

jitterbug®



jitterbug®

[www.jitterbug.com](http://www.jitterbug.com)

1-800-733-6632

Created together with worldwide leader Samsung.



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How-To Guide



## **Welcome to the Jitterbug® Family!**

We are pleased to share with you the only cell phone experience that is simple, helpful and affordable. Soon you'll see how easy it is to stay in touch with family and friends by using your new Jitterbug.

Please read this guide carefully, it will help you understand:

- The basics about getting started.
- How your Jitterbug works.
- When and how to use the Jitterbug operator.
- The important health and safety information about your phone.

The entire Jitterbug experience has been created for your comfort, convenience and ease of use. As we constantly want to improve our service, we welcome your feedback anytime. If we can help, please call – you can even use your Jitterbug.

Best regards,

Your friends at Jitterbug

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# Section I

## Getting Started

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

### Topics

- How to use this guide.
- Key items in the Jitterbug box.
- Installing the battery.
- Charging the battery.
- Low battery indicator.
- Turning your phone on/off.
- Getting more information.
- Contacting Customer Service.
- Jitterbug operator assistance.

For more information about Jitterbug, visit us online at [www.jitterbug.com](http://www.jitterbug.com)

## How to use this guide

This **How-To Guide** is divided into seven sections that describe the features of your Jitterbug® and how to use them in a few simple steps. We recommend that you read the entire guide and keep it handy for easy reference.

You can also skip directly to the section you're looking for by using the **Table of Contents** on page I, the red side tabs on each page, or the **Index** on page 110.

Throughout this guide we have included the following illustrations, images and symbols to highlight useful information.



A few features in this guide might be tricky for a first time cell phone user. If you need assistance, please give us a call anytime.

For more information, visit [www.jitterbug.com](http://www.jitterbug.com) or call us at 1-800-733-6632.

## Key items in the Jitterbug box

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



1. Jitterbug Cell Phone.
2. Rechargeable Battery – slides into the back of your phone.
3. AC Charger – to charge your battery.

## Installing the battery

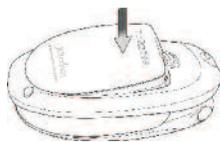
### To insert the battery:

1. Slide the rounded end of the battery into the back of your phone, lining up the gold contacts on the battery with the gold contacts inside the phone.



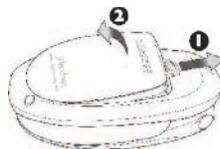
Back Side

2. Press the top end of the battery down until it snaps into place.



### To remove the battery:

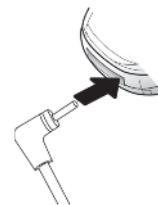
1. If the phone is on, turn it off by opening the phone and holding down the **on/off** button for two seconds until the Jitterbug® tune plays.
2. Slide the battery release latch **1** on the back of the phone toward the top end of the phone and hold.
3. Lift the battery **2** up and away from the phone, top end first, or simply turn your phone over. The battery will drop out.



## Charging the battery

### To charge your Jitterbug:

1. An AC Charger is included in the box with your Jitterbug phone.
2. Plug the large end of the charger into a standard wall outlet (120/220 VAC).
3. Plug the smaller end into the bottom of your phone. You'll see a **“Charging”** message in the display window.
4. When the battery is fully charged, you'll see a **“Completed”** message in the display window.



You must fully charge your battery before using your phone for the first time. Failure to do so may damage your battery.

## Low battery indicator

Jitterbug® phones remind you to charge your battery. Reminders appear on the screen with the following messages:

- **“Charge Battery”** appears when you have used approximately 50% of your battery. Don't be alarmed and feel free to continue using your Jitterbug normally. This notice merely reminds you to charge the battery at your earliest convenience.
- **“Battery Very Low”** appears when you have approximately ten minutes of battery life remaining.
- **“Battery Critical”** appears when you have approximately two minutes of battery life remaining. The message reappears every ten seconds until you connect your phone to a charger.



You can also find your battery strength on the phone info screen. See section 2 (pg 21) of this guide for more details.



If you use your phone without charging the battery, and it is critically low, it will turn itself off.



Jitterbug accessories are designed to maximize the battery's life. Using other accessories could damage your phone and may void your warranty.

## Turning your Jitterbug on/off

### To turn your Jitterbug on:

1. Open the phone.
2. Press the  button in the upper right corner of the keypad until the screen lights up.



The “Jitterbug” logo will appear on the screen before your phone is ready to use. If a connection isn't possible, you'll see **“No Service”** on the screen, and you won't get a dial tone.

3. When you hear a dial tone, your phone has service and is ready to use.



If you are not able to place a call, please call **1-800-733-6632** from another phone so we can help you.

### To turn your Jitterbug off:

1. Open the phone.
2. Press and hold the  button until the Jitterbug tune plays. Your phone is off.

## Getting more information

Visit [www.jitterbug.com](http://www.jitterbug.com) to:

- Update your **Phone List** See section 4 (pg 38).
- Shop for the latest Jitterbug® phones and accessories.
- Learn about new Jitterbug services.
- See answers to frequently asked questions.

## Contacting Customer Service

Use any of these ways to contact us:

- Send us an e-mail at:  
[customerservice@jitterbug.com](mailto:customerservice@jitterbug.com)
- Call us toll-free at: **1-800-733-6632**
- Write to us at:

### **Jitterbug Customer Service**

P.O. Box 4428

Carlsbad, CA 92018

## Jitterbug operator assistance

Live Jitterbug operators are available 24 hours a day, seven days a week, and can help you:

1. Update your **Phone List**.
2. Look up a residential, business or government phone number.
3. Connect you to any number in the U.S. or Canada.
4. Place calls to anyone on your **Phone List**, which is on file with the operator.

### To call a Jitterbug operator:

Press the “0” button, then press the  button. The live operator will greet you by name and ask how they may assist you.

#### NOTE

Minutes are used normally while speaking with the operator and for the length of any call they connect to you. If the operator performs one of the convenient four items listed above, an additional five minutes will be deducted from your account for the service. Most wireless carriers charge over \$1 in cash for services like 411; we keep it simple by deducting only 5 minutes.

## Section 2

# Phone Features

This section describes the key features and services of your Jitterbug® phone and how to use them.

### Topics

- Closed view of your phone—front.
- Closed view of your phone—back.
- Open view of your phone.
- Display screen.
- Start-up features.
- Moving between features.
- Optional services.
- Adjusting ringer volume.
- Adjusting the ear piece volume.
- Speakerphone.
- Emergency 911 service.

**FACT**

The first cellular phone weighed 40 ounces. Your Jitterbug weighs only 4.5 ounces.

For more information about Jitterbug, visit us online at [www.jitterbug.com](http://www.jitterbug.com)

## Closed view of your phone – front



1. **Internal Antenna** Connects with the cellular network so you can use your phone.
2. **Volume Button** Adjusts the ringer volume or the voice volume during a call. (To silence the ringer during an incoming call, tap the volume button.)
3. **Accessory Connector** Links accessories to your phone.
4. **Power Connector** Connects the AC Charger to your phone.
5. **Display Window** Shows time, day and date (when your phone is on). Indicates when you have an incoming call or message.
6. **Light Alert** The area around the volume button will light up for incoming calls or when the phone is fully charged. The following list outlines the light alerts and what each one means:
  - When your phone is plugged in:
    - **Light is on briefly** means charging has begun.
    - **Light is on steady** means charging is complete.
  - When your phone is unplugged:
    - **Light has a constant flash** means your phone needs recharging.
    - **Light has a short flash** means you have an incoming call or voice message.

