greatcall®

jitterbug5

User Guide

Welcome to the GreatCall® Family.

Thank you for choosing the Jitterbug5. At GreatCall, we've made it easy for you to stay connected to friends and family with the simplicity of the Jitterbug5. Additionally, our service professionals and health and safety services are designed to keep you protected, connected and in control of your life. This helpful guide contains all the information you need to start using your new cell phone. And if you have any questions or need assistance, you can count on us to be here for you day and night.

Best Regards,
Your friends at GreatCall

For additional information about GreatCall, visit www.greatcall.com.

Table of Contents

Section 2: Placing And Receiving Calls 40

Section 1: Getting Started

This section explains how to start using your Jitterbug® phone.

Topics

- Key Items In The Jitterbug Box
- The Front Of Your Jitterbug
- The Back Of Your Jitterbug
- The Inside Of Your Jitterbug
- Activating Your Jitterbug
- Charging The Battery
- Battery Level Indicator
- Turning Your Jitterbug On And Off

- How To Read The Inside Display
- Using The Main Screen
- Making Your First Call
- The 5Star Button
- MyCalendar
- Operator Assistance
- Installing and Removing The Battery
- Getting More Information
- GreatCall Customer Service

For additional support, visit us online at www.greatcall.com/support.

Key Items In The Jitterbug Box

The Jitterbug box you received includes everything you need to get started:
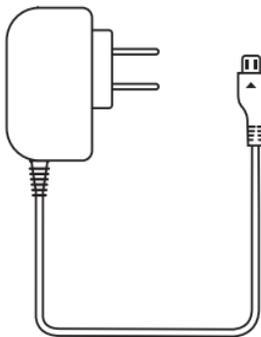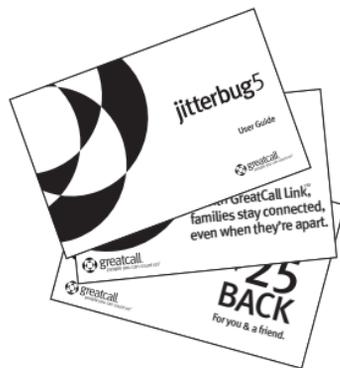
1. Jitterbug cell phone and rechargeable battery - the battery has been pre-installed for your convenience
2. Wall Charger – to charge your phone
3. User Guides – to get important information about activating and using your Jitterbug

The Front Of Your Jitterbug

Camera

Headset Jack (side)

Indicator Light

SAMSUNG

5Star Enabled
12:45P
Mon May 26

jitterbug

Outside Display

Power Connector (side)
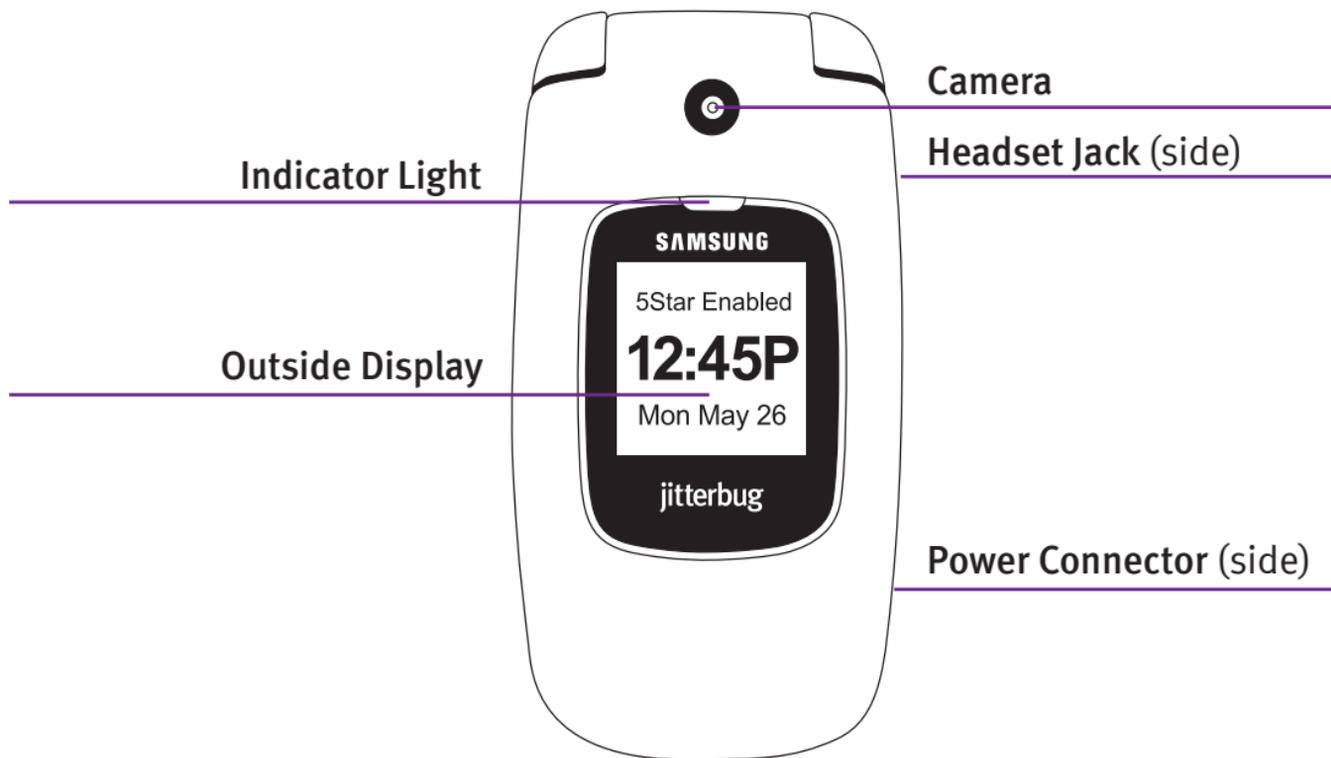
Indicator Light – the area just above the outside display will light up for incoming calls or when the phone is fully charged. The following list outlines the Indicator Light and what each one means:

• The Indicator Light is on when the battery is completely charged

• The Indicator Light flashes continually to indicate the following:
  - A missed call   - A missed Text Message   - A new Voice Mail Message

Camera – allows you to take a picture with your Jitterbug

Headset Jack – connect to a headset to listen to calls

Outside Display – view the current time, the current date and notifications about charging status, incoming calls, or messages

Power Connector – allows you to charge your Jitterbug with the provided Wall Charger, as well as connect several accessories to your Jitterbug

The Back Of Your Jitterbug

Lanyard Connector

External Speaker

SAMSUNG

Battery Cover

greatcall
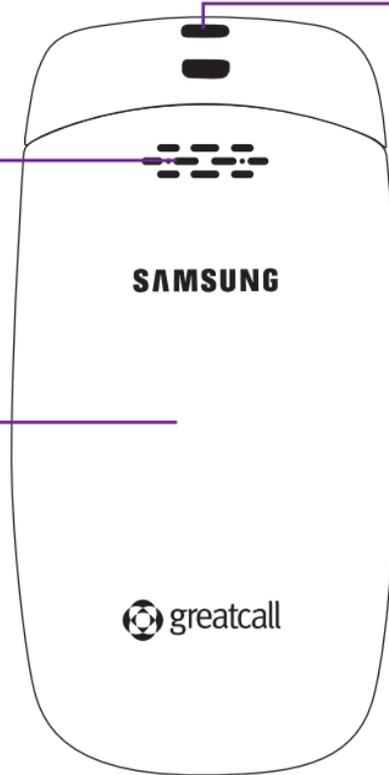
External Speaker – delivers loud and clear sound when the Speakerphone feature is enabled (pg. 48)

Battery Cover – protects the rechargeable battery and the back of your Jitterbug.

Lanyard Connector – makes it easy to attach a lanyard or wrist strap to carry your Jitterbug.

NOTE:

To purchase a Jitterbug lanyard or any other Jitterbug accessory, visit us online at www.greatcall.com/jitterbug/accessories.

The Inside Of Your Jitterbug

Earpiece Speaker

SAMSUNG

jitterbug

888-555-5555

CALL?

Inside Display

Up/Down Button

5Star Button

On/Off Button

"YES" Button

"NO" Button

Volume Button

Microphone
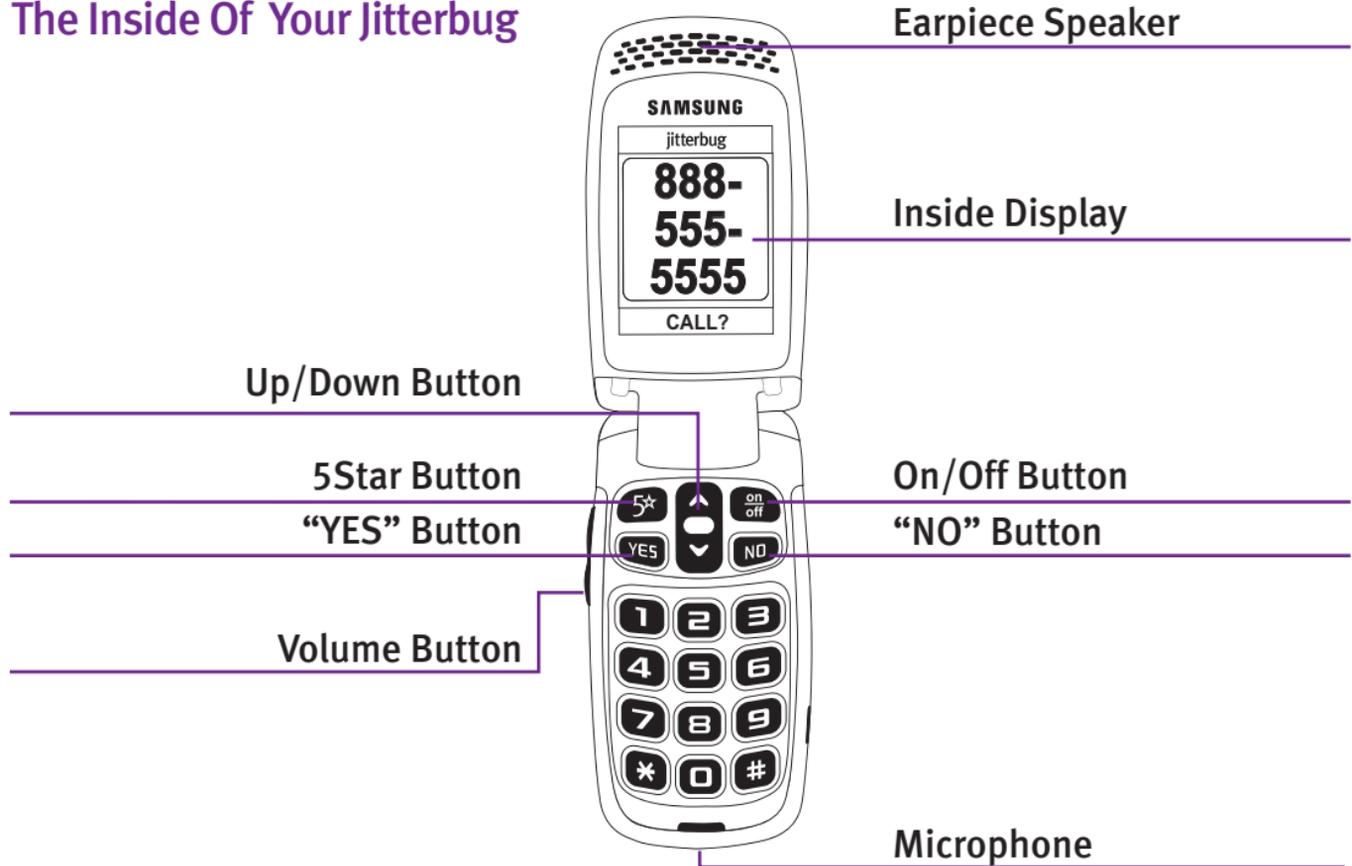
Earpiece Speaker – lets you hear the caller loud and clear

Inside Display – shows all the information you need to operate your Jitterbug

Up/Down Button – for navigating between screens on the Inside Display

5Star Button – allows you to get help in an unsafe or uncertain situation (see page 28 for more information)

YES Button – allows you to answer **"Yes"** to questions or commands on the Inside Display.

On/Off Button – turns your Jitterbug on and off

NO Button – allows you to answer **"No"** to questions or commands on the Inside Display

Microphone – picks up your voice loud and clear

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 **❶**.

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**, please skip to step **❸**. Otherwise proceed to step **❶**.

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 [on/off] 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.

Charging The Battery

Your Jitterbug can be charged with the included Wall Charger or with the optional Car Charger that can be purchased by visiting www.greatcall.com/jitterbug/accessories.

Using The Wall Charger

1. Plug the large end of the Wall Charger into a standard wall outlet (110/220 VAC).

2. Plug the smaller end of the Wall Charger into the Power Connector on the side of your Jitterbug. You'll see a **"Charging"** message appear on the Outside Display.

3. When the battery is fully charged, you'll see a **"Charging Completed"** message on the Outside Display.
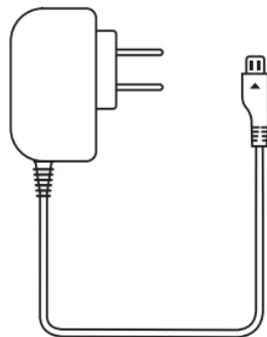
IMPORTANT!

The Jitterbug Rechargeable Battery must be fully charged before using the phone for the first time. We recommend an initial charge of up to 12 hours. Failure to do so may damage your battery. If you use your Jitterbug without charging the battery, and it is critically low, it will turn itself off.

Battery Level Indicator

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

- **Battery Low** – a low battery alert and a message will tell you that your battery is beginning to get low.

- **Battery Critical** – a low battery alert and a message will appear when the battery has approximately 20% of battery life remaining.

IMPORTANT!

Jitterbug batteries have been designed specifically for the Jitterbug phone. Using other batteries could damage your Jitterbug and may void your warranty.

NOTE:

You can easily check the remaining charge on the Jitterbug battery by navigating to the **Phone Info** menu and pressing the (YES) button to view. Please reference page 23 for more information on **Phone Info**.
The Jitterbug features a standby time of up to 25 days. Talk time is approximately 5 hours. Common factors that affect battery performance include text messaging, taking or sending pictures, usage of 5Star Service and making calls. Always make sure to charge your phone when not in use.

Turning Your Jitterbug On And Off

IMPORTANT!

If you have not activated your Jitterbug, please refer to page 10 before turning your Jitterbug on for the first time.

Turning Your Jitterbug On

1. Open your Jitterbug.

2. Press the ⚫ button in the upper right corner of the keypad until your Jitterbug turns on and the GreatCall logo appears on the Inside Display.

3. When you hear a dial tone, your Jitterbug has service and is ready to use. If a connection is not possible, a **"No Service"** message will appear on the Outside Display and a dial tone will not be heard.

To Turn Your Jitterbug Off

1. Press and **hold** the 🔘 button in the upper right corner of the keypad until the GreatCall logo appears on the Inside Display.

2. Your Jitterbug will then turn off.

NOTE:

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

How To Read The Inside Display

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

Feature Area

PHONE BOOK

∧   1

John Williams

555-555-1212

∨

CALL?

Detail Area

Additional
Information Exists

Action Line

Feature Area – the top of the Inside Display is the Feature Area. It identifies the feature you are using. For example, when you are in the Phone Book, you will see **"PHONE BOOK"** in the Feature Area.

Detail Area – the middle of the Inside Display provides the details of each feature. For example, information such as detailed entries from your Phone Book, will appear in this area.

Action Line – the bottom of the Inside Display is the Action Line where questions or commands are displayed. You can respond by pressing the (YES) or (NO) buttons.

Additional Information Exists – the small arrows at the top and bottom of the Inside Display indicate when information is available before or after the current screen. Use the 🔘 **"Up/Down"** button to scroll through entries.

NOTE:

If you are ever not sure what to do, simply press (YES) or (NO) buttons to answer the question in the Action Line at the bottom of the Inside Display.

Using The Main Screen

When you open your Jitterbug while it is powered on, you will see the Main Screen as shown in the diagram at the bottom of the page.

NOTE:

> The **Main Screen** will display your Jitterbug phone number at the top of the screen as shown in the following screen as, **"My # 800-733-6632."**

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

1. **Phone Book** – store up to 200 of the names and numbers that you call most often. Operators can even set-up the Phone Book for you. Please reference page 85 for more information.

jitterbug
My # 800-733-6632
Settings
∧
Phone Book
∨
Call History
SELECT?
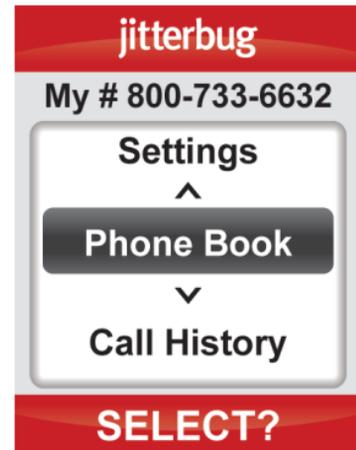
2. **Call History** – an easy way to review your last ten incoming, outgoing and missed calls, listed with the most recent first. Please reference page 59 for more information.

3. **Phone Info** – gives you the following important points of information about your Jitterbug.
   - My phone number
   - Battery life
   - Signal strength
   - Approximate minutes used per month

4. **Settings** – the following items can be changed from within the **Settings** feature. Please reference Section 5, page 139 for more information.
   - Colors: Change the color of the Inside Display
   - Jingle ON: Turn the GreatCall start-up Jingle on or off
   - Ring Tones: Change the ring tone on your Jitterbug
   - Bluetooth: Turn the Bluetooth feature on or off

5. **Camera**– this is where you will take photos that will be automatically stored in My Photos. See page 97 for more information.

6. **My Photos** – an easy way to view, delete or send photos. See page 97 for more information.

NOTE:

Approximate minutes used per month shows your estimated minute usage each month. This time resets at the beginning of your monthly billing cycle. Your Main Screen may contain additional features depending on your plan.

You can easily access all of your features within the **Main Screen** using three simple buttons located at the top of the keypad.
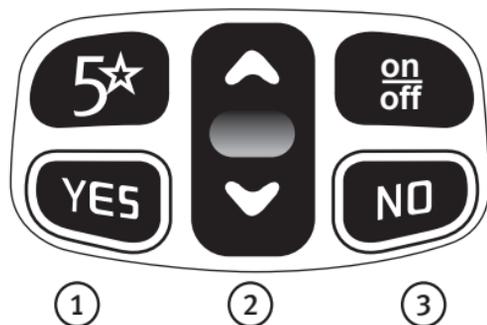
1. When the feature you want to select is highlighted in gray in the middle of the Inside Display, press the YES button to select that feature.

2. Use the **"Up/Down"** button to scroll through the features of the **Main Screen**.

3. The NO button enables you to answer **"No"** to questions in the Action Line and return to a previous screen. If you make a mistake while dialing a number or typing a Text Message, you can always press the NO button to back up and delete what you entered.

