



jitterbug[®]
smart

User Guide

Everything you need to know
about your Jitterbug Smart.



Welcome to the GreatCall Family!

Thank you for choosing the Jitterbug Smart. Our newly designed smartphone features a 5.5” screen and a menu organized in a single list, 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 about your Jitterbug Smart. And if you have any questions or need assistance, our award-winning, 100% U.S.-based customer service team and tech support stands ready to assist you.

Best Regards,

Your friends at GreatCall

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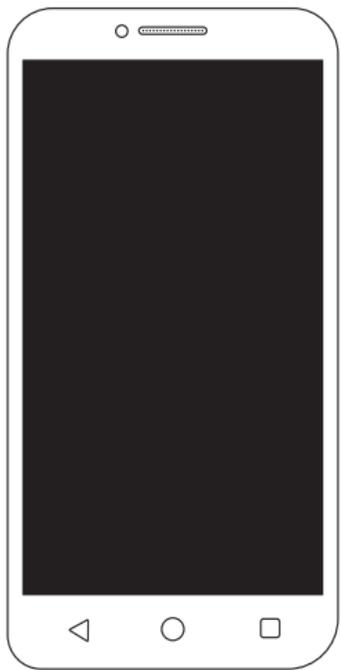
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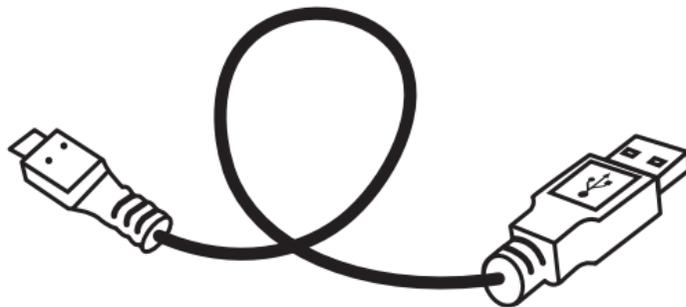
Section 1: Getting Started

Topics

- Key Items in Your Jitterbug Box
- Your Jitterbug Smart
- Powering Your Jitterbug On and Off
- Understanding Touch Gestures
- Activating Your Jitterbug
- Signing into MyGreatCall
- Charging the Battery
- Battery Level Indicator
- Navigation Buttons
- Using the Lock Screen
- Jitterbug Home Screen
- Status Bar
- Ringer and Notification Sounds
- Using the On-Screen Keyboard
- Shake for Help



Jitterbug Smart



USB Cable



Wall Charger

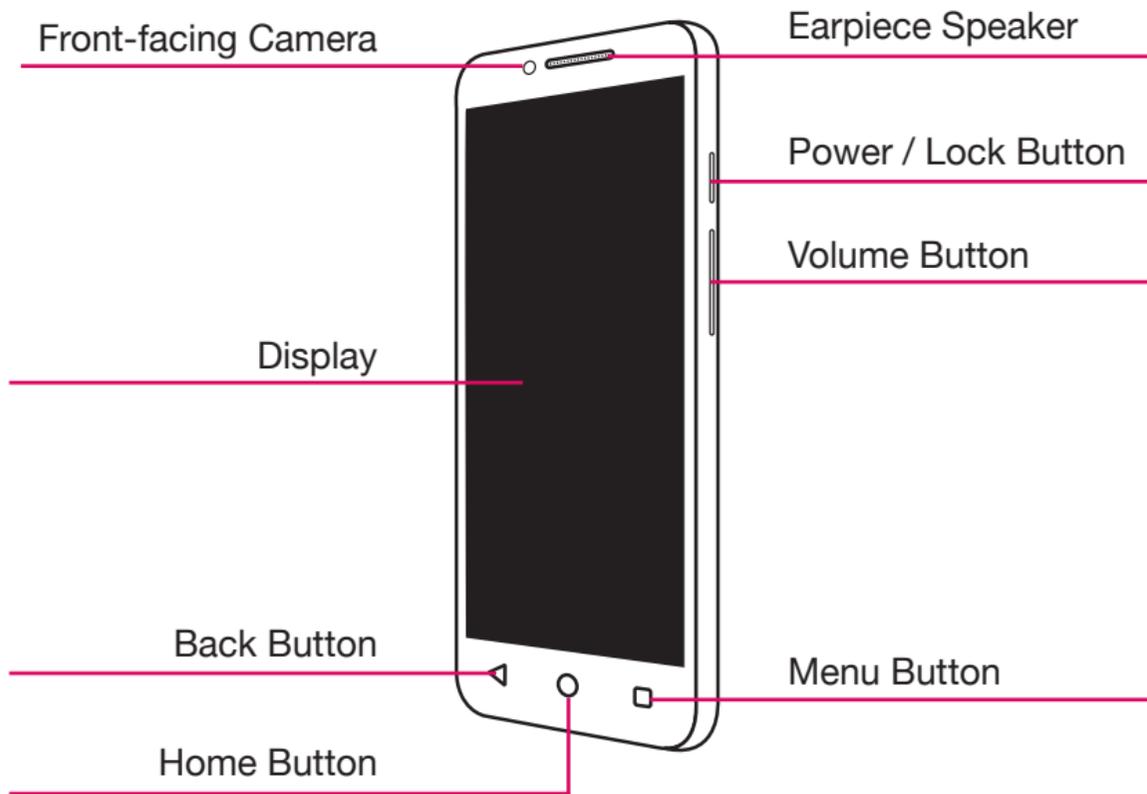
Key Items in Your Jitterbug Box

- Jitterbug Smart
- USB Cable
- Wall Charger
- Activation Card
- Quick-Start Guide
- User Guide

INFO

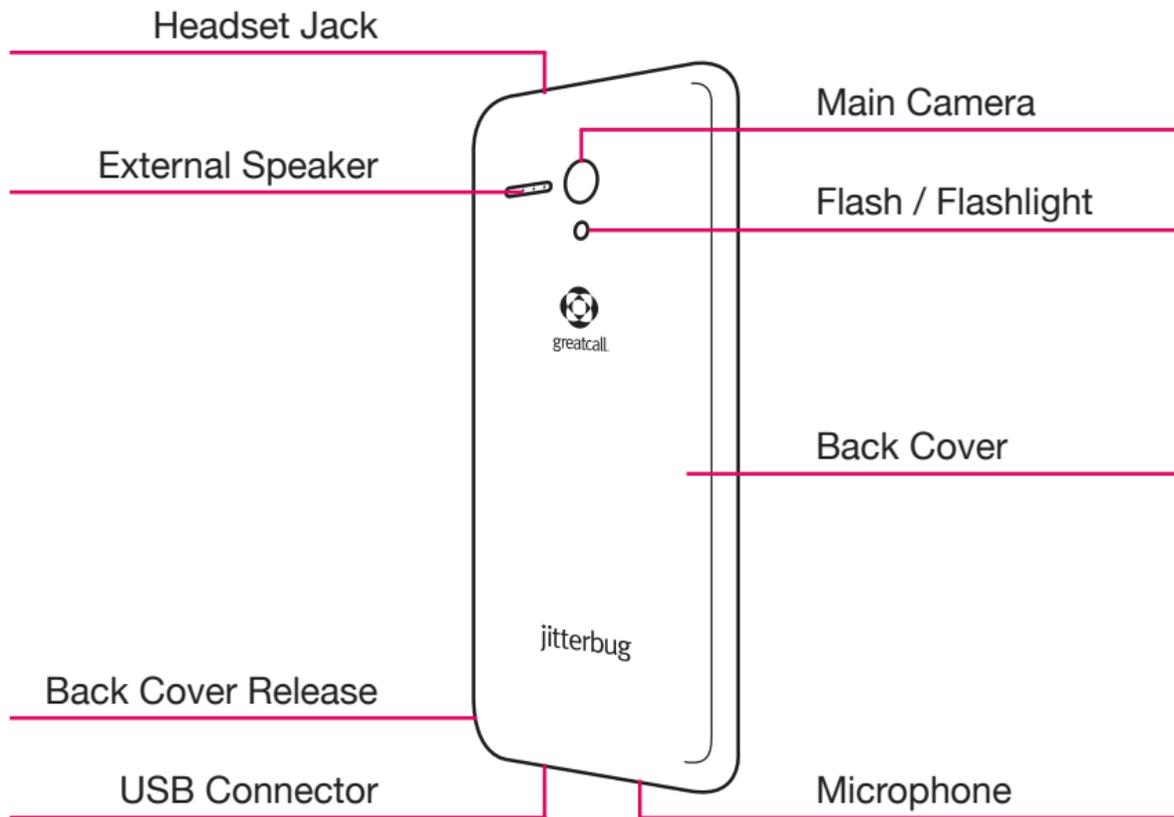
The rechargeable battery has been pre-installed for your convenience.

Your Jitterbug Smart



FRONT

- **Front-facing Camera** – Take pictures or videos of yourself (“selfies”).
- **Earpiece Speaker** – Lets you hear the caller loud and clear.
- **Power / Lock Button** – Lock and unlock your phone as well as power it on and off.
- **Volume Button** – Adjust the volume of calls and notification sounds.
- **Display** – Shows all the information you need to operate your Smart
- **Back Button** – Takes you one step back from your last action.
- **Home Button** – Takes you back to the Home Screen.
- **Menu Button** – Displays additional options that may be available for the current screen you are viewing.



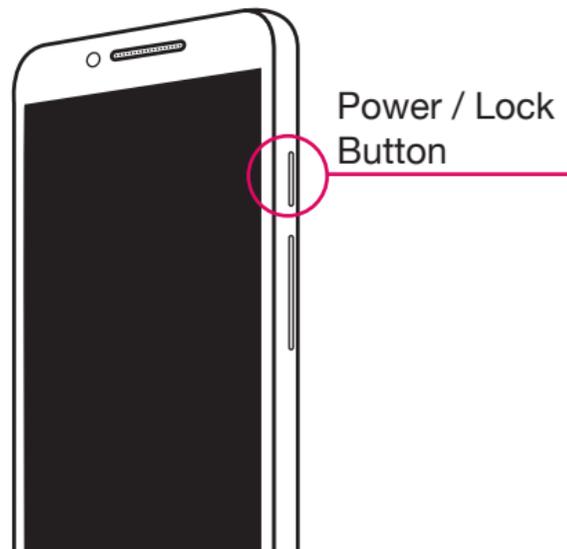
- **Headset Jack** – Connect a headset to safely make calls hands-free or listen to music.
- **External Speaker** – Delivers loud and clear sound when the Speakerphone feature is enabled.
- **Main Camera** – Take pictures or videos.
- **Flash / Flashlight** – Take pictures or see in low lighting situations.
- **Back Cover** – Protects the rechargeable battery and the back of your phone.
- **Back Cover Release** – Gives you access to insert a microSD™ card to expand storage capacity.
- **USB Connector** – Charge your phone with the provided Wall Charger and USB Cable
- **Microphone** – Picks up your voice loud and clear.

Powering Your Jitterbug On and Off

Your phone is off if the **Display** does not turn on when the **Power/Lock Button** is briefly pressed.

Turning On your Phone

PRESS AND HOLD the **Power/Lock Button** on the right side of your phone until the **Display** turns on.

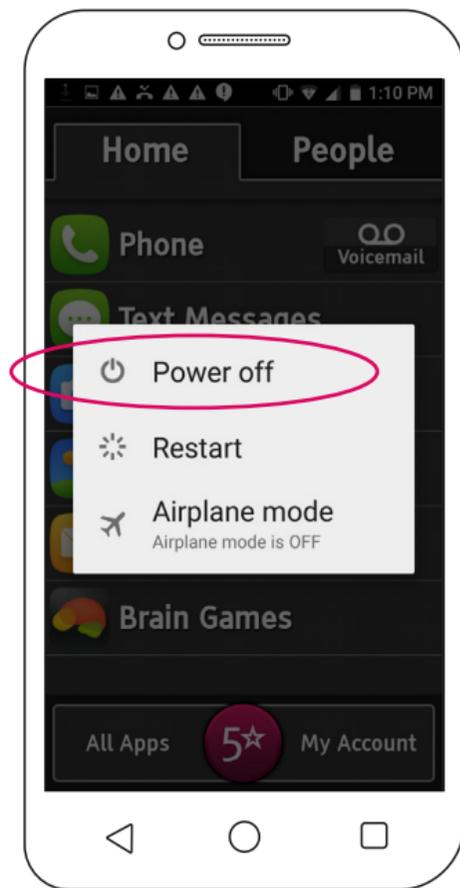


i INFO

If your phone does not turn on, the battery may need to be charged. See “Charging the Battery” on page 16 for more information on how to charge your phone.

Turning Off your Phone

PRESS AND HOLD the **Power/Lock Button** on the right side of the phone and then TAP the **Power off** option when the pop-up appears. Your phone will power off.



Understanding Touch Gestures

Your smartphone features a large, responsive touch screen that allows you to use your fingers to interact with what you see on the **Display**. If this is your first time using a smartphone, understanding how to use these touch gestures will ensure that you get the best Jitterbug experience.

