



## Welcome to the GreatCall® Family.

Thank you for choosing the Jitterbug Flip. At GreatCall, we've made it easy for you to stay connected to friends and family with the simplicity of Jitterbug. 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](http://www.greatcall.com).

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## Section 1: Getting Started

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

### Topics

- Key Items In The Jitterbug Box
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- 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
- Personal Operator
- Installing and Removing The Battery
- Getting More Information
- GreatCall Customer Service

For additional support, visit us online at [www.greatcall.com/support](http://www.greatcall.com/support).

## Key Items In The Jitterbug Box

The Jitterbug box you received includes everything you need to get started:

1. Jitterbug Flip - the battery has been pre-installed for your convenience
2. USB Cable – 5 foot long cable for charging flexibility
3. Wall Adapter – to charge your Jitterbug from a wall outlet
4. Charging Cradle – makes it easy to always keep your Jitterbug charged
5. User Guides – to get important information about activating and using your Jitterbug

## The Front Of Your Jitterbug



**Camera** – allows you to take a picture with your Jitterbug

**Flash** – used for taking pictures in low light; can be manually activated using the Flashlight Button

**Indicator Light** – the area just above the outside display will light up for incoming calls or when the phone is fully charged

**Flashlight Button** – allows you to turn on the Flash manually and use your phone like a flashlight

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

**Volume Button** – allows you to adjust the Earpiece, Speakerphone and Ringer volume

**USB Connector** – connect your Jitterbug to your computer using a compatible USB cable to download your photos; also used for charging your phone with a compatible car charger

## The Back Of Your Jitterbug



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

**Headphone Jack** - connect to headphones to listen to calls

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

**Charging Contacts** - allows charging with the supplied Charging Cradle

### NOTE:

To purchase a Jitterbug lanyard or any other Jitterbug accessory, visit us online at [www.greatcall.com/jitterbug/accessories](http://www.greatcall.com/jitterbug/accessories).

## The Inside Of Your Jitterbug



**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

**Speakerphone Button** – allows you to take phone calls using the External Speaker

**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

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

**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 ①.

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](http://greatcall.com), please skip to step ③. Otherwise proceed to step ①.

## ① Gather the required information.

-  Home and billing address
-  Phone number
-  Email address
-  Credit or debit card information
-  Emergency contact details

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

**MEID-DEC:**  
**123456789012345678**

## 2 Go Online Or Call To Set Up Your Account.



If you do not have a GreatCall account, visit us online at [www.greatcall.com/activate](http://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 Jitterbug 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](http://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.

## 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 On/Off 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

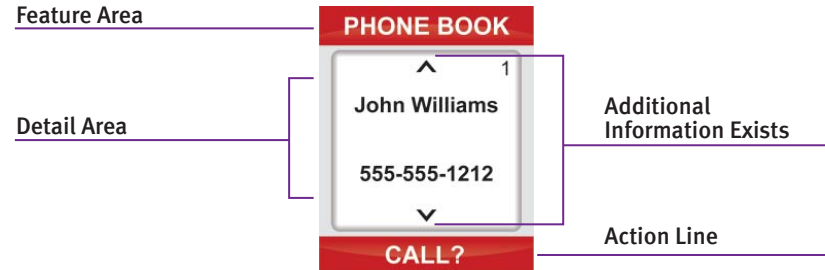
1. Press and **hold** the On/Off Button in the upper right corner of the keypad until the GreatCall logo appears on the Inside Display.
2. Your Jitterbug will then turn off.

### 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** – 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 Button or NO Button.

**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 Buttons** to scroll through entries.

### NOTE:

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

## Using The Main Screen

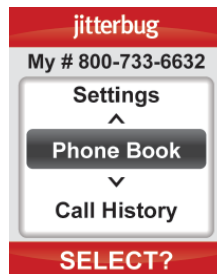
When you open your Jitterbug while it is powered on, you will see the Main Screen as shown in the diagram at the bottom of the page.