NOTE:

For your ease-of-use, you can change the start-up screen of your Jitterbug. For example, you may find it easier to have your Jitterbug start directly in your **Phone Book** each time you turn your Jitterbug on. You have two options to choose from as your start-up screen:

1. **Main Screen** – your new Jitterbug comes with this turned on.
2. **Phone Book** – please see page 85 to learn more about your **Phone Book**.

To change your start-up screen, please give us a call by dialing "0" on your Jitterbug to reach an Operator.

Making Your First Call

1. You can make a call directly from your **Main Screen** at any time by using your keypad. Simply enter the ten digit phone number and press the ⬤YES button to dial.

2. You will see **"Calling..."** on the Inside Display followed by **"Connected"** confirming you are connected – as displayed on the following screen.

3. When your call is finished, press the ⬤NO button or close your Jitterbug to end the call.

4. You can also make a call directly from your **Phone Book**. Starting from the **Main Screen**, use the **"Up/Down"** ⬍ button to scroll until **"Phone Book"** appears and press the ⬤YES button. When you find the desired name and number, press the ⬤YES button again to make the call.
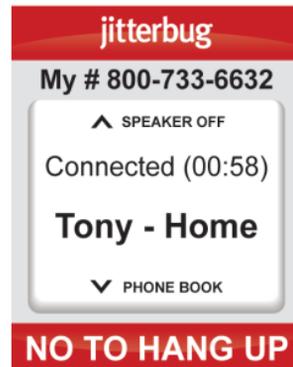
To learn more about placing and receiving calls, please reference page 43.

---

jitterbug

My # 800-733-6632

⌃ SPEAKER OFF

Connected (00:58)

Tony - Home

⌄ PHONE BOOK

NO TO HANG UP

The 5Star Button

If you have 5Star Medical Alert 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 page 75 for more information on 5Star Medical Alert Service and GreatCall's suite of health and wellness services.
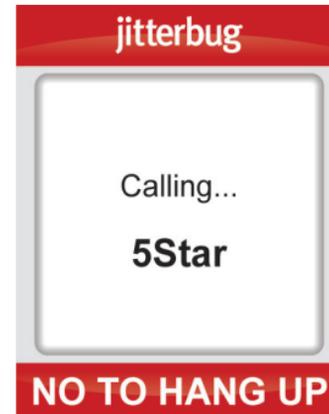
IMPORTANT!

If you do not have 5Star Medical Alert Service, you will be asked if you would like to be connected directly to 9-1-1 services when the 5Star button is pressed. Press **"YES"** if you would like to call 9-1-1 or **"NO"** if you would like to hang up.

jitterbug

5Star service is
not enabled.

Do you want to
call 911?

NO TO HANG UP
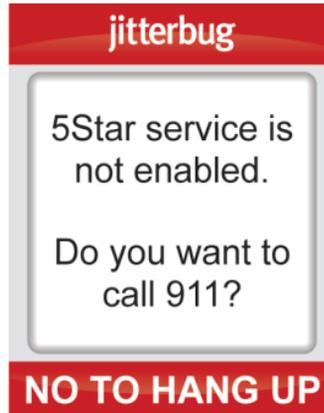
MyCalendar

MyCalendar makes it easy for you to enter your appointments and events online at **mygreatcall.com**. Or, simply press the 🔘 button on your Jitterbug Plus to reach one of our friendly GreatCall Operators, who can manage and update your calendar for you. MyCalendar will ensure you never have to worry about missing important dates or appointments, so you can spend more time focusing on the things that matter most to you.

There are two easy ways to add a new event to your calendar: online or by phone.

NOTE:

In order to manage your MyCalendar online, you will need to have a **mygreatcall.com** account. Simply visit mygreatcall.com to register for an account if you have not done so already. Have your GreatCall phone number, home address and email address handy.

Online

1. Log in to your personal account at **mygreatcall.com**. After logging in to mygreatcall.com, click on "My Apps" tab. Under services, click "View/Edit" under "MyCalendar".
2. Click on the "Add Calendar Event" button at the top right of your calendar, or click on the day you would like to add an event. You will see a small box appear on your screen
3. Click on the "Subject" box to enter a brief description of the event. There is a limit of 24 characters.
4. The "Date" box shows the date that you selected to schedule the event. To change the date, click on the box and a small calendar will appear on your screen. Click on the day that you would like to schedule the event and the date will be updated.
5. To change the start time, move the "Hour" and "Minute" sliders under the calendar to the desired event start time and click the "Done" button to save the selected date and start time.

6. The "Duration" box shows the length of the event. Click to select All Day Event, 30 Minutes, 1 Hour, 2 Hours, or 4 Hours.

7. If you are scheduling a recurring event, such as a weekly appointment, the "Repeats" box allows you to select the frequency of the event. You can select between Daily, Weekly, Monthly or Yearly events. This will automatically add recurring future events into your calendar. If you are scheduling a one-time event, select "One-time event."

8. The "Remind Me" box allows you to set a reminder for the scheduled event. Your Jitterbug Plus will remind you with an alert sound. To change the alert time, click the box and select how long before the event you would like to be notified.

9. Click on the description box to enter any additional details about the event.

10. Click the "Add" to save your calendar event.

By Phone

If you would prefer to use our helpful Operator Assistance to update your calendar, we've made it easy to do so. Simply press the ⏺ button on your Jitterbug Plus to reach an Operator who can manage your events and reminders for you.

Operator Assistance

Live Operators are available to help you:

1. Update and manage your **Phone Book.**

2. Look up a residential, business or government phone number.

3. Connect you to any number in the U.S. or Canada.

4. Place calls to anyone in your **Phone Book**.

5. Add events and appointments to your calendar (if MyCalendar is enabled).

To Call An Operator

1. Open your Jitterbug.

2. Press the ▣⁺ button on the keypad.

3. Press the ᴠᴇꜱ button to place the call.

NOTE:

Minutes are used while speaking with the Operator and for the length of any call they connect for you. If the Operator performs one of the convenient items listed above, an additional five minutes will be deducted from your account for the service. Most wireless carriers charge over $1 for similar services; we keep it simple by deducting only five minutes.

Emergency 9-1-1 Service

To Make An Emergency Call

1. Open your Jitterbug and make sure it's on.

2. Dial 9–1–1 using the keypad.

3. Press the **(YES)** button when you see **"CALL?"** at the bottom of the Inside Display.

jitterbug

My # 800-733-6632

⌃ SPEAKER OFF

Connected (00:58)

Tony - Home

⌄ PHONE BOOK

NO TO HANG UP
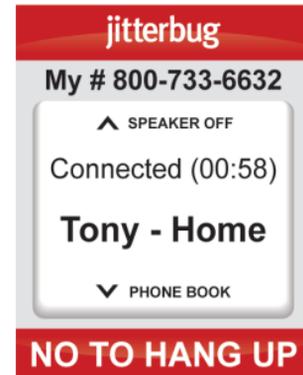
Installing And Removing The Battery

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

To Remove The Battery

1. If the phone is on, turn it off by opening your Jitterbug and **holding down** the 🔘 button until the GreatCall logo appears. The phone will then turn off.

2. With the back of the Jitterbug facing up, hold the phone with both hands so that the GreatCall and Samsung logos are upside-down.

3. Place both of your thumbs over the Samsung logo, while squeezing the phone between your fingers and thumbs, push the Battery Cover away from you.

4. To remove the battery, simply slide a fingernail in the groove at the top of the battery, and gently pull the battery out.
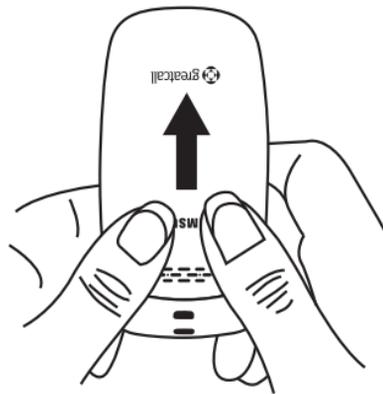
To Install The Battery

1. Hold the battery with the Samsung logo facing up, slide the battery into the back of your Jitterbug so the gold contacts on the side of the battery connect with the gold pins inside the phone.

2. Push the battery into place.

3. Place the cover over the back of the phone so the hinges align with the slots near the top of the phone.

4. While holding the phone with both hands place your thumbs on the Samsung logo. Make sure the logo is facing right-side-up. Push the Battery Cover up while squeezing the phone. The Battery Cover will click into place.
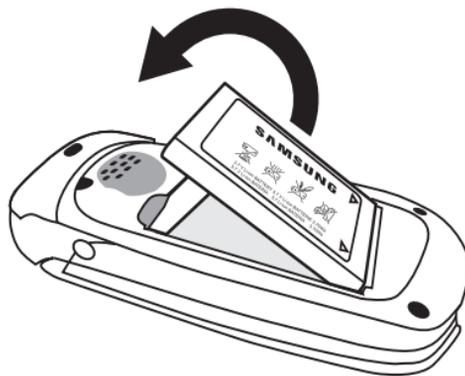
Getting More Information

GreatCall customers have access to two unique websites that are easy to navigate and explore – www.greatcall.com and www.mygreatcall.com.

The main GreatCall website – greatcall.com – is the place to learn more about the company, read about new services available, shop for Jitterbug accessories or get answers to frequently asked questions.

As a GreatCall customer, you have exclusive access to www.mygreatcall.com where you can update your **Phone Book,** view your remaining monthly minutes, review and pay your monthly bill, add exclusive apps and services, and update your profile. For more information on mygreatcall.com please reference page 88.

GreatCall Customer Service

Use any of these ways to contact us:

- 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

Section 2: Placing And Receiving Calls

This section explains how to use the calling and answering features on your Jitterbug.

Topics

- Placing A Call
- Using Your Phone Book To Make A Call
- Speakerphone
- Answering A Call
- Ending A Call
- Ignoring A Call
- Adjusting The Ringer Volume
- Adjusting The Earpiece Speaker Volume
- Call Waiting

- Using Call History To See Recent Calls
- Using Voice Dial
- Setting Up Voice Mail
- Changing Your Voice Mail Greeting
- When To Check Your Voice Mail Messages
- Listening To Voice Mail Messages
- Listening To Saved Voice Mail Messages
- International Dialing

For additional support, visit us online at www.greatcall.com/support.

Placing A Call

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

1. When you open your Jitterbug, you will hear a dial tone 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 (YES) button to place the call.

If you accidentally press a wrong button, press the (NO) button to back up and delete the last number.

> **NOTE:**
>
> There are three screens where you cannot dial a phone number: (1) when typing a Text Message, (2) when entering a new name and number into your **Phone Book** using your keypad and (3) when using **Voice Dial.**

Using An Operator To Make A Call

A live Operator can connect you to anyone in your **Phone Book** or to any number in the U.S. or Canada.

1. Press the ⬛ button on your keypad.

2. Press the **YES** button when you see **"CALL?"** at the bottom of the Inside Display.

3. "Calling Operator" will appear on the Inside Display followed by the words **"Connected..."**

4. Tell the Operator the name of the person in your **Phone Book** you want to call or tell them the ten digit number you want to call.

5. When the call is finished, press the (NO) button or simply close your Jitterbug to end the call.

Using Your Phone Book To Make A Call

To place a call to a number in your **Phone Book:**

1. Starting from the **Main Screen,** use the **"Up/Down"** button and scroll until **"Phone Book"** appears highlighted in gray in the middle of the Inside Display.

2. Press the (YES) button to view your **"Phone Book."**

PHONE BOOK

∧ 1

John Williams

555-555-1212

∨

CALL?

3. Your **Phone Book** will always start with the first name and number you've entered in the **Phone Book,** as indicated by the number **"1"** in the top right corner of the Inside Display. You can manage the order of the names and

numbers of your **Phone Book** at mygreatcall.com. Please reference page 88 to learn more about mygreatcall.com.

4. You can scroll through the names and numbers in your **Phone Book** by pressing the **"Up/Down"** button.

5. When you find the desired name and number, press the YES button to place the call.

6. You will see **"Calling..."** on the Inside Display followed by **"Connected"** to confirm you are connected, as shown.

7. When you're finished with the call, press the NO button or close your Jitterbug to end the call.

jitterbug

My # 800-733-6632

∧ SPEAKER ON

Connected (00:58)

Tony - Home

∨ PHONE BOOK

NO TO HANG UP
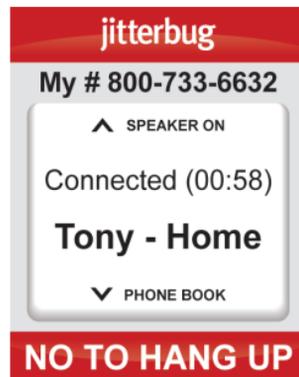
NOTE:

While in the **Phone Book,** you can dial any phone number you need by using the keypad. Simply dial the number you wish to call and press the YES button to connect.

Speakerphone

The **Speakerphone** provides you the convenience to make a call without holding the phone to your ear. The **Speakerphone** can be activated at any time while you are actively on a call. During your call, you will see an indicator at the top of the Inside Display indicating the current status of the **Speakerphone**. "SPEAKER OFF" indicates that the **Speakerphone** is off, and "SPEAKER ON" indicates that the **Speakerphone** is on.

To turn your **Speakerphone** on, press the up arrow on the **"Up/Down"** button on your keypad until "SPEAKER ON" is displayed on the Inside Display.

With the **Speakerphone** you do not need to hold the phone to your ear. Depending on your surroundings, you can enjoy a conversation using your **Speakerphone** up to two feet from your Jitterbug.

jitterbug

My # 800-555-1212

∧ SPEAKER ON

Connected (00:58)

800-733-6632

∨ PHONE BOOK

NO TO HANG UP
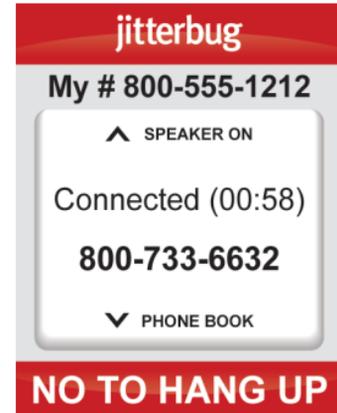
To turn your **Speakerphone** off, press the up arrow on the **"Up/Down"** button on your keypad until **"SPEAKER OFF"** is displayed on the Inside Display

NOTE:

If you choose to turn the **Speakerphone** off during a call, your conversation will not end. The audio will be transferred to the Earpiece Speaker that you hold to your ear.

If you close your Jitterbug during a conversation while using the **Speakerphone,** the call will end and the **Speakerphone** will be turned off.

Answering A Call

Your Jitterbug rings or vibrates (depending on how you set the ringer volume level) to indicate an incoming call. Additionally, there are other indications of incoming calls:

- The Light Indicator on the outside of your Jitterbug flashes.

- The name or phone number of the person calling will appear on the Outside Display.

- If the caller's number is stored in your **Phone Book** then the name and number will appear on the Inside Display, as shown.

- If the caller cannot be identified, you may see the phone number or you may see **"Unavailable"** or **"Restricted."**

jitterbug

Call from
John Williams

555-555-1212

ANSWER?

Answering A Call When Your Jitterbug Is Closed

1. If the caller's name and number are stored in your **Phone Book** or the caller ID is recognized, either the name or the phone number appears on the Outside Display, as shown.

2. Open your Jitterbug when you hear it ring. The ring tone will stop when the phone is opened.

3. A **"Connected"** message will appear on the Inside Display and the caller's voice can be heard through the earpiece speaker.

SAMSUNG

Call from
888-555-5555

jitterbug

Receiving A Call When Your Jitterbug Is Open

1. When the **"ANSWER?"** question appears on the Inside Display, press the (YES) button to connect.

2. A **"Connected"** message will appear on the Inside Display and the caller's voice will be heard through the earpiece speaker.

Ending A Call

To end any active call, press the (NO) button or close your Jitterbug.

Ignoring A Call

To Ignore A Call When Your Jitterbug Is Closed

When the phone is ringing you can press the volume button to mute the ringer. If **Voice Mail** is active, the caller will be directed to your **Voice Mail**. If **Voice Mail** is not active, callers will get a message that you are not available.

To Ignore A Call When Your Jitterbug Is Open

You can send a caller directly to your **Voice Mail** by pressing the 🔘NO button when you see **"ANSWER?"** at the bottom of the Inside Display. This will give an unavailable message if you do not have **Voice Mail**.

To ignore an incoming call while you are already on a call, press the 🔘NO button.

NOTE:

Your Jitterbug will continue to ring until:
- You answer the call
- The calling party hangs up
- You mute the ringer
- The call is sent to Voice Mail

Adjusting The Ringer Volume

1. Open your Jitterbug to confirm it's on and not actively on a call.

2. Press the **Volume Button** on the left-hand side of the phone. Press the top of the **Volume Button** to increase the volume and the bottom of the **Volume Button** to decrease the volume.

The available options are:
- Max
- Low
- High
- Vibrate
- Medium

Volume Button ➡

Section 2
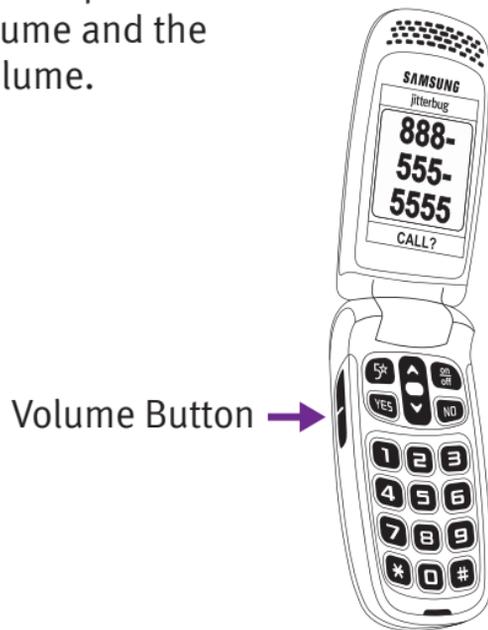
NOTE:

The selected volume level will appear on the Inside Display. The Ringer Volume cannot be adjusted while actively on a call.

The ringer can be silenced by pressing the volume button down until **"Vibrate"** appears on the Inside Display. With **"Vibrate"** selected your Jitterbug will only vibrate to alert you of incoming calls. This can come in handy at a movie, a library or any other location where a ringer may be a distraction.

Adjusting The Earpiece Speaker Volume

When you're on a call, press the volume button up or down until the sound reaches a comfortable level.

Your Jitterbug has three volume options for your earpiece speaker that you can adjust <u>while on a call</u> as shown below:

- High
- Medium
- Low

Call Waiting

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

1. When a second person calls your Jitterbug while you are already on a call with someone else, you will hear an audible beep and a message will appear on the Inside Display to notify you of a second incoming call.

2. To answer the second incoming call, press the YES button. You will switch to the second caller and the first caller will be put on hold and will remain on the other line.

3. To switch between the two callers, press the YES button. The Inside Display will indicate the name and number of the person you are connected with.

4. To end a call at anytime, simply press the NO button.

NOTE:

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

NOTE:

This section only applies if you have enabled Call Waiting. The feature is not automatically enabled, but is available for free if you are interested in using it. To enable Call Waiting, please call us at 1-800-733-6632.

