greatcall®

touch3

User Guide

Welcome to GreatCall!

Thank you for choosing the GreatCall Touch3. We've made it easy for you to stay connected to friends and family with the simplicity of GreatCall. Additionally, our 24-hour service professionals and health and safety services are designed to keep you protected, connected and in control of your life. This helpful guide contains information you need to start using your new smartphone. And if you have any questions or need assistance, you can count on us to be here day and night.

Best Regards,
Your friends at GreatCall

For additional information about GreatCall or your new Touch3, visit **greatcall.com.**

Contents

Section 1: Getting Started

This section explains how to get started using your GreatCall Touch3 phone.

Topics

- Key Items in the Box
- The Front of your Touch3
- The Back of your Touch3
- Understanding Touch Gestures
- Turning your Phone On and Off
- Activating your Touch3

- Sign into GreatCall
- Charging the Battery
- Battery Level Indicator
- Getting More Information
- GreatCall Customer Service

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

Key Items in the Box

The GreatCall Touch3 box you received includes everything you need to get started:
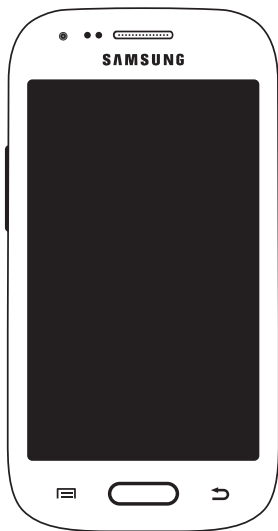
The GreatCall Touch3
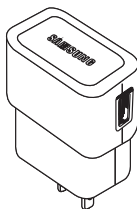
Wall Charger
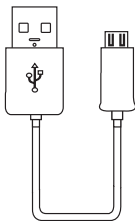
USB Cable
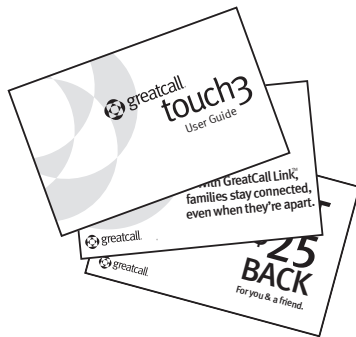
User Guides

GreatCall Touch3 – your easy-to-use smartphone with the Battery pre-installed

Wall Charger – allows you to charge your phone using any wall outlet

USB Cable – allows you to connect your phone to the Wall Charger or a computer with a USB port

User Guides – contains important information about activating and using your phone

The Front of your Touch3

Front-facing Camera

Earpiece

Power/Lock Button

Display

Menu Button

Back Button

Home Button
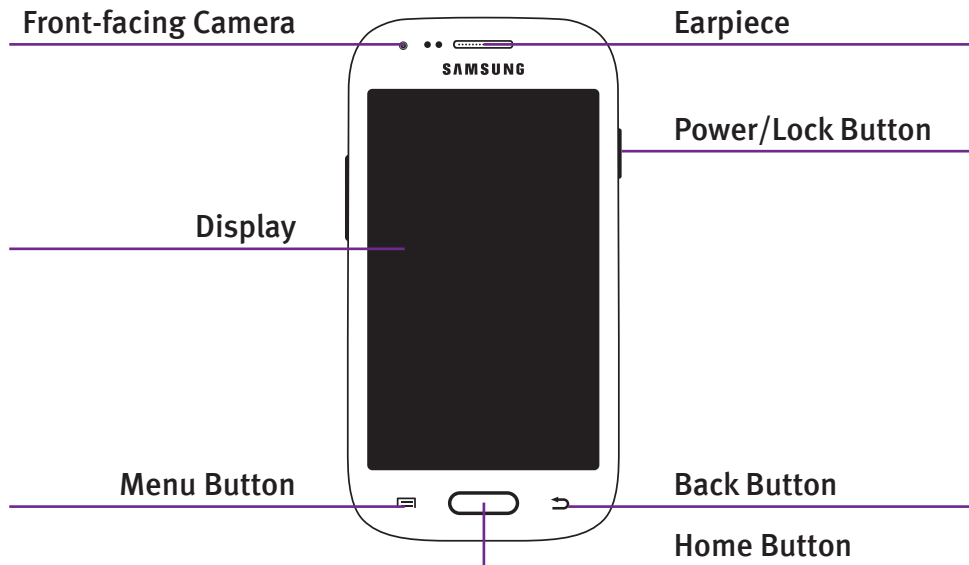
Front-facing Camera – allows you to take pictures or videos

Earpiece – lets you hear the caller loud and clear

Power/Lock Button – allows you to lock and unlock your phone as well as power it on and off

Display – shows all the information you need to operate your Touch3

Menu Button (▤) – displays additional options that may be available for the current screen you are viewing

Back Button (⇦) – takes you one step back from your last action

Home Button (⬭) – takes you back to the Home Screen

The Back of your Touch3

Headset Jack

Battery Cover Release

Main Camera

Battery Cover

SAMSUNG

greatcall

Speaker

Volume Button

Microphone

Power Connector
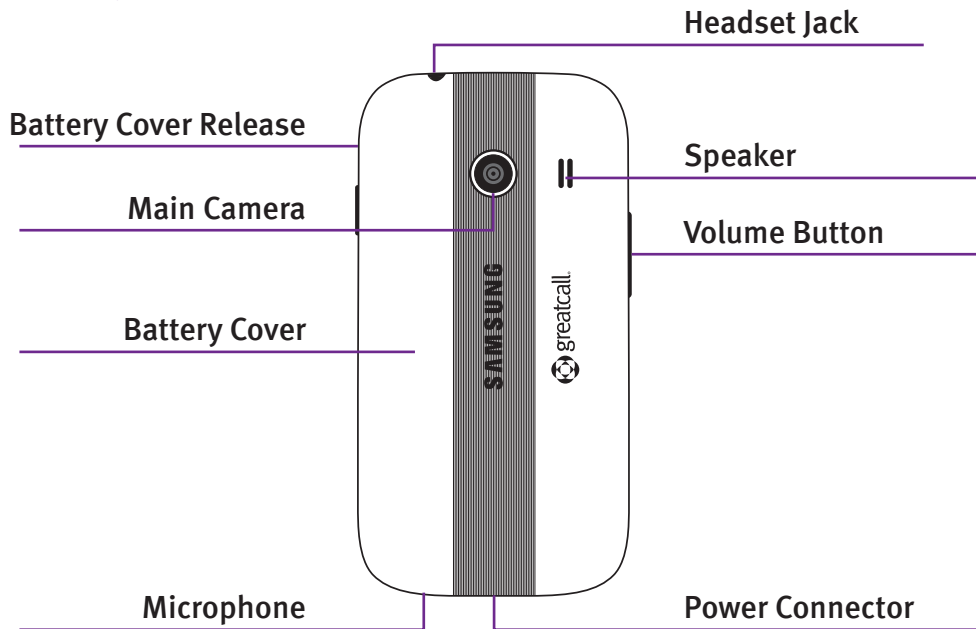
Headset Jack – allows you to connect a Stereo Headset to safely make calls hands-free or listen to music

Battery Cover Release – allows you to remove the Battery Cover to replace the Rechargeable Battery or insert a microSD™ card to expand storage capacity

Speaker – lets you hear the caller loud and clear when Speakerphone is enabled

Main Camera – allows you to take pictures or videos

Volume Button – allows you to adjust the volume of calls and notification sounds

Battery Cover – protects the Rechargeable Battery and the back of your Touch3

Microphone – picks up your voice loud and clear while on a phone call

Power Connector – allows you to charge your Touch3 with the provided Wall Charger and USB Cable

Understanding Touch Gestures

Your smartphone features a large, responsive touch screen that allows you to use your fingers to interact with what you see on the Display. If this is your first time using a smartphone, understanding how to use these touch gestures will ensure that you get the best Touch3 experience.

TAP	PRESS AND HOLD	DRAG	PINCH AND SPREAD
Briefly touch the screen with your fingertip	Touch the screen for an extended period of time	Move your fingertip across the screen without losing contact	Touch the screen with two fingers and bring them closer or farther apart
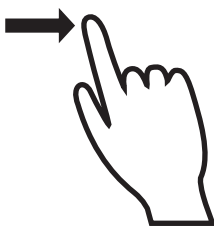
Turning your Phone On and Off

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

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

> **NOTE:** If your phone does not turn on, the battery may need to be charged. See "Charging the Battery" on page 16 for more information on how to charge your phone.
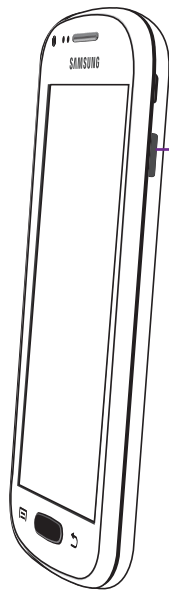
Power/Lock Button

Turning Off your Phone

1. PRESS AND HOLD the **Power/Lock Button** on the right side of the phone until the **"Device options"** screen appears.

2. TAP the **Power off** ( ) option on the Display. The phone will ask if you want to proceed.

3. TAP the **OK** option on the Display.

Activating your Touch3

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

1. Power on your phone.
2. TAP **Next** at the "Welcome" screen.
3. TAP the check box next to "I understand and agree to the terms and conditions above" and then TAP **Next**.
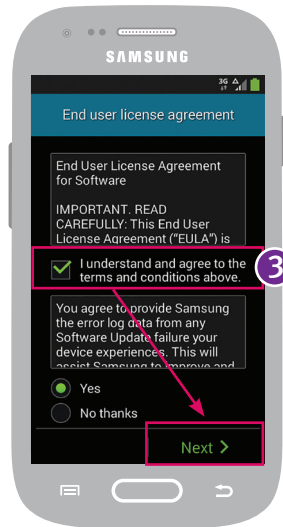
4. **IMPORTANT:** TAP the **"Easy-to-use GreatCall"** option and then TAP **Next**.
5. TAP the option that best describes where the phone was purchased.

Continue following the on-screen instructions until you have successfully activated your phone.
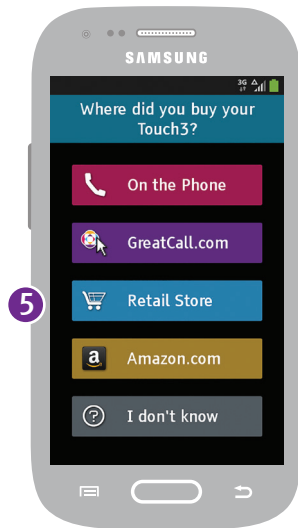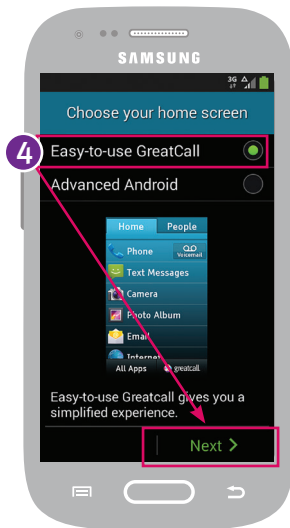
IMPORTANT: To ensure you get started quickly, please select "Easy-to-use GreatCall" at the "Choose your home screen" step before TAPPING **Next**. Easy-to-use GreatCall gives you a simplified experience. If you accidentally selected "Advanced Android", you can TAP the Back Button (⬏) to change your selection.

NOTE: If you are instructed to go online or call to complete activation, please have the following information ready:

- Home and billing address
- Phone number
- Email address
- Credit or debit card information
- Emergency contact details
- **Serial Number** – This can be found on the Setup Wizard screen, printed on the Activation Card included in the box or on the side of the Touch3 box .

Sign into GreatCall

Once your phone has completed activation, you may be prompted to log into your GreatCall (also known as "MyGreatCall") account so that your built-in GreatCall health and safety Apps are ready to go. Depending on how you purchased your Touch3 smartphone, a MyGreatCall account may already have been created. If you're not sure, that's alright; we'll help you set one up.