## Closed view of your phone – back



- 1. Battery** Delivers power to make your phone function.
- 2. Lanyard Connector** Makes it easy to attach a lanyard or wrist-strap to carry your phone.
- 3. Battery Latch** Slides to open for easy battery removal.

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

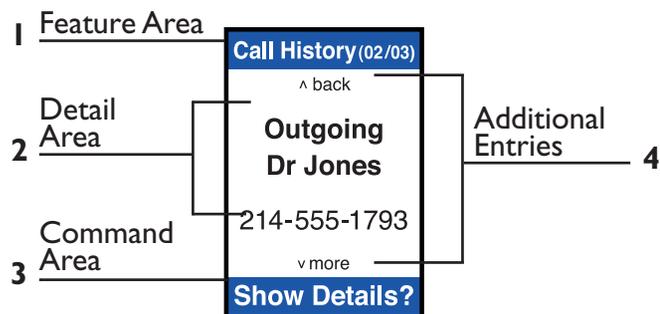
## Open view of your phone



1. **Speaker** Hear the caller loud and clear.
2. **Display Screen** Shows all the information you need to operate your phone.
3. **Up/Back Arrow Button** Returns to previous screen on your **Phone List** or **Call History**.
4. **YES Button** Allows you to respond "Yes" to questions or commands on the display screen.
5. **Down/More Arrow Button** Advances to next screen on your **Phone List** or **Call History**.
6. **Accessory Connector** Accessories such as our Hands Free Car Kit connect into your phone.
7. **Patented Ear Cushion** Fits comfortably around your ear while reducing unwanted noise.
8. **Power Button** Turns your phone on and off.
9. **NO Button** Allows you to respond "No" to questions or commands on the display screen.
10. **Microphone** Picks up the sound of your voice for calls and voice dialing.
11. **Power Connector** Both the AC Charger and Car Charger connect here to recharge your phone.

## Display screen

This is what you may see on the screen while using your Jitterbug®.



- 1. Feature Area** The top of the display screen is the “Feature Area.” It identifies the feature you are using.
- 2. Detail Area** The middle of the display screen indicates the detailed entries from your **Phone List**, phone call status, and received messages in adjustable type size (shorter messages appear in larger type).
- 3. Command Area** The bottom of the display screen in the “Command Area” displays questions or commands you can choose by pressing the  YES or  NO buttons.



Remember to read the **Command Area** line and respond by using the  YES or  NO buttons.

**4. Additional Entries** Indicates when entries are available before or after the current page. Use the Up/Down arrow buttons to scroll through entries.

- “**Back**” Entries available before the current page.
- “**More**” Entries available after the current page.

## Start-up features

Your Jitterbug includes the following important start up features:

- **Phone List** Up to 50 of the numbers you call most often can be stored in your phone. Jitterbug operators can even set up the **Phone List** for you. See section 4 (pg 38) for more details.
- **Call History** An easy way to review your last ten incoming, outgoing and missed calls.
- **Phone Information** gives you important information about your phone and battery.

- **Jitterbug® Operator** Greets you by name, makes calls for you, provides directory assistance and can add names and numbers to your **Phone List** (per minute charges for operator services may apply).
- **Emergency 911 service** Just in case you ever need it.

### Moving between features

Everything about Jitterbug was designed to be easy. You can move through all available features with three simple buttons located at the top of the keypad.

1. Press the  button to continue to the next feature or item.
2. Press the  button to choose the feature or item displayed on your screen.
3. Press the  button to move through a list within a feature.



When your phone is first turned on, it will be on the “**Phone List**” feature.

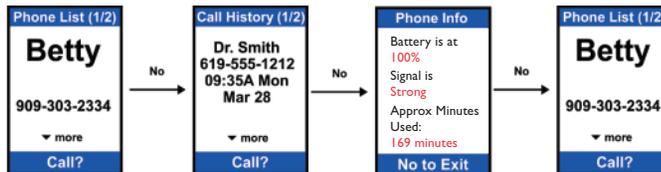
Press the  button to scroll through **Phone List** entries.

Press the  button to call the entry showing on the screen.

Press the  button to move to the next feature.



Keep pressing the  button to cycle through the features on your phone.



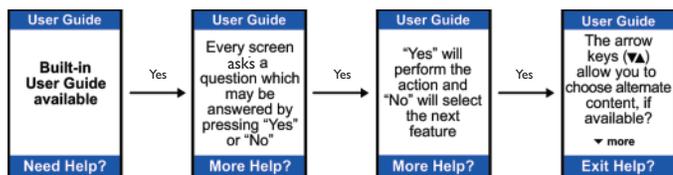
### Optional services

The following optional services can be turned on or off at your request by calling Jitterbug Customer Service at [1-800-733-6632](tel:1-800-733-6632).

**Voicemail** Allows callers to leave you a message if you don't answer (service fees and airtime may apply).

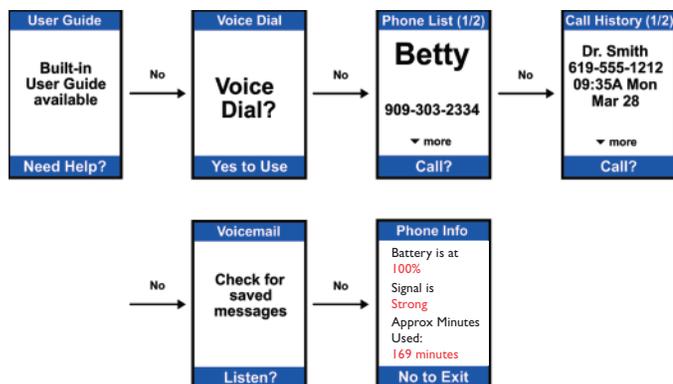
**Voice Dialing** Speak a name exactly as it appears in your **Phone List** and your Jitterbug® will connect you right away.

**Built-in User Guide** Provides simple instructions about moving through Jitterbug features and works as follows:



For help with any of the above optional features, please call Jitterbug Customer Service.

If you have activated some or all of these features, you will move between them in this order.



## Adjusting the ringer volume

1. Open your Jitterbug and confirm it's turned on.
2. Press the Up/Down volume button on the outside of the phone below the display window. Press repeatedly to cycle through the available options below:

- Ringer Volume Ring Max
- Ringer Volume High
- Ringer Volume Med
- Ringer Volume Low
- Ringer Volume Silent



The ringer and keypad can be silenced by pressing the volume button down until **“Silent”** appears on the screen. Your Jitterbug will now only vibrate to alert you to incoming calls (This can come in handy at a movie, a library or any other location where a ringer may be a distraction).

## Adjusting the ear piece volume

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

## Speakerphone

Use the **Speakerphone** setting to conduct a call without holding the phone to your ear (and allow others to participate in your phone call).



