



greatcall[®]

jitterbug5

Quick-Start Guide

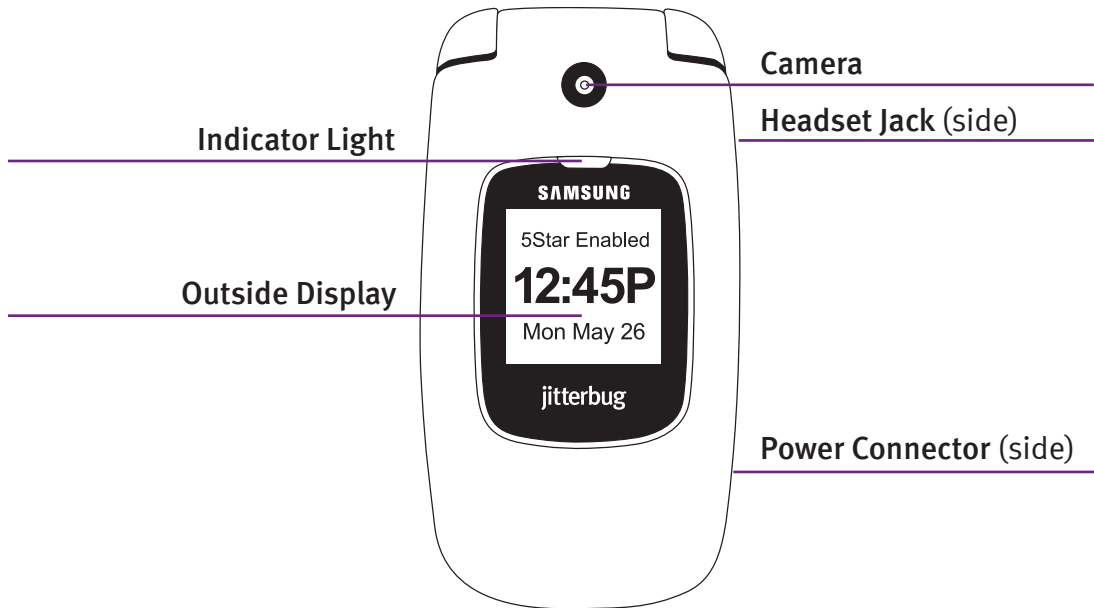
Welcome to GreatCall!

Thank you for purchasing the Jitterbug® cell phone. This Quick-Start Guide will help you activate and set up your Jitterbug so you can enjoy the best cell phone experience around. Once you're set up and calling, you can learn more about the benefits of being a GreatCall customer in your User Guide, contained in this package.

IMPORTANT!

Please do not turn your phone on until you are instructed to do so in the activation process.

The Front Of Your Jitterbug

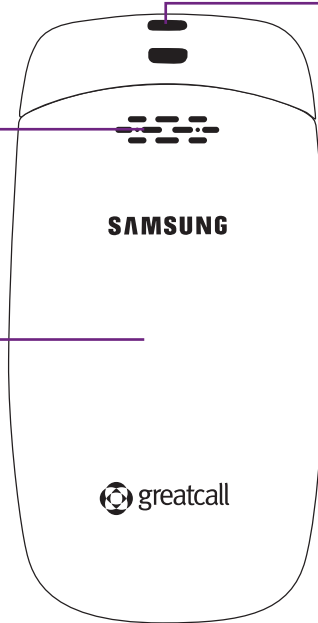


The Back Of Your Jitterbug

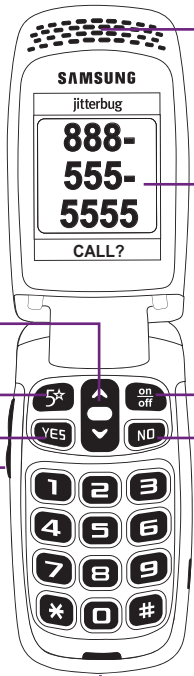
Lanyard Connector

External Speaker

Battery Cover



The Inside Of Your Jitterbug



Earpiece Speaker

Inside Display

Up/Down Button

5Star Button

“YES” Button

Volume Button

On/Off Button

“NO” Button

Microphone

Activating Your Jitterbug

IMPORTANT!

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

For your convenience, the battery has been pre-installed in your Jitterbug phone.

Plug the large end of the Wall Charger into a standard wall outlet (110/220 VAC), and plug the smaller end into the Power Connector on the side of your Jitterbug phone. The Outside Display will indicate that the battery is charging.

To ensure that your Jitterbug phone is activated successfully, it is important that you follow these simple steps when activating.

- If you purchased your Jitterbug phone directly from GreatCall by phone or on [greatcall.com](https://www.greatcall.com), please skip to step ③. Otherwise, proceed to step ①.