1. At the MyGreatCall welcome screen, TAP the **Set Up** button to continue.
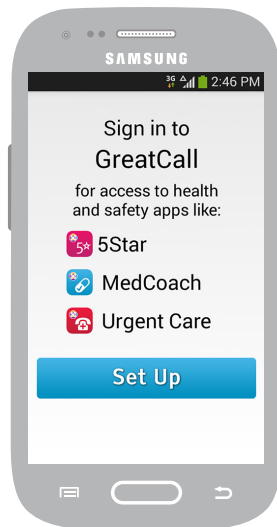
2. We will detect if a MyGreatCall account already exists for your new phone.

- If one exists, you will just need to enter your password to continue
- If we can't find a MyGreatCall account for your phone, you will be asked to enter a valid email address and a password of your choice so that we can create one for you. See "Section 7: GreatCall Health and Safety Apps" on page 94 for more information on the built-in GreatCall Apps.

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

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

Charging the Battery

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

1. Connect the larger end of the USB Cable to the Wall Charger.
2. Insert the smaller end of the USB Cable into the Power Connector located at the bottom of the phone.
3. Plug the Wall Charger into a standard wall outlet.

Wall Charger

USB Cable

Power Connector

USB Cable
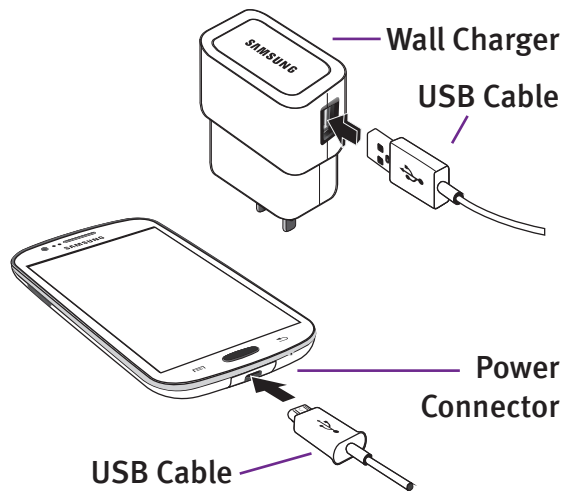
Battery Level Indicator

The battery level is represented as a colored battery icon at the top right of the Display in the Status Bar.

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

More information can be found in "Status Bar" on page 32.

Charging

Fully charged

Low

Very Low

Critical
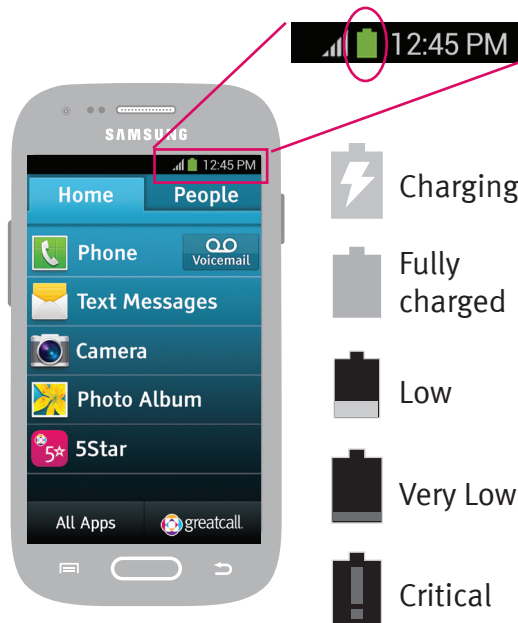
Getting More Information

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

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

As a GreatCall customer, you have exclusive access to mygreatcall.com where you can view your remaining monthly minutes, review and pay your monthly bill, add exclusive apps and services, and update your Personal Profile.

GreatCall Customer Service

If you have any questions or comments, use any of these ways to contact us:

- Send us an email at **customerservice@greatcall.com**

- Call us toll-free at **1-800-733-6632**

- Write to us at
  GreatCall Customer Service
  P.O. Box 4428
  Carlsbad, CA 92018

Section 2: Understanding the Basics

This section introduces you to key features of your phone such as important buttons, screens and navigation concepts.

Topics

- Navigation Buttons
- Using the Lock Screen
- Shake for Help
- GreatCall Home Screen
- Status Bar
- Notification Panel

- Ringer and Notification Sounds
- Adjusting the Ringer Volume
- Adjusting the Screen Brightness
- Using the On-Screen Keyboard
- Managing your Usage

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

Navigation Buttons

At the bottom of your Touch3 you will find three buttons that are used frequently to navigate around your phone.

1. **Menu Button (▤)** – this gives you additional options for the screen you are actively viewing. Details on additional options available for certain screens will be covered later in this User Guide.
2. **Home Button (▭)** – no matter what you're doing, this will take you back to the Home Screen on your phone. If you ever get lost, you can press this button to help you get back on track.
3. **Back Button (�ᕦ)** – this will take you one step back from your last action. This is helpful if you need to revisit a screen you may have accidentally skipped.

All Apps   ⊙ greatcall.

① ② ③
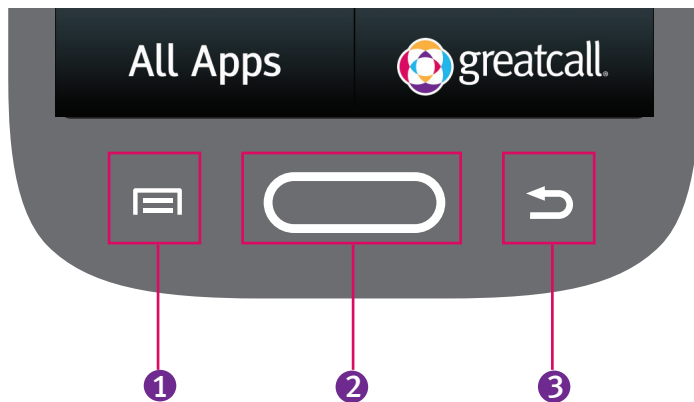
NOTE: If you get lost while navigating through your phone, just PRESS the **Home Button** to take you back to the Home Screen. If you PRESS AND HOLD the **Home Button** your most recently opened Apps will appear. TAP the App you would like to go to or tap the **Back Button (⤺)** to close.

Using the Lock Screen

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

Lock Screen Features

- **Current Time and Date**
- **5Star Button** – get access to help in any unsafe or uncertain situation (see "5Star" on page 95)
- **Your Phone Number**
- **Missed Events** – quickly see if you missed any calls or messages
- **Unlock Buttons** – unlocks your phone

Current Time, Date
and Your Phone Number

5Star Button

Missed Events

5:13 PM
Wed Jun 11
(888) 555-0126

Matt

To Unlock
TAP 1, 2 then 3

Unlock Buttons

SAMSUNG

5:13 PM

1   2   3
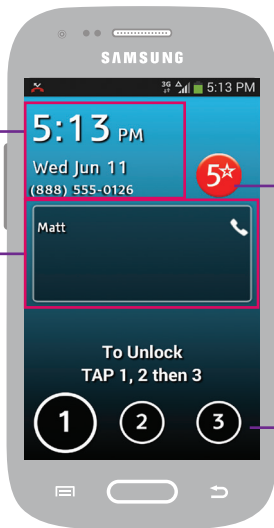
Unlocking your Phone

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

• At the Lock Screen, TAP ①, ②, then ③ in order.
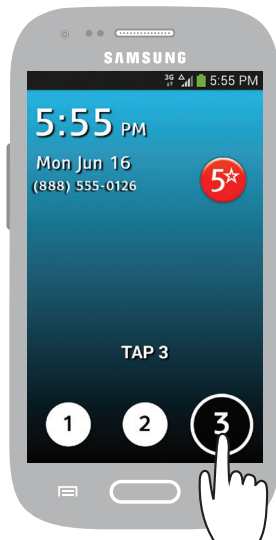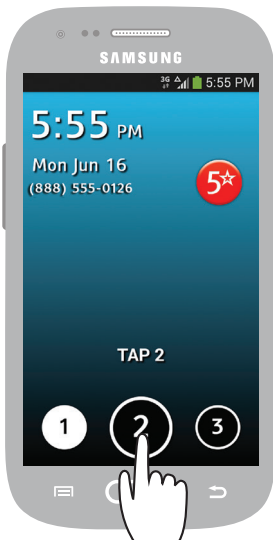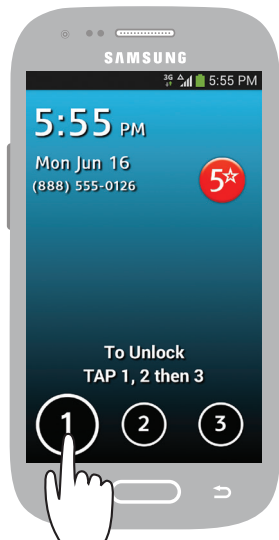
Locking your Phone

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

- On any screen, PRESS the **Power/Lock Button** until the Display turns off.

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

Shake for Help

If you need help with commonly used features on your Touch3, you can shake your phone at any time to bring up the Help Bubble.

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

If you accidentally opened the Help Bubble you can TAP the Back Button to close it.
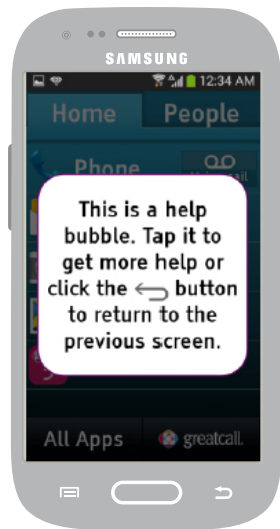
GreatCall Home Screen

As soon as you unlock your phone for the first time, you will see the GreatCall Home Screen. From this screen you can access all features of your Touch3.

The Home Screen is organized with two main tabs—Home and People. It was designed to be simple, so you can easily access Apps and contact People that are the most important to you without having to search through numerous icons and features you may never use.

People Tab

Home Tab

All Apps Button

GreatCall Button

Home Tab

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

- **Phone ( )** – make and receive calls (See "Section 3: Placing and Receiving Calls" on page 54)
- **Voicemail ( )** – listen to voice messages people have left for you (See "Voicemail" on page 62)
- **Text Messages ( )** – send and receive text messages (See "Section 4: Text Messages" on page 72)
- **Camera ( )** – capture photos or videos (See "The Camera App" on page 79)
- **Photo Album ( )** – view your favorite photo or video moments (See "Viewing your Photos and Videos" on page 84)
- **5Star ( )** – get access to help in an uncertain or unsafe situation (See "5Star" on page 95)

People Tab

The People Tab was designed to give you easy access to the contacts that are most important to you. Creating a list of your favorite contacts will make dialing friends or family quick and convenient. For more information on managing your People list see "People Tab" on page 65.

All Apps Button

The Home Tab holds a list of your favorite Apps. To access your full list of Apps, including the pre-installed GreatCall Apps, TAP the All Apps Button in the lower left corner of the Home Tab. For more information about the built-in Apps available on your phone please see "Section 7: GreatCall Health and Safety Apps" on page 94.

GreatCall Button

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

- **Usage** – view how many minutes, text messages and data megabytes you've used and have left, as well as when your next bill date is.
- **Featured Apps** – several featured apps recommended by GreatCall.
- **Help** – additional help information about your Touch3.
- **Contact Us** – options to contact our GreatCall Operators and Customer Service Representatives, 24/7.
- **Sign In/Sign Out** – Access your built-in GreatCall health and safety Apps.

Status Bar

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

Status Bar

Notification Area

SAMSUNG

.ıll 12:45 PM

Status Area

Home   People
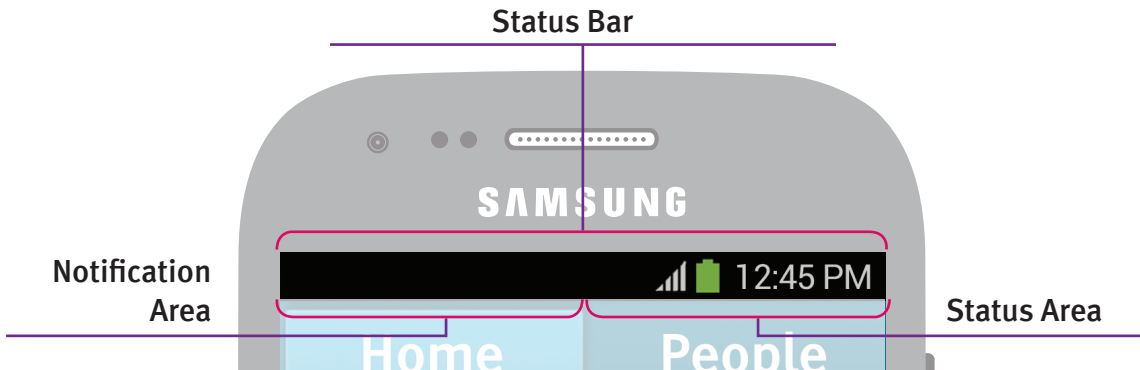
Notification Area

The Notification Area displays icons associated with important events that occur such as new email messages, missed calls, new voicemails and new text messages. Common icons you will see here:

The battery is 100% charged

You have a new text message

You have a new voicemail message

You have a new email message

Status Area

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

Your current cellular signal strength. The more bars, the stronger the signal.