Don't hold the phone up to your ear when it's in **Speakerphone** mode. The volume may be too loud.



You must be on a call to use this setting.

### To use the speakerphone:

1. When you have placed or answered a call, you will see a **“Connected to...”** message on the screen.
2. Press the Volume button up repeatedly until you see **“Press Yes for SPKR Phone”**.
3. Press the  button.

### To exit speakerphone:

While you're on a call, press the volume button down to turn this feature off.



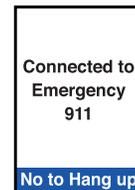
Your phone automatically exits the **Speakerphone** setting when you end a call.

## Emergency 911 service

When you dial 911, your phone automatically enters **Emergency Callback** mode for 30 minutes. While in this mode, you cannot make other calls.

### To make an emergency call:

1. Dial the numbers 9-1-1. **“Calling Emergency”** will appear on the screen.
2. When the 911 operator answers, **“Connected to Emergency”** appears on the screen, as shown.



### To end an emergency call:

1. If the **“No to Hang up”** command is showing at the bottom of the screen, press the  button. Your phone will now be in **Emergency Callback** mode. While your phone is in **Emergency Callback** mode you cannot make calls for 30 minutes in case the 911 operator needs to call you back.

2. To reconnect to the 911 operator, press the  button. You will know that you are in the **Emergency Callback** mode when you open your phone and see “**Emergency Callback**” on the screen.

### Why do I have an emergency callback setting?

If you dial 911, your mobile phone line is kept free so that the 911 operator can call you back or stay on the line with you.



If you mistakenly call 911, end the call as soon as possible by pressing the  button to hang up or close your phone.



All 911 calls made from your Jitterbug® phone are free.

## Section 3

# Placing and Receiving Calls

This section explains how to use your phone's calling and answering features.

### Topics

- Placing a call.
  - Dialing manually.
  - Placing a call via the Jitterbug® operator.
  - Using your **Phone List** to make a call.
- Receiving a call.
  - Indications of incoming calls when your phone is open.
  - Indications of incoming calls when your phone is closed.
  - Receiving a call when your phone is open.
  - Receiving a call when your phone is closed.
  - To end a call.
  - To ignore a call when the phone is closed.
  - To ignore a call when the phone is open.
- Silencing a call

#### FACT

More than 196 million Americans subscribe to a wireless service.

For more information about Jitterbug, visit us online at [www.jitterbug.com](http://www.jitterbug.com)

## Placing a call

### Dialing manually:

You can dial a number directly from any screen on your phone with 2 easy steps:

1. Dial the full ten digit number using your keypad. You are not required to dial one (1) first before placing a long distance call.
2. Press the  button when you see “**Call?**” at the bottom of your screen.

If you make a mistake while entering the number, press the  button to back up and delete your entry.

**TIP**

A dial tone means service is available. If service is not available you'll see “**No Service**” on the screen.

**NOTE**

Always dial the full ten digit number including area code even if it's a local call (except 911). You are not required to dial one (1) first before placing a long distance call.

### Placing a call via the Jitterbug® operator:

A live Jitterbug operator can connect you to anyone on your **Phone List** or to any number in the U.S. or Canada.

1. Press the “0” button.
2. Press the  button when you see “**Call?**” at the bottom of the screen. “**Calling**” will appear on the screen.
3. When the operator answers, “**Connected to**” will appear on the screen.
4. Tell the operator the name of the person in your **Phone List** you want to call, or tell them the ten digit number you want to be connected to.

**TIP**

You can end any call or exit any screen by closing, then re-opening your phone.

## Using your phone list to make a call:

Your Jitterbug® phone can store up to 50 numbers and contact names on your **Phone List**. See section 4 (pg 38) for more details. To place a call to a number on your list:

1. Press the  button repeatedly until the “**Phone List**” screen appears.
2. Press the Up/Down arrow button to move back and forward through your **Phone List** until you find the name and number you want to call.
3. Press the  button when you see the “**Call?**” question at the bottom of your screen.

### NOTE

You can control the order of the numbers on your **Phone List** from our password protected secure website [www.MyJitterbug.com](http://www.MyJitterbug.com). See section 4 (page 39) to learn how to use the Internet to manage your **Phone List**. Changes may take up to 24 hours to be displayed in your **Phone List**.

## Receiving a call

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

### Indications of incoming calls when your phone is open:

- If the caller’s name and number are stored on your **Phone List**, a phone number or name appears on your phone screen, as shown.
- If the caller can’t be identified, you will see one of the following messages:
  - Call from unavailable number
  - Call from restricted number
  - No number



### Indications of incoming calls when your phone is closed:

- The volume button on the front of your phone flashes.
- A phone number or name appears in the display window, as shown.



### Receiving a call when your phone is open:

1. Press the  button to connect.
2. A “**Connected to...**” message will appear on the display screen as shown. The caller’s voice can be heard through the earpiece.



### Receiving a call when your phone is closed:

1. Open the phone when you hear it ring. The ring tone will stop when the phone is open.
2. A “**Connected to...**” message will appear on the display screen as shown. The caller’s voice can be heard.



### To end a call:

To end a call, press the  button or close the phone.

### To ignore a call when the phone is closed:

When the phone is ringing you can press the volume button to mute the ringer.

If **Voicemail** is active, the caller will be directed to your **Voicemail**. If **Voicemail** is not active, callers will get a message that you are not available.

### To ignore a call when the phone is open:

You can send a caller directly to your **Voicemail** by pressing the  button when you see “**Answer?**” at the bottom of the display screen. This will also give an unavailable message if you do not have **Voicemail**.



Your phone continues to ring until:

- You answer the call.
- The calling party ends the call.
- You mute the ringer.
- The call is sent to **Voicemail**.

### Silencing a call

Turn the ringer off by opening the phone and pressing the volume button on the outside of the phone until “**Silent**” appears on the display screen. Your phone will vibrate to alert you to incoming calls.

## Section 4

# Your Phone List

This section explains how to use your phone list to save and find the names and numbers of people you call frequently.

### Topics

- Adding, changing and deleting numbers.
- Creating a new member account.
  - Creating and editing your phone list.
  - Moving, editing and deleting numbers from your phone list.
- Finding numbers in your phone list.

For more information about Jitterbug®, visit us online at [www.jitterbug.com](http://www.jitterbug.com)

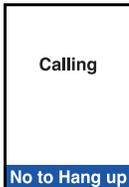
## Adding, changing and deleting numbers

You can store up to 50 names and numbers in your **Phone List**.

There are two simple options to add, change or delete names and numbers:

1. Using the live Jitterbug® operator.
2. Using the Internet at [www.MyJitterbug.com](http://www.MyJitterbug.com).

### OPTION 1: Use the live Jitterbug operator:

1. Press the “0” button, then press the  button. A “Calling” message appears, as shown.   

2. When the operator answers, a “**Connected to**” message appears. Tell the operator the name and number you want to add, change or delete.
3. To end the call, press the  button or close your phone.

### OPTION 2: Use the Internet at [www.MyJitterbug.com](http://www.MyJitterbug.com):

We’ve made it easy for you to update your **Phone List** by using the internet at [www.MyJitterbug.com](http://www.MyJitterbug.com).