TAP



Briefly touch the screen with your fingertip

PRESS AND HOLD



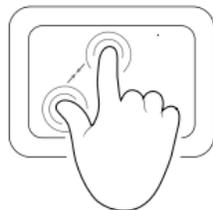
Touch the screen for an extended period of time

DRAG



Move your fingertip across the screen without losing contact

PINCH



Touch the screen with two fingers and bring them closer or apart

SPREAD



Activating Your Jitterbug

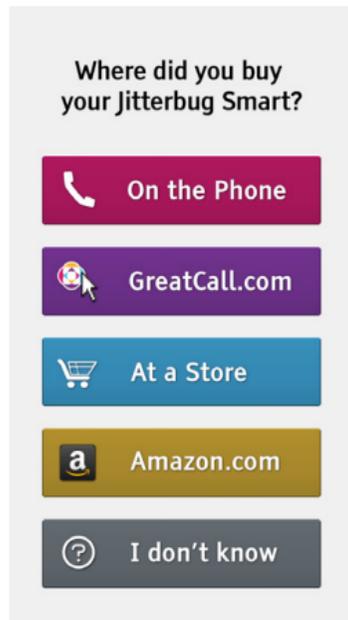
Before using your phone for the first time, it needs to be activated. The **Setup Wizard** built into your phone will help guide you through this process.

1. **PRESS AND HOLD** the **Power/Lock Button** on the right side of your phone to power it on.
2. **TAP** the **Tap Here to get started** button at the **Welcome Screen**.
3. **IMPORTANT:** **TAP** the **Easy-to-use Jitterbug** option and then **TAP Continue**.



4. TAP the option that best describes where your Jitterbug was purchased:
- **On the Phone** – If you purchased by calling GreatCall.
 - **GreatCall.com** – If you purchased from GreatCall's website.
 - **Retail Store** – If you purchased at Best Buy, First Street, Fry's Electronics, Rite-Aid, Sears, Shopko or Walmart.
 - **Amazon.com** – If you purchased online from Amazon.
 - **I don't know** – If you're not sure where you purchased your phone.

Continue following the on-screen instructions until you have successfully activated your phone.



⚠ IMPORTANT!

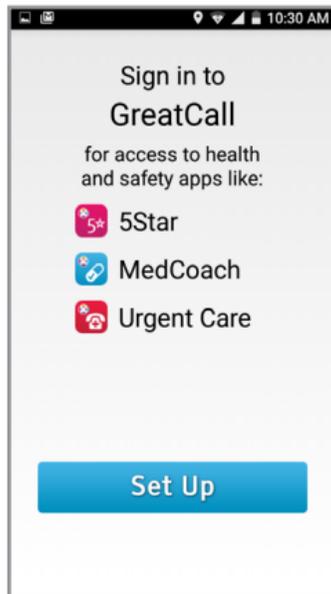
To ensure you get started quickly, please select **Easy-to-use Jitterbug** at the **Choose your home screen** step before **TAPPING Continue**. **Easy-to-use Jitterbug** gives you a simplified experience. If you accidentally selected **Advanced Android**, a pop-up will appear that will allow you to go back and change your selection.

Signing into MyGreatCall

Once your phone has completed activation, you will be prompted to sign into your GreatCall account (also known as **MyGreatCall**) to access your health and safety apps.

Depending on how you purchased your Jitterbug, a **MyGreatCall** account may already have been created. If you're not sure, that's alright—we'll help you set one up.

1. At the **Sign in to GreatCall** screen, TAP the **Set Up** button to continue.
2. We will detect if a **MyGreatCall** account already exists:
 - If one exists, you will just need to enter your password to continue.
 - If we can't find a **MyGreatCall** account for your phone, you will be asked



to enter a valid email address and a password of your choice so that we can create one for you.

See “GreatCall Health and Safety Apps” on page 116 for more information on the built-in GreatCall Apps.

INFO

If you have a **MyGreatCall** account but you forgot your password, TAP **Forgot Password** on the GreatCall login screen. An email will be sent to you with instructions on how to reset your password.

If you are not comfortable signing in to your **MyGreatCall** account or you just want to get started using your phone quickly, you can TAP the **Skip this step** button to skip logging in to **MyGreatCall**. Just be aware that you will need to log into any of the built-in GreatCall Apps before using them.

Charging the Battery

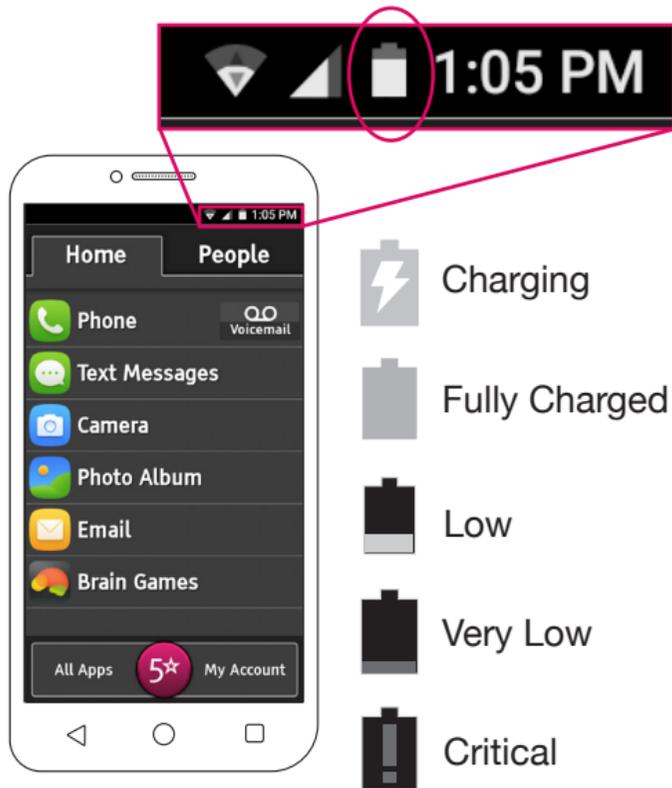
Your phone is powered by a **Rechargeable Battery** which has been built-in for your convenience. Before using your phone for the first time, it is recommended that you fully charge the battery. A **Wall Charger** is included with your phone.

1. Insert the larger end of the **USB Cable** into the **Wall Charger**.
2. Insert the smaller end of the **USB Cable** into the **USB Connector** located at the bottom of your Jitterbug.
3. Plug the **Wall Charger** into a standard wall outlet.

Battery Level Indicator

The battery level is represented as a white battery icon at the top right of the **Display** in the **Status Bar**. You will also find a larger battery level indicator on the **Lock Screen** (See “Using the Lock Screen” on page 20 for more information).

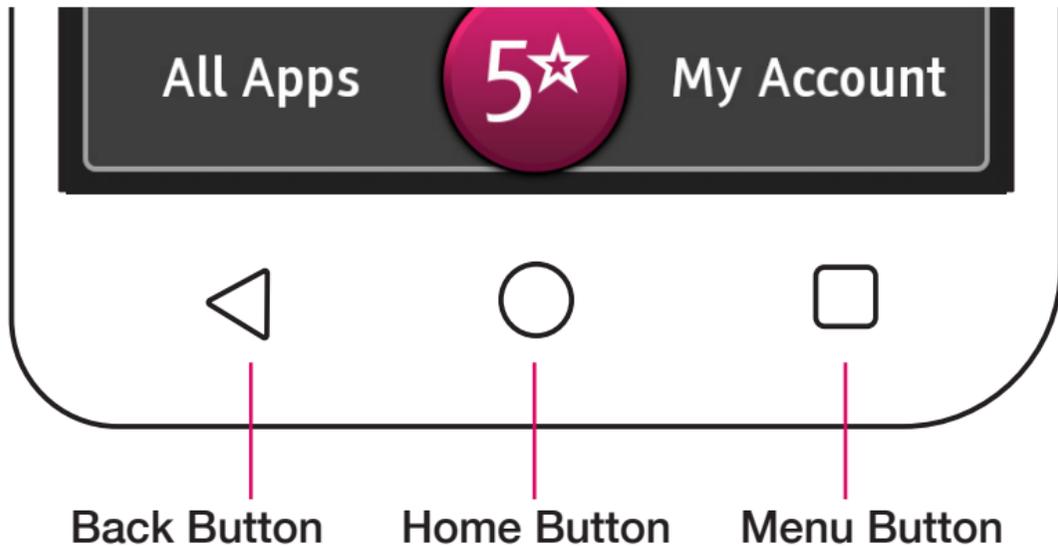
The battery is fully charged when the battery icon is completely filled. When the battery level is low, a warning tone and a **Battery low** message will repeat at regular intervals on the **Display**. When the battery level becomes too low, the phone will automatically turn off. Charge your phone when not in use so that it is ready when you need it most.



Navigation Buttons

At the bottom of your Jitterbug you will find three buttons that are used frequently to navigate around your phone.

1. **Back Button** (◀) – This will take you one step back from your last action. This is helpful if you need to revisit a screen you may have accidentally skipped.
2. **Home Button** (○) – No matter what you're doing, this will take you back to the **Home Screen** on your phone. If you ever get lost, you can press this button to help you get back on track.
3. **Menu Button** (□) – This gives you additional options for the screen you are actively viewing.

**i** INFO

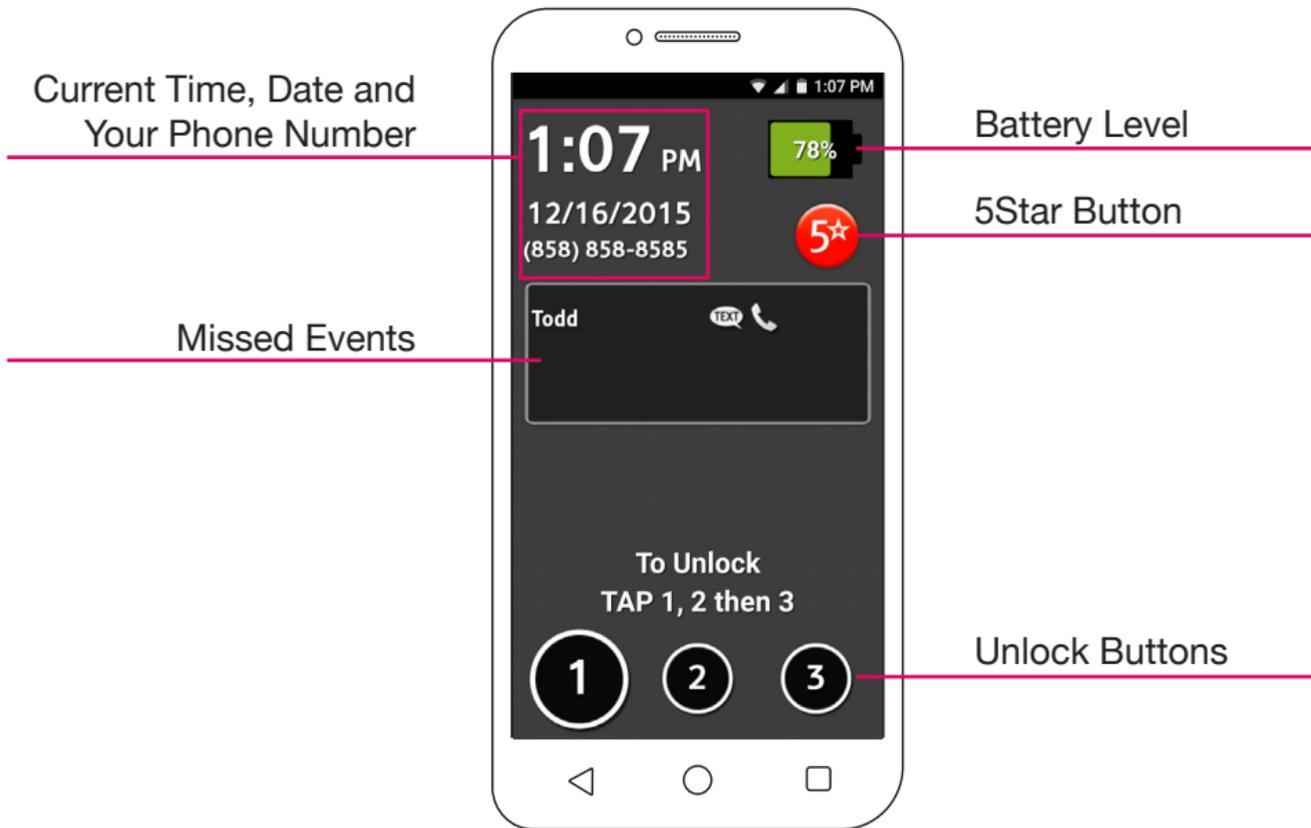
If you get lost while navigating through your phone, just PRESS the Home Button (○) to take you back to the Home Screen.

Using the Lock Screen

Your Jitterbug is equipped with a **Lock Screen** that appears when your phone is not in use to prevent accidental dialing.

Lock Screen Features

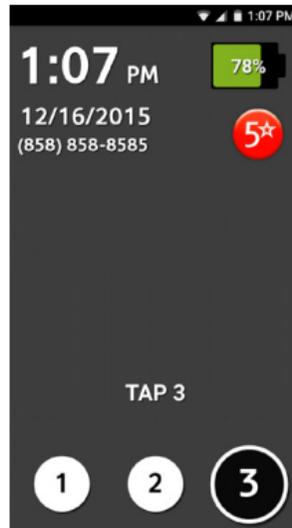
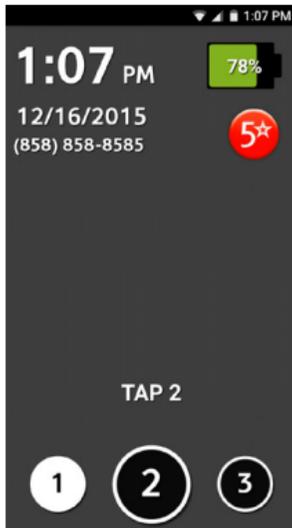
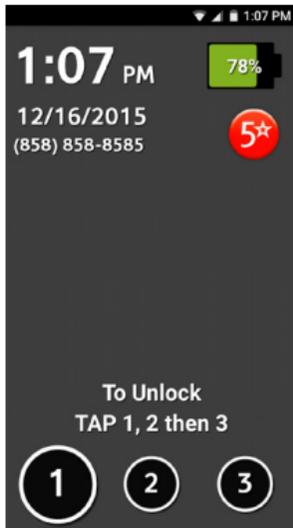
- **Current Time and Date**
- **Your Phone Number**
- **Battery Level** – Displays your current battery charge level.
- **5Star Button** – Get access to help in any unsafe or uncertain situation (see “5Star” on page 116).
- **Missed Events** – Quickly see if you missed any calls or messages.
- **Unlock Buttons** – Unlocks your phone.