Airplane Mode has been turned on. Features such as phone calls, text messages, email or access to the Internet will be unavailable in this mode.

No cellular signal is available. Try moving to a different location to improve your cellular signal reception.

Your phone is in Vibrate mode. Incoming calls and notifications will not make a sound, but instead will discretely cause the phone to vibrate.

Displays when your phone is connected to a Wi-Fi network for data.

Notification Panel

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

Expanding the Notification Panel

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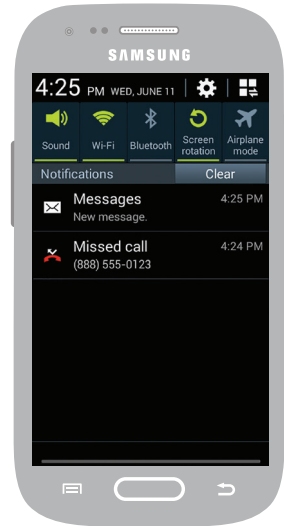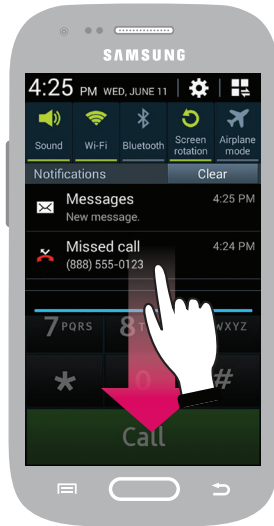
Clearing Notifications

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

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

NOTE: Voicemail notifications can only be cleared by listening to your voicemail messages. See "Voicemail" on page 62 for more information on how to listen to your voicemail.

Quick Settings

At the top of the Notification Panel you will see five Quick Settings buttons that allow you to quickly enable or disable phone functionality. Just TAP the Quick Settings button you would like to adjust. A green colored button indicates that the Quick Settings functionality is on.

- **Sound** – allows you to change the ringer and notification sound behavior to Sounds On, Vibrate or Silent.
- **Wi-Fi** – allows you to turn Wi-Fi on or off. For more information, see "Wi-Fi" on page 99.
- **Bluetooth** – allows you to turn Bluetooth on or off. For more information, see "Bluetooth®" on page 101.
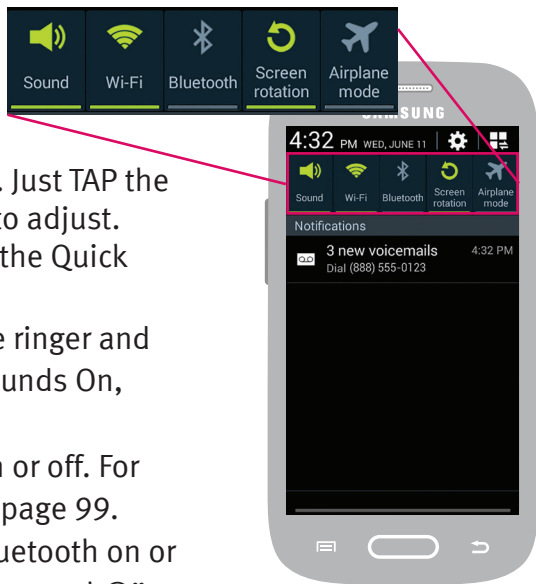
- **Screen Rotation** – allows you to turn the Screen Rotation feature on or off. With this feature on, the screen will automatically rotate on certain screens depending on how you hold the phone.
- **Airplane Mode** – allows you to turn all cellular and data connectivity off. When this feature is enabled, you will not be able to make or receive calls, send or receive messages or access the Internet. See "Airplane Mode" on page 103.

Closing the Notification Panel

There are three ways to close the Notification Panel:

- TAP the **Back Button** (⮌) or
- PRESS the **Home Button** (⬭) or
- DRAG upwards starting from the bottom of the screen until you reach the top

NOTE: Pressing the **Home Button** (⬭) will take you back to the Home Screen on your phone. Use the **Back Button** (⮌) if you would like to close the Notification Panel and return to where you left off.

Ringer and Notification Sounds

Understanding the sounds that come from your phone will help you determine if you're receiving a call or simply getting a notification that you just received a text message, email or voicemail.

Notification sounds are typically shorter and are only played once per message received.

Ringer sounds, on the other hand, are typically longer and will loop until the caller hangs up, the call is directed to your voicemail or the call is answered, similar to a landline phone.

For more information on how to customize your sounds, see "Changing the Sounds" on page 108.

Adjusting the Ringer Volume

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

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

NOTE: The ringer volume cannot be adjusted at the Lock Screen or while actively on a call.
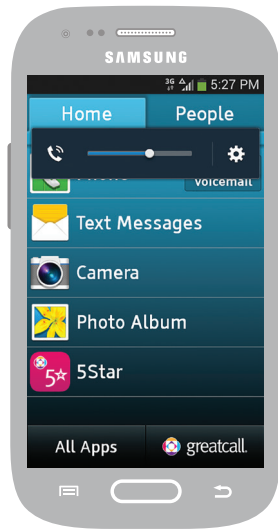
Adjusting the Screen Brightness

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

1. TAP the All Apps Button located at the bottom of the Home Tab.
2. Scroll through the All Apps list by DRAGGING your finger up the Display until you see **"Settings."**
3. TAP **"Settings."**
4. TAP **"My Device."**
5. TAP **"Display."**
6. TAP **"Brightness."**
7. DRAG the slider until you reach the desired brightness.
8. TAP **"OK"** to save your brightness setting.

Using the On-Screen Keyboard

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

- **Shift** – changes the text from lower case to upper case. TAP twice to use Caps Lock.
- **Numbers and Symbols** – allows you to enter numbers and symbols. Once in the Numbers and Symbols keyboard, you can TAP `1/3` to view additional symbols. TAP `ABC` to return to the standard keyboard.
- **Voice Typing** – automatically converts your voice to on-screen text.
- **Spacebar** – allows you to enter spaces between words.
- **Period** – allows you to enter the period punctuation mark.
- **Enter** – allows you to start a new line of text.
- **Backspace** – allows you to delete any previously typed characters.
- **Predictive Text** – predicts and provides options for your next words as you type.

Predictive Text

Shift

Numbers and Symbols

Voice Typing

Backspace

Enter

Period

Spacebar
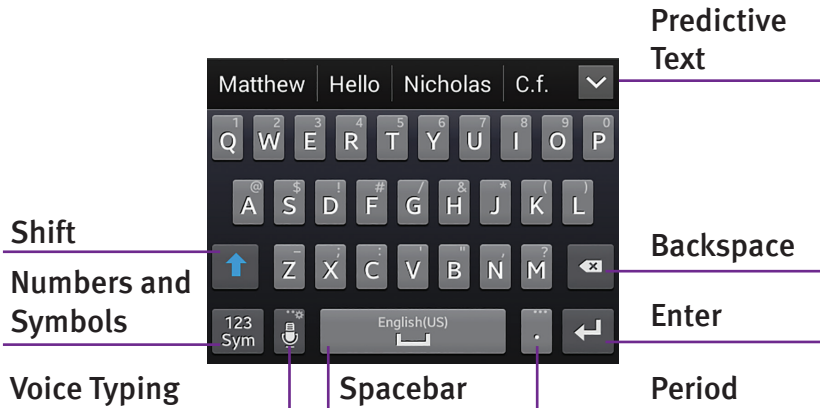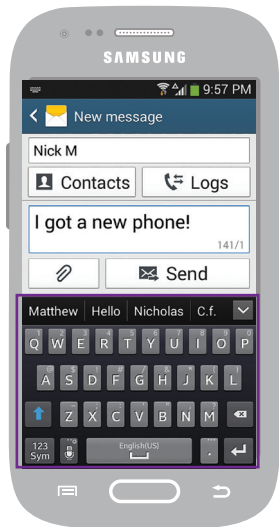
Landscape Keyboard

Some screens automatically rotate on the Display when you hold your phone horizontally (landscape). If the On-Screen Keyboard is visible, it will be displayed in a wider format than it usually is when the phone is held vertically (portrait).
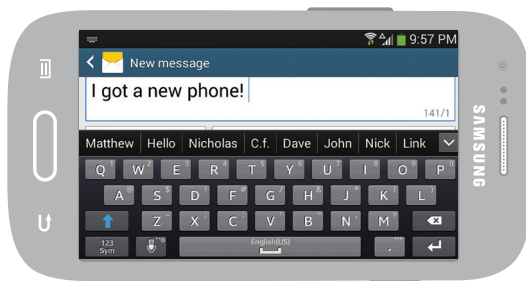
NOTE: To close the On-Screen Keyboard, TAP the **Back Button (⏎).**

Voice Typing

Your Touch3 smartphone features built-in Voice Typing as an alternative option for text entry. With Voice Typing activated, the phone will convert your spoken words into on-screen text.

1. TAP 🎤 when the On-Screen Keyboard is visible. Your Touch3 will display "Speak Now" and begin listening to your voice.
2. Speak clearly and distinctly into the Microphone. Your spoken words will begin appearing on the screen.
3. TAP 🎤 to pause Voice Typing. TAP 🎤 again to resume Voice Typing or TAP ⌨ to return to the On-Screen Keyboard.
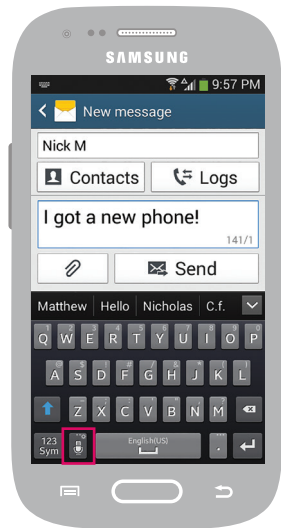
Predictive Text

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

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

Managing Your Usage

Your Touch3 phone allows you to do much more than just calling your friends and family. It's an easy-to-use smartphone with a broad range of capabilities, from sending pictures and videos via email, sharing pictures on Facebook, browsing the Internet to catch up on the latest news or recipes, to downloading the latest Apps and games.

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

What is Data?

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

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

Using Wi-Fi to Reduce Your Data Plan Usage

If your household already has high-speed Internet access and a Wi-Fi network, sometimes called a wireless network, you can connect your Touch3 to your Wi-Fi connection to reduce data usage on your monthly GreatCall data plan. When successfully connected to your Wi-Fi network, all data usage will go through your home's high-speed Internet access instead of the cellular network, and therefore will not affect your GreatCall monthly data plan usage. For more information on how to set up a Wi-Fi connection, see "Wi-Fi" on page 99.

IMPORTANT: When using a Wi-Fi network for data, periodically check the Status Bar to see that the Wi-Fi icon (🛜) is there indicating you are connected. If not, data usage may be applied to your monthly GreatCall data plan. Data overage fees will be applied if you exceed your monthly allowed data usage.

Always check your usage periodically using the built-in Usage App on your Touch3 phone or online via your MyGreatCall account at **mygreatcall.com**.

Checking your Usage

It is recommended to periodically check your usage to avoid any overage fees. GreatCall provides you two convenient ways for you to check your talk, text and data usage:

- Access the Usage App directly on your Touch3 by TAPPING the GreatCall Button at the bottom-right corner of the Home Screen and then TAPPING the Usage App.
- Access the "My Usage" tab online via your **mygreatcall.com** account. If you haven't created a MyGreatCall account yet, it's easy. Just navigate to **mygreatcall.com** and follow the instructions under "Create Account."