### Create a new member account

If this is your first time visiting MyJitterbug, please follow these easy steps to create your account:

1. Go to [www.MyJitterbug.com](http://www.MyJitterbug.com). Once you have arrived at MyJitterbug, you will see two options on the left side of the page:
  - Click on the  button for Jitterbug owners with an existing MyJitterbug account.
  - Click on the  button for Jitterbug owners that have not created a MyJitterbug account.
2. Click on the  button.

3. After you have clicked on the **NEW MEMBER** button you will see the following request for information screen:

**NEW MEMBER**

Jitterbug  
Phone  
Number:

Zip Code:

Email  
Address:

Password:

Confirm  
Password:

**SEND**

**RETURNING MEMBER**

Please fill in all the information. If you come to this page and realize that you have already entered this information you can simply click on the **RETURNING MEMBER** button and you will be able to access your existing account.

4. After the appropriate information is completely filled out, please click on the **SEND** button.
5. Now that you have successfully created a MyJitterbug account, you can create your **Phone List**.

### Create and edit your phone list

1. Go to [www.MyJitterbug.com](http://www.MyJitterbug.com).
2. Click the **RETURNING MEMBER** button located on the left side of the page.
3. The following screen will appear. Type in your Jitterbug® phone number and password.

Jitterbug  
Phone  
Number:

Password:

Ready to Continue?

**YES**

Forgot your password? No problem.  
Click the button below and we'll help.

**HELP**

Don't have your MyJitterbug account yet,  
click the New Member button below  
and we'll get you started.

**NEW MEMBER**

NOTE

If you reach this page and realize that you do not have a MyJitterbug account, click on the **NEW MEMBER** button to create one.

4. Now that you have accessed your account, you will see three options on the left side of the page:

MYJITTERBUG HOME

MY PHONE BOOK

CHANGE PASSWORD

5. To update your **Phone List** click **MY PHONE BOOK** on the button. The following screen will appear:

**CANCEL** **SAVE**

Edit the names and numbers below to correct any errors.

Clicking  will delete an entry. Click the   arrows to move an entry to a new position in the list.

Don't forget to save your changes before leaving the page.

**Phone List**

1.	<input type="text" value="Amy Jones"/>	<input type="text" value="800-555-1212"/>			
2.	<input type="text"/>	<input type="text"/>			
3.	<input type="text"/>	<input type="text"/>			
4.	<input type="text"/>	<input type="text"/>			
5.	<input type="text"/>	<input type="text"/>			

**ADD NEW CONTACT**

**CANCEL** **SAVE**

This is where you enter the names and numbers for all of your contacts.



Make sure you only enter the ten digit number. You are not required to dial one (1) first before placing a long distance call.

- Please enter the names of your contacts in the first column on the left and their phone numbers in the second column on the right.
- Press the  button once you have added all the contacts into your list.



Here are a few essential guidelines to follow when adding contacts to your phone book:

- Make sure your phone is on while you are making changes to your **Phone List**.
- Your changes should appear on your phone within four hours. (Please note, this process can take up to 24 hours, depending on network traffic).
- If the **Phone List** on your Jitterbug® does not look right after about 24 hours, please contact Customer Service.

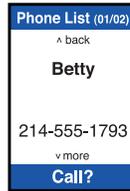
### Moving, editing and deleting numbers from your phone list:

You can easily move, edit and delete numbers from your **Phone List** using the following steps:

- Go to [www.MyJitterbug.com](http://www.MyJitterbug.com) and log into your account using your phone number and password. Then click on the  button to access your **Phone List**.
- Next to the list of your contact names and phone numbers you will see these three options:   
  -  Click this button to move a contact down on your **Phone List**.
  -  Click this button to move a contact up on your **Phone List**.
  -  Click this button to delete a contact.
- Click on the  button to save changes.

## Finding numbers in your phone list

1. Press the **NO** button repeatedly until the “**Phone List**” screen appears, as shown.
2. Press the Up/Down button to go through your **Phone List** until you find the number you’re looking for.
3. To call the selected number, press the **YES** button.



Remember that the Up/Down button is used to scroll through your **Phone List**.

## Section 5

# Call History

This section explains how to review and return missed calls.

### Topics

- Using call history to see recent calls.
- Returning missed calls and redialing.
- Saving numbers from your call history.

#### FACT

The co-founder of Jitterbug®, Arlene Harris, became the first female innovator ever inducted into the RCR Wireless News Hall of Fame in May 2007. The Hall of Fame honor recognized Harris' significant contributions to the advancement of wireless communications.

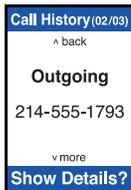
For more information about Jitterbug, visit us online at [www.jitterbug.com](http://www.jitterbug.com)

## Using call history to see recent calls

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

### To review call history:

1. Press the **NO** button repeatedly until a “**Call History**” screen appears, as shown.
2. Use the Up/Down arrow button to scroll through your **Call History**.



#### NOTE

If an outgoing, incoming, or missed call matches a number from your **Phone List**, the name of that person and that number will appear on the screen with the incoming number.

## Returning missed calls and redialing

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

1. Press the **NO** button repeatedly until “**Call History**” appears on the display screen.
2. Use the Up/Down arrow button to find your desired call and press the **YES** button.
3. Answer the “**Call?**” question by pressing the **YES** button to dial that number again. You will receive a notification when you miss a call.

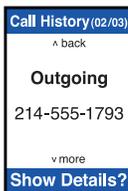
#### NOTE

The **Call History** option on your Jitterbug® allows you to save numbers and update your **Phone List** directly from this menu.

To keep it simple, we suggest that you update your **Phone List** via the Jitterbug operator or by logging onto [www.MyJitterbug.com](http://www.MyJitterbug.com). Detailed instructions on updating your **Phone List** can be found in section 4 (pg 38) of this guide. If you need assistance, please call **1-800-733-6632**.

## Saving numbers from your call history

1. Press the **(NO)** button repeatedly until **“Call History”** appears on the display screen.



2. Press the Up/Down arrow button to find the number you want to move to your **Phone List**. **“Show Details”** will appear at the bottom of the display screen.

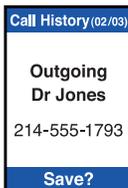


3. Then press the **(YES)** button. You will see the time and date that the call was made or received, as shown.



4. Press the **(NO)** button when you see **“Call?”** at the bottom of the screen.

5. Press the **(YES)** button when you see **“Save?”** on the screen.



6. You will see **“Are you sure?”**
7. If this is the number you want to save, press the **(YES)** button. A three-second flash indicates that the number is being saved. It will be stored as the last entry on your **Phone List**.

## Section 6

# Voicemail

This section explains how to use and manage voicemail on your Jitterbug® (this service is optional).

### Topics

- Using voicemail.
  - Setting up voicemail.
  - Recording your voicemail greeting.
  - Letting you know that you have voicemail messages.
  - Listening to voicemail messages.
  - Saving or deleting voicemail messages.
  - Listening to saved voicemail messages.
  - Changing your voicemail greetings.