Unlocking Your Jitterbug

If the Display is off, you can PRESS the Power/Lock Button to display the Lock Screen:

At the Lock Screen, TAP ①, ②, then ③ in order.



Locking Your Jitterbug

Lock your phone if you are no longer using it to save power and prevent accidental dialing:

On any screen, PRESS the **Power/Lock Button** briefly and the **Display** will turn off.

INFO

If your phone hasn't been used after several minutes, it will automatically lock and turn off the **Display** to save power and extend the battery life. The phone will take you back to where you left off once you unlock the phone. When locking or unlocking your phone, be sure to only PRESS the **Power/Lock Button** briefly. PRESSING AND HOLDING the **Power/Lock Button** will display an option to turn off your phone.

Jitterbug Home Screen

As soon as you unlock your phone for the first time, you will see the Jitterbug **Home Screen**. From this screen you can access all features of your Jitterbug.

The **Home Screen** is organized with two main tabs—**Home** and **People**. It was designed to be simple, so you can easily access apps and contact people that are the most important to you without having to search through numerous icons.



Home Tab

The **Home Tab** displays your favorite apps. By default, the **Home Tab** will show these apps:



Phone – Make and receive calls.



Voicemail – Listen to voice messages people have left for you.



Text Messages – Send and receive text messages.



Camera – Capture photos or videos.



Photo Album – View your favorite photo or video moments.



Email – Send and receive email messages.



Brain Games – Play games from Posit Science® that exercise your attention, memory, intelligence and more.

Organizing your Home Tab

You can change the order of your apps under the **Home Tab** by **PRESSING AND HOLDING** the app and **DRAGGING** them up and down the list.

To remove any app from the **Home Tab**, **TAP** the **Menu Button** () and **TAP Remove Favorites**. From there you can check any app you would like to remove by **TAPPING** the checkbox on the right and then **TAPPING OK** to confirm.

INFO

You cannot change the order or remove the **Phone App** from the **Home Tab**.

People Tab

The **People Tab** was designed to give you easy access to the contacts that are most important to you. Creating a list of your favorite contacts will make dialing friends or family quick and convenient. For more information on managing your favorite contacts list see “People Tab” on page 51.

All Apps Button

The **Home Tab** holds a list of your favorite apps. To access your full list of installed apps TAP the **All Apps Button** in the lower left corner of the **Home Tab**.

To add any of these apps to your **Home Tab**, PRESS AND HOLD any app until the **Add to Favorites** pop-up appears—TAP **OK** to confirm.

My Account Button

In both the **Home Tab** and **People Tab**, you'll see the **My Account Button** at the bottom right corner of the screen. TAP this button to see the following options:

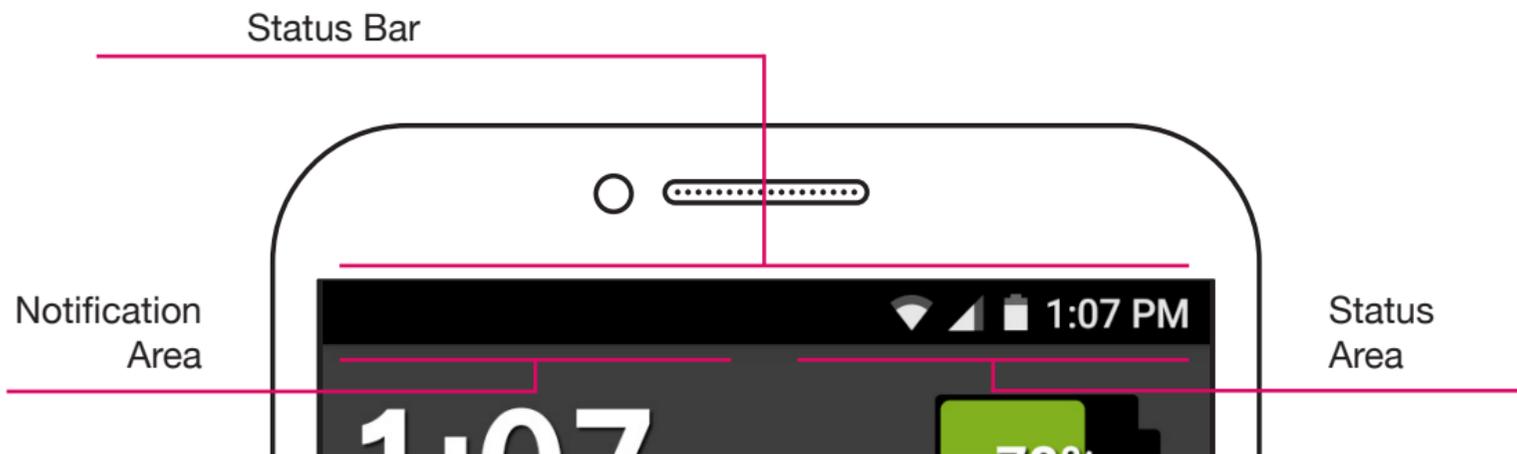
- **Phone Usage** – Track your minutes, text and data usage.
- **Help Guide** – Get additional information on how to use your Jitterbug.
- **Contact Us** – If you need to speak with Customer Care or the Operator.
- **Mobile Support** – Only use this when directed by a Customer Care agent.
- **Featured Apps** – A list of popular apps that may interest you.
- **GreatCall Apps** – Additional Health & Safety services offered by GreatCall.
- **Sign In/Out MyGreatCall** – Access your built-in Health & Safety apps.

5Star Button

Get access to help in an uncertain or unsafe situation, 24/7. For more information see “5Star” on page 116.

Status Bar

The **Status Bar**, located at the top of the **Display**, shows information about the connection status, signal strength, battery level and time, and displays notifications about incoming messages, calls and other actions. The **Status Bar** consists of two halves—a **Notification Area** on the left and a **Status Area** on the right.



Notification Area

The **Notification Area** displays icons associated with important events that occur such as new **Email** messages, missed calls, new **Voicemails** and new **Text Messages**. Common icons you will see here:



– You have a new **Text Message**



– You missed a call



– Wi-Fi network detected, but not connected

Status Area

The **Status Area** displays icons associated with important statuses of your phone such as cellular signal strength, Bluetooth connectivity, Wi-Fi connectivity, battery level and current time. Common icons you will see here:

 – Your current cellular signal strength. The more this is filled in, the stronger your cell phone signal.

 – Your current battery level. The more this is filled in, the more charge your battery has.

 – Displays when you're connected to a Wi-Fi network for data. The more this is filled in, the stronger your Wi-Fi signal.

1:07 PM – This is the current time.

Ringer and Notification Sounds

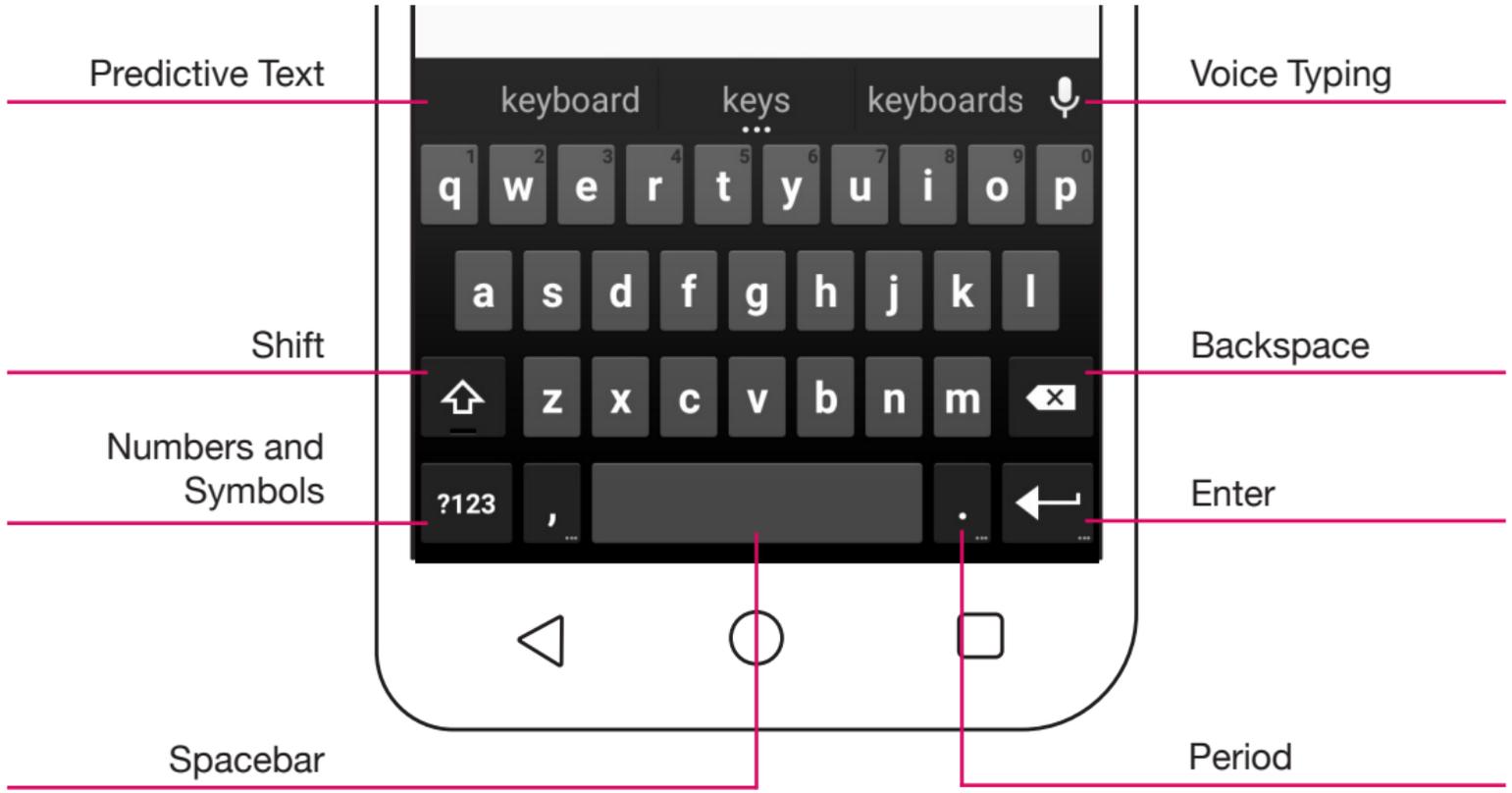
Understanding the sounds that come from your Jitterbug will help you determine if you're receiving a call or simply getting a notification that you just received a **Text Message, Email or Voicemail**.

- Notification sounds are typically shorter and are only played once per message received.
- Ringer sounds, on the other hand, are typically longer and will loop until the caller hangs up, the call is directed to your voicemail or the call is answered, similar to a landline phone.

Using the On-Screen Keyboard

The **On-Screen Keyboard** will automatically appear on the **Display** when you have the ability to input text.

- **Shift** – Changes the text from lower case to upper case. TAP twice to use Caps Lock.
- **Numbers and Symbols** – Allows you to enter numbers and symbols.
- **Spacebar** – Allows you to enter spaces between words.
- **Period** – Allows you to enter the period punctuation mark.
- **Enter** – Allows you to start a new line of text.
- **Backspace** – Allows you to delete any previously typed characters.
- **Predictive Text** – Predicts and provides options for your next words
- **Voice Typing** – Automatically converts your voice into text.



Landscape Keyboard

Your Jitterbug has a built in sensor to determine how you are holding your phone. Some screens will allow you to rotate your phone sideways to automatically enable the **Landscape Keyboard**. Sometimes you may find it easier to use the **Landscape Keyboard** since the keys are more spaced out than the standard Keyboard.



i INFO

To close the On-Screen Keyboard, TAP the Back Button (◀).

Voice Typing

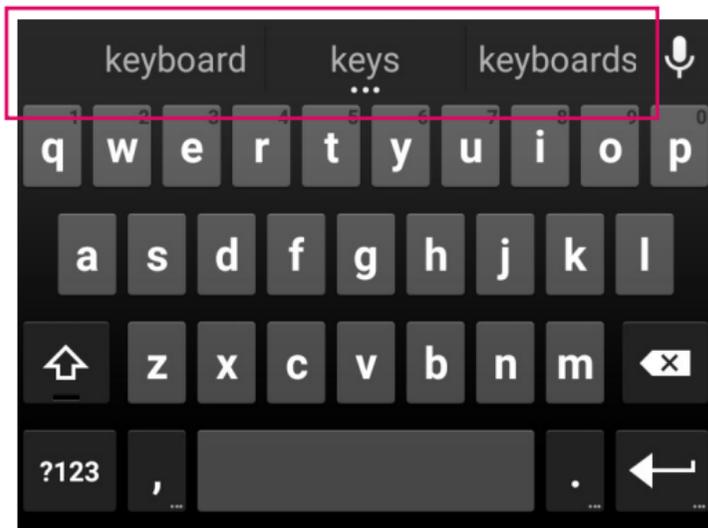
Your Jitterbug features built-in **Voice Typing** as an alternative option for text entry. With **Voice Typing** activated, the phone will convert your spoken words into text.