NOTE: There may be a slight delay in displaying your exact usage. Usage is based on the estimated minutes, text messages and data that you use per billing cycle. You should check this often to ensure you are within your monthly plan.
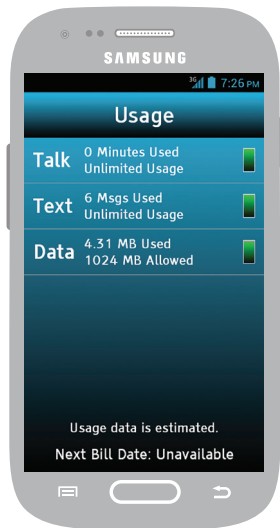
Usage App
on the Touch3
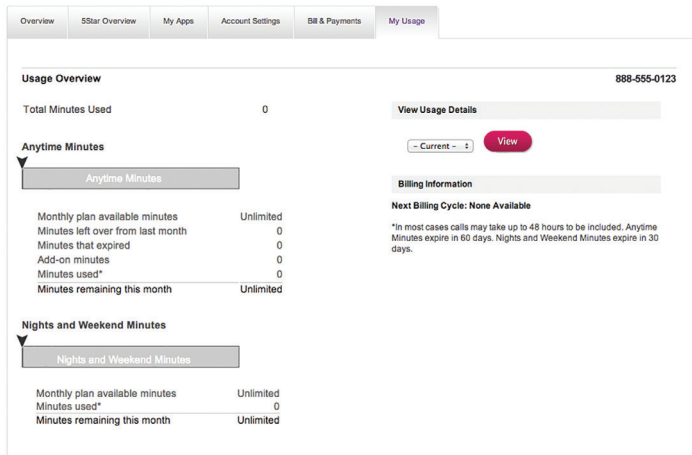
"My Usage" tab at mygreatcall.com

Section 3: Placing and Receiving Calls

This section describes how to place and receive calls, listen to your voicemail and manage your contacts.

Topics

- Dialing a Number
- Redialing a Number
- Answering or Ignoring a Call
- Speakerphone

- Adjusting the Call Volume
- Accessing the Keypad during Calls
- Voicemail
- People Tab

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

Dialing a Number

Making phone calls is easy on your Touch3. Make sure you are in an area where cellular service is available. Check that the signal strength icon ( ) in the Status Bar has at least one bar. More bars in the signal strength icon ( ) mean a stronger and clearer connection.

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

> **NOTE:** Always dial using the 10-digit number (area code + phone number) whenever placing a call (even if calling from the same area code).

Redialing a Number

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

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

Placing and Receiving Calls
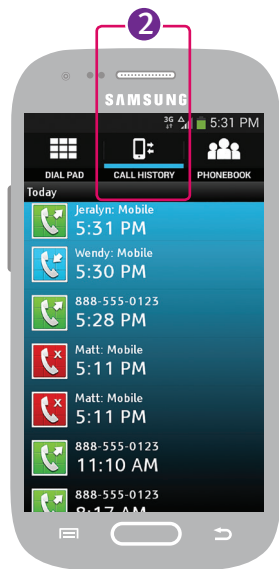
Answering or Ignoring a Call

When receiving an incoming call, two icons appear on your screen.

Answering the Call

- PRESS AND HOLD the **Green Phone Button**
  (📞) and DRAG it to the right.

Ignoring the Call

- PRESS AND HOLD the **Red Phone Button** (📵)and DRAG it to the left.
- Alternatively, you can PRESS the **Volume Button** while the phone is ringing to stop the ringer sound.
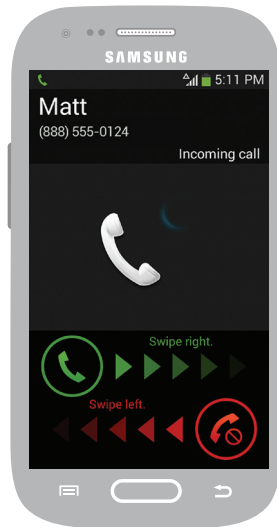
> **NOTE:** Ignoring incoming calls will send the caller to your voicemail.

Speakerphone

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

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

To end the call, TAP the **End Call Button**.
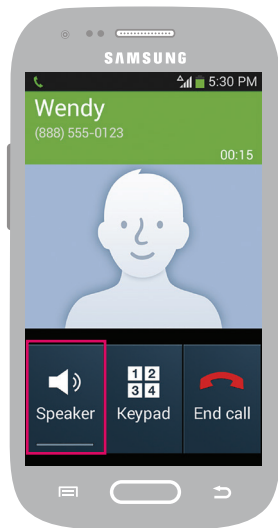
Adjusting the Call Volume

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

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

Accessing the Keypad during Calls

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

1. While on an active call, TAP the **Keypad Button** to bring up the keypad.
2. Once you're finished with the keypad you can TAP the **Hide Button** to hide the keypad and take you back to the contact details screen.
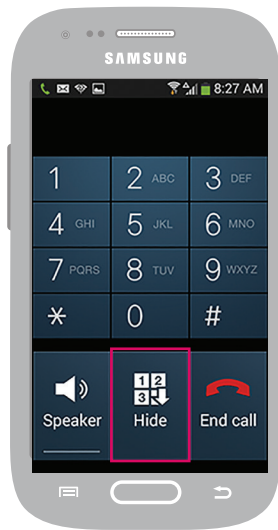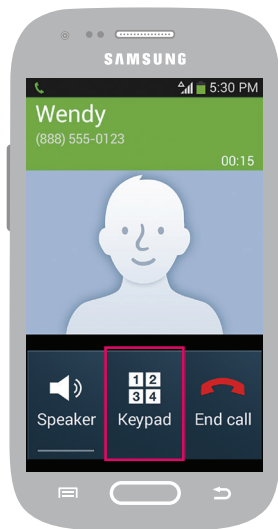
Voicemail

Before your Touch3 can receive a voicemail message, you need to record your name and a personal greeting. Once you have set up your voicemail, all unanswered calls to your phone are automatically transferred to your voicemail even if your phone is in use or turned off.

Setting up Voicemail

1. From the Home Tab, TAP the **Voicemail Button** ([Voicemail]) next to Phone.

2. Listen to and follow the prompts to record your name and a personalized greeting.

When to Check Voicemail

You have a voicemail message to listen to if you see the new voicemail icon (⊙⊙) in the Status Bar. To listen to your voicemail message you have two options:

- Expand the Notification Panel (see "Status Bar" on page 32) and TAP the voicemail notification to automatically call your voicemail. Listen to the prompts in order to playback, save or delete the message.
- On the Home Tab, TAP the **Voicemail Button** (⊙⊙ Voicemail) to call your voicemail. Listen to the prompts in order to playback, save or delete the message.

> **NOTE:** Checking Voicemail messages uses your talk time minutes.

Placing and Receiving Calls
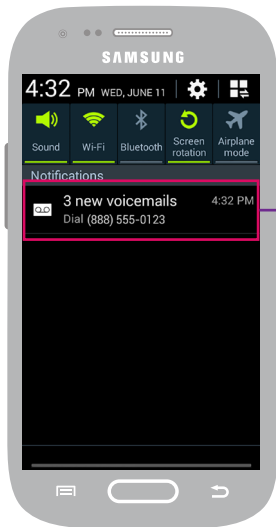
New Voicemail in Notification Panel

4:32 PM WED, JUNE 11

Sound | Wi-Fi | Bluetooth | Screen rotation | Airplane mode

Notifications

3 new voicemails   4:32 PM
Dial (888) 555-0123

SAMSUNG

4:25 PM

Home   People

New Voicemail in Status Bar

People Tab

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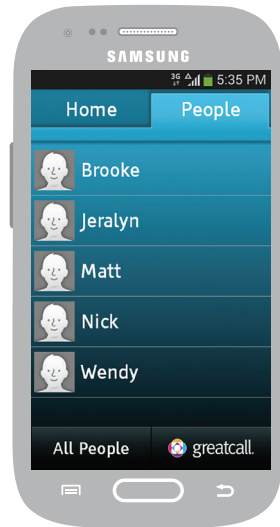
Creating a People Contact

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

the field if there are multiple numbers you would like to add for this contact.

5. Continue entering any other details you would like for this contact. Once you're done, TAP **"Save"** at the top right to save at the top right.

NOTE: You can even add a photo to your contact which will be visible in your People list and every time you are on a call with them. While adding your contact, just TAP the "face icon" (👤) to the left of the Name field and take a new picture or select an existing image. See "Taking a Photo" on page 81 for more information on how to take a photo.

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

- The People Tab shows your favorite People contacts
- The All People List is all of your People contacts including those in your favorite People contacts.

Adding Favorites
1. While on the People Tab or All People List, TAP the **Menu Button** (▭).
2. TAP **"Add Favorites."** A list of all of your People contacts will appear.
3. TAP the check box next to each of the names you would like to be set as favorites.
4. TAP **"OK"** at the bottom-left of the screen to save your selection. The checked contacts will now appear in the People Tab as favorites.

NOTE: You can also add any contact under your All People list to your favorites by PRESSING AND HOLDING their name.

Placing and Receiving Calls

Removing Favorites

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

Sorting your Favorites

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

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

Editing a People Contact

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

Deleting a People Contact

1. TAP the People contact you would like to delete either from the People Tab or from your All People List.
2. TAP the **Menu Button ( ).**
3. TAP **"Delete"**.
4. TAP **"OK"** to confirm deletion. This People contact will no longer appear in your favorites People Tab or in the All People list.

People History

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

 Incoming Text Message – they sent you a Text Message
 Outgoing Text Message – you sent them a Text Message
 Incoming Call – they called you and you answered their call
 Missed Call – you missed their call
 Outgoing Call – you called them

Section 4: Text Messages

This section describes how to use the Text Messaging feature to send and receive short messages with your friends and family.

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

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

Composing and Sending Text Messages

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

1. On the Home Tab, TAP the **Text Messages** (📩) App. You will be taken to your Text Messages "Inbox".
2. TAP **Compose** at the top of the screen.
3. In the **"Enter recipient"** field you can:
   - Enter a 10-digit phone number
   - Begin typing a name which will automatically display a list of matches from your All People List; TAP the name you would like to add to the recipient list
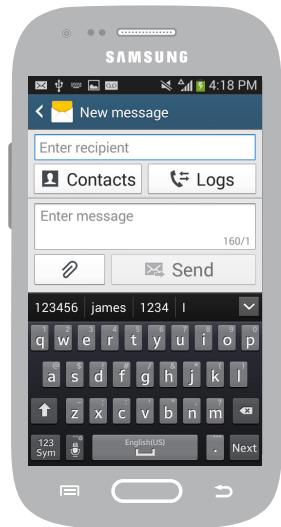
- TAP the **Contacts** button below the "Enter recipient" field to check any of the names from your All People List you would like to message; TAP **"Done"** at the top right of the screen to add the contacts to the recipient list.
4. TAP the **"Enter Message"** field to begin composing a text message.
5. When you are finished composing your message, TAP the **Send** button.

Reading and Replying to Text Messages

If you receive a new text message notification in the Status Bar, you have two ways of reading the new text message:

- Expand the Notification Panel and TAP the new text message notification from the list to read the message
- TAP the Text Messages App from the Home Tab and then TAP the message in your Inbox to read the message

Once you've read the text message, you can reply to the sender by TAPPING the "Enter message" field at the bottom of the screen and composing a message. When you are finished composing your message, TAP the Send button.

Sending a Photo or Video Message

You can attach your photos or videos, also known as "multimedia attachments," to text messages so that you can share them with your friends and family. Any text messages sent with a multimedia attachment will automatically be sent as a "multimedia message" instead.

