outlines the information we collect about you, how we use that information and with whom we share that information. For example, it may be used to provide certain services, to protect our rights and interests, to respond to legal process or to facilitate a merger. We may also monitor or record your calls with GreatCall representatives to ensure the quality of our services and for other lawful purposes. If you don't agree with the terms of our Privacy Policy, do not purchase a GreatCall phone or use GreatCall services.

12. Disclaimer Of Warranties

WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICE OR YOUR PHONE. WE CAN'T PROMISE UNINTERRUPTED OR ERROR-FREE SERVICE AND DON'T AUTHORIZE ANYONE TO MAKE ANY WARRANTIES ON OUR BEHALF. THIS DOESN'T DEPRIVE YOU OF ANY WARRANTY RIGHTS YOU MAY HAVE AGAINST ANYONE ELSE.

13. Indemnification

You agree to indemnify, defend and hold GreatCall harmless from any claims arising out of use of the phone or service, breach of this agreement or violation of any laws or regulations or the rights of any third party by you or any person on your account or that you allow to use your phone or service.

14. Waivers And Limitations Of Liability

UNLESS THE LAW FORBIDS IT IN ANY PARTICULAR CASE, WE EACH AGREE TO LIMIT CLAIMS FOR DAMAGES OR OTHER MONETARY RELIEF AGAINST EACH OTHER TO DIRECT DAMAGES. THIS LIMITATION AND WAIVER WILL APPLY

REGARDLESS OF THE THEORY OF LIABILITY, WHETHER FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, PERSONAL INJURY, PRODUCTS LIABILITY, OR ANY OTHER THEORY. THIS MEANS THAT NEITHER OF US WILL SEEK ANY INDIRECT, SPECIAL, CONSEQUENTIAL, TREBLE, OR PUNITIVE DAMAGES FROM THE OTHER. THIS LIMITATION AND WAIVER ALSO APPLIES TO ANY CLAIMS YOU MAY BRING AGAINST ONE OF OUR SUPPLIERS, TO THE EXTENT THAT WE WOULD BE REQUIRED TO INDEMNIFY THE SUPPLIER FOR SUCH CLAIM. You agree we aren't liable for problems caused by you or a third party; by buildings, hills, network congestion, tunnels, weather, or other things we don't control. You also agree GreatCall is not liable for missed VoiceMail(s), or deletions of VoiceMail(s) from your VoiceMail box (if you have one), even if you've saved them.

15. Handling Disputes With GreatCall

ANY CLAIM OR DISPUTE BETWEEN YOU AND GREATCALL IN ANY WAY RELATED TO OR CONCERNING THE AGREEMENT, OR THE PROVISION OF SERVICES OR PRODUCTS TO YOU, INCLUDING ANY BILLING DISPUTES (CLAIM), SHALL BE SUBMITTED TO FINAL, BINDING ARBITRATION BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA"). THIS AGREEMENT TO ARBITRATE ALSO REQUIRES YOU TO ARBITRATE CLAIMS AGAINST OTHER PARTIES RELATING TO SERVICES OR PRODUCTS PROVIDED OR BILLED TO YOU, INCLUDING SUPPLIERS OF SERVICES AND PRODUCTS AND OUR RETAIL DEALERS, IF YOU ALSO ASSERT CLAIMS AGAINST US IN THE SAME PROCEEDING. YOU AND WE ACKNOWLEDGE THAT THE AGREEMENT AFFECTS INTERSTATE COMMERCE AND THAT THE FEDERAL ARBITRATION ACT AND FEDERAL ARBITRATION LAW APPLY TO ARBITRATIONS UNDER THE AGREEMENT. BEFORE INSTITUTING ARBITRATION, YOU AGREE TO PROVIDE US WITH AN OPPORTUNITY TO RESOLVE YOUR CLAIM BY SENDING A WRITTEN DESCRIPTION OF YOUR CLAIM TO US AT: GREATCALL, P.O. BOX 4428, CARLSBAD, CA 92018, AND NEGOTIATING WITH US IN GOOD FAITH REGARDING YOUR CLAIM. IF WE ARE NOT ABLE TO RESOLVE YOUR CLAIM WITHIN 30 DAYS OF RECEIPT OF YOUR NOTICE, THEN YOU OR WE, INSTEAD OF SUING IN COURT, MAY INITIATE ARBITRATION PROCEEDINGS WITH THE AAA. ARBITRATION WILL BE CONDUCTED UNDER THE AAA'S PUBLISHED WIRELESS INDUSTRY ARBITRATION RULES AND SUPPLEMENTAL PROCEDURES FOR CONSUMER-