### 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.



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:

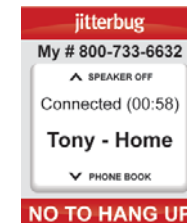
1. **Main Screen** – your new Jitterbug comes with this turned on.
2. **Phone Book** – please see page 85 to learn more about your **Phone Book**.

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

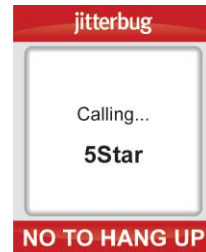
1. You can make a call directly from your **Main Screen** at any time by using your keypad. Simply enter the ten digit phone number and press the YES Button to dial.
2. You will see “**Calling...**” on the Inside Display followed by “**Connected**” confirming you are connected – as displayed on the following 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.



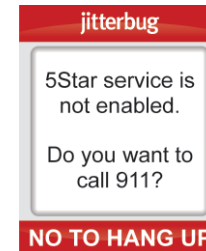
## The 5Star Button

If you have a Health & Safety Package, 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 Service and GreatCall's suite of health and wellness services.



### IMPORTANT!

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



## MyCalendar

MyCalendar makes it easy for you to enter your appointments and events online at [mygreatcall.com](https://mygreatcall.com). Or, simply press the “0” 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](https://mygreatcall.com) account. Simply visit [mygreatcall.com](https://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](https://mygreatcall.com). After logging in to [mygreatcall.com](https://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 “0” Button on your Jitterbug Plus to reach an Operator who can manage your events and reminders for you.

## Personal Operator

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 Personal Operator

1. Open your Jitterbug.
2. Press the “0” Button on the keypad.
3. Press the YES Button to place the call.

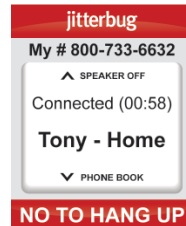
### NOTE:

Minutes are charged 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. If you have an Ultimate Health & Safety Package, you will not be charged the additional five minutes, but airtime will apply. 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.



## 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 On/Off Button until the GreatCall logo appears. The phone will then turn off.
2. With the back of the Jitterbug facing up, using your fingernail gently pry the Battery Cover off starting at the slot located at the bottom left of the phone.
3. 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 Alcatel logo facing up, slide the battery into the back of your Jitterbug so the gold contacts on the bottom of the battery connect with the gold pins inside the phone.
2. Push the battery into place.
3. Align the Battery Cover onto the back of your phone and gently squeeze it back into place. 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](http://www.greatcall.com) and [www.mygreatcall.com](http://www.mygreatcall.com).

The main GreatCall website – [greatcall.com](http://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](http://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](http://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](mailto: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](http://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 Personal 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 **“0”** 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.**”
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

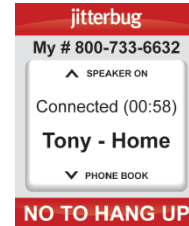


numbers of your **Phone Book** at [mygreatcall.com](http://mygreatcall.com). Please reference page 88 to learn more about [mygreatcall.com](http://mygreatcall.com).

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.

#### 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.

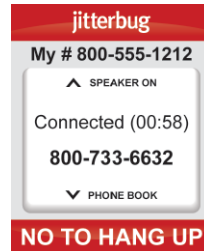


## Speakerphone

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.



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."**



## 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.

### 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
- High
- Medium
- Low
- Vibrate

### 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 **while on a call** 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 YES 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 NO 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 YES Button to retry, or the NO Button to exit to the **Main Screen**.