## Using voicemail

### Setting up voicemail:

This section only applies if you have purchased **Voicemail**. To purchase **Voicemail**, please call Customer Service at 1-800-733-6632.

### Recording your voicemail greeting:

You have a choice of using a personalized greeting (in your own words and voice) or a standard greeting. A standard greeting will be generated by the Jitterbug® system and will tell the caller you are not available.



We recommend you record a personal greeting.

To set up **Voicemail**, you need to do the following:

1. Press the  button repeatedly until the “**Voicemail**” screen appears. The screen will say “**Check for saved messages**” as shown here:



2. Press the  button to enter the **Voicemail** feature and listen to the prompts. The Jitterbug system will know it is your first time setting up **Voicemail**.

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

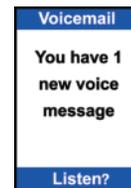
### Letting you know that you have voicemail messages:

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

1. Saying “**New voicemail**” on the display screen on the outside of your phone.
2. Saying “**You have 1 new voice message**” on the display screen on the inside of your phone.

### Listening to voicemail messages:

If you have a new **Voicemail** message, your Jitterbug lets you know. When you open the phone you will see “**You have 1 new voice message**” with the question “**Listen?**” at the bottom of the screen. Press the  button to listen to your message.



## Saving or deleting voicemail messages:

After listening to each message, the **Voicemail** system will ask if you would like to:

- **“Replay the message?”** If you want to listen to the message again, press the **(YES)** button. If not, press the **(NO)** button.
- Then the Jitterbug® system will ask you if you want to delete the message.

### NOTE

If you want to delete it, press the **(YES)** button. If you want to save the message press the **(NO)** button.



Once you delete a message, the information is gone. You cannot retrieve a deleted message.

## Listening to saved voicemail messages:

Press the **(NO)** button repeatedly until the **“Voicemail”** screen appears. The screen should say **“Check for saved messages”** as shown here:



Press the **(YES)** button to enter **Voicemail** and listen to the prompts. The Jitterbug system will play your saved messages. To exit your **Voicemail**, simply close your phone at anytime.

## Changing your voicemail greeting:

Press the **(NO)** button repeatedly until the **Voicemail** screen appears on your phone.

Press the **(YES)** button to enter **Voicemail** and listen to the prompts. After playing any saved messages, the system will ask you **“Would you like to review your voicemail greeting?”** Press the **(YES)** button to change your greeting by following the prompts and pressing the **(YES)** or **(NO)** buttons.

## Section 7

# Voice Dialing

This section explains how to use the voice dial feature on your phone to call a contact on your phone list.

### Topics

- Setting up voice dialing.
- Voice dialing tips.

#### FACT

April 3, 2008 is the 35th anniversary of the first public phone call made on a portable cell phone. That call was placed by Martin Cooper who created Jitterbug® with his wife, Arlene Harris, the founder of Jitterbug.

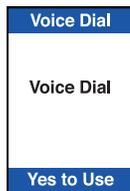
For more information about Jitterbug, visit us online at [www.jitterbug.com](http://www.jitterbug.com)



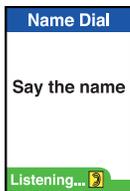
To activate this feature, call Customer Service at 1-800-733-6632.

## Setting up voice dialing

1. Press the button when you see “Voice Dial” on your screen. (The command “Yes to Use” will appear at the bottom of the display screen).



2. Say the name of the person you want to call, exactly as it appears on your **Phone List**.



3. If **Voice Dial** recognizes the name, your phone will confirm the request by asking “Did you say [NAME]?” Confirm by saying “Yes” or by pressing the button.



4. If **Voice Dial** is not sure which name you said, you will hear the question “Did you say?” followed by the first of three possible names.

5. Say “Yes” or press the button to confirm a name; say “No” or press the button to hear the next name. When you confirm a name, that number will be dialed.



### Voice dialing tips

- Wait for the beep before speaking.
- Speak in a normal volume, as if you were talking to someone on the phone.
- Say the name, exactly as it appears on your **Phone List**.
- Speak clearly.

# Health and Safety Information

This section covers common questions about the healthy use of cell phones and recommended safety precautions.

## Topics

- Operating environment.
- Health and safety information.
- Consumer questions and answers.
- Road safety.
- FCC notice.
- Other important safety information.
- Product performance.
- Battery precautions.
- Care and maintenance.

## Operating environment

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

As with other mobile radio transmitting equipment, users are advised that for the satisfactory operation of the equipment and for the safety of personnel, it is recommended that the equipment should only be used in the normal operating position (held to your ear with the antenna pointing over your shoulder).

## Using your phone 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 phone. Consult the manufacturer to discuss alternatives.

## Pacemakers:

Pacemaker manufacturers recommend that a minimum distance of 15 cm (6 inches) be maintained between a wireless phone and a pacemaker to avoid potential

interference with the pacemaker. These recommendations are consistent with the independent research and recommendations of Wireless Technology Research.

## Persons with pacemakers:

- Should always keep the phone more than 15 cm (6 inches) from their pacemaker when the phone is switched on.
- Should not carry the phone in a breast pocket.
- Should use the ear opposite the pacemaker to minimize potential interference.

If you have any reason to suspect that interference is taking place, switch your phone off immediately.

## Hearing aids:

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may wish to consult your hearing aid manufacturer to discuss alternatives.

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

### **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. You should also consult the manufacturer of any equipment that has been added to your vehicle.

### **Posted facilities:**

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

### **Potentially explosive environments**

Switch your phone 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 phone off while at a refueling point (service station). Users are reminded of the need to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress.

Areas with a potentially explosive atmosphere are often but not always clearly marked. They include below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine.

### **Emergency calls:**

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

Remember, to make or receive any calls the phone must be switched on and in a service area with adequate signal strength. Emergency calls may not be possible on all wireless phone networks or when certain network services and/or phone features are in use. Check with local service providers. To make an emergency call:

1. If the phone is off, turn it on.
2. Press the 9-1-1 buttons.

When making an emergency call, remember to give all the necessary information as accurately as possible. Remember that your phone may be the only means of communication at the scene of an accident; do not hang-up the call until given permission to do so.

### **Restricting children's access to your phone:**

Your phone is not a toy. Children should not be allowed to play with it because they could hurt themselves and others, damage the phone or make calls that increase your phone bill.

## **Health and Safety Information**

### **Exposure to radio frequency (RF) signals certification information (SAR)**

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 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 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 exposure 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 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. 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 exposure 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. Body-worn operations are restricted to Samsung-supplied, approved, or non-Samsung designated accessories that have no metal and must provide at least 1.5 cm separation between the device, including its antenna (whether extended or retracted) and the user's body. Non-compliance with the above restrictions may result in violation of FCC RF exposure guidelines.

The FCC has granted an Equipment Authorization for this mobile phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines.

The maximum SAR values for this model phone as reported to the FCC are:

AMPS/CDMA Mode(Part 22) Head: 0.662 W/kg  
CDMA, Body-worn: 0.571 W/kg  
PCS Mode(Part 24) Head: 1.06 W/kg,  
Body-worn:0.651 W/kg

SAR information on this and other model phones can be viewed online at [www.fcc.gov/oet/fccid](http://www.fcc.gov/oet/fccid). 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 Web site and it should provide values for typical or maximum SAR for a particular phone. Additional product specific SAR information can also be obtained at [www.fcc.gov/cgb/sar](http://www.fcc.gov/cgb/sar).