1. TAP the **Voice Typing Icon** () when the **On-Screen Keyboard** is visible. Your Jitterbug will display **Speak Now** and begin listening to your voice.
2. Speak clearly and distinctly into the **Microphone**. Your spoken words will begin appearing on the screen.
3. TAP the **Microphone Icon** () to pause **Voice Typing**. TAP **Microphone Icon** () again to resume **Voice Typing** or TAP the **Keyboard Icon** () to return to the **On-Screen Keyboard**.

Predictive Text

The **Predictive Text** feature will predict what word you may be entering based on each letter you type. This feature will also try to predict the correct word even if you accidentally mistype.

1. Use the **On-Screen Keyboard** as you normally would. As you type, a list of predicted words will appear directly above the **On-Screen Keyboard**.
2. If you would like to use the predicted word provided, **TAP** the word you would like to be inserted into your message.

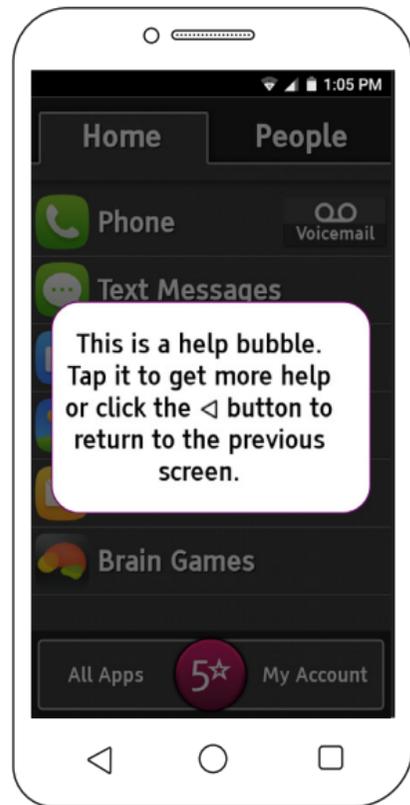


Shake for Help

If you need help with commonly used features on your Jitterbug, you can shake your phone any time it's unlocked to bring up a **Help Bubble**.

TAP anywhere inside the **Help Bubble** to open the **Help Guide**. Here you will find useful help topics such as how to make and receive calls, access your **Voicemail** and use the **Camera**.

If you accidentally opened the **Help Bubble** you can TAP the **Back Button** (◀) to close it.



Section 2: Phone Calls

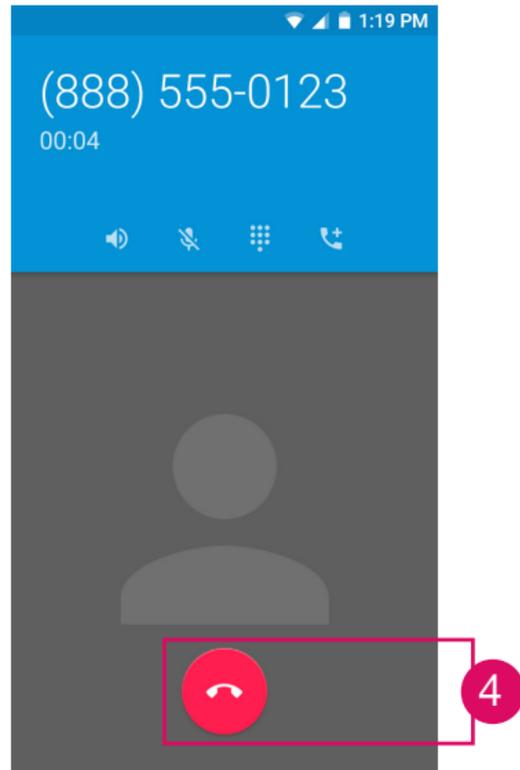
Topics

- Dialing a Number
- Redialing a Number
- Answering or Ignoring a Call
- Speakerphone
- Adjusting the Call Volume
- Accessing the Dial Pad During Calls
- People Tab
- Voicemail
- Adjusting the Ringer Volume

Dialing a Number

Making a phone call is easy on your Jitterbug. Make sure you are in an area where cellular service is available. Check that the signal strength icon () in the **Status Bar** is at least partially filled. The more it's filled, the stronger your cellular connection will be.

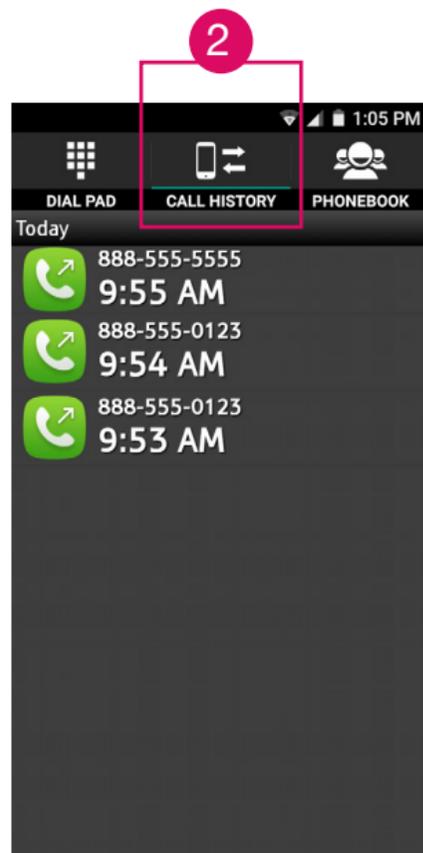
1. TAP the **Phone App** () on the **Home Tab** screen.
2. Using the **Dial Pad**, enter the phone number you would like to call. If you make a mistake, TAP the **Delete Button** () to make any corrections.
3. TAP the green **Call Button** () to place the call.
4. When you're ready to end your call, TAP the red **End Call Button** ().



Redialing a Number

Previous numbers you have called are saved in your **Call History**. You can TAP any of your call history contacts to quickly redial the number.

1. TAP the **Phone App** () on the **Home Tab** screen.
2. TAP the **Call History Button** at the top of the **Dialer** screen.
3. TAP the phone number or contact in your call history that you wish to redial.
4. When you're ready to end your call, TAP the red **End Call Button** ().



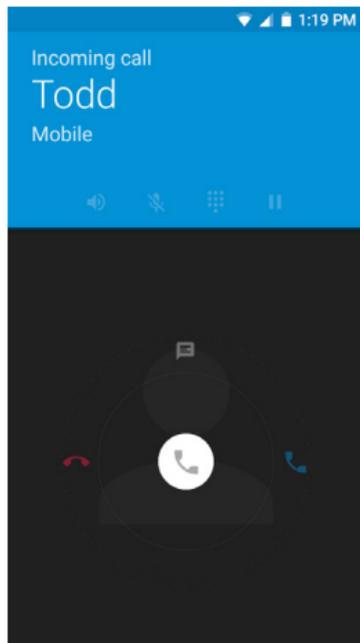
Answering or Ignoring a Call

Answering or Ignoring Calls While Locked

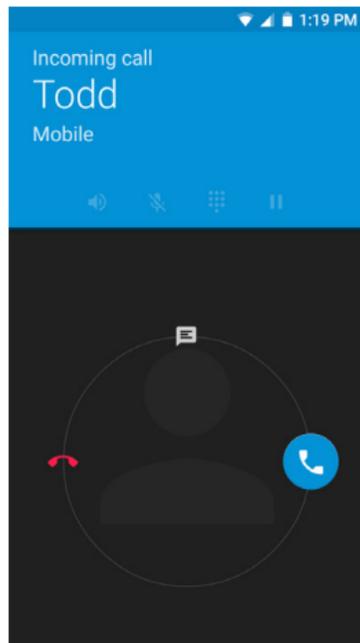
If your phone is locked and you receive an incoming call, a **Caller ID** screen will appear with their phone number (or contact name if they are saved in your contact list) with a white **Phone Button** () appearing in the middle of the screen.

- **To answer:** PRESS AND HOLD the white **Phone Button** () and DRAG it to the right. Keep DRAGGING your finger to the right until you see a blue phone icon appear and lift your finger.
- **To ignore:** PRESS AND HOLD the white **Phone Button** () and DRAG it to the left. Keep DRAGGING your finger to the left until you see a red phone icon appear and lift your finger.

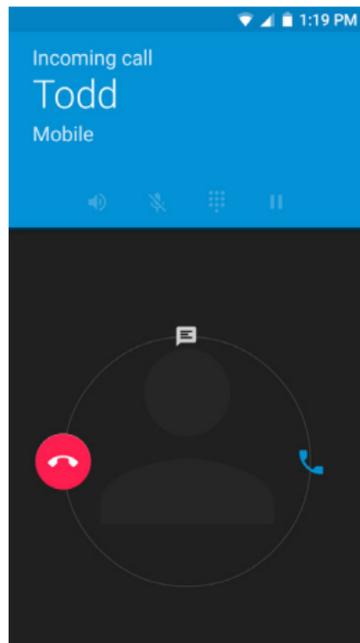
Incoming Call While Locked



PRESS AND HOLD the white **Phone Button** and DRAG right to answer or left to ignore.



To answer, keep DRAGGING your finger to the right until a blue phone icon appears and lift your finger.

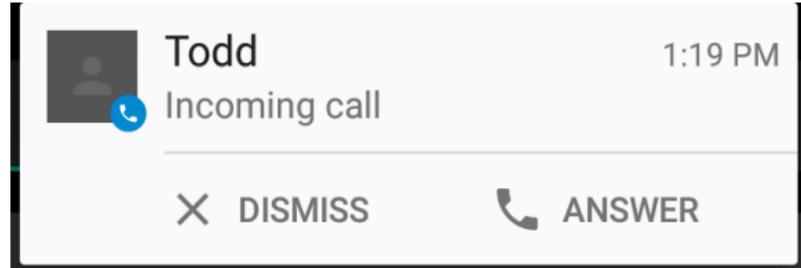


To ignore, keep DRAGGING your finger to the left until a red phone icon appears and lift your finger.

Answering or Ignoring Calls While Unlocked

If your phone is unlocked and you receive an incoming call, a notification pop-up will appear at the top of your **Display** with the caller's phone number (or contact name if they are saved in your contact list).

- To answer: TAP Answer.
- To ignore: TAP Dismiss.



i INFO

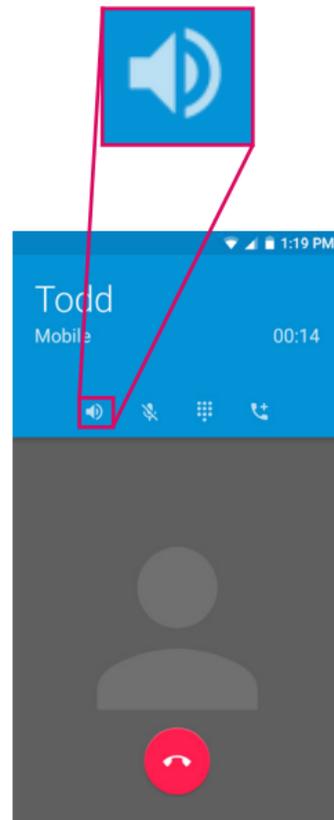
Ignoring incoming calls will send the caller to your **Voicemail**.

Speakerphone

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

While in an active call, TAP the **Speaker Button** () on the screen to turn on the **Speakerphone**. TAP the **Speaker Button** () again to turn the **Speakerphone** off and send audio back to the **Earpiece**.

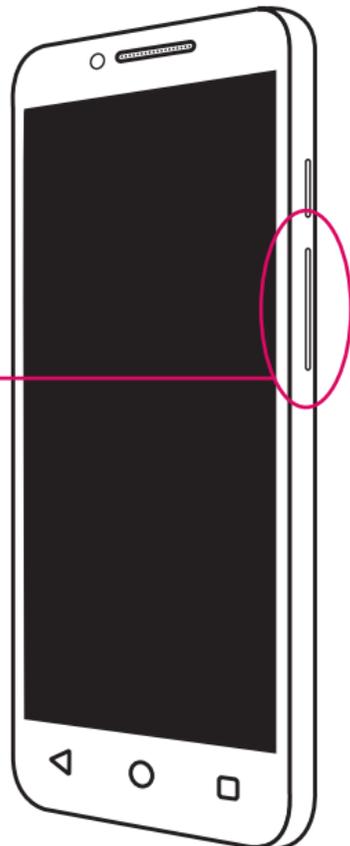
To end the call, TAP the **End Call Button** ().



Adjusting the Call Volume

While on an active call, TAP the **Volume Button** up or down until the sound reaches a desirable level. The **Speakerphone** volume can also be adjusted using the **Volume Button** while **Speakerphone** is enabled.

Volume Button



i INFO

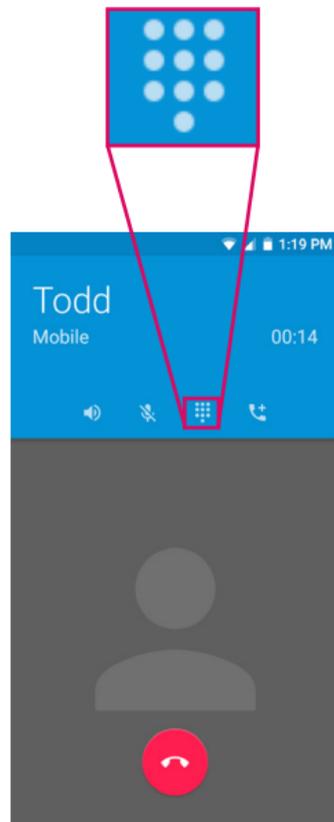
The **Call Volume** can only be adjusted with the **Volume Button** during an active call.