Using Call History To See Recent Calls

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

To Review Call History

1. Starting from the **Main Screen,** use the **"Up/Down"** button and scroll until **"Call History"** appears highlighted in gray in the middle of the Inside Display.

2. Press the (YES) button to select **"Call History."**

3. The first number you will see in your **Call History** will be your most recent phone call.

4. Using the **"Up/Down"** button, scroll down to view your **Call History** in sequence according to the time of occurrence.

NOTE:

If a call matches a number from your **Phone Book,** the name and number of that person will appear on the Inside Display.

5. As you scroll through your **Call History** you will see the following information on the Inside Display:

- **Feature Area** – you will see **"CALL HISTORY"** indicating that you are in your **Call History.**

- **Detail Area** – you will see the following messages:

  - **"Missed"** if you missed an incoming call
  - **"Incoming"** if you received and answered a call
  - **"Outgoing"** if you placed a call

  In the middle of the Inside Display you will see the time, date and phone number for each call.

- **Action Line** – you will see **"CALL?"**

Returning Missed Calls And Redialing

You can use Call History to directly return missed calls and redial both incoming and outgoing calls.

1. Starting from the Main Screen, use the "Up/Down" 🔾 button and scroll until "Call History" appears highlighted in gray in the middle of the Inside Display.

2. Press the (YES) button to select "Call History."

3. Using the "Up/Down" 🔾 button, scroll up and down to see your Call History.

4. Select the call you would like to return.

5. Press the (YES) button to return the call.

6. Press the (NO) button or close your Jitterbug to end the call.

7. "Call Ended" will appear, letting you know the call has concluded.

Using Voice Dial

Voice Dial – this free service enables you to retrieve a name that has been stored in your **Phone Book** by speaking the exact name into the microphone.

1. Starting from the **Main Screen**, use the **"Up/Down"** button and scroll until **"Voice Dial"** appears highlighted in gray in the middle of the Inside Display.

2. Press the button to select **"Voice Dial."**

3. In the **Earpiece Speaker** you will hear an audible prompt to **"Say the name"** and then a short beep. After the beep, say the name exactly as it appears in your **Phone Book.**

4. If **Voice Dial** recognizes the name it will ask for confirmation by asking **"Did you say _____?"** Confirm by saying **"Yes"** after the beep.

5. If **Voice Dial** is unsure it will say **"Repeat the name"** followed by a beep.

6. **Voice Dial** will dial the number of the person whose name you selected.

7. Press the 🔘 button or close your Jitterbug to end the call.

8. **"Call Ended"** will appear, letting you know the call has concluded.

NOTE:

If **Voice Dial** is unable to find the name, press the 🔘 button to retry, or the 🔘 button to exit to the **Main Screen.**

To ensure a successful **Voice Dial** experience, remember these important tips:
- Wait for the system beep before speaking
- Speak clearly and in your normal voice
- Say the name exactly as it appears in your **Phone Book**
- Make sure each **Phone Book** entry is unique in its description

Setting Up Voice Mail

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

Follow these steps to set up **Voice Mail**:

1. Starting from the **Main Screen**, use the **"Up/Down"** button and scroll until **"Voice Mail"** appears highlighted in gray in the middle of the Inside Display.

2. Press the **YES** button to dial the GreatCall **Voice Mail** system.

3. Your Jitterbug will know it is your first time setting up **Voice Mail.** You will be guided through your **Voice Mail** set-up the first time you connect. Follow the instructions, pressing the **YES** and **NO** buttons as prompted.

Changing Your Voice Mail Greeting

1. Starting from the **Main Screen,** use the **"Up/Down"** button and scroll until **"Voice Mail"** appears highlighted in gray in the middle of the Inside Display.

2. Press the button to select **"Voice Mail"** and listen to the prompts. The system will ask you if you would like to review your greeting – press the button.

3. Follow the instructions, pressing the and buttons as prompted.

4. To exit your **Voice Mail,** simply close your Jitterbug at any time.

When To Check Your Voice Mail Messages

If you miss a call and the caller leaves you a message, your Jitterbug will notify you by:

1. Displaying **"New Voice Mail"** on the Outside Display.

2. Displaying **"You have a new voice message"** on the Inside Display, as shown.

3. The Indicator Light will flash every 15 seconds until your Jitterbug is opened.

4. An audible alert will play once every five minutes for up to 30 minutes or until your Jitterbug is opened.
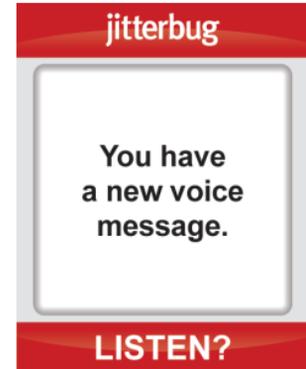
Listening To Voice Mail Messages

- If you have a new **Voice Mail** message, your Jitterbug will notify you by displaying **"You have a new voice message"** on the Inside Display and **"LISTEN?"** in the Action Line.

- Press the (YES) button to listen to your message.

- Simply listen to the prompts and follow along to save or delete your messages.

IMPORTANT!

Once a message is deleted, there is no way to retrieve it.

Listening To Saved Voice Mail Messages

1. Starting from the **Main Screen,** use the **"Up/Down"** 🔼 button and scroll until **"Voice Mail"** appears highlighted in gray in the middle of the Inside Display.

2. Press the ⒴ⒺⓈ button to select **"Voice Mail"** and listen to the prompts to play your saved messages.

3. To exit your **Voice Mail,** simply close your Jitterbug at any time.

NOTE:

To quickly manage multiple messages, press the ⓃⓄ button at any time while listening to a message. You will then be given the option to save or delete your message. Pressing the ⒴ⒺⓈ button will save that message and advance to your next **Voice Mail** message.

International Dialing

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

Section 3: GreatCall Health and Safety Services

This section describes additional services that make your Jitterbug more than just an easy-to-use cell phone. With access to a network of health and safety experts, your Jitterbug becomes a mobile medical alert device.

Topics

- GreatCall Health & Safety Services
- 5Star Service
- Urgent Care
- Medication Reminders
- Brain Games
- The Wellness Call
- The Check-in Call
- Daily Health Tips

For additional support, visit us online at www.greatcall.com/support.

GreatCall Health & Safety Services

The Jitterbug5 is more than an easy-to-use cell phone, it's also a network of people who are health and safety experts. Combined with affordable talk minutes, GreatCall Health & Safety Services make it easier than ever to stay connected, safe and healthy.

- 5Star – Get help from NAED (National Academies of Emergency Dispatch) Certified Response Agents in any uncertain or unsafe situation.
- Urgent Care – Access registered nurses and board-certified doctors for advice, diagnoses and/or prescriptions 24/7.
- Medication Reminders – Stay on schedule with your medications and refills.
- Brain Games - Improve cognitive functions while having fun.
- The Wellness Call – Receive motivational calls from Brian Alman, PhD.
- The Check-in Call – Friendly automated calls will check in with you daily.
- Daily Health Tips – Get free tips for maintaining a healthy lifestyle.

For more information call us at **1-800-292-5174** or visit us online at **greatcall.com** to learn more.

5Star Service

Our award-winning service, 5Star, transforms your Jitterbug into a mobile medical alert device. Press the 5★ button on your keypad and you'll speak immediately with an NAED Certified Response Agent. These Agents, who are trained in CPR and other emergency procedures, will confirm your location, evaluate the situation and get you the help you need. They'll even connect you to a registered nurse or dispatch emergency services, if needed.

Urgent Care

With Urgent Care you can speak to a nurse who will triage your medical questions and, if needed, have a doctor call you back within 30 minutes. The doctor may give assessments, advice and/or diagnoses for a wide range of conditions over the phone, and even prescribe common medications.

Medication Reminders

With this award-winning service, a friendly phone call will remind you to take your medications at the correct time of day and when to refill your prescriptions. You can schedule your reminders by logging in to mygreatcall.com, or calling us at 1-888-767-6288 to speak with a friendly GreatCall Customer Service Representative who will get you started.

Brain Games

Your new Jitterbug gives you access to fun innovative games, clinically-proven to sharpen your mind. Make A Pair and Quick Match come pre-loaded on your phone. This section will explain how to use them.

About Make A Pair

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

About Quick Match

Quick Match is designed to improve your focus. Pay close attention to the objects on the screen, as your score is based on your ability to determine a match in objects within the allotted amount of time.

Accessing Your Games

1. Starting from the Main Menu, use the "Up/Down" ⬍ button and scroll until **"Games"** appears highlighted in gray in the middle of the Inside Display.

2. Press the (YES) button to view "Games."

3. Use the "Up/Down" ⬍ button and scroll until **"Make A Pair"** or **"Quick Match"** appears highlighted in gray in the middle of the Inside Display.

4. Use the "Up/Down" ⬍ button and scroll to the level you would like to play until it appears highlighted in gray in the middle of the Inside Display.

5. Press the (YES) button to begin your game.

The Wellness Call

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

You can set up your calls in one of two ways:

1. Online: Log in to your personal account on mygreatcall.com.

2. By phone: You can call 1-888-767-6288 to reach a GreatCall Customer Service Representative who can enter your call schedule for you.

When calling a GreatCall Customer Service Representative, there are three easy steps to set up your call:

1. Make sure you have your Jitterbug5 phone number handy and be prepared to share that along with your home time zone.

2. To make sure you can focus on Dr. Alman's personalized tips, simply provide us a day and time that you are generally available and free from distractions.

3. Sit back, relax, and enjoy your journey towards wellness

The Check-in Call

This service will automatically call to check in with you as often as you'd like. If you reply that you need assistance, or if you miss a call, we will send a notification for help to a friend or relative you have listed as a personal contact. Once your schedule is set, we can begin checking in with you up to six times a day and sending notifications for assistance to your list of designated contacts if necessary.

You can set up your calls in one of two ways:
1. Online: Log in to your personal account on mygreatcall.com
2. By phone: You can call 1-888-767-6288 to reach a GreatCall Customer Service Representative who can enter your call schedule for you

When you are ready to set up your calls, have the following information handy:

1. What would you like us to check on? You can choose from the following four options:
   a. General well-being - in general, are you feeling well today?
   b. Appetite - is your appetite good today?
   c. Pain level - are you in pain?
   d. Sleeping - are you getting enough sleep to maintain a healthy lifestyle?
2. On what day(s) would you like us to call you? You can specify one day, multiple days, or every day.
3. For the days you selected, how many times per day would you like us to check in with you? You can choose to receive a Check-in Call up to six times per day.
4. If you need assistance, who should be contacted for help?

Daily Health Tips

Receive a daily text message with heart-healthy tips from the American Heart Association® right on your phone.

You can personalize your Jitterbug with only the features and additional services that you want. Please call us at 1-800-733-6632. We'll be glad to assist you.

NOTE:

We offer a variety of helpful services and applications that will further enhance your Jitterbug experience and even keep you safe and healthy. Be sure to visit www.mygreatcall.com to view and add these services to your account.

Section 4: Managing Your Phone Book

This section explains how to use your **Phone Book** to save and find the names and numbers of people you call frequently.

Topics
- About Phone Book
- Use The Operator To Add, Change And Delete Numbers
- Use mygreatcall.com To Add, Change And Delete Numbers
- Adding A Contact Directly On Your Jitterbug
- Modifying A Contact On Your Jitterbug
- Deleting A Contact On Your Jitterbug

For additional support, visit us online at www.greatcall.com/support.

About Phone Book

Your Jitterbug allows you to store up to 200 names and numbers of the people you call on a regular basis.

You can manage your **Phone Book** by adding, changing or deleting names and numbers.

Use The Operator To Add, Change And Delete Numbers

1. Simply press the 🔘 button on your keypad.

2. Press the ⓨⓔⓢ button and a **"Calling…"** message will appear on the Inside Display, followed by the message **"Connected to Operator."**

3. When the Operator answers, let the Operator know the name and number you want to add, change or delete.

4. To end the call, press the ⓝⓞ button or close your Jitterbug.

Use mygreatcall.com To Add, Change And Delete Numbers

If this is your first time visiting mygreatcall.com, you will need to register your account. Have your GreatCall phone number handy and be prepared to enter your home address and email address. Simply follow the on-screen instructions to set up your account.

After setting up your account, you will be able to enter phone numbers online. All phone numbers you enter will automatically appear on your Jitterbug within four hours.

NOTE:

It is easy to manage your account online with mygreatcall.com, a free, helpful tool that allows you to make changes to your account at your convenience.

Here are some other helpful things you can do on **mygreatcall.com**:

1. Update your Personal Profile

2. Check your minute usage

3. Add new services to your account

4. Edit your services

5. Update your Phone Book and calendar entries

You can visit **mygreatcall.com** anytime to learn about new offerings for your Jitterbug phone and keep your account updated.

Adding A Contact Directly On Your Jitterbug

1. Starting from the Main Screen, use the **"Up/Down"** button and scroll until **"Phone Book"** appears highlighted in gray in the middle of the Inside Display.

2. Press the **YES** button to view your **"Phone Book."**

3. Using the **"Up/Down"** button, scroll until **"EDIT PHONE BOOK"** appears and press the **YES** button.

4. Using the **"Up/Down"** button, scroll until **"Add"** appears highlighted in gray in the middle of the Inside Display.

5. Press the **YES** button to select the item **"Add."**

6. Using the keypad, enter the name of the contact you would like to create. If you accidentally press a wrong button, just press the **NO** button to back up and delete the incorrect entry.

7. Press the **YES** button when you are done.

8. Using the keypad, enter the phone number for the new contact. If you make a mistake while typing, use the **NO** button to backspace.

9. Press the **YES** button when you are done.

10. **"Successfully Added"** will appear, letting you know the new contact has been added.

Modifying A Contact Directly On Your Jitterbug

1. Starting from the **Main Screen,** use the **"Up/Down"** button and scroll until **"Phone Book"** appears highlighted in gray in the middle of the Inside Display.

2. Press the **YES** button to select **"Phone Book."**

3. Using the **"Up/Down"** button, scroll until **"EDIT PHONE BOOK"** appears and press the **YES** button.

4. Using the **"Up/Down"** button, scroll until **"Modify"** appears highlighted in gray in the middle of the Inside Display.

5. Press the **YES** button to select **"Modify."**

6. Using the **"Up/Down"** button, scroll to the contact you would like to change.

7. Press the **YES** button to select the contact you would like to change.

8. To change the contact's name, use the 🔲 button to delete the necessary letters. Use the keypad to re-enter the name.

9. Press the 🔲 button when you are done.

10. To change the contact's number, use the 🔲 button to delete the necessary numbers. Use the keypad to re-enter the numbers.

11. Press the 🔲 button when you are done.

12. **"Successfully Modified"** will appear, letting you know the contact has been modified.

Deleting A Contact Directly On Your Jitterbug

1. Starting from the **Main Screen,** use the **"Up/Down"** button and scroll until **"Phone Book"** appears highlighted in gray in the middle of the Inside Display.

2. Press the **YES** button to select the **"Phone Book"** feature.

3. Using the **"Up/Down"** button, scroll until **"EDIT PHONE BOOK"** appears and press the **YES** button.

4. Using the **"Up/Down"** button, scroll until **"Delete"** appears highlighted in gray in the middle of the Inside Display.

5. Press the **YES** button to select **"Delete."**

6. Using the **"Up/Down"** button, scroll to the contact you would like to delete.

7. Press the **YES** button to delete the contact.

8. Press the (YES) button to confirm deleting the contact.

9. "Successfully Deleted" will appear, letting you know the contact has been removed.

Section 5: Using The Camera

This section explains how to take, view, delete and share photos on your Jitterbug.

Topics
- Taking A Photo With Your Jitterbug
- Viewing A Photo On Your Jittterbug
- Sending A Photo From Your Jitterbug
- Deleting A Photo From Your Jitterbug
- Receiving A Photo On Your Jitterbug

For additional support, visit us online at www.greatcall.com/support.

Taking A Photo With Your Jitterbug

1. Starting from the main screen, use the **"Up/Down"** button and scroll until **"Camera"** appears highlighted in gray in the middle of the Inside Display.

2. Press the YES button to open the camera.

3. Make sure that the image you would like to capture appears on the Inside Display.

4. Press the YES button to capture the image.

5. Press "Yes" to store your photo. "Photo Successfully Saved" will appear on the Inside Display.

6. Press **"No"** to delete your photo and return to the camera.

NOTE:

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

Viewing A Photo On Your Jitterbug

1. Starting from the main screen use the **"Up/Down"** button and scroll until **"My Photos"** appears highlighted in gray in the middle of the Inside Display.

2. Press the (YES) button to open **"My Photos."**

3. Your most recently captured photo will appear on the Inside Display.

4. Use the **"Up/Down"** button to scroll through your photos.

Sending A Photo From Your Jitterbug

1. Starting from the main screen use the **"Up/Down"** button and scroll until **"My Photos"** appears highlighted in gray in the middle of the Inside Display.

2. Press the YES button to open **"My Photos."**

3. Your most recently captured photo will appear on the Inside Display.

4. Use the **"Up/Down"** button and scroll to the photo you would like to send.

5. Press the YES button.

6. Use the **"Up/Down"** button and scroll until **"Forward"** appears highlighted in gray in the middle of the Inside Display.

7. Press the YES button — you will be taken to the first entry in your **Phone Book**.

8. Use the **"Up/Down"** button and scroll to the contact to which you would like to send your photo.

9. Press the button to send the photo.

10. When the photo has been sent you will see the words **"Photo Successfully Sent"** on the Inside Display.

NOTE:

If the contact you would like to send the photo to is not listed in your Phone Book, use the **"Up/Down"** button and scroll until **"Enter Recipient"** appears. There you can enter a phone number using your keypad.
You can also share your photos on several websites. To take advantage of this feature, simply log in to the mygreatcall.com online portal and register your existing account with any of the available sites. If you have not registered to use mygreatcall.com, simply visit www.mygreatcall.com and follow the online instructions.

Deleting A Photo From Your Jitterbug

1. Starting from the main screen use the **"Up/Down"** button and scroll until **"My Photos"** appears highlighted in gray in the middle of the Inside Display.

2. Press the YES button to open **"My Photos."**

3. Your most recently captured photo will appear on your Inside Display.

4. Use the **"Up/Down"** button and scroll to the photo you would like to delete.

5. Press the YES button.

6. Use the **"Up/Down"** button and scroll until **"Delete"** appears highlighted in gray in the middle of the Inside Display.

7. Press the YES button to delete the selected photo.

8. You will then be asked to confirm that you want to delete the photo. Press the YES button again to confirm deletion.

9. **"Photo Successfully Deleted"** will appear on the Inside Display.

IMPORTANT!

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

Receiving A Photo On Your Jitterbug

1. If you receive a photo on your Jitterbug, the words **"New Photo"** will appear on the Outside Display. This message will stay on your Outside Display until your Jitterbug is opened.

2. To view the photo, open your Jitterbug and press the (YES) button.

IMPORTANT!

There is a $.25 charge for any photo you send or receive.

Section 6: Using Text Messaging

This section applies if you have a text plan with your GreatCall service. To get this service, please call us at 1-800-733-6632.