1. While composing a new text message or replying to a text message, TAP the **"paper clip" icon** (✐). A pop-up will appear with several multimedia attachment options.
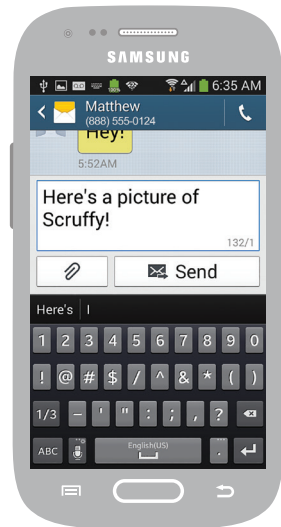
2. TAP one of the following multimedia attachment types:
   - **Image** – to select a previously captured photo
   - **Take picture** – to take a new photo (see **"**Taking a Photo**"** on page 81)
   - **Video** – to select a previously recorded video
   - **Record video** – to take a new video (see **"**Recording a Video**"** on page 83)
3. Once you have selected your multimedia attachment, TAP the **"Send"** button.
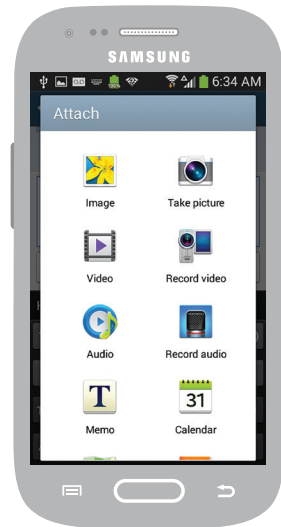
Section 5: Camera and Photo Album

This section describes how to use the Camera and Photo Album Apps to capture, view and share pictures and videos.

Topics

- The Camera App
- Taking a Photo
- Changing the Camera Mode

- Recording a Video
- Viewing your Photos and Videos
- Sharing your Photos and Videos

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

The Camera App

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

- **Photo Album (Gallery)**–view your photos and videos
- **Camera Mode Indicator**–indicates what camera mode you are using
- **Camera Selection** (⌖)–allows you to switch between the Main Camera and the Front-Facing Camera
- **Auto-Focus Point**–indicates where the camera will focus
- **Change Camera Mode** (⌖)–allows you to change the camera mode
- **Take Picture (⌖)**–allows you to take a photo
- **Record Video (⌖)**–allows you to record a video

NOTE: You can rotate your phone to capture photos or videos in "landscape" mode. The on-screen buttons will remain stationary, but the icons will rotate to match the orientation of the phone.

Camera Mode Indicator

Photo Album

Camera Selection

Auto-Focus Point

Change Camera Mode

Record Video
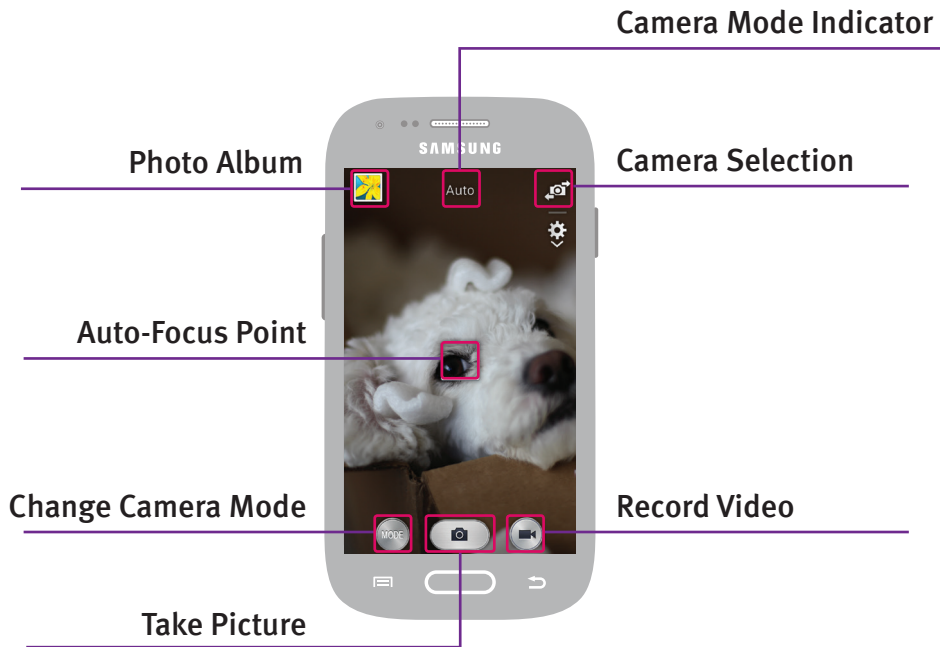
Take Picture

Taking a Photo

1. With the Camera App open, TAP the **Camera Selection** (📷)button to switch to the Main Camera or Front-Facing Camera.
2. Aim the camera so that the subject being captured is framed to your liking.
3. TAP the **Take Picture** (📷)button.
4. TAP anywhere on the screen to set the focusing point.

Camera and Photo Album

Changing the Camera Mode

TAP the **Change Camera Mode** (🔘) button for additional creative tools:

- **Auto**—automatically adjust your camera to optimize color and brightness. This is the default setting.
- **Beautyface**—use this to take photos with lightened faces for gentler images.
- **Panorama**—use this to take wide panoramic photos. When you have this mode selected, TAP the Take Picture (📷) button to start the panorama and then move in any direction. Once moving, the camera will guide you in the direction you started. TAP the Take Picture (📷) button again to stop the panorama.
- **Night**—Use this to take photos in low-light conditions.

Recording a Video

1. With the Camera App open, TAP the **Camera Selection** ( ) button to switch to the Main Camera or Front-Facing Camera.
2. Aim the camera so that the subject being captured is framed to your liking.
3. TAP the **Record Video** ( ) button to start recording a video. You can move your phone around to follow the action.
4. TAP the **Stop Video** ( ) button again to stop recording the video.

Viewing your Photos and Videos

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

- While in the Camera App, TAP the **Photo Album** button at the top-left of the screen. This will take you to the last captured photo or video. TAP the **Back Button** (⤺) button at the top-left of the screen to take you back to the "Album" view.
- From the Home Tab, TAP the **Photo Album** App. This will take you to the "Album" view where your photos and videos are sorted by where they are from. Photos and videos captured by your camera will be in the "Camera" album.

Sharing your Photos and Videos

You can also share, via email or text message, any of the photos or videos you've already captured:

1. Find the photo or video you would like to share in the Photo Album.
2. With the preview of the photo or video up, TAP the **"Share" Button** (<)at the top of the screen. A pop-up of share options will appear.
3. TAP **"Email"** if you would like to share by email or **"Messages"** if you would like to share by attaching to a text message.

> **NOTE:** Sharing photos and videos requires data. Use a Wi-Fi connection to reduce data usage on your GreatCall data plan. Always check your usage monthly with the Usage App on your Touch3 or by going online to **mygreatcall.com**.

Section 6: Email

This section describes how to set up your email account and how to send and receive emails on your phone.

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

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

Setting up your Email Account

Email allows you to send messages to your friends and family. It differs from Text Messages by allowing you to compose much longer messages, and does not require the recipient to have a cell phone with text messaging capabilities.

> **NOTE:** Sending and receiving emails requires data. To reduce your data usage on your GreatCall data plan, use a Wi-Fi network if available. See "Wi-Fi" on page 99 for more information on setting up a Wi-Fi connection.

Your Touch3 smartphone provides two ways to use email:
- Gmail™ (Google® Email)—set up your phone with an existing email account from Google.
- Standard Email—set up your phone with an existing email address you have that isn't from Google.

> **NOTE:** If you do not have a Gmail account, it is recommended that you create one. Setting up a Gmail account will get you access to the Google Play Store where you can update your phone's software, and access additional GreatCall and third-party Apps.

Setting up a New Gmail Account

If you don't have an existing Gmail account, follow these instructions to create one on your phone:

1. Under All Apps, TAP the **Gmail** App ( ).
2. TAP **"New"**.
3. Enter in your First and Last Name.
4. Enter in your desired email address.
5. Enter in your desired password.
6. You can optionally set up password recovery options.
7. You can optionally join Google+™, which is Google's social media site similar to Facebook, otherwise you may skip.

8. Choose your Google backup and email communication options.
9. Accept Google's Terms of Service and Privacy Policy.

Setting up an Existing Gmail Account
If you already have a Gmail account, follow these instructions to access your email on your phone:
1. Under All Apps, TAP the **Gmail** App (M).
2.Tap "Existing".
3. Log in using your existing Gmail email address and password.

Setting up an Existing Standard Email Account
If you already have an email address from another service provider, TAP the Email App (@)under All Apps, enter your email address and password, and follow the on- screen instructions. You may need to go to your email service provider's website or contact them directly to obtain the specific settings needed to continue setup on your phone.

Email

Composing and Sending Email

Once you have set up your email, you can compose and send your first email from your Touch3 smartphone.

Composing and Sending Email using the Gmail App

1. In the Gmail App, TAP the "Compose" button (✉+)at the top-right of the screen.
2. Enter the email recipients in the "To" field.
3. Enter a subject into the "Subject" field.
4. Enter your message into the "Compose email" field.
5. When you're ready to send your email, TAP the "Send" (➤) button at the top right of the screen.

Composing and Sending Email using the Email App

1. In the Email App, TAP the "Compose" button at the top-left of the screen.
2. Enter the email recipients in the "To" field.
3. Enter in a subject into the "Subject" field.
4. Enter your message into the white space below the "Subject" field.

Email

5. When you're ready to send your email, TAP the **"Send"**(✉) button at the top right of the screen.

Reading and Replying to an Email

If you receive a new email notification in the Status Bar, you have two ways of reading the email message:

- Expand the Notification Panel and TAP the new email notification from the list to read the message.
- Launch the Email or Gmail App and then TAP the message in your Inbox to read. Once you've read the email message, you can reply to the sender by TAPPING the **"Reply"** button (↰ in the Gmail App or ↵ in the Email App).

When you are finished composing your message, TAP the **"Send"** button.

Sending an Email with a Photo or Video Attachment

Similar to sending photos or videos with text messages, you can also send photos or videos as attachments to your emails.

Sending an Email with a Photo or Video using the Gmail App

1. Compose a new message.
2. TAP the Menu Button (≡).
3. TAP "Attach file".
4. TAP "Gallery".
5. Select the photo or video you would like to attach.
6. When you are ready to send your email with attachment, TAP the "Send" (➤) button.

Sending an Email with a Photo or Video using the Email App

1. Compose a new message.
2. TAP the **"paper clip"** ($\mathscr{O}$) button at the top of the screen.
3. TAP **"Images"** or **"Video"**.
4. TAP **"Gallery"**.
5. Select the photo or video you would like to attach.
6. When you are ready to send your email with attachment, TAP the **"Send"** (✉)
button.

Email

Section 7: GreatCall Health and Safety Apps

This section describes additional services that make your Touch3 more than just an easy-to-use smartphone with exclusive access to GreatCall's network of health and safety experts.

Topics
- 5Star
- Urgent Care
- MedCoach

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

5Star

The 5Star App on your Touch3 smartphone gets you access to GreatCall's unique 5Star Service. 5Star Service provides easy-to-use and reliable access to NAED* Certified 5Star Agents who will confirm your location, evaluate your situation, and get you the help you need. By accessing 5Star Service on your Touch3, you'll be immediately connected to a 5Star Agent who will quickly identify you and confirm your location, then carefully assess your situation, using details from your Personal Profile. To launch the 5Star App you can TAP the 5Star button located on the Lock Screen, or you can TAP the 5Star App from the Home Tab.

National Academies of Emergency Dispatch

GreatCall Health and Safety

Urgent Care

With the Urgent Care App, you have unlimited access to nurses and doctors everywhere you go. Urgent Care on your Touch3 smartphone gives you access to a Symptom Checker and Medical Dictionary apps. It can even connect you with a live nurse or a doctor 24/7 to get a diagnosis or a prescription for common medications over the phone. To launch the Urgent Care app, TAP the Urgent Care App from the All Apps list.

MedCoach

We understand that taking medications is a part of daily life, so it shouldn't be a difficult task. With your Touch3, you can easily follow your medication and vitamin schedule as prescribed by your doctor with friendly reminder messages delivered to your phone. We can even connect you to your pharmacy for prescription refills. To launch the MedCoach app, TAP the MedCoach App from the All Apps list.

Section 8: Managing your Settings

This section describes how to manage additional settings on your phone.

Topics
- Wi-Fi
- Bluetooth
- Airplane Mode

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

Wi-Fi

Your Touch3 smartphone is compatible with most Wi-Fi networks to access high-speed Internet without having to worry about using up your GreatCall data plan.