### Consumer information on wireless phones

The U.S. Food and Drug Administration (FDA) has published a series of Questions and Answers for consumers relating to radio frequency (RF) exposure from wireless phones. The FDA publication includes the following information:

### What kinds of phones are the subject of this update?

The term "wireless phone" refers here to hand-held wireless phones with built-in antennas, often called "cell," "mobile," or "PCS" phones. These types of wireless

phones can expose the user to measurable radio frequency energy (RF) because of the short distance between the phone and the user's head. These RF exposures are limited by Federal Communications Commission safety guidelines that were developed with the advice of FDA and other federal health and safety agencies. When the phone is located at greater distances from the user, the exposure to RF is drastically lower because a person's RF exposure decreases rapidly with increasing distance from the source. The so-called "cordless phones," which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures well within the FCC's compliance limits.

### **Do wireless phones pose a health hazard?**

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, however, that wireless phones are absolutely safe. Wireless phones emit low levels of radio frequency energy (RF) in the microwave range while being used. They also emit very low levels of RF 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. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other

researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

### **What is the FDA's role concerning the safety of wireless phones?**

Under the law, the FDA does not review the safety of radiation-emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless phones are shown to emit radio frequency energy (RF) at a level that is hazardous to the user. In such a case, the FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists.

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

- Support needed research into possible biological effects of RF of the type emitted by wireless phones;
- Design wireless phones in a way that minimizes any RF exposure to the user that is not necessary for device function; and
- Cooperate in providing users of wireless phones with the best possible information on possible effects of wireless phone use on human health.

The FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Federal Communications Commission
- Occupational Safety and Health Administration
- National Telecommunications and Information Administration

The National Institutes of Health participates in some interagency working group activities, as well.

The FDA shares regulatory responsibilities for wireless phones with the Federal Communications Commission (FCC). All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. FCC relies on FDA and other health agencies for safety questions about wireless phones.

The FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than do the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless phones. Base stations

are thus not the primary subject of the safety questions discussed in this document.

### **What are the results of the research done already?**

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of radio frequency energy (RF) exposures characteristic of wireless phones have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer-causing chemicals so as to be pre-disposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless phones, so we don't know with certainty what the results of such studies mean for human health.

Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless phones and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain

or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless phones RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period of phone use in these studies was around three years.

### **What research is needed to decide whether RF exposure from wireless phones poses a health risk?**

A combination of laboratory studies and epidemiological studies of people actually using wireless phones would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but ten or more years' follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop - if they do - may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless phones. Many factors affect this measurement, such as the angle at which the phone is held, or which model of phone is used.

### **What is the FDA doing to find out more about the possible health effects of wireless phone RF?**

The FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to radio frequency energy (RF).

The FDA has been a leading participant in the World Health Organization international Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The Project has also helped develop a series of public information documents on EMF issues.

The FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless phone safety. The FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts to independent investigators. The initial research will include both laboratory studies and studies of wireless phone users.

The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

### **What steps can I take to reduce my exposure to radio frequency energy from my wireless phone?**

If there is a risk from these products - 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 exposure to radio frequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless phone will reduce RF exposure.

If you must conduct extended conversations by wireless phone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a headset and carry the wireless phone away from your body or use a wireless phone connected to a remote antenna.

Again, the scientific data do not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless phone use.

### **What about children using wireless phones?**

The scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to radio frequency energy (RF), the measures described above would apply to children and teenagers using wireless phones. Reducing the time of wireless phone use and increasing the distance between the user and the RF source will reduce RF exposure.

Some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

### **Do hands-free kits for wireless phones reduce risks from exposure to RF emissions?**

Since there are no known risks from exposure to RF emissions from wireless phones, there is no reason to believe that hands-free kits reduce risks. Hands-free kits can be used with wireless phones for convenience and comfort. These systems reduce the absorption of RF energy in the head because the phone, which is the

source of the RF emissions, will not be placed against the head. On the other hand, if the phone is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless phones marketed in the U.S. are required to meet safety requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit.

### **Do wireless phone accessories that claim to shield the head from RF radiation work?**

Since there are no known risks from exposure to RF emissions from wireless phones, there is no reason to believe that accessories that 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. In February 2002, the Federal Trade Commission (FTC) charged two companies that sold devices that claimed to protect wireless phone users from radiation with making false and unsubstantiated claims. According to the FTC, these defendants lacked a reasonable basis to substantiate their claim.

### **What about wireless phone interference with medical equipment?**

Radio frequency energy (RF) from wireless phones can interact with some electronic devices. For this reason, FDA helped develop a detailed test method to measure electromagnetic interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless telephones. This test method is now part of a standard sponsored by the Association for the Advancement of Medical Instrumentation (AAMI). The final draft, a joint effort by FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless phone EMI. FDA has tested wireless phones and helped develop a voluntary standard sponsored by the Institute of Electrical and Electronic Engineers (IEEE). This standard specifies test methods and performance requirements for hearing aids and wireless phones so that no interference occurs when a person uses a compatible phone and a compatible hearing aid at the same time. This standard was approved by the IEEE in 2000.

The FDA continues to monitor the use of wireless phones for possible interactions with other medical devices. Should harmful interference be found to occur, the FDA will conduct testing to assess the interference and work to resolve the problem. Additional information on the safety of RF exposures

from various sources can be obtained from the following organizations:

- FCC RF Safety Program  
<http://www.fcc.gov/oet/rfsafety>
- Environmental Protection Agency (EPA)  
<http://www.epa.gov/radiation/>
- Occupational Safety and Health Administration's (OSHA):  
<http://www.osha.gov/SLTC/radiofrequencyradiation/index.html>
- National Institute for Occupational Safety and Health (NIOSH):  
<http://www.cdc.gov/niosh/topics/emf>
- World Health Organization (WHO):  
<http://www.who.int/peh-emf/>
- International Commission on Non-Ionizing Radiation Protection: <http://www.icnirp.de>
- National Radiation Protection Board (UK):  
<http://www.hpa.org.uk/radiation/>

### Road safety

When driving a car, driving is your first responsibility. When using your wireless phone behind the wheel of a car, practice good common sense and remember the following tips:

1. Get to know your wireless phone and its features, such as speed dial and redial. If available, these features

help you place your call without taking your attention off the road.

2. When available, use a hands-free device. If possible, add an additional layer of convenience and safety to your wireless phone with one of the many hands-free accessories available today.
3. Position your wireless phone within easy reach. Be able to access your wireless phone without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voice mail answer it for you.
4. Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, ice and even heavy traffic can be hazardous.
5. Do not take notes or look up phone numbers while driving. Jotting down a “to do” list or flipping through your address book takes attention away from your primary responsibility, driving safely.
6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan calls when your car will be stationary. If you need to make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.