Accessing the Dial Pad During Calls

There are some situations that may require you to use the **Dial Pad** in order to enter a number or phone extension while in a phone call.

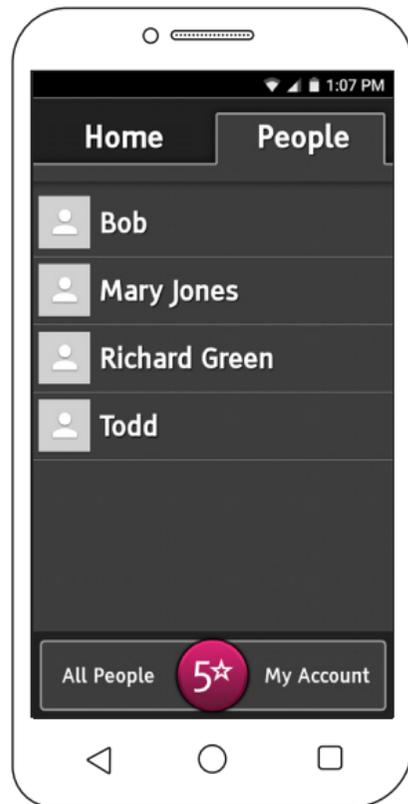
While on an active call, TAP the **Keypad Button** () to bring up the **Dial Pad**. Once you're finished with the **Dial Pad** you can TAP the **Keypad Button** () again to hide the **Dial Pad**.

To end the call, TAP the **End Call Button** ().



People Tab

The **People Tab** was designed to give you easy access to the contacts that are the most important to you. Creating a list of your favorite contacts will make dialing friends or family quick and convenient. Once you've added your first **People Contacts**, you will be able to quickly call them just by tapping their name in the **People Tab**. Much like an address book, you will also be able to save other contact details like their email and mailing address.



Creating a People Contact

1. While viewing the **People Tab**, TAP the **Menu Button** ().
2. TAP **Add New** to add a new person to your **People contact list**.
3. TAP the **Name** field to enter the name of the contact with the **On-Screen Keyboard**.
4. TAP the **Phone** field to enter the number of the contact. You can TAP the description field to the right of the phone number to identify if it is a home, mobile, work or fax number.
5. TAP the **Check Mark** () at the top-left of the **Display** to save your contact.

The screenshot shows the 'Add new contact' form with the following elements and callouts:

- 5**: A blue checkmark icon in the top-left corner of the form header.
- 3**: The 'Name' input field.
- 4**: The 'Phone' input field with a dropdown menu set to 'MOBILE'.

The form includes sections for 'PHONE', 'EMAIL', 'ADDRESS', and 'SPECIAL DATES'. At the bottom, there is a button labeled 'ADD ANOTHER FIELD'.

INFO

Feel free to add additional information for your People contact by TAPPING the field and entering the information with the **On-Screen Keyboard**.

You can also add a photo of your contact by TAPPING the **Contact Photo Button** () to the right of the **Name** field. You will be presented with an option to take a new photo or choose an existing photo saved on your phone. The photo will be displayed in your **People Tab** as well as when the contact calls you.

Managing Your People Contacts

Once you have added your **People Contacts**, you can organize who appears in the **People Tab** and **All People List**.

- The **People Tab** only shows your favorite **People Contacts**.
- The **All People List** shows all of your **People Contacts**.

Adding Favorites

1. While viewing the **People Tab** or **All People List**, TAP the **Menu Button** ().
2. TAP **Add Favorites**. A list of all of your **People Contacts** will appear.
3. TAP the **check box** to the right of each contact you would like to be added to your favorites.
4. TAP **OK** at the bottom-left of the **Display** to save your selection. The checked contacts will now appear in the **People Tab** as favorites.

INFO

You can also add any contact to your favorites by **PRESSING AND HOLDING** their name while viewing the **All People List**.

Removing Favorites

1. While viewing the **People Tab**, TAP the **Menu Button** ().
2. TAP **Remove Favorites**. A list of your favorite contacts will appear.
3. TAP the **check box** next to each of the names you would like to be removed from your favorites list. This will not delete the contact information, and they will remain in the **All People List**.
4. TAP **OK** at the bottom-left of the screen to save your selection. The checked contacts will no longer appear in the **People Tab** as favorites. You can still access these contacts by going to the **All People List**.

Sorting Your Favorites

You can change the order of your favorite contacts under the **People Tab** by **PRESSING AND HOLDING** their name and **DRAGGING** them up and down the list.

INFO

You can't change the order of the **All People List** which is always sorted alphabetically. **PRESSING AND HOLDING** on a contact while in the **All People List** will move that contact into your favorites under the **People Tab**.

Editing a People Contact

1. TAP the **People Contact** you would like to edit either from the **People Tab** or from your **All People List**.
2. TAP the **Menu Button** ().
3. TAP **Edit**. TAP any of the contact information fields to make your edits with the **On-Screen Keyboard**.
4. When done editing, TAP the **Check Mark** () at the top-left of the **Display** to save your contact.

Deleting a People Contact

1. TAP the **People Contact** you would like to delete either from the **People Tab** or from your **All People List**.
2. TAP the **Menu Button** ().

3. TAP Delete.
4. TAP OK to confirm deletion. This **People Contact** will no longer appear in your favorites **People Tab** or in the **All People List**.

i INFO

Once a **People Contact** is deleted, it cannot be recovered.

People History

Historical call or message activity that is related to any of your saved **People Contacts** will automatically be associated to them in their **People History** view. To view call or message history of any of your **People Contacts**, just TAP their name in the **People Tab** or your **All People List**.

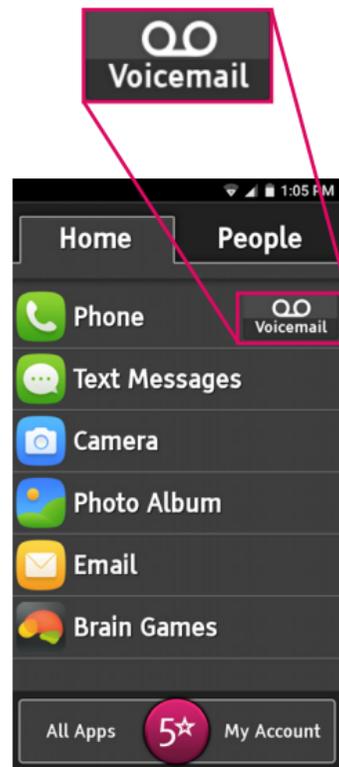
-  **Incoming Text Message** – they sent you a **Text Message**
-  **Outgoing Text Message** – you sent them a **Text Message**
-  **Incoming Call** – you answered their call
-  **Missed Call** – you missed their call
-  **Outgoing Call** – you called them
-  **Voicemail Message** – they left you a **Voicemail** message



Voicemail

Your Jitterbug features a **Voicemail Inbox** that allows you to quickly listen to and manage your **Voicemail** messages. To access your **Voicemail Inbox**, TAP the **Voicemail Button** () next to **Phone** () on the **Home Tab**.

Before your Jitterbug can receive a **Voicemail** message, you need to record a personal greeting. Once you have set up your **Voicemail**, all unanswered calls to your phone are automatically transferred to your **Voicemail** even if your phone is in use or turned off.



Setting up Your Personalized Voicemail Greeting

Your personalized greeting will be heard by anyone who reaches your **Voicemail** when you miss their call. If you do not record a personalized greeting, a standard pre-recorded message will be played. To record a personalized greeting:

1. At the **Voicemail Inbox** screen, TAP the **Menu Button** () at the bottom of your Jitterbug phone.
2. TAP **Personalized Greeting**.
3. TAP the **Record Button** () to begin recording your personalized greeting. Speak clearly into the **Microphone** located at the bottom of the Jitterbug.
4. TAP the **Stop Button** () to stop recording your personalized greeting.
5. TAP the **Play Button** () to review your recording.
6. TAP the green **Save Button** if you are satisfied with your greeting or the red **Discard Button** if you would like to try again.

7. TAP **Return to Voicemail** at the bottom of the screen to go back to your **Voicemail Inbox**.

Listening to Your Personalized Voicemail Greeting

1. At the **Voicemail Inbox** screen, TAP the **Menu Button** () at the bottom of your Jitterbug phone.
2. TAP **Personalized Greeting**.
3. TAP the **Play Button** () next to **Listen to Current Greeting**. Your personalized **Voicemail** greeting will play through the Jitterbug **Earpiece**.
4. TAP **Return to Voicemail** at the bottom of the screen to go back to your **Voicemail Inbox**.

When to Check Voicemail

You have a new **Voicemail** message to listen to if you see the **Voicemail** icon () in the **Status Bar**, the **Voicemail** icon () in the **Missed Events** panel on the **Lock Screen**, or a number on the **Voicemail Button** () in the **Home Tab** indicating the number of unheard voicemail messages.

Listening to Voicemail Messages

From the **Voicemail Inbox** screen you can play any of your unheard or saved **Voicemail** messages by TAPPING the **Play Button** () next to each message.

- A green **Play Button** () means that you have not yet listened to this message.
- A gray **Play Button** () means that you have already listened to this message.

i INFO

By default your **Voicemail** messages are played through the Earpiece. If you would like to hear the **Voicemail** message through the **Speakerphone** TAP the **Speaker Button** () at the top of the **Voicemail Inbox** screen.

Deleting Voicemail Messages

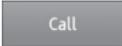
After playing any **Voicemail** message, you will have the option to delete the message by TAPPING the red **Delete Button** () to the right of each message.

You can delete all of your voice messages at once by TAPPING the **Menu Button** () and then TAPPING **Delete All**.

i INFO

Once a **Voicemail** message is deleted, it cannot be retrieved.

Returning a Call

If you would like to call back a person that left you a **Voicemail** message, TAP the **Call Button** () at the top of the screen after listening to their **Voicemail** message.

Checking Voicemail by Calling

Your **Voicemail Inbox** requires wireless data connectivity in order to download your latest **Voicemail** messages. If for some reason you do not have access to wireless data, you can always call the **Voicemail** message system to manage your **Voicemail** through a traditional voice prompt. While viewing your **Voicemail Inbox**, TAP the **Menu Button** () and then TAP **Call Voicemail**. Follow the **Voicemail** prompts and use the **On-screen Keypad** to manage your **Voicemail** messages. TAP the **End Call Button** () at any time to disconnect from the **Voicemail** message system.

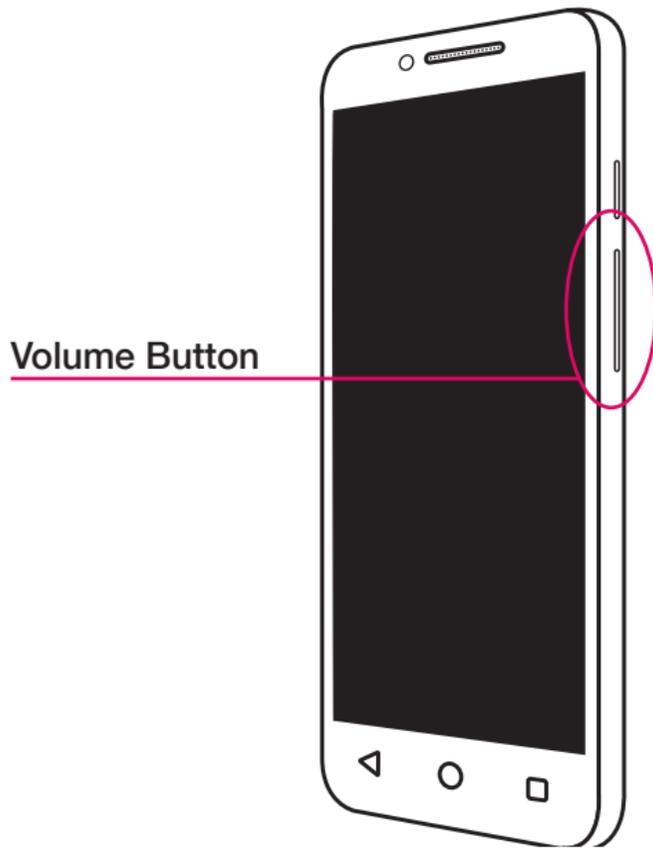
NOTE: Calling to check your **Voicemail** messages uses your talk time minutes.

Adjusting the Ringer Volume

The **Ringer Volume** can be adjusted using the **Volume Button**, on the right-side of your phone, whenever your Jitterbug is unlocked and not actively on a call.

TAP the upper part of the **Volume Button** to increase the **Ringer Volume**.

TAP the lower part of the **Volume Button** to decrease the **Ringer Volume**. Lowering the ringer volume all the way will allow you to set the ringer to **Vibrate** or **Silent**.