Connecting to a Wi-Fi Network

1. While on the Home Tab, TAP the **Menu Button (▤)** .
2. TAP **"Options"**.
3. TAP **"Wi-Fi"**. A list of available Wi-Fi networks will appear.
4. TAP the Wi-Fi network name you wish to use.
5. Enter the password for the Wi-Fi network you selected, and TAP the **"Connect"** button.

You should see "Connected" below your selected Wi-Fi network as well as a Wi-Fi icon(🛜) in the Status Bar indicating that you have successfully connected to the network.

Managing your Settings

Turning Wi-Fi On and Off

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

1. Expand the Notification Panel by PRESSING AND HOLDING the Status Bar and DRAGGING down to the bottom of the screen.
2. TAP the Wi-Fi Quick Settings icon so that it is no longer green. You have turned off the Wi-Fi feature.
3. To turn Wi-Fi on again, TAP the Wi-Fi Quick Settings icon so that it is green.

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

Bluetooth®

The Bluetooth feature allows you to connect your phone to Bluetooth wireless devices such as the hands-free headset from **greatcall.com/products/accessories** or Bluetooth-compatible car radios.
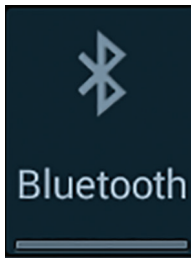
Pairing a Bluetooth Device

1. Turn on the Bluetooth device and make sure it is in "pairing mode." Refer to the Bluetooth device's User Guide for information on how to turn on "pairing mode."
2. While on the Home Tab on your Touch3, TAP the Menu Button (▤).
3. TAP "Options".
4. TAP "Bluetooth".
5. TAP the On/Off switch at the top-right of the screen until it is in the "ON" position and green.
6. TAP your Bluetooth device when it appears in the "Available devices" list.

Managing your Settings

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

Turning Bluetooth On and Off

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

1. Expand the Notification Panel by PRESSING AND HOLDING the Status Bar and DRAGGING down to the bottom of the screen.
2. TAP the Bluetooth Quick Settings icon so that it is no longer green. You have turned off the Bluetooth feature.
3. To turn Bluetooth on again, TAP the Bluetooth Quick Settings icon so that it is green.

Airplane Mode

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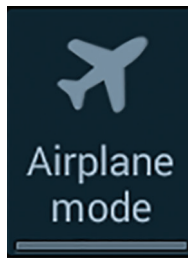
Turning Airplane Mode On and Off

1. Expand the Notification Panel by PRESSING AND HOLDING the Status Bar and DRAGGING down to the bottom of the screen.
2. TAP the Airplane Mode Quick Settings icon so that it is green.
   You have turned the Airplane Mode feature ON and will not be able to make any calls or send any messages.
3. To turn Airplane Mode off, TAP the Airplane Mode Quick Settings icon so that it is no longer green.

Managing your Settings

Section 9: Personalize Your Phone

This section details miscellaneous information about your phone.

Topics

- Google Account
- Changing your Color Theme
- Changing the Lock Screen Photo
- Changing the Sounds
- Replacing the Battery
- Adding more Memory

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

Google Account

Setting up a Google (Gmail) account will get you access to the Google Play Store where you can update your phone's software and access additional GreatCall and third-party Apps.

Setting up a New Google Account

If you don't have an existing Google/Gmail account, follow these instructions to create one on your phone:

1. Under All Apps, TAP the **Gmail** App.
2. TAP **"New"**.
3. Enter in your First and Last Name.
4. Enter in your desired email address.
5. Enter in your desired password.
6. You can optionally set up password recovery options.
7. You can optionally join Google+, which is Google's social media site similar to Facebook, otherwise you may skip.
8. Choose your Google backup and email communication options.
9. Accept Google's Terms of Service and Privacy Policy.

Changing your Color Theme

You can personalize your Touch3 by changing the color theme of the GreatCall Home Screen:

1. While at the Home Tab, TAP the **Menu Button** (▤).
2. TAP "**Options**".
3. TAP "**Color Theme**".
4. TAP the color that you like. You can select from Black, Dark Teal (default color), Grey, Magenta, Purple and Yellow.

Changing the Lock Screen Photo

You can personalize your Touch3 by adding any photo onto the Lock Screen.

Adding a Lock Screen Photo

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

Removing a Lock Screen Photo

1. While at the Home Tab, TAP the **Menu Button** (▭).
2. TAP **"Options"**.
3. TAP **"Lock Screen Photo"**.
4. TAP **"Remove Photo"**.

Changing the Sounds

You can personalize your Touch3 by changing the Ringtone and Notification sound effects.

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

Replacing the Battery

Over time the battery may slowly lose its ability to hold a charge. If you are no longer getting the talk or standby time you used to get while using your phone normally, it may be time to order a replacement Battery. Below is how to replace the battery:

1. With your fingernail, use the Battery Cover Release, located directly above the Power/Lock Button, to remove the Battery Cover.
2. Remove the Battery.
3. Install a new Battery by aligning the contacts at the bottom and pushing into place.
4. Replace the Battery Cover it snaps into place.
5. Charge your phone.

Personalizing Your Phone
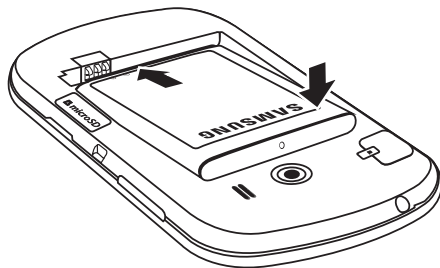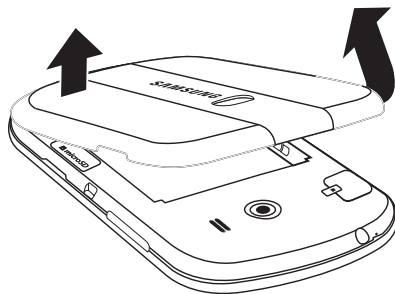
Adding more Memory

Your Touch3 smartphone features a microSD expansion slot to add up to an additional 64 GB of memory. The following is how to add more memory:

1. Remove the Battery Cover.
2. Locate the microSD card slot on the side of the device near the Volume Button.
3. Align the microSD card so that the gold strips are facing down.
4. Carefully slide the microSD card into the card socket until it clicks into place.
5. Replace the Battery Cover.
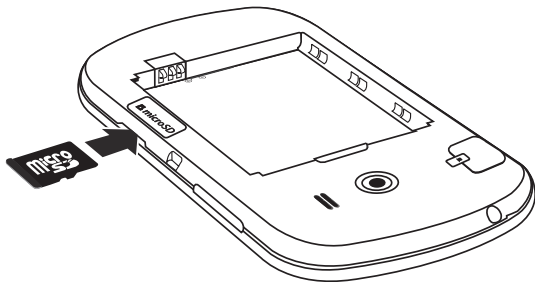
Health and Safety Information

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

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

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

Do cell phones pose a health hazard?
Many people are concerned that cell phone radiation will cause cancer or other serious health hazards. The weight of scientific evidence has not linked cell phones with any health problems. Cell phones emit low levels of Radio Frequency (RF) energy. Over the past 15 years, scientists have conducted hundreds of studies looking at the biological effects of the radio frequency energy emitted by cell phones. While some researchers have reported biological changes associated with RF energy, these studies have failed to be replicated. The majority of studies published have failed to show an association between exposure to radio frequency from a cell phone and health problems.

The low levels of RF cell phones emit while in use are in the microwave frequency range. They also emit RF at substantially reduced time intervals when in the stand-by mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. The biological effects of radio frequency energy should not be confused with the effects from other types of electromagnetic energy. Very high levels of electromagnetic energy, such as is found in X-rays and gamma rays, can ionize biological tissues. Ionization is a process where electrons are stripped away from their normal locations in atoms and molecules. It can permanently damage biological tissues including DNA, the genetic material. The energy levels associated with radio frequency energy, including both radio waves and microwaves, are not great enough to cause ionization of atoms and molecules. Therefore, RF energy is a type of

non-ionizing radiation. Other types of non-ionizing radiation include visible light, infrared radiation (heat), and other forms of electromagnetic radiation with relatively low frequencies. While RF energy does not ionize particles, large amounts can increase body temperatures and cause tissue damage. Two areas of the body, the eyes and the testes, are particularly vulnerable to RF heating because there is relatively little blood flow in them to carry away excess heat.

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

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

Interphone Study

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

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

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

International Cohort Study on Mobile Phone Users (COSMOS)

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

Health & Safety

Risk of Brain Cancer from Exposure to Radio Frequency Fields in Childhood and Adolescence (MOBI-KIDS)
MOBI-KIDS is an international study investigating the relationship between exposure to radio frequency energy from communication technologies including cell phones and brain cancer in young people. This is an international multi-center study involving 14 European and non-European countries. Additional information about MOBI-KIDS can be found at http://www.creal.cat/programes-recerca/en_projectes-creal/view.php?ID=39.
Surveillance, Epidemiology, and End Results (SEER) Program of the National Cancer Institute
The National Cancer Institute (NCI) actively follows cancer statistics in the United States to detect any change in rates of new cases for brain cancer. If cell phones play a role in risk for brain cancer, rates should go up, because heavy cell phone use has been common for quite some time in the U.S. Between 1987 and 2005, the overall age-adjusted incidence of brain cancer did not increase. Additional information about SEER can be found at http://seer.cancer.gov/.

Cell Phone Industry Actions
Although the existing scientific data do not justify FDA regulatory actions, the FDA has urged the cell phone industry to take a number of steps, including the following:
- Support-needed research on possible biological effects of RF for the type of signal emitted by cell phones;
- Design cell phones in a way that minimizes any RF exposure to the user; and
- Cooperate in providing users of cell phones with the current information on cell phone use and human health concerns.

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

Reducing Exposure: Hands-Free Kits and Other Accessories
Steps to Reduce Exposure to Radio Frequency Energy
If there is a risk from being exposed to radio frequency energy (RF) from cell phones - and at this point we do not know that there is - it is probably very small. But, if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your RF exposure.

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

Hands-Free Kits

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

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

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

Because there are no known risks from exposure to RF emissions from cell phones, there is no reason to believe that accessories which claim to shield the head from those emissions reduce risks. Some products that claim to shield the user from RF absorption use special phone cases, while others involve nothing more than a metallic accessory attached to the phone. Studies have shown that these products generally do not work as advertised. Unlike "hands-free" kits, these so-called "shields" may interfere with proper operation of the phone. The phone may be forced to boost its power to compensate, leading to an increase in RF absorption.

Children and Cell Phones

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

- Reduce the amount of time spent on the cell phone;

- Use speaker mode or a headset to place more distance between the head and the cell phone.

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

Additional information on the safety of RF exposures from various sources can be obtained from the following organizations (updated 05/09/2014):

- FCC RF Safety Program:
- http://www.fcc.gov/oet/rfsafety/.
- Environmental Protection Agency (EPA):
- http://www.epa.gov/radtown/wireless-tech.html.
- Occupational Safety and Health Administration (OSHA):
- http://www.osha.gov/SLTC/radiofrequencyradiation/.
- (Note: This web address is case sensitive.)
- National Institute for Occupational Safety and Health (NIOSH):
- http://www.cdc.gov/niosh/.
- World Health Organization (WHO):
- http://www.who.int/peh-emf/en/.
- International Commission on Non-Ionizing Radiation Protection:
- http://www.icnirp.de.
- Health Protection Agency:
- http://www.hpa.org.uk/Topics/Radiation/.
- US Food and Drug Administration:
- http://www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/default.htm.

Specific Absorption Rate (SAR) Certification Information

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

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

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

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

SAR tests are conducted using standard operating positions accepted by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum reported value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the phone.

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

Use of other accessories may not ensure compliance with FCC RF exposure guidelines. The FCC has granted an Equipment Authorization for this mobile device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. This mobile phone has a FCC ID number: A3LSMS765C [Model Number: SM-G310R5] and the specific SAR levels for this mobile phone can be found at the following FCC website: http://www.fcc.gov/oet/ea/.