RELATED DISPUTES, WHICH ARE AVAILABLE BY CALLING THE AAA AT 800-778-7879 OR VISITING ITS WEB SITE AT WWW.ADR.ORG. THE AAA HAS A FEE SCHEDULE FOR ARBITRATIONS. YOU WILL PAY YOUR SHARE OF THE ARBITRATOR'S FEES AND ADMINISTRATIVE EXPENSES ("FEES AND EXPENSES") EXCEPT THAT:

- a. FOR CLAIMS LESS THAN \$25, WE WILL PAY ALL FEES AND EXPENSES; AND
- b. FOR CLAIMS BETWEEN \$25 AND \$1,000, YOU WILL PAY ONLY \$25 IN FEES AND EXPENSES, OR ANY LESSER AMOUNT AS PROVIDED UNDER AAA'S SUPPLEMENTAL PROCEDURES FOR CONSUMER-RELATED DISPUTES. YOU AND WE AGREE TO PAY OUR OWN OTHER FEES, COSTS, AND EXPENSES, INCLUDING THOSE FOR ANY ATTORNEYS, EXPERTS, AND WITNESSES. AN ARBITRATOR MAY ONLY AWARD AS MUCH AND THE TYPE OF RELIEF AS A COURT WITH JURISDICTION IN THE PLACE OF ARBITRATION THAT IS CONSISTENT WITH LAW AND THIS AGREEMENT. AN ARBITRATOR MAY ISSUE INJUNCTIVE OR DECLARATORY RELIEF BUT ONLY APPLYING TO YOU AND US AND NOT TO ANY OTHER CUSTOMER OR THIRD PARTY.

AS A LIMITED EXCEPTION TO THE AGREEMENT TO ARBITRATE, YOU AND WE AGREE THAT:

- a. YOU MAY MAKE CLAIMS TO SMALL CLAIMS COURT, IF YOUR CLAIMS QUALIFY FOR HEARING BY SUCH COURT; AND
- b. IF YOU FAIL TO TIMELY PAY AMOUNTS DUE, WE MAY ASSIGN YOUR ACCOUNT FOR COLLECTION, AND THE COLLECTION AGENCY MAY PURSUE IN COURT CLAIMS LIMITED STRICTLY TO THE COLLECTION OF THE PAST DUE DEBT AND ANY INTEREST OR COST OF COLLECTION AGREEMENT. AS PERMITTED BY LAW, OR WHETHER CLASS ACTION IN COURT, WAIVER SMALL CLAIMS COURT, OR ARBITRATION, YOU AND WE MAY ONLY BRING CLAIMS AGAINST EACH OTHER IN AN INDIVIDUAL CAPACITY AND NOT AS A CLASS REPRESENTATIVE OR A CLASS MEMBER IN A CLASS OR REPRESENTATIVE ACTION. IF A COURT OR ARBITRATOR DETERMINES IN A CLAIM BETWEEN YOU AND US THAT YOUR WAIVER OF ANY ABILITY TO PARTICIPATE IN CLASS OR REPRESENTATIVE ACTIONS IS UNENFORCEABLE UNDER APPLICABLE LAW, THE ARBITRATION AGREEMENT WILL NOT APPLY, AND YOU AND WE AGREE THAT SUCH CLAIMS WILL BE RESOLVED BY A COURT OF APPROPRIATE JURISDICTION, OTHER THAN A SMALL CLAIMS COURT. JURY

TRIAL WAIVER, WHETHER ANY CLAIM IS IN ARBITRATION OR IN COURT, YOU AND WE WAIVE ANY RIGHT TO JURY TRIAL INVOLVING ANY CLAIMS OR DISPUTES BETWEEN YOU AND US.

16. About You

You represent that you're at least 18 years old and have the legal capacity to accept this agreement. If you are ordering for a friend or a member of your family, you are bound by the terms of this agreement, unless and until, your friend or family member has agreed to the terms of this agreement. If you're ordering for a company, you're representing that you are authorized to bind the company to the terms of this agreement, where the context "you" means the company.