Volume Button

Section 3: Camera

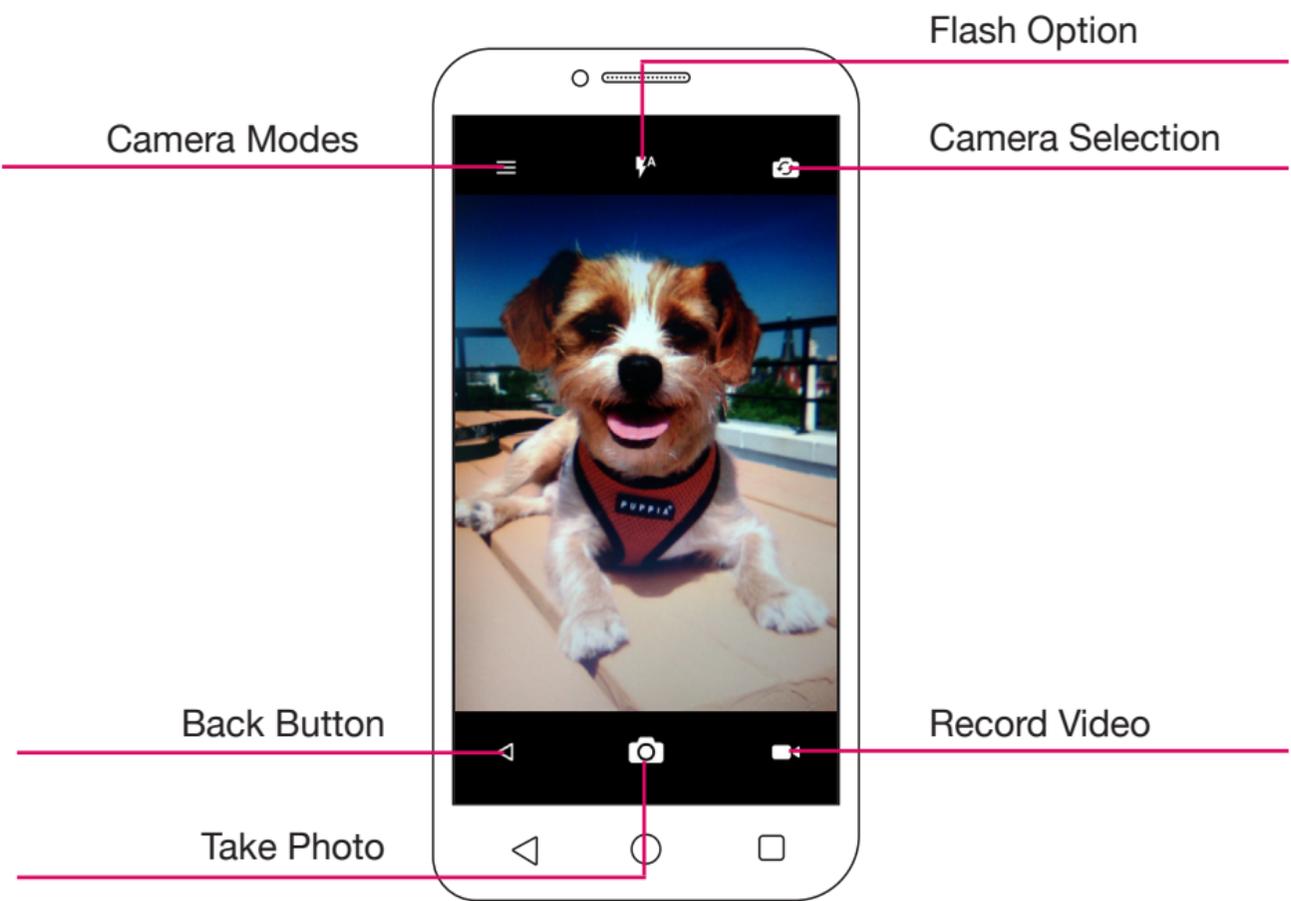
Topics

- The Camera App
- Taking a Photo
- Recording a Video
- Changing the Camera Mode
- Viewing Your Photos and Videos
- Deleting Your Photos and Videos
- Sharing Your Photos and Videos

The Camera App

The Camera App () allows you to capture photos or videos using the Main Camera or Front-Facing Camera. To launch the Camera App, TAP Camera () on the Home Tab. With the Camera App opened, you will see the following on-screen features:

-  Camera Modes – View additional Camera modes.
-  Flash Option – Change Flash setting from Auto, On or Off.
-  Camera Selection – Switch between the Main Camera and the Front-Facing Camera.
-  Back Button – Exit the Camera App.
-  Take Photo – Take a Photo.
-  Record Video – Record a Video.



Taking a Photo

1. With the **Camera App** open, TAP the **Camera Selection Button** () to switch to the **Main Camera** or **Front-Facing Camera**. Switching to the **Front-Facing Camera** will allow you to take pictures of yourself (also known as a “selfie”).
2. TAP the **Flash Option** () to the desired setting:
 -  **Auto** – Your Jitterbug will automatically decide when Flash is used.
 -  **On** – The Flash will always turn on when taking a photo.
 -  **Off** - The Flash will remain off when taking a photo.
3. Aim the **Camera** so that the subject being captured is framed to your liking.
4. TAP the **Display** where you would like the **Camera** to focus.
5. TAP the **Take Photo Button** () to take a photo.

Recording a Video

1. With the **Camera App** open, TAP the **Camera Selection Button** () to switch to the **Main Camera** or **Front-Facing Camera**. Switching to the **Front-Facing Camera** will allow you to record videos of yourself (also known as a “selfie”).
2. Aim the camera so that the subject being captured is framed to your liking.
3. TAP the **Display** where you would like the **Camera** to focus.
4. TAP the **Record Video Button** () to start recording a video. You can move your phone around to follow the action.
5. TAP the **Record Video Button** () again to stop recording the video.

Changing the Camera Mode

TAP the Camera Modes Button () for additional creative tools:

- **Auto mode** – Automatically adjust your camera to optimize color and brightness. This is the default setting.
- **Polaroid** – Explore this mode for fun and creative ways to create beautiful photos.
- **HDR** – Take High-Dynamic Range photos for additional contrast and color.
- **Pano** – Take wide panoramic photos. When you have this mode selected, TAP the Pano Button () to start the panorama and then move left or right. Once moving, the camera will guide you in the direction you started. TAP the Pano Button () again to stop the panorama.
- **Scanner** – Use this to read special barcodes and QR codes.

Viewing Your Photos and Videos

After you have captured a photo or a video, you can view it by accessing the **Photo Album** ():

On the **Home Tab**, TAP **Photo Album** (). This will take you to your **Camera Roll**. TAP any photo or video to view it in full screen.

Deleting Your Photos and Videos

There are two places where you can delete any photos or videos you no longer want on your Jitterbug:

- While viewing the **Camera Roll**, you will have the ability to delete multiple photos and videos:
 1. TAP the **Photo Album** ().
 2. TAP the **Menu Button** ().
 3. TAP **Select** item.
 4. TAP each photo or video you would like to delete. A check mark will appear on each selection.
 5. TAP the **Trash Can** () at the top of the **Display**.
 6. TAP **OK** to confirm deletion.

- While viewing a photo or video
 1. TAP the **Photo Album** ().
 2. TAP a photo or video to view full screen.
 3. If you would like to delete this photo or video, TAP anywhere on the **Display** and then TAP the **Trash Can** () at the bottom of the **Display**.
 4. TAP **OK** to confirm deletion.

i INFO

Once a photo or video is deleted, it cannot be retrieved.

Sharing Your Photos and Videos

You can share, via **Email** or **Text Message**, any of the photos or videos you've already captured.

1. TAP the **Photo Album** ().
2. TAP a photo or video to view full screen.
3. If you would like to share this photo or video, TAP anywhere on the **Display** and then TAP the **Share Button** () at the bottom of the Display.
4. TAP **Messaging** () if you would like to share via a **Text Message** or **Email** () if you would like to share via **Email**.

Refer to “Section 4: Text Messages” on page 81 and “Section 5: Email” on page 87 for more information on sending **Text Messages** and **Email**.

INFO

Sharing photos and videos requires data. Use a Wi-Fi connection to reduce data usage on your GreatCall data plan. Always check your usage monthly with the **Usage App** on your Jitterbug or by going online to **MyGreatCall.com**.

Section 4: Text Messages

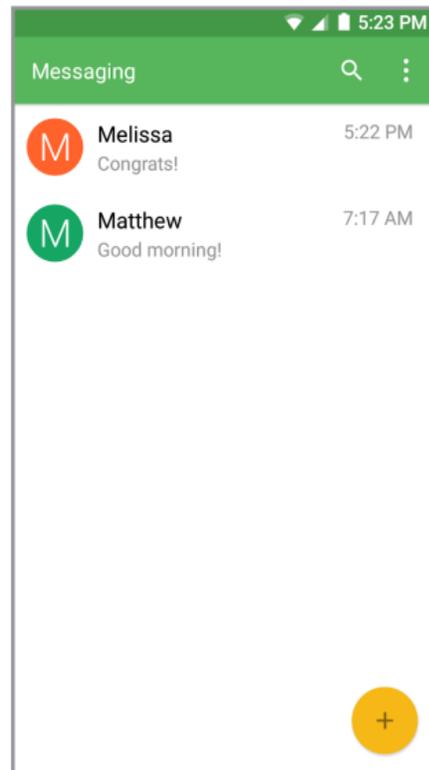
Topics

- Composing and Sending Text Messages
- Reading and Replying to Text Messages
- Sending a Photo or Video Message

Composing and Sending Text Messages

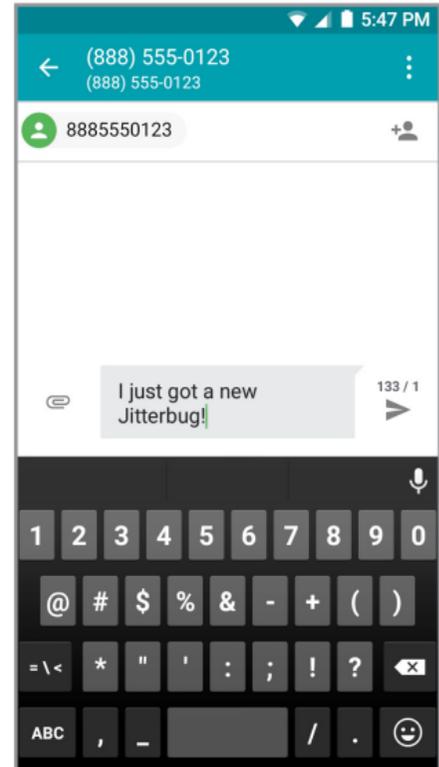
Text Messages are a quick and simple way to send short messages to anyone that has a cell phone capable of receiving them. This is an alternative to email which is typically used for longer messages or messages with a lot of recipients.

1. On the **Home Tab**, TAP **Text Messages** (). You will be taken to your **Text Messages Inbox**.
2. TAP **Compose Button** () at the bottom-right of the **Display**.
3. TAP the **To** field and do any of the following:
 - Enter a 10-digit phone number.
 - Begin typing a name which will automatically



display a list of matches from your People contacts; TAP the name you would like to add to the recipient list.

- TAP the **Add Contact Button** (+👤) to the right of the **To** field to view your People contacts; TAP any names you would like to add to the recipient list and then TAP the check mark at the top-right to save.
4. TAP the **Send Message** field and type your **Text Message** using the **On-Screen Keyboard**.
 5. TAP the **Send Button** (➤) to send your Text Message.



Reading and Replying to Text Messages

If you receive a new **Text Message** notification in the **Status Bar** or **Lock Screen**, you can read it by:

- TAP **Text Messages** () from the **Home Tab** and then TAP the message in your **Text Message Inbox** to read the message. New **Text Messages** will appear in bold text.

Once you've read the **Text Message**, you can reply to the sender by TAPPING the **Send Message** field at the bottom of the screen and composing a message. When you are finished composing your message, TAP the **Send Button** ().

Sending a Photo or Video Message

You can attach your photos or videos, also known as **Multimedia Attachments**, to **Text Messages** so that you can share them with your friends and family.

1. While composing a **Text Message**, TAP the **Attachment Icon** ().
2. TAP one of the following **Multimedia Attachment** types:
 - **Pictures** – To select a previously captured photo.
 - **Take photo** – To take a new photo.
 - **Videos** – To select a previously recorded video.
 - **Capture video** – To take a new video.
3. Once you have selected your **Multimedia Attachment**, TAP the **Send Button** ().

Section 5: Email

Topics

- Setting up Your Email Account
- Composing and Sending Email
- Reading and Replying to an Email
- Sending an Email with a Photo or Video Attachment

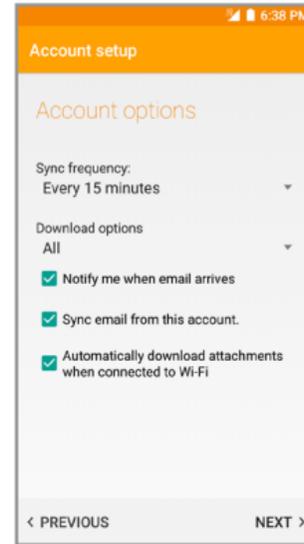
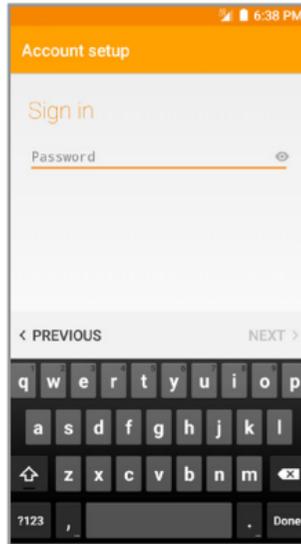
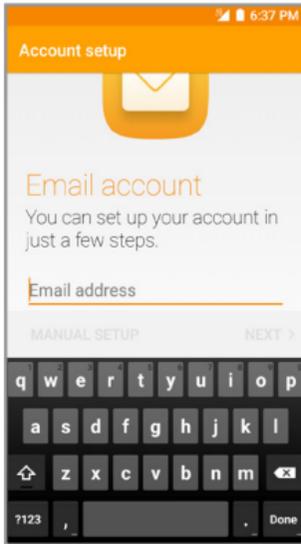
Setting up Your Email Account

Email allows you to send messages to your friends and family. It differs from **Text Messages** by allowing you to compose much longer messages, and does not require the recipient to have a cell phone with **Text Messaging** capabilities since **Emails** can be viewed from a computer.