The maximum SAR values for this model phone as reported to the FCC are: Head: 0.86 W/Kg. Body-worn: 0.86 W/Kg.
The SAR information for this device can also be found on Samsung's website: http://www.samsung.com/sar.
SAR information on this and other model phones can be accessed online on the FCC's website through http://transition.fcc.gov/oet/rfsafety/sar.html. To find information that pertains to a particular model phone, this site uses the phone FCC ID number which is usually printed somewhere on the case of the phone. Sometimes it may be necessary to remove the battery pack to find the number. Once you have the FCC ID number for a particular phone, follow the instructions on the website and it should provide values for typical or maximum SAR for a particular phone. Additional SAR information can also be obtained at http://www.fcc.gov/encyclopedia/specific-absorption-rate-sar-cellular-telephones.

FCC Part 15 Information to User
Pursuant to part 15.21 of the FCC Rules, you are cautioned that changes or modifications not expressly approved by Samsung could void your authority to operate the device.
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.
However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

Commercial Mobile Alerting System (CMAS)

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

Smart Practices While Driving

On the Road - Off the Phone

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

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

Before answering calls, consider your circumstances. Let the call go to voicemail when driving conditions require. Remember, driving comes first, not the call! If you consider a call necessary and appropriate, follow these tips:

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

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

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

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

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

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

For more information, go to http://www.ctia.org.

Battery Use and Safety

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

- Do not disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery. Do not put a high degree of pressure on the battery. This can cause leakage or an internal short-circuit, resulting in overheating.
- Do not let the phone or battery come in contact with liquids. Liquids can get into the phone's circuits, leading to corrosion. Even when the phone appears to be dry and appears to operate normally, the circuitry could slowly corrode and pose a safety hazard. If the phone and/or battery get wet, have them checked by your service provider or contact Samsung, even if they appear to be working properly.
- Do not place your battery in or near a heat source. Excessive heating can damage the phone or the battery and could cause the phone or the battery to explode. Do not dry a wet or damp battery with an appliance or heat source such as a microwave oven, hair dryer, iron, or radiator. Avoid leaving your phone in your car in high temperatures.
- Caution: Some applications or prolonged usage may increase device temperature. Prolonged skin contact with a device that is hot to the touch may produce skin discomfort or redness, or low-temperature burns. If the device feels hot to the touch, discontinue use and close all applications or turn off the device until it cools. Always ensure that the phone has adequate ventilation and air flow. Covering the device with bedding, your body, thick clothing or any other materials that significantly affect air flow may affect the performance of the phone and poses a possible risk of fire or explosion, which could lead to serious bodily injuries or damage to property.

- Do not dispose of the phone or the battery in a fire. The phone or the battery may explode when overheated.
- Do not handle a damaged or leaking battery. Do not let leaking battery fluid come in contact with your eyes, skin or clothing. For safe disposal options, contact your nearest Samsung-authorized service center.
- Avoid dropping the cell phone. Dropping the phone or the battery, especially on a hard surface, can potentially cause damage to the phone and battery. If you suspect damage to the phone or battery, take it to a service center for inspection.
- Never use any charger or battery that is damaged in any way.
- Do not allow the battery to touch metal objects. Accidental short-circuiting can occur when a metallic object (coin, key, jewelry, clip, or pen) causes a direct connection between the + and - terminals of the battery (metal strips on the battery), for example when you carry a spare battery in a pocket or bag. Short-circuiting the terminals may damage the battery or the object causing the short-circuiting.

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

WARNING!

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

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

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

Samsung Mobile Products and Recycling

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

Proper disposal of your mobile device and its battery is not only important for safety, it benefits the environment. Batteries

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must be recycled or disposed of properly.

Recycling programs for your mobile device, batteries, and accessories may not be available in your area.

We've made it easy for you to recycle your old Samsung mobile device by working with respected take-back companies in every state in the country.

Drop It Off

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

Samsung-branded devices and batteries will be accepted at these locations for no fee. Consumers may also recycle their used mobile device or batteries at many retail or carrier-provided locations where mobile devices and batteries are sold. Additional information regarding specific locations may be found at: http://www.epa.gov/epawaste/partnerships/plugin/cellphone/index.htm or at http://www.call2recycle.org/.

Mail It In

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

Dispose of unwanted electronics through an approved recycler.

To find the nearest recycling location, go to our website: www.samsung.com/recyclingdirect

Or call, (877) 278-0799.

Follow local regulations regarding disposal of mobile devices and batteries

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

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

UL Certified Travel Charger

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

FAILURE TO FOLLOW THE INSTRUCTIONS OUTLINED MAY LEAD TO SERIOUS PERSONAL INJURY AND POSSIBLE PROPERTY DAMAGE.

IMPORTANT SAFETY INSTRUCTIONS - SAVE THESE INSTRUCTIONS.

DANGER - TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, CAREFULLY FOLLOW THESE INSTRUCTIONS.

FOR CONNECTION TO A SUPPLY NOT IN NORTH AMERICA, USE AN ATTACHMENT PLUG ADAPTOR OF THE PROPER CONFIGURATION FOR THE POWER OUTLET.

THIS POWER UNIT IS INTENDED TO BE CORRECTLY ORIENTED IN A VERTICAL OR HORIZONTAL OR FLOOR MOUNT POSITION.

Display / Touch-Screen

Please note the following information when using your mobile device:

WARNING REGARDING DISPLAY

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

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

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

GPS & AGPS

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

Certain Samsung mobile devices can also use an Assisted Global Positioning System (AGPS), which obtains information from the cellular network to improve GPS performance. AGPS uses your wireless service provider's network and therefore airtime,

data charges, and/or additional charges may apply in accordance with your service plan. Contact your wireless service provider for details.

Your Location

Location-based information includes information that can be used to determine the approximate location of a mobile device. Mobile devices which are connected to a wireless network transmit location-based information. Additionally, if you use applications that require location-based information (e.g. driving directions), such applications transmit location-based information. The location-based information may be shared with third-parties, including your wireless service provider, applications providers, Samsung, and other third-parties providing services.

Use of AGPS in Emergency Calls

When you make an emergency call, the cellular network may activate AGPS technology in your mobile device to tell the emergency responders your approximate location.

AGPS has limitations and might not work in your area. Therefore:

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

Navigation

Maps, directions, and other navigation-data, including data relating to your current location, may contain inaccurate or incomplete data, and circumstances can and do change over time. In some areas, complete information may not be available. Therefore, you should always visually confirm that the navigational instructions are consistent with what you see before following them. All users should pay attention to road conditions, closures, traffic, and all other factors that may impact safe driving or walking. Always obey posted road signs.

Emergency Calls

This mobile device, like any wireless mobile device, operates using radio signals, wireless and landline networks, as well as user-programmed functions, which cannot guarantee connection in all conditions, areas, or circumstances.
Therefore, you should never rely solely on any wireless mobile device for essential communications (medical emergencies, for

example). Before traveling in remote or underdeveloped areas, plan an alternate method of contacting emergency services personnel. Remember, to make or receive any calls, the mobile device must be switched on and in a service area with adequate signal strength.

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

To make an emergency call:

1. If the mobile device is not on, switch it on.

2. From the Home screen, tap .

3. Key in the emergency number for your present location (for example, 911 or other official emergency number). Emergency numbers vary by location.

4.Tap "Call."

If certain features are in use (call blocking, for example), you may first need to deactivate those features before you can make an emergency call. Consult your User Manual and your local cellular service provider. When making an emergency call, remember to give all the necessary information as accurately as possible. Remember that your mobile device may be the only means of communication at the scene of an accident; do not cut off the call until given permission to do so.

Care and Maintenance

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

Keep your Samsung Mobile Device away from:

- Liquids of any kind
- Keep the mobile device dry. Precipitation, humidity, and liquids contain minerals that will corrode electronic circuits. If the mobile device does get wet, do not accelerate drying with the use of an oven, microwave, or dryer, because this may damage the mobile device and could cause a fire or explosion.
- Do not use the mobile device with a wet hand. Doing so may cause an electric shock to you or damage to the mobile device.
- Extreme heat or cold

- Avoid temperatures below 0ºC / 32ºF or above 45ºC / 113ºF.
- Microwaves
- Do not try to dry your mobile device in a microwave oven. Doing so may cause a fire or explosion.
- Dust and dirt
- Do not expose your mobile device to dust, dirt, or sand.
- Cleaning solutions
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the mobile device. Wipe it with a soft cloth slightly dampened in a mild soap-and-water solution. If the mobile device has a retractable camera lens, do not use soap and water to clean the lens. Use a blower or brush or lens cleaning paper dampened in a lens cleaning solution.
- Shock or vibration
- Do not drop, knock, or shake the mobile device. Rough handling can break internal circuit boards.
- Paint
- Do not paint the mobile device. Paint can clog the device's moving parts or ventilation openings and prevent proper operation.

Responsible Listening

Caution! Avoid potential hearing loss.

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

This includes the use of headphones (including headsets, earbuds, and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound, and distorted hearing. Individual susceptibility to noise-induced hearing loss and potential hearing problem varies. Additionally, the amount of sound produced by a portable audio device varies depending on the nature of the sound, the device settings, and the headphones that are used. As a result, there is no single volume setting that is appropriate for everyone or for every combination of sound, settings, and equipment. You should follow some common sense recommendations when using any

portable audio device:

- Always turn the volume down before plugging the earphones into an audio source.
- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- Be aware that you can adapt to higher volume settings over time, not realizing that the higher volume may be harmful to your hearing.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environment noise. By blocking background environment noise, noise cancelling headphones should allow you to hear the music at lower volumes than when using earbuds.
- Limit the amount of time you listen. As the volume increases, less time is required before you hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech, or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.

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

American Academy of Audiology
11730 Plaza American Drive, Suite 300
Reston, VA 20190
Voice: (800) 222-2336
Email: info@audiology.org
Internet: http://www.audiology.org/Pages/default.aspx
National Institute on Deafness and Other Communication Disorders
National Institutes of Health
31 Center Drive, MSC 2320

Bethesda, MD 20892-2320
Email: nidcdinfo@nih.gov
Internet: http://www.nidcd.nih.gov/
National Institute for Occupational Safety and Health (NIOSH)
395 E Street, S.W., Suite 9200
Patriots Plaza Building
Washington, DC 20201
Voice: 1-800-35-NIOSH
(1-800-356-4674)
1-800-CDC-INFO (1-800-232-4636)
Outside the U.S. 513-533-8328
Email: cdcinfo@cdc.gov
Internet: http://www.cdc.gov/niosh/topics/noise/default.html
1-888-232-6348 TTY

Operating Environment
Remember to follow any special regulations in force in any area, and always switch your mobile device off whenever it is forbidden to use it, or when it may cause interference or danger. When connecting the mobile device or any accessory to another device, read its user's guide for detailed safety instructions. Do not connect incompatible products.
Using Your Mobile Device Near Other Electronic Devices
Most modern electronic equipment is shielded from Radio Frequency (RF) signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless mobile device. Consult the manufacturer to discuss alternatives.

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

- Should ALWAYS keep the mobile device more than six (6) inches from their implantable medical device when the mobile device is turned ON;
- Should not carry the mobile device in a breast pocket;
- Should use the ear opposite the implantable medical device to minimize the potential for interference;
- Should turn the mobile device OFF immediately if there is any reason to suspect that interference is taking place;
- Should read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your wireless mobile device with an implantable medical device, consult your health care provider.

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

Other Medical Devices

If you use any other personal medical devices, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information. Switch your mobile device off in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Vehicles

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

Posted Facilities

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

Potentially Explosive Environments

Switch your mobile device off when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Users are advised to switch the mobile device off while at a refueling point (service station).

128 Health & Safety

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

When your Device is Wet

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

FCC Hearing Aid Compatibility (HAC) Regulations for Wireless Devices

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

When individuals employing some assistive hearing devices (hearing aids and cochlear implants) use wireless mobile devices, they may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and mobile devices also vary in the amount of interference they generate. The wireless telephone industry has developed a rating system for wireless mobile devices to assist hearing device users find mobile devices that may be compatible with their hearing devices. Not all mobile devices have been rated. Mobile devices that are rated have the rating on their box or a label located on the box.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated mobile device successfully. Trying out the mobile device with your hearing device is the best way to evaluate it for your personal needs.