17. About This Agreement

If either of us waives or doesn't enforce a requirement under this agreement in an instance, we don't waive our right to later enforce that requirement. You can't assign this agreement or any of your rights or duties under it. We may assign all or part of this agreement or your debts to us without notice, and you agree to make all subsequent payments as instructed. Notices are considered delivered when we send them by email or fax to any email or fax number you've provided to us, or three days after mailing to the most current billing address we have on file for you, if by us, or to the Customer Service address on your most recent bill. If any part of this agreement, including any part of its arbitration provisions, is held invalid, that part may be severed from this agreement. This agreement and the documents to which it refers form the entire agreement between us on their subjects. You can't rely on any other documents or statements on those subjects by any sales or service representatives, and you have no other rights with respect to service or this agreement, except as specifically provided by law. This agreement isn't for the benefit of any third party except our parents, affiliates, subsidiaries, agents and predecessors/successors in interest. Except to the extent we've agreed otherwise in the provisions on late fees and arbitration, this agreement and disputes covered by it are governed by the laws of the state of California, without regard to the conflicts of the laws or rules of that state.

18. Additional Terms For Text Messaging

The message rates that we charge depend on the GreatCall service plan that you selected. You will incur message charges when you send or receive a message, whether the message has been read or unread, viewed or unviewed, solicited or unsolicited. GreatCall does not guarantee that messages will be received. We are not responsible for lost or misdirected messages.

Index

Symbols

5Star 7, 27

5Star Button 27

5Star Service 90

9-1-1 Services 55

123 Mode (Numeric) 83

A

ABC Mode (All Capitalized) 84

abc Mode (All Lowercase) 87

Abc-S Mode (Sentences Capitalized) 85

Abc-W Mode (Words Capitalized) 86

accessories 9

Action Line 21
Activating 10
Adding a Contact 40
Additional Information Exists 21
Adjusting the Volume 38
Answering a Call 35

B

Battery 106
Battery Cover 9, 106
Battery Cover Release 9, 106
Battery Critical 17
Battery Level 17
Battery Low 17
Bluetooth 24, 98, 105
Bluetooth Status Indicator 103

Brain Games 94

C

Call History 23, 44

Call Waiting 56

Camera 5, 24

Charging 14

Charging Dock 14

colors 24

Colors 105

Contact Us 108

D

Daily Health Tips 93

Deleting a Contact 43

Deleting a Photo 67

Deleting Text Messages 79

Detail Area 21

Dock Connector 5

Downloading Photos 69

E

Earpiece Speaker 7, 35, 37

Entering Text 82

External Speaker 9, 74

F

Feature Area 21

Flash 5

Flashlight 5, 96

Flashlight Button 9

G

Games 94

GreatCall Health & Safety Services 90

H

Headset Jack 5

I

Ignoring Incoming Calls 36

Incoming 45

Incoming Phone Calls 33

Indicator Light 5, 33, 50, 74

Inside Display 7, 20

Installing the Battery 107

International Dialing 58

J

Jingle 105

jingle on/off 24

K

Keypad 7, 25, 82

M

Magnifier 97

Main Screen 22, 25

Make A Pair 94

Making a Phone Call 32

MedCoach 91

Microphone 7

Missed 45

Modifying a Contact 42
MyGreatCall.com 39, 70
My Photos 24, 62

N

NO Button 7
No Service 32

O

On/Off Button 7, 18
Outgoing 45
Outside Display 5

P

Pairing a Bluetooth Headset 101
Personal Operator 26, 40, 53

Phone Book 23, 39, 40, 46

Phone Info 23

Phone Settings 105

Q

Quick Match 94

R

Reading Magnifier 97

Reading Text Messages 75

Receiving a Photo 68

Removing the Battery 106

Replying to Text Messages 77

Restricted 33

Ringer Volume 38

ring tones 24

Ring Tones 105

S

Sending a Photo 65

Sending Text Messages 80

Settings 24, 105

Setting Up Voicemail 48

Sharing Photos 70

Speakerphone 7, 37

Speakerphone Button 7, 37

T

Taking a Photo 62

Text Message Notifications 74

The Check-in Call 92

The Wellness Call 92

Turning Bluetooth On and Off 99

Turning Your Jitterbug Off 19

Turning Your Jitterbug On 18

U

Unavailable 33

Up/Down Button 7

Urgent Care 91

USB Cable 14, 16, 69

USB Connector 5, 16

V

Viewing a Photo 64

Voice Dial 46

Voicemail 36, 48

Voicemail Greeting 49

Voicemail Messages 50, 52

Volume 38

Volume Button 9, 36


W

Wall Charger 14

Y

YES Button 7

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