Setting up an Existing Email Account

1. TAP Email () from the Home Tab.
2. Type your existing **Email Address** and then TAP **NEXT >**.
3. Type your **Password** and then TAP **NEXT >**.

Edit your **Account Options** to set your **Email** sync frequency and notifications and then TAP **NEXT >**.



INFO

In most cases the **Email App** will automatically configure your account based on the **Email Address** entered. If you have problems setting up your **Email account**, you may need to manually configure the **Email settings**. Consult with your Email service provider for further instructions.

Creating a New Email Account

If you don't have an Email account yet, you can sign up for free **Email** from Google. Go to accounts.google.com from any computer, **CLICK Create account** and follow the instructions.

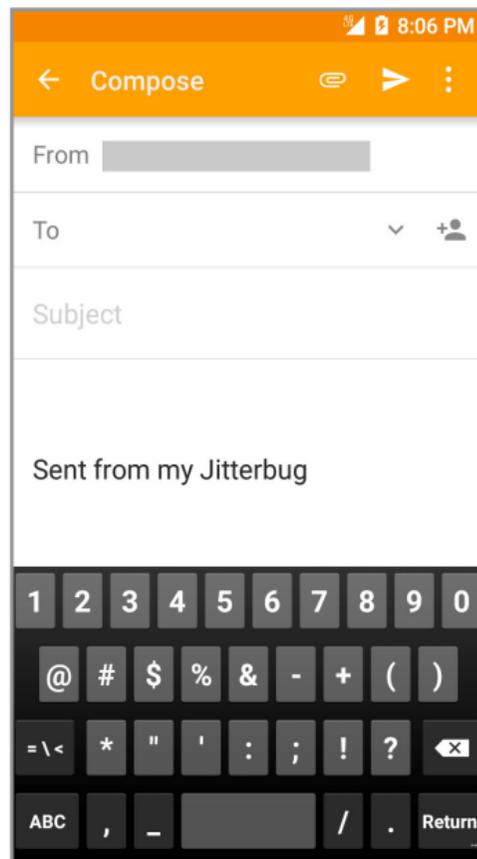
Once you have completed setting up your Google **Email** account (Gmail), you can follow the instructions in the previous section to configure your Jitterbug with this new **Email Address**.

Composing and Sending Email

Once you have set up your Email, you can compose and send your first Email from your Jitterbug.

1. TAP Email () from the Home Tab.
2. TAP the Compose Button () at the bottom-right of the Display.
3. Enter the recipients in the To field:
 - Type the Email Address.
 - Begin typing a name which will automatically display a list of matches from your contacts; TAP the name you would like to add to the recipient list.
 - TAP the Add Contact Button () to the right of the To field to view your contacts; TAP any names you would like to add to the recipient list and then TAP the Check Mark () at the top-right to save.

4. Enter in a subject into the **Subject** field.
5. Enter your message into the white space below the **Subject** field.
6. When you're ready to send your **Email**, TAP the **Send Button** () at the top right of the screen.

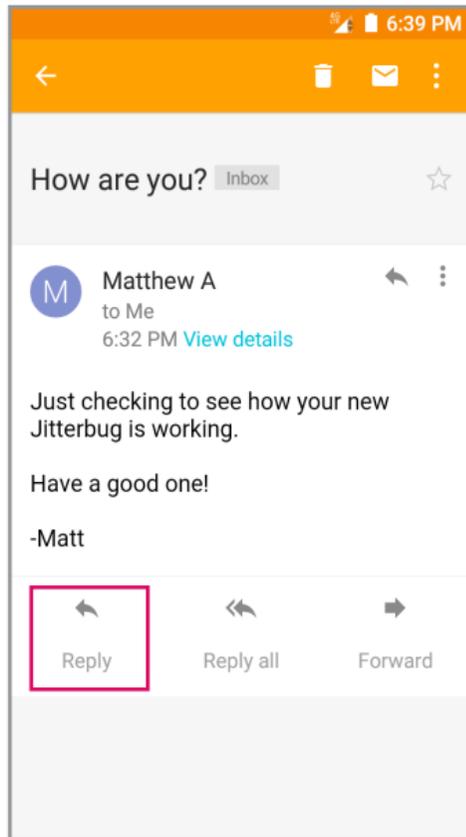


Reading and Replying to an Email

If you receive a new **Email** notification in the **Status Bar** or **Lock Screen**, you can read it by:

- TAP **Email** () from the **Home Tab** and then TAP the message in your **Email Inbox** to read the message. New **Emails** will appear in bold text.

Once you've read the **Email**, you can reply to the sender by TAPPING the **Reply Button** () at the bottom of the screen and composing a message. When you are finished composing your message, TAP the **Send Button** ().



Sending an Email with a Photo or Video Attachment

Similar to sending photos or videos with **Text Messages**, you can also send photos or videos as attachments to your **Emails**.

1. TAP **Email** () from the **Home Tab** and compose a new **Email** or reply to an existing **Email**.
2. TAP the **Attachment Icon** () button at the top of the screen.
3. TAP one of the following **Multimedia Attachment** types:
 - **Images** – To select a previously captured photo.
 - **Videos** – To select a previously recorded video.
4. Once you have selected your **Multimedia Attachment**, TAP the **Send Button** ().

⚠ IMPORTANT!

Sending and receiving emails requires **Wireless Data**. To reduce your **Data Usage** on your GreatCall **Data Plan**, use a **Wi-Fi** network if available. See “Wi-Fi” on page 111 for more information on setting up a **Wi-Fi** connection.

Section 6: Additional Information

Topics

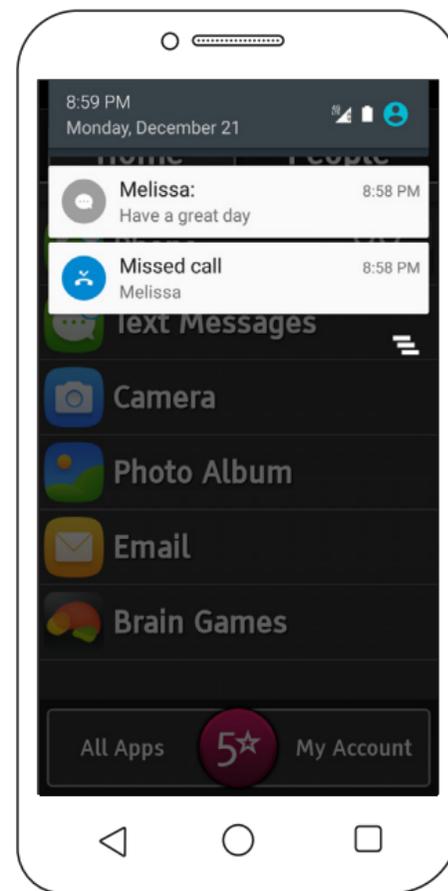
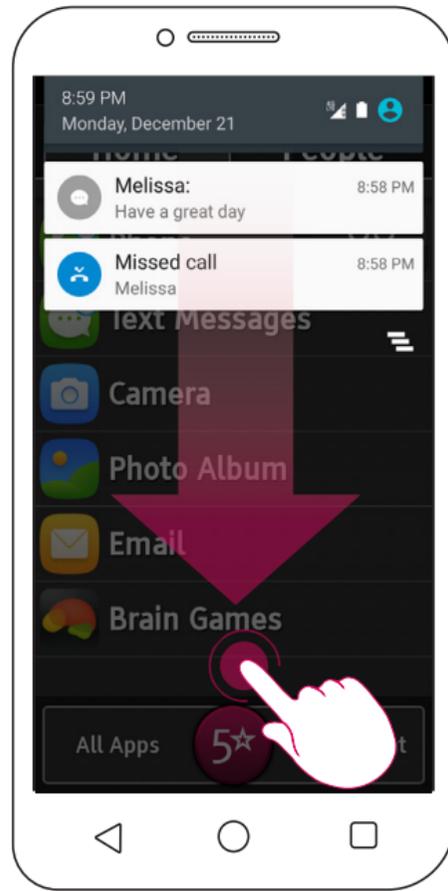
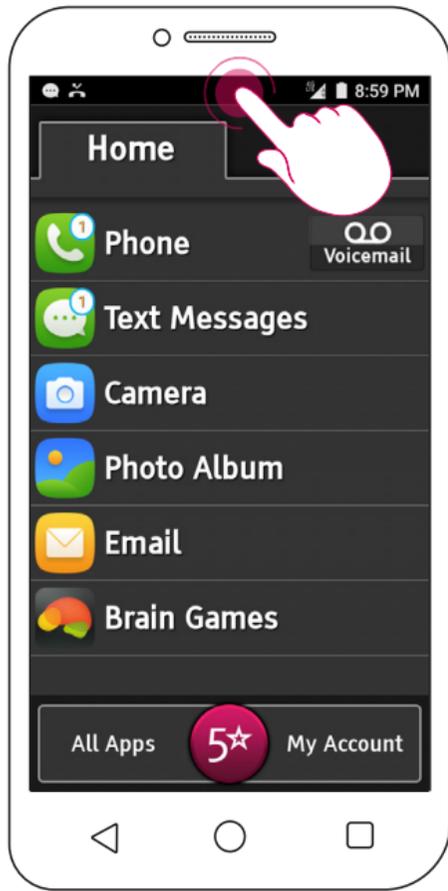
- Notification Panel
- Adjusting the Screen Brightness
- Managing Your Usage
- Wi-Fi
- Bluetooth
- Airplane Mode
- GreatCall Health and Safety Apps
- Google Play Store
- Changing Your Color Theme
- Changing the Lock Screen Photo
- Changing the Sounds
- Adding More Memory
- Contacting Us

Notification Panel

While the icons that appear in the **Notification Area** of the **Status Bar** are useful for a quick glance of your missed events (missed calls, unheard **Voicemail**, new **Text Messages**, etc.), expanding the **Notification Panel** will allow you to see more detail about each **Notification**.

Expanding the Notification Panel

1. **PRESS AND HOLD** anywhere in the **Status Bar** and **DRAG** your finger down until you reach the bottom of the **Display**. The **Notification Panel** will expand.
2. **TAP** any **Notification** in the list which will automatically take you to the associated App that handles that type of **Notification**. For example, if you have a **Notification** for a new **Text Message**, **TAPPING** that **Notification** will automatically take you to the **Text Messages App** where you can read the full message and reply.



Clearing Notifications

There are two ways you can clear **Notifications** that appear in the **Notification Area** or **Notification Panel**.

- **One-at-a-time:** With the **Notification Panel** expanded, you can clear each notification in the list by **DRAGGING** it to the left or right off the **Display**. If you **TAP** any **Notification** in the list to view more details, it will automatically be removed from the **Notification Panel**.
- **All-at-once:** With the **Notification Panel** expanded, you can **TAP** the **Clear Button** () to dismiss all notifications in the list at once.

INFO

Voicemail Notifications can only be cleared by listening to your **Voicemail** messages. See “**Voicemail**” on page 60 for more information on how to listen to your **Voicemail**.

Quick Settings

With **Notification Panel** expanded you can TAP the **Date and Time** to reveal additional **Quick Settings** buttons that allow you to quickly enable or disable phone functionality. Just TAP the **Quick Settings** button you would like to adjust:

-  **Wi-Fi** – Turn **Wi-Fi** on or off. For more information, see “**Wi-Fi**” on page 111.
-  **Bluetooth** – Turn **Bluetooth** on or off. For more information, see “**Bluetooth**” on page 113.
-  **Cellular** – See your current **Cellular** signal strength and **Cellular** data usage.
-  **Airplane Mode** – Turn all wireless connectivity on or off (**Wi-Fi**, **Cellular**, **GPS** and **Bluetooth**). When this feature is enabled, you will not be able to make or receive calls, send or receive messages or access the Internet.

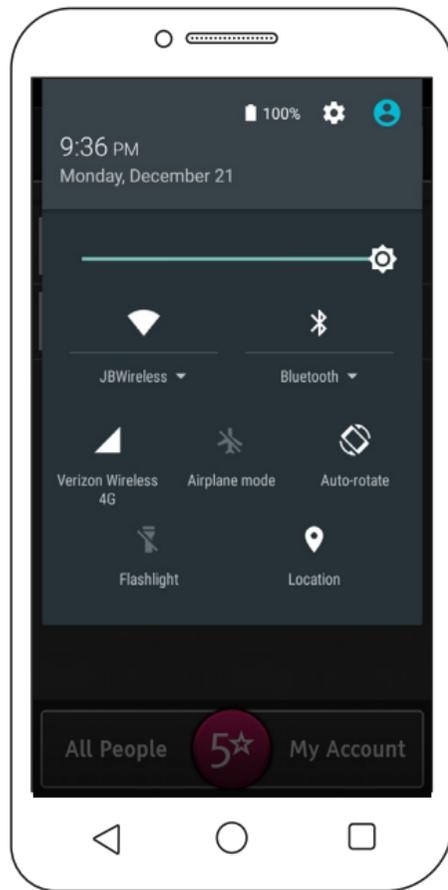
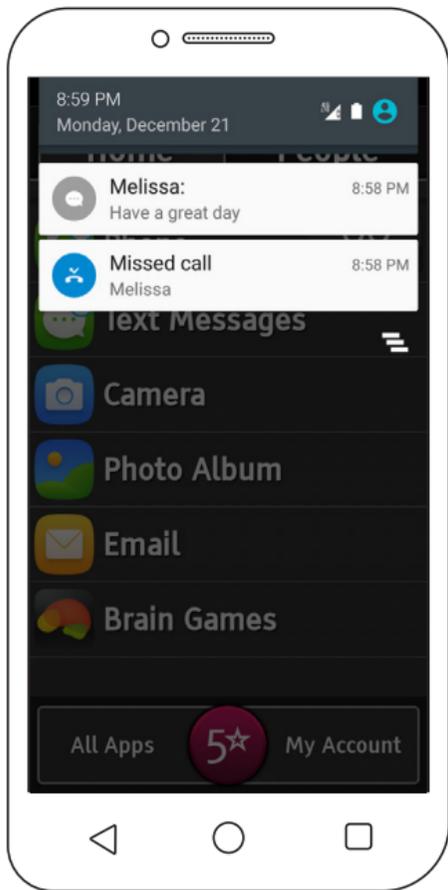
For more information, see “Airplane Mode” on page 115.