Topics
- Receive A New Text Message
- Read A New Text Message
- Reply To A Text Message
- Saving And Deleting A Text Message
- Sending A New Text Message
- Modes For Creating Your Own Text Message

For additional support, visit us online at www.greatcall.com/support.

Receive A New Text Message

When you receive a new Text Message, you will be notified in three ways:

1. The Indicator Light on the front of your Jitterbug will flash every 15 seconds until your Jitterbug is opened.

2. The words **"New Text Message"** will appear on the Outside Display. This message will stay on your Outside Display until your Jitterbug is opened.

3. An audible alert will play every five minutes until 30 minutes has elapsed. To turn off the audible alert, open your Jitterbug and read the Text Message.

Read A New Text Message

After receiving notification of a new Text Message, follow these three steps to read the message:

1. To read the Text Message, open your Jitterbug. You will see the words **"You have a new text message."** on the Inside Display and the word **"VIEW?"** on the Action Line, as shown.

2. Press the 🔘 button to view the Text Message.

3. Press the **"Up/Down"** 🔘 button to read the entire Text Message.
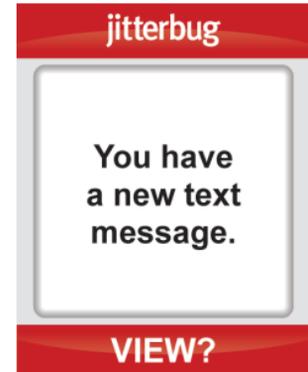
Reply To A Text Message

Once you have read the Text Message, you have the option to reply to it, save it for future reference or delete it.

1. When reading a Text Message you've received, you will see the word **"REPLY?"** on the Action Line. Press the YES button to reply.

2. To use the Jitterbug Library of pre-written Text Messages, use the **"Up/ Down"** button to scroll until **"Library"** appears. Press the YES button and again, use the **"Up/Down"** button to scroll through and find the desired message.

3. If you want to create your own message, use the **"Up/Down"** button to scroll until **"Customize"** appears. Press the YES button and use the keypad to type your message.

4. Press the YES button to send your Text Message. You will see the words **"Sending Message"** on the Inside Display.

5. When the message has been sent, you will see the words **"Message Successfully Sent"** on the Inside Display.

TEXT MESSAGES	TEXT MESSAGES	TEXT MESSAGES
^	Library	^
Can you bring home some milk and eggs please	^ **Customize**	Yes. Should I pick up anything else?
v	v	v
REPLY?	SELECT?	REPLY?

(YES) ➤ (arrows) ➤ (YES) ➤ (arrow)

TEXT MESSAGES	TEXT MESSAGES
^	^
Sending Message	Message Successfully Sent
v	v

(YES) ➤ ➤
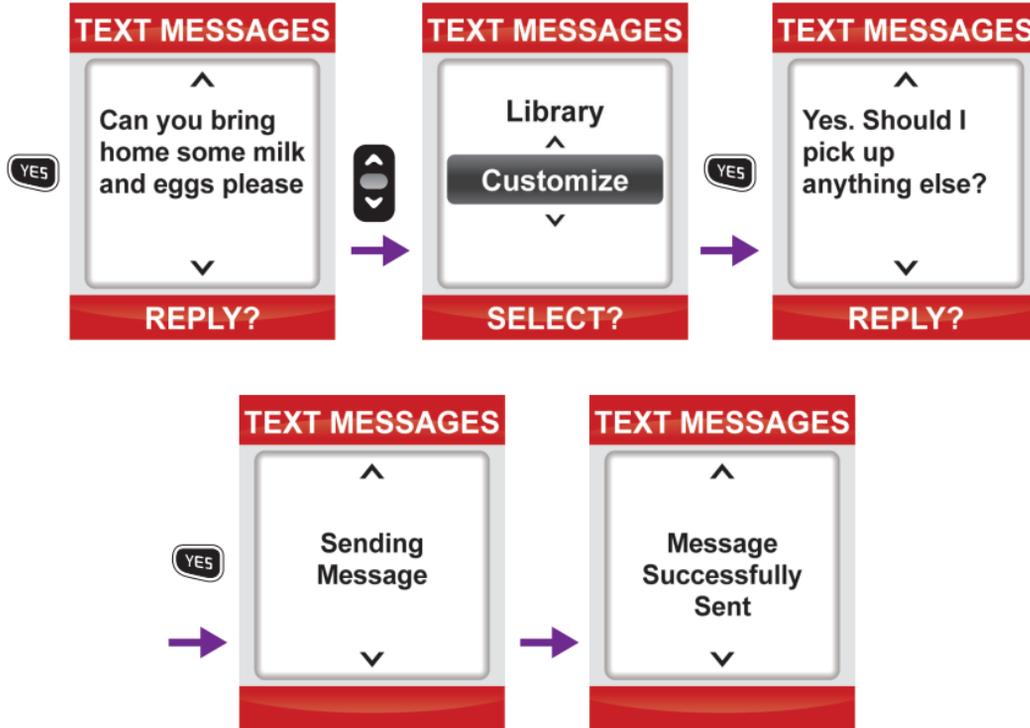
Saving And Deleting A Text Message

Saving A Text Message

The Jitterbug SimpleText service will automatically save all of your last fifty incoming or outgoing Text Messages. Follow these six steps to view your saved messages:

1. Starting from the **Main Screen,** use the **"Up/Down"** button and scroll until **"Text Messages"** appears highlighted in gray in the middle of the Inside Display.

2. Press the button to select **"Text Messages."**

3. Using the **"Up/Down"** button, scroll until **"Read"** until it appears highlighted in gray in the middle of the Inside Display.

4. Press the button to select **"Read."**

5. Using the **"Up/Down"** ⬍ button, scroll to the Text Message you would like to read.

6. Press the 🔘 button to read the entire Text Message.

> **NOTE:**
>
> Jitterbug SimpleText automatically saves the messages you've received **from** others as well as the messages you've **sent** to others. When viewing your saved messages, **"From"** and **"To"** are clearly labeled at the top of the Inside Display.

Deleting A Text Message

Your Jitterbug allows you to delete Text Messages in two ways:

- Delete a new text immediately after reading
- Delete an old text from your saved messages

Deleting A New Text Immediately After Reading

1. After you've read a Text Message, you will be asked to reply to it.

2. If you want to delete the message without replying, press the `NO` button when asked to reply.

3. You will now be asked to delete the message. Press the `YES` button to delete the message.

4. You will then be asked to confirm that you want to delete the message. Press the YES button again to confirm deletion.

5. "Message Successfully Deleted" will appear on the Inside Display and you will be returned to your saved messages.

TEXT MESSAGES

∧

Can you bring home some milk and eggs please

∨

REPLY?

`NO`

TEXT MESSAGES

∧

Can you bring home some milk and eggs please

∨

DELETE?

`YES`

TEXT MESSAGES

∧

Confirm Delete

∨

`YES`

TEXT MESSAGES

∧

Message Successfully Deleted

∨
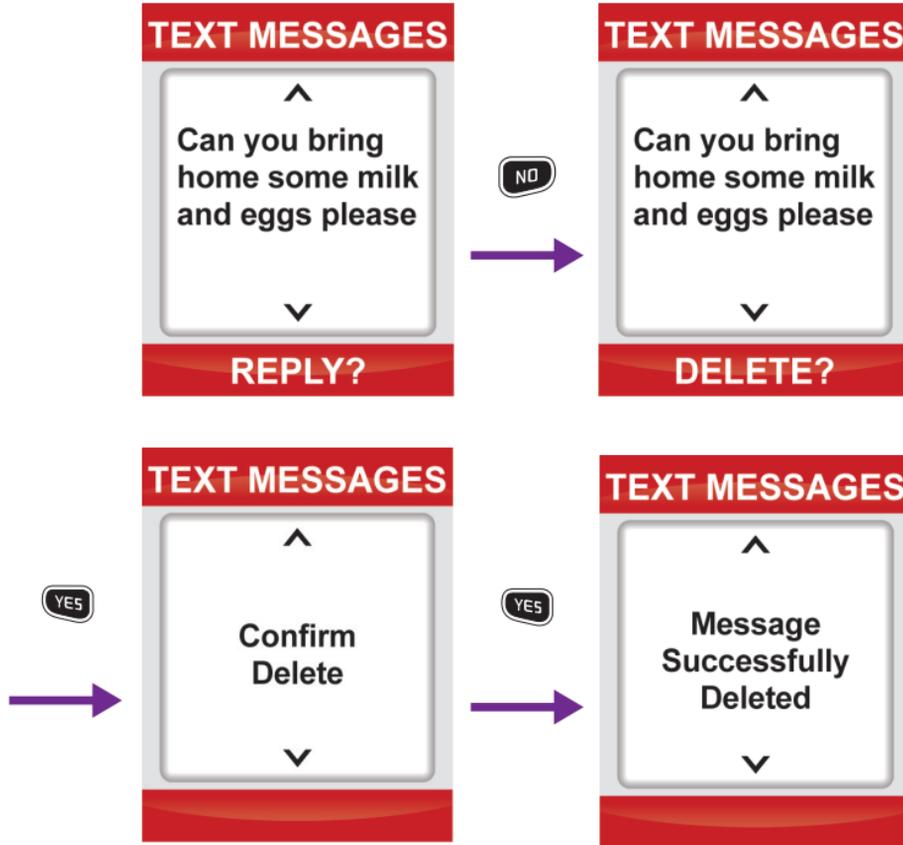
Deleting An Old Text From Your Saved Messages

1. Starting from the **Main Screen,** use the **"Up/Down"** 🔼 button and scroll until **"Text Messages"** appears highlighted in gray in the middle of the Inside Display.

2. Press the 🔲 button to select **"Text Messages."**

3. Using the **"Up/Down"** 🔼 button, scroll until **"Delete"** appears highlighted in gray in the middle of the Inside Display.

4. Press the 🔲 button to select **"Delete."**

5. Using the **"Up/Down"** 🔼 button, scroll to the Text Message you want to delete.

6. Press the 🔲 button to delete the Text Message you've selected.

7. You will then be asked to confirm that you want to delete the message. Press the 🔲 button again to confirm deletion.

8. **"Message Successfully Deleted"** will appear on the Inside Display and you will be returned to your saved messages.

NOTE:

If you choose not to delete a Text Message, just press the 🔘 button to return to the previous screen.

Sending A New Text Message

1. Starting from the **Main Screen,** use the **"Up/Down"** 🔘 button and scroll until **"Text Messages"** appears highlighted in gray in the middle of the Inside Display.

2. Press the 🔘 button to select **"Text Messages."**

3. Using the **"Up/Down"** 🔘 button, scroll until **"Send"** appears highlighted in gray in the middle of the Inside Display.

4. Press the (YES) button to **"Send"**.

5. To create your own message use the **"Up/Down"** ⬍ button and scroll until **"Customize"** appears. Press the (YES) button and use the keypad to type your Text Message.

6. To use the Jitterbug Library of pre-written Text Messages, use the **"Up/Down"** ⬍ button to scroll until **"Library"** appears. Press the (YES) button and again, use the **"Up/ Down"** ⬍ button to scroll through and find the desired message.

7. Press the (YES) button when you are done typing your message. You will automatically go to your **Phone Book**. Use the **"Up/Down"** ⬍ button to scroll through your contacts.

8. Press the (YES) button when the contact to whom you wish to send the Text Message is in the middle of your Inside Display.

9. After you press the (YES) button, you will see the words **"Sending Message"** on the Inside Display.

10. When the message has been sent, you will see the words **"Message Successfully Sent"** on the Inside Display.
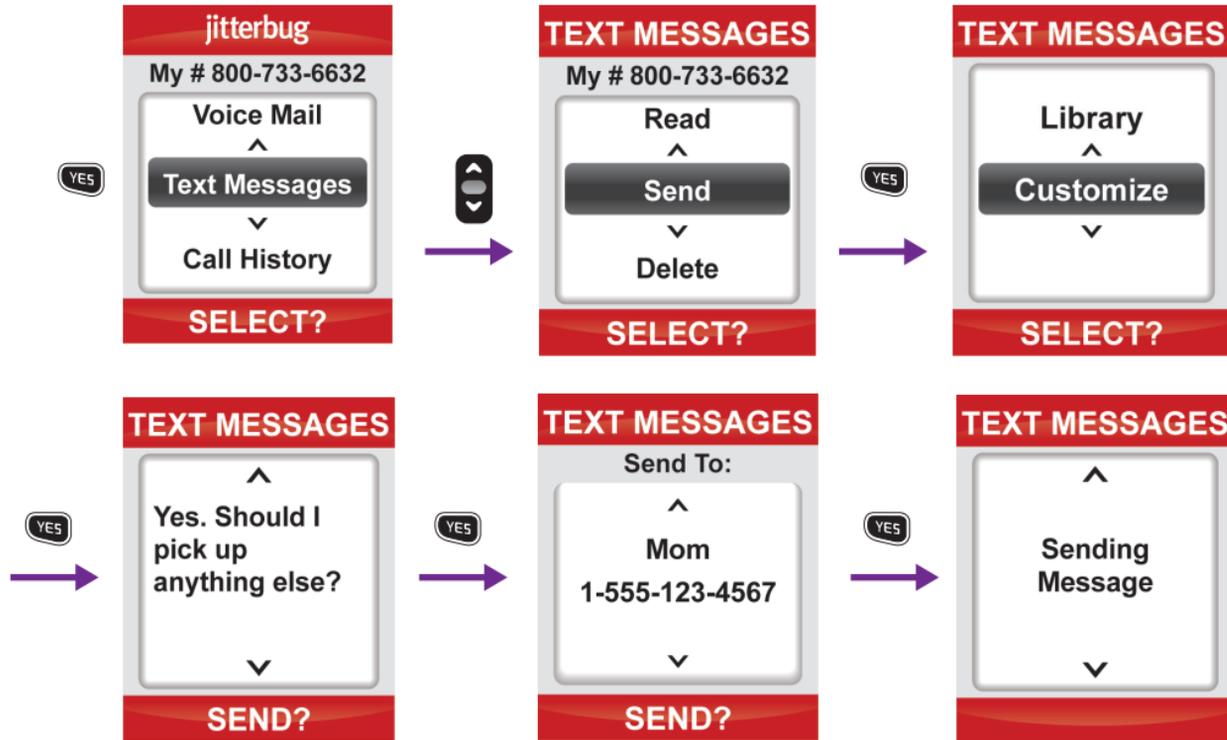
If you do not have the contact in your **Phone Book,** use the **"Up/Down"** ⬍ button to scroll until **"Enter Number"** appears. Press the (YES) button and enter the phone number using the keypad. Once you have entered the number, simply press the (YES) button to send your message.

The table below explains how to create a custom Text Message using the number keys on the keypad to enter letters or special characters:

Keyboard	Function
$0+$	Enters the number "0" in any Text Message entry mode
#	Add a space
*	Press repeatedly to cycle through the 123, ABC, Abc-S, Abc-W and abc Modes
NO	Move back a space and delete a character
1	Press repeatedly to enter characters: . , – ' @ : ! ? / 1 cycle through the characters
2 thru 9	Press each number repeatedly to cycle through each letter printed below the number

Modes For Creating Your Own Text Message

There are five modes to create a custom text message using the number keys on the keypad to enter letters, numbers and symbols.

123 Mode

In 123 Mode your keypad allows you to type numeric characters only. To enter 123 Mode, press the ✱ button until you see **"123"** appear in the top right corner of the Inside Display. Then press the desired number or numbers.

TEXT MESSAGES

Send: 123

1234567890

SEND?

ABC Mode

In ABC Mode every letter will be capitalized. To enter ABC Mode, press the ✳ button until you see "ABC" appear in the top right corner of the Inside Display.

TEXT MESSAGES

Send: **ABC**

HAPPY BIRTHDAY MIKE!

SEND?

Abc-S Mode

In Abc-S Mode the first letter of each sentence is capitalized. To enter Abc-S Mode, press the ✳ button until you see "Abc-S" appear in the top right corner of the Inside Display.

TEXT MESSAGES

Send: **Abc-S**

Happy birthday! See you at the party.

SEND?

Abc-W Mode

In Abc-W Mode the first letter of each word is capitalized. To enter Abc-W Mode, press the ✳ button until you see "Abc-W" appear in the top right corner of the Inside Display.

TEXT MESSAGES

Send: Abc-W

Happy
Birthday
Mike!

SEND?

abc Mode

In abc Mode every letter will be lower case. To enter abc Mode, press the ✳ button until you see "abc" appear in the top right corner of the Inside Display.

TEXT MESSAGES

Send: abc

happy birthday
mike!

SEND?

Section 7: Using Bluetooth

This section explains how to use the **Bluetooth** functionality on your Jitterbug phone.

Topics
- About Bluetooth
- Using Your Jitterbug With Your Bluetooth Headset
- Turning The Bluetooth Feature On Your Jitterbug On And Off
- Setting Your Bluetooth Headset To Pairing Mode
- Setting Your Jitterbug To Pairing Mode
- Answering A Call When Paired With Your Bluetooth Headset
- Ending A Call When Paired With Your Bluetooth Headset

For additional support, visit us online at **www.greatcall.com/support.**

About Bluetooth

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

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

NOTE:

Visit www.great.com/jitterbug/accessories or call 1-800-733-6632 to learn more about the bluetooth headset that's right for you.

Using Your Jitterbug With Your Bluetooth Headset

There are three steps to set up your Jitterbug with a **Bluetooth** headset:

1. Turning on the **Bluetooth** feature on your Jitterbug.

2. Setting your **Bluetooth** headset to **Pairing Mode.**

3. Setting your Jitterbug to **Pairing Mode.**

Turning The Bluetooth Feature On Your Jitterbug On And Off

Turning The Bluetooth Feature On

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

1. Starting from the **Main Screen** of your Jitterbug, scroll through the options using the **"Up/Down"** button until **"Settings"** is highlighted in gray in the middle of the Inside Display.

2. Press the (YES) button on your Jitterbug to select **"Settings."**

3. Scroll through the **"Settings"** options using the **"Up/Down"** button until **"Bluetooth"** is highlighted in gray in the middle of the Inside Display.

4. Press the (YES) button to select the **"Bluetooth"** option.

5. Scroll through the **"Bluetooth"** options using the **"Up/Down"** button until **"Bluetooth OFF"** is highlighted in gray in the middle of the Inside Display.

6. Press the (YES) button to turn Bluetooth on. You will now see the words **"Bluetooth ON"** highlighted in gray in the middle of the Inside Display.

7. When your Jitterbug is set to **"Bluetooth ON,"** you will see the **Bluetooth** symbol in the top right corner of the **Main Screen** as shown on page 131.

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

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

NOTE:

If you are not going to be using your Bluetooth headset, be sure to keep your Jitterbug set to "Bluetooth OFF." The Jitterbug battery life is shortened when the Bluetooth setting is turned on.

jitterbug

My # 800-733-6632

Voice Dial
∧
Phone Book
∨
Voice Mail

SELECT?