1 Gather The Required Information.



Home and billing address



Phone number



Email address



Credit or debit card information



Emergency contact details

The 18-digit Serial Number found on the side of your Jitterbug box, or on the Activation Card you received inside the Jitterbug box.

**MEID-DEC:
123456789012345678**

2 Go Online Or Call To Set Up Your Account.




If you do not have a GreatCall account, visit us online at www.greatcall.com/activate. There you can enter your Jitterbug Serial Number and follow the instructions to set up your account. If you do not have Internet access, please call **1-866-482-1424**.

- OR -



If you are an existing GreatCall customer and would like to replace, upgrade, or add a Jitterbug phone to your account, or need to activate more than one device, call us at **1-866-482-1424**.


3 Turn On Your Jitterbug To Activate.

You can now open your Jitterbug and press the  button and the activation process will automatically begin.


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

Congratulations! Your Jiiterbug is now activated.





Making Your First Call:

1. When you open your Jitterbug, you will hear a dial tone to indicate that service is available. If service is not available, there will be no dial tone and you will see **“No Service”** on the Inside Display.
2. Dial the full ten-digit number using your keypad. You may be required to dial the number **“1”** first before placing a call in some areas.
3. Press the  button to place the call when you are finished dialing.


NOTE:

If you accidentally press a wrong button, press the  button to back up and delete the last number.


Using The Phone Book To Make A Call

1. Starting from the Main Screen, use the “Up/Down”  button and press the  button when “Phone Book” is highlighted in gray in the middle of the Inside Display.
2. Press the “Up/Down”  button to scroll through the contacts in your Phone Book.
3. When you find the desired name and number, press the  button to place the call. You will see “Calling...” on the Inside Display followed by “Connected.”

Answering A Call

Your Jitterbug will ring or vibrate, depending on your Volume Setting, when you have an incoming call. To answer an incoming call when your Jitterbug is closed, simply open the phone to accept the call. To answer an incoming call when your Jitterbug is already open, press the  button to accept the call.

Ending A Call

To end any active call, press the  button or close your Jitterbug. You will see “Call Ended” on the Inside Display and Outside Display.

Adjusting The Earpiece Speaker Volume

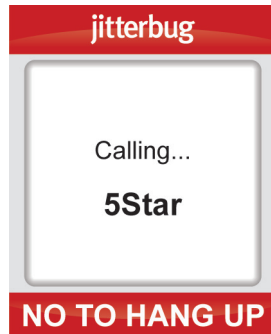
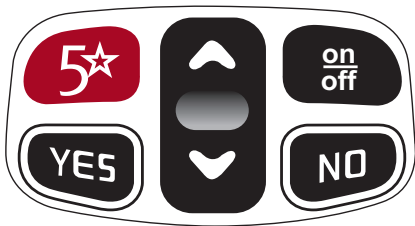
While on an active call, press up or down on the Volume Button until the sound from the Earpiece Speaker reaches a comfortable level.

Adjusting The Ringer Volume

When the phone is open and not on an active call, press up or down on the Volume button to select the desired ringer volume. There are five options to choose from: Max, High, Medium, Low, and Vibrate.

The 5Star Button

Customers with GreatCall Health & Safety Services have access to the 5Star Service. Press the red 5Star button to be connected to a 5Star Agent. The 5Star Agent will assess the situation, confirm your location using GPS and connect you to emergency services if you need it. See the User Guide for more information on 5Star Service and GreatCall's suite of health and wellness services.





Calling Operator Assistance¹

Live Operators are available to help you:

- Update and manage your Phone Book.
- Look up a residential, business or government phone number.
- Connect you to any number in the U.S. or Canada.
- Place calls to anyone in your Phone Book.

It's easy to call an Operator, just follow these three steps:

1. Open your Jitterbug.
2. Press the  button on the keypad.
3. Press the  button to place the call.

Coverage and service are not available everywhere. Other charges and restrictions may apply. ¹ There are no additional fees to call GreatCall's U.S. Based Customer Service. However, for calls to an Operator in which a service is completed, minutes will be deducted from your monthly balance equal to the length of the call and any call connected by the Operator, plus an additional 5 minutes. Copyright ©2014 GreatCall, Inc. GreatCall,[®] 5Star,[™] and GreatCall Link[™] are trademarks of GreatCall, Inc. registered and/or pending in the United States and other countries. Copyright ©2014 Samsung Telecommunications America, LLC. Samsung is a registered trademark of Samsung Electronics Co., Ltd. Screen images simulated. Appearance of device may vary. Other marks are property of their respective owners and may be trademarks.

Model SCH-R220

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