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

T-Ratings: Mobile devices rated T3 or T4 meet FCC requirements and are likely to generate less interference to hearing devices than mobile devices that are not labeled. T4 is the better/higher of the two ratings. T-ratings refer to enabling inductive coupling with hearing aids operating in telecoil mode.

Hearing devices may also be rated. Your hearing aid manufacturer or hearing health professional may help you find this rating. Higher ratings mean that the hearing device is relatively immune to interference noise.

Under the current industry standard, American National Standards Institute (ANSI) C63.19, the hearing aid and wireless mobile device rating values are added together to indicate how usable they are together. For example, if a hearing aid meets the M2 level rating and the wireless mobile device meets the M3 level rating, the sum of the two values equals M5.

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

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

M3   +   M2   =   5

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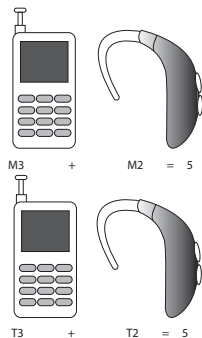
The HAC rating and measurement procedure are described in the American National Standards Institute (ANSI) C63.19 standard.

HAC for Newer Technologies

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids.

It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Restricting Children's Access to Your Mobile Device

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

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

FCC Notice and Cautions

FCC Notice

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

Cautions

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

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

Other Important Safety Information

- Only qualified personnel should service the mobile device or install the mobile device in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty applicable to the device.
- Ensure that any mobile devices or related equipment installed in your vehicle are securely mounted.
- Check regularly that all wireless mobile device equipment in your vehicle is mounted and operating properly.
- When using a headset in dry environments, static electricity can build up in the headset and cause a small quick static electrical shock. To minimize the risk of electrostatic discharge from the headset avoid using the headset in extremely dry environments or touch a grounded unpainted metal object to discharge static electricity before inserting the headset.
- Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the mobile device, its parts, or accessories.
- For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including installed or portable wireless equipment near or in the area over the air bag or in the air bag deployment area. If wireless equipment is improperly installed and the air bag inflates, serious injury could result.
- Switch your mobile device off before boarding an aircraft. The use of wireless mobile devices in aircraft is illegal and may be dangerous to the aircraft's operation. Check with appropriate authorities before using any function of a mobile device while on an aircraft.
- Failure to observe these instructions may lead to the suspension or denial of cell phone services to the offender, or legal action, or both.
- While using your device, leave some lights on in the room and do not hold the screen too close to your eyes.
- Seizures or blackouts can occur when you are exposed to flashing lights while watching videos or playing games for extended periods. If you feel any discomfort, stop using the device immediately.
- Reduce risk of repetitive motion injuries. When you repetitively perform actions, such as pressing keys, drawing characters on a touch screen with your fingers, or playing games, you may experience occasional discomfort in your hands, neck, shoulders, or other parts of your body. When using your device for extended periods, hold the device with a relaxed grip, press the keys lightly, and take frequent breaks. If you continue to have discomfort during or after such use, stop use and see a physician.

• If your device has a camera flash or light, do not use the flash or light close to the eyes of people or pets. [122011]

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While the Update will be generally available, in some limited circumstances, the Software updates will only be offered by your network carrier, and such Software updates will be governed by your contractual relationship with your network carrier.

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

6. Some features of the Software may require your device to have access to the internet and may be subject to restrictions

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

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16. DISPUTE RESOLUTION.

(a) Non-United States residents. If a dispute, controversy or difference arising in any way from this EULA or your use of the Soft-ware is not amicably settled, it shall be subject to the non-exclusive jurisdiction of the courts of the jurisdiction where you are a resident. Notwithstanding the foregoing, Samsung may apply for injunctive remedies (or an equivalent type of urgent legal relief) in any jurisdiction.

(b) United States residents. ALL DISPUTES WITH SAMSUNG ARISING IN ANY WAY FROM THIS EULA OR YOUR USE OF THE SOFT-WARE SHALL BE RESOLVED EXCLUSIVELY THROUGH FINAL AND BINDING ARBITRATION, AND NOT BY A COURT OR JURY. Any such dispute shall not be combined or consolidated with any other person's or entity's claim or dispute, and specifically, without

limitation of the foregoing, shall not under any circumstances proceed as part of a class action. The arbitration shall be conducted before a single arbitrator, whose award may not exceed, in form or amount, the relief allowed by the applicable law. The arbitration shall be conducted according to the American Arbitration Association (AAA) Commercial Arbitration Rules applicable to consumer disputes. This arbitration provision is entered pursuant to the Federal Arbitration Act. The laws of the State of Texas, without reference to its choice of laws principles, shall govern the interpretation of the EULA and all disputes that are subject to this arbitration provision. The arbitrator shall decide all issues of interpretation and application of this arbitration provision and the EULA. For any arbitration in which your total damage claims, exclusive of attorney fees and expert witness fees, are $5,000.00 or less ("Small Claim"), the arbitrator may, if you prevail, award your reasonable attorney fees, expert witness fees and costs as part of any award, but may not grant Samsung its attorney fees, expert witness fees or costs unless it is determined that the claim was brought in bad faith. In a Small Claim case, you shall be required to pay no more than half of the total administrative, facility and arbitrator fees, or $50.00 of such fees, whichever is less, and Samsung shall pay the remainder of such fees. Administrative, facility and arbitrator fees for arbitrations in which your total damage claims, exclusive of attorney fees and expert witness fees, exceed $5,000.00 ("Large Claim") shall be determined according to AAA rules. In a Large Claim case, the arbitrator may grant to the prevailing party, or apportion among the parties, reasonable attorney fees, expert witness fees and costs. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. This arbitration provision also applies to claims against Samsung's employees, representatives and affiliates if any such claim arises from the licensing or use of the Software. You may opt out of this dispute resolution procedure by providing notice to Samsung no later than 30 calendar days from the date of the first consumer purchaser's purchase of this device. To opt out, you must send notice by e-mail to
optout@sta.samsung.com, with the subject line: "Arbitration Opt Out." You must include in the opt out e-mail (a) your name and address; (b) the date on which the device was purchased; (c) the device model name or model number; and (d) the IMEI or MEID or Serial Number, as applicable, if you have it (the IMEI or MEID or Serial Number can be found (i) on the device box; (ii) on the device information screen, which can be found under "Settings;" (iii) on a label on the back of the device beneath the battery, if the battery is removable; and (iv) on the outside of the device if the battery is not removable). Alternatively, you may opt out by calling 1-888-987-4357 no later than 30 calendar days from the date of the first consumer purchaser's purchase of the device and providing the same information. These are the only two forms of notice that will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect your use of the device or its

preloaded Software, and you will continue to enjoy the benefits of this license.

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

Your Customer Agreement

1. Welcome To The GreatCall® Family.

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

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

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

3. Your Rights To Refuse Or Cancel This Agreement
After you've had an opportunity to review this agreement, it will begin when you do any of the following to indicate your acceptance:

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

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

3.1 30-Day Return Policy

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

- Have used less than 30 minutes of talk time; and
- Return the device in "like new" condition, as determined by GreatCall, in the original box with all components and materials.

The shipping charges are non-refundable and you will be charged a $10 restocking fee. If you have used more than 30 minutes of talk time or more than 25 MB of data, then we will charge you the lesser of:

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

Return Information:
- Please contact our Customer Service Department at 1-800-733-6632, available 24 hours a day, 7 days a week, to cancel your account and obtain a return authorization number.
- 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.

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.

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4.4 How We Calculate Your Bill

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

4.5 Payments, Deposits, Credit Cards, And Checks

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

5. Service Subject To Change

Your service is dependent upon our business requirements, including policies, practices and procedures, which we can change

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

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

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

7. Transferring Or "Porting" Phone Numbers

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

8. Availability Of Service

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

9. Suspending Service If Your Phone Is Lost Or Stolen

Please notify us immediately if someone steals your phone or you lose it. We'll be happy to provide a courtesy suspension of service for 30 days or until you choose to replace or recover your phone – whichever comes first – if you haven't received a courtesy of this kind

within the prior year. Until we provide a courtesy suspension, you'll be responsible for all fees and charges, including those related to the use of services, even if used by another party. We may require a sworn statement about the loss or theft.

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

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

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

11. Your Privacy

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

12. Disclaimer Of Warranties

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

13. Indemnification

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

14. Waivers And Limitations Of Liability

UNLESS THE LAW FORBIDS IT IN ANY PARTICULAR CASE, WE EACH AGREE TO LIMIT CLAIMS FOR DAMAGES OR OTHER MONETARY RELIEF AGAINST EACH OTHER TO DIRECT DAMAGES. THIS LIMITATION AND WAIVER WILL APPLY REGARDLESS OF THE THEORY OF LIABILITY, WHETHER FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, PERSONAL INJURY, PRODUCTS LIABILITY, OR ANY OTHER THEORY. THIS MEANS THAT NEITHER OF US WILL SEEK ANY INDIRECT, SPECIAL, CONSEQUENTIAL, TREBLE, OR PUNITIVE DAMAGES FROM THE OTHER. THIS LIMITATION

AND WAIVER ALSO APPLIES TO ANY CLAIMS YOU MAY BRING AGAINST ONE OF OUR SUPPLIERS, TO THE EXTENT THAT WE WOULD BE REQUIRED TO INDEMNIFY THE SUPPLIER FOR SUCH CLAIM. You agree we aren't liable for problems caused by you or a third party; by buildings, hills, network congestion, tunnels, weather, or other things we don't control. You also agree GreatCall is not liable for missed VoiceMail(s), or deletions of VoiceMail(s) from your VoiceMail box (if you have one), even if you've saved them.

15. Handling Disputes With GreatCall

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

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

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

ANY OTHER CUSTOMER OR THIRD PARTY. AS A LIMITED EXCEPTION TO THE AGREEMENT TO ARBITRATE, YOU AND WE AGREE THAT:

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

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

16. About 5Star Service

NOT ALL PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS) HAVE THE SAME FEATURES. YOU SHOULD DETERMINE WHICH FEATURES ARE IMPORTANT TO YOU. CALCULATION WAS DETERMINED BY AVERAGING THE PERS MARKET LEADERS' MONTHLY PUBLISHED FEES. 5STAR URGENT RESPONSE SERVICE REQUIRES THE PURCHASE OF THE 5STAR AND A ONE-TIME SET-UP FEE FOR SERVICE ACTIVATION OF $35. COVERAGE AND SERVICE ARE NOT AVAILABLE EVERYWHERE. OTHER CHARGES AND RESTRICTIONS MAY APPLY. 5STAR SERVICE MAY NOT BE AVAILABLE IN REMOTE OR ENCLOSED AREAS. 5STAR SERVICE WILL BE ABLE TO TRACK AN APPROXIMATE LOCATION WHEN YOUR DEVICE IS TURNED ON AND FULLY CHARGED, BUT WE CANNOT GUARANTEE AN EXACT LOCATION. 5STAR SERVICE DOES NOT REQUIRE A CONTRACT AND CAN BE CANCELLED AT ANY TIME. MONTHLY SERVICE FEES DO NOT INCLUDE GOVERNMENT TAXES OR ASSESSMENT SURCHARGES. PRICES AND FEES ARE SUBJECT TO CHANGE. OUR COVERAGE MAP ESTIMATES WHERE YOUR DEVICE WILL WORK. A NUMBER OF FACTORS AFFECT THE SPECIFIC COVERAGE YOU WILL GET. YOU WILL NOT BE ABLE TO MAKE 9-1-1 CALLS WHEN CELLULAR SERVICE IS NOT AVAILABLE. GREATCALL IS NOT A HEALTH CARE PROVIDER AND DOES NOT PROVIDE HEALTH CARE SERVICES. YOU SHOULD SEEK THE ADVICE OF YOUR PHYSICIAN IF YOU HAVE ANY QUESTIONS ABOUT MEDICAL TREATMENT. GREATCALL IS A REGISTERED TRADEMARK OF GREATCALL, INC. AND/OR ITS RELATED ENTITIES. 5STAR URGENT RESPONSE AND 5STAR ARE TRADEMARKS OF GREATCALL, INC. COPYRIGHT 2013 GREATCALL, INC. NATIONAL ACADEMIES OF EMERGENCY DISPATCH © 2013.

17. 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.

18. 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.

19. 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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