Turning The Bluetooth Feature Off

1. Starting from the **Main Screen** of your Jitterbug, scroll through the options using the **"Up/Down"** button until **"Settings"** is highlighted in gray in the middle of the Inside Display. Press the [YES] button on your Jitterbug to select the **"Settings."**

2. Scroll through the **"Settings"** options using the **"Up/Down"** button until **"Bluetooth"** is highlighted in gray in the middle of the Inside Display. Press the [YES] button to select the **"Bluetooth"** option.

3. Scroll through the **"Bluetooth"** options using the **"Up/Down"** button until **"Bluetooth ON"** is highlighted in gray in the middle of the Inside Display.

4. Press the [YES] button to turn Bluetooth off. You will now see the words **"Bluetooth OFF"** highlighted in gray in the middle of the Inside Display.

Setting Your Bluetooth Headset To Pairing Mode

The first step in setting up any **Bluetooth** device is called **"Pairing."** This step is required because there are no wires to link your Jitterbug to your **Bluetooth** device. **"Pairing"** happens when your Jitterbug and your **Bluetooth** device agree to communicate with one another. By **"Pairing,"** your Jitterbug recognizes your **Bluetooth** device and the two devices automatically accept communication from each other.

For step-by-step instructions on setting your Bluetooth headset to pairing mode, please refer to the instruction guide found in your Bluetooth headset packaging.

Setting Your Jitterbug To Pairing Mode

1. Starting from the **Main Screen** of your Jitterbug, use the **"Up/Down"** button and scroll until **"Settings"** appears highlighted in gray in the middle of the Inside Display.

2. Press the (YES) button on your Jitterbug to select **"Settings."**

3. Use the **"Up/Down"** button and scroll until **"Bluetooth"** appears highlighted in gray in the middle of the Inside Display.

4. Press the (YES) button to select the **"Bluetooth"** feature on your Jitterbug.

5. Use the **"Up/Down"** button and scroll until **"Pair"** appears highlighted in gray in the middle of the Inside Display of your Jitterbug.

6. Press the (YES) button to select the **"Pair"** feature on your Jitterbug.

7. **"Follow pairing instructions on Bluetooth device"** will appear on the Inside Display of your Jitterbug.

8. Press the (YES) button on your Jitterbug to begin searching for the **Bluetooth** headset. Please wait while your Jitterbug searches for the **Bluetooth** headset. During this time, **"Searching"** will appear on the Inside Display.

9. Using the **"Up/Down"** button, scroll through the options until the name of your **Bluetooth** headset device is highlighted in gray in the middle of the Inside Display of your Jitterbug.

10. Press the (YES) button on your Jitterbug to select your **Bluetooth** headset device.

11. You will see the message **"Pairing Device (your device name)"** on the Inside Display of your Jitterbug.

12. When your Jitterbug is successfully paired with your **Bluetooth** headset, you will see the message **"(your device name) Connected."** You will also hear a chime sound notifying you that your Jitterbug is now connected with your **Bluetooth** headset.

13. Your Jitterbug is now **"Paired"** with your **Bluetooth** headset and ready to make and receive calls.

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

- Gray – **Bluetooth** is on, but not paired with your Jitterbug.

- White – **Bluetooth** is on, paired with your Jitterbug and available for you to use.

Answering A Call When Paired With Your Bluetooth Headset

Press the **"Talk"** button on the **Bluetooth** headset.

Ending A Call When Paired With Your Bluetooth Headset

To End A Call When Your Jitterbug Is Open

There are two ways to end a call while using a **Bluetooth** headset:

- Press the **"Talk"** button on the **Bluetooth** headset or
- Press the 🔘 button on your Jitterbug.

To End A Call When Your Jitterbug Is Closed

Simply press the **"Talk"** button on the **Bluetooth** headset.

Section 8: Managing Settings

This section explains how to change the **Settings** on your Jitterbug.

Topics
- Using Your Settings
- Selecting The Color Of The Inside Display
- Changing Ring Tones
- Turning The Start-Up GreatCall Jingle On And Off

For additional support, visit us online at www.greatcall.com/support.

Using Your Settings

1. To access **Settings,** start in the **Main Screen** and press the **"Up/Down"** ⭥ button until **"Settings"** appears highlighted in gray in the middle of the Inside Display.

2. Press the (YES) button to select **"Settings."**

The following items can be changed using the **Settings** feature:

> • Colors: Change the color of the Inside Display
> • Jingle: Turn the GreatCall start-up Jingle on or off
> • Ring Tones: Change the ring tone on your Jitterbug
> • Bluetooth: Turn the Bluetooth feature on or off

Selecting The Color Of The Inside Display

Your Jitterbug has five color options for the Inside Display:

1. Red – This is the default Color.
2. Black
3. Gray
4. Green
5. Blue

Follow these steps to change the color of your Inside Display:

1. Starting from within the **Settings** feature, use the **"Up/Down"** ⬍ button to scroll through all of the available options until the **"Color"** option is highlighted in gray in the middle of the Inside Display.

1. Press the (YES) button to select **"Color."**

3. Use the **"Up/Down"** button to scroll through all of the **"Color"** options.

4. Press the YES button once the desired color you would like appears highlighted in gray in the middle of the Inside Display.

5. A check mark will appear to the left of that color selection indicating that your color setting has been changed and you will be returned to the Settings menu.

NOTE:

When you scroll through the color options, you will notice that the screen will change color to preview the highlighted selection.

Changing Ring Tones

Ring Tones are the sounds your Jitterbug makes when you are receiving an incoming call. Your Jitterbug has seven Ring Tone options for you to choose from:

1. Alert – This is the default Ring Tone.
2. Butterfly
3. Espresso
4. Harp
5. Jitterbug
6. Music Box
7. Telephone

1. Starting from within the **Settings** feature, use the **"Up/Down"** ⬍ button until the **"Ring Tones"** option is highlighted in gray in the middle of the Inside Display.

2. Press the YES button to select **"Ring Tones."**

3. You will notice that the **"Alert"** Ring Tone has a check mark next to it indicating that this is your current default Ring Tone.

4. Use the **"Up/Down"** ⬍ button to scroll through all of the Ring Tones options. You will hear the sound of each Ring Tone as you scroll through the options.

5. Press the YES button once you hear the Ring Tone you like best. A check mark will appear to the left of that Ring Tone selection indicating that your Ring Tone setting has been changed and you will be returned to the **Settings** menu.

Turning The Start-Up GreatCall Jingle On And Off

Your new Jitterbug will come with the GreatCall Jingle set to **"ON."** Each time you turn on your phone the GreatCall Jingle will play.

Turning The Jingle Off

     1. Starting from **Main Screen,** use the **"Up/Down"** button to scroll until **"Settings"** appears and press the YES button.

     2. Use the **"Up/Down"** button to scroll through **Settings** and press the YES button once **"Jingle ON"** is highlighted in gray in the middle of the Inside Display.

     3. The screen will read **"Jingle OFF"** indicating that you have successfully turned off the Jingle.

Turning The Jingle On

1. Starting from **Main Screen,** use the **"Up/Down"** button to scroll until **"Settings"** appears and press the (YES) button.

2. Use the **"Up/Down"** button to scroll through **Settings** and press the (YES) button once **"Jingle OFF"** is highlighted in gray in the middle of the Inside Display.

3. The screen will read **"Jingle ON"** indicating that you have successfully turned on the Jingle.

The **"Jingle"** setting only controls the sound that is played each time the Jitterbug is turned on. The sound that plays when there is an incoming call can be changed under **"Ring Tones"** in the **"Settings"** feature.

Health And Safety Information

This section outlines the safety precautions associated with using your phone. The terms **"mobile device"** or **"cell phone"** are used in this section to refer to your phone. **Read this information before using your mobile device.**

Topics

- Exposure to Radio Frequency (RF) Signals
- Specific Absorption Rate (SAR) Certification Information
- FCC Part 15 Information to User
- Commercial Mobile Alerting System (CMAS)
- Smart Practices While Driving
- Battery Use and Safety
- Samsung Mobile Products and Recycling
- UL Certified Travel Charger
- Display / Touch-Screen
- GPS
- Emergency Calls
- Care and Maintenance
- Responsible Listening
- Operating Environment
- FCC Hearing Aid Compatibility (HAC) Regulations for Wireless Devices
- Restricting Children's Access to your Mobile Device
- FCC Notice and Cautions
- Other Important Safety Information

Warning!: This product contains chemicals known to the State of California to cause cancer and reproductive toxicity.

Exposure to Radio Frequency (RF) Signals

The U.S. Food and Drug Administration (FDA) has published information for consumers relating to Radio Frequency (RF) exposure from wireless phones. The FDA publication includes the following information:

Do cell phones pose a health hazard?

Many people are concerned that cell phone radiation will cause cancer or other serious health hazards. The weight of scientific evidence has not linked cell phones with any health problems.

Cell phones emit low levels of Radio Frequency (RF) energy. Over the past 15 years, scientists have conducted hundreds of studies looking at the biological effects of the radio frequency energy emitted by cell phones. While some researchers have reported biological changes associated with RF energy, these studies have failed to be replicated. The majority of studies published have

failed to show an association between exposure to radio frequency from a cell phone and health problems.

The low levels of RF cell phones emit while in use are in the microwave frequency range. They also emit RF at substantially reduced time intervals when in the stand-by mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects.

The biological effects of radio frequency energy should not be confused with the effects from other types of electromagnetic energy.
Very high levels of electromagnetic energy, such as is found in X-rays and gamma rays, can ionize biological tissues. Ionization is a process where electrons are stripped away from their normal locations in atoms and molecules. It can permanently damage biological tissues including DNA, the genetic material.

The energy levels associated with radio frequency energy, including both radio waves and microwaves, are not great enough to cause ionization of atoms and molecules. Therefore, RF energy is a type of non-ionizing radiation. Other types

of non-ionizing radiation include visible light, infrared radiation (heat), and other forms of electromagnetic radiation with relatively low frequencies.

While RF energy does not ionize particles, large amounts can increase body temperatures and cause tissue damage. Two areas of the body, the eyes and the testes, are particularly vulnerable to RF heating because there is relatively little blood flow in them to carry away excess heat.

Research Results to Date: Is there a connection between RF and certain health problems?

The results of most studies conducted to date say no. In addition, attempts to replicate and confirm the few studies that have shown a connection have failed. The scientific community at large therefore believes that the weight of scientific evidence does not show an association between exposure to Radio Frequency (RF) from cell phones and adverse health outcomes. Still the scientific community has supported additional research to address gaps in knowledge. Some of these studies are described below.

Interphone Study

Interphone is a large international study designed to determine whether cell phones increase the risk of head and neck cancer. A report published in the International Journal of Epidemiology (June, 2010) compared cell phone usage for more than 5,000 people with brain tumors (glioma and meningioma) and a similar number of healthy controls.

Results of this study did NOT show that cell phones caused brain cancer. In this study, most people had no increased risk of brain cancer from using cell phones. For people with the heaviest use of cell phones (an average of more than ½ hour per day, every day, for over 10 years) the study suggested a slight increase in brain cancer. However, the authors determined that biases and errors prevented any conclusions being drawn from this data. Additional information about Interphone can be found at
www.iarc.fr/en/media-centre/pr/2010/pdfs/pr200_E.pdf.

Interphone is the largest cell phone study to date, but it did not answer all questions about cell phone safety. Additional research is being conducted around the world, and the FDA continues to monitor developments in this field.

International Cohort Study on Mobile Phone Users (COSMOS)

The COSMOS study aims to conduct long-term health monitoring of a large group of people to determine if there are any health issues linked to long-term exposure to radio frequency energy from cell phone use. The COSMOS study will follow approximately 300,000 adult cell phone users in Europe for 20 to 30 years. Additional information about the COSMOS study can be found at www.ukcosmos.org/index.html.

Risk of Brain Cancer from Exposure to Radio Frequency Fields in Childhood and Adolescence (MOBI-KIDS)

MOBI-KIDS is an international study investigating the relationship between exposure to radio frequency energy from communication technologies including cell phones and brain cancer in young people. This is an international multi-center study involving 14 European and non-European countries. Additional information about MOBI-KIDS can be found at www.creal.cat/programes-recerca/en_projectes-creal/view.php?ID=39.

Surveillance, Epidemiology, and End Results (SEER) Program of the National Cancer Institute

The National Cancer Institute (NCI) actively follows cancer statistics in the United States to detect any change in rates of new cases for brain cancer. If cell phones play a role in risk for brain cancer, rates should go up, because heavy cell phone use has been common for quite some time in the U.S. Between 1987 and 2005, the overall age-adjusted incidence of brain cancer did not increase. Additional information about SEER can be found at http://seer.cancer.gov/.

Cell Phone Industry Actions

Although the existing scientific data do not justify FDA regulatory actions, the FDA has urged the cell phone industry to take a number of steps, including the following:

- Support-needed research on possible biological effects of RF for the type of signal emitted by cell phones;
- Design cell phones in a way that minimizes any RF exposure to the user; and
- Cooperate in providing users of cell phones with the current information on cell phone use and human health concerns.

The FDA also is working with voluntary standard-setting bodies such as the Institute of Electrical and Electronics Engineers (IEEE), the International Commission on Non-Ionizing Radiation Protection (ICNIRP), and others to assure that safety standards continue to adequately protect the public.

Reducing Exposure: Hands-Free Kits and Other Accessories
Steps to Reduce Exposure to Radio Frequency Energy

If there is a risk from being exposed to radio frequency energy (RF) from cell phones - and at this point we do not know that there is - it is probably very small. But, if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your RF exposure.

- Reduce the amount of time spent using your cell phone;
- Use speaker mode or a headset to place more distance between your head and the cell phone.

Hands-Free Kits

Hands-free kits may include audio or Bluetooth® headsets and various types of body-worn accessories such as belt-clips and holsters. Combinations of these can be used to reduce RF energy absorption from cell phones.
Headsets can substantially reduce exposure because the phone is held away from the head in the user's hand or in approved body-worn accessories. Cell phones marketed in the U.S. are required to meet RF exposure compliance requirements when used against the head and against the body.

Because there are no known risks from exposure to RF emissions from cell phones, there is no reason to believe that hands-free kits reduce risks. Hands-free kits can be used for convenience and comfort. They are also required by law in many states if you want to use your phone while driving.

Cell Phone Accessories that Claim to Shield the Head from RF Radiation

Because there are no known risks from exposure to RF emissions from cell phones, there is no reason to believe that accessories which claim to shield the head from those emissions reduce risks. Some products that claim to shield the user from RF absorption use special phone cases, while others involve nothing more than a metallic accessory attached to the phone.

Studies have shown that these products generally do not work as advertised.

Unlike "hands-free" kits, these so-called "shields" may interfere with proper operation of the phone. The phone may be forced to boost its power to compensate, leading to an increase in RF absorption.

Children and Cell Phones

The scientific evidence does not show a danger to any users of cell phones from RF exposure, including children and teenagers. The steps adults can take to reduce RF exposure apply to children and teenagers as well.

- Reduce the amount of time spent on the cell phone;
- Use speaker mode or a headset to place more distance between the head and the cell phone.

Some groups sponsored by other national governments have advised that children be discouraged from using cell phones at all. For example, The Stewart Report from the United Kingdom made such a recommendation in December 2000. In this report, a group of independent experts noted that no evidence exists that using a cell phone causes brain tumors or other ill effects. Their recommendation to limit cell phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

Additional information on the safety of RF exposures from various sources can be obtained from the following organizations (updated 07/01/2014):

- FCC RF Safety Program:
  www.fcc.gov/oet/rfsafety/
- Environmental Protection Agency (EPA):
  www.epa.gov/radtown/wireless-tech.html
- Occupational Safety and Health Administration (OSHA):
  www.osha.gov/SLTC/radiofrequencyradiation/
  (Note: This web address is case sensitive.)

- National Institute for Occupational Safety and Health (NIOSH):
  www.cdc.gov/niosh/
- World Health Organization (WHO):
  www.who.int/peh-emf/en/
- International Commission on Non-Ionizing Radiation Protection:
  www.icnirp.de
- Health Protection Agency:
  www.hpa.org.uk/Topics/Radiation/
- US Food and Drug Administration:
  www.fda.gov/Radiation-EmittingProducts/
  RadiationEmittingProductsandProcedures/
  HomeBusinessandEntertainment/CellPhones/default.htm

Specific Absorption Rate (SAR) Certification Information

Your wireless device is a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for Radio Frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government.

These FCC RF exposure limits are derived from the recommendations of two expert organizations: the National Council on Radiation Protection and Measurement (NCRP) and the Institute of Electrical and Electronics Engineers (IEEE). In both cases, the recommendations were developed by scientific and engineering experts drawn from industry, government, and academia after extensive reviews of the scientific literature related to the biological effects of RF energy.

The RF exposure limit set by the FCC for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate (SAR). The SAR is a measure of the rate of absorption of RF energy by the human body expressed in units of watts per kilogram (W/kg). The FCC requires wireless phones to comply with a safety limit of 1.6 watts per kilogram (1.6 W/kg).

The FCC SAR limit incorporates a substantial margin of safety to give additional protection to the public and to account for any variations in measurements.

SAR tests are conducted using standard operating positions accepted by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power

level, the actual SAR level of the phone while operating can be well below the maximum reported value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the device.

Before a new model device is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the SAR limit established by the FCC. Tests for each model device are performed in positions and locations (e.g. at the ear and worn on the body) as required by the FCC. For body-worn operation, this phone has been tested and meets FCC RF exposure guidelines when used with an accessory that contains no metal and that positions the mobile device a minimum of 1.5 cm from the body.
Use of other accessories may not ensure compliance with FCC RF exposure guidelines. The FCC has granted an Equipment Authorization for this mobile device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines.

This device has a FCC ID number: A3LSCHR220 [Model Number: SCH-R220] and the specific SAR levels for this [mobile phone/device] can be found at the following FCC website: www.fcc.gov/oet/ea/.

The SAR information for this device can also be found on Samsung's website: www.samsung.com/sar.
SAR information on this and other model devices can be accessed online on the FCC's website through
 http://transition.fcc.gov/oet/rfsafety/sar.html. To find information that pertains to a particular model, this site uses the device FCC ID number which is usually printed somewhere on the case of the device. Sometimes it may be necessary to remove the battery pack to find the number. Once you have the FCC ID number for a particular device, follow the instructions on the website and it should provide values for typical or maximum SAR for a particular phone. Additional SAR information can also be obtained at
www.fcc.gov/encyclopedia/specific-absorption-rate-sar-cellular-telephones.

FCC Part 15 Information to User

Pursuant to part 15.21 of the FCC Rules, you are cautioned that changes or modifications not expressly approved by Samsung could void your authority to operate the device.

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.
Note: 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 or more 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/TV technician for help.

Commercial Mobile Alerting System (CMAS)

This device is designed to receive wireless emergency alerts from the Commercial Mobile Alerting System ("CMAS"; which may also be known as the Personal Localized Alerting Network ("PLAN")). If your wireless provider has chosen to participate in CMAS/PLAN, alerts are available while in the provider's coverage area. If you travel outside your provider's coverage area, wireless emergency alerts may not be available. For more information, please contact your wireless provider.