- **Auto-rotate** – Turn **Screen Rotation** feature on or off. With this feature on, the screen will automatically rotate on certain screens depending on how you hold the phone.
- **Flashlight** – Turn the **Flashlight** on the back of your Jitterbug on or off to help you see in low light conditions.
- **Location** – Turn locationing services on or off (GPS).

Closing the Notification Panel

There are two ways to close the **Notification Panel**:

- TAP the **Back Button** (◀), or
- TAP the **Home Button** (○)



Adjusting the Screen Brightness

Sometimes you may find the screen too dim or too bright depending on the environment you're in. To adjust the **Screen Brightness**:

1. Expand the **Notification Panel** by **PRESS AND HOLDING** anywhere in the **Status Bar** and **DRAGGING** your finger down until you reach the bottom of the **Display**.
2. **TAP** anywhere in the area where the **Date and Time** is displayed.
3. The very top slider adjusts the **Screen Brightness**. Slide to the desired brightness.



Managing Your Usage

Your Jitterbug phone allows you to do much more than just calling your friends and family. It's an easy-to-use smartphone with a broad range of capabilities, from sending pictures and videos via **Email**, sharing pictures on Facebook, browsing the Internet to catch up on the latest news or recipes, to downloading the latest Apps and games.

All of these great features require a **Data** plan, and GreatCall offers a variety of flexible plans that will fit your needs. For more information on choosing the right **Data** plan for you, visit us online at GreatCall.com.

What is Data?

Data is electronic information sent between your phone and other devices. Examples of features that typically require **Data** are:

- Sharing photos or videos via **Email** or on social media sites like Facebook
- Sending and receiving **Email** messages
- Browsing the **Internet** using a mobile browser
- Watching streaming videos on a website or using an app like YouTube™
- Listening to streaming music on a website or using an app like Pandora®
- Turn-by-turn directions using the **Maps App**
- Downloading apps from the Google Play™ Store

Using Wi-Fi to Reduce Your Data Plan Usage

If your household already has high-speed **Internet** access and a **Wi-Fi** network, sometimes called a **Wireless Network**, you can connect your Jitterbug to your **Wi-Fi** connection to reduce **Data** usage on your monthly GreatCall **Data** plan. When successfully connected to your **Wi-Fi** network, all **Data** usage will go through your home's high-speed **Internet** access instead of the **Cellular** network, and therefore will not affect your GreatCall monthly **Data** plan allowance. For more information on how to set up a **Wi-Fi** connection, see "Wi-Fi" on page 111.

⚠ IMPORTANT!

When using a **Wi-Fi** network for **Data**, periodically check the **Status Bar** to see that the **Wi-Fi Icon** () is there indicating you are connected. If not, **Data** usage may be deducted from your monthly GreatCall **Data** allowance. **Data** overage fees will be applied if you exceed your monthly allowed **Data** usage. Always check your usage periodically using the built-in **Usage App** on your Jitterbug phone or online via your **MyGreatCall** account at MyGreatCall.com.

Checking Your Usage

It is recommended to periodically check your usage to avoid any overage fees. GreatCall provides you two convenient ways for you to check your Talk, Text and **Data** usage:

Access the Usage App directly on your Jitterbug by TAPPING the **My Account Button** at the bottom-right corner of the **Home Screen** and then TAPPING **Phone Usage**.

Access the **My Usage** tab online via your **MyGreatCall.com** account. If you haven't created a MyGreatCall account yet, it's easy. Just navigate to **MyGreatCall.com** and follow the instructions under **Create Account**.

INFO

There may be a slight delay in displaying your exact usage. Usage is based on the estimated minutes, **Text Messages** and **Data** that you use per billing cycle. You should check this often to ensure you are within your monthly plan.

Wi-Fi

Your Jitterbug is compatible with most **Wi-Fi** networks to access high-speed **Internet** without having to worry about using up your GreatCall data plan.

Connecting to a Wi-Fi Network

1. While viewing the **Home Tab**, TAP the **Menu Button** ().
2. TAP **Options**.
3. TAP **Wi-Fi**. A list of available **Wi-Fi** networks will appear. If necessary, turn **Wi-Fi** on by TAPPING the switch until it says **On**.
4. TAP the **Wi-Fi** network name you wish to use.
5. Enter the password for the **Wi-Fi** network you selected, and TAP **Connect**.

You should see **Connected** below your selected **Wi-Fi** network as well as a **Wi-Fi** icon () in the **Status Bar** indicating that you are connected.

Turning Wi-Fi On and Off

You can turn the **Wi-Fi** feature off to reduce power consumption and extend your battery life:

1. While viewing the **Home Tab**, TAP the **Menu Button** ().
2. TAP **Options**.
3. TAP **Wi-Fi**.
4. Turn **Wi-Fi** off by TAPPING the switch until it says **Off**.

⚠ IMPORTANT!

GreatCall recommends that you only connect to known **Wi-Fi** networks you trust. Connecting to unsecured **Wi-Fi** networks in public places may increase your risk to security threats.

Bluetooth

The **Bluetooth®** feature allows you to connect your phone to **Bluetooth** wireless devices such as the hands-free headset from GreatCall.com/Accessories or **Bluetooth**-compatible car radios.

Pairing a Bluetooth Device

Turn on the **Bluetooth** device and make sure it is in “pairing mode.” Refer to the **Bluetooth** device’s User Guide for information on how to turn on “pairing mode.”

1. While viewing the **Home Tab** on your Jitterbug, TAP the **Menu Button** ().
2. TAP **Options**.
3. TAP **Bluetooth**. A list of available **Bluetooth** devices will appear. If necessary, turn **Bluetooth** on by TAPPING the switch until it says **On**.

4. TAP your **Bluetooth** device when it appears in the **Available devices** list.

INFO

You may be prompted to enter a security PIN during the pairing process. Most **Bluetooth** devices will have the PIN set to “0000” (four zeros), but refer to the **Bluetooth** device’s User Guide for more information.

Turning Bluetooth On and Off

You can turn the **Bluetooth** feature off to reduce power consumption and extend your battery life:

1. While viewing the **Home Tab**, TAP the **Menu Button** ().
2. TAP **Options**.
3. TAP **Bluetooth**.
4. Turn **Bluetooth** off by TAPPING the switch until it says **Off**.

Airplane Mode

Airplane Mode allows you to turn off all wireless features on your phone so that it is safe for travel on an airplane or if you need to extend the battery life. When **Airplane Mode** is enabled, you will not be able to place or receive calls, send or receive **Text Messages** or access anything over the **Internet**.

Turning Airplane Mode On and Off

1. Expand the **Notification Panel** by **PRESSING AND HOLDING** the **Status Bar** and **DRAGGING** down to the bottom of the **Display**.
2. **TAP** the area with the **Date and Time**.
3. **TAP** the **Airplane Mode Quick Settings** icon so that it is white. **Airplane Mode** is now on and all wireless features have been turned off.

To turn **Airplane Mode** off, **TAP** the **Airplane Mode Quick Settings** icon so that it is no longer white.

GreatCall Health and Safety Apps

5Star

The **5Star App** on your Jitterbug gets you access to GreatCall's unique 5Star Service. 5Star Service provides easy-to-use and reliable access to IAED-Certified* 5Star Agents who will confirm your location, evaluate your situation, and get you the help you need. By accessing 5Star Service on your Jitterbug, you'll be immediately connected to a 5Star Agent who will quickly identify you and confirm your location, then carefully assess your situation, using details from your Personal Profile. Available with all Health & Safety Packages.



To launch the **5Star App** you can TAP the **5Star Button** () located on the **Lock Screen**, or the bottom of the **Home Screen**.

**International Academies of Emergency Dispatch*

Urgent Care

With the **Urgent Care App**, you have unlimited access to nurses and doctors everywhere you go. **Urgent Care** on your Jitterbug smartphone gives you access to a **Symptom Checker** and **Medical Dictionary** apps. It can even connect you with a live nurse or a doctor 24/7 to get a diagnosis or a prescription for common medications over the phone. Available with Preferred and Ultimate Health & Safety Packages.



To launch the **Urgent Care App**:

1. TAP **My Account** on the **Home Screen**.
2. TAP **GreatCall Apps**.
3. TAP **Urgent Care** ().

MedCoach

We understand that taking medications is a part of daily life, so it shouldn't be a difficult task. With your Jitterbug, you can easily follow your medication and vitamin schedule as prescribed by your doctor with friendly reminder messages delivered to your phone. We can even connect you to your pharmacy for prescription refills. Add on any Health & Safety Package or Minutes-Only Plan.



To launch the **MedCoach App**:

1. TAP **My Account** on the **Home Screen**.
2. TAP **GreatCall Apps**.
3. TAP **MedCoach** ().

Google Play Store

The **Google Play Store** is an online library of thousands of add-on **Apps** that you can download on your Jitterbug for additional functionality. **Apps** are small programs that expand the capabilities of your Jitterbug with productivity tools, music players, games and more. In order to access the **Google Play Store** you will need to have a **Google Account**. If you don't have one, you can create one when you first access the **Google Play Store**.

To access the **Google Play Store**:

1. While viewing the **Home Tab**, TAP **All Apps**.
2. DRAG your finger up the **Display** until you see **Play Store** (). TAP **Play Store**.
3. If you already have a **Google Account**, proceed to log in with your information, otherwise TAP **Or create a new account** to create a new **Google Account**.

Changing Your Color Theme

You can personalize your Jitterbug by changing the color theme:

1. While viewing the **Home Tab**, TAP the **Menu Button** ().
2. TAP **Options**.
3. TAP **Color Theme**.
4. TAP the color that you like. You can select from **Black** (default), **Blue**, **Grey**, **Plum**, **Lavender** and **Gold**.

Changing the Lock Screen Photo

You can personalize your Jitterbug by adding any photo onto the **Lock Screen**.

Adding a Lock Screen Photo

1. While viewing the **Home Tab**, TAP the **Menu Button** ().
2. TAP **Options**.
3. TAP **Lock Screen Photo**.
4. TAP **Set Photo**.
5. If prompted, TAP **Gallery** and then TAP **ALWAYS**.
6. TAP any photo to set it as the **Lock Screen** photo.

Removing a Lock Screen Photo

1. While viewing the Home Tab, TAP the Menu Button (□).
2. TAP Options.
3. TAP Lock Screen Photo.
4. TAP Remove Photo.

Changing the Sounds

You can personalize your Jitterbug by changing the **Ringtone** and **Notification** sound effects.

1. While viewing the **Home Tab**, TAP the **Menu Button** ().
2. TAP **Options**.
3. TAP **Sounds**.
4. TAP **Phone ringtone** or **Default notification ringtone**. You can hear a sample of the **Ringtone** or **Notification** by TAPPING the name of the sound.
5. TAP **OK** to save your **Ringtone** or **Notification** selection.

Adding more Memory

Your Jitterbug features a microSD expansion slot to add up to an additional 32 GB of memory. The following is how to add more memory:

1. Remove the **Back Cover** using the **Back Cover Release** notch found on the bottom corner.
2. Locate the microSD expansion slot, which is below the **External Speaker**, and carefully insert the microSD card into the expansion slot until it clicks into place.
3. Replace the **Back Cover**.

⚠ IMPORTANT!

Do not remove the SIM Card located opposite of the microSD expansion slot. Tampering of the SIM Card may cause issues with connectivity to the GreatCall network.

Contacting Us

If you have any questions or comments, we're here to help:

- Send us an email at CustomerService@GreatCall.com
- Call us toll-free at **1-800-733-6632**
- Write to us at
GreatCall Customer Service
P.O. Box 4428
Carlsbad, CA 92018

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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TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL TCT MOBILE OR ITS AFFILIATES BE LIABLE TO YOU, ANY USER, OR THIRD PARTY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES OF ANY KIND, ARISING IN CONTRACT, TORT, OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, INJURY, LOSS OF REVENUE, LOSS OF GOODWILL, LOSS OF BUSINESS OPPORTUNITY, LOSS OF DATA, AND/OR LOSS OF PROFITS, REGARDLESS OF THE FORESEEABILITY THEREOF OR WHETHER TCT MOBILE OR ITS AFFILIATES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. AND IN NO EVENT SHALL THE TOTAL LIABILITY OF TCT MOBILE OR ITS AFFILIATES EXCEED THE AMOUNT RECEIVED FROM YOU, 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 2500 mAh (TLp025A2/CAC2500028C2)

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 authorized 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 A622GL and an FCC ID of 2ACCJB026.

To ensure continued reliable and safe operation of your device, use only the accessories listed below with your A622GL device.

Operating temperature range: 32°F to 104°F (0°C to 40°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 A622GL.

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

0.53 W/kg @ 1g (HEAD)

1.40 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: 2ACCJB026 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.

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A decorative graphic consisting of several overlapping purple circles of varying sizes, creating a pattern of white and purple shapes. The circles are positioned in the upper and right portions of the page.

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