7. Do not engage in stressful or emotional conversations that may be distracting. Make people you are talking with aware you are driving and suspend conversations that have the potential to divert your attention from the road.
8. Use your wireless phone to call for help. Press the 911 button or other local emergency number in the case of fire, traffic accident or medical emergencies. Remember, it is a free call on your wireless phone!
9. Use your wireless phone to help others in emergencies. If you see an auto accident, crime in progress or other serious emergency where lives are in danger, press the 911 button or other local emergency number, as you would want others to do for you.
10. Call roadside assistance or a special non-emergency wireless assistance number when necessary. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency number.

### **The wireless industry reminds you to use your phone safely when driving.**

For more information, please call 1-888-901-SAFE, or visit our website [www.wow-com.com](http://www.wow-com.com) provided by the

Cellular Telecommunications & Internet Association.

- US Food and Drug Administration:  
<http://www.fda.gov/cellphones>

### **FCC notice**

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

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, One Batterymarch Park, Quincy, MA 02269, Attn: Publication Sales Division.

### **FCC cautions**

Any changes or modifications to your phone not expressly approved in this document 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 phone warranty if said accessories cause damage or a defect to the phone.

Although your phone 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 phone or install the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty applicable to the device.
- Check regularly that all wireless phone equipment in your vehicle is mounted and operating properly.
- Do not store or carry flammable liquids, gases or explosive materials in the same compartment as the phone, 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 both installed or portable wireless equipment 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 phone off before boarding an aircraft. The use of wireless phones in aircraft is illegal and may be dangerous to the aircraft's operation.
- Failure to observe these instructions may lead to the suspension or denial of telephone services to the offender, or legal action, or both.

## Product performance

### Getting the most out of your signal reception

The quality of each call you make or receive depends on the signal strength in your area. You will know that you have a signal when you hear a dial-tone. If you do not have a dial tone there is no signal in that immediate area.

If you're inside a building, being near a window may give you better reception.

### Understanding how your phone operates

Your phone is basically a radio transmitter and receiver. When it's turned on, it receives and transmits radio frequency (RF) signals. When you use your phone, the system handling your call controls the power level. This power can range from 0.006 watts to 0.2 watts in digital mode.

### Maintaining your phone's peak performance

For the best care of your phone, only authorized personnel should service your phone and accessories. Faulty service may void the warranty.

Avoid exposing your phone and accessories to rain or liquid spills. If your phone does get wet, immediately turn the power off and remove the battery. If it is inoperable, call Customer Service at 1-800-733-6632.

## Availability of various features

Many services and features are network dependent and may require additional subscription and/or usage charges. Not all features are available for purchase or use in all areas. Log on to [www.jitterbug.com](http://www.jitterbug.com) for more information or call Customer Service at 1-800-733-6632.

## Battery standby and talk time

Standby and talk times will vary depending on phone usage patterns and conditions. Battery power consumption depends on factors such as network configuration, signal strength, operating temperature, features selected, frequency of calls, and voice, data, and other application usage patterns.

## Battery precautions

- Avoid dropping the cell phone. Dropping it, especially on a hard surface, can potentially cause damage to the phone and battery. If you suspect damage to the phone or battery, call us at 1-800-733-6632.
- Never use any charger or battery that is damaged in any way.
- Use the battery only for its intended purpose.
- Follow battery usage, storage and charging guidelines found in your How-To Guide.
- Battery charging time depends on the remaining battery charge and the type of battery and charger

used. The battery can be charged and discharged hundreds of times, but it will gradually wear out. When the operation time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.

- If left unused, a fully-charged battery will discharge itself over time.
- Use only Samsung-approved batteries and recharge your battery only with Samsung-approved chargers. When a charger is not in use, disconnect it from the power source. Do not leave the battery connected to a charger for more than a week, since overcharging may shorten its life.
- Do not use incompatible cell phone batteries and chargers. Some Web sites and second-hand dealers, not associated with reputable manufacturers and carriers, might be selling incompatible or even counterfeit batteries and chargers.
- Extreme temperatures will affect the charging capacity of your battery: it may require cooling or warming first.
- Do not leave the battery in hot or cold places, such as in a car in summer or winter conditions, as you will reduce the capacity and lifetime of the battery. Always try to keep the battery at room temperature. A phone with a hot or cold battery may temporarily not work, even when the battery is fully charged. Li-Ion batteries

are particularly affected by temperatures below 0 °C (32 °F).

- Do not place the phone in areas that may get very hot, such as on or near a cooking surface, cooking appliance, iron, or radiator.
- Do not get your phone or battery wet. Even though they will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard.
- Do not short-circuit the battery. Accidental short-circuiting can occur when a metallic object (coin, 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.
- Do not permit a battery out of the phone to come in contact with metal objects, such as coins, keys or jewelry.
- Do not crush, puncture or put a high degree of pressure on the battery as this can cause an internal short-circuit, resulting in overheating.
- Dispose of used batteries in accordance with local regulations. In some areas, the disposal of batteries in household or business trash may be prohibited. For safe disposal options for Li-Ion batteries, call us at 1-800-733-6632. Always recycle. Do not dispose of batteries in a fire.

## Care and maintenance

Your phone 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 ensure usage for many years.

- Keep the phone and all its parts and accessories out of the reach of small children.
- Keep the phone dry. Precipitation, humidity and liquids contain minerals that will corrode electronic circuits.
- Do not use the phone with a wet hand. Doing so may cause an electric shock to you or damage to the phone.
- Do not use or store the phone in dusty, dirty areas, as its moving parts may be damaged.
- Do not store the phone in hot areas. High temperatures can shorten the life of electronic devices, damage batteries and warp or melt certain plastics.
- Do not store the phone in cold areas. When the phone warms up to its normal operating temperature, moisture can form inside, which may damage the phone's electronic circuit boards.
- Do not drop, knock or shake the phone. Rough handling can break internal circuit boards.
- Do not use harsh chemicals, cleaning solvents or strong detergents to clean the phone. Wipe it with a soft cloth slightly dampened in a mild soap-and-water solution.
- Do not paint the phone. Paint can clog the moving parts and prevent proper operation.

- Do not put the phone in or on heating devices, such as a microwave oven, a stove or a radiator. The phone may explode when overheated.
- If the phone, battery, charger or any accessory is not working properly, call Customer Service at 1-800-733-6632. The personnel there will assist you, and if necessary, arrange for service.

# The Fine Print

## Topics

- Intellectual property.
- Disclaimer of warranties.
- Standard limited warranty.