Smart Practices While Driving

On the Road - Off the Phone

The primary responsibility of every driver is the safe operation of his or her vehicle.

Responsible drivers understand that no secondary task should be performed while driving whether it be eating, drinking, talking to passengers, or talking on a mobile phone - unless the driver has assessed the driving conditions and is confident that the secondary task will not interfere with their primary responsibility. **Do not engage in any activity while driving a moving vehicle which may cause you to take your eyes off the road or become so absorbed in the activity that your ability to concentrate on the act of driving becomes impaired.** Samsung is committed to promoting responsible driving and giving drivers the tools they need to understand and address distractions.

Check the laws and regulations on the use of mobile devices and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas. For example, only hands-free use may be permitted in certain areas.

Before answering calls, consider your circumstances. Let the call go to voicemail when driving conditions require. Remember, driving comes first, not the call!

If you consider a call necessary and appropriate, follow these tips:
- Use a hands-free device;
- Secure your phone within easy reach;
- Place calls when you are not moving;
- Plan calls when your car will be stationary;
- Do not engage in stressful or emotional conversations;
- Let the person with whom you are speaking know that you are driving and will suspend the call if necessary;
- Do not take notes or look up phone numbers while driving;

Notice regarding legal restrictions on mounting this device in an automobile:

Laws in some states may prohibit mounting this device on or near the windshield of an automobile. In other states, the law may permit mounting this device only in specific locations in the automobile. Be sure to consult the state and local laws or ordinances where you drive before mounting this device in an automobile. Failure to comply with these restrictions could result in fines, penalties, or other damages.

Never mount this device in a manner that will obstruct the driver's clear view of the street and traffic.

Never use wireless data services such as text messaging, Web browsing, or e-mail while operating a vehicle.

Never watch videos, such as a movie or clip, or play video games while operating a vehicle.

For more information, go to www.ctia.org.

Battery Use and Safety

Important!: Handle and store batteries properly to avoid injury or damage. Most battery issues arise from improper handling of batteries and, particularly, from the continued use of damaged batteries.

- **Do not disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.** Do not put a high degree of pressure on the battery. This can cause leakage or an internal short-circuit, resulting in overheating.

- **Do not let the phone or battery come in contact with liquids.** Liquids can get into the phone's circuits, leading to corrosion. Even when the phone appears to be dry and appears to operate normally, the circuitry could slowly corrode and pose a safety hazard. If the phone and/or battery get wet, have them checked by your service provider or contact Samsung, even if they appear to be working properly.

- **Do not place your battery in or near a heat source.** Excessive heating can damage the phone or the battery and could cause the phone or the battery to explode. Do not dry a wet or damp battery with an appliance or heat source such as a microwave oven, hair dryer, iron, or radiator. Avoid leaving your phone in your car in high temperatures.

- **Caution:** Some applications or prolonged usage may increase device temperature. Prolonged skin contact with a device that is hot to the touch may produce skin discomfort or redness, or low-temperature burns. If the device feels hot to the touch, discontinue use and close all applications or turn off the device until it cools. Always ensure that the device has adequate ventilation and air flow. Covering the device with bedding, your body, thick clothing or any other materials that significantly affect air flow may affect the performance of the device and poses a possible risk of fire or explosion, which could lead to serious bodily injuries or damage to property.

- **Do not dispose of the phone or the battery in a fire.** The phone or the battery may explode when overheated.

- **Do not handle a damaged or leaking battery.** Do not let leaking battery fluid come in contact with your eyes, skin or clothing. For safe disposal options, contact your nearest Samsung-authorized service center.

- **Avoid dropping the cell phone.** Dropping the phone or the battery, especially on a hard surface, can potentially cause damage to the phone and battery. If you suspect damage to the phone or battery, take it to a service center for inspection.

- **Never use any charger or battery that is damaged in any way.**

- **Do not allow the battery to touch metal objects.** Accidental short-circuiting can occur when a metallic object (coin, key, jewelry, clip, or pen) causes a direct connection between the + and - terminals of the battery (metal strips on the battery), for example when you carry a spare battery in a pocket or bag. Short-circuiting the terminals may damage the battery or the object causing the short-circuiting.

- **Use only Samsung-approved batteries, and recharge your battery only with Samsung-approved chargers which are specifically designed for your phone.**

WARNING!
Use of a non-Samsung-approved battery or charger may present a risk of fire, explosion, leakage, or other hazard. Samsung's warranty does not cover damage to the phone caused by nonSamsung-approved batteries and/or chargers.

- **Do not use incompatible cell phone batteries and chargers.** Some websites and second-hand dealers not associated with reputable manufacturers and carriers, might be selling incompatible or even counterfeit batteries and chargers. Consumers should purchase manufacturer or carrier-recommended products and accessories. If unsure about whether a replacement battery or charger is compatible, contact the manufacturer of the battery or charger.

- Misuse or use of incompatible phones, batteries, and charging devices could result in damage to the equipment and a possible risk of fire, explosion, or leakage, leading to serious injuries, damages to your phone, or other serious hazard.

Samsung Mobile Products and Recycling

Samsung cares for the environment and encourages its customers to recycle Samsung mobile devices and genuine Samsung accessories.

Proper disposal of your mobile device and its battery is not only important for safety, it benefits the environment. Batteries must be recycled or disposed of properly.

Recycling programs for your mobile device, batteries, and accessories may not be available in your area.
We've made it easy for you to recycle your old Samsung mobile device by working with respected take-back companies in every state in the country.

Drop It Off

You can drop off your Samsung-branded mobile device and batteries for recycling at one of our numerous Samsung Recycling Direct (SM) locations. A list of these locations may be found at: http://pages.samsung.com/us/recyclingdirect/usactivities_ environment_samsungrecyclingdirect_locations.jsp.

Samsung-branded devices and batteries will be accepted at these locations for no fee.

Consumers may also recycle their used mobile device or batteries at many retail or carrier-provided locations where mobile devices and batteries are sold. Additional information regarding specific locations may be found at: www.epa.gov/epawaste/conserve/ materials/ecycling/donate.htm or at www.call2recycle.org/.

Mail It In

The Samsung Mobile Take-Back Program will provide Samsung customers with a free recycling mailing label. Just go to http://fun.samsungmobileusa.com/recycling/index.jsp and follow the instructions to print out a free pre-paid postage label and then send your old mobile device or battery to the address listed, via U.S. Mail, for recycling.

Dispose of unwanted electronics through an approved recycler. To find the nearest recycling location, go to our website: www.samsung.com/recyclingdirect
Or call, (877) 278-0799.

Follow local regulations regarding disposal of mobile devices and batteries

Dispose of your mobile device and batteries in accordance with local regulations. In some areas, the disposal of these items in household or business trash may be prohibited. Help us protect the environment - recycle!

Warning!: Never dispose of batteries in a fire because they may explode.

UL Certified Travel Charger

The Travel Charger for this phone has met applicable UL safety requirements. Please adhere to the following safety instructions per UL guidelines:

FAILURE TO FOLLOW THE INSTRUCTIONS OUTLINED MAY LEAD TO SERIOUS PERSONAL INJURY AND POSSIBLE PROPERTY DAMAGE.
IMPORTANT SAFETY INSTRUCTIONS - SAVE THESE INSTRUCTIONS.
DANGER - TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, CAREFULLY FOLLOW THESE INSTRUCTIONS.

FOR CONNECTION TO A SUPPLY NOT IN NORTH AMERICA, USE AN ATTACHMENT PLUG ADAPTOR OF THE PROPER CONFIGURATION FOR THE POWER OUTLET. THIS POWER UNIT IS INTENDED TO BE CORRECTLY ORIENTED IN A VERTICAL OR

HORIZONTAL OR FLOOR MOUNT POSITION.

Display / Touch-Screen

Please note the following information when using your mobile device:

WARNING REGARDING DISPLAY

The display on your mobile device is made of glass or acrylic and could break if your mobile device is dropped or if it receives significant impact. Do not use if screen is broken or cracked as this could cause injury to you.

WARNING DISCLAIMER: PROPER USE OF A TOUCH-SCREEN MOBILE DEVICE

If your mobile device has a touch-screen display, please note that a touch-screen responds best to a light touch from the pad of your finger or a non-metallic stylus. Using excessive force or a metallic object when pressing on the touch-screen may damage the tempered glass surface and void the warranty.

For more information, please refer to the "Standard Limited Warranty".

GPS

Certain Samsung mobile devices can use a Global Positioning System (GPS) signal for location-based applications. A GPS uses satellites controlled by the U.S. Government that are subject to changes implemented in accordance with the Department of Defense policy and the 2008 Federal Radio navigation Plan (FRP). Changes may affect the performance of location-based technology on your mobile device.

Even with GPS, when you make an emergency call:

- •Always tell the emergency responder your location to the best of your ability; and
- •Remain on the mobile device for as long as the emergency responder instructs you.

Navigation

Maps, directions, and other navigation-data, including data relating to your current location, may contain inaccurate or incomplete data, and circumstances can and do change over time. In some areas, complete information may not be available. **Therefore, you should always visually confirm that the navigational**

instructions are consistent with what you see before following them. All users should pay attention to road conditions, closures, traffic, and all other factors that may impact safe driving or walking. Always obey posted road signs.

Emergency Calls

This mobile device, like any wireless mobile device, operates using radio signals, wireless and landline networks, as well as user-programmed functions, which cannot guarantee connection in all conditions, areas, or circumstances. Therefore, you should never rely solely on any wireless mobile device for essential communications (medical emergencies, for example). Before traveling in remote or underdeveloped areas, plan an alternate method of contacting emergency services personnel. Remember, to make or receive any calls, the mobile device must be switched on and in a service area with adequate signal strength.

Emergency calls may not be possible on all wireless mobile device networks or when certain network services and/or mobile device features are in use. Check with local service providers.

To make an emergency call:
1. If the mobile device is not on, switch it on.
2. Open your phone dialer.
3. Enter the emergency number for your present location (for example, 911 or other official emergency number), then tap Call/Send. Emergency numbers vary by location.

Care and Maintenance

Your mobile device is a product of superior design and craftsmanship and should be treated with care. The suggestions below will help you fulfill any warranty obligations and allow you to enjoy this product for many years:

Keep your Samsung Mobile Device away from:

Liquids of any kind

Keep the mobile device dry. Precipitation, humidity, and liquids contain minerals that will corrode electronic circuits. If the mobile device does get wet, do not accelerate drying with the use of an oven, microwave, or dryer, because this may damage the mobile device and could cause a fire or explosion.

Do not use the mobile device with a wet hand. Doing so may cause an electric shock to you or damage to the mobile device.

Extreme heat or cold
Avoid temperatures below 0ºC / 32ºF or above 45ºC / 113ºF.

Microwaves
Do not try to dry your mobile device in a microwave oven. Doing so may cause a fire or explosion.

Dust and dirt
Do not expose your mobile device to dust, dirt, or sand.

Cleaning solutions

Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the mobile device. Wipe it with a soft cloth slightly dampened in a mild soap-and-water solution. If the mobile device has a retractable camera lens, do not use soap and water to clean the lens. Use a blower or brush or lens cleaning paper dampened in a lens cleaning solution.

Shock or vibration

Do not drop, knock, or shake the mobile device.
Rough handling can break internal circuit boards.

Paint

Do not paint the mobile device. Paint can clog the device's moving parts or ventilation openings and prevent proper operation.

Responsible Listening

Important!: Avoid potential hearing loss.

Damage to hearing occurs when a person is exposed to loud sounds over time. The risk of hearing loss increases as sound is played louder and for longer durations. Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cell phones, at high volume settings for long durations may lead to permanent noise-induced hearing loss.

This includes the use of headphones (including headsets, earbuds, and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound, and distorted hearing. Individual susceptibility to noise-induced hearing loss and potential hearing problem varies. Additionally, the amount of sound produced by a portable audio device varies depending on the nature of

the sound, the device settings, and the headphones that are used. As a result, there is no single volume setting that is appropriate for everyone or for every combination of sound, settings, and equipment.

You should follow some common sense recommendations when using any portable audio device:

- Always turn the volume down before plugging the earphones into an audio source.
- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- Be aware that you can adapt to higher volume settings over time, not realizing that the higher volume may be harmful to your hearing.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise. By blocking

background environment noise, noise cancelling headphones should allow you to hear the music at lower volumes than when using earbuds.

- Limit the amount of time you listen. As the volume increases, less time is required before you hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech, or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.

You can obtain additional information on this subject from the following sources:

American Academy of Audiology
11730 Plaza American Drive, Suite 300
Reston, VA 20190
Voice: (800) 222 2336
Email: info@audiology.org
Internet:
www.audiology.org/Pages/default.aspx

National Institute on Deafness and Other Communication Disorders
National Institutes of Health
31 Center Drive, MSC 2320
Bethesda, MD 20892 2320
Email: nidcdinfo@nih.gov
Internet:
www.nidcd.nih.gov/

Health and Safety

National Institute for Occupational Safety and Health (NIOSH)
395 E Street, S.W., Suite 9200
Patriots Plaza Building
Washington, DC 20201
Voice: 1 800 35 NIOSH (1 800 356 4674)
1 800 CDC INFO (1 800 232 4636)
Outside the U.S. 513 533 8328
Email: cdcinfo@cdc.gov
Internet:
www.cdc.gov/niosh/topics/noise/default.html
1 888 232 6348 TTY

Operating Environment
Remember to follow any special regulations in force in any area, and always switch your mobile device off whenever it is forbidden to use it, or when it may cause interference or danger. When connecting the mobile device or any accessory to another device, read its user's guide for detailed safety instructions. Do not connect incompatible products.

Using Your Mobile Device Near Other Electronic Devices
Most modern electronic equipment is shielded from Radio Frequency (RF) signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless mobile device. Consult the manufacturer to discuss alternatives.

Implantable Medical Devices
A minimum separation of six (6) inches should be maintained between a handheld wireless mobile device and an implantable medical device, such as a pacemaker or implantable cardioverter defibrillator, to avoid potential interference with the device.

Persons who have such devices:

Should ALWAYS keep the mobile device more than six (6) inches from their implantable medical device when the mobile device is turned ON;

- Should not carry the mobile device in a breast pocket;
- Should use the ear opposite the implantable medical device to minimize the potential for interference;
- Should turn the mobile device OFF immediately if there is any reason to suspect that interference is taking place;

- Should read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your wireless mobile device with an implantable medical device, consult your health care provider.

For more information see: www.fcc.gov/oet/rfsafety/rf-faqs.html#.

Other Medical Devices

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

Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle before using your mobile device in a motor vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

Posted Facilities

Switch your mobile device off in any facility where posted notices require you to do so.

Potentially Explosive Environments

Switch your mobile device off when in any area with a potentially explosive atmosphere and 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 to switch the mobile device off while at a refueling point (service station).

Users are reminded of the need to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants, or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your vehicle engine. Vehicles using liquefied petroleum gas (such as propane or butane) must comply with the National Fire Protection Standard (NFPA-58). For a copy of this standard, contact the National Fire Protection Association.

When your Device is Wet
Do not turn on your device if it is wet. If your device is already on, turn it off and remove the battery immediately (if the device will not turn off or you cannot remove the battery, leave it as-is). Then, dry the device with a towel and take it to a service center.

FCC Hearing Aid Compatibility (HAC) Regulations for Wireless Devices

The U.S. Federal Communications Commission (FCC) has established requirements for digital wireless mobile devices to be compatible with hearing aids and other assistive hearing devices.

When individuals employing some assistive hearing devices (hearing aids and cochlear implants) use wireless mobile devices, they may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and mobile devices also vary in the amount of interference they generate.

The wireless telephone industry has developed a rating system for wireless mobile devices to assist hearing device users find mobile devices that may be compatible with their hearing devices. Not all mobile devices have been rated. Mobile devices 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 mobile device successfully. Trying out the mobile device with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Wireless mobile devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than mobile devices that are not labeled. M4 is the better/higher of the two ratings. M-ratings refer to enabling acoustic coupling with hearing aids that do not operate in telecoil mode.

T-Ratings: Mobile devices rated T3 or T4 meet FCC requirements and are likely to generate less interference to hearing devices than mobile devices that are not labeled. T4 is the better/higher of the two ratings. T-ratings refer to enabling inductive coupling with hearing aids operating in telecoil mode.
Hearing devices may also be rated. Your hearing aid manufacturer or hearing health professional may help you find this rating. Higher ratings mean that the hearing device is relatively immune to interference noise.
Under the current industry standard, American National Standards Institute (ANSI) C63.19, the hearing aid and wireless mobile device rating values are

added together to indicate how usable they are together. For example, if a hearing aid meets the M2 level rating and the wireless mobile device meets the M3 level rating, the sum of the two values equals M5.

Under the standard, this should provide the hearing aid user with normal use while using the hearing aid with the particular wireless mobile device. A sum of 6 or more would indicate excellent performance.

However, these are not guarantees that all users will be satisfied. T ratings work similarly.

M3   +   M2   =   5

T3   +   T2   =   5
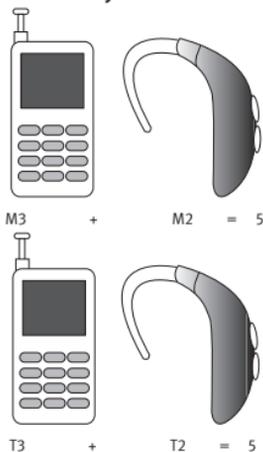
The HAC rating and measurement procedure are described in the American National Standards Institute (ANSI) C63.19 standard.

Restricting Children's Access to Your Mobile Device

Your mobile device is not a toy. Do not allow children to play with it because they could hurt themselves and others, damage the mobile device, or make calls that increase your mobile device bill.

Keep the mobile device and all its parts and accessories out of the reach of small children.

FCC Notice and Cautions

FCC Notice

The mobile device may cause TV or radio interference if used in close proximity to receiving equipment. The FCC can require you to stop using the mobile device if such interference cannot be eliminated.

Cautions

Any changes or modifications to your mobile device not expressly approved by Samsung could void your warranty for this equipment and void your authority to operate this equipment. Only use approved batteries, antennas, and chargers. The use of any unauthorized accessories may be dangerous and void the mobile device warranty if said accessories cause damage or a defect to the mobile device.

Although your mobile device is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending, or sitting on it.

Other Important Safety Information

- Only qualified personnel should service the mobile device or install the mobile device in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty applicable to the device.
- Ensure that any mobile devices or related equipment installed in your vehicle are securely mounted.
- Check regularly that all wireless mobile device equipment in your vehicle is mounted and operating properly.

- When using a headset in dry environments, static electricity can build up in the headset and cause a small quick static electrical shock. To minimize the risk of electrostatic discharge from the headset avoid using the headset in extremely dry environments or touch a grounded unpainted metal object to discharge static electricity before inserting the headset.
- Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the mobile device, its parts, or accessories.
- For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including installed or portable wireless equipment near or in the area over the air bag or in the air bag deployment area. If wireless equipment is improperly installed and the air bag inflates, serious injury could result.
- Switch your mobile device off before boarding an aircraft. The use of wireless mobile devices in aircraft is illegal and may be dangerous to the aircraft's operation. Check with appropriate authorities before using any function of a mobile device while on an aircraft.
- Failure to observe these instructions may lead to the suspension or denial of cell phone services to the offender, or legal action, or both.