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

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

## 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 Button and NO Button as prompted.

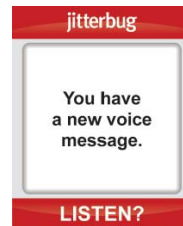
## Changing Your Voice Mail Greeting

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 YES 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 YES Button.
3. Follow the instructions, pressing the YES Button and NO Button 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 YES 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 NO Button at any time while listening to a message. You will then be given the option to save or delete your message. Pressing the YES 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 **“0”** 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

- 5Star Service
- Urgent Care
- MedCoach
- Brain Games
- The Wellness Call
- The Check-in Call
- Daily Health Tips

For additional support, visit us online at [www.greatcall.com/support](http://www.greatcall.com/support).

## GreatCall Health & Safety Packages

The Jitterbug6 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 Packages make it easier than ever to choose the perfect mobile solution to support your active life.

For more information call us at **1-800-292-5174** or visit us online at **[greatcall.com](http://greatcall.com)** to learn more.

## 5Star

Our award-winning service, 5Star, transforms your Jitterbug into a mobile medical alert device. Press the 5Star 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.

## MedCoach

With this award-winning service, a friendly phone call will remind you to take your medications at the correct time of day and when to refill your prescriptions. You can schedule your reminders by logging in to [mygreatcall.com](http://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 Jitterbug6 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](http://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 Personal 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](http://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 Personal Operator To Add, Change And Delete Numbers

1. Simply press the “0” Button on your keypad.
2. Press the YES Button and a “**Calling...**” message will appear on the Inside Display, followed by the message “**Connected to Operator.**”
3. When the Operator answers, let the Operator know the name and number you want to add, change or delete.
4. To end the call, press the NO Button or close your Jitterbug.

### NOTE:

Minutes are charged 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. If you have an Ultimate Health & Safety Package, you will not be charged the additional five minutes, but airtime will apply. Most wireless carriers charge over \$1 for similar services; we keep it simple by deducting only five minutes.

## Use mygreatcall.com To Add, Change And Delete Numbers

If this is your first time visiting [mygreatcall.com](https://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](https://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](https://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](https://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 NO Button to delete the necessary letters. Use the keypad to re-enter the name.
9. Press the YES Button when you are done.
10. To change the contact’s number, use the NO Button to delete the necessary numbers. Use the keypad to re-enter the numbers.
11. Press the YES 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 Jitterbug
- 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](http://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 YES 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](http://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](http://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](http://www.greatcall.com/support)**.

## Receive A New Text Message

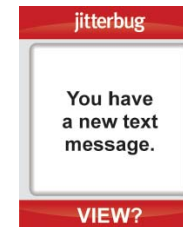
When you receive a new Text Message, you will be notified in three ways:

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 YES Button to view the Text Message.
3. Press the **“Up/Down”** Button to read the entire Text Message.

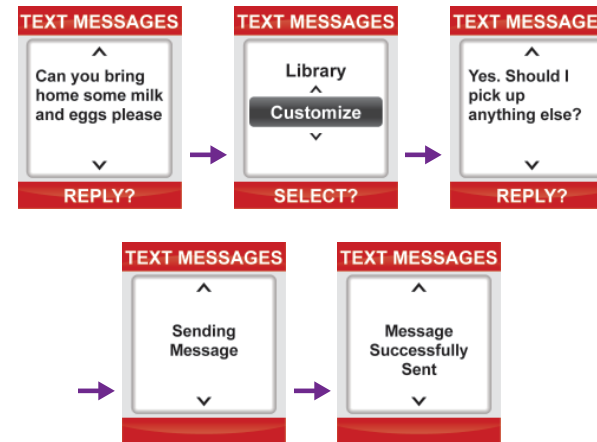


## Reply To A Text Message

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.