## Intellectual property

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

### GreatCall, Inc.

#### Headquarters:

100 Via Del La Valle  
Suite 100  
Del Mar, CA 92014  
Tel: 1-858-847-0009

### Customer Care Center:

P.O. Box 4428  
Carlsbad, CA 92018  
Tel: 1-800-733-6632

### Internet Address:

[www.jitterbug.com](http://www.jitterbug.com)

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### SAMSUNG Telecommunications America (STA), LLC

1301 East Lookout Drive  
Richardson, Texas 75082  
Tel: 1-858-SAMSUNG

### Internet Address:

[www.samsungmobileusa.com](http://www.samsungmobileusa.com)

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GH68-12706A

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## **Disclaimer of warranties; Exclusion of liability**

EXCEPT AS SET FORTH IN THE EXPRESS WARRANTY CONTAINED ON THE WARRANTY PAGE ENCLOSED WITH THE PRODUCT, THE PURCHASER TAKES THE PRODUCT “AS IS”, AND NEITHER SAMSUNG NOR GREATCALL MAKES ANY EXPRESS OR IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT, INCLUDING BUT NOT LIMITED TO THE MERCHANTABILITY OF THE PRODUCT OR ITS FITNESS FOR ANY PARTICULAR PURPOSE OR USE; THE DESIGN, CONDITION OR QUALITY OF THE PRODUCT; THE PERFORMANCE OF THE PRODUCT; THE WORKMANSHIP OF THE PRODUCT OR THE COMPONENTS CONTAINED THEREIN; OR COMPLIANCE OF THE PRODUCT WITH THE REQUIREMENTS OF ANY LAW, RULE, SPECIFICATIONS OR CONTRACT PERTAINING THERETO. NOTHING CONTAINED IN THE INSTRUCTION MANUAL SHALL BE CONSTRUED TO CREATE AN EXPRESS OR IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT. IN ADDITION, NEITHER SAMSUNG NOR GREATCALL SHALL BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR

ARISING FROM THE BREACH OF THE EXPRESS WARRANTY, INCLUDING INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR LOSS OF ANTICIPATED PROFITS OR BENEFITS.

## **Standard limited warranty**

### **What is covered and for how long?**

#### **Samsung Telecommunications America, Inc.**

(“SAMSUNG”) warrants to the original purchaser (“Purchaser”) that SAMSUNG’s Phones and accessories (“Products”) are free from defects in material and workmanship under normal use and service for the period commencing upon the date of purchase and continuing for the following specified period of time after that date:

#### **Phone**

1 Year

#### **Batteries**

1 Year

#### **Leather Case**

90 Days

#### **Other Phone Accessories**

1 Year

## What is not covered?

This limited warranty is conditioned upon proper use of Product by Purchaser. This Limited Warranty does not cover: (a) defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, or modification of any part of Product, including antenna, or cosmetic damage; (b) equipment that has the serial number removed or made illegible; (c) any plastic surfaces or other externally exposed parts that are scratched or damaged due to normal use; (d) malfunctions resulting from the use of Product in conjunction with accessories, products, or ancillary/peripheral equipment not furnished or approved by SAMSUNG; (e) defects or damage from improper testing, operation, maintenance, installation, or adjustment; (f) installation, maintenance, and service of Product, or (g) Product used or purchased outside the United States or Canada.

This Limited Warranty covers batteries only if battery capacity falls below 80% of rated capacity or the battery leaks, and this Limited Warranty does not cover any battery if (i) the battery has been charged by a battery charger not specified or approved by SAMSUNG for charging the battery, (ii) any of the seals on the battery are broken or show evidence of tampering, or (iii) the battery has been used in equipment other than the SAMSUNG phone for which it is specified.

## What are SAMSUNG's obligations?

During the applicable warranty period, SAMSUNG will repair or replace, at SAMSUNG's sole option, without charge to Purchaser, any defective component part of Product. To obtain service under this Limited Warranty, Purchaser must return Product to an authorized phone service facility in an adequate container for shipping, accompanied by Purchaser's sales receipt or comparable substitute proof of sale showing the date of purchase, the serial number of Product and the sellers' name and address. To obtain assistance on where to deliver the Product, call Samsung Customer Care at 1-888-987-4357. Upon receipt, SAMSUNG will promptly repair or replace the defective Product. SAMSUNG may, at SAMSUNG's sole option, use rebuilt, reconditioned, or new parts or components when repairing any Product or replace Product with a rebuilt, reconditioned or new Product. Repaired/replaced leather cases, pouches and holsters will be warranted for a period of ninety (90) days. All other repaired/replaced Product will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for 90 days, whichever is longer. All replaced parts, components, boards and equipment shall become the property of SAMSUNG. If SAMSUNG determines that any Product is not covered by this Limited Warranty, Purchaser must pay all parts, shipping, and labor charges for the repair or return of such Product.

## **What are the limits on SAMSUNG's warranty/liability?**

EXCEPT AS SET FORTH IN THE EXPRESS WARRANTY CONTAINED HEREIN, PURCHASER TAKES THE PRODUCT "AS IS," AND SAMSUNG MAKES NO WARRANTY OR REPRESENTATION AND THERE ARE NO CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT, INCLUDING BUT NOT LIMITED TO:

- THE MERCHANTABILITY OF THE PRODUCT OR ITS FITNESS FOR ANY PARTICULAR PURPOSE OR USE;
- "WARRANTIES OF TITLE OR NON-INFRINGEMENT; "DESIGN, CONDITION, QUALITY, OR PERFORMANCE OF THE PRODUCT;
- "THE WORKMANSHIP OF THE PRODUCT OR THE COMPONENTS CONTAINED THEREIN; OR
- "COMPLIANCE OF THE PRODUCT WITH THE REQUIREMENTS OF ANY LAW, RULE, SPECIFICATION OR CONTRACT PERTAINING THERETO.

NOTHING CONTAINED IN THE INSTRUCTION MANUAL SHALL BE CONSTRUED TO CREATE AN EXPRESS WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT. ALL IMPLIED WARRANTIES AND CONDITIONS THAT MAY ARISE BY OPERATION OF LAW, INCLUDING IF APPLICABLE THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE SAME DURATION OF TIME AS THE EXPRESS WRITTEN WARRANTY STATED HEREIN. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG A WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IN ADDITION, SAMSUNG SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM THE PURCHASE, USE, OR MISUSE OF, OR INABILITY TO USE THE PRODUCT OR ARISING DIRECTLY OR INDIRECTLY FROM THE USE OR LOSS OF USE OF THE PRODUCT OR FROM THE BREACH OF THE EXPRESS WARRANTY, INCLUDING INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES, OR LOSS OF ANTICIPATED PROFITS OR BENEFITS, OR FOR DAMAGES ARISING FROM ANY TORT (INCLUDING NEGLIGENCE OR GROSS NEGLIGENCE) OR FAULT COMMITTED BY SAMSUNG, ITS

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This Limited Warranty allocates risk of Product failure between Purchaser and SAMSUNG, and SAMSUNG's Product pricing reflects this allocation of risk and the limitations of liability contained in this Limited Warranty. The agents, employees, distributors, and dealers of SAMSUNG are not authorized to make modifications to this Limited Warranty, or make additional warranties binding on SAMSUNG. Accordingly, additional statements such as dealer advertising or presentation, whether oral or written, do not constitute warranties by SAMSUNG and should not be relied upon.

**Samsung Telecommunications America, LLC**

1301 East Lookout Drive

Richardson, Texas 75082

Phone: 1-800-SAMSUNG

Phone: 1-888-987-HELP (4357)

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4,901,307	5,109,390	5,267,262	5,416,797
5,506,865	5,544,196	5,657,420	5,101,501
5,267,261	5,414,796	5,504,773	5,535,239
5,600,754	5,778,338	5,228,054	5,337,338
5,710,784	5,056,109	5,568,483	5,659,569
5,490,165	5,511,073		

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