- While using your device, leave some lights on in the room and do not hold the screen too close to your eyes.
- Seizures or blackouts can occur when you are exposed to flashing lights while watching videos or playing games for extended periods. If you feel any discomfort, stop using the device immediately.
- Reduce risk of repetitive motion injuries. When you repetitively perform actions, such as pressing keys, drawing characters on a touch screen with your fingers, or playing games, you may experience occasional discomfort in your hands, neck, shoulders, or other parts of your body. When using your device for extended periods, hold the device with a relaxed grip, press the keys lightly, and take frequent breaks. If you continue to have discomfort during or after such use, stop use and see a physician.
- If your device has a camera flash or light, do not use the flash or light close to the eyes of people or pets. [070114]

The Fine Print

Topics

- Intellectual Property
- Disclaimer Of Warranties (Exclusion Of Liability)
- Standard Limited Warranty
- Precautions For Transfer And Disposal
- End User License Agreement For Software

For more information about GreatCall, visit us online at www.greatcall.com.

Intellectual Property

All Intellectual Property, as defined below, owned by or which is otherwise the property of Samsung or its respective suppliers relating to the SAMSUNG Phone, including but not limited to, accessories, parts, or software relating thereto (the "Phone System"), is proprietary to Samsung and protected under federal laws, state laws, and international treaty provisions. Intellectual Property includes, but is not limited to, inventions (patentable or unpatentable), patents, trade secrets, copyrights, software, computer programs, and related documentation and other works of authorship. You may not infringe or otherwise violate the rights secured by the Intellectual Property. Moreover, you agree that you will not (and will not attempt to) modify, prepare derivative works of, reverse engineer, decompile, disassemble, or otherwise attempt to create source code from the software. No title to or ownership in the Intellectual Property is transferred to you. All applicable rights of the Intellectual Property shall remain with SAMSUNG and its suppliers.

GreatCall, Inc. Headquarters:
10935 Vista Sorrento Parkway, Suite 200
San Diego, CA 92130
Tel: 1–858–720–7500

Customer Service Center:
P.O. Box 4428
Carlsbad, CA 92018
Tel: 1–800–733–6632

Internet Address:
www.greatcall.com

Copyright ©2014 GreatCall, Inc. Jitterbug and GreatCall are registered trademarks of GreatCall, Inc.

Samsung Telecommunications America (STA), LLC

Address:
1301 E. Lookout Drive Richardson, TX 75082
Phone: 1-800-SAMSUNG (726-7864)
Phone: 1-888-987-HELP (4357)
Internet Address:
www.samsung.com

Copyright ©2014 SAMSUNG Telecommunications America, LLC. Samsung is a registered trademark of Samsung Electronics Co., Ltd.

RSA® is a registered Trademark RSA Security, Inc.

Disclaimer of Warranties; Exclusion of Liability

EXCEPT AS SET FORTH IN THE EXPRESS WARRANTY CONTAINED ON THE WARRANTY PAGE ENCLOSED WITH THE PRODUCT, THE PURCHASER TAKES THE PRODUCT "AS IS", AND SAMSUNG MAKES NO EXPRESS OR IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT, INCLUDING BUT NOT LIMITED TO THE MERCHANTABILITY OF THE PRODUCT OR ITS FITNESS FOR ANY PARTICULAR PURPOSE OR USE; THE DESIGN, CONDITION OR QUALITY OF THE PRODUCT; THE PERFORMANCE OF THE PRODUCT; THE WORKMANSHIP OF THE PRODUCT OR THE COMPONENTS CONTAINED THEREIN; OR COMPLIANCE OF THE PRODUCT WITH THE REQUIREMENTS OF ANY LAW, RULE, SPECIFICATION OR CONTRACT PERTAINING THERETO. NOTHING CONTAINED IN THE INSTRUCTION MANUAL SHALL BE CONSTRUED TO CREATE AN EXPRESS OR IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT. IN ADDITION, SAMSUNG SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR ARISING FROM THE BREACH OF THE EXPRESS WARRANTY, INCLUDING INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR LOSS OF ANTICIPATED PROFITS OR BENEFITS.

Modification of Software
SAMSUNG IS NOT LIABLE FOR PERFORMANCE ISSUES OR INCOMPATIBILITIES CAUSED BY YOUR EDITING OF REGISTRY SETTINGS, OR YOUR MODIFICATION OF OPERATING SYSTEM SOFTWARE.

USING CUSTOM OPERATING SYSTEM SOFTWARE MAY CAUSE YOUR DEVICE AND APPLICATIONS TO WORK IMPROPERLY. YOUR CARRIER MAY NOT PERMIT USERS TO DOWNLOAD CERTAIN SOFTWARE, SUCH AS CUSTOM OS.

SAMSUNG TELECOMMUNICATIONS AMERICA, LLC ("SAMSUNG") warrants that SAMSUNG's devices and accessories ("Products") are free from defects in material and workmanship under normal use and service.
Samsung Telecommunications America, LLC
1301 E. Lookout Drive
Richardson, Texas 75082
Phone: 1-800-SAMSUNG (726-7864)
Phone: 1-888-987-HELP (4357)

Standard Limited Warranty
What is covered and for how long?
The warranty period commences upon the date of purchase by the first consumer purchaser and continuing for the following specified period of time after that date:
Device 1 Year
Battery(ies)* 1 Year
Other Accessories* 1 Year

*If applicable.
What is not covered?
This Limited Warranty is conditioned upon proper use of the Product.
This Limited Warranty does not cover: (a) defects or damage resulting from accident, misuse, abnormal use, abnormal conditions, improper storage, exposure to liquid, moisture, dampness, sand or dirt, neglect, or unusual physical, electrical or electromechanical stress; (b) scratches, dents and cosmetic damage, unless caused by SAMSUNG; (c) defects or damage resulting from excessive force or use of a metallic object when pressing on a touch

screen; (d) equipment that has the serial number or the enhancement data code removed, defaced, damaged, altered or made illegible; (e) ordinary wear and tear; (f) defects or damage resulting from the use of Product in conjunction or connection with accessories, products, or ancillary/peripheral equipment not furnished or approved by SAMSUNG; (g) defects or damage resulting from improper testing, operation, maintenance, installation, service, or adjustment not furnished or approved by SAMSUNG, including but not limited to installation of unauthorized software and unauthorized root access, both of which shall void this limited warranty; (h) defects or damage resulting from external causes such as collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse, or improper use of any electrical source; (i) defects or damage resulting from cellular signal reception or transmission, or viruses or other software problems introduced into the Product; or (j) Product used or purchased outside the United States. This Limited Warranty covers batteries only if battery capacity falls below 80% of rated capacity or the battery leaks, and this Limited Warranty does not cover any battery if (i) the battery has been charged by a battery charger not specified or approved by

SAMSUNG for charging the battery; (ii) any of the seals on the battery are broken or show evidence of tampering; or (iii) the battery has been used in equipment other than the SAMSUNG device for which it is specified.

What are SAMSUNG's obligations?

During the applicable warranty period, provided the Product is returned in accordance with the terms of this Limited Warranty, SAMSUNG will repair or replace the Product, at SAMSUNG's sole option, without charge. SAMSUNG may, at SAMSUNG's sole option, use rebuilt, reconditioned, or new parts or components when repairing any Product, or may replace the Product with a rebuilt, reconditioned or new Product.

Repaired/replaced cases, pouches and holsters will be warranted for a period of ninety (90) days. All other repaired/replaced Products will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for ninety (90) days, whichever is longer. All replaced Products, parts, components, boards and equipment shall become the property of SAMSUNG. Except to any extent expressly allowed by applicable law, transfer or assignment of this Limited Warranty is prohibited.

What must you do to obtain warranty service?
To obtain service under this Limited Warranty, you must return the Product to an authorized phone service facility in an adequate container for shipping, accompanied by the sales receipt or comparable proof of sale showing the original date of purchase, the serial number of the Product and the seller's name and address.

To obtain assistance on where to deliver the Product, please call SAMSUNG Customer Care at 1-888-987-4357. If SAMSUNG determines that any Product is not covered by this Limited Warranty, you must pay all parts, shipping, and labor charges for the repair or return of such Product.

You should keep a separate backup copy of any contents of the Product before delivering the Product to SAMSUNG for warranty service, as some or all of the contents may be deleted or reformatted during the course of warranty service.

What are the limits on SAMSUNG's liability?
THIS LIMITED WARRANTY SETS OUT THE FULL EXTENT OF SAMSUNG'S RESPONSIBILITIES, AND THE EXCLUSIVE REMEDY REGARDING THE PRODUCTS.

ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE,

ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL SAMSUNG BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR FOR, WITHOUT LIMITATION, COMMERCIAL LOSS OF ANY SORT; LOSS OF USE, TIME, DATA, REPUTATION, OPPORTUNITY, GOODWILL, PROFITS OR SAVINGS; INCONVENIENCE; INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES; OR DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT. SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE DISCLAIMER OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND DISCLAIMERS MAY NOT APPLY TO YOU.

SAMSUNG MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE OR SUITABILITY OF ANY THIRD-PARTY SOFTWARE OR EQUIPMENT USED IN CONJUNCTION WITH THE PRODUCT, OR THE ABILITY TO INTEGRATE ANY SUCH SOFTWARE OR EQUIPMENT WITH THE PRODUCT, WHETHER SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT IS INCLUDED WITH THE PRODUCT DISTRIBUTED BY SAMSUNG OR OTHERWISE. RESPONSIBILITY FOR THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE AND SUITABILITY OF ANY SUCH

THIRD-PARTY SOFTWARE OR EQUIPMENT RESTS SOLELY WITH THE USER AND THE DIRECT VENDOR, OWNER OR SUPPLIER OF SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT.

Nothing in the Product instructions or information shall be construed to create an express warranty of any kind with respect to the Products. No agent, employee, dealer, representative or reseller is authorized to modify or extend this Limited Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of SAMSUNG regarding the Products or this Limited Warranty.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

What is the procedure for resolving disputes?
ALL DISPUTES WITH SAMSUNG ARISING IN ANY WAY FROM THIS LIMITED WARRANTY OR THE SALE, CONDITION OR PERFORMANCE OF THE PRODUCTS SHALL BE RESOLVED EXCLUSIVELY THROUGH FINAL AND BINDING ARBITRATION, AND NOT BY A COURT OR JURY.

Any such dispute shall not be combined or consolidated with a dispute involving any other person's or entity's Product or claim, and specifically, without

limitation of the foregoing, shall not under any circumstances proceed as part of a class action. The arbitration shall be conducted before a single arbitrator, whose award may not exceed, in form or amount, the relief allowed by the applicable law. The arbitration shall be conducted according to the American Arbitration Association (AAA) Commercial Arbitration Rules applicable to consumer disputes. This arbitration provision is entered pursuant to the Federal Arbitration Act. The laws of the State of Texas, without reference to its choice of laws principles, shall govern the interpretation of the Limited Warranty and all disputes that are subject to this arbitration provision. The arbitrator shall decide all issues of interpretation and application of this arbitration provision and the Limited Warranty.

For any arbitration in which your total damage claims, exclusive of attorney fees and expert witness fees, are $5,000.00 or less ("Small Claim"), the arbitrator may, if you prevail, award your reasonable attorney fees, expert witness fees and costs as part of any award, but may not grant SAMSUNG its attorney fees, expert witness fees or costs unless it is determined that the claim was brought in bad faith. In a Small Claim case, you shall be required to pay no more than half of the total administrative, facility and arbitrator fees, or $50.00 of such fees, whichever is less, and SAMSUNG shall pay the remainder of such fees.

Administrative, facility and arbitrator fees for arbitrations in which your total damage claims, exclusive of attorney fees and expert witness fees, exceed $5,000.00 ("Large Claim") shall be determined according to AAA rules. In a Large Claim case, the arbitrator may grant to the prevailing party, or apportion among the parties, reasonable attorney fees, expert witness fees and costs. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. This arbitration provision also applies to claims against SAMSUNG's employees, representatives and affiliates if any such claim arises from the Product's sale, condition or performance.

You may opt out of this dispute resolution procedure by providing notice to SAMSUNG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the Product. To opt out, you must send notice by e-mail to optout@sta.samsung.com, with the subject line: "Arbitration Opt Out." You must include in the opt out e-mail (a) your name and address; (b) the date on which the Product was purchased; (c) the Product model name or model number; and (d) the IMEI or MEID or Serial Number, as applicable, if you have it (the IMEI or MEID or Serial Number can be found (i) on the Product box; (ii) on the Product information screen, which can be found under "Settings;" (iii) on a

label on the back of the Product beneath the battery, if the battery is removable; and (iv) on the outside of the Product if the battery is not removable). Alternatively, you may opt out by calling 1-888-987-4357 no later than 30 calendar days from the date of the first consumer purchaser's purchase of the Product and providing the same information. These are the only two forms of notice that will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the benefits of the Limited Warranty.

Severability
If any portion of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Limited Warranty.

Precautions for Transfer and Disposal

If data stored on this device is deleted or reformatted using the standard methods, the data only appears to be removed on a superficial level, and it may be possible for someone to retrieve and reuse the data by means of special software.

To avoid unintended information leaks and other problems of this sort, it is recommended that the device be returned to Samsung's Customer Care Center for an Extended File System (EFS) Clear which will eliminate all user memory and return all settings to default settings. Please contact the Samsung Customer Care Center for details.

The Fine Print

Important!: Please provide warranty information (proof of purchase) to Samsung's Customer Care Center in order to provide this service at no charge. If the warranty has expired on the device, charges may apply.

No reproduction in whole or in part allowed without prior written approval. Specifications and availability subject to change without notice. [090114]

End User License Agreement for Software

IMPORTANT. READ CAREFULLY: This End User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and Samsung Electronics Co., Ltd. ("Samsung") for software, owned by Samsung and its affiliated companies and its third party suppliers and licensors, that accompanies this EULA, which includes computer software and may include associated media, printed materials, "online" or electronic documentation in connection with your use of this device ("Software").

This device requires the use of preloaded software in its normal operation. BY USING THE DEVICE OR ITS PRELOADED SOFTWARE, YOU ACCEPT THE TERMS OF THIS EULA. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT USE THE DEVICE OR THE SOFTWARE.

1. **GRANT OF LICENSE**. Samsung grants you the following rights provided that you comply with all terms and conditions of this EULA: You may install, use, access, display and run one copy of the Software on the local hard disk(s) or other permanent storage media of one computer and use the Software on a single computer or a mobile device at a time, and you may not make the Software available over a network where it could be used by multiple computers at the same time. You may make one copy of the Software in machine readable form for backup purposes only; provided that the backup copy must include all copyright or other proprietary notices contained on the original.

Certain items of the Software may be subject to open source licenses. The open source license provisions may override some of the terms of this EULA. We make the applicable open source licenses available to you on the Legal Notices section of the Settings menu of your device.

2. **RESERVATION OF RIGHTS AND OWNERSHIP**. Samsung reserves all rights not expressly granted to you in this EULA. The Software is protected by copyright and other intellectual property laws and treaties. Samsung or its suppliers own the title, copyright and other intellectual property rights in the Software. The Software is licensed, not sold.

3. **LIMITATIONS ON END USER RIGHTS**. You may not reverse engineer, decompile, disassemble, or otherwise attempt to discover the source code or algorithms of, the Software (except and only to the extent that such activity is expressly permitted by applicable law not withstanding this limitation), or modify, or disable any features of, the Software, or create derivative works based on the Software. You may not rent, lease, lend, sublicense or provide commercial hosting services with the Software.

4. **CONSENT TO USE OF DATA.** You agree that Samsung and its affiliates may collect and use technical information gathered as part of the product support services related to the Software provided to you, if any, such as IMEI (your device's unique identification number), device number, model name, customer code, access recording, your device's current SW version, MCC (Mobile Country Code), MNC (Mobile Network Code). Samsung and its affiliates may use this information solely to improve their products or to provide customized services or technologies to you and will not disclose this information in a form that personally identifies you. At all times your information will be treated in accordance with Samsung's Privacy Policy, which can be viewed at: http://account.samsung.com/membership/pp.

5. **SOFTWARE UPDATES.** Samsung may provide to you or make available to you updates, upgrades, supplements and add-on components (if any) of the Software, including bug fixes, service upgrades (parts or whole), products or devices, and updates and enhancements to any software previously installed (including entirely new versions), (collectively "Update") after the date you obtain your initial copy of the Software to improve the Software and ultimately enhance your user experience with your device. This EULA applies to all and any component of the Update that Samsung may provide to you or make available to you after the date you obtain your initial copy of the Software, unless we provide other terms along with such Update. To use Software provided through Update, you must first be licensed for the Software identified by Samsung as eligible for the Update. After the Update, you may no longer use the Software that formed the basis for your Update eligibility. The updated Software version may add new functions and, in some limited cases, may delete existing functions. While the Update will be generally available, in some limited circumstances, the Software updates will only be offered by your network carrier, and such Software updates will be governed by your contractual relationship with your network carrier.

With the "Automatic Update" function enabled (as in the default setting in the System Update menu in the Setting), your device downloads some Updates automatically from time to time. Your device will, however, ask for your consent before installing any Update If you choose to disable the "Automatic Update" function, then you can check the availability of new Updates by clicking on the "Check Update" menu in the Setting. We recommend that you check availability of any new Updates periodically for optimal use of your device. If you want to avoid any use of network data for the Update downloads, then you should choose the "Wi-Fi Only" option in the Setting. (Regardless of the option you choose, the "Automatic Update" function downloads Updates only through Wi-Fi connection.)

6. Some features of the Software may require your device to have access to the internet and may be subject to restrictions imposed by your network or internet provider. Unless your device is connected to the internet through Wi-Fi connection, the Software will access through your mobile network, which may result in additional charges depending on your payment plan. In addition, your enjoyment of some features of the Software may be affected by the suitability and performance of your device hardware or data access.

7. **SOFTWARE TRANSFER.** You may not transfer this EULA or the rights to the Software granted herein to any third party unless it is in connection with the sale of the mobile device which the Software accompanied. In such event, the transfer must include all of the Software (including all component parts, the media and printed materials, any upgrades, this EULA) and you may not retain any copies of the Software. The transfer may not be an indirect transfer, such as a consignment. Prior to the transfer, the end user receiving the Software must agree to all the EULA terms.

8. **EXPORT RESTRICTIONS.** You acknowledge that the Software is subject to export restrictions of various countries. You agree to comply with all applicable international and national laws that apply to the Software, including all the applicable export restriction laws and regulations.

9. **TERMINATION.** This EULA is effective until terminated. Your rights under this License will terminate automatically without notice from Samsung if you fail to comply with any of the terms and conditions of this EULA. Upon termination of this EULA, you must cease all use of the Software and destroy all copies, full or partial, of the Software.