## 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 YES 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 YES Button to select **“Read.”**

5. Using the **“Up/Down”** Button, scroll to the Text Message you would like to read.
6. Press the YES 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:

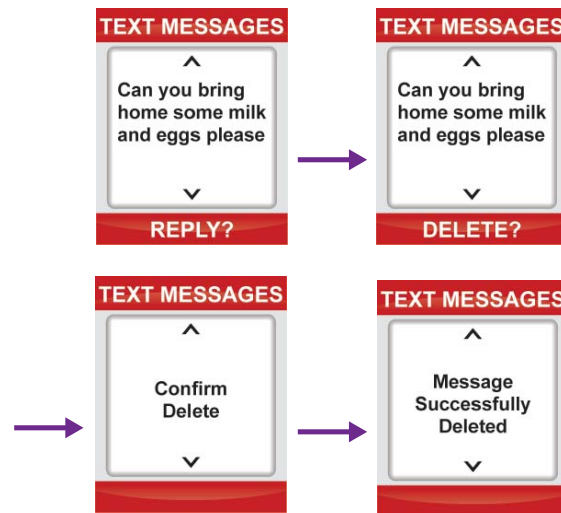
- Delete a new text immediately after reading
- Delete an old text from your saved messages

#### 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.



### 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 YES 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 YES Button to select “**Delete.**”
5. Using the “Up/Down” Button, scroll to the Text Message you want to delete.
6. Press the YES 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 YES 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:**

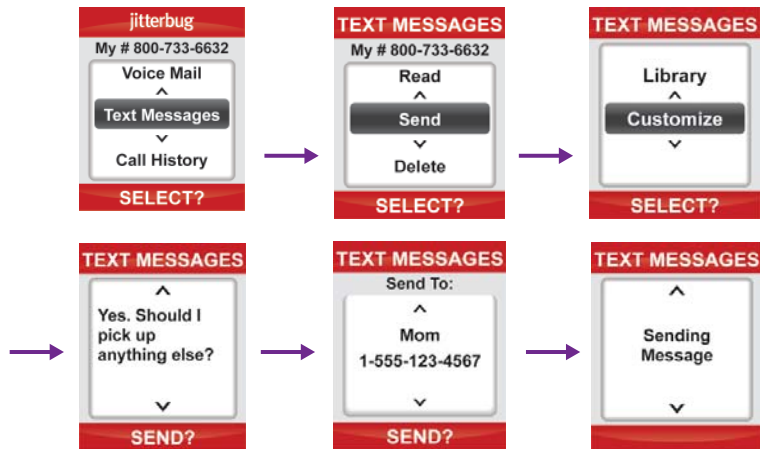
If you choose not to delete a Text Message, just press the NO Button to return to the previous screen.

### 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 YES 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 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.

**NOTE:**

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



### 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.



### 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.



### 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.



### 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.



## 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](http://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](http://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.



### 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 NO 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](http://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.

#### NOTE:

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.

## Safety and use

### **Please read before using your phone**

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

### **Privacy restrictions**

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

### **Disclaimers**

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

### **Limitation of damages**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL TCT MOBILE OR ITS AFFILIATES BE LIABLE TO YOU, ANY USER, OR THIRD PARTY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES OF ANY KIND, ARISING IN CONTRACT, TORT, OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, INJURY, LOSS OF REVENUE, LOSS OF GOODWILL, LOSS OF BUSINESS OPPORTUNITY, LOSS OF DATA, AND/OR LOSS OF PROFITS, REGARDLESS OF THE FORESEEABILITY THEREOF OR WHETHER TCT MOBILE OR ITS AFFILIATES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. AND IN NO EVENT SHALL THE TOTAL LIABILITY OF TCT MOBILE OR ITS AFFILIATES EXCEED THE AMOUNT RECEIVED FROM YOU, REGARDLESS OF THE LEGAL THEORY UNDER WHICH THE CAUSE OF ACTION IS BROUGHT. THE FOREGOING DOES NOT AFFECT ANY STATUTORY RIGHTS WHICH MAY NOT BE DISCLAIMED.

## Important health information and safety precautions

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

### Electrical safety

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

### Safety precautions for proper grounding installation

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

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

### Safety precautions for power supply unit

#### Use the correct external power source

A product should be operated only from the type of power source indicated on the electrical ratings label. If you are not sure of the type of power source required, consult your authorized service provider or local power company. For a product that operates from battery power or other sources, refer to the operating instructions that are included with the product. This product should be operated only with the following designated power supply unit(s). Travel charger: Input: 100-240 V, 50/60 Hz, 150 mA Output: 5 V, 1000 mA

#### Handle battery packs carefully

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

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



NOTE: This product should be operated only with the following designated Battery Pack(s).  
Battery: Lithium 2500 mAh (TLp025A2/ CAC2500028C2)

#### Take extra precautions

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

### Safety precautions for direct sunlight

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

### Prevention of hearing loss

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

### Safety in aircraft

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

### Environment restrictions

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

### Explosive atmospheres

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

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

### Road safety

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a phone while driving (even

with a hands free kit) causes distraction and can lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

### Safety precautions for RF exposure

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

### Interference with medical equipment functions

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

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

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

### Nonionizing radiation

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

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

### Electrical safety

#### Accessories

- Use only approved accessories.

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

**Connection to a car**

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

**Faulty and damaged products**

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

**General precautions**

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

**Avoid applying excessive pressure to the device**

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

**Device getting warm after prolonged use**

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

**Heed service markings**

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

**Protect your phone**

- Always treat your phone and its accessories with care and keep them in a clean and dust-free place.
- Do not expose your phone or its accessories to open flames or lit tobacco products.

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

**Damage requiring service**

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

- Liquid has been spilled or an object has fallen into the product.
- The product has been exposed to rain or water.
- The product has been dropped or damaged.
- There are noticeable signs of overheating.
- The product does not operate normally when you follow the operating instructions.

**Avoid hot areas**

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

**Avoid wet areas**

Never use the product in a wet location.

**Avoid using your device after a dramatic change in temperature**

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

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

**Avoid pushing objects into product**

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

**Air bags**

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

**Mounting accessories**

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

**Avoid unstable mounting**

Do not place the product with an unstable base.

**Use product with approved equipment**

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

**Adjust the volume**

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

**Cleaning**

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

**Small children**

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

**Repetitive motion injuries**

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

- Do not grip the phone too tightly

- Press the buttons lightly
- Make use of the special features in the handset which minimize the number of buttons which have to be pressed, such as message templates and predictive text.
- Take lots of breaks to stretch and relax.

**Operating machinery**

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

**Loud noise**

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

**Emergency calls**

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

**Regulatory agency identifications**

For regulatory identification purposes, your product is assigned a model number of 4043S and an FCC ID of 2ACCJA007. To ensure continued reliable and safe operation of your device, use only the accessories listed below with your 4043S device. Operating temperature range: -4°F to 131°F (-20°C to 55°C)  
NOTE: This product is intended for use with a certified Class Limited Power Source, rated 4.35 Volts DC, maximum 1 Amp power supply unit.

**Federal Communication Commission Interference Statement**

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio or television technician for help.
- FCC Caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
- This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### Important Note

#### Radiation Exposure Statement:

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

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

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

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

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

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing aid's telecoil than phones that are not rated.

T4 is the better/higher of the two ratings. Your device is rated T4.

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

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

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

#### For information about hearing aids and digital wireless phones

FCC Hearing Aid Compatibility and Volume Control: <http://www.fcc.gov/cgb/dro/hearing.html>  
Gallaudet University, RERC: <https://fjallfoss.fcc.gov/oetcf/eas/reports/GenericSearch.cfm>

#### SAR Information

0.59 W/kg @ 1g (HEAD)

1.24 W/kg @ 1g (BODY)

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

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

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

of all persons, regardless of age and health. The exposure standard for wireless mobile phone employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg\*. The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of <https://fjallfoss.fcc.gov/oetcf/eas/reports/GenericSearch.cfm> after searching on FCC ID: RAD528. Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web-site as <http://http://www.ctia.org/>.

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

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

### Body-worn Operation

This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 1 cm must be maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided.

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

### FCC RF Radiation Exposure Statement

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

## Telecommunications & Internet Association (TIA) safety information

### Pacemakers

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

Persons with pacemakers:

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

### Hearing aids

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

### RoHS compliance

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

## 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 of talk time within 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](http://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](http://WWW.ADR.ORG). THE AAA HAS A FEE SCHEDULE FOR ARBITRATIONS. YOU WILL PAY YOUR SHARE OF THE ARBITRATOR'S FEES AND ADMINISTRATIVE EXPENSES ("FEES AND EXPENSES") EXCEPT THAT:

- (A) FOR CLAIMS LESS THAN \$25, WE WILL PAY ALL FEES AND EXPENSES; AND  
(B) FOR CLAIMS BETWEEN \$25 AND \$1,000, YOU WILL PAY ONLY \$25 IN FEES AND EXPENSES, OR ANY LESSER AMOUNT AS PROVIDED UNDER AAA'S SUPPLEMENTAL PROCEDURES FOR CONSUMER-RELATED DISPUTES. YOU AND WE AGREE TO PAY OUR OWN OTHER FEES, COSTS, AND EXPENSES, INCLUDING THOSE FOR ANY ATTORNEYS, EXPERTS, AND WITNESSES. AN ARBITRATOR MAY ONLY AWARD AS MUCH AND THE TYPE OF RELIEF AS A COURT WITH JURISDICTION IN THE PLACE OF ARBITRATION THAT IS CONSISTENT WITH LAW AND THIS AGREEMENT. AN ARBITRATOR MAY ISSUE INJUNCTIVE OR DECLARATORY RELIEF BUT ONLY APPLYING TO YOU AND US AND NOT TO ANY OTHER CUSTOMER OR THIRD PARTY. AS A LIMITED EXCEPTION TO THE AGREEMENT TO ARBITRATE, YOU AND WE AGREE THAT:  
(A) YOU MAY MAKE CLAIMS TO SMALL CLAIMS COURT, IF YOUR CLAIMS QUALIFY FOR HEARING BY SUCH COURT; AND  
(B) IF YOU FAIL TO TIMELY PAY AMOUNTS DUE, WE MAY ASSIGN YOUR ACCOUNT FOR COLLECTION, AND THE COLLECTION AGENCY MAY PURSUE IN COURT CLAIMS LIMITED STRICTLY TO THE COLLECTION OF THE PAST DUE DEBT AND ANY INTEREST OR COST OF COLLECTION AGREEMENT. AS PERMITTED BY LAW, OR WHETHER CLASS ACTION IN COURT, WAIVER SMALL CLAIMS COURT, OR ARBITRATION, YOU AND WE MAY ONLY BRING CLAIMS AGAINST EACH OTHER IN AN INDIVIDUAL CAPACITY AND NOT AS A CLASS REPRESENTATIVE OR A CLASS MEMBER IN A CLASS OR REPRESENTATIVE ACTION. IF A COURT OR ARBITRATOR DETERMINES IN A CLAIM BETWEEN YOU AND US THAT YOUR WAIVER OF ANY ABILITY TO PARTICIPATE IN CLASS OR REPRESENTATIVE ACTIONS IS UNENFORCEABLE UNDER APPLICABLE LAW, THE ARBITRATION AGREEMENT WILL NOT APPLY, AND YOU AND WE AGREE THAT SUCH CLAIMS WILL BE RESOLVED BY A COURT OF APPROPRIATE JURISDICTION, OTHER THAN A SMALL CLAIMS COURT. JURY TRIAL WAIVER, WHETHER ANY CLAIM IS IN ARBITRATION OR IN COURT, YOU AND WE WAIVE ANY RIGHT TO

JURY TRIAL INVOLVING ANY CLAIMS OR DISPUTES BETWEEN YOU AND US.

#### 16. About You

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

#### 17. About This Agreement

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

#### 18. Additional Terms For Text Messaging

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

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