10. **DISCLAIMER OF WARRANTY.** UNLESS SEPARATELY STATED IN A WRITTEN EXPRESS LIMITED WARRANTY ACCOMPANYING YOUR DEVICE, ALL SOFTWARE PROVIDED BY SAMSUNG WITH THIS MOBILE DEVICE (WHETHER INCLUDED WITH THE DEVICE, DOWNLOADED, OR OTHERWISE OBTAINED) IS PROVIDED "AS IS" AND ON AN "AS AVAILABLE" BASIS, WITHOUT WARRANTIES OF ANY KIND FROM SAMSUNG, EITHER EXPRESS OR IMPLIED. TO THE FULLEST EXTENT POSSIBLE PURSUANT TO APPLICABLE LAW, SAMSUNG DISCLAIMS ALL WARRANTIES EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY OR WORKMANLIKE EFFORT, FITNESS FOR A PARTICULAR PURPOSE, RELIABILITY OR AVAILABILITY, ACCURACY, LACK OF VIRUSES, QUIET ENJOYMENT, NON INFRINGEMENT OF THIRD PARTY RIGHTS OR OTHER VIOLATION OF RIGHTS. SOME JURISDICTIONS DO NOT ALLOW EXCLUSIONS OR LIMITATIONS OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM SAMSUNG OR ITS AFFILIATES SHALL BE DEEMED TO ALTER THIS DISCLAIMER BY SAMSUNG OF WARRANTY REGARDING THE SOFTWARE, OR TO CREATE ANY WARRANTY OF ANY SORT FROM SAMSUNG.

11. **THIRD-PARTY APPLICATIONS.** Certain third party applications may be included with, or downloaded to this mobile device. Samsung makes no representations whatsoever about any of these applications. Since Samsung has no control over such applications, you acknowledge and agree that Samsung is not responsible for the availability of such applications and is not responsible or liable for any content, advertising, products, services, or other materials on or available from such applications. You expressly acknowledge and agree that use of third party applications is at your sole risk and that the entire risk of unsatisfactory quality, performance, accuracy and effort is with you. It is up to you to take precautions to ensure that whatever you select to use is free of such items as viruses, worms, Trojan horses, and other items of a destructive nature. References on this mobile device to any names, marks, products, or services of any third-parties are provided solely as a convenience to you, and do not constitute or imply an endorsement, sponsorship, or recommendation of, or affiliation with the third party or its products and services. You agree that Samsung shall not be responsible or liable, directly or indirectly, for any damage or loss, including but not limited to any damage to the mobile device or loss of data, caused or alleged to be caused by, or in connection with, use of or reliance on any such third party content, products, or services available on or

through any such application. You acknowledge and agree that the use of any third-party application is governed by such third party application provider's Terms of Use, License Agreement, Privacy Policy, or other such agreement and that any information or personal data you provide, whether knowingly or unknowingly, to such third-party application provider, will be subject to such third party application provider's privacy policy, if such a policy exists. SAMSUNG DISCLAIMS ANY RESPONSIBILITY FOR ANY DISCLOSURE OF INFORMATION OR ANY OTHER PRACTICES OF ANY THIRD PARTY APPLICATION PROVIDER. SAMSUNG EXPRESSLY DISCLAIMS ANY WARRANTY REGARDING WHETHER YOUR PERSONAL INFORMATION IS CAPTURED BY ANY THIRD PARTY APPLICATION PROVIDER OR THE USE TO WHICH SUCH PERSONAL INFORMATION MAY BE PUT BY SUCH THIRD PARTY APPLICATION PROVIDER.

12. **SAMSUNG APPLICATIONS.** Certain Samsung applications and services may be included with, or downloaded to, this mobile device. Many of them require Samsung Services membership registration ("Samsung Account"), and your rights and obligations will be set forth in separate Samsung Account terms and conditions and privacy policies. There are non-Samsung Account applications and services that require your consent to their separate terms and conditions

and privacy policies. You expressly acknowledge and agree that your use of such applications and services will be subject to the applicable terms and conditions and privacy policies.

13. **LIMITATION OF LIABILITY.** SAMSUNG WILL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND ARISING OUT OF OR RELATING TO THE USE OR THE INABILITY TO USE THE SOFTWARE OR ANY THIRD PARTY APPLICATION, ITS CONTENT OR FUNCTIONALITY, INCLUDING BUT NOT LIMITED TO DAMAGES CAUSED BY OR RELATED TO ERRORS, OMISSIONS, INTERRUPTIONS, DEFECTS, DELAY IN OPERATION OR TRANSMISSION, COMPUTER VIRUS, FAILURE TO CONNECT, NETWORK CHARGES, IN-APP PURCHASES, AND ALL OTHER DIRECT, INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. NOTWITHSTANDING THE FOREGOING, SAMSUNG ELECTRONIC CO.'S TOTAL LIABILITY TO YOU FOR ALL LOSSES, DAMAGES, CAUSES OF ACTION, INCLUDING BUT NOT LIMITED TO THOSE BASED ON CONTRACT, TORT, OR OTHERWISE, ARISING OUT OF YOUR USE OF THE SOFTWARE OR THIRD PARTY

APPLICATIONS ON THIS MOBILE DEVICE, OR ANY OTHER PROVISION OF THIS EULA, SHALL NOT EXCEED THE AMOUNT PURCHASER PAID SPECIFICALLY FOR THIS MOBILE DEVICE OR ANY SUCH THIRD PARTY APPLICATION THAT WAS INCLUDED WITH THIS MOBILE DEVICE. THE FOREGOING LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS (INCLUDING SECTIONS 10, 11, 12 AND 13) SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EVEN IF ANY REMEDY FAILS ITS ESSENTIAL PURPOSE.

14. **U.S. GOVERNMENT END USERS RESTRICTED RIGHTS.** The Software is licensed only with "restricted rights" and as "commercial items" consisting of "commercial software" and "commercial software documentation" with only those rights as are granted to all other end users pursuant to the terms and conditions herein. All Products are provided only with "restricted rights" with only those rights as are granted to all other end users pursuant to the terms and conditions herein. All Software and Products are provided subject to Federal Acquisition Regulation (FAR) 52.227.19.

15. **APPLICABLE LAW.** This EULA is governed by the laws of the jurisdiction where you are a resident or, if a resident of the United States, by the laws of the state of Texas, without regard to its conflict of law provisions. This EULA shall not be governed by the UN Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded.

16. **DISPUTE RESOLUTION.**
(a) Non-United States residents. If a dispute, controversy or difference arising in any way from this EULA or your use of the Software is not amicably settled, it shall be subject to the non-exclusive jurisdiction of the courts of the jurisdiction where you are a resident. Notwithstanding the foregoing, Samsung may apply for injunctive remedies (or an equivalent type of urgent legal relief) in any jurisdiction.
(b) United States residents. ALL DISPUTES WITH SAMSUNG ARISING IN ANY WAY FROM THIS EULA OR YOUR USE OF THE SOFTWARE SHALL BE RESOLVED EXCLUSIVELY THROUGH FINAL AND BINDING ARBITRATION, AND NOT BY A COURT OR JURY. Any such dispute shall not be combined or consolidated with any other person's or entity's claim or dispute, and specifically, without limitation of the foregoing, shall not under any circumstances proceed as part of a class action.

The arbitration shall be conducted before a single arbitrator, whose award may not exceed, in form or amount, the relief allowed by the applicable law. The arbitration shall be conducted according to the American Arbitration Association (AAA) Commercial Arbitration Rules applicable to consumer disputes. This arbitration provision is entered pursuant to the Federal Arbitration Act. The laws of the State of Texas, without reference to its choice of laws principles, shall govern the interpretation of the EULA and all disputes that are subject to this arbitration provision. The arbitrator shall decide all issues of interpretation and application of this arbitration provision and the EULA. For any arbitration in which your total damage claims, exclusive of attorney fees and expert witness fees, are $5,000.00 or less ("Small Claim"), the arbitrator may, if you prevail, award your reasonable attorney fees, expert witness fees and costs as part of any award, but may not grant Samsung its attorney fees, expert witness fees or costs unless it is determined that the claim was brought in bad faith. In a Small Claim case, you shall be required to pay no more than half of the total administrative, facility and arbitrator fees, or $50.00 of such fees, whichever is less, and Samsung shall pay the remainder of such fees. Administrative, facility and arbitrator fees for arbitrations in which your total damage claims, exclusive of attorney fees and expert witness fees, exceed $5,000.00 ("Large Claim")

shall be determined according to AAA rules. In a Large Claim case, the arbitrator may grant to the prevailing party, or apportion among the parties, reasonable attorney fees, expert witness fees and costs. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. This arbitration provision also applies to claims against Samsung's employees, representatives and affiliates if any such claim arises from the licensing or use of the Software. You may opt out of this dispute resolution procedure by providing notice to Samsung no later than 30 calendar days from the date of the first consumer purchaser's purchase of this device. To opt out, you must send notice by e-mail to optout@sta.samsung.com, with the subject line: "Arbitration Opt Out." You must include in the opt out e-mail (a) your name and address; (b) the date on which the device was purchased; (c) the device model name or model number; and (d) the IMEI or MEID or Serial Number, as applicable, if you have it (the IMEI or MEID or Serial Number can be found (i) on the device box; (ii) on the device information screen, which can be found under "Settings;" (iii) on a label on the back of the device beneath the battery, if the battery is removable; and (iv) on the outside of the device if the battery is not removable). Alternatively, you may opt out by calling 1-888-987-4357 no later than 30 calendar days from the date of the first consumer purchaser's purchase of the device and providing the same

information. These are the only two forms of notice that will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect your use of the device or its preloaded Software, and you will continue to enjoy the benefits of this license.

17. ENTIRE AGREEMENT; SEVERABILITY. This EULA is the entire agreement between you and Samsung relating to the Software and supersedes all prior or contemporaneous oral or written communications, proposals and representations with respect to the Software or any other subject matter covered by this EULA. If any provision of this EULA is held to be void, invalid, unenforceable or illegal, the other provisions shall continue in full force and effect. [050113]

Your 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:

- You have used less than 30 minutes.
- You 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 call our Customer Service Department at 1-800-733-6632 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 retailer's return policy.
- Approved returns must be shipped back at the customer's expense in the original packaging.
- Refunds, if applicable, will be processed back to the party that paid in the same manner that payment was received. Please allow 21 business days for processing. You will be charged a $10 restocking fee.

3.2 Service Cancellation

If for any reason you are not completely satisfied with your service and you wish to cancel, you'll be able to do so as described below. However, if you have purchased any Add-On Minutes, they are not refundable and these minutes will expire after your last bill.

You will receive a final bill that will detail all the charges and credits on your account.

If you wish to cancel your service before the end of a given month, you'll be responsible for any account charges and overages through the date of your final bill. If you have purchased any Add-On Minutes, they are not refundable and these minutes will expire after your final bill.

Although cancellations are effective immediately, we don't bill for partial months; therefore, you'll be charged for the entire month.

4. Charges And Fees

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

4.1 Roaming And Long Distance Charges

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

4.2 International Rates

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

4.3 Taxes, Fees And Assessments

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

4.4 How We Calculate Your Bill

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

related charges may sometimes be delayed. Delayed usage charges may be applied in the month they appear on your bill against minutes included in your service plan for that month, rather than against the included minutes for the month when you actually made or received the call. This may result in charges higher than you'd expect in the later month.

4.5 Payments, Deposits, Credit Cards, And Checks

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

5. Service Subject To Change

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

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

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

7. Transferring Or "Porting" Phone Numbers

You may be able to transfer or "port" your phone number from us to another carrier or service provider. We cannot guarantee that this transfer will be successful. If you request that another service provider transfer or "port" your phone number, we will treat this request in the same manner as a request to cancel your GreatCall service. When the transfer is complete you will be responsible for all the terms

of cancellation described in Section 3 of this agreement. We may not be able to provide you with some services, such as 9-1-1 location services, while we implement the transfer.

8. Availability Of Service

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

9. Suspending Service If Your Phone Is Lost Or Stolen

Please notify us immediately if someone steals your phone or you lose it. We'll be happy to provide a courtesy suspension of service for 30 days or until you choose to replace or recover your phone – whichever comes first – if you haven't received a courtesy of this kind within the prior year. Until we provide a courtesy suspension, you'll be responsible for all fees and charges, including those related to the use of services, even if used by another party. We may require a sworn statement about the loss or theft.

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

You agree not to resell our service to someone else without prior written permission from GreatCall. You also agree that your wireless phone won't be used for any purpose that is illegal, isn't allowed

by this agreement or by your User Guide. WE CAN, WITHOUT NOTICE, LIMIT, SUSPEND OR END YOUR SERVICE OR ANY AGREEMENT WITH YOU FOR VIOLATING THIS AGREEMENT OR FOR ANY OTHER GOOD CAUSE, INCLUDING, BUT NOT LIMITED TO:

a. Two or more late payments in a 12-month period.

b. Incurring charges greater than your required deposit or billing limit (even if we haven't yet billed the charges) if you are unwilling to increase your deposit with us.

c. Incurring charges materially in excess of your monthly access charge (even if we haven't yet billed the charges).

d. Harassing our employees or agents.

e. Lying to us.

f. Interfering with our operations.

g. Becoming insolvent or going bankrupt.

h. Breaching this agreement.

i. "Spamming," or other abusive messaging or calling.

j. Modifying your phone from the manufacturer's specifications.

k. Providing credit information we can't verify.

l. Using your service in a way that adversely affects other customers.

m. Allowing anyone to tamper with your GreatCall number.

We can also temporarily limit your service for any operational or governmental reason.

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

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

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

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

15. Handling Disputes With GreatCall
ANY CLAIM OR DISPUTE BETWEEN YOU AND GREATCALL IN ANY WAY RELATED TO OR CONCERNING

THE AGREEMENT, OR THE PROVISION OF SERVICES OR PRODUCTS TO YOU, INCLUDING ANY BILLING DISPUTES (CLAIM), SHALL BE SUBMITTED TO FINAL, BINDING ARBITRATION BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA"). THIS AGREEMENT TO ARBITRATE ALSO REQUIRES YOU TO ARBITRATE CLAIMS AGAINST OTHER PARTIES RELATING TO SERVICES OR PRODUCTS PROVIDED OR BILLED TO YOU, INCLUDING SUPPLIERS OF SERVICES AND PRODUCTS AND OUR RETAIL DEALERS, IF YOU ALSO ASSERT CLAIMS AGAINST US IN THE SAME PROCEEDING. YOU AND WE ACKNOWLEDGE THAT THE AGREEMENT AFFECTS INTERSTATE COMMERCE AND THAT THE FEDERAL ARBITRATION ACT AND FEDERAL ARBITRATION LAW APPLY TO ARBITRATIONS UNDER THE AGREEMENT. BEFORE INSTITUTING ARBITRATION, YOU AGREE TO PROVIDE US WITH AN OPPORTUNITY TO RESOLVE YOUR CLAIM BY SENDING A WRITTEN DESCRIPTION OF YOUR CLAIM TO US AT: GREATCALL, P.O. BOX 4428, CARLSBAD, CA 92018, AND NEGOTIATING WITH US IN GOOD FAITH REGARDING YOUR CLAIM. IF WE ARE NOT ABLE TO RESOLVE YOUR CLAIM WITHIN 30 DAYS OF RECEIPT OF YOUR NOTICE, THEN YOU OR WE, INSTEAD OF SUING IN COURT, MAY INITIATE ARBITRATION PROCEEDINGS WITH THE AAA. ARBITRATION WILL BE CONDUCTED UNDER THE AAA'S PUBLISHED WIRELESS INDUSTRY ARBITRATION RULES AND SUPPLEMENTAL PROCEDURES FOR CONSUMER-RELATED DISPUTES, WHICH ARE AVAILABLE BY CALLING THE AAA AT 800-778-7879 OR VISITING ITS WEB SITE AT WWW.ADR.ORG. THE AAA HAS A FEE SCHEDULE FOR ARBITRATIONS. YOU WILL PAY YOUR SHARE OF THE ARBITRATOR'S FEES AND ADMINISTRATIVE EXPENSES ("FEES AND EXPENSES") EXCEPT THAT:

(A) FOR CLAIMS LESS THAN $25, WE WILL PAY ALL FEES AND EXPENSES; AND

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

(A) YOU MAY MAKE CLAIMS TO SMALL CLAIMS COURT, IF YOUR CLAIMS QUALIFY FOR HEARING BY SUCH COURT; AND

(B) IF YOU FAIL TO TIMELY PAY AMOUNTS DUE, WE MAY ASSIGN YOUR ACCOUNT FOR COLLECTION, AND THE COLLECTION AGENCY MAY PURSUE IN COURT CLAIMS LIMITED STRICTLY TO THE COLLECTION OF THE PAST DUE DEBT AND ANY INTEREST OR COST OF COLLECTION AGREEMENT. AS PERMITTED BY LAW, OR WHETHER CLASS ACTION IN COURT, WAIVER SMALL CLAIMS COURT, OR ARBITRATION, YOU AND WE MAY ONLY BRING CLAIMS AGAINST EACH OTHER IN AN INDIVIDUAL CAPACITY AND NOT AS A CLASS REPRESENTATIVE OR A CLASS MEMBER IN A CLASS OR REPRESENTATIVE ACTION. IF A COURT OR ARBITRATOR DETERMINES IN A CLAIM BETWEEN YOU AND

US THAT YOUR WAIVER OF ANY ABILITY TO PARTICIPATE IN CLASS OR REPRESENTATIVE ACTIONS IS UNENFORCEABLE UNDER APPLICABLE LAW, THE ARBITRATION AGREEMENT WILL NOT APPLY, AND YOU AND WE AGREE THAT SUCH CLAIMS WILL BE RESOLVED BY A COURT OF APPROPRIATE JURISDICTION, OTHER THAN A SMALL CLAIMS COURT. JURY TRIAL WAIVER, WHETHER ANY CLAIM IS IN ARBITRATION OR IN COURT, YOU AND WE WAIVE ANY RIGHT TO JURY TRIAL INVOLVING ANY CLAIMS OR DISPUTES BETWEEN YOU AND US.

16. About You

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

17. About This Agreement

If either of us waives or doesn't enforce a requirement under this agreement in an instance, we don't waive our right to later enforce that requirement. You can't assign this agreement or any of your rights or duties under it. We may assign all or part of this agreement or your debts to us without notice, and you agree to make all subsequent payments as instructed. Notices are considered delivered when we send them by email or fax to any email or fax number you've provided to us, or three days after mailing to the most current billing address we have on file for you, if by us, or to the Customer Service address

on your most recent bill. If any part of this agreement, including any part of its arbitration provisions, is held invalid, that part may be severed from this agreement. This agreement and the documents to which it refers form the entire agreement between us on their subjects. You can't rely on any other documents or statements on those subjects by any sales or service representatives, and you have no other rights with respect to service or this agreement, except as specifically provided by law. This agreement isn't for the benefit of any third party except our parents, affiliates, subsidiaries, agents and predecessors/successors in interest. Except to the extent we've agreed otherwise in the provisions on late fees and arbitration, this agreement and disputes covered by it are governed by the laws of the state of California, without regard to the conflicts of the laws or rules of that state.

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

Index

Symbols

Index

Index

Index

R

S

Index

Index

Model SCH-R220

www.